



supporting
young women for
30 years

Annual Report 2017 • 2018



Zig Zag celebrates 30 years!

A place of healing, support & social action

On the 9th of May 1988, Zig Zag Young Women's Resource Centre Inc ('Zig Zag') was officially incorporated, having previously been an initiative of the Youth Advocacy Centre, which recognised the need for an organisation specifically for young women to address a range of issues relating to accommodation, housing, sexual harassment and sexual assault.

Workers at the Youth Advocacy Centre envisaged a safe place for young women to obtain advice, support and information without fear of ridicule, harassment, and discrimination. Zig Zag was established to provide a safe space for young women and from these inspired beginnings Zig Zag has developed an outstanding reputation over 30 years for the provision of specialist support to young women who have experienced sexual violence, and/or are experiencing homelessness or at risk of homelessness.

We remain deeply committed to our philosophy:

"Zig Zag provides a place of healing, support, and social action and change for young women aged 12-25 years. As a feminist service, we are committed to working alongside young women and acknowledging their expertise in their own lives. We acknowledge that social, political, cultural and economic contexts limit young women's power, creating vulnerability and disadvantage."

Zig Zag recognises the diversity amongst young women, staff and management committee and values the unique experience, knowledge and

skills each woman contributes. We work in a way that promotes safety, and is collaborative, inclusive, supportive and respectful. Zig Zag is committed to ethical practice and a process of continuous reflection and development that is informed by young women, practice wisdom and shared knowledge."

We pay our enormous respect and gratitude to the Youth Advocacy Centre who initially employed two workers to establish and develop the organisation based on principles of feminism, social justice, and community development. These principles underpin our work and have enabled the organisation to grow, reflect and continue to bring about much needed social change.

We have undertaken significant growth and now operate services from three sites (Camp Hill, Richlands/Inala, and Zillmere), having secured recurrent funding for four support programs for young women within the wider Brisbane region, with additional pilot projects and other funded activities.

As we celebrate 30 years of service, we look forward to connecting and acknowledging past workers, members, services, stakeholders and all who have walked alongside and supported our incredible journey. In particular, we acknowledge the many young women who have accessed support at Zig Zag and who inspire us every day with their courage, resilience, strength, openness and resourcefulness. Young women will continue to INSPIRE and INFORM our work in responding to homelessness and all forms of violence against women!



Zig Zag Young Women's
Resource Centre Inc.

Annual Report

July 2017 – June 2018

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social action
diversity
practice wisdom
knowledge *respectful*
valued partnerships
gendered perspective
collaborative
reflective practice
trauma informed
cultural competence
voice & experience
unique individuals

Acknowledgement of traditional owners: Staff and management of Zig Zag Young Women's Resource Centre respectfully acknowledge Australia's Aboriginal and Torres Strait Islander people as its traditional owners. We acknowledge and honour local Aboriginal elders, past and present, for their role as the original custodians of the land and waters in the Brisbane region.



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



Chairperson's report

In 2018, Zig Zag Young Women's Resource Centre turns 30, which we are celebrating both at this AGM and the birthday celebrations thereafter.

Over three decades, Zig Zag has made a significant contribution to the community, in particular to the lives of young women in the Brisbane region. I am so proud to be associated with Zig Zag, an independent feminist organisation that advocates with and on behalf of young women in the greater Brisbane region, and it is a great privilege for me to present this annual report, on behalf of the Management Committee.

I'd firstly like to thank our funding bodies, the Department of Child Safety, Youth, and Women, and the Department of Housing and Public Works, as well as other generous organisations and individuals who continue to fund and support us.

During the 2017-2018 Financial Year, Zig Zag secured and/or successfully acquitted a number of small grants and funding support, in addition to our core funding. These grants, enable the organisation to provide flexible and responsive support to young women, including:

- **\$30,000** - Department of Housing and Public Works 'Dignity First' Grant for essential household items, electrical items, and other emergency relief for young women who are experiencing homelessness as they transition to independent housing.
- **\$22,000** - East Leagues Foundation Community Benefit Fund (carried over from previous financial year) for essential household items, whitegoods, furniture and removalist costs for young women who are experiencing homelessness as they transition to independent housing.
- **\$12,000** - Lady Bowen Trust (carried over from previous financial year) for essential household items, whitegoods, furniture and removalist costs for young women

who are experiencing homelessness as they transition to independent housing. This grant is also being used to support young women's access to health care, child care and vocational study and training.

- **\$10,000** - Myer Community Fund Small Grants Program for a financial literacy project titled "Savvy Sistas". These project funds enabled Zig Zag to develop a new financial literacy resource for young women and facilitate a series of financial workshops.
- **\$5,000** - Fundraising event 'Winter Ladies Lunch' by Rebecca Gundelach.
- **\$4,420** - Fundraising event by Love Tattoo.
- **\$4,350** - Myer Staff Fundraising for emergency relief for young women accessing Zig Zag services.
- **\$4,000** - Fundraising event by Benjamin Nichols from Netherworld in collaboration with the band 'Gunk'.
- **\$1,500** - the Lord Mayor's Fund to assist with the 2017 Christmas party for young women who accessed Zig Zag services.
- **Bunnings** provided resources and landscaping for Zig Zag's beautiful new front garden at our Camp Hill site.

We are also so grateful to Zig Zag's dedicated staff who each go above and beyond their position descriptions, driven by their passion and commitment to progressing Zig Zag's mission and vision and to working harmoniously as a team.

In July 2017, Kris Saunders joined Zig Zag as the locum Manager while Stephanie Anne took 12 months parental leave. In July 2018, we welcomed Stephanie Anne back to Zig Zag.

We express our thanks to Kris for her work and support of Zig Zag over these 12 months. We have had a few changes in personnel within both our Sexual Assault and Housing Teams.

- **Sexual Assault Team:** Rosie Quinlan, Jane Hegerty, Eliane Predomo, Naomi Barrett and Kristylee Johansson; assisted by relief/locum workers: Ritu Shrestha, Jacqui Pearce, Emily Hellyer and Louise Leigh.
- **Housing Team:** Bess Douglas, Tina Louise, Vickie Newland and Jordan Ayres (in the pilot Intensive Housing Support Worker role); with great support from Dianne Carrick and Shirley Peppler as relief workers, and student Kani Kenyi.

Our Centre Support Team has continued to provide excellent administrative and financial support that is essential to the organisation's successful operation. We thank Sonja Ter Horst, Ritu Shrestha and Meloney Menerey in Administration and Liz MacDonald and Suzie Dennis in Finance.

I'd like to commend all of Zig Zag's wonderful workers for their continuing commitment to provide caring and professional practice and tenancy support to young women in need. The Management Committee sincerely thanks past, continuing and new staff for their commitment to young women and the organisation.

I'd like to acknowledge the members of the Management Committee, including Laura Christie and Helen Hobbs, who stepped down during the year due to work and family commitments. I'd like to thank the committee for the additional time and effort they have given to be involved in the review of policies and procedures in preparation for the Human Services Quality Framework audit undertaken in 2017.

It has been an honour to serve on the Management Committee over the past six years, working alongside a very knowledgeable and committed group of women. After careful consideration, I have decided not to re-

nominate for the position of Chairperson of the Management Committee in 2018, but will continue to sit on the Committee for a short time as a general member, and will continue to support and advocate for the Organisation as a member and as a colleague within the women's sector.

I extend my good wishes to those who are putting their hand up to continue the good work as Management Committee members and look forward, with confidence, as Zig Zag turns 30 in 2018.

Danieka Montague

Chairperson

Zig Zag



Treasurer's report

As Treasurer, and on behalf of the Management Committee, I am pleased to present the financial statements comprising profit and loss and balance sheets for the financial year ending 30 June 2018.

I'd like to acknowledge and thank our Manager, Stephanie Anne and Finance Worker, Liz McDonald and locum Manager, Kris Saunders for ensuring excellent financial management of the organisational funds received. I'd also like to acknowledge Brad Harbourne from Haywards Chartered Accountants who have audited these reports and the organisation's full accounts.

Summary of Financial Performance

The total income received by the organisation in 2017/2018 was \$1,328,546 which shows, an increase of \$290,185 since the prior financial year. This income included the core funding (as detailed below) as well as a number of small grants, rent received from housing units, management fees, bank interest, donations and memberships totaling \$298,269.

The organisation recorded an overall surplus of \$16,325 for the financial year and continues to operate in a stable financial position. Zig Zag's Management Committee are confident that we have a strong foundation and an excellent reputation amongst funders. We are also thankful for the growing number of generous organisations and individuals who have undertaken fundraising activities on our behalf. In the year ahead, we hope to continue to build a stronger connection with our donors and supporters and explore opportunities for growth and expansion, in the provision of high quality support to vulnerable young women and their children.

Summary of Core Funding

In 2017 – 2018, Zig Zag received funding from the Department of Child Safety, Youth and Women (DCSYW) for the Sexual Assault Support and Prevention Program. Funding, in the amount of \$456,658 (an increase of \$78,023 on the previous financial year) was received for Sexual Assault services delivered from Camp Hill and Zillmere, with a small deficit of \$1,725.

We also received funding from DCSYW to deliver Sexual Assault services in the Inala region, as part of the Brisbane Southwest Support (BSWS) Sexual Violence Prevention Program, in partnership with Brisbane Rape and Incest Survivors Support Centre (BRISCC), Murrigunyah and Immigrant Women's Support Service. We received \$122,929 (an increase of \$11,054 on the previous financial year) and recorded a minor surplus of \$11.

The Department of Housing and Public Works committed continued funding for the Zig Zag Housing/Homelessness Program, in the amount of \$480,936 (an increase of \$60,833 on the previous financial year). This program recorded a small loss of \$1,552.

I would like to extend my gratitude to the Committee members for the professional and collaborative way in which the Committee operate and thank the Zig Zag team for their contribution and dedication.

Pomaa Gyasi-Agyei

Treasurer

Zig Zag



Thank you to Chistine Grodd

Zig Zag would like to acknowledge the significant contributions that Christine Grodd has made to the organisation in her commitment of ten years of voluntary service on the Management Committee!

Christine holds a Bachelor of Social Science - Human Services, and has a professional background in support work with women and children escaping domestic violence, and with young women survivors of child sexual assault.

Christine was first nominated to the Management Committee in 2008 and she has worked diligently for ten years taking up various positions including Chairperson and Vice-Chairperson. We cannot begin to measure the number of hours that Christine has contributed towards the good governance of Zig Zag. During this time, Christine has actively engaged and supported multiple recruitment and probation processes; assisted in the development and review of organisational policy and procedures within our Policy sub-committee; and maintained a high level of accountability for financial procedures in reviewing and approving all financial payments each and every week for so many years!

Christine has brought a warm, supportive and generous spirit to Zig Zag's management; a strong commitment to social justice; and a fabulous feminist framework for collaborative decision making in all aspects of organisational practice. Christine also possesses superpower skills with her talented eagle eyes for editing and proof reading, a superpower that was much utilised during the past ten years and will be greatly missed!

Thank you Christine
for your dedication,
support and inspirational
contributions to Zig Zag.
You are AMAZING!



NEW Brisbane north sexual assault response

We are very excited to announce that Zig Zag were successful in obtaining additional recurrent funding for the extension of sexual assault support and prevention services to meet the needs of women and young women who are residing in the Brisbane north region.



* The official launch in Zillmere Qld, with the partnership between BRISSC and Zig Zag. Zig Zag sexual assault counsellor Jacqui Perarce, Minister for the Prevention of Domestic and Family Violence the Honourable Di Farmer, Member for Aspley Bart Mellish, Zig Zag nothside counsellor Kristy Lee Johansson and BRISSC sexual assault counsellor Susan Stark. (photo courtesy Courier Mail/Quest News-North)

After significant advocacy with the Department of Child Safety, Youth and Women, Zig Zag signed a new service agreement for additional funding for services in February 2018. The **Brisbane North Sexual Assault Response** includes a formal partnership with the Women's Community Aid Association, operating as the Brisbane Rape and Incest Survivor's Support Centre (BRISSC), with Zig Zag as the lead agency. We are committed to working in partnership to ensure the provision of contemporary, culturally specific, specialist services to young women, women, families and the wider community in responding to sexual violence. A formal partnership recognises and values the demonstrable expertise and specialist knowledge held by both services, and seeks to ensure that women and young women are actively engaged in the design and delivery of services to best meet their needs.

Considerable work was undertaken towards the establishment of the new **Brisbane North**

Sexual Assault Response that included: the development of a formal Memorandum of Agreement and Terms of Reference, identifying suitable locations for an office base, commencing recruitment and orientation of new workers, and supporting a resource base for work in this region. Engagement in service promotion through local community networks and events were prioritised alongside consultation with relevant networks, notably those connected with sexual violence such as the Queensland Sexual Assault Network (QSAN), Greater Brisbane Sexual Assault Interagency Network, and the Northside Sexual Assault Action Network (NSAAN).

There were some initial challenges in the recruitment of suitably qualified and experienced workers for this new service program, however following a second recruitment process a skilled applicant was appointed and commenced work at Zig Zag in late April 2018. Significant time was also spent

locating an appropriate venue that provided anonymity, privacy and confidentiality for young women when accessing sexual assault counselling and support services. Existing staff from Zig Zag initially delivered counselling and support to young women at the Zillmere Community Centre while a more suitable venue was sought and the recruitment of new staff was underway.

Zig Zag negotiated with Micah Projects to use the Brisbane Domestic Violence Services' Wellspring Hub venue at Zillmere with the availability of two counselling rooms and small meeting space, Monday to Friday. The venue also has capacity to provide some administrative and IT support systems.

Launch of the Brisbane North Sexual Assault Response - 18 June 2018

The Honourable Di Farmer, Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence officially welcomed guests and launched the new service program at the Wellspring Hub. It was a wonderful opportunity for building relationships and networking with local services and community representatives.

You can read more about the Honourable Di Farmer, Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence discuss the funding provided for the **Brisbane North Sexual Assault Response** by following these media links:

- www.couriermail.com.au/questnews/north/15m-committed-for-sexual-assault-support-service-in-north-brisbane/news-story/3a99c1c2ba0ad4fb0d3a7169c3f3085c
- www.facebook.com/diforbulimba/videos/funding-to-support-women-and/2131945987087050/

The promotion of the new service program continued with a particular focus in June 2018 of visiting and meeting with other organisations in the region. Organisations that we met with during this period included: Nundah Community Connections, Nundah Community Health Centre, Nundah Neighbourhood Centre, Community Living

Association, Nundah Centrelink, Child & Youth Community Mental Health, Family and Child Connect, Jabiru Community Youth and Children, Mercy Family Services, Zillmere Community Services, Zillmere PCYC, and the Yeaca Dhargo Indigenous Intensive Family Support Service (Kurbingui).

A statistical snapshot of services provided by the Brisbane North Sexual Assault Response for the period of Feb – June 2018 included:

♀ **522 hours of specialist sexual assault counselling**, support, group work and advocacy was provided to young women, women, and parents/carers/supporters.

♀ **184 hours of community education** work was undertaken, with engagement with 106 people, including young women, young men, 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.

The **Brisbane North Sexual Assault Response** provides free, confidential, culturally appropriate services to women and young women who have experienced sexual violence, and their families residing in the Brisbane North region. We provides the following support services:

- Information, support and counselling following any form of sexual violence or abuse;
- Advocacy and information on reporting to the Police and navigating the legal system, including criminal justice proceedings;
- Therapeutic support groups and workshops for survivors of sexual violence;
- Information for supportive parents, families, partners, and allies;
- Community education and prevention activities; and
- Professional training for workers / services on best practice in responding to sexual violence.

If you are working with women or young women who have been affected by sexual violence, child sexual abuse, intimate partner

sexual violence or harassment, then please let them know that they can access support through the **Brisbane North Sexual Assault Response**. We look forward to working in partnership with you as we work to prevent sexual and family violence in our communities. For further information, and to refer women to this service please contact us directly or visit our website: www.zigzag.org.au

We look forward to seeing the **Brisbane North Sexual Violence Response** grow to be able to provide a responsive and relevant service meeting the needs of counselling, group work and community education to women and young women residing in the Brisbane North region.

Our partnered service BSWS

Brisbane Southwest Support (BSWS) sexual violence prevention service celebrated its two year anniversary in April 2018.



**Brisbane
Southwest Support**
Sexual Violence Prevention

BSWS continues in a formal partnership involving four specialist sexual assault services:

- 1. Murrigunyah Aboriginal and Torres Strait Islander Corporation for Women (Murrigunyah);**
- 2. Immigrant Women's Support Service (IWSS);**
- 3. The Women's Community Aid Association Pty Ltd (WCAA) trading as Brisbane Rape and Incest Survivors Support Centre (BRISSC); and**
- 4. Zig Zag Young Women's Resource Centre Incorporated (Zig Zag).**

BSWS continued to be managed by the Inala Management Group (IMG), which is made up of representatives of the above four organisations. The formal partnership of the BSWS service has required a solid commitment to regular meetings to support the development and evaluation of the service model; implementation of key milestones; promotion and development of referral pathways and effective coordinated approaches to service delivery; quality

assurance and monitoring of service provision, trends and emerging issues; and participating in strategic and operational planning for the BSWS services in the Inala Region.

Naomi remained in the permanent role of BSWS Zig Zag worker during this year and was supported by Kyla Bowen, a final year Social Work student whose placement saw her working across both Inala and Camp Hill.

BSWS once more focused on collaborative work with local agencies including: YMCA Flexi school in Acacia Ridge, Centenary State High School, Glenala State High School, Milpera State High School, Addiction Prevention Services, Bridges Reconnect, Brisbane Domestic Violence Service, Headspace Inala, Headspace Youth Advisory Group, Inala Indigenous Health, Inala PCYC, Inala Youth Service, Youth Justice, Youth Housing and Reintegration Service, and Kyabra Community Association who provide the premises to sublease at the Richlands Community Centre.

Building works on the permanent office space at Richlands Community Centre commenced and were completed during the 2017/2018 year. Workers were able to move in and set up the space in November 2017. This took considerable worker resources in practical set up and time taken to consult and communicate with all the workers and organizations involved in the space. It was great to be able to share the official opening of the office space with the community at the end of October 2017.

Snapshot of statistics:

- ♀ **621 hours of specialist sexual assault counselling,** support, and advocacy was provided to young women, their parents, carers and/or supporters.
- ♀ **408 hours of community education** work was undertaken, with engagement with 1899 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.
- ♀ **23 referrals were received** by BSWs (Zig Zag) directly from the Police Referral System, an electronic referral system designed to assist the Queensland Police Service to make prompt referrals to community support services.

Counselling, Support and Group Work:

The majority of referrals for the BSWs Zig Zag worker continued to come from local high schools including Calamvale Community College, Centenary State High School, Forest Lake State High School, Glenala State High School, Inala Flexi School, Milpera State High School, Stretton State High School, and YMCA Flexi-School Acacia Ridge, due to the positive relationships that have developed over time. Zig Zag continued to offer outreach sessions within the school setting, as the majority of referrals were for young women aged 12 – 18 years and we identified that many young women had limited support to access community based services outside of school hours.

During this year demands on the counselling service resulted in the management of a waitlist. At the longest, women were waiting up to 5 months for ongoing counselling following initial contact appointments. Changes to service delivery were implemented with the addition of the senior practitioner working from Richlands for one day a fortnight.

The additional worker hours helped with initial contact appointments and reduction of wait times.

Community Education, Engagement and Networking :

BSWs were successful in obtaining project funds through Victims Assist Queensland (VAQ) to develop, facilitate, and evaluate a specialist training program in responding to sexual assault for community workers. The new training program consisted of two full days of intensive training and four subsequent practice reflection sessions. Whilst predominantly funded through VAQ, Zig Zag also contributed additional community education hours to supplement this initiative. The training was facilitated by members from all four of the BSWs partner organisations.

The primary purpose of the training was to build the capacity of participants/organisations to respond to sexual violence. Thirty six workers/volunteers/students participated in the training program, and we received very positive feedback with all participants reporting an increase in their knowledge and confidence in responding to sexual assault.

As part of engaging in the local community BSWs also focused on learning and connecting with local organisations, and mapping services available to women and young women in this region. BSWs participated in a number of local community and youth events and networks, including:

- BSWs Open House Afternoon Tea;
- Brisbane South Youth Interagency Network;
- Glenala Community Forum;
- Headspace Inala Consortium meetings;
- Inala Cultural Healing Day – This was a big event with approximately 40 community members in attendance. There was positive feedback from the community indicating that such opportunities were appreciated and encouraged; and
- Regular activities at The Hut in collaboration with Inala Youth Service and BRISCC.

Sexual assault support and prevention program

The sexual assault support and prevention program strives to be flexible and responsive to the diverse needs and experiences of young women.

Staffing in our team

This year saw Rosie Quinlan, Jane Hegerty, Naomi Barrett and Eliane Predomo complete another year as permanent employees in the Sexual Assault Support and Prevention Program. We also welcomed many locum workers this year to facilitate the coverage of parental leave (Rosie from August 2017 and Eliane from March 2018) in addition to other leave as required. The locum workers included Ritu Shrestha, Jacqui Pearce and Louise Leigh. We thank all the workers who have contributed their skills and energy to the team and its support of young women survivors of sexual violence.

Social work student placement: From July 2017 we were pleased to have Kyla Bowen join us as for her final year placement. Kyla brought many skills and much energy to her role with us and we wish her well as she sets forth upon her social work career.

Snapshot statistics

A snapshot of the work undertaken in 2017-2018 by the Sexual Assault Support and Prevention Programs at Zig Zag (not including the Brisbane Southwest Support Service):

- ♀ **2663 hours** of specialist sexual assault counselling, support, group work and advocacy was provided to young women, and their parents, carers and supporters.
- ♀ **52** new referrals were received directly from the Police Referral System, an electronic referral system designed to assist the Queensland Police Service to make prompt referrals to community support services.
- ♀ **789 hours** of community education work

was undertaken, with engagement with **3428 people**, including young women, young men, 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

The Sexual Assault Support and Prevention Program continued to work with young women to provide quality, responsive sexual assault counselling, support, and advocacy throughout this year. The team worked to ensure that our connection with young women survivors of sexual violence was flexible and adaptive, in order to ensure women felt heard, respected and able to control how they engaged with Zig Zag. Workers ensured that, as much as possible, they supported women in a range of ways, including phone support, email engagement, and outreach. The team not only provided support to young women but also brief counselling and support to mothers, carers, family members, and other supporters of young women. We also strove to provide child-care, transport and other assistance wherever needed, so as to maximize access for young women.

Feedback from young women accessing counselling and support services at Zig Zag this year included:

"Since coming to Zig Zag I have noticed I have become "more brave and started to find my own voice".

"I have noticed I am able to cope with everything in life easier, Zig Zag do amazing work".

"It has been most helpful to be able to talk freely without judgement to a female counsellor."

"I really liked my counsellor. She is really nice, helpful and understanding."

Therapeutic group work

In 2017-2018, the group work program has focused on one-off workshops. Consistent with reflections/feedback from previous years, it was confirmed that young women engage well in short workshops and enjoy the variety of topics and activities.

• Group Work July 2017:

In collaboration with Community Artist/Arts worker, Nancy Brown, Zig Zag co-facilitated an 'Art Journal Workshop' in recognition that many young women find creative outlets as an important therapeutic tool for expression of feelings and emotions. Young women reported that it was a great process that they found to be calming yet empowering through allowing each individual to express themselves freely in their art works. Handouts were provided on different ways to do journaling and brand new journals for the young women to take home. All of the materials used in the workshop were provided by Nancy Brown, including the art journals. **Feedback from young women included:**

"Art journals are great gift ideas, expressing yourself and relaxing"

"Tks ladies it was awesome"

"Art can be anything"

"It was a good distraction"

"I should do more art"

"There are no mistakes in art"



• Group Work September 2017:

A workshop titled: "Bring a friend/support person day", facilitated by Eliane and Jacqui, with the contribution of student, Kyla. We had the opportunity to validate the importance of support people for young women, and brainstorm topics such as identification of needs from young women and support people, respect, giving space and no judgmental approach. The young women and their peers created a collage outlining their "support languages" which meant the ways they like to give and receive support. **Some of the comments from young women about the workshop were:**

"Small groups are helpful"

"Groups are good self-care"



• Group Work November + December 2017:

Zig Zag facilitated a workshop titled: "Women and Anger" in the Brisbane North/Zillmere office. We had a number of last minute cancellations but chose to go ahead with lower numbers. This proved a good opportunity to adapt the workshop in a more personal way and for the young women present to connect with each other.

In December Zig Zag hosted our Young Women's End of the Year party. This event is always popular and provides a space where young women can enjoy a shared lunch, amazing gifts (most donated from Brisbane Girls Grammar), nail painting, massage, photo booth and sorbet making.



• Group Work February 2018:

Zig Zag facilitated a workshop titled: "Women and Anger" in the Brisbane North/Zillmere office. We had a number of last minute cancellations but chose to go ahead with lower numbers. This proved a good opportunity to adapt the workshop in a more personal way and for the young women present to connect with each other.

In December Zig Zag hosted our Young Women's End of the Year party. This event is always popular and provides a space where young women can enjoy a shared lunch, amazing gifts (most donated from Brisbane Girls Grammar), nail painting, massage, photo booth and sorbet making.

• Yeronga young women's group:

A follow up reflective group session was held with a group of young women from African backgrounds who had already participated in a collaborative 6 week group process on change, relationships, values and young women's rights. This reflective session provided an opportunity for young women to reflect on their experience and learnings from the group process.

Community education and engagement

Zig Zag strongly values being engaged in preventative work and sees community education and engagement as central to achieving this. We believe that if sexual violence is to be stopped in our community, then people need to understand more about this issue and have spaces to discuss ways to challenge sexism and participate in social change. This year we joined with a number of groups, schools, and workplaces to build awareness and explore avenues for support and change. Key work for 2017-2018 included:

- **NAIDOC (National Aboriginal and Islander Day Observance Committee) Family Fun Day – July 2017** – Zig Zag once again shared a stall with Bahloo Young Women's Housing. People from all over Brisbane attended this day and it was great to mix with young women, parents and workers, and share some fun and talk about the work of Zig Zag.
- **Sexual Violence Awareness Month (SVAM) – October 2017**
 - Coaster Making Workshop where young women helped design coasters to be printed and distributed during SVAM. The printed coasters were distributed to cafes, businesses, organizations and individuals, to use/share as a tool for raising awareness of sexual violence.
 - North Side Sexual Assault Action Network (NSAAN) Banner making workshop for a display near the Nundah train station and use in the Reclaim the Night Event.
 - Reclaim the Night March & Rally – Zig Zag participated on the planning collective, supported young women to attend and march in this event, and held a stall at the event.
 - Story Bridge SVAM Banner Display and Teal Lights on the Story and Victoria Bridges.
 - University of Qld Grace College – Zig Zag presentation at the annual 'Purple Brunch' focusing on consent and social action. Attendees participated in a consent 'clothes line' activity identifying what consent is.

- **International Women's Day (IWD) March 2018**

- Zig Zag facilitated a workshop/high tea for young women with discussion and information sharing about powerful women around the world.
- Zig Zag supported some young women to attend the UN International Women's Day breakfast at the Brisbane Convention Centre.
- Brisbane Girls' Grammar School – Zig Zag facilitated a session with 'Second Chance' student group talking about Zig Zag, its work, and the young women we support.

- **Domestic and Family Violence Prevention Month, May 2018**

- Zig Zag participated in the Northside Alliance Against Domestic Violence Stall at Chermside Shopping Centre.
- Zig Zag joined the "Peace Walk and Community Discussion" organized by SANDBAG (Sandgate and Bracken Ridge Action Group).
- Loretto Girls College – A group of year 10 young women visited Zig Zag's Camp Hill office as part of a school immersion program, as a way of learning about Zig Zag and our work. The students participated in a Healthy Relationships Workshop and created a "Do Something" Bunting to present at their school assembly.

Delivery of professional training

The development, facilitation and evaluation of professional training for workers and students is another component of the work of the Sexual Assault Support and Prevention Program at Zig Zag. This training gives workers an opportunity to explore how they can best respond to sexual violence and support survivors in ways that are responsive and appropriate within various organisational contexts. In 2017 – 2018, Zig Zag delivered the following professional training:

- University of Qld Professional Development Day (St Lucia Campus) – Zig Zag presentation on Zig Zag's services, framework, and the nature of working in a

community based, feminist organisation.

- "Understanding and Responding to Sexual Violence" – One Day Generalist worker training facilitated by Zig Zag in the Redlands region.
- Nundah Centrelink – Zig Zag presentation on Zig Zag's services and supporting young women who have experienced trauma.

Zig Zag facebook page

Our Facebook page continues to provide an important avenue for the sexual assault team to connect with young women and the broader community. Information about sexual violence, upcoming events, and ideas for self-care, are some of the important posts shared within this medium. We ensure the development of relevant posts throughout the year, and produce additional posts during specific times such as Sexual Violence Awareness Month and International Women's Day. There has been a continued growth in page 'likes', whilst post 'reaches' have been consistent throughout the year.

Networks

Network engagement is an important component of the work of the Sexual Assault Support and Prevention Program at Zig Zag. It ensures that young women's voices, issues and experiences are presented in a range of arenas including policy discussions and development, practice considerations, and law reform. This year, the primary networks the Sexual Assault Support and Prevention Program engaged with were:

- ♀ **Queensland Sexual Assault Network (QSAN)**
- ♀ **Northside Sexual Assault Action Network (NSAAN)**
- ♀ **Vision (Victims Assist QLD)**
- ♀ **Greater Brisbane Sexual Assault Interagency**

Zig Zag was also represented at the Brisbane South Youth Interagency, and the Inner Urban Youth Interagency.

Housing and homelessness support program

In the 2017-2018 financial year, we provided 3304 nights of supported accommodation to 24 young women and 24 accompanying children + offered brief intervention, intensive case management, sustaining tenancies support and life skills development with over 40 young women.

Staffing in our team

This year saw Vickie Newland, Tina Louise and Bess Douglas complete the year as permanent employees in the Housing Program. In October we were pleased to welcome Jordan Ayres to the team for a 12 month Pilot Program providing Intensive Housing Support Services. The team also continued to integrate the newly formed Senior Practitioner position that Bess commenced in May 2017.

Housing Program staff took other leave for various reasons and locum or casual workers were employed to provide essential leave relief. The team worked hard to balance and sustain quality support to young women during this time. We would like to thank all the workers, both permanent and casual who contributed to supporting young women and accompanying children out of homelessness during the year: Bess Douglas, Tina Louise, Vickie Newland, Jordan Ayres, Shirley Pepler and Di Carrick.

Social work student placement: We were fortunate to be joined by Kani Kenyi for her Masters of Social Work placement in February 2018. It was great to have Kani in the team; we thank her for all she contributed during her time at Zig Zag and wish her well with her future in Social Work.

Young women experiencing homelessness

We are privileged to share young women's journeys as they seek to obtain independent, secure housing and a supportive and safe environment for themselves and their children.

The most common causes of homelessness identified by young women seeking housing support at Zig Zag continue to be domestic, family and sexual violence; family/relationship breakdown; cultural tension; limited family and/or community support; financial pressures; and a lack of affordable housing.

As a feminist organisation we also acknowledge the social, political, cultural and economic contexts that limit young women's power, creating vulnerability and disadvantage. There are a range of structural factors that contribute to young women's homelessness including poverty, social and gender inequality, racism and systemic discrimination, youth unemployment and young women also being less likely to have savings to draw on in case of an emergency. Young women, especially parenting young women, generally have had less opportunity for further education and work experience, making it more difficult to gain employment and less likely to secure long term stable and safe housing through the private rental market.

The majority of young women experiencing homelessness have also experienced some degree of life-altering childhood trauma, including physical, emotional and/or sexual abuse. Any combination of these experiences, which are sometimes ongoing, can result in complex trauma, developmental and attachment issues into adulthood. These often, form part of both the cause and effect of homelessness and can also add to the barriers faced when sustaining stable tenancies. Survival skills developed while living in the present moment, during times of trauma, homelessness, and severe hardship are not always helpful when needing to set personal

goals or long term plans. The fact that trauma and homelessness are deeply interconnected can add to the complexity of maintaining and sustaining a long term tenancy while young women navigate and adapt to developing new life skills.

Adding to this complexity, a large proportion of young women we work with will spend many months 'couch surfing' before accessing support through Specialist Homeless Services like Zig Zag. Couch surfing makes young women more vulnerable to experiencing further domestic, family, sexual violence, financial abuse and relationship breakdowns.

For young women, moving beyond homelessness, is not just about sourcing a 'roof' over their heads. To be able to maintain future tenancies, it takes comprehensive guidance, support and access to information; multi-faceted resources including emergency relief and brokerage support; and time to build trusting relationships and new life skills. Our support work with young women is never just about housing and Zig Zag utilises a feminist, trauma-informed approach to assess support needs and provide a holistic response as directed by the young women themselves.

We continue to provide the following support services to our tenants, ex tenants, and young women who connect with Zig Zag:

- Supporting women to secure and/or maintain stable, secure, and affordable long-term accommodation options;
- Tenancy skills and information, RTA rights, lease responsibilities, neighbour expectations;
- Resourcing and informing young women on self-advocacy;
- Opportunities to further develop life skills that build on capacity and strengths, self-esteem and wellbeing;
- Linking young women with essential support services and resources in their communities; and
- Supporting women to achieve their personal goals through assisting with: enrollment in further education and training; seeking employment; building

support networks; managing the effects of violence and trauma including mental health support; pregnancy and parenting support; assisting women to create safety and stability in their lives.

We believe appropriate housing is a basic right for all young women. We are inspired by the strength of the young women we work with and have gained a richer understanding of the complexities of trauma and homelessness, which encourages us to adapt our policies and approaches to contribute positively to young women's support and wellbeing where we can.

Supported accommodation

The Housing Program has continued to meet funding requirements in successfully managing 9 units in Carina and Greenslopes. The aim of our short to medium term supported accommodation is to support young women between 16 and 25 years of age (and their accompanying children) to exit homelessness, develop tenancy skills, transition to and sustain long-term safe and stable housing and further develop life skills that assist the transition to adulthood.

We provided **3304 nights of accommodation to 24 young women and 24 accompanying children** through our supported accommodation during the 2017-2018 financial year.

Of the 24 young women we supported during this period, 10 remained in Zig Zag housing at the end of the financial year, while 14 young women were assisted to exit Zig Zag properties into secure, sustainable housing.

- 6 young women and 6 accompanying children exited into a long-term social housing property.
- 2 young women and 2 accompanying children exited to a community managed affordable housing option.
- 5 young women and 6 accompanying children exited to live with friends or family members.
- 1 young woman and 1 accompanying child exited to a private rental.

Zig Zag's supported accommodation assisted a **significant number of young women from Culturally and Linguistically Diverse (CaLD) backgrounds**. In total, 45% of the young women housed were from CaLD backgrounds, including from the countries of Liberia, Kenya, Sierra Leone and South Sudan. Most of these young women came from refugee or asylum seeker backgrounds, and present with specific support needs including needs associated with settlement. This has been an ongoing trend, with Zig Zag working with between 45% and 55% young CaLD women in our supported accommodation for many years now. **Aboriginal and Torres Strait Islander young women represented an additional 37.5%** of those in Zig Zag's supported housing in 2017-2018.

In light of the high proportion of young CaLD women accessing Zig Zag, and in the wake of the success of the 'V.O.I.C.E.S, Speak Up Speak Out' project launched last year, Zig Zag continues to try to work creatively with this specific group of young women in ways that address their specific needs. This year saw the implementation of a financial literacy project 'Savvy Sistas' that was rolled out a number of times for different groups. Please see the Projects section for more on this.

Centre based support – generalist support

Under our Centre Based Support funding, the Housing Program works alongside young women who are currently homeless or at risk of homelessness. These include young women seeking generalist support for homelessness and ex-tenants from our supported accommodation who require continued support to sustain their tenancies and transition to independence.

Young women who are homeless or at risk of homelessness, may self-refer or can be referred by another support organisation. This is usually through phone contact, informal interactions while supporting other young women or using the Queensland Homelessness Information Platform (QHIP), a common assessment tool and vacancy management system. Following appropriate assessment and as capacity allows, housing workers work more intensively with young

women who may be homeless and/or at risk of homelessness and face significant and complex barriers. Others may receive brief intervention, information and support and be referred to other appropriate specialist homelessness or relevant support services. On top of housing support, this intensive work often includes advocacy, outreach, warm referrals to external support services and general emotional support.

Centre based support –intensive transitional support for Zig Zag ex-tenants

The focus of the work for young women immediately exiting our properties, plus past ex-tenants, is to assist young women to transition to independent long term housing. However, this work also includes ongoing support to sustain a tenancy, including early crisis intervention responses. Regularly we find we are called for support when a previous Zig Zag tenant is having tenancy difficulties and may be at risk of losing her housing and re-entering homelessness. Due to trusting relationships which are established, the Zig Zag support worker is often the first port of call when information is needed or crisis, issues or questions arise.

During the 2017-2018 financial year the Housing Program provided a **total of 1015 hours of Centre Based Support** that comprised of:

- Supporting 30 young women who required Generalist Homeless Support through intensive case management.
- Supporting 30 young women who were ex-tenants of Zig Zag Supported Accommodation through intensive case management.

"Zig Zag are really good. They help you in different ways, and are always willing to help, until you can stand alone."

(Young woman recently housed with Zig Zag)



Intensive Housing Support Pilot Project

This year, Zig Zag implemented a new pilot program, the Intensive Housing Support Pilot Program (IHSP), with kind permission from the Department of Housing and Public Works to repurpose retained funds from a previous program that is no longer available at Zig Zag titled Same House, Different Landlord.

The IHSP was designed to provide contemporary, culturally specific, intensive housing support services to young women and their accompanying children as they exited Zig Zag's Supported Accommodation, where their long-term tenancy may be at risk due to experiencing multiple and complex issues. For more information about this pilot program see page 20 of this Annual Report.

One off project initiative

The 'Savvy Sista's program focused on financial wellbeing workshops and focus groups – (generously funded by Myer Community Fund – Small Grants Program – Carindale)

ZigZag acknowledges that young women experiencing homelessness have often fled a domestic, family or sexual violence relationship without any money and will often be under resourced and lack extended family support to assist with obtaining or stabilising their housing situation. Zig Zag identified the need to improve financial literacy as a core life skill to assist young women to build a healthy relationship with money, become more financially confident, secure and resourced for independence and self-reliance into the future.

In early 2018, Wellthy Pty Ltd were approached to facilitate learning and information gathering sessions with the young women accessing Zig Zag's Housing Program, including culturally diverse young women from First Nations and CaLD backgrounds. We provided an opportunity for young women to attend focus groups to explore an effective financial literacy resource that might be more age, situational and culturally appropriate for young women accessing the housing support team services.

The purpose of these sessions were two-fold:

- To discover the financial education priorities and interests of the young women to inform the development of an effective financial literacy resource; and
- To provide an introductory and participative learning experience about some foundational knowledge of their own relationship with money and reviewing their financial habits and attitudes.

The aim was, to incorporate the voice of the target group into any future approach to boost the financial knowledge of young women. Feedback and insights were gathered on the personal attitudes and experiences of the group towards money, primarily via an interactive card game. This game (Money Habitudes™) is a learning tool designed to be a fun and engaging way to explore underlying assumptions, motivations and rationale for certain financially-related behaviours or emotional responses.

The feedback highlighted that content of any future financial literacy program should be meaningful, fun and relevant to the young women's lives. The game-style activity received good feedback, and seemed to encourage the group to feel at ease sharing information about their financial situation, assisting the exploration of healthier relationships with their money without the usual negative judgements.





"I learned behaviours that I need to change and useful information."

"It's helpful to be able to ask professionals about things relevant to me."

"It felt so easy talking to everyone and I felt at ease sharing my information about my situation with others facing the same issues."

"I'd love this card game to take home. It made me aware of what I do with money."

Feedback from participants, generally expressed gaining insight to their own attitude and habits toward money, which helped them see how they make decisions about spending and gifting money. They also received a financial activity workbook with financial tips, support links and services, to help offer alternate ways to manage money, access financial help when needed, save and things to consider about finance contracts and loans. Young women also contributed focus group feedback to guide the direction on developing and/or sourcing an existing youth friendly, 'game-ified, financial literacy resource and/or program' that would further develop their confidence and skills and improve their relationship with money.

We discussed with participants their pre knowledge plus any gained knowledge; and how skills and knowledge development can reduce request for crisis financial support and use of high risk financial credit services and payday lenders. We believe supporting young women to develop financial literacy may assist to secure resources that enable them to cycle out of poverty, maintain stable tenancies and actively participate in the economic life of their communities.

"Your money issues are usually private and you don't often talk about them because of fear of shame and judgement. Having one-on-one, supportive [financial] counselling or trustworthy and safe group spaces to discuss money issues would be really useful."

(A young woman attending 'Mindful Wealth' group)



Practical and financial support for young women

Homelessness or sustaining a tenancy, carries with it many practical costs. Our work with young women is greatly enriched by the additional funds, support and donations we receive from the community that can be used to directly benefit young women through brokerage support and emergency relief.

This year we have been fortunate to receive financial donations and small grants from a few sources that has enabled us to support young women with the practical costs associated with transitioning from homelessness to independence.

"Without your help, I wouldn't have been able to get a fridge and I'm very appreciative for that."

(Young mum moving to her first long term housing and happy to move in with a fridge)

We once again would like to thank the East's Leagues Club Community Benefit Foundation. Their support directly funds young women as they are exiting our Supported Accommodation program. The grant assist with removal costs and any household items, including furniture and whitegoods, required to support their transition to independent living.

Similarly, we were very pleased to receive a second grant from the Lady Bowen Trust, which was set up to directly fund young women

to achieve independent living. This grant was used to assist young women with moving costs, home set up, medical expenses and activities that assist women to move towards independence, such as further education or training.

This year, we were also grateful to receive additional funds from the Department of Housing and Public Works under their Dignity First funding. This funding allows Zig Zag to purchase set up packs for young women transitioning from homeless including electrical items, kitchen items, linen, cleaning items, and additional removalist costs.

"I think it's great that Zig Zag can help with house stuff you need. My family doesn't have any money to help and they stress me out. I'm not sure what I would have done. It would have taken ages to get things sorted without money and support."

(Young woman moving to her first long term housing and needing everything)

Other donations and funds were generously provided by individuals and organisations, including:

- **MYER Community Fund** provided funds for our financial literacy training and the production and printing of our financial activity workbook that we continue to share with tenants and young women into the future.
- **Zonta** - Brisbane East provided funds for household items and Christmas gifts.
- **Telstra** provided prepaid mobile phone cards.
- **WESNET** donated safe mobile phones that were given to young women experiencing domestic, family and/or sexual violence.
- **Wynola Girls Guides group** provided packs of linen and toiletries.
- **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 YW from community members.

- **The Nappy Collective** donated nappies for parenting young women.
- **The Village Coorparoo** provided packs of linen and toiletries.
- **St Gabriel's Church** provided Christmas gifts, hot cross buns and some toys.
- **Share the Dignity** provided sanitary products for homeless young women.
- **ADK Women's group** – professional child care support for Zig Zag group activities.
- **Zephyr** - School book and uniform support.

"These donations are very helpful because we had nothing".

(Young woman housed with Zig Zag)

Not to forget the generous humans from our community who often fundraise and/or individually gift generously throughout the year. Thank you for supporting young women who are experiencing homelessness! Without the assistance of your donations and our community grants from East's Leagues Club Community Benefit Foundation, the Lady Bowen Trust and Dignity First we would be unable to assist young women and accompanying children to arrange the many diverse things they need including: transportation of household items; the purchase of furniture and essential whitegoods; new household setup items; lawn mowing; and general life situations that without assistance 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, limited life experience, developmental age, social inequality and poverty.

We wish to extend our sincerest thanks to the the East's Leagues Club Community Benefit Foundation, the Lady Bowen Trust, Dignity First, MYER Community Fund (Carindale), Wellthy Pty Ltd and all the groups that generously supported our

work with homeless young women this year.

"I don't have any family who can help cause I help them out already. I don't know how I would have moved to my own place without help. I probably just wouldn't have had anything to move. It's stressful when you don't have support when you need it."

(Young woman with kinship care of her 2 x nieces – moved from Zig Zag to a long term house)

Networks and Community Education

We continue to value and strengthen our professional relationships with various homelessness and support services throughout Brisbane. We believe that fostering and nurturing these collaborative, client focused partnerships can only lead to better outcomes for young women and any accompanying children. During the 2017/2018 financial year, the Housing Program contributed to various networks and attended community events including, but not limited to:

- **NAIDOC:** Zig Zag shared a stall with Bahloo Women's Youth Shelter for the annual NAIDOC Family Fun Day at Musgrave Park.
- **Youth Homelessness Matters Day** – U Matter Games: Zig Zag hosted a stall for this important event.
- **The Labor Party's** 'Setting the Agenda on Women' forum.
- **Lady Bowen Trust** Annual 'Women and Homelessness' forum.
- **QCOSS** Conference.
- **Qld Youth Housing Coalition (QYHC)** - Platform 1225 forum 2018
- **Accommodation Coordinators Network (ACN)** a network of specialist homelessness services.
- **Bayside Yarning Circle**
- **Inner Urban Youth Interagency** a network of youth services.
- **Maurice and Blackburn law firm** hosted a women's network meetup - Discussion on "The Law as Male"
- **Brisbane Youth Service Centre** for Young Women: Agency visits to discuss collaborative event management, referral pathways and shared work.
- **Brisbane Women's Club:** Presentation on Zig Zag services and possible areas for collaboration.

Intensive housing support pilot program

This year, Zig Zag implemented a new pilot program, the Intensive Housing Support Pilot Program (IHSP),

This year, Zig Zag implemented a new pilot program, the Intensive Housing Support Pilot Program (IHSP), with kind permission from the Department of Housing and Public Works to repurpose retained funds from a previous program that is no longer available at Zig Zag titled Same House, Different Landlord.

The IHSP was designed to provide contemporary, culturally specific, intensive housing support services to young women

and their accompanying children as they exited Zig Zag's Supported Accommodation, where their long-term tenancy may be at risk due to experiencing multiple and complex issues. Some of these complex issues include, but are not limited to, lack of knowledge of tenancy systems; lack of previous tenancy history; systemic discrimination; experiencing domestic and sexual violence; complex mental health concerns (including complex and intergenerational trauma); substance use;

limited parenting support; social isolation and disconnection from community; disruptions to education and experiences of financial hardship and poverty (Micah Projects, 2016; AIHW, 2016-17). Consequently, the IHSPP provides essential support to young women to sustain their tenancy, by providing client-centered, holistic support around these complex issues.

As many of these issues are interrelated, the program consists of individual case management with young women as they transition from homelessness into long term housing; and the use of purposeful and creative group work with young women to reduce isolation and provide education and life-skilling.

Summary of IHSPP outcomes from the initial 9 month period included:

- 713 hours of intensive housing support was provided to 17 young women.
- 30% of participants identified as Aboriginal and Torres Strait Islander young women.
- 65% of participants were from culturally and linguistically diverse (CaLD) backgrounds.
- All young women supported through the IHSPP continued to sustain their tenancies in long term independent housing as a result of the intensive housing support provided.

"If I didn't receive support I would have been in a really bad place. The people at Zig Zag are really nice and the strategies are really helpful. I hope Zig Zag never goes away."

(Young woman supported by IHSPP)

The IHSPP also ran 7 group programs offering a range of psycho-education, creative activities and life skilling, whilst affording a safe space for social connectedness for young women and young parenting women. Two groups were in collaboration with Brisbane Youth Service and three groups were in collaboration with Mindful Wealth. The group programs enabled young women to share stories and engage in meaningful conversations with others around topics that are relevant to young women's lives.

Many of the topics discussed over the program included: domestic and family violence, sexual violence, creating healthy relationships, how to re-build trust with others after experiencing trauma, understanding trauma in the body, parenting ideas and support, creative ways to start businesses from home, better ways of budgeting, and ways of coping through times of difficult mental health.

"It felt so easy talking to everyone today and I felt at ease sharing information about my financial situation to others facing the same issues as me."

(Young woman who attended a financial literacy workshop)



A word from the Manager

The 2017/18 financial year was a BIG YEAR OF CHANGE for Zig Zag as we observed significant staffing changes + the establishment of two new services.

Staffing changes including the appointment of a locum Manager as I commenced 12 months of parental leave; the appointment of a locum Senior Practitioner, Sexual Assault Program as Rosie commence 12 month of parental leave; and a continuous mix of permanent, locum and relief work appointments across new and existing programs.

I am very excited to announce that after many years of advocacy, we were successful in obtaining recurrent funding from the Department of Child Safety, Youth and Women for the extension of Sexual Assault Support and Prevention Services to meet the needs of women and young women who are residing in the Brisbane North region, following a report on 'Identified Unmet Needs for Specialist Sexual Assault Support and Prevention Service Provision in Queensland' that was submitted in March 2017, and a Request for Quote / Tender that was submitted by Zig Zag in collaboration with the Women's Community Aid Association in January 2018. For more details about this exciting NEW service please see page 6 of this Annual Report.

We were also successful in obtaining permission from the Department of Housing and Public Works to repurpose retained funds from a previous program to implement a new pilot program, titled the 'Intensive Housing Support Pilot Program', to provide contemporary, culturally specific, intensive housing support services to young women and their accompanying children as they exited Zig Zag's Supported Accommodation, where their long-term tenancy may be at risk due to experiencing multiple and complex issues. For more details about this exciting NEW pilot program please see page 20 of this Annual Report.

Our Brisbane Southwest Support Service entered its second year and established a new service site in collaboration with Kyabra

Community Association at the Richlands Community Centre. This included pre-designed and approved building renovations to the property and fitting out of the counselling rooms. A formal launch of the new service site was held on the 30 October 2017.

Zig Zag also obtained Certification in the Human Services Quality Framework (HSQF) this year following our onsite audit with the Institute of Healthy Communities Australia (IHCA) on the 9 and 10 October 2017. Minor changes to policy were identified and developed as part of a continuous improvement action plan.

Despite the significant changes and multiple challenges experienced during this year, Zig Zag has continued to develop in strength due to the amazing team of workers who bring such a diverse range of knowledge and skills; and a great commitment to feminist practice in working alongside young women with compassion, respect and understanding:

♀ A BIG thanks to workers in the Housing Program – Bess, Tina, Vickie and Jordy; and our awesome locum/relief workers, Shirley and Di, for your amazing support work with young women; your energy and flexibility in managing complexity and crisis responses; and the individual and systemic advocacy you undertake that is so essential for improving the outcomes for young women who are experiencing homelessness and facing multiple challenges in their journey towards independence and securing a safe and supportive environment for their children.

♀ A BIG thanks to workers in the Sexual Assault Program – Rosie, Jane, Eliane, Naomi, and Kristylee; and our fabulous locum/relief workers, Ritu, Jacqui, Emily and Louise, for the amazing therapeutic work you undertake with young women who have experienced sexual violence,

and in the development of community responses for the prevention of all forms of violence against women. This is often challenging work that requires a high level of attention, reflection, and ability to support young women following their experiences of violence in managing the multiple effects of complex trauma; reconnecting and restoring a sense of autonomy and personal power; and assisting with advocacy as they negotiate the inherent barriers within the criminal/injustice system.

♀ A BIG thanks also to the Centre Support Team – Suzie, Liz and Sonja.T.H, and our amazing relief workers, Mel and Sonja.M.C, for your incredible support and diligence in managing the huge volume of work that goes on behind the scenes to enable an organisation to function efficiently and smoothly. I would like to specifically acknowledge Suzie, our finance worker, who departed Zig Zag this year to embark on her retirement. We wish her all the best in this new adventure! I would like to also acknowledge and thank Kris Saunders who took on the locum Manager role during my parental leave.

♀ A BIG thank you also to the wonderful women who work alongside me on Zig Zag's Management Committee. No community based organisation can function without a strong, committed and informed governance board and, for many consecutive years now, we have been incredibly fortunate in the women who have stepped forward to sit in these roles. Thank you Danieka Montague, Christine Grodd, Pomaa Gyasi-Agyi, Kelly Sumner, Ashleigh Husband, Helen Hobbs, Laura Christie, Robyn Evans, Sue Agnew, Amy Seymour-Jones, and Elizabeth Gibson for your enormous contribution and support throughout the 2017-2018 financial year.

Thank you also to our Community Service Officers - Janelle Salmon at the DHPW, and to Sarah Lejeune from the DCSYW, who have supported the work of Zig Zag through their roles as a link between Government funding and the services that are delivered to young women at Zig Zag.

These relationships are important ones and Zig Zag looks forward to building on them in the years ahead.

There are multiple challenges in managing limited resources to meet the increased need for specialist services for young women in Brisbane who are disadvantaged, marginalised and experiencing homelessness and sexual violence. We have been very fortunate to receive donations from members of the community and a number of small grants that have enhanced our capacity to provide essential financial support and emergency relief to young women. Details of our supporters are listed in the Chairperson's report on page 2.

As Zig Zag celebrates its 30th Birthday I have had the opportunity to reflect on my long association with the organisation over the past 20 years, having initially accessed the service as a young woman in the late 1990's, to holding several positions on the Management Committee including Vice Chairperson, and later working in various positions including Senior Practitioner of the Sexual Assault Program, and Manager. It is a huge privilege to be part of Zig Zag's staffing team and I look forward to continuing to support and strengthen Zig Zag's work for many years to come.

Stephanie Anne

Manager

Zig Zag









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