



QPASTT ANNUAL REPORT

2013 – 2014

The Queensland Program of Assistance to Survivors of Torture and Trauma



QPASTT VISION

QPASTT is committed to fostering a community that:

- Upholds human rights,
- Honours dignity
- Promotes hope
- Inspires the human spirit

QPASTT will implement its Vision by:

- Focusing on refugee survivors of torture and trauma as our primary target group.
- Working *with* and *alongside* people and communities, rather than *for* them.
- Building and rediscovering peoples' strengths and resilience.
- Remaining culturally relevant to service users and communities.
- Forming partnerships between people, service providers and 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 refugee communities 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.

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QPASTT GOVERNANCE

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
Mr. Fraser Power	Committee Member
Dr. Pamela Douglas	Committee Member
Ms. Sharon Orapeleng	Committee Member



QPASTT LEADERSHIP TEAM

Tracy Worrall	Director
Megan Leitz	Direct Services Manager
Lois Whiteman	Clinical Services Manager
Liz Gordon	Clinical Services Manager
Vickie Pastellas	Manager, People & Systems
Terri McDonald	Co-ordinator, Communities Team
Naomi Kikkawa	Co-ordinator, Children & Youth Team
Vedrana Jovicic	Co-ordinator, Counselling Services Team
Katharine Knoetze	Co-ordinator, Asylum Seeker Support Team (part)
Angie Hoskin	Co-ordinator, Asylum Seeker Support Team (part)
Valda Carrington	Co-ordinator, Regional Services Team



QPASTT Organizational Chart Oct 14

Clinical responsibilities ----

Line management responsibilities ———

Management Committee

Director
TRACY WORRALL

Financial Consultant/Treasurer
LUIS MELGAR

FASSTT Coordinator
PAULA PETERSON

Manager Clinical Services
LOIS WHITEMAN and LIZ GORDON
(job share)

Manager Direct Services
MEG LEITZ

Manager People and Systems
VICKIE PASTELLAS

Co-ordinator
Regional Services
VALDA CARRINGTON

Co-ordinator
Asylum Seeker Support
ANGIE HOSKIN

Co-ordinator
Communities
TERRI MCDONALD

Co-ordinator
Children & Youth
NAOMI KIKKAWA

Co-ordinator
Counselling
Services
VEDRANA JOVCIC

Positions:
Training Coordinator
Clinical Consultant
(Supervision)

Positions:
Counsellors

PORTFOLIO:
Regional Services:
Brisbane, Cairns, Gold
Coast, Goodna, Inala,
Logan, Rockhampton,
Toowoomba, Townsville

Positions:
Counsellors
Group Facilitators

PORTFOLIO:
Detention
Community Detention
CAS
ASAS
Asylum Seekers

Positions:
MMH Worker
Community Development
Capacity Building
Group Facilitator

PORTFOLIO:
RESPECCT
Community development and
capacity building
Engagement with Refugee
Communities

Positions:
Children & Youth Counsellors
Youth Workers

PORTFOLIO:
NSPS
Youth/Children programs

Positions:
Adults and Family
Counsellors
Family Relationship Program
(POUCH)

PORTFOLIO:
PASTT
FRSP (POUCH)

Positions:
Business and Finance
Officer
Admin/Finance Officer
Information and Systems
Officer
Administration
Officers
Admin/ Asylum Seeker
Support/ Training Support
Officer

THE QPASTT FAMILY 2013 /2014



Victoria Kalmikova	Pam Siebrecht	Luisa Tuicolo	Irena Stavric	Dana Peters
Vicky Eroles	Ofelia Rivera	Lois Whiteman	Immaculate Murekatete	Dan Nguyen
Vickie Pastellas	Nasim Rahimi	Liz Gordon	Hsa K'Paw Hein	Charito Hassel
Vedrana Jovicic	Naomi Kikkawa	Laks Jambulingum	Hayley Dry	Belinda Wright
Valda Carrington	Muan Thang	Kristy Date	Hadas Lev-Tov	Asadullah Hussaini
Tracy Worrall	Mohammed Nasim Mohseni	Katie Brooker	Grace Silvestri	Arwin Arwin
Terri McDonald	Mohammed Ali Darwesh	Kathleen McBride	Geoff Brearley	Angie Hoskin
Tanya Van Bael	Meriam Aman	Katharine Knoetze	Frankie Latimer	Ana Pocrnjic
Taher Forotan	Megan Leitz	Kali Lohman	Fernanda Torresi	Aminullah Karimi
Sarah Kristensen	Mavice Hove	Jim Schirmer	Farah Suleman	Amin Towhidi
Sam Anywar	Marcela Barra	Jenni Scholl	Erica Fernandez	Ally Wakefield
Saira Buksh	Malek Mozafari	Jawad Mirzaei	Elise Barton	Alex Burmester
Robert Mukombozi	Mal Bowatta	Javad Javad	Eila Mikkonen	Abdi Yusuf
Rhonda Pundi	Magdalena Kuyang	Jackline Dada	Doug Gambling	
Renae Stevens	Maaik Moolenaar	Ivan Choy	Daniel David	

THE PRESIDENT'S REPORT



It is with great pleasure that I present the 2013/2014 President's Report on behalf of the Management Committee of QPASTT. 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.

Professor Keithia Wilson

QPASTT works with people who have experienced oppression, displacement, torture and extreme trauma which have had a profound and long term impact on 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.



QPASTT remains committed to supporting individuals, families and communities from refugee backgrounds, and in particular survivors of torture and trauma. QPASTT, along with our FASSTT sister services in the other States, are funded as part of Australia's commitment to the International Convention against Torture and as such provide recovery and rehabilitation services to survivors. We strive to do this within culturally sensitive individual, family and community frameworks.

By the end of 2013, 51.2 million individuals were forcibly displaced worldwide as a result of persecution, conflict, generalized violence, or human rights violations. This includes 16.7 million refugees: 11.7 million under UNHCR's mandate and 5.0 million Palestinian refugees

registered by UNRWA. This figure includes 33.3 million internally displaced persons and approximately 1.2 million asylum-seekers. In 2013 an estimated 10.7 million individuals were newly displaced due to conflict or persecution. Children below 18 years constituted 50 per cent of the refugee population in 2013, the highest figure in a decade. (UNHCR data)

Afghanistan, Syria and Somalia were the three top source countries of refugees in 2013, with Pakistan, Iran, Lebanon and Jordan being the top host countries (UNHCR data).

Within this context of overwhelming and increasing need, Australia hosts fewer than 48,062 people claiming refugee status or seeking asylum and has settled only 13,200 in 2013 via its humanitarian program. Yet this population group continues to be the subject of relentless damaging political and media attention, which negatively impacts on the individuals, families and communities accessing QPASTT. What is less obvious is the impact this has on the wider Australian community, one to which people from refugee backgrounds make ongoing and dynamic contributions.



In 2013/2014 QPASTT grew once again with a turnover of approximately \$7 million over the financial year. Much of this growth occurred within the asylum seeker program. The challenge continues to be how to balance the increasing needs of this client group with those of longer-term permanent residents. I have no doubt that QPASTT will continue to meet these challenges with professionalism and inspiration.

During the year, QPASTT saw over 2400 individual clients, and ran more than 50 sets of groups, totalling over 460 group sessions. Clients came from over 72 different countries of origin and services were provided in 58 different languages. Services were provided in 11 different locations throughout Queensland including:

- Weipa (Detention) – until January 2014
- Cairns
- Townsville
- Rockhampton
- Toowoomba
- Gatton
- Gold Coast
- Logan
- Goodna
- Inala
- Brisbane



It is the staff of QPASTT that makes the organisation so successful and dynamic, and once again it is my pleasure to acknowledge and thank them. Their dedication and expertise cannot be understated and is greatly appreciated. QPASTT has a diverse and skilled,

multicultural staff base with staff coming 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, Lois Whiteman and Liz Gordon, Megan Leitz and Vickie Pastellas, and the Team Co-ordinators, Vedrana Jovcic, Namoi Kikkawa, Terri McDonald, Valda Carrington, Angie Hoskins, Nilissa Livingstone and Stephanie Long. They all work extremely hard under challenging circumstances and provide strong inspirational leadership and support.

This year marks my 8th year as President and as I reflect on those years I am inspired by the commitment and energy of those around me – the clients, the 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, Elijah Boul, 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 the refugee families, individuals and communities.

Finally on behalf of QPASTT I would 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 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.



THE TREASURER'S REPORT



I am pleased to present the Treasurer's Report for 2013/2014. The past year has been another one of growth with QPASTT receiving over \$7 million dollars in funding compared to \$6 million the previous year. Over the last year QPASTT has remained in a solid financial position and is able to meet all of its financial obligations and commitments.

Luis Melgar, Treasurer

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 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.

I would like to 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 2013/2014 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 2014. The report is unqualified and I recommend it to you for your approval.



THE DIRECTOR'S REPORT



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.

Tracy Worrall, Director

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. As always these changes bring both positive outcomes and challenges for the organisation and the staff, and the people and communities that we work with.



QPASTT is 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 the 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 organisation has continued to expand, particularly in the work that we do to support asylum seekers. While this work is an important component of the work we do and immensely valued by clients, the context in which we operate is one that continues to challenge us all. To the staff who work in this space, the difficult environment in which you work is acknowledged and I am continually impressed with your commitment and dedication to supporting clients for whom there is yet to be a positive or safe outcome in which they can grow and recover.

Our other areas of work have also had their challenges and the policy environment is one of change with a number of programs likely to end over the next couple of years while other new ones commence. This has meant we continually need to look for and embrace innovative ways to meet the needs of our 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 with 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, we are aware of the challenges and stresses staff face in working in this area and we thank them for their 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 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.



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.

THE DIRECT SERVICES REPORT



As the Direct Services Manager, I am responsible for service delivery that maximizes client outcomes across the organisation. Over this past year the focus in the Leadership Team has been on finding ways to respond to the high level of continued demand for torture and trauma services.

Megan Leitz, Direct Services Manager

Aside from the ongoing requirements around service delivery, a special focus this year has been our involvement in two significant research projects.



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



QPASTT has also partnered with the School of Public Health and Social Work at the Queensland University of Technology in a project which is called *Leaving Family Behind: Understanding the Irregular Migration of Unaccompanied Asylum-seeking Minors*. The study was funded under the Department of Immigration's Irregular Migration Research Small Grants Programme and was conducted by Dr Ignacio Correa-Velez, who has a long-standing relationship with QPASTT. The project aimed at investigating the drivers and determinants of irregular maritime migration to Australia of unaccompanied asylum-seeking minors and their experiences in transit countries. Two QPASTT staff members, Katharine Knoetze and Hayley Dry, contributed to the project by bringing their experience and expertise in working with young people at QPASTT.



THE CLINICAL SERVICES REPORT



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

Lois Whiteman & Liz Gordon
Clinical Services Managers

Expanding Clinical Supervision

QPASTT continues to provide a balance of individual and group supervision for staff.

This year, we have extended our clinical supervision further by employing a clinical supervisor for two days per week. This position was first occupied by Nadine Littledale followed by Chris Lobsinger. Having a supervisor who not only has a broad and deep understanding of trauma and culture but who is also steeped in the frameworks and counsellor/advocate model used by QPASTT, has been a great support to staff and to both Liz Gordon and myself as Clinical managers. This has allowed us to continue to provide supervision whilst at the same time focus on policy and practice development, and overall clinical governance.

Group supervision at QPASTT has a specific focus and we have enjoyed the expertise of external supervisors and their specialist knowledge. Group supervision has covered the areas of Family and Adults (Paul Gibney), Attachment Focussed Supervision (Libby Morton), and Asylum Seekers (Lois).



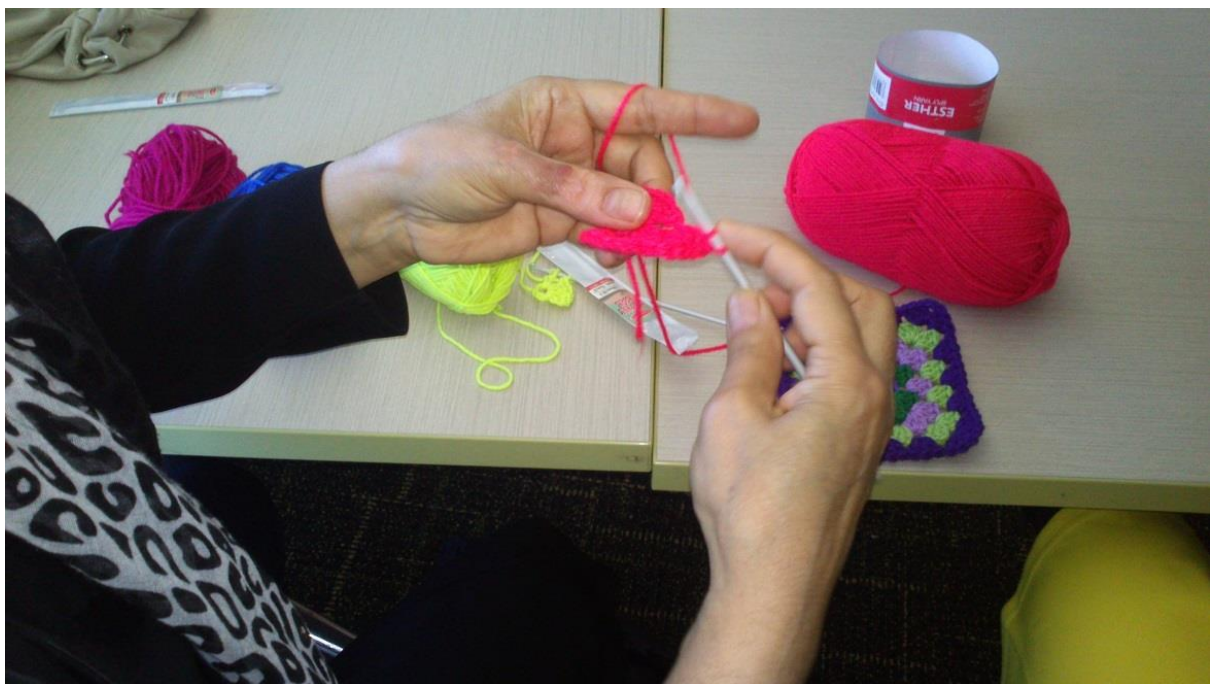
Internal Clinical Training of Staff

We developed a full day of training covering the complex subject of review and closure of cases. The nature of complex trauma, the multiplicity of needs, the fear to engage and the readiness of clients to engage are not easy to assess. This training provided theory, frameworks and experiential exercises to develop skills in this area. Coupled with ongoing supervision and resources for practice, staff are now better resourced to manage this aspect of their work.

We also provided a full day of training on managing and working through vicarious trauma and burnout. This looked at Self Care, and also examined the effects on clients of counsellor vicarious trauma and the need to identify and resolve the effects of the work in order to ensure that a quality service continues to be provided.

Throughout the year, Lois conducted ongoing quarterly clinics during QPASTT Offline Weeks. These weeks provide training and case conferencing on working with traumatic dreams and nightmares so prevalent in our client group.

Training to update changes in assessment and data recording consistent across all FASST agencies was provided to all staff by Liz.



In addition to the in-house training we delivered in offline week, external trainers were also brought in to provide training in the areas of:

- Family Sensitive Practice (Paul Gibney)
- Working with Dissociation, a key effect of complex trauma (Warwick Middleton).

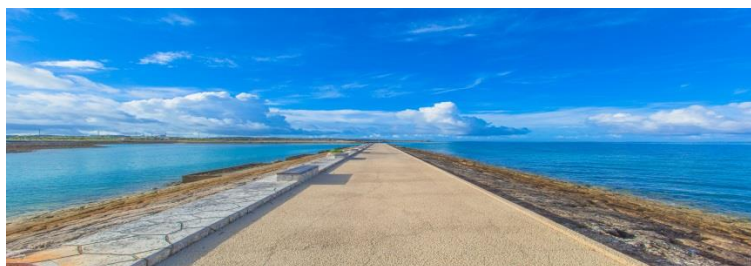
Trends/Themes in Counselling Work:

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 so for asylum seekers, but the effects spread further into those populations who do have permanent visas. We are seeing increasing difficulties of family reunion and the worsening of risk for family members in countries of origin.

Another issue is the prolonged lack of a secure safe refuge for some clients – even though they are considered to have successfully met the criteria for refugee status, they are currently only eligible for temporary protection at best; and at worst clients are redetained or returned. Each time this happens, news spreads and the fear amongst whole communities increases. We are observing the effects in the presentation of clients at their QPASST counselling sessions: heightened suicidal ideation and risk, serious dissociative symptoms, and serious sleep disturbance are just a few. These stresses are observed in work with adults, young people and children.



Balancing the services we provide to refugees who have permanent visas, with the needs of asylum seekers requires continued awareness as the asylum seekers context changes daily and requires our attention. The supervision processes, combined with the specialisation in our teams, enables us to continue to assess and address this balance, meeting the needs of both groups.



Notwithstanding the difficulties currently being experienced in this sector, it is important to give some space to the positive changes we see. For example, daily in supervision sessions, supervisors note 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.

Policy Development:

Over the last two years, a priority has been to update and enhance clinical services policies. Now that QPASTT is a medium sized organisation with many teams, it is more important than ever that policy and protocols for clinical issues are clear and easily accessible for all staff.

We have particularly focussed on:

- QPASTT Framework and Clinical Family Assessment
- Professional Development Guidelines
- Updating Resources and Processes for Suicide Risk Assessment
- Commencing a manual on QPASTT Framework and Processes for Groupwork which is expected to be available in the final quarter of 2014.



QPASTT OPERATIONS & ADMINISTRATION



Much of the successful day to day running of an organisation of this size is reliant on proper processes and protocols being in place. If an organisation is strong operationally, the staff are able to focus on the job at hand.

Vickie Pastellas
Manager, People & Systems

The important service that QPASTT provides is delivered directly to our clients by a dedicated staff of Counsellors, Community Workers and Youth Workers - but for a moment, I would like to focus on those working behind the scenes. These are the people whose skills and endeavours are not at the forefront of the organisation, but who infuse the organisation with their very being. These are the six women who make up the Business and Administration team. They work tirelessly to support clients and staff alike. For clients, they are a welcoming smile and a kind word. For staff, they are the go-to people when the photocopier has stopped working, when the server is down, when the cars need to be serviced, when the phone has died, and when you want to know how much leave you have. The workers who make up the Business and Administration team at QPASTT are funny, generous, multicultural, strong and compassionate and their hard work this past year has not gone unnoticed or unappreciated.



We have had just one change to the team over the past year. Alex Burmester left us to pursue other endeavours and Laks Jambulingam moved into his role as the Information and

Systems Officer. She is now working in this role in conjunction with her Administrative duties at Logan where she mans reception and generally supports the staff working out of that office.

At QPASTT, we value our staff and work hard to make sure that we have measures in place to ensure their continued health and wellbeing. Throughout the year, in regular offline weeks, staff were provided with information and strategies around worker safety issues, and advised about the importance of self-care. As an extension of this, earlier this year, QPASTT participated in a workplace wellness project with the aim of building a healthier workplace and offering programs to all our staff. As part of the Queensland Government Workplaces for Wellness Initiative, this project trialled the use of social connections and peer support within our workplaces to deliver a wellness program that best meets our goals and needs. As part of the project, all QPASTT staff were asked to complete a survey related to health and wellness and as a result, a number of people were chosen to participate in a series of mentoring sessions that allowed them to address their own personal fitness goals and develop concrete plans. Integral to the project was the hope that in equipping targeted people with strategies around their own health, this would infuse the whole organisation with a heightened awareness of the importance of keeping fit and having a healthy diet

In my role as Manager of People and Systems, I have been involved in organising a few different events this year, and I have worked on a variety of projects.



In June this year, we hosted a morning tea for the UN International Day in Support of Victims of Torture and Trauma this year. Her Excellency, the outgoing Governor of Qld was a guest at this event – this was one of her last events before leaving office. I would like to thank her Excellency for her support as patron of QPASTT. Her ongoing and sincere interest in QPASTT and her support for our organisation's ideals have been very much appreciated and we were saddened to say farewell.

As part of the process of the Governor leaving office, this year on June 8th, we were invited to participate in the Open Day at Government House to celebrate Queensland Day. The occasion was an opportunity for all Queenslanders to visit Government House to view the

House and grounds, enjoy festivities and entertainment, and support organisations participating in an Open Day Community Fair. We, at QPASTT, set up a stall at this event to promote our organisation, our role in the community and the wonderful work we do.

One ongoing project of significance is the development of a new QPASTT website. The enormous job of getting it up and running is currently being coordinated by Ally Wakefield. We are aiming for a website that properly reflects the nature of our organisation: bright, vibrant and colourful.





THE CHILDREN AND YOUTH TEAM

The Children and Youth Team provides a variety of services tailored for children and young people. All programs within the team aim to deliver a holistic, inclusive service and work collaboratively with key people in the lives of children and young people such as family, guardians, schools, support workers, communities and carers.

Naomi Kikkawa, Co-ordinator



Given the great diversity of experiences amongst the children and young people we work with, there are various programs that aim to engage and offer support in a way that best suits the individual. Some of the programs offered are:

Children's Counselling Program:

This program offers support to children aged 4-12. There are currently one and a half Children's Counsellors providing support in the Brisbane and Logan areas. The counsellors mostly work one on one with the children, but also provide psycho-education and support to families and individuals involved with the child. The counsellors work collaboratively with the schools to create a safe, nurturing environment for the children where trauma recovery can occur. This year the Children's counsellor has successfully run groups at the Australian

International Islamic College in Durack. One was a therapeutic group run in partnership with Mater Kids in Mind and another was an adapted version of The Tree of Life. The aims of the groups are to build the resilience and capacity of the children affected by significant losses and trauma. Feedback from the children and the school was very positive.



Youth Counselling Program:

Youth Counsellors work with 12-24 year olds. For the first half of the year, there was one and a half Youth Counsellors in the Brisbane area, then for the last six months we were fortunate to have another youth counsellor join the team. Similar to the Children's Counsellors, the Youth Counsellors work systemically with families, the community and schools to support recovery and successful settlement. Youth counsellors are able to see young people at schools, at home or at the QPASTT offices (both Woolloongabba and Logan).

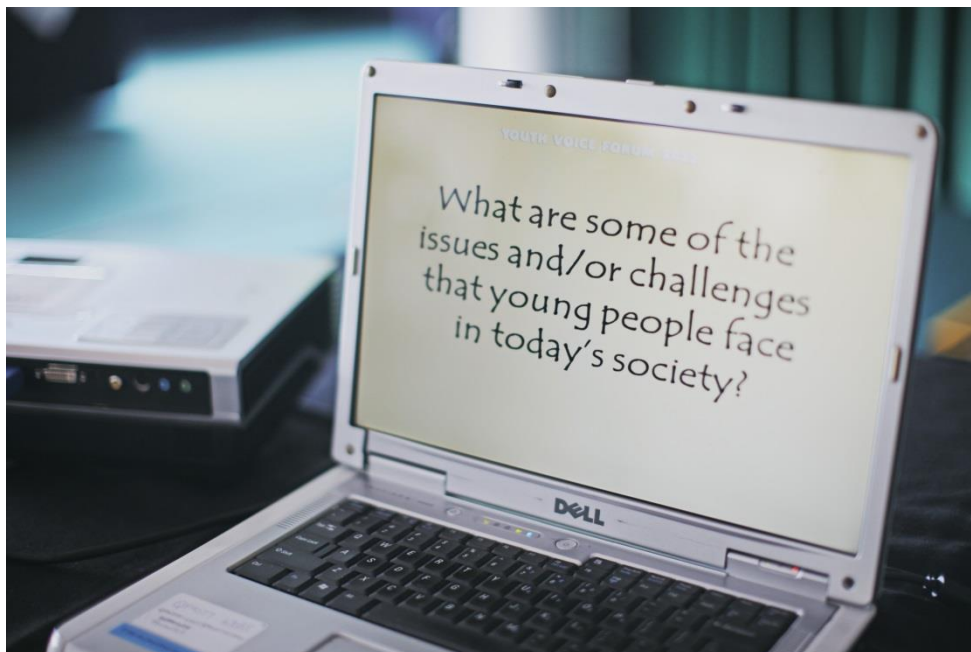


Youth Work Support:

There are two part time Youth Workers that provide outreach services to a number of schools including Milpera, Woodridge, MacGregor and Kedron State High Schools. The Youth Workers conduct needs assessments and from this provide student support, referrals to relevant services, family inclusion and liaison between school and families. Youth Workers gain valuable insight in the schools and provide feedback to QPASTT to ensure our services are easily accessible.

Youth Support Coordinator:

This program ran until the end of funding at the end of December 2013. At QPASTT, the Youth Support Coordinator (YSC) worked with young people from refugee backgrounds at high school who were at risk of disengaging from school or employment pathways. The YSC visited Sunnybank State High School, Nyanda State High School and Coorparoo Secondary College. Following the end of this program, the YSC took up a similar role to school outreach workers and continues to support students at Sunnybank State High School, as well as coordinating the Youth Space at QPASTT. They also provide individual support to students who are connected to QPASTT through the Youth Space and attend a high school in Brisbane.

**School Holiday Program:**

School Holiday Activities are an integral part of the Children and Youth Team and they run each school holidays. We aim to provide at least one activity per week during the school break.

These services focus on youth participation, youth engagement, support and community development that promote the safety, growth and wellbeing of young people. The program aims to create opportunities for positive social interaction and social development of local youth and to help promote their mental and physical wellbeing.

In the last year, some of the school holiday activities run were:

- Big Day Out – which included candle making, rock climbing and various ball sports
- A day at the movies
- Soccer games to music
- Camps (one for girls and one for boys)
- Graffiti workshops
- Ice skating



Young Men's Group:

The purpose of this group was originally established to provide regular activities for Unaccompanied Humanitarian Minors (UHMs). This year, it was decided to open up the group to older young men (as many of the original group members had aged out of the UHM program) and other young men who may have come with their families, but feel isolated and disconnected from the community. The goals of the group are to increase connectedness and strengthen social skills. The activities also provide the young people with the opportunity to become familiar with various sporting and recreational venues and develop stronger networks in their wider communities.

UCAN2

UCAN2 is a program designed for 18-24 year olds and who are completing their English Certificates. UCAN2 program runs for 16 weeks and focuses on employability skills combined with emotional wellbeing and increasing meaningful connections. A significant component of the program is the volunteer participation. This provides the students with information and insight regarding the broader Australian community.

During the 2012-13 financial year, UCAN2 delivered two programs at Southbank over the two TAFE semesters. The first program involved excursions to QUT at Gardens Point and The Edge – Digital Cultural Centre. By the completion of this program two students had been offered positions at university, two had secured part time work and a majority of the class were progressing onto the SEE Program. The second program also run at Southbank

included trips to The Powerhouse and Griffith University. Most significantly a number of students gained invaluable work experience at the Lifeline Annual Bookfest. One student even received a REACH award from Griffith University as encouragement to continue working towards his future education aspirations. He was awarded a formal certificate and a \$200 eftpos card. A number of volunteers from the previous program also returned to participate in the program again, along with a number of new recruits. This is seen as a positive reflection on the program for everyone involved, not just the students.



Girls' Group

During the year, two workers from the Children and Youth Team, supported by team members from RESPECCT, Pouch and a worker from Harmony Place, planned and facilitated the young women and girls groups during the school holidays.

This group was informed by action research principles, culturally safe and relevant practice as well as considering gender issues and addressing issues of justice and equity. Approximately twenty young women attended every session.

The issues identified and addressed included:

- Breaking isolation and connecting with each other
- Self-care and psycho-education about menstruation
- Self-esteem and self-image
- Addressing bullying: how to stand up and respond
- Having fun and sharing cultural practices and skills for building resilience

This group offers a very innovative and safe therapeutic space for isolated and vulnerable young women within diverse refugee communities

Homework Club

In the past year, the Homework Club has been very well attended with an increasing number of young people enjoying the space. The young people in the Homework Club continue to seek support with their school or TAFE studies. We have been very fortunate to receive donations from the Ladies Auxiliary of the Islamic Society of Algester, of food for students to enjoy in the Homework Club. The young people have very much enjoyed the snacks provided, and we are extremely grateful for the support from the ladies. We have recruited and trained over 20 new tutors this year, bringing our total number of tutors up to 47! We would like to acknowledge the hard work and dedication of our amazing bunch of tutors, who have worked hard this year. We hope that the year ahead will be as busy as the last, and look forward to assisting more students in the year to come.



Youth Voice

The Children and Youth Team supports a committee of young people aged 15-25 years from diverse backgrounds, who are keen to educate their peers and the broader community on social issues important to young people. The Youth Voice project is funded by the Australian Government under the Diversity and Social Cohesion Program. The committee works on issues that are important to them and are supported by QPASTT to address these issues. This year the committee has chosen to focus on bullying and racism.



In the reporting period the Youth Voice Committee has:

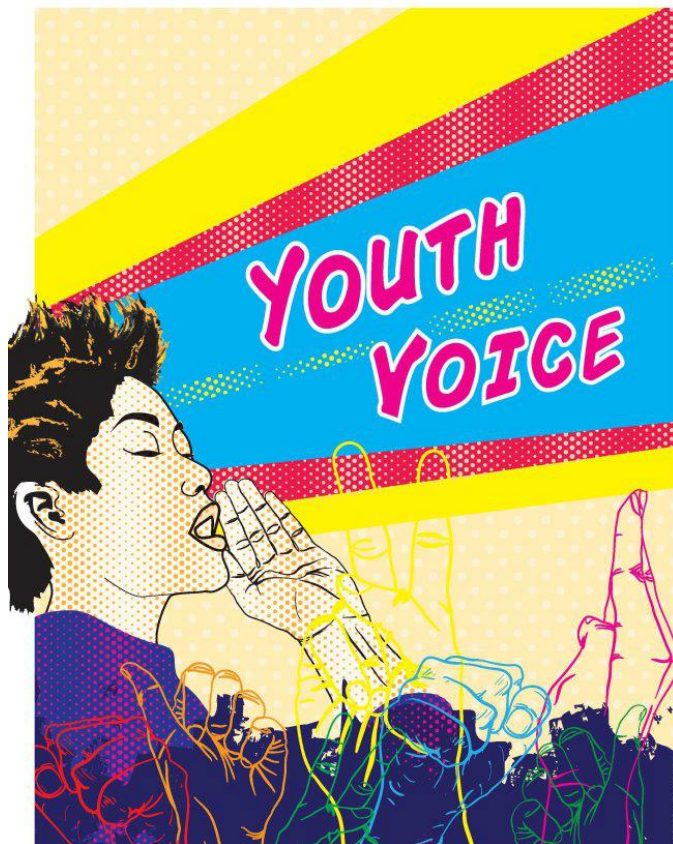
- ✿ Created a successful social media campaign which shares new stories, information and advice on bullying and racism. The campaign aims to encourage young people to begin conversations about bullying and racism, and consider how to address these issues.
- ✿ As part of Harmony Day 2014, QPASTT's Youth Voice Committee ran a series of art activities with young people across Brisbane. Young people explored the themes of harmony, diversity and acceptance through various art mediums during Harmony Week. Students at Sunnybank SHS, Milpera SHS, Kedron SHS, the Bremer Institute of TAFE at Inala and Metropolitan South Institute of TAFE at Loganlea created individual and group art works that shared their unique journeys and their hopes for an Australia where "everyone belongs".
- ✿ The Committee ran an event as part of National Youth Week 2014, "Walk in Our Shoes". This event was open to all young people aged 12-25 years and aimed to provide an opportunity for social inclusion and engagement, celebrate the diversity and talents of young people, and start conversations about tolerance and acceptance. The start of the event involved young people taking a photo of their shoes to accompany a short written story about themselves and their life. The participants were then given another's shoe photo and story. They found their allocated partner using the shoes as the identifiable factor. A walk then took place with the young people talking and sharing their very unique journey through life. The walk culminated in a mini festival where there was entertainment and information stands from a wide range of youth service providers and youth led groups.



Karate

The Children and Youth Team continues to run Karate classes in partnership with Okukan Karate School, once a week during the school term. The group is an all-women's group who come together to learn Karate, a disciplined form of self-development and self-defense. The benefits have been increased fitness, focus and concentration. It has also helped to build

the young women's self-confidence. A number of the young women have continued to do well in their testing and successfully progressed to higher levels.



UHM Peer Mentoring Program

The Peer Mentoring Program is a program run by the Children and Youth Team and employs two part-time youth workers and ten mentors. The program was established in order to better support unaccompanied humanitarian minors (mentees) who are about to exit or have recently exited care, during and after their transition. A parallel aim of the program was to increase the confidence and leadership skills of the mentors who have already successfully transitioned in the past, through paid roles.

The Peer Mentoring Program was guided by an assigned, community based, developmental approach between the mentors and mentees – similar to the Big Brother, Big Sisters Program. It is based on a prevention-focused, risk and resilience framework, with a configuration of program services that incorporates recommendations from best practice models at QPASTT.

After recruitment and intensive training for the new mentors, the mentees were referred and allocated appropriately. Once these relationships were established the mentees were provided the opportunity to participate in weekly one on one catch ups with their mentors. The whole group gathers monthly for group sessions which have included social activities such as rock climbing, a Gold Coast visit and ice skating. The group also attended information sessions presented by PhaMs and Centrelink, as well as education sessions around youth leadership and alcohol consumption. In order to strengthen the connection

between QPASTT and the mentees, they were also encouraged to participate in the regular QPASTT School Holiday Activities, Youth Voice events and the Young Men's Group.

Some of the positive outcomes from the mentors assistance within the program so far have been the mentees securing housing, employment, enrolment into further education, increased life skills and decreased social isolation by connecting the young people to meaningful places and activities. The mentors have also significantly benefitted from their involvement in the program through employment/income, increased confidence and leadership skills and work experience in an Australian work environment.

Due to the success of the program it was granted a 6 month extension until the end of 2014.



Youth Job Club

The Children and Youth Team supports the Multicultural Development Association (MDA) to run a youth focused job club on Thursday afternoons. The Youth Job Club is held in QPASTT's Homework Club Space where MDA volunteers support young people to write cover letters, prepare resumes and apply for work on line. A QPASTT youth worker also provides support in the space and assists with printing and use of the Homework Club computers/laptops.



Feedback:

The Children and Youth Team actively gathers feedback in each of the programs. We hope you enjoy some of the feedback given to us by children and young people.

Why is it good to attend the QPASTT Holiday Program?

- "Because we all get together and had a good time."
- "It's a school holiday period and I wanted to make new friends"
- "QPASTT is good because we meet each other from different country and tribes."

Feedback from the Girls Group 2013:

- "I can't talk about these things with my brother, he is a man. So it's good to be here."
- "Need more chicken."
- "I learned more about girl stuff, it was good to be with girls."



Feedback from the Boys Camp 2013:

Feedback from the Boys Camp 2013:

- "I feel happy when I get to QPASTT camp, because we can learn and experience from different places."
- "The best thing was to put water on each other."
- "The milk prank we had was so fun."
- "Because we not feel we are alone in Australia. QPASTT is like a family for us."



THE COUNSELLING SERVICES TEAM

The Counselling Services Team continues to provide long term counselling and advocacy support for refugee survivors of torture and trauma. As always, the team strives to operate according to the universal principles of human rights – these are the core values of our counselling service and the support aimed towards each client's healing and recovery.

Vedrana Jovcic, Co-ordinator

In order to carry out QPASTT's valuable work, members of the Counselling Services Team engaged with the community in a number of projects.

Two of these were the Be Spoken project and the POUCH Program.

Be Spoken Project



QPASTT delivered the Be Spoken Project this year in partnership with Contact Inc., an organisation which focuses on engaging communities, individuals and emerging practitioners with socially driven, creative projects. This project focused on fostering connections for women from African refugee backgrounds and providing them with an opportunity to create something together through their participation in six workshops. The expertise of QPASTT counsellors was combined with those of a textile artist from Contact Inc. who was able to provide the skills base for the workshops. QPASTT identified women in the Goodna area from African backgrounds who were particularly socially isolated with

limited opportunities to create connections with each other and the wider community. Most were receiving counselling from a QPASTT counsellor and some were on the current waitlist for counselling. Many were widows, bringing up children on their own, with limited English.

Twenty female participants (and their children), were invited to attend the launch of the project in the September School holidays, at a 'Family Craft Day' at the Sony Space, Salvation Army building in Goodna. The 'Family Craft Day' focused on introducing women and children to QPASTT services, whilst providing an opportunity for connection and creativity through the purpose driven, yet entertaining project. Participants then went on to attend five weekly morning workshops with a focus on skills development. Through the medium of the craft and learning new skills, the workshops provided the women with an opportunity to discuss their well-being. Participants learnt skills in hand sewing, embroidery, beading, flower and pom pom making and basket weaving.

Through these workshops women were able to develop and draw strength through their connections with each other, with QPASTT staff, with Salvation Army staff and with the textile design artist, whilst at the same time generating creative items. The final workshop was a celebration day which enabled some of the items that they had created to be placed on display, along with photos from the workshop series. One participant was linked to a small business, 'Handmade High', and a group of volunteers from 'The Historical Society' met to discuss the prospect of selling some of her products to the public.



The POUCH program

Across cultures, all parents want their children to be safe and secure with access to education, housing and health care so they can grow into responsible, respectful Australian citizens. For many families from a refugee background, settling in Australia involves a difficult reorganization of family roles and relationships due to the impact of trauma and acculturation stress. The specialist QPASTT POUCH program provides a very important opportunity for families from a refugee background to engage in family counselling and parenting groups that are holistic, trauma-informed and culturally relevant.

To effectively respond to families, POUCH needs to work in close collaboration with a wide range of government and non-government organizations including schools, local libraries, early childhood programs, neighbourhood centers, GP's, specialist Child Youth and Mental Health Services, community groups and their cultural leaders.

In the last year POUCH has developed and facilitated a number of specialist parenting discussion groups, family fun days and community information sessions for families from Iraq, Iran, Afghanistan, Burundi, The Congo, South Sudan, Liberia, Ethiopia, Sri Lanka and Myanmar.

The parenting discussion groups and community information sessions attract large numbers. They provide a safe place for parents to share ideas, develop skills, ask questions and gain information about Australian resources and systems. These groups, held in neighborhood venues, clearly promote social inclusion providing a way for families to find out how they can participate in and contribute to the local community.





THE REGIONAL SERVICES TEAM

The Regional team covers a large geographical region within Queensland. QPASTT now currently has offices in Cairns, Townsville, Rockhampton, Toowoomba and Logan. Outreach is also provided to the Gold Coast, Inala, Ipswich, Goodna and Gatton. Valda Carrington & Nilissa Livingstone, Co-ordinators



Logan

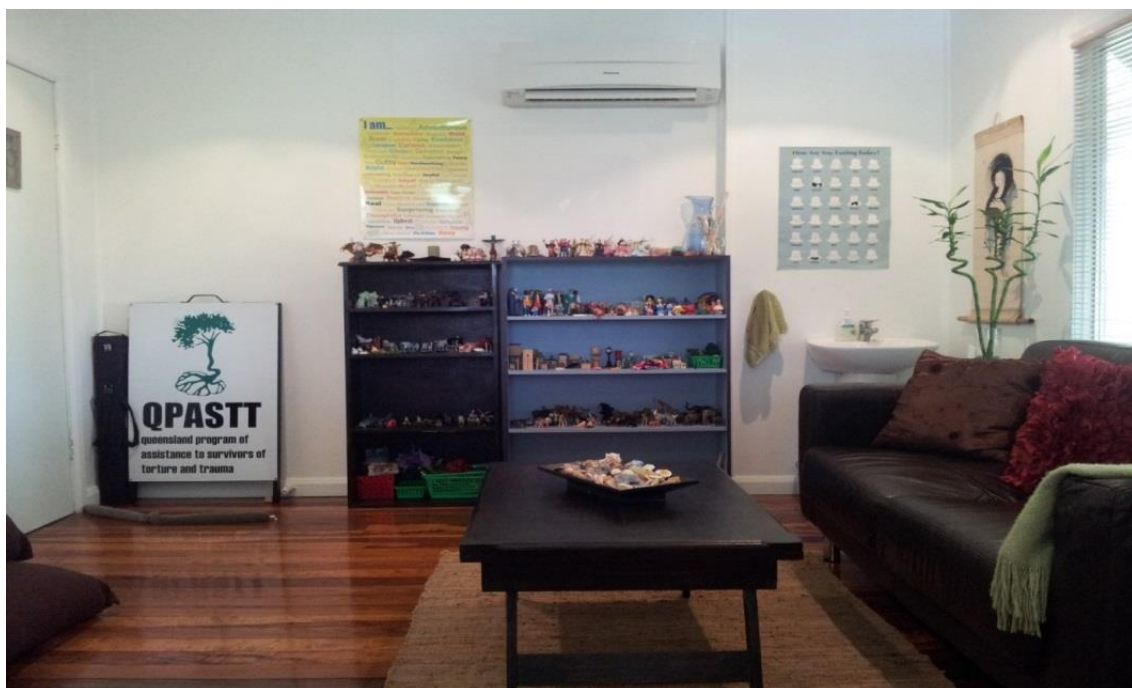
The office in Logan is the main office for the regional team and currently has 6 Counsellor/advocates, an admin worker and a Team Coordinator. Situated in central Logan, the office was opened in March 2013 as a result of the growing need in the region for QPASTT services. The Logan QPASTT office is ideally located above the Wembley Road Medical Centre and in close proximity to Logan health and government agencies. Logan

city's population continues to grow by 2% each year with 31% of the population under 20 years of age. Logan is a very diverse city with over 215 ethnicities represented. The Logan QPASTT office provides services to clients who are permanent residents and asylum seeking clients on temporary visas (including clients in community detention).

The Counsellors based in Logan travel to sites on the Gold Coast, Inala and Goodna to provide counselling services to clients. 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). In order to manage the waitlist for individual counselling services, group work has provided opportunities for clients to meet others in similar situations in a therapeutic and social environment. The counsellors at Logan are currently pursuing the option of running two groups in the new year to address the social isolation needs of young women in the area and also the possibility of running a pre-therapy group to address the needs of individuals who are currently waiting to be seen for counselling.

Cairns

The office in Cairns has recently located to Manunda. There is one Counsellor on site who is part-time and provides counselling, outreach to schools and works closely with local refugee agencies. Cairns, as a region, continues to grow and QPASTT receives referrals from a number of sources.



The Cairns office has joined with Centacare Migrant Services (CMS) to provide two Families in Cultural Transition groups (FICT): one occurred in June this year and another is planned for October 2014. The focus of the groups 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 process, guest speakers are invited to speak about a range of pre-identified topics chosen by the participants and there is space for participants to ask questions and raise issues for consideration. In June, the group ran for 5 weeks and was attended by 7 QPASTT families as well as other community members. These groups are run

over 5 weeks and have been attended by mostly the Bhutanese community in Cairns. A Bi-cultural worker has also attended these sessions and feedback from participants has been extremely positive.

'Before I felt so lonely when I arrived in Australia but now there are many people and services around me, supporting me'

'I now have very good understanding of schools, with teachers and us. Previously I blamed them. It is very good to have guest speakers come so we can talk with them'

(participant feedback from FICT in Cairns).



Cairns F.I.C.T group July 2014

Townsville

The QPASTT office in Townsville is located in Cranbrook and is co-located within the Centacare office. There is one Counsellor on site who provides counselling to young people and adults. The Townsville QPASTT office was recently involved in contributing to the "Meaning of Rights in Refugee Settlement", a research project led by the UNSW Centre for Refugee Research with which QPASTT is a partner. Townsville QPASTT joined with 25 other local services for half-a-day consultation to explore concerns that both refugees and services have about rights in Australia and how these impact on people's settlement experiences. The Counsellor in Townsville was able to relay information in particular about the experiences of women who hold "Women At Risk" visas in the Townsville region. This group reported to services that although they were grateful that Australia provided them a

visa and they were no longer fearful for their lives, they reported feeling a sense of hopelessness because of their ongoing isolation and inability to access local services.

The Counsellor 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 local area network is currently working together to improve the accessibility of migration support and legal representation for clients, especially those clients who require interpreters and assistance with understanding immigration law and filling out forms.



Rockhampton

The referrals in Rockhampton continue to fluctuate which appears to be linked to the changes in eligibility to work rights for particular visa types. There will continue to be monitoring of the shifting needs in this region including a possible increase in settlement in the Biloela area.

Toowoomba

There is a QPASTT Counsellor who is based in Toowoomba, collocated with MDA. Outreach is also provided to Gatton on a fortnightly basis. Toowoomba continues to have a high demand for individual counselling. In particular, there has been an increase in referrals from the Sudanese community who have settled in the Toowoomba region over the past 12 months. During February and March 2014, QPASTT provided parenting workshops for 34 participants who were from the South Sudanese community, mainly from Acholi and Dinka ethnic backgrounds. The workshops focused on identifying parenting concerns since settling in Australia and providing education about how to access mainstream services and resources. The parenting workshops also identified intergenerational conflict that had arisen within Sudanese families since settlement. As a result of the parenting workshops, the Sudanese community has since requested further workshops.



Toowoomba Parenting Workshops 2014.





THE ASYLUM SEEKER SUPPORT TEAM

In the past year there have been a few changes in staffing of the team, with Angie switching from her role as counsellor at the Scherger Detention Centre to Team Coordinator.

Angie Hoskin & Steph Long, Co-ordinators

In January 2014, the Scherger Detention Centre in far north Queensland closed and since this time, most of our held detention clients have been in either Community Detention or at the Brisbane Immigration Transit Accommodation (BITA) near the Brisbane airport. There has been a shift in the number of asylum seeker clients that we see who are living in the community on bridging visas, and this is now a greater proportion of our caseload in the team.



As asylum seekers started to move to regional areas, counsellors in QPASTT for our Regional team have supported clients, particularly in Toowoomba, Logan, Gold Coast and Rockhampton. There are now members of the Regional Services Team that are dedicated to supporting asylum seekers in community detention and on bridging visas.

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

- The changes in policy since the federal election in September 2013 have had a notable impact on our clients, particularly the scrapping of permanent protection visas for people who seek asylum by boat. As a consequence it is becoming increasingly difficult to provide a holding environment to contain the clients' anxiety and depression. Apart from impacting on their sense of security, most clients feel that their hopes of being reunited with their family are dashed.

- Withdrawal of free immigration advice to support asylum seekers in submitting their claims for protection, and the freeze on processing protection claims of newer arrivals has created increased fear, confusion and hopelessness across the asylum seeker community, including our clients at QPASTT.
- The high number of returns of Sri Lankan asylum seekers has created an increased level of fear and anxiety in that community. Two young Tamil asylum seekers who suicided by setting themselves alight in Sydney and Melbourne have exacerbated symptoms of some of our Tamil clients.
- The scrapping of work rights for bridging visa holders has had a significant impact on mental health, sense of purpose and meaningful activities for adults. This, along with an inability to contribute to the community and society in which they live, creates feelings of shame.
- The increase in global conflict, particularly in Iraq and Pakistan, has been a significant stressor for many asylum seekers who are separated from family and loved ones in conflict areas.



However the ASS Team remains heartened by the examples of altruism and community spirit that many clients demonstrate such as engaging in volunteering, donating blood/registering for organ donations and joining community activities and events. Clients also regularly demonstrate their resourcefulness and resilience in supporting themselves and their families.



Throughout this year, the ASST has run a number of groups for our clients including a therapeutic group each term at a primary school in Brisbane. Our group facilitators use a range of art/expressive activities, storytelling and games to assist children to notice and acknowledge their emotions; build an identity based on their culture of origin, their journey to Australia and experiences of Australia; and strengthen peer relationships. Our school based group work has developed to a point where schools now request our expertise to run groups with students.



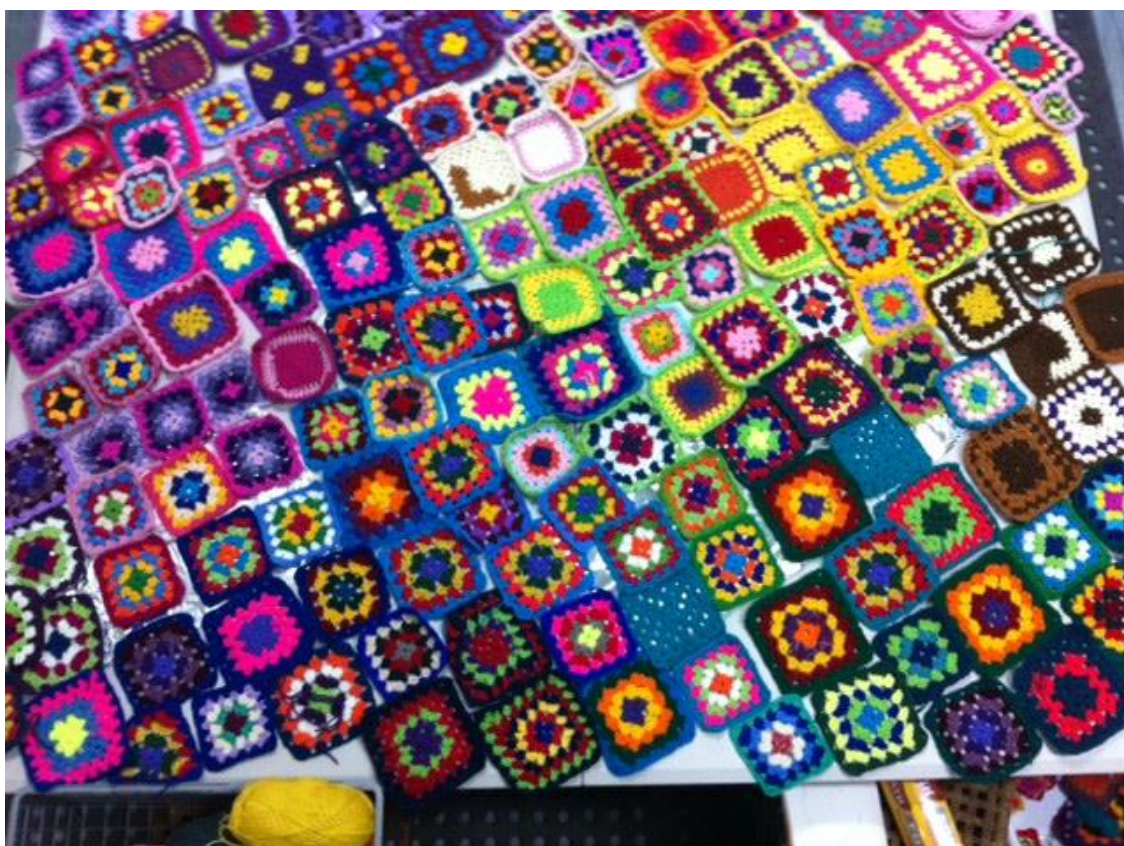
Many asylum seeker clients have enjoyed participating in the weekly Young Men's Group with pool and soccer remaining a favoured activity. This group has now become a regular

part of the QPASTT week with the Asylum Seeker Support Team supporting the Child and Youth Team in leading this group.

The Friday Group for asylum seekers remains a mainstay of our work and continued to run every Friday throughout the year, with the exception of the first week of each school term. It is for adults only, but children also attend in the school holidays. The history of the Friday Group is based on addressing the counselling waiting list for asylum seekers and is an attempt to address the high levels of depression and isolation experienced by asylum seekers, which is compounded by visa restrictions, visa uncertainty and the changing political environment.

The purpose of the group has always been to create a safe, welcoming and predictable environment where social connections can be built with other participants and QPASTT staff. A counsellor attends every group. Broader community activities, services and supports were also identified and clients were linked so they can attend the same or similar facility after the QPASTT supported day. There were many opportunities to have fun and forget about worries for a day.

Our partnership with the Australian Red Cross has continued and many thanks go to the Volunteer Coordinator, Natalie Joyce and the many volunteers that attended every fortnight to assist with transport and practical support.



Some of the highlights of the Friday Group include:

- access to a QPASTT counsellor who attended each group.

- There was a lot of talking, laughing, crochet and cards on picnic blankets.
- We played many games of volleyball, ten pin bowling, went kayaking, bushwalking and worked out at the gym!
- The optional physical activity component gave clients an opportunity to try something new or for the first time (Eg: Tamil women went swimming after a year of encouragement and said it was the second time they had swum in 20 years).
- Facilitators noticed that with some encouragement to try new things, clients surprised themselves, were able to laugh and seemed to be more confident generally. Eg: one woman said “I didn’t feel like coming but I made myself because I know that when I’m out of the house and here I feel better”.
- There were many opportunities for group members to find points of commonality with one another; (Eg: A Kurdish man taught two Tamil women to play pool)

It is an open group and there is no commitment to regular attendance so clients come and go depending on their needs. Some have been attending on and off for two years, so feel very connected and welcomed.





THE COMMUNITIES TEAM

The members of the Communities Team deliver capacity building, community development and family mental health support services. As our client group has increasingly been moving further afield, much of our community development, group work and capacity building work have stretched to new areas of growth, such as Ipswich, Logan, Caboolture and the Gold Coast.

Terri McDonald, Co-ordinator

Whole of School Approach

We are currently undertaking a specific capacity building component which 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.

Over the last 12 months QPASTT has undertaken a range of work including school audits, training, ESL network support, ad hoc support to schools and parents and group work with 49 schools across Brisbane, Logan, Ipswich and Gatton. We have worked in partnership with MnB Hip Hop program with 5 schools to support student integration and skill development. We have also partnered in programs with Smith Family and Red Cross to undertake "reading bug" programs.



Family Fun Days

Family Fun Days have been run for families with younger children, who have been clients through various QPASTT programs. These are run each school holiday, with two in the January/December School holidays. We have extended the locations in which we run the programs, and now rotate through Brisbane North, Brisbane South, Logan and Ipswich/Inala. We have run 6 Family Fun Days and have between 50-100 children and parents attending. These events support families by allowing them the opportunity to get to know their local facilities, engage in play between parents and children and have fun! Activities over the last 12 months have included:

- Logan Mini Olympic Games (Life Be In It Fun Work) and face painting
- Chermside Kid's Space with kite making and flying
- New Farm Park Ferry/City Cat ride, Vulcana Women's Circus and ball games
- South Bank Movies, BBQs and Drumming
- Inala PCYC, Drumming and Life Be In it Ball Games
- Logan Tennis Centre

These activities are supported by workers from all teams at QPASTT.



Capacity Building

The capacity building position continued to develop relationships with mainstream services, improve partnerships and establish networks with other agencies. In particular, QPASTT has worked extensively in the last year with Medicare Locals, Centrelink, Corrective Services and mental health service providers. We have worked with networks and services across the Gold Coast, Logan, Brisbane, Caboolture and Toowoomba.

Some of our highlights have included

- collaborating with QLD Health, Openminds, QADA, Diversicare, and ADFQ for the Diverse Connections project which looked at the challenges faced by people from diverse cultural backgrounds and the barriers for mental health service providers in trying to engage culturally diverse clients in Caboolture
- connecting Diversicare to new and emerging communities for the “Healthy Ageing” project, and delivering sessions on managing stress and trauma and developing health resources.
- being instrumental in the planning and delivering of the Inala Multicultural Day which was attended by more than 2,500 members of the local diverse communities.
- leading the organising committee for Sanity Fair and the Refugee Mental Health Forum.
- providing support to the Gold Coast Medicare Local and Metro South Refugee Health in delivering the Refugee Health project in the Gold Coast area.
- developing new resources such as the Relaxation CD in Nepali.



Community Development

Community development is funded through CAMS (Community Action for a Multicultural Society) and PASTT (Program of Assistance to Survivors of Torture and Trauma), and has continued to provide opportunities to refugee communities in Brisbane, Logan, Ipswich, Caboolture, Toowoomba and Gatton. A broad range of activities were undertaken including information sessions for communities, capacity building for service providers, linking communities and service providers for consultation and collaboration.



Some of the highlights for this year included:

- ✿ Quarterly Community Leaders Dinner. These are run in partnership with MDA and have grown to 50-60 participants. We've had a range of expert panellists addressing topics such as Mental Health, Immigration pathways and processes, Diversity and Language policy. We have had leaders from over 20 different cultural backgrounds attending on a regular basis.
- ✿ A Harmony Day sports activity was held during the multicultural week in Acacia Ridge and Toowoomba as a result of the refugee communities' requests in previous community consultations for a soccer tournament. The soccer tournament attracted over 530 participants from 10 teams from refugee communities in Brisbane and Toowoomba. Amongst participants were individuals from refugee communities such as Vietnamese, Sudanese, South Sudanese, Burundian, Iraqi, Rohingya, Somali and Congolese.
- ✿ On 2 May the Moreton District Police Ethnic Advisory Group, which was initiated through the QPASTT CAMS Program with the support of the Queensland Police Service (Moreton District), finalised its Terms of Reference. As requested by the new and emerging communities in the Moreton District, the group was established in line with the QPS's objective of engaging with new and emerging communities on issues relating to cultural diversity and to contribute to the promotion and maintenance of harmonious relations between police and ethnic communities, based on mutual understanding, respect, tolerance and trust. A new executive committee was elected for a 3 year term to give consistency and to aid in rapport building within the community. Moreton District PEAG has over 50% representation from refugee communities in the executive with individuals from refugee and migrant communities such as Bhutanese, Maori, Rohingya, Vanuatu and Filipino.



RESP-ECCT

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 and their families.

The program is delivered in partnership with Communify 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.

At QPASTT, the RESP-ECCT program has provided intensive support to a number of families and has delivered a number of groups such as X-Men (Men’s psycho-educational exercise group), Girls Group (therapeutic group for young women run in the school holidays) and Women’s Space (therapeutic women’s group). These group programs were run in partnerships with the PASTT program and also supported clients on our counselling waitlists. We have also worked in partnership with MDA in the delivery of X-Men, a women’s Yoga group and an art therapy group. This year RESP-ECCT also ran a number of family days specifically for QPASTT clients from Karen background.

TRAINING



The Training Coordinator is a new position to QPASTT. Fernanda Torresi started in this role in August 2013 and is responsible for coordinating training external to QPASTT as well as training internal to the organisation. Since commencement, this coordination of training role has been very busy.

One key component of the role has been the organisation of two 'Off Line' weeks. These are the quarterly training and team building weeks where staff are 'offline'. During offline weeks all staff at QPASTT receive training, have time to catch up on case notes and other paper work that they might be behind with and generally work on organisational and team building. Some of the topics that staff have received training in are:

- Dissociative Identity Disorder
- Vicarious Trauma, Burnout and Compassion Fatigue
- Brief interventions in family sensitive practice
- ACCESS Program Training
- Working with Clients – Engagement and Disengagement – from Review to Closure
- Dream Clinic
- Data

For the delivery of the training mentioned above we have accessed expertise from external trainers as well as from internal staff resources. During this year's offline weeks we also enjoyed self-care activities including yoga, meditation and shared lunches.



In March 2014, QPASTT launched its first Professional Development Workshop Calendar where fees are charged for attendance. This calendar is aimed at meeting regular training needs in the refugee field related to trauma. Topics for these workshops include:

- Introduction to the Refugee and Settlement Experience - the Impact of Trauma.
- Incidental Counselling with People from Refugee Backgrounds.
- Working with Unaccompanied Minors (UAMs & UHMs)
- Trauma Recovery Models I: Frameworks
- Trauma Recovery Models II: Therapeutic Interventions
- Working with Families from Refugee Backgrounds
- Vicarious Trauma, Burnout & Self-Care
- Supporting Trauma Recovery with Children from Refugee Backgrounds



The workshops have been very successful, and we have received a great deal of positive feedback due to the expertise of our facilitators. There is not a specific training team at QPASTT, so different staff members undertake the responsibility of sharing their knowledge and experience with others. Involving staff in presenting training sharpens their knowledge and ability to clearly articulate the work we do, as well as offering participants the rich diversity of experience and knowledge held by QPASTT staff. The workshops have also been successful, and gained a reputation for excellence because they present an opportunity for

participants to network and share information over a meal which has been sourced from a number of restaurants from within the refugee community.

During this past financial year, 230 participants have attended 11 workshops and information sessions delivered in the Professional Development Calendar. In November 2014 the training position will have been in action for twelve months and we plan to evaluate what it has achieved and identify areas for further development. The following are some of the statements that people made in the evaluation forms in response to the question: ***What will you do differently in your role as a result of participating in this training session?***

- *Be more attentive and sensitive to client needs and experiences of complex trauma & grief.*
- *Have a deeper understanding of what my clients have gone through, why they have/react the way that they do (PTSD symptoms).*
- *Be more present with clients and think about how I might apply some of the trauma recovery techniques.*
- *Use nightmare protocols and knowledge of hints and tips (information to help people cope with the effects of trauma) in other languages and relaxation CDs.*
- *Working from a client/youth centred approach.*
- *Actively engage in self-care to avoid burn out.*



SOME FEEDBACK

Some feedback from schools

Our work with students of refugee backgrounds has had a flow on impact that has been good for other "at risk" students. Students of refugee backgrounds challenged us to pioneer strategies and explore a whole school approach. More staff are positive in their responsibility and attitudes. School seems a happier place. (Woodridge State High School).

The role of the Schools Support worker from QPASTT has been fantastic to our school. It made our work with our new students stress-free. The training we received, along with the ongoing network and classroom strategies we acquired have helped to keep momentum going and people motivated. If it was left to the schools it would have fallen down at the beginning. It needs someone for whom it is their sole motivation. (St. Paul Catholic Primary School)

The children loved the Hip Hop Program (workshop). I saw positive flow on effect in behaviour and confidence.

(ESL teacher-Taigum State School).



what's
your
story?



UNITED NATIONS INTERNATIONAL DAY IN SUPPORT OF VICTIMS OF TORTURE



Every year, on the 26 June, we at QPASTT, come together to honour those who have been tortured, with a message of support. This year also marked 27 years since the UN Convention against Torture came into effect as the prime document in which torture is declared a crime and in which the state is declared responsible.



Unfortunately, the crimes of torture continue to occur every day and those crimes of torture are committed with impunity. Impunity is the failure of the state to fully investigate violations; to bring to justice and punish perpetrators; to provide victims with effective remedies; and to take all necessary steps to prevent the violation from happening again. Impunity means we have failed the victims of torture

But we believe there is hope, evidenced by hundreds of organisations around the world joining in their support for victims. Together, we can remove the obstacles and end impunity. At QPASTT, we raised our voices against impunity for the crimes of torture with a moving ceremony followed by a morning tea.

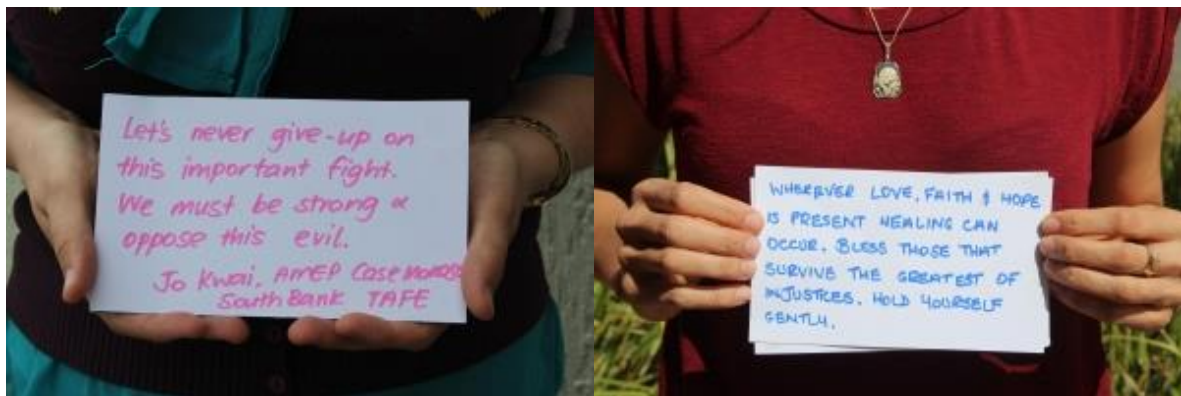
We were joined at the ceremony by Her Excellency the Governor of Queensland, Penelope Wensley and Ian Kaye, the Member for Greenslopes. Guests were asked to write a message of hope to all victims of torture. At the ceremony we were entertained by Tenzin Choegal and the QPASTT choir. Nigel Brennan delivered an inspiring speech and Arwin Arwin presented a moving poem that he had written himself.



GOVERNMENT HOUSE OPEN DAY

On Queensland Day, Sunday 8th June, Government House was the venue for a community fair of Queensland volunteer and community organisations. Organisations were invited to set up information stalls and displays throughout the grounds. The Open Day Community Fair provided the chance for all Queenslanders to visit Government House to view the House and grounds, enjoy festivities and entertainment, and support participating organisations.

QPASTT's stall and information display allowed us to promote the wonderful work we do in our organisation, and tell people about our role in the community. We asked visitors to the stall to provide a message of hope for all refugees coming to Australia.



PARTNERSHIPS AND FUNDING

QPASTT Partnerships

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

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

QPASTT Funding

QPASTT receives funding from several 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

■ Long Term T & T

■ Family Relationships

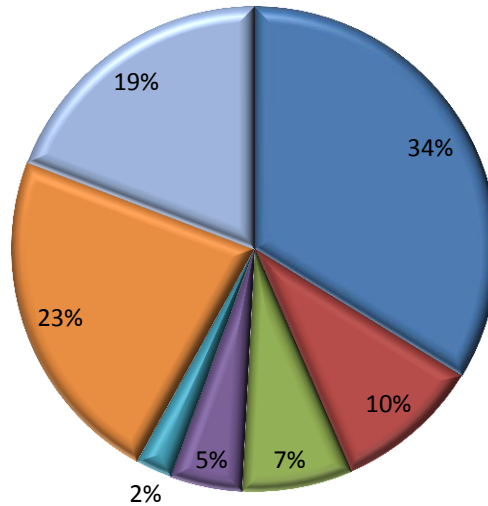
■ RESPECCT

■ Suicide Prevention

■ School Outreach

■ Youth Activities

■ Asylum Seeker Program



Age

■ <5 years

■ 5-<12 years

■ 12-<16 years

■ 16-<19 years

■ 19-<25 years

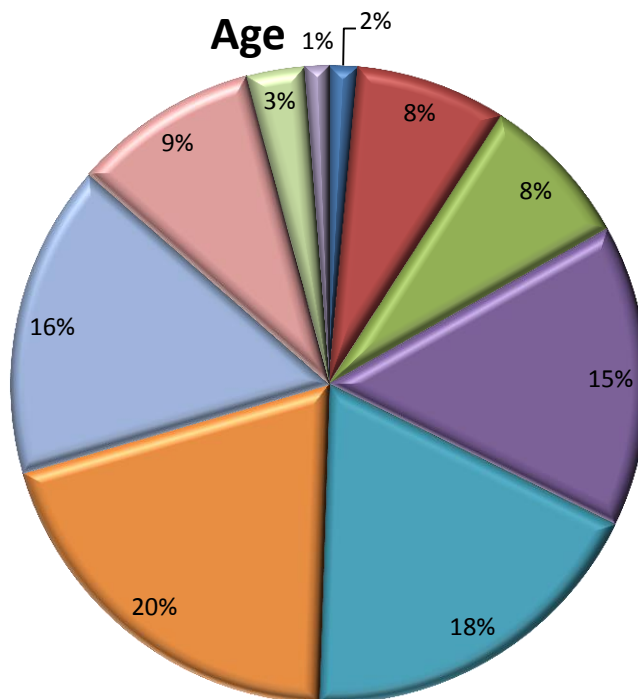
■ 25-<35 years

■ 35-<45 years

■ 45-<55 years

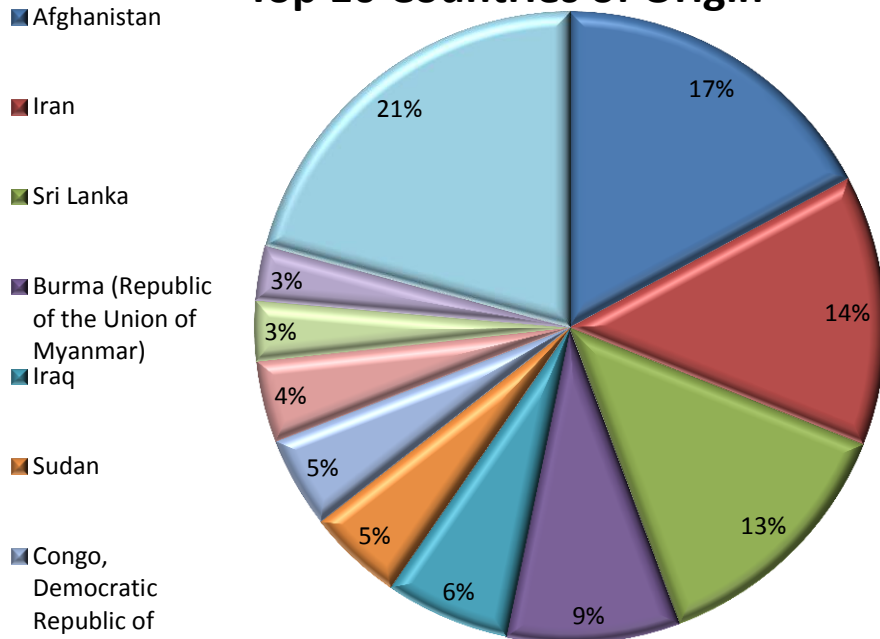
■ 55-<65 years

■ 65+ years

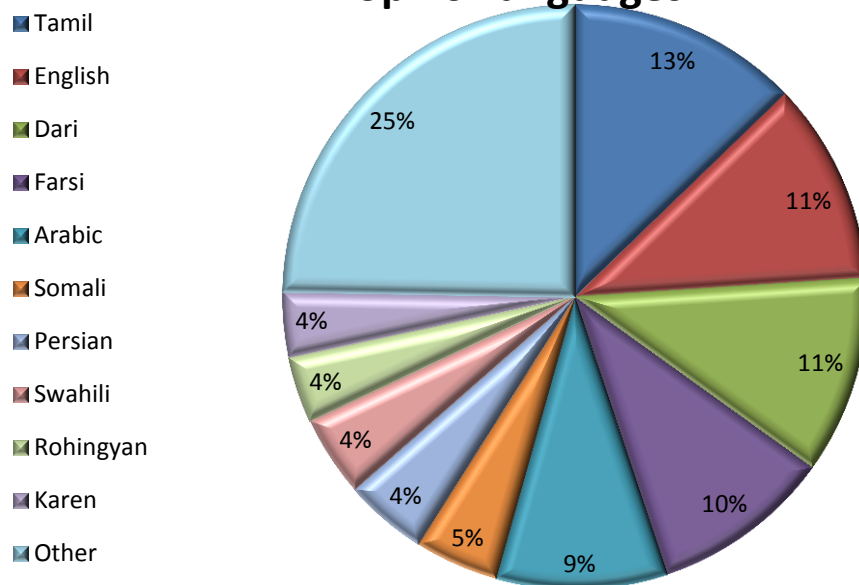


SERVICE DATA PROFILE

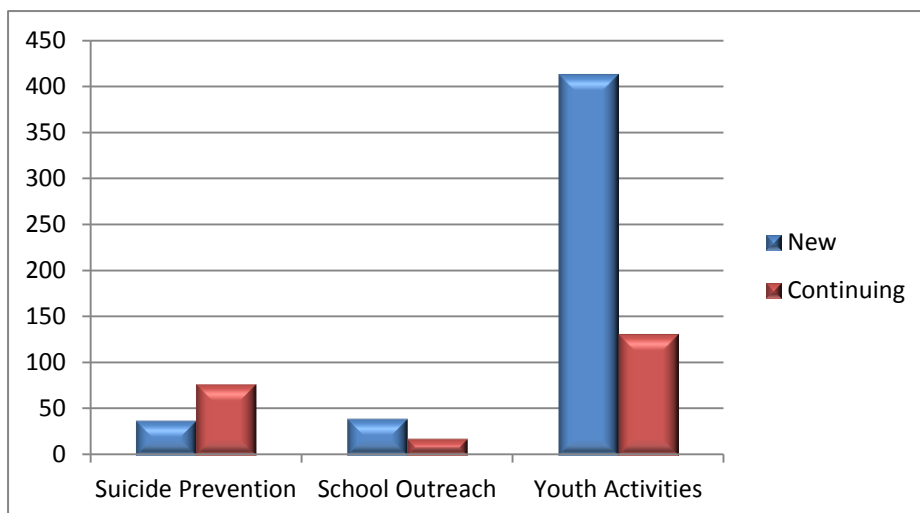
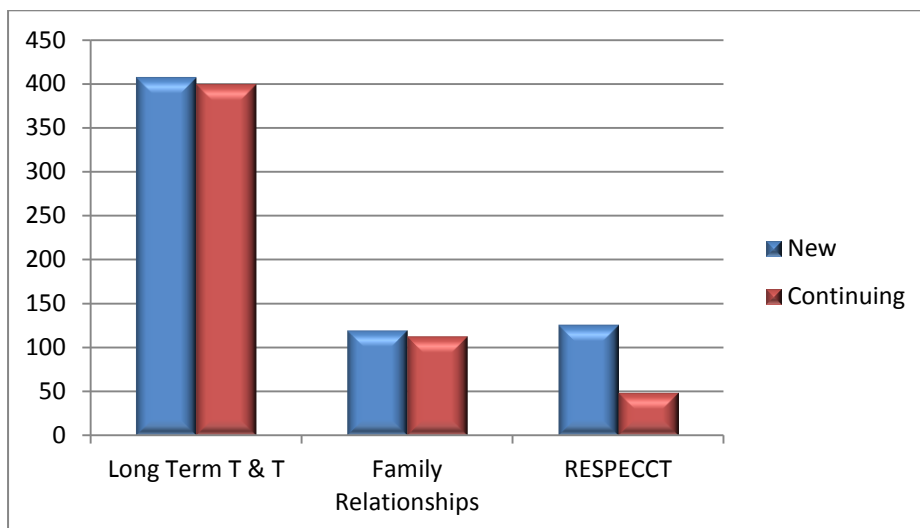
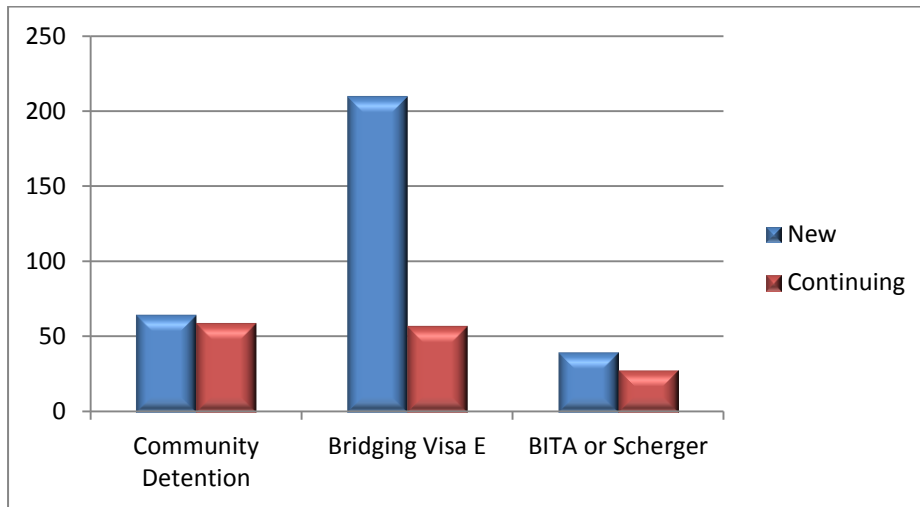
Top 10 Countries of Origin



Top 10 Languages



SERVICE DATA PROFILE



SERVICE DATA PROFILE

Group Related Activity 2013-2014

Activity Type	Blocks	Number of Sessions	Average Attendance
UCAN2	2	31	16
Young Men's Group	4	24	12
Girls Group	2	2	17
Karate	4	38	5
Family Fun Day	5	5	68
Islamic School Group	2	14	6
X-Men	4	33	8
Women's Space	4	33	8
Friday Group	4	45	14
ASST Children's Group	2	7	4
ASST Women's Group	1	9	4
School Holiday Activities	4	13	22
Parenting Group	3	13	12
Homework Club	4	104	17
YSC School Group Work	1	2	8
Youth Space	4	82	11
Computer Workshops	2	6	10
Total	52	461	12

Information Session with communities/forums 2013-2014

Activity Topic Type	Blocks	Number of Sessions	Average Attendance
Parenting/Family	2	2	14
FICT	3	7	9
Leadership Forum	5	5	30
Vietnamese Community Support Group	1	6	6
Youth Voice Forum	1	1	26
Total	12	21	14.42

SERVICE DATA PROFILE

	Long Term T & T	Family Relationships	RESPECCT	Suicide Prevention	School Outreach	Asylum Seeker Program	TOTAL
<1 year	572	194	149	69	49	402	1435
1 - <2 years	133	33	18	42	9	57	292
2 - <3 years	70	6	6	3	0	0	85
3 - <4 years	21	0	1	1	0	0	23
4 - <5 years	5	0	1	0	0	0	6
5 - <6 years	4	0	0	0	0	0	4
6 - <7 years	2	0	0	0	0	0	2
7 - <8 years	1	0	0	0	0	0	1
	808	233	175	115	58	459	1848

Client Count	Long Term T & T	Family Relationships	RESPECCT	Suicide Prevention	School Outreach	Youth Activities	Asylum Seeker Program	TOTAL
New	408	120	126	38	40	414	315	1461
Continuing	400	113	49	77	18	131	144	932
Total	808	233	175	115	58	545	459	2393

Client Count	Community Detention	Bridging Visa E	BITA or Scherger	TOTAL
New	65	210	40	315
Continuing	59	57	28	144
Total	124	267	68	459

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

