



**Tresillian®**

*It's in our nature to nurture*

# Annual Report 2020



**2020**  
INTERNATIONAL YEAR  
OF THE NURSE AND  
THE MIDWIFE



## Thank You!

Tresillian acknowledges the generosity of the many companies and individuals who have provided financial or in-kind sponsorship to our services throughout the year.

We especially thank our major sponsors, **Johnson & Johnson**, who have generously supported Tresillian for over 27 years, contributing to services such as the Parent's Help Line and Tresillian Live Advice. We also thank **Allianz**, **Reckitt Benckiser** and the many other companies whose support enables parents to receive timely, practical advice from Tresillian.

**Johnson's®**

**Allianz** 



## Incorporated by an Act of Parliament

The Royal Society for the Welfare of Mothers and Babies was incorporated by an Act of Parliament in New South Wales, Australia in 1919.

(Tresillian's official name is The Royal Society for the Welfare of Mothers & Babies).

## Patron

We are proud to have Queen Elizabeth II as our Patron.



## 2020 Tresillian Annual General Meeting

The 2019/2020 Tresillian Annual Report was presented at the 2020 Tresillian Annual General Meeting at 3pm, Thursday 26th November 2020, at the Royal Automobile Club, 89 Macquarie Street, Sydney.

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Tresillian acknowledges the Traditional Owners of the lands on which live and work and pays its respects to their Elders past, present and emerging.



# Tresillian®

*It's in our nature to nurture*

Established in Sydney, NSW in 1918 during the onset of the Spanish Flu pandemic as The Royal Society for the Welfare of Mothers & Babies, Tresillian is Australia's largest Child and Family Health organisation.

Tresillian provides early parenting services to thousands of families with a baby or young child across New South Wales, the Australian Capital Territory and Victoria.

While a new baby brings amazing joy, even the most capable parents have times when they lack confidence in their own abilities and need reassurance and support.

In 2020, the COVID-19 pandemic restrictions impacted many parents who felt isolated from their traditional networks such as family and friends. Tresillian Centres and services remained open to support families with strict COVID-19 protocols in place. Self-referral was introduced and Virtual Telehealth Consultations and Virtual Parenting Groups were expanded, ensuring all parents had access to help.

Tresillian teams of Child and Family Health nurses, Psychologists, Social Workers, General Practitioners, Paediatricians and Psychiatrists work in partnership with parents to increase confidence and build a strong, positive foundation for family life.

For full details visit our website at [www.tresillian.org.au](http://www.tresillian.org.au)



*It's in our nature to nurture*



# Report from the President

DR NICK KOWALENKO



## Our Mission

is to engage, educate and support families in Australia by increasing parenting confidence: leading to improved health and wellbeing of families with young children and secure resilient family relationships.

## Our Purpose

Our Purpose statement, 'It's in our nature to nurture' is at the heart of our services for families.

## Our Vision

is that all expectant families and those with infants and young children across Australia will have access to parenting advice, support and care which will enable them to raise their children with confidence within their own cultural context and values.

This Annual Report, about the activities of the Royal Society of the Welfare of Mothers and Babies (Tresillian Family Care Centres), echoes the journey of our organisation 100 years ago when responding to the impact of a global pandemic that ravaged Sydney in 1919. The resilience of Tresillian was born in that crisis and we have depended on it for over a century.

The financial year consists of two parts being pre-COVID-19 and post the pandemic. First, let's review Tresillian's response to the health crisis.

## Rising to the Challenge

COVID-19 presented an evolving challenge to all services, as we navigated a changing health environment. To meet unprecedented demand, Tresillian's day-to-day services remained open to support families. For new parents, the COVID-19 measures implemented by government from March to June, 2020 were especially difficult as access to traditional support networks were reduced due to necessary isolation.

There was a notable increase in new mothers, in particular, feeling anxious or overwhelmed presenting across all Tresillian services and facilities.

From the outset of the pandemic, it was clear that we needed to adapt our services to meet an ever-increasing demand which saw a massive 526% increase in virtual consult occasions of services from January to June, 2020 compared to the previous 6 months. Tresillian quickly moved to a self-referral system enabling parents to call our Help Line and be directed to the appropriate service rather than attending a GP Clinic. Strict COVID-19 protocols were implemented at all Centres, and digital services such as telehealth were rapidly expanded to meet the changing circumstances. At a Board level, an ad-hoc Committee was convened which included myself, Director, Catherine Whitby and Vice President, Natalie Boyd. We met regularly in the early days of the lockdown to oversee risk management. Our CEO, Robert Mills, his capable executive team, and the entire staff of







Tresillian's inaugural Golf Day was held on 6<sup>th</sup> March, 2020 at St Michael's Golf Course, Little Bay. Close to 100 golfers supported the event from a range of industries and more than \$10K was raised.



Tresillian's inaugural Art Exhibition opened on the 24<sup>th</sup> October, 2019 at Gallery 307, Northbridge. Themed 'It's in our nature to nurture', the exhibition was held in collaboration with Seaforth based artist, Georgina Hart.

Tresillian worked tirelessly to keep staff and services functioning safely and on behalf of the Board, our sincere thanks for their efforts.

### Digital Innovation

Digital innovation featured prominently this year enabling parents access to specialist care from Tresillian, regardless of their location.

With many parents feeling that home was a safer place for them and their baby, there was a surge in Telehealth consultations during COVID-19 which will undoubtedly revolutionise the way we deliver services into the future. Around 50% of our nursing staff were trained to deliver these specialist services to families living in metropolitan, regional

and remote areas. Feedback has been extremely positive.

In mid-December, 2019, Tresillian, in partnership with Sleepfit and HCF, launched the SleepWellBaby App. The App provides parents with trusted parenting support, guidance, and links to Tresillian's website, Help Line and other support services. In April this year the NSW Government provided a grant to fund access to all parents with a baby aged up to 12 months as a means of providing extra support. Response has been outstanding with the App attracting close to 20,000 by the end of June, 2020.

Calls to the Help Line increased by 125%, and visits to Tresillian's digital channels continued to rise exponentially as more parents turned online for trusted resources. Over 616,575 contacts were made with our website and many more engaged with Tresillian's social media platforms.

### Key Ministerial and VIP visits

In the period July to February, 2020 we were honoured to host several visits from VIPs including:

- Her Excellency, the Honourable Governor of NSW, Margaret Beazley AO QC and husband, Mr Dennis Wilson who visited Tresillian Lismore to meet with staff and families and tour facilities.



On 13<sup>th</sup> September 2019, Her Excellency, the Honourable Governor of New South Wales, Margaret Beazley AO QC (pictured centre with her husband, Mr Dennis Wilson), visited Tresillian Lismore to meet staff and families and tour the facilities.

TOTAL CONTACT WITH TRESILLIAN IN 2020

80,676

- The Hon. Brad Hazard MP Minister for Health and Medical Research and Mr Gurmeh Singh MP Member for Coffs Harbour who toured Tresillian Coffs Harbour and visited the Tresillian 2U mobile Early Parenting Van.
- ACT Mental Health Minister Shane Rattenbury MP along with the ACT Minister for Health, Rachel Stephen-Smith MP who both visited Tresillian's Queen Elizabeth II Family Centre in the ACT.
- On 3<sup>rd</sup> February, 2020 Felicity Wilson, MP Member for the North Shore, announced a \$500,000 grant towards the redevelopment of Wollstonecraft, an extremely exciting development for Tresillian and an excellent start to our new flagship facility.

### Thanks to our Supporters

Donations play an important role in providing additional funding for Tresillian's special projects for families and we especially acknowledge all those who have donated to Tresillian, including our benefactor. Our fundraisers were well supported including the Inaugural Tresillian Art Exhibition and Golf Day and our annual Tea Party. Special thanks to artist, Georgina Hart for her contribution and Gallery 307 in Northbridge. To our loyal corporate partners, we say thank you! In particular major sponsors, Johnson & Johnson and Allianz. We also appreciate the ongoing support of Reckitts Benckiser, Explore & Develop, Bayer, Philips Avent, Havenhall and Church & Dwight.

To our Brand Ambassador, Erin Molan, thank you for your support of our organisation.

### Board Acknowledgements

Finally, thank you to my fellow volunteer Board members for their support and encouragement during what has been an exceptional year. Christina Hall's acumen will be greatly missed after her resignation from the Board. After four years of service. Catherine Whitby, a Canberra resident, also resigned in June, 2020 after several years providing wise counsel and governance expertise as Chair of that Board Committee.

Importantly, we are incredibly proud of our dedicated team at Tresillian who demonstrated their tireless commitment and led with kindness to ensure the wellbeing of every family in our care. Thank you.

*Nick Kowalenko*

**Dr Nick Kowalenko**  
President



# Report from the CEO

## ASSOCIATE PROFESSOR ROBERT MILLS

This has been an extraordinary year that can be clearly divided into two halves, pre COVID-19 and post COVID-19. While this new pandemic changed the way we operate and deliver services to families, we quickly adapted to this new challenge, much the same way we did with the Spanish Flu pandemic back in 1919 when we commenced operations as the Royal Society for the Welfare of Mothers and Babies.

As we progress with our planning for a new 3-year strategy towards the end of 2020, we are proud that we have realized so many of our goals we set back in 2017, including our regional expansion program, approval of our Wollstonecraft development and digitisation of parenting programs for families.

### Tresillian QEII Family Centre, ACT

In another exciting chapter of Tresillian's history, on 1<sup>st</sup> July, 2019 our organisation was appointed the new Service Provider for the Queen Elizabeth II (QEII) Family Centre in Curtin, ACT. This marks the first time Tresillian has operated a Residential Unit outside of New South Wales. Prior to our appointment, Canberra Mothercraft Society provided the stewardship of QEII over many years and we look



forward to continuing the excellent work supporting families at QEII Family Centre over many years ahead in the ACT community.

### Art Exhibition

In October, 2019, we held our inaugural Tresillian Art Exhibition fundraiser. We are grateful to Seaforth based artist, Georgina Hart, volunteer, Jane Chapple, and the team from Gallery 307 who kindly assisted us in collecting works from a variety of artists (including our talented staff) and Archibald finalist, Katherine Ebney. The night was a wonderful success and raised much needed funds for our families.

### First 2000 Days

In Grafton, Tresillian has partnered with Northern NSW LHD, North Coast PHN & Bulgarr Ngaru Medical Aboriginal Corporation and other local community

partners to develop new models of care for our 'First 2000 Days' strategy to support families in the Clarence Valley Region. This partnership has consulted widely in the region and has appointed Leonie Staples as the Project Manager to work on delivering our strategy of establishing a 'Child and Family Wellbeing Hub' towards the end of 2020.

### Tresillian in Taree

While many of our regional Tresillian Centres opened in the previous 12 months, the Tresillian in Manning Family Care Centre was officially opened on 7<sup>th</sup> November, 2019. This new Centre is the result of a partnership between Tresillian, the NSW Government and Hunter New England Local Health District. Special guests included Stephen Bromhead MP – Member for Myall Lakes; The Hon. Sarah Mitchell MLC – Minister for Education and Early Childhood



On 7<sup>th</sup> November 2019, Tresillian in Manning, Taree opened early this year as the result of a partnership between Tresillian, the NSW Government and Hunter New England Local Health District. The Member for Myall Lakes, Stephen Bromhead MP attended with the Minister for Education and Early Childhood, The Hon Sarah Mitchell MLC.





On 28<sup>th</sup> August 2019, Tresillian Coffs Harbour Family Care Centre staff were honoured to host a visit by The Hon. Brad Hazzard MP Minister for Health and Medical Research and Mr Gurmesh Singh MP Member for Coffs Harbour. The Minister and Mr Singh also visited the Tresillian 2U Mobile Early Parenting Van.

On the 11<sup>th</sup> December 2019, it was a pleasure to welcome the ACT Minister for Health, The Hon. Rachel Stephen-Smith MP.

Learning; and Rosemary Sinclair AO – First Steps Count.

### Gidget House openings in regional Tresillian sites

Tresillian has been a long term partner of Gidget Foundation Australia and a Gidget House has been included in all our new regional centres. Perinatal mental health services are now more accessible for parents and we officially opened a new Gidget House in two Tresillian Centres during this past 12 months. One on 26<sup>th</sup> November, 2019 at Tresillian in Western, Dubbo and the other on 2<sup>nd</sup> December,

2019 at Tresillian Coffs Harbour. Arabella Gibson, CEO Gidget Foundation Australia and myself presided over both occasions and we were privileged to host the NSW Deputy Premier, The Hon. John Barilaro MP Minister for Regional NSW and The Hon. Bronnie Taylor MLC Minister for Mental Health, Regional Youth and Women, who both spoke passionately about the incredible difference the service makes to parents experiencing postnatal depression and anxiety. Local Member for Dubbo, Mr Dugald Saunders MP, and Member for Coffs Harbour, Mr Gurmesh Singh MP, were amongst special guests at the two openings.

### Tresillian Team Building Day

For the first time, Tresillian's annual Team Building & Planning Day was held just before our Christmas break, at the Aerial UTS Function Centre, Ultimo on the 20<sup>th</sup> December, 2019. Our MC for the day was Julie McCrossin AM who ensured that all staff had a 'fun day' and where we celebrated our achievements, acknowledged our staff with Employee 'Years of Service' Awards and awarded staff with recognition awards including Nada Gannon who was named 'Tresillian Employee of the Year'. More than 200 staff attended the day, including our new colleagues from QEII Family Centre who travelled up from the ACT and a large number of staff were able to stay on for some Christmas drinks and canapes.





To ensure psychology services are more accessible for parents, Tresillian partnered with the Gidget Foundation Australia to provide help for new parents experiencing perinatal anxiety and depression. Gidget House openings were held on 26<sup>th</sup> November, 2019 at Tresillian in Western, Dubbo and on 2<sup>nd</sup> December, 2019 at Tresillian Coffs Harbour. On both occasions we were privileged to have the NSW Deputy Premier and Minister for Regional NSW Industry and Trade The Hon. John Barilaro MP, and Minister for Mental Health, Women and Regional Youth, The Hon. Bronnie Taylor MLC in attendance.

### Tresillian Inaugural Golf Day

On 6<sup>th</sup> March, 2020, (just prior to COVID-19) Tresillian's inaugural Golf Day, a fundraiser for our services, was held at the magnificent St Michael's Golf Course, Little Bay. Close to 100 golfers supported the event from a range of industries. It was a beautiful, sunny day at St Michael's which boasts breathtaking scenic views of the coastline. Our golfers hit off around 8.00am after breakfast returning for a buffet lunch at 12.30pm. Prizes were awarded after lunch along with a Live Auction and raffle draw. Special thanks to our Tresillian team of helpers who made the day run even more smoothly assisting Ann Paton and Patrick Cameron. A big thank you to Roxanne Carswell, Rita Fenech, Amarjeet Singh, Jeff Taylor and Alex Caruana. We also acknowledge our generous sponsors, especially major sponsors Donald Cant Watts Corke or (DCWC); our Hole sponsors, included Canterbury Leagues Club, The Helping Hand Group, UCOMM, Grant Thornton & Erilyn and thanks to those who got a team together including Hesta, Complete Plumbing & Fire, Team 2 Architects, Explore & Develop and Booker Constructions. We are delighted



Right: In collaboration with Child & Family Health Nurses from Forster Community Health Centre (FCHC), Tresillian held a virtual session for the Forster-Tuncurry New Parents Group. Pictured is Deborah Noakes (FCHC) and Rachel Starrett from Tresillian in Manning with one of the parents.



Tresillian's Christmas-themed 2019 Team Building & Planning Day was held on 20<sup>th</sup> December, 2019 at Aerial UTS Function Centre, Ultimo. Julie McCrossin facilitated the event that was attended by around 250 staff from across the ACT and NSW.

Below: Tresillian Employee of the Year: Nada Gannon, Day Services, Tresillian Canterbury.



that over \$10,000 was raised for Tresillian.

### COVID-19 pandemic

The COVID-19 health crisis immediately changed life and work as we know it in a dramatic way, just as the pneumonic influenza or 'Spanish Flu' did in 1919. Amazingly, that was the year the Royal Society for the Welfare of Mothers and Babies (Tresillian) was formed. Back then the wellbeing of children and their parents was our highest priority. And today, it's no different. Our focus remains firmly on supporting families, particularly in these uncertain times when many are feeling a heightened sense of stress and anxiety. Of course, the safety of our staff and families is also paramount. The annual Tresillian Tea Party and Tresillian Conference were postponed. Tresillian responded with implementing COVID-19 safe screening so that we could continue face-to-face services to families and we made it easier for families who couldn't attend in person for support by increasing our virtual consults, introducing a new self-referral process and developing a new Tresillian COVID-19 QR code screening process.

On 24<sup>th</sup> April, 2020, in what was a big win for new parents, came the announcement by The Hon. Bronnie Taylor MLC, NSW Minister for Mental Health, Regional Youth and Women, to fund free access to the SleepWellBaby App for NSW parents with a baby aged up to 12 months, during the COVID-19 period. SleepWellBaby is an app-based digital program developed in consultation with Tresillian, delivering instant access to trusted evidence based parenting education, advice and tools on concerns such as baby sleep and settling, feeding

and perinatal mental health. By 30<sup>th</sup> June, 2020, close to 20,000 parents had downloaded the SleepWellBaby App.

### Macksville Hospital

The new Macksville Hospital opened in June 2020 and unfortunately due to COVID-19, the four Tresillian residential beds co-located within the Maternity Unit were unable to open. Plans are underway to officially open the new Tresillian Centre at Macksville Hospital in early 2021.

### White Ribbon Accreditation

Tresillian staff and Executive continue to work towards preventing family and domestic violence and violence against women through our White Ribbon action plan developed by the Workforce Committee. In May, 2020, we were contacted by Communicare, who have acquired White Ribbon intellectual property and assets and advised that we can look forward to final confirmation of Tresillian's accreditation as a White Ribbon Workplace later this year.

### Conference news

Very exciting news during the year was that for the first time, Tresillian has joined forces with the Australasian Marcé Society to stage a joint Conference on 9<sup>th</sup> and 10<sup>th</sup> September, 2021. The Conference will be proudly supported by The Royal Australia & New Zealand College of Obstetricians and Gynaecologists (RANZCOG).



## We farewell

In late November, 2019, our heartfelt congratulations went to Troy Trgetaric, Director of Corporate Services at Tresillian Family Centres, who accepted the role of General Manager, Wagga Wagga Base Hospital in the Murrumbidgee Local Health District. Troy has made an enormous contribution to Tresillian over the past five years. As well as providing invaluable guidance to the Board and the Executive team on both corporate governance and legal matters, he has been closely involved in the extensive growth of Tresillian into regional New South Wales and the ACT, along with the roll out of innovative digital technologies and information services across the organisation. Troy has always been warm and approachable and is a strong advocate of Tresillian's mission and is highly regarded by his colleagues at Tresillian. We thank Troy for his guidance and wish him well in his new role.



## We Remember

### Val Smith

Former Tresillian – Acting Director of Nursing & Clinical Services

We were sad to learn of the passing of Val (Valerie) Smith in May, 2020. Val was former Acting Director of Nursing & Clinical Services at Tresillian from September, 2013 through to May, 2014. Prior to that she held senior positions in many areas of health including King George V Hospital. She was passionate about Tresillian's work with families and will be fondly remembered by all who knew her here at Tresillian.

Another former staff member, **Ray Lovat**, our former Finance Manager passed away this year. Ray retired only a few years ago and will be remembered as a popular member of staff.

## Acknowledgements

My special thanks to the Directors of the Tresillian Board for their continued insight, wisdom and support.

To our Tresillian staff, who during the COVID-19 pandemic were unwavering in their desire to continue to deliver world class specialist Child and Family Health care to families; we thank you for your professionalism and dedication.

To Dr Teresa Anderson AM, the Executive and Board of Sydney Local Health District, for their unwavering support of our important work in supporting families right across NSW.

To all the Chief Executives of the Local Health Districts that we also partner with right across NSW. And, to our volunteers, sponsors, partners and donors, your generosity and support is greatly appreciated by all at Tresillian and the communities we serve.



**Robert Mills**  
CEO



## AMBASSADOR

### Erin Molan

Erin is best known as the face of Weekend News Sports on Channel 9 and can also be heard on Macquarie Media's Radio 2GB. Outside of work and sport, Erin is mum to two year old Eliza. Thank you so much to Erin for everything you do for Tresillian!



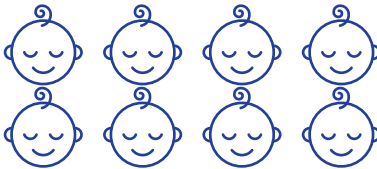
# Centres & Services





# Social Impact

# 80,676



## Services for parents at Tresillian Centres

Total Activity in Day Services, 4-night/5-day Residential Stays,  
Tresillian Parent's Help Line, Tresillian Live Advice (online)



**52,766**

**NURSING INTERVENTIONS  
& GROUP PROGRAMS**



**19,968**

**PSYCHOLOGY & SOCIAL  
WORKER INTERVENTIONS  
& GROUP PROGRAMS**



**7,942**

**ACCESSED RESIDENTIAL  
PROGRAMS**



**60K+**

**SOCIAL MEDIA  
Highly engaged  
communities**

**617,000**



Traffic to [tresillian.org.au](https://tresillian.org.au)

**OVER  
19,215**

**DOWNLOADS OF  
SleepWellBaby App  
Powered by Tresillian**



## Top 3 Health Outcomes

**1**

Increased parental  
confidence through  
gentle guidance and  
education

**2**

Reduction in  
peri-natal anxiety,  
isolation and  
depression

**3**

Improvement in  
the overall  
family's emotional  
wellbeing

**9** **REGIONAL NSW & VICTORIA**  
FAMILY CARE SERVICES

**4** **METROPOLITAN SYDNEY**  
FAMILY CARE CENTRES

**1** **METROPOLITAN ACT**  
FAMILY CARE CENTRE

# COVID-19 Snapshot

## 100%\* OF TRESILLIAN CENTRES REMAINED OPEN

to support families throughout the pandemic, including all Residential Units and Day Services.

\*except for Tresillian QEII which closed on the 12<sup>th</sup> & 13<sup>th</sup> April

100%



## TRESILLIAN PARENT'S HELP LINE

125% increase in calls compared to Mar - Jun 2019.

+125%

+526%



## VIRTUAL CONSULT OCCASIONS OF SERVICE

526% increase in occasions of service from Jan - July 2020 compared to 2019.

## TELEHEALTH - TRESILLIAN NURSE AT HOME & VIRTUAL PARENT PROGRAMS

Over 80 Nurses were trained to provide in-home telehealth consultations to parents at home. Weekly parent programs were facilitated throughout the pandemic allowing mothers and fathers to meet virtually.



## SELF-REFERRAL WAS INTRODUCED IN MARCH 2020

to make it easier for parents to access face-to-face services without having to visit a GP or other health professional. Parents were asked to call Tresillian's Parent's Help Line to talk through their issue with a Registered Nurse who directed them to the appropriate Tresillian service.

45%

SELF-REFERRALS

55%

HEALTH PROFESSIONALS



## STRICT COVID-19 PROTOCOLS

were introduced across all Centres including social distancing, restricting visitors, temperature checks and QR code check in on arrival.

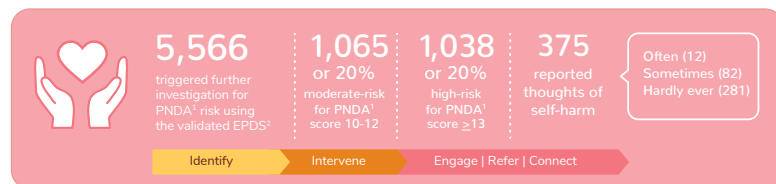


# Digital Services

## The Impact of the SleepWellBaby App

In April, 2020 The Hon. Bronnie Taylor, Minister for Mental Health, Regional Youth and Women announced a \$1.5 million grant to fund free access for NSW families to the SleepwellBaby App developed in consultation with Tresillian. The App delivers instant access to trusted evidence based parenting education, advice and tools on key new parent concerns including baby sleep and feeding.

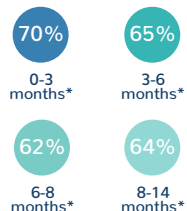
### Mental Health Triage



### GP letters issued for babies:

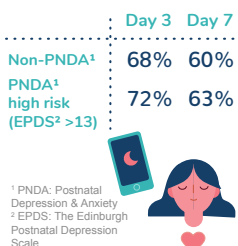
1,851 for breathing difficulty/snoring  
1,679 for reflux  
614 other

### Positive change after using the app, or still happy



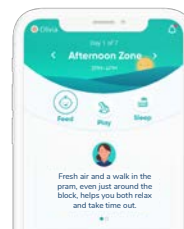
\*baby's age group

### Engagement



## SleepWellBaby

Powered by Tresillian



19k+ downloads



14,012 Babies registered



8.5 million Data points collected\*  
\*all app interactions



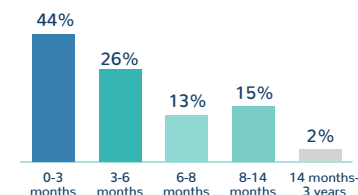
11,705

Program onboarding surveys completed



15,751 mothers  
519 fathers  
68 grandparents  
36 carers

### DISTRIBUTION OF BABY'S AGE GROUPS



616,575

visitors to tresillian.org.au

UP 33.4%

235K+

views on Tresillian's YouTube Channel

UP 70%

40K+

Facebook Community

UP 26%

103,195

Facebook Engagement

UP 13.5%

701,615

Instagram Impressions

UP 195%

# How Tresillian Supports Families



**28,481**  
contacts sought advice  
from our Parent's Help Line

## OUR SERVICES

Tresillian provides primary, secondary and tertiary Child and Family Health support services to families.

### Primary Services

Tresillian offers several accessible 'first stop' options for parents with general concerns over their baby or toddler.

These include:

- **Tresillian's Parent's Help Line** operating 7 days a week from 7am to 11pm. Calls are answered by a Tresillian Nurse. (FREECALL 1300 272 736).
- **Tresillian Live Advice** service operating Monday to Friday from 5pm-11pm where parents can live chat with a Tresillian Nurse online. The service is sponsored by Johnson & Johnson and available through the Tresillian website.

### Digital Resources & Services

- **Tresillian Nurse in the Home Telehealth Consultation and Parenting Groups**  
Many parents have reached out to Tresillian for help during the

COVID-19 pandemic, expressing feelings of isolation and anxiety. To ensure all families could access help, Telehealth Virtual Consultations and Parents Groups were expanded and made available free of charge to families across NSW and the ACT.

- **Tresillian website** ([www.tresillian.org.au](http://www.tresillian.org.au)) which includes tiered levels of evidence based parenting tips and resources for new parents.
- **SleepWellBaby App** powered by Tresillian provides infant sleep and settling tips, as well as broader parenting support for families with newborns through to children aged up to five years. During COVID-19, the NSW Government announced a grant to fund free access to the App for all NSW parents.
- **Tresillian's Social Media** channels including Facebook, Instagram, LinkedIn, Twitter and YouTube.

### Tertiary & Secondary Level Services

These services are based in Tresillian Centres and require a referral. Prior to May, 2019 parents were required

to have a referral from a health professional however, with the onset of COVID-19, the option of 'self-referral' was introduced, whereby parents could call Tresillian's Parent's Help Line and discuss their concerns with a Tresillian Nurse who could refer to an appropriate Tresillian service.

### Day Services

- Parents are able to visit a Tresillian Centre for the morning or afternoon with their baby and partner to work through issues such as infant feeding, settling baby and/or dealing with anxiety and depression. Psychology support can also be accessed. This is a free service.

**"I couldn't be happier with the changes we have made and improvements we are seeing since visiting Tresillian. I feel more positive about continued improvement in the future!"**  
—Theodore's Mother



### Residential Services

- Residential (inpatient) services are statewide services for families experiencing significant parenting challenges that require intensive intervention and strategies to promote family health and wellbeing. Families stay for 4 nights/5 days at a Tresillian Centre with costs covered by Medicare or their private Health Fund. Psychology support is available.

### Tresillian Family Care Centre locations

#### Metropolitan Sydney, NSW

Tresillian has four Family Care Centres in the Sydney metropolitan area.

- **Canterbury**  
4 night/5 day Residential Unit (7 Days) & Day Services (Mon-Fri)

- **Nepean**  
4 night/5 day Residential Unit (7 days) & Day Services (Mon-Fri)
- **Willoughby**  
4 night/5 day Residential Unit (Mon-Fri)
- **Wollstonecraft**  
Day Services (Mon-Fri)

A total of 86 beds are located across Tresillian metropolitan Sydney Centres.

#### ACT

- In the ACT, at Curtin, the Tresillian QEII Family Care Centre operates a 4 night/5 day residential service (7 days). A total of 26 beds are located at this Centre.

#### Regional Services

- Day Services are located at Broken Hill, Coffs Harbour, Dubbo, Lismore, Queanbeyan, Taree and Wagga Wagga. Satellite Services at Cooma, Woolgoolga, Grafton, Bulahdelah, Cootamundra, and Coonamble.

- The Tresillian 2U Mobile van services families in more remote communities on the Mid-North Coast of New South Wales (Wauchope, Kempsey, Macksville, Bowraville).
- In Victoria, the Tresillian Parents & Babies Day Service is located at Albury Wodonga.

### Specialist Programs

#### Education, Professional Practice and Innovation Centre (EPPIC)

Provides a range of professional development initiatives to build the capacity of staff and clinicians working externally in the community.

#### Extended Home Visiting

- Provides intensive support for families with vulnerabilities impacting their parenting capacity.

#### Guthrie Early Learning Centre

- Based at Tresillian Wollstonecraft and operated by Tresillian, Guthrie is a long Day Care Centre with capacity for 42 children aged under six years.



# Report from Clinical Services



## EXECUTIVE DIRECTOR JENNY SMIT

2020, appropriately the International Year of the Nurse & Midwife, posed many challenges for our staff due to the impact of the COVID-19 pandemic in March. I would like to begin by expressing my appreciation to all staff for their remarkable commitment and willingness to adapt to change during this time.

In particular for me the trusted advocacy of the brains trust of clinical and early education services helped to continuously improve service delivery for families during the pandemic. They are Leanne Daggar, Director Clinical Operations; Debbie Stockton, Director Clinical Service Integration; Dr Joyce Leong, Director Medical Services; Lisiane LaTouche, Director Allied Health; Jacqui Walker, Clinical Nurse Consultant Child and Family Health; Ann De-Belin, Clinical Nurse Consultant Perinatal and Infant Mental Health and Jackie Stewart, Director Tresillian Guthrie Early Learning Centre. A very special team. Thank you.

We had a re-structure in October, 2019

that configured a four person executive and differentiated clinical services into internal operations and external facing service integration. Serendipitously, it positioned Tresillian very well for what was to come in the latter part of the year to provide services safely.

We pulled together in the face of the COVID-19 pandemic for a workforce surge strategy to deal with the Parents Help Line (PHL) high call volumes which saw an increase of 125% as more parents called the line for support or to self-refer in response to the Self-Referral Campaign. This resulted in a PHL High Call Volume Escalation Flow-Chart to trigger when additional staff were needed, PHL training to increase the pool of staff able to respond to PHL calls across the metro sites; and a manual to guide new practice.

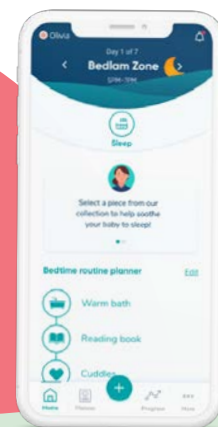
These measures were already under development when the SleepWellBaby App was launched as a COVID-19 strategy which helped enormously to commission

the service. The coaching service is proving very popular as part of the SleepWellBaby Stepped Care Model which is a single 30 minute Telehealth consultation for those parents with persistent infant sleep related challenges – truly Tresillian in the pocket!

The Tresillian Telehealth Rapid Scale-Up is a wonderful example of corporate and clinical streams working together in a can-do way to maintain access to families fearful of attending Tresillian services in person because of COVID-19. In the month of April, over 80 nursing, allied health and administration staff were trained in the intricacies of providing care in a different mode

**"In the 12 weeks that I have been a first time mother, I have tried lots of different things... The one thing that has really helped is this app. I've seen a huge improvement in my daughter's sleep."**

**—Jessica, Mum of Lyla**





**CALLS TO  
THE PARENT'S  
HELP LINE**

**+125%**

with further training provided in May in Virtual Group Facilitation. They were wonderfully supported by the Clinical Informatics Officer, the Clinical Nurse Consultants and the Nurse Educators who developed resources to guide consistency of practice and support confidence building including a Telehealth Newsletter; and established a Telehealth Communities of Practice to reflect on clinical practice.

Taking over the management of the QEII services in the ACT for the last year has been truly rewarding. It's great to discover so many things the same, especially the deep vocational commitment the team (clinical and support staff) has to the ACT families and children; and we're learning as much from the QEII team as they are from us.

Consultation with QEII GP's and the nursing and midwifery team resulted in a streamlined access to the service for ACT families. We've also focused on work practices and workflows from referral to discharge for a Team Nursing and Midwifery Model of Care.

No service has been unaffected by COVID-19 including the Tresillian MyTime groups which were conducted mostly online; two of which may remain as permanent online groups. It too met all its deliverables under the diligent management of Kate McNamara!

Guthrie Early Learning Centre weathered the storm thanks to the steadfastness and efficiency of Director, Jaclyn Stewart and her team who kept the families of the children informed about the pandemic changes every step of the way and the

children attending the Centre knew it to be a safe haven.

This year we saw major progress in refining our perinatal mental health response through a Parent Infant Early Childhood Mental Health (PIEC-MH) Service Model that is near complete through the hard work of the Allied Health team and Ann De-Belin as the Perinatal and Infant Mental Health Clinical Nurse Consultant working closely with Lisiane LaTouche, Director Allied Health.

We were able to showcase the child protection work we do and were awarded Finalist in the 2019 SLHD Child Protection and Wellbeing Awards for the Integration of Extended Home Visiting Program (formally EHIVP) into Day Services suite of options; and the Tresillian Coffs Harbour team were



acknowledged during Child Protection Awards Week in the category: *Working with adults to support children.*

We were also busy showcasing our work at professional forums including four presentations at the Biennial Maternal Child and Family Health Nurses Association in August 2019 that included Jenny Smit: *Evaluation of a post-natal depression therapy group intervention*; Leanne Daggar and Debbie Stockton: *Shaping our response to address diverse needs: Developing a Responsive Flexible Model*; Debbie Stockton: *Going Mobile Tresillian2U – The Early Years Parenting Service*; and Jacqui Walker: *Dual Learning Process for Nurses and Parents*. We were also well represented at the SLHD Nursing & Midwifery Symposium in November, 2019 with presentations from Jenny Smit: *Tresillian Working Together Project* and Debbie Stockton: *Collaborative community co-design: harnessing participatory action research*

to inform adaptation and innovation. Finally, we don't know where it will lead when we say YES. To name just a few examples:

- standardising the model of care for Day Services some four years ago facilitated the successful commissioning of five regional services with satellite services;
- Telehealth in some of the regional Centres in early 2019 facilitated the Tresillian Telehealth Rapid Scale-up;
- the re-design of the referral and booking process in 2018 enabled the adoption of a workforce surge strategy to support families that self-referred including those in the ACT.

Some things though had no precedent in response to COVID-19 and deserve a special mention and that was four nurses saying yes to donning full PPE to provide

care on several occasions in the Sydney Health hotels. Their courage at a time when risks were high is a credit to them personally but also to Tresillian. My deepest thanks to Jade Cataldo, Anne Louise Young, Judy Kotowski and Liz Shields.

What a year and what a great testament to what happens when we have a can-do attitude and say yes. My thanks to all staff for their resilience and dedication to the families of NSW during the COVID-19 pandemic. Their important contribution has upheld Tresillian's Vision that 'all expectant families and those with infants and young children across Australia will have access to parenting advice, support and care'.

**"Thank you so much; I was very anxious coming to Tresillian, thinking this wouldn't help. I think I needed this more than my little guy."**

—Archer's mother

Celebrations were held across Tresillian for the 2020 International Year of the Nurse & Midwife.



**2020**  
**INTERNATIONAL YEAR**  
**OF THE NURSE AND**  
**THE MIDWIFE**







DAY SERVICES  
OCCASIONS OF SERVICE

27,626



RESIDENTIAL ADMISSIONS  
7,942



It's in our nature to nurture

# Report on Governance, Risk & Performance

## EXECUTIVE DIRECTOR MARIE DICKINSON

A review of the organisational structure in late 2019 resulted in the creation of a new executive directorate, incorporating functions previously managed under quality and safety and adding the Education, Professional Practice and Innovation Centre, Research and Health Information streams to the directorate.

### Quality and Safety

Tresillian appointed two part-time Quality Managers to assist the service with its quality program in early 2020. These roles are developmental roles, with both appointees being seconded from within Tresillian – Kylie Choi from Willoughby and Janelle Daley from Nepean. These staff are working with the Executive Director to increase their skills in this area and to support services across Tresillian with the implementation of quality.

### Health Information

June, 2020 saw the retirement of Tresillian's long serving Health Information Manager (HIM), Jane Kookarkin and the commencement of a new HIM, Rachel Plumbe, who will be continuing the work to move Tresillian

services to a fully electronic health record, compliance with the My Health Record platform and the introduction of new funding models for services. Rachel will work closely with the Clinical Informatics Officer and clinical coders to support clinical staff with the process and clinical documentation changes required for Tresillian to best leverage these digital platforms.

### WHS

Tresillian received its report on the WHSIM Audit for its Sydney based services conducted in May, 2019, receiving a score of 92%. This result represented the significant work undertaken by staff across the service to ensure that there is a safe environment for staff, visitors, contractors and of course our clients in these services. Learnings from this audit have been included in improvements to work health and safety systems across all Tresillian services.

### Incidents and complaints

There was an overall 12.4% decrease in reported incidents in 2019/20 when compared with 2018/19, however there were no serious (SAC2) or significant (SAC1) incidents reported. Tresillian's



complaint rate remains low are 0.3 complaints per 1000 occupied bed days. The complaint rate has remained steady over the last few years, with staff actively managing client concerns or suggestions at the point of generation.

### Client Satisfaction

Client satisfaction remains high across all areas of the service. In 2019-20, this included Tresillian QEII as well as six regional services which commenced in the second half of the 2018/19 year. Tresillian reported overall satisfaction rates of 90.3% for the period July 2019-June 2020. Residential Services reported overall satisfaction rates of 88.3% for the period, a slight increase from the previous year. Day Services clients also reported high levels of overall satisfaction for the same period, reporting overall satisfaction rates of 93.3%. Tresillian's regional services reported satisfaction rates with the service of 97.4% in 2019/20.

### Infection Control

Tresillian's hand hygiene compliance rate continues to be high with compliance at 99%. The national benchmark set by the Australian Health Ministers' Advisory

Council has been at 80% since 2017 – Tresillian has consistently exceeded this benchmark.

### Education, Professional Practice and Innovation Centre (EPPIC)

Tresillian continues to be committed to providing a wide range of education and training opportunities for health professionals, particularly nurses. This has been a cornerstone of Tresillian's work, since the Royal Society for the Welfare of Mothers and Babies was established in 1918.

The Education, Professional Practice and Innovation team had a number of highlights during 2019-2020, including the development of a new Tresillian book on newborn baby care in partnership with Harper Collins. The book has been written by Fran Chavasse, Senior Nurse Educator and is expected to be released in May, 2021.

The EPPIC team once again partnered with UTS to provide the Graduate Certificate of Child and Family Health Nursing. Thanks to Nikki Brown, Director of EPPIC, Mary McDonald, Nurse Educator and Kelly Stone, Nurse Educator, who worked with the students to deliver this Course. Tina Hourigan continued her work with Sustaining NSW Families leading the Advanced Nurse Practice Program.

The EPPIC team provided clinical education and support to an increasing number of newly qualified ENs and Child and Family Health nurses into the Tresillian workforce and supported the transition of QEII staff to Tresillian with learning and professional development needs.

In terms of events, 2020 saw the commencement of planning for the 2021

Tresillian/Marcé Conference supported by RANZCOG. This is the first time a joint event has been held with all three parties. In 2019, the EPPIC team assisted in the staging of the Team Building Day at Aerial UTS and facilitated by broadcaster, Julie McCrossin. Tresillian Educators attended the Baby & Toddler Show in September where over 12,000 expectant and new parents visited! Many planned Expos and Workshops for 2020 were either cancelled or postponed due to COVID-19.

Workshops for health professionals and Circle of Security training were delivered face-to-face throughout 2019 but moved to online platforms during COVID-19. These include Circle of Security facilitator training and NCAST.

Our monthly publication of *Education on the Run*, co-ordinated by Mary McDonald and Amanda Joubert, Administrator EPPIC, continues to be a successful communications tool with staff.

Director of EPPIC, Nikki Brown managed the successful co-ordination of Tresillian's White Ribbon Workforce Accreditation. She has also been working in partnership with newborn-6 Child Health Solutions in China to help realise their vision for Child and Family Health services and the education of health professionals.

Our thanks to the EPPIC team for their willingness to take on all these challenges while continuing to support their colleagues at Tresillian.



**TRESILLIAN  
LIVE ADVICE  
SUPPORTED  
PARENTS**

**3,655**



# Report from the Tresillian Professor

## PROFESSOR CATHRINE FOWLER

School of Nursing & Midwifery,  
Child and Family Health  
University of Technology Sydney (UTS)

The past 12 months has been eventful with work in China continuing. The final subject in the Child and Family Health electives within the Masters of Nursing at Wuhan University has been completed, with all students successfully completing the four Tresillian subjects. Due to the COVID-19 pandemic work in Wuhan was postponed from early 2020.

Tresillian continues to have a rich and growing research culture. Currently, we have 12 active research projects investigating a diverse range of topics relevant to Child and Family Health. These projects include a focus on the implementation of new clinical interventions, evaluation of established interventions, nursing education, health and safety, staff experience of conducting digital client consultations and the development of rural service models. Of these 12 research projects, five are staff PhD projects. Tresillian also provides data collection support for several external Masters and PhD students studying at the University of Technology Sydney and Western Sydney University. An outcome

of the research projects has been numerous publications in peer-reviewed journals.

This is the 15<sup>th</sup> year of the collaboration with the University of Technology Sydney with the sponsorship of the Tresillian Chair in Child and Family Health. The main focus of this Chair has been on research, in particular, developing a research culture within the organisation and enabling Tresillian to further develop its reputation as a leading organisation in Child and Family Health. This is the only Chair of Child and Family Health Nursing in Australia.



## Our Values

### Access

Parents should have access to parenting support regardless of their status, location or culture.

### Respect

We respect difference and we ask this of others. We respond to people and communities only after we have carefully listened to their needs, concerns and expectations.

### Partnership

We seek to focus the best professional and personal support available to meet each client's needs. We are committed to working nationally with others to support effective parenting.

### Integrity

We do what we say and we always do it with respect to others.

### Excellence

We invest in professional development and best practice for our clients.



# Tresillian's History

The Tresillian story begins on 3<sup>rd</sup> November, 1918 with the formation of the Royal Society for the Welfare of Mothers and Babies at the Sydney Town Hall. The Society was a NSW Government initiative sparked by soaring infant mortality rates and a desperate shortage of health services for new mothers.

The need for intervention was exacerbated by the First World War, which left many young mothers widowed and the Spanish Flu pandemic, which reached Sydney in January, 1919.

In the same period it's estimated around 60,000 babies lost their lives through poverty, disease and lack of hygiene. The Society's primary aim back then was to make a difference to the high mortality rate of children under the age of five. In 1919, the Society was incorporated by an Act of Parliament in New South Wales. Then in 1921, Queen Mary became the Patron of the Society, until her death in March, 1953. On 4<sup>th</sup> August, 1954 Queen Elizabeth II, who had just visited Australia, became Patron of the organisation.

The Society's other aims as outlined in the 1920-21 Annual Report, were:

- To Save Life
- To co-ordinate all agencies dealing with mothers and babies
- To ensure proper Nursing Conditions to every mother prior and subsequent to childbirth
- To establish Welfare Centres and Committees in the metropolis and country
- To establish rest Homes for Mothers
- To establish a Corps of Mothers' Aids
- To care for and bring under supervision all children up to school age
- To provide certified and humanised milk and ice

In 1921, Dr Margaret Harper, the first Medical Director, established an Infant Welfare Training School at 2 Shaw Street, Petersham to educate Baby Health Centre nurses so they could be more effective in helping parents address basic problems such as a lack of hygiene and immunisation programs.



A baby clinic for parents also opened. The clinic at Petersham had been named "Tresillian" by the previous owners who originated from the village of the same name in Cornwall, England and from then on, the Royal Society for the Welfare of Mothers and Babies was affectionately referred to as "Tresillian". When the Willoughby Centre was purchased in 1927 the name was retained, and this Centre became known as Tresillian North.

By the mid-1920's the infant mortality rate had fallen to 3% from a peak of over 10% just a few years earlier. As times changed, Tresillian's scope adapted and broadened with specialised nursing, medical and psychological support available on site and across mediums such as the internet and on the telephone. The primary goal of Tresillian today remains unchanged: that of securing the best possible life and future for young Australians.

With over 102 years of invaluable service for young families across New South Wales, Tresillian has played an important and unique role in the history of New South Wales.



# Executive Team



## ASSOCIATE PROFESSOR ROBERT MILLS

**Chief Executive Officer RN, RM, MPH, FAICD Adjunct Associate Professor (Industry), Faculty of Health, UTS**

Robert has worked within the public hospital system for over 35 years, with his career mainly focused in the discipline of maternal and child health. He has held the positions of Director of Maternal and Child Health at Macarthur Health Service and then CEO of Karitane from 2003 before becoming the CEO of Tresillian in 2013. Robert is on the Board of the Australasian Association of Parenting and Child Health Inc.; the Dean's Advisory Board University of Technology Sydney (UTS) and the NSW Health Services Association. Robert is an Associate Professor of Industry with UTS and is an accredited assessor with the Australian Council on Healthcare Standards (ACHS).



## ASSOCIATE PROFESSOR JENNY SMIT

**Executive Director of Clinical Services B.Sc (Nursing), MPH, MBT, MFMH**

Jenny has 15 years experience in the management of hospital, nursing and corporate services with particular expertise in project management, safety and quality accreditation systems. Projects such as the implementation of the National Quality Framework within the early childhood sector have prepared her well for her current position where she is responsible for the planning and development needs of the nursing, medical, social work, psychology and childcare services at Tresillian.



## MARIE DICKINSON

**Executive Director of Governance, Risk and Performance B.App.Sc (Biomedical), MIHM; Appointed October 2019**

Ms Dickinson has a background in the biomedical sciences with additional qualifications in International Health Service Management and has more than 20 years' experience in senior and executive positions in healthcare having undertaken roles in corporate management and quality management in the acute, non-acute and mental health services. Ms. Dickinson is the current Chair of the Quality and Safety Committee of the Australasian Association of Parenting and Child Health. She is currently undertaking a PhD at the University of Technology Sydney where she is also an honorary clinical fellow.



## ASSOCIATE PROFESSOR TROY TRGETARIC

**Director of Corporate Services MPH & JD; Resigned October 2019**

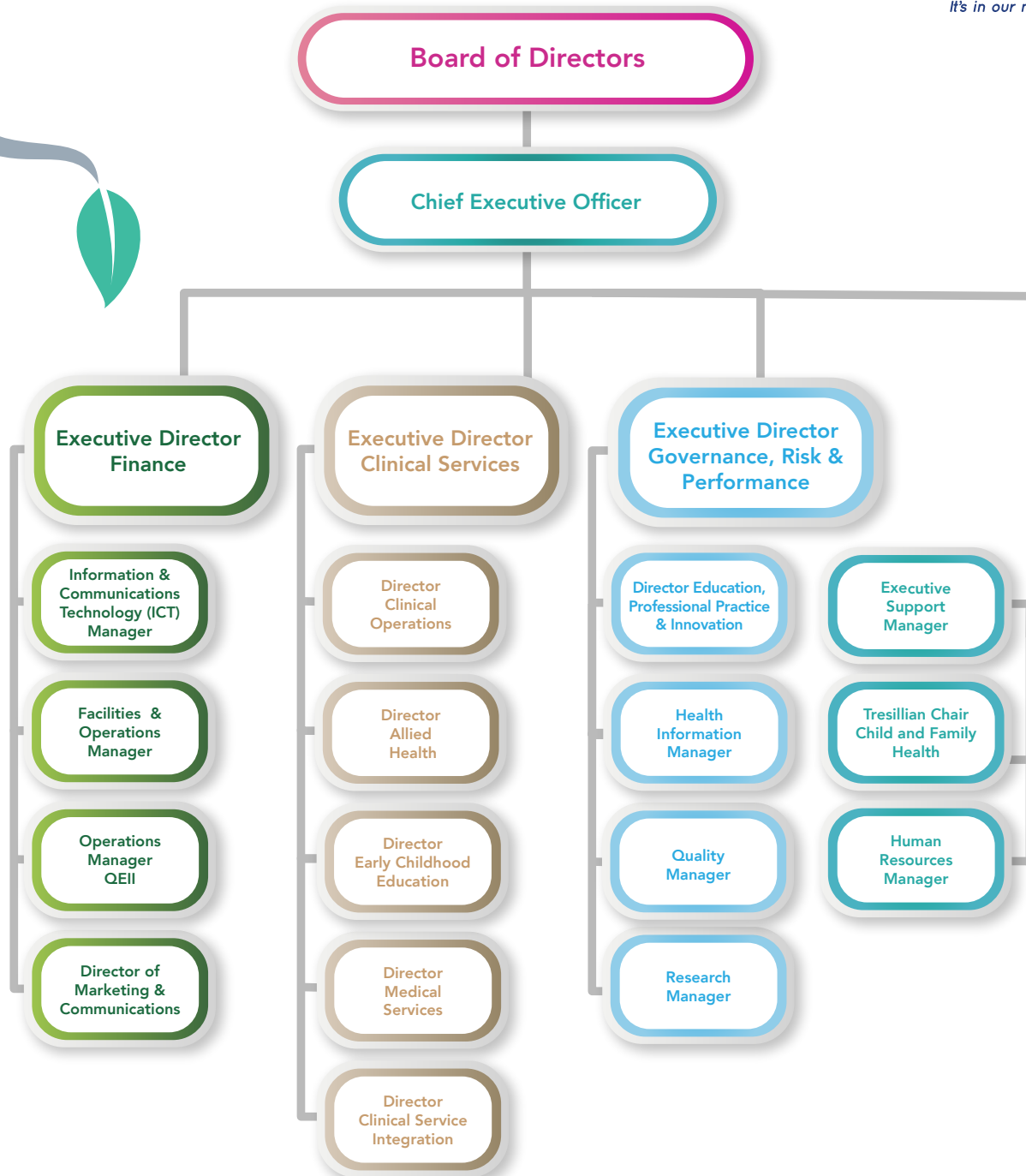
Troy is an admitted Solicitor and has spent several years working at the NSW Crown Solicitor's Office. Previously he had been working in the not-for-profit sector with a variety of agencies assisting with their workplace employment and contractual law issues. In addition to Troy's corporate services and information management background, he has well developed skills in the provision of legal advice and strategic workplace relations.



## JEFFREY TAYLOR

**Executive Director of Finance & Business Enterprise MComm, FIPA; Appointed October 2019**

Jeff is a dedicated Finance Professional with over 25 year's experience, the last 18 in various senior financial management roles. During this time he has worked in and developed an extensive all round knowledge of all operational aspects of a large not-for-profit organisation. Jeff holds a Masters of Commerce and is also a Fellow of the Institute of Public Accountants.



# Tresillian Board



## PRESIDENT

### Dr Nick Kowalenko

MB, BS, FRANZP, MAICD  
Board Director since 2003  
Elected Vice President: 2009-2013  
Elected President: 2013  
Director: Governance, Audit & Risk  
Committee 2014-2020

Dr Nick Kowalenko is a child and youth Psychiatrist with senior clinical leadership, research & education roles and is committed to promoting the emotional health and well-being of families. He's advised governments, consumer organisations and health service leaders about the most effective early intervention strategies to support parenting under stress. He's the Deputy Chair of Emerging Minds, an international Faculty member of Zero to Three (USA) and provides multidisciplinary education & training internationally.



## VICE PRESIDENT

### Natalie Boyd

BA (Mass Comms)  
Board Director since 2006  
Elected Vice-President: 2015  
Director: Tresillian Marketing, Advocacy & Fundraising (MAF) Committee 2006-2018  
Chair: Tresillian MAF Committee 2018  
Chair: Tresillian Strategy & Performance Committee 2014-2018

Natalie Boyd is a leading management consultant and was Managing Partner in a leading Australian consultancy. With more than 20 years' experience, Natalie is a respected specialist in communications and engagement, including commercial and government entities. She is passionate about building resilience in individuals, families and communities and keenly supports Tresillian. Natalie currently chairs the Marketing, Advocacy & Fundraising Committee, and is the Board representative on the Willoughby and Wollstonecraft Re-development projects.



## DIRECTOR

### Peter Quinn

B.Bus CA, ACIM, FAICD, CFP  
Board Director since 2008  
Chair: Tresillian Finance, Audit & Performance Committee since 2008

Peter Quinn is Director and Principal of Quinn Financial Planning, and Director and co- founder of The Quinn Group, an integrated accounting, legal and financial planning practice. He is a qualified Chartered Accountant and Financial Adviser with more than 30 years experience and specialist expertise in areas such as Business Management and Strategic Advice. It was his own personal experience that led Peter to assist on the Tresillian Board.







## DIRECTOR

### Susan Redden Makatoa

BA (Mass Comms), FPRIA, GAICD  
Board Director since 2008  
Director: Tresillian Marketing,  
Advocacy & Fundraising (MAF)  
Committee 2010-2015 & from 2018  
Chair: Tresillian MAF Committee  
2015-2018  
Director: Quality Review  
Committee 2009-2013

Susan Redden Makatoa is a one of Australia's leading corporate communications professionals. She is currently Group Managing Director for Edelman Australia and leads the corporate, public affairs, earned media and healthcare practices. Susan has worked as an executive headhunter and in leadership positions at Ogilvy PR, and SenateSHJ, delivering strategies encompassing advocacy, corporate, crisis and employee engagement. She is also a mother of five who has had invaluable help from Tresillian.



## DIRECTOR

### Mick O'Driscoll

Project Management (P.Grad.Dip)  
Dip Arch Tech  
Board Director since 2019

Mick O'Driscoll is currently Senior Manager Development at Calvary Health Care. He has over 25 years' experience in development in the construction industry working across a range of sectors and for companies such as Donald Cant Watts Corke where he was an Associate Director. In the last 10 years Mick has specialised in the Health Sector working in both public and private health. His expertise will assist Tresillian with the upgrade of Tresillian Wollstonecraft.



## DIRECTOR

### Catherine Whitby

BA LLB (Hons), MSc (Law and Accounting), GAICD  
Board Director 2016-2020  
Chair: Governance & Risk Sub-Committee 2018-2020  
Director: Strategy & Performance Committee 2016-2018  
Resigned: June 2020

Catherine Whitby is a lawyer providing strategic legal advice on commercial issues, including those arising from contracting and procurement processes. She also has extensive experience in probity and governance matters, and in relation to data sharing by government. Her primary sectors of focus include health, social services, education and employment. She is the mother of three children, and is keen to ensure that all families have access services like those offered by Tresillian.



## DIRECTOR

### Christina Hall

B.Accounting, CA, GAICD, ARITA  
Board Director 2016-2020  
Director: Finance, Audit & Performance Committee  
2016-2020  
Resigned: March 2020

Christina Hall is a corporate advisory and restructuring specialist who advises and assists Boards, management teams and other stakeholders. She is now the head of Finance at Vast Solar assisting ensuring companies maximise their opportunities to succeed and drive change in their chosen field. Christina's passion for Tresillian and the support it provides to new families stems from her own positive experience with Tresillian helping her with three young children.

# Financial Report



## CHAIR – FINANCE, AUDIT & PERFORMANCE COMMITTEE PETER QUINN

### Operations

For the year ended 30 June 2020, Tresillian Family Care Centres recorded an operating surplus of \$878,700. This is an increase of \$487,969 on the previous year. Total income increased by \$6,041,863 and total expenditure increased by \$5,553,894 on the previous year. The 2019-20 year has been challenging. Highlights were the

commencement of management of the QEII Family Centre located in Curtin, ACT; with new funding provided by the ACT Government (ACT Health) and new NSW Government funding to subsidise the Sleepfit/Tresillian SleepWellBaby App. The financial operations were severely impacted by the COVID-19 pandemic at a cost to Tresillian of \$550,000 compared to budget for the financial year.

Over the last six years, total revenue has increased \$11,416,427 (68%) and net assets \$1,614,313 (25%). Tresillian continues to grow significantly, with a strategic vision of helping more families

access our services. In addition to the commencement of the QEII centre in the ACT, the five new Family Care Centres located throughout regional NSW are all now fully operational. Preparations for the commencement of the Wollstonecraft re-development are well advanced.

### State of Resources

The balance of current assets, being cash at bank, current receivables and investments has increased by \$1,788,948 during the year. Total liabilities including creditors, provision for future staff entitlements and lease liabilities increased by \$675,670. Non-current assets, being property, plant and equipment and right of use leased assets decreased by \$234,578. The net effect is reflected by a surplus of \$878,700.

As the largest provider of early parenting services in Australia, Tresillian relies on the generous support of NSW Health, ACT Health, our corporate partners and donations from members of the general public. A sincere thanks to each one of you for your support in helping Tresillian deliver outstanding services to families.

I would also like to thank my colleagues on the Tresillian Board the Finance, Audit & Performance Committee, along with the contractors working with the Board on the upgrade of our Wollstonecraft facility.

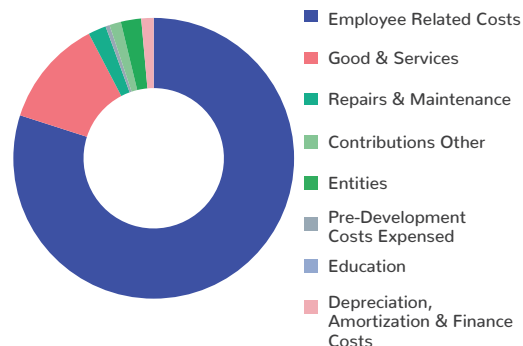
Chair – Finance, Audit &  
Performance Committee

# Financial Performance & Position

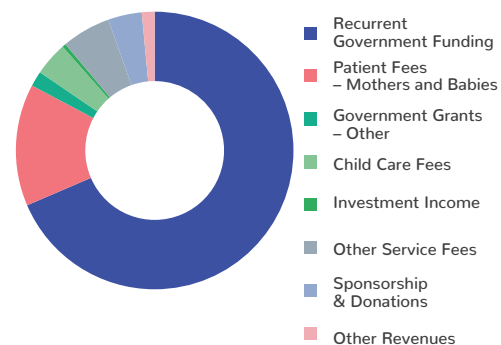
The table below is a summary of our Income, Expenditure and Financial Position for the Year Ended 2020 with comparative

	2020	2019	Increase/(Decrease)
	\$	\$	\$
Total Revenue	28,158,437	22,116,574	6,041,863
Total Expenses	27,279,737	21,725,843	5,553,894
<b>Net Surplus (Deficit)</b>	<b>878,700</b>	<b>390,731</b>	<b>487,969</b>
Current Assets	14,648,299	12,859,351	1,788,948
Non-Current Assets	2,456,969	2,691,547	(234,578)
Total Assets	17,105,268	15,550,898	1,554,370
Current Liabilities	8,699,330	8,130,510	568,820
Non-Current Liabilities	280,221	173,371	106,850
Total Liabilities	8,979,551	8,303,881	675,670
<b>Net Assets</b>	<b>8,125,717</b>	<b>7,247,017</b>	<b>878,700</b>

## How our money was used (\$27.27 million)



## Where our money came from (\$28.15 million)



### Revenue over last 6 years

2020	2019	2018	2017	2016	2015
28,158,437	22,116,574	19,622,415	19,439,602	17,136,267	16,742,010

### Net assets over the last 6 years

2020	2019	2018	2017	2016	2015
8,125,717	7,247,017	6,856,286	6,666,286	6,616,150	6,511,374

Tresillian Family Care Centres financial records for the year ended 30 June 2020 were audited by Grant Thornton Australia in accordance with Australian Accounting Standards and the Australian Charities and Not-for-Profits Commission (ACNC) Regulation 2013. A full copy of Tresillian Family Care Centres' Annual Financial Report is available free of charge by writing to The Chief Executive Officer, Tresillian, Locked Bag 1003, Campsie, NSW, 2194 or direct from the ACNC website [www.acnc.gov.au](http://www.acnc.gov.au).

# Our People

## Chief Executive Officer

Associate Professor Robert Mills

## Executive Director Clinical Services

Associate Professor Jenny Smit

## Executive Director Governance, Risk & Performance

Marie Dickinson

## Executive Director Finance & Business Enterprise

Jeff Taylor

## Director of Corporate Services

Associate Professor Troy Trgetaric  
(Resigned October, 2019)

## Director Medical Services

Dr Joyce Leong

## Director Clinical Operations

Leanne Daggar

## Director Clinical Service Integration

Deborah Stockton

## Chair Child & Family Health

Professor Cathrine Fowler

## Director Allied Health

Lisiane Latouche

## Director Education, Innovation & Professional Practice

Nicola Brown

## Director Marketing & Communications

Ann Paton

## Nurse Unit Managers

Angela Drummond – Nepean Day Services  
Gina Campbell – Wollstonecraft Day Services

Glenda Goodwin – Canterbury Residential  
Jeanette Dries – Acting Nurse Unit  
Manager Canterbury Day Services (from  
June 2020)

Lorraine Palmer – Canterbury Day Services  
(retired June 2020)

Sue Bruhm – Nepean Residential

Vicki Hardin – Willoughby Residential

## Managers

Alex Caruana, Facilities &  
Operations Manager

Jane Kookarkin, Health Information  
Manager (retired June 2020)

Rachel Plumbe, Health Information  
Manager (commenced June 2020)

Janelle Daley, Acting Quality Manager

Kylie Choi, Acting Quality Manager

Leonie Staples, Project Manager - First  
2000 Days (Grafton)

Pina Filippone, Human Resources Manager

Rita Fenech, Executive Support Manager

## Professional Practice & Innovation

Fran Chavasse, Senior Nurse Educator

Janice Wright, Nurse Educator (Regional)

Kelly Stone, Nurse Educator

Mary McDonald, Nurse Educator

Natalie Cameron, Nurse Educator

Tina Hourigan, Nurse Educator SNF

Program – Advanced Nurse Practice  
Course Co-ordinator

## Clinical Nurse Consultants

Ann De-Belin, CNC Perinatal & Infant  
Mental Health

Jacqueline Walker, CNC Child & Family  
Health

## Work Health & Safety/Infection Control

Barbara John, Co-ordinator

## Tresillian MyTime Groups

Kate McNamara, Co-ordinator

## Clinicians

Allison Buckley, EN

Ann Fenton, RN

Anne Foster, RN

Anne Kennedy, RN

Anne Partridge, RN

Anne-Louise Young, RN

Bernadette Vinson, RN

Beth Simpson, RN

Brenda Coates, RN

Brenda Jones, RN

Brodie English Smith, RN

Brooke Hampson, EN

Carina Olivos, EN

Carol Davidson, RN

Caroline Irving, RN

Catherine Beer, EN

Catherine Pearson, RN

Cheryl Madden, EN

Cheryl Woodward, RN

Christine Simpson, RN

Clare Saw, RN

Deborah Brittain, EN

Deborah Franklin, RN

Deborah Moore, RN

Deborah Webb, RN

Debra Savage, RN

Denise McCann, RN

Donna Carr, RN

Eleisha O'Connor, EN

Elizabeth Coster, EN

Elizabeth Hand, RN

Elizabeth Moore, RN

Elizabeth Shields, RN

Emily Masson, RN

Emily Robertson, RN

Emma Lane, RN

Frances Kenna, RN

Gabrielle Zimmer, RN

Gail Day, RN



Geniene Zachariah, RN  
 Gillian Ross, RN  
 Gina Furniss, RN  
 Gina Kentzopoulos, Mothercraft Nurse  
 Hannah Sanday, RN  
 Hayley Briggs, RN  
 Heather Johns, RN  
 Heather Kerrigan, RN  
 Heather Long, RN  
 Helen Smith, RN  
 Hilary Wolfe, RN  
 Jade Cataldo, RN  
 Jane Williams, RN  
 Janelle Daley, RN  
 Janice Wright, RN  
 Jazmyn Cunningham, EN  
 Jenni Leece, RN  
 Jennifer O'Neil, RN  
 Jennifer Smith, RN  
 Jenny Hulls, RN  
 Jenny Rankine, Clinical Nurse Specialist  
 Jenny Walters, RN  
 Jo Battin, EN  
 Judy Kotowski, RN  
 Judy Tripodi, RN  
 Julie Apps, Mothercraft Nurse  
 Julie-Ann Flanagan, RN  
 Juliette Heafey, RN  
 Katharine Findlay, RN  
 Katherine Dorise, RN  
 Katherine Chapuis, RN  
 Katherine Cramery, RN  
 Katherine McGovern, Mothercraft Nurse  
 Kathleen Campbell, EN  
 Kathleen Yarwood, RN  
 Kay Watts, RN  
 Kerry Harley, RN  
 Kim Everson, RN  
 Kimberley Lyes, RN  
 Kristie De Castro, RN  
 Kylie Bending, RN  
 Kylie Choi, RN  
 Leesa Heslop, RN  
 Lesley Shanley, RN  
 Lisa Bentley, EN  
 Lorelle Roberts, EN  
 Lynn Pickersgill, RN  
 Majella O'Brien, RN

Marita Hawes, RN  
 Marjorie Duncan, RN  
 Mary Pollard, Mothercraft Nurse  
 Megan Sena, Clinical Nurse Specialist  
 Melinda McCarthy, EN  
 Melissa Richardson, EN  
 Meredith Grant, RN  
 Michelle Dowling, Mothercraft Nurse  
 Michelle Leto, RN  
 Nadica Gannon, RN  
 Nadine Day, RN  
 Nalini O'Brien, RN  
 Naomi Blacker, RN  
 Nicola Bresnahan, RN  
 Nicole Newham, RN  
 Noeleen Horswell, RN  
 Pam Burne, RN  
 Patsy Quealy, RN  
 Pauline McKeown, RN  
 Philip Dimech, RN  
 Robyn Murray, RN  
 Rosemary McCowage, RN  
 Sally-Mae Mullane, EN  
 Sarah Espley, RN  
 Sarah Hurley, RN  
 Sarah Oxford, RN  
 Sarah Smith, RN  
 Sharon Donaldson, Clinical Nurse Specialist  
 Sharon Sinclair, Endorsed EN  
 Sherrian Price, RN  
 Sonja Griggs, RN  
 Stacey Thompson, RN  
 Sue Adams, EN  
 Sue Bemmer, RN  
 Sue Mansfield, RN  
 Sue Priestley, EN  
 Susan Barabas, EN  
 Susan Portors, RN  
 Susie Aspinall, RN  
 Suzanne Bullen, RN  
 Suzie Murphy, Mothercraft Nurse  
 Tania Young, EN  
 Tracey Bryan, RN  
 Tracy Day, EN  
 Tracie Hughes, Mothercraft Nurse



Tresillian's 2019 Team Building Day with a Christmas theme, was held at Aerial UTS on 20<sup>th</sup> December, 2019.

Wilma Simmons, EN  
Zara McIlveen, RN

#### Allied Health

Claudie Larose, Psychologist  
Jamilie Abou Raad, Social Worker  
Joanne Hawthorne, Social Worker  
Joanne Robinson, Psychologist  
Kerrie Patten, Social Worker  
Lynne Ryan, Clinical Psychologist  
Margaret Booker, Social Worker  
Mary Attard, Psychologist  
Melisa Azar, Social Worker  
Radmila Vucic, Psychologist  
Rowena Hong, Psychologist  
Susan Matthews, Social Worker  
Susanna Lawrence, Social Worker  
Jane West, Social Worker

#### Medical Staff

Dr Penny Field, Paediatrician (VMO)  
Dr Anthony Epstein, Paediatrician (VMO)  
Dr David Hartshorn, Paediatrician (VMO)  
Dr Joyce Leong, Paediatrician (VMO)  
Dr Michael Haifer, Paediatrician (VMO)  
Dr Wendy Allen, Paediatrician (VMO)  
Dr Ashutosh Aggarwal, Paediatrician (Staff Specialist)  
Dr Kerry Brown, Paediatrician (Staff Specialist)  
Dr Sue Messner, Psychiatrist (VMO)  
Dr Anju Aggarwal, General Practitioner (VMO)  
Dr Kylie Vuong, General Practitioner (VMO)  
Dr Shereena Sinnayah, General Practitioner (VMO)  
Dr Winston Lo, General Practitioner (VMO)

#### Corporate/Administration Services

Dr Megan Anderson, Research Assistant (resigned November 2019)  
Jessica Appleton, Research Assistant (commenced March 2020)  
Sue Mayall, Clinical Informatics Officer  
Roxanne Carswell, Graphic Designer &

Marketing Co-ordinator (Maternity Leave)  
Carmen Tom, Graphic Designer &  
Marketing Co-ordinator (Maternity Relief)  
Justyna Poniatowski, Executive Assistant  
Amanda Joubert, Education, Professional Practice & Innovation Assistant  
Hildegard Withers, Medical Records Coder  
Janina Esquivel, Medical Records Coder  
Nancy Currenti, Clinical Support Officer  
Rebecca Love, Clinical Support Officer  
Tyrone Fegradoe, Accounts Officer  
Amarjeet Singh, Finance Assistant  
Angela Goodwin, Administration Officer  
Erica Rae, Administration Officer  
Gemay Hare, Administration Officer  
Joanne Wright, Administration Officer  
Lynn Richards, Administration Officer  
Pam Matheson, Administration Officer  
Pauline Thums, Administration Officer  
Silvia Wittwer Malisano, Administration Officer  
Valmai Miller, Administration Officer

#### Casual Administration Support Staff

Harpreet Kaur, Administration Officer  
Josephine Palumbo, Administration Officer  
Katrina Soueida, Administration Officer  
Karyn Raisin, Administration Officer  
Nouha Dirana, Administration Officer

#### Guthrie Early Learning Centre

Jaclyn Stewart, Director & Early Childhood Teacher  
Fiona Zeller, Early Childhood Teacher  
Jane LeGras, Early Childhood Teacher  
Shagufta Mahabub, Early Childhood Teacher  
Karen Meguyer, Diploma trained Educator  
Katerina Kodos, Diploma trained Educator  
Mojgan Pakrou, Diploma trained Educator  
Nicole Pickering, Diploma trained Educator  
Rosita Van Looy, Diploma trained Educator  
Valerie Crosa, Diploma trained Educator  
Vidya Bhakta, Diploma trained Educator  
Vivienne Zhang, Diploma trained Educator  
Byung Ok Kim, Certificate III trained Educator  
Chloe Kiriakidis, Certificate III trained Educator  
Hathaipat Mead, Certificate III trained Educator  
Viorica Abbanah, Certificate III trained Educator  
Heidi Zaitounian, Cook  
Sheryl Salvatera, Cook



### Domestic Staff

Alpay Hassan  
 Anne Thomas  
 Emily Aquino  
 Isabella Parisi  
 Janice Whiticker  
 Mark Paes  
 Mohan Thakuri  
 Siham Yakubian  
 Sue Morgan

### Tresillian in Far West, Broken Hill, NSW

Sharon Donaldson, Clinical Nurse  
 Specialist

### Tresillian in Coffs Harbour, NSW

Monica Carlon, Nurse Unit Manager  
 Jasmine Lake, RN  
 Jess Torrens, RN  
 Lynne Jackson, Administration Officer

### Tresillian 2U Mobile Service (Coffs Harbour), NSW

Deborah Laffan, Nurse Unit Manager  
 Megan Carroll, RN  
 Jane McRae, RN  
 Delya Smith, Aboriginal Health Worker

### Tresillian in Western, Dubbo, NSW

Marsha McBroom, Nurse Unit Manager  
 Chloe Inder, RN  
 Katherine Plasto, RN  
 Marilyn O'Connor, Administration Officer  
 Rebecca Fowler, Child Care Workers  
 Jessica Pengilley, Child Care Worker

### Tresillian in Lismore, NSW

Rachael McLean, Nurse Unit Manager  
 Kylie Jackson, RN  
 Tamara Montgomery, RN  
 Brooke Nixon, RN  
 Sarah Daynes, Administration Officer

### Tresillian in Macksville, NSW

Melissa Tait, Nurse Unit Manager

### Tresillian in Southern, Queanbeyan, NSW

Nicola Williams, Nurse Unit Manager  
 Rosa Maidment, RN

Ruth Rauber, RN  
 Bronwyn Kemp, Administration Officer

### Tresillian in Manning, Taree, NSW

Rachel Starrett, Nurse Unit Manager  
 Cassie Callinan, RN  
 Michelle Lewers, RN  
 Simmy Coronel, RN  
 Jasmine Williams, Administration Officer

### Tresillian in Wagga Wagga, NSW

Karen Griffin, Nurse Unit Manager  
 Lucinda Ridley, Administration Officer

### Tresillian in Albury-Wodonga, VIC

Roslyn Taig, Nurse Unit Manager  
 Angela James, RN  
 Lisa Weldon, RN

### Tresillian QEI Family Care, ACT

Vanessa Bakker, Clinical Manager, Nursing  
 and Midwifery  
 Carla Bellamy-Kyle, Administration  
 Officer/HSO  
 Carol Kyle, Administration Officer  
 Debbie Tibbles, Administration Officer  
 Alexandria Smith, Administration  
 Officer/HSO  
 Lauren Williams, Operations Manager  
 Lisa Knight, Social Worker  
 Georgina Farrell, Psychologist  
 Christine Adams, RM  
 Lee Arcidiacono, RM  
 Karen Ashleigh, RN  
 Alexandra Ball, RM  
 Ebony Barnes, RN  
 Jane Barnett, RN/RM  
 Lauren Burnley, RM  
 Jennifer Bushby, RN/RM  
 Jennifer Cairncross, RN/RM  
 Annette Cole, RN/RM  
 Catherine Cotter, RN/RM  
 Anastasia De Grave, RN/RM  
 Melodie Elliott, RN  
 Elizabeth Elm, RN/RM  
 Jane Fitzgerald, RM  
 Helen Flaherty, RN/RM

Josephine Green, EN  
 Rebecca Hallam, RN  
 Tracey Harrison, RM  
 Mary-Ellen Hirst, RN/RM  
 Fiona Holland, RN  
 Madeleine Hornby, RN  
 Joy Horsham, RN/RM  
 Stacey Kapotas RM  
 Heather Krause, RN/RM  
 Pierina Lucchesi RM  
 Jennifer McLoughlin, RN/RM  
 Kate Mejaha, RN/RM  
 Emma Monagle, RN  
 Sally Muddiman, RN/RM  
 Ann Pabst-Reeves, EN  
 Georgine Parmeter-Hartney, RN/RM  
 Christine Patterson, RN/RM  
 Seren Pearsall, RN/RM  
 Catherine Pearson RM  
 Carolyn Pettit Staff Development  
 Officer & RN/RM  
 Helen Richards, RN/RM  
 Denise Rebel, RM  
 Charlene Samways, RN/RM  
 Annie Schofield, RN  
 Sharlene Sheehan, RN  
 Edwina Smith, RN/RM  
 Marguarita Van Oosten, RN/RM  
 Geniene Zachariah, RN  
 Julie Cassimatis, HSO  
 Pema Choden, HSO  
 Pamela Close, HSO  
 Amelia Holly, HSO  
 Anna Kotini, HSO  
 Kaylene Murray, HSO  
 Frosso Papadogiannis, HSO  
 Claire Patterson, HSO  
 Chencho Dorji, HSO  
 Dr Libby Goodchild, Medical Staff  
 Dr Kate Molinari, Medical Staff  
 Dijana Kulic, Cleaner



# Tresillian®

*It's in our nature to nurture*

## **Tresillian Canterbury**

Head Office

McKenzie Street

Belmore 2192

**t:** (02) 9123 8800

**e:** [news@tresillian.org.au](mailto:news@tresillian.org.au)

**Tresillian's Parent's Help Line**  
**1300 272 736**

### **Locations:**

**NSW:** Canterbury, Willoughby, Wollstonecraft, Nepean,  
Lismore, Wagga Wagga, Coffs Harbour, Dubbo,  
Queanbeyan, Taree, Broken Hill

### **NSW Mid North Coast:**

Tresillian 2U Mobile Parenting Van

**VIC:** Albury Wodonga

**ACT:** Curtin



**[tresillian.org.au](http://tresillian.org.au)**