



*A place for healing,
support & social action*

ANNUAL REPORT
2021-2022

Zig Zag Group Event

Young Women's End of Year Party 2021

We value social gatherings and celebrations as important to health and wellbeing, improving trauma recovery while building on our social connections.

With the rise of digital interactions, the impact of the past few years of COVID19 lockdowns, we saw an increase in mental health concerns and isolation for young people, so we were all grateful to get our 'usual' Young Women's End of Year Party back on track and celebrate together in December 2021.

Approximately 50 young women and children, along with Zig Zag staff hung out together and enjoyed the company plus the variety of activities on offer: pot painting and planting; macramé and Christmas decoration making; face & nail painting; balloon shaping; photo booth antics; professional massage in the chillout zone; clothes, gifts and toy giveaways; with a shared lunch spread. Feedback from young women is always positive with loads of fun chatter, peer connections and comments of returning next year!





Zig Zag Young Women's
Resource Centre Inc.

Annual Report

July 2021 – June 2022

Content:

- 2 Chairperson's Report
- 2 Treasurer's Report
- 4 Donations and Grants - Thanks!
- 5 Zig Zag Sexual Assault Support and Prevention Program ~ Wider Brisbane Region
- 9 Brisbane North Sexual Assault Response Service
- 12 Brisbane Southwest Support Sexual Violence Prevention Service
- 13 Zig Zag Homelessness Support Program
- 19 A Word from the Manager



Staff and management of Zig Zag Young Women's Resource Centre respectfully acknowledge First Nations Peoples as the Traditional Owners and pay our respect to the many local Nations whose homelands Meanjin (Brisbane) and surrounding suburbs, were founded upon. We pay our respects to Elders both past and present and thank them for paving the way. As First Nations allies, we continue to learn and aim to always improve in the work we do, and we welcome any feedback.



Zig Zag Young Women's Resource Centre is proudly funded by





Chairperson's report

I would like to begin by acknowledging the Jagera and Turrbal people as the traditional owners of the land on which Zig Zag operates and pay my respects to elders, past, present and emerging. I honour the ongoing work of First Nation's people who have been actively resisting and disrupting the harmful impacts of colonialism since 1788.

I would also like to acknowledge those in our community who advocate for positive social and political change around issues which impact young women, including women's rights, equality, sexual and domestic violence prevention, as well as recognition, justice, and social change for First Nations peoples.

As Chairperson I am delighted to present this report on behalf of the Management Committee which highlights our activities and accomplishments over the past year. The 2021-2022 financial year presented us with both challenges and opportunities as we navigated the ongoing impact of the COVID-19 pandemic, emerging housing crisis in Queensland and increased demand for services across each of our program areas. I remain in awe of the commitment, dedication and flexibility of Zig Zag staff in meeting these changes in a way which enables a dynamic and responsive approach to service delivery.

As you know Zig Zag is an independent feminist organisation which provides a place of healing, support and social action for young women aged 12-25 years. I would like to thank our funding bodies, the Department of Children, Youth Justice & Multicultural Affairs, the Department of Justice and Attorney General

and the Department of Communities, Housing and Digital Economy for their ongoing support of this important work. I would also like to thank the many organisations and individuals who have generously contributed to this work.

The Management Committee would like to recognise the dedication and expertise of the women who deliver counselling, advocacy, group work and housing support to the young women who access Zig Zag's services. Zig Zag has a proud, thirty-four year history of delivering high quality, feminist practice to young women and I would like to acknowledge the workers that have contributed to this legacy and those workers who are continuing this tradition. We thank: Laura, Tina, Shirley, Naomi, Alice, Kirsty, Di, Sara, Jordy, Jane, Jacqui, Hrisoula, Bess, Anne, Greta, Deb, Glenys, Liz, Sonja TH and Sonja MC.

Our sincere thanks to Stephanie Anne for the leadership, knowledge and warmth she brings to her role as Zig Zag manager and to Shirley Peppler who once again acted in this role during Stephanie's leave.

I would like to acknowledge and thank the members of our Management Committee for their dedication and expertise, Sue Agnew, Anda Davis, Rochelle Keegel, Tori Large, Jill McKay, Lulu Milne, Kelly Sumner, Ann-Marie Saini, Katherine Webber and Samantha Moores.

Finally, I would like to extend my sincere thanks to the young women who access Zig Zag services and who continue to share the wisdom of their lived experience with us. Zig Zag is an immeasurably better organisation because of your input. We look forward to continuing to work alongside you next year.

Yours in solidarity,

Amy Seymour-Jones
Chairperson



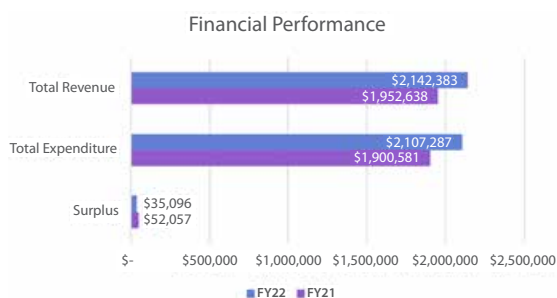
Treasurer's report

On behalf of the Management Committee of Zig Zag Young Women's Resource Centre Inc., I am happy to present

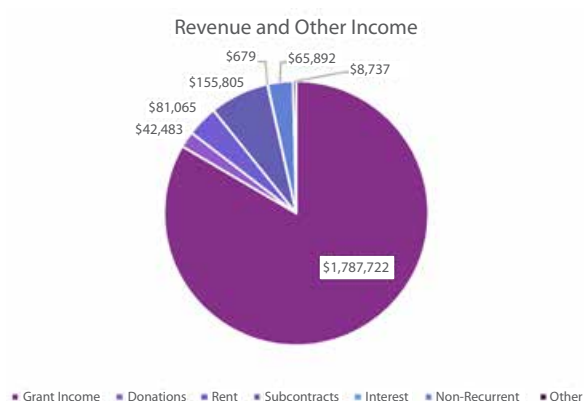
the Financial Report for the financial year ending 30 June 2022.

I can confirm that, in the auditor's opinion, they represent a true and fair view of Zig Zag's financial position and performance for the year.

In summary, Zig Zag's financial performance resulted in a surplus of \$35,096 for the year with total assets of \$911,707 and members funds of \$448,958 as at 30th June 2022.



Zig Zag's total revenue was \$2,142,383, comprising:



We gratefully acknowledge grant funding from:

The Department of Children, Youth Justice & Multicultural Affairs and the Department of Justice and Attorney-General

- Sexual Assault, Support & Prevention Program **\$449,227**
- Brisbane North Sexual Assault Response (BNSAR) (in partnership with BRISSC) **\$328,940**
- Brisbane Southwest Support (BSwS) Sexual Violence Prevention Program (in partnership BRISSC, IWSS and Murrigunyah) **\$132,207**
- COVID enhancement funds received -FY22 **\$387,273**

Department of Communities, Housing and Digital Economy

- Housing & Homelessness Support Program **\$502,582**

- Intensive Housing Support Program **\$167,079**
- Flood Brokerage **\$12,675**

Donations from the community totaled \$42,483 during the year.

These funds include \$9,369 raised from our "Raffle-for-a-Cause" in November 2021 and those of you that attended our AGM last year will remember the excitement of drawing the winners! All of the donations and funds have been vital in supporting the work of Zig Zag and allowing us to respond to our clients in a timely and compassionate manner. Our financial performance over the past 12 months reflects an organisation which responsibly manages each and every dollar received to respond to the needs of the young women who seek our help. However, in the past 12 months the scale of the challenge has been increasing faster than ever before. **Heads up: you won't find Zig Zag's greatest asset list on the Balance Sheet,** our greatest asset is the wonderful staff team who turn up every day to take on this seemingly Sisyphean task with incredible dedication, professionalism and creativity.

As Zig Zag's Treasurer, **I would like to personally thank our amazing finance worker, Liz MacDonald** ably assisted by Sonja Ter Horst and Sonja Moore-Carter, for making my job so easy. Each year you find ways to make the financial systems more effective and efficient. Your hard work keeps the financial gears whirring; no mean feat in these complex times. Thanks so much!

In addition, **I would like to acknowledge the vital role of Zig Zag's Manager, Stephanie Anne.** We are so fortunate to have a woman with such EQ and IQ providing leadership and support to the staff and Management Committee.

To my fellow Management Committee members, I am so happy that most of you have chosen to continue as members of the committee. Buckle up and let's see what awesome things we can achieve together in the next 12 months!

I'd also like to acknowledge and thank Brad Harbourne from **Haywards Chartered Accountants** and recommend Haywards Chartered Accountants continuing appointment as auditor for the next financial year 2022-23.

Suzanne Agnew
Treasurer



Donations and Grants

We wish to extend our sincerest thanks to the **East's Leagues Club Community Benefit Foundation**, the **Lady Bowen Trust**, **Brisbane City Council**, **Shafston Hotel** (Publinc), **Zonta Brisbane Sunrise**, **Myer Carindale**, **Studio Podiatry** and all the individuals and groups that have generously supported our work.

Without the assistance of your donations, fundraising, and community grants we would be unable to assist young women and accompanying children to arrange the many diverse items they need including: transportation of household items; the purchase of furniture and essential whitegoods; new household setup items; access to medication and education; and assistance with general life situations that can often lead young women into unmanageable debt, tenancy breaches, and evictions. These grants and donations make a huge difference in the lives of young women experiencing homelessness, who often have very limited financial resources to access and may experience unexpected expenses due to the crisis nature of homelessness, developmental age, social inequality, systemic racism, and poverty.



The Shepherd Family Foundation, whose grant supported the replacement of furniture and young women's property within our supported accommodation, that were affected by the Brisbane flooding 2022.

Additionally, we would like to thank **The Lord Mayors Charitable Trust**, for their ongoing financial support towards our End of Year Young Women's Gathering, The Artwork Circle Project, and VOICES for Change 4.

We would like to thank **Laura Cooper** for her amazing baked goods delivered regularly, that were enjoyed throughout the year.

Other donations and funds generously provided included:

- **Brisbane Girls Grammar** organised for their students to donate Christmas gifts
- **Baby Give Back** provided packs of quality new and pre-loved baby items

- The **Givit** website – was used to facilitate donations needed by specific young women from community members
- **IGA Greenslopes** donated food brokerage vouchers
- **Share the Dignity** provided personal care products for homeless young women
- **Zephyr Education Inc** – provided school book, study packs and uniform support for children and young women
- **Sleep Safe** – provided sheet sets for young women and accompanying children
- **Big W Carindale** – provided home set up and clothing items for young women
- **Pillow Talk Skygate** – providing pillows for all
- **Goodstart Early Learning Centre Carindale** – food pantry items
- **LifeChurch** – donated wonderful food hampers for end of year holiday season
- **Street Smart** – donated funds for emergency food vouchers for young women
- **Zonta Brisbane Sunrise** – donated 10 new queen bed mattresses for within our supported accommodation

Zig Zag would also like to acknowledge all those businesses and individuals who donated prizes, those who purchased tickets and everyone who generally supported our "Raffle-for-a-Cause" that was drawn in November 2021. With **special acknowledgement to Amy and Ash**, for volunteering a huge amount of time in securing prizes and promoting ticket sales. ***This event would not have been possible without their support.***



Sexual Assault Support and Prevention Program ~ Wider Brisbane Region

Sexual Assault Team Staff Update

The Sexual Assault team has continued to grow in 2022, bringing the total number of staff to 9 specialised sexual assault workers. Thanks to the continuation of the COVID enhancement funding, we have been able to continue to employ additional staff to provide counselling, support and advocacy, and group work programs across our three service sites.

It was with a heavy-heart, the Sexual Assault team said farewell to Sara Pane as the Team Leader. Sara's extensive wisdom and years of experience in the sector were a great asset to the team and she will be greatly missed. Sara has left to share her experience and wisdom with WWILD as their new Disability Royal Commission Case Manager & Project Worker. We wish to extend our gratitude for the care and support Sara provided to young women accessing Zig Zag services over many years and the support, wisdom and leadership afforded to the team.

Zig Zag Sexual Assault Team

Sexual Assault Counselling and Support Workers:

Team Leader – Sara / Jordan

Camp Hill – Anne

Camp Hill and Nundah – Jane

Camp Hill and Nundah – Greta (*plus Sexual Assault Intake Worker*)

Nundah – Deb

Nundah – Hrisoula

Camp Hill and Richlands – Jacqui

Richlands – Bess

Snapshot statistics

A snapshot of the work undertaken in 2021-2022 by Zig Zag's Sexual Assault Support and Prevention Program for the Wider Brisbane region (not including the Brisbane Southwest Support Service or Brisbane North Sexual Assault Response Services):-

♀ **4373 hours of specialist sexual assault counselling, support, group work and advocacy** was provided to young women,

and their parents, carers and supporters at Camp Hill; and

♀ **692 hours of community education work** was undertaken with engagement with young people of all genders and the wider community. Community education work focused on building participants' knowledge about sexual violence, consent, and healthy relationships, and their ability to respond to these issues.

Counselling, support and advocacy

Zig Zag has continued to see a momentous increase in demand for specialist sexual assault counselling services across all sites, with the steepest escalation being at our Brisbane North and Camp Hill locations. Zig Zag continues to see a considerable rise in the number of referrals from within the community and through the Queensland Police referral service.

Group Work Events

Reclaim Group (2021 - 2022)

November 2021, Bess and Glenys (Relief worker) facilitated a 4 week closed Reclaim group for young women survivors of sexual violence. After feedback from survivors to extend the length of the group, the following Reclaim group kicked off in April, 2022 and went for 6 weeks.

The Reclaim program is a therapeutic closed group program that aims to increase understanding and resilience, through exploring boundaries, internal safety techniques, grounding and mindfulness, somatic techniques and psychoeducation around our nervous system response to trauma.



Reclaim Group (contd...)

Feedback from the group was overwhelmingly positive:

Have things changed for you from attending this group? If so, in what ways?

"Yes, I feel better and have more confidence."

"I'm upset that I won't have a stable place to go to each week to talk."

"I made new friends and showed myself that I am able to slowly bring myself back into society."

"Be more confident in myself."



The Artwork Circle Project [Weekly Art Group] (2021 - 2022) "Proudly funded by the Lord Mayors Charitable Trust"

Deb and Jacqui created a weekly art group program, The Artwork Circle Project, to provide interim support and social connectedness, primarily for young women survivors on the counselling waitlist. Weekly workshops were hosted at the Paddington Substation, facilitated by artist Nancy Brown. The young people explored a range of topics through a variety of mediums, including painting, pottery, jewelry making, collage and more. Feedback from the workshops were overwhelmingly positive:

"I'd love to come to the next ones."

"Sad it's the last one" (about the last workshop), "I found these helpful and made some connections. Put me down for the next onesahaha."

"Thank you, Jacqui, and Nancy for the great Mondays."

"Thank you for such a cool art experience again."

"Thank YOU for organising this with Jacqui and Nancy for teaching us!! Sorry I couldn't attend as much the second time around but I hope to, if it runs in the future!"

"I had a great time at the art workshops, I wish I could have attended more. Please let me know if they will be returning as I would love to attend again."

'Thankyou' creative packs were distributed/sent to the young women with their consent to encourage continued creative expression. We will endeavor to continue this work into the new year.





Inner Critic/Inner Nurturer, 2021

Jacqui facilitated a wonderful guided walk with the inner critic/inner nurturer this month at Oxley Creek Commons, with young women, as well as Sexual Assault Worker Deb, Social Work students Adeline and Letwin, and Housing Worker Alice. The women gave much positive feedback about that day, expressing shifts in their overall mood from the beginning of the day to the end of the activity, interacting meaningfully with one another (2 young women exchanged numbers to continue contact) and reported enjoying the content of and catering for the walk.

Community Education and Engagement

This financial year, opportunities for community education ebbed and flowed, due to the ongoing impacts of the COVID-19 pandemic and the added impacts of the 2022 Brisbane floods. Despite these challenges, Zig Zag staff engaged in a variety of community education opportunities, including groups, events and online education and engagement, including:

- Consent resource development group
- Sexual Violence Awareness Month – Story Bridge lights and banner and face-book posts
- QUT Women's Collective Ball & Panel Discussion
- Brigidine College Parent Education Evening
- QUT & UQ Women's Association's International Women's Day Event
- Consent & Sexual Violence Workshop (at Carindale Hub)
- Website and Information Sheets

Survivor-lead Consent Resource Development group

Jordan was employed in February, 2021 to facilitate a survivor-lead resource development project. Through discussion with staff and young people's survey responses, it was decided the project would be to create Sex and Consent resources, for young women survivors by young

women survivors. The first 6 weeks of the project centered around exploring topics related to sex and consent (*consent and choice; sex education; power and consent; healthy relationships; societal pressures and "should stories"*) through activity-based learning.



The wisdom unearthed throughout the activities would then be used to create a consent resource. Six young people have participated and volunteered their service throughout the project. The survivors decided they wanted to create a website that hosted a range of videos, info-grams and pictures; with printable resources survivors can use in their own time and in their relationships. This project is currently in the resource development stage. This work is predicted to continue into the new year.

Brigidine College Parent Education Evening

Jane (with the help of Hrisoula) developed and facilitated a presentation as part of Brigidine College Parent Education Evening in July, 2021. Jane presented as part of a panel of speakers to parents of students from Brigidine College and Ambrose College. Topics covered included: what is sexual violence, how to support a survivor, where and how to report sexual violence, authentic/affirmative consent, how to create safety in conversations about consent. The panel was followed by questions and answers from the audience.

Website and Information Sheets

Since the start of 2022, Jane and Anne have been working on developing comprehensive information fact sheets for Zig Zag's website. These factsheets were designed to provide information and education on a range of topics,

including Facts about Sexual Violence; Impacts of Sexual Violence; Statistics; Supporting Survivors; Self-Harm; Consent; What is Sexual Violence.

These factsheets are in their final stage of review before being posted to our website.

QUT Women's Collective Ball & Panel Discussion

Hrisoula and Greta attended the QUT Women's Collective Ball & Panel Discussion in November 2021. Greta displayed and distributed Zig Zag brochures, Healing is Possible Booklets, other Zig Zag resources to attendees and took photographs to promote event on Zig Zag Facebook page. Hrisoula participated in the panel discussion speaking around the topics of sexual violence, consent, supporting survivors, action community members can take to raise awareness about sexual violence as well as information about Zig Zag's support services.



Feedback from participants was positive and QUT Women's Collective have donated \$1000 towards Zig Zag.

QUT & UQ Women's Association's International Women's Day Event

Hrisoula attended the IWD event held in March, 2022 at the Montague Hotel in West End. Zig Zag was the chosen charity for the evening with proceeds of over \$2000 donated to Zig Zag to support our work with young women. Hrisoula engaged in conversations with students in attendance about Zig Zag's work, provided Zig Zag resources and gave a talk to all attendees about the work of Zig Zag and where donations

will be spent. A big thank you to the QUT & UQ women's associations who put on a great IWD event & for their generous donation to Zig Zag!

Consent & Sexual Violence Workshop (at Carindale Hub)

Hrisoula and Jane participated in a panel discussion and information session, alongside Beyond DV, hosted at the Hub in Carindale Shopping Centre. The discussion covered a range of topics, including gaining a deeper understanding of consent and sexual violence. Approximately 30 people attended and feedback was positive.

Networking

Participation in networks is a key component of the work that Zig Zag undertakes. Through connection with other services in different contexts, workers are able to find out information, share ideas, and unite to develop collaborative projects and initiatives. Consistent participation in networks has created strong networks for Zig Zag and seen the evolution of significant community projects and opportunities for collaboration over systemic advocacy. Primary networks for the Wider Brisbane Sexual Assault Support and Prevention program this year have included: Queensland Sexual Assault Network (QSAN); Northside Sexual Assault Action Network (NSAAN) and the Greater Brisbane Sexual Assault Interagency Network.

Further work within the QSAN network was undertaken to support submissions into the Women's Justice and Safety Taskforce. Hrisoula attended the community consultation event on Thursday 10th March 2022. Hrisoula, Sara & Jordan also attended the QSAN Taskforce consultation on Friday 25th March 2022. At both events Zig Zag workers advocated to Taskforce members and other stakeholders on behalf of young women survivors to highlight their poor experiences in the justice system and the urgent need for systemic reform.



Sexual Assault Support and Prevention Program

Brisbane North Sexual Assault Response

The Brisbane North Sexual Assault Response (BNSAR) partnership has successfully completed its fourth year of operation. The BNSAR is a formal partnership between Zig Zag and the Brisbane Rape and Incest Survivor's Support Centre (BRISSC) to provide essential specialist sexual assault services in the Brisbane North region.

On behalf of the partnership, Zig Zag would like to thank Northside workers for their dedication to meet the needs of young women and women survivors of sexual violence in this region during the 2021-2022 financial year and especially through the continued challenges of the COVID-19 Pandemic, the 2022 flooding events and the overall increased demand to specialist sexual assault support and prevention services.

Snapshot of Statistics – Brisbane North

♀ **3571 hours of specialist sexual assault counselling, support, group work and advocacy** was provided by Zig Zag to young women, their parents, carers and/or supporters at Nundah; and

♀ **906 hours of community education work** was undertaken by Zig Zag with engagement with over 1695 people, including young people of all genders and the wider community. Community education work focused on building participants' knowledge and awareness about consent, sexual violence, healthy relationships, and accessing and utilising formal and informal support networks.

Counselling, Support and Advocacy

Referrals to Zig Zag's BNSAR program have continued to increase steeply for the 2021-2022 financial year.

The largest age range for young women continued to be the 19 - 24 years age group.

The partnership continued to provide counselling and support via telephone and videoconferencing sessions, during short lockdown periods.

Advocacy

Hear Her Voice Submission Info and Writing Workshop

Zig Zag welcomed the opportunity to provide feedback to the Women's Justice and Safety taskforce investigation into survivor's experience of the Criminal Justice System. Hrisoula and Sara compiled Zig Zag's Submission to the Women's Safety and Justice Taskforce – Discussion Paper 2 with input from team members and feedback from young women. The organisational submission provided feedback on the Women's Safety and Justice Taskforce proposed terms of reference and focus areas and advocated for a range of additional areas of consideration including the recognition of young women (aged 0 – 25) as a group who experiences higher rates of sexual assault than any other age/gender group and faces unique barriers to accessing safety and justice.

"I Heard Nothing for Six Months"

A comprehensive submission by Zig Zag Young Women's Resource Centre detailed the horror experiences of victims of sexual assaults and their attempts to find justice.

But it also recommended a series of changes, from private and comfortable spaces at police stations for women and girls to report sexual assaults to a trial of a specialist court that deals only with sexual offences.

Zig Zag is a Brisbane-based not-for-profit offering a variety of support services to young women.

"I was stunned into silence by the detective's unenthusiastic and negative outlook on my case's future," one woman wrote as part of the Zig Zag submission.

"I will never forget the detective's quote: 'Historic allegations don't typically generate successful outcomes for the victim. As the first assault was at six years old, you only have words as evidence. This isn't enough to detain someone.'"

Another victim wrote about how traumatic it was to re-live childhood sexual abuse in such detail.



Hrisoula and Sara planned and facilitated a 2-part workshop entitled Hear Her Voice. The aim of the workshop was to support young women to write & contribute to a joint submission to the QLD Women's Safety & Justice Taskforce – Discussion Paper 3 sharing their stories and experiences with the justice system as survivors of sexual violence and advocating for system change and reform.

Zig Zag's Submission to the Women's Safety and Justice Taskforce – Discussion Paper 3 was finalised and submitted in April 2022. Since then, the taskforce has released 3 reports from its investigation, consisting of 188 recommendations for improvement of service, support and access to survivors of sexual violence, within every level of the Criminal Justice System.

As a result of these recommendations, the Queensland Police have commenced a new Sexual Violence Liaison Officer program, which is designed to encourage more communication and collaboration between sexual assault services and police. Since the implementation of this program, Zig Zag has been working closely with the SLVO officers at Carina and at Holland Park to ensure improved responses and support to survivors who are navigating the Criminal Justice System as victims of crime.

Community Education

As experienced across the Zig Zag locations, opportunities to engage in community education ebbed and flowed, depending on COVID-19 restrictions and the impacts of the 2022 Brisbane floods. Despite these challenges, Northside workers continued to find ways to engage in the local community, including the following events and initiatives:-

- SVAM Banner making workshop
- "Start by Believing" film and Banner launch
- Wavell High Seniors expo
- Wavell State High consent presentation
- Respectful Relationships and Consent Education, Northside Network
- Australian Women in Music Awards Event

SVAM Banner Making workshop (2021)

In September, 2021 Hrisoula, social work student Adeline, Karin (BRISCC) and Lisa and Steph (Northside Community Connections) co-facilitated a Banner making workshop at Northside Connect Community Centre. This workshop was the third of 3 workshops which took

place across Brisbane North as part of NSAAN (Northside Sexual Assault Action Network) & NAADV (Northside Alliance Against Domestic Violence) Sexual Violence Awareness month project. Approximately 15 survivors attended and took part in an information session about the 'herstory' of SVAM & Reclaim the Night activism in Brisbane as well as a guided banner and placard making workshop. With consent of participants the workshop was filmed (hands and painting only) by a volunteer female filmmaker. This footage was compiled with 3 x survivor's stories into a multi-media community education piece to be shared in the community, on social media and was launched in October during SVAM.



"Start by Believing" short film & Banner Launch event

For SVAM 2021, Hrisoula assisted with the joint facilitation of the NSAAN & NAADVI collaboration project launch event; to unveiling of the "Start by Believing" short film and the "Start by Believing banner". Approximately 60 community workers, community members and women/sexual assault survivors attended the event. The event consisted of a welcome to country and guest speakers (local MP & a survivor of sexual violence speaking about what the term "start by believing" means to her). A live musician performed while all attendees enjoyed an afternoon tea and chats in the lovely outdoor/garden space at Northside Connect.

Input to students at Wavell State High School

This year, the team had the opportunity to provide education to students and teachers at Wavell State High School.

In July, 2021, Hrisoula and Jane facilitated a 1-hour presentation for 350 grade 11 students on the topics of sexual assault/sexual violence and consent.

Later in the year, Hrisoula, Sara and social work student Adeline attended the Wavell State High School "School Leavers Expo". We ran a stall with information about consent, and facilitated activities with students around consent and healthy relationships.



Respectful Relationships and Consent Education - North Side Working Group

In November 2021, community workers from a range of organizations came together to discuss how to get better consent education into schools on the Northside. Participating workers and organisations included, school guidance officer, youth workers from ACT for Kids and Northside Community Connections, White Ribbon, BRISSC and Women's Health QLD and True Relationships and Reproductive Health. This network, met multiple times throughout this financial year to begin a trial of consent education workshops at Wavell State High School. This work is ongoing.



Australian Women in Music Awards Event

Hrisoula attended the annual Australian Women in Music Awards (AWMA's) in Fortitude Valley. The event is held annually to celebrate & support female artists with 1 day of performances, talks/panels/guest speakers and 1 day including the award ceremony. Zig Zag was asked to participate in Forum 2: Workplace Safety & Sexual Harassment in which a panel of speakers discussed experiences with sexual harassment in the music industry. Hrisoula was asked to be present in the audience and pointed out to participants as a support resource if anyone required emotional support during the event. Prior to and after the event Hrisoula ran a resource table and engaged in conversation with participants about consent, sexual harassment and assault and supports available in Brisbane and across Australia.

Networking

Throughout 2021 and 2022 Hrisoula, Deb and Jane have continued to collaborate with BRISSC to facilitate the running of the Northside Sexual Assault Action Network. This has included taking many opportunities to raise awareness about NSAAN at community events and workshops, respond to worker inquiries, and host and facilitate meetings. In 2021, NSAAN also gained a number of new members and there is considerable interest and planning in the lead up to Sexual Violence Awareness Month for 2022 where NSAAN will be teaming up with NAADV (Northside Alliance Against Domestic Violence) to create a community awareness raising project.



ETHNI/QPASST ~ Safer Sista's forum





Brisbane Southwest Support Sexual Violence Prevention Service

The Brisbane Southwest Support (BSwS) Sexual Violence Prevention Service completed its sixth year of providing support services to community in the Brisbane Southwest Region in 2022. The BSwS is a collaborative model of service involving a formal partnership of four specialist sexual assault services:

1. **Murrigunyah Aboriginal and Torres Strait Islander Corporation for Women (Murrigunyah);**
2. **Immigrant Women's Support Service (IWSS);**
3. **Brisbane Rape and Incest Survivors Support Centre (BRISSC); and**
4. **Zig Zag Young Women's Resource Centre Incorporated (Zig Zag).**

Zig Zag would like to thank the Inala Management group and all BSwS workers for their hard work during the 2021-2022 financial year.

Snapshot of Statistics

♀ **925 hours of specialist sexual assault counselling, support, group-work and advocacy** was provided by Zig Zag to young women, their parents, carers and/or supporters at Richlands;

♀ **218 hours of community education work** was undertaken, with engagement with 940 people, including young people of all genders and the wider community. Community education work focused on building participants' knowledge and awareness about consent, sexual violence, healthy relationships, and accessing and utilising formal and informal support networks.

Counselling, Support and Group Work

A high number of referrals for the BSwS came from various sources in addition to the Queensland Police Referral system. Most of the referrals were received through local services, local schools, family members and self-referrals including referrals via Zig Zag's website. COVID19 continued to require workers and young women alike to bring flexibility to the ways we worked together including using Zoom and phone sessions during lock down periods.

Community Education and Engagement


A Community Education was slower to take off again in the Inala and Richlands area, due to the ongoing impacts of COVID-19 and its greater risk to Culturally and Linguistically Diverse groups. Despite this, BSwS workers used this time to connect with schools in the local area and discuss ongoing support and service to students. This work remains ongoing.

Despite limited community education opportunities, BSwS workers attended the following events:

- Bounce Back - Griffith University Market Day
- Glenala State High School Wellness Expo
- Sunnybank State High School for Mental Health Week

Griffith Bounce Back Market Day

Jane and Bess hosted a Zig Zag stall at Griffith Uni (Nathan) Market Day. Approximately 30 people engaged with the stall. One activity was to invite participants to choose a question on sexual violence, discuss facts relating to sexual violence, and choose a prize. Several people



identified as survivors or as supporting a survivor in their immediate family. Discussions on healthy relationships, sexual violence and consent were had.

Sunnybank State High School for Mental Health Week

Bess and social work student Adeline, held a stall at Sunnybank State High school for Mental Health week, 2021. To encourage community engagement, Bess and Adeline lead a mindfulness stone painting activity for students. Information, brochures and teal ribbons for SVAM were distributed to students. Approximately 100 students attended the stall.

Glenala State High School Wellness Expo

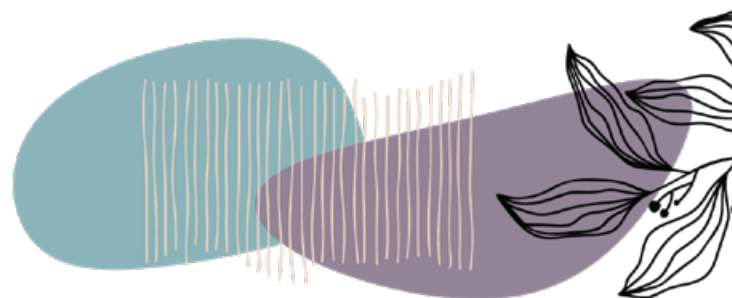
Bess teamed up with Ritu from IWSS to hold a stall at the Glenala State High 2021 Wellness expo. Information, flyers and merchandise were

distributed to approximately 600 students and 24 community services attending the event. To increase community engagement, Ritu and Bess engaged in the Consent T-shirts "Consent Is..." activity, along with self-care sideshow game to win Mentos.

Networking

Bess has spent much of this financial year connecting with the Inala Multicultural Network to build closer relationships within the community and to promote the BSWS service.

Throughout 2021 and 2022, Bess and Stephanie have continued to collaborate with BRISCC, IWSS and Murrigunyah to participate in regular Inala Management Group meetings, to ensure the effective running of the BSWS service partnership.



Homelessness and Housing Support Program

In the 2021-2022 financial year, we provided:

- ♀ **3405 nights** of Supported Accommodation to **16 young women and 16 accompanying children;**
- ♀ Over 1050 hours of support to the young women housed in Zig Zag's Supported Accommodation.
- ♀ Over **2105 hours** of Intensive Housing Support – including outreach (mobile) support, case management, group work and activities, advocacy and community education with **58 young women** who were homeless or at risk of homelessness; and
- ♀ Centre Based Support – including brief and early intervention support, and information, advice and referrals to over **146 young**

women who were homeless or at risk of homelessness.

Housing Team staff update

Zig Zag said farewell to Shirley Peppler this year who leaves us to begin her retirement. Shirley's richness of experience, fabulous skill set and wicked sense of humour will be sorely missed in the housing team and also by all the young women she has supported over the years. Shirley's ability to build relationships and support young women is second to none and, we thank her from the bottom of our hearts for her invaluable contributions to Zig Zag. Love ya Shir! We then welcomed Kirsty Kaipuke to Zig Zag who stepped into the Intake Housing Support Worker role. Kirsty brings with her a wealth of experience from many years working in the youth housing and homelessness sector.

We would also like to thank student Letwin Gurupira who finished up her final placement with the Zig Zag housing team and, Di Carrick who supported the Housing team in a casual position. This additional support was greatly appreciated by the Housing team, particularly over the Christmas period.

Zig Zag Housing Team are:

Team Leader – Laura

Housing Support Worker – Tina

Tenancy Worker – Naomi

Intensive Housing Support Worker – Alice

Intake Housing Support Worker – Kirsty

Supported accommodation program

The Zig Zag Housing Program manages 9 units of supported accommodation in Carina and Greenslopes. Our supported accommodation supports young women aged 16 – 25 years and any accompanying children, to exit homelessness, develop tenancy and day to day living skills, address life barriers such as mental health, drug and alcohol, legal issues and pregnancy and parenting support, transition to independent housing and sustain long term safe and stable housing.

In 2021-2022, Zig Zag provided 3405 nights of Supported Accommodation to 16 young women and 16 accompanying children (*this includes utilising some units for share-housing i.e. providing accommodation to sisters and/or young women caring for siblings or extended family*).

Of the 16 young women we supported during this period, 8 remained in Zig Zag housing at the end of the financial year, while 8 young women were assisted to transition from the supported accommodation program into safe and sustainable housing.

We have seen a significant decrease in young women transitioning from our supported accommodation into social and private housing options this year due to the massive wait times and 'bottle necking' at all points across social, community and private housing sectors. The dramatic increase to the costs of living and steadily growing rental prices have had a hugely detrimental impact on the young women and gender diverse folks we support, and exit points for anyone accessing supports from housing and homelessness service systems are currently few and far between.



POW*A group gathering - Ten-Pin-Bowling at Chermiside

- 3 young women and 3 accompanying children exited into a long-term social housing property.
- 1 young woman and 1 accompanying child exited to live with family members.
- 4 young women and 4 accompanying children exited to a private rental property.

In the 2021 – 2022 period, 51% of the young women and children in Zig Zag Supported Accommodation identified as First Nations.

Young women from culturally and linguistically diverse (CaLD) backgrounds, from countries including Bangladesh, Cote d'Ivoire, Ethiopia, Liberia and Sudan made up 24% of the young women housed. Most of these young women came from refugee or asylum seeker backgrounds, and present with specific support needs associated with resettlement in Australia.

Tenancy update

Within the 2021 – 2022 period we were thrilled to be able to action some upgrades at both of our unit blocks. These included:

- Upgrading all garage roller doors, at both blocks, with ventilation slats to prevent further mold issues from damaging young women's belongings.
- Internal painting of our 3-bedroom unit at Greenslopes.
- Placing a fence in-between the two downstairs units at Carina, to create a more separated and private backyard space for tenants and their children.
- Replacement of mattresses in all of the units thanks to a generous donation of mattresses from Zonta.
- Re-flooring and thorough deep mold clean of one of our units in Carina which was very badly damaged during the February floods.



Young Womans Story... "Trust the change!"

I escaped Domestic Violence from a remote community. I was staying in a hostel with my 2 children paying \$588 per week. I heard from a friend to call Zig Zag and that they will actually help. Kirsty called me back after a week and immediately helped me. She made me feel safe, comfortable straight away and assured me that I

would eventually find safe housing. Kirsty always followed up and kept her word. I was helped with food vouchers and other resources. I'm out of the hostel now with our own space in our own home.

I am more financially secure and we can do fun things as a family. Even afterwards Kirsty has stood by me made sure I was okay. I really, really appreciate it.

I have heard from a lot of people that they would help me, but nothing ever happened. Zig Zag helped me from the start. Your actions spoke louder than words.

No way I'll have to deal with Domestic Violence again or be kicked out on the streets. We are safe!

Intensive Housing Support program

Zig Zag's Intensive Housing Support program focuses on delivering flexible mobile and outreach based supports to young women and any accompanying children who are experiencing homelessness or housing instability in the community. This year has seen safe and affordable housing options for young women become significantly reduced due to the continued impact of the pandemic, increase in rental prices and the floods that occurred in February this year. As such, the Intensive Housing Support program has needed to focus on responding to the growing number of young women and children experiencing homelessness in the community, alongside supporting young women who are already housed, to help sustain their tenancies.

The Intensive Housing Support program meets with young women in the places and spaces that are most comfortable and appropriate for them and offers a range of intensive supports and advocacy to young people who are often experiencing complex mental health issues, managing drug and alcohol problems, experiencing domestic, family, sexual and community violence, navigating child safety involvement, NDIS access and support plus legal and court support. Often the young people we are meeting with have experienced long term homelessness and housing instability and need specialist supports that can appropriately respond to multiple, complex and intersecting needs and the compiling societal barriers that vulnerable and diverse young people face.



POW*A (Program of Women's* Activities) **and trans and gender diverse folks*

As a way to breakdown social isolation and keep young people connected while they experience longer than usual wait times for crucial services (i.e. health, mental health and housing options), the Housing Team has developed a weekly social and activity based group called **POW*A!**

This is an open group to all young people connected with Zig Zag and uses a 'drop-in' and soft entry approach. The group runs fortnightly during the school terms and attendance is supported by offering transport to attend. Children are welcomed! The group activities are aimed to be led by young people, where active feedback and leadership of the group is welcomed. So far young people have engaged in activities such as bowling, painting plant pots and making macramé hangers, collaging and dancing.





Young Womans Story... "Breaking a generational curse"

There are many memories that I reflect on during my time with Zig Zag that I think make for great stories. Of course, the story that most stands out to me is when I first was blessed with the opportunity to have a home until I figured things out- that will always be the most significant part of my story.

However, the stories that most impacted my spirit were all the incidences combined that eventually helped me realize I was no longer alone. I didn't have to choose which of my needs was more important, and I did not have to fear not having something to eat. Before joining Zig Zag, I was severely struggling to make ends meet- especially with food, but, sometimes with transport to very important appointments such as job interviews, or doctors' appointments. If I ate, I wouldn't have enough for my travel go-card. If I had topped up my go-card, I had to skip meals until my next Centrelink payment. Choosing between the two was always hard, especially for someone who had such a hard time asking for help, to begin with.

Every time one of the Zig Zag social workers checked in on me, it was a godsend, that gave me the courage to ask for help. The occasional coles or woolies gift card, every go-card top-up that helped me get about, all the donated goods... all of this helped me not only survive the roughest patch in my life but also learn to find the courage to keep helping myself well past leaving the service.

In my story, what has made the most significant impact is having a service that always felt judgment-free, and welcoming, to lean on, when I had nowhere else to go.

As a BIPOC* woman, who comes from a community that oftentimes protects abusers,

rather than reprimands them— there is no service or group that provides support to survivors of abuse. Zig Zag is a service that not only provided basic needs like a home, food, and counselling for me, but it was also a holistic experience.

Working with the Zig Zag team to access lawyers, find appropriate housing, and support for employment was all in my experience dealt with in the most culturally, and religiously sensitive way. Previously, I often had to explain to services why I was unable to accept help, or why certain "solutions" offered for my problems were not appropriate, or too risky for my safety. This meant after some time, I was always seen as a person who was not at risk. I recall a time a homeless women's shelter had actually asked me to leave because of their inability to understand my special situation.

At Zig Zag, I assume because of the services history of working with women from similar backgrounds as me, I found that the social workers were already quite aware. It was even a bigger surprise that they were often very open to input, and suggestions. The staff was always responsive to my special needs, which made me feel valued, and heard. It was truly the safest service I have engaged with.

The Zig Zag staff has been successful in creating a service for vulnerable women without homes, to feel like worthy members of society.

They interacted with me in such a way that was always respectful, aware, and kind. This allowed me to trust them in return. The housing team in particular, who I engaged most with, was very supportive in helping me find, and engage with other services that were important to my needs. The attitude of the staff was one that did not make me feel guilty for needing support or a place to stay.

The title of my story would be: "Breaking A Generational Curse". I believe this is appropriate as out of all the women in my family, I have been the first to get out, and stay out. After many attempts previously, 'staying out' has been possible for me with the support of social workers who had the insight, and passion to support women such as myself. The genuine outcome of two years of being homeless, and engaging with a great service, is knowing I will never have to be in that bad situation again.

*BIPOC, which stands for "Black, Indigenous, and People of Colour," is person-first language. It enables a shift away from terms like "marginalized" and "minority."

Centre Based Support Program

The Centre Based Support program primarily focuses on intake, assessment, referrals and brief intervention supports for young women who are homeless or at risk of homelessness, and are connecting into Zig Zag usually for the first time.

Due to the current National housing crisis, this role has become more important than ever as we see young people's experiences of homelessness and housing instability growing in our community. As such, the Centre Based Support program has spent dedicated time this year building our relationships and partnerships across the housing and homelessness sector to really focus on creating better pathways for young women and their children.

Networks and Events

- July 2021: We attended the fabulous day of Cultural Healing Practice @ Heath Park with Aunty Peggy (BRISCC in partnership)
- Aug 2021: Zig Zag were approached by the Department of Communities, Housings Digital Economies (DCHDE) Specialist Response Team (SRT), seeking to build their understanding and knowledge of sexual violence for frontline staff to better respond to women and children who have experienced recent, current and historic sexual violence. Zig Zag Housing and Sexual Assault Teams worked together to deliver a presentation.
- Sept 2021: We connected with the Domestic and Family Violence Integrated Response team at Department of Housing. This specialist response team, advises the Housing Services Centre's around best practice and quicker responses in supporting women experiencing domestic and family violence to access social housing.
- Oct 2021: We participated in the Safer Sisters project alongside Ethni & QPASTT. Zig Zag played a role in planning, preparation and facilitation of this forum held on Saturday 23rd October for Sexual Violence Awareness Month.
- Jan 2022/February 2022: We attended the Maurice Blackburn Lawyers meet and greet, and heard from lawyers about their practice and how this might benefit young women supported by Zig Zag.
- April 2022: The ATSIHCS Brisbane Housing Service – Ngumpi Uruue, had a meet and greet with the Housing Team at Camp Hill; this is a new housing program which was

developed after the closing (and upcoming redevelopment) of the Aboriginal Hostels Limited (AHL) Joyce Wilding Hostel.

- May 2022: We attended the QYHC and SYHS (Specialist Youth Homelessness Services) meeting alongside other youth housing services.
- June 2022: We attended a forum at Fortitude Valley Housing Services Innovation Space. This forum/workshop included strong representation from youth housing and homelessness services all across Queensland and focused on further developing an integrated framework of housing and support for vulnerable young people. It was facilitated by Q Shelter and follows on from work currently being led by the Queensland Youth Housing Coalition.



Young Womens Story... "Through the toughest times"

I was at the lowest point in my life when Zig Zag 'took me under their wing'. They helped me through almost every difficult time. I have been with them since 16 and I am now 24.

*Zig Zag took me in when I had my first child and had family/cultural problems and became homeless with no income and no family support. Having an unplanned kid at 16 in an African home isn't good. The family see you as a disappointment and shame, so having my son at that age came with a lot of mental damage and stress. **At this lowest point, I couldn't finish school because of the lack of focus. I couldn't work because it was hard finding work and I was stressed all of the time.***

Zig Zag helped with my citizenship, school and study stuff, food, furniture, housing, lots of things and also helped me know my own strengths. They never judged me on anything.

I am now in a great headspace. I am a mother of two beautiful boys and have a stable home and a job I can go back to. I can only say it's all because of Zig Zag. Words are not enough...



A Word from the Manager

We are currently experiencing the worst national housing crisis in 34 years of delivering housing support services to young women experiencing homelessness!

The catastrophic flood events experienced in Queensland and Northern New South Wales earlier this year, amid the continuing impact of the COVID19 pandemic, have exacerbated an already broken service system and highlighted how temporary Government assistance does not address the drivers of youth homelessness nor create lasting, sustainable housing solutions. We need MAJOR Federal and State Government investment in social and community housing, alongside key reforms to ensure economic security and affordable housing for ALL Australians. Raising Newstart and Youth Allowance above the poverty line is an essential first step to ensure that young people have equal opportunities to access safe housing.

New longitudinal research has also shown the prevalence of sexual violence to be much higher than previously reported with more than half (51%) of Australian women in their 20's having experienced sexual violence. Whilst these figures are not surprising given the underreporting of sexual violence, they compel further action and SIGNIFICANT investment as specialist sexual violence support and prevention services are overwhelmed and underfunded to respond to the exponential increase in requests for sexual assault support and counselling observed across the sector in the past 5 years.

The 2021-2022 year has thankfully brought some relief as we finally obtained recurrent funding from the Department of Communities, Housing and Digital Economy for our Mobile and Intensive Housing Support Services in September 2021 which has been an essential component of our work during this national housing crisis in providing intensive housing support and mobile support services to young women and young parenting women who are homeless, experiencing housing instability, and/or have a high risk of re-entering homelessness. This essential program began as a 12-month Pilot in 2017 -2018 and recommenced at Zig Zag from 1 July 2020 and has been an important component of our work in preventing

youth homelessness and ensuring that young women and their children are well supported to live independently and sustain their tenancies.

Zig Zag has continued to engage in important systemic advocacy work including:

- Responses to Section 229BC of the Criminal Code Act 1899 highlighting concerns relating to the unintended consequences of mandatory reporting as it impacts on children, young people, and marginalised and disadvantaged communities; and assisting the youth homelessness, drug and alcohol, and sexual assault services sectors in organising practice forums and establishing a Failure to Report Working Group to develop information resources, surveys, and submissions in consultation with specialist services;
- Responses to Discussion Papers 2 and 3 of the Queensland Women's Safety and Justice Taskforce; and
- Continuing advocacy and sector development work as an Executive Management Committee member of the Queensland Sexual Assault Network Inc.

I would like to take this opportunity to thank our outstanding Management Committee and exceptional staff team for meeting the challenges of 2022 with enormous strength and perseverance!

♀ A BIG thank you to our FABULOUS workers in the Housing Program – Laura, Tina, Shirley, Naomi, Alice, Kirsty, Di (relief) and Letwin (student) for your courageous responses to the national housing crisis; your energy and flexibility in managing complexity and crisis responses; and your continuous outreach and advocacy work that is so essential for improving the outcomes for young women to respond to all the challenges of securing and sustaining a safe place to call home!

♀ A BIG thank you to our AWESOME workers in the Sexual Assault Program – Sara, Jordy, Jane, Jacqui, Hrisoula, Bess, Anne, Greta, Deb, and Glenys (relief) for your commitment to continuously review and improve our intake and counselling processes to better respond to the ever-increasing demand for specialist sexual assault services!

♀ A BIG thank you to my DREAM Centre Support Team – Liz, Sonja TH, and Sonja MC Zig Zag

could not function at such an incredible level without your unruffled and constant support; your breathtaking capacity to multitask with apparent ease, and unrivalled energy in managing the huge volume of work that ALWAYS goes on behind the scenes, often unrecognised!

♀ A MASSIVE shout out and thank you to Shirley Peppler for stepping into the Acting Manager position for 4 months in July 2021- November 2021 as I welcomed the arrival of my second child!

♀ A BIG thank you also to the REMARKABLE WOMEN who work alongside me on Zig Zag's Management Committee. We are most fortunate to be supported in our work by such a highly skilled and experienced committee. Thank you to Amy Seymour-Jones, Kelly Sumner, Sue Agnew, Rochelle Keegel, Lulu Milne, Katherine Webber, Jill McKay, Ann-Marie Saini, Tori Large, Anda Davies, and Samantha Moores for your enormous contribution in meeting each month and for your generous support offered to me and all staff throughout the 2021-2022 financial year!

♀ Thank you also to Janelle Salmon at the Department of Communities, Housing and Digital Economies; and Lyn Fenech and Reece Clark from the Department of Justice and Attorney-General, who continue to advocate and support the work of Zig Zag in their roles of Community Service Officers.

And lastly a HUGE shout out and thank you to our community supporters for their generous donations, fundraising efforts and small grants that have provided essential financial support and emergency relief to young women. Details of our supporters are listed on page 4.

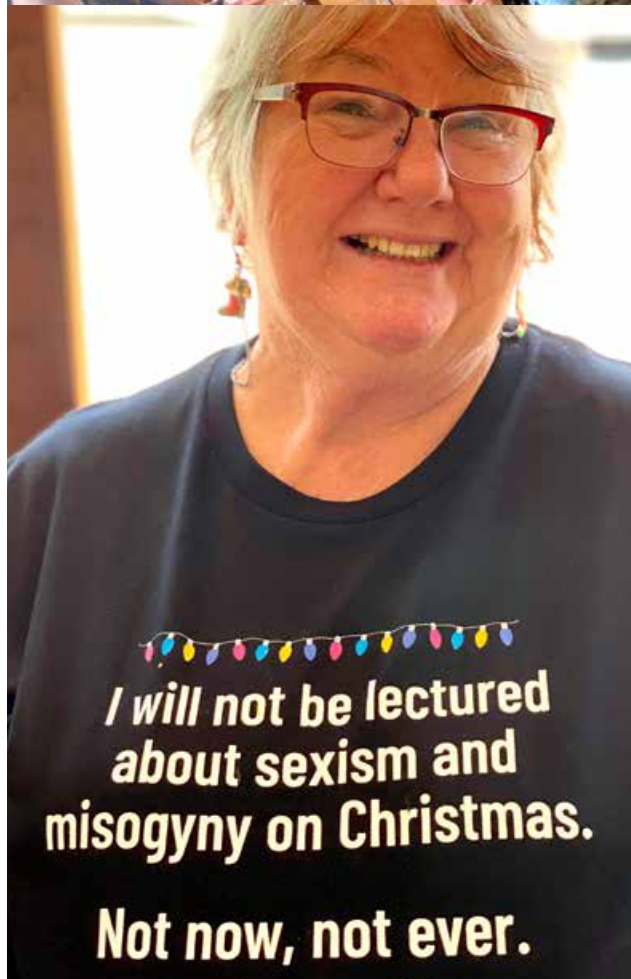
Stephanie Anne
Manager



Staff birthday celebrations via Zoom, through COVID19 restrictions



Awesome team building, on the meaningful BlackCard Cultural Tours around Meanjin!



Our staff end of year celebration and farewell shenanigans to retiring Shirley Peppler!

Zig Zag Group Event

V.O.I.C.E.S for Change [4]

For the past four years we have sourced funds to run our annual project we call "V.O.I.C.E.S* for Change" (*Videos Of Ideas, Collective Experiences and Stories) to give young women accessing our services a VOICE to their stories, by young women, for young women.

Topics are often focused on violence awareness and prevention, recovery and celebrating personal strengths and resilience. This year's project for First Nations young women was proudly funded by Brisbane Lord Mayor's Charitable Trust.

We worked alongside young First Nations women and local community members to develop culturally relevant and youth specific digital and print resources that focus on First Nations women's resilience, strength and wisdom. This included a series of sound bites by women yarning about the importance of accessing support, sharing violence awareness and experiences, the power of connecting with culture and community, that also acknowledged First Nations young women's strength through their survival and recovery.

This project was delivered with a strong community development framework in mind, meaning that it was

led and informed by First Nations women themselves and through consistent engagement with our First Nations Cultural Consultants, Yarraka Bayles from BlackCard and Nadine Foley of Culture Weave. The film was shot and produced by the creative Vision Team from Triple A Media (Murri Radio) who played a key role in guiding the creative process.

The young women who participated in this project learnt weaving skills while building positive relationships with each other, sharing their wisdom, knowledge and experiences in a culturally safe, women's only space. Many of the young women who participated were young mums with small children, and these activities provided opportunity for women to have a break from their single parenting roles, yarn with each other over wholesome food and meet with other young women with shared experiences.

Resources included a short video and a series of 6 individual posters with key messages for young women, by young women. The digital

collection and print resources are easily accessed through our website or please contact us directly to discuss further distribution needs.

We would like to acknowledge the courage shown by these young women in speaking up and speaking out on sexual violence, and intimate partner, family and community violence.





JUSTICE



575 Old Cleveland Rd, Camp Hill Q 4152 | 07 3843 1823
info@zigzag.org.au | www.zigzag.org.au