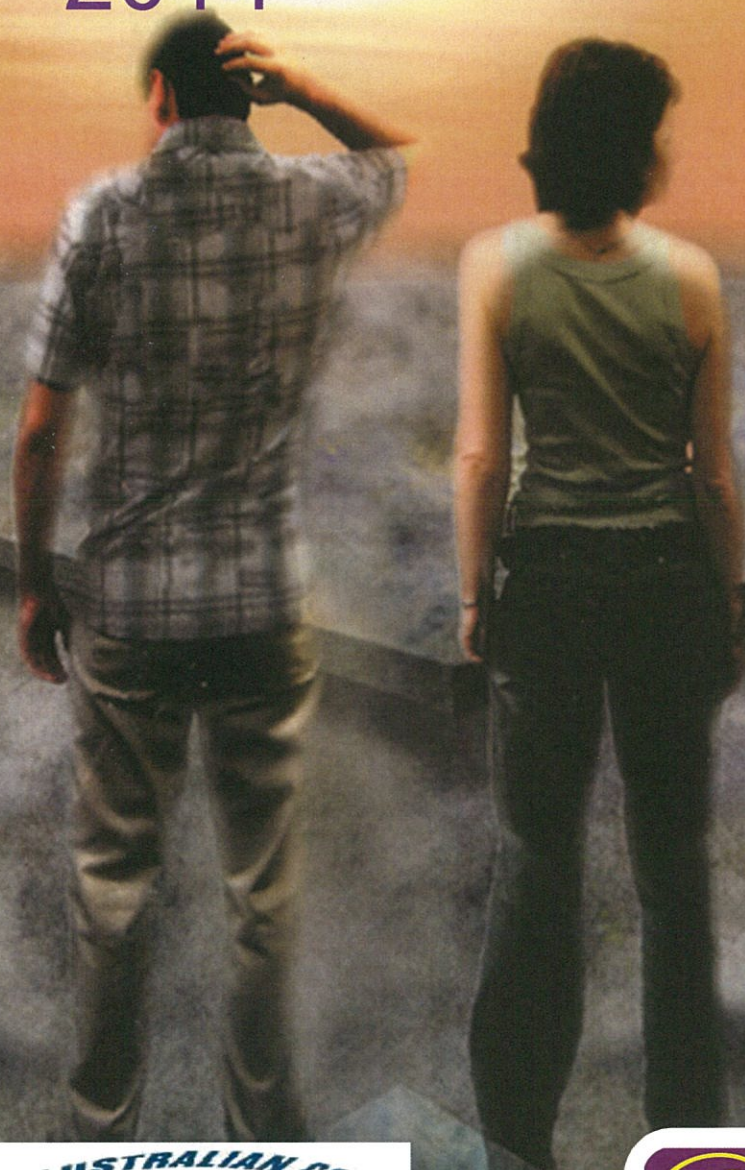
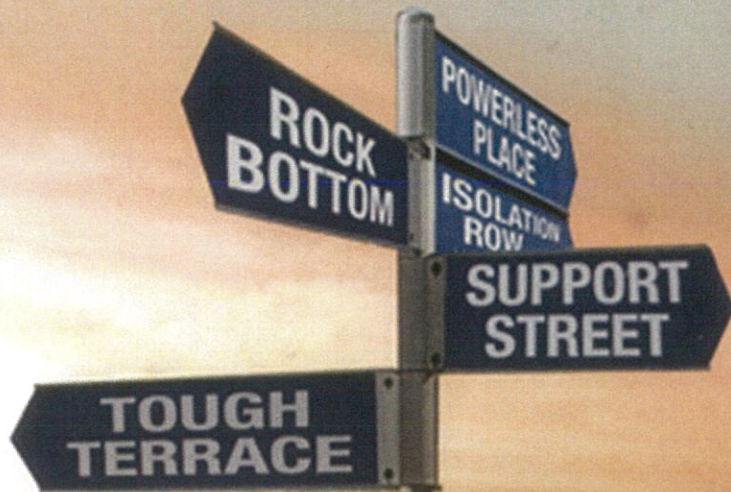


Family Drug Support Annual Report 2014



who are we

Patron:

Her Excellency Professor Marie Bashir AC
Governor of NSW

The Board:

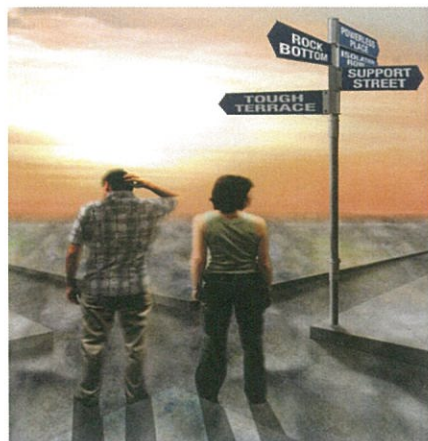
Chair: John Della Bosca
Deputy Chair: Robert Lorsch
Treasurer: Anne Carroll
Secretary: Ros Cluning
Members: Bill Campos
Beth Connelly
Brian Francis
Imogen Yang

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 2014

Kath Ashton – OAM, South Australia Manager

Sheryl Chandler – South Australia Family
Worker

Theo Chang – Stepping Stones Project Manager

Julie Clark – Bridging the Divide Project Officer - NSW

Louise Hughes – Accounts/Payroll

Sandra Lines - Volunteer Telephone Manager

Michael Miller–Bridging the Divide Project Officer VIC

Emma Nixon - Development Manager

Dom Shelley–Bridging the Divide 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 Lorsch

Pam Lorsch

Dr Hilary Lunzer

Maureen Marriage

Linda Millard

Pam Morris

Graham Morrill

Fay Morrill

Ann Symonds

Evan Thomas (dec.)

Debbie Warner

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 2013-July 2014

Forums & Conferences

- APSAD Conference –Brisbane
- NADA Community (re)Integration Forum x 2
- St George Drug & Alcohol service x 2
- Winter School in The Sun – Brisbane
- Launch “Walking the tightrope brochure” – Sydney, Melbourne, Adelaide
- Dubbo Grandparents Group
- ADIS In service
- St Vincents - In service
- Kirketon Road Centre - In service
- WOW Conference Brisbane
- ATDC Conference Hobart
- James Pitts – 30th Anniversary event
- Ian Potter event

Schools + Universities

- Macquarie University
- Santa Sabina College – Strathfield – 8 sessions
- UTS – Sydney
- Westfield Sports High Fairfield x 20 sessions

Other Activities

- Sydney Annual Remembrance Ceremonies – Ashfield
Kings Cross
- Volunteers Christmas Party

Training

- Volunteer Residential Weekend – Mulgoa
- Motivational Interviewing – Sydney, Adelaide
- Support Group facilitation training - Sydney

Volunteer Training

- Adelaide – South Australia
- Melbourne - Victoria
- Sydney x 4
- Brisbane

Committees

- ADCA Families Working Group (Chair)
- ADCA Illicit Drugs Working Group
- Australia 21 Committee
- Canterbury CDAT
- Kings Cross Memorial Tree Committee
- Member NGO Coalition on protecting children
- NADA – Families
- National Co-Morbidity Guidelines Committee
- Of Substance Editorial Committee
- Port Macquarie CDAT
- Older Peoples group on Drugs

Other Highlights

- ACHS Accreditation
- Strategic Planning – ongoing
- FebFast partner
- McCann Healthcare partnership

Directors' attendance at Board Meetings

John Della Bosca	5/5
Robert Lorsch	4/5
Imogen Yang	3/5
Les Macdonald	0/2 *resigned
Evan Thomas	0/1 *resigned
Chris Koletti	0/3 *resigned
Beth Connelly	4/5
Anne Carroll	3/4
Ros Cluning	3/5
Bill Campos	5/5
Brian Francis	1/2

Support Groups have been held in the following locations:

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

Publications

FDS Insight is distributed bi-monthly to approximately 2000 families. A 'Guide to Coping' is distributed to interested family members. Publication 'Not My Family, Never My Child' was distributed to 200 interested people.

Websites

Website: www.fds.org.au

Our Main Core Activity – The Telephone Support Line

Total calls:	30,151
Lost calls:	4,703

Website Hits – FDS

Unique Visits	Page Views
52,288	107,868

FDS wishes to thank the following for their funding support:

- Australian Government – Department of Health and Ageing
- Blue Mountains Council
- Club Coffs on West High
- Coffs Harbour Council
- Drug and Alcohol Services Council – South Australia
- FebFast
- NSW Government Department of Health
- Reckitt Benkiser
- Port Panthers club
- Port City bowling club
- Mid North Coast Local health district
- Mid North Coast carer's respite
- Mid North Coast community care option
- Byron Bay services club
- City of Greater Bendigo

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.

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

Stepping Stones 2013/14

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 2014, SS has been delivered 132 times servicing 1,300+ participants. Into its 13th 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.

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 11 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.

Research, publication and ethics approval

The publication of data collected through Stepping Stones is a priority for FDS. Publication will increase FDS' profile and credentials both nationally and globally. The statistics gathered have been validated as being relevant through SPSS.

In October 2012, the National Drug and Alcohol Research Centre (NDARC), part of the University of NSW (UNSW) gave Ethics Approval to FDS to begin collecting data from the questionnaire for publication. The collection of publication of data collected through Stepping Stones remains a priority for FDS. The project was officially started in October 2012 with a steering committee comprised of FDS, National Drug and Alcohol research centre UNSW, and Argyle Research and Training. The data collection is almost complete and findings and publication will take place in the new financial year.

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 13 years ago when it was first delivered. The publication of research data will help to increase FDS' profile and credentials.

It will also add further validation to the efficacy of the program. It is anticipated that the course will be delivered with more frequency and nationwide coverage. The future looks solid for Stepping Stones.

Participation

In 2013/14, 13 Stepping Stones courses were conducted with a total of 143 participants.

Stepping Stones (2013/2014) locations and participant numbers

Location	Group numbers	Participant numbers
Sydney	3	33
Melbourne	2	24
Adelaide	2	21
Brisbane	1	6
Gold Coast	1	10
Byron Bay	1	16
NSW Central coast	1	13
Coffs Harbour	1	6
Port Macquarie	1	7
TOTALS	13	136

Bridging the Divide

A workshop was held in August 2011 where a gap was identified in the delivery of information and support to families with alcohol and drug users in treatment. It was identified that not all families can attend Stepping Stones 27 hour format and some people will simply not attend groups.

What was needed was a simpler way of delivering alcohol and drug support and information. As a result Stepping Forward emerged.

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.

Over 138 sessions of Stepping Forward have been run in the Sydney area as well as Northern NSW, Regional NSW, Brisbane metropolitan area, Adelaide, Victoria, South Australia, Western Australia and Regional Queensland.

This averages at around 11 sessions a month, a large increase on 2012/13 where a total of 75 sessions were held at an average of 6 a month.

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 and Queensland. This financial year saw the

start of delivery in Victoria with sessions planned in the NT, 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.

The implementation of a systemic data entering system and data base, this quarter, will also assist with data recording on Stepping Forward.

Support Groups Review – 2013/14 Introduction

FDS runs support groups across the east coast of Australia. These groups are usually run on a weekly or fortnightly basis by trained facilitators.

The main sources of referrals to the support groups are through:

- The FDS telephone support line
- The FDS's Stepping Stones (SS) program
- FDS's Bridging the Divide Program / via treatment services.

Support Group Attendance Data

In 2013/14, 3060 people attended family support groups at 17 locations. The locations and total number of participants in each group is shown in the next table.

Support Group attendance by group

Location	2013/14	2012/13
Sydney		
Ashfield	346	260
Chatswood	-	32
Parramatta	55	49
NSW Regional		
Byron Bay	-	40
Charlestown	17	70
Coffs Harbour	74	79
Kincumber	152	115
Narrabeen	210	39
Port Macquarie	61	40
Victoria		
Bendigo	158	170
Geelong	355	361
Glen Waverley	386	146
Ferntree Gully (new)	24	-
Hawthorn (new)	66	-
South Australia		
Hallet Cove	309	319
Leabrook	424	399
Woodville Park	259	129
Queensland		
Carseldine	66	16
Nerang	98	86
TOTALS	3060	2350

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.

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 5 years. This is a brief overview of the work achieved nationally.

Bridging the Divide Telephone Support

Total calls: 7162

South Australia

During the year in review 2 x 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: 4 x Stepping forwards information sessions, 1 x Stepping Stones course, 3 x Regular fortnightly support groups which were very well attended, with a total of 992 attendees.

Victoria

In Victoria, Drug and Alcohol services and Mental Health Services recognise that FDS is a great knowledge base and provider of courses and support groups.

Many presentations were held during the year, including Stepping Stones and Stepping Forwards presentations. We now have support groups in Victoria on an on-going basis.

Services staff are also utilising our BTD line and referring family members to our courses and advising these families of our support line has greatly increased and will continue to do so due to the model of delivery we provide.

Tasmania

Our Project officer attended the ATDC bi-annual conference held in May as a delegate and speaker. This proved to bring rewards for Family Drug Support and Tasmanian AOD services.

They also attended the ATDC regional forums held in February in Hobart Burnie and Launceston.

The flow on from both attending the ATDC regional meetings and with presenting at the ATDC Bi-Annual conference the outcome has and will be rewarding. At the ATDC conference FDS presented at one of the conference sessions with Tony Trimmingham this was received well and has been the catalyst in gaining greater awareness of our services. This has been satisfying with FDS being accepted as being the knowledge base for AOD services in communicating with families and as such our programs over the 14/15 year will be rolled out with volunteer training and support group facilitation training being negotiated with all major services in the Tasmanian AOD sector.

New South Wales Sydney Metro

Consolidation and expansion of services:

The first half of the year included revisiting services and establishing contact with over 100 new services in Penrith, Katoomba, Orange, North & West Sydney, Central and Mid to North coast by attending Interagency Meetings, presenting In – services and delivering training and support for staff. The second half of the year included revisiting services and introducing FDS services to another 50+ new organisations in North Sydney, Far West, Central Coast, Hunter New

England areas, Woolongong and Inner Sydney.

This expansion of services has generated 10 new MOU's and partnerships which include Headspace Gosford & Chatswood, Carers Assist Newcastle, Greenwich Northside Clinic, St. John of God Burwood Hospital, Central Coast Family Support Services, Port Stephens Family Services, Newcastle Mental Health Substance Misuse Service, BMDARS Dianella Cottage and Toronto Private Hospital Mental Health Drug & Alcohol Detox Unit.

The level of service and support given to agencies has enabled them to engage and work more effectively with families on an ongoing basis by improving their Family Rating from L1 to L2/3.

In addition, by working with the immediate needs of the families of drug users in one to one and telephone counselling sessions over the year, FDS has improved the level of service and support to families by increasing membership to Support Groups, Stepping Forwards and Stepping Stones Courses. For example, after a telephone counselling session and attending Stepping Forwards and Stepping Stones, two family members from a large extended family said they had changed the way they communicated with their family, which for years had involved everyone including the drug user, resulting in conflict and confusion. They now felt more relaxed and had a more peaceful atmosphere in their home.

Target groups with particular needs: CALD, Indigenous and Grandparents.

Following Bridging the Divide presentations, new partnerships and planning for Stepping Forward Programs in the New Year, were generated. This will involve developing particular strategies and drawing on Cultural Awareness Training to work with these families who face extra challenges.

Stepping Forward Programs.

A total of 53 Stepping Forward sessions were held over the year as a result of the considerable expansion of services in the Hunter New England, Central Coast, North West and North Sydney areas. This generated 2 successful Stepping Stones Programs at Willoughby with 2 more planned in the next financial year for Newcastle and Gosford. Stepping Forwards has been referred to as being extremely valuable and comprehensive for families and other professionals. It has also been a referral pathway for families who 'want to know more' and consequently have attended the Stepping Stones Programs.

Western Australia

Tony Trimmingham provided training with Palmerston staff and new Stepping Forward and Stepping Stones Courses will be offered regularly and in the next financial year we will expand activities in WA.

NSW Central Coast

BTD project has continued to maintain and build further rapport by working collaboratively on an ongoing basis with government and non government services located on the central Coast and Hunter regions. We also continue to deliver and maintain our services in Sydney and Wollongong.

Central /Mid to North Coast of NSW

FDS' presence in this region is into its 10th year. In the past decade, relationships with AOD services and agencies have matured with working relationships resulting in bi-lateral referrals.

AOD services and agencies are now comfortable with the level of services to families through FDS services. In addition to providing family members with FDS' details and brochures, AOD services/agencies are asking permission for FDS representatives to call family members. This increased level of co-operation has resulted in more contact with families as they access the 24hr support line, Support Groups and Stepping Stones courses.

QUEENSLAND

Since the end of the last financial year, our Project officer has been able to expand and further develop FDS from Byron Bay, north to Cairns, and west to places such as Mt Isa, Warwick and

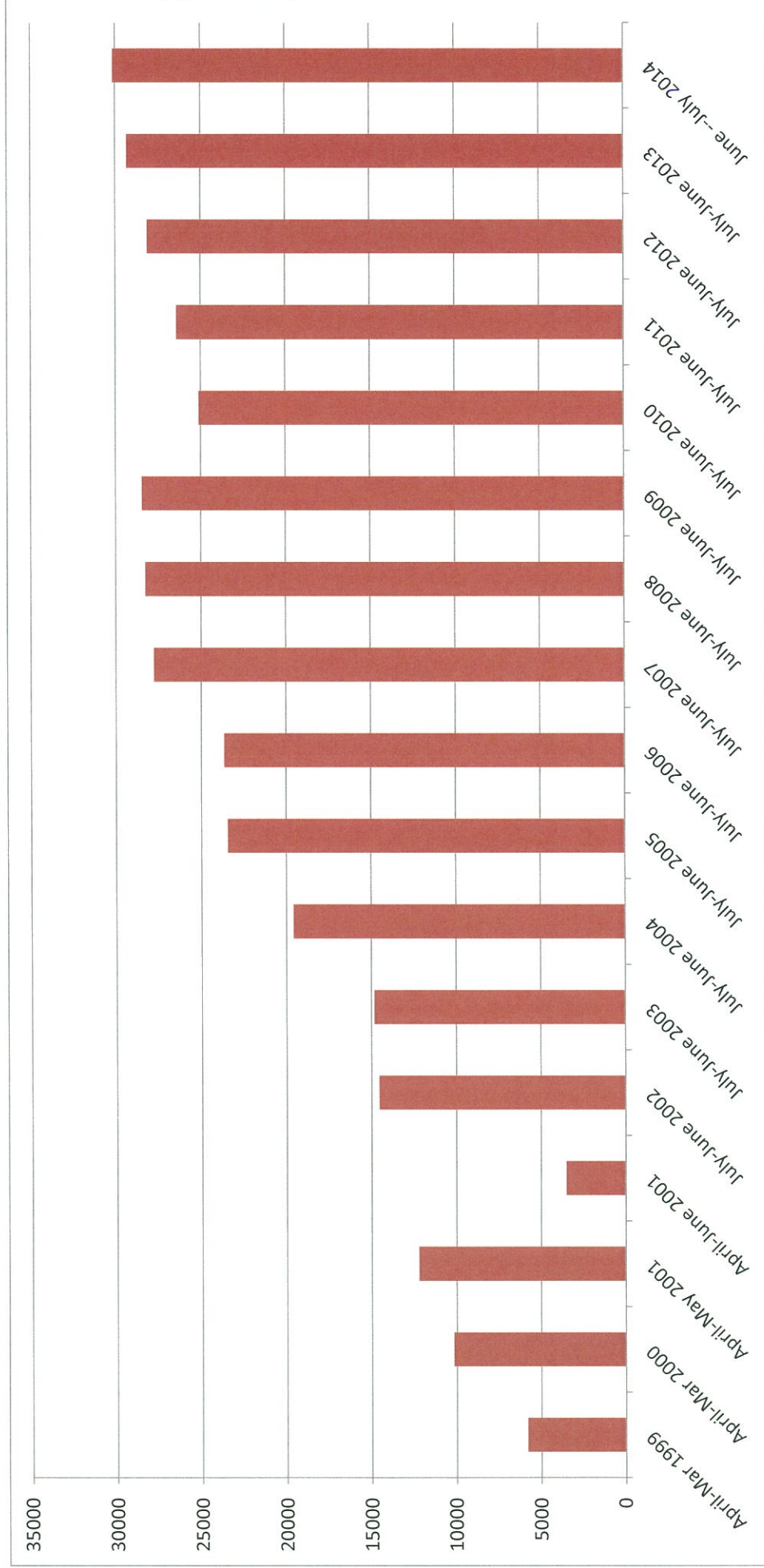
Emerald. We have also increased our services into Darwin.

In this time, more services have established partnership agreements with FDS. This has seen an increase in BTD workshops for service staff, the presentation of Stepping Forward sessions in continuous cycles and more families accessing FDS services. There has also been a Stepping Stones program delivered in Carseldine in Brisbane's north and on the Gold Coast, with more planned for the Brisbane, Gold Coast and Sydney areas. Services we have worked with are frequently referring family members to our 24 hour support line, and this in turn helps to feed those families into Stepping Forward and Stepping Stones. We have been able to present numerous Stepping Forwards sessions throughout Queensland to date and continue to do workshops on Family Inclusive Practice for service staff, and gain new partnerships and MOU's. The large area of Queensland is a huge region for one Project Officer to cover. He has managed to cover the diverse territory very well.



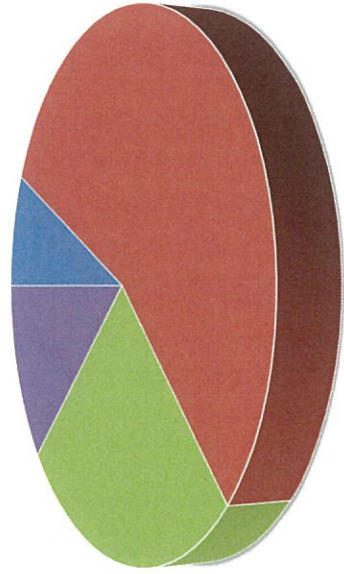
TELEPHONE LINE STATISTICS

TOTAL CALLS TO LINE 1999 – 2014



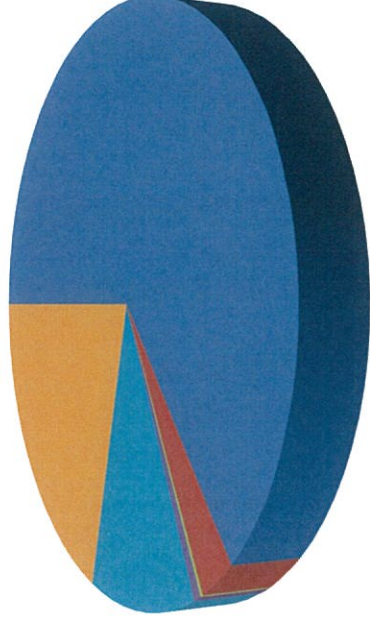
Time of Calls to Line

Mid-9am	2217
9am-2pm	16559
2pm-6pm	7798
6pm-mid	3577



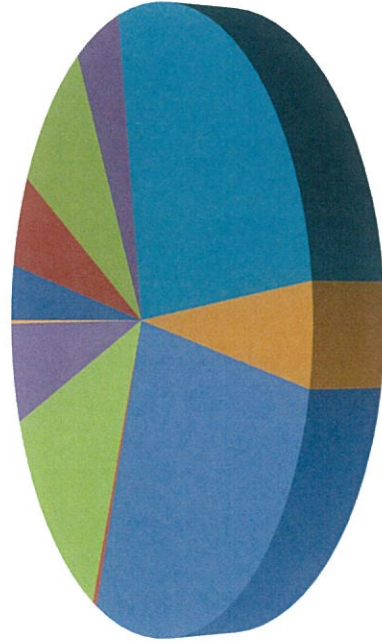
Type of Calls

Info	19188
Hangup	961
Nuisance	70
Wrong No	204
Missed Calls	3468
Support	6260



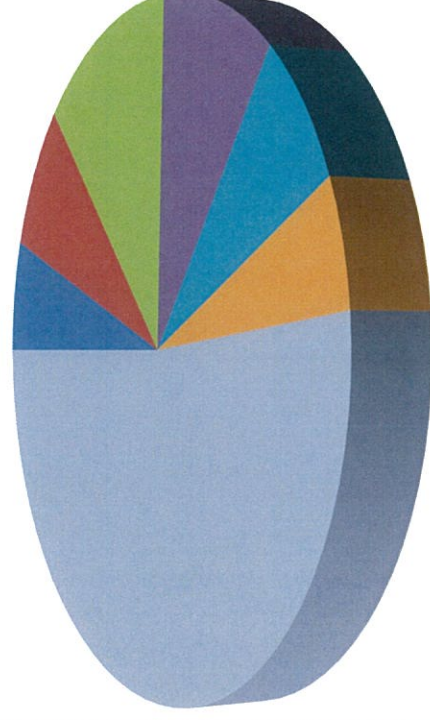
Referrals %

Media	3.19%
ADIS	5.22%
D&A	9.07%
FDS Mem	5.02%
Prev Caller	25.78%
Fr/Rel	4.73%
P/Book	27.2%
FDS Brochure	0.44%
Web	13.4%
Other	5.75%
GVT Info	0.00%
Parent Line	0.2%

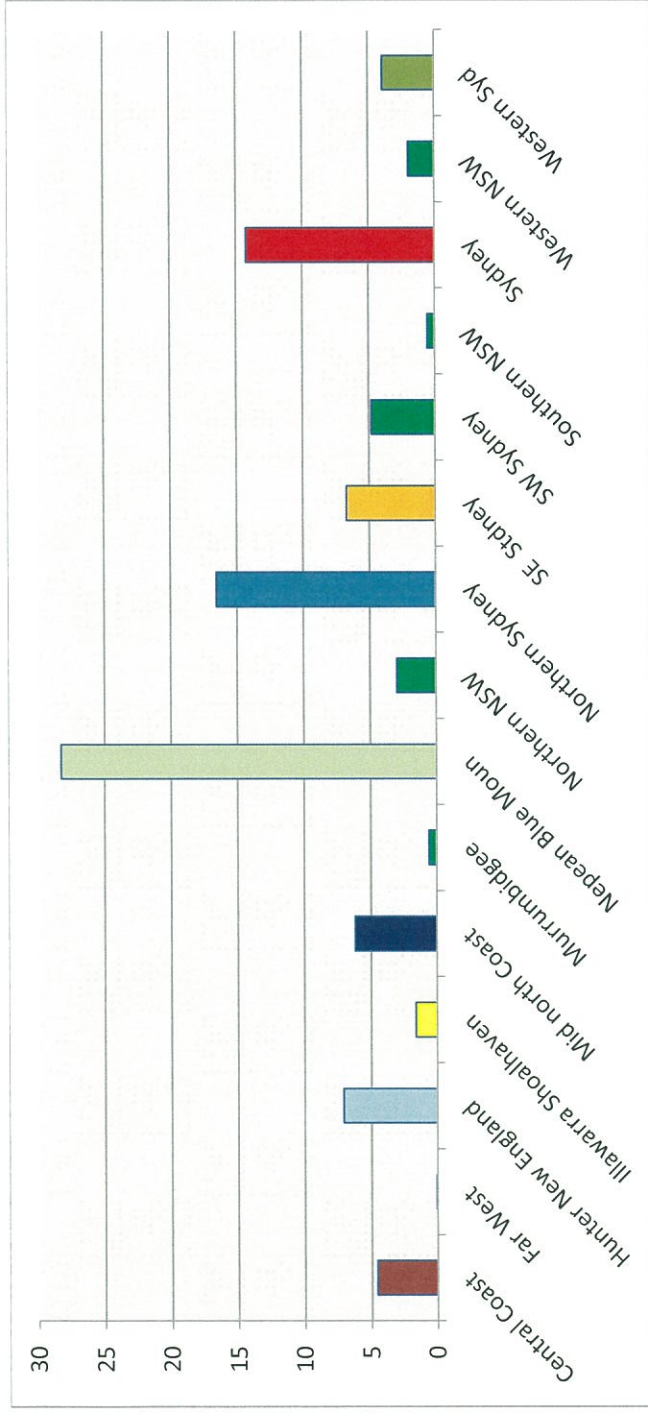


Length of drug use %

0-6 mths	5.6%
6-12 mths	7.49%
1-2 y	12.58%
2-3 y	9.98%
3-4y	7.34%
4-5y	5.47%
5 years +	51.54%

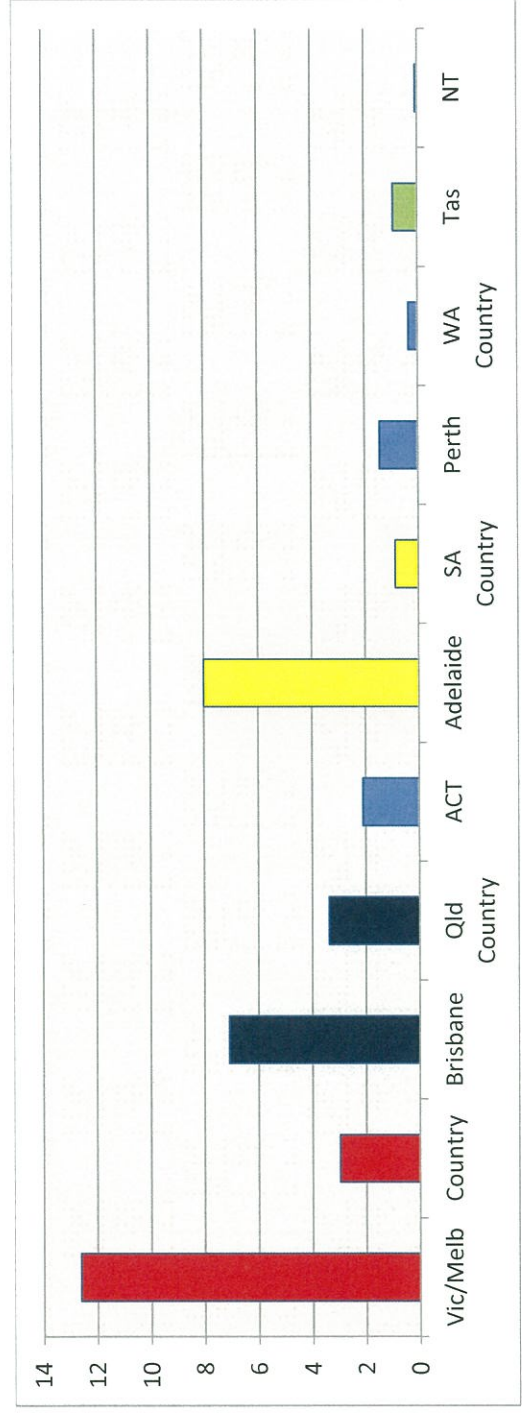


NSW Calls%



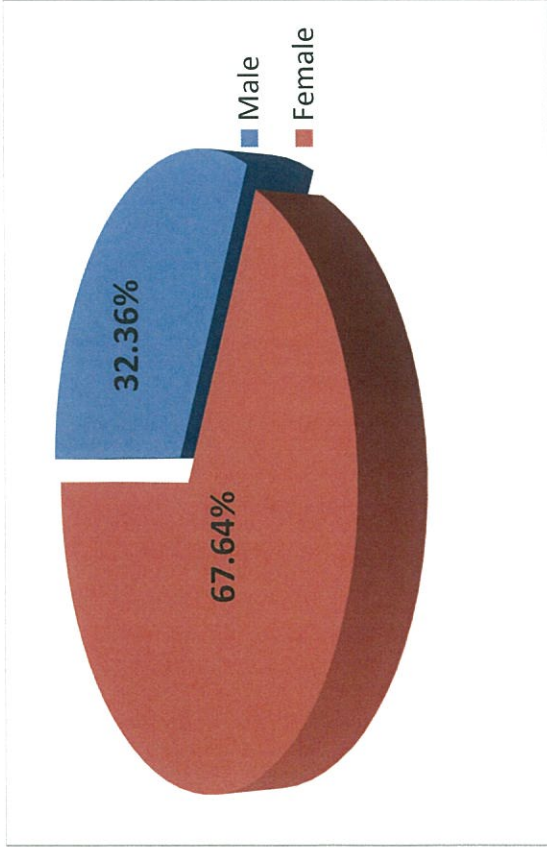
Central Coast	4.57%
Far West	0.03%
Hunter New England	7.06%
Illawarra Shoalhaven	1.6%
Mid North Coast	6.16%
Murrumbidgee	0.59%
Nepean Blue Mountains	28.27%
Northern NSW	2.94%
Northern Sydney	16.54%
SE Sydney	6.69%
SW Sydney	4.82%
Southern NSW	0.58%
Sydney	14.24%
Western NSW	1.97%
Western Sydney	3.94%

Interstate Calls %

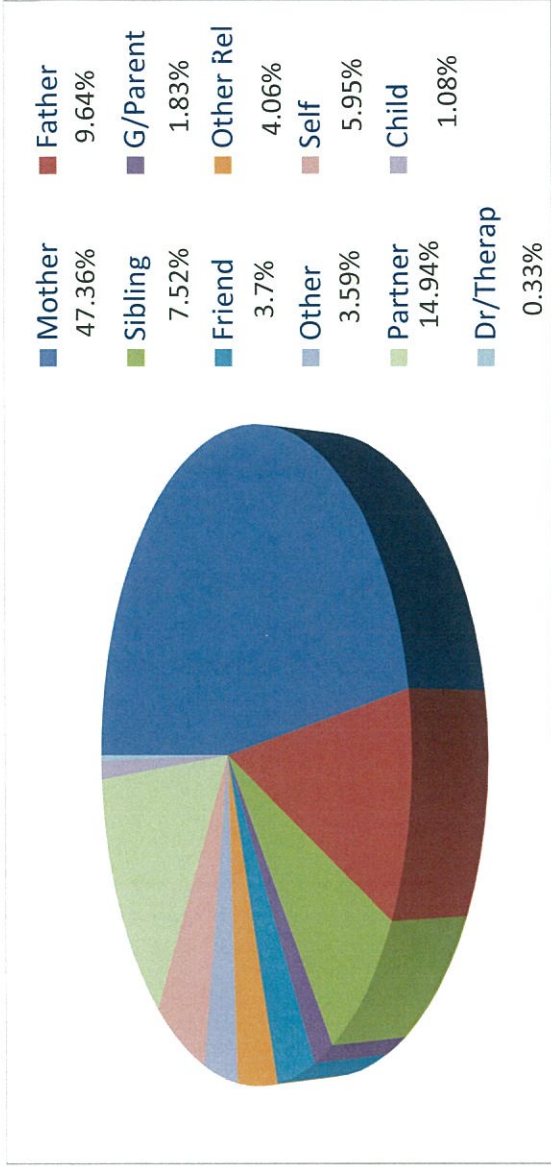


Vic/Melb Country	12.62%
Country	2.98%
Brisbane	7.09%
Qld Country	3.37%
ACT	2.1%
Adelaide	8.01%
SA Country	0.87%
Perth	1.43%
WA Country	0.34%
Tasmania	0.91%
Northern Territory	0.07%

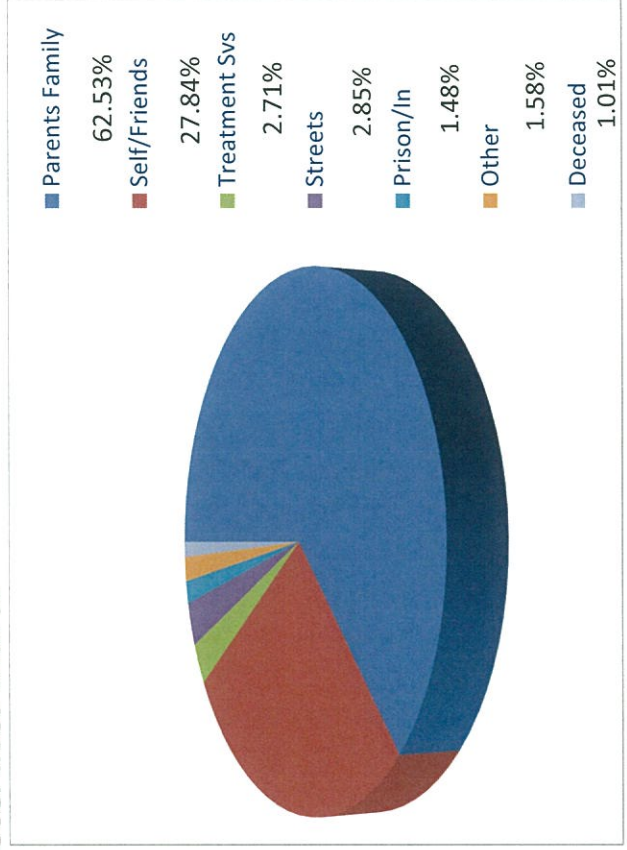
Gender of caller to the line %



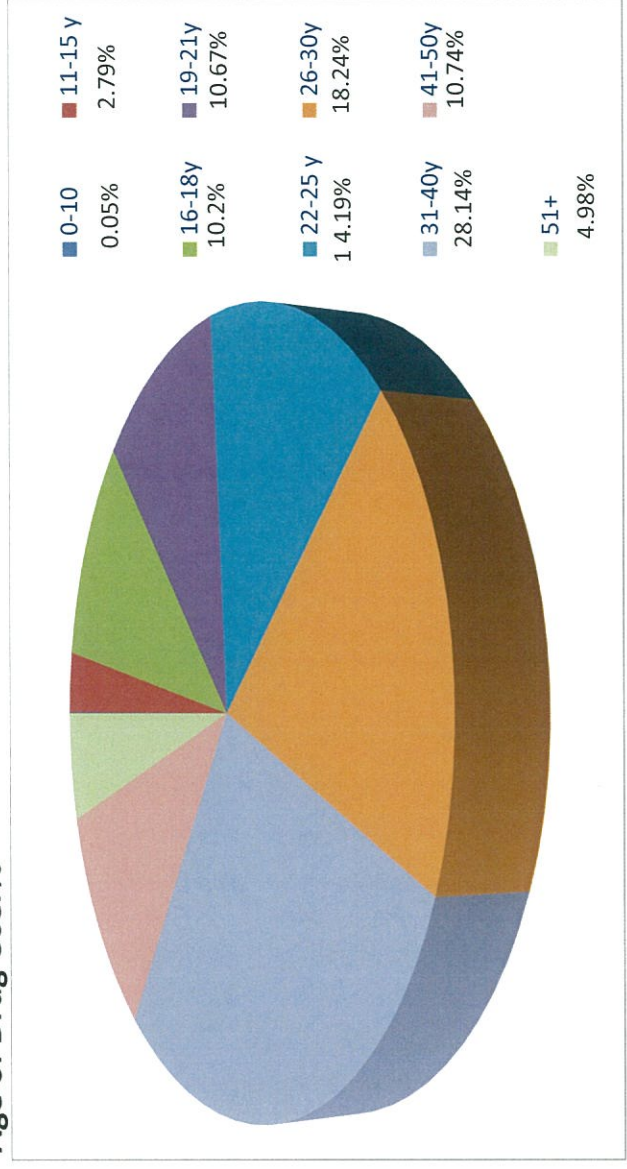
Relationship to Drug User %



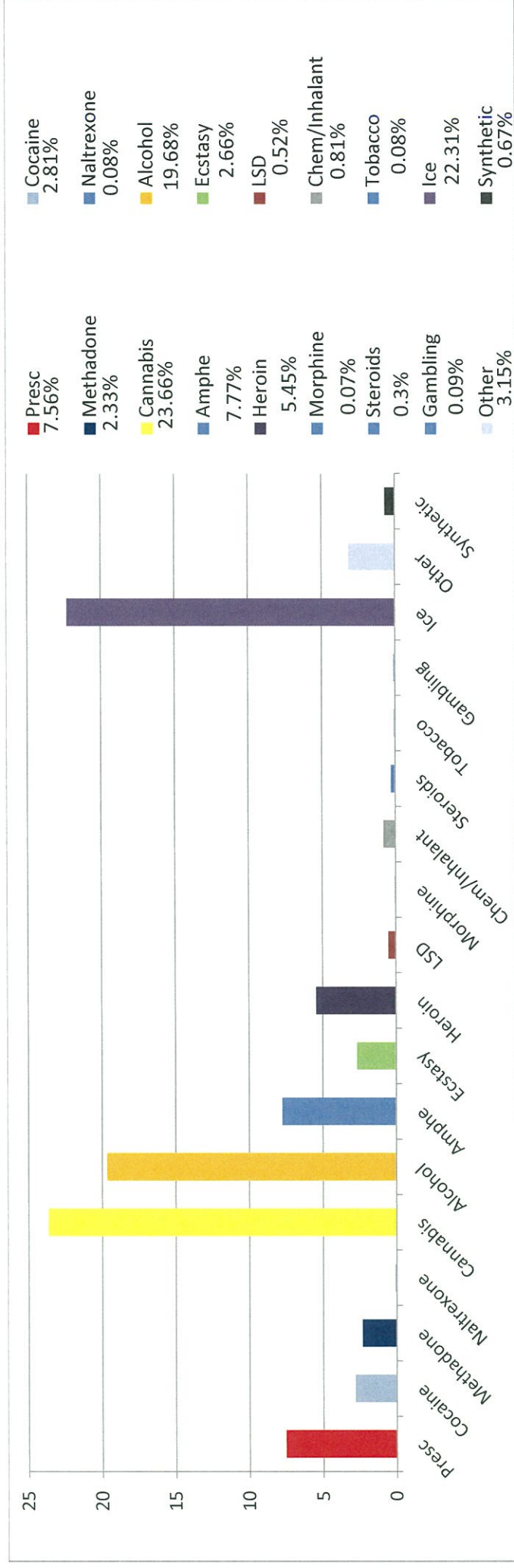
User lives with %



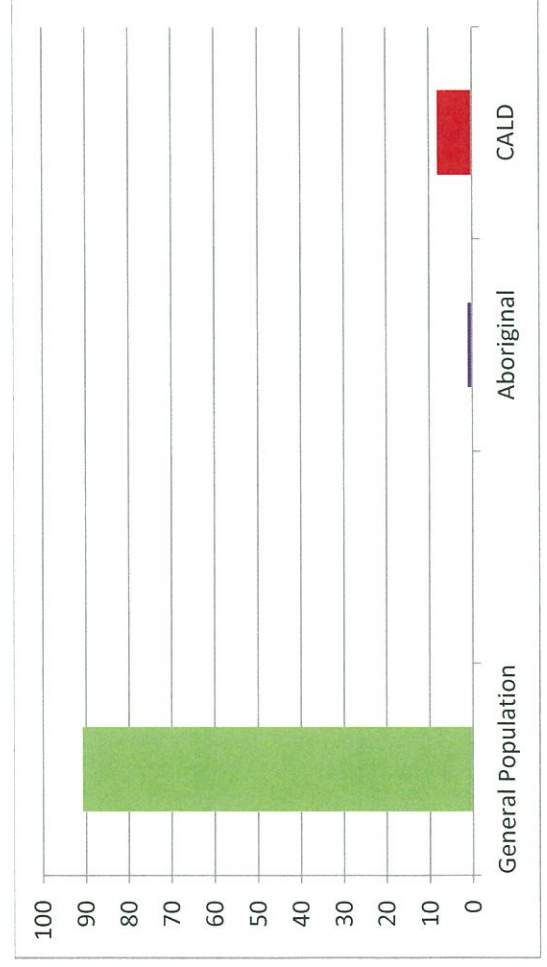
Age of Drug User%



Drugs Used %



Country of birth of caller %

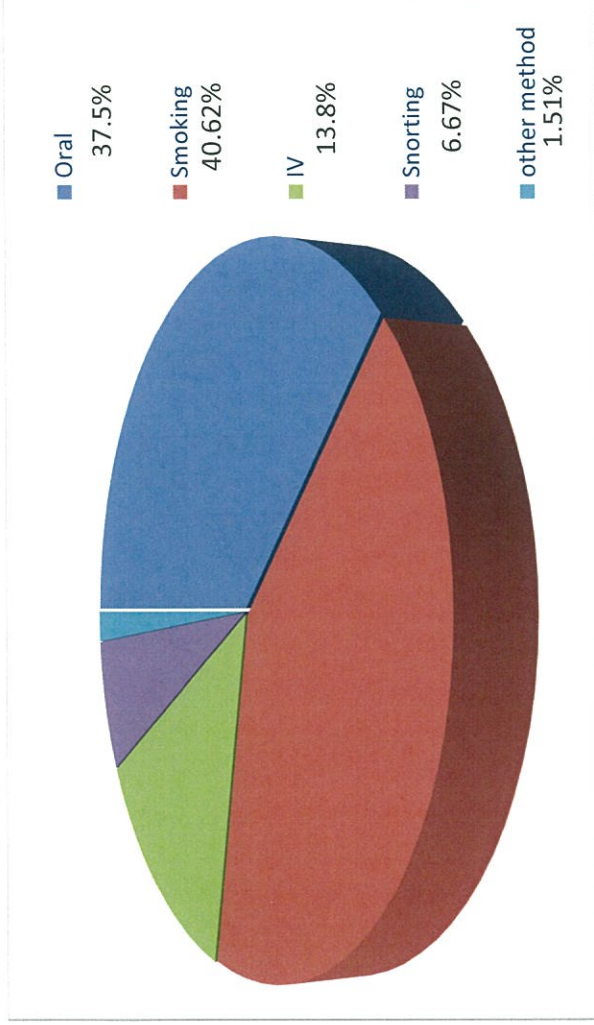


General Population 90.81%

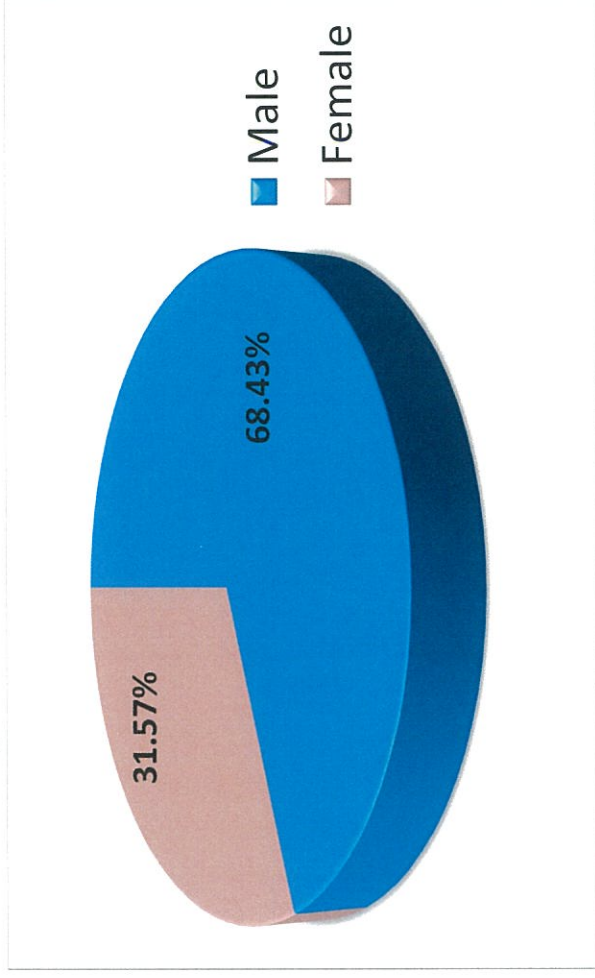
Aboriginal 1.11%

CALD 8.08%

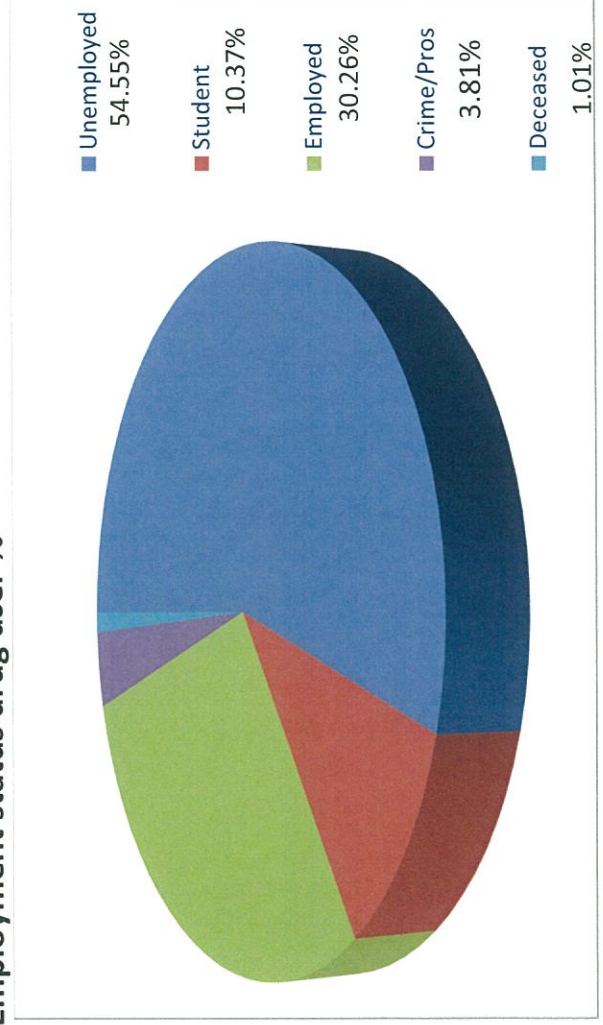
Method of drug use %



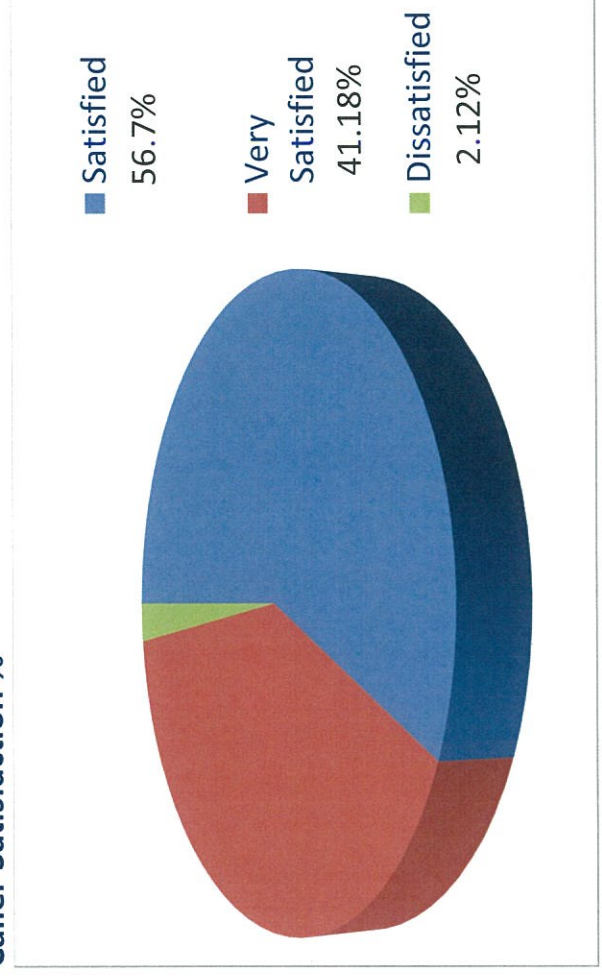
Gender of drug user%



Employment status drug user %



Caller Satisfaction %



TELEPHONE SUPPORT LINE

1300 368 186

24 hours/7days a week



FAMILY DRUG SUPPORT
PO BOX 7363 LEURA NSW 2780
OFFICE TEL: 02 4782 9222
OFFICE FAX: 02 4782 9555
EMAIL: admin@fds.ngo.org.au
WEB: www.fds.org.au