



ANNUAL REPORT
2024-2025



Introducing the Windsor Community Centre!

We are so excited to welcome everyone to our newest service site at the Windsor Community Centre, 57 Grafton Street Windsor. This beautifully constructed new space has been a long time in the making with the development of this new site, planning and construction undertaken by Brisbane City Council.

With support from local MP's, Councillors, and many partner community services, Zig Zag submitted a tender application to manage this new Centre in November 2023 and we successfully finalised our lease agreement with Brisbane City Council in March 2025. We would like to acknowledge and thank everyone at Brisbane City Council for their trust in Zig Zag.

The Windsor Community Centre has been developed to strengthen local community and provide an important space for community groups, activities, events, training and support services. The Centre provides a large training and meeting room, kitchen, and garden facilities that are available for community hire. You can find more information and a hire request form available on our website at <https://zigzag.org.au/>.

The Centre will also be an important space for Zig Zag's services in supporting young people aged 12-25 years in preventing and responding to sexual violence, domestic and family violence, and youth homelessness.

We are delighted to welcome you in celebrating this new Centre and we look forward to strengthening existing partnerships and developing new ones through our work here at Windsor!



Zig Zag*

Annual Report

July 2024 - June 2025

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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 aged 12-25 years inclusive of Trans, non-binary and gender diverse young people who access Zig Zag services.

Zig Zag is proudly funded by



> **Cover art** for this annual report is the combined artwork of multiple young women and young people who learnt spray paint techniques from 'The Brightsiders' artist Jordan Bruce.





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, Turrbal and Quandamooka peoples and to 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 the journey toward justice and healing.

On behalf of the Management Committee, I am pleased to share some of the key highlights and reflections from another significant year for Zig Zag. Our organisation continues to respond to sustained high demand for support amid an ongoing housing and cost of living crisis that disproportionately impacts young people. Despite these challenges, Zig Zag has continued to grow, adapt, and strengthen its capacity to provide specialist services for young women and gender-diverse individuals experiencing sexual violence and housing injustice.

Some of this year's most notable achievements include:

- Opening the doors to our new community centre in Windsor. We successfully negotiated the lease with Brisbane City Council, oversaw the fit-out, and commenced operations in this beautiful new space. Nestled beneath a large fig tree, the centre enhances our capacity to deliver services and strengthen our connections with the community. This opening marks a significant milestone for our organisation and has brought many valuable learnings along the way.
- Continuing progress in Enterprise Bargaining negotiations, with monthly meetings with staff and union representatives focused on developing a contemporary agreement that reflects our shared intersectional feminist values and maintains Zig Zag's reputation as a great place to work.
- Supporting and contributing to Zig Zag's rebranding process, reflecting

our evolving identity and continued commitment to inclusivity and empowerment.

- Implementing a new leadership structure to support service expansion and strengthen the organisation's capacity for sustainable growth.
- Continuing our work from last year to address psychosocial hazards in the workplace, including Governance and Psychosocial Hazards training for all Management Committee members (with special thanks to Helen for organising this). The training also led to the formation of a Governance and Risk Subcommittee, which is progressing the review of Zig Zag's constitution, exploring ways to improve communication between staff and Management Committee, and overseeing Zig Zag's ongoing response to psychosocial hazards.

We would like to acknowledge and thank our funding partners; the Department of Housing and Public Works, the Department of Justice and Attorney-General and the Department of Families, Seniors, Disability Services and Child Safety for their ongoing support of Zig Zag's important work. We also extend our appreciation to our community supporters whose donations and fundraising efforts enable us to provide vital financial and emergency relief for young women and gender-diverse young people.

The Management Committee offers our sincere gratitude to the Zig Zag staff team. Your professionalism, compassion, and commitment to intersectional feminist practice continue to make an extraordinary difference in the lives of those you support. Thank you to Alice, Bec, Bonnie, Chelsea, Daljit, Kelly, Kristy, Maddie, Mikaela, Nicole F, Phoebe, Steph H and Vanessa who started with Zig Zag this year, and to Andrea, Anne, Ash, Bess, Bonnie, Dani, Emily, Glenys, Hrisoula Jo, Jane, Kirsty, Laura, Naomi, Nicole M, Petar, Rachelle, Shannah, Shirley, Sonja MC, Sonja TH and Tina for their ongoing work.



A special thanks to our fabulous CFO Liz and CEO Steph for their leadership, guidance, and support which has been invaluable to the work of the Management Committee and the organisation as a whole.

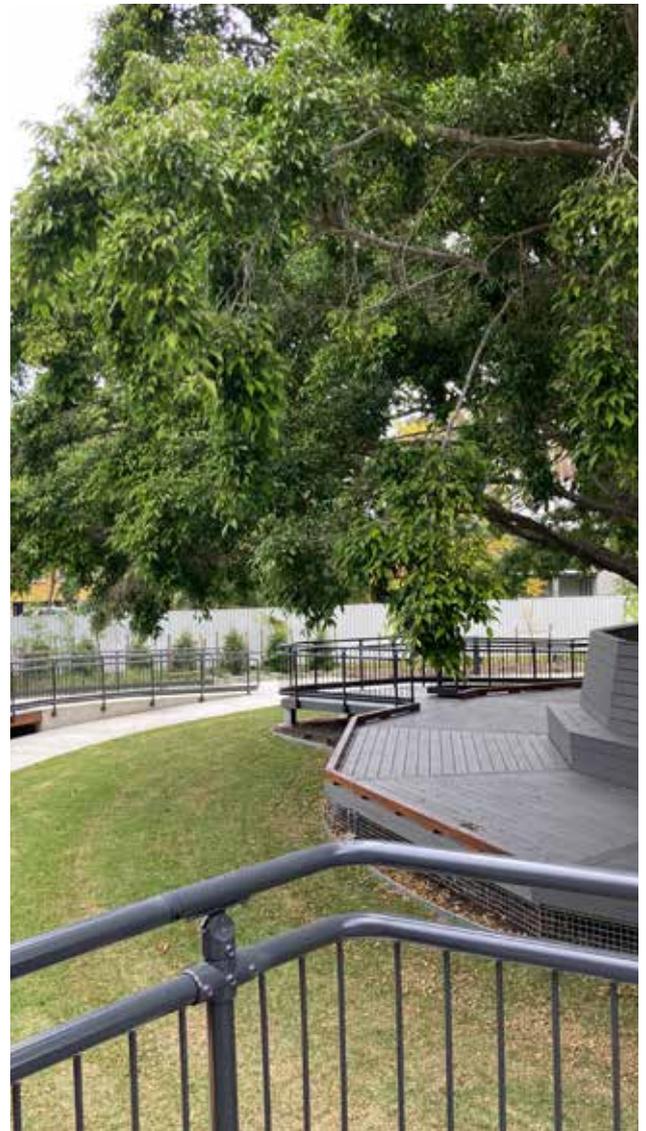
To my fellow Management Committee members, Rochelle, Janet, Lenny, Helen, Lulu and Sasha, thank you for your dedication, insight, and collaboration throughout another busy and rewarding year. It continues to be a privilege to serve on the Management Committee and to witness firsthand the incredible work Zig Zag does and the reputation it has earned. As I begin my eighth year on the Committee, I continue to find the role deeply rewarding

and am grateful to be working along so many passionate and caring people.

Finally, to the young women and gender-diverse young people who engage with Zig Zag - thank you for your trust, courage, and wisdom. You continue to shape and inspire the heart of this organisation and its vision for a world free from violence and inequality.

Yours in solidarity,

Amy Seymour-Jones
Chairperson



The Windsor Community Centre ~ now managed by Zig Zag
Go to our website and book your next meeting or community event at this lovely new site.
<https://zigzag.org.au/our-services/windsor-community-centre/>

Treasurer's Report

On behalf of the Management Committee of Zig Zag Young Women's Resource Centre Inc., I am happy to present the Financial Report for the financial year ending 30 June 2025. 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.

Financial Summary

Cash at bank	\$ 1,260,776
Net assets	\$ 545,255
Income 2024-25	\$ 3,970,373
Expenditure 2024-25	\$ 3,971,117
Net deficit 2024-25	\$744

(after depreciation expense of \$ 29,227)

Program funding:

Department of Families, Seniors, Disability Services and Child Safety (previously funded by Department of Justice and Attorney-General)

- Sexual Assault Support and Prevention Program
\$ 748,248
- Brisbane North Sexual Assault Response (BNSAR)
\$ 580,871
- Brisbane Southwest Support (BSwS) Sexual Violence Prevention Program
\$ 228,949
- COVID NPA Enhancement funding (total across all service sites)
\$ 344,750
- Sexual Violence Counselling (500 Workers)
\$ 561,143
- Sexual Violence Counselling (DNA) (total across all service sites)
\$ 126,419

Department of Housing and Public Works

- Housing & Homelessness Support Program
\$ 905,117
- Sustaining Tenancies Program
\$ 315,243

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. General donations from the community totaled \$36,933.94 during the year as well as donations of food and household necessities for our pantry and to meet other essential needs.

I would also like to acknowledge on-going financial support from Easts Leagues Foundation, Lady Bowen Trust, Lord Mayor's Community Trust, Holding Redlich Social Justice Fund via the Australian Communities Foundation, and the Gambling Community Benefit Fund who have provided other grants and brokerage funds to meet the direct needs of the young people we support.

I extend my thanks to all the team at Zig Zag, in particular our CEO, Stephanie Anne, CFO Liz MacDonald, and the Operations 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 2025-26.

Remuneration Disclosure Statement:

Disclosure of remuneration as per Section 8 the Associations Incorporation and Other Legislation Amendment Regulation 2023: For the 2024-25 financial year, the association paid two senior staff a total \$253,863.05 in remuneration and benefits.

Lenny Skinner
Treasurer



Calling young artists!

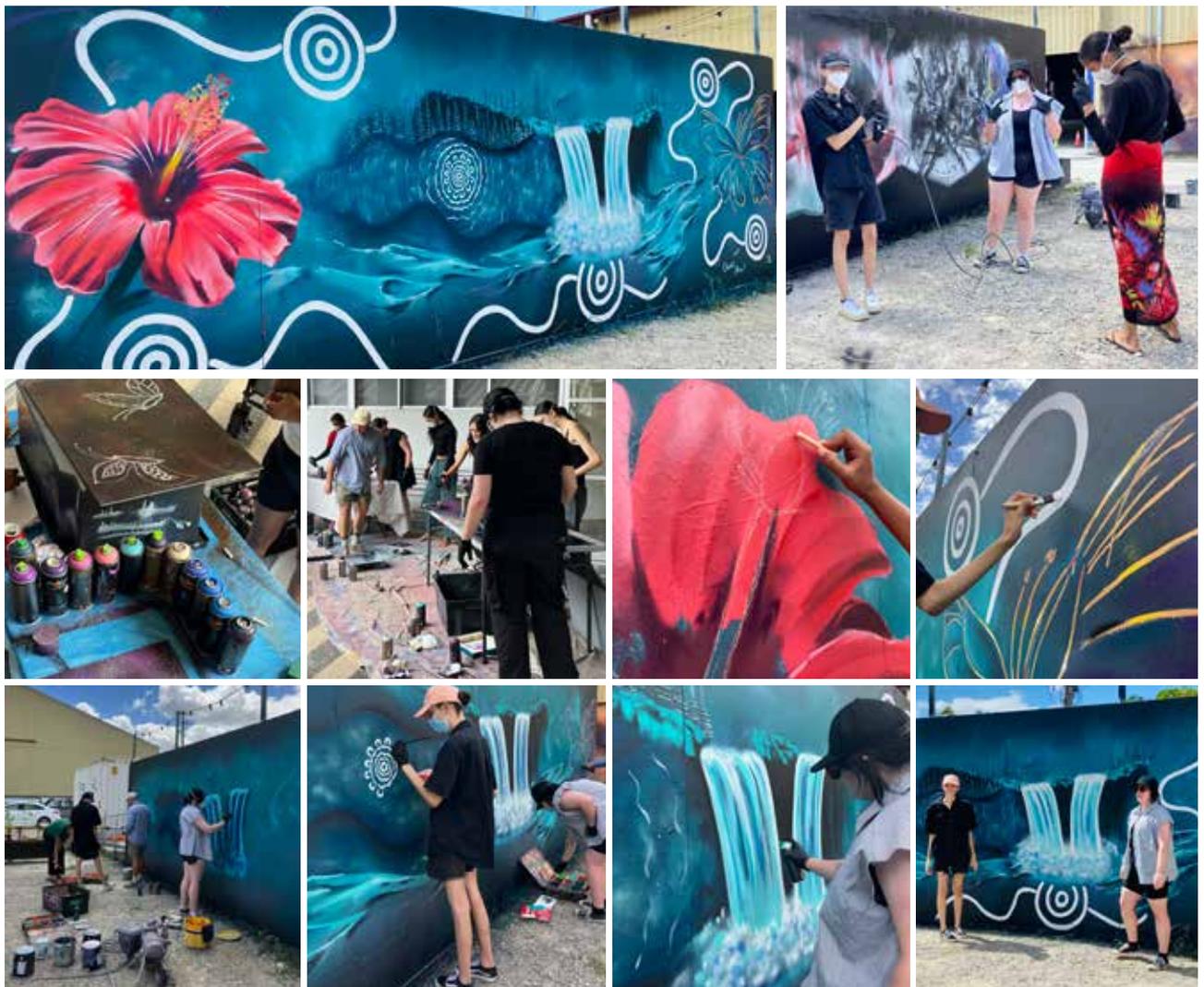
Creative workshops and community art

After the success of our 2024 painting workshops, that resulted in the stunning art pieces for our Camp Hill site 'grocery pantry', we sought new projects to connect young artists with more creative opportunities. Our aim was to help them gain confidence and develop skills for creating saleable artwork for themselves plus upscale their work for a large mural display in the Brisbane Street Art Festival (BSAF) held annually in May.

We engaged community arts worker Jordan Bruce from The Brightsiders, to hold spray paint workshops focused on spray painting techniques and build skills to be able to collaborate for a creative public piece

together. Although the 2025 BSAF was sadly not funded in 2025, we continued with practice sessions. Thanks to the generosity of the Superordinary art space warehouse in Hamilton, who donated a space and a shipping container wall to showcase the mural. The process and the final image featured below, plus the cover of this report, shows the fabulous results of these brief but successful workshop sessions.

We remain committed to supporting young women and gender-diverse young people in their creative pursuits. We provide everything needed to remove barriers to participation in these community projects including art supplies, child minding, lunch and transport. Funding permitting, we hope to offer further creative workshops in 2026, and we welcome community support to help make more of these creative ventures possible.





Introducing three new roles at Zig Zag!

Zig Zag enthusiastically welcomed funding uplifts for both our Housing and Sexual Assault Prevention Support programs this financial year. These funds are desperately needed across the sector and further support our capacity to respond to the overwhelming increase in young people impacted by housing and other social injustices, and who disproportionately experience higher rates of sexual violence in the community.

Following a consultative process with the whole Zig Zag team, we collectively identified three key areas for organisational development in addition to the enhancement of our core service delivery: program and practice development; building our capacity to better respond to young people's unique experiences of Domestic, Family, Sexual Violence (DFSV); and strengthening our approaches to community development work. This led to the creation of three brand new roles!

1) Practice and Program Director (PPD)

With the significant growth Zig Zag has experienced over the past year and the acquisition of our brand-new community space at Windsor, a new senior role was created to strengthen program development and build our organisational accountability to best-practice service responses for young women, non-binary, trans and gender diverse folks.

Laura commenced in this role in September 2024. Here are some key highlights and focus areas from the PPD role that have supported organisational development over the 2024 – 2025 period:

- Developing a 2025 Training and Professional Development calendar - the Zig Zag team has engaged in regular in-house training sessions such as Ensuring Inclusivity: Working With Trans, Non-Binary and Gender Diverse

Young People with Dragan Zan Wright, Workshop Session with Vikki Reynolds (Clinical and Therapeutic Supervisor who works from a Decolonising and Justice-Doing framework) and Brief Solution Focused Training with DV Connect Quality and Training Team.

- Supporting the review and redesign of the Zig Zag Organisational Practice Framework process. This has been a collaborative process facilitated by Professional Supervisor, Jenny Gilmore.
- Policy and practice development work in service delivery areas such as support note writing, planned support approaches, mobile support and outreach practices, ethical decision making, consent and confidentiality, intake and assessment development and provision of brokerage (financial assistance).
- Provision of support and supervision across program areas in navigating practice complexities, higher risk situations and ethical dilemmas. This collaboration with teams has informed the review and development of a range of Policy and Procedures and practice approaches and processes.

2) Youth Domestic and Family Violence Response Worker

Maddie was welcomed into the Youth Domestic and Family Violence Response Worker role in September 2024. In recognition of the significant and complex barriers young people face when seeking and accessing domestic and family violence support, this role has focused on strengthening collaborative and coordinated responses for young women, non-binary, trans and gender diverse young people impacted by DFSV.

Maddie has focused on strengthening stakeholder relationships and partnerships with local DFSV and youth services by attending a range of local domestic and sexual violence networks, events and community engagement activities. Strong relationships and referral pathways



have been established with Queensland Health, Qld Police Service (QPS), Department of Housing and High-Risk Teams. This has supported young people to experience improved referral pathways and access specialist DFSV support in a much more timely and supportive manner.

3) Community Responses to Violence and Homelessness Worker

In January 2025 we welcomed Kristy into the Community Responses to Violence and Youth Homelessness Worker role. Kristy began her role undertaking a literature review that focused on Transformative and Restorative Justice approaches to sexual violence. The findings were shared with the Zig Zag team and other services including Open Doors, Queer and Trans Workers Against Violence, and Gurawur Rainbow. Kristy has worked alongside support providers and community members to discuss transformative and restorative justice approaches to sexual violence with a focus on creative ways to support and strengthen community safety, prevention and healing.

Kristy has predominantly focused her work thus far on repairing relations with Trans,

GenderDiverse and Non-Binary communities who have historically been excluded from women's sexual and domestic violence support services. This work has included starting Zig Zag's first trans, non-binary and gender diverse group called Connect in Nature and renamed by young people as The Cucumber Club. The group is a collaborative project between Zig Zag and Trans and Gender Diverse community leaders Asha Keegan and Patrick Kay. Asha is a Queer, Trans Brotherboy from Mununjali Mob (they/he) and a First Nations Masters of Narrative Therapy student with extensive experience of working with First Nations and Queer communities. Patrick is a Queer, Trans Bush Adventure Therapist and Social Work student.

This initiative was developed through a transformative justice lens, using bush adventure, narrative therapy principles with an emphasis on community leadership, collaboration, and collective safety. Together, we envision a space where young people connect, heal, and celebrate identity in affirming and creative ways. The roll out of the group will continue and develop into the next financial year.



Donations, Grants and Thanks!

We would like to sincerely thank East Leagues Foundation, Lady Bowen Trust, Streetsmart, Holding Redlich Social Justice Fund, Lord Mayors Trust and all of the individuals and groups who have contributed generously to support our work.

The donations, fundraising activities and community grants Zig Zag are privileged enough to receive, directly benefit the young people we support, and the impact of this support can be life changing. A person's experience of poverty and financial hardship is directly linked to adverse life outcomes, so provision of material and financial assistance is vital in changing a young person's life trajectory. It also goes a long way to valuing a young person's dignity, worthiness and human rights.

For young people who are experiencing housing injustice, violence and other forms of oppression, living under the poverty line can mean adverse situations for young people can quickly spiral. An experience of rent arrears, growing debt or domestic, family or sexual violence can sharply turn to facing eviction, homelessness and/or serious health issues.

The donations and community grants we receive support young people in a range of ways:

- Whitegoods and furniture
- Essential household set up items
- Emergency accommodation and/or relocation expenses
- Food and fuel vouchers
- Access to medication and education expenses
- Addressing debt, bills and rent arrears

A huge thank you to the following donors, groups and community members who generously provided funds this financial year:

- Ingrained Foundation

- About Risk
- Zonta Club Brisbane Rover
- Joe Kelly MP
- Carina Leagues Club
- Beginning Boutique
- Clairvaux MacKillop College Interact Club

We would also like to thank all round fundraising and supportive legend, Amy Shambrook for her continued support of Zig Zag over this year (and many years before!).





Intake Support Program

In 2024–25, Zig Zag continued to implement, monitor, and evaluate the Intake Team model to ensure we are effectively meeting the growing demand for both Housing and Sexual Assault Counselling support services. This model has proven to be a highly effective approach in enhancing service accessibility, responsiveness, and coordination across the organisation.

The Intake Team uses an intersectional assessment framework that recognises the diverse and interconnected experiences of young women, trans, gender diverse, and non-binary young people. This approach ensures that each person is seen and supported within the full context of their identity, lived experience, and the structural barriers they may face. Through this lens, the Intake Team provides safe, affirming, and tailored responses, connecting individuals with the services and supports that are most appropriate and meaningful for them.

This inclusive approach also ensures that referrals to the Sexual Assault Counselling and Support Team are carefully prioritised for the most marginalised and vulnerable young people in our communities—those who are often most at risk of systemic exclusion or who have experienced significant, ongoing trauma. By identifying and triaging the most urgent and complex cases, the Intake Team helps to ensure that these young people receive timely, specialised, and trauma-informed support.

Overall, the success of the Intake Team model has led to a significant reduction in internal waitlists, improved service flow, and strengthened outcomes for the young people accessing Zig Zag. It has also fostered greater collaboration across program areas, enabling a more holistic and responsive service by the organisation.

Always Learning and Reflecting

At Zig Zag, we are always looking to learn more and get better at what we do. We want to see how well our programs work, or don't and find ways to improve. This

feedback also encourages young people to think about their own journey and notice the changes they have made for themselves. To learn more, we asked some young women and young people to share their stories of change, to reflect on how their lives may have changed since working with Zig Zag. We asked them to think about what life was like before, what is different now and why that may be.

We asked them to share a story, from their own view, that shows the biggest change in their life since accessing Zig Zag supports. These stories help us see the real impact of our work and help us all keep learning and growing together.

Your Most Significant Change Story...

A year ago, I was pregnant and homeless, staying with a friend or sleeping at train stations. I'd had ongoing issues with both my partners family and my own family and staying with either was not an option. I was having to shoplift just to eat, and my mental health and self-esteem was at an all-time low. I ended up in a safe house for 3 weeks and was unable to care for myself due to worsening pregnancy conditions. I then made the decision to move back to my mum; little did I know that I'd still struggle with food and supplying for my now 4-month-old son.

Throughout my pregnancy I was living between houses, and while this was a major concern and because of my diminished mental health, I reached out to zig zag on my own. They were the only helpful organisation that continued support even through my lack of communication, due to being very unwell throughout my entire pregnancy. They pushed for housing support, sent me food vouchers when I needed them and offered a range of supports including transport, outreach visits in my pregnancy and early childbirth, and paying for my photo ID card. When I was 9 weeks postpartum, I received a call saying they've found a suitable home and sent a referral to the organisation who maintains the apartment. We went in for



an interview 3 days later, and on the next business day we got a phone call saying we'd been accepted. Later that week we moved in; fast forward to now, my little family live happily together, comfortably and our mental health has significantly improved, and we're thriving :) I can't thank them enough.

Why is this story significant to me?... the support has literally changed my life for the better. This has given my family a light to the end of the tunnel. We didn't think we'd get to see this life, and we're forever thankful. If it weren't for Zigzag and their supports, chances are I would've ended up dead.

My story title? Maybe don't be afraid to reach out on your own, or reach out generally, for your futures sake.

Young woman identifying ~ aged 19



Open Doors Logan



QTWAV gathering





Housing & Homelessness Support Program

The Housing Team support young women and gender diverse young people and any accompanying children who are experiencing housing injustice, often at the intersections of systemic disadvantage, discrimination, and marginalisation. We recognise that access to safe, secure housing is a fundamental human right. We walk alongside young people to challenge structural and systemic barriers, advocate for safe and secure housing and support young people on whatever their path to independence looks like for them, with respect and care.

Snapshot statistics from 2024 -2025:

- **Over 1503 hours of support provided to 13 young people and 16 accompanying children accommodated in the Zig Zag Supported Accommodation Program:**
- This included approximately 46% First Nations young people and 30% Culturally and Linguistically Diverse young people.
- 5 young people and their children exited Zig Zag accommodation into long term, safe and secure housing
- **Over 1669 hours of support provided to 63 young people** through our Intensive Housing Support Program:
- This included 50% First Nations young people, and 13% Culturally and Linguistically Diverse young people
- **Over 718 hours of support provide to 52 young people** through our Sustaining Tenancies Program:
- This included 48% First Nations young people, and 14% Culturally and Linguistically Diverse young people
- **Over 308 distinct contacts with young people accessing immediate support** through our Centre Based Support Program

Funded Programs

The Housing team provide support to young people across four funded streams: Supported Accommodation Program,

Intensive Housing Support (Mobile Support), Sustaining Tenancies and Centre Based Support (*which is supported by our wonderful Intake Team*).

Across each of these service areas, Support and Advocacy workers can provide young people with flexible, responsive and young person led support, allowing us to 'meet young people where they are at'. Through provision of outreach, mobile support, home visits and community support we work collaboratively with young people to guide them through their experience of homelessness, into safe and secure accommodation and to then build the skills they need for a successful tenancy.

Support and Advocacy workers also provide support to young people around DFS Violence, mental health, drug and alcohol, legal, parenting, child safety systems advocacy and any other areas of their life impacted by social injustices.

Housing Team support & advocacy

The Housing team continues to see a limited availability of affordable housing options for young women, gender-diverse, trans, and non-binary individuals. Options that were once accessible, such as caravan parks, are increasingly scarce and now completely unaffordable, while share housing is often not a safe option for young women and gender diverse folks, especially for young people with accompanying children.

We are also seeing tenants remain in our Supported Accommodation Program for much longer periods of time due to limited exit options and long wait times for social housing. Our tenants often express feeling disheartened when there are long wait times to transition into their independent housing. For young families needing to focus on childcare or school enrolment needs, and who need stability to link with local personal supports in the community, impacts their mental wellbeing and adds to the anxiety



of knowing they must reestablish all of these relationships again once they move. These considerations can be very overwhelming.

The private rental market has not only increased its competitiveness but is mostly out of reach for those on low incomes. With previous long term pathway options now scarce and unaffordable, and with short-term and medium-term accommodation at capacity, we encourage our community to advocate with us for increased government funding for youth housing and homelessness support. Youth homelessness matters!

The following story is from a young woman who has engaged with Zig Zag housing and homelessness support services intermittently over many years. Up until last year, she had briefly disconnected from all youth support services, but despite her absence, she demonstrated remarkable strength and resilience in the face of disadvantage and a long history of trauma from a young age.

Her decision to take herself to rehab, returning to us when she needed assistance and trusting we would openly re-engage support, is something we deeply appreciate. We have witnessed her journey, observed her personal growth, and are grateful that our support has had a positive impact on both her and her children's lives.

She has worked hard to overcome a history of trauma, trusted with courage and committed to making changes in her life, for the better... We honour witnessing how far she has come!

Your Most Significant Change Story...

Before my recent reconnection with Zig Zag I didn't have my kids and I sadly got lost in addiction. Since being here at Zig Zag accommodation, I have my kids back in my care, and I haven't used. I was in rehab before this zig zag unit vacancy, I didn't want to go back to my old place when I got out because I knew I would start using again. Zig Zag supported me into a hotel for 2 weeks after rehab before I moved into their unit to help me work toward getting my kids back.

It's been good having my kids back, they are at school and we are into a healthy routine

and it's been really good living in the zig zag unit block. My worker also helped me work with child safety to keep care of my kids.

Why is this story significant to me?... *When I didn't have my kids I was depressed, I was using, I was so disconnected from everything. Now I have my kids back, I'm sober, and I'm really happy.*

The zig zag unit is so much better, my old housing was not a unit block suitable for young women with kids. It was sometimes scary and very loud living at my old place. Its nice and quiet here.

Child safety wouldn't have given me my kids back without a stable home.

My story title? *"Keep going, life gets better"*

Young woman identifying ~ aged 26





Sexual Assault Support and Prevention Program

The Sexual Assault Team has had a busy and highly productive year. Staff changes, recruitment in response to funding uplifts and significant demand for sexual assault support has seen the team pulling together and working hard. At the beginning of the financial year a significant number of young people were waiting for sexual assault counselling and support, we were recruiting and team capacity was stretched. Other Sexual Assault organisations reported similar recruitment challenges amidst high demand for supports, leading to long wait times for sexual assault support across the sector in Brisbane.

By the end of the financial year the team was fully staffed, and the referral list was skillfully reduced leading to much faster timeframes between first contact with an Intake Support Worker to being allocated a Sexual Assault Counselling and Support worker. The brief intervention support provided by the Intake Team prior to a young person being connected with a Sexual Assault Counselling and Support Worker has been invaluable, including responses to Queensland Police Service referrals. This has meant that all young people who have reached out to Zig Zag this financial year have received an immediate response and support.

We acknowledge the dedication and commitment of the Zig Zag team to walking alongside the young people we support. We also acknowledge the young people we have the privilege of working with. We are grateful for all opportunities to partner with young people, families and communities to reduce stigma and advocate for justice and social change for survivors of violence.

Snapshot statistics from 2024 -2025:

Below is a snapshot of the work undertaken in 2024-2025 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:

- **8587 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).
- **1425 hours of community engagement and development work** was undertaken with young people and the wider community, reaching a total of **10,594 community members**. Community engagement and development work focuses on violence prevention, awareness raising and building the capacity of community members and service systems to support survivors of sexual violence. Community work is strengthened by building partnerships and working collaboratively with stakeholders and community members to strengthen 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 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 ninth year of providing support services to the community in the Brisbane Southwest Region in 2024/25. 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 Young Women's Resource Centre Incorporated (Zig Zag).

Zig Zag would like to thank the Inala Management group and all BSWs workers for their continued hard work during the 2024-2025 financial year.

The Brisbane North Sexual Assault Response (BNSAR) is based at Nundah and has extended some services to Windsor Community Centre. The BNSAR is a formal partnership between Zig Zag and the Brisbane Rape and Incest Survivor's Support Centre (BRISSC) which provides essential specialist sexual assault services in the Brisbane North region. The BNSAR partnership has successfully completed its seventh 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 2024-2025 financial year.

Counselling, support and advocacy

Many young people who seek support from Zig Zag tell us that they have experienced unhelpful and harmful responses to disclosures of sexual violence, including from both loved ones and other professionals. For this reason, accessing support at Zig Zag is often a significant step for young people. Offering support that is collaborative, flexible and responsive enables Sexual Assault Support and Counselling Workers to build strong relationships with the young people they work alongside. Through our relational approach young people are supported to strengthen their connections to community and to significant people in their lives. Rather than counselling and support focusing merely on the individual, workers support young people to connect to a broader

community of support. Zig Zag offers young people the opportunity to participate in groups, facilitating connections between young people who have lived experiences of violence and injustice. These connections can help build a sense of community and reduce the feelings of isolation that many young people experience as an impact of violence.

A young person, told us about their experience of seeking Sexual Assault Support and attending groups at Zig Zag, describing an improved sense of connection to their family and to a support network;

Your Most Significant Change Story...

I went from having very limited supports to feeling supported by the whole Zig Zag organisation, including counselling support and connection through group support. This has given me the confidence to reconnect with family members, something I had previously avoided due to fear that it might trigger trauma or conflict I wasn't equipped to manage. Now, I have a safe space to talk about my feelings and access support when challenges arise in my family relationships. This has greatly strengthened by sense of connection and helped me feel more resourced to navigate conflict, knowing Zig Zag will be there to support me when needed.

Why is this story significant to me?...*This story is significant to me because I now have a support network – something I had always wanted but once felt was out of reach. Having this support has strengthened my wellbeing, sense of self, and connection with others.*

Zig Zag and the workers have contributed to this by giving me a sense that they truly have my back and by helping me feel cared for and supported. I genuinely trust that I am being taken care of, which is a new and important feeling for me, as I have not experienced much support in my life before.

My story title? *"Lotus's emerge from murky waters, yet still remain undefiled"*

Young person identifying, non-binary ~ aged 22



Groups and Community Development

Zig Zag understands the power, value and benefit of providing a diverse range of opportunities for young people to connect with one another through group work and activities. This supports young people to address social isolation, build skills, engage in social action, share their own stories and wisdom and engage in fun activities that are good for our soul!

All workers and teams at Zig Zag offer group work and other activities, acknowledging that young people are often seeking a range of options to meet their support needs that sit outside of one-on-one support work.

Groups at Zig Zag can be delivered with workers who sit across our different teams, in collaboration with our partner services, and alongside other organisations that we work with. Building community is an integral part of our practice approach.

BSwS trauma sensitive movement group

This financial year, Bess (Zig Zag) and Linda (IWSS) facilitated a 6-week Trauma Sensitive Movement group over each school term. The group consisted of women and gender diverse folk from the four partner services of BSwS, as well as the local community. Each session included 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 was also available. This year BSwS also partnered with Inala Community HUB to facilitate sessions with their women's group. Feedback collected at the end of each term has included group participants feeling more connected to their bodies, that they have a better understanding of the impacts of trauma and that they feel supported in making choices for themselves.

Feedback from participants:

- *"I feel so relaxed now. I can't remember the last time my nervous system was this calm".*

- *"Thank you for creating a genuine space that allowed choice. I felt truly able to be myself and rest as I needed to."*
- *"Thank you, I loved it, it was so good for me."*
- *"I've never had the feeling of calm I get here anywhere else in my life; you know how to calm nervous systems here"*
- *"It is just a wonderful welcoming space where we can release and feel good about our bodies and how our pain shouldn't stop us have positive body association. I always feel good with the lovely hospitality and such a generous giving by all the presenters."*
- *"After group, I feel more at home in my body and more assertive."*

POWA (Program Of Wonderful Activities)

POWA is a group program with a strong focus on social connection through fun activities. It honours lived experience, fosters meaningful peer connection, and creates culturally safe and inclusive spaces where young people feel seen, heard, and supported. The Housing team continues to lead the development of POWA groups, which are often co-facilitated with workers from other Zig Zag teams as a way for young people to meet with other workers and programs across the service. POWA is also currently piloting workshop's facilitated by young people who bring their skills and talents to share with other young people.

Additionally, based on direct feedback from young people, the Housing team is launching a new Hiking Group and sourcing funds for other outdoor activities in future. We are always searching for funds that will allow us to continue to offer travel to attend and childcare support. Especially for young mums to attend as they are still young themselves and seeking fun activities but often the most isolated in the home environment due to limited supports to share the care of their kids.



Welcome Group (WIG)

WIG is an informal, low-pressure space for young women, trans, gender diverse, and non-binary young people to visit Zig Zag's Camp Hill site. The group offers a chance to enjoy a BBQ, connect with peers, meet staff, explore the counselling rooms, and take part in a relaxed activity. WIG helps reduce anxiety about accessing support by creating a safe and welcoming environment, encouraging connection and comfort from the very first visit.

School Holiday Hangs

School Holiday Hangs is a group run by the Intake Team for young women, trans, gender diverse, and non-binary young people aged 12–15 — an age group that often misses out on groups due to school commitments. Held during school holidays, this group offers a fun, inclusive, and age-appropriate space for connection, creativity, and community. Through activities like art, games, and shared meals, build relationships, explore support options, and engage in a safe environment.

Community activities

Community work and community development remain a core part of Zig Zag's practice framework and approach. As the saying goes "It takes a community!", and opportunities to work alongside, and raise awareness with the broader community around the systemic and social barriers and issues young people face, is where real social change can occur.

Parents and Caregivers Information Evening

The Parent and Caregivers Information Evening support those caring for young people who are victim-survivors of sexual assault. It was developed in response to a trend of calls received from Parents and Carers seeking support to support their child/loved one. Resourcing Parents, carers and our wider community to feel more equipped to support survivors of sexual violence is an important focus of social change work.

The sessions share key messages about what was helpful, and unhelpful when young people first disclosed their experience of sexual violence. The content that was

delivered was based on direct input from young people. Their voices and words informed all discussions and information shared with parents and caregivers. Attendees reported feeling a greater sense of understanding, empathy, and confidence in supporting their loved one.

Feedback from one parent....

"It was excellent—my husband got so much out of it. It really helped him reflect, and attending the session showed our daughter that we genuinely care. It validated many of the things we're already doing as parents, while also encouraging us to think more deeply about what else we can improve. It meant a lot to our daughter when we came home and shared what we had learned and discussed"

Sexual Violence Awareness Month NSAAN Art Launch Event – "Hear Us Rise Together" (HURT)

Friday 25th October 2024 at Nundah Northside Connect Neighbourhood Centre.

Another highlight from our community work this year was the Art Launch event hosted in collaboration with the North Side Sexual Assault Action Network (NSAAN) for Sexual Violence Awareness Month.

For over 10 years Zig Zag has been a central member of NSAAN. This is a key way to connect with workers and community on the north side of Brisbane. This network, made up of multi-disciplinary workers, focuses on Sexual Violence Awareness Month (SVAM) in October each year, to come together and have community involvement in social change work.

This year saw the Qld wide theme adopted "Hear Us Rise Together" (HURT). Approximately 25 north side survivors of sexual violence produced artworks that were shared at a public launch. The launch was attended by members of the community, workers and the friends/family of the artists. Some participants also shared lyrics and music they had created as an additional way of having the groups' message shared at the event.

The event highlighted the spirit and strength of survivors in many ways – through art, word and music - including some time for dancing and singing for all those attending. The workshops and event also highlighted the strength of collaboration across organisations.

Some of the Networks we attend

- **Queensland Sexual Assault Network (QSAN)** - is a state-wide network comprised of 23 non-government specialist sexual assault services and is the peak body for sexual violence prevention and support organisations in Queensland;
- **Northside Sexual Assault Action Network (NSAAN)**- is made up of a number of organisations in North Brisbane, Zig Zag being one of them;
- **The Sexual Violence Liaison Officer (SVLO) Networks** - the collaborative efforts and specialised roles that police and other agencies have developed to respond to sexual violence;
- **The Queer and Trans Working group Against Violence (QTWAV)**- Working together to end domestic and family violence, sexual violence, and gender inequality for LGBTIQ+ Sistergirl and Brotherboy communities in Queensland;
- **The Greater Brisbane Sexual Assault Interagency Network** - network of services that provide specialist sexual assault support and prevention programs throughout greater Brisbane;
- **Brisbane Zero Campaign** - aims to end and prevent homelessness for individuals, youth, and families, starting with those who are or have been sleeping rough.
- **Northside Alliance Against Domestic Violence (NAADV)** - A network of North Brisbane local Domestic and Family Violence organisations and professionals who meet bi- monthly to share current service updates, trends, share sector news and host a range of community events throughout the year focused on community awareness and prevention.
- **Brisbane DFV Integrated Service System (ISS) network**



Hrisoula with Marie from Strong Women Talking

Northside ~ NAIDOC



BSWs Open Day for Sexual Violence Awareness Month ~ October



Musgrave Park Family Fun Day ~ NAIDOC



Inala ~ NAIDOC



QTWAV





A Word from the CEO

At the center of our work is our collective ethics, and we acknowledge the critical transformative work, led by the powerful activism of marginalised communities, in developing and shaping intersectional feminism.

In 2024-2025 Zig Zag committed to review and develop our organisational practice values by holding regular practice framework sessions with all workers throughout the year, facilitated by Dr Jenny Gilmore. This process has provided opportunities for our staff team to:

- Renew our commitment to centering ethics in our practice;
- Create clearer agreements and shared meanings through critical examination of language, and strengthen collaborative practice;
- Raise collective accountability, care and sustainability; and
- Invite rich, critical reflections on how we do 'justice doing' in our work with young people.

Justice doing is one of the 8 organisational practice values that have been identified and documented during this review process:

Justice doing is at the heart of Zig Zag's practice. Guided by principles of anti-oppressive and decolonising practice, we actively challenge systems of power that marginalise, silence or erase. Justice doing is not neutral; it is political, collective and rooted in resistance. We walk alongside young people and communities as co-creators of justice, building a world where everyone is safe, heard and free. Zig Zag is committed to using transformative and restorative justice practices that uphold the human rights of all young people.

Zig Zag's organisational practice values statements have been developed as a document to guide worker practice and we are exploring options to share these statements in different formats including information resources for young people and community via our website in the coming months.

Zig Zag have also welcomed an exciting opportunity to develop new branding and logo through engaging the creative talent of Justine (Juz) Mitchell at Chippa Creative. Juz engaged with young people aged 12-25 years and young people over 25 years who have previously connected with Zig Zag, to seek their thoughts on what lies at the heart of Zig Zag's work and their feedback has supported the development of Zig Zag's new bold logo and further highlighted the importance of Zig Zag's organisational practice values! Thank you to everyone who has supported this process and to Juz for your inspirational work with us!

This year, Zig Zag successfully recruited and welcomed 13 NEW workers following a 20% uplift in Government funding across all streams, and two new funded Programs. A warm welcome to Alice, Bec, Bonnie, Chelsea, Daljit, Kelly, Kristy, Maddie, Mikaela, Nicole F, Phoebe, Steph H and Vanessa! I would like to thank our exceptional staff team for working in solidarity and supporting new workers, and acknowledge your immense and amazing practice wisdom, support, and collective contributions to Zig Zag's organisational practice.

With significant and continuing organisational growth, we have prioritised supervision and support, and training and workforce development opportunities for a new staff team. Some examples of specific work undertaken this year include:

- Development of Zig Zag's in-service training calendar based on identified key areas of practice.
- Introduction of the PASE model of supervision to support collaborative practice within supervisory relationships; structure safety to support critical reflection; and center the voices and experiences of young people we work alongside.



This year, Zig Zag established and opened a fourth service site, the Windsor Community Centre. Details of this amazing new venture can be found on the inside cover page, however I would like to take a moment to shout out to a few people who have been instrumental in the success of this new service site: a BIG thank you to Sonja TH who led Zig Zag's successful tender to manage this site owned by Brisbane City Council, our CFO Liz and Operations team including Phoebe, Kelly and Alice in overseeing the fit out and activation of this new site, our Management Committee for ensuring due diligence and care in the negotiations of this lease agreement, and McCullough Robertson for their amazing pro bono legal support!

A HUGE thank you must go out to our highly skilled, experienced and dedicated Management Committee for your contributions and support throughout the year in particular, the significant amount of work involved with the continuing negotiations with staff for the development of a new Enterprise Agreement! Thank you to Amy Seymour-Jones, Rochelle Keegel, Lenny Skinner, Janet McKeon, Lulu Milne, Sasha Jooste, Helen Hobbs, Jill McKay, and Sue Agnew who have held roles during this financial year.

I would like to also acknowledge and thank Janelle Salmon at the Department of Housing, and Lee Fewster at the Department of Families, Seniors, Disability Services and Child Safety for their continuing advocacy and support of Zig Zag's work in their roles as Contract Service Officers. In addition to the 20% uplift in Government funding across all streams, Zig Zag have also secured additional funding for two new Programs:

Department of Housing Sustaining Tenancies funding including essential brokerage funds to support young people to secure and sustain housing; and

Commonwealth Domestic Family and Sexual Violence 500 Worker Initiative provided critical funding to increase the number of sexual assault support and prevention workers across the sector.

And lastly another 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 eight.

Stephanie Anne
CEO



Zig Zag Staff Group 2024 – 2025

Leadership

Stephanie A (Chief Executive Officer)

Liz (Chief Financial Officer)

Laura (Practice and Program Director | Outgoing Housing and Intake Programs Team Leader)

Operations & Administration

Sonja TH (Outgoing Centre Support Coordinator/Operations Manager)

Kelly (Incoming Operations Manager)

Emily (Outgoing Operations and Administrative Support Worker)

Phoebe (Operations and Administrative Support Worker)

Alice (Incoming Operations and Administrative Support Worker)

Sonja MC (Donations Coordinator)

Intake and Brief Support Program

Kirsty (Intake Support Worker | Acting Housing and Intake Programs Team Leader)

Naomi (Intake Support Worker)

Shirley (Intake & Housing Support Worker | Locum sexual assault team leader)

Bonnie (Incoming Intake Support Worker)

Chelsea (Incoming Intake Support Worker)

Daljit (Incoming Intake & Housing Support Worker)

Maddie (Incoming Youth Domestic and Family Violence Response Worker)

Shannah (Outgoing Intake Support Worker)

Rachelle (Outgoing Intake Support Worker)

Jo (Outgoing Intake Support Worker)

Housing and Homelessness Support Program

Dani (Support and Advocacy Worker | Incoming Housing and Intake Programs Team Leader)

Tina (Support and Advocacy Worker)

Nicole M (Support and Advocacy Worker)

Andrea (Tenancy Worker)

Mikaela (Incoming Support and Advocacy Worker)

Bec (Incoming Support and Advocacy Worker)

Steph H (Incoming Support and Advocacy Worker)

Sexual Assault Counselling & Support Program

Ash (Sexual Assault Support Team Leader)

Hrisoula (Sexual Assault Counselling and Support Worker | Acting Sexual Assault Support Team Leader)

Jane (Sexual Assault Counselling and Support Worker)

Bess (Sexual Assault Counselling and Support Worker)

Anne (Sexual Assault Counselling and Support Worker)

Petar (Sexual Assault Counselling and Support Worker)

Vanessa (Incoming Sexual Assault Counselling and Support Worker)

Nicole F (Incoming Sexual Assault Counselling and Support Worker)

Glenys (Outgoing Sexual Assault Counselling and Support Worker)

Community Responses to Violence and Homelessness Program

Kristy (Incoming Community Responses to Violence and Homelessness Worker)





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

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