

Family Drug Support Annual Report 2015



Accredited by:

The Australian Council on Healthcare standards



who are we

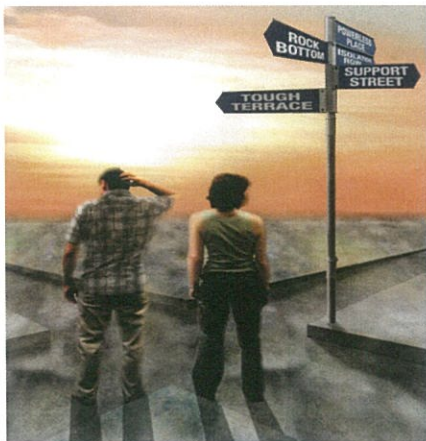
The Board:

Chair: John Della Bosca
Deputy Chair: Robert Lorschy
Treasurer: Anne Carroll
Secretary: Ros Cluning
Members: Bill Campos
Beth Connelly
Brian Francis
Kath Grech
Imogen Yang

Accountant: Cantor Carnevale & Co
Auditor: Paul Jones & Co

Professional Panel:

Prof Peter Baume OA
Alison Bell
Annie Bleeker
Rev Bill Crews
Dr John Howard
Peter Slattery
Ann Symonds



The Staff as at 30 June 2015

Kath Ashton – OAM, South Australia Manager
Hilary Burke – Head office Administration
Theo Chang – Stepping Stones Manager
Julie Clark – BTD Project Officer - NSW
Louise Hughes – Accounts/Payroll
Sandra Lines - Volunteer Telephone Manager
Michael Miller – BTD Project Officer - VIC
Emma Nixon - Development Manager
Devushka Scardigno – South Australia worker
Dom Shelley – BTD Project Officer - QLD
Tony Trimmingham - OAM, CEO & Founder

Life Members

Kath Ashton
Professor Peter Baume OA
Jim Bright
Professor Michael Dawson (dec.)
Jennifer Fleming
Kath Grech
Patsy Hersee (dec.)
Elly Inta
Lorrie Jenkins
Bob Lorschy
Pam Lorschy
Dr Hilary Lunzer
Maureen Marriage
Linda Millard
Pam Morris
Fay Morrill
Graham Morrill
Michael Stephens
Ann Symonds AM
Evan Thomas (dec.)
Debbie Warner
Liz Wells
Wendy Wharton

About Us

- ❑ Interpersonal, family, social and political factors need to be considered when planning alcohol/drug use and abuse prevention and treatment strategies.
- ❑ We believe that real change occurs when individuals, families and the community participate in the process.
- ❑ Our philosophy is to strengthen and develop the harm reduction approach to alcohol and drug issues.
- ❑ We believe education, health promotion and treatment activities linked to a continuum of service provision will provide a coherent and inter-related range of services.
- ❑ Our goal is to ensure education and treatment promotes improved outcomes for users, their families and the community.



Australian Government

Department of Health and Ageing



SA Health



Our Aims

- ❑ To provide support to families and friends of alcohol and other drug users in the most appropriate way to meet their needs.
- ❑ To assist families to deal with alcohol and drug issues in a way that strengthens relationships and achieves positive outcomes.
- ❑ To provide a safe, nurturing and confidential environment for clients to address alcohol and other drug issues.
- ❑ To maximise resources in the alcohol and drug field through regular networking, liaison and information sharing.
- ❑ To contribute to the development and skills of volunteers.
- ❑ To work in partnership with governments and other agencies to effectively achieve these objectives.



List of activities by Tony Trimmingham, other FDS staff and volunteers during the Year June 2014-July 2015

Forums & Conferences

- APSAD Conference –Adelaide
- Winter School in The Sun – Brisbane
- IGCD Presentation
- Narrabri – Community forum

Schools + Universities

- Macquarie University
- Narrabeen Sports High School
- UTS – Sydney
- Westfield Sports High Fairfield
- OAKHILL college
- Narrabri High School
- Wee Waa High School
- Winterschool Conference, Brisbane
- NDARC Symposium, Sydney
- NADA Cultural Immersion Seminar,
- Working with Diversity in AOD settings,
- 'Working with CALD Clients' Training, MHNP "
- NADA 'Aboriginal Cultural Awareness' Workshop,
- VAADA conference

Other Activities

- Sydney Annual Remembrance Ceremonies – Ashfield
Kings Cross
- Volunteers Christmas Party
- Bankstown Parents forum
- Canberra – Labour party presentation
- Rosemeadow Ice Presentation
- Miller Community Centre

Training

- Volunteer Residential Weekend – Mulgoa
- Palmeston Perth – Stepping Forward

Volunteer Training

- Adelaide – South Australia
- Melbourne - Victoria
- Sydney x 3
- Brisbane
- Becoming Real Course

Committees

- Canterbury CDAT
- Kings Cross Memorial Tree Committee
- Harm Reduction Australia
- Port Macquarie CDAT
- Older Peoples group on Drugs
- ACI Planning committee

Other Highlights

- ACHS Accreditation
- Strategic Planning – ongoing
- FebFast partner

Directors' attendance at Board Meetings

John Della Bosca	5/6
Robert Lorsch	5/6
Imogen Yang	5/6
Beth Connelly	4/6
Anne Carroll	5/6
Ros Cluning	5/6
Bill Campos	4/6
Brian Francis	3/6
Kath Grech	4/6

Support Groups have been held in the following locations:

- ACT – Canberra
- Ashfield
- Burwood
- Byron Bay
- Coffs Harbour
- Kincumber
- North Narrabeen
- Port Macquarie
- QLD – Carseldine
Nerang
- South Australia – Leabrook
Hallett Cove
Woodville Park
Hindmarsh
- Victoria – Geelong
Bendigo
Glen Waverley
Hawthorn
Ferntree Gully
Footscray
Frankston
- W.A. – Mandurah

Publications

- Guide to Coping
- Stepping Stones workbook
- Not my Family, never my child

Website

Website: www.fds.org.au

Our Main Core Activity – The Telephone Support Line 1300 368 186 (24hr/7 days)

Total calls: 30,151 (2013/14)
33,025 (2014/15)
Lost calls: 4,703 (2013/14)
4,188 (2014/15)

Website Hits – FDS

Unique Visits:

52,288 (2013/14), 92,857 (2014/15)

Page Views: 107,868 (2013/14),
1,000,951 (2014/15)

FDS wishes to thank the following for their funding support:

- Department of Health and Ageing
- Blue Mountains City Council
- Bankstown Sports club
- Coffs Harbour Council
- Drug and Alcohol Services South Australia (DASSA)
- FebFast
- Katoomba RSL
- NSW Ministry of Health
- Port Panthers club
- Port City bowling club
- North Sydney leagues
- Rotary club of Capalaba, QLD
- Strathfield Sport Club

We salute our volunteers

Family Drug Support wishes to honour the amazing contribution of all our volunteers. We could not achieve what we do without them; they are at the coalface of our service. Thank you to our volunteers who:

- are board members
- have shifts on the support line
- are support group facilitators
- undertake data entry

This dedicated group of people provide enormous support, information, encouragement and empathy to thousands of families who are currently caught up in supporting someone affected by alcohol and other drugs.

We thank you for your time and devotion and recognise that we could not do it without you.



Chair – John Della Bosca



CEO – Tony Trimmingham OAM

Bereavement Services

Family Drug support was initially started by people who had lost family members to drugs. Supporting people through bereavement has always been a priority at Family Drug support but it is also obvious that many of our support services are not capable or appropriate for bereaved families. Counselling with Tony Trimmingham is available and we have had annual Remembrance Ceremonies in various locations since 1997. A tree was planted in Lawrence Hargrave Park, Kings Cross to commemorate the lives lost.

Last year we introduced “engraving padlocks” with the names, date of birth and date of death of the person lost. The padlocks are taken to all FDS services/ceremonies. To organise a padlock, please ring Head Office on (02) 47829222

Stepping Stones 2014/15

Introduction

Stepping Stones is Family Drug Support's flagship support program for families and friends of problematic alcohol and drug users. The program is accredited through the Institute of Group leaders and the recipient of 2009 National Drug and Alcohol award. Stepping Stones is a psycho-educational and experiential course held either over 2 weekends or in a 9 week format. The course aims to improve resilience by increasing coping skills and self-awareness.

This is achieved by providing the skills needed and strengthening relationships (with the user and other family members) in order for family members to survive the journey intact. In terms of outcomes, family members will have increased confidence and competence in managing the complex nature of drug and alcohol issues.

The course was first delivered in 2001 and has gone from strength to strength in terms of delivery and coverage. Between 2001 and June 2015, SS has been delivered 153 times, servicing 1525 participants. Into its 14th year of delivery, SS continues to expand in terms of delivery and nationwide coverage. The location of SS is a mixture of metropolitan and regional/rural settings throughout Australia.

A research grant was received from the NSW Drug and Alcohol Office to evaluate this program, and FDS has collaborated with NDARC at UNSW to undertake this research.

Participant outcomes are measured pre and post doing Stepping Stones and at 3 months follow up. A course survey is used to measure outcomes, along with the 'Coping Questionnaire' (used internationally to evaluate family programs); health outcomes are also surveyed (using the SF12), and feedback on the quality of the course is collected using the CSQ8. In addition, a 'wait list control group' is used to compare outcomes of course participants with those who have yet to

complete the program. The findings to date are:

- Participating in the program makes a significant positive difference on all dimensions of coping (anger, boundaries, control, denial, family self esteem, trust)
- Similar improvements were also found using the 'Coping Questionnaire' (a validated instrument) – providing strong support to the findings of the FDS questionnaire.
- Improvements continue to happen across most factors at 3 months follow up, and post course improvements are maintained.
- Scores for the wait list control group remained stable or declined in the period between registering for the course and sitting the course pre-test. This shows that 'time alone' is not responsible for the improvements seen in the participant group.
- Quality feedback was very high (30.24) on a scale of 32, where the average score for similar courses is 24.

The research is about to be published.

Group Leaders and facilitators

The success of Stepping Stones depends largely on the skills and availability of leaders and facilitators. From its inception, we have had a total of 24 course leaders. Currently, we have 8 trained leaders.

It is anticipated that this will enable FDS to significantly increase the amount of annual deliveries into the future. FDS would like to thank all leaders and facilitators for their valuable contribution to the success of the program.

Future

Stepping Stones has run continuously from 2001 to present. This is a proud and remarkable achievement in the ever changing AOD sector. With the current group of leaders, the work performed by other FDS services (e.g. Bridging the Divide, Telephone Support) by increasing referral pathways, FDS is confident of increasing deliveries in more metropolitan, regional and rural areas within Australia. FDS is proud of the fact that as a support program for families, the course remains as relevant today as it was 14 years ago when it was first delivered.

Participation

YEAR	Number of Courses run Nationally	Total number of participants
2013/14	13	143
2014/15	20	218

Stepping Stones (2014/2015) locations and participant numbers

Location	Workshops	Participants
Sydney NSW (metro)	3	36
Melbourne VIC (metro)	3	30
Adelaide SA (metro)	2	24
Brisbane QLD (metro)	2	24
Canberra ACT	1	6
Central Coast NSW	2	21
Newcastle NSW	2	19
Byron Bay NSW	1	14
Gold Coast QLD	1	14
Coffs Harbour NSW	1	12
Port Macquarie NSW	1	9
Bendigo VIC	1	9
Total	20	218

What is Stepping Forward?

Stepping Forward delivers useful information and support and will appeal to a wider audience. The emphasis is on straight forward language, reality based information and useful interaction. There are currently 3 x 2 hour sessions on offer.

1. Stages of change and 'Balance Pole'
2. Alcohol and Drug information
3. Effective Communication

** additional sessions which are available are – Boundary Setting, Resolving Conflict, Treatment and Recovery and more.

Sessions can be presented alone or as part of a series. Each session is designed to provide participants with something of value without having to attend all sessions. It is hoped that some of the participants will go on to attend Stepping Stones as a result of their experience at the Stepping Forward sessions.

The rollouts of Stepping Forward are in 2 stages:

1. Introductory delivery to treatment services and Alcohol & Drug agencies.
2. Delivery of Stepping Forward to the families/friends.

Attendance at Stepping Forward sessions continues to be strong. A total of 87 sessions were held across Australia, with 2786 people attending. The total number of participants has increased substantially. This is reflective of presentations given at schools and universities involving large numbers of people.

Quality outcomes

Participants were asked to rate Stepping Forward on the following outcomes:

- Information
- Usefulness
- Presentation Style
- Audience involvement

Ratings on these outcomes continue to be overwhelming very positive, with 80% or more of ratings of excellent/great – either 9s or 10s on the old rating scale or 5 on the new rating scale.

Further work

The majority of Stepping Forward sessions were delivered in NSW, Queensland and VIC. Sessions were also held in ACT and SA. We will continue the approach of delivering the program across a wide range of service types, through peak drug agencies (including community drug action teams) and through educational institutions.

Support Groups Review – 2014/15 Introduction

Support groups continue to provide a mainstay of ongoing support to family members. These groups are run on a weekly or fortnightly basis by trained facilitators. Referrals of family members come from the FDS phone line, through treatment services or through the Stepping Forward and Stepping Stones Programs and word of mouth. Between July 2014 and June 2015, there were 3547 attendances at support groups in 18 locations across Australia. This is an estimated 60% increase on numbers compared to last year and included 657 people attending for the first time, or 19% of participants. Two new groups were established in Victoria in Footscray and Frankston, both areas with high rates of problematic drug use. Further groups are currently being planned for other areas in NSW.

FDS runs facilitated support groups for families in 17 locations across 5 states, in both city and regional locations.

These groups were evaluated using the Client Satisfaction Questionnaire (CSQ-8 – see above), through qualitative comments on the survey and 5 in depth interviews with support group users.

- *The average CSQ-8 survey ratings were comparatively very high at 30.31.*

The qualitative feedback showed that the support groups have a powerful psychosocial impact, and that people find they help to improve well-being and coping, and being literally a 'life saver' in some instances. Participants particularly valued the de-stigmatising of their experience, the reduction of isolation, coming to understand drug use – especially realising that it was 'not their fault', and the friendship, support and camaraderie of the groups. The compassion and knowledge of the group leaders was also highly valued, with some leaders singled out as offering an extraordinary level of support to families.

Although this was a limited evaluation, that did not seek the opinions of people who had stopped coming to support groups, it does indicate that for people attending, both those with a recent problem and those managing chronic issues, the support is invaluable in helping them to cope effectively with a family member's drug use.

We are concerned that support groups in Sydney have slipped away. It is a priority of FDS to start new groups and train new facilitators in 2015/16 in Sydney.

Support Group Attendance Data

Between July 2014 and June 2015, there were 4051 attendances at support groups in 18 locations across Australia. This is an increase on numbers compared to last year and included a significant number of people attending for the first time.

As well as operating our own support groups FDS directly refers via our telephone support line, FDS Insight and website, to groups run by other organisations in: Northbridge WA, Canberra ACT. Attendance figures for these groups are not available at this time.

General outcomes

Support groups continue to provide a mainstay of ongoing support to family members. These groups are run on a weekly or fortnightly basis by trained facilitators. Referrals of family members come from the FDS phone line, through treatment services or through the Stepping Forward and Stepping Stones Programs and word of mouth.

Support Group attendance by group

Location	2014/ 2015	2013/ 2014	2012/ 2013
Sydney			
Ashfield/Burwood	277	346	260
Chatswood		-	32
Parramatta		55	49
NSW Regional			
Byron Bay	29	-	40
Charlestown		17	70
Coffs Harbour	120	74	79
Kincumber	180	152	115
Narrabeen	128	210	39
Port Macquarie	112	61	40
Victoria			
Bendigo	109	158	170
Geelong	314	355	361
Glen Waverley	413	386	146
Ferntree Gully	207	24	-
Hawthorn	228	66	-
Footscray	149		
Frankston	189		
South Australia			
Hallett Cove	370	309	319
Leabrook	483	424	399
Woodville Park/Brompton	322	259	129
Queensland			
Carseldine	230	66	16
Nerang	191	98	86
TOTALS	4051	3060	2350

Evaluation

The Support Groups program was formally evaluated in January 2014, with the evaluation finding that: FDS Support Groups meet the needs of participants and help them to cope much more effectively with the challenges of problematic drug use in their family. The average CSQ-8 survey ratings were comparatively very high at 30.31. The qualitative feedback showed that the support groups have a powerful psychosocial impact, and that people find they help to improve well-being and

coping, and being literally a 'life saver' in some instances.

'Bridging the Divide'

Bridging the Divide Project (BTD) has now been running for 6 years. This is a brief overview of the work achieved nationally.

Bridging the Divide Telephone Support

BTD Total calls:
9177 (2014/15), 7162 (2013/14)
an increase from last year of 2015.

The 24 hour information and referral phone service continues to operate providing immediate help and referral to family members and other people concerned about another's drug or alcohol usage. Counselling is offered on demand to families by the Project Officers. Other core information and referral services are offered through the FDS website. Information and support is also offered to agency staff through the BtD agency phone line, which is staffed on rotation by BtD project officers.

The BtD team continues to work closely with a wide range of drug and alcohol, educational and community services agencies to promote awareness about the impacts on families of problematic drug use, family inclusivity and the services that FDS provides to support families. Broadening the scope of the BtD work has been really important in reaching more families as most people with problematic drug use are not in

treatment. Activities focused on the following areas:

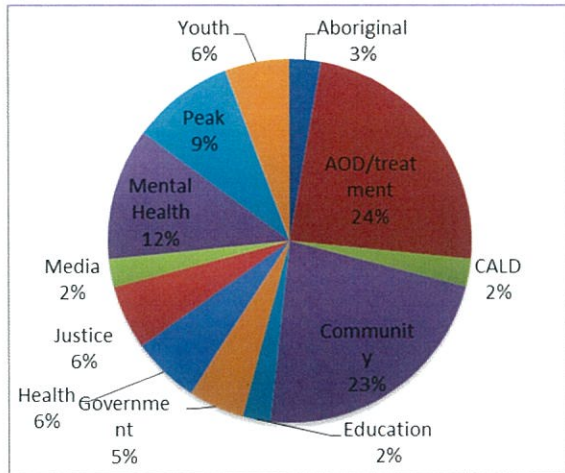
- Working with peak drug and alcohol and community sector bodies (e.g QNADA, CDATs and local inter-agencies) – to broaden the reach of the BTM activities through delivering training and information to a range of member agencies.
- Delivering Stepping Forward to agency staff. This provides a highly accessible format to train AOD and human services workers about the impacts of problematic drug and alcohol use on families and ways of better supporting families.
- Working directly with schools and addressing large number of school students, to challenge and inform students about drug and alcohol issues and the impact they can have on their friends and families. Also, gives students information about how to cope with peer problematic drug use.
- Increasing efforts to work collaboratively with Aboriginal agencies and community organisations.
- Working with police and justice agencies.
- Speaking to local and national media to highlight the issues affecting families.
- Working with particular agencies over a number of months, and providing regular follow up.

Process outcomes

Approximately 435 contacts were made with 290 different agencies/sites, in NSW, Qld, Vic, SA, NT, Tas and ACT. This is a similar number agencies as in 2013/14 suggesting that this is around the capacity for FDS in terms of agency contacts. Visits typically involve delivering Stepping Forward, training staff, meetings with staff, discussing collaboration potentials, and informing agencies of FDS's family support services.

The following chart shows the proportion of visits by agency type. Drug and alcohol services (treatment and general) and community sector services were the services most commonly visited, comprising around half of contacts. Project officers also engaged with mental health, health, youth and justice services, reflecting the many services people with problematic drug use tend to encounter. Peak bodies, politicians and media were also involved, and this is indicative of awareness raising of the problem, and the need for family support, at a more systematic level.

CHART . BTD Agency visits by agency type – July 2014- June 2015.



Areas for further work

The engagement strategy with agencies is working extremely well. The ongoing challenge we have is in collecting and analysing the data generated by the large number of contacts.

Strategy : Meeting the needs of Aboriginal families.

The FDS Queensland Project Officer has been making connections with Indigenous services, for delivery of our Stepping Forward program and our “Engaging with Families” workshop for the Tweed Valley, Cairns and Mossman areas in NSW/Queensland. He works with the Indigenous Liaison Officer for the Tweed Area Police, in trying to establish culturally relevant family support groups and information sessions. He has had requests to work with indigenous communities in Far North Qld and Central Qld. Other project officers have also worked closely with Aboriginal groups, including Grandparents and carer groups. In addition, expanding service delivery to regional and rural areas mean that

engagement with Aboriginal families and organisations continues to increase.

Strategy: Expanding FDS services to regional and rural areas

This year the project officers have worked very hard to establish connections in areas outside the major cities, including regional and rural Queensland and NSW, and have been working with local agencies and networks (for example regional ‘Ice Forums’). Whenever they visit these areas they receive a huge amount of interest, particularly as rural areas are some of the worst hit by ‘ice’. However, as Project Officers are working at close to capacity, we are planning the development of online and DVD resources to help families in these areas.

South Australia

During the year in review 2 x (Part time) FDS staff members in South Australia distributed FDS resources widely, visited various agencies as well as participated in regular meetings and appropriate joint marketing activities.

They also ran: Stepping forwards information sessions, 3 x Stepping Stones courses, 3 x Regular fortnightly support groups which were very well attended, with a total of 1175 attendees. This is an increase in attendance from the previous year of 183 people.



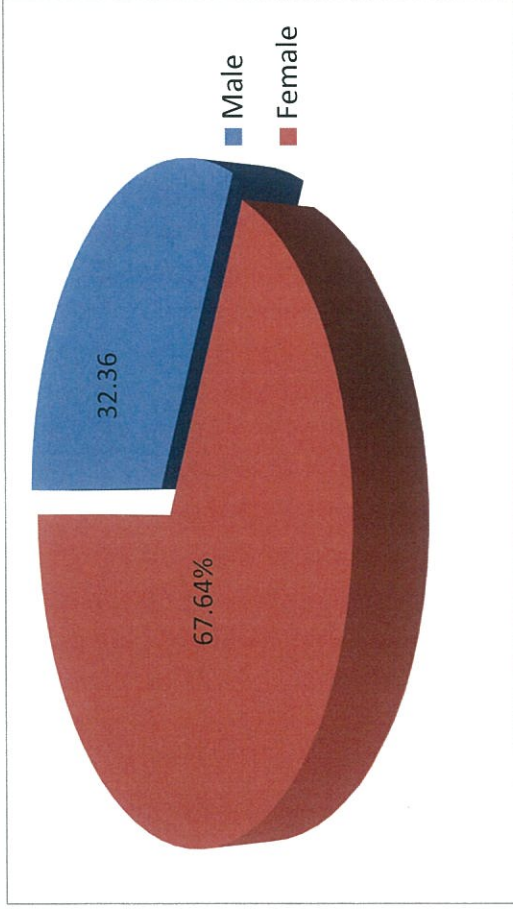
TELEPHONE LINE STATISTICS

TOTAL CALLS TO NATIONAL LINE 1999-2015

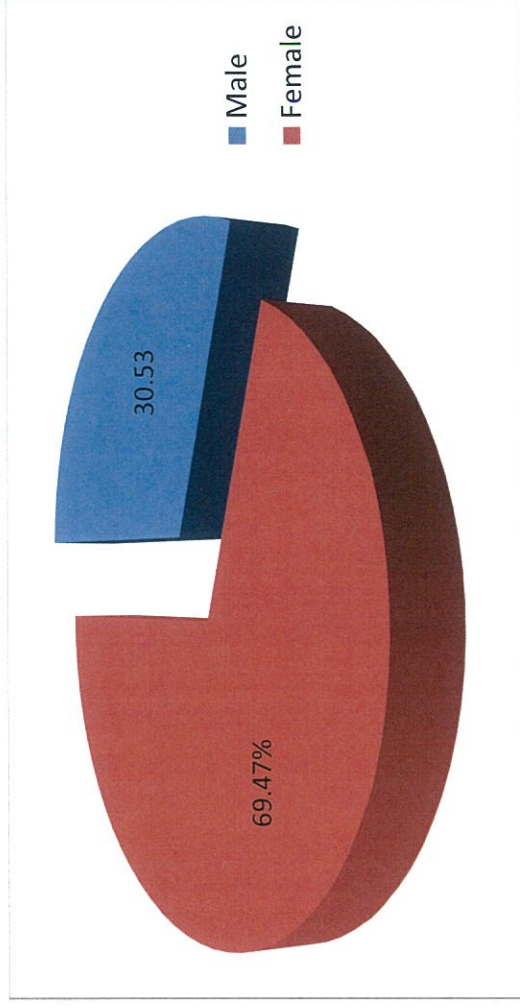


Gender of Caller to Line%

2014

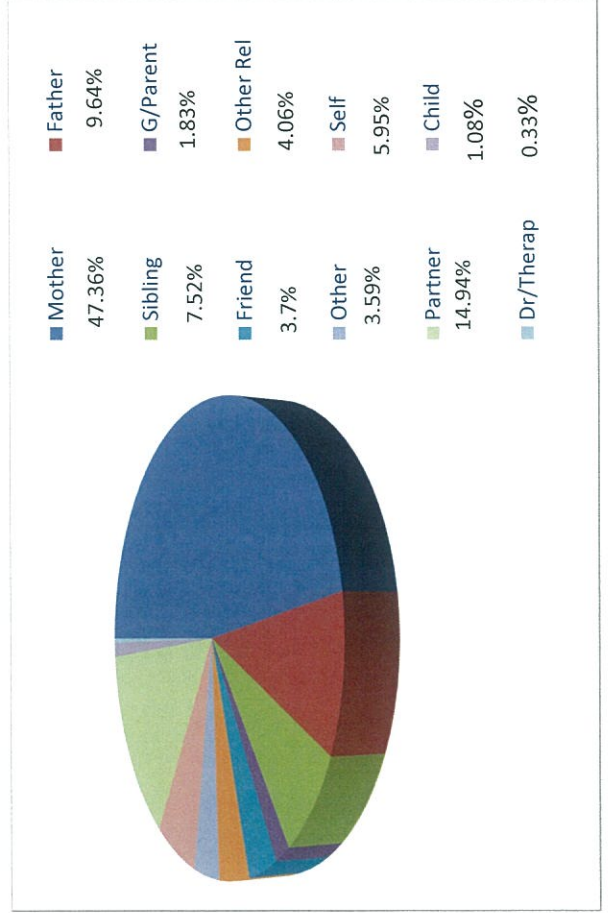


2015

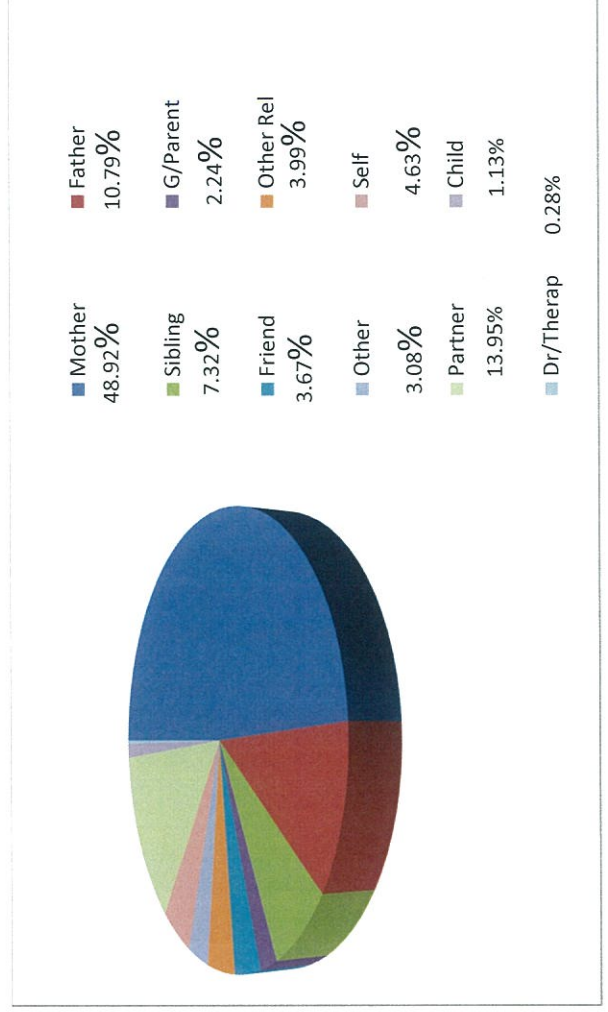


Relationship to Drug User %

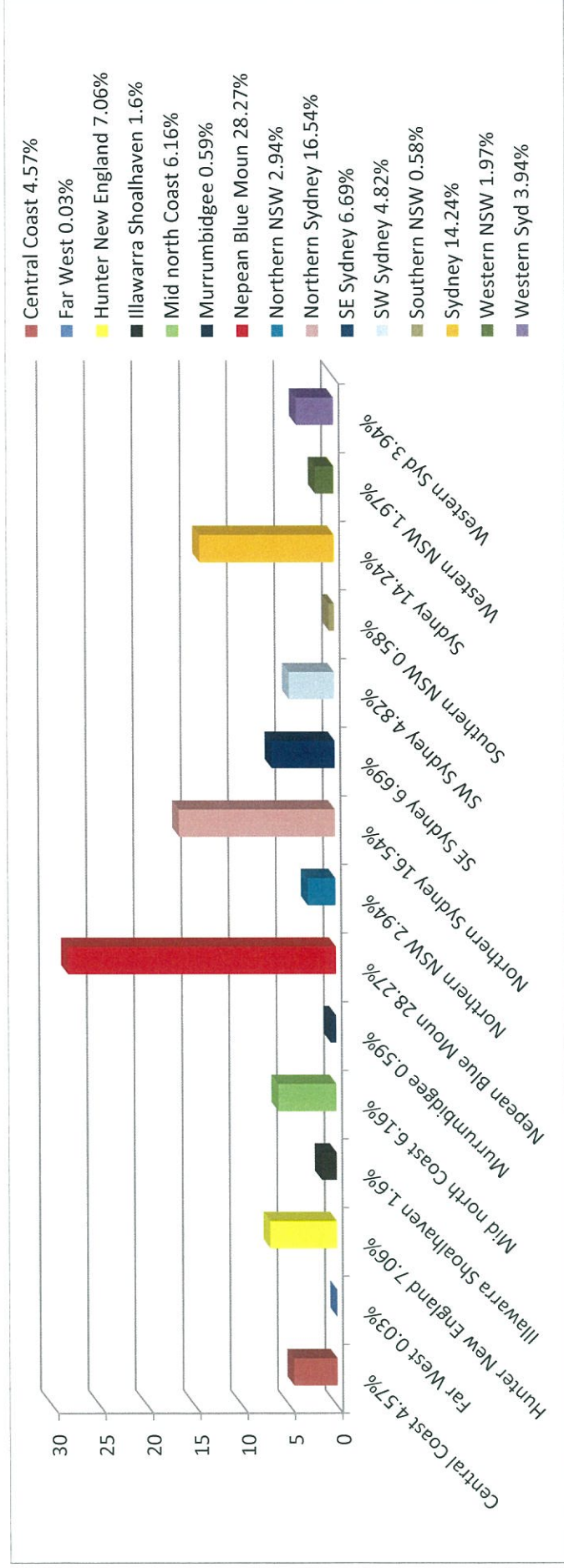
2014



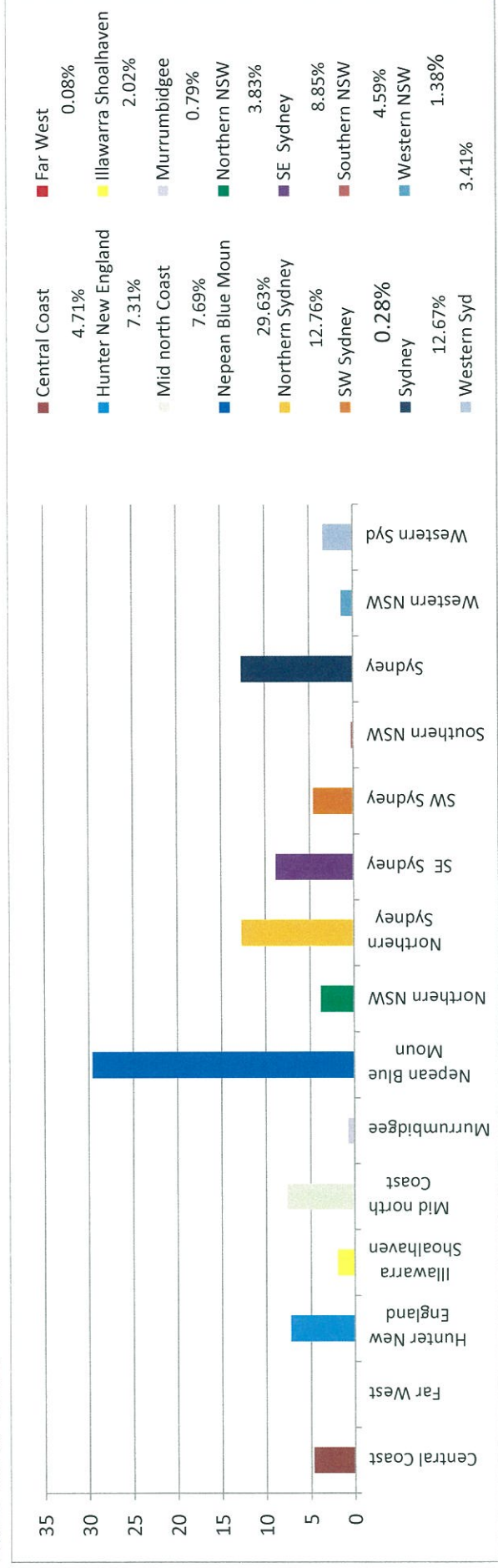
2015



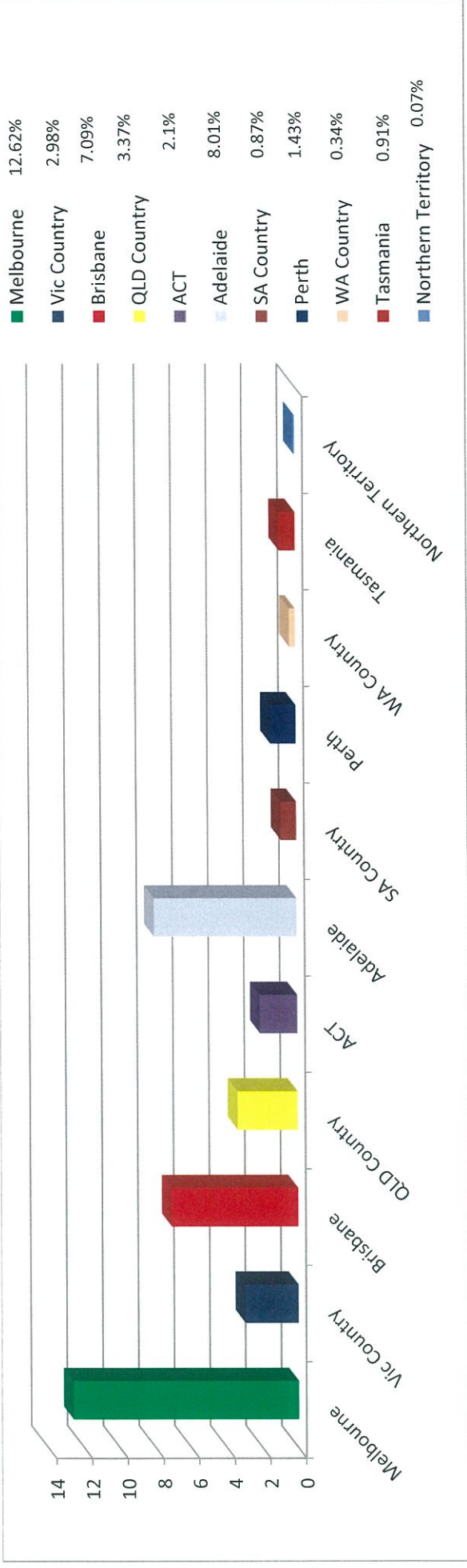
2014 NSW ONLY



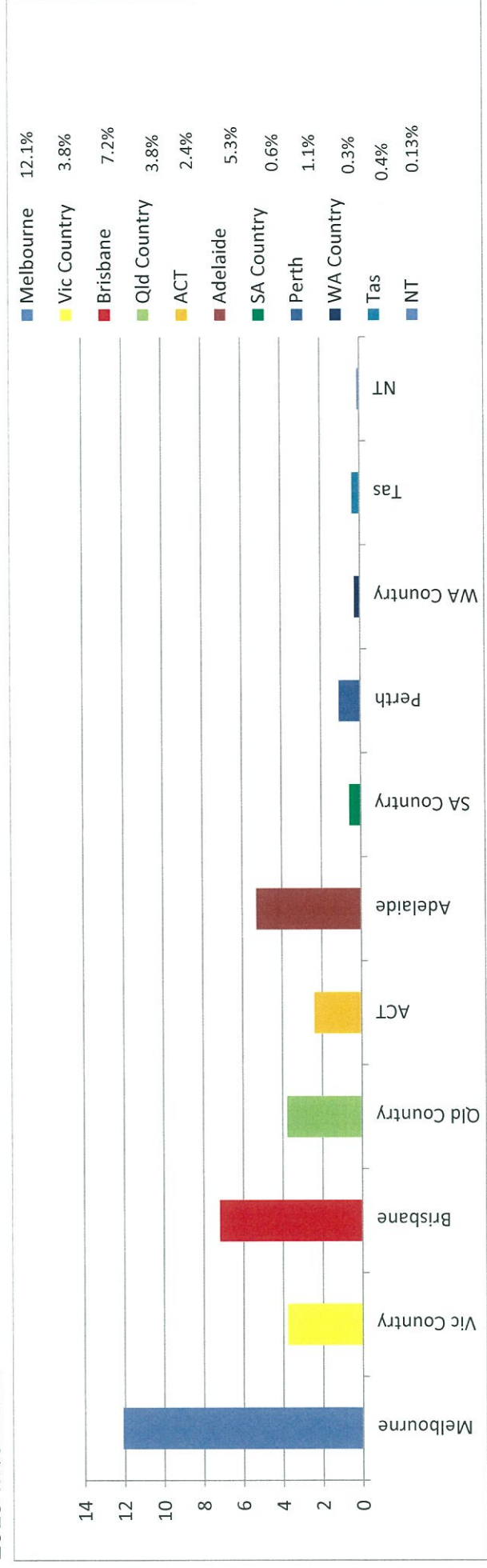
2015 NSW ONLY



2014 Interstate

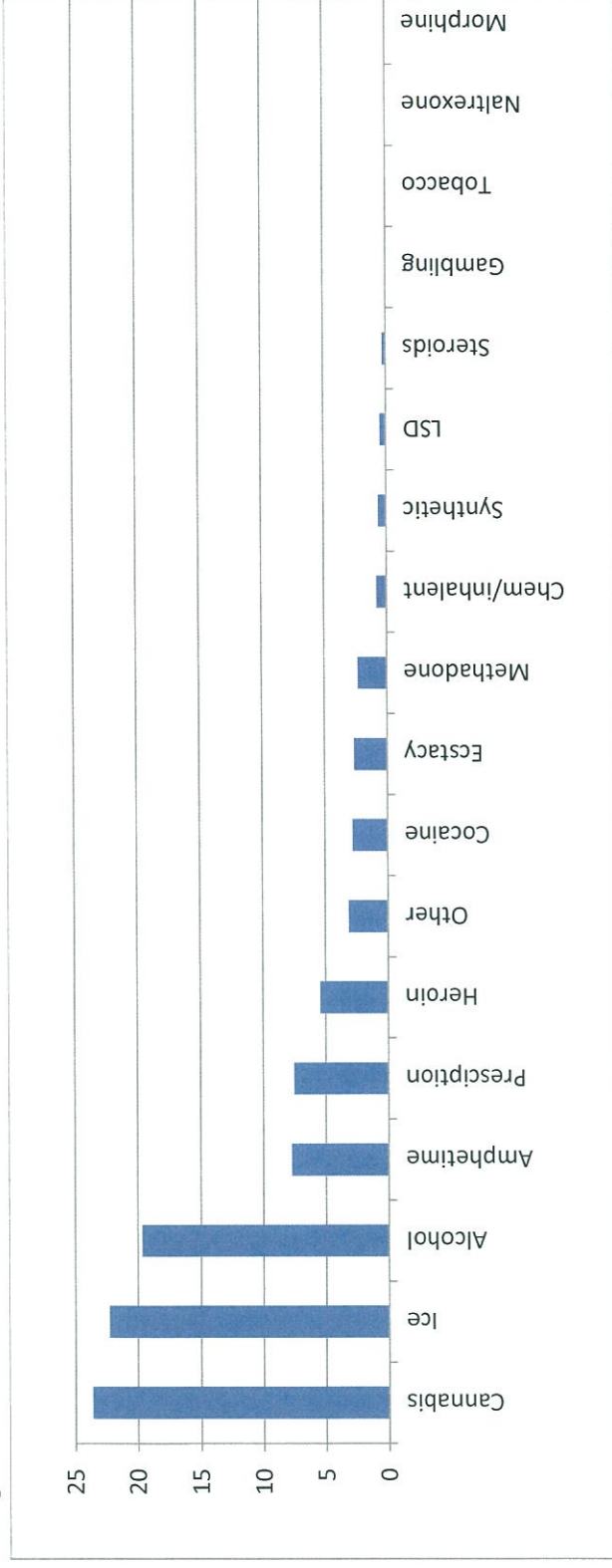


2015 Interstate



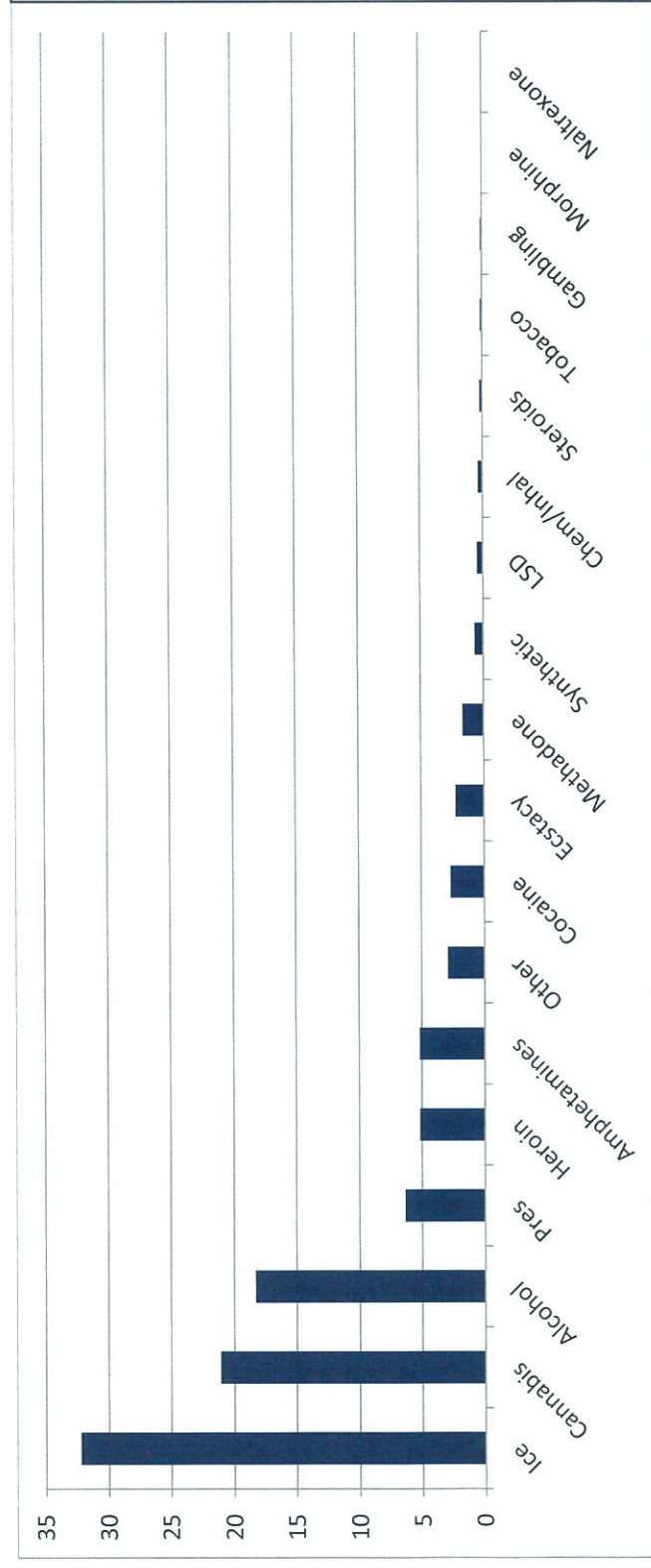
2014

Drugs Used%



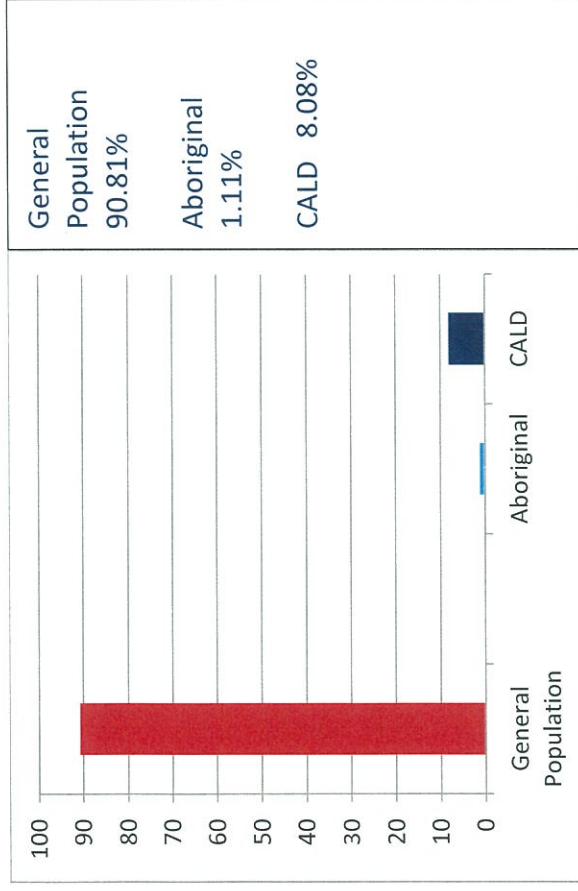
2015

Drugs Used%

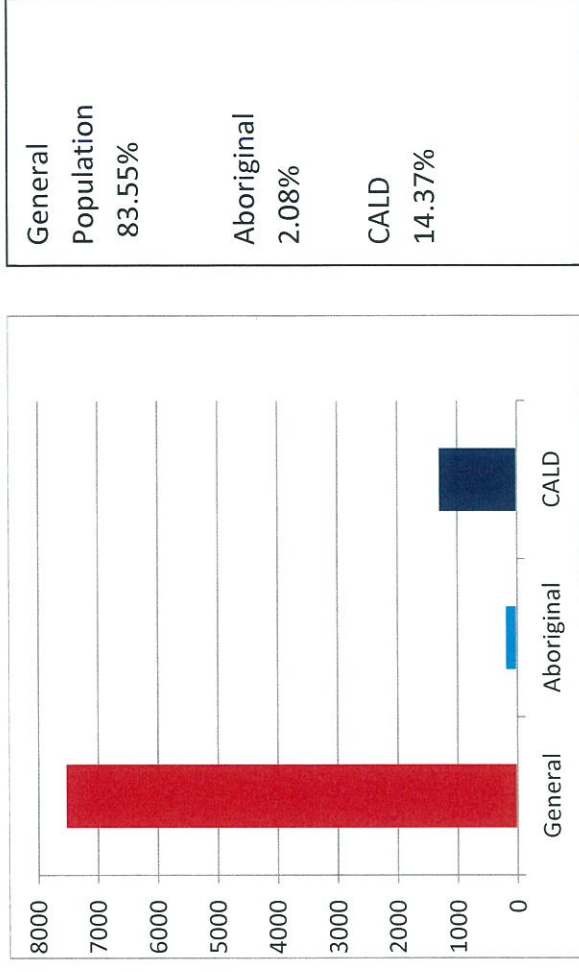


Country of Birth of Caller

2014



2015



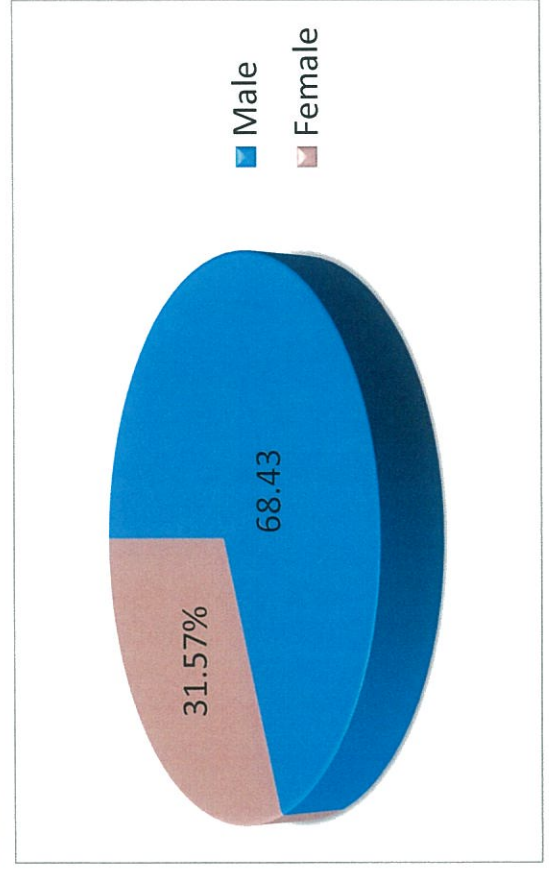
General Population
83.55%

Aboriginal
2.08%

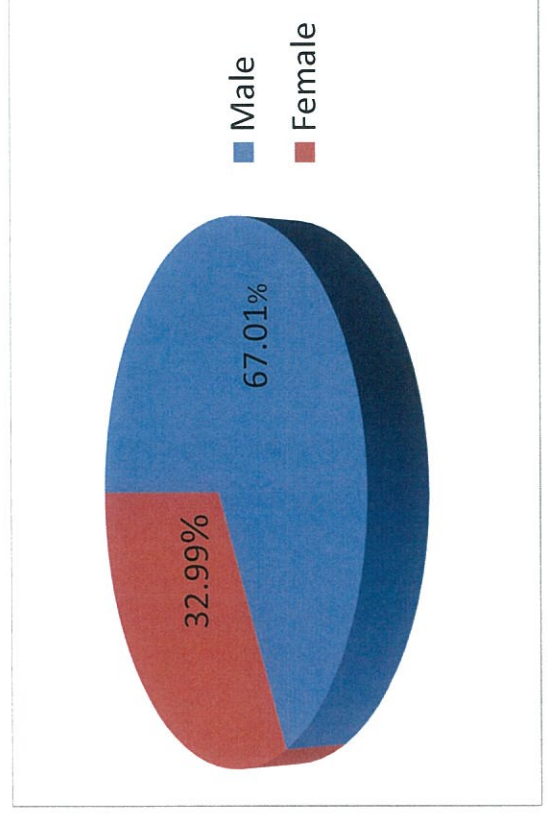
CALD
14.37%

Gender of Drug User %

2014

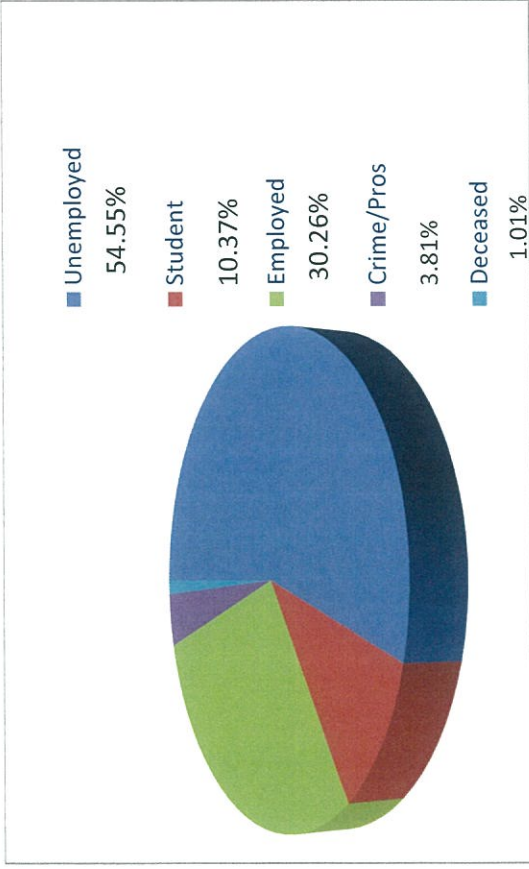


2015

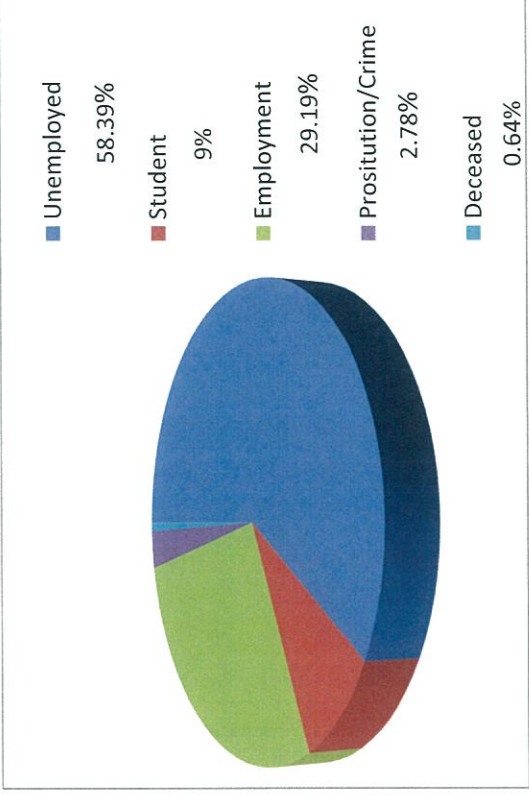


Employment Status drug User%

2014

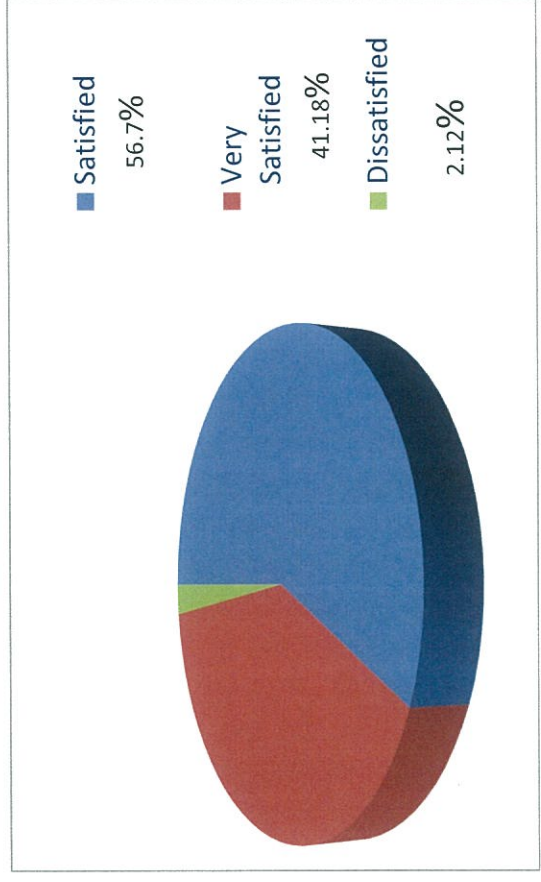


2015



Caller Satisfaction %

2014



2015

