

Blacktown Alcohol and Other Drugs Family Services Inc.




Annual Report 2006-2007

Blacktown Alcohol and Other Drugs Family Services Inc.
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MANAGEMENT COMMITTEE

2006-2007

| | |
|------------------------|--|
| President: | Bronwyn Crosby |
| Vice President: | Wendy Frost |
| Secretary: | Catherine Want |
| Treasurer: | Maz Thomson |
| Committee: | Chris Allport Ian Nicol Lauren Harris Lisa Giacomelli |
| Public Officer: | Wendy Frost |

STAFF

| | |
|---|--|
| Manager/Bridges Co-ordinator: | Tirrania Suhood |
| Operations Co-ordinator: | Sandya Manickam (left 28/7/06) |
| Clinical Co-ordinator: | Samantha Forbes |
| Counsellor: | Sylvia Belsey Kelli Bradicich (maternity leave 24/4/07) Judith Shepherd-Pemell Ralph Holwerda |
| Administration/Telephone Officers: | Gilda Marshall Beverley Wilkes |
| Children's Project Worker: | Jennifer Broadbent Claire Penney |
| Casual Staff: | Danni Birchall |

| | |
|--|-----------------|
| Student Placement from UWS Bankstown Campus | Michael Mauceri |
|--|-----------------|

ACKNOWLEDGEMENTS

We appreciate contributions from the following organisations and individuals:

- ❖ **NSW Department of Health** and **NSW Department of Community Services** which provide the resources for the ongoing operation of this agency.
- ❖ Additional funds from:
 - ◆ Australian Department of Family and Community Services & Indigenous Affairs under the National Illicit Drug Strategy for the Strengthening Families Measure – Bridges to Families Project
 - ◆ Australian Department of Health & Ageing under the National Illicit Drug Strategy for “Relationship & Family Drug Intervention Program” project
 - ◆ NSW Department of Community Services enrichment programme
 - ◆ United Way for the donation enabling us to provide additional Telephone Services
- ❖ Other community members and organisations in the service network who have worked with and supported BADFS and the Bridges Strategy.
- ❖ Voice for SONG members for their continued support.
- ❖ Volunteer support in particular Paul Fitzgerald for his editorial assistance.
- ❖ Our neighbours, Peter and Norma Montiglio for the practical support we receive from them throughout the year.
- ❖ Greg Farmilo from Farmilo & Co, our auditor for his continued support to the community especially with pro-bono consultation and reduction in audit fees.
- ❖ Personalised Security Services for understanding our financial constraints by providing alarm monitoring at a reduced cost.

We also greatly appreciate the donations and contributions in kind that have been given to BADFS by the many other individuals and organisations throughout the year.

Blacktown Alcohol and other Drugs Family Services

MISSION

Our purpose is to support people in making lifestyle and relationship choices and in managing conflict, while reducing the harm associated with alcohol and other drug usage.

Looking at these issues within a social and family context, we work with communities, families and individuals, with a view to breaking down isolation and building on strengths.

OBJECTIVES

Service Delivery

- To provide a specialised Alcohol and Other drug (AOD) Counselling Service to people in the Blacktown Local Government Area (Blacktown LGA).
- To offer education and therapy through group work.
- To provide and disseminate an appropriate range of resource materials.
- To facilitate increased access to and/or use of support systems and services.
- To assess the needs of individuals and families in the local community.

Education

- To promote healthier lifestyle choices
- To promote community awareness of AOD and family issues.
- To provide education and information on individual, family and community issues related to substance use.

Policy/Advocacy

- To advocate for the provision of comprehensive, high quality, family focused AOD services.
- To advocate and influence public policy development in regards to the issues surrounding AOD usage with respect to the family and the wider community.
- To develop networks in Blacktown LGA to assist families experiencing problems associated with AOD usage.

Resource Management

- To develop and maintain a flexible, innovative, dynamic organisation which is efficient and effective, and which values the people involved in it.
- To ensure appropriate support and professional development for staff, volunteers, and management committee members.
- To broaden the networks that supports the organisation and its mission.

PRESIDENT'S REPORT

Bronwyn Crosby

This year has sped by, leaving us all more aware and more informed generally about our direction and common goals.

2006-7 has seen new Board members come and unfortunately, a number leave. We express our gratitude to Chris Allport for his many years of service on the BADFS Board. We also very grateful to Wendy Frost, Cathy Want and Maz Thomson who have resigned from the Board - their contributions have been highly valued. We welcomed Lauren Harris and Lisa Giacomelli who both joined the board this year.

BADFS activity has diversified over the last few years, so this year overall we all needed to redefine our goals and vision for the future of BADFS. The Board had a wonderfully informative day where Matrix on Board educated us about governance issues and the responsibilities and roles of NGO Boards. Those present benefited enormously. Two external reviews, a social accounting process and a quality management services review, have supported us to clarify our direction.

The Board and Tirrania now have clearly defined goals. The further development of BADFS using the Bridges strategy is now set to roll out. Alcohol and Drug work remains the primary focus of our organisation, and by using the Bridges strategy we can work more intensively helping strengthen and unify our communities.

We are grateful to Tirrania and the staff who continue to work enthusiastically. The Board are committed to help develop their work environment so that their productivity and sense of purpose is continually updated.

The Board is also grateful to all the individuals and organisations that work collaboratively with BADFS to the common goal of improving the health, education and environment of all those who present for help. Our common wish is that those who need help and direction to modify their lifestyle choices are given healthier options and assistance to gain their goals.

BADFS MANAGER / BRIDGES COORDINATOR'S REPORT **Tirrania Suhood**

Whilst continuing to progress our programs, this last year has been a year of reflection. BADFS undertook two external reviews; firstly with the Miller Group's Social Accounting Process and secondly with Quality Management Services (QMS) Service Development Review. These reviews both included interviews with clients and stakeholders from whom we received positive and useful feedback. The reviews also provided great opportunities for staff and the Board to reflect on how well we are achieving our goals, what improvements we can make and why we do what we do.

These reviews have also fed in the strategic planning process that BADFS is currently undertaking. In the coming year we will be reviewing our vision, mission and goals and possibly even our name. I am often told that BADFS is continually transforming itself and I am excited about the coming year and the developments that are planned to take place.

Highlights throughout the year have been the further development of the Double Trouble program and the partnership with the WASH House; the commencement of the Discovery Challenge Project, a DVD production with young people, through collaboration with Blacktown Migrant Resource Centre and Liverpool PCYC, continuing developing of the outreach services in particular to Holy Family Centre and Riverstone Neighbourhood Centre and the Children & Families Needs Analysis which resulted in the service starting to develop a greater focus on programs for children.

Through undertaking the needs analysis as part of the children's project, we have discovered that many services that are not identified as alcohol and other drug (AOD) services have a high percentage of clients with AOD issues. At the same time, many of these clients do not necessarily acknowledge problematic AOD use. This has confirmed the need for BADFS to continue its network approach, and the need to work with clients who acknowledge having AOD issues as well as with those who do not. This includes working with clients and communities identified as at risk and the general population to strengthen relationships and reduce isolation for families and communities.

A further highlight has been the use of the Bridges model by a group of organizations in the Blue Mountains. It is particularly rewarding that others beyond Blacktown value the Bridges model and its systemic and cooperative approach.

One of the challenges that both reviews put before us this year was to communicate more clearly on the relationship between BADFS and the Bridges Strategy. Consequently, we have clarified that BADFS operates within the Bridges philosophy.

This philosophy promotes systems thinking and a strengths-based and relationship-building approach to addressing alcohol and other drug issues. We have also clarified that the Bridges Strategy is a community and interagency network approach, coordinated by BADFS, to address alcohol and other drug issues within the Bridges philosophy.

We continued to be involved in Voice for SONG, a network that promotes the value of small organizations. Confirmation that our approach is valued by others in the sector, has come from invitations for BADFS to present at the ACROSS conference "The Future of the Sector" and at a QMS Forum on Sustainability. We also presented at the Blacktown Conference on the Bridges philosophy and BADFS approach. BADFS is now receiving invitations to present on our relationship building and collaborative approach interstate.

This year also saw myself and a BADFS counsellor accept an invitation to participate in the House of Representatives Standing Committee on Family and Human Services Round Table on the Impact of Illicit Drug use on Families as expert witnesses.

While our programs have progressed, the "leaps" that I had hoped we would take in this last year have not yet occurred. Two review processes and challenges relating to short-term funding and sector conditions have contributed to the delay, although the opportunity for reflection and consolidation the review processes brought about have been invaluable. BADFS is now reviewing its structure and looking to build upon existing capacity and consolidate its systems. The coming year will also see a much stronger focus on community development activities.

Thank you to all our funders, and a special thanks to FACSIA who have been so flexible and supportive in their approach. Thank you also to the BADFS staff for your continued dedication and innovation. I have felt a huge amount of support from the staff and so appreciate the camaraderie that exists within the team. BADFS is an exciting though also challenging organization to work in. This is owing to the short-term nature of funding but also the big picture vision and the requirements for staff to be involved in the progression of both the small and big picture strategies.

And finally, thank you to BADFS Board, you have all been an inspiration to both myself and the organization. In particular I wish to thank our President, Bronwyn Crosby, for her strong, compassionate leadership and her staying power even when things are difficult. A special thanks also to Chris Allport, who is stepping down from the BADFS Board this year after providing many years of support for the organization.

Owing to the short-term nature of funding, each year I still do not know if we will be able to continue our programs. Somehow we always have, but behind the "somehow" there is an enormous amount of effort and energy. We have arrived at a point where we have substantially demonstrated the value of our approach. Whilst continuing to support others, as an organization we are increasingly supported. I am excited to see what leaps we will in fact make this year through harnessing networks and building on the strengths for families and communities.

CLINICAL SERVICES:

Introduction

The BADFS clinical team has consisted of four permanent staff members for the majority of the year. One counsellor went on maternity leave at the end of April and a clinical coordinator joined the team in March.

Counselling

This year has seen a continuing focus on including families of users in the counselling process. The appointment of two specialist child care workers to do research and networking around BADFS' child inclusiveness has also added a stronger child focus to clinical work. As part of this project, BADFS counsellors undertook training in the area of child counselling and received group supervision from a clinician specializing in art and play therapy. Through undertaking this research it became clear that work with children needs to be done within the context of a whole family approach in order to achieve maximum effectiveness. This made child inclusiveness a much bigger task than just opening up the agency for children and resulted in an increased number of children being seen as part of face to face counselling with parents. Efforts have also commenced at networking and collaboration with other agencies to increase the focus on children in the context of families.

A substantial amount of work was also done on standardising client files to ensure a uniform approach between counsellors.

Group work

The *Healing Addictions* psycho-educational group covering relationship and parenting issues in addition to addiction issues has continued to run successfully throughout the year with high retention rates and positive feedback from participants. The group has also continued to be an effective strategy to address long waiting lists.

The Double Trouble group continued to run in conjunction with the WASH House. This group is for women who are in or have been in relationships where their partner has a presenting issue with substances and has a mental health issue or violence has occurred within the relationship. A total of six stage 1 and one stage 2 groups of eight sessions each were run. With the BADFS counsellor who developed this program currently on maternity leave, we are now looking at how these groups can continue,

A set of four single session educational groups were run with a focus on harm minimization and resilience at Patrician Brothers College. These groups were run by the clinical coordinator and a counsellor after BADFS was approached by the school.

In total over 100 students attended these sessions with very positive feedback received from the students and teachers reporting that the content was relevant and appropriate to the students requirements

Outreach and Collaboration

Outreach counselling services continued at Holy Family Centre, Riverstone Neighbourhood Centre, Newpin Bidwell Family and Children's Services, Chifley College Shalvey Campus and Quakers Hill Youth Support. A continued focus has been to find appropriate platforms to provide services for the Aboriginal community. The majority of the clients seen at the Holy Family Centre by BADFS counsellors have been Indigenous

BADFS supported 6 young people to attend a Youth Insearch Camp which is for young people between 12 and 18 who are affected by their own or family members' substance use issues. These young people were clients of Junaya for Families, a local family support service. Evaluations provided positive reports on the young people's experience at the camp.

Outreach services have aided accessibility to BADFS for young people, particularly those who have had interaction with the outreach at JPET, Quakers Hill Youth Service and Chifley College.

Bridges Clinical / Community Development link

The clinical team has continued to enhance the Bridges Clinical / Community Development link through including Bridges principles in face to face counselling as well as in networking. This focus resulted in one counsellor travelling to the National Assembly of the National Aboriginal and Torres Strait Islander Catholic Council in Alice Springs together with representatives from the local Aboriginal community to build stronger relationships. It has also seen another counsellor commence work on a film project called The Discovery Challenge, which is described in detail in the Bridges section of this report.

Bridges clinical/community development work has included relationships built by a BADFS counsellor with the Holy Family Centre and Riverstone Neighbourhood Centre providing a strong platform for collaborative projects which BADFS anticipates taking place in early 2008. Stories from Double Trouble groups at the WASH house have also continued to be posted on the Bridges website giving clients a voice.

The team organized a very successful Christmas party for families receiving counselling at BADFS. United Way kindly provided presents for the children who enjoyed having their faces painted and were entertained by a clown.

The clinical team also continued networking activities with organizations such as

Centacare, Riverstone Neighbourhood Centre, Holy Family, The Men's Shed, Quaker's Hill Youth Service, Blacktown MRC, St Vincents, Burside Newpin, Chifley College and Doonside High, Rosie's Place and Juanaya for Families.

Professional Development

The counsellors attended a wide variety of workshops and training, including: Responding to subpoenas, training around specific models such as Narrative, Family Systems, Creative therapies, Gestalt, Attachment and Trauma therapy. Various training events were attended around child protection and domestic violence.

Group and individual supervision and clinical team meetings have been a further means of professional, team and service development. In addition to this the clinical team organised in-house clinical development during January.

Outside of clinical responsibilities the counsellors were heavily involved in the development of BADFS as an organization, by way of substantial participation in the Miller Group social accounting process, the QMS review and BADFS strategic planning days.

Future goals

For this coming year the clinical team look forward to working within BADFS continued focus on family and child inclusiveness coming from a systems framework.

The team is also keen to contribute to a greater focus on service provision to ATSI and CALD client groups and, more specifically, to emerging communities in the Blacktown LGA.

The team also looks forward to working with a stronger emphasis on the clinical-community development link.

BRIDGES PHILOSOPHY AND BRIDGES STRATEGY

Bridges is a philosophy and a strategy. Bridges philosophy is encapsulated in its three themes “There’s more to drug use than drugs”, “Strengthening Relationships” and “Working Together”.

The Bridges strategy strengthens networks, relationships and resilience to address alcohol and other drug (AOD) issues. The Bridges strategy promotes the approach of building on strengths above focusing on problems. By acknowledging the underlying issues that contribute to drug-related harm, the Bridges approach encourages discussion around the underlying factors, and encourages everyone to take responsibility without emphasizing blame.

BADFS operates within the Bridges philosophy and coordinates the Bridges strategy which involves collaboration with other organisations to address drug issues within the Bridges philosophy.

In the last year, the BADFS clinical team engaged further with the Bridges strategy. For example, one of the BADFS counsellors commenced development on a film project titled Discovery Challenge. This is a collaborative project with a worker from Migrant Resource Centre. An aim of the project is to prevent or reduce problematic drug use by focusing on strengths, resilience, strengthening relationships and increasing empathy between different groups through hearing the voices of young people, including young people from African and other CALD backgrounds. Notably, it was relationships that had been developed from working on earlier Bridges projects that led to the development of this project. The MRC has now taken on the lead role in this project with other organizations including Liverpool PCYC, Mission Australia Mt Druitt Links to Learning, Doonside High school and Blacktown City Council also providing support.

In the last year, external reviews have indicated a need for consolidation of the Bridges Strategy and greater recognition of the Bridges Strategy as core business for BADFS. This consolidation was recommended before progressing further community development activities. BADFS recognises that the articulation of the Bridges strategy and tools and resources to assist others to operate within the Bridges philosophy is a significant and important task. This task is particularly important as Bridges is potentially a far-reaching strategy.

While Bridges programs have focused on Blacktown to-date, the Strategy has also created links and influences beyond Blacktown. For example, the Bridges Strategy has been taken to the Blue Mountains by Lauren Harris, a previous President of BADFS who went to work in the area several years ago. BADFS is delighted that Lauren has recently rejoined the BADFS Board to strengthen the link with the Blue Mountains and progress cross fertilization of ideas between the two areas.

VOICE FOR SONG and BADFS

Demonstrating the value and potential of a small community organisation

Having led the establishment of Voice for SONG (for small organizations-non-government) in 2000, BADFS has continued to have a key role in the strategy.

Voice for SONG, which now has state-wide and even national recognition, has continued to raise the profile of the value of and issues for small community organizations. This has been critical in a time when many small organizations have been under threat. Through raising the profile of small organizations, there is increased understanding of their value and potential, and of ways to address their needs for the betterment of the communities they serve.

BADFS and other representatives of Voice for SONG have continued to be invited to consult on projects and to present at conferences. Interest in Voice for SONG has come from the community, government and business sectors.

In the last year BADFS' presentations on Voice for SONG have also included presenting on the link between BADFS, Voice for SONG and the Bridges philosophy and Strategy. BADFS staff presented on the Bridges philosophy and how it relates to BADFS, Bridges and Voice for SONG at the Australian Council of Social Services Conference "The Future of the Sector", a forum focusing on sustainability for Quality Management Services and the Blacktown Community Services Conference.

These presentations have shared how BADFS demonstrates the value of a small community organisation and its potential to lead far-reaching strategies such as Voice for SONG and the Bridges Strategy. The presentations have also emphasised the importance of collaboration. Bridges and Voice for SONG have only been possible because of collaboration.

At these presentations BADFS acknowledged many organizations, small and large, that have supported the BADFS, Bridges Strategy and Voice for SONG Strategies. Through collaboration BADFS and many organizations have been able to influence cultural and systemic change both at organizational and community levels.

In the last year BADFS Board had members representing areas beyond Blacktown and even with a NSW and national focus. This reflects the recognition that BADFS initiatives have far-reaching relevance.

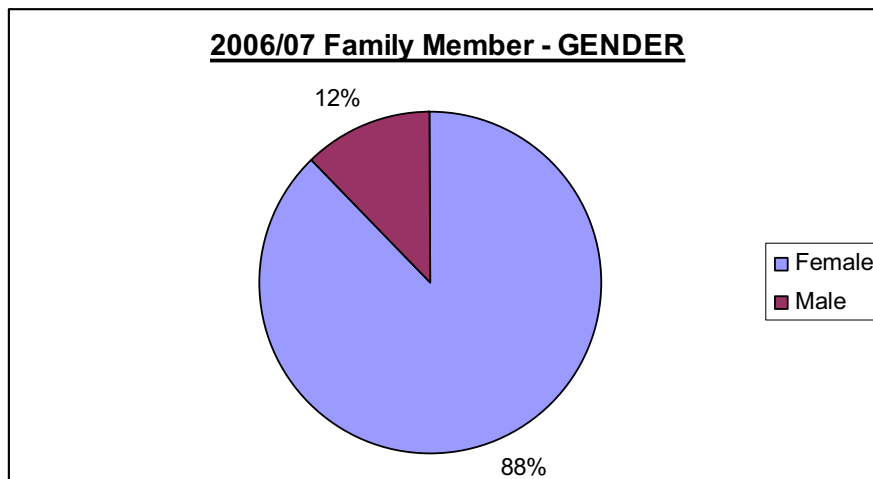
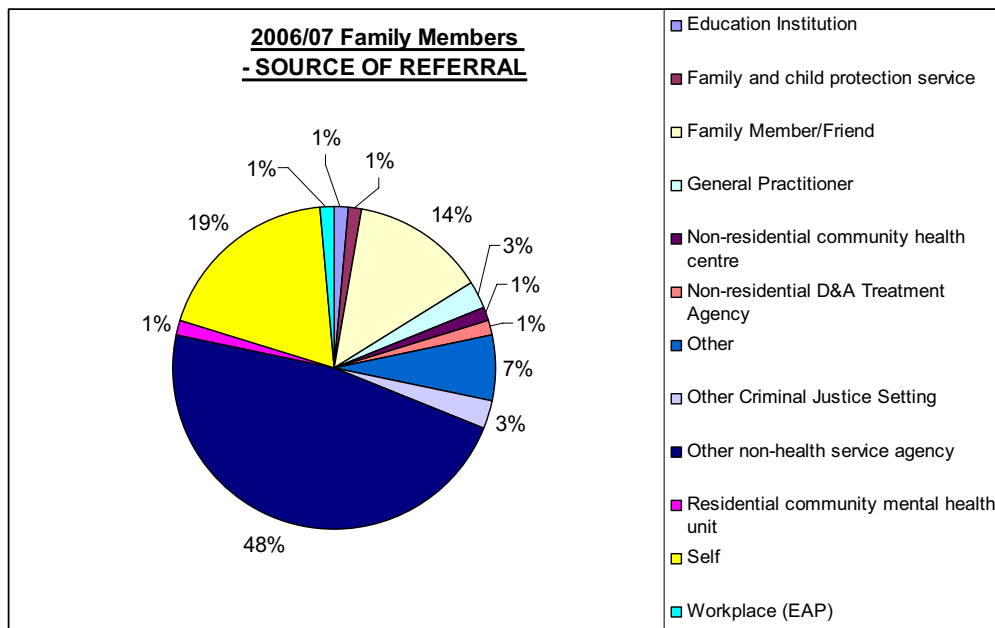
PROFILE OF BADFS' CLIENTS

Profile of Clients 2006-07

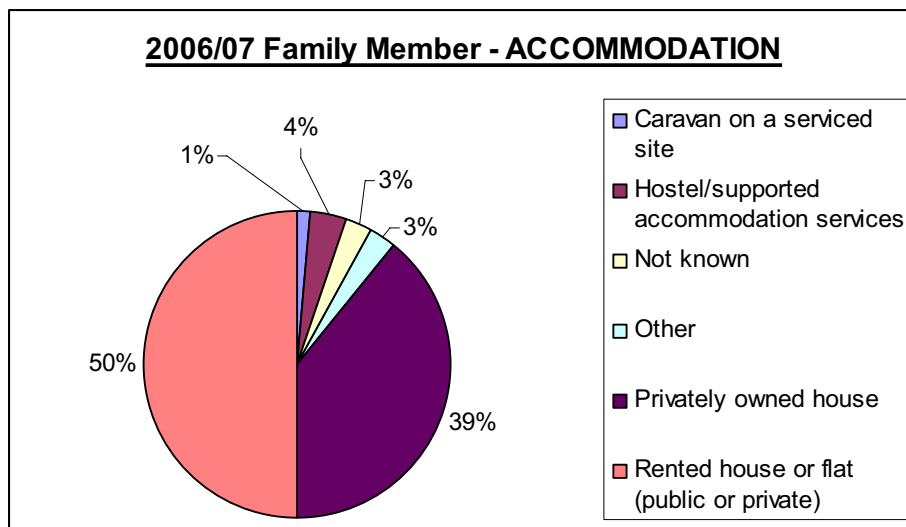
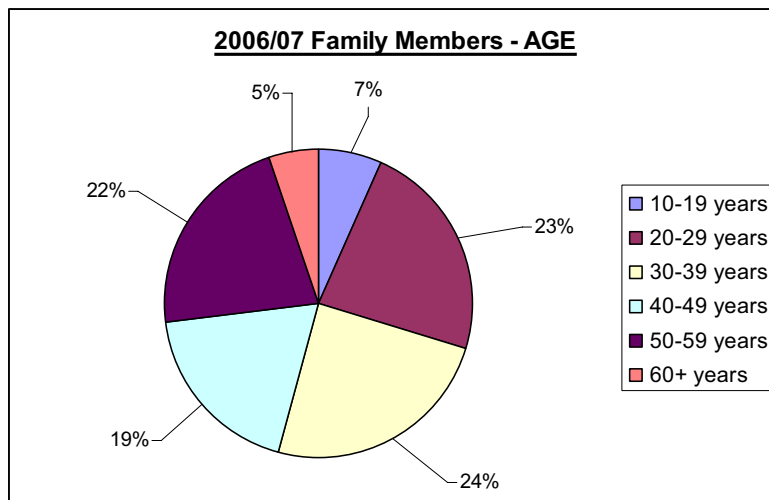
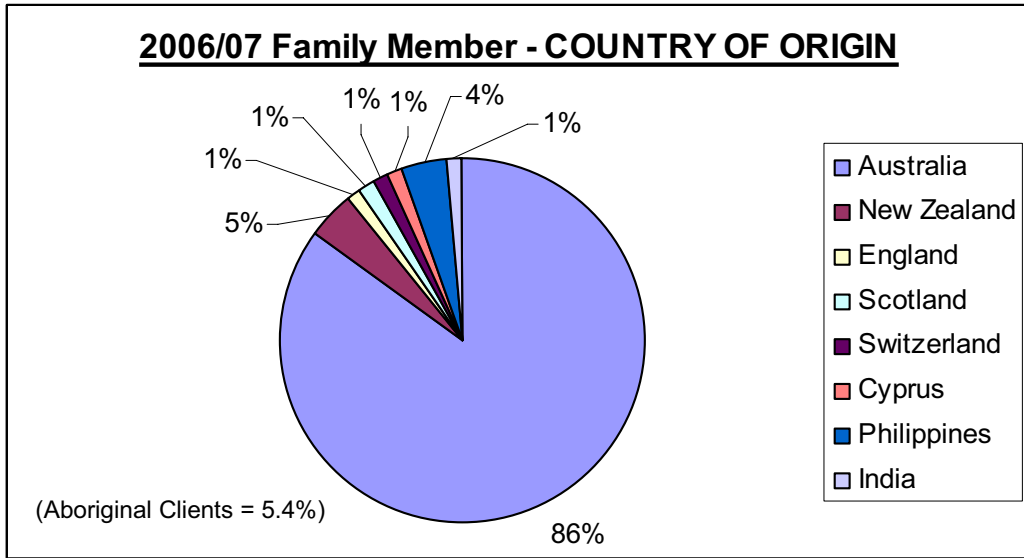
During the past year a total number of **1328** face to face counselling contacts were conducted. **207** cases were closed and of these **74** were **family members**, while **133** were **substance users**. The statistics below refer to the closed cases only.

Family Member Clients

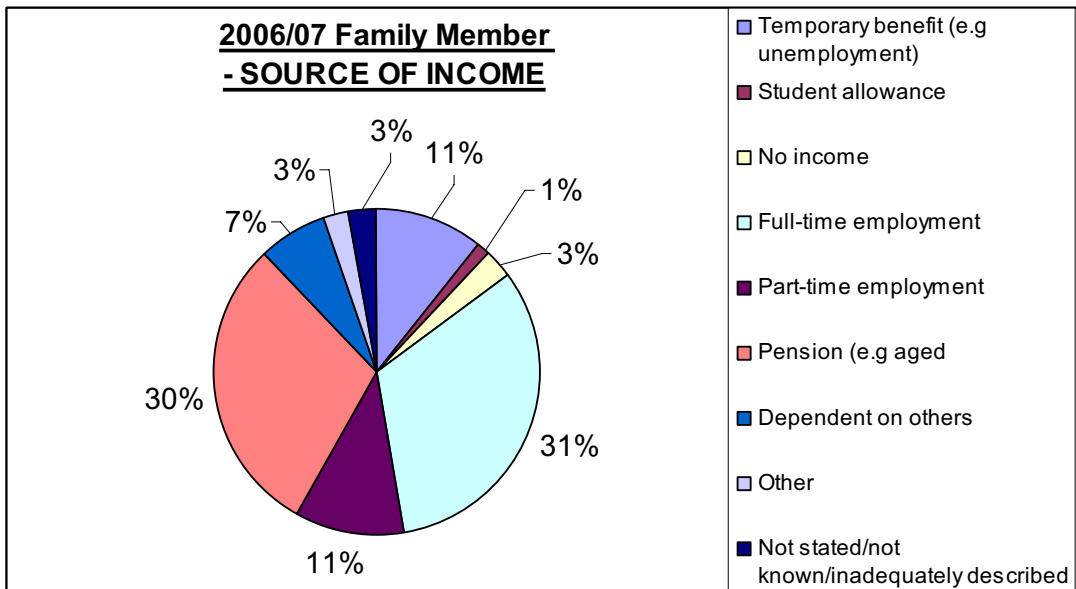
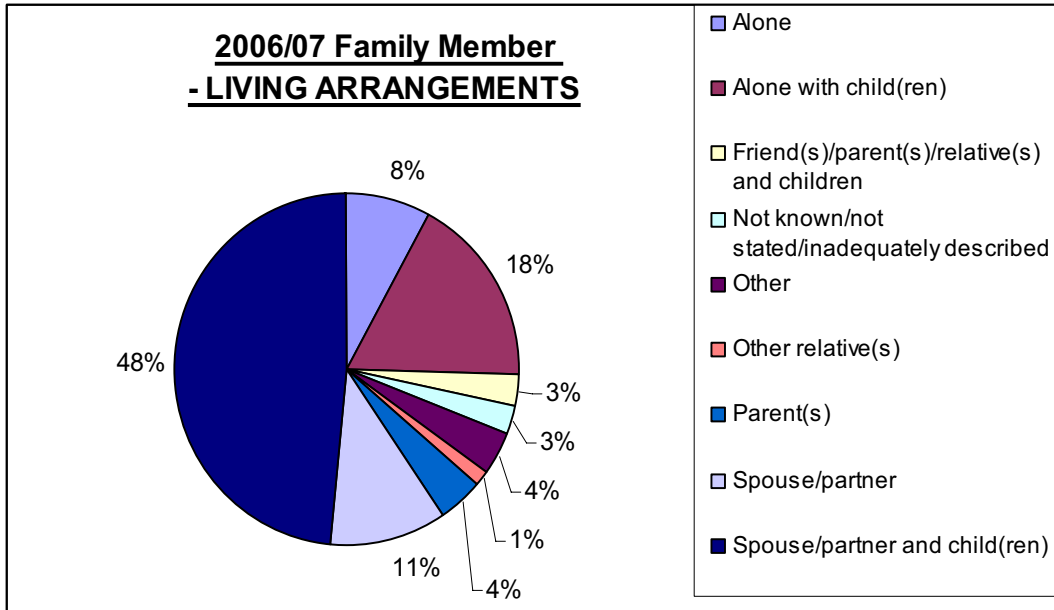
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Family Member Clients Profile Continued...

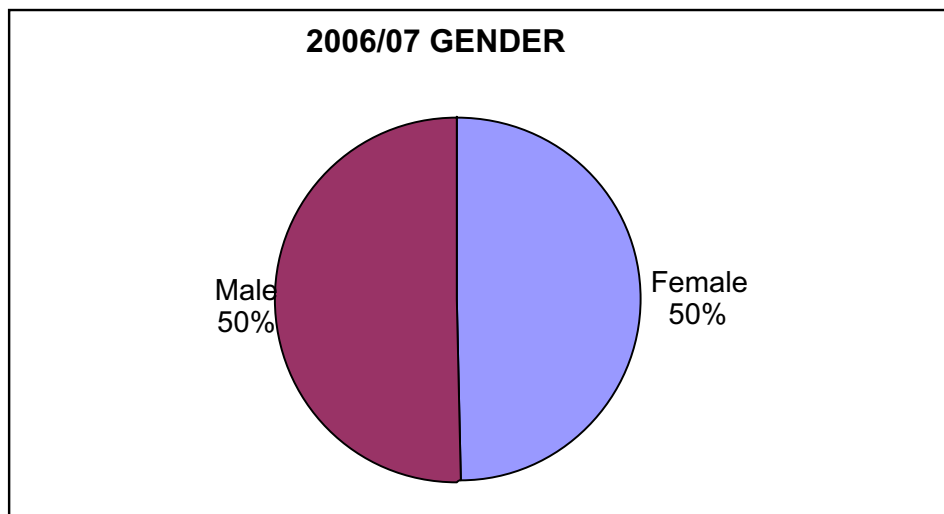
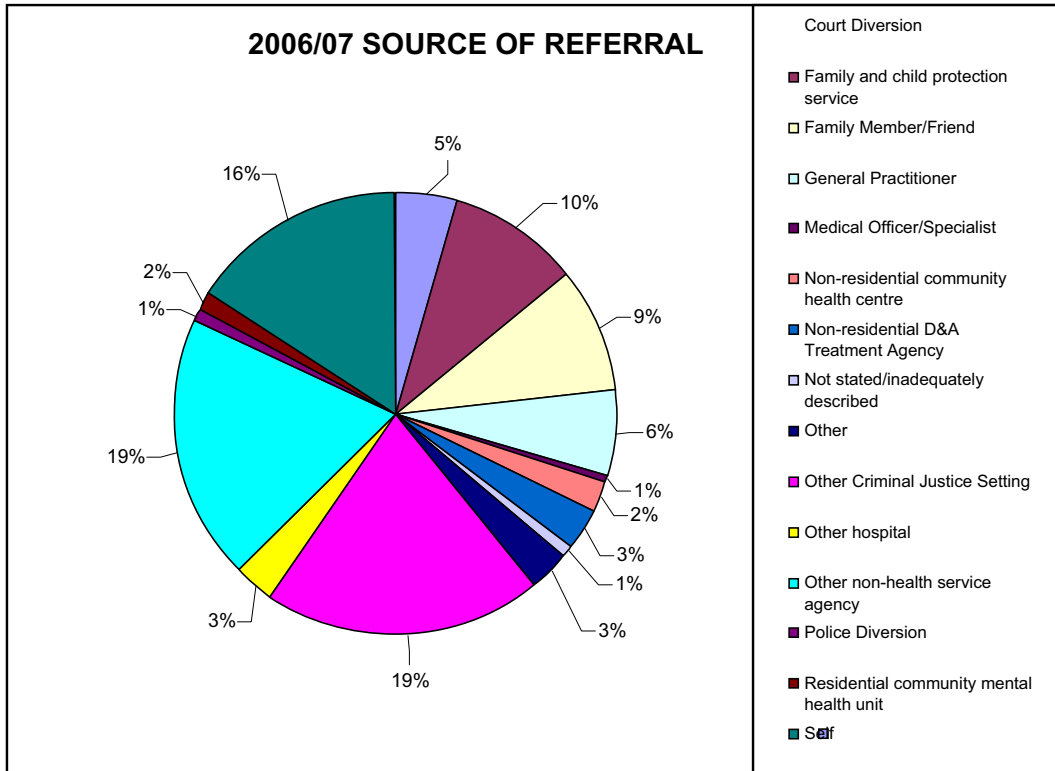


Family Member Clients Profile Continued...

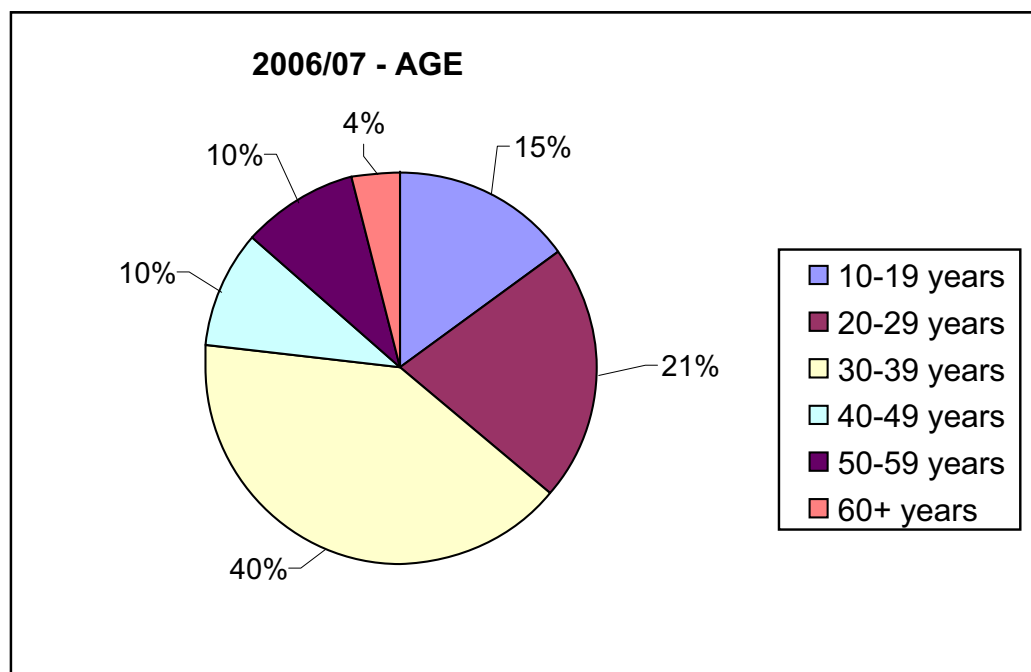
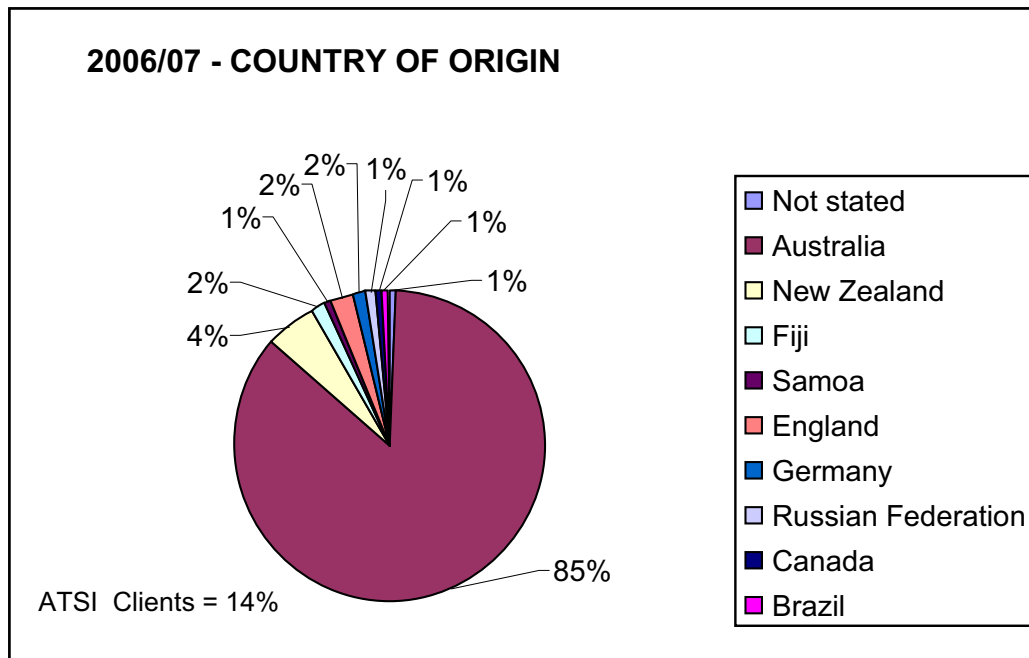


Clients presenting with Substance Use Issues

The profile is as follows: -

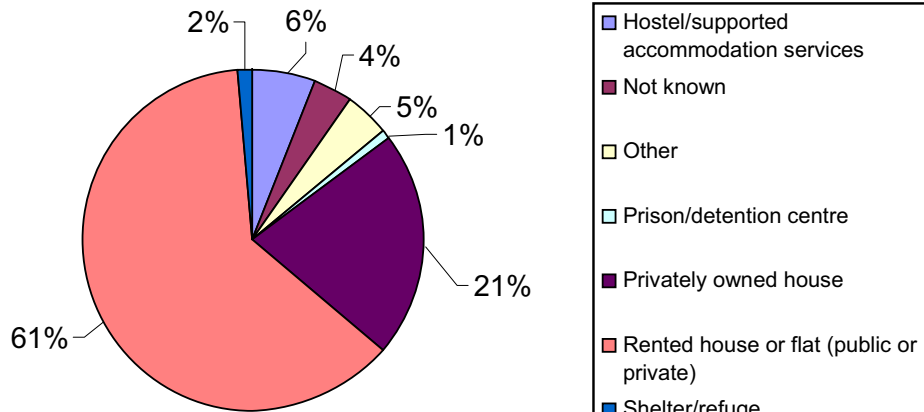


Clients presenting with Substance Use Issues Continued....

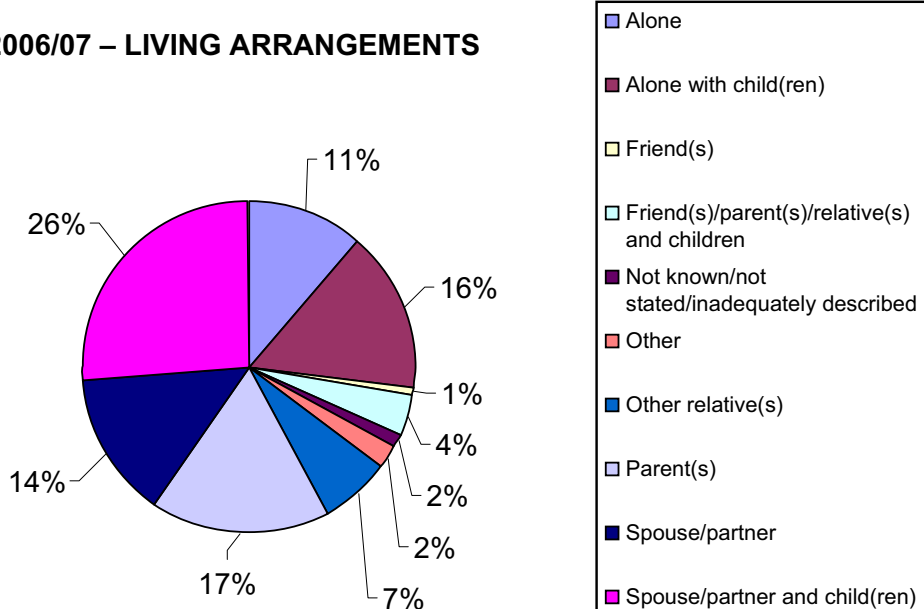


**Clients presenting with Substance Use Issues
Profile Continued....**

2006/07 ACCOMMODATION

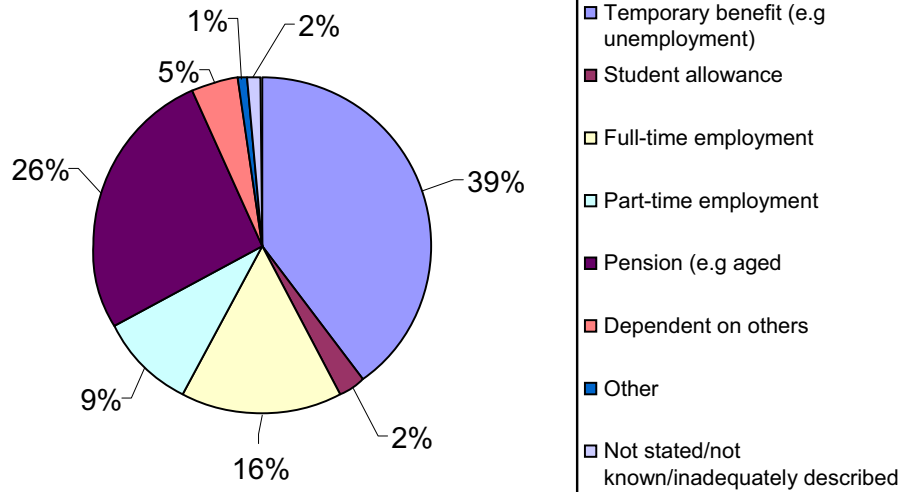


2006/07 – LIVING ARRANGEMENTS

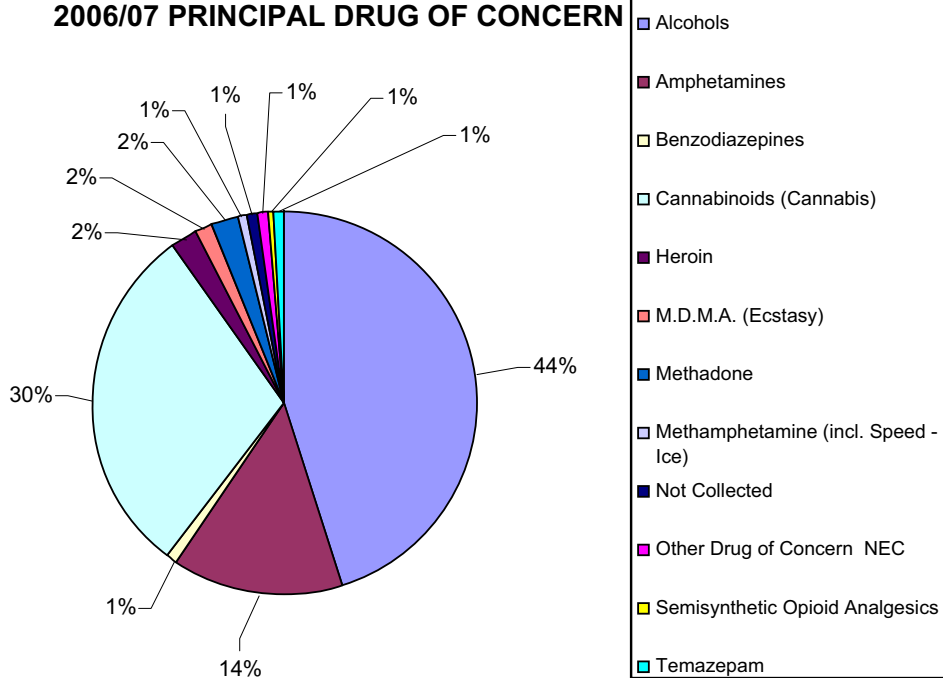


**Clients presenting with Substance Use Issues
Profile Continued....**

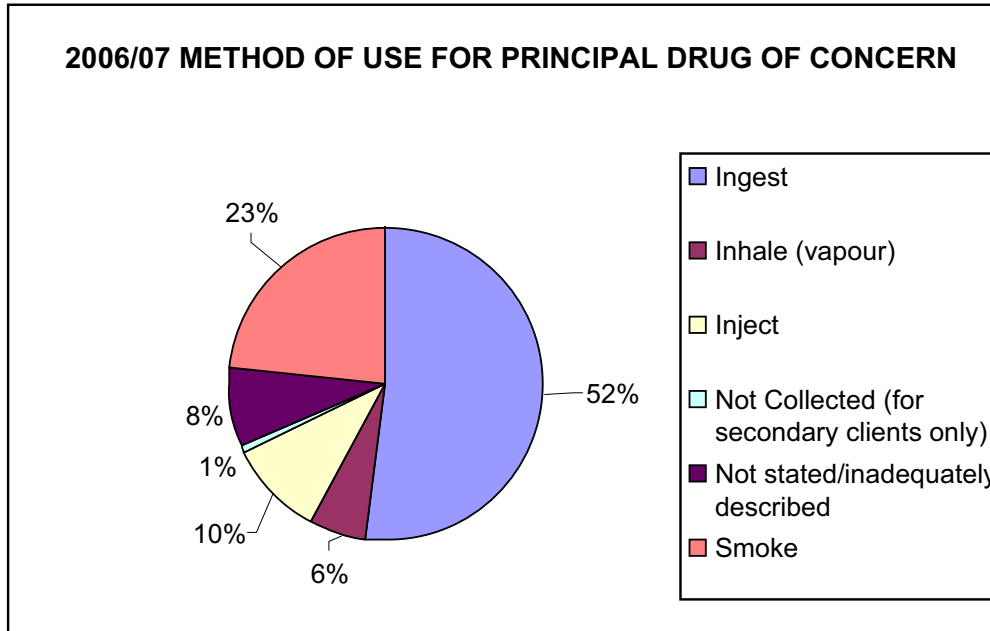
2006/07 SOURCE OF INCOME



2006/07 PRINCIPAL DRUG OF CONCERN



***Clients presenting with Substance Use Issues
Profile Continued....***



Appendices

- **Minutes of AGM 2005-2006**
- **Auditor's Report**

**Minutes of the 2005-06 ANNUAL GENERAL MEETING
Blacktown Alcohol and Other Drugs Family Services Inc.**

Held at HOLIDAY INN,
Cnr RAILWAY & SHERBROOK STREETS
ROOTY HILL.

On Thursday, October 26, 2006.

MEETING OPENED 9:40 am

Present

| | |
|--------------------|---|
| Beverley Wilkes | <i>BADFS Staff</i> |
| Danni Birchall | <i>BADFS Staff</i> |
| Gilda Marshall | <i>BADFS Staff</i> |
| Judith Pemell | <i>BADFS Staff</i> |
| Kelli Bradicich | <i>BADFS Staff</i> |
| Ralph Holwerda | <i>BADFS Staff</i> |
| Sylvia Belsey | <i>BADFS Staff</i> |
| Tirrania Suhood | <i>BADFS Staff</i> |
| Annette Bex | <i>Newpin Bidwill</i> |
| Andrew Greschke | <i>Doonside CHC</i> |
| Bronwyn Crosby | <i>St. Vincents Hospital, Alcohol and other Drug Service</i> |
| Carlene Allen | <i>Holy Family Parish Mt. Druitt</i> |
| Catherine Want | <i>Rosies Place</i> |
| Cheryl Matusz | <i>Swinson Cottage</i> |
| Chris Allport | <i>Blacktown Community Health Centre</i> |
| Elisa Carrigan | <i>Hillsong Emerge</i> |
| Greg Stewart | <i>Holy Family Centre Emerton</i> |
| Ian Nicols | <i>STARTTS</i> |
| John Viscochi | <i>Riverstone Neighbourhood Centre and Community Aid Services</i> |
| Justine O'Sullivan | <i>University of Western Sydney</i> |
| Lily Shearer | <i>Performance Space</i> |
| Lisa Dalton | <i>Shine for Kids</i> |
| Lesley Garton | <i>Sydney West Area Health Service</i> |
| Maree Turner | <i>Newpin Bidwill</i> |
| Marilyn Bourne | <i>BADFS</i> |
| Maz Thomson | <i>Community Sector Banking</i> |
| Rebecca Tomison | <i>NSW Department of Housing</i> |
| Richard Luhrs | <i>Hillsong Emerge</i> |
| Wendy Frost | <i>Junaya for Families</i> |
| Zana Bransnone | <i>Mission Australia</i> |

Apologies

| | |
|------------------|---|
| Carol | <i>Probation & Parole Parramatta</i> |
| Gaye Parmenter | <i>NSW Dept of Community Services Blacktown</i> |
| Louise Cowper | <i>Sydney West Area Health Service</i> |
| Paul Gibson | <i>State Member of Parliament for Blacktown</i> |
| Rob Lennon | <i>Western Sydney Regional Coordinator, Premiers Department</i> |
| Steve Sweeney | <i>Burnside</i> |
| Tanya DiCostanza | <i>NSW Dept of Community Services Blacktown</i> |

Welcome to country by Greg Stewart.

Bronwyn Crosby declared the AGM opened and acknowledged the achievements of BADFS during the last year.

Attendance: as above. Apologies were accepted.

Previous AGM Minutes

Bronwyn Crosby called for acceptance of the 2006 AGM Minutes. There was no business arising from these minutes.

Accepted: Leslie Garton Seconded: Chris Allport

President's Report

Bronwyn Crosby delivered the President's Report

Accepted: Wendy Frost Seconded: Ian Nicol

Treasurer's Report

The Audited Financial Report was tabled and read by Bronwyn Crosby. No business arising or questions re Financial Report and account accepted.

Accepted: Marilyn Bourne Seconded: Wendy Frost

Manager's Report

Tirrania Suhood delivered the Manager's Report.

Accepted: Chris Allport Seconded: Wendy Frost

Election of Officers

The chair was then turned over to the Returning Officer, Lily Shearer, from Performance Space, who declared all position vacant, and then read the regulations for committee eligibility. The Management Committee Members of BADFS are elected annually, and consist of a maximum of ten board members. The following six people were nominated and accepted to join the Management Committee.

| | | | | |
|---------------------|-----------|----------|----------|-----------|
| Christopher Allport | Nominated | W. Frost | Seconded | B Crosby |
| Wendy Frost | Nominated | B Crosby | Seconded | M Bourne |
| Ian Nicol | Nominated | B Crosby | Seconded | C Allport |
| Bronwyn Crosby | Nominated | W. Frost | Seconded | M Bourne |
| Maz Thomson | Nominated | B Crosby | Seconded | W. Frost |
| Catherine Want | Nominated | B Crosby | Seconded | W. Frost |

Executive Positions to be determined at the next Management Committee Meeting.

New Public Officer: Wendy Frost – nominated by Chris Allport and seconded by Ian Nicol.

MOTION CARRIED

Appointment of Auditor for 2006/2007:

Farmilo & Co was appointed as BADFS's auditor for the new financial year 2006/07.

Nominated: Ian Nicol Seconded: Bronwyn Crosby

AGM closed by

Meeting closed 10:05 am