



ZIG ♦ ZAG

ANNUAL REPORT
2023-2024

Celebrating some very talented artists

First Nations artist program in 2023 and Zig Zags community pantry 'mural' opportunity in 2024.

In February 2024 Zig Zag was approached by a couple of young artists proposing to do a mural at the Zig Zag Camp Hill office. These young women expressed interest to 'create art for business' after attending an art program in the previous year that Zig Zag ran alongside artists Kylie and Janeeka Hill. That 2023 art project was focused on creating a culturally safe space for young First Nations women to 'chill' together for mental wellbeing while being mentored by fabulous community artists. It was a great success and many young women who attended shared they would like many more art groups like that one in future. We are grateful for the talent, time, inspiration and care that Kylie and Janeeka brought to that program and we hope to collaborate with them more in future.

Originally there were no immediate opportunities to create a mural with these three artists however as time and conversations progressed it was agreed that the new Zig Zag community pantry space would be a great wall to paint up by these budding artists.

We discussed the themes they would focus on for their work and they proposed an arts project to decorate the Zig Zag community pantry. The proposal included three paintings each depicting; "bush tucker"; "cultural connection"; and "women gathering". This was a project that provided learnings for us all and positive outcomes for the three artists, including further community arts work offered and potential business ideas for the future.

We acknowledge the creative talent and the commitment to finalise this project, even with many life happenings faced during this period. We appreciate the beautiful artwork that was presented to Zig Zag on completion. A HUGE Thank you to the three artists Elise Weatherall, Kayla Shillingsworth and Penelope Blair. We are grateful to have the opportunity to hang your artwork and then have your permission to produce printed items with your art, for NAIDOC week 2024 merchandise. We look forward to watching your artistic careers blossom into the future.

* Cover art for this annual report is the combined artwork of Elise Weatherall, Kayla Shillingsworth and Penelope Blair.



Art workshop with artists Kylie & Janeeka Hill



Young women's art with artists Kylie & Janeeka Hill



Thanks to artists Kylie & Janeeka Hill



Pantry Art: Elise Weatherall [Kamilaroi woman] "Connection"



Young women's art with artists Kylie & Janeeka Hill



Pantry Art: Penelope Blair [Kabi Kabi] "Women Gathering"



Young women's art with artists Kylie & Janeeka Hill



Pantry Art: Kayla Shillingsworth [Wakka Wakka / Gamilaroi & Ngarrabul woman] "The Land to the Sea"

Zig Zag*

Annual Report

July 2023 - June 2024

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Staff and management of Zig Zag respectfully acknowledge First Nations' People of Australia as the Traditional Owners of the lands. We acknowledge and honour the Elders past and present for their role as the original custodians of the land and waters of Magandjin, known since colonisation as the Brisbane region, the Jagera, Yuggera, and Ugarapul people (South and Southwest), the Turrbal people (North) and the people of Quandamooka (Southern bay region). As First Nations Allies, we continue to learn and aim to always improve in the work we do, and we welcome any feedback.



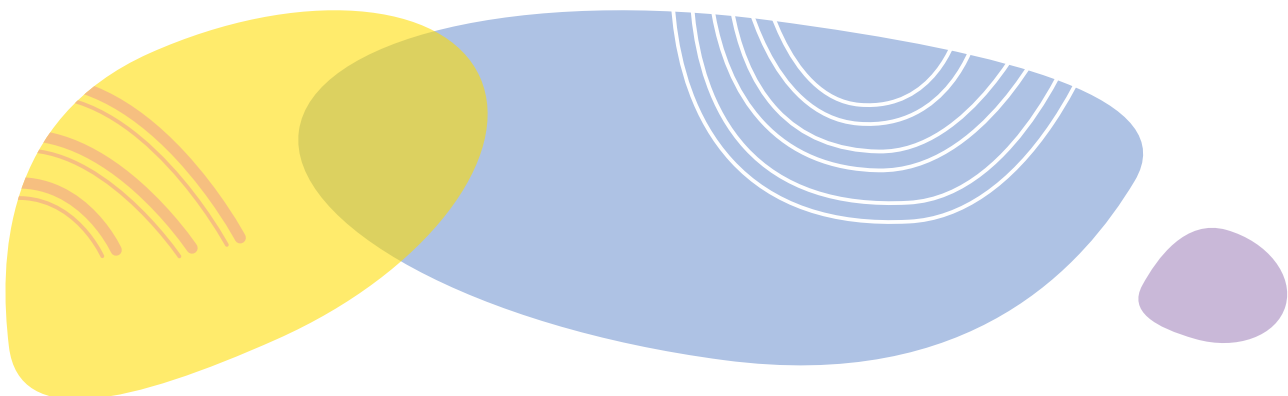
*Zig Zag Young Women's Resource Centre Inc. (from here, referred to as Zig Zag) is working toward being a more inclusive organisation and to do this we are aware that we need to better acknowledge young peoples gender diverse identities. Throughout this report we will reference young women and young people: which includes all young women / young person aged 12-25 years of age and is inclusive of non-binary and gender diverse young people who access Zig Zag services.

Zig Zag is proudly funded by



Artist: Elise Weatherall
[Kamilaroi woman]
the beginnings of
"Women Gathering"





Chairperson's Report

The Management Committee would like to acknowledge and pay our respects to the traditional custodians of the land on which Zig Zag operates, the Jagera, Yuggera, Ugarapul, Turbal and Quandamooka people, and to their Elders, past and present. We honour the enduring strength, resilience, and invaluable contributions of First Nations peoples in our community. We stand in solidarity with their continued journey toward justice, healing, and reconciliation.

On behalf of the Management Committee, I am pleased to highlight some of our key accomplishments over the past year, which has seen continued high demand amid an ongoing housing and cost of living crisis. During this time, Zig Zag has experienced significant growth and development, enabling us to maintain our commitment to delivering high quality, specialised support services for young women and gender diverse individuals affected by sexual violence, housing injustice and insecurity.

Some of our most notable achievements include:

- Overseeing substantial growth across all program areas of the organisation
- Secured new funding through the Forensic DNA Funding response and the National 500 Worker initiative enabling us to expand critical services and support for those impacted by

sexual violence through the development of four new positions.

- Introduction of a new leadership structure designed to support and sustain our growth, ensuring a strong foundation for effective expansion.
- Formed a premises review subcommittee to explore opportunities for growth and assess potential solutions for expansion of our operational capacity.
- Commenced Enterprise Bargaining negotiations with staff to enhance workforce attraction and retention. The process has been underpinned by our shared intersectional feminist values with a strong focus on supporting employee well-being and making Zig Zag a great place to work.
- Commissioned an external review of psychosocial risks in the workplace and developed a comprehensive policy response to address identified hazards to foster a safer and more supportive work environment for all staff.
- Reviewed Zig Zag's constitution and prepared new clauses for vote at the AGM to ensure Management Committee membership is more inclusive and reflective of the gender diverse community Zig Zag serves.
- Secured pro bono legal advice to initiate a more comprehensive constitutional review planned for 2025.



We would like to express our gratitude to our funding bodies, the Department of Housing and the Department of Justice and Attorney-General for their ongoing support of Zig Zag's important work. We would also like to thank our community supporters for their generous donations, fundraising efforts, and small grants which have allowed young women and gender-diverse individuals to access essential financial support and emergency relief. Zig Zag's ability to deliver specialist youth homelessness and sexual assault support services is only possible thanks to the ongoing support of our Government and community partners.

In the midst of an ongoing housing crisis and sustained high demand for services, the Management Committee would like to express deep appreciation to the staff team providing counselling, group work, housing support and advocacy to the young people who rely on Zig Zag's services. Your dedication to maintaining such a high standard of care and professionalism, even in these challenging times, is commendable. Sincere thanks also to the Centre support team without whom this work would not be possible.

We'd like to thank: Liz, Sonja TH, Sonja MC, Emily, Jordy, Ashleigh, Jane, Bess, Hrisoula, Anne, Miryeong, Deb, Laura, Naomi, Tina, Dani, Nicole, Andrea, Kirsty, Jo, Shannah, Rachelle and Shirley.

The Management Committee would also like to

extend their heartfelt thanks to Stephanie Anne for her steadfast leadership, strategic vision, expertise, and warmth throughout another year. It continues to be a pleasure to work alongside you to progress Zig Zag's mission.

I would like to acknowledge and thank my fellow Management Committee members for their time, dedication and expertise over what has been a truly busy year. Thank you to Sue Agnew, Rochelle Keegel, Lulu Milne, Jill McKay, Katherine Webber, Janet McKeon, Anda Davies, and Helen Hobbs. I would particularly like to extend my gratitude to our Treasurer, Sue Agnew, who will be stepping down after seven years of service, for her exceptional financial acumen and commitment to responsible governance which have been instrumental to ensuring the financial health and integrity of Zig Zag. You will be missed Sue.

Finally, we want to express our sincere gratitude to the young women and gender-diverse people who engage with Zig Zag's services. Thank you for bringing your unique knowledge, values, and skills to Zig Zag, helping to make it a place of healing, support, and social action in the pursuit of a world free from violence and injustice.

Yours in solidarity,

Amy Seymour-Jones
Chairperson

Treasurer's Report

On behalf of the Management Committee of Zig Zag, I am happy to present the Financial Report for the financial year ending 30 June 2024. 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 \$29,576 for the year with total assets of \$1,312,389 and members funds of \$545,999 as at 30th June 2024.

- Sexual Violence Counselling (DNA) (total across all service sites) **\$51,000**
- Family, Domestic and Sexual Violence Responses **\$24,037**

Department of Communities, Housing and Digital Economy

- Housing & Homelessness Support Program **\$788,191**
- Immediate Housing Response for Families **\$292,861**

Many thanks to our supporters whose generous donations enhance our grant funding allowing Zig Zag to respond in a compassionate and timely way to provide practical support to young people. Cash donations from the community totaled \$86,115 during the year as well as donations of food and household necessities for our pantry which officially opened in July this year.

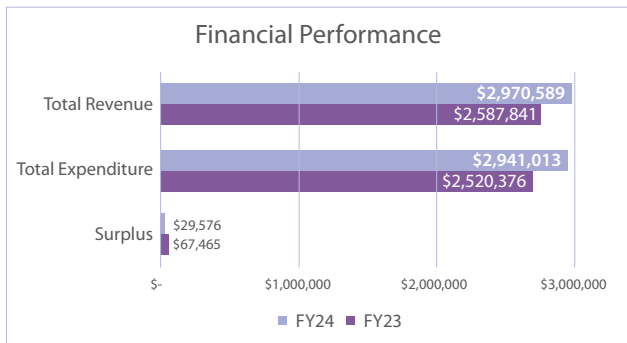
I would like to acknowledge on-going financial support from the Easts Leagues Foundation, Lady Bowen Trust, the Lord Mayor's Community Trust, Marsh Community Grant, and the Gambling Community Benefit Fund.

I extend my thanks to all the team at Zig Zag, in particular our CEO, Stephanie Anne, CFO Liz MacDonald, and the Centre Support Team whose hard work makes the job of Treasurer very easy. I would also like to shout out to everyone on the Management Committee - they are a wonderful group who bring their expertise, hard work and passion to supporting Zig Zag's strategic direction.

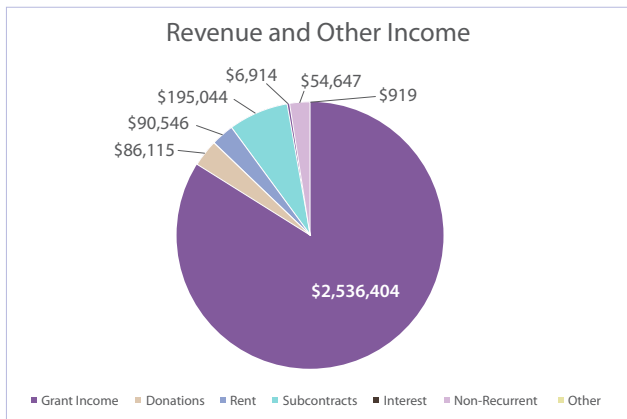
I'd also like to acknowledge and thank Brad Harbourne from Haywards Chartered Accountants and recommend Haywards Chartered Accountants continuing appointment as auditor for the next financial year 2024-25.

Remuneration Disclosure Statement: Disclosure of remuneration as per Section 8 the Associations Incorporation and Other Legislation Amendment Regulation 2023: For the 2023-24 financial year, the association paid 2 senior staff a total \$217,122.81 in remuneration and benefits.

Suzanne Agnew
Treasurer



Zig Zag's total revenue was \$2,970,589 comprising:



We gratefully acknowledge grant funding from:

Department of Justice and Attorney General

- Sexual Assault, Support and Prevention Program **\$498,282**
- Brisbane North Sexual Assault Response (BNSAR) (in partnership with BRISSC) **\$391,566**
- Brisbane Southwest Support (BSWS) Sexual Violence Prevention Program (in partnership BRISSC, IWSS and Murrigunyah) **\$146,731**
- COVID State Enhancement funding (total across all service sites) **\$177,853**
- COVID NPA Enhancement funding (total across all service sites) **\$327,005**
- Sexual Violence Counselling (500 Workers) **\$33,923**

Donations, Grants and Thanks!

We wish to extend our sincerest thanks to the East Leagues Club, Lady Bowen Trust, Zonta Brisbane Sunrise, The Ingrained Foundation, Vivienne Court Trading, Streetsmart Australia, St Margaret's Anglican Girls School, Kaye West Studio, About Risk Insurance 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 people 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 people into unmanageable debt, tenancy breaches, and evictions. These grants and donations make a huge difference in the lives of young people 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.

We would like to thank Laura Cooper for her amazing regular delivery of baked goods that were enjoyed throughout the year. We would also like to thank Amy Shambrook for her incredible never-ending support in organising donations and for being a champion for Zig Zag throughout the wider community.

Other donations and funds generously provided included:

- **Poppy Lissiman, Wrapwithlove, Wild Cactus Co., Spencil, Rocc Naturals, Natio, Lala Land, and Koh Living** – for our Young People's End of Year Party Gift Donations
- **Villanova College** – Christmas Hampers
- **St Margaret's Community** – Pantry Items
- **Brisbane Girls Grammar** – for their students to donate Christmas gifts
- **The Atrium Aged Care Village** – Fundraising efforts
- **Results Legal** – Self Care Baskets
- **Ethos Urban** – Self Care Baskets
- **Aesop Carindale** – Products
- Also to the many individuals who donated gifts and financial contributions



Much gratitude to the Lord Mayor's Charitable Trust. Our pantry opening by the Lady Mayoress of Brisbane, Nina Schrinner pictured here with our supporter Amy Shambrook.



Our pantry launch

The pantry started out as a white cupboard with a few basic items that were donated on an ad hoc basis. However, due to the housing and cost of living crisis and the impacts of gendered violence, it became very clear very quickly just how vital the pantry was to both young people and staff. Facilitated by Sonja Moore-Carter in her role as the Donations Worker and thanks to an anonymous donation, the work on a purpose-

built pantry began in November 2023. This included a freezer for perishable items such as meat and frozen vegetables that could be used to create an entire meal.

Through trial and error, Sonja narrowed down pantry stock to specific items that best suit the needs of young people and their children. With a wide range of demographics to consider this includes, but is not limited to, different sized family groups, people sleeping rough, and those in temporary hotel accommodation due to impacts of domestic and family violence. Another important consideration was young people's preferences. As Sonja has joked, "chickpeas are not that popular but the good

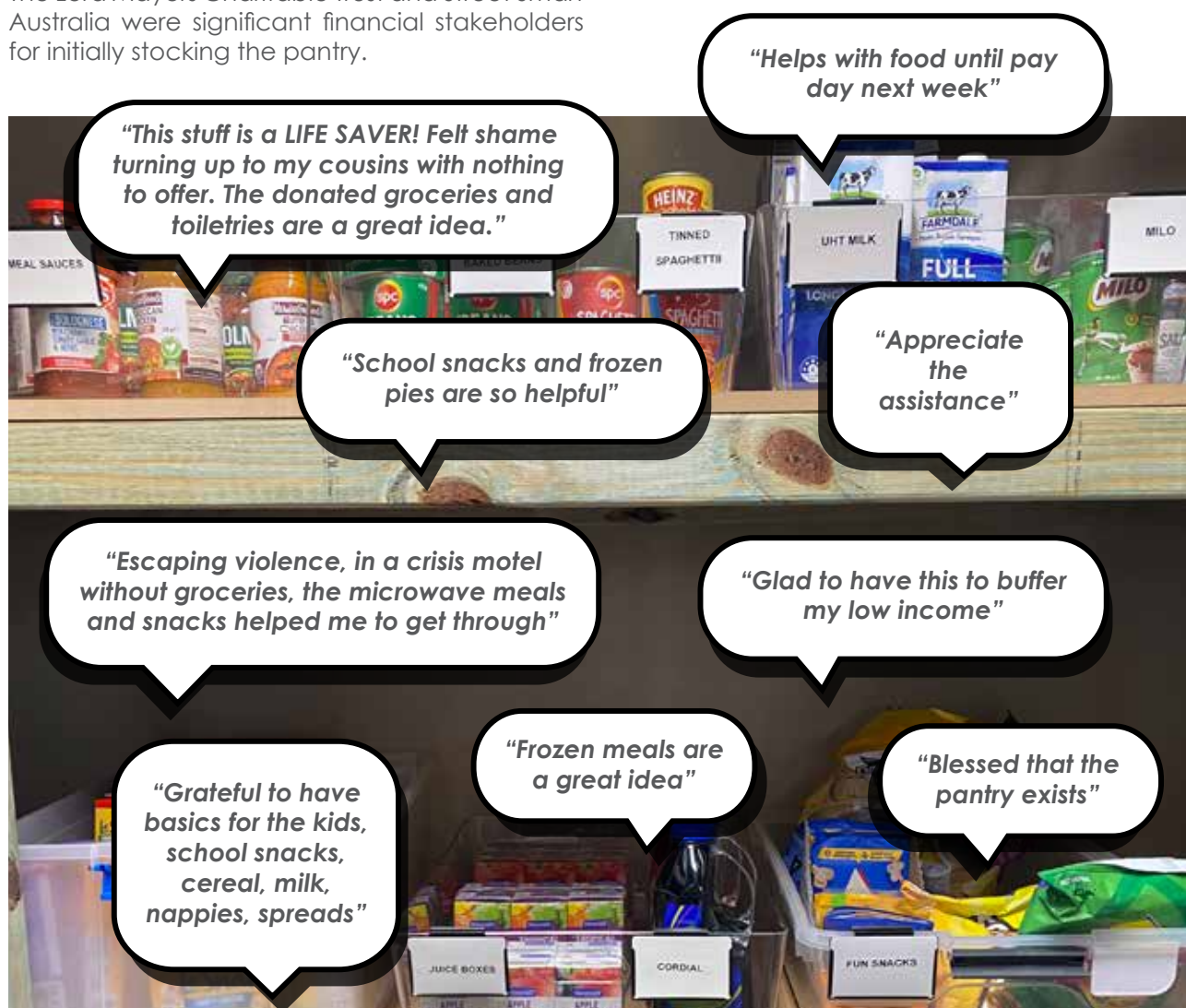
old Milo, Weetbix and Vegemite are always winners". Using this narrowed down list and working out stock numbers over a period of five months, Sonja created a community pantry list, which provides five categories of groceries, including non-perishable food, freezer food, cleaning, personal hygiene and nappies/wipes.

The Lord Mayors Charitable Trust and Street Smart Australia were significant financial stakeholders for initially stocking the pantry.

The community pantry list has since become very popular for ongoing community support and communication, with feedback being that an exact list is preferred knowing that the items donated will be utilised.

Zig Zag workers have also provided really positive feedback around other benefits of the pantry including opportunities for engagement with young people about budgeting, connection for engagement, and even facilitating a group that focused on cooking skills using Zig Zag pantry items. The categorised and well-maintained pantry has provided young people with a supportive and dignified approach to accessing food donations.

Zig Zag had an official opening of the pantry in July 2024, with over 60 attendees that included young people, local politicians and community supporters. The First Nations artists work was also launched, which is now displayed on the exterior of the pantry.





Artist: Penelope Blair [Kabi Kabi] - "Women Gathering"
This painting demonstrates the gathering of women and their journey.

Sexual Assault Support and Prevention Program

Our program staff update

The Sexual Assault team again saw many changes to staff during 2023/24. The team said farewell to Jordy who has moved to Scotland, Hrisoula who went on parental leave, and Deb who moved to a new job in Toowoomba. Miryeong joined the team and then returned to IWSS. We thank our colleagues for their support and hard work. The Zig Zag Sexual Assault Program team this year were:

- Team Leaders – Jordy and Ash
- Sexual Assault Counselling and Support Workers
 - o Camp Hill/Nundah: Jane, Hrisoula, Deb, Miryeong
 - o Camp Hill/Richlands: Anne, Bess

Snapshot statistics

A snapshot of the work undertaken in 2023-2024 by Zig Zag's Sexual Assault Support and Prevention Program for the Wider Brisbane region, Brisbane Southwest Support Service, and Brisbane North Sexual Assault Response Services:

- **6362 hours of specialist sexual assault counselling, support, group work and advocacy** were provided to young people, and their parents, carers and supporters across Zig Zag's three funded Sexual Assault Programs: Brisbane South (Camp Hill), Brisbane North (Nundah) and Brisbane Southwest (Inala/Richlands).
- **1245 hours of community education and engagement work** was undertaken with young people and the wider community. Community education work focused on building participants' knowledge and awareness about sexual violence, consent, and healthy relationships, and their ability to respond to these issues. Community engagement also strengthened the development of community partnerships and effective community responses to sexual violence.

Sites and funded partnerships

The Sexual Assault team provides group work, counselling and community education services across three sites. **The Sexual Assault Support and Prevention Program – Wider Brisbane Region is located at Camp Hill.** This is the original Zig Zag

program which began in 1988. All workers are based in Camp Hill and also provide services in either Brisbane North or Brisbane Southwest regions in our specialist sexual assault funded partnership programs. As well as providing services at these three sites, Zig Zag also provides outreach-based services when needed to be responsive to the needs of young women and gender diverse young people.

The Brisbane Southwest Support (BSwS) Sexual Violence Prevention Service completed its eighth year of providing support services to the community in the **Brisbane Southwest Region** in 2023/24. The BSwS is based at Richlands and 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.

Zig Zag would like to thank the Inala Management group and all BSwS workers for their hard work during the 2022-2023 financial year.

The Brisbane North Sexual Assault Response (BNSAR) is based at Nundah. The BNSAR is a formal partnership between Zig Zag and BRISSC which provides essential specialist sexual assault services in the Brisbane North region. The BNSAR partnership has successfully completed its sixth year of operation. On behalf of the partnership, Zig Zag would like to thank Northside workers for their dedication to meet the needs of young people, women and survivors of sexual violence in this region during the 2023-24 financial year.

Counselling, support and advocacy

Individual support and counselling is often the first contact that young people have with the sexual assault team. Whilst they may also choose to engage in groups or social action, the work they do individually can be a foundational part of many people's journeys – something that enables them to feel ready to engage with other activities with Zig Zag and in their lives generally. Individual work can range from a single session, to meeting over a number of months, and in some instances, staying engaged for a number

of years. No matter whether a survivor has one conversation with Zig Zag or many, it all takes courage and strength from each young person we speak to.

As a result, when a survivor finishes individual work with Zig Zag, it can be powerful to reflect on what their journey of change has been.

In the last year there have been a number of survivors who have finished work with Zig Zag after extended periods. We would like to acknowledge some of their hard work – and the work of all the young people we see – by sharing a little of one person's reflections on her experience.

Finishing sexual assault counselling can be a time of mixed emotions for young people who come to Zig Zag. There is recognition of achievements, new strengths, skills and understandings. There can also be sadness at saying goodbye to somewhere that has been a support. And it can be scary not to have that ongoing connection if things do get tricky. For one young woman this year, finishing with the sexual assault team meant finishing a connection with Zig Zag that spanned over nine years on and off. Here are just a few of this young woman's reflections on her work with Zig Zag and what it is like to move forwards.

On first coming to Zig Zag the young woman remembered being very defensive and not trusting anyone. She recalled really wanting help - "Things were really bad for me", things were "dire". She was homeless and suffering the impacts of sexual abuse/grooming. She said she just wanted to die.. but didn't... really she "just wanted things to be good".

She shared what it took to work with Zig Zag: - "I had to trust that my counsellor was not out to get me"; to "trust that I wasn't being treated differently to other participants at Zig Zag"; and trust "that workers had my best interests at heart". Not easy at all for her at the time.

She remembers being always on edge. She had to deal with fear, anger, and building trust. She noted that now though, she has learnt to use the supports around her – which included Zig Zag. She will talk with others and consider their input and ideas when making decisions and taking action. "I still consider stranger's advice" too.

She spoke of the skills she now has in deciding who and what she trusts and values, and noted that along with the support she got from others she did her own work on herself as she got older too.

For this young woman it has been important to "hang in there – don't give up". She said that her life has changed so much now. She is a mum who speaks of her children as "my reason for living – my happiness". She has stability and housing. She has a clear sense of her own value and is able to connect to others in positives ways.

She acknowledges that there are things she still hasn't figured out but that now she has different responses and ways to manage.

She reflected that "It is hard work to turn your life around... Such hard work."

It is hard work this young woman has done, with Zig Zag being privileged to share a part of her journey.

Sector connections

The Sexual Assault team participated in many networks throughout the year, particularly sexual assault networks sharing information and participating in collaborative projects and initiatives. Key networks this year included: Queensland Sexual Assault Network (QSAN); Northside Sexual Assault Action Network (NSAAN), the Sexual Violence Liaison Officer (SVLO) Networks, the Queer and Trans Working group Against Violence (QTWAV) and the Greater Brisbane Sexual Assault Interagency Network.



Intake Support Team

Our team staff update

We thank our colleagues for their support and hard work through 2023-24.

- Intake Support Workers – Shannah, Jo and Rachelle
- We welcomed Kirsty back from parental leave in April 2024.

Intake, assessment, support & advocacy

In 2023-24, Zig Zag continued to implement, monitor and evaluate the Intake Team model to ensure that we are meeting increased demand for both Housing and Sexual Assault support.

Alongside delivery of intake, assessment, and brief intervention work, the intake team delivered a program of creative group work at various outreach locations for soft entry into support services with both housing and sexual assault teams.

The intake team also saw the introduction of the new Service Record System (SRS), which consolidated four different platforms into one client record database. Whilst a big change for the team, we are seeing positive improvements to service delivery from this streamlined approach to information management.

Analysis of this data has shown increased capacity for Zig Zag to respond to requests for support from young people in a timely manner. We're also seeing increased numbers of Qld Police Service (QPS) referrals progressing to counselling with the Sexual Assault support team.

The team continues to develop, implement and evaluate an intersectional feminist assessment tool to ensure that we are effectively prioritising our resources, for those least resourced and with the most systemic barriers to overcome, making it easier to access supports. Alongside this, we continue to build the capacity of parents, caregivers, schools, and other community services so that young people can tap into their existing networks and relationships for support regarding their housing and sexual assault experiences and recovery. In all cases, intake workers conduct a thorough assessment and walk alongside young people, undertake warm and assisted referral pathways.

Despite the ongoing housing crisis, the intake team have achieved some outstanding outcomes in housing young people, through use of the Immediate Housing Response for Families (IHRF) funding from Department of Housing,

alongside assertive advocacy and collaboration with stakeholders and other organisations.

My significant change story

[age 22]

"Everything is Okay!"

My most significant change was I didn't talk to anyone about my trauma and what I went through. The police report forced me to deal with it, however Zig zag intake made me feel supported especially around the topic of sexual assault.

Intake made me feel comfortable, I was able to see what the future could feel like with support and resources.

This was most significant for me because going from making a statement to talking about sexual assault was scary. I thought it would be about details, yet it was about "me" and what I needed. Zig Zag was the first place I felt validated and safe.

With the Intake worker, it was the first time I had my experience validated, where I felt like I was worthy of support. The other thing that was big was when the intake worker asked accessibility questions. That made it feel less scary and confronting.

My significant change story

[age 21 - First Nations young mum]

"My daughter and the strength for a better life"

The date Zig Zag was contacted I had absolutely nothing. I had nowhere to go with my baby, I was stranded on an Island off Brisbane. I didn't have any stability, no housing, no ID, nothing! I was homeless.

I felt scared, I felt scared nobody would help us. Zig Zag supported me to get to the mainland. Zig Zag then talked me through catching a taxi from the port to a motel that Zig Zag had paid for. I felt the support from Zig Zag was easy they helped me understand what was happening. When I got to the motel it was such a relief, I was so happy. I saw an intake worker the very next day where I felt they had got my back. The intake worker made me feel like we had a plan.

I started to feel stressed moving from motel to motel, even though it wasn't

ideal I always felt supported by Zig Zag. But once I got settled into longer term motel accommodation with 'another youth support hub' I was able to have time to do other things that helped my circumstances like get my ID, go to the courthouse, get support letters and look for other longer term housing options.

The intake worker was consistent with phone calls humbugging housing services to get me stable housing. I got a long term housing offer and intake had my back. It was the first time ever I had housing. It was an anchor for us.

Intake supported me to view the property, sign the lease and then move in.

This was most significant for me because it felt strange to have reassurance and support. It was my journey through life with bub to find our happy place.

It wouldn't have happened without Zig zag Intake support.

Sector connections

The Intake team participated in many networks throughout the year.

Attending Platform 1225 Forum; Meetings with Sexual Violence Liaison Officers; Collaborative capacity building with National Disability Insurance Scheme (NDIS) providers; Stall participant at NAIDOC Week Family Fun Day in Musgrave Park,



Thank you to our participants, creators, survivors, story tellers, artists, daughters, sisters, friends.



Artist: Kayla Shillingsworth [Wakka Wakka / Gamilaroi & Ngarrabul] - 'Women Gathering' - This painting has the meeting point for two paths in pink, to represent women coming together at Zig Zag. A place to gather and access the support and resources here.

Housing Support Program

Our program staff update

We thank our colleagues for their dedication, support and keeping young women/young people at the center of our support throughout the year.

- Team Leader – Laura
- Support and Advocacy Workers – Tina, Nicole and Dani
- Tenancy Support Worker – Andrea

Snapshot statistics

- **Over 1594 hours of support provided to 13 young people and 17 accompanying children accommodated in Zig Zag supported accommodation in 2023-2024.** This included approximately 40% First Nations young people, 40% Culturally and Linguistically Diverse young people, and 8% Trans and Gender Diverse young people
- **4 young people and their children exited Zig Zag accommodation into long term housing**
- **Over 1568 hours of support provided to 72 young people through our Intensive Housing Support program.** This included over 60% First Nations young people, and 14% Culturally and Linguistically Diverse young people
- **Over 281 hours of centre-based support provided to over 100 young people**

Housing and Homelessness assessment, support & advocacy

Zig Zag's Housing Team works alongside young women and gender diverse people aged 16 – 25 years who are experiencing homelessness, housing instability and housing injustice. We offer holistic planned support for young women/ gender diverse young people with any accompanying children staying in Zig Zag's 9 supported accommodation units, across two locations. We also provide intensive planned support for young people through mobile support and assertive outreach. We create group activities that encourage a chill space to reflect, recover and share stories in a safe space.

Property upgrades this financial year

- New flooring was installed for two units at the Carina property
- We replaced older whitegoods with brand new appliances across several units.
- There was a kitchen fire in a unit at the

Greenslopes property. This resulted in a complete refurbishment of the kitchen and new painting throughout the unit.

- We installed security cameras at both unit blocks. We worked with tenants across both blocks regarding this change to support their safety, whilst ensuring their privacy and confidentiality.

My significant change story

[age 25 - First Nations young woman]

“Never give up and keep on going, no matter what life throws at you.”

I've been working with Zig Zag for a long time. Before I worked with Zig Zag, I used to be scared to ask for help. I was overly independent and didn't trust that anyone could be there for me. Zig Zag helped me to see other sides to life. Working with Zig Zag meant I had someone who was there for me and I have learned communication skills and life skills and things that I need to succeed in life.

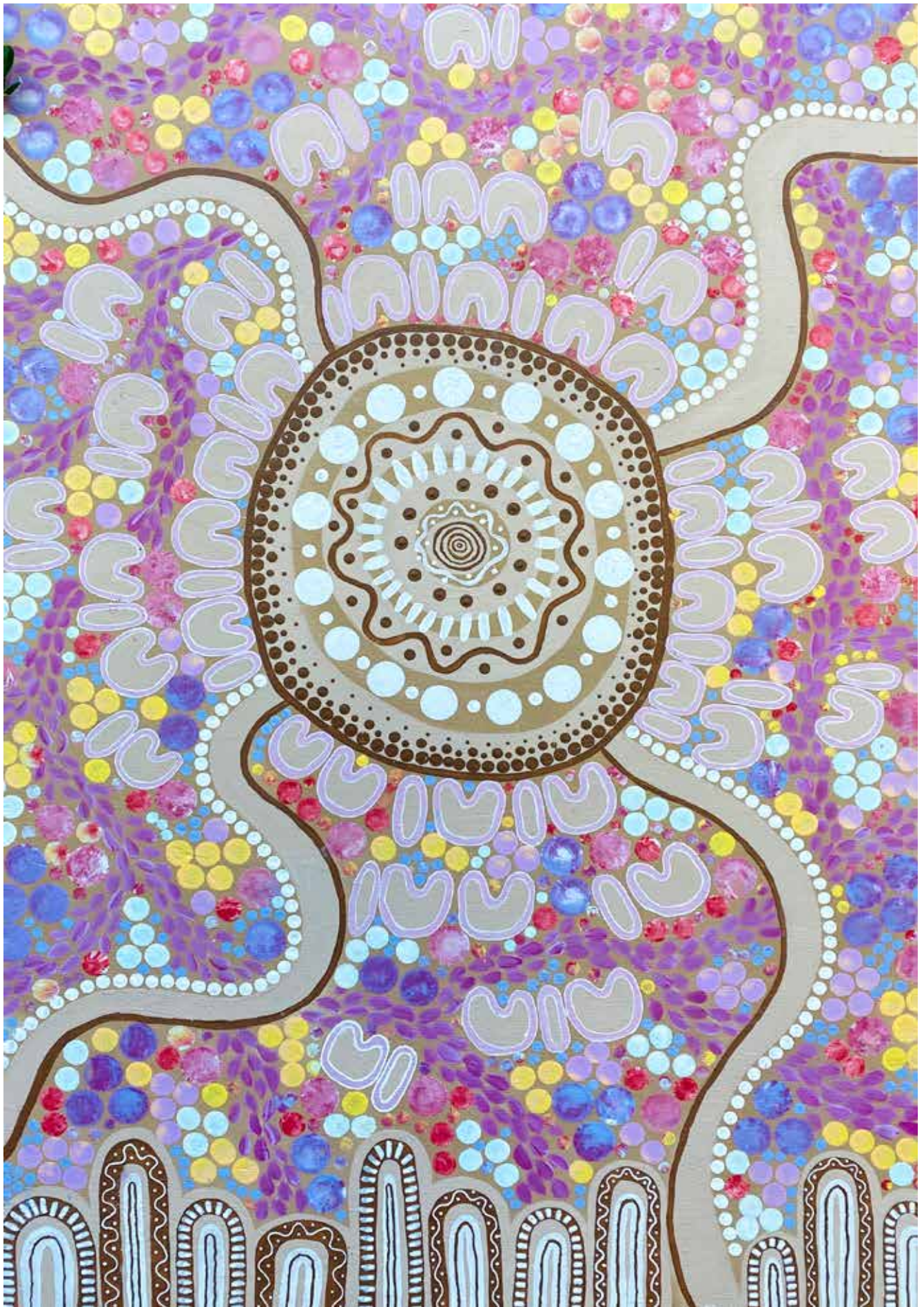
I have grown so much with the help of Zig Zag and I have grown into a better person.

Zig Zag supported me financially, mentally, and physically. I didn't have any guidance growing up but being around good support workers who were there for me really helped. I realised that I'm ok, I'm not the only one.

Sector connections

Housing Team Leader Laura convened a meeting of specialist youth housing and homelessness services at the Zig Zag Camp Hill office, to improve collaboration across the sector, particularly between smaller specialist organisations. We will continue this collaborative work through the 2024-25 financial year.

Thank you to Qld Youth Housing Coalition for having Laura as part of the Platform 1225 conference 2024. Thanks for centering the voices of young people and providing a platform for youth workers to highlight the intersectionality of youth homelessness, poverty and systemic disadvantage.



Artist: Elise Weatherall [Kamilaroi woman] - 'Women Gathering' - This painting is my representation of all women coming together through different paths of life to embrace and connect through the beauty, strength and empowerment of woman hood and femininity. The colours I chose represent my own femininity.

Group work

Each year Zig Zag workers facilitate a range of different group programs, across our various sites. Given the diverse range of young people's interests, Zig Zag runs creative workshops, social connection groups, educational groups and social action groups.

In the North and Southwest Sexual Assault support and prevention team offices, groups were usually done in collaboration with our partner services. This year's groups included a term-based trauma sensitive movement group, a consent resource group, art group and some one-off groups to mark significant events including International Women's Day and Sexual Violence Awareness Month.

BSWS trauma sensitive movement group

Bess (Zig Zag) and Linda (IWSS) facilitated a 6-week Trauma Sensitive Movement group each school term for the 23/24 year. The group consisted of women and gender diverse folk from the 4 partner services of BSWS, as well as the local community. Each session includes some psychoeducation around somatic processing of trauma and practices from yoga and chi-gong, followed by a social morning tea. Information about sexual violence support services and other local services is also available. One term of the group was held in collaboration with the women's group at Inala Community House and has helped facilitate a much stronger relationship between the two services. Feedback collected at the end of each term of group has included that after group participants feel more connected to their bodies, that they understand the impacts of trauma more and that they feel supported in making choices.

"After each class I feel relaxed, less anxious, and more connected to my body and others."

"After group I feel less stressful. Sometimes I can't sleep well because of anxiety and I can't focus during the daytime. Doing this helps!"

"I started the class feeling sad but at the end of class I was feeling relieved and happy."

"Before I didn't know what grounded felt like. Now I know and it helps me find my way there when I'm feeling overwhelmed."

Sex, Consent and Relations Resource

In the 2023-24 Financial Year the online Consent Resource was created by a group of survivors alongside former Sexual Assault Support Team Leader Jordy Ayres.

Through the young people sharing their wisdom, their own lived experiences of sexual violence, the group hoped to increase understanding and raise awareness around consent - particularly to help survivors and those who support them.

The resource presents online content, information, printable resources and videos for young people, survivors, friends, family and partners of survivors of sexual violence.

[FOR survivors BY survivors] This great resource can be found at zigzag.org.au/consent/



POWA (Program of Wonderful Activities)

In June 2023, Zig Zag delivered a 3-week program of POWA, a social and activity-based group for young women and gender diverse people. We held the group at the Jolly Centre in Seven Hills, and welcomed 20 young people and 17 accompanying children across the three weeks. Activities included cooking, cupcake decorating, and learning to knit. We provided food, child minding, and transport to facilitate the attendance of young people and alleviate any access barriers. Children are welcomed, and young people engage in shared activities, conversation, peer support and a sharing food together.

We are very grateful to Marsh Community Grant and Jobs Australia for their generous support of POWA throughout 2023-24.





GROUPS connect us to each other... we share stories and laughs...



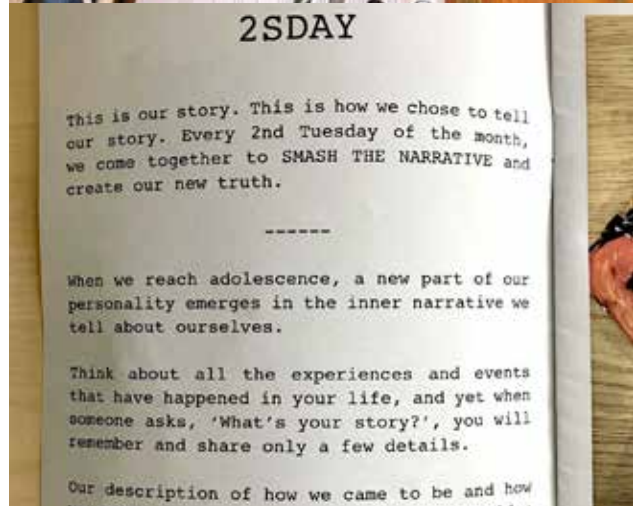
2SDAY Group - 'Smash the narrative. Create your own stories'

The 2SDAY activity program was specifically designed for young people to meet holistic support needs while they waited for a Sexual Assault support counselling session to be allocated. At the time, Zig Zag had a few months wait time between initial engagement and assessment via phone with our Intake Team before a face to face session with our counsellors.

Shannah, Jo and Rachelle, from the Zig Zag intake Team, delivered a series of monthly art workshops, which provided social connection, engagement opportunities, informal peer support and a space for young people to give voice to their experiences and find some fun to express themselves creatively.

This peer-support group gathered for multiple activities, offering personal wellbeing outcomes, creative expression, meaningful peer-supports and educational opportunities.

Activities included making paper for a ZINE project that gave voice to young people "rewriting their story with courage and strength". There were multiple craft activities, tee shirt printing and pamper days that explored all things sensory through, making lip balm, body scrubs and cup cakes!



'End of year party' - a 'pamper day' for young people accessing Zig Zag supports

Social gatherings connect us, celebrations honour our milestones, our achievements and we believe an end of year party is important for our wellbeing, enjoyment and for building social connections together!

December 2023 saw us all gathered to enjoy our annual young people's *End of Year Party*. We provided art and craft activities for the day, nail technicians, a photo booth, free lunch and activities for the kids.

We also provide a 'free gift shop' so that young people can take presents for themselves and their children to enjoy during the holiday period. We appreciate the multiple community members and local businesses who every year take time to consider those in our society who have done it tough and donate gifts for the young people who access Zig Zag.



**THANK YOU
TO ALL OUR
SUPPORTERS**

Community Education and Engagement

All Zig Zag staff engage in a variety of community education opportunities, across all regions of Brisbane, including groups, events and online education and engagement, they include:

- LGBTQIA+ community forums and events
- NAIDOC events across Brisbane
- Consent Resource Development
- Sexual Violence Awareness Month events
- Qld. Sexual Assault Network working groups
- Qld Youth Coalitions 'Platform 1225'

An integral part of Zig Zag's work is social engagement and action to build understanding and change to respond to sexual violence and youth homelessness.

This work is done individually, in groups, and in the community. We are always keen for opportunities to talk with people about sexual violence, and to work alongside survivors and community members.

In the last year, the team has been involved in a range of community activities – from school events, to participation in panels/forums, to talking with local businesses. They have undertaken various projects to help messages reach the community. Such initiatives include Sexual Violence Awareness Month (SVAM) in October and Youth Homelessness Matters Day in April.

As part of the North Side Sexual Assault Action Network (NSAAN), Zig Zag joined with other organisations to facilitate art workshops for SVAM. This was part of a state-wide campaign focused on the theme "Stronger, Wiser, Survivor: Uplifting Survivors' Voices, every day, every week, every year". The art shared messages and images highlighting the need for survivor experiences to be valued and heard. The artwork was launched and exhibited at an event in October, with copies of the work displayed in the Nundah train tunnel on the night. The event was opened by the Honourable Leanne Linard M.P, State Member for Nudgee, Minister for the Environment and the Great Barrier Reef, Minister for Science and Minister for Multicultural Affairs. Six survivors spoke, sharing what the SVAM theme meant to them, talking of their own experiences with sexual violence, and noting how they had found strength and meaning in social action/awareness raising. The launch included a peaceful walk through Nundah and the train tunnel.

The week following the Art Work Launch, the laminated artworks were put up in a local café so that the community could learn about SVAM and see the work and messages of survivors.





The 'Beyond DV' event held in Westfield Cherside in May 24 for Domestic Violence Prevention Month. To raise community awareness of the impacts of violence and the support available to those affected.



Qld Youth Coalition 'Platform 1225' conference - Guest panelists including Laura from Zig Zag, discussing the impacts for young people on their experiences of homelessness, housing instability and its intersectionality with poverty, Domestic/Sexual Violence and systemic failures.



Engagement at Griffith Uni's O week on the Nathan Campus. Chatting to people about our work, especially thinking about healthy relationships, sexual violence prevention and consent.



Brisbane's largest NAIDOC celebrations at Musgrave Park Family Fun Day event on 12th July, honouring the 2023 theme of 'Keep the Fire Burning! Blak, Loud and Proud'.



Banner making workshop and badge making in prep for the Brisbane PRIDE March. Marching alongside our Queer and Trans communities from Queens Park, over the city bridge to Musgrave Park!



Zig Zag showing up to support this community gathering, sharing Zig Zag service support and information and enjoying chats with the fabulous women from 'Stong Women Talking'. Thanks for inviting us Sono!

A Word from the CEO

We are strengthening Zig Zag's organisational capacity for developing youth-led community responses to violence and youth homelessness!

This financial year has continued to see significant organisational growth, change and development within Zig Zag's specialist youth homelessness and sexual assault support services for young women and gender diverse young people aged 12-25 years. It has become evident that we are fast outgrowing our current property at Camp Hill where we have been situated for over 30 years! We are now exploring all options for property acquisition, expansion and/or relocation and seeking Government and community support to secure affordable, long term, larger premises to enhance the quality and accessibility of our Brisbane South service programs for young people and provide a more suitable and supportive environment for Zig Zag's growing staff team!

Zig Zag are committed to supporting youth-led creative community responses to violence and youth homelessness through community partnerships and consultations; culturally specific community designed resources; training, events and social action; and facilitation of group activities. Some highlights of this year include:

- In promoting an affirmative model of consent for young people, we would like to acknowledge the FABULOUS work undertaken by a group of young people who creatively designed an online Consent resource which can be accessed at: <https://zigzag.org.au/consent/>.
- With additional funding becoming available, Zig Zag has now created two new specific focused positions to meet identified community need: a specific Youth Domestic and Family Violence Responses Worker, and a Community Responses to Violence and Youth Homelessness Worker position. We are very excited to commence these new roles in the 2024 - 2025 year.

Zig Zag are committed to providing a culturally safe, supportive, and inclusive environment for all workers and ensuring an excellent standard of employment conditions are maintained. Some examples of specific work undertaken this year include:

- A new Enterprise Bargaining Agreement (EBA) negotiation process commenced with the issuing of the Notice of Employee Representational Rights (NERR) in February

2024 which continues to be progressed.

- We engaged Kerriann Dear, former Director of Working Women Queensland, as a consultant to assist Zig Zag in an assessment and review of the new Model Code of Practice: Managing Psychosocial Hazards at Work which included a 'Staff Wellbeing at Work Survey', in-person consultation group sessions with all workers, and the development of new organisational policy and procedures.
- Continued planning and consultation with all workers in response to organisational growth, which included the development of specific focused new positions to meet identified community needs; short-term options for managing premises and longer-term developments to secure larger premises; and change management processes to support workers and strengthen organisational practice.
- Further development of Zig Zag's organisational practice values through regular critical reflective practice sessions that centers young people and their experiences of oppression and marginalisation; promotes ethical, culturally safe, relational practices alongside young women and gender diverse young people; and supports the development of solidarity and collective care within our staff team.
- Development and implementation of a new purpose built, customised, cloud-based SRS client and case management data system that is fit for purpose across all funded Programs. This incorporates the existing Infoxchange systems used within our Programs such as the Specialist Homelessness Information Platform (SHIP) to the Australian Institute of Health and Welfare (AIHW), and Queensland Police Service Referral Coordination Service (Redbourne) for referrals coming into Zig Zag. This new client data management system supports our new integrated model of service and enables improved support planning with young people.
- Successful HSQF re-Certification in January 2024 following a HSQF Audit in November 2023.

This year Zig Zag has also successfully secured additional funding:

- New funding through the Department of Justice and Attorney General (DJAG) - a

new 4-year Forensic DNA funding for our two funded Sexual Assault Support and Prevention Programs (Brisbane North and Brisbane South); and a new 2-year National Partnership Agreement for DFSV 500 Worker Initiative which provided 4 new FTE worker positions at Zig Zag. Recruitment for multiple new positions commenced in April – June 2024.

- A 20% uplift in recurrent funding across both funding streams - DJAG and Department of Housing (DoH) was greatly welcomed in the sector which included a new 5-year funding contract for Zig Zag's Sexual Assault Support and Prevention Programs however we do note that for all funded Specialist Homelessness Services this 20% uplift was limited to 12 months only with no guaranteed continuation of this essential uplift funding for our Homelessness Programs after 30 June 2025.

I would like to thank our exceptional staff team for meeting all of the challenges observed this year and acknowledge your immense and amazing work ethic, support, and collective contributions to organisational change and development. Thank you Liz, Sonja TH, Sonja MC, Emily, Jordy, Ashleigh, Jane, Bess, Hrisoula, Anne, Miryeong, Deb, Laura, Naomi, Tina, Dani, Nicole, Andrea, Kirsty, Jo, Shannah, Rachelle and Shirley!

Zig Zag has continued to engage in important systemic advocacy work over the 2023 - 2024 financial year including:

- Advocacy and support in the development of responses through the Youth Housing Coalition Network (YHCN) to the National Housing and Homelessness Plan and Queensland Moving Forward – All Young People Safely Housed Report. I would like to thank Lorraine Dupree (Executive Director, YHCN) for her incredible diligence in collaboration, advocacy, and support of specialist youth homelessness services.
- Advocacy and sector development in my role as Treasurer of the Queensland Sexual Assault Network Inc. This year has seen substantive work in policy, legislative and systemic reforms with the continuing implementation of the many recommendations made by the Women's Safety and Justice Taskforce. I would like to thank Angela Lynch (Executive Officer, QSAN), Sonia Solari (Administration and Communications Coordinator, QSAN) and my sector colleagues on the Management Committee of QSAN for their commitment and outstanding work in systemic advocacy,

law reform, and sector development.

- Active engagement in the Sexual Assault Response Team Working Group for Metro South Brisbane to establish new SART response services at QEII, PA, Logan and Redlands Hospitals which officially commenced in February 2024.
- Submissions to the Legal Affairs and Community Safety Committee including an organisational response to the Criminal Law (Coercive Control and Affirmative Consent) and Other Legislation Amendment Bill 2023. Whilst Zig Zag continues to hold serious concerns regarding the introduction of a standalone criminal offence of coercive control in Queensland, we have welcomed the introduction of an affirmative model of consent, changes to mistake of fact, new jury directions relating to sexual offences, and amendments to the failure to report provisions. Now recognising the rights of a child or young person in engaging with a relevant professional e.g. social worker, where there is a confidential professional relationship, and providing greater autonomy to young people who are victims/survivors of child sexual offences in determining whether to report to the Police.

A BIG thank you must also go out to our highly skilled, experienced and dedicated Management Committee! Thank you to Amy Seymour-Jones, Sue Agnew, Rochelle Keegel, Lulu Milne, Jill McKay, Katherine Webber, Janet McKeon, Helen Hobbs and Anda Davies for your enormous contributions and for your generous support offered to me and all staff throughout the 2023 - 2024 financial year! It has been another MASSIVE year!

I would also like to acknowledge and thank Janelle Salmon at the Department of Housing; and Lee Fewster at the Department of Justice and Attorney-General, for their advocacy and support of Zig Zag's work in their roles as Contract Service Officers.

And lastly a HUGE shout out and thank you to all our community supporters for their generous donations, fundraising efforts and small grants that have provided essential financial support and emergency relief to young women and gender diverse young people aged 12-25 years. Details of our donors and supporters are listed on page 5.

Stephanie Anne
CEO

*a place for
healing,
support
and
social action.*



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