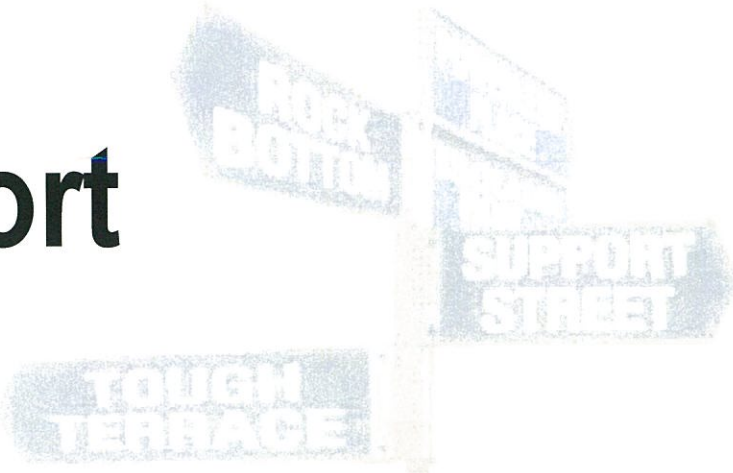


annual report

2013



who are we

Patron:

Her Excellency Professor Marie Bashir AC
Governor of NSW

The Board:

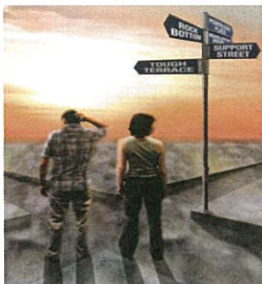
Chair: John Della Bosca
Deputy Chair: Robert Lorsch
Members: Beth Connelly
Evan Thomas
Imogen Yang
Les MacDonald

Accountant: Cantor Carnevale & Co

Auditor: Paul Jones & Co

Professional Panel:

Prof Peter Baume OA
Alison Bell
Annie Bleeker
Rev Bill Crews
Dr John Howard
Peter Slattery
Tirania Suhood
Ann Symonds



The Staff as at 30 June 2013

Tony Trimmingham - OAM

Chief Executive Officer and Founder

Kath Ashton – South Australia Manager

Sheryl Chandler – South Australia Family
Worker

Theo Chang – Stepping Stones Project Manager

Julie Clark – Bridging the Divide Project Officer -
NSW

Minnie Humphreys – Bridging the Divide Project
Officer – Victoria

Dom Shelley – Bridging the Divide Project
Officer - QLD

Sandra Lines

Volunteer Telephone Co-ordinator

Fay Morrill

Community Development Manager

Emma Schofield – Administration Assistant

Life Members

Kath Ashton

Professor Peter Baume OA

Jim Bright

Professor Michael Dawson (dec.)

Jennifer Fleming

Kath Grech

Patsy Hersee (dec.)

Elly Inta

Lorrie Jenkins

Bob Lorsch

Pam Lorsch

Dr Hilary Lunzer

Maureen Marriage

Linda Millard

Pam Morris

Graham Morrill

Ann Symonds

Evan Thomas

Wendy Wharton

About Us

- ❑ Interpersonal, family, social and political factors need to be considered when planning alcohol/drug use and abuse prevention and treatment strategies.
- ❑ We believe that real change occurs when individuals, families and the community participate in the process.
- ❑ Our philosophy is to strengthen and develop the harm reduction approach to alcohol and drug issues.
- ❑ We believe education, health promotion and treatment activities linked to a continuum of service provision will provide a coherent and inter-related range of services.
- ❑ Our goal is to ensure education and treatment promotes improved outcomes for users, their families and the community.



Australian Government

Department of Health and Ageing

Our Aims

- ❑ To provide support to families and friends of alcohol and other drug users in the most appropriate way to meet their needs.
- ❑ To assist families to deal with alcohol and drug issues in a way that strengthens relationships and achieves positive outcomes.
- ❑ To provide a safe, nurturing and confidential environment for clients to address alcohol and other drug issues.
- ❑ To maximise resources in the alcohol and drug field through regular networking, liaison and information sharing.
- ❑ To contribute to the development and skills of volunteers.
- ❑ To work in partnership with governments and other agencies to effectively achieve these objectives.



SA Health



**List of activities by Tony Trimmingham,
other FDS staff and volunteers during
the Year June 2012-July 2013**

Forums & Conferences

- ACON Presentation
- ACT – Speaker – Drug Action week launch
- ANCD Consultation on Drug and Alcohol Issues
- Anglicare Tasmania – Presentation Grandparents Group
- APSAD Conference –Melbourne
- CARITAS Conference – Hong Kong Key Presenter – Families Workshop
- CMHDARN Drug and Alcohol Rural Research Network Forum
- Central Coast ARAFMI – Dual Diagnosis Symposium
- DANA Nurses Meeting - Adelaide
- Drug Action Week Launch – ACT Keynote presenter
- Drug Modelling Symposium
- Hobart – Grandparents group - Presentation
- IGCD Forums – Bondi
- NADA Community (re)Integration Forum
- NDARC Symposium
- NSW Parliamentary Inquiry into Treatment – face to face evidence
- NSW Parliament – alcohol Summit follow up
- Pittwater Families Forum
- QNADA Conference – Brisbane
- Salvation Army Workshop – Footscray
- St George Drug & Alcohol service – 2 workshops for families
- Tasmanian Drug & Alcohol workers - Presentation
- Ultimo Health Expo

- VADA Naloxine Symposium - presenter
- Winter School in The Sun – Brisbane

Schools + Universities

- Macquarie University x 2
- Santa Sabina College – Strathfield
- UTS – Sydney
- Westfield Sports High Fairfield x 20 sessions
- Meadowbank TAFE

Other Activities

- ACT Health
- ADIS – South Australia
- Sydney Annual Remembrance Ceremonies – Ashfield Kings Cross
- Volunteers Christmas Party

Training

- Volunteer Residential Weekend – Mulgoa
- Introduction to Stepping Stones
 - Adelaide SA x 2 (1 Vietnamese group)
 - Byron Bay
 - Lismore
 - Port Macquarie
 - Sydney x 2

Volunteer Training

- Adelaide – South Australia x 2
- Melbourne - Victoria
- Sydney x 4
- Gold Coast

Committees

- ADCA – Finance Sub Committee
- ADCA Board
- ADCA Families Working Group (Chair)
- ADCA Illicit Drugs Working Group
- Australia 21 Committee
- Bridges Board
- Canterbury CDAT
- Harm Reduction Alliance
- Helpline Australia - President
- Kings Cross Memorial Tree Committee
- Member NGO Coalition on protecting children
- NADA – Families
- National Co-Morbidity Guidelines Committee
- Of Substance Editorial Committee
- Port Macquarie CDAT

Other Highlights

- ACHS Accreditation (achieved a further 5 years accreditation)
- Bereavement Lunch
- Dr Alex Wodak Farewell
- Evaluation of all FDS services by Argyle Research and Training
- Strategic Planning – ongoing
- FebFast partner
- SBS Partnership
- McCann Healthcare partnership

Directors' attendance at Board Meetings

John Della Bosca 4/8
Robert Lorsch 8/8
Ingrid Van Beek 1/3
Imogen Yang 4/8
Nazha Saad 1/3
Les Macdonald 4/8
Evan Thomas 3/8
Chas Child 3/5
Chris Koletti 2/8
Beth Connelly 1/1

Support Groups have been held in the following locations:

- ACT – Canberra
- Ashfield
- Byron Bay
- Charlestown
- Chatswood
- Coffs Harbour
- Kincumber
- North Narrabeen
- Parramatta
- Port Macquarie
- QLD – Carseldine
Nerang
- South Australia – Leabrook
Hallett Cove
Woodville Park
- Victoria – Geelong
Bendigo
Glen Waverley
- W.A. – Northbridge

Publications

FDS Insight is distributed bi-monthly to approximately 2000 families. A 'Guide to Coping' is distributed to interested family members. Publication 'Not My Family, Never My Child'

Websites

Website: www.fds.org.au
www.yds.org.au

Our Main Core Activity – The Telephone Support Line

Total calls:	29,338
Lost calls:	5,813

Website Hits – FDS

Unique Visits	Page Views
55,054	100,141

Website Hits –YDS

3,800	9,895
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Face Book Statistics

Friends	346
Average active monthly users	310
Average weekly visits	65

FDS wishes to thank the following for their funding support:

- Australian Government – Department of Health and Ageing
- Ashfield RSL Club
- Bendigo & Adelaide Bank
- Blue Mountains Council
- City of Greater Bendigo
- Club Coffs on West High
- Coffs Harbour Council
- Drug and Alcohol Services Council – South Australia
- FebFast

- Mid North Coast Community Care Options
- Mid North Coast Local Health District – AOD Services
- NSW Government Department of Health
- Panthers Port Macquarie
- Reckitt Benkiser
- Wests Leagues Ashfield

We salute our volunteers

Family Drug Support wishes to honour the amazing contribution of all our volunteers. We could not achieve what we do without them; they are at the coalface of our service. Thank you to our volunteers who:

- are board members
- have shifts on the support line
- are support group facilitators
- undertake data entry

This dedicated group of people provide enormous support, information, encouragement and empathy to thousands of families who are currently caught up in supporting someone affected by alcohol and other drugs.

We thank you for your time and devotion and recognise that we could not do it without you.



Chair – John Della Bosca



CEO – Tony Trimingham OAM

Bereavement Services

Family Drug support was initially started by people who had lost family members to drugs. Supporting people through bereavement has always been a priority at Family Drug support but it is also obvious that many of our support services are not capable or appropriate for bereaved families. Counselling with Tony Trimmingham is available and we have had annual Remembrance Ceremonies in various locations since 1997. In 2013-14, we have moved the date of the Ceremony from October to July to coincide with International Remembrance day for those lost to drugs. A tree will be planted in Lawrence Hargrave Park, Kings Cross to commemorate the lives lost. We held a lunch for bereaved families and we will be holding similar events in the future and we are working on the production of a resource for those going through the loss of a relative to drugs.

Stepping Stones 2012/13

Introduction

Stepping Stones to Success (SSS) is Family Drug Support's flagship support program for families and friends of problematic alcohol and drug users. The program is accredited through the Institute of Group leaders and the recipient of 2009 National Drug and Alcohol award. Stepping Stones is a psycho-educational and experiential course held either over 2 weekends or in a 9 week format. The course aims to improve resilience by increasing coping

skills and self-awareness. This is achieved by providing the skills needed and strengthening relationships (with the user and other family members) in order for family members to survive the journey intact. In terms of outcomes, family members will have increased confidence and competence in managing the complex nature of drug and alcohol issues.

The course was first delivered in 2001 and has gone from strength to strength in terms of delivery and coverage. Between 2001 and June 2013, SSS has been delivered 120 times servicing 1,177 participants. The location of SSS is a mixture of metropolitan and regional/rural settings throughout Australia.

Group Leaders and facilitators

The success of Stepping Stones depends largely on the skills and availability of leaders and facilitators. From its inception, we have had a total of 24 course leaders. Currently, we have 8 trained leaders and 6 facilitators. FDS would like to thank all leaders and facilitators for their valuable contribution to the success of the program.

Research, publication and ethics approval

The publication of data collected through Stepping Stones to Success is a priority for FDS. Publication will increase FDS' profile and credentials both nationally and globally. The statistics gathered have been validated as being relevant through SPSS. The obstacle to

publication was the lack of Ethics Approval by a major university/research organisation.

In October 2012, the National Drug and Alcohol Research Centre (NDARC), part of the University of NSW (UNSW) gave Ethics Approval to FDS to begin collecting data from the questionnaire for publication. A steering committee is in place to ensure the success of the project – FDS, NDARC UNSW, Argyle Research and Training, and family members. Data collection will take place from October 2012 to the beginning of 2014. It is envisaged that publication will take place in 2014.

Future

Stepping Stones to Success has run continuously from 2001 to present. This is a proud and remarkable achievement in the ever changing AOD sector. With the current crop of leaders, the work performed by other FDS services (e.g. Bridging the Divide, Telephone Support) by increasing referral pathways, FDS is confident of increasing deliveries in more metropolitan, regional and rural areas within Australia. The future looks sound for Stepping Stones to Success.

Note – FDS is accredited to ‘Silver’ level through the Institute of Group Leader’s rigorous accreditation process. The highest level is ‘Gold’ accreditation which is contingent on publication. The above will allow FDS to attain Gold level – the first organisation to do so in Australia.

Participation

In 2012/13, 17 Stepping Stones courses were conducted in 11 locations with a total of 179 participants.

Stepping Stones (2012/2013) locations and participant numbers

Location	Group numbers
Adelaide (1)	8
Adelaide (2)	9
Canberra (1)	11
Sydney (1)	8
Sydney (2)	14
Sydney (3)	15
Sydney (4)	10
Lismore (1)	8
Perth WA (1)	11
Perth WA (2)	12
Byron Bay (1)	12
Geelong VIC (1)	13
Geelong VIC (2)	7
Bendigo VIC (1)	15
Carseldine QLD(1)	10
Coffs Harbour (1)	9
Port Macquarie (1)	7
Total	179

Bridging the Divide and Stepping Stones

The BTD project officers continue to promote Stepping Stones to families and friends of alcohol and drug users in treatment services. Stepping Forward (see below) is a new initiative for FDS and BTD. The program provides yet another referral pathway into Stepping Stones to Success.

Stepping Forward Introduction

A BTD workshop was held in August 2011 where a gap was identified in the delivery of information and support to families with alcohol and drug users in treatment. It was identified that not all families can attend Stepping Stones 27 hour format and some people will simply not attend groups.

What was needed was a simpler way of delivering alcohol and drug support and information. As a result Stepping Forward emerged.

What is Stepping Forward?

Stepping Forward delivers useful information and support and will appeal to a wider audience. The emphasis is on straight forward language, reality based information and useful interaction. There are currently 4 x 2 hour sessions on offer.

1. Drug information
2. Stages and Balance for families
3. Communication
4. Treatment and recovery

** additional sessions are in development – Boundary Setting, Resolving Conflict and more.

Sessions can be presented alone or as part of a series. Each session is designed to provide participants with something of value without having to attend all sessions. It is hoped that some of the participants will go on to attend Stepping Stones as a result of their experience at the Stepping Forward sessions.

The rollouts of Stepping Forward are in 2 stages:

1. Introductory delivery to Treatment services and Alcohol & Drug agencies.
2. Delivery of Stepping Forward to the public.

Over 70 sessions of Stepping Forward have been run in the Sydney area as well as Northern NSW, Regional NSW, Brisbane metropolitan area, Adelaide and Regional Queensland.

Support Groups Review – 2012/13 Introduction

FDS runs support groups across the east coast of Australia. These groups are usually run on a weekly or fortnightly basis by trained facilitators.

The main sources of referrals to the support groups are through:

- The FDS telephone support line
- The FDS's Stepping Stones (SS) program
- FDS's Bridging the Divide Program / via treatment services.

Support Group Attendance Data

In 2012/13, 2350 people attended family support groups at 17 locations. The locations and total number of participants in each group is shown in the next table.

Support Group attendance by group

Location	Total 2012-2013
Sydney	
Ashfield	260
Chatswood	32
Parramatta	49
NSW Regional	
Byron Bay	40
Charlestown	70
Coffs Harbour	79
Kincumber	115
Narrabeen	39
Port Macquarie	40
Victoria	
Bendigo	170
Geelong	361
Glen Waverley	146
South Australia	
Hallet Cove	319
Leabrook	399
Woodville Park	129
Queensland	
Carseldine	16
Nerang	86

As well as operating our own support groups FDS directly refers via our telephone support line, FDS Insight and website, to groups run by other organisations in Coolangatta QLD, Northbridge WA, Canberra ACT. Attendance figures for these groups are not available at this time.

'Bridging the Divide'

Bridging the Divide Project (BTD) has now been running for 4 years. This is a brief overview of the work achieved nationally.

Bridging the Divide Telephone Support Line

Total calls: 3855

South Australia

During the year in review 2 FDS staff members in South Australia distributed FDS resources widely, visited various agencies as well as participated in regular meetings and appropriate joint marketing activities.

Vietnamese Community of Australia Project

Further discussions with the Vietnamese Community of Australia (SA Chapter) were held, resulting in BTD "Stepping Forward" presentations being given on "Introduction to FDS Services" and "Stages of Change/Balance Pole". The participants gave excellent feedback.

The adaptation of the "Stepping Stones" course was also considered and may be a possibility for the future (subject to the considerable amount of written and verbal translation that would be required).

Victoria

During 2013 the focus in Victoria has been on promoting FDS services to both government and non government treatment services in Geelong and Melbourne. The FDS presentation has been well received and agency workers have found the overview very educational. This has led to an increase in referrals from treatment service

workers to the telephone support line, Stepping Stones, Stepping Forward and the support groups in Bendigo and Geelong. It has also resulted in a new support group at Monashlink (Eastern Drug and Alcohol Service) in Glen Waverley, Melbourne which is very well attended and continues to grow in numbers.

Stepping Stones to Success courses have been held in Bendigo and Geelong and dates have been set for Melbourne. Tony and Sandra came to Melbourne to facilitate volunteer training. This was very exciting to have them sharing their knowledge with us in Melbourne and well attended.

FDS has continued to work closely with Barwon Health in Geelong. We have a representative on the Barwon Health Drug and Alcohol Safety and Quality Committee and on the Emergency service liaison committee (MHDAS, ambulance & police). This has resulted in a large input into the new carer reference book, training for Barwon Health clinician focusing on family inclusion for people presenting with alcohol and drug issues in the emergency and other departments, developing guidelines of more effective communication between clinicians and families and viewing the family as an effective support.

The exciting recent appointment of a project officer for Tasmania, South Australia and Victoria will result in an increase in contact with treatment services and an increase in Stepping

Forward, Stepping Stones and new support groups in Melbourne in 2014.

Tasmania

Connections are still in place with agencies in Tasmania, and during 2013-2014 activities in Tasmania will be expanded.

New South Wales

Sydney Metro

Bridging The Divide Presentations to 50 services which are familiar with FDS proved useful as staff commented they had not been updated on FDS services especially the new Stepping Forwards Program. This demonstrated the need for services (both old and new), to be contacted regularly because they all committed to working collaboratively with FDS and other agencies in establishing Stepping Forwards programmes in their area next year.

In all cases, organisations which were contacted through Interagency or Team meetings and received information on FDS services, felt what FDS had to offer, filled a critical need in their programs as they themselves did not have the resources to 'bridge the divide' between families and drug treatment services. Furthermore, these meetings demonstrated the effectiveness of the 'Bridging The Divide' Project as it generated forward planning and established 6 Stepping Forward Programs and 1 Stepping Stones for the early part of next year. Organisations were keen to work collaboratively with FDS demonstrating a commitment to

supporting families, which they acknowledged was a key element in successful treatment outcomes.

Every organisation contacted indicated they were very satisfied with and continued to access the Telephone Support Line and other services which FDS had to offer such as; Support Groups, One on One Counselling, FDS Website, Membership benefits and Resources i.e. The Guide to Coping and Insight Magazine.

Western Australia

Tony Trimmingham provided training with Palmerston staff and new Stepping Stones Courses will be offered regularly and in the next financial year we will expand activities in WA.

NSW Central Coast

BTD project has continued to maintain and build further rapport by working collaboratively on an ongoing basis with government and non government services located on the central Coast and Hunter regions.

All centres have been introduced to a Stepping Forward program and at least 50% of these services will put in a plan to have a Stepping Forward and/or Stepping Stones series of education within their facility. Other smaller community health organisations both non-government and NSW Health origin were replenished with FDS information leaflets, Bridging the Divide leaflets and posters where there was no opportunity

for formal presentation or overview of our programs.

Sydney's large and diverse characteristic Area Health Networks continue to offer the logistical challenge for any project officer covering the area, with opportunities for growth still remaining in Sydney's North, Southern and into Illawarra regions. Expansion will continue to flow into these areas for 2012-2013 through continued Bridging the Divide initiatives and attendance to forums where there is a greater opportunity to network amongst mental health and substance abuse allied health workers.

Mid to North Coast of NSW

FDS' presence in the Mid to North Coast of NSW is into its 9th year. Relationships with AOD services and other agencies have grown significantly. Referral pathways have matured resulting in FDS services in the region benefitting from increased patronage. These include the general FDS Telephone Support line, Support Groups, Stepping Stones and Stepping Forward.

In Coffs Harbour and Port Macquarie, the Local Health Districts have taken a proactive role in the referral process. The AOD services in Coffs Harbour along with Mission Australia and Community Care Options have escalated the referral process beyond giving out FDS literature and contact details. In recognition of the challenges facing families when seeking support, the above services will ask family

members for their permission for the local FDS representative to call. This has resulted in an increase in Support Group attendance and referrals into other FDS programs such as Stepping Stones and Stepping Forward.

Byron Bay, Lismore and surrounding regions remains active for FDS. Residential rehabs such as the Buttery, Namatjira Haven, MERIT and AOD services are active in referring family members. In January 2012, the Stepping Stones to Success in Byron Bay was attended by the family worker from the Buttery and in-take personnel. Both completed the course with a profound understanding of FDS' services, ethos and principles.

The majority of contact with services and agencies are around refreshing skills and referral pathways. The AOD industry has relatively high levels of staff turnover. Most services welcome FDS to come and present on a regular basis.

FDS continues to run a full day workshop on 'How to better engage with families of AOD dependents'. The Mid North Coast Local Health District (AOD services at the base hospital) took the lead in hosting/auspicing this event in Coffs Harbour. The workshop was held at Southern Cross University and attended by 38 health professional from government and NGO organisations. This has led to additional referrals into the local Support Group and Stepping Stones.

QUEENSLAND

Since the end of the last financial year, the Queensland project officer has been able to expand and further develop FDS from Byron Bay, north to Cairns, and west to places such as Mt Isa, Warwick and Emerald. Services have also been increased into Darwin.

In this time, more services have established partnership agreements with FDS. This has seen an increase in BTD workshops for service staff, the presentation of Stepping Forward sessions in continuous cycles and more families accessing FDS services. There has also been a Stepping Stones program delivered in Carseldine in Brisbane's north and more are planned for the Gold Coast and Ipswich areas. Services are frequently referring family members to the 24 hour Telephone Support Line, and this in turn helps to feed those families into Stepping Forward and Stepping Stones. Numerous Stepping Forwards sessions have been presented throughout Queensland to date and the project worker continues to do workshops on Family Inclusive Practice for service staff, and gain new partnerships and MOU's.

The Gold Coast and Carseldine Support Groups are running well, with good attendances at each meeting. Work is continuing to develop new Support Groups for the Redland Bay, Sunshine Coast and Ipswich areas.

The project officer is looking at further expanding into the Northern Territory continuing with Darwin, and hopes to be able to provide services to Indigenous Communities throughout Queensland and the Northern Territory.

During this time the project worker has had contact with large numbers of family members impacted by another person's alcohol and/or drug use. In my opinion, there is a common theme for these families; "I wish we had come across FDS sooner!", and "things are less stressful and exhausting with the help of FDS."

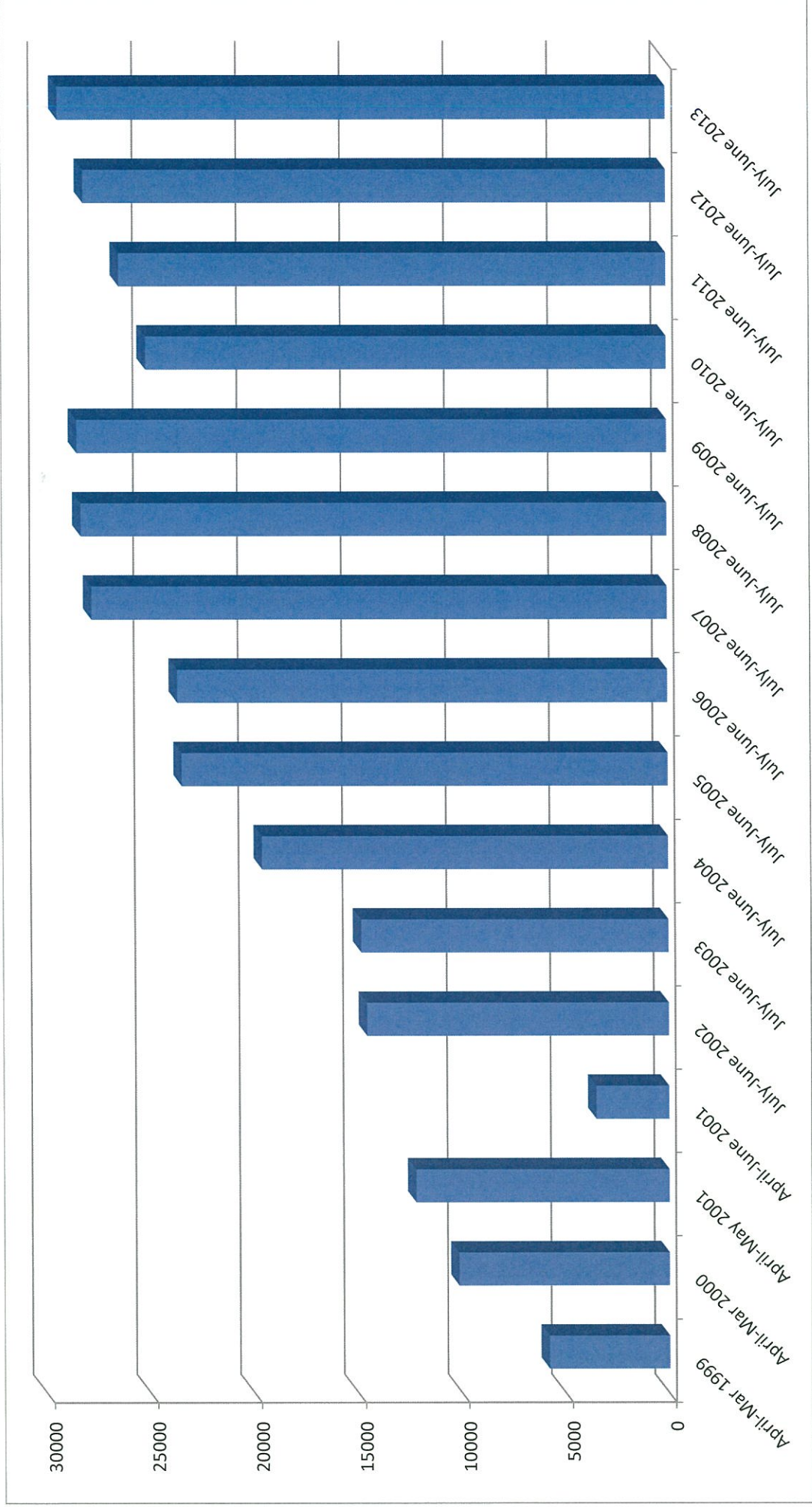
There have been increases in referral to FDS services from the agencies the project officer has worked with.

Program numbers and support group numbers are steadily increasing and some services are definitely increasing their Family Inclusivity ratings after our partnerships.



TELEPHONE LINE STATISTICS

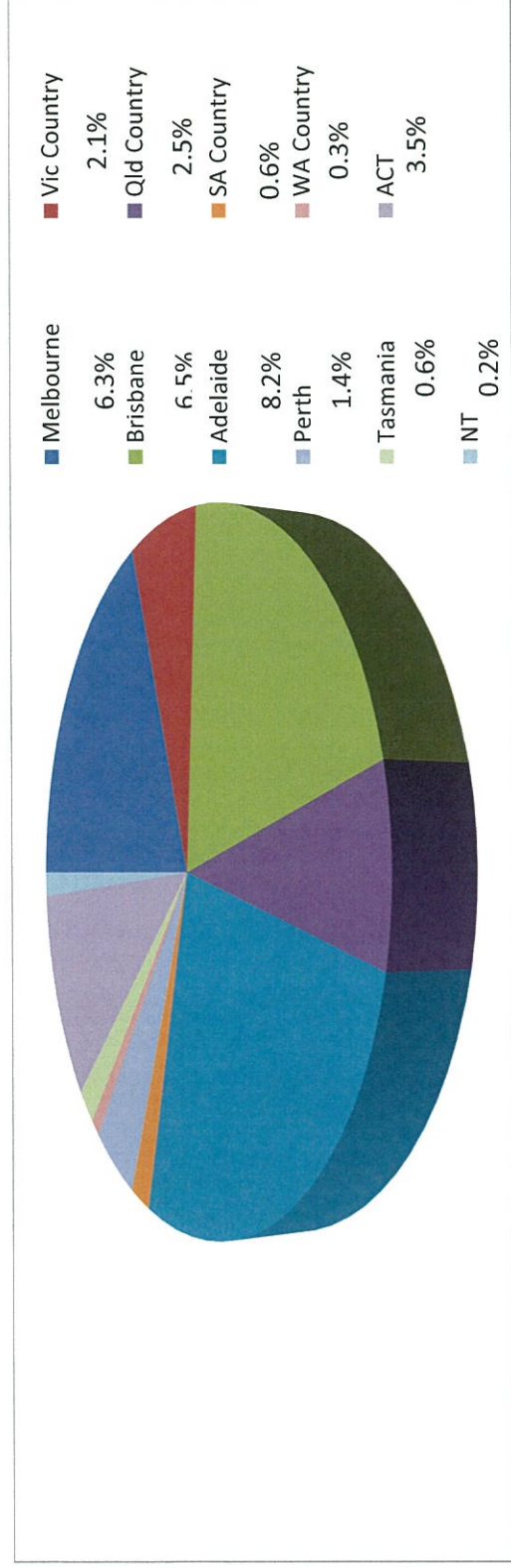
TOTAL CALLS TO LINE 1999 - 2013



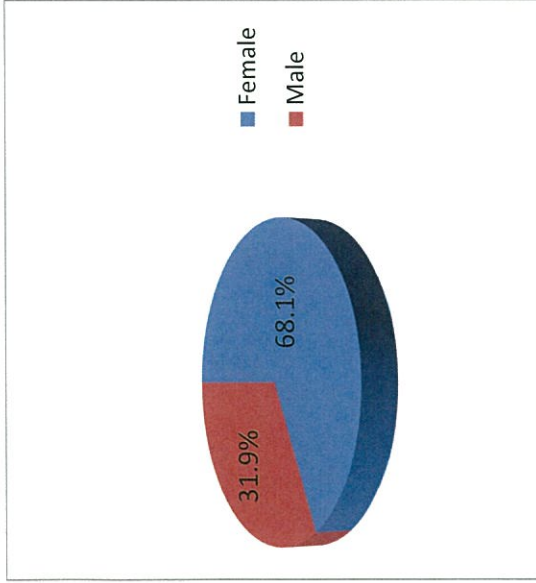
Calls from NSW%



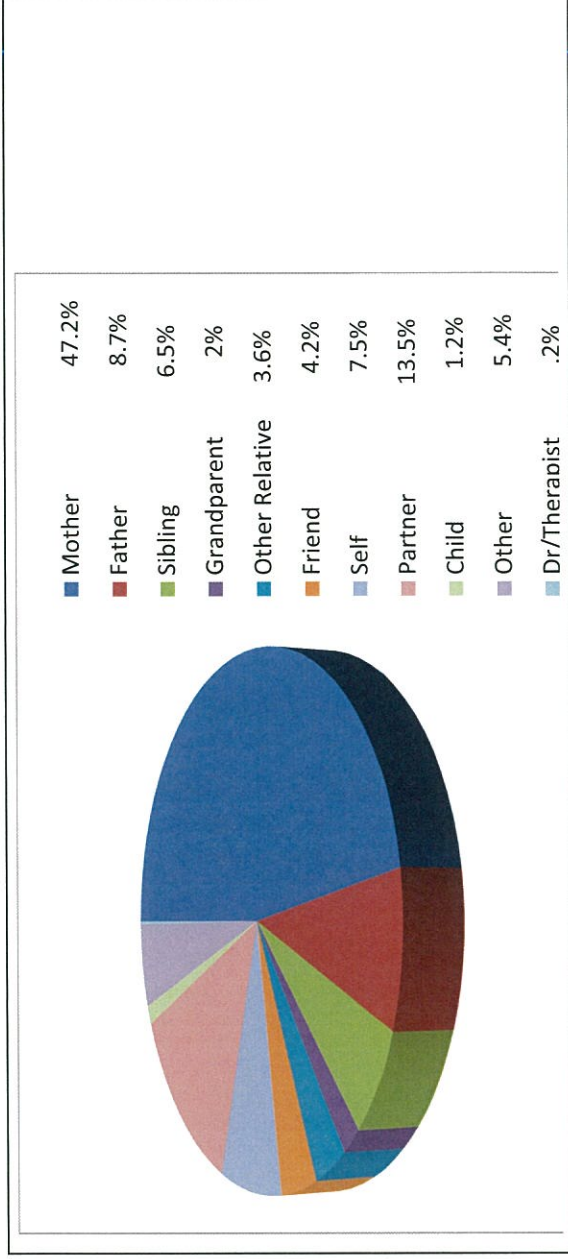
Interstate Calls%



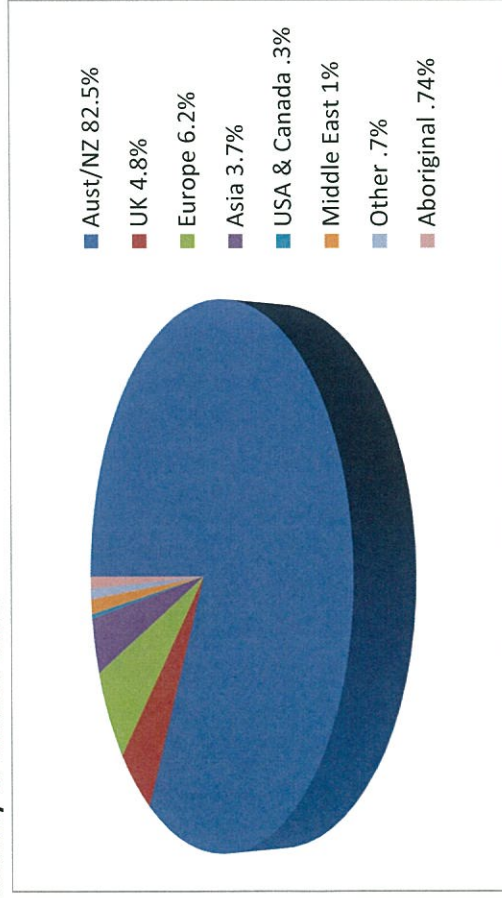
Gender of caller to the line



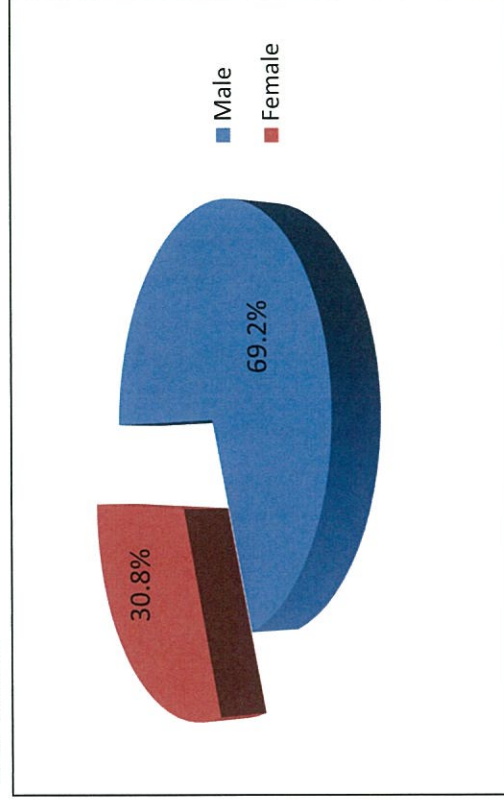
Relationship to User



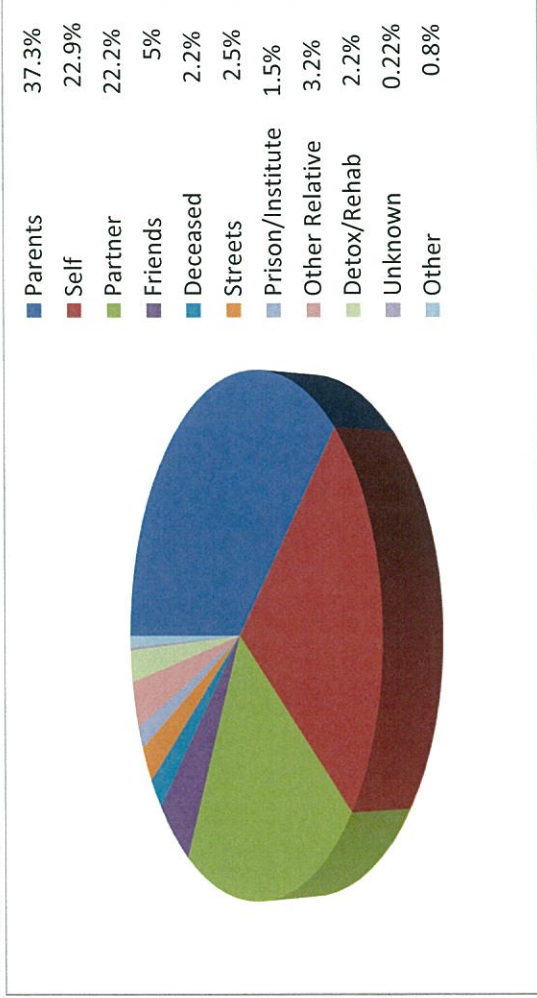
Country of Birth of Caller



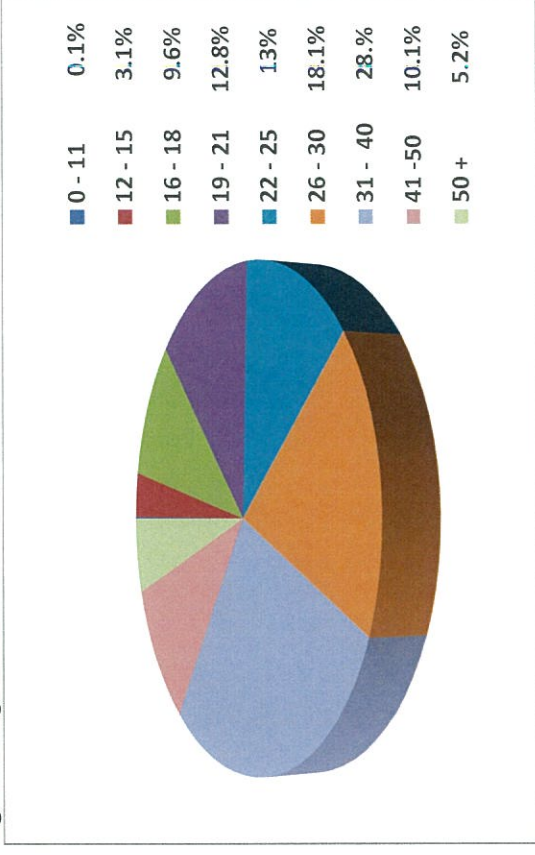
User Gender



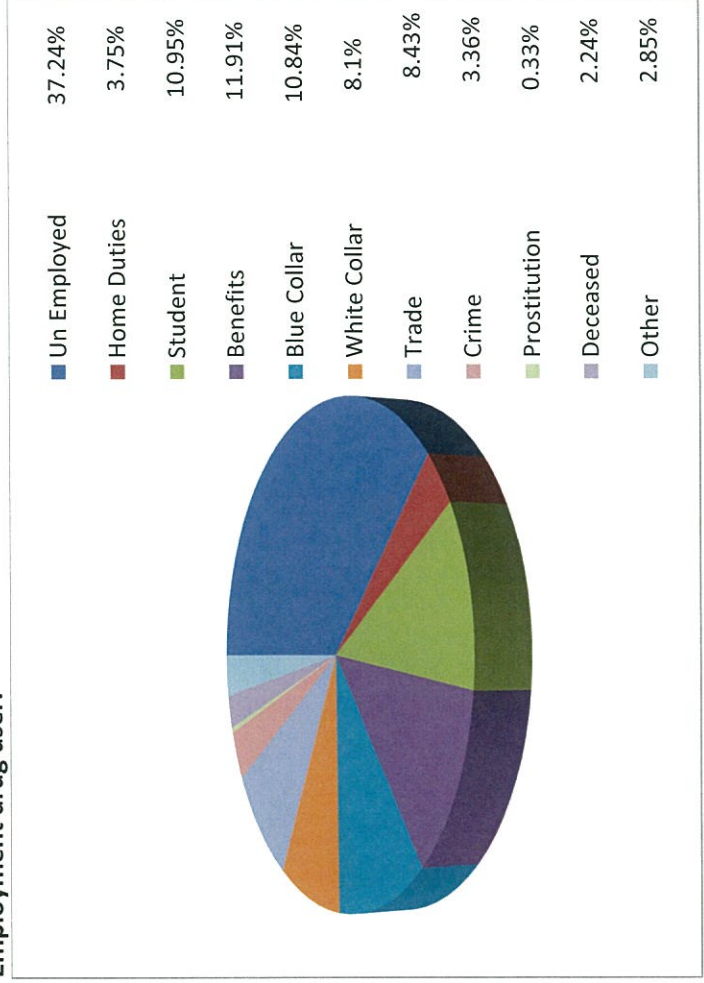
User lives with:



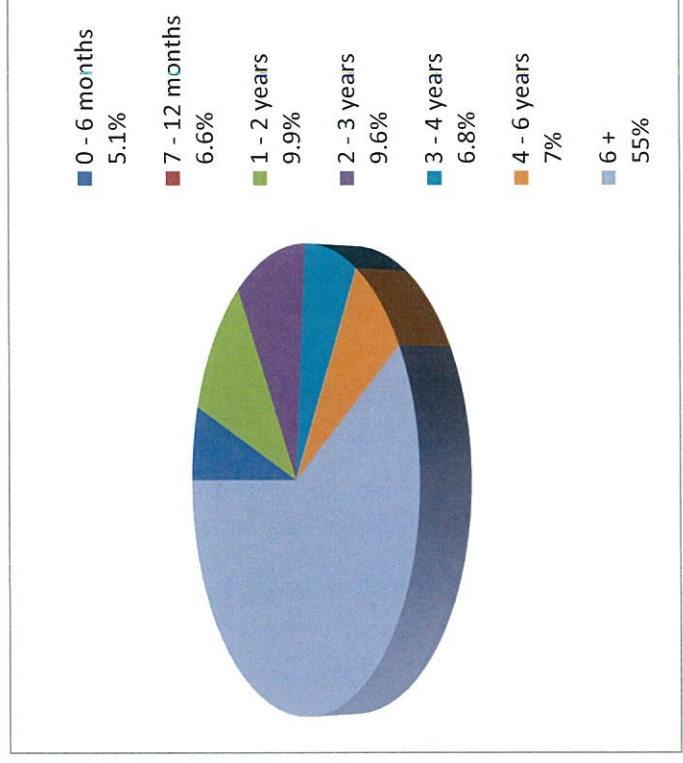
Age of drug user:



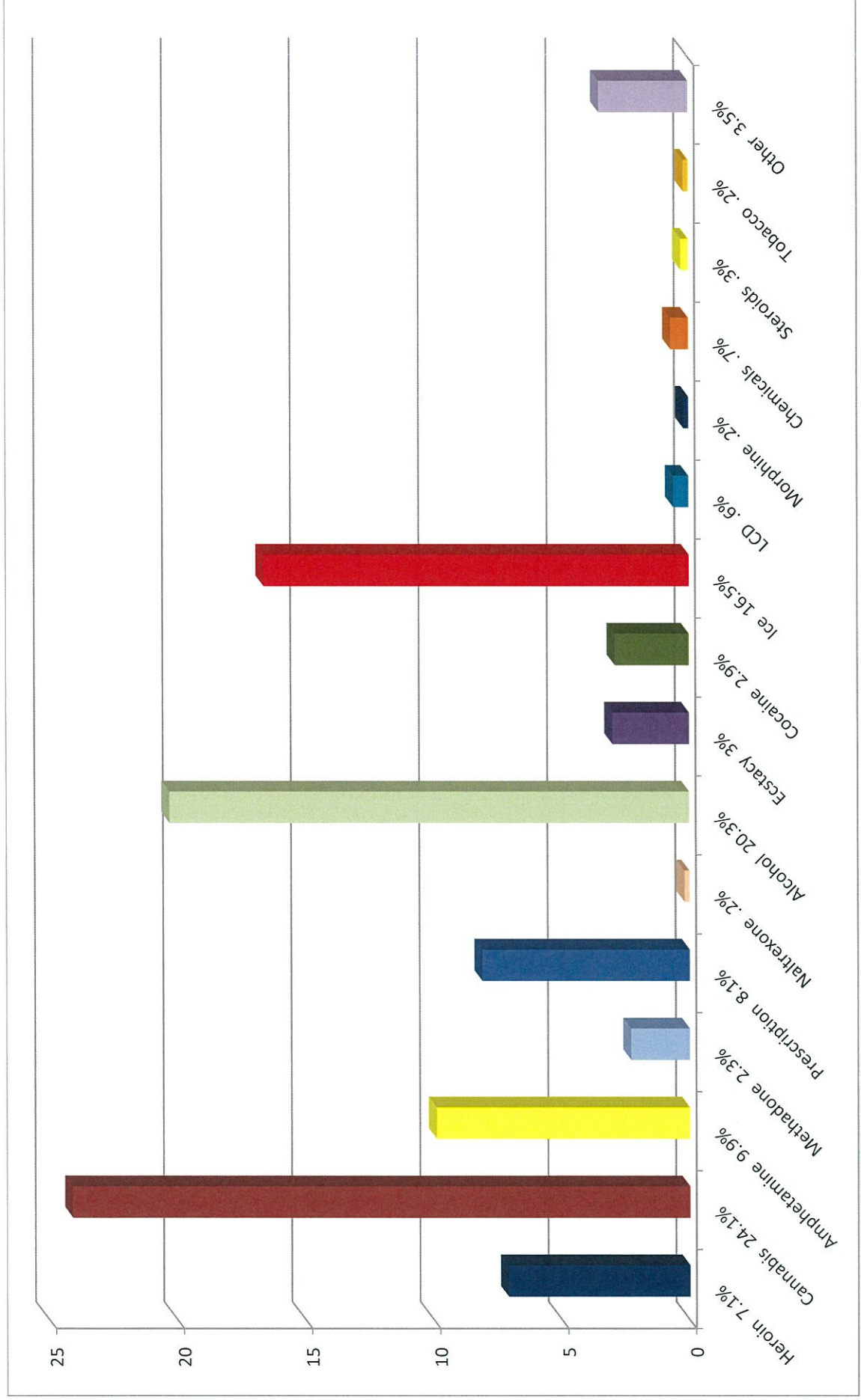
Employment drug user:



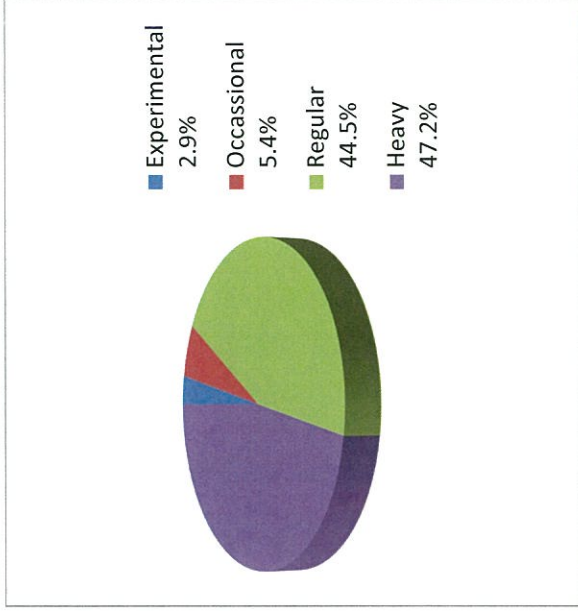
Length of drug use:



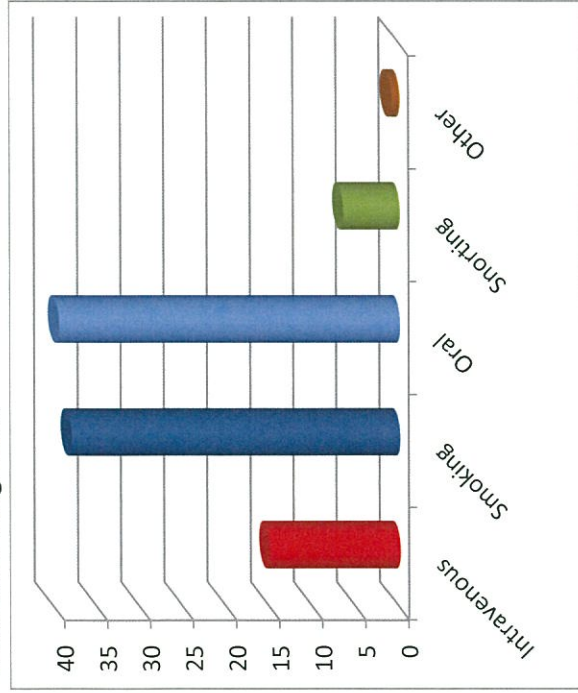
Drugs Used %



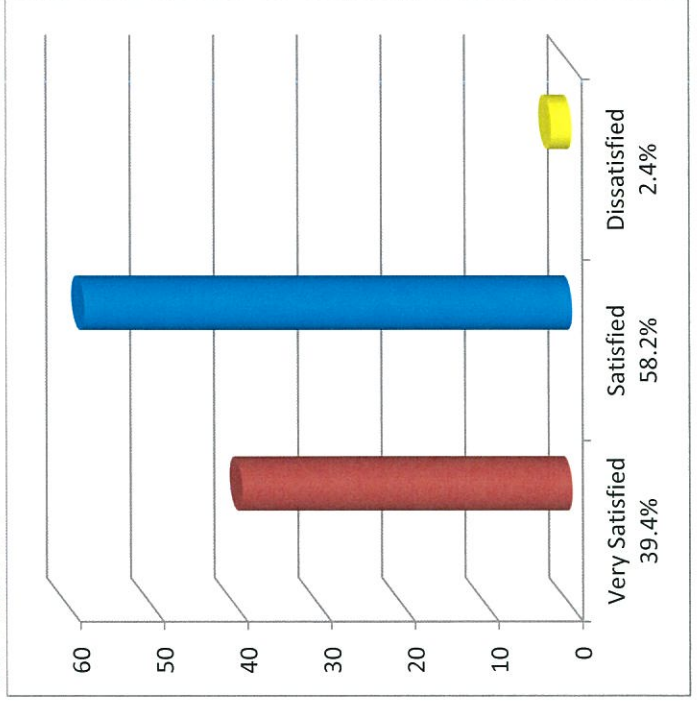
Extent of Drug Use



Method of Drug Use%



Call Satisfaction



Outcome of Calls

