



**Family Worker Training
+ Development Programme Inc.**

2015-2016

ANNUAL REPORT

OUR ORGANISATION

FWT+DP is a non-government, not for profit agency supporting the learning and development needs of people working with families in Western Sydney. FWT+DP prides itself on delivering quality practice based training and development based on principles of best practice and the current evidence base relating to work with children and families.

In meeting its commitments FWT+DP also strives to create and maintain an environment for ongoing internal learning and growth. As such FWT+DP describes itself as a 'learning organisation' where learning is recognised as a core aspect of all levels of organisation functioning and operation. In essence we set out to 'notice', more consciously, what we were doing, and what is happening for workers coming to our training and the sector as a whole as a result of our efforts. This involves an ongoing cycle of looking, listening, testing out new ideas and more looking and more listening.

WHO WE SERVE

People working directly with families, children and individuals and the service system working with families with children up to 18 years.

OUR PURPOSE

To provide high quality affordable practice based learning and development for those who work with children and families in Greater Western Sydney.

OUR VISION FOR THE FUTURE

Workers and services that are:

- Valued and skilled
- Evidence based
- Child centered and family focused
- Working collaboratively
- Responsive to changing needs

OUR CORE VALUES

Respect for children, families, communities and those who work with them

We recognise, promote and build on strengths. We see the importance of everyone's contributions to society and aim to uphold their dignity and rights in all we do.

Working together to make a difference

We take time to build and maintain the relationships needed for making a difference. We concentrate all our efforts on what will make a difference.

Responsiveness

We listen to those working with families about challenges facing them and their related professional practice development needs. We respond to their needs as they arise, in ways that are informed by best practice and current evidence.

Reflecting on practice

We continually reflect on what we do, how we do it and strive to learn about what works best. We promote this approach with all those we serve.

Accountability

We are accountable to our membership, funders and the communities we serve. We are accountable for the quality and integrity of what we do and for the difference we make.

OUR CORE GOALS: The difference we make

We strive to make a difference in the following ways:

- Increased capacity in strengths based practice
- Increased knowledge in evidence base
- Increased knowledge in topic (by achieving learning goals)
- Increased confidence to apply knowledge
- Increased capacity for reflective/conscious work practice
- Increased knowledge and capacity for inclusive and collaborative practice

CULTURAL RESPECT

FTW+DP has grown to recognise the critical importance for workers and the sector as a whole to deliver informed, inclusive and respectful services to families from all cultures. As such we are committed to providing both cultural competence training and embedding cultural diversity into all general training programs.

RECONCILIATION

Critical to FWT+DP's role is to model and lead best practice thinking and action in relation to building and maintaining cross cultural understanding and relationships based on genuine respect with Aboriginal workers, families and communities. This work is supported through the development and maintenance of a Reconciliation Action Plan. FWT+DP also extend its commitment to maintaining cross cultural integrity by ensuring diverse cultures and communities of all kinds are well represented and supported through the activities and services we deliver.

FWT+DP aims to incorporate strategies to address fairness, justice and equality. It is our aim that the perspectives and needs of Aboriginal and Torres Strait Islander peoples will become an integral part of everyday business of our organisation and that of all family and community services across Western Sydney. In bringing this vision to life we are joining the growing number of Australians who seek to bring lasting positive change, equity and healing for Aboriginal and Torres Strait Islander peoples in this and future generations.

Towards this aim we hope to inspire, encourage and support services to pursue reconciliation by

- making their own commitment to building respectful relationships with Aboriginal and Torres Strait Islander families and communities.
- providing services that are culturally relevant, inclusive and appropriate.
- providing sustainable opportunities that will work towards closing the social, economic and health gap between Aboriginal and Torres Strait Islander peoples and the broader Australian community.

FWT+DP Training Projects Conducted in 2015 – 2016

- Aboriginal Learning & Development Project (recurrent ACYFS funding)
- Aboriginal Women's Cultural Support Program (FWT+DP + WSCF + FaCS Partnership)
- Family Worker Training Project (recurrent Community Builders funding)
- Western Sydney Learning & Development Project (recurrent FNSW funding)
- Nepean / Blue Mountains Learning & Development Project including Triple P Practitioners Network Support Project (recurrent FNSW funding)
- Aboriginal Cross-Cultural Capacity Building Project (Communities for Children Mt Druitt funding)
- Special / Partnership Projects (multiple events and funding partners including Healing Forward Conference, Mission Australia Partnership, Wesley Mission Brighter Futures L+D Project, NBM D&FV Forum)
- Membership Project

*Investing in the future of families and the community sector
and recognising the ripple effect of our actions today on
tomorrow.*

FROM OUR PRESIDENT

The past year has been a time of great change and with that comes both challenges and exciting opportunities. In order to meet the demands of the Strategic Plan the board, with EO Catherine White, undertook a restructure of staffing and project responsibilities to ensure that we could meet the place based approaches that were integral to the strategic plan. This has been a year-long process and we are grateful to Catherine and the staff for their active, helpful participation and the open and honest feedback provided during this process.

In looking forward and determining key roles within the organisation, it was decided the role of Organisational Development Manager could not be supported. This meant a farewell to Maria Losurdo - a valued employee of many years standing who had brought so much to FWTDP. It is important to acknowledge the role that Maria played in many aspects of service delivery at FWTDP not the least being her support of the Aboriginal cultural competence programs and support of Aboriginal workers in western Sydney but also her dedication of fostering outcomes approaches to learning and development.

The uncertainty of funding as we move forward through the TEIP reform remains a shadow over the work of FWDT+P, as it does for other funded organisations in the wake of the reforms. The Board hopes to see in the new funding space an ongoing commitment to support quality learning and development, and the innovative practice that is a hallmark of FWTDP.

The uncertainty about funding could easily dampen the enthusiasm and creativity of the workers but this has definitely not been the case. The staff continues to reach for new opportunities and enthusiasm is only dampened by a lack of resources to do all that they would like to. I commend Catherine and the staff for maintaining their passion and commitment in the face of insecurity.

I have been privileged to be the President and to share the vision that the Board, along with Catherine and her staff are so committed to. Although I did not seek re-nomination last year as president, illness prevented another board member taking this role and I found myself back in this position. I want to thank Catherine and the other board members for their support during this period. I want to thank Secretary - Janine Madden, Treasurer - Peter O'Brien and board member Katherine Elliott for their commitment to FWTDP & the incredible level of expertise they bring to the role of board members.

I congratulate Catherine and all the staff on the quality and quantity of the work that they do in the sector. I also want to acknowledge the many trainers that work with FWTDP. We are very fortunate to be able to call on such skilled & knowledgeable people who embrace the ethos of FWTDP. The end product of well trained, highly skilled, knowledgeable and confident workers is that children will be safer, their lives will be enriched, their families will be supported to parent them in ways that will nourish them and help them to grow the next generations.

Kerry Thomas

BOARD OF MANAGEMENT

Kerry Thomas
President

Kathryn Elliott
Vice President

Peter O'Brien
Treasurer

Janine Madden
Secretary

Deb Deering
Member

STAFF

Catherine White
Executive Officer

Heather Callaghan
Financial Administrator

Maria Losurdo
Manager Program Development

Gabriella Jenes
Administration

Reggie Dizon
Project Support

Julianne Abood
Sharmila Falzon
Veronica Riddell
Chris Ryan
Jane Skelton
Tace Stevens
Jackie Stewart
Michael West
Vicki Wilde
Project Worker

FROM OUR TREASURER

As at 30 June 2016 Family Worker Training + Development Programme Inc. recorded a year of sound financial performance.

The figures below compare our 2015-16 performance with the previous year. The overall income for the period was up \$81,812 and we finished the year with a profit of \$6,439.

Total liabilities decreased by \$106,260 in the period proportional to grants in advance whilst the total equity of the organisation remains fairly stable at \$135,949.

The current working capital ratio of the organisation is relatively healthy at 1.4 which gives us an indication of how well the organisation is placed to pay its debts as they fall due - for every dollar the organisation owes it has 1.4 dollars to pay it back.

Financial Year	2014-2015	2015-2016
Total Income	\$1,393,515	\$1,475,327
Total Expenditure	\$1,396,838	\$1,418,781
Total Assets	\$549,259	\$449,518
Total Liabilities	\$419,829	\$313,569
Total Equity	\$129,510	\$135,949

The Board reviewed quarterly financial reports for the organisation throughout 2015-16 period.

I have reviewed the auditor's report prepared by Ross Fowler & Co Chartered Accountants, Penrith as a true and fair account of our financial position.

Thank you to Heather Callaghan, Financial Administrator, for her due diligence in all matters accounting and work behind the scenes to ensure that accurate data was captured for reporting purposes.

I'd like to thank individual Board Members and our CEO for the privilege of working with you to bring about with the team our vision for the Family Worker Training + Development Programme Inc.



Yours Sincerely
Peter O'Brien, Treasurer

FROM OUR TEAM

Team

This year we farewelled a number of team members and we thank them for their contribution to FWT+DP: Julianne Abood (retired), Jackie Stewart (resigned), Chris Ryan (retired). We welcomed Tace Stevens, Michael West and Reggie Dizon.

Training Participants

464 unique organisations registered workers to attend FWT+DP training events on 2038 separate occasions.

Evaluation Highlights

89.74% of workers applied new learning to their work with clients within 4 – 6 weeks of attending FWT+DP training.

Of these workers, 86.46% reported that this new learning and/or approach had been helpful in their work.

RAP

Our 'Innovative' RAP plan was developed by the FWT+DP Board and team and implementation supports us to continue to promote and support respectful relationships and cross cultural understanding internally and to the wider community sector to ensure that the needs and perspectives of Aboriginal and Torres Strait Islander peoples become an integral part of everyday business. Responsibility to achieve our RAP targets is shared amongst all staff and board and we strive to embed our commitment to reconciliation and cultural respect into our systems and practice.

Information, Technology and Multimedia

Website: this year we had 11,660 visits to our website, up from 9,398 in the previous year. The interactive calendar continues to be a useful tool for training participants to keep up to date with upcoming workshops.

YouTube: this year we had 6,669 views of our YouTube channel which equated to 613 hours of viewing time. The most popular videos were Triple P, Part 1 with Matt Saunders and Cindy Blackstock's presentation at our Leading Practice Conference, followed by Vikki Reynolds 'Men who use violence'. It's interesting to note that we have many overseas visitors watching our clips.

Facebook: we are continuing to slowly grow our social media presence and now have 420 'Likes' on Facebook – up from 270 last year.

Communications:

We are continuing to streamline our communications and have introduced a weekly newsletter. With nearly 600 subscribers this has been an effective way to promote upcoming events to all our stakeholders.

Project Overview and Highlights

It has been another vibrant year with the relevant and topical issues of domestic violence, trauma and brain development as major themes along with cultural competence.

Cutting edge workshops throughout the year included topics such as; brain development and the effects of trauma, working from a neurobiological informed practice, working with challenging behaviour in children and grief and loss in Aboriginal communities.

Therapeutic Interventions in Playgroup was a popular addition to our calendar as well as training in ICE. A new workshop presented by ACON looked at creating inclusive services for LGBTI families. FWT+DP responded to training requests in the Lithgow area and provided two well-attended events, a forum on the use of the drug ICE, organised by Christine Ryan and 'Trauma informed care and practice'.

A restructure has seen us implement a 'place based' structure for project workers and this will help us work toward achieving the goals we set in our new Strategic Plan. We have continued to streamline and improve our systems and processes for better efficiency and enhanced service delivery. Another big (and welcome) internal change has been the introduction of a Project Support position to resource and support our event planning!

Along with the rest of the sector we are keeping up to date with the TEIP reform and look forward to more detailed announcements about this in the new financial year. The team will be working hard to ensure we are offering learning and development opportunities that support local workers and organisations prepare for changes coming as a result of this reform.

We hear from services that increasing demands makes it difficult for workers to be released for training, and budgetary constraints means limited budgets for professional development. This seems to be the main contributing factor to low registrations for some events, and this year we saw 10 workshops cancelled. Rising costs for trainers, venue hire and catering similarly put a strain on our resources, however we continue to keep costs for our members to attend training as low as possible and are proud we can continue to offer relevant and responsive practice based training that is affordable and high quality.

FNSW Nepean: Over 500 workers have participated in FNSW Nepean activities this year. There were many highlights including The Stronger Families Alliance Forum: 'Children, Young People: mental health and wellbeing' which was attended by a wide range of organisations servicing the Blue Mountains, and provided networking and information about local services on the mental health continuum.

Looking through a Trauma Lens: understanding the effects of dv on children' forum was well attended with 123 participants. The event included speakers on trauma and brain development as well as seven facilitated table discussions on children, dv and trauma from Aboriginal and CALD perspectives, worker self-care and safety plans.

FNSW Western Sydney: Over 550 workers have participated in FNSW Western Sydney activities this year. There were many highlights including the Hills CALD Forum: This Forum guided participants through cultural intelligence training, knowledge of local multicultural communities and

a session to work towards better action focused and collaborative approaches for working in the Hills Local Council Area.

The Family Connections Forum (CHAPS Partnership Forum): Keeping Families & Children Safe forum included three keynote speakers and facilitated table discussions from local services. Through organising this event, FWT+DP developed some strong relationships and partnerships being developed between FWT+DP, local services and the local government. This partnership development has led to developing running more locally relevant events in 2016-2017 financial year.

Community Builders: Over 450 workers have participated in Community Builders activities this year. Highlights included training to support workers working with Aboriginal children, families and communities. Emeritus Professor Judy Atkinson presented 'Working with Children at Risk' and Mel Brown facilitated 'Decision Making in Relation to Aboriginal Families'. Both these workshops rated 95% satisfaction in evaluations.

ACYFS: Over 130 workers have participated in ACYFS initiatives this past year. Over 90% of participants rated achieving learning outcomes as 'Excellent'. Highlights included Lateral Violence training with Mel Brown. *"I really enjoyed this training. It gave me more understanding. Learning was one aspect but learning how to make change brought it all together"*

Women's Cultural Support Project: 21 women graduated from the Stronger Women's Voices = Stronger Communities in November 2015 following participation in a year-long program. It was great that we could support 13 women from the program to attend the SNAICC Conference in Perth and we thank everyone who supported the fundraising efforts to get so many of the women there.

C4C Aboriginal Cross-Cultural Capacity Building: This year we have commenced a new project for Communities for Children Mt Druitt. The project provides learning and development activities, resources and procedures for community service organisations and other relevant child & family focused agencies to assist in the development of the capacity (of workers, individual agencies and the service system as a whole) to offer culturally competent and culturally respectful services to Aboriginal and Torres Strait Islander clients. The focus in the early stages of the project has been in networking and developing relationships with stakeholders working with the Mt Druitt community as well as delivering some cultural awareness training.

Special Projects: We finished the year with the 2-day Healing Forward: Trauma, Recovery and Wellbeing Conference. More than 130 workers from 50 different organisations attended the event with keynote speakers on Mainstreaming Trauma and Trauma Informed Recovery. The conference also provided the opportunity for Partners in Recovery (PIR) funded projects to showcase their projects and best practice.

We have continued to work in partnership with Mission Australia to deliver custom workshops for workers across Western Sydney as well as Wesley Mission Brighter Futures Consortium.

OUR REPORT CARD

How Much (based on registrations database and internal records)	How Well (as reported by training participants on the day of training)	Who's Better Off (as reported by participants on the day)	Who's better off (as reported by participants 4-6 weeks after training)
8 project streams	89.34% quality of trainer skills and knowledge	65.72% achievement of learning goals	89.74% applied new learning and approaches gained from learning 86.46 % said new learning and approaches helpful in their work
105 days (595 hours) of training provided	87.50% quality of location, venue and catering		Reported enhanced practices: 73.11 % engagement 60.90% identifying needs 54.77% new response options 40.71% referral knowledge 50.89% joint practice/ partnerships 52.39% building community capacity
2038 registrations from 464 organisations (over 85% attendance)	15.19% Aboriginal participation 17.64% CALD participation	75.42% increased knowledge of evidence base	Increased skills, knowledge and capacity in key practice areas 85.97% strengths based practice 96.97% confident applying new knowledge from training 90.87% conscious practice 79.92% central importance of relationship 77.93% making services fit families

OUR INITIATIVES

JULY

Yarn Up
Child in Focus Nepean Collaboration Group
Sydney West Child Protection + Family Interagency
Reflective Practice Forum
Women's Cultural Support Program – Positive impacts on community through media and social media
Best Practice Self-Care and Boundary Setting
Enneagrams II – Healthy Leadership
Enneagrams III
Communication in the workplace

AUGUST

Yarn Up
Child in Focus Nepean Collaboration Group
CHAPS Network
Sydney West Child Protection + Family Interagency (Steering Committee)
Women's Cultural Support Program – Facilitating groups and public speaking
Responding to Squalor & Hoarding When Working with Children
Writing Great Case Notes
Social Media Beginners
Stronger Families Alliance Forum: Children, Young People: mental health and wellbeing forum
Social Media: Facebook, Intermediate-Advanced

SEPTEMBER

Yarn Up
Child in Focus Nepean Collaboration Group
Sydney West Child Protection + Family Interagency
Reflective Practice Forum
AGM
Women's Cultural Support Program – Reflective Practice
Working with Men who use Violence
Children with Challenging Behaviours: talking to families
Advantage & Oppression: understanding the two sides of racism

OCTOBER

Yarn Up
Child in Focus Nepean Collaboration Group
CHAPS Network
ICE Forum – BCI Presentation
ICE Forum - consultation
Community Engagement using Mascots & Performance
Building Early Literacy in Bi-Lingual Families in Western Sydney
Cool in a Crisis
Safe Home Visiting Best Practice (Kingswood)
ICE in our Communities
ICE in our Communities – Aboriginal specific

FaMS Innovative Practice Forum
Working with the Brain in Mind
Safe Home Visiting Best Practice (Rooty Hill)

NOVEMBER

Yarn Up
Sydney West Child Protection + Family Interagency
Women’s Cultural Support Program – Graduation
Designing Effective Events
Designing Effective Presentations
Introduction to Narrative Practice
Working with Grief & loss with in Aboriginal families and communities
Working with Children at Risk: developmental trauma within a complex trauma environment
Looking Through a Trauma Lens: understanding the effects of domestic violence on children
Accidental Counsellor
Asset Based Community Development

DECEMBER

CHAPS Network
Sydney West Child Protection + Family Interagency (Steering Committee)
ICE in our Communities (Lithgow)
Me, Myself and I: taking care of self in the workplace

JANUARY

Yarn Up

FEBRUARY

Yarn Up Special – Sue Wildman
CHAPS Network
Sydney West Child Protection + Family Interagency (Steering Committee)
BRAINSTORM: Neurobiology & Child Development
Social Media: A guide for Intermediate and Advanced Users
Autism (Different not less)
Autism...Considerations for Organisations, Programs and Workers
Working...with families who have children with differing levels of abilities
Using therapeutic interventions in playgroup

MARCH

Yarn Up
Child in Focus Nepean Collaboration Group
Sydney West Child Protection + Family Interagency
Self-harm and high risk behaviour – responding to young people
Hills CALD Forum
Child Development and the impact of trauma

APRIL

Yarn Up
Child in Focus Nepean Collaboration Group
CHAPS Network
Using Therapeutic Interventions in playgroup
Working with men who use violence - reflective practice (1)

Responding to complex trauma through narrative lens (2 days)
Strengths based practice for casework
Family Work through the Trauma Lens

MAY

Yarn Up
Sydney West Child Protection + Family Interagency
Sydney West Child Protection + Family Interagency (Steering Committee)
Working with men who use violence - reflective practice (2)
Nurturing and supporting staff using mentoring skills
Motivational interviewing in person centred practice
Trauma and brain development: influential links to Borderline Personality Disorder and Attachment history
CHAPS Family Connection Forum - Keeping Children & Families Safe
Mindful Co-working
Introduction to Acceptance and Commitment Therapy
Racism: Challenging it in everyday life
Stay Strong and Belong
Vicarious Traumatization: when we fall

JUNE

Yarn Up
Trauma Informed Care and Practice
Understanding & working with First Australians
Cultural Competence in working with people from refugee backgrounds
Healing Forward Conference (2 days)
Nepean Blue Mountains Domestic and Family Violence Forum
Introduction to Lateral violence
Understanding Cultural Supervision
Child Protection Forum: The First Thousand Days, Development Opportunities, Risks and Challenges
Decision Making in Relation to Aboriginal Families
Rainbow families and communities: creating an inclusive service
You're the Boss – Financial Literacy for Community Workers (Day 1)
You're the Boss – Financial Literacy for Community Workers (Day 2)

CANCELLED/ POSTPONED WORKSHOPS

Reflective Practice: Challenges to Racism
ICE in our Communities
Talk about Talking - exploring verbal and non-verbal communication when working with families & children
Autism Spectrum Disorder, when working with Aboriginal Families and Communities
Engaging Parents Impacted by Trauma: Practical Skills for Group Work.
What is Post Natal Depression
Domestic and Family Violence
Working with Fathers – Lithgow
Solution Based Brief Therapy (Two days)

FROM OUR TRAINING PARTICIPANTS

"Wonderful training. I feel more complete and energized after today"

"All aspects of the training was interesting and all information was excellent and relevant. I feel there were tips throughout all of the training that I will implement in my workplace"

"I would recommend this info session to other services and my workplace"

"I really enjoyed this training. It gave me more understanding. Learning was one aspect but learning how to make change brought it all together"

"Excellent topic. Some great information to look for when working with families and children".

"Excellent presenter and content was relevant, was great to be shown actually what we should be looking for and what that actually looks like".

"Very enjoyable + informative + a good mix of media."

"Trainer was really good in speaking about personal experience and taught us a lot in terms of how to have transparent conversations with clients. Statistics we were shown was also helpful. Would highly recommend this training and enjoyed listening to the trainer."

"Excellent presenter, content very helpful and relevant, very insightful and I have gained a much greater understanding of issues affecting Aboriginal people in today's society. The best Aboriginal training I've ever attended, presenter was fabulous. Thank you".

"Fantastic trainer :) The content was delivered brilliantly"

"Great networking. Great to see people's enthusiasm for care and support of next generations"

"Wisdom - from the different services & speakers. Learning about the other services and what they do, was excellent".

"I learned a lot about mental health sector, local services and key contacts. Also about pyramids of intervention concept".

"The training is very informative and engaging".

"Handouts are a fantastic toolkit for presenting. Have learnt how to structure better and understand the audience".

"Learnt practical applications to implement in the workplace".

"It was amazing, insightful and confronting on both a personal and professional level".

"I gained strategies on interventions to assist the attachment and connections between the mother and child. Really useful".

"Hope & reassurance".

"Best training that I have attended about working with local communities".

"I found this course valuable across a number of different levels – for my workplace and for other workplaces".

"I am also from a cultural background but from reflection I also learnt I had biases against some cultures".



