



QPASTT ANNUAL REPORT
2014 - 2015



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ABOUT QPASTT

The Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) provides a range of services to people from refugee backgrounds, including asylum seekers, who have survived torture or war related trauma to help them to recover from their experiences.

We do this by providing direct services to individuals and families in the form of counselling, advocacy, group work, psycho-education, information sessions and programs designed to improve social connections. Direct services to clients are coupled with referral, training, community development and capacity building aimed at developing and strengthening the resources of various communities and service providers.

We are a not-for-profit, community organisation working across Queensland with our main office located in the suburb of Woolloongabba in Brisbane and a smaller office in Logan. We provide services from these offices, and conduct outreach services in the Gold Coast, Goodna and Inala. We also provide counselling services across regional Queensland including: Toowoomba, Rockhampton, Townsville and Cairns.

QPASTT is a member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) – a network of eight specialist rehabilitation agencies that respond to the needs of survivors of torture and trauma who have come to Australia from overseas. There is a FASSTT member agency in each state and territory of Australia.

QPASTT thanks its patron, the Governor of Queensland, His Excellency the Honourable Paul de Jersey AC, for his generous support of our organisation.



THE MANAGEMENT COMMITTEE

QPASTT is managed by a committee drawn from refugee communities, human rights workers, legal and financial specialists, and health and welfare workers who have experience in providing services to people from refugee backgrounds.

We would like to thank the Management Committee for their hard work and dedication to the governance of QPASTT.

Professor Keithia Wilson	President/ Executive Committee Member
Mr. Luis Melgar	Treasurer/ Executive Committee Member
Dr. Lyndall Kleinschmidt	Secretary/ Executive Committee Member
Mr. Robin Lonergan	Executive Committee Member
Mr. David Yohan	Committee Member
Mr. Elijah Boul	Committee Member (part)
Mr. Fraser Power	Committee Member
Dr. Pamela Douglas	Committee Member
Ms. Sharon Orapeleng	Committee Member
Dr. Ian Mannion	Committee Member



THE LEADERSHIP TEAM

Tracy Worrall	Chief Executive Officer
Megan Leitz	Direct Services Manager
Lois Whiteman	Clinical Services Manager
Liz Gordon	Clinical Services Manager
Fernanda Torresi	Manager, Community Relationships & Capacity Building
Vickie Pastellas	Manager, People & Systems
Terri McDonald	Co-ordinator, Communities Team (part)
Naomi Kikkawa	Co-ordinator, Children & Youth Team (part)
Jim Schirmer	Co-ordinator, Children & Youth Team (part)
Vedrana Jovcic	Co-ordinator, Counselling Services Team
Angie Hoskin	Co-ordinator, Asylum Seeker Support Team (part)
Steph Long	Co-ordinator, Asylum Seeker Support Team (part)
Nilissa Livingstone	Co-ordinator, Regional Services Team





THE PRESIDENT'S REPORT

Professor Keithia Wilson

It is with great pleasure that I present the 2014/2015 President's Report on behalf of the Management Committee of QPASTT.

As always, it is a privilege to be part of the wonderful organisation that is QPASTT and to witness the positive contribution that this service makes to the lives of people who have fled persecution and war to seek safety in Australia every year.



By the end of 2014, there were 59.5 million individuals forcibly displaced worldwide as a result of persecution, conflict, generalized violence, or human rights violations. This was an increase of more than 8 million over the 2014 year which is the highest ever increase in a single year. 86% of displaced persons are hosted in developing regions, and Turkey is now the largest refugee hosting country.

Syria is currently the top source country for people seeking refugee followed by Afghanistan, and Somalia, with children below 18 years making up 51% of those fleeing (UNHCR data).

QPASTT works only with people from a refugee background who have experienced oppression, displacement, torture and extreme trauma. Along with our FASSTT sister services in the other States, we are funded as part of Australia's commitment to the International Convention against Torture providing recovery and rehabilitation services to

survivors. We strive do this within culturally sensitive individual, family and community frameworks.

QPASTT remains focused on supporting individuals, families and communities whose experiences have often had profound and long term impact on their health and wellbeing. Their resilience in surviving and making it to Australia demonstrates their strengths and capacity to overcome such experiences. The provision of appropriate and timely support, and recovery focused services enables survivors to positively contribute not just to the Australian community, but also to Australian workplaces and the economy.



In the 2014/2015 the agency provided services to 1867 clients from 69 different ethnicities and speaking 54 languages. In addition, 464 group sessions were conducted within 49 sets of groups. Services were provided across 12 locations in Queensland including:

- ▶ Cairns;
- ▶ Townsville;
- ▶ Rockhampton;
- ▶ Biloela
- ▶ Toowoomba;
- ▶ Gatton;
- ▶ Gold Coast;
- ▶ Logan;
- ▶ Goodna
- ▶ Inala;
- ▶ Ipswich; and
- ▶ Brisbane.



Importantly, the last year has seen an increase in the severity and complexity of issues with clients seen within the agency, along with an increasing number of children and young people attending the service. Children and young people under the age of 25 now make up 47% of QPASTT clients. This reflects the increasing number of children and young people being displaced across the world.



It is the staff who make QPASTT such a successful and dynamic organisation, and once again it is my pleasure to acknowledge and thank them. The policy environment in which the staff work has become increasingly complex and difficult. The staff group dedication and expertise cannot be understated and is greatly appreciated. QPASTT has a diverse and skilled, multicultural staff base with staff from more than 32 different ethnic communities. The Committee appreciates the extraordinary efforts of all staff in contributing to the work of the organisation. 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 – I hope that you will find the organisation to be welcoming and supportive.

I would particularly like to thank the management staff including the Director, Tracy Worrall, the Senior Managers, Megan Leitz, Lois Whiteman and Liz Gordon, Fernanda Torresi and Vickie Pastellas; and the Team Co-ordinators, Vedrana Jovicic, Namoi Kikkawa, Terri McDonald, Jim Schirmer, Nilissa Livingstone and Stephanie Long. They all work extremely hard under challenging circumstances and provide strong inspirational leadership and support.

This year marks my 9th year as President and as I reflect on those years I am inspired by the commitment and energy of those around me - clients, staff and other committee members. I would like to acknowledge the support and dedication of all the management committee members as we have moved through the year: Luis Melgar, Lyndall Kleinschmidt, Robin Lonergan, David Yohan, Ian Mannion, Fraser Power, Pam Douglas and Sharon Orapeleng. Together you form a committed group of people from a diverse range of backgrounds, skills and experience. You have all been a pleasure to work with and I look forward to working with you all again next year.

I would particularly like to acknowledge the community members on the management committee – they keep us connected to the issues of refugee families and play a vital role in ensuring that QPASTT remains responsive and relevant to our refugee families, individuals and communities.



On behalf of QPASTT I would also like to thank members of the communities with whom we work in partnership. We appreciate the involvement of community leaders and members in our service, and without your participation in the design of our services we would not be as effective. We look forward to working with you in the coming year.

Finally I would like to acknowledge the loss of Chris Lobsinger who passed away during the year. Chris was one of QPASTT's first staff members, an ongoing consultant and the driver of so much of QPASTT's intellectual growth. I would also like to acknowledge his bequest to QPASTT which has meant that we now have a professional Library of which we can be proud. This Library will be named in his honour as the Chris Lobsinger Memorial Library.

I thank you all for coming and hope that you are able to join us in celebrating the 20th Anniversary of Multicultural Mental Health in Queensland.



THE TREASURER'S REPORT

Luis Melgar

I am pleased to present the Treasurer's Report for 2014/2015.

The last year saw QPASTT receiving over \$6 million dollars in funding and the organisation remaining in a solid financial position. The agency is able to meet all of its financial obligations and commitments.

QPASTT received funding from a range of different sources during the year with the majority coming from Commonwealth Government agencies, followed by the Queensland Government. Our core funding for the work that we undertake with refugee survivors continues to come from the Australian Department of Health and the Queensland Health Department.



QPASTT ended the financial year in a sound financial position with sufficient reserves to cover all outstanding liabilities. The breakdown of expenses is in line with previous years with employee expenses representing the majority of expenditure and other major outlays including interpreters and costs associated with maintaining a regional presence across Queensland.

We ended the year by settling on our largest financial commitment to date with the purchase of office accommodation in Logan. This will mean that the agency will have a permanent base in Logan to complement the office in Brisbane.

I would like acknowledge the expertise and skills of Mal Bowatta and the Administration Team in managing the financial affairs of QPASTT. Without their assistance and hard work my job would be much harder. 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 2014/2015 Audited Financial Statements prepared by our Auditors, Haywards Chartered Accountants. The Financial Statements have been prepared in accordance with applicable accounting standards and reflect the financial position of the Organisation for the year ended 30 June 2015. The report is unqualified and I recommend it to you for your approval.

In closing I would like to propose to keep Haywards Chartered Accountants as external Auditors for the forthcoming financial year and would like to move a motion to nominate them for 2015/2016.





THE DIRECTOR'S REPORT

Tracy Worrall

QPASTT is a remarkable organisation and I continue to feel immensely privileged to be the Director and to work with the communities, clients, staff and management committee members that make the QPASTT community unique.

Once again, this year has been one marked by change – change in our funding, change in policy and change in the political environment in which we operate. Change it seems is the constant in our environment and as always these changes bring both positive outcomes and challenges.



QPASTT remains committed to working within a human rights framework in order to deliver services which enable recovery from state sanctioned violence and conflict. Our work with survivors strongly reinforces why all forms of torture and other cruel, inhumane and degrading treatment is unacceptable and needs to be prohibited. We remain dedicated to

the provision of recovery services for refugee survivors of torture and trauma and will continue to advocate for access to appropriate services for our client group.

As an organisation that works with clients across a spectrum of life experiences, it is a privilege to be part of people's lives through these stages of their settlement and recovery. The experiences, resilience and stories of so many of our clients continue to inspire and motivate me.

The work we do and the context in which we operate is one that continues to challenge us all. I am continually impressed with the staff at QPASTT - your commitment and dedication to service delivery, creating innovative ways to meet needs and obtain positive outcomes for clients.

I have a quote on the whiteboard in my room which states *Complexity plus diversity equals innovation* and this to me sums up the work of QPASTT:

- we work with an immensely diverse group of clients and we have a remarkably diverse group of staff;
- the needs of our clients and the communities within which we work, are complex, as is the environment in which we work.

This drives us to find innovative and flexible solutions, something which QPASTT does well and will hopefully continue to do well into the future. It is this that makes us a relevant and important organisation both for clients and for staff but also to the broader Australian community.



In doing this, however, I am aware of the challenges and stresses staff face in working in this area and I thank you for your dedication and commitment. I am proud of the

professionalism, commitment and flexibility shown by all staff in the organisation as they maintain a high level of professional services to clients. I thank 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 Senior Management Team at QPASTT has always been incredibly dedicated and hardworking and this year has been no different. Lois, Megan, Vickie, Fernanda and Liz, you have provided a high level of leadership, stability, direction and support to the organisation and without you the organisation would not be able to maintain the depth and professionalism of its service delivery to clients. I thank you for your knowledge, support and care, not only of the organisation but also for me personally.

The management team at QPASTT is comprised of senior managers and team co-ordinators – all hard working and committed leaders. This team tackles issues facing QPASTT with robust debate, humour and patience. While this may not always be comfortable it is always appreciated. I would like to thank you all, without your support and input this position would be much more difficult.

Again this year we have continued to support the National FASSTT Co-ordinator and it is a pleasure to have Paula Peterson in this role. QPASTT is actively involved in the National FASSTT Network and I have found Paula's support invaluable.



Finally I would also like to thank the members of the Management Committee. It is easy to undervalue the contribution provided by Management Committee members to organisations, but the willingness of QPASTT's Management Committee members to contribute of their time and skills is very much appreciated. They are a wonderful group of committed, hardworking and caring people who have supported me and the organisation throughout the year. Their role in ensuring the organisation is well governed cannot be underestimated. As a service primarily concerned with supporting people and communities to recover from their experiences and to be active and contributing members to their communities and society, I would like to thank our clients and the communities 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.





DIRECT SERVICES MANAGER

Megan Leitz

As the Direct Services Manager, I sit across all areas of the organisation, taking responsibility for ensuring service delivery maximizes client outcomes across the organisation.

As part of this, I provide operational supervision to service delivery teams, and support new initiatives and innovative programs to meet client need. In the past year the Leadership Team has focused on the following priorities:

- ways to respond to the high level of continued demand for torture and trauma services;
- increasing severity in presenting need;
- changing funding and policy environments which has provided challenges for the way in which we provide services;
- demand for services in locations previously not serviced;
- documentation and formalisation of evaluation and outcome processes; and
- documentation of new manuals for areas of work like group and project work.



In addition to the ongoing requirements around this, I have been involved in two significant projects:

► *The Meaning of Rights Across Cultures: An Exploration of the Interpretation of the Human Rights Framework in Refugee Settlement*

This is a project funded by an Australian Research Council (ARC) grant. QPASTT is partnering with the University of New South Wales' (UNSW) Centre for Refugee Research in this 3-year project which will aim to contribute to positive settlement outcomes for refugees through exploring interpretations of human rights in refugee settlement. The project will also explore the impact of this on settlement outcomes and service provision. The research team at UNSW is also working in collaboration with three other industry partners from the refugee settlement sector: AMES Victoria, NSW Service for Treatment and Rehabilitation for Survivors of Torture and Trauma (STARTTS) and Townsville Multicultural Support Group (TMSG). This exciting and wide reaching project will take place across three states, Queensland, New South Wales and Victoria.



► The development of our new Client Information System.

For many years QPASTT has had a client information system that allows for electronic case notes and client information to be maintained while enabling a range of data to be collected and reported on. The new system will significantly improve our capacity to provide information and reports on our services and will enable us to maintain an electronic record of activities not linked to individual clients (eg group work). This is an exciting piece of work that should be completed and rolled out in January 2016.



CLINICAL SERVICES MANAGERS Lois Whiteman & Liz Gordon

As the Clinical Services Managers, we are responsible for ensuring that the organisation has strong clinical frameworks and clinical governance arrangements.

This last year has seen the continued development of an expanded clinical supervision team. With the very sad loss of Chris Lobsinger in December 2014, Kristy Howard, on returning from maternity leave, was able to pick up 2 1/2 days of clinical supervision. Kristy, a senior QPASTT practitioner has brought her extensive experience in refugee trauma counselling and support to her supervision role.

... all labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence...

Two additional Senior Practitioners were also appointed this year, Erica Fernandez and Tanya Van Bael, who carry a small supervision role in addition to their counselling work. Their addition to the clinical supervision team has again extended and diversified the range of experience and skill QPASTT can offer in the supervision context. This has allowed the Clinical Services Managers, Lois Whiteman and Liz Gordon, the time to focus on policy and practice development and overall clinical governance while continuing to also provide supervision.



QPASTT continues to provide a balance of individual and group supervision for staff. Group supervision has a specific focus, involving external supervisors with specialist knowledge, and covers the areas of Family and Adults (Paul Gibney), Attachment Focussed Supervision (Libby Morton), and Asylum Seekers (Lois Whiteman). In the last year we have set up a Regional Workers Group supervision which Kristy Howard facilitates.

Internal Clinical Training of Staff

Earlier in the year, Megan Leitz, the Direct Services Manager, Liz Gordon, the Clinical Services Manager, and Vickie Pastellas, the Manager of People and Systems facilitated training on the policy and practice of group work in QPASTT. The training session was based on the manual that they had developed for the organisation.

Lois Whiteman continues to conduct ongoing quarterly Dream Clinics during QPASTT Offline Weeks which provide training and case conferencing on working with traumatic dreams and nightmares so prevalent in our client group. Liz Gordon provided a session at a recent Offline Week with the aim of maintaining consistency in assessment and data recording across the FASSTT agencies. This year saw a number of Offline Week training sessions facilitated by External Trainers. There was a session which provided training in counselling men who have been sexually assaulted; another covered working with young people with substance abuse; and there was a session on writing appropriate case notes from a legal perspective.

External Training

All clinical supervisors have been involved in the delivery of training for the external training calendar on topics as diverse as Vicarious Trauma and Burnout, Therapeutic Frameworks and Interventions, and Working with Families and Children.

FASSTT Conference

The FASSTT conference in February took the place of internal training for the first quarter of 2015. In the clinical supervision team, both Liz Gordon and Erica Fernandez presented papers: Liz's paper covered the evaluation outcomes of providing mindfulness courses to staff to assist in self-care, and Erica's paper was on systemic work with families and children. Lois Whiteman provided a full day workshop on working with dreams in the context of refugee trauma.



FASSTT Report Writing Guidelines for Asylum Seeker Clients

This year, Liz Gordon has been significantly involved in the FASSTT working group for the development of FASSTT reporting guidelines for asylum seekers.

Trends/Themes in Counselling Work

As has been the case in the last few years, the worsening of mental health for many clients continues to be noted. This is particularly the case for asylum seekers, but the effects spread further into the populations who do have permanent visas. Of concern are the increasing

difficulties of family reunion, and the increasing risk for family members remaining in their countries of origin. The prolonged lack of a secure safe refuge - even when clients are considered to have met the criteria for refugee status - is increasingly worrying because only temporary protection is provided at best; at worst clients are re detained or returned. Each time this happens, the fear within whole communities increases, and we observe the effects in the presentation of clients at their QPASTT counselling sessions: heightened suicidal ideation and risk, serious dissociative symptoms, serious sleep disturbance to name just a few. These stresses are observed in work with adults, young people and children alike.

The effect of this ongoing strain on clients (and also on QPASTT staff) is of great concern to Clinical Supervisors because at times it is difficult to ensure that clients receive the various professional mental health responses they need. The highest priority is given to addressing this issue so that we can continue to provide the best possible service.

As noted last year, we would like to emphasise the heartening changes in recovery we witness in the supervision process as staff reflect on their clients' recovery through the therapeutic process.

Daily in supervision sessions, supervisors note the increasing trust and emotional safety as clients connect with the counselling process and have a protected space in which to express themselves. Children find hope again, parents see their children emotionally thrive and find ways to support the development of their children in this new foreign environment. Counselling support provides a safety net while the painful memories and current stresses of life in Australia are worked through. Many clients are able to avert hospitalisation through the counselling they receive. Timely advocacy promotes access to a range of services in the community that enhance quality of life and reduce significant stress in clients' lives.



It is heartening to observe the most traumatised individuals and families showing significant shifts (sometimes after many years of slow, gradual work) in their capacities to manage day to day life, and find meaning and new life goals.



MANAGER, COMMUNITY RELATIONSHIPS & CAPACITY BUILDING

Fernanda Torresi

The Community Relationships and Capacity Building (CR&CB) Team came into being in the middle of this financial year. Its inception marked the integration of the work carried out by the previous Communities team along with an additional Training component.

In January, we farewelled Terri McDonald, the Communities Team Coordinator who left QPASTT to do some creative and independent work, and I took on the role of managing the team. The Training Coordinator position has been happily filled by Elise Barton, returning from maternity leave.

Throughout the year, as part of its community development role, the team has continued to support, interact and learn from the various communities, schools, other service providers and government agencies that we work with. The CR&CB team has run the very successful and enjoyable Family Fun Days in Logan, Chermside, Inala and Brisbane. We had about 300 parents and children from many different backgrounds participating in these 4 events. Some of the feedback that we received: "Today I have eaten a lot. When I am at home I feel sad and can't eat. I like seeing my child happy and playing with many other children. It is a very good day"; "I really enjoyed being able to play with my children, other children and other parents. We don't do this at home very much"



We also continue to engage with schools, supporting them in their work with children and parents from a refugee background. During this financial year we worked with more than 60 schools, implementing the Whole of School Approach (WoSA) program at different levels of intervention in order to meet individual school needs. This program has been developed by our sister organisation, Foundation House in Victoria, and was modified to suit Queensland schools. This program uses a holistic approach that utilises comprehensive interventions such as school policy auditing and planning, staff training, students' group work and work in partnership with other local community agencies.



We have also supported two other QPASTT teams – the Counselling Services Team and the Regional Team - to deliver the Women's Space group and the Women's Fellowship group, both run in Brisbane and Toowoomba. These are psychosocial groups that support women from different backgrounds who are waiting to receive counselling or who are receiving counselling and may also benefit from group work to reduce isolation, increase self-esteem and reinforce or improve coping skills.

X-Men, the men's exercise group, has continued to run in the Brisbane area in partnership with MDA. The men reported that they enjoyed having the opportunity to exercise and spend a couple of hours per week doing some healthy and different activities with other men. This group has also been designed to support men on the wait list for counselling or those who need additional support. The aim is to reduce isolation, identify places within the community where they can exercise on their own and with others, and improve their coping skills so they can feel more confident when engaging with government agencies and other service providers.



Community Development activities continue to grow and our commitment and work with communities becomes stronger each year. During this financial year QPASTT strengthened its partnership with the Queensland African Communities Council (QACC) and we continue to work alongside the African Australian Women's Network and the Young Africans. Working in partnership with this umbrella body allows us to support the many African communities that are part of it. During this year we sponsored and were part of the Ebola Fundraising, Africa Day & the African Youth Awards.

Through the very successful Community Leaders Dinners that we run in partnership with MDA, we have been able to engage more than 70 leaders each time. The topics delivered during this financial year were: Service Providers Expo, Hepatitis/Transmissible Infections Awareness and Education, and Training Pathways. QPASTT also launched the Mental Health kit, a resource requested by the community leaders at one of the recent Mental Health Dinners that will help them talk about mental health with people from their communities. This kit has a booklet with information about mental health and how to discuss it and a fridge magnet with relevant phone numbers. After checking with community leaders, we also organised for the kit to be translated into a variety of languages. The kit is now in English, Somali and Tigrinya, with the Kirundi kit to be finalised soon.



QPASTT has met with representatives from the following communities: Tamil, Iranian, Iraqi, Afghani, Matu, Somali, Sierra Leonean, Liberian Karen, Rohingya, Chin, Burmese, Eritrean, Ethiopian, Burundian, Rwandan, Congolese, Oromo, PNG and Vietnamese among others. We have also participated in meetings organised by the Queensland Police with representatives from Muslim Communities and other relevant community meetings and events.

Moving on to our role in capacity building with other service providers, QPASTT attended more than 150 relevant meetings in the Mental Health, Health and Settlement and Community Services area throughout Queensland. We have partnered, been part of their reference groups and/or have agreements with Metro North Medicare Local, Greater Metro South Medicare Local, West-Moreton Oxely Medicare Local, Gold Coast Medicare Local, current PHNs, Harmony Place, Mater UQ Primary Health Services, QTMHC, Diversicare, CYMHS, MDA, Access, Australian Red Cross, Centacare Migrant Services, RAILS, Queensland Health, QLD Police. QPASTT continued to chair the Mental Health Subgroup to the Refugee Health Partner Advisory Group (PAG)

QPASTT has also worked on producing a Temporary Protection Visas (TPVs) Handbook to support staff within the organisation and other organisations to have a good understanding of services available for people holding TPVs. “Seeking Protection when arriving without a visa” is another resource that QPASTT developed in partnership with RAILS, for people seeking protection in Australia. This fact sheet has been translated into Tamil, Arabic, Dari & Farsi.

As a way of continuing to build relationships, the CR&CB team is happy to let you know that we have been able to re-energise QPASTT’s newsletter to bring our news closer to the communities and the people that we work with.

In addition to its role in community relationships and capacity building, the CR & CB Team has managed both internal and external training capabilities for the whole organisation. QPASTT delivered another training calendar including topics such as Introduction to the Refugee Experience, Supporting Children from a Refugee Background, Working with Families from a Refugee Background, Incidental Counselling with People from a Refugee Background to name a few. Besides these set trainings, QPASTT delivered more than 30 other trainings across the state and more than 20 information sessions to mainstream service providers and other community organisations.



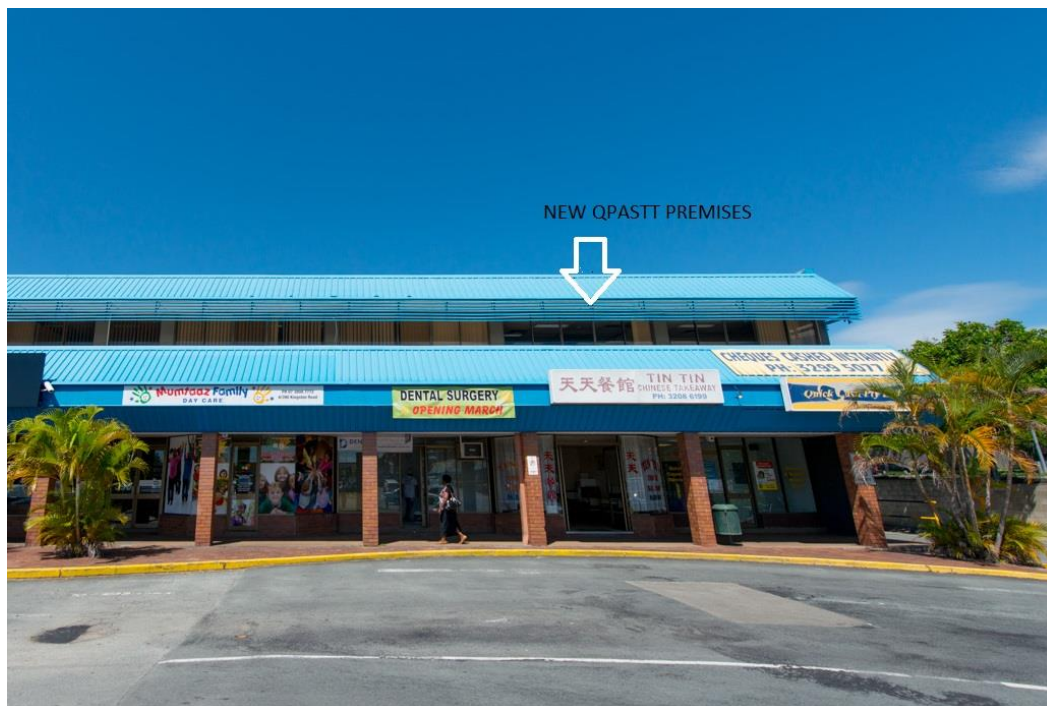


MANAGER, PEOPLE AND SYSTEMS

Vickie Pastellas

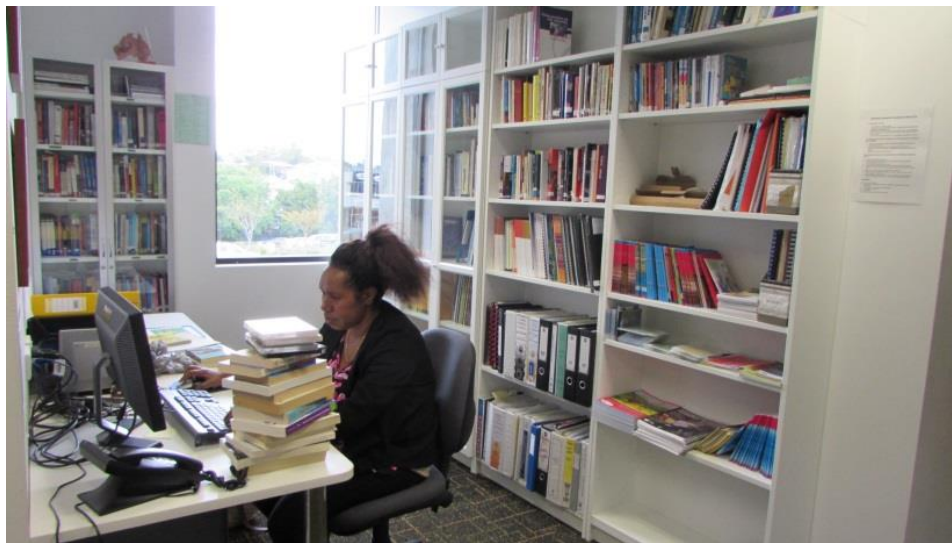
This past year has flown (don't they all ...), with QPASTT continuing to maintain its commitment to our refugee and asylum seeker clients in Queensland. As Manager of People and Systems, I feel very proud to work in an organisation that does so much to support these disadvantaged members of our community. I believe that a large part of my role is to support the QPASTT staff who work with this client group every day. Theirs is not an easy job and I remain in awe of the work they do.

In a year that has seen both highlights and challenges, a particularly significant and exciting event has been QPASTT's purchase of a new property at Kingston. The premises we currently occupy in Wembley Road at Logan Central have become increasingly cramped and uncomfortable, so we are looking forward to moving to the larger newly refurbished premises later in the year. The space will have an additional counselling room and office, and enjoy a light and airy atmosphere, whilst maintaining QPASTT's uniquely colourful, multicultural feel. The new location will have a large meeting room to accommodate meetings as well as group activities. Counsellors working with children are particularly excited at the prospect of using the wet area in one of the counselling rooms for activities like therapeutic painting and craft. In the new year, when we are fully moved in, we plan to have an opening ceremony to launch the new premises. Watch this space!

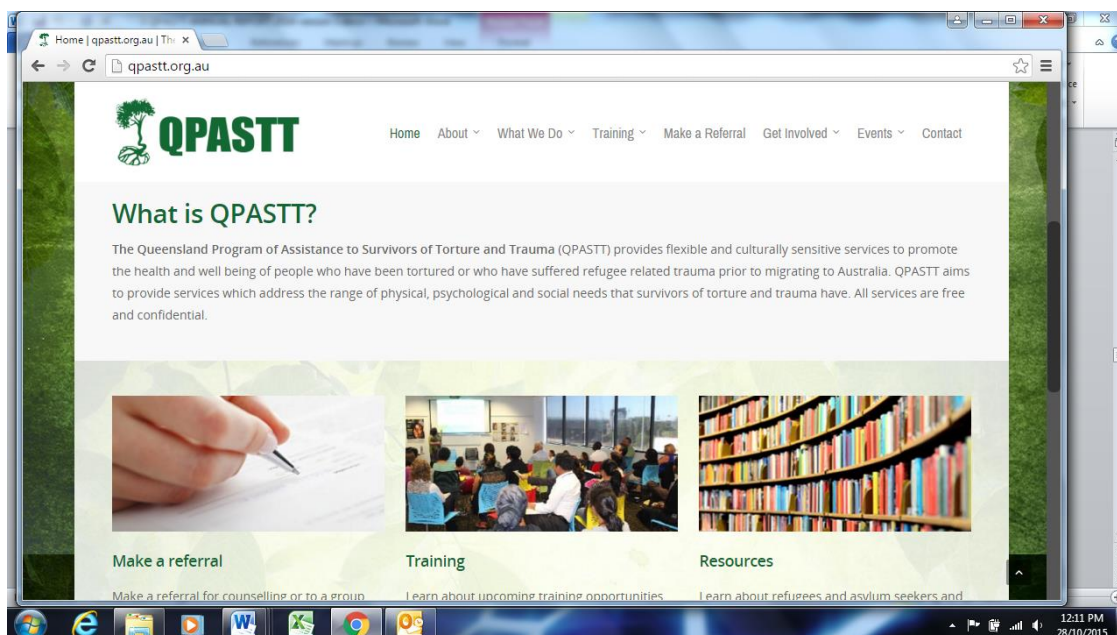


We are in the process of installing a new integrated software system that has been customised to QPASTT's needs. Our old system is over 6 years old and has become out dated and unreliable. A small patient team of QPASTT workers – Laks Jambulingam, Marcela Barra, Megan Leitz and myself - have been overseeing the instalment of the system, and we have also employed a consultant to project manage the transition. We are hoping to move across to the new system in early January, which is both exciting and a little bit scary.

We have installed special shelving to accommodate new resources made available to our staff by Chris Lobsinger. These books formed part of a cherished personal library of resources accumulated throughout his life. Everyone at QPASTT feels very privileged to be the recipients of such a wonderful bequest.



Just briefly, this year saw the introduction of QPASTT's new website. This came about due to the hard work of a group of people, but predominantly under the guidance and coordination of Ally Wakefield. Ally writes more about the new website on page 46.



Our diverse and vibrant Administration Team has grown with the inclusion of George Rajesh in the role of part time Data and Systems Officer. George (very bravely), accepted this role knowing he would be joining a team of seven women. George's role is to work with Laks, our current Data and Systems Officer in ensuring that QPASTT's crucial reporting requirements are met. This year, we also welcomed back Rhonda who returned from maternity leave. She is now the proud mother of a beautiful little boy. While Rhonda was on leave, we had Pam



Seibrecht acting in Rhonda's role, holding the fort. Pam had previously been working in the Children and Youth team and found it interesting to see QPASTT processes from an administrative perspective. Pam has since left QPASTT and we all wish her well in the next step in her life's journey.

While I am talking about the Administration team, I would like to take the opportunity to sincerely thank the whole team – Saira, Laks, Marcela, Jacki, Rhonda, Mal, George – for their unfailing commitment to QPASTT as an organisation and also their commitment to the staff that they support every day. The role of administration worker is multifaceted and demanding and it requires a worker with resilience, compassion and patience. Each member of the Administration team has an abundance of these qualities and I would be lost without their boundless good humour and energy.





CHILDREN & YOUTH TEAM

Jim Schirmer

Throughout 2014 and 2015, QPASTT has maintained its commitment to providing dedicated, specialist support to the children and young people of our refugee communities in Queensland.

In order to best serve the needs of our clients, the Children and Youth Team adopts a diverse and multidisciplinary range of programs to cover the full spectrum of mental health needs for our young refugees.

Change...

The past year has seen considerable change for the Children and Youth Team. Since the 2014 AGM, we have seen a number of workers finish their time at QPASTT. Therefore it is important to publically acknowledge the work of Naomi Kikkawa, Abdi Yusuf, Hsa K'Paw Hein and Bay Gebrewold in their time at QPASTT. In addition to the team members that have left, there have been a number of staff changing roles within QPASTT, with Ana Pocrnjic, Elise Barton and (most recently) Erica Fernandez now taking up roles in other teams within the organisation. Still, while we have

said goodbye, we've also been able to welcome new faces, with Elijah Buol, Victor Kollie, Niloofar Danaei and Jim Schirmer all taking up roles in the team in the past twelve months.



...change...

The changes have not only been confined to a staffing level. The years 2014 and 2015 will also be remembered for the development of some exciting new services for the children and young people of our communities. This has been led by the addition of new therapeutic groups – such as our Boys Group (8-12 year old boys) and our Girls Group (14-20 year old girls) – which provide the opportunity to support and enhance the therapeutic processes of clients engaged in individual counselling. Furthermore, our Peer Mentoring program, which for many years has been run successfully with Unaccompanied Minors, is in the process of being transformed to focus on the needs of single-parent families, and will launch soon with a new group of mentors and mentees.



...and more change (but this one is the best of all!)

Yet all of these changes pale in comparison to the changes that occur in the lives of our clients through the presence of QPASTT programs and staff. You can see these changes every week: young women with increasing self-confidence and growing leadership skills through our Karate Group; students gaining mastery over their studies (and therefore their future) with the help of Homework Club; young leaders finding a way to influence change through the Youth Voice Program; diverse groups of young people gaining meaningful connections through School Holiday Activities, Youth Space and various groups; and, of course, children and young people finding freedom from their past through individual counselling.

So has anything stayed the same? Well, yes. Our children, young people and families still face enormous challenges in finding a way to deal with their past while negotiating the complexity of settling in a new country. But just as the challenges are still there, so too is the remarkable resilience, hopefulness, humour, wisdom and motivation of our children and young people. Finally, there has been no change in the passion, dedication, innovation and professionalism of the QPASTT staff in their work with young refugees.



After over 10 years of experience in working with Children & Young People, I know how keenly people hope for a place where their children can be safe, supported, and nurtured in their growth. In every culture there is a deep value placed upon the lives of children; and for families that have experienced trauma, children can often provide the hope and meaning for the future. In this way, it is no surprise to me that every supporter of QPASTT hopes to see this team thrive. Therefore with all that has happened this year, we also look ahead towards the continuing privilege of providing the *hope to heal* both in the next year and for future generations to come.





COUNSELLING SERVICES TEAM

Erica Fernandez

The Counselling Services Team (CST) has had a productive and rewarding year.

The team has welcomed new members: Ana (formerly with the Children and Youth team), who took the opportunity to expand her skills in QPASTT after one of our long-term staff, Katharine, left QPASTT to accept a period of work overseas; and Leigh joined the team initially on a short-term contract but now happily has accepted a permanent counselling position at QPASTT. This brought our supportive team of counsellor/advocate/group workers to a total of eight staff.



During this year the team has continued to develop a very supportive and collaborative work culture - using peer supervision and team meetings to share clinical skills, ideas for practice and support for clients. The team has greatly benefited from this collaborative learning culture, which increases worker skills and confidence, as well as peer support within the team. This environment helps us to continue to actively and enthusiastically engage in this work, which can be both extremely rewarding and, at times, quite harrowing.

The CST has evolved multiple aspects of our work with individuals, families, group work, delivering training and engaging in professional development. We have sought to build collaborative relationships with other service providers and agencies such as the Multicultural Support Officers at Centrelink, Adult Migrant English Program teachers and case workers at TAFE, and complex case workers at agencies such as MDA. These developments have helped us to respond to the notable increased frequency of clients in crisis and also the greater complexity of client presentation.



We have also increased our outreach work, so that we now have permanent offices offering counselling support to clients in Ipswich, Goodna and Inala. One of our counsellor/advocates, Luisa Tuicolo, has been building our client work and responding to client needs in this growing western corridor of Brisbane. We continue to appreciate the counselling room arrangements we have with Salvation Army at Goodna, Inala Hub and Ipswich City Council, which means that we can reduce the cost of travel for clients and provide greater flexibility to attend sessions around other commitments, such as school and TAFE.

One of the highlights of this year was when our two POUCH program workers, Magdalena Kuyang and Kathleen McBride, spoke at a national Family Relationship Services Australia (FRSA) conference in Adelaide on wellbeing for children, families and communities.

Their presentation, entitled *"Parenting Across Cultures: Groupwork with Parents from a Refugee Background"*, was extremely positively received and was the culmination of the practice wisdom of these two workers, who have been creating and delivering the POUCH program for three years. The POUCH program was unique in its design and delivery; tailored towards the specific needs of refugee families grappling with acculturation, trauma and settlement - stressors that the majority of Australian families do not experience. Unfortunately, the POUCH program was defunded in June 2015, following changes in government funding. However due to the success of this work, QPASTT has committed to continue group work and family therapeutic work and this is now an ongoing core component of our service portfolio.



Kathleen also co-presented with QPASTT Children's Counsellor, Erica Fernandez, an Integrated Practice Model for working with families and children from a refugee background, at the FASSTT Conference in February 2015. This presentation profiled the collaborative work that has been developing across QPASTT teams - to ensure that individual needs of clients are supported within the context of their family system.

Finally a highlight for the whole of QPASTT from the CST was our inspiring rendition of Rudolf the Red Nosed Reindeer at the December 2014 Christmas Party. This short piece was intended to bring some light relief to the staff group to celebrate the closing of the year in good team spirit and humour, perhaps leading to more existential questions about the cultural origin of the reindeer with the red nose.





ASYLUM SEEKER SUPPORT TEAM

Farah Suleman

In August 2014 the team welcomed a new Coordinator, Stephanie Long and farewelled Angie Hoskin. The team also gained four new counsellors to meet the needs of the increased referrals received towards the end of last year.

In an ever changing environment where asylum seeker issues have continued their prominence in the political, social and media arena, QPASTT has prioritised maintaining clinical and service independence. This has ensured our clients receive consistent and predictable relationships where they are acknowledged with dignity and self-worth, regardless of the changes in the political climate and the “deterrence” policy of Australian government.



This year has seen a number of challenges for the team and our clients:

- The changes in December 2014 to the *Migration Act 1958* continue to have a notable impact on our clients, in particular the scrapping of permanent protection visas for people who seek asylum by boat. The government’s decision to only grant Temporary Protection Visas (TPVs) and Safe Haven Enterprise Visas (SHEVs) has resulted in increasing difficulty in providing a holding environment to contain the related anxiety and depression experienced by asylum seekers who lack certainty about their future. This difficulty is compounded by feelings of hopelessness in ever being reunited with their families, with asylum seekers who arrived by boat no longer eligible for family reunion.

- Additionally, the beginning of the recommencing of protection claim processing through the “Fast Track Assessment” has resulted in an increase in anxiety for clients as asylum seekers are no longer provided with free migration lawyers. While negotiating a very complex area of Australian law (migration) is extremely challenging, particularly considering asylum seekers’ lack of familiarity with Australian legal systems and bureaucracy, it has been heartening to see the broader community sector collaborating to endeavour to provide sufficient pro-bono support for asylum seekers.
- Sadly we have seen an increase in re-detention of asylum seekers that have been deemed ineligible for refugee status by the Department of Immigration and Border Force, which has put notable pressure on counsellors in QPASTT and our sister agencies in the FASSTT network who provide counselling to clients in held detention. We have also seen increased re-detention of clients who have been deemed by the Department of Immigration and Border Force to have breached the “code of behaviour” which all asylum seekers in the community are required to sign. Re-detention can occur regardless of whether any charges have been heard or legal proceedings commenced in relation to the accused behaviour. In these circumstances a client’s distress is often exacerbated by the difficulty of accessing legal support whilst in detention.
- We have also seen the commencement of the processing of ITOA claims for clients who have arrived in Australia prior to 2012 and whose initial protection claim assessment failed to include aspects of international law. In general, the prolonged processing and number of legal milestones these asylum seeker clients have to move through, results in exhaustion of personal and material resources and coping strategies.

The QPASTT Asylum Seeker Support Team has maintained our practice of delivering both individual counselling and group work. Our group work portfolio for this reporting period has been extensive and an area of our work that we are able to see positive impact in the quality of clients’ lives.



We have run two therapeutic groups for children at St Paul's Primary School in the Logan area in response to a need identified by the school. These groups were run using a range of expressive techniques including bibliotherapy. The groups assisted the children in making sense of and integrating some of their past trauma, as well as strengthening peer relationships within the school context. QPASTT has thoroughly enjoyed our collaboration with St Paul's school and staff who are providing exceptional support for their students and families of the school.



From May to June 2015, QPASTT, in collaboration with Kyabra Community Association (Kyabra), conducted a *Circle of Security* parenting group with asylum seeker parents from a Tamil background. The group ran for a total of six sessions and was held at Kyabra in Runcorn, Queensland. Ten people participated in the group: three couples (three women and three men) and four individual women. Following the completion of the group, an evaluation was conducted with the participants. The overwhelming response from the participants was that it had a significant and positive impact upon their parenting. Participants were able to identify ways in which the course had changed the way they thought about parenting and also detailed specific examples of things that they were doing differently following the group.

“We have been transformed into new parents from this course” (comment from course participant).

Participants specifically spoke about learning new ways of responding to perceived difficult emotions in their children (anger, sadness etc.) such as listening to them and following their needs. A number of participants were able to talk about how this had not only helped in managing the behaviour of their children but had also reduced the stress in the household and improved the relationship between them and their children. The couples who attended also commented that it had helped them to learn how to parent together and that they now had a shared understanding of how they would like to parent. Following the success of the

Circle of Security parenting group, QPASTT and Kyabra plan to conduct the course again with Farsi speaking asylum seekers in late 2015.

Two successful yoga groups were conducted for men and women respectively for a period of 2 months, to test client responsiveness and gauge the benefits of such an activity to client wellbeing. Participation in the sessions was enjoyed with enthusiasm and gratitude by the small but dedicated group of clients who chose to attend. These groups were facilitated by accredited yoga instructors and supported by a counsellor each week. QPASTT is eager to continue to include somatic activities such as yoga to complement our counselling work, as our resources allow.



We also ran our Friday Group during this reporting period as detailed in a separate article. Finally, a satisfaction survey for QPASTT counselling clients was implemented by one of our Social Work students on placement with QPASTT. A number of past clients completed this survey using a questionnaire via telephone to ensure quality as well as transparency. The survey showed very positive outcomes including an overwhelming sense that QPASTT was a supportive, welcoming and confidential service. Some feedback received about accessing counselling included:

“Trusted my counsellor more than people I had in contact in my country”

“Counsellor was very good and my child felt safe, school referred my child and I’m thankful”

“...recommend it to my colleagues as well as friends and family”

The Asylum Seeker Support Team has been grateful for the support of the Management Committee and Senior Management team throughout this reporting period which has enabled us to remain a client focused service in a difficult political climate for asylum seekers.





The Regional team works with both asylum seeker clients and those with permanent visas. Geographically, the team covers a large area within Queensland. QPASTT currently has offices in Cairns, Townsville, Rockhampton, Toowoomba and Logan. Outreach is also provided to the Gold Coast and Gatton, with counselling services provided for Asylum Seeking clients in Inala, Ipswich, and Goodna.



Logan

Logan is one of the fastest growing cities in Australia with a population of 305,110. It is a highly diverse area accommodating over 217 different ethnicities. The QPASTT Logan office opened in March 2013 as a result of the growing needs of the refugee population settling in the Logan region. The office in Logan is the main office for the regional team and currently houses six Counsellors, an Admin worker and a Team Coordinator. The Logan QPASTT office is in close proximity to Logan health and government agencies. Due to the recent expansion of the team, the office will be relocating to a larger space in December 2015. The new office is still within close proximity to Central Logan and Kingston Train station. Importantly, the larger space will include improved facilities for group work, child and family counselling and the potential for collaborative work with partner agencies.

The Counsellors based in Logan travel to sites on the Gold Coast, Inala, Ipswich and Goodna to provide counselling services. Groups are also run from these areas if a collective need is established, such as parenting groups, women's groups or Families in Cultural Transition groups (FICT).

Due to the high need for torture and trauma counselling in the region, the Logan team ran a pre-therapy group for waitlist clients from February to May 2015. This group consisted of women from predominately African backgrounds. The group program was devised by two of the Counsellor/Advocates in the Logan team and was based on the principles of working with complex trauma by Marylene Cloitre. The group was provided with psycho-education around post-traumatic symptoms and how to manage the impact of these symptoms. The participants enjoyed learning about relaxation techniques and having the opportunity to connect with others who have common experiences. A Counsellor currently provides outreach to the Gold Coast 5 days per fortnight. Over the past year, there has been a steady increase in new arrivals on the Gold Coast who have arrived on Women at Risk Visas, primarily from Eritrea and Ethiopia. The Counsellor primarily provides individual counselling to clients at several different sites around Southport, however due to the growing needs in the area, a regular consistent QPASTT office is currently being explored. Over the past 12 months, the Counsellor has been continuing to build partnerships with local mainstream and refugee specific agencies. A Gold Coast Women's Fellowship group is planned for the 2015-2016 financial year.



Cairns

There is one Counsellor in Cairns who works four days per week and provides individual counselling, outreach to schools and attends regular networking events relevant for the refugee community. Cairns, as a region, continues to grow and QPASTT receives referrals from a number of sources. The Cairns office works closely with Centacare Migrant Services (CMS), and in October 2014, the Families in Cultural Transition group (FICT) was run in partnership with both agencies for newly arrived Bhutanese families. The focus of FICT is to

reduce social isolation and to provide newly arrived refugees with general information about Australian culture and the availability of local services. During the group sessions, guest speakers were invited to speak about a range of pre-identified topics chosen by the participants and there was space for participants to ask questions and raise issues for consideration. The group was run over five weeks and was attended by mostly the Bhutanese community in Cairns. A Bi-cultural worker also attended these sessions and feedback from participants was extremely positive. Due to the large demand for counselling and support from one of the local high schools in Cairns, the Cairns Counsellor is currently providing two mornings per week outreach in this school to students. There is a growing need for more targeted services to schools in the Cairns region which have high numbers of newly arrived refugee students. It is hoped that QPASTT will provide the Whole of School Approach (WOSA) during the 2016 period to the local primary and high schools which are providing support to newly arrived refugee students.



Townsville

The QPASTT office in Townsville is located in Cranbrook which is co-located within the Centacare office. There is one Counsellor on site who is full-time and provides counselling to young people and adults. The Counsellor/Advocate in Townsville meets regularly with refugee services, health services and non-government services to discuss and advocate collectively for the needs of refugee clients. The Townsville counsellor works closely with colleagues from the local settlement service (TMSG). The QPASTT counsellor presented a seminar to 70 staff at Townsville State High School in February 2015, named 'welcome to the refugee experience'. This seminar has sparked further interest from the school for more training around the needs of students from refugee backgrounds. The Whole of School Approach training (WOSA) is now due to be delivered at Townsville State High school in January 2016 as part of the teachers' professional development training for the calendar year.

Rockhampton

The Rockhampton office is located in the Centacare building and is occupied by one Counsellor. This position has been vacant for short periods, however QPASTT has recently recruited a new Counsellor who will provide services to Rockhampton and outreach to Biloela. The referrals in Rockhampton continue to fluctuate which appears to be linked to the changes in eligibility to work rights for particular visa types. The majority of clients in Rockhampton and Biloela are asylum seekers. The former Counsellor in Rockhampton increased the profile for QPASTT services in the region which saw the introduction of counselling services to one of the local high schools for refugee students. Another local high school is interested in pursuing further training from QPASTT and it is hoped that the WOSA training will be delivered to the Rockhampton education staff in the New Year.

Toowoomba

There is one full-time Counsellor for QPASTT who is based at the Toowoomba MDA office. Outreach is also provided to Gatton on a fortnightly basis. Toowoomba continues to have a high demand for individual counselling. Over the past 6 months, Toowoomba has settled a large number of family groups from Hazara, Tajik, Bembe, Burundi and Democratic Republic of Congo. Due to the large numbers of Hazara women on the waitlist at QPASTT in Toowoomba, A Women's Fellowship group was run from May to July 2015. This group consisted primarily of women who were newly arrived and were waiting for individual trauma counselling. The group was run at the Toowoomba Refugee and Migrant Support Service (TRAMS). The group initially consisted of 10 participants, however other women also attended through word of mouth. The sessions were focused on the group building networks of support, understanding cultural differences and expectations around parenting and developing self-care strategies. The group was a wonderful success and it is hoped that the women will continue to meet and support each other.



Women's Fellowship Group- Toowoomba.

I would like to take this opportunity to thank the Regional Team for all their hard work and dedication to providing counselling and support services to Regional QPASTT clients.

THE FASSTT CONFERENCE

The Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) is a network of Australia's eight specialist rehabilitation agencies that work with survivors of torture and trauma.

There is one FASSTT agency in each state and territory of Australia, and QPASTT is the Queensland agency. FASSTT agencies have been coming together to hold a national conference every 4 to 5 years since 1996. FASSTT conferences include a variety of formal and informal opportunities for the staff of different FASSTT agencies to interact with and learn from members of other agencies working in the same field. The format of the conferences are designed to maximise these opportunities in an environment that is relaxing and fun.



This year, the FASSTT conference was hosted by STARTTS, the NSW FASSTT agency, and held at Cypress Lakes Resort in the Hunter Valley in NSW. The resort was situated in beautiful natural surroundings and offered a high level of comfort and amenities to support the intended outcomes of the conference. The conference was spread over three days, with the aim of focussing on consolidating our expertise with objectives to:

- Build and strengthen skills
- Exchange knowledge, explore issues
- Network, support and create sustainable links
- Increase morale
- Create strategies to build evidence of our expertise.

Everyone who attended the conference provided positive feedback of their experience.

THE FRIDAY GROUP

For the past three years, QPASTT has run a group that has become known as the Friday Group. The structure of the group is intentionally fairly simple but the impact has been significant with extremely positive feedback from clients. The group structure developed over time, and has been tweaked and refined as group workers drew insight from their weekly experience and from the continuous feedback from clients. QPASTT is very grateful for the commitment and dedication of the facilitators who have done an outstanding job developing and supporting this group, particularly Ally, Malek, Mavice, Hannah, all of our enthusiastic Social Work students and volunteers from Australian Red Cross.

Each Friday, asylum seekers from our counselling waitlist are invited to come to QPASTT to join us for an activity and lunch. At 10am on a Friday, the second entrance to QPASTT is opened and group participants are welcomed with tea, coffee and a light morning tea. Group Facilitators greet participants, new people are introduced to the group and everyone hears the details of the day's activities. It might be swimming and a barbeque, a bushwalk and picnic, cycling in the park, movies or billiards/pool (if it is raining), even indoor rock climbing, dragon-boating, kayaking, fishing, basketball or yoga. Each week one of the counsellors from the Asylum Seeker Support Team joins the group to provide informal counselling support if needed.



QPASTT created this group as a strategy to address our counselling waitlist and also to provide some reprieve for clients who frequently experience high levels of depression and isolation, compounded by visa restrictions, visa uncertainty, and a changing political environment. The group is a therapeutic group which is planned and delivered with our trauma recovery goals in mind. For participants of the Friday Group, this group helps to restore meaning and purpose to their week; it enhances dignity, self-respect and reduces shame; it encourages the development of new life skills in the Australian context. Overall, the group provides opportunities for pleasure and joy, and offers a distraction from daily worries.

The activities are selected to focus on the management of the mental health impacts of stress and anxiety and on providing opportunities for social connection, enjoyment and meaning in the present. We also select activities that would otherwise not be accessible to individual asylum seekers due to either requiring a group of people, transport link or financial cost. We choose activities that clients may be able to do on the own after the group – for example, a local gym offered a discount in recognition of the low income of many asylum seekers. The group also gives our asylum seeker clients the opportunity to increase their friendship networks and find points of commonality with each other regardless of life experience and ethnic identity. It also gives our QPASTT team the opportunity to monitor client support needs in relation to the mental health impacts of the asylum seeking process.



We believe that some of the magic of this group lies in the consistency and reliability it offers which provides containment and predictability for clients. The Friday Group has become an increasingly important part of the lives of our asylum seeker clients.

THE UN DAY IN SUPPORT OF VICTIMS OF TORTURE

The UN International Day in Support of Victims of Torture, on 26 June, is the global campaign to show support for torture survivors and their families. This date was selected for two reasons: firstly, it is the anniversary of the United Nations Charter; and secondly, it is the day in 1987 that the UN Convention Against Torture, one of the fundamental instruments in fighting torture, came into effect. Since 1998, organisations around the world have taken the opportunity to speak out against torture on this day.



R2R - Right to Rehabilitation Now! was this year's theme. It is time to put a face to torture victims and reclaim their need for, and right to, rehabilitation – a right guaranteed under the UN Convention against Torture. Through the last several decades, the work of rehabilitation centres and organisations around the world has itself proven that rehabilitation works - that there can be redress and that there can be life after torture. Hundreds of thousands of torture survivors each year receive treatment. Rehabilitation can heal wounds, it can heal minds. But the positive impact of rehabilitation is far-reaching, beyond just the individual. It spreads into our communities and our society, promoting an ever-greater respect for our human rights and our human dignity.



At QPASTT, we raised our voices in solidarity against the crimes of torture, with a moving ceremony followed by a morning tea. We were joined at the ceremony by Tarnya Smith, the Shadow Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs, Wayne Briscoe, the Executive Director of Multicultural Affairs Qld, John Boscoe, representing the Honourable Cameron Dick, the Minister for Health, Chris Moore, representing Terri Cutler, the Member for Griffith, Rafael Pacheco, one of QPASTT's founding members, Kerrin Benson the CEO of MDA, QPASTT Committee Members, other community partners, neighbours, QPASTT staff and guests. Sam Anywar who is a member of QPASTT's Community Relationships and Capacity Building Team did a brilliant job as MC for the event.



At the ceremony we were entertained by a performance by Niloofar Danaei who is a Counsellor in the QPASTT Children and Youth Team. She was performing with her husband Behnam Tonekaboni, and also Mostafa Odabae. Niloofar played the setar, Benham the classical guitar and Mostafa Iranian percussion. We also enjoyed a performance by Tenzin Choegyal who draws on his traditional Tibetan roots to create his own original compositions. As part of the ceremony on the day, all guests were invited to exchange white ribbons with the person sitting next to them, and then to stand and link arms as a symbol of solidarity.



26 June has passed but the work against torture and in support of torture survivors must be carried out 365 days a year.

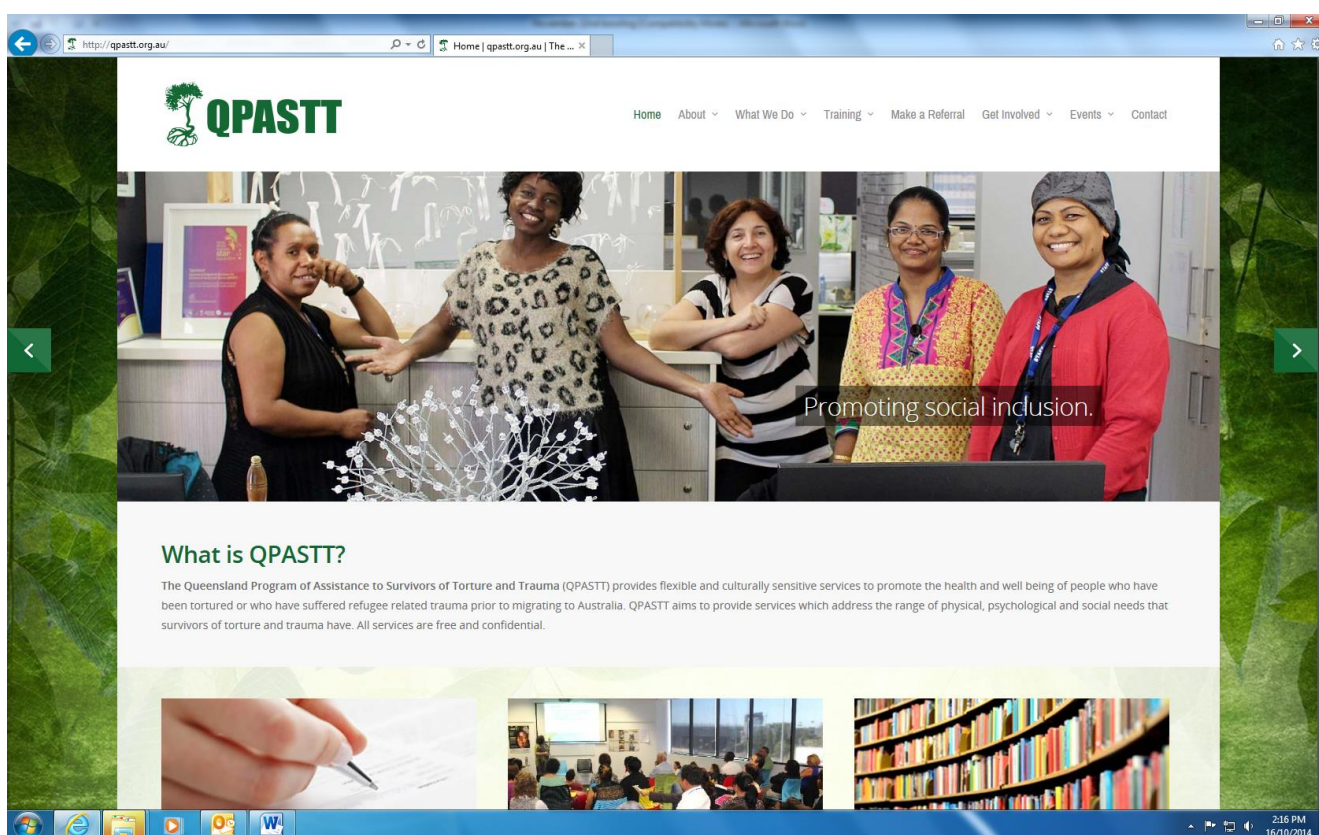
QPASTT WEBSITE

In 2014, the QPASTT website was due to be updated to reflect the warmth and diversity that our staff bring to the many new teams and programs that have evolved since the original website was created. I was lucky enough to be engaged as the Project Worker to update the content, liaise with the staff, take and choose photographs of our extremely photogenic staff, and work with Graphic Designer, James Drury from Think Big Creative.

The new website has many new and interesting features. We created a new Events Page that gives a quick snapshot of the current and upcoming groups for clients, training opportunities and public events. We also added a lot of links and downloadable fact sheets and guides to the Resources Pages specifically for Health Professionals, Schools and Clients, including many frequently asked questions about 'Refugees and Asylum Seekers' and 'Trauma and Counselling'.

I think the resulting new website is packed with information, easy to negotiate and reflects the welcoming, warm and healing environment that QPASTT strives for. Check it out at www.qpastt.org.au!

By Ally Wakefield



THE QPASTT FAMILY 2014/2015



Aminullah Towhidi

Ana Pocrnjic

Christy McGuire

Consy Sakaria

Dan Nguyen

Eden Ramana

Elham Rezaei

Elijah Buol

Elise Barton

Erica Fernandez

Farah Suleman

Fernanda Torresi

George Rajesh

Hadas Lev Tov

Hayley Dry

Immaculate Murekatete

Irena Stavric

Ivan Choy

Robert Mukombozi

Ally Wakefield

Jackline Dada

Jenni Scholl

Jim Schirmer

Kathleen McBride

Katie Brooker

Kristy Howard

Laks Jambulingam

Leigh Wallas

Letitia Casagrande

Liz Gordon

Lois Whiteman

Luisa Tuicolo

Maaïke Moolenaar

Magdalena Kuyang

Mal Bowatta

Marcela Barra

Muan Thang

Mavice Hove

Megan Leitz

Pam Siebrecht

Naomi Fletcher

Nilissa Livingstone

Niloofer Danaei

Paula Peterson

Saira Buksh

Sam Anywar

Sarah Kristensen

Sharyn Young

Simone Schuetz

Stephanie Long

Taher Forotan

Tanya Van Bael

Tracy Worrall

Vedrana Jovcic

Vickie Pastellas

Vicky Eroles

Victor Kollie

Victoria Kalmykova

Rhonda Pundi

PARTNERSHIPS AND FUNDING

QPASTT works in close partnership with community organisations. Some of our key partner organisations are:

<p>FASSTT</p> <p>Refugee communities</p> <p>Brisbane City Council</p> <p>Multicultural Development Association</p> <p>Centacare Rockhampton</p> <p>Centacare Toowoomba</p> <p>Qld Transcultural Mental Health Centre</p> <p>Lifeline</p> <p>Australian Red Cross</p> <p>Communify</p>	<p>Child & Youth Mental Health Service</p> <p>Townsville Multicultural Support Group</p> <p>Diversicare</p> <p>Queensland African Communities Council (QACC)</p> <p>The Queensland University of Queensland (QUT)</p> <p>NSW University Centre for Refugee Research</p> <p>World Wellness Group</p> <p>The Settlement Service (Cairns)</p> <p>Mater Centre for Innovation</p> <p>Refugee and Immigrant Legal Service</p>
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QPASTT Funding

QPASTT receives funding from both Commonwealth and State Government Departments. We would like to thank them and acknowledge their support.

- Department of Health (Commonwealth)
- Department of Immigration and Border Protection (Commonwealth)
- Department of Social Services (Commonwealth)
- Department of Aboriginal and Torres Strait Islanders and Multicultural Affairs (QLD)
- Queensland Health (QLD)



QPASTT PARTNERS

We also work closely with the following organisations:

The Romero Centre

International Health and Medical Services (IHMS)

Life Without Barriers

Mercy Family Services

HUB Neighbourhood Centre, Inala

ACCESS Inc.

Harmony Place

Milpera State School

Southport TAFE – Gold Coast

Refugee Health Clinic Townsville Intercultural Centre

Townsville Women Centre

St. Vincent de Paul

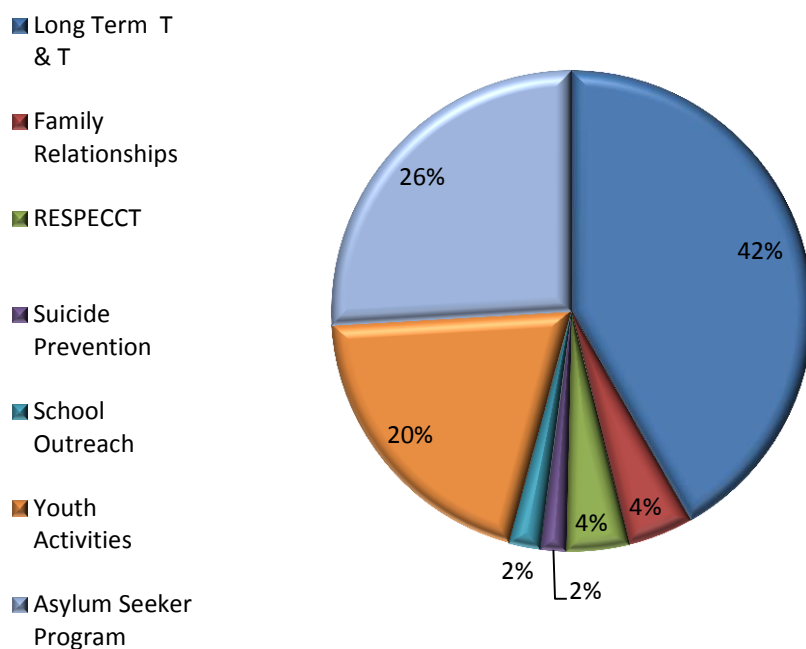
Multilink

Salvation Army (Goodna)

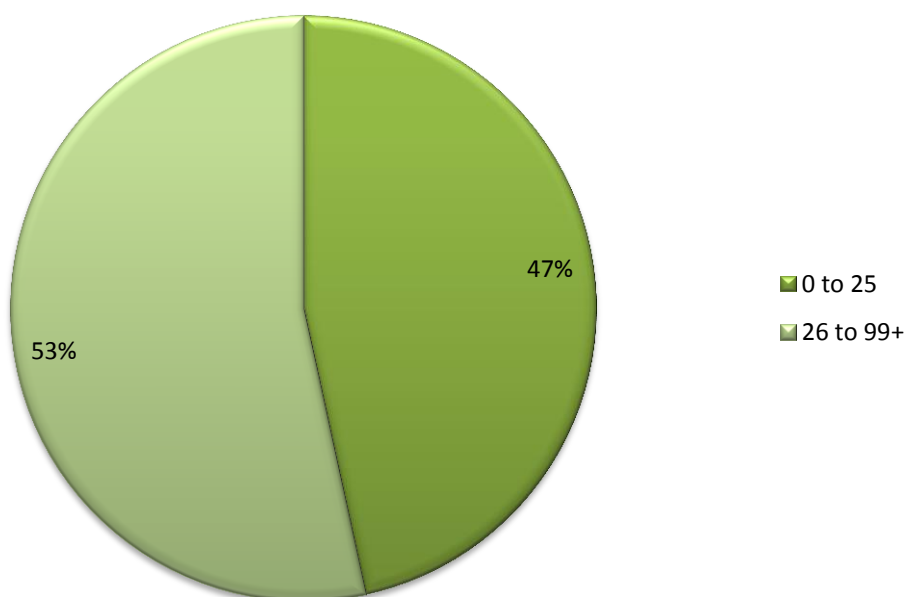


SERVICE DATA PROFILE

All Clients By Program

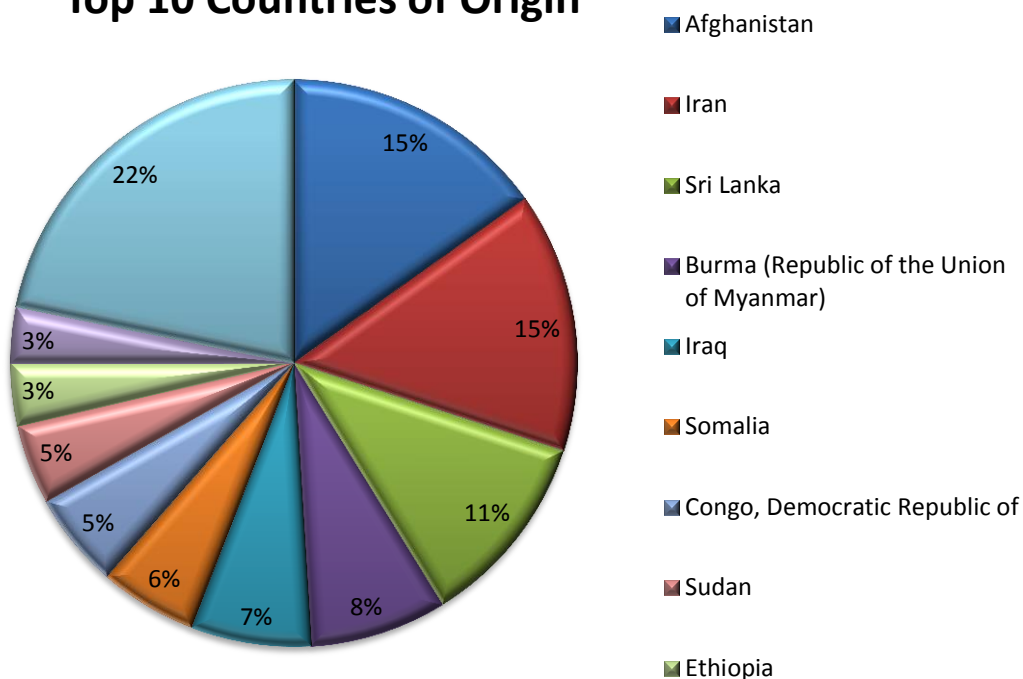


All Clients by Age

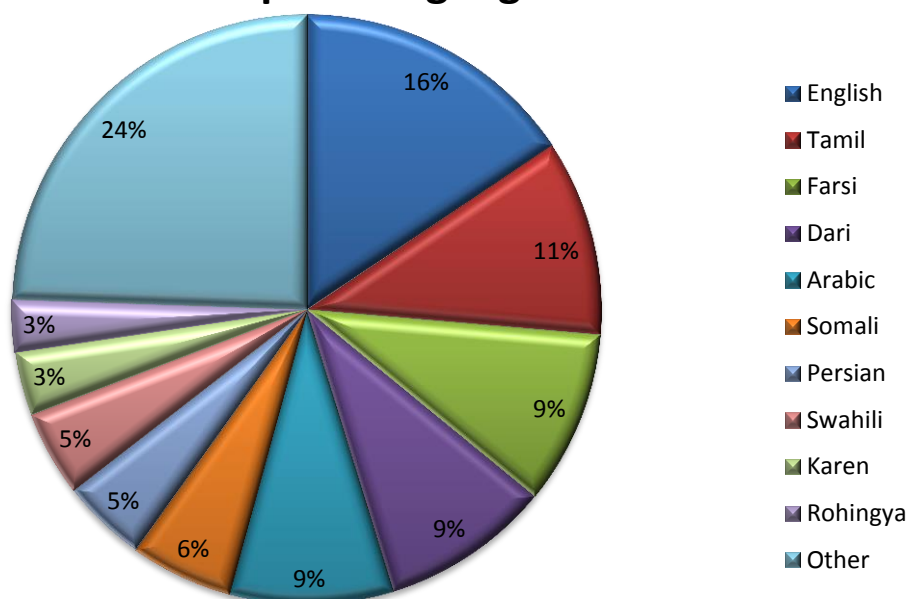


SERVICE DATA PROFILE

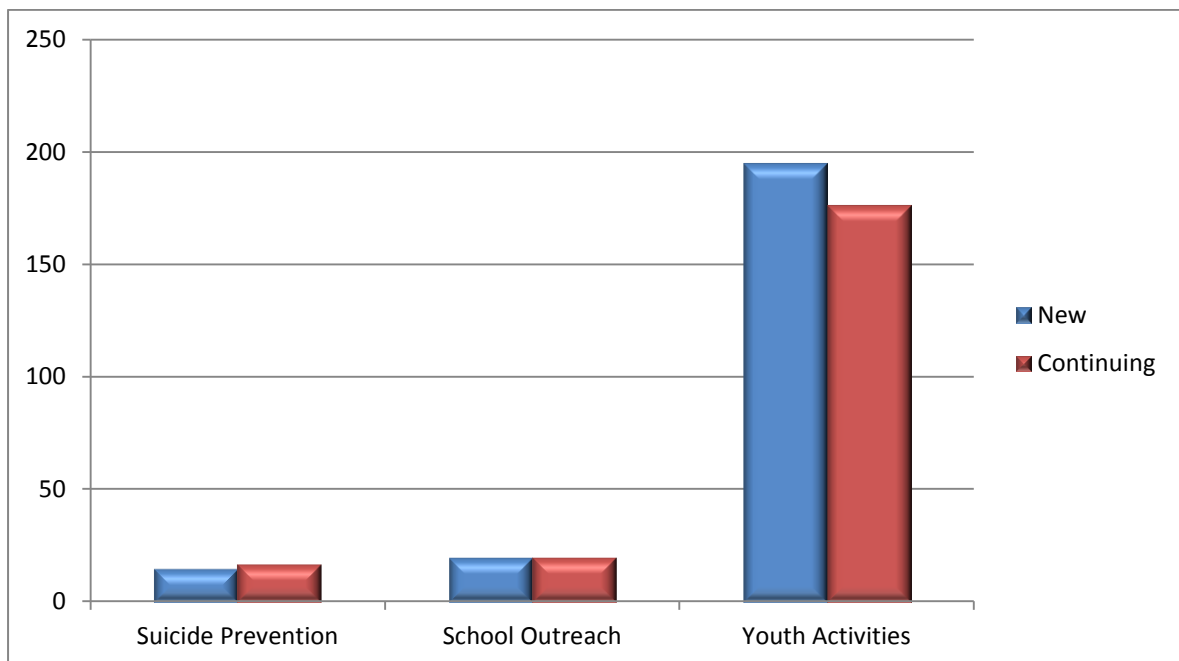
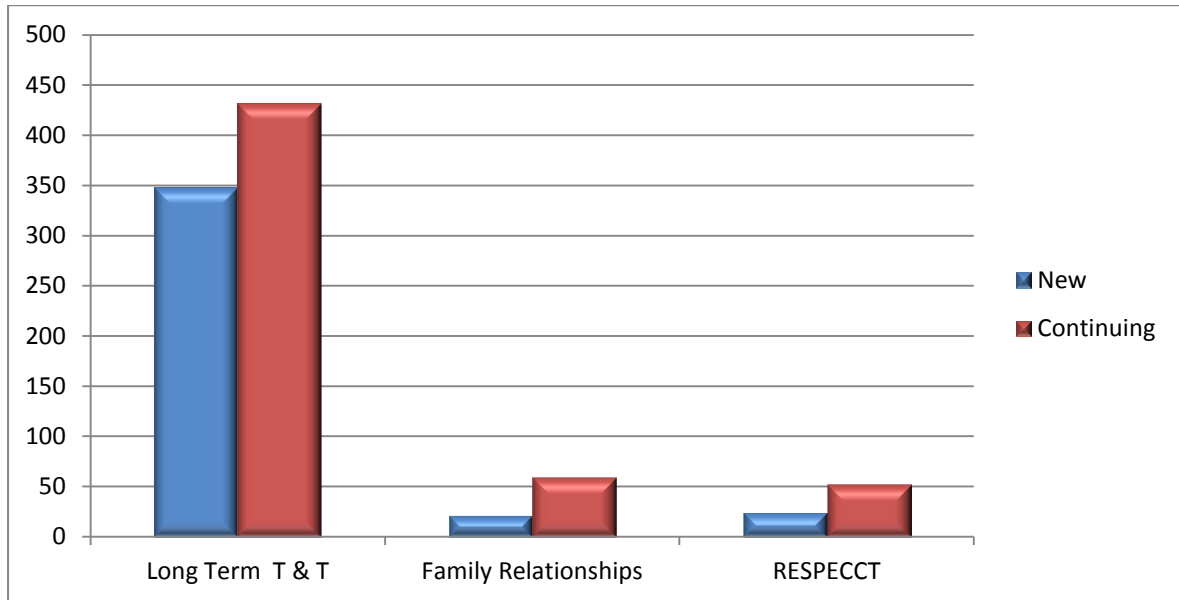
Top 10 Countries of Origin



Top 10 Languages



SERVICE DATA PROFILE



SERVICE DATA PROFILE

Group Related Activity 2014-2015			
Activity Type	Blocks	Number of Sessions	Average Attendance
Homework Club	4	96	17
Islamic School Group	1	5	7
Karate	4	30	5
School Holiday Activities	4	15	15
UCAN2	3	25	15
Young Men's Group	4	17	9
Youth Space	4	106	10
Family Fun Day	4	4	69
Women's Space	3	26	9
Women's Fellowship Group	1	7	13
X-Men	3	27	6
Pre-Therapy Group	1	10	3
Parenting Group	2	13	12
FICT	1	5	11
ASST BITA Group	2	14	2
ASST Children's Group	2	16	6
ASST Yoga Group	2	14	2
Friday Group	4	34	11
Total	49	464	11

SERVICE DATA PROFILE

	Long Term T & T	Family R'ships	RESPECCT	Suicide Prevention	School Outreach	Asylum Seeker Program	TOTAL
<1 year	517	45	50	20	31	377	1040
1 - <2 years	163	33	15	6	3	82	302
2 - <3 years	47	3	8	5	4	25	92
3 - <4 years	28	1	4	1	2	0	36
4 - <5 years	13	0	1	0	0	0	14
5 - <6 years	7	0	0	0	0	0	7
6 - <7 years	2	0	0	0	0	0	2
7 - <8 years	2	0	0	0	0	0	2
>8 years	1	0	0	0	0	0	1
	780	82	78	32	40	484	1496

Client Count	Long Term T & T	Family R'ships	RESPECCT	Suicide Prevention	School Outreach	Youth Activities	Asylum Seeker Program	TOTAL
New	348	22	25	15	20	195	242	867
Cont	432	60	53	17	20	176	242	1000
Total	780	82	78	32	40	371	484	1867

WHERE TO FIND US



QPASTT Brisbane

28 Dibley Street
Woolloongabba 4102

QPASTT Toowoomba

166A Hume Street
Toowoomba 4350

QPASTT Logan

90 Wembley Road (cnr Benz Street)
Logan Central 4114

QPASTT Cairns

1st Floor
120 Hoare Street
Manunda, Cairns 4870

QPASTT Rockhampton

C/- Centacare
10 Bolsover Street
Rockhampton 4700

QPASTT Townsville

410 Ross River Road
Cranbrook 4814

And soon to be at the following Logan location:

**390 Kingston Road
Slacks Creek 4127**

