



QPASTT
AGM REPORT 2017 - 2018



QPASTT is ... MULTICULTURAL

QPASTT has a diverse and skilled multicultural staff base, with 70% of staff born overseas, and representing more than 35 different ethnic communities. Their dedication and expertise within the organisation cannot be understated and is greatly valued.



INCLUSIVE

WELCOMING

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QPASTT CELEBRATES DIVERSITY

GOVERNANCE

Meet the QPASTT Management Committee



Professor Emerita Keithia Wilson, President



Luis Melgar, Treasurer



Dr Lyndall Kleinschmidt, Secretary



Robin Lonergan Executive Committee Member



Dr Pamela Douglas



Fraser Power



Raziq Qasimi



Dr Ian Mannion



Joseph Nyandwi

LEADERSHIP

Meet the QPASTT Leadership Team



Tracy Worrall, Chief Executive



Amy Burkett, Clinical Services Manager



Lois Whiteman, Clinical Services Manager



Stephanie Long, Direct Services Manager



Fernanda Torresi, Manager Community Relationships & Capacity Building



Vickie Pastellas, Manager People & Systems



Farah Suleman, Coordinator



Cathryn Proberts, Event Manager



Naomi Brown, Coordinator



Kerry Nesbitt, Coordinator



Vedrana Jovic, Coordinator



Ana Pocrnjic, Coordinator

PRESIDENT'S REPORT

*Professor Emeritus Keithia Wilson,
President QPASTT Management Committee*



It is with great pleasure that I present the 2017/2018 President's Report on behalf of the Management Committee of QPASTT. As you would know, QPASTT was established to provide recovery services for people from a refugee background who have experienced oppression, displacement, torture and trauma. Along with our FASSTT sister services in all of the other States, we are funded as part of Australia's commitment to the United Nations International Convention against Torture, providing recovery and rehabilitation services to survivors of torture and trauma. We strive to do this within culturally sensitive individual, family and community frameworks. We also strive to advocate tirelessly against the use of torture.

Refugee Numbers:

Once again, the international statistics show an increase over the last year in the number of people forced to seek protection outside of their own country, with 68.5 million individuals forcibly displaced worldwide, an increase of 3 million people in the last year. There are now 25.4 million refugees and 10 million stateless people seeking resettlement, and another 3.1 million people seeking asylum. Once again in 2017/2018, the majority of refugees (57%) came from only three countries: South Sudan, Afghanistan, and Syria.

Only 102,800 of these refugees were resettled in the last year, down from 189,000 in 2016/17, with Australia resettling 12,158 refugees, and 1,987 (or 16.34%) of these coming to Queensland. **We welcome an increase to the annual Australian humanitarian intake from 13,750 to 18,750 by 2018/2019; QPASTT will continue to provide services to those in need.**



Our Clients:

In the last year, QPASTT has worked with 1,719 people from 75 different countries, with the top ten countries being:

<ul style="list-style-type: none">• Afghanistan• Syria• Iran• Iraq• Democratic Republic of Congo	<ul style="list-style-type: none">• Somalia• Sri Lanka• Burma (Republic of the Union of Myanmar)• Eritrea• Ethiopia
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Our Services:

In this last year QPASTT has provided a wide range of sector enabling services including:

- Direct services to survivors of torture and other traumatic experiences from 75 different countries of origin, with 981 individual clients receiving one-on-one support, and 5,681 people receiving support through group sessions;
- Fifty (50) education, training and capacity building sessions for 1,596 mainstream refugee service providers, to build their capacity to work more effectively with people from refugee backgrounds;
- School Consultancy Services working in partnership with 26 schools from Brisbane South/North, Logan city, City of Ipswich, Toowoomba, Cairns, Rockhampton and Townsville through a Whole of School Approach. In addition, QPASTT ran education, training and information sessions with 229 teachers and school administration staff and support workers across Queensland;
- An extensive range of community capacity building and engagement activities including four Leaders Dinners/Forums (held quarterly) in partnership with MDA, attended by 280 Refugee Community Leaders;

- Queensland-wide services have been provided across 14 locations in Queensland including: Cairns · Townsville · Rockhampton · Biloela · Toowoomba · Gatton · Gold Coast · Logan · Goodna · Inala · Ipswich · Brisbane City and · Brisbane North (two locations);
- Purchasing and refurbishing a new office in Toowoomba, driven by the need to expand our services to meet the increasing number of refugees being settled in the area. Settlement into Toowoomba has increased by nearly 300% in just one year, with another increase expected in 2018/2019. Many of these new arrivals are from the Yazidi community and have an extensive trauma history. In response to this settlement growth, QPASTT has quadrupled its staffing numbers from 1 to 3.5 counsellors, and a community engagement officer. Renovations to this new building, the *Toowoomba Multicultural Centre* were completed in August, and it currently accommodates both QPASTT and MDA staff, along with other community spaces.

Core Purpose:

QPASTT continues to remain focused on its core purpose: supporting individuals, families and communities whose experiences have the potential for profound and long-term negative impact on their health and wellbeing. The resilience of individuals and families in surviving and making it to Australia demonstrates their strength and capacity to overcome the negative impact of such experiences. The provision of appropriate and timely support and recovery-focused services enables survivors to contribute positively not just to the Australian community, but also to Australian workplaces and to the economy.



Staff:

First and foremost, I would like to acknowledge and thank our staff for making QPASTT such a dynamic and responsive organisation. The political and policy environment in which the organisation operates continues to be complex and difficult. The dedication and expertise of the people within the organisation cannot be understated and is greatly appreciated. QPASTT has a diverse and skilled, multicultural staff base with 70% of staff born overseas, and representing more than 35 different ethnic communities. The Committee appreciates the extraordinary efforts of all staff in contributing to the work of the organisation. We appreciate the contributions of staff who have moved on during

the year, and wish them the best in their 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.

Management Team:

I would particularly like to thank the management team including the *Chief Executive*, Tracy Worrall, the *Senior Managers*, Stephanie Long, Fernanda Torresi, Vickie Pastellas, Lois Whiteman and Amy Burkett; and the *Team Coordinators*, Farah Suleman, Vedrana Jovicic, Kerry Nesbitt, Ana Pocrnjic and Naomi Brown. They have all worked extremely hard under challenging circumstances and continue to provide strong, inspirational leadership and support.



Executive Leadership Changes:

Next year will see a change to our executive leadership structure, with the retirement of our long standing Chief Executive, Tracy Worrall, in early April 2019. Tracy has made an outstanding contribution to both QPASTT and the sector, and under her strategic leadership our organisation now delivers impactful and innovative wrap-around counselling and community services to 14 sites across Queensland. Tracy has guided QPASTT over the last 11 years, often through some of our most challenging times, and has facilitated our expansion to a community organisation of over 70 staff. **The Management Committee wishes to thank Tracy for her dedication and valuable contribution to the sector, to our clients, families and communities from refugee backgrounds, and to our staff.** Tracy's retirement will take effect from April 5th, 2019. We invite the sector to join us in our deep appreciation of her leadership, commitment and service.

Following an in-depth discernment process that considered the strategic challenges facing both QPASTT and the sector, the Management Committee has taken this opportunity to review and expand

our Executive Leadership structure. We are excited to announce an innovative Co-CEO leadership model that combines the skills of two highly regarded sector community leaders, advocates and managers in Ms Jamila Padhee (Co-CEO Quality and Innovation), and Dr Ignacio Correa-Velez (Co-CEO Impact and Innovation). Jamila and Ignacio will both commence full time at QPASTT on February 4th, 2019, working closely with Tracy during a transition phase, and then assume full responsibility as our Executive Team from April 8th, 2019. We invite the sector to warmly welcome Ignacio and Jamila to QPASTT.

Management Committee:

As I reflect on the 18 years that I have been involved with QPASTT, I am inspired by the commitment and energy of those around me - clients, staff and other Management Committee members. I would like to acknowledge the support and dedication of all of the Management Committee members as we have moved through this year: Luis Melgar, Lyndall Kleinschmidt, Robin Lonergan, Ian Mannion, Fraser Power, Pam Douglas, Raziq Qasimi, and Joseph Nyandwi. Together you form a committed group of people with a diverse range of backgrounds, skills and experience, and you have been a pleasure to work with. I would particularly like to acknowledge and thank the community members on the Management Committee, Luis, Raziq and Joseph, who keep us closely 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.

Refugee Communities:

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

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



TREASURER'S REPORT

***Luis Melgar, Treasurer
QPASTT Management Committee***



I am pleased to present the Treasurer's Report for 2017/2018. In this financial year, QPASTT received just over \$7 million dollars and the organisation has remained in a solid financial position. The agency continues to be 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 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. Other major outlays include interpreters and costs associated with maintaining a regional presence in multiple locations 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 dedication, my job would be much harder. I would also like to thank the members of the Management Committee, the Chief Executive 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 2017/18 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 2018.

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 2017/2018.



CHIEF EXECUTIVE

Tracy Worrall, Chief Executive



As many people will now know, this will be my last QPASTT AGM as Chief Executive as I will be retiring in April next year. I feel immensely lucky and privileged to have held the role as Chief Executive over the last 11 years and to work with the communities, clients, staff and management committee members that make QPASTT such a remarkable service. I will miss the agency and the work that it does intensely but strongly believe in the opportunities for renewal that the new CEOs will bring. I am sure that they have the skills and values to guide and support the organization to meet its goals but I also hope they will gain as much from the organization as I have.

As I noted in the last annual report, change seems constant in our environment and once again, this year has been marked by changes in funding, changes in policy and changes in the political environment in which we operate. As always these changes bring both positive outcomes and challenges and it is up to us to make the most of the possibilities that these changes bring for both the organisation and our clients. While many of us are rightly focused on the political challenges that surround our sector, there are also a range of much more subtle changes to the policy environment which challenge the way that organisations like QPASTT operate. Foremost among these is the pressure on community based NGOs to continually grow in order to keep up with the policy and funding market – this becomes growth for the sake of growth rather than for the sake of client need, and many services lose their way.



As I look back over my time in the sector there has been a deliberate and increasing trend towards government intolerance towards dissenting voices from within the NGO sector. A recent report by *Civil Voices: Researching Not-For-Profit Advocacy* (Ass Prof Sarah Maddison & Dr Andrea Carson, University of Melbourne) found that most concerning of all, despite some disquiet, many organisations engaged in some form of “self-silencing” – treading very carefully in their advocacy work lest they risk financial security and political retribution. As the authors suggest in the report, this trend threatens to: silence a sector that has much to contribute to Australian public debate and policy making; lose Governments the expertise and experience of the people who work hand in hand with the most marginalized and disadvantaged communities in our country; ensure poor policy; and ensure that marginalized communities lose a voice for conveying their lived experience to decision makers. And our democracy suffers as we silence debate and discussion on matters of public importance.



I am therefore proud to be associated with an organisation that has remained 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.** Saying that however, the work we do and the context in which we operate is one that continues to challenge us all. The fine line between being an advocate for our clients, in particular those seeking asylum and protection, and becoming an activist continues to challenge us. It is often difficult to bear witness to people’s pain and not take public action to condemn this. We do, however, take up opportunities to influence public discourse around these issues whenever we can. The dilemma between ensuring clients have access to quality services while condemning some of the policies that create pain also continues to challenge us.

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. We continue however to see an increase in the severity of client presentations with anxiety, traumatic grief, traumatic stress, family and interpersonal difficulties rating highly in the severe and moderate range. **The complexity of the environment in which we work drives us to find innovative and flexible solutions, something which QPASTT should be proud of along with our commitment to working with communities themselves. It is this that makes us a relevant and important organisation both for clients and for staff but also for the broader Australian community.** One of the strengths of QPASTT is that it has been able to remain focused on its core work rather than broaden its focus in order to grow for the sake of growth. This has enabled us to concentrate on developing the skills that we need and foster links with the communities within which we work.



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 am continually impressed with the staff at QPASTT – their commitment and dedication to service delivery, creating innovative ways to meet needs and obtain positive outcomes for clients. I thank them for their willingness to undertake increasingly complex and challenging work and their patience and commitment to the organisation as we face constant change.

The Senior Management Team at QPASTT are fabulous, dedicated and hardworking. Lois, Amy, Steph, Vickie and Fernanda, you all provide 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 for your support and input, not just to me and QPASTT but also to each other.

QPASTT continues to play an active role in the National FASSTT Network and to support the National FASSTT Co-ordinator and it is a pleasure to have Paula Peterson in this role – her support for this network is invaluable.

I would also like to thank and acknowledge 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 their time and skills is very much appreciated. They are a wonderful group of committed, hardworking and skilled 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 of 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. Finally, I would like to say welcome to the new Co-CEOs – Jamila Padhee and Ignacio Correa-Velez. They will take over from me early next year – QPASTT is a wonderful organization and I hope that I am leaving an organization that they can not only enjoy working in, but that they can take from strength to strength in the coming years.



DIRECT SERVICES

Stephanie Long
Direct Services Manager



The Direct Services Manager role provides service oversight to client work that is delivered from the Asylum Seeker Support Team, Children and Youth Team, Counselling Services Team, Regional Team and Logan and Gold Coast Team.

While providing management support to team coordinators, the Direct Services Manager is also responsible for managing cross team issues, responding to cross team trends and emerging areas of work, as well as ensuring we are meeting our contractual obligations.



Much of the client work is delivered from within teams and has been reported within the team based reports of this annual report, however areas of work that are a priority for the Direct Services Manager include:

RESEARCH

QPASTT continues to support research projects that inform practice and policy or service development. In this reporting period, QPASTT has contributed to the following projects after being approached by researchers:

- Provided initial input into a UQ Master of Philosophy student project on the intersectionality of responses to women from refugee background who are seeking support around domestic violence. QPASTT staff will continue to contribute to this project in the next year.
- Joined Western Sydney University's Complex Trauma Research Study Advisory Group to support the implementation of a three-year study on the understanding of complex trauma amongst the refugee population.
- Collaborated closely with a Research Fellow from The Hopkins Centre, Menzies Health Institute Queensland, Griffith University to design a research project to engage with members of the refugee community to consider how place impacts on the health and wellbeing of their community. This project has recently been given ethics approval and will move into implementation in the next year.
- Collaborated with QUT researchers to apply for funds for a pilot study on the impact of evolving social networks and intergenerational difficulties between newly arrived young people from Syrian refugee backgrounds and their parents.
- Encouraged staff to participate in:
 - Griffith University PhD candidate research project on the experiences of women in immigration detention
 - Griffith University project looking at how clinicians assess suicide risk and views on suicide risk assessment work.
 - Foundation House research project on experiences of self or identity following significant trauma in adulthood, from a practitioner perspective.



- Completed focus group interviews with a researcher working with PHN Darling Downs West Moreton to assess health care needs of vulnerable people in the region.
- Participated in a Deakin University project commissioned by the Attorney-General's Department mapping the capacity, willingness and needs of service providers who can now, or in the future, support young people who may be at risk of radicalising to violent extremism.
- Provided project design advice for a PhD student from the University of Queensland exploring the experience of asylum seeker women in the "fast track" process. This project gained ethics approval and some QPASTT staff will voluntarily participate in research interviews next year.
- Attended and provided feedback to the Institute for Social Science Research's Symposium on Refugee Research.



NETWORKS AND PROJECTS

Culturally Responsive Health Project

In this reporting period QPASTT has been an active member of the Culturally Responsive Health Matters and Advisory Group Meeting coordinated by True Relationships & Reproductive Health (formerly known as Family Planning Queensland). The Advisory Group has provided guidance on the development of sexual and reproductive health education and promotional materials for CALD communities and practitioners working with CALD communities. The Culturally Responsive Health Project has subsequently delivered training in locations across Queensland and continues to work to increase the sexual and reproductive health literacy amongst interpreters and clinicians supporting members of the CALD community.

Settlement Services and AMEP (TAFE)

QPASTT has continued to work in partnership with MDA, particularly within the scope of the HSP tender. In this work, QPASTT delivers information sessions, groups and drop in clinics at select TAFE campuses and contacts newly arriving families to introduce QPASTT services. Additionally, we have run a term based men's group and a women's group to provide newly arrived adults an opportunity to build social connections and sense of belonging in greater Brisbane. QPASTT team coordinators and MDA team leaders maintain contact with each other to update on service demands and presentations. QPASTT staff attend LAC meetings in various sub-contract locations of the HSP program including Brisbane, Logan/Gold Coast, Toowoomba, Townsville and Cairns. In this reporting period, QPASTT has also partnered with MDA in the Migrant Youth Vision Project delivering Ucan2 sessions in high schools and running a homework club at Inala PCYC. MDA staff have supported these activities by providing employment guidance to complement Ucan2 and Homework Club.

QPASTT has also collaborated with HSP subcontracted agencies including Access Community Services (Logan/Ipswich/Gold Coast), Townsville Multicultural Support Group and Centacare Migrant Support (Cairns). We have worked closely with Adult Migrant English Program (AMEP) in TAFE, noting that this is where many newly arrived refugees spend the majority of their time in the first year in Australia. We are grateful for the opportunity to work alongside the settlement support agencies and TAFE to ensure that the client needs are identified and responded to appropriately. We appreciate the challenges for the sector in transitioning to the new contract arrangements and the pressures of service contraction while demand and need continues to increase.



STAFFING AND STUDENTS

QPASTT was successful in its bid to undertake a film production project with the Griffith University Film School. A team of students consulted with QPASTT staff prior to creating a short film of QPASTT services that we have used at public events and in social media to increase awareness of service amongst the community sector and amongst refugee communities.

QPASTT also continues to host semester long Social Work student placements, largely in our Children and Youth Team, with the students gaining valuable insight into working with young people from refugee background in our range of wrap around services. Students approach us for student placement from a range of universities across Greater Brisbane, Logan and the Gold Coast.

2017-2018 saw a number of staffing changes as staff left QPASTT for family reasons (maternity leave and moving closer to family), taking well-deserved breaks and/or to pursue other opportunities. **Service pressures as a result of changing settlement patterns and a significant increase in regional settlement has meant that we have had to increase our staffing in Toowoomba and after considerable review and planning will be re-establishing our service in Cairns next year. Undertaking staff recruitment well takes time and effort, however it has been a great pleasure to meet candidates who are eager to work at QPASTT with a high regard for our service reputation.**

COMMUNITY RELATIONSHIPS & CAPACITY BUILDING

Fernanda Torresi

Manager, Community Relationships and Capacity Building

The Community Relationships and Capacity Building Team members have continued to enjoy their work with individuals, families, communities and other stakeholders.



Fernanda Torresi, Manager Communities

This year, due to the growth in settlement in Toowoomba, we saw our Group Facilitator, Mavice Hove, moving to Toowoomba and therefore into QPASTT's Regional Team. Due to the nature of the work in this team, we continue to work closely with Mavice but we do miss having her around in the Brisbane office. We also farewellled Elise Barton who was QPASTT's Training Coordinator. It was really hard seeing Elise leave the team and QPASTT, given the number of years that she has been with us and her dedication, passion and commitment to clients and the organisation as a whole. Notwithstanding the sadness of Elise's absence, it has been good that new doors have opened for her and she has decided to take on new challenges. We wish her all the best. To fill Elise's role, we were able to welcome Taryn McBurney into the team. Taryn is sharing the Training Coordinator position with Jess Edwards. They are also sharing a Children and Youth Counsellor Role. To balance the teams and to increase expertise, we have had to farewell Jess as she moves into the Children and Youth Team. Jess has done amazing work in our team and we look forward to continuing to work closely with her as she shares the Training role with Taryn. **The Community Relationships and Capacity Building Team continues to be enriched by the work that we do and we look forward to the challenges and opportunities of the coming year.**



Community Development

Held 4 Community leaders' dinners with a total of 280 participants

Supported, attended and/or auspiced: festivals, community meetings, consultations, dinner dances, relevant celebrations, funerals.

We have also completed needs assessments, project plans, support letters, auspiced events supported soccer tournaments, etc.

Capacity Building

Supported and/or delivered:

- with other service providers:

Facilitated and attended many network and other meetings. Delivered more than 50 information sessions to over 1596 people

- with schools:

Worked with more than 61 schools Delivered training and information sessions for more than 229 teachers and other school staff

Ran 3 Hip Hop programs attended by more than 150 students

Ran 4 Family Fun Days attended by more than 515 community members.

Training

Supported and/or delivered:

Specific training requests by other service providers: 40 sessions with a total of 1160 participants

Training from our Internal Training Calendar: 10 sessions with a total of 135 participants.

Supported 3 Offline Weeks for staff and a range of PD opportunities

Group Work

Supported and/or delivered:

Group work with adults:

15 groups – with more than 130 sessions and a total of 288 participants plus 29 volunteers.

We have also made a number of submissions to the State and the Federal Government to support people from a refugee background and support asylum seekers' needs. This is with the aim that these needs are taken into consideration in the development of policy and as a priority for service delivery.

Worked alongside the following communities: Afghan, Tibetan, Vietnamese, Yazidi, Syrian, Iraqi, Iranian, DRCongolese, Burundian, Liberian, South Sudanese, Sudanese, Somali, Eritrean, Ethiopian, Tamil, Tanzanian, Rohingya, Sierra Leonean, Burmese, Karen, Chin, Kenyan, Zimbabwean, Papuan, Rwandan, Hazara, Syriac, and Ugandan.

Our partners: MDA, Multilink, Brisbane City Council, Inala Community House, Aqua English, Logan City Council, Ipswich City Council, YFS Substation 33, Catholic-Care (TRAMS); Richmond Fellowship, Bunnings, Mnb entertainment, TAFE Queensland (Loganlea, South Brisbane and Inala campus) QACC, ECCQ, Queensland Police Service, Anti-Discrimination Commission, , Griffith University, , Queensland University of Technology, , Department of Home Affairs, Metro South Health; Kyabra Community Association Inc, SEQ Football, HELP Employment & Training, MRAEL ACE Apprenticeships Centre, All Trades Queensland, Belong, EAL/D coordinator,, SAILS at Bayside; Ngutana-Lui Aboriginal & Torres Strait Islander Cultural Studies Centre

Locations: Brisbane North and South, Logan, Gold Coast, Toowoomba, Inala, Ipswich, Goodna.

Our funding bodies: Department of Health, Department of Local Government, Racing and Multicultural Affairs, Logan City Council.



CLINICAL SUPPORT

*Amy Burkett and Lois Whiteman
Clinical Services Managers*



Clinical Supervision

This past year has seen changes within the Clinical Services Team. Amy Burkett continues to work in a full time capacity as Clinical Services Manager, however Lois Whiteman moved into working two days per week from the beginning of 2018. The Professional Supervision Team continues to comprise Tanya Van Bael as part time Clinical Supervisor, and Erica Fernandez and Kathleen McBride, as part time Advanced Practitioners (Professional Supervision). The one big change in this team, however, has been Liz Gordon's 12-month leave of absence from her position as Clinical Supervisor, creating a significant gap in the team. Her knowledge and experience, as well as her compassion and empathy for the staff and clients is greatly missed. Notwithstanding this, all members of the Professional Supervision Team rose to the challenge of providing additional clinical supervision support to all direct services staff while a replacement for Liz could be found.



We were fortunate to have Ulrike Krauss join our team at the end of this period. Ulrike has come on a secondment from her previous role as Multicultural Mental Health Coordinator with Child and Youth Mental Health Services, and so she is well suited to her new role and its challenges.

QPASTT continues to provide a balance of individual and group supervision. Each group supervision and Learning Circle has a specific focus. Adult and Family supervision is facilitated by Paul Gibney; Children and Youth Learning Circle is facilitated by Ulrike Krauss; Asylum Seeker Group Supervision is facilitated by Lois Whiteman; and Regional Group Supervision, specifically for our regional staff, was facilitated by Liz Gordon. Staff changes in the Professional Supervision team will result in changes to group supervision in the year ahead. There will be a review of group supervision topics at QPASTT, and the Asylum Seeker Supervision will be renamed The 'Working With the Effects of Work' Group Supervision – the latter in an effort to recognise that the work undertaken at QPASTT affects all staff, not just those working with asylum seeker clients. There will also be further exploration in the coming year about introducing a Group Work Group Supervision.

We have continued to see an increase in the number of internal case conferences due to the rising complexity and symptom severity with individuals and families that counsellors are working with. Internal case conferences provide a good opportunity to systemically review the work that is occurring with families and provide clinical support and guidance as required.



Internal Clinical Training of Staff

The last year has continued to see a focus on providing regular training for staff around core work competencies, in particular assessment, record keeping and symptomology assessments. Additionally, internal training has focused on suicide risk assessment for all staff which coincided with the release of a more comprehensive updated Suicide Risk Management Policy. Furthermore, internal training focused on assessment guidelines and practices for working with children and young people.

Internal training has also focused on enhancing the understanding of roles and communication pathways for Team Coordinators and Clinical Supervisors to ensure coherent and consistent support is provided to staff across the agency. Lois has been instrumental in facilitating this training for Team Coordinators and Clinical Supervisors.

With the ongoing increase in working with children and young people in complex situations, the interface work with the Department of Child Safety also increases. Internal training focused on providing all QPASTT staff with knowledge and understanding of the DoCS decision-making process and strategies for working effectively with that department.



External Training

This year has continued to see a high number of external requests for specialised refugee training. Amy was involved in co-facilitating training alongside QPASTT's Direct Services Manager (Stephanie Long) focusing on vicarious trauma, burnout and self-care to Department of Home Affairs Status Resolution staff in March. Amy and Steph were also invited by the UNHCR to deliver the vicarious trauma, burnout and self-care training to Papua New Guinea Immigration staff in Port Moresby in October. Both of these training opportunities were well received by the participants and provided a unique opportunity to share skills and support self-care.

Amy was invited to represent QPASTT on a panel for a seven-week series focusing on supporting school staff working effectively with children and young people from refugee backgrounds. This was part of the Project ECHO® which uses a guided-practice model to link specialists in refugee health and wellbeing with front-line educators. ECHO® provided a forum for educators to access professional guidance and support to respond to the complex needs of refugee families impacted by significant trauma. With approximately 30 participants dialling in each week and representing 23 different schools and education services across Queensland, this training was able to contribute to the skill development of educators. Amy co-presented alongside Dr Rebecca Farley on the panel at an

education evening on Refugee Mental Health organised by BSPHN, BNPHN, Mater, and Refugee Health Network Queensland. The event was a great success and an opportunity to share QPASTT's expertise with a wider audience. Additionally, Amy delivered similar cross-cultural training to postgraduate psychology students at Australian Catholic University. In February 2018, Lois was invited by our sister service in South Australia, Sttars, to train all staff in the counsellor/advocate model, which is the model we use at QPASTT for the provision of counselling and support to individuals and families. This was well-received by the organisation and gratifying for QPASTT to see how helpful this training was.

Trends/Themes in Counselling Work

This year has seen a continuation of complex trauma presentations in clients referred to QPASTT. We have also seen an increase in clients transferred from offshore immigration detention and the challenges this work presents for counselling staff. The professional supervision team plays a vital role within the agency to support staff and monitor the impacts of vicarious trauma, particularly evident with staff working with asylum seeking clients.

Clinical Governance

A focus of this year was for Amy and Liz to continue to review and update clinical policies and procedures. Significant work has gone into updating all clinical assessment guidelines and assessment proformas to ensure high quality and consistent work is conducted across the agency. Additionally, work has focused on updating QPASTT's record keeping policy. Furthermore, Amy has worked closely with the information and database staff in the agency to update QPASTT's electronic files system in order to ensure record keeping is best practice and processes are efficient.



FASSTT Involvement

Amy has continued to represent QPASTT on the Senior Clinicians FASSTT Working Group and the FASSTT National Joint Data Working Group, both groups convening in Melbourne in November for several days of constructive face-to-face meetings. The main achievement and focus of the working group over the past year has been finalising Stage 3 of the National Minimum Data Set, which focuses on capturing clients' qualitative torture and trauma experiences. QPASTT's electronic data system was updated to include these new data items, and training was rolled out to all counselling staff in the implementation of the protocol.

Collaborations

QPASTT continued to be involved in supporting and collaborating on the pilot psychiatric program facilitated out of the Mater Refugee Complex Care Clinic and funded by BSPHN. QPASTT was able to utilise this program not only in terms of referrals for psychiatric assessments with Dr Nga Tran, but QPASTT was fortunate enough to have Dr Tran attend QPASTT on numerous occasions to provide clinical guidance on complex cases. This pilot program was successful and as such has continued to be funded, which is fantastic and allows QPASTT to have access to a reliable and high quality psychiatric service.

TRAUMA RECOVERY

We work to provide recovery from trauma at the individual, family and community level. Our work towards recovery requires a framework of understanding which brings together awareness of historical, political and social influences, both past and present, which affect lives on a daily basis. Our conceptual framework for trauma recovery is based on an understanding that survivors' wellbeing is affected by a complex interplay of their history of torture and other traumatic events, the risk and protective factors they encounter in Australia (the host country), and cross cultural factors at play in a new settlement environment. It is underpinned by four recovery goals which result from an analysis of the impact of torture and other traumatic events.

Case studies¹

Amita, a Nepalese woman, and her five children aged 10-21 were referred by their settlement worker to a FASSTT agency. Amita and her family faced multiple complex issues including physical and psychological problems, pre-existing mental health issues (Amita had attempted suicide in the past) and current family conflict – all stemming from their refugee experience. The family were referred to the PASTT counselling team and the youth-worker at the FASSTT agency. When this team met with the family, it became clear that part of the current conflict stemmed from the fact that the family had not yet been able to find a way to reflect on, and express to each other, their experiences of trauma and moving to a new country with unfamiliar systems and customs, where the oldest son became the 'man of the family'. The counselling team provided several family intervention sessions to allow the family members to openly discuss their challenges and experiences. This led to increased understanding among the family members of each other and an increased ability to cope with the complex issues they were facing in settling in a new country. As a result, the level of family conflict decreased. The family has now settled in well, living in private rental accommodation. The FASSTT agency youth worker continues to support the young people in the family in settling in their new environment and communicating with their mother. Amita was referred to a parenting service where she is receiving assistance in strengthening her parenting skills and the FASSTT agency counselling team continues to hold family and individual sessions as needed.

Susan was 12 years old when she arrived in Australia with her mother, having fled war and violence. Her father and two brothers had been murdered when she was a small child and she then spent seven years being displaced and insecure in a country of first asylum. When she arrived in Australia Susan struggled to settle in at school and make friends and was highly anxious. The school referred her to a FASSTT agency and she began counselling with a worker who specialised in working with children. Susan learnt skills to manage her anxiety. With her counsellor she explored the meditation practice she had been taught in her home country and practiced additional calming techniques including visualisation and art. Over six months Susan developed more language to describe her and others' emotions, gained greater confidence in expressing her feelings and wishes, and developed stronger peer relationships.

¹ From the 2017 FASSTT Publication *Without Fear or Judgement*

INTERNATIONAL DAY IN SUPPORT OF VICTIMS OF TORTURE

June 26 is the United Nations International Day in Support of Victims of Torture. The 26 June Global Campaign seeks to facilitate action by local groups and organisations across the world who work every day to support victims of torture and ill-treatment. International Rehabilitation Council for Torture Victims (IRCT) member centres like QPASTT, call for an end to the horrific practice of torture.

Organisations around the world campaign in different ways. Some organisations campaign for their national governments to ratify the UN Convention against Torture; others campaign for legislation prohibiting torture and guaranteeing the right to rehabilitation; and others highlight the specific ways in which torture takes place in their country. All raise a call for justice, and improved access to rehabilitation services for victims.

In recent years to commemorate the day, more than a hundred organisations from every region of the world have organised a string of events and activities including conferences, workshops, theatre and dance performances, football matches and street marches. Support Life After Torture is the official slogan and message for 26 June. It is a slogan that acts as a call to action for organisations and individuals alike. It focuses on life after torture and the vital support that victims of torture need to re-build their lives.



INTERNATIONAL DAY IN SUPPORT OF VICTIMS OF TORTURE

How did QPASTT commemorate this important day in 2018?

We listened to thought provoking speeches from our guest speakers:

- *Peter Russo MP, State Member for Toohey*

- *Benedict Coyne, President Australian Lawyers for Human Rights.* Benedict is Executive Counsel at Anderson, Fredericks Turner Legal. He is the immediate past president and Chair of the National Human Rights Act subcommittee of Australian Lawyers for Human Rights.

We enjoyed a keyboard performance by Neven Pocrnjic. Neven was born in the Former Yugoslavia and has been playing music since he was a child. He has played with numerous bands and toured Europe; he also belonged to the National Big Band Orchestra. He currently teaches piano, guitar and music theory. We listened to six QPASTT workers read a paragraph of the global statement in their own language, and then observed one minute's silence. Our ceremonial activity this year was to invite guests to tie a white ribbon around a branch of the QPASTT tree. Our QPASTT Tree had been recreated especially for the day by one of our Counsellors, who is also an accomplished artist. The QPASTT Tree represents the recovery process from torture and trauma:

- The rock on which the tree grows represents the hardship that survivors have experienced
- The tree itself represents the process of regrowth for the individual, families and communities. This is initially painful but can culminate with flowering again in a new environment
- The branches are reaching out and reconnecting with others, which in turn, if there is a positive response, feeds the tree's growth.

We then listened to Jackline Dada, from the QPASTT Administration Team, read the poem titled ***Interrelationship*** by Thich Nhat Hanh, who is a Vietnamese Buddhist monk and peace activist. We listened to Neven Pocrnjic play *Imagine* by John Lennon. The words were on the program – we watched a photo display on Powerpoint and sang along. Finally, in the corner of the room, we set up an area where guests were invited to go and have their photo taken, holding the IRCT logo. We placed their photos onto our website, headed, *We Support Life After Torture*.



INTERNATIONAL DAY IN SUPPORT OF VICTIMS OF TORTURE



EVENTS

Cathryn Proberts, Events Manager

In the 2017/2018 year the Events Team has enjoyed organising three events to help raise awareness of QPASTT's services, and to provide further information, discussion and education in the community on issues relating to refugee resettlement. It has been rewarding working on these events and there has been a range of exciting developments along the way. Amongst many milestones, the Events Team has successfully learnt how to navigate the EventsAir management software, secured substantial sponsorship and developed thought-provoking programs featuring leading national and international speakers. A brief snapshot of the three events the team has worked on this year is outlined below.



Parliamentary Lunch

A Parliamentary Lunch was organised in mid-October 2017 at the Parliamentary Annexe, Brisbane. The lunch was co-hosted by QPASTT and the Honourable Cameron Dick MP, who was then Minister for Health, Minister for Ambulance Services and State Member for Woodridge. The lunch provided the opportunity for Queensland Members of Parliament to engage with QPASTT Management Committee members, refugee community leaders and youth leaders to address the growing global acceptance of torture. We were pleased that over 60 people accepted the opportunity to participate. Following an address by the Honourable Cameron Dick MP, guests had the opportunity to discuss the reasons behind the growing acceptance of torture and explore possible initiatives to provide recovery and stem the tide of acceptance.



Healing in Exile – The Challenges in Context Symposium



In March 2018 the *Healing in Exile – The Challenges in Context One Day Symposium* was held in the Owen J Wordsworth Room at the Queensland University of Technology (QUT). The event, organised in partnership with QUT's School of Public Health and Social Work, was in line with their Real Health Matters initiative. We were delighted that a number of highly regarded leaders in the field accepted our invitation to speak at the symposium. The program was structured to start a conversation amongst delegates on the many challenges encountered by people from refugee backgrounds as they recover from trauma and resettle in a new country. It was an honour to have Dr Araceli Garcia del Soto from Spain as our keynote speaker. Dr Garcia del Soto is a Professor, Master of International Cooperation at the Institute of Migration, Universidad Pontificia de Comillas, Madrid. It was invaluable for delegates to hear of Dr Garcia del Soto's international humanitarian work as well as her expertise in psychosocial interventions with populations affected by violence.



The Symposium was well supported by sponsors, including: QUT Faculty of Health; Mater; St Vincent's Private Hospital; the Department of Communities, Child Safety and Disability Services, Queensland Government; Multicultural Development Australia (MDA); Welcome Residential and NAATI.

The Symposium reached capacity very quickly with 155 delegates registering to attend the event. Delegates included representatives from specialist torture and trauma services, health services, settlement services, English language and employment programs, education institutions, the community sector and policy makers.

We were pleased to receive considerable positive feedback on the Symposium from delegates who attended, as well as from our speakers and sponsors who helped make the day such a success.



2nd Australia and New Zealand Refugee Trauma Recovery in Resettlement Conference 27-29 March 2019, Brisbane Convention & Exhibition Centre



This year, planning for the *2nd Australia and New Zealand Refugee Trauma Recovery in Resettlement Conference* has continued in earnest. We are anticipating more than 500 delegates from throughout Australia and overseas to attend. The conference will be held at the Brisbane Convention and Exhibition Centre from 27-29 March 2019. The focus for the year was finalising all the event details, including the provisional program, for inclusion in the registration brochure. Early in the year, we were excited to confirm one of the world's most celebrated human rights lawyers, Geoffrey Robertson AO QC as the conference keynote speaker.



Geoffrey Robertson has been a UN war crimes judge, leading counsel in many notable Old Bailey trials. He has defended hundreds of men facing death sentences in the Caribbean, and has won landmark rulings on civil liberty from the highest courts in Britain, Europe and the Commonwealth. Many would also remember him from the ABC's Geoffrey Robertson Hypothetical Series. We are very much looking forward to Mr Robertson's keynote presentation which will set the scene for the conference and provide a global view of the importance and centrality of the human rights perspective on work supporting refugee survivors of torture and trauma. Mr Robertson has also agreed to host a special session for school students at the conference on the importance of human rights in today's world. Two of our other distinguished plenary speakers have also accepted the opportunity to participate in this session: Mr Victor Madrigal-Borloz, Secretary General, International Rehabilitation Council for Torture Victims, Denmark and Dr Olivera Simic, Senior Lecturer Griffith Law School and Visiting Fellow, Transitional Justice Institute, Belfast.

We were also pleased that seven other highly respected international and national leaders in the field accepted our invitation to present at the conference. In addition to Mr Madrigal-Borloz and Dr Olivera Simic, these speakers include:



Professor Raimond Gaita, Professional Fellow, Melbourne Law School and The Faculty of Arts, University of Melbourne. Emeritus Professor of Moral Philosophy at King's College, London

Dr Vikki Reynolds (PICTURED LEFT) PhD, Registered Clinical Counsellor (RCC), Consultant, Instructor and Supervisor, Canada

Ann Hood, Chief Executive Officer, Refugees as Survivors, NZ

Paris Aristotle AO, Chief Executive Officer, Victorian Foundation for Survivors of Torture, Victoria

Jorge Aroche, Chief Executive Officer, NSW Service for Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), NSW

The Events Team was thrilled with the overwhelming response to the Call for Abstracts which attracted 225 submissions from countries throughout the world including Bangladesh, Rwanda, Romania, Uganda, Sweden, Finland, USA and New Zealand. Abstracts received included submissions for the oral program, workshops and posters and included a number of submissions from people with a refugee background. The Events Team handled the complex review process with professionalism – each abstract was reviewed twice by an expert panel made up of representatives of the eight FASSTT agencies throughout Australia. Selected abstracts were then scheduled into the final program by the overall conference chairs. This group was led by Tracy Worrall, QPASTT CE, and made up of members of the QPASTT Leadership Team.

The Events Team has also been busy finalising other key components of the conference including a photographic exhibition featuring portraits of people from a refugee background, a dedicated session for school students and a panel session moderated by the “Big Ideas Show”.

The theme of the panel session, which will be produced as a podcast for broadcast by the ABC, is *Healing and Human Rights: from Philosophy to Practice*.



I would like to recognise the sponsors of the conference who have provided considerable financial support and will contribute significantly to its success. In addition to sponsorship of our speakers, sessions and social events, several of our sponsors have provided scholarship funds to support community members from refugee backgrounds to attend the conference.

Sponsors who have come on board to date include: the National Mental Health Commission; the Queensland Mental Health Commission; QUT Faculty of Health; Multicultural Development Australia (MDA); the Brisbane Convention and Exhibition Centre; Brisbane Catholic Education; and the Queensland Government, Department of Education. Scholarship sponsors include the National Mental Health Commission, Janet Holmes à Court AC, NAATI, ACMN, Community Sector Banking, Westside Community Services and Zen Printing.

I would like to make special mention and thank the wonderful Events Team for their invaluable work throughout the year in bringing the Parliamentary Lunch and Symposium to fruition. Without each and everyone's professional input and unique contribution, our events simply could not happen. Team members include Tracy Worrall, Vickie Pastellas, Paula Peterson, Fernanda Torresi, Elise Barton, Jessica Edwards, Essie Blase, Maelee Kelly and Bassem Koujak.

I am looking forward to working with this talented group, as well as the wider QPASTT team, in coming months as we earnestly prepare to host the *2nd Australia and New Zealand Refugee Trauma Recovery in Resettlement Conference*.



OPERATIONS

Vickie Pastellas
Manager, People & Systems



From an operational perspective, it has been an extremely busy year. In February 2018, QPASTT purchased a property in Toowoomba. QPASTT has been providing services in Toowoomba and surrounding regions since 1998, but with settlement increasing in the region, there was a need to increase our services in the area. The newly refurbished office is located at 15 Snell Street (corner of Russell Street), Toowoomba. We are leasing part of the new premises to MDA which allows both organisations to continue the successful, ongoing partnership established over a period of many years. The new office has been named the **Toowoomba Multicultural Centre** and is set to become a hub for community groups and stakeholders. We have had very positive feedback around the appearance and functionality of the spaces there, and we encourage community groups to book the large community space for events and meetings. QPASTT now owns property and runs offices in both Toowoomba and Logan, as well as our main office in Woolloongabba. We also lease premises in Inala at the Inala PCYC. Making sure that these offices run smoothly and have the connectivity and equipment for workers to do their job keeps the Administration Team very busy. As Manager of People and Systems, many of the systems in place at QPASTT are overseen by me but carried out by individual members of the Administration Team.



So, along with property management, the team is also occupied doing a myriad of other tasks which support the QPASTT practitioners in doing their jobs. Some examples of the work being done on a daily basis, include data entry, maintenance of our fleet of 14 work vehicles, staff inductions, updating and maintaining a range of registers, and completing the formal checks required by funding bodies and the government. **The Team continues to be a wonderful support to me and a welcoming, compassionate face for clients. After a very busy year, I'd like to thank them all for their hard work and dedication.**

Within the parameters of the Administration Team, we have recently created some smaller teams. One of these is the *Events Team*, led by Cathryn Proberts, the Events Manager. This team has grown significantly over the past year and now includes Essie, Maelee, Bassem and Meron, but the increasing needs around event planning have also drawn on the skills and experience of workers throughout the organisation as a whole. I recommend that you read Cathryn's report which provides information about some key events QPASTT has held in the last year, as well as information about the 2nd Australia and New Zealand Refugee Trauma Recovery in Resettlement Conference which we are in the process of organising.



Another smaller team within the Administration Team is the *Nero Heroes*, which includes Brian McKillop and Laks Jambulingam (AKA the DYNAMIC Duo), Amy Burkett who is one of the Clinical Managers and myself. This team oversees the development and maintenance of the ongoing capabilities of our database. Development work performed on Nero during the year fell into two realms – planned feature additions and ad-hoc functional additions and enhancements. Major planned development included the re-evaluation of client case notes management within the system and how those notes were physically stored on our servers. Privacy requirements suggested a rework in this arena was required. Case note content is now stored within Nero, rather than in external documents allowing increased control of access to this data.

A significant enhancement to the system was the addition of Human Resource-related tasks such as supervision, professional development, training and appraisals. Asset management was migrated from manually-maintained spreadsheets to within Nero facilitating a one-stop repository for asset maintenance and allocation. An innovative system of worker task management was designed and implemented during the year and has proven to be a well-received productivity tool. Nero automatically identifies areas of data validation and correction needing attention and allocates to an appropriate worker for follow up and closure. To date, more than 3,500 tasks have been created and addressed.

While major planned development activities continued through the year, more than seventy ad-hoc feature requests were implemented. These requests were often user-originated and, while perhaps individually small in scope, provided the opportunity for high-value return on development effort.



Luis Melgar, the Treasurer of QPASTT and Mal Bowatta, QPASTT's Finance Officer work together as *the Finance Team* to ensure the financial needs of the organisation are met. They are responsible for the delivery of the financial and business management functions of the organization. They develop and manage financial systems and maintain complete and accessible records of financial procedures. Marcela Barra and Rhonda Pundi of the Administration team also assist Luis and Mal in their endeavors, providing valuable back up and support.

Most of the members of these three smaller teams also work together within the parameters of the larger Administration team to carry a range of other responsibilities.

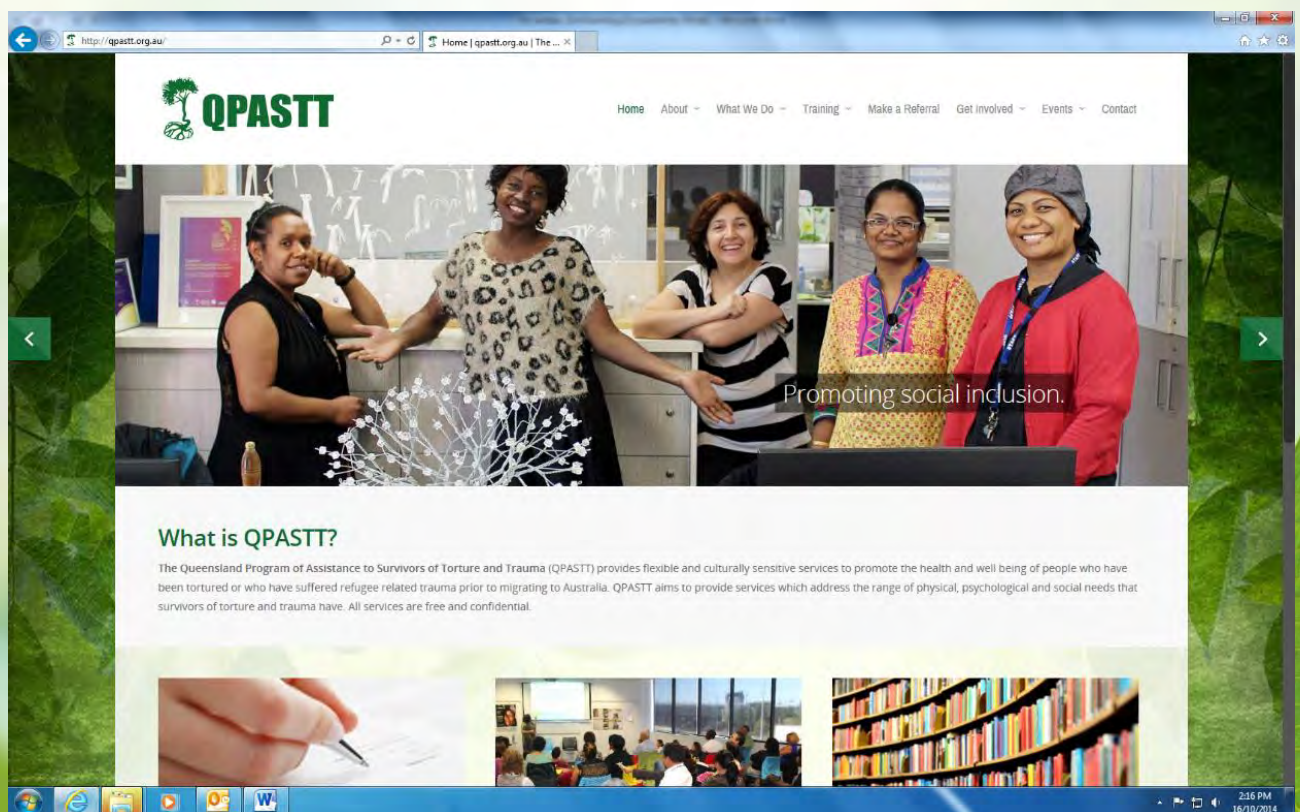
Part of my role is to support the workers in the organisation in ensuring their workplace is safe and risk free. To this end, in a recent offline week, I provided a session for workers on some practical ways that we can maintain our working conditions and avoid unhealthy work practices. We talked about

the need to build into our working day ways in which we can short circuit stress and keep our workstations clean, safe and comfortable.

One of my tasks as Manager of People and Systems has been to plan two key events in the QPASTT calendar: the United Nations Day in Support of Victims of Torture and the Annual General Meeting. In planning these events, I am assisted by a committee drawn from the collective staff at QPASTT, generally one person from each team. The ideas that these committees generate and the commitment to making sure each event is equally special, is very much appreciated.

The QPASTT Community Garden continues to flourish. We have received further funding from the BCC under the Lord Mayor's Cultivating Community Garden Grants Scheme which enabled us to connect some simple plumbing so we could water the garden more easily. We continue to have working bees to maintain the space and from time to time, regular clients can be seen tending the plants. The garden has provided us with assorted produce which we share with our clients. Maelee in the Administration team has worked hard to make the space welcoming and attractive. The next working bee is planning to lay down decorative pavers. The pavers were painted with colourful designs and messages by participants at the recent Walk in Our Shoes event organised by Youth Voice.

Finally, I would like to acknowledge the fact that even though the work we do at QPASTT can be stressful and challenging, we still find time to enjoy our workplace and each other. The spirit of QPASTT is difficult to describe or analyse, but it is palpable and clearly recognised by all of us within the organisation as well as those working with us from outside the organisation. This is a rare commodity and in the face of some difficult working days, a sense of humour, a kind word and the unquestioning support of your colleagues has become our winning formula.



REGIONAL SERVICES

Ana Pocrnjic
Coordinator, Regional



The past year has been one of transformation, growth and some endings for the Regional Team. Previously, the Regional Team was internally managed along with the staff working in the Logan and Gold Coast areas, however due to the significant increases in Queensland wide regional settlement, QPASTT has taken the decision to allocate additional resources to accommodate the changes in settlement patterns. Subsequently in mid-2017, the internal management of the Regional Team changed and the team was divided into the Logan and Gold Coast Team, and the Regional Team which encompassed Toowoomba, Gatton, Rockhampton, Biloela and Townsville.



Until October 2017, Vedrana Jovic managed the Regional Team and providing remarkable support, supervision and guidance across all regional areas covered by QPASTT. In recognition that most Queensland regions were experiencing substantial growth, Vedrana Jovic took the role of the

Coordinator for the Logan and Gold Coast Team. Vedrana's energy, compassion and support is missed across the wider Queensland regions.

I had the privilege of commencing coordination of the staff and services within Toowoomba, Gatton, Biloela, Rockhampton and Townsville regions in November of 2017. **The year did not fail to deliver many adventures for the newly formed Regional Team.**

In alphabetical order...



Cairns

Over the last several months, QPASTT has seen an increase in requests from several sources for our specialised services in Cairns. The requests came from several sources. As a result, the QPASTT Management Committee took a decision to conduct a needs assessment in contemplation of reopening a service in Cairns. In January of 2018, with the support of the Centacare Multicultural Services FNQ, QPASTT approached key stakeholders and communities directly to assess the current needs of the existing refugee background and asylum seeker communities. The feedback gathered strongly suggested that there would be numerous benefits to reopening a service that could offer a torture and trauma informed practice that would include counselling as well as community work. The review further revealed the need to engage in community work in an attempt to destigmatise and normalise significant symptoms that were being reported as frequently experienced by some communities and individuals within those communities. Most commonly, these were reported as sleeplessness, breakdown in family relationships, depression and anxiety symptoms and most worryingly and tragically, a number of completed suicides in the refugee background communities, which inevitably left the cultural communities with overwhelming grief and a strong desire to better understand and manage potential future instances of suicidal ideation and access to support.

Subsequently, the QPASTT Management Committee made the decision to allocate resources to fund a full time position for a worker who can offer torture and trauma counselling, engaging with various

refugee communities in order to develop a common language around trauma and its profound impacts. The worker will offer individual counselling support, but also establish relationships with communities, build capacity of mainstream services to better support refugee background clients, and re-establish QPASTT as a presence in the Cairns area.

Rockhampton and Biloela

The organisation has been undertaking a review of our service delivery in regional areas in order to ensure that our resources are best able to meet presenting needs. Due to competing demands and contractual obligations to provide a service in all settlement regions, the QPASTT Management Committee made the decision to withdraw services from the Rockhampton region at the end of June 2018.

The Management Committee and management were fully aware that a number of highly vulnerable clients remained in the Rockhampton region including Biloela. We are therefore, working together with local service providers and stakeholders to ensure that the clients remain adequately supported once QPASTT services cease.

We sincerely thank MDA Ltd, Centacare, Berseker State School, North Rockhampton State School, Banana Shire Council and many others, on their collaboration and partnership in the last few years. We wish you success and growth in your work and look forward to collaborating again in the future.



Toowoomba and Gatton

QPASTT in Toowoomba and Gatton experienced substantial growth mostly due to the increase in settlement numbers in these regions. Toowoomba has welcomed significant numbers of people of Yazidi background and this has augured a time of learning, creativity and professional growth in order to successfully and meaningfully engage with a new cultural community.

In recognition of Toowoomba's diverse cultural make up, QPASTT utilised the skills of one of our long standing staff members, Mavice Hove, to spend several months conducting a needs assessment in order to ascertain how QPASTT can most efficiently support the various refugee background communities in Toowoomba. This process uncovered the striking needs of newly arrived communities to settle and connect to their new surroundings and manage the emotional and mental impacts of this process. Furthermore, Mavice's assessments further uncovered a need for long standing cultural groups that have been in Toowoomba for many years. Such communities reported a disconnect from services in general, significant trauma symptoms, isolation, family breakdown and prolonged periods of depression and/or anxiety.

This process enabled QPASTT to understand that the needs of the Toowoomba and Gatton clients are very diverse thus requiring a variety of approaches. This inspired the QPASTT Toowoomba team to get creative and generate various avenues to increase accessibility to our services and develop trust and understanding of the work offered by QPASTT.



Sewing Group for Women

QPASTT often draws on the experience and skill existing within the client groups we are privileged to work with and one such example of this was offering a space for women to share their skills in sewing. This group aimed to bring women together to share conversations of hardships and challenges, but also excitement, opportunities and skill. The group aimed to provide gentle psychoeducation on topics such as the impact of trauma, managing settlement related stress, navigating the unfamiliar systems and other relevant issues. Perhaps most significantly, it provided a space for people to be together, to reduce the isolation and to share laughter and food as is so significant in all of our cultures.

The sewing group has enabled QPASTT to receive a more in-depth understanding of the needs, challenges and issues within the community. It has allowed us to develop a deeper context and most significantly involve the community in informing how we progress with our work.

TAFE Drop-in space

In partnership with TAFE Queensland Toowoomba, we commenced a weekly drop-in support space, where people can access a counsellor in privacy, and where people can gather more information about referrals or have a debrief on the spot. Many clients have accessed the space and ended up self-referring for counselling. Other clients have come and expressed concerns for their family members and have been able to receive some support about how to manage their concerns and what options are available for the people they are concerned about. **We would like to extend a sincere thank you to all the team at TAFE Queensland Language and Foundation Skills, especially Anne Smith, the Educational Team Leader for their support and assistance in bridging the gap between clients and services.**

Women's Dance Party

The 28th of June was an exceptionally exciting day for the QPASTT staff. In collaboration with MDA, we held a Women's Dance Party which was an idea born in the multicultural communities that we work with. The hope was to create an evening where women of all ages could meet, share food, dance and have an evening free of worries and stress. The team organised professional Bollywood dancers to run a class, and an extremely talented henna tattoo artist came and helped us feel pampered and beautiful.

The event was attended by over seventy women from various cultural communities. The ages ranged from about 5 years old to seventy plus. We were most thrilled to see nearly all of the women get up and dance at least for a little while. The mix of cultures, ages, traditions and dancing styles truly created an evening of excitement, joy, celebration, laughter and great moves!

QPASTT would like to extend our sincere thank you to Kelly Buckingham from Toowoomba MDA and the rest of the great team for the collaboration and dancing. We would also like to express our immense gratitude to the women of the Afghani community who catered for the evening, providing an array of cultural food and sweets.





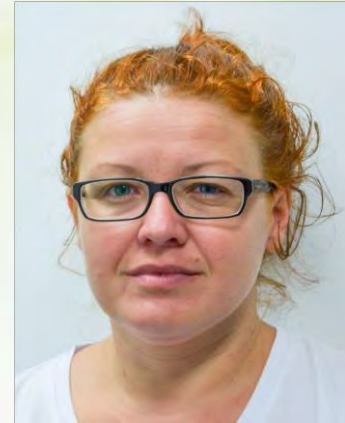
Townsville

Our Townsville office also experienced a year of successes, challenges and immense learnings. Our long-term worker Consulata Sakaria partnered up with TMSG to deliver a FICT – *Families in Cultural Transition* – program to the Congolese community. Community consultations were conducted to ascertain the needs and interests of the community and how to best share resources and knowledge. The consultations enabled the facilitators to tailor the program to suit the identified needs of the community. The topics discussed included emotional and mental wellbeing, impacts of torture and trauma, parenting and other psycho-education topics. The conversations were lively, robust, transparent, delicate at times and open. The feedback gathered revealed that the community appreciated the opportunity to gain a more thorough understanding of relevant issues regarding their life in Australia as well as the opportunity to canvass some topics that are often not prioritised. We extend our sincerest thank you to Meg Davis and her team at TMSG for the collaboration which was dynamic, with many learnings and reflections and hopes for future partnerships.



LOGAN/GOLD COAST

Vedrana Jovcic
Coordinator, Logan & Gold Coast



In response to increasing settlement in regional areas and as a consequence, additional services needing to be provided into Townsville, Rockhampton, Cairns, Toowoomba, Logan and the Gold Coast, a decision was made to create two teams targeting specific areas/regions: the Logan and Gold Coast Team and the Regional Team. I took over as the Coordinator of the Logan and Gold Coast Team in a part time capacity at the end of last year. After more than a decade working at QPASTT in the Brisbane area this was a big change for me, however I was made to feel very welcome and in no time I felt like I had been part of the team forever! There have been some changes throughout the past year in terms of staffing within the team:



Hayley took leave for twelve months, and we said our goodbyes to Gita and Sara who have both moved on to other things. We wish both of them the best. I would also like to take this opportunity to welcome Michael and Kate, who are newer additions to the team. And happily, Anna, Jenni and Magdalena have remained in the team.

The team has been busy over the past year. QPASTT ran a Social Group with Multilink for women living in the Logan region, which was open to Dari, Burmese and Karen speaking women who have been in Australia for more than 6 months. The group was created specifically for socially isolated women and was aimed at building social connections and connecting participants to other services in their area. Participants took part in a number of activities. The group ran every Monday, from February 5th to 26th March 2018, between 12:30 and 3:30pm.

Team members attended a number of events, delivered various presentations and regularly attended local network meetings. Some of these include:

- Logan Multicultural Health days
- Presentation at Islamic Women's Association (IWAQ)
- Presentation at Inala TAFE – Strong Families
- Refugees Health Show Case organised by Mater Hospital (Magdalena was keynote speaker)
- Logan Beenleigh Quarterly meetings
- QPASTT continues to organise monthly RAILS Clinics for our clients in our Logan office.

Our presence on the Gold Coast remains constant at 5 days per f/night, operating from the Red Cross office in Southport. QPASTT attended several sessions at the Southport Library Homework Club held on Tuesday afternoons for high school students. QPASTT interacted with students by supporting them with their homework and providing other informal support. QPASTT attended regular Gold Coast Multicultural Network Meetings facilitated by the Multicultural Communities Council Gold Coast. These meetings have been a useful space to receive updates from other services supporting multicultural communities on the Gold Coast, in addition to exploring referral and support opportunities for QPASTT clients. QPASTT provided outreach work with clients at both Keebra Park Secondary School and Benowa State High School.



ASYLUM SEEKER SUPPORT

Kerry Nesbitt

Coordinator, Asylum Seeker Support



Since joining the Asylum Seeker Support Team in the Coordinator role in December 2017, I have been impressed by the exceptional commitment that team members have shown towards supporting asylum seeker adults, children and young people in what is often a very challenging and turbulent space.

In the past year, there have been a few changes in staffing of the team, with Ivan Choy leaving QPASTT and Michael Ahern transferring to the Logan and Gold Coast Team. Farah Suleman also moved from the role of Coordinator of the Asylum Seeker Support Team, to the Coordinator of the Counselling Services Team. I would like to acknowledge the commitment and contribution of Farah, Ivan and Michael during their time in the team.



During the last year we have seen a shift in the number of clients who are eligible for SRSS (Status Resolution Support Services) which are delivered by MDA and ACCESS. Clients receive SRSS while living in the community on a Bridging Visa as they await the outcome of their protection visa application. There continues to be an increasing number of asylum seeker clients who are ineligible

for SRSS, and are consequently 'Unfunded' and without access to Centrelink payments or Medicare as a result of their protection claim being rejected. Although we receive no funding to see these clients, we have a commitment to continue providing a service to 'Unfunded' clients who are already engaged in counselling at QPASTT, as we recognize that a negative visa application is highly likely to have a detrimental impact on people's mental health and wellbeing.

During this year, we commenced providing counselling support at the Indooroopilly Uniting Church's Asylum Seeker form-filling clinic on a Saturday. This clinic was set up in response to the increasing distress people are experiencing as a result of receiving a first rejection at interview, or a second rejection at the Immigration Assessment Authority (IAA) review stage, and to the limited legal support available at the Judicial Review stage of the process. This collaboration has been essential to ensure emotional support is provided to a very vulnerable population, who may often not be eligible for other services.

We have continued to provide counselling support to those in held Detention at BITA (Brisbane Immigration Transit Accommodation) who are transported to our Woolloongabba office for sessions, along with those in Community Placement (formerly Community Detention) who spent time in offshore detention facilities on Nauru or Manus. We have seen a large reduction in the number of asylum seekers in held Detention, with the majority of people arriving from offshore being released into Community Placements.



This year we have seen a number of 6-month Final Departure Bridging visas granted to asylum seeker clients in Community Placement who were transferred onshore for medical treatment from off-shore Detention facilities. This visa meant that people could choose where to live and were granted work rights, but also meant they very quickly lost their housing, income and case management support.

For many of our clients, mental health and language is a barrier to gaining employment and as a result we saw this visa grant having a detrimental impact on some people's mental health and

wellbeing due to the significant stress it caused from loss of income and also due to the risk of people being sent back to offshore Detention, or to their country of origin.

In response to a request from a number of services working in the sector, Michelle Wylie and I delivered a half-day training in May 2018 entitled 'Understanding the Asylum Seeker Experience in the Current Context' to a number of staff and volunteers who are supporting asylum seekers. The aim of the training session was to provide an overview of the current process, impact of detention, some incidental counselling skills, and awareness of vicarious trauma and burn out. This training received very positive feedback.

I have taken over from Farah in coordinating the monthly Asylum Seeker Post Review Sector Meeting which brings many services in the Brisbane area together which support those who are considered 'Finally Determined' or 'Unfunded'. (This is when their protection claim has been rejected.) This important collaboration continues to ensure that the needs of this very vulnerable cohort are addressed.

I would like to take this opportunity to thank the staff for their ongoing support and dedication in their work with asylum seekers in what is an ever-changing, political and often challenging space to work in.

Despite all of these challenges, it is a privilege to work with people who are seeking asylum. Our clients often demonstrate incredible resilience and persistence in the face of extreme adversity which can be a source of inspiration.



CHILDREN & YOUTH

Naomi Brown
Coordinator, Child and Youth



The Children and Youth team has worked extremely hard this year with exceptional commitment, continuing to respond to the needs of children and young people from refugee backgrounds. It is a pleasure to coordinate this team of professional, enthusiastic and committed staff. The team uses a variety of interventions, including individual specialist trauma counselling and advocacy, combined with working with families, carers, schools and other key services. Programs such as the Peer Mentoring Program, Homework Clubs, School Outreach, School Holiday Activities, Children's groups, UCan2 programs in youth TAFE classes, all contribute richly to the wrap around work of the team.

The six Counsellor/Advocates in the team have seen 101 young people and children aged between 4 and 24 over the past year, and provided 1153 individual counselling sessions. Additionally the Counsellor/Advocates work together to support social and therapeutic opportunities for young people in the various programs of the team. Counsellors travel within a wide radius of Brisbane, utilising the four QPASTT outreach offices and 26 school sites. They regularly share their specialised knowledge at various trainings throughout the year.



School Outreach Program

The School Outreach Program aims to support young people from refugee backgrounds at high school who are at risk of disengaging from school or employment pathways. **Schools, together with QPASTT and the young people themselves, have identified needs which have been met with a combination of one on one mentoring and group work** – such as, Discovering Relationships Using Music, Beliefs, Emotions, Attitudes and Thoughts (DRUMBEAT); Rock and Water Program and sports based groups. Over the past year, this program has consistently worked at delivering school outreach to seven high schools across the Brisbane / Ipswich region.



Homework Club

Homework Club is offered three afternoons each week in school term time at Woolloongabba and one afternoon per week at Inala. It is a highly utilised program and valued by students. Students attend repeatedly over the week, travel up to an hour to access the program and invite their friends. On average 15 to 20 students meet with an equal number of tutors each afternoon. The program runs with 50 active volunteers providing 1508 incidences of tutoring to over 112 students across 128 homework club sessions.

Volunteer tutors have been sourced through Volunteering Queensland and local university campuses - many volunteers have worked with the program for multiple years, while others offer their services as their capacity allows. Tutoring occurs in all subject areas with a majority of students requesting support in English, Business and Mathematics assignments.

The program offers direct support with assignments which increases students' understanding, academic success and engagement at school. Many young people also report the value of Homework Club in supporting their mental health through increasing their confidence and their sense of belonging in their new culture. In this way, Homework Club supports students' connectedness, wellbeing and access to other QPASTT services such as counselling.

UCan2

The QPASTT Youth Team works within the youth AMEP English classes at TAFE. UCan2 offers an integrated approach to enhancing the education, settlement and broader integration processes for young people who are from refugee backgrounds and aged between 16 and 25. The activities in UCan2 are designed to draw on young people's experiences to provide activities focused on work skills, psychosocial support and the development of social connections. The program includes mock interviews conducted with industry representatives, which has led to an increase in confidence in young people. Some participants have reported these mock interviews as having assisted them in getting work. Ten volunteers assist with delivering this program, and class excursions to Griffith University, University of Queensland, QUT, Bunnings and State Library- The Edge's digital workshop have proven to be popular as well as useful.

QPASTT has now been running this program for approximately 6 years. This financial year, 74 students participated in UCan2 at Loganlea TAFE over 26 sessions; 106 students participated in UCan2 at South Bank TAFE over 29 sessions; and 24 students participated at the high school program in Yeronga State High School and Dakabin State High School.



Peer Mentoring Program

The Peer Mentoring Program aims to work with young people between the ages of 12 and 18 who are from single parent families. Mentors are matched with their mentees and together, they attend monthly group social gatherings as well as fortnightly individual 'meet-ups'. During these meet-ups, mentees are able to engage with their mentor to help increase maturity and independence, increase their acceptance in the broader community and improve skills in communicating.

Both mentors and mentees report positive outcomes around the program. For example, one young woman mentee stated to her counsellor, "This is the most helpful type of mentoring I have ever experienced". Mentors have enthusiastically reported their appreciation of the opportunity to "give back" in such a meaningful way.



Children's Groups

Various activities for children have been supported over the year, including a therapeutic group run at International Islamic College working with students from years 3 and 4, with the aim of increasing their emotional regulation and peer-relationship skills.

Youth Activities

QPASTT offers two to three school holiday activities each school break for young people during the school holiday period - this includes various recreational, social and fun activities for young people aged between 12 and 24. School holiday activities are aimed at assisting young people to engage with QPASTT, with each other and with the wider community. Feedback is collected at each of the activities and used as a guide in the organisation of future activities.

Some school holiday activities offered over the past year include Youth Fun Days with workshops such as hip hop dancing, soccer, circus, robotics, henna, drumming, dream-catcher making, wake boarding, Chermside pool days, young women's and a young men's days.



Youth Voice Project

The Youth Voice project aims to involve young people from diverse backgrounds in promoting human rights and influencing change within their communities through a range of activities. This has included the annual event, The Walk in Our Shoes Festival, held in June at Yeronga Memorial Park. Targeted at young people aged between 12 and 25, this public festival aims to provide an opportunity for social inclusion and engagement. It celebrates the diversity and talents of young people, and starts conversations about tolerance and acceptance. Around 130 young people attended this event.

The Diverse Voices event occurred on 14 April 2018 during National Youth Week. The aim of the event was to connect and engage young people from diverse multicultural communities, and showcase their skills, knowledge and culture. The event encouraged young people to build connections and networks, to create a dialogue and understanding among themselves. The activities on the day included a forum on leadership and employment; dance, music and poetry performances; fashion show and cultural food sharing. The event was held at the Brisbane Multicultural Centre in Woolloongabba. Additionally, three leadership training and team building activities with Youth Voice committee members were completed on 16 December 2017, 12 February 2018 and 27 May 2018.



COUNSELLING SERVICES

Farah Suleman
Coordinator, Counselling Services



The Counselling Services Team has had a rich and productive 2018 and looks forward to building on its achievements in the coming year. As I write this, I find it hard to believe that 2018 is already coming to an end, but it is perhaps a good time for me to reflect on the year that's been and to celebrate the achievements and growth of both clients and Counselling Services Team members.

Staff Movements

The past year has seen a myriad of staffing movements, highlighting the importance of flexibility and adaptation in resilience and growth. In late 2017, the team bid farewell to Coordinator, Vedrana Jovcic who moved to the Logan/Gold Coast Team Coordinator position. We would like to acknowledge and thank Vedrana for the dedication and enthusiasm she brought to the role over a period of many years. I then moved into the team as Coordinator (coming from the Asylum Seeker Team Coordinator role) bringing with me many years of experience in the clinical, management and asylum seeking space.



The team farewelled Luisa Tuicolo who left the organisation to retire. Luisa had been with QPASTT for 5 years, bringing unflagging commitment and expertise to her role. We wish her all the best in this exciting phase of her life and we are sure she is making the most of it in every way.

The team also farewelled Brief Intake and Assessment Coordinator Ana Pocrnjic who was so instrumental in the establishment and design of the current Brief Intake and Assessment processes that continue today. Ana moved on to the role of QPASTT Regional Team Coordinator.

We also farewelled Rebecca Rylands who completed a 6-month locum position in the team, packing in a lot of outcomes in that time, including leading three other QPASTT workers in a QPASTT Oxfam Trailwalker Challenge!



The team has been fortunate to welcome Niloofar Danaei, previously a Counsellor/Advocate with the Children and Youth Team. Niloofar brings with her, years of experience and expertise in QPASTT and beyond.

Other staffing movements included multiple counsellors taking extended leave. Vicky Eroles has taken a break from her longstanding work at QPASTT to spend more time with her family overseas. Muan Thang has taken a 12-month break and both Hadas Lev-Tov and Irena Stavric took 6-month breaks. These movements have supported staff work/life balance and enriched their personal and professional capacity, which in turn supports the long term staff retention that QPASTT values.

We were very excited to welcome Noémie Rigaud to the team. Noémie has brought with her, years of experience in working with people from refugee backgrounds both in Australia and overseas.

NET Training

NET training - Narrative Exposure Therapy – is a key piece of work led by Kathleen McBride from the Counselling Services Team and has been supported by a number of staff in the agency over the 2017/2018 year. Kathleen, who delivered her second NET training this year with Andres Otero-Forero

from Queensland Transcultural Mental Health Centre, has continued to provide ongoing support to QPASTT staff who currently apply NET to their clinical practice with clients.

NET is emerging as one of the key treatments for traumatic stress disorders and was specifically developed for people from a refugee background who have experienced multiple traumatic experiences. NET provides a culturally sensitive approach, allowing clients to share their life story, creating a chronological narrative of traumas, as well as recognising positive experiences. It is understood this enables clients to emotionally process and contextualise the network of cognitive, affective and sensory memories so they can remember the past while remaining in the present.

Clinical research indicates strong evidence that NET offers an effective therapeutic process that promotes recovery from the impact of complex trauma. QPASTT counsellors who have offered NET to clients report very positive client outcomes including significantly improved sleep, greater emotional regulation and the capacity to develop more trusting relationships.

Brief Intakes and Assessments (BIA)

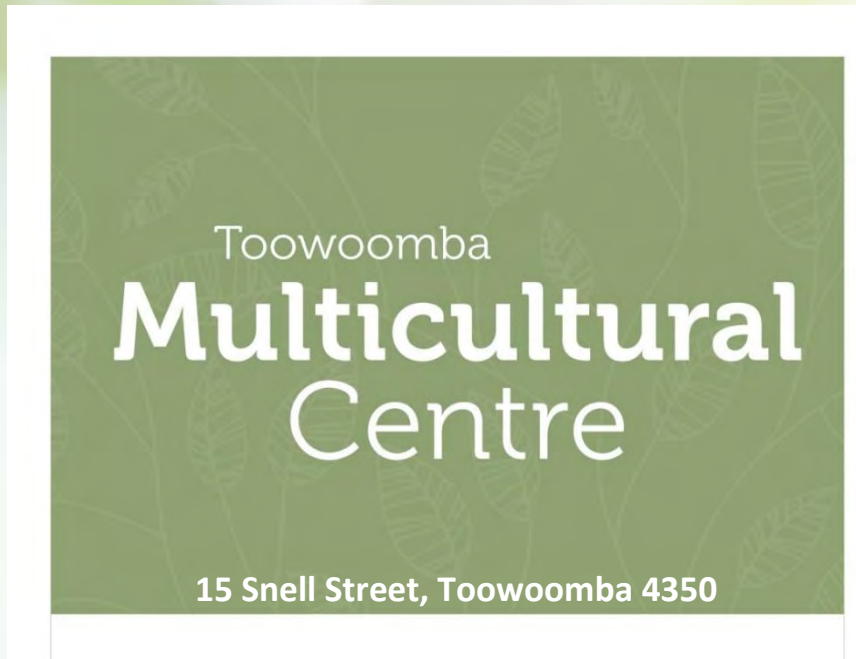
As QPASTT continues to receive referrals from across a wide range of organisations and communities, strategies to effectively manage the Counselling Services waitlist, and provide timely and relevant support to clients, continue to be implemented.

The BIA role which Niloofar currently coordinates is growing and evolving to adjust to the needs of the clients as well as organisational requirements. She has been supported by Jessica Edwards and Letitia Casagrande who conduct BIAs throughout Brisbane and the Logan area.

At the end of a year which has been marked by change, it is a credit to the Counselling Services Team that its members continue to nurture and grow a team culture of collaboration and hope. The Team continues to work from a platform of respect, compassion and effectiveness towards clients. We would like to thank our clients, from whom we continue to learn, for sharing their journey with us.



THERE'S A NEW HUB IN TOOWOOMBA!



QPASTT has been providing services into Toowoomba and surrounding regions since 1998, however changing settlement patterns in the area have led to service pressures. We have therefore met increases in settlement in this area with a consequent increase in our staffing. This had the knock on effect of requiring a larger office. After a long search, we found the perfect space on the corner of Snell and Russell Streets, and after refurbishment, our workers moved into the space in August. The building has been named the **Toowoomba Multicultural Centre**.

QPASTT welcomes MDA Ltd as a tenant in the new premises. The new office has been divided into separate areas: QPASTT office space, MDA office space and a large Community Space which is available for groups, activities and events. We look forward to our organisations working together to service clients in the area.



PARTNERSHIPS AND FUNDING



QPASTT works in close partnership with many community organisations:

Forum of Australian Services for Survivors of Torture and Trauma (FASSTT)

Refugee communities

Multicultural Development Australia (MDA)

Centacare Rockhampton

Centacare Cairns

Qld. Transcultural Mental Health Centre

Australian Red Cross

Amparo Advocacy

Schools

TAFE Qld. Inc

Loganlea TAFE

Southbank TAFE

Inala TAFE

Community Plus

Refugee Health Qld

Catholic Care Toowoomba

Brisbane Catholic Education

Pasifika Women's Alliance

Griffith University

Qld. Police

Anti-Discrimination Commission

Richmond Fellowship

Aqua English

Mnb Entertainment

HELP Employment & Training

Ngutana-Lui Aboriginal & Torres Strait Cultural Studies Centre

Child & Youth Mental Health Service

Townsville Multicultural Support Group

Queensland African Communities Council (QACC)

The Queensland University of Technology (QUT)

NSW University Centre for Refugee Research

Mater Centre for Innovation

Refugee and Immigrant Legal Service (RAILS)

ACCESS

Salvos Legal Services

The Romero Centre

St Vincent de Paul

VoRTCS

Inala Community House

Inala PCYC

The Hub Neighbourhood Centre, Inala

Multilink

Salvation Army Goodna

Youth Advocacy Centre (YAC)

The Women's Centre Townsville

YFS Logan

ECCQ

SAILS at Bayside

Welcome to the Game, SEQ Football

Belong

Kyabra Community Association

MRAEL ACE Apprenticeships

All Trades Qld

PARTNERSHIPS AND FUNDING



QPASTT receives funding from both Commonwealth and State Government Departments:

C'w Department of Health and Ageing
C'w Department of Home Affairs
C'w Department of Social Services
International Health and Medical Services
(IHMS)

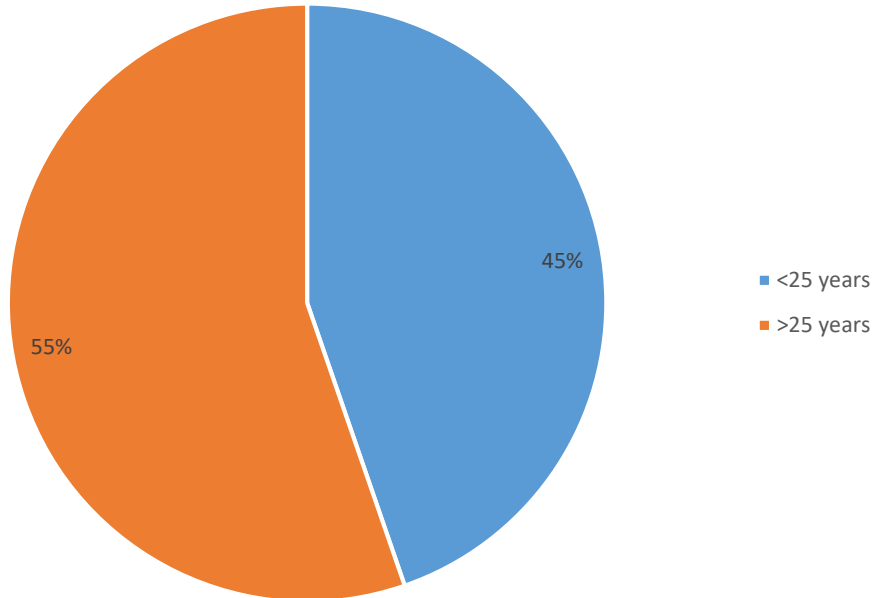
Queensland Health (Qld)
Department of Communities, Child Safety
and Disability (Qld)
Multicultural Affairs Qld
Logan City Council
Brisbane City Council
Ipswich City Council

QPASTT would like to thank and acknowledge the support from our partners and from funding bodies

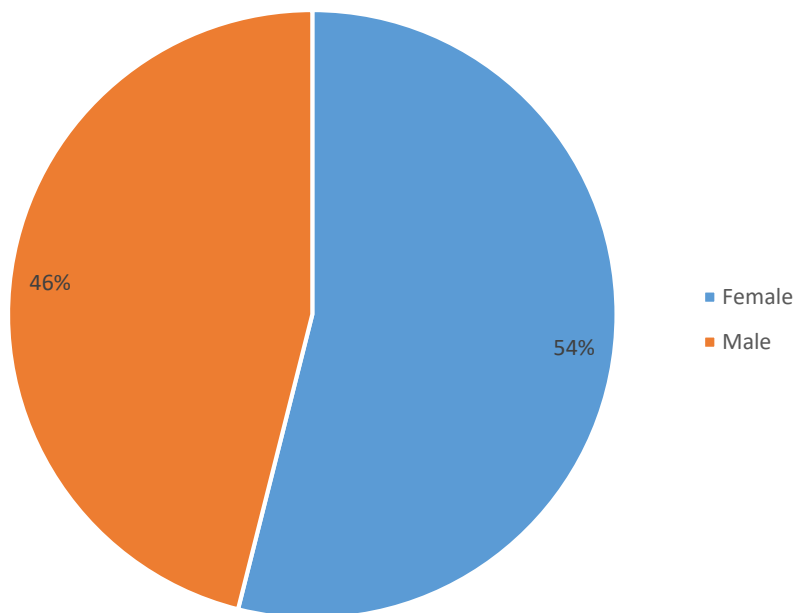


DATA

All clients by age

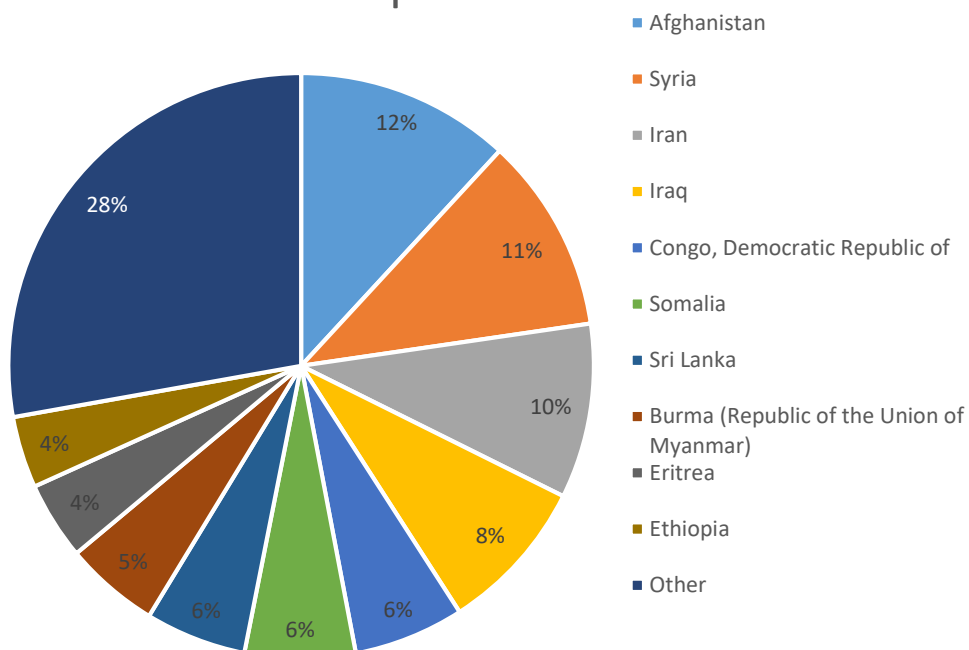


All clients by Gender

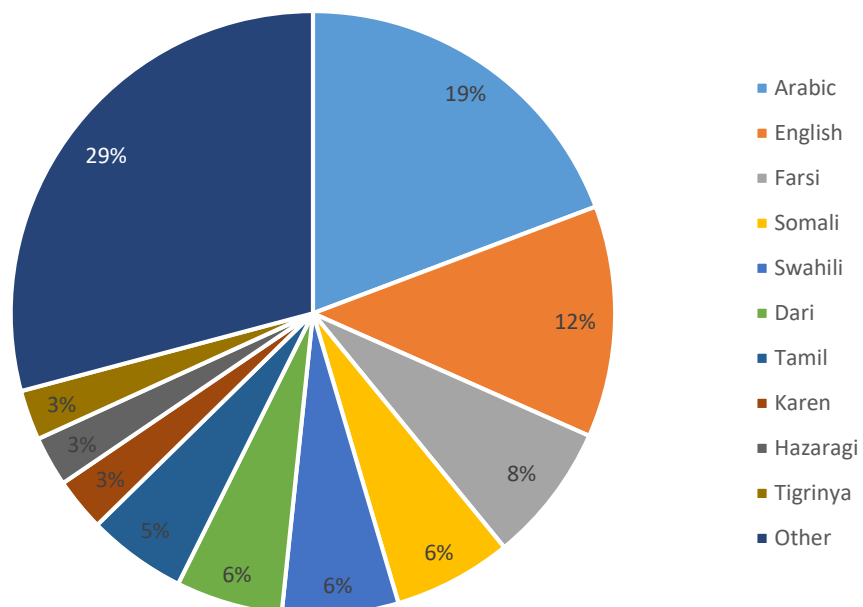


DATA

Top 10 Countries

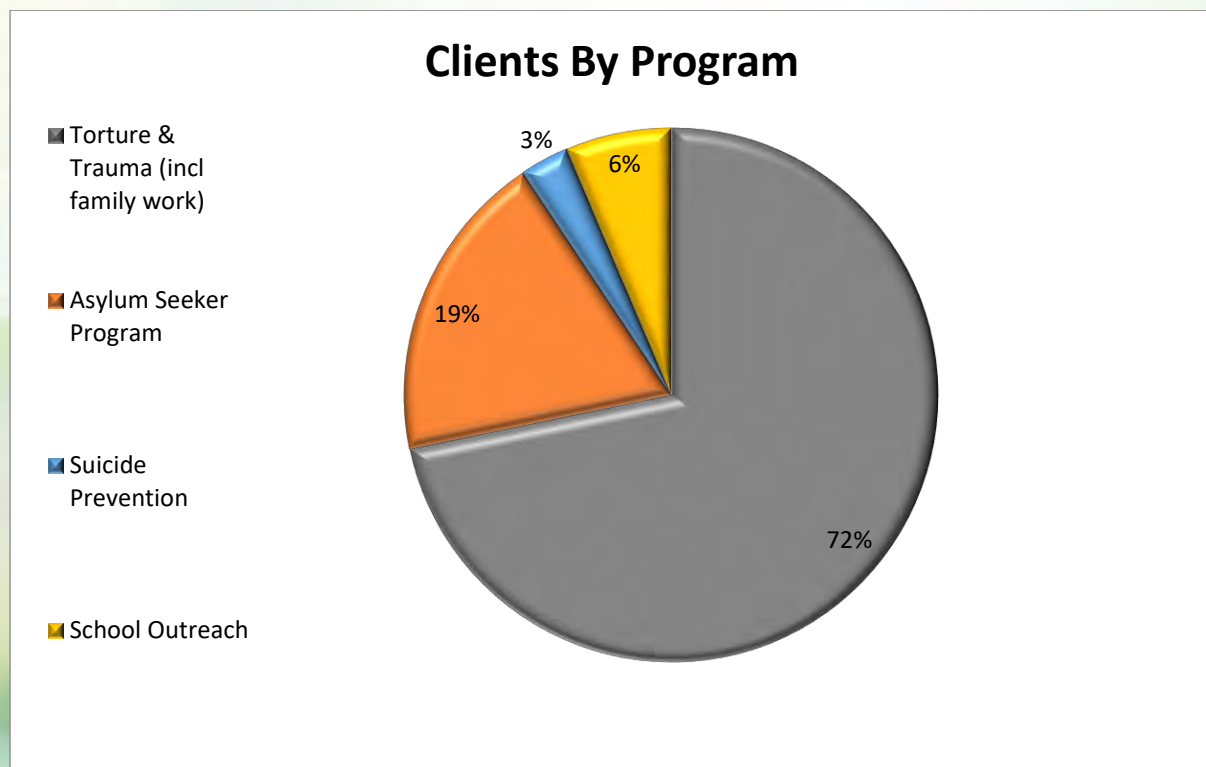


Top 10 Languages



DATA

# of intervention sessions during this FY	All Counselling/School Outreach Programs
0-10 Sessions	643
10-20 Sessions	179
20-30 Sessions	78
30-40 Sessions	41
40-50 Sessions	13
50-60 Sessions	8
60-70 Sessions	5
70-80 Sessions	2
80-90 Sessions	1
90-100 Sessions	
Total# of distinct clients	970



DATA

Group Data 2017-2018			
Activity Type	Total Number of Attendances	Total Number of Sessions	Average Attendance
Family Fun Day	389	4	97
FICT	50	4	13
Homework Club	1539	128	12
School Group	66	6	11
Parenting Group	67	6	11
Peer Mentoring Social Group	28	7	4
School Holiday Activity	157	7	22
School Therapeutic Group	427	52	8
SGP Group	77	9	9
Support Skill and Connect	526	34	15
TAFE Group	839	44	19
UCan2 Group	899	69	13
Womens Group	301	25	12
X-Men Group	316	38	8
Total	5681	433	13



WHERE TO FIND US

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Email for all offices: admin@qpastt.org.au

REGIONAL OFFICES

QPASTT Toowoomba

Toowoomba Multicultural Centre

Address: 15 Snell Street (cnr Russell Street)
Toowoomba 4350

Phone: 07 3556 7700

Email: admin@qpastt.org.au

QPASTT Logan

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Slacks Creek 4127

Phone: 07 3089 4310

Email: admin@qpastt.org.au

QPASTT Townsville

c/- [Centacare](#)

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Postal Address: PO Box 1362, Aitkenvale 4814

Phone: 07 4772 9000

Fax: 07 4755 0322

Email: admin@qpastt.org.au

QPASTT Cairns

c/- [Centacare](#)

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Fax: TBA

Email: admin@qpastt.org.au

