
QPASTT

ANNUAL REPORT

2011 – 2012



Queensland Program of Assistance for Survivors of Torture & Trauma

THE QPASTT VISION

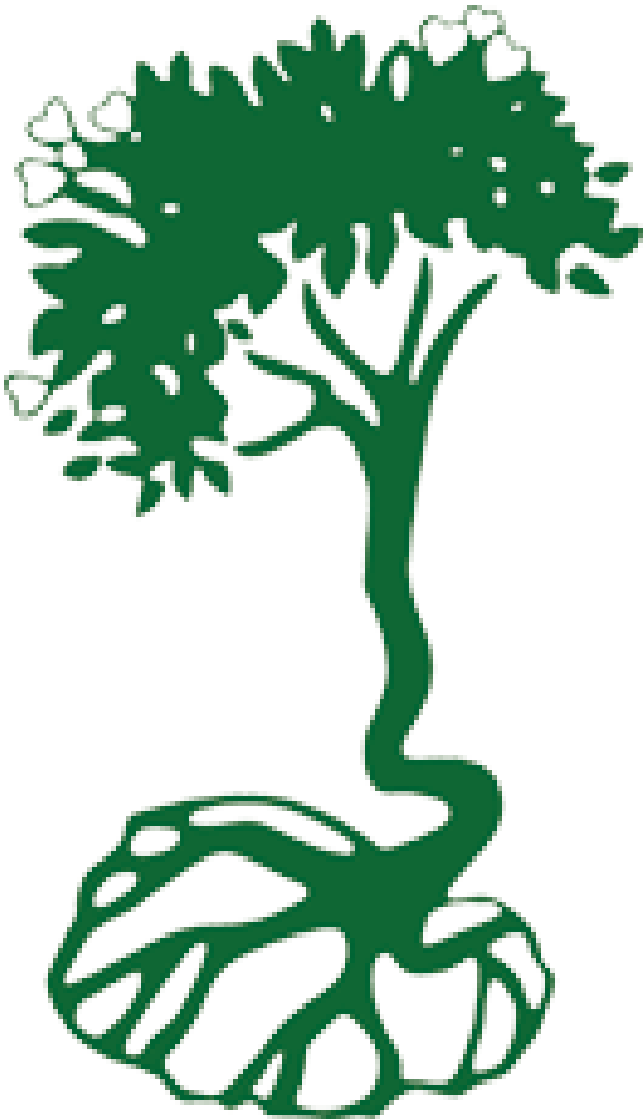
QPASTT will be recognised for leadership in supporting refugees, especially survivors of torture and trauma, to attain health and well-being through training, individual advocacy, counseling and developmental activities enacted by processes of engagement, capacity-building and connections.

THE QPASTT MISSION

QPASTT will implement its vision by:

- Working with, and alongside, people and communities.
- Building and discovering peoples' strengths and resilience.
- Remaining culturally relevant to service users and communities.
- Forming partnerships between people, service providers and the community.
- Respecting the importance of place in meeting with people.
- Responding to peoples' needs holistically and creatively.
- Nurturing and growing a gentle and caring environment.
- Valuing our organisation's credibility and responsive capability in the areas of primary health care, mental health, education, settlement services and community services.
- Remaining relevant by employing people from the community and having community people represented on the committee of management.
- Continually improving the quality of our organisation, our workers' competencies, and our practice through reflection, learning and evaluation.

THE QPASTT LOGO



The QPASTT logo portrays the recovery process from torture and trauma:

- the rock on which the tree is growing represents the hardship survivors have experienced, both before and sometimes after migration;
- the tree represents the process of regrowth for the individual, families and communities. This is initially very painful but often culminates with flowering again in a new environment;
- the branches of the tree are reaching out and re-connecting with others, which in turn, if there is a positive response, feeds the tree's growth.

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PRESIDENT'S REPORT

It is with great pleasure that I present the 2011/2012 President's Report on behalf of the Management Committee of QPASTT. This has been my 6th year as President and I would like to acknowledge the support and dedication of all the management committee members as we have moved through the year: Luis Melgar, Margo Couldrey, Lyndall Kleinschmidt, Abel Sibonio, Robin Lonergan, Nick Meinhold, David Yohan and Egleema Nadir Shah. Together, they form a committed group of people from a diverse range of backgrounds, skills and experience. It is with pleasure and satisfaction that on behalf of the committee, I share some of the QPSATT's achievements in the last year:

In 2011/2012 QPASTT saw over 1839 individual clients, and many more took part in group activities held throughout the year. Clients came from over 66 different countries of origin and services were provided in 51 different languages.

As part of our move toward providing services throughout Queensland, services were provided in 10 different locations throughout Queensland, including:

- Brisbane
- Logan
- Gold Coast
- Toowoomba
- Goodna
- Gatton
- Rockhampton
- Townsville
- Cairns
- Weipa.



The past year has seen the main QPASTT office move into its new premises in the Brisbane Multicultural Centre. Our partnership with the Multicultural Development Association and the Brisbane City Council has enabled QPASTT to have long-term accommodation stability. In the regions, we have developed partnerships with MDA, Centacare and Lifeline and this has enabled our regional staff to operate within a larger organisational base.

As always, the “space” in which QPASTT operates is continually changing as the policy debate over Australia’s humanitarian and asylum seeker programs continues. This has meant that the organisation has had to be flexible and adaptable as it strives to meet changes in the area.

In the past year:

- we have undertaken the move to being a Statewide service provider with a permanent presence in Cairns, Townsville, Rockhampton, Toowoomba and Weipa. We have welcomed the opportunity to have services available across regional Queensland. The organisation is heavily reliant on the skills, initiative and professionalism of each member of the staff who has taken up the challenge of being the QPASTT representative in these areas and I thank them. We are aware that being an out posted staff member can be isolating and challenging.
- we have an increasing number of clients who are seeking asylum (both in Detention and in the community). The differences in program structures, funding, data collection and

PRESIDENT'S REPORT

reporting requirements make it difficult for QPASTT to provide a seamless service for these clients. In addition, the mental health and wellbeing of these clients is often poor, and clients require a high level of support and generally have no family support networks. This area of QPASTT has expanded in the last year and we now have 5 staff and a couple of consultants seeing clients seeking asylum. We are aware of the challenges and stresses staff face in working in this area and we thank them for their dedication and commitment to doing this.

- an increasing number of clients in our long term counselling program are exiting directly from Asylum Seeker Support Programs into the long term counselling program upon receiving a permanent visa. This has meant that the number of unaccompanied minors coming into this program via detention has increased and this group have particular support needs, and poor mental health outcomes. Again we are aware of the stress that the change in client presentations means for staff and we thank them for their hard work and commitment to ensuring that the organisation continues to provide high quality services and remains client focused.

As an organisation we continue to support individuals and families from refugee backgrounds, along with refugee communities. We remain committed to creating opportunities that provide cross-cultural community recovery to our refugee families and to assisting them in establishing a new life in Australia.

It is QPASTT staff who make the organisation so successful and dynamic. I would like to thank them all, their dedication and expertise cannot be understated and is greatly appreciated. QPASTT has a diverse and skilled, multicultural staff base and the Committee appreciates the extraordinary efforts of all staff in contributing to the work of the organisation. It is a pleasure to be able to say that we have strong staff teams in all areas – The Business and Finance Team, the Youth and Children's team, the Counselling Services team, the Asylum Seeker Support team and the Communities team. To staff who have moved on during the year, your contribution was appreciated and I wish you the best in your new endeavours. To staff who have joined the organisation in the last year, I welcome you and hope you enjoy your time at QPASTT – you will find the organisation to be welcoming and supportive. To the senior management team, I thank you for your leadership and support.

Finally to the Committee - you have all been a pleasure to work with and I look forward to working with old and new committee members next year. I would particularly like to thank the community members on the management committee. These people help to keep us connected to the issues of our refugee families and play a vital role in ensuring that QPASTT remains responsive and relevant to the refugee families, individuals and communities. One committee member, Margo Couldrey, is leaving this year and I feel that this needs a special mention. She has been on the Committee since 1997 and has made an incredible contribution. I would like to express my appreciation for her advice and wisdom over this time and on behalf of all of QPASTT wish her all the best for the future. Finally on behalf of QPASTT I would like to thank members of the communities with which we work. We appreciate the involvement of community leaders and members in our service, and without their participation in the design of our services we would not be as effective. We look forward to working with you in the coming year.

Dr Keithia Wilson, President

TREASURER'S REPORT

I am pleased to present the Treasurer's Report for 2011/2012. Over the last year, QPASTT has remained in a solid financial position.

QPASTT received funding from a range of different sources in 2011/2012, with the majority coming from Commonwealth Government agencies, followed by the Queensland Government. Our core funding continues to come from the Australian Department of Health and Ageing, Disability Services Queensland and the Australian Department of Immigration and Citizenship.

QPASTT has ended the year in a sound financial position with sufficient reserves to cover outstanding liabilities. Over the last 5 years the organisation has doubled in size and in financial terms this increase has been managed well. Our major outlays continue to be staffing, interpreters and administrative expenses. In addition, we have paid all our commitments to the refurbishment of the Brisbane Multicultural Centre. The move to our new premises at Woolloongabba has been highly successful, and this partnership with the Multicultural Development Association and the Brisbane City Council will support a stable future for QPASTT.

I would like to acknowledge the expertise and skills of the Financial team in managing the financial affairs of QPASTT and also would like to thank the Administration team for their support. Without their assistance and hard work my job would be much more difficult. Rafael has retired this year after being involved in the organisation since its inception and the financial team will miss his knowledge and expertise greatly.

I would also like to thank the members of the Management Committee, the Director and all the staff for their support throughout the year. The efforts of all staff in ensuring that quality services are able to be delivered within budget is appreciated.

I would like to draw your attention to the 2011/2012 Audited Financial Statements prepared by our Auditors, Mobbs and Co. The Financial Statements have been prepared in accordance with applicable accounting standards and reflect the financial position of the Centre for the year ended 30 June 2012 and I recommend them to you for your approval.

In closing I would like to propose a motion to nominate Mobbs and Co as our Auditors for 2011/2012.

Thank you

Luis Melgar
Treasurer

DIRECTOR'S REPORT

This year has marked my 5th year at QPASTT and my fourth AGM. As most people would be aware I was on extended leave last year and not present at the 2011 AGM. I would like to thank Kelly Prior who acted in my position while I was away. It is never easy to act in someone else's position and I thank her for her guidance and hard work during that period.

It is however with great joy and pleasure that I am back. QPASTT is a special organisation and I feel honoured to be the Director and to work with the communities, clients, staff and management committee members that make the QPASTT community so special. I feel immensely privileged to have a job that inspires and motivates me

QPASTT has grown over the last few years and we are one of the few organisations that work with clients across the spectrum of refugee experiences including people who arrive on a humanitarian visa and people seeking asylum (both in detention and in the community). We work with people who have just arrived in Australia along with people who have been here many many years but only now able to address their pre-arrival experiences.

The ever-changing environment in which QPASTT operates has meant the organisation needs to continually review the services it provides and the way in which it operates. 2011/2012 has been no different. The year has been one of both change and growth and has seen:

- the organisation move from being primarily based in Southeast Queensland to being a Statewide organisation with workers based in 7 locations and services being provided in over 10 locations;
- an increase in services being provided to asylum seekers, both in detention facilities but also in the community either in community detention or on bridging visas. This has placed pressure on the organisation to meet these needs as it is a fast moving and difficult environment in which to work, where our expectations are constantly being challenged.
- a continuation in the increasing complexity of client presentations, particularly around acute mental health issues. This places pressure on our service provision as waiting lists grow.
- a continuing growth in the number of people settling in regional and rural areas of Queensland and in locations in which they are choosing to settle. This always places pressure on the organisation as we look at how best to provide services in these areas while continuing to ensure that the large population areas such as Brisbane and Logan retain access to services.

I would like to acknowledge the demands that these challenges have placed upon staff at QPASTT and I am proud of the professionalism, commitment and flexibility shown by staff as the organisation maintains a high level of professional services to clients. I need to express my thanks to all staff for their willingness to undertake increasingly complex and challenging work and their patience and commitment to the organisation as we move through these changes.

The organisation would not be as well placed to face the challenges of our work without our partners – both funding bodies and industry partners such as MDA and Transcultural Mental Health. To all these partners we thank you and look forward to continuing our work in the future.

DIRECTOR'S REPORT

The senior management team of QPASTT has always been incredibly dedicated and hardworking and this year has been no different although it has faced a number of changes with the leaving of Sally Stewart and the retirement of Shelley Nielsen. To both these people thank you for your work over the last year and we miss you both. I would like to welcome the new members of the team – Meg Leitz and Vickie Pastellas. They have done a great job in picking up the reins of Shelley and Sally and I look forward to working with them in the future.

The Clinical Service Managers, Lois Whiteman, Liz Gordon and Kristy Date, continue to provide a high level of leadership and support to the organisation and without them the organisation would not be able to maintain the depth and professionalism of its service delivery to clients. Thank you for your knowledge, support and care.

The QPASTT management team is comprised of the senior managers and the team co-ordinators – all hard working and committed leaders – I would like to thank you all, without your support and input this position would be much more difficult.

Finally I would also like to thank the members of the management committee. They are a wonderful group of committed, hardworking and caring people who have supported me and the organisation throughout the year.

QPASTT remains committed to promoting human rights and advocating for the elimination of torture. Our work with survivors strongly reinforces why all forms of torture and other cruel, inhumane and degrading treatment must be prohibited by all governments. The last year has again seen increasing attention being given to issues surrounding asylum seekers and refugees. The year has seen both positive and not so positive outcomes for Australia's commitment to this area. We will continue to make the most of the positive outcomes and seek to alleviate the impacts of the not so positive ones.

We need to be mindful that asylum seekers, whether in Australia or in other countries, are extremely vulnerable. They live in great fear of being returned to a home country where they believe they will be severely punished or killed. Their present and future hold unknowns and they are concerned for their families and loved ones left behind. Healing from traumatic experiences and addressing the possibility of return is often formidable. The time spent waiting for resolution of their status and how they are treated directly impacts upon their social and emotional wellbeing as well as their capacity to settle in the long term.

As a service primarily concerned with supporting people and communities to settle, I would like to thank our clients and the community we work with for their ongoing support. This is a vital, vibrant and compelling area of work and your contribution to it is as important as it is appreciated.

Tracy Worrall
Director

CLINICAL SERVICES REPORT

The Clinical Service Managers are responsible for ensuring that the organisation has strong clinical frameworks and clinical governance arrangements. QPASTT has a commitment to ensuring that staff have strong skills within our specialised area and we are well placed to support our clients.

This year has seen some changes in the Clinical Service Manager positions with Liz Gordon going on maternity leave and Meg Leitz recruited to act in her position. Meg then moved into the Direct Services Manager position and Kristy Date then moved into Liz's acting position.

Training

As part of our role, the Clinical Service Managers develop and provide a range of training and support to staff. Some examples of the internal training delivered in the last year include:

- Therapeutic Dreamwork in Clinical Practice with Traumatized clients, a one day workshop. Nightmares and dreams often haunt trauma survivors and therefore it is important to be able to help clients understand why they may dream what they dream and to work with this material which highlights the issues that are not yet integrated from their trauma. Dream work is a valuable asset also in assessing where a client is at in their stage(s) of recovery and offers a universal/cross cultural medium for trauma work. Counsellor/Advocates at QPASTT identified an interest and need to develop skills and confidence in this area of their practice.
- Counsellor/Advocate Model In Practice. The Counsellor Advocate Model is a holistic and systemic approach to work with refugees. It requires Counsellor/Advocates to work with both external environmental issues facing clients as well as their inner psychological needs and to relate the one with the other. It is a complex task to balance and move between both aspects of work at times. This training package explored the history, definitions, boundaries to and dynamics within the Counsellor/Advocates work with a client.

In addition to the internal training, there were two evening sessions held on Clinical Frameworks for interested organisations and individuals which kick started the provision of external training in these areas with a view to developing both of these sessions into a ½ - 1 day session in the coming year.

Policy and Resources

- The process of reviewing the QPASTT Clinical Services Manual including the Clinical Supervision policy was commenced. These policies are due for updating to bring them into accord with current practice.
- Clinical Frameworks for Working With Asylum Seekers. This has been a major focus during the last year as this program has developed and new staff inducted into the organisation.
- Report writing guidelines for Protection Visa purposes. Reports for Asylum Seekers for Protection Visa purposes is a vital part of QPASTT's advocacy work for this client group. The process varies at its different stages and requires clarity in purpose and awareness of pitfalls that can disadvantage the validity of the report. Together with the Coordinator of the Detention Team, the CSM has developed a set of guidelines for staff. These guidelines were further enhanced by training conducted by Guy Coffey from VFST on working with asylum seekers at one of our Offline training weeks.

CLINICAL SERVICES REPORT

- The Clinical Services Manager is also working on client review guidelines and measures that will be incorporated into our data collection system, QEOS. Once complete, training for staff on its use will be implemented.
- The Waiting list management process for referrals into the PASTT program has been updated with consultation from the Counselling Services Team. It is currently being trialled for 3 months.

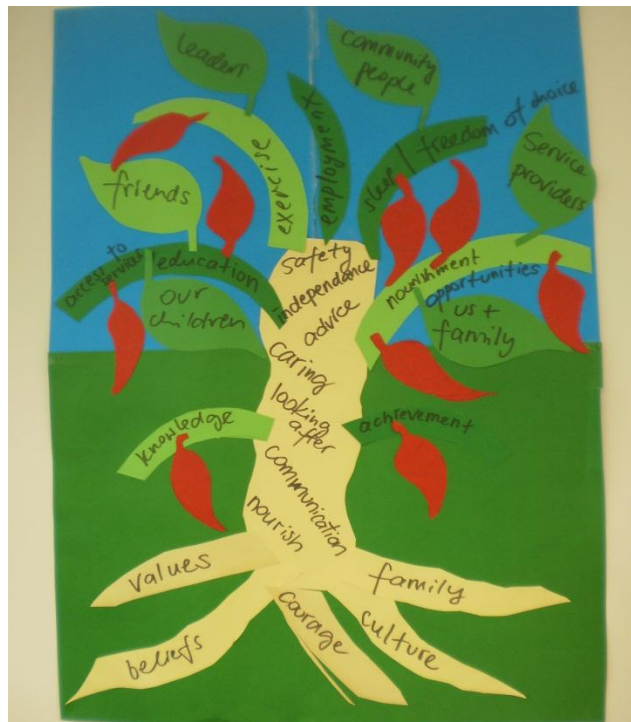
Clinical Supervision

The demand for clinical supervision continues to grow as staff numbers increase. The Clinical Service Managers continue to provide monthly clinical supervision to individual workers. New workers begin with fortnightly supervision and with many new staff commencing, this has increased the supervision load. In addition, we decided to offer all Counsellor/Advocates who work in Detention Team ongoing fortnightly supervision because of the difficulty of the work and the increased risk of burnout and vicarious trauma with this client group.

A new aspect of supervision this year has been the provision of specialised supervision for those workers who do community Development and capacity building. Susan Allan was selected for this work because of her extensive skills and experience in these areas.

In addition, monthly group supervision is held for people working with asylum seekers, for people running groups and for people working with families. Paul Gibney continues to provide bi-monthly supervision on adult and family cases and Libby Moreton provides bi monthly supervision on children and young people.

Lois Whiteman
Manager, Clinical Services



DIRECT SERVICES REPORT

The Direct Services Manager works across all program delivery areas within QPASTT and provides management and support for staff along with governance over our program deliverables.

The position has also experienced changes this year with the retirement of Shelley Nielsen and my moving into the position on an acting basis. I have recently been formally appointed to that role.

I feel very fortunate to have been given the opportunity to experience both the Clinical Services and Direct Services Manager roles and it has certainly has been a fast introduction to the many facets of QPASTT. The role has seen change in program teams with the amalgamation of the Long Term and Short Term Counselling teams into a single Counselling Team and the addition of the Families and Communities Team. In addition, staff are now located in a range of different locations and it is important to ensure that they are included as members of the team and that consistent and high quality services are able to be provided across Queensland.

One facet that I have been involved in has been planning for the three Offline Weeks.

This year, QPASTT staff have enjoyed training sessions and presentations covering a large range of topics including:

- Case-noting with Care: legal aspects of counselling notes and subpoenas;
- Occupational Health and Safety;
- Post Traumatic Growth;
- Exploring Learning and Professional Development;
- Conflict Resolution – an introduction to practice and theory;
- Dreamwork;
- Working with Communities; and
- Speech and Language.

The feedback from staff about each of the training sessions and presentations during our Offline Weeks has been very positive and these professional development sessions continue to be one of the wonderful benefits staff enjoy at QPASTT. We already have a list of training that staff have prioritised for next year.

Megan Leitz

Manager, Direct Services

ADMINISTRATION TEAM

The Administration team is the face of QPASTT. It is responsible for the day to day administration of a range of tasks from data collection and financial reporting to administering systems and procedures. They also play an active role in the organisation's events. The Admin team members all have demanding roles which require not only very specific skills, but also a combination of patience, compassion and resilience. Over the past year, their workload has increased but they have managed to maintain the same level of support. They do a fantastic job, and I would like to thank Saira, Jackie, Marcela and Gloria for all their efforts over the last financial year.

The Admin team has experienced a level of upheaval this year. Early in 2012, Sally Stewart, the Manager of Operations and Partnerships left us and I stepped into the role in an acting capacity. Sally's dedication to QPASTT, her enthusiasm and dynamic energy have been missed by all QPASTT staff. At the same time Rafael Pacheco, QPASTT's long term financial advisory retired, leaving a huge gap for us to fill. In addition, a recent restructure meant that we also said good bye to Sharon Were, the Senior Administration Officer, and Luis Amaya, the Finance Officer. I want to recognise the great contributions that both Sharon and Luis have made to this organisation, too. Their dedication to QPASTT and their charm and good humour will be missed. I thank them for their hard work and wish them all the best in their future endeavours.

Vickie Pastellas

Manager, Operations & Partnerships (acting)



FAMILIES AND COMMUNITIES TEAM

The Families and Communities Team came into being in 2011. It comprised Building Stronger Families, CAMS (Community Action for a Multicultural Society), POUCH (Promoting Our Unity, Culture and Human Rights) and RESP-ECCT (Respite for Emerging Communities in Cultural Transition). We have offered a range of family focussed, group-based and community capacity building activities over the last year.



One of our first activities as a team for the year was the Women's Dance in Mental Health Week, which was in partnership with our RESP-ECCT partners, Communitify and MDA, and Brook Red. This was a colourful and dazzling event, showcasing a number of different cultural dances and types of music.

POUCH supports an early intervention approach for families managing the impacts of cultural transition on family relationships as well as the impacts of past trauma. This service offers an important opportunity to work systemically with families on their relationship issues which can facilitate their recovery and successful settlement outcomes. A bicultural family relationship model brings depth and flexibility to the family support we provide at QPASTT as well as to the work of the organization as a whole. POUCH has been involved in a number of client-related activities, such as Family Fun days and children's groups with our Children and Youth Team. It has also run 'Dads' groups with the support of Anglicare. These groups provided opportunities for parents to consider their new environment and its potential impact on family relationships. POUCH has also been involved with Evolve and Child Safety Services to deliver training to community service workers.

The Building Stronger Families Program has been running sessions, for families who have been in Australia less than 5 years, focussing on raising children in Australia. 46 sessions were run last year in Brisbane, Logan and Gatton with a range of groups from the Somali, Rohingya, Afghani, Burundi, Karen, Sudanese, Ethiopian communities with support from a range of Settlement providers and community leaders.

Building Stronger Families and POUCH both seek to empower community leaders in supporting their communities with information sessions on Child Safety, Parenting and the Queensland Education System. Chris Boyle, Senior Practitioner from the Department of Child Safety, has been a key presenter in a number of these workshops, making the advertised "friendly discussions with the Department of Child Safety" a reality, leading to numerous requests for further workshops. These sessions have been very successful with leaders from 17 different communities over 6 sessions, with a total participation of 120 people.

FAMILIES AND COMMUNITIES TEAM



Our CAMS (Community Action for a Multicultural Society) program has continued to provide community development opportunities to refugee communities in Brisbane, Caboolture, Toowoomba and Gatton. A broad range of activities was undertaken including socio-education and information sessions to community groups (young people), support for the Brisbane Women's Forum with the aim of creating a strong network among multicultural women in Brisbane, the linking of community groups and individuals with other services and community support as well as advocacy pathways.

Training was provided to both community and service providers with the aim of promoting a better understanding of the barriers to access and the needs of people from refugee backgrounds. Partnerships with relevant agencies and stakeholders were developed to address specific projects and community needs for an effective outcome. Participation in different reference groups and specific projects to strengthen community capacity was also a priority. QPASTT has contributed to a number of consultations, including Access and Equity and Child Safety.

The RESP-ECCT Program (Respite for Emerging Communities in Cultural Transition) focuses upon supporting individuals and families of culturally and linguistically diverse backgrounds that support a person with mental illness or children and young people "at risk" of mental illness. The program is delivered in partnership with Communitify and MDA. Each organisation contributes to the delivery of a flexible service allowing carers, family and community members or the person with a mental health concern to participate. We deliver a range of group activities and intensive support to families who support someone with a mental illness.

Through RESP-ECCT, the Families and Communities Team has provided intensive support to a number of families and worked with the Counselling Services Team to deliver a number of groups.

X-Men has continued to offer a weekly wellbeing and exercise program for men. Internal and independent evaluation has found that overall, participants have increased wellbeing and become more self-reliant; they display improved physical and mental health; there is a decrease in depression and anxiety symptoms, with an accompanying reduction in medication. Many of the men have also started to take up a number of the different exercise activities that they have tried whilst attending X-Men



FAMILIES AND COMMUNITIES TEAM

QPASTT has also continued to run the Rohingya Women's Group, a weekly wellbeing and recreational group, that has focused on reducing social isolation and improving wellbeing. Many of the women participating in the group have become more confident in catching public transport to different activities and enjoyed the various activities, such visits to parks, the Northy Street Community Garden and a special visit to Alma Park Zoo.

QPASTT starts a new group, "Women's Space", from August 2012. We are looking to provide a multicultural therapeutic women's group that will look at supporting wellbeing and providing new and practical skills to support mental health.

As part of the RESP-ECCT Program, QPASTT supported a PhD scholarship for Michelle Harris who is researching under the guidance of Professor Elizabeth Kendall at the Centre of National Research on Disability and Rehabilitation Medicine, Griffith Health Institute at Logan Campus. Michelle has conducted independent evaluations of the activities run as part of the RESP-ECCT program and provided a literature review across the respite and CALD services sector and has been conducting learning circles with the workers of the RESP-ECCT program. This year she released the first article "Photo elicitation: Commonalities and uniqueness in cross cultural descriptions of a multicultural mental health service" in Multimodal Research.

Terri McDonald
Coordinator



CHILDREN AND YOUTH TEAM

Counselling

QPASTT provides a range of flexible counselling and tailored support programs to children and young people between the ages of 5 and 24 years. The Children's Counselling program continues to apply a systemic model that involves working closely with the systems in which the child is placed - this includes family and school systems, and inclusive recreational activities. The Children's Counsellor provides outreach counseling support in at least 8 different schools.

Children's counselling, for children aged between 5 and 12 yrs, is play-based. Children are often unable to understand or articulate their needs and experiences in the same way as adults. Creative therapies provide an alternative way for children to communicate that is developmentally appropriate, through the use of art materials, clay, puppets, sand tray and other symbolic material. Children utilise play to express feelings, thoughts, experiences and needs. This year we also provided the first therapeutic group for refugee children, which was run in collaboration with the POUCH team. Ten children attended and initial expectations were surpassed. We hope to be able to run similar groups in the future. We are currently in the planning stages of running school-based groups, founded on the Kaleidoscopes program at the Islamic College in Brisbane.

Our Youth Counsellors work with young people aged between 12 and 24 years. Like the Children's Counsellor, the Youth Counsellors work systemically with families, the community and schools to support recovery and successful settlement.

Through the suicide prevention program, NEXUS, QPASTT also provides non-acute counselling support for young people of refugee background who are at risk of self harm or suicide.

The Whole of School Approach

The Children's Program also includes a capacity building component which currently focuses on strengthening the capacity of primary schools to provide a safe, supportive and inclusive learning environment for children from refugee backgrounds through the 'Whole of School Approach'. The Whole of School Approach (WoSA) is a partnership model that seeks to engage all key learning areas and many aspects of school life such as curriculum, culture, teaching practices, policies and procedures. QPASTT works with school principals and teachers to identify training and support needs and provides practical input to the school community to enhance the educational environment for children from refugee backgrounds.

Most of the work this year has involved provision of secondary consultation to school staff by telephone, email and face to face advice, tailoring professional development in individual schools, presenting at conferences and other forums and providing training and presentations to public, private schools and for pre-service teachers.

Partnerships

In the last 12 months, QPASTT has delivered many activities in schools and more are planned for term 4, 2012 (October-December), through to 2013 onward. QPASTT has also maintained its robust partnership with Griffith University and has continued to present during the One Step Ahead: Engage. Inspire. TEACH annual conference for pre-service and early career teachers. Through WoSA, QPASTT has maintained its long term partnership support work with Flipside Circus.

CHILDREN AND YOUTH TEAM

School Holiday Programs

Throughout the year, QPASTT has continued to provide a range of activities for young people as well as activities for children and their parents/guardians. Various sporting, social and creative activities are organised that provide an opportunity for fun, social connection and the building of new relationships.

Activities for families in the last 12 months have included:

- Indoor activities (Hip Hop dance, badge & Jewellery-making and movies)
- Mini Olympic games, cinema and BBQ
- Children's group (primary school aged children)

The activities are designed to build healthy relationships with others and are linked to the main objectives of the Whole of School Approach (promoting social connectedness/quality attachment relationships) between refugee families, and agencies and individuals.



Activities run for youth in the school holidays included:

- Movies and a BBQ
- Capoeira
- A day of activities at the Outlook
- Surf Safety
- Mini Festival with BABI Youth and Family Services
- A day at Kindilan Outdoor Education and Conference Centre
- Community Computer Workshops

Youth Support Coordinator

At QPASTT, the Youth Support Coordinator (YSC) works with young people from refugee backgrounds at high school who are at risk of disengaging from school or employment pathways. The YSC visits Sunnybank State High School, Nyanda State High School and Coorparoo Secondary College. This past year, the YSC has supported particularly vulnerable students to access the laptop computer scheme and run various groups in the schools including Capoeira.

Youth Workers

The Youth Workers support young people from refugee backgrounds in two high schools (Kedron and Woodridge State High School) which both have high numbers of students with refugee

CHILDREN AND YOUTH TEAM

backgrounds accessing their English as a Second Language units. The youth workers assess the needs of the young person and help them to link into appropriate school support or other services. In addition, a Youth Worker visits Milpera State High School once a week to inform new students from a refugee background about the activities at QPASTT and other services.

This last year, QPASTT has supported Community Connections to deliver the Building Resilience in Transcultural Australians (BRiTA) to year 9 ESL students. This program supports the development of resilience and identity in the context of two different cultures.



Ucan2 Program

In 2nd semester 2011, this program was delivered to students (16-24 years) at Southbank Institute of Technology and in first semester 2012 to youth classes at Metro South TAFE at Loganlea. The program supports young people and assists them in understanding different employment and education pathways, and facilitates links to appropriate services. It also has a social and emotional component that educates and raises awareness of one's emotions and the importance of emotional well-being. Interestingly, this part of the program is always the most popular section and always receives positive feedback. The program is delivered predominantly to students with a refugee background, but students from culturally and linguistically diverse backgrounds also attend.

Group work with Unaccompanied Humanitarian Minors

The purpose of the group work with Unaccompanied Humanitarian Minors (UHMs) is to build social connectedness and increase the awareness of trauma and the impacts of trauma. It also supports the young people in learning about their local area and links them to relevant support services. In addition, a number of consultations were held with carers who live with the UHMs to explore ways in which QPASTT could also serve to support the carers in understanding the significance of their relationships with the UHMs and the impacts of trauma and detention on the young people. It is hoped that in the future, QPASTT can provide meaningful support to the carers to better support the young people in their daily care.

Naomi Kikkawa, Coordinator

YOUTH VOICE

Youth Voice targets young people aged 12-25 years of age from diverse backgrounds who are keen to explore ideas and educate their peers and the broader community on social justice issues, social policy and government processes impacting on young people. The project involves members of the broader community including community elders, youth advocates, service providers, government representatives and members of local parliament. Committee members develop the skills to effectively engage and advocate with community leaders around issues that are important to them.

Some of the exciting things the committee has been doing include:

- **National Youth Week Event**, held on Saturday the 21st of April 2012 called, The 'Walk in Our Shoes' Project. The event began at the Roma Street Parklands Amphitheatre, followed by a mass walk through the city and finished with a mini festival at The Edge (Queensland State Library at Southbank). The project involved participants taking a photo of their shoes to accompany a written story about their life which was posted onto a public blog prior to the walk. These "shoe" profiles were then distributed to participants when they arrived on the day of the walk or photos were taken with a Polaroid camera for those registering on the day. The objective was to find the person who belonged to the shoes, and to hear more of the story that went with them, face-to-face. At the conclusion of the walk, there was live entertainment, including musical and dance groups, as well as information stalls from key youth services across Brisbane. A photo exhibition was also installed, by the committee, of their framed shoe pictures, accompanied by their shoe profiles. This exhibition was featured in the Youth Space at the City Library during the month of April. Also, as part of the celebrations and entertainment held at the Edge, members who were part of a multi modal (music, art and drama) therapeutic group run by Dare to Dream facilitators at QPASTT, put together a short performance.



- **The Youth Employment Forum** aimed to provide the opportunity for young people from diverse backgrounds to voice their experiences of finding work in Queensland; highlight the strengths and challenges faced by young people in this endeavour; and discuss the support systems available to meet these needs. The forum involved young people developing questions in workshops prior to the forum and then asking their questions of the expert panel on the night. Some of the panel and other officials who attended the forum included Mr. Ian Kaye Member for Greenslopes - representing the Minister for Aboriginal and Torres

YOUTH VOICE

Strait Islander and Multicultural Affairs; the South East Region Director of DETE; the Director of the Office for Youth; the Director of YANQ; the Pathways Coordinator of BYS; the Deputy Commissioner of ADCQ, and on Skype, the Settlement Policy Officer of the Refugee Council of Australia.

Members of the Youth Voice Committee have now joined with MDA's Youth Representative Committee to form a single united youth committee.



DETENTION COUNSELLING TEAM

QPASTT has continued to provide supportive counselling services to asylum seekers living in community detention and on bridging visa Es in Brisbane and regional Queensland. We have 2 Counsellor/Advocates based at the Scherger Immigration Detention centre just outside Weipa.

They are able to provide a range of support options to clients as well contribute to building a supportive partnership of services for asylum seekers detained in this remote location. QPASTT has engaged 3 Counsellor/Advocates in Brisbane, who, together with consultant staff, provide counselling to clients in Brisbane. Clients from the BITA (Brisbane Immigration Transit Accommodation) attend counselling sessions at our office in Woolloongabba as do those living in the community.



Issues facing asylum seekers have featured prominently in the Australian media and politics over the last year. In an ever-changing and much talked about environment, QPASTT has managed to maintain its independence in terms of clinical judgement when providing counselling and making recommendations regarding the most appropriate support options for clients. Our work is based on the recognition of the inherent dignity and worth of every human being, and the acknowledgement of the healing power of consistent and predictable relationships.

Highlights this year have been:

- a two-day workshop offered to case workers from the Red Cross and other agencies involved in providing case work support to asylum seekers in community detention and on bridging visa Es. The aim of this workshop was to share experiences from the field and to consider a conceptual framework for understanding our clients' past and current contexts.
- an interactive session for clients with the Refugee Council of Australia Chairperson, Sonia Caton, to discuss changes in the processing of asylum seeker claims post March 2012.
- a professional development workshop for our staff with QLD Transcultural Mental Health psychiatrist, Dr Dilprasan DeSilva on the topic of understanding the role of various psychotropic medications when working with survivors of torture and trauma.

DETENTION COUNSELLING TEAM

In the new year, we plan to initiate regular group sessions with asylum seekers living in the community, as well as those at the BITA. While these groups may be used as a waitlist management strategy, they will not be limited to existing QPASTT clients. We would like to acknowledge the work of our partners in providing support to asylum seeker clients. We would of course also like to acknowledge the courage of all our clients.

Katharine Knoetze
Coordinator



REGIONAL COUNSELLING TEAM



The QPASTT Regional Counselling Team has developed this year, with established offices in Toowoomba & Gatton, Townsville and Cairns, and most recently a Counsellor/Advocate recruited for Rockhampton.

Working collaboratively with local services to improve the settlement and health outcomes of regional refugee communities, QPASTT has also played a role in creating awareness and providing support to mainstream health services and GPs regarding issues facing individuals from refugee backgrounds. An example of this is our involvement in the development of the Toowoomba and Lockyer Valley Health Pathways for Recently Arrived Humanitarian Entrants flowchart.

In Toowoomba and Gatton, QPASTT has worked closely with the local Queensland Health Multicultural Mental Health Co-ordinator, delivering stress management workshops for adults and high school students. For the development and delivery of the stress management workshop to high school students, QPASTT was awarded an ACAG (African Communities Action Group) Participation Award.

We are incredibly grateful for the welcome and support that we have received in the various regional communities and would like to particularly acknowledge the agencies at which our Counsellor/Advocates are based. We anticipate that we will notice some changes in the support needs of our clients and other service providers over the next year, with an increase in work opportunities in the regional areas.

Katharine Knoetze
Coordinator

COUNSELLING SERVICES TEAM

The Counselling Services Team has had another year of successfully delivering counselling, advocacy and support services to clients predominantly from Afghanistan, Iran, Iraq and communities from Burma. As well as attending QPASTT's Brisbane office, our clients were



supported in our outreach locations on the Gold Coast and also in Logan, which was extended to accommodate the increase in referrals in that area. A third outreach location was also established in Goodna to cater for clients settling in larger numbers there.

Our full time Capacity Building position continued to improve our partnerships with mainstream services, community leaders, community organisations, established networks and other agencies. In addition, a number of resources were developed:

- A DVD entitled “Working With Islamic Clients: Basic Guidelines for Effective Practice”. This was the result of a one day workshop organised by QPASTT staff and delivered to QPASTT, MDA and QTMH staff. The session was facilitated by Dr Mohamad Abdalla, Director of the Griffith University Islamic School of Research. This DVD will be used as a resource for future training sessions and staff inductions.
- Relaxation and mindfulness exercises translated into 10 different languages (Arabic, Tigrinya, Kirundi, Swahili, Burmese, Nepali, Karen, Tamil, Dari, Farsi, and French).
- “Hints & Tips” material translated into a further four languages (Nepali, Swahili, Burmese and Tamil).
- The QPASTT brochure, translated into 11 languages (Burmese, Arabic, Tigrinya, Kirundi, Swahili, Nepali, Tamil, Dari, Farsi, and French). It has also been translated into Roghinya and is available in audio version.
- The FASSTT cards, which contain the contact details of all the sister organisations in Torture & Trauma around Australia.
- A power point presentation on referring to QPASTT, developed in conjunction with sister organisations. This is available on our website for service providers.
- An updated Queensland version of “Promoting Refugee Health and Caring for Refugee Patients in General Practice”, which is a guide for health professionals.

These resources were made available to clients, QPASTT staff and other service providers. Furthermore, a partnership between QPASTT and Dr. Margaret Kay of the University of Queensland Medical School resulted in 2, six week placements of 5th year students. The medical students reported, at the completion of their placement, that they had a greater understanding and appreciation of the work we do, and the issues faced by our client group. They undertook a variety of projects during their placements which included collating a list of psychiatrists and GPs in

COUNSELLING SERVICES TEAM

Brisbane and regional areas who bulk bill and are willing to work with interpreters, and developing a list of commonly prescribed psychotropic medications and the associated side effects.

The Counselling Services Team once again worked in collaboration with the RESP-ECTT program to facilitate a social support group for women from the Rohingya community. The women enjoyed outdoor activities in parks and gardens as well as the opportunity to come together on a regular basis to enjoy nature, food and each other's company. Groups were held on a weekly basis and the outings continue monthly due to popular demand!

Also, Counsellor/Advocates were involved in the X-Men Program which again proved to be very successful.

Vedrana Jovicic
Coordinator



We asked parents from refugee backgrounds about their dreams for their children ...



A mother from Former Yugoslavia

My dreams about the future would be about raising confident children and ones that are able to make good decisions for themselves. I don't think that wishing that my kids get rich or go to university will give them happiness. It is more about them being able to make good decisions and enjoy their life... And if they make mistakes that they will be able to deal with it and be confident enough to know how to overcome bad decisions and be able to move on. And to be caring as well and I certainly don't expect them to look after me when I get older as that wasn't why I had children in the first place. But I do expect to be respected by my children and they should also respect other people and be considerate of others.

A father from Afghanistan

My dream for my children is for them to really become bi-cultural. I hope they will not be so rigid that they keep all aspects of one culture and forget or deny good aspects of another one. My dream is that they will be able to recognise that there are some very good things in their culture of origin and also very good things in Australian culture and to live in social and psychological harmony with this multicultural society.

A mother from Sudan

My dreams would be to raise children who:

- are able to make good decisions for their lives and enjoy their life*
- Have confidence to know how to come out of problems that they get into*
- Can overcome bad decisions and peer group pressure*
- Be able and willing to provide support to people in need*
- Do the right thing*
- Respect people and accept them the way they are*

A mother from Sudan

I would like my children to grow up and be successful responsible people in future; this is in the sense that they should be good citizens who can contribute effectively to their community and the country they belong to - i.e. Australia. They must absorb the law of the country and keep the values of Australian society. They should not forget their roots as Africans while living in Australia. They have to be successful by working hard in their educational path which will enable them to get better jobs and earn their living.

WHO'S WHO AT QPASTT

Management Committee

Keithia Wilson	[President]
Luis Melgar	[Treasurer]
Margo Couldrey	[Secretary]
Lyndall Kleinschmidt	Nick Meinhold
Abel Sibonio	David Yohan
Robin Lonergan	Egleema Nadir Shah

Staff

Senior Management Team

○ Tracy Worrall	Director
○ Kelly Prior	Director (part year/acting)
○ Shelley Nielsen	Manager, Direct Services (part year)
○ Sally Stewart	Manager, Operations and Partnerships (part year)
○ Megan Leitz	Manager, Direct Services
○ Vickie Pastellas	Manager, Operations and Partnerships (acting)
○ Lois Whiteman	Manager, Clinical Services
○ Liz Gordon	Manager, Clinical Services (part year)
○ Kristy Date	Manager, Clinical Services (acting)

Administration & Finance Team

○ Sharon Were	Senior Administration Officer
○ Jackline Dada	Administrative Officer
○ Saira Buksh	Administrative Officer
○ Marcela Barra	Administrative Officer
○ Luis Amaya	Finance Officer
○ Mal Bowatta	Business and Finance Officer
○ Gloria Orteiz	Finance Officer (part year)
○ Teegan Winters	Database Officer

Counselling Services Team

○ Vedrana Jovicic	Coordinator
○ Taher Forotan	Counsellor Advocate
○ Charito Hassell	Counsellor Advocate
○ Fernanda Torresi	Counsellor Advocate
○ Vicky Eroles	Counsellor Advocate
○ Kali Lohman	Counsellor Advocate
○ Viktoriya Kalmykova	Counsellor Advocate
○ Jessica Edwards	Counsellor Advocate
○ Mark Griffiths	Counsellor Advocate
○ Drew Cummins	Student Placement
○ Bianca Sargeant	Student Placement

WHO'S WHO AT QPASTT

Communities and Families Team

○ Terri McDonald	Coordinator
○ Grace Samuel	CAMs Worker
○ Veronica Kirkman	MMH Worker
○ Magdalena Kuyang	Counsellor Advocate
○ Susan Knopke	Counsellor Advocate (part year)
○ Kathleen McBride	Counsellor Advocate (part year)
○ Aggy Radajewski,	Stronger Families
○ Mavice Hove	Stronger Families

Children & Youth Team

○ Naomi Kikkawa	Coordinator
○ Sarah Kristensen	Youth Worker
○ Elise Barton	Youth Worker (part year)
○ Abdi Yusuf	Youth Support Coordinator
○ Ana Pocrnjic	Counsellor/Advocate
○ Has K'Paw Hein	Youth Worker
○ Hayley Dry	Youth Counsellor/Advocate
○ Erica Fernandez	Children's Counsellor/Advocate
○ Sam Anywar	Capacity Building & Support
○ Amin Towhidi	Youth Worker

Detention Team

○ Katharine Knoetze	Coordinator
○ Mary Moynihan	Counsellor/Advocate (Weipa)
○ Dana Peters	Counsellor/Advocate (Weipa)
○ Ivan Choy	Counsellor/Advocate
○ Tanya Van Bael	Counsellor/Advocate
○ Ale Bustos	Counsellor/Advocate
○ Ally Wakefield	Group Facilitator
○ Malek Mozafari	Group Facilitator

Consultants

- Paula Peterson
- Jo-Anne Kompes
- Nadine Littledale
- Justine Evans

Regional Staff

Toowoomba Office

- Kristy Date Counsellor/Advocate

Cairns Office

- Sharyn Young Counsellor/Advocate

Townsville Office

- Consy Sakaria Counsellor/Advocate

Rockhampton

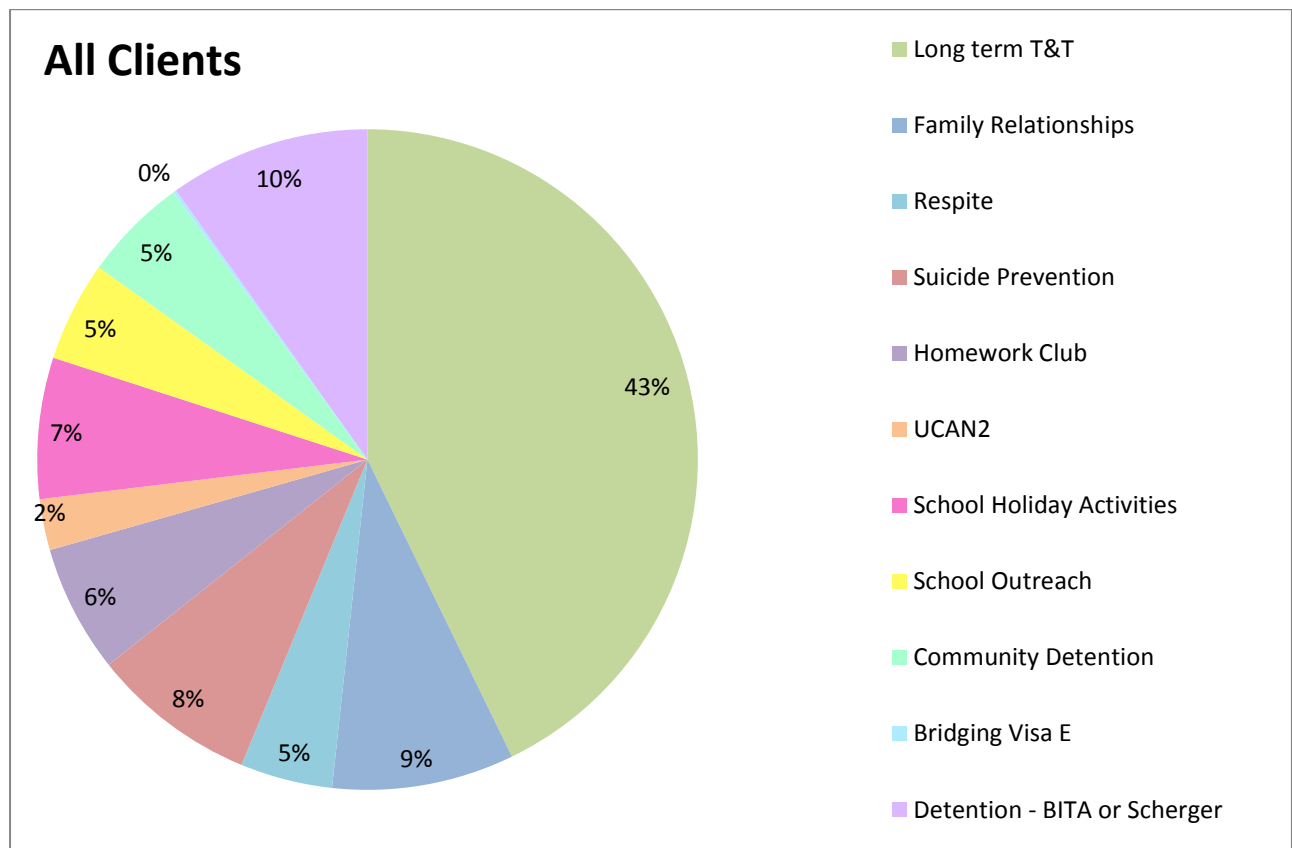
- Haley McNamara Counsellor/Advocate

SERVICE DATA PROFILE

The QPASTT total client count is represented below:

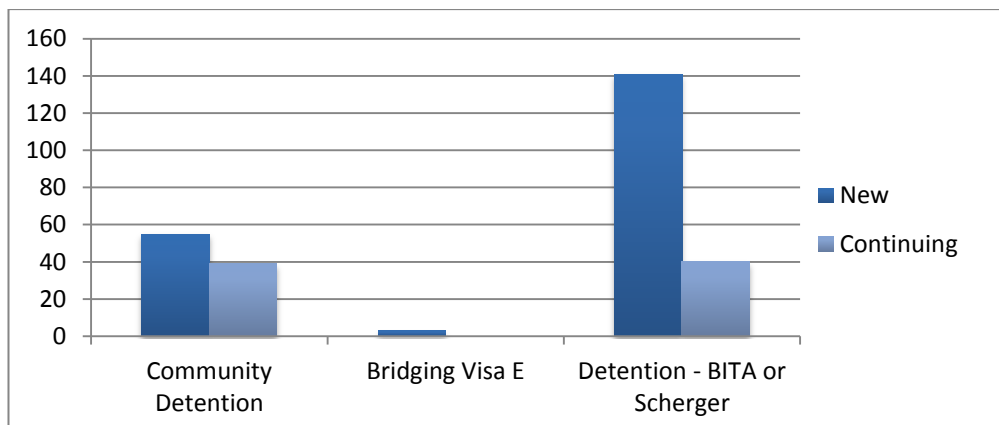
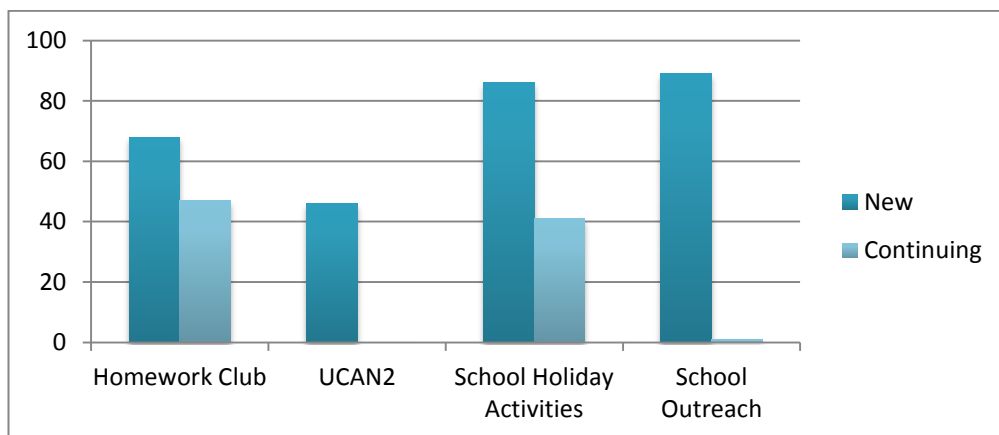
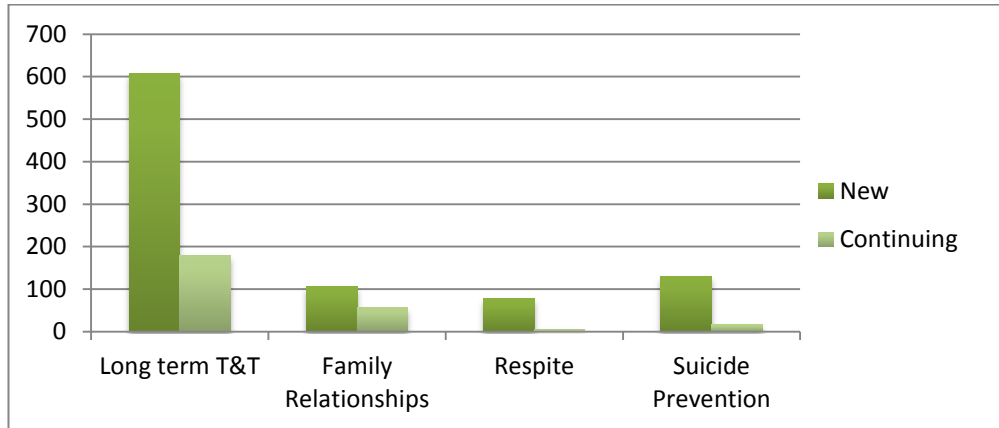
CLIENT COUNT	Long term T&T	Family R'ships	Respite	Suicide Prevention	H'work Club	UCan2	School Holiday Activities	School O'reach	Detention	TOTAL
New	607	107	78	131	68	46	86	89	199	1411
Continuing	180	57	5	18	47	0	41	1	79	428
Total	787	164	83	149	115	46	127	90	278	1839

Below is a visual representation of the total number of clients by individual program.



SERVICE DATA PROFILE

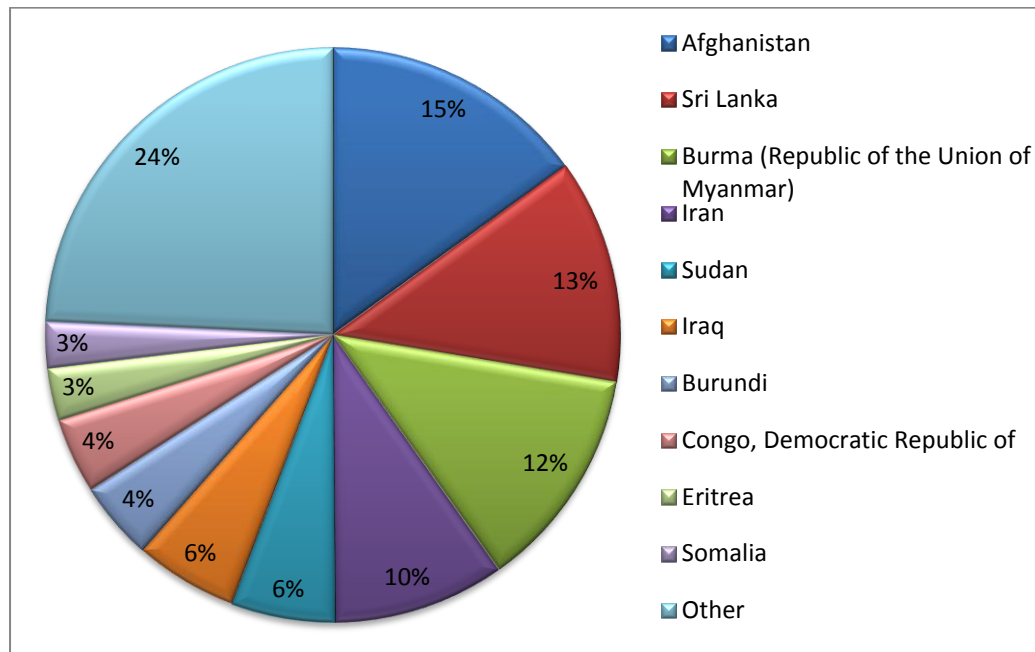
The following tables indicate the number of new and continuing QPASTT clients within individual programs.



SERVICE DATA PROFILE

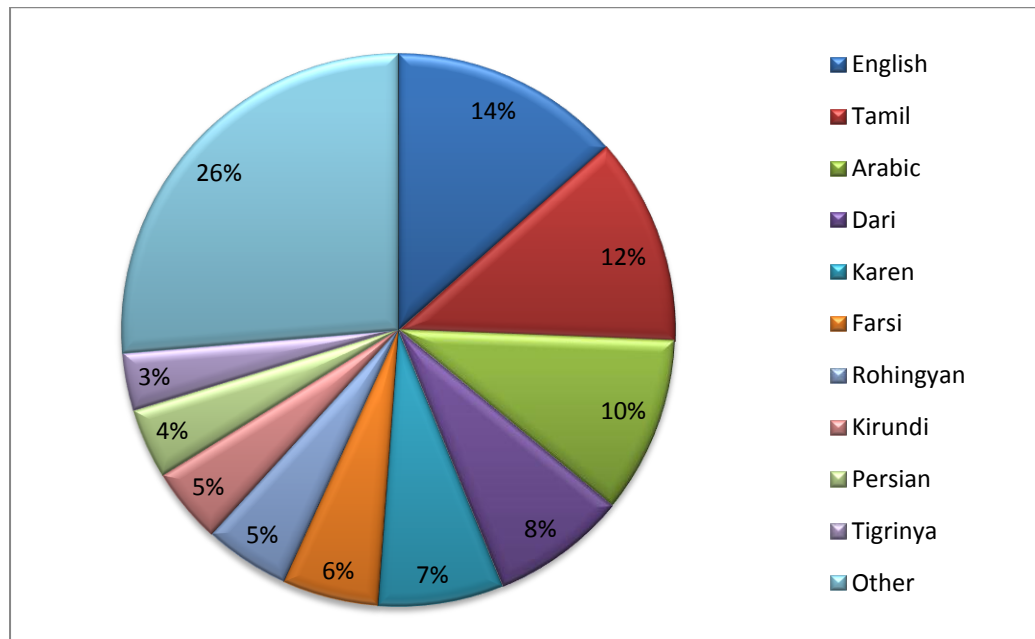
QPASTT saw clients from a range of different countries of origin – the top 10 of which are represented below.

COUNTRY OF ORIGIN



Our clients spoke a number of different languages.

TOP TEN PREFERRED LANGUAGES SPOKEN



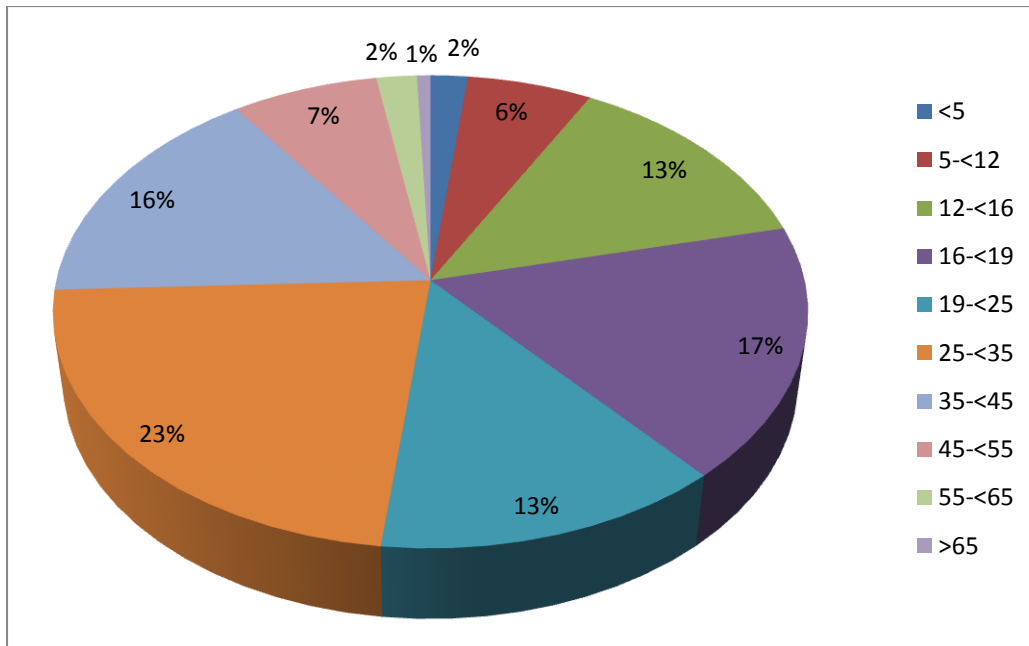
SERVICE DATA PROFILE

QPASTT clients were assisted for varying lengths of time.

	Long term T&T	Family R'ships	Respite	Suicide Prevention	H'work Club	UCAN2	School Holiday Activities	School O'reach	TOTAL
<1 year	698	135	76	144	76	46	102	92	1369
1-<2 years	73	27	4	3	15	0	8	0	130
2-<3 years	20	2	3	1	12	0	16	0	54
3-<4 years	5	0	0	2	11	0	1	0	19
4-<5 years	6	0	0	0	0	0	0	0	6
5-<6 years	1	0	0	0	0	0	0	0	1

QPASTT clients ranged in age from under 5 years to over 65 years of age:

AGE OF CLIENTS



ACKNOWLEDGEMENTS

**We would like to first acknowledge our Patron
Her Excellency, Ms Penelope Wensley AO**

QPASTT would like to acknowledge the following funding agencies:

- Australian Department of Health and Ageing
- Australian Department of Immigration and Citizenship
- Australian Department of Families, Housing, Community Services and Indigenous Affairs
- Queensland Department of Communities
- Disability Services Queensland
- Queensland Health
- Education Queensland
- Queensland Department of Aboriginal and Torres Strait Islander and Multicultural Affairs
- Brisbane City Council

We would also like to acknowledge our industry partners:

- Multicultural Development Association
- Centacare [Cairns, Townsville, Rockhampton]
- Lifeline [Brisbane]
- Multilink
- ACCESS
- Communify