

QPASTT's MISSION

QPASTT will implement its vision by:

- Working with and **alongside people** and communities not for
- Building and rediscovering **peoples' strengths and resilience**
- Remaining **culturally relevant** to service users and communities
- **Forming partnerships** between people, service providers and community
- Respecting the **importance of place** in meeting with people
- Responding the peoples' needs **holistically** and **creatively**
- Nurturing and **growing** a gentle and **caring** environment
- Valuing our **organization's credibility** and **responsive capability** in the areas of primary health care, mental health, education, settlement services and community services
- Remaining relevant by **employing people** from **community** and having community people **represented** on the **committee of management**
- **Continually improving** the **quality** of our organization, our **worker's competencies**, and our **practice** through reflection, **learning** and evaluation

Table of Contents

President's Report-2-
Director's Report-4-
Direct Service and Clinical Practice-7-
Toowoomba Office-9-
Counselling and Support Team-10-
IHSS Team-11-
Youth Team-12-
Who is Who at QPASTT-13-
Organization Chart-14-

PRESIDENT'S REPORT

This year, as always, has been a challenging, productive and rewarding year. On behalf of QPASTT I welcome the opportunities that the organisation has had to provide cross-cultural community recovery to our refugee families and to assist them to establish a new life in Australia. This year we have continued to work both with new arrivals from Africa and Burma and with members of more established communities from other regions of the world.

In the last year QPASTT has seen a number of major changes including the handing over of the QIRCH Clinic to the Mater Hospital and the opening of a QPASTT office in Toowoomba. As people are probably aware QPASTT was instrumental in the establishment of QIRCH and supported the clinic for many years. While it was a difficult decision to hand the operation of QIRCH over to another organisation we know that was an opportunity for the Clinic to grow and develop.

The addition of an outreach office in Toowoomba has been an exciting and challenging opportunity and I thank the people who have made this possible. The office is about to grow with the addition of new services and we look forward to the ongoing possibilities of working with the refugee community in Toowoomba.

The dedication and expertise of the staff at QPASTT are greatly appreciated. QPASTT has a diverse and skilled, multicultural staff base and I appreciate the extraordinary efforts of all staff in contributing to the work of QPASTT. It is a pleasure to be able to say that we have strong staff teams in all areas – Administration, the Youth Program, Early Intervention, Personal Support Program, Counselling and Support, and the POUCH Family Relationships Program. We have continued to expand our services and staff numbers in the last year, and I would like to welcome new workers and their input. Sadly we have also had to farewell a number of long term staff members including Paula Peterson, Donata Rossi and soon Desi Castillo. These three people, in particular, were with QPASTT since its formative years and QPASTT has much to thank them for.

QPASTT's senior management team has undergone considerable change over the last year with Paula and Donata leaving the organisation and the arrival of Tracy and Sally. For people who do not know Paula and Donata they were the rocks around which QPASTT was built. Paula was the first and until recently the only Director of QPASTT. She gave the organisation 12 years of her life and for that we thank her. Donata likewise gave many years to QPASTT, having joined the service in its early years. On behalf of the Management Committee of QPASTT I would like to express our appreciation and thanks to Paula and Donata for their commitment, vision and skill in building and sustaining the organisation over the last 12 years. As an organisation we acknowledge that they have been instrumental in the success of QPASTT and we are grateful for their valuable contribution.

To Tracy and Sally, we welcome you and look forward to a long and productive relationship. To Forrest, the other member of the senior management team, we thank you for your leadership and support during this period of change. To all staff at QPASTT we thank you for your hard work and commitment in allowing QPASTT to offer high quality services and support to the refugee community.

Members of the Management Committee are to be commended for their ongoing dedication and commitment to QPASTT. Fortunately, we have a group of people with a diverse range

of backgrounds, skills and experience on the management committee. We are particularly grateful for the input from our community members which helps to keep us connected to the issues of our refugee families. I would like to thank members of the committee for their contribution over the last year. We look forward to the next year with enthusiasm and purpose.

Finally on behalf of QPASTT I would like to thank members of the communities with whom we work – we greatly appreciate the involvement of community leaders and members in our service - without your participation in the design of our services we would not be as effective. We support you in making a new life here, and we look forward to working you in the coming year.

Dr Keithia Wilson
President

DIRECTOR'S REPORT

It is with pleasure that I present my first report as Director of QPASTT. I cannot however claim the credit or responsibility for the successes of QPASTT during the last year. Rather I need to thank Paula Peterson for the direction and leadership that she provided the organisation over the last year and in fact the last 12 years. QPASTT was lucky to have such a vibrant and committed person to lead the organisation over this time.

I feel incredibly blessed to have been given the opportunity to lead QPASTT into its next phase and would like to personally thank Paula for creating such a wonderful organisation to work with. I would also like to thank both the Management Committee and the staff for the faith they have placed in me, the support that they have given me and the tolerance they have shown as I have learn "the ropes" of the organisation. I look forward to a long and productive relationship.

The last year has been a year of growth and development. It has seen staff settle into the new premises, the opening of an outreach office in Toowoomba, the establishment of new programs and the expansion of others. The organisation now employs 36 staff across 6 teams:

Early Intervention;
Counselling and Advocacy Services
Youth programs
Family and community programs;
Toowoomba office; and
Administration

QPASTT remains committed to the provision of services informed by the community we serve. We remain committed to respecting the experience of our clients and their communities and the legacy of that experience. Our services remain culturally informed, flexible, and sensitive and delivered in a low key, friendly non institutional environment. We also remain committed to innovation and to the trialling of new ways to better deliver services to clients and communities. In line with this we have sought involvement in a number of research projects which aim to ensure we continue to improve the way we work with clients. We have also commenced the exploration of better ways to gain client feedback and to evaluate services we offer. This is reflected in our move to national quality standards, and the building in of evaluation components into a number of new projects.

That said, however we also have a number of challenges for the year ahead including examining the way that we collect and use data, moving to an on line case management system to enable great sharing of information across the organisation and the ever present challenge of attracting and retaining funding and committed and skilled staff.

Most importantly the organisation remains committed to promoting human rights and advocating for the elimination of torture. Our work with survivors strongly reinforces why all forms of torture and other cruel, inhumane and degrading treatment must be prohibited by all governments.

Australia represents an opportunity for survivors to heal from past, traumatic experiences and recent public debates about the composition of the refugee intake has disturbed and dismayed us. We are concerned that the recent debate is damaging, not only to individual people and communities who are working to establish new lives in Australia but also to the

capacity of individuals to recover from traumatic experiences. One of the key factors which enable recovery and re-establishment of new lives is the prospect of being able to find and be reunited with family members. The reduction in the African component within the humanitarian program will mean that for many people this reconnection will no longer be possible and the ongoing harm that this may cause is incalculable. We would like to express our support to the communities we work with.

Finally I would like to thank you for the ongoing support that the QPASTT community offers. This is a vital, vibrant and compelling area of work and your contribution to it is as important as it is appreciated.

Tracy Worrall
Director

Country	New and Continuing Clients	New Referrals
Congo, Democratic	11	52
Afghanistan	76	64
Cote d'Ivoire	2	2
Albania	1	5
Bosnia and Herzegovina	48	38
El Salvador	7	8
Burma	133	89
Burundi	144	108
Cambodia	2	6
Former Yugoslav Rep of	2	1
Congo	23	9

Macedonia		
Guinea		5
India	1	1
Iran	19	20
Iraq	46	30
Israel	3	6
Kenya	3	2
Laos	2	3
Liberia	88	46
Malaysia	1	1
Not Set	25	6
Pakistan	3	2
Poland		1
Rwanda	40	8
Serbia and Montenegro	21	8
Slovakia	1	1
Sierra Leone	23	6
Somalia	30	26
Sri Lanka	4	
Sudan	335	199
Tanzania	1	1
Thailand		1
Togo	5	12
Turkey	4	2
Uganda	2	1
Vietnam	16	17
Yemen	3	6
other	105	
Total	1442	842

**Whole Agency
Individual Clients
2006-2007**

DIRECT SERVICE and CLINICAL PRACTICE

The position of Manager – Direct Service and Clinical Practice was established early in 2007 following recognition by the agency and the Management Committee of an organisational need for a role responsible for overseeing the quality of direct services. The following represents a summary of the major activities within key effectiveness areas of the position during the year.

Standards & Quality

Early in the year QPASTT conducted and completed a self assessment against National Service Standards agreed by all members of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT). The Standards were grouped into four parts:

1. Governance and Management
2. Human Resource Management
3. Service Delivery
4. Population Groups

The self-assessment process involved all staff and the Management Committee working in small teams to gather evidence that demonstrated QPASTT met, partially met, or did not meet the agreed standards. This process was intense and all involved displayed a great deal of patience and humour in completing the task.

The results of this process were summarised and presented at a FASSTT meeting in Adelaide in April. A significant outcome of the process was the development of a Quality Improvement Plan (QIP) for the organisation that details priority areas for improvement for 2007-8. A number of areas identified for improvement in the QIP have been implemented during the year, and it is currently under review and redevelopment as a document to guide quality improvement across the organisation.

A number of significant policies and procedures have been or are currently under development. These include a Worker Safety Policy, Child Safety Policy, and Client Charter.

A new and much more comprehensive Professional Performance and Planning framework is also under development at the time of writing. This framework aims to provide standards for significant task areas within work roles in the organisation and support the development of staff in their roles.

Training

This year we implemented three Offline weeks coinciding with the school term breaks. These weeks have the three major aims:

1. To allow for consistent periods for the delivery of internal staff training
2. To provide staff with a restorative break from direct service work (self reflective time, team building etc)
3. To allow time to catch up on desk and paper work

The offline weeks appear to be working well in meeting the above aims and have provided a much needed 'space' for staff to refresh themselves, their knowledge, and their connections to each other and their work.

The Consultant Supervisor (Chris Lobsinger) and I have spent considerable time developing core training for induction and staff development. Some of this training has been delivered during the offline weeks and further training is planned for 2008. A major project during the latter part of the year has been the redevelopment of The Need for Understanding Manual in collaboration with the Queensland Transcultural Mental Health Centre. This is planned to be completed by early in 2008 and will act as a framework for the modular delivery of consistent internal and external training in working with refugee survivors of torture and trauma. All training material developed will be incorporated into a Training Calendar for 2008, for both staff and key external stakeholders.

Training in the ASSIST Suicide Prevention model was bought-in in the first half of the year, providing staff with a very useful approach to assessment and intervention with clients how present with suicidal ideation and/or plans

Clinical Supervision

A new clinical supervision structure and process has been developed and implemented within the agency that supports staff in the delivery of clinical and direct services. A significant component of this has been the development of a clinician competency guide that allows for benchmarking and gap identification in the necessary knowledge and skills for working in the field. This competency guide is currently being incorporated into the Professional Performance and Planning framework mentioned above. One issue that has arisen in supervision and training is the need for balancing core knowledge and skills with specialist areas of work (child, family, community capacity building). This is an issue scheduled for discussion by the Management Team and will form part of an evaluation and review of the continued development of appropriate supervision within the agency.

Risk Management

Another major key effectiveness area of the position is the development of a Risk Management Framework, with a particular emphasis on clinical and staffing risks. This area has begun development through the new Worker Safety Policy and other policies and procedures currently under development. Additional action in this area has involved the training for two staff in Occupational Health and Safety. Development of the overarching framework is a task that remains scheduled for the first half of 2008.

G. Forrest James

Manager – Direct Service and Clinical Practice

TOOWOOMBA OFFICE

This has been an exciting and busy year for Toowoomba. In October 2006, Kent Smith was appointed to the temporary position of Coordinator – Toowoomba Project, to join the existing EI Worker, Jenny Withnall. A new office in Hill Street was located and a part-time Administration Worker, Caroline Simpson, was appointed and Jenny moved across from the Lifeline Darling Downs office where she had been using a room. Midway through the 12 month trial project period, the Coordinator Position was split to enable to employment of Abraham Mabior as Bicultural Community Worker. The activities provided from the Toowoomba office are:

1. CAST services (general torture and trauma counselling)
2. PSP (currently 12 personal support service clients)
3. Group work – men’s group at East Creek Neighbourhood Centre and Young African Men’s Group at local high school
4. Early Intervention – in cooperation with Spiritus, services provided to all new arrivals
5. Community development and community education
6. Outreach service to Gatton refugee community

Currently the Toowoomba office is in a process of change and growth. Kent Smith has completed his 12-month project and the Coordinator position has been established as a permanent position. Jenny Withnall will be taking over as Coordinator. A new EI worker will be appointed and a part-time Community Youth Worker will be appointed. Caroline Simpson left to further her nursing studies and Wilson Oyat has been appointed as the new part-time Administration Worker. Abraham Mabior will continue as Bicultural Worker until the end of December.

QPASTT is now seen as an established agency and service provider in Toowoomba. The agency is represented on all relevant committees and is a stakeholder in local discussions and activities promoting the successful resettlement of refugees in this region.

Toowoomba is fortunate in having a good network of agencies that provide a range of services to refugees, but the role that QPASTT fills is a unique one in Toowoomba and Gatton – offering professional counselling and other support services to refugee survivors of torture and trauma. Ongoing challenges include finding ways to continue the valuable role played by a bicultural worker in this program, responding to the number of referrals of complex mental health problems, particularly in older female refugees and responding to the increasing needs of refugee young people in a regional city.

Kent Smith

COUNSELLING and SUPPORT TEAM

The Counselling and Support Team (CAST) aspires to provide a safe and respectful environment in which survivors of torture and trauma can better understand, manage and heal from the physical and emotional pain of their experiences.

Over the past year the different programs within the Counselling and Support Team (CAST) have continued to provide brief, medium and long term counselling and advocacy services to adult and child refugee survivors of torture and trauma. Over the past year, the team has expanded to eight team members located within the varied programs of CAST which now includes the Adult Counselling Program, the Personal Support Program, the Children's Program and the Natural Therapies Program. In December, 2006, Liz Gordon was appointed CAST team leader replacing Forrest James who moved to a new position within QPASTT. In addition to the specific services provided by the programs of CAST, team members have also provided training in relation to the refugee experience to a number of community and government organizations. In recognition of the challenging nature of our work a number of team building and self-care activities have also been undertaken over the past years to foster strong supportive relationships among team members and to promote sustainable work practices. It is also important to acknowledge Lois Whiteman and Chris Lobsinger, who in a sessional/consultative capacity have provided counseling and advocacy support to CAST clients especially at times of high demand.

Personal Support Program

The Personal Support Program (PSP) is available to Centrelink clients who are experiencing non-vocational barriers to employment. QPASTT, a specialist provider of PSP, delivers this program to those whose experience of torture and trauma impacts on their capacity of find and sustain employment. PSP clients at QPASTT are able to access counselling and advocacy support over a two year period. Program operations were audited again this year and once again the efforts of the PSP counsellors/advocates (Charito Hassell and Fernanda Torresi) and the PSP co-ordinator (Zia Song) were commended. The Program continues to be delivered across the regions of Brisbane, Logan, Gold Coast, Ipswich and Toowoomba. Over the past years, there have been 84 new clients starting on PSP, an increase from 34 the previous financial year, as ongoing clients have completed their two years on the program. This has included an increase in the number of clients from Iraq, Sudan and Afghanistan and continued predominant numbers of clients from Bosnia and Herzegovina, Croatia, Serbia and Viet Nam.

	Country	New and Continuing Clients
PSP	Afghanistan	8
	Albania	1
	Bosnia and Herzegovina	19
	Burma (Myanmar)	3
	Burundi	2
	Cambodia	1
	Croatia	7
	El Salvador	2
	Eritrea	1
	Iran	4
	Iraq	11
	Laos	1
	Liberia	1
	Not Set	6
	Pakistan	1
	Serbia and Montenegro	10
	Slovakia	1
	Sudan	10
	Turkey	2
Viet Nam	16	
PSP Total		107

**Personal Support Program
2006-2007**

Children's Program

The Children's Program has been revitalized over the past year with the commencement of two full-time counsellor/advocates. Emma Hoskin was welcomed into the role of child counselor in August, 2006. Her initial focus, alongside direct practice with children, was on strengthening of the foundations of the Children's Program, including the development of a comprehensive *Referrer's Information Pack*. The counselling undertaken with children includes intensive work not only with the referred child but also with family members and other significant supports, including schools and other services. Ally Wakefield joined the Children's Program in April 2007 to provide counselling/advocacy to refugee children and to support primary schools. By building the capacity of schools to support students and families from refugee backgrounds, those children will be better understood and supported in their daily environment to recover from the effects of trauma and settlement. QPASTT also partnered with Community Qld with funding from Education Queensland to collate existing national resources for Queensland schools. The resulting *Refugee Student Support Kit: For teachers, school counsellors and communities* includes 28 resources that are available to schools on a loan basis. Both Emma and Ally have also worked with children who due to their new arrival to Australia are Early Intervention clients.

New and Continuing Children	Country	Age	Clients
	Afghanistan	8	1
		9	1
	Burundi	9	1
		11	1
	Eritrea	7	1
		11	1
	Iran	8	1
	Kenya	8	1
	Liberia	11	1
	Rwanda	8	1
	Somalia	4	1
	Sudan	7	2
		9	1
		10	2
11		4	
Total		20	

Children's Program 2006 – 2007

Adult Counselling Program

The Adult Counselling Program (ACP) has continued to provide individual counselling to adult survivors of torture and trauma. The past year has been a phase of consolidation with stable staffing (Kristy Date) and with the ongoing implementation of the client intake assessment process to identify client needs and respond appropriately, including addressing pressing client needs at the time of intake whenever possible. ACP services have been delivered in Brisbane and Logan and where necessary home visits have been arranged to promote accessibility. The Adult Counselling Program has been supporting 106 clients from 23 different nationalities. This also include counseling and advocacy support to 9 asylum seekers/Temporary Protection Visa Holders. In addition, to individual counseling and advocacy, the Adult Counselling Program also contributed psycho education sessions about the impact of torture and trauma to QPASTT's Families in Cultural Transition (FICT) groups.

New and Continuing Counselling & Support Team Individual Clients

2006 -2007

New and Continuing	Country	Clients
	Afghanistan	7
	Bosnia and Herzegovina	5
	Burma (Myanmar)	1
	Burundi	5
	Congo	1
	Croatia	1
	El Salvador	5
	Eritrea	6
	Ethiopia	6
	India	1
	Iran	3
	Iraq	6
	Israel	3
	Kenya	1
	Laos	1
	Liberia	6
	Malaysia	1
	Not Set	2
	Sierra Leone	2
	Pakistan	1
	Poland	1
	Rwanda	1
	Serbia	1
	Sierra Leone	3
	Sri Lanka	1
	Somalia	1
	Sudan	24
	Turkey	1
	Viet Nam	1
	Total	98

Natural Therapies

The **Natural Therapies Program** complements the counselling work undertaken with QPASTT clients and includes a focus on naturopathy and massage. Over the past year, Bronwynne Jettoo, has continued in her role as the QPASTT Naturopath and Massage Therapist providing direct client service three days per week with Thursday mornings devoted to the busy Natural Therapies Clinic. The clinic offers focused half hour appointments on Thursday mornings to existing QPASTT clients. The clinic has proven to be particularly useful for clients in acute distress and performs a valuable holding and nurturing function for people awaiting longer-term support. The Natural Therapies Program has also continued to provide more intensive assessment and natural therapies support to CAST clients during the other days of operation.

Afghanistan	6
Albania	1
Bosnia and Herzegovina	5
Burma (Myanmar)	2
Burundi	1
Congo	1
Croatia	2
El Salvador	2
Ethiopia	3
Iran	1
Iraq	4
Pakistan	2
Serbia and Montenegro	4
Somalia	1
Sri Lanka	1
Sudan	6
Turkey	2
Viet Nam	4
Total	48

Natural Therapy 2006 – 2007

Liz Gordon
Team Leader – Counselling and Support Team

IHSS TEAM

The consortium arrangement with MDA and Match to delivery services to new humanitarian entrants that came into agreement in October 2005 has been working very effectively. Credit for this must go in large part to the groundwork laid by Donata Rossi. Donata was instrumental in creating referral protocols and in establishing good working relationships between the partner agencies. This groundwork has been consolidated over the past year and the relationship between consortium agencies workers especially MDA and QPASTT has strengthened.

QPASTT receives referrals from MDA and an assessment is scheduled within 2-4 weeks of their arrival. As is consistent with other states we have found that for the majority of refugees this is too early to commence counselling, however it is important that we establish contact and provide a psycho-social assessment. The process of providing this assessment has a number of functions:

- (a) in some cases it gives the client a framework and understanding of the counselling process that may not have been understood before.
- (b) provides insight and awareness for the counsellor/advocate of potential warning signs that may emerge into significant issues later on.
- (c) builds an initial relationship of trust that will be needed if the client decides to engage in counselling at a later date.
- (d) enables the worker to share information about other programs that QPASTT offers that clients may engage with at a later date.

Whilst there are some clients who engage in a counselling process immediately, the counsellor/advocate can keep in contact for 12 months if needed. If it becomes obvious that longer term counseling will be necessary they are referred to other teams within QPASTT such as CAST, the Youth team or POUCH.

All assessments and the majority of ongoing counselling happen within the client's home. This can be a challenge and takes the counsellor/advocate away from the stereotypical quiet and calm counseling room.

The intake of refugees in the last year has continued to be predominantly African with the majority from Sudan and large groups from Eritrea and Burundi. In total we have been receiving refugees from 16 different African countries. Our workers are constantly reminded that "African" is a completely generic term that covers an incredibly diverse range of cultures and languages. Even within one nation there is often a variety of dialects and cultural attitudes. This diversity continues to present ongoing challenges in two main areas:

- (a) finding appropriate interpreters. This is especially difficult in small and emerging communities with obscure dialects. Added to this, are the issues that arise, when confidential information is being held by one member of the community (the interpreters) who themselves have often suffered similar trials to those who they interpret for.
- (b) new workers can find it especially difficult to orientate to so many new cultures and even cultures within cultures. Very quickly it becomes clear that only the most rudimentary knowledge can be gained before hand and workers need to trust that good will and compassion will build the necessary bridge to communicate across.

The other continuing challenge is the growth of Burmese clients consisting of Karen, Chin and Ka -chin ethnicities. These clients are being housed in the northern suburbs of Brisbane such as Zillmere which has meant that the service needs to incorporate long travel times to meet clients.

All these challenges continue to be met with commitment and heart by the team.

		Country	Clients
IHSS	New	Afghanistan	38
		Burma (Myanmar)	125
		Burundi	68
		Chad	1
		Congo	21
		Congo, Democratic Republic of	11
		Cote d'Ivoire	1
		Croatia	3
		Eritrea	98
		Ethiopia	16
		Iran	8
		Iraq	26
		Kenya	1
		Liberia	27
		Not Set	61
		Pakistan	1
		Rwanda	31
		Serbia and Montenegro	8
		Sierra Leone	12
		Somalia	17
		Sudan	194
Thailand	1		
Togo	5		
Uganda	2		
Yemen	3		
New Total		779	

IHSS New Individual Referrals 2006 -2007

Jeff Power
Early Intervention Team Leader

COMMUNITY SERVICES PROGRAM

Community capacity building is an important component of QPASTT's work with the community to support the recovery and healing of survivors of torture and trauma. We work in partnership with a range of community and service organisations as well as the public in the greater Brisbane and Toowoomba regions to respond to identified community needs.

In April 2007, the Forum for Services for Survivors of Torture and Trauma (FASSTTS) completed a national evaluation framework for community development work with refugee survivors of torture and trauma. QPASTT led this project in partnership with an external research consultant, Jenny Mitchell and internal consultants from 5 key FASSTT agencies and 3 secondary FASSTT agencies that formed a national working group. Through research, joint practice reflection, community consultations and case studies, the framework was developed and is now being implemented across agencies. QPASTT wishes to acknowledge the dedicated work of Donata Rossi who managed the project, Ally Wakefield as QPASTT's internal consultant and the FASSTT working group who assisted to develop this framework. Comments on the framework were provided by Sandy Gifford and Ignacio Correa-Velez at the Refugee Health Research Centre, La Trobe University. Under the *Partnerships with African Communities* Project, funded by Queensland

Multicultural Affairs, QPASTT together with MDA employ two part time workers to support community development and system advocacy work (respectively) with African communities. A key outcome from this partnership was an extensive consultation process and outcomes paper which included an Action Plan for African Communities. This work has influenced the development of the Queensland Government African Strategy – *A Place to Call Home* - to be released by State Government later this year.

The work of QPASTT's African Community Development worker, Magdalena Kuyang focused upon the priorities of the Queensland African Communities Council (QACC), the Sudanese Woman's Association and the newly established Uniting Communities Group. QACC which represents nine African Communities has worked hard to consolidate and strengthen its structure led by a dedicated interim Executive. This team of leaders, supported by Magdalena, has progressed the necessary work to apply for incorporation, has developed a constitution for the Council and will hold elections for new leadership. In partnership with Praxis cooperation, Magdalena worked with Council members to develop leadership capabilities, including strategic planning and ethical community leadership principles.

In addition to this, Magdalena worked to address social isolation felt by many African mothers and children. She worked alongside mothers to approach numerous child care centres and health services to support community members to link to central services and to support community based initiatives.

Magdalena was consulted by Brisbane City Council as part of their "It's not all black and white – An African story" project. This project aimed to promote and raise awareness of the issues impacting on emerging African communities in Brisbane, through developing a DVD and community fact sheets. The community development team also conducted a number of Families in Cultural Transition (FICT) workshops. QPASTT worked with many service providers and community organisations to deliver information to newly arrived community groups. These workshops were very well attended and resulted in extensive dialogue to shape further work. Some of this further work has included:

- a successful joint submission for funds to facilitate youth activities;
- a number of workshops for women to promote and develop their leadership skills to achieve greater participation in local and state government forums; and
- a series of community discussions about child safety issues especially when children are removed and returned to families. We see a strong desire in the community to find their own way to manage family conflict and break down, in particular through partnerships with government services and community elders. This series of meetings with the community around this issue has resulted in greater support for families under QPASTT's POUCH Program.

Grace Samuel took over this role of African Community Development Worker in June 2007, as Magdalena moved to her new role as Refugee Health Development Worker. Grace has very successfully stepped into the large shoes left by Magdalena and continues to grow this important work to assist the community to build strong networks to encourage greater self reliance and community wellbeing.

The Refugee Health Development worker of QPASTT is funded under the IHSS Program to work to develop the sector through delivering training and information as well as offering consortium support. In 2006-07 training, information sessions and consultations were delivered to over 40 health organisations. This included information on understanding the refugee experience, the health needs of refugee patients, culturally competent health practices for refugee patients and information on relevant service providers. QPASTT continues to play a role in the development of an integrated health sector for refugees through its partnership with the South East Alliance of General Practice to raise awareness of issues between GPs and the community. We also contribute through membership on a number of Advisory and Network health groups.

The Promoting Our Unity Culture and Human Rights [POUCH] Family Program.

The POUCH program provides a family focussed service to survivors of torture and trauma through relationship counselling, group work and education to improve understanding and relationship cohesion among family members. Developed in 2005, the principles of the program came from the needs expressed by the African community for a whole of family approach in our work at QPASTT. The program employs bi-cultural workers to deliver counselling and psycho-education to clients and is highly complementary to existing QPASTT program which focus on children, youth and adults. In 2006-07, POUCH saw 243 clients across the counselling and group work programs.

Mohamed Abdi is the POUCH Coordinator and he works closely with Edith Santos and Magdalena Kuyang as well as other bi-cultural workers to deliver the program.

A significant highlight from this past year was an education evening titled, 'What we should look out for in ourselves and each other' involving nine African Communities. The event was held to consolidate, strengthen and share the learning and experiences already had by many clients who had participated in a series of workshops run by POUCH bi-cultural workers. The event attracted over 60 people from seven different communities and resulted in a great deal of discussion, celebration and dancing by all who attended.

The future of this Program is bright with continued funding for another three years and the commencement of an evaluation project with the Queensland University of Technology (QUT). This three year Australian Research Council project will enhance and evaluate QPASTT's whole of family treatment of trauma using a community driven psychological

interventions based on a bicultural therapy model. We hope this work will assist us to strengthen the POUCH Program and increase the wellbeing of refugee families.

		Country	Count Clients
POUCH	New	Afghanistan	3
		Burundi	43
		Eritrea	14
		Ethiopia	5
		Iran	1
		Liberia	13
		Other	1
		Rwanda	1
		Sierra Leone	1
		Somalia	1
		Sudan	50
	Total	133	

POUCH New Individual Referrals 2006 -2007

Sally Stewart – Manager Community Services

YOUTH TEAM

A significant disappointment and setback for the youth team in 2006 was the news that it had not been successful in receiving the National Suicide Prevention funding it had applied for following the extensive external evaluation of the Team's Suicide Prevention Project called NEXUS, by Samantha Abbato of the Refugee Health Research Centre, Latrobe University. In August 2006, the Youth Team recruited a fourth team member, David Burgener, who worked as a casual Youth Project Assistant under the NEXUS Project. Unfortunately, this position could not be sustained and he sadly left the team in November 2006. For the following 6 months, the future of the Youth Team seemed quite uncertain but the team managed to continue to run its core programs and activities through hard work and thanks to the support of QPASTT's Management, who made it a priority to ensure the NEXUS Project's Worker could continue in her role until further funding was secured. In June 2007, the team received news from Department of Health and Ageing regarding possible funding for the NEXUS Project and from the Department of Immigration and Citizenship regarding funding for a Youth Community Development Project.

A new feature of the Youth Team in 2006 was the creation of a Team Leader position, following the restructuring of the Counselling and Support Services (CASS) teams, which occurred in July 2006. The restructuring meant that the Youth and CAST teams would have their own team leaders and would no longer have a joint manager.

The Youth team Leader position was filled by Julie Huysman, who had been working in the team as a Counsellor/Advocate and NEXUS Project Worker for the last two and a half years. This position has been made permanent and is funded through PASTT.

Individual Support

The Youth Team continues to provide individual support to young people through weekly information sessions at Milpera SHS, school outreach at Yeronga SHS, Sunnybank SHS, Nyanda SHS, MacGregor SHS, Coorparoo Secondary College, and individual counselling, advocacy, and casework around a variety of issues, including depression and suicidality.

Youth Support Coordinator

The QPASTT Youth Support Coordinator (YSC), which is a joint initiative between the Departments of Communities, Education and the Arts, and Employment and Training, is to assist young people aged 12-18 years who are at risk of early school leaving due to factors such as family conflict, homelessness, difficulties at school, mental health issues, substance misuse, or financial difficulties. During the year 2006-07, our YSC's work continued to be based in 4 schools, Sunnybank, Nyanda, MacGregor SHS and Coorparoo Secondary College, where he remains the only YSC working with young people from refugee backgrounds. His work included individual casework, group work and community development activities.

Between Jan to July 2007, 63 young individual students from Sudan, Somalia, Ethiopia, Liberia, Sierra Leone, Bosnia, and Iraq were seen and supported about different issues they are facing in their day-to-day wellbeing and school experiences.

A summary of the Youth Team individual work is contained in the following table:

Youth team - Individual clients July 2006-June 2007

Activity	Number of clients
Individual Counselling	21
Youth Support Coordinator	110

Group Work

As part of his work in schools, our YSC ran 4 Transitional Group Programs at Coorparoo Secondary College. Moving to a new school is a difficult time for all students, especially those exiting from Milpera to new schools. This transition causes young refugees anxiety and feelings of starting yet again in a new place. The transitional Group Programs aimed to reduce anxiety and increase a sense of safety for students entering mainstream high schools.

In addition, two Peace Programs were run at Sunnybank SHS and Coorparoo Secondary College as part of a partnership between the YSC and Kyabra Community Association Inc. The programs involved a group of 14 young women in year 8 and 9 from Somalia, Liberia, Rwanda, Sierra Leone, Burundi, and Sudan. The groups explored the concept of peace through discussions about the participants' past experiences, present and future concerns.

The work of the YSC has a strong capacity building component and 2007 saw the creation of two soccer teams, with the support of Helen Abrahams, Councillor for Dutton Park Ward, and Gail MacPherson, Councillor for Runcorn Ward. The two teams planned to play in competitions in the near future.

Although it was not the first time the Youth team offered theatre to young people, in March 2007, our Youth Team Project Worker organised a series of 5 drama workshops for a group of young people who met weekly at QPASTT. Two drama students from QUT facilitated discussions on issues of self-image, community, friendship, conflict, the future, and team work. The outcome of the group was a performance for QPASTT staff which included a small theatre piece depicting the challenges faced by young refugees in schools and a dance celebrating their ability to overcome obstacles and achieve their goals in life.

Camps

The Youth Team annual camp this year was held at the Outlook, Boonah, during the Easter break. The camp involved 15 young people who were new to QPASTT and who were quite recent arrivals in Australia.

Though some challenges presented due to the participants being recent arrivals, the camp delivered entertainment, socialisation opportunities, teamwork practice, diversion, and helped create new connections to peers and QPASTT's Youth Team members.

Holiday Activities

The first holiday activities held after moving premises were highly successful and attracted 123 participants over a 2 week period. To move to new offices and see strong numbers of young people find the address and genuinely enjoy the space was wonderful. Young people who use the space for the Homework Club commented how they were looking forward to using the larger space, the improved layout, and enjoying the air conditioning.

Though workers have suspected that the young people we work with would enjoy some board games, we definitely did not expect such overwhelming enthusiasm. Counsellors coming in to work at QPASTT remarked at the now regular picture of a group of young men, dressed in their hip hop best, engrossed in a game of chess or checkers. Card games were also extremely popular, and due to the success of the games day, there are plans to obtain or make more games, particularly African board games. The next holiday program saw a lull in participation. However, the small numbers did create a more intimate and personalised atmosphere, which incidentally was a much needed environment for several of the young people who did attend the activities.

Homework Club

The move to Yeronga has also meant a new Homework Club space. This space is better equipped to accommodate high number of students due to its much larger area and air-conditioning, and is an improved study space because of new computers, furniture, and separation from the social space. The new space also gives the Homework Club a more credible look, which gives both students and tutors more confidence in the service, and also raises the standards for development and implementation of policy and procedures. Though the new space has not solved all the problems of young people contesting the space for study or socialisation, it does make it easier to make a division between the two uses of the space, and eases facilitation for coordinators.

School Outreach

The Youth Team continued to visit Yeronga SHS every week during lunchtime breaks to informally talk to students about their wellbeing and school experiences, promote the QPASTT's Youth Program and upcoming activities, and liaise with the ESL Coordinator to discuss referrals for individual support.

Youth Program Activities

Activity	Number of sessions by number of participants	Male/Female
Group work and outreach	196	Male: 101 Female: 95
Holiday Activity	167	Male: 81 Female: 86
Homework Club	1478	Male: 875 Female: 603
Camp	14	Male: 8 Female: 6

Training – Support to Teachers and Other School Staff

The Youth Team continued to deliver training and information sessions on request, as well as provide support to teachers and other school staff who call on a regular basis to consult with youth counsellors about issues in the classroom or about difficulties with a particular student.

Julie Huysman
Youth team Leader

WHO IS WHO AT QPASTT

COMMITTEE OF MANAGEMENT

Keithia Wilson	President
Luis Melgar	Treasurer - from November 2006
Rafael Pacheco	Treasurer – July to November 2006
Rosalind Azizi	Secretary
Jeremy Butler	Committee Member
Margo Couldrey	Committee Member
Jacob Jok Gai	Committee Member
Andrea Gibson	Committee Member
Sanela Basic	Committee Member
Ani Lozang Thubten	Committee Member

2. SUB COMMITTEES

a) QIRCH until December 2006

- Ian Mannion – Chair
- Kate Ramsay – Mater Health Services
- Sr Christine Henry – Sisters of Charity and Holy Spirit Health Services
- Dee Jeffery – Queensland Health – Community Health
- Brad McCall – Queensland Health - Public Health Unit
- Christine Kardash – Brisbane Inner South Division of General Practice
- Gaby Heuft – Refugee Claimants Support Centre
- Donata Rossi – QPASTT

b) STAFFING SUB COMMITTEE

- Keithia Wilson
- Rosalind Azzizi
- Paula Peterson

c) FINANCE SUB COMMITTEE

- Rafael Pacheco
- Desi Castillo
- Paula Peterson

STAFF

- Tracy Worrall – Director

Administration

- Desi Castillo – Manager Administration
- Sandra Aguilar – Administrative Officer
- Azeb Mussie – Administrative Officer
- Saira Buksh – Administrative Officer
- Helen Lacson - Contracts and Risk Management

Financial Control

- Rafael Pacheco – Financial consultant
- Luis Melgar – Financial consultant
- Luis Amaya – Financial Assistance

Counsellor Advocate Support Team

- Liz Gordon - Team Leader
- Kristy Date - Counsellor Advocate

Children Program

- Emma Hoskin – Counsellor Advocate / Children
- Ally Wakefield – Counsellor Advocate / Children

Natural Therapies

- Bronwynne Jetto

Personal Support Program

- Charito Hassell – Coordinator
- Zia Song – Counsellor Advocate
- Fernanda Torresi – Counsellor Advocate

IHSS Team

- Jeff Power – Team Leader
- Taher Forotan - Counsellor Advocate
- Rose Di Benedetto – Counsellor Advocate
- Vedrana Jovcic – Counsellor Advocate
- Emmanuel Karim – Counsellor Advocate

Youth Team

- Julie Huysman – Team Leader
- Abdi Yusuf – Youth Support Coordinator
- Marcela Ramirez – Youth Project

National Suicide Prevention (NEXUS)

- Paul Brito – Coordinator
- Stevee Kuskopf – Youth Worker

Community Services

- Sally Stewart – Manager Community Services

Community Development

- Grace Oryem - African Community Development Worker
- Magdalena Kuyang – IHSS Refugee Health Development Worker

POUCH

- Mohamed Abdi– Project Coordinator
- Edith Santos – Bi-Cultural Worker
- Magdalena Kuyang– Community Development Worker

Direct Services and Clinical Practice

- Forrest James – Direct Services and Clinical Practice
- Chris Lobsinger – Consultant Supervisor

Toowoomba Office

- Kent Smith – Coordinator
- Jenny Withnall – IHSS Counsellor Advocate
- Wilson Oyatt – Administrative Officer
- Abraham Mabior – Bi-Cultural Worker