



**Drummond
Street
Services**



**REMARKABLE
RESILIENCE**





Drummond Street Services Carlton and Collingwood respectfully acknowledges the Kulin Nation as Traditional Owners of the land we currently deliver programs and services on. Naarm, the land of the Kulin Nation, now known as Melbourne has always been an important meeting place for events of social, educational, sporting and is of cultural significance for First Nations people. In the City of Melbourne, we deliver services and programs on the lands of the Wurundjeri, Boonerwung, Taungurong, Djajawurrung and the Wathaurung groups, whose connection to the land and its waterways extends back tens of thousands of years to the beginning of time & when their creator spirit Bunjil formed the land and all living things. In the City of Wyndham we acknowledge the Wathaurong, Woiwurrung and Boonwurrung people, in the city of Geelong we acknowledge the Wadawurrung people and in the city of Whittlesea we acknowledge the Wurundjeri Willum Clan as the traditional owners of these lands.

We acknowledge Aboriginal and Torres Strait Islanders as the first people of Australia. They have never ceded sovereignty, remain strong in their connection to land, culture and in resisting colonisation. We also pay respect to the wisdom and diversity of past and present Elders and share commitment to nurturing future generations of Elders in Aboriginal and Torres Strait Islander communities.

From the President

Introduction

This has been an extraordinarily challenging year during which Drummond Street Services (DS) faced three major events. Any one of these would under normal circumstances be seen as a challenge, but to have them all occur within the same 12-month period, and to have been able to respond so well, is an awesome achievement and one that the organisation should rightly be proud of.

Accreditation

At our first Board meeting, back in January, we were briefed on the accreditation process, and the Board's role in reviewing policy documents and appearing before the Accreditation Team in early February.

We were very aware that a large focus of the Senior Leadership Group towards the end of last year was the preparation and review of organisational documents and processes.

One of the most impressive documents to come out of this process was the Social Justice Framework, which is a model for any organisation that demonstrates how to frame a social justice perspective in such a way that it links the systemic to the individual; guides policy and practice; and shows how you can operationalise concepts like intersectionality, proportionate universalism, co-production, and more.

Let me remind you of what this means – that as an organisation, we will achieve our social justice goals by:

- » Recognising First Nations peoples as the traditional custodians of the land and responding to the harms of colonisation;
- » Making a commitment to affirmative employment opportunities;

- » Using and valuing diverse ways of knowing, in order to achieve our goals;
- » Delivering assertive, inclusive and culturally competent practice;
- » Having frameworks, policies and procedures grounded in accountability and restorative justice models;
- » Leveraging our organisational power, authority and influence in social change and advocacy efforts.

The Accreditation Panel saw this, and saw the quality of the governance, policies and practices of the organisation.

We met all 342 indicators for the three different accreditations – HSS, NMHS and QIC Governance. Not only that, the Panel also made two special commendations on:

- » Our Evaluation and Review capacity – at all stages of the project from the ideation to establishment and delivery, and
- » The strongly evident theme and translation of Diversity [how we define it at every level within the organisation] – for the people we support and work alongside and our workforce.

This was a tremendous achievement of which the Senior Leadership Group and staff should be very proud.

Operating in a pandemic

On the day the Board met with the Accreditation Panel, the World Health Organisation formally named a novel coronavirus that was appearing around the world: COVID-19. Three weeks later we had the first death from COVID-19 in Australia, and by the 16th of March, a State of Emergency had been declared in Victoria.

Again, DS moved swiftly to pivot to a remote working environment, with its attendant massive changes to service

delivery and the way staff worked. Looking at how this was achieved, the Board was again struck by the hard work and sheer competence that was demonstrated by the Senior Leadership Group and staff.

The Business Continuity Plan was an excellent framework to be working towards and showed both firm direction and agility, in handling this unprecedented (in our lifetimes) event.

We will feel the impact of this for a long time to come, and the Senior Leadership Group and staff can be assured that the Board will back them all the way, as we learn how to come out of living in a State of Disaster, let alone a State of Emergency, to a state of awareness and readiness.

National Redress Scheme – Citizens Welfare Society & Drummond Street Services

As many people now know, drummond street services received advice from the Commonwealth Department of Social Services on 6th June 2020, that an application for redress had been received relating to foster care provision during the time period 1958-1960 by an employee/s of Citizen's Welfare Services [CWS] – an earlier incarnation of DS.

At our August Board meeting we acknowledged the extreme shock that this was for the organisation's members, particularly as an organisation being funded to provide support for people impacted by institutional abuse.

We immediately agreed that the Board would:

- » accept liability for actions undertaken by CWS;
- » sign-up as a participating institution in the redress scheme;
- » undertake and complete a revised Conflict of Interest plan;
- » nominate an organisation representative/s for the scheme and provide any Direct Personal Response [apology] on behalf of the organisation.

We had a further special Board meeting in September to discuss the media release, remedial action being undertaken with clients and staff, and training for the Board, and were pleased to learn that feedback from agencies we work with, our funders, and advocacy groups such as CLAN were supportive of us and the action we were taking.

Again, I and the Board wish to acknowledge the way the Senior Leadership Group and staff's actions in modelling how to deal with the issue in as transparent a way as possible.

New Board members

Finally, I want to recognise the great additions to the Board made in 2020:

Margherita Coppolino, who among many other accomplishments, including being a photographer, is Chair of the Disability Sub-committee at the International Lesbian, Gay, Bisexual, Transgender & Intersex Association, Oceana. Margherita has a distinguished career as an industry accredited trainer, mediator, auditor and company director.

Charles Williams is an indigenous leader in the field of indigenous procurement management and employment with skills in graduate recruitment, training delivery, labour relations, management, and community engagement.

We look forward to 2021 and the opportunity to work on the organisation's Strategic Plan, somewhat belatedly, and being able to incorporate many of the learnings from these three key challenges.



Professor Alun C. Jackson Msc PhD FESC
President, Drummond Street Services

From the CEO

We are all in the same storm but we're in different boats.

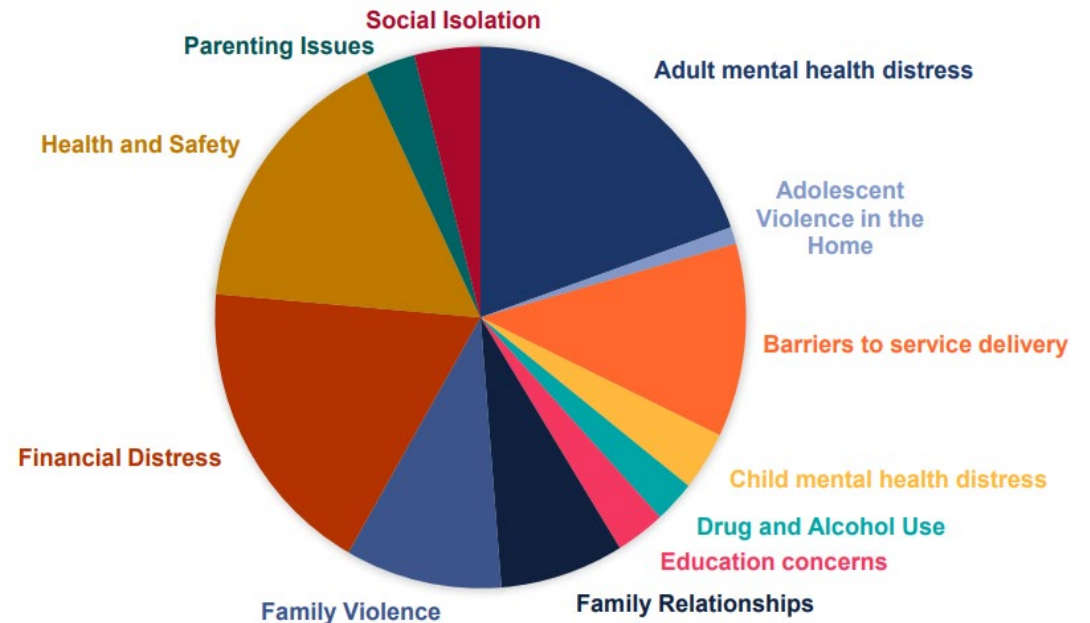
The COVID-19 pandemic is a global emergency that has and continues to provide us all with a generational lesson of the failures of universal public health approaches without targeted responses that both recognise the existing drivers of disadvantage and inequalities. Whilst globally we all experienced the pandemic, evidence is clear that our failures to have targeted responses had a greater burden on some rather than others and you were therefore more likely to get covid, die, be in poverty, have poor mental health, experience violence in the home and the like. The impacts were clearly greater on those from multicultural communities, where English literacy was newer or a challenge, were in lower socio-economic jobs or at risk of or lost employment, were older people, and were women.

Our role as a community service provider was to respond to these disproportionate impacts on the communities, groups and people who access our services. Communities who already experience marginalisation and who need support dealing with diverse and damaging impacts across a range of health and wellbeing outcomes. As a result of the COVID-19 pandemic, Drummond Street services, and our amazing staff, adapted rapidly to meet the changing needs of those accessing our services. Throughout the pandemic we set out to evaluate how we responded at an organisational level to the crisis and monitored changing client needs, experiences and outcomes to identify which areas of clients' wellbeing were and continue to be impacted. We also identified which cohorts are most vulnerable to the effects of COVID-19 and the specific ways in which these cohorts are being impacted as well as monitored practitioner and client experiences using telehealth platforms to provide support across a range of program areas, so we can make informed decisions going forward about where online and telephone support might be appropriate.

Business continuity planning is useful if one of your sites burns down, but what happens if all your sites burn down, and you have to move your entire workforce offsite? Well, what happened felt just like that. But we did it with a lot of consultation, planning and fast moving behind the scenes.

Thanks to our Centre for Family Research and Evaluation, we put together an analysis below that captures what our staff have shared with us. As the pandemic unfolded, we anticipated that some of these themes will change, particularly as we entered this new stage of easing restrictions.

ALL OF DRUMMOND STREET



Across all teams at Drummond Street Services, the key themes and issues that have been arising for clients are shown in the chart above. The larger the area of the chart the more often the issue was mentioned. The most common concerns for individuals resulted from a lack of social connection, stress and anxiety, and financial insecurity. These factors increased mental health distress [including increased worry of the unknown and financial insecurity], financial distress [over loss of work or job prospects], health and safety [such as being immunocompromised or being unable to leave the house], experiencing barriers to accessing services [external services and at drummond street] and experiencing or being at risk of family violence, heightened by being in lockdown under high stress.

Financial distress, social isolation, the inability to access support, and physical and mental health impacted and continue to impact people disproportionately.

In addition to uneven health impacts, the response to the crisis has also been disproportionate. An example of this can be seen in Flemington and North Melbourne, where public housing residents were subjected to a Hard Lock Down response implemented by police without any warning, placing around 3000 residents in extremely harsh conditions, applied to no one else in Victoria. This response highlights decades of neglect of the public housing system, including during the early phases of the pandemic when government ignored the ample opportunity to respond to the conditions and overcrowding, despite the emerging health crisis. The Hard Lockdown response which subjected already overpoliced communities and cohorts to a police-led intervention, has undermined the trust of individuals, families and communities living in the public housing estates and highlights the need for community led responses¹.

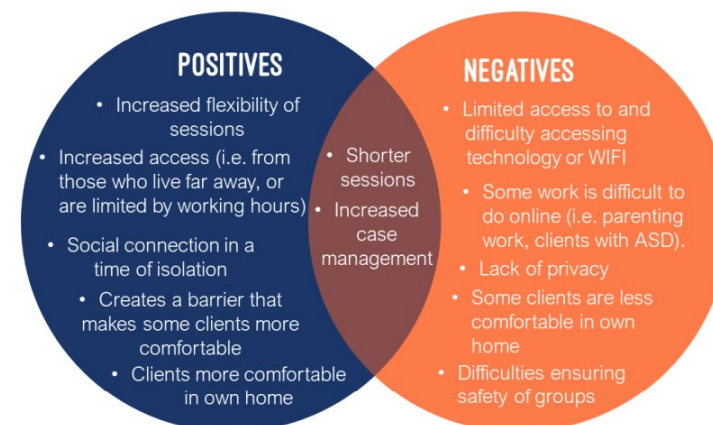
1 Kelly, D, Shaw, K. Porter, L. 6 July 2020, <https://theconversation.com/melbourne-tower-lockdowns-unfairly-target-already-vulnerable-public-housing-residents-142041>

2 Cooper, A. Aug 4 2020, <https://www.theage.com.au/national/victoria/more-covid-19-fines-for-victoria-s-most-disadvantaged-areas-20200804-p55iip.html>

The heightened over policing of already targeted communities can also be seen elsewhere. It might not be surprising that Victoria's poorest communities have been targeted by police for breaches to COVID-19 restrictions, with the three poorest Local Government Areas (LGAs) accounting for 10% of all fines. Meanwhile the most advantaged LGAs received less than 2% of infringements in the same period². With an increased police and army presence around the city unfairly targeting some communities, it is important to acknowledge our Social Justice Framework as we respond to those most vulnerable in the community, to come up with a range of innovative ways of addressing some of these more structural challenges.

Telehealth

Moving our services online has created many benefits and disadvantages to clients. For example, although some clients were disadvantaged with a lack of access to technology and WIFI, on the flip side of that, we were also able to reach clients who we previously had difficulty engaging- such as dads in our parenting programs. The venn-diagram below outlines the most identified positives and negatives of utilising telehealth.



In response many clients' basic needs not being met as a result of the COVID-19 pandemic, we launched our Moving Feast Project in April to provide food deliveries to vulnerable and disadvantaged clients and continued to feed people well into this financial year.

LGBTIQ+

It is well known that we work with the LGBTIQ+ community to co-produce a range of programs, services and applied research projects which are targeted to meet the needs of community and because we know people are impacted differently, we focused our annual survey around LGBTIQ+ health and wellbeing during the pandemic to gauge the perceptions of community around health and wellbeing and help seeking and identify community needs during such a time as now. We found staggering results such as 23% of LGBTIQ+ respondents had experienced relationship issues and/or break-up within the last 12 months, 6% of LGBTIQ+ respondents had self-identified experiencing family violence in the last 12 months, 15% were currently experiencing behaviours that are risk indicators for family violence and 80% of those who were currently experiencing family violence behaviours did not self-identify having a recent experience of family violence.

We saw a magnification of existing inequalities, not only related to impacts of COVID but getting COVID - including vaccine hesitancy due to experiences or fears of being discriminated against including being misgendered. We saw many of our clients in some of the most disadvantaged communities not covered by support grants offered by the Federal government and LGA bodies, such as asylum seekers and sex workers.

We continue to see models fail to engage community cohorts and we want to use the work we have done in this area to continue to campaign for more work to be done in this area.



ABSOLUTELY JABULOUS!

Pop-Up Vaccination Clinic
Tue 19-Friday 22nd 10.30am-4pm
100 Drummond Street, Carlton

Drummond Street Services & Queerspace in partnership with Transgender Victoria [TGV], Youth Support + Advocacy Service [YSAS], Odyssey House [OH] & Co-Health, will be hosting a community vaccination clinic where you can be vaccinated in a safer space by organisations that are committed to health and social justice.

Proudly supported by fab jab!

email enquiries@ds.org.au or call 96636733

 **Drummond Street Services** **ODYSSEY HOUSE VICTORIA** **YSAS** YOUTH SUPPORT + ADVOCACY SERVICE

  **TRANS GENDER VICTORIA** **Queerspace** **cohealth** care for all

The creativity of our staff.

From across the organisation, our staff found ways of responding to the changing needs of our clients, and to our new ways of working. There are several examples of innovative practice that occurred. While this small summary in no way captures all the great work that we did, it does highlight some of the creative ways that our staff are making a difference to our clients. Many people shared ways in which they were creatively connecting online. For instance, people established parent chats and zoom sessions to keep parents socially connected and linked into support networks; set up live playdough sessions, cupcake sessions, colouring in activities and Storytime activities for kids; and we even ran baby yoga and baby massage sessions for new parents.

The Youth and Communities teams have increased their presence on social media and have set up a range of activities to engage the community including Movement Mondays, tiktok Tuesdays, live panels on youth focussed issues, Minecraft groups, quizzes, quarantine cooking classes and self-care and have even featured an Artist of the week.

Closed groups have been set up on zoom and Instagram as a way of replicating our usual groupwork and keeping young people connected. Some staff have even become YouTube celebrities, after filming a range of videos from their loungerooms to keep people connected and to have a bit of fun. This includes videos from our Move It for Kids team who have created videos for parents and children to stay active during self-isolation.

Staff have also put out a huge range of tip sheets to support each other and to support our clients. Tip sheets and resources have been developed for parents who are looking after children at home including: 'viral colouring', 'scavenger hunt', 'play dough', 'science fun' as well as advice for co-parenting and explaining COVID-19 to children. Some of these tip sheets have been translated into community languages such as Arabic and Urdu. Resources have also been developed for clients with a disability, including tip sheets on a range of topics including how to understand self-quarantine and coronavirus, and loneliness and isolation for LGBTIQ people with disabilities. Some teams have provided 'care packs' to their clients. We hope to share more innovative approaches in upcoming editions of this report, but for now, let's just pause for a moment and reflect on all this fabulous work and acknowledge the amazing adaptability and resilience of our workforce.

From the bottom of my heart, I want to thank our clients, staff, partners and funders and those who have supported and collaborated with us during this challenging time. We have seen people experience resilience in ways that we never expected and we have discovered new ways of practicing, learning, communicating and working and we look forward to see what the next year brings us.



Drummond Street

FMHSS, FARS/FFL, TPS & Better Access

As Sir Elton John sang "We're still standing" and showing remarkable resilience as we've stuck together through the various pivots of 2020-21. If this Pandemic has shown us anything it has reinforced our commitment to strong social justice principles at Drummond Street Services that ensure we don't leave anyone behind. As we've negotiated lockdowns and transitions, we are proud that we have centred our clients and their needs over our processes. We've also maintained and strengthened our existing valued partnerships with Wyndham Council, Tarneit Community Learning Centre, VACCA, Women's Health West, IPC Health, Brimbank Council Early Years, YMCA, City Greater Geelong, Surf Coast Council, Orange Door, Wathaurong Co-Op, Headspace, and BATFORCE. We've also worked hard at establishing our new partnerships with Project Echo Youth Mental Health, Schools & the Navigator Program, Community Online Engagement Chats Geelong, Wellways, GASP, Cloverdale Neighbourhood House - all focussed on addressing community needs and emerging themes.

We are constantly inspired by the remarkable resilience of our clients and their families as we jointly navigate these challenging times. Our responses to families have been constrained by COVID-19 restrictions, but a flexible and multi-faceted approach offering sessions by phone, tele-health, face to face, art and play online, as well as walks, playground visits & picnics, dependent on family's needs. We've provided counselling, advocacy, case management, and referrals. At times the need has been more basic and immediate requiring food, vouchers, clothes and home-schooling related items, as well as links to local emergency relief and community services. We've continued to provide webinars via zoom on a number of topics that have been important to families within our various communities and municipalities, as well as supporting teaching and wellbeing staff in schools and early learning centres, often addressing the worries associated with the impact of COVID-19.



Our clients regularly seek reconnection within their families, as well as back into community services on their pathway to self-determination. The western crew have also enjoyed maintaining connections with each other, in and outside of their regions with regular social events on zoom. We have developed some new game skills in Kahoots, Scattergories, and Gartic. We know the names of our colleagues' partners, kids, cats, dogs, and rabbits. We've shared recommendations for Netflix, Books & Podcasts. We can't wait to get back together with this fabulous bunch, to introduce our newest arrivals [truly International, from New York City – Jess & Dallas], as well as Ben from Gippsland, and to re-establish wonderful rituals by touching base over morning or afternoon tea regularly!

We're looking forward with excitement to the next 12 months with positivity and enthusiasm and ongoing remarkable resilience!



COVID 19 and the resulting lockdowns have had a disproportionate impact on LGBTIQ+ individuals, families and communities, reflected by the increased demand for queerspace services during 2020/ 2021. The past year has presented challenges for everyone, but for many LGBTIQ+ people, the impacts on their health and wellbeing continue to be profound. This has included an increase in mental health distress, financial and employment insecurity, increased AOD use, increased family violence and housing instability, with some people having to move back in with their family who may not accept their gender identity or sexuality.

Alongside the challenges, LGBTIQ+ communities have shown great resilience, finding ways to connect and support one another. Our incredible queerspace staff, volunteers and students have also responded to the increased demand with commitment and creativity.

Queerspace Youth and (in)visible have adapted their groups and events online, providing LGBTIQ+ and QTPOC young people with a broad range of ways to stay connected and engaged. They have also provided young people with care packs throughout the year, as well as responding to individual needs and referring young people on to further support when needed.

Our LGBTIQ+ Mentoring program has continued to grow, offering individual and family-based mentoring, both one on one and in groups. The program has provided vital connection to people throughout these challenging and isolating times.

We have continued to respond to the increased mental health issues experienced by LGBTIQ+ people through COVID, providing individual and family mental health support. We have implemented a Priority Response

Service so that we can provide support to people in crisis as quickly as possible when demand exceeds capacity. We were excited to receive funding from the Victorian Government Mental Health Branch to establish the Q-Space Network, providing LGBTIQ+ Family Counselling and Support across Victoria, in partnership with Anglicare Victoria, Upper Murray Family Care and Mallee Family Care.

The level of family violence experienced by LGBTIQ+ people during COVID has increased dramatically. queerspace has provided case management and counselling support to individuals and families, victim/ survivors as well as those enacting harm. The demand for brokerage through this time has been high, with additional support from our FOODS program and the Victorian Government.

The team has also continued to run a range of group programs, shifting support online. This included our LGBTIQ+ Carers Program in partnership with Carers Victoria, The Village for parents of trans and gender diverse children and young people and a LGBTIQ+ Disability Project.





Redress Support Service

Restore – Victorian Redress counselling and cultural healing service

Your Way Through – Independent support for people affected by the disability Royal Commission

Collectively, Redress Support Services, Restore and Your Way Through provide trauma informed, recovery-oriented services to people living with the impacts of trauma, including survivors of institutional child sex abuse, people with disability who have experienced violence, abuse, neglect and exploitation and the families, loved ones, and carers of both groups. We offer a client-led, flexible, seamless mix of trauma responsive, recovery-oriented counselling, case work, advocacy and support intended to support people's recovery from the often whole of life impacts of trauma. Our thoughtful, skilled and experienced Complex Trauma and Peer Practitioners work alongside trauma victim/survivors, directed by a client led support

action plan, which is adapted to respond to the dynamic circumstances and needs of each person, addressing specific issues to achieve and maintain healing and recovery goals.

Specifically, our Redress Support Service assists people to safely prepare for and engage with the National Redress Scheme and to access counselling and psychological care, a Direct Personal Response and financial assistance once they have accepted an offer from the Scheme.

Your Way Through offers services to people with disability who have experienced violence, abuse, neglect and exploitation, working to ensure people with disability can safely share their story with the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, as well as meet their day-to-day living goals. Practitioners work closely with clients to understand how we need work to ensure we meet their accessibility and communication needs. Recognising the need for a lived experience voice to shape the development and work of Your Way Through, the service includes a Co-design committee of people with lived experience of disability.

As with the rest of our planet, the services invested heart and soul into understanding how the COVID 19 pandemic impacted our clients and community, adapting our ways of working to fit with the circumstances presented by the health restrictions, particularly for people living in Melbourne. We heard a mix of experiences, with some survivors telling us they were pleased about the widespread introduction of online services since they were better able to fit service access into their lives. For others, the social isolation that came with the lockdowns compounded the day-to-day challenge to maintain community connections.

Among the many learnings for us, one significant outcome for us was the affirmation of our client led, therapeutic process which centres listening to and affirming trauma impacts, hearing and working alongside clients to develop our role in fostering their self-determined recovery process.



Parenting Support & Education

'ALL Come Out To Play!' is a family violence prevention program aimed at the early childhood sector, parents and children 0-6 years. This unique musical show aims to actively challenge traditional ideas about gender roles which come into play as soon as a child is born, if not before. Through an exciting narrative and catchy original songs, the show promotes gender equality and respectful relationships. Initially developed and implemented in the 2017-2018 funding period under the name 'Girls 'n' Boys Come Out to Play', it has since evolved and adapted over three concurrent funding periods. Since the initial roll-out, there have been a number of program refinements and additional elements have been added to the program including professional development sessions and resources for those working in the early childhood sector and most recently a large format storybook and USB of music so anyone can present a briefer version of the show to children.

If we look back at our program objectives:

- » We aimed to improve understanding of the importance of gender equality and respectful relationships in early childhood settings and provide appropriate accessible resources.
- » We have reached over 5000 families over the 12 months and would like to thank Drummond Street's Centre for Family Research and Evaluation, our funders the Office for Women, Dept of Premier and Cabinet, Playgroup Victoria and Hullabaloo Music for their incredible commitment to grow and improve this program over 5 years. We now have a digital (free for all families to download) and large format hard copy story book spreading the gender equality messages across Victoria.

Drummond Street Services, Hullabaloo Music and Playgroup Victoria originally partnered on the 'MoveIt4Kids' interactive all original musical program which was sponsored by Sport AUS in 2019 and ran into 2020.

It is well documented that physical activity improves social and emotional health and promotes healthy brain development, particularly in the first 1000 days. The MOVE IT 4 KIDS program was going well supporting young children to feel enthusiastic about exercise (even when the lure of the iPad seemed so exciting). Then the impact of spending 245 days in COVID lockdown at home, months of home schooling and the long-term closure of playgroups and at some stages even playgrounds took its toll.

This fun active song and dance program worked hard to combat the ongoing impacts presented by being isolated at home.

We are proud to have reached out effectively to the families in hotel quarantine (who had the unenviable challenge of corralling toddlers in hotel rooms for 14 days), and supporting what was known as the "hard" lockdown of North Melbourne housing estate and the cascading risks for families there.

The MoveIt4Kids program was able to pivot online and present live interactive sessions that educated parents about the importance of adults finding their 30 minutes of vigorous exercise a day, and children at least 60 minutes. We reached over 2000 children and families during the many lockdowns and discovered the associated social connection made during this time was vital in assisting families and children to remain optimistic and maintain physical and mental health. This program was then further funded by Hobsons Bay council and we invite other councils to roll it out in person (and online when necessary).

Drummond Street group programs had a significant increase in participation through lockdowns. Our sessions included:

- » Zen Bubs – the baby yoga and massage session had 38 adult participants, plus bubs at one stage on Zoom
- » Lego Family Sessions on a Saturday morning had over 40 screens on Zoom, with the Dads being as keen as the kids to showcase their builds!
- » We ran “Managing Lockdown and Staying Connected” type sessions, dealing with managing anxiety on children, maintaining healthy family routines and managing depression and anxiety with teens.
- » Our long time partners, Hullaballoo Music offered super active music and dance sessions for families in lockdown and we had many families in small hotel rooms in quarantine leaping around each morning to burn off some energy and anxiety.



Our evidence informed group content reached over 6000 families in 20/21 with the help of other partners such as Playgroup Victoria and the network of Maternal Child Health Nurses across Melbourne. The group programs most important achievement was to engage 8 times as many fathers and partner sof children in online sessions. Because they were working at home it was easier to jump on and take part which made for some excellent outcomes including:

- » Non birth parents feeling stronger bonds with babies and children
- » New parents having quiet and focused time with new babies
- » Children loving being with both parents during lockdowns
- » The start of new family rituals like aerobics sessions, backyard picnics and face time concerts for grandparents.

However, isolation took its toll and we had to also provide groups to support mental health and optimism, with the closure of vital playgrounds a tough time for all!

We were very pleased to form closer relationships with many organisations to run groups together including Anglicare, local council family services, disability focused organisations and HIPPY in Moreland.

Big thanks to Moreland, Wyndham, Melbourne and Yarra city councils family services teams who worked hard with us to reduce the isolation of parents.



Family Violence Response

Drummond street services continued to provide a range of family violence programs throughout the pandemic and saw family violence experience and use amongst our clients almost triple compared to the previous year. Aggressive and unpredictable behaviour almost doubled and suicide risk more than doubled in 2020. Our family violence programs support:

- » LGBTIQ+ people who are victim/ survivors of family violence, including children,
- » Women and trans and gender diverse people who enact harm, recognising that many of these people have also been victim/ survivors of family violence and
- » Young people who enact harm, also recognising that most have also been victim/ survivors of family violence.

COVID 19 lockdowns present huge challenges for our clients, with many having to live in houses where they are experiencing or enacting family violence, with no respite or other safe options. Providing family violence services remotely has been incredibly challenging but our Family Violence Response Team has adapted our programs to safely meet our clients' needs. The demand for case management and brokerage has been extremely high, providing material aid, rent, hotel accommodation and expenses related to security.

When working with individuals or families experiencing family violence, we offer four service interventions:

- » Family Violence Case Management
- » Therapeutic Counselling
- » Group programs
- » An Integrated Service Response

Our Intake team undertake a comprehensive Intake with all individuals and family members involved and our FVR team complete an Intensive Family Violence Assessment. Service interventions are designed to meet the risk, safety and recovery needs of all individuals and family members, often with multiple workers supporting each individual and a Practice Lead holding oversight of the safety and risk for the whole case. During the pandemic, we have delivered most of our services online, allowing families to benefit from the broad range of expertise across the organisation, including our Parent Coaches and perinatal mental health workers.

We have continued to deliver our Living Free from Violence Program at Dame Phyliss Frost Centre and acknowledge the huge impact that the lockdowns have had on people who are incarcerated. We developed a partnership with Women's Disability Victoria to adapt the program for people with disabilities and co-facilitated the program at DPFC. This partnership will be ongoing, recognising the disproportionate number of people with disabilities in the criminal justice system.

Our work with young people who enact harm has continued to grow, working closely with other organisations across the state to build practice in an emerging field. CFRE, in partnership with RMIT's Centre for Innovative Justice, published an ANROWS Issues Paper, examining the use of adolescent violence in the home during COVID-19 lockdowns – Behind Closed Doors - <https://cfre.org.au/avith/>



Youth Services Programs

The Drum Youth Services team continued to run co-designed early intervention, life skills and recreation programs during lock-downs. It is a tribute to the ongoing commitment and enthusiasm of our team that they continued to come up with creative ways to stay connected with young people across the City of Yarra and City of Melbourne. This included developing on-line events such as Meet the Artist interactive Zoom sessions, online quiz nights, self-defence, dance, cooking and craft experiences. Many outdoor activities were run, as the Drum team navigated the constantly changing rules and the need for active physical activities to balance up many hours spent on home schooling and screens.

During 2020-2021 we saw a significant escalation in young people presenting at the Drum youth programs and across broader Drummond Street Services with escalated risk for poor mental health. COVID 19 served to magnify already existing inequalities, where many of the groups of young people our programs served were, and remain, most affected. The resilience and peer support we have seen from young people and their families during COVID has been amazing and inspiring.

In alignment with our co-design model, young people continued to play a central role to plan, guide and participate in the program development, delivery and evaluation cycle. The team also ran School Holiday Programs with activities guided by participant ideas, we offered skateboarding skills workshops, art activities and picnics.

The Drum continued to employ young people with connection to the estates in Peer Leader roles, that employ young people from community for one year and then help them secure ongoing employment. Unsurprisingly there was a greater focus on individual support, referrals and pathways for young people and their families. Our Real Youth Music Studio [RYMS] program went on line as best it could and continued to encourage song writing, recording and creative expression badly needed to combat isolation.

Our other programs (supported by Engage and FReeZA funding) added opportunities and value to our programs and offered headphones, chances to join leadership committees and sports equipment to keep young people moving.

We will continue to promote young people's work and achievements to the wider community, including via our social media and other platforms and engage in advocacy to elevate the voices of young people from the public housing estates. See www.thedrum.ds.org.au for the full story via the Drum Youth Services annual report.





CFRE

The Centre for Family Research and Evaluation (CFRE) continues to further Drummond Street's commitment to Evidence Based Management through the evaluation of our internal programs and services, our applied research projects, consultancy projects and training. The CFRE team have shown remarkable resilience this year, producing some incredible pieces of work, while working from home under some pretty ordinary circumstances- thanks COVID!

Some highlights of the incredible work the CFRE team have produced for Drummond Street in 2021, includes the **Drummond Street Impact Report** and the **COVID-19 Impact Report Series [2021 edition]**. Both reports highlight the incredible work of our practitioners in supporting the diverse needs of clients across all our programs and services. Other reports include the **Our Well-Being Survey Reports** which highlight findings from our annual LGBTIQ+ well-being survey, relating to LGBTIQ+ mental health and help-seeking, the impact of COVID-19 and family violence.

CFRE have also completed a number of externally funded projects including the ground-breaking **New Parents, New Possibilities** applied research project, which examined the experience of LGBTIQ+ people in the transition to parenthood, with a focus on understanding and preventing family violence during this period. This project resulted in a suite of family violence prevention resources for LGBTIQ+ new parents, perinatal service providers and the broader community. We also undertook the **Safe Places** project for the Department of Social Services, which included the development of a range of guidance materials to support the provision of services within new or expanded emergency accommodation services across Australia.

Exciting new projects underway, include **Future-proofing Safety**, an applied research project aimed at better understanding family violence during COVID-19. The project is led by CFRE in collaboration with the Centre for Innovative Justice (CIJ), the Australian Institute of Family Studies (AIFS), Good Shepherd and Women's Health West. We are also busy collecting data for

the **'WRAP' Around Project** in collaboration with the Centre for Innovative Justice and Monash University, the project seeks to develop a framework for holistic, evidence-based practice that can improve service responses to Adolescent Violence in the Home (AVITH).

This year CFRE has built its training capacity, particularly in relation to LGBTIQ+ inclusive practice in collaboration with our highly skilled Queerspace practitioners. A number of training sessions have been developed and/or delivered, including Breaking Out of the Binary, Healing Conversion Practices Training, and the development of the Beyond the Rainbow training package which supports LGBTIQ+ inclusive practice across the lifespan.

Projects:

New Parents, New Possibilities – Respect Victoria

Safe Places – Department of Social Services

Future Proofing Safety – Family Safety Victoria

Whole-of-Family Responses to AVITH program design WRAP Around Project, or WRAP Around Project – ANROWS

LGBTIQ+ COVID Safe Program – Department of Families, Fairness and Housing

A Walk Through Health evaluation – Wyndham Community and Education Centre

QSpace Network LGBTIQ+ Family Counselling and Family Support implementation and evaluation support, including the **Beyond the Rainbow** capacity building training – Department of Health

Working with Survivors of Conversion Practices Training – funded by the Victorian Government

Women's Health West Evaluation Support – funded by WHW

Also continued to support and evaluate all Drummond Street Services programs and services.

Systems & Technology

Majority of this financial year was spent online! Our reports really tell that story, we held over 12,000 online meetings and telehealth sessions with more than 33,000 participants. A phenomenal effort. Our systems team provided assistance for more than 1,000 support requests from staff and project partners using our specialist systems. In the second half of the financial year we were busy scoping for a new Client Relationship Management (CRM) system and decided to custom build our own using Salesforce.

This year we launched a new online HR system which really assisted all our staff and managers during the pandemic. Staff could apply for leave, look at their leave balances, get their payslips etc all on their phones. We also rolled out Microsoft Teams chat and telephony to replace and retire Skype for Business to our 150+ employees across Victoria as they worked from home in May – June 2021. Staff really loved this and sent over 45,000 chat messages in 90 days!!



Child Safety

Over the last twelve months a small working group and reviewed and enhanced our Child Safety Framework to ensure the Drummond Street Services remain a Child Safe Service. It was important our culture of Child Safety continued to progress and adapt during working from home requirements. Child Safety maintained its priority during our extended period of online engagement.

The working group came with clear ideas but they conducted an internal audit against the Commission for Children and Young People's standards, to identify any further areas for updating.

Firstly our Child Safety Officer Helen Rimington produced a staff training video to better engage our staff and it has been warmly received. This training is provided on induction and is delivered to Teams every two years as a refresher course. Helen is already planning to update the training so we can continue to support staff by providing current knowledge and processes.

Other actions included:

- » Producing information for clients that form part of their Intake Package
- » Posters in receptions that provide information and contact details for anyone with a Child Safety concern
- » Updating the Child Safe Policy and procedure
- » Code of Conduct
- » Code of Conduct Child Safety
- » Strengthened child safety accountabilities in our recruitment process and Position Descriptions

Our work continues into 2022 with new methods for children to provide feedback to the service and to discuss what makes them feel safe.



Social Media

With the pandemic continuing to dominate, the importance of external communications via our social media platforms remained crucial. The messaging has changed as we started to open from lockdowns and Drummond Street started more of a hybrid style of connecting with clients, with clients continuing to stay connected digitally with staff returning to work from our various work offices.

Our focus this financial year was positive health messaging around mental in the way of tiles with tips and resources for those whose mental health is impacted by the COVID-19 pandemic and responding to stresses that come with the opening out of lockdowns and seeing people in Real Life. We also had a large focus of responding to negative political messages from politicians around issues such as religious discrimination bills to allow religious organisations, schools, and the like to discriminate against LGBTIQ+ People, debates around Trans women and sports and broader negative messages towards Trans and Gender diverse people.

Drummond street continued to see an increase in online followers by 522 on Facebook and queerspace saw an increase in 460 followers, but more impressively we saw a massive increase in engagement of existing users/followers with a whopping 153% increase in engagement on Facebook and increase rate of 70% for Queerspace follower's engagement.

This can be potentially put down to the execution of our new branding, which is much more engaging, as well as improved analytical data that has given us better information about when our social media followers are online, best times to post and the ability to schedule posts across several platforms.

Across the large breadth of programs, we run under the Drummond Street umbrella, we have at least 33 social media accounts including 17 Facebook accounts, 9 Instagram accounts, 4 twitter accounts and 3 Linked In accounts.

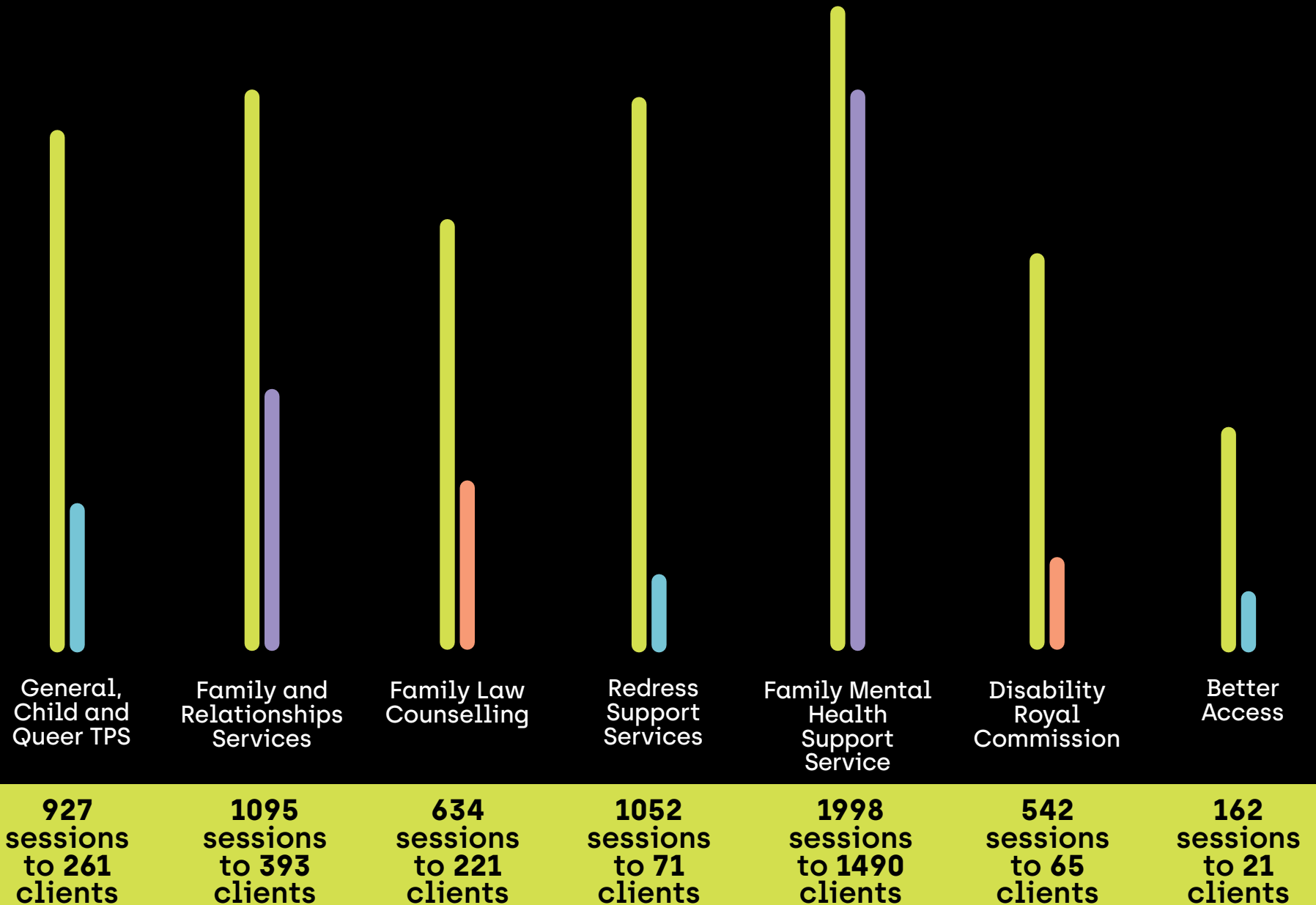




Engagement data

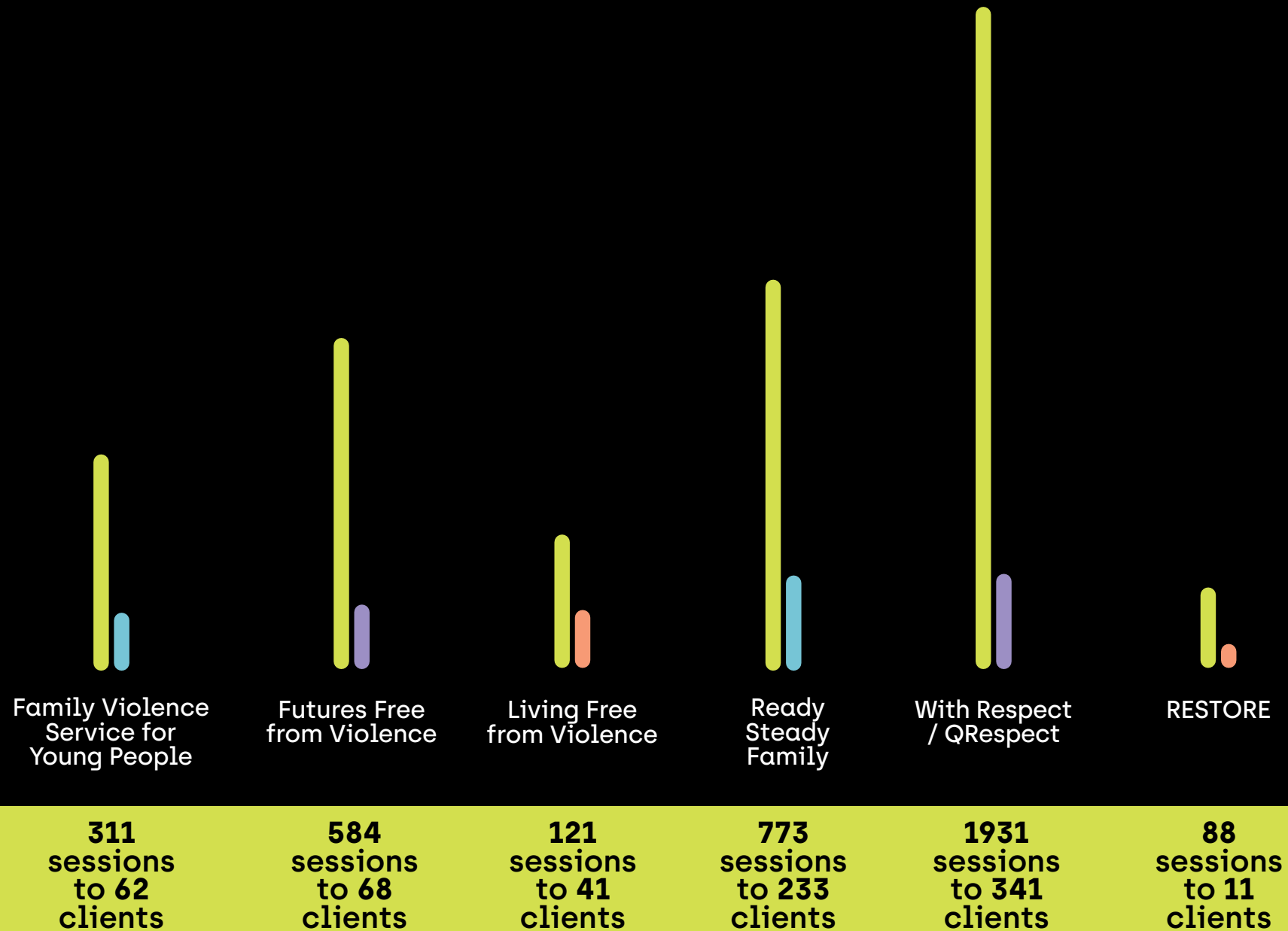
Service Data July 2020–June 2021

Counselling and Case Work



Service Data July 2020–June 2021

NEW



GROUP WORK

TOTAL CLIENT ATTENDANCES:

4412

Community
Engagement
Events

11

Seminar Events

49

Group Events

66

Professional
Development
Sessions

0

Registered
clients at
events

1399

Unregistered
clients at
events

3013



OUR FUNDERS & PARTNERS

Funders

Australian Community Foundation
Belgium Avenue Neighbourhood House
City of Melbourne
City of Whittlesea
City of Yarra
Commission for Children and Young People
Department of Families, Fairness and Housing
Department of Health and Human Services
Department of Justice and Community Safety
Department of Premier and Cabinet

Department of Social Services
Fitzroy Football Club
Francis Thomas & Jeanette Warren Trust
Give Where You Live Foundation
Helen Gyles Turner Samaritan Fund
Hobsons Bay City Council
Noosal High School
North Western Melbourne Primary Health Network
P & R Gates
Respect Victoria
Save The Children Australia

The Blueshore Charitable Trust
UnitingCare Hotham Mission
Victorian Government
Western Heights Secondary School
Women's Health West
Working for Victoria
Wyndham City Council
Wyndham Community & Education Centre
Every individual who supported our FOODS Relief program.

Our partners

Albert van Moorst Memorial Trust
ANROWS
Anglicare
Arts Centre Melbourne
Belgium Avenue
Blue Knot
Brimbank City Council
Carers Victoria
Children's Court of Victoria
City of Greater Geelong
City of Melbourne
City of Whittlesea
City of Yarra
Cloverdale Neighbourhood House
Co-health Ltd
Commission for Children and Young People

Dame Phyllis Frost Centre
Deakin University
Department of Education and Training
Department of Families, Fairness and Housing
Department of Health and Human Services
Department of Infrastructure
Department of Justice and Community Safety
Department of Premier and Cabinet
Department of Social Services
Elizabeth Morgan House
Family Safety Victoria
Francis Thomas & Jeanette Warren Trust
GASP
Helen Gyles Turner Samaritan Fund

Hullabaloo Music

IPC Health

Joe White Bequest

Murdoch Children's
Research Institute

Neighbourhood House
(BANH Inc)

North-western Melbourne
Primary Health Network

On the Line

Orange Door

Playgroup Victoria

Project Echo Youth Mental
Health

Respect Victoria

Sports Commission of
Australia

Surf Coast Council

Switchboard

Tarneit Community
Learning Centre

The University of Melbourne

Thorne Harbour Health

Transgender Victoria

VACCA

VICSEG New Futures

Wellways

Wyndham City Council

YMCA

Youth Affairs Council of
Victoria Inc.

Our Donors

Two Birds

City of Melbourne Libraries

Pride and Equality network

Allen and Unwin

Belgium Avenue
Neighbourhood

House

Carman's Kitchen

Collingwood
Neighbourhood

House

Harper Collins Publishers

Australia

Helping Hoops

Ikea

Kensington Neighbourhood

House

Lush Northland

Lush Melbourne

Central and Lush Southland

Melbourne United

Nike

The Little Bookroom

The Wellington

Typo

Yarra Libraries

FOODS partners

FareShare

Foodbank

Halal Foodbank

Moving

Feast

OzHarvest

Bakers Delight

National Homeless
Collective (Melbourne
Period Project),

WombleTech and

Nourishing Neighbours

Community engagement and community partners

» Australian Muslim Social Services	» Collingwood Underground Disco	» Koorie Heritage Trust	» Strong brother, strong sister youth org
» Baasto	» COM Community Engagement	» Medley House, University of Melbourne	» Study Melbourne
» Baker Boy	» Department of Human Services	» Melbourne Arts Centre	» Surf Life Saving
» Belgium Avenue Neighbourhood House	» Flemington Kensington Legal Centre	» Melbourne International Film Festival	» The Huddle
» Capital City Local Learning and Employment Network	» Front Yard	» Melbourne University	» The Push
» Carlton Baths	» Good Cycles	» Minus 18	» The Wellington
» Carlton Local Area Network (CLAN)	» Helping Hoops	» Moonee Valley City Council	» The Venny
» Carlton Primary School	» High Rising Hip Hop	» Netball Victoria	» Tilde Film Festival
» Church of All Nations (CAN)	» Hottham Mission	» North Melbourne Area Collective (NAC)	» Ubuntu
» City of Melbourne Family Services	» JUDAH	» Our Place	» University High
» City of Melbourne Libraries	» The Huddle	» Polytechnic	» Victorian Aboriginal Child Care Association
» City of Melbourne Recreation and Leisure Services	» IMAAP	» Pookie	» Visionary Images
» City of Melbourne Youth Network	» Inner Melbourne Community Legal	» Probuild	» Whosane
» City of Yarra	» Inner West Children and Youth Network [formerly Kensington Children and Youth Committee]	» Queerspace	» Yarra Libraries
» CoHealth	» Islamic Youth	» Reclink	» Yarra Youth Services
» Collarts	» Jesuit Social Services	» RiS'N	» Ygender
» Collingwood Neighbourhood House	» Junglepusy	» School Focused Youth Services	» Youthlaw
	» Kathleen Symes Library and Community Centre	» SIGNAL	» YMCA Kensington
		» St Josephs Flexible Learning Centre	» YSAS
		» St Josephs Primary School	» Zoe Belle Gender Collective



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Yasmin-Rose Simonsen
Zakariah Farah





We acknowledge the traditional owners of the land where we work and pay respects to elders past, present and future.