Welcome

We are delighted to present to you, the Tresillian Annual Report, for the year ending 30th June, 2015.

The Report provides an insight into the activities of The Royal Society for the Welfare of Mothers and Babies, or Tresillian, as we are now known.

As Australia’s leading early parenting organisation, Tresillian is passionate about providing advice and care to parents with a young child and supporting families. Tresillian’s fundamental point of difference has always been about the excellent standard of parenting advice we provide to families, underpinned by research, education and clinical practice. The Tresillian service is unique, a way for mums and dads with a baby or toddler to talk through their concerns in a safe and impartial environment.

Enjoy reading about the year that was in this Tresillian’s 97th Annual Report, and for more information, visit our website at tresillian.org.au

Robert Mills
Chief Executive Officer

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

Our Patron is Her Majesty, Queen Elizabeth II.

Annual General Meeting
The 2014/15 Tresillian Annual Report was presented at the Annual General Meeting on Thursday, 26th November, 2015 at Tresillian Wollstonecraft, 25 Shirley Road, Wollstonecraft.

Thank you!
Tresillian would like to acknowledge the many companies and individuals who have provided financial or in kind sponsorship to our services throughout the year. In particular we thank our major sponsor, Johnson & Johnson, who fund the Tresillian Live Advice service, enabling parents to go online and receive child and family health advice from a Tresillian Nurse.
The past year has been a very rewarding year for The Royal Society for the Welfare of Mothers and Babies. The implementation of a new Strategic Plan endorsed by the Tresillian Council will ensure Tresillian continues to provide the best possible care to families throughout NSW in need of professional early parenting advice and support.

Over the course of the year, 61,732 families benefitted from Tresillian’s services, including the Parent’s Help Line, Tresillian Live Advice, Residential admissions, Day Stay and Outreach services. In addition, the Tresillian website, essentially a resource for parents, received hundreds of thousands of visits during the same period.

In October, 2014, after significant consultative work at all levels of the organisation and with key stakeholders and focus groups, we launched Tresillian’s new Strategic Directions 2014-17. The ten Strategic Goals have been consolidated into four Focus Areas which are outlined more extensively in this Annual Report. To deliver outstanding care to families in the next three years, our four Focus areas include:

- Delivering information and support Services,
- Developing and implementing our Research and Quality Education Programs,
- Marketing Tresillian and its services and
- Management and Leadership.

These have been addressed with initiatives including a new Organisational Structure that was introduced to provide a more operationally streamlined service operation. To further strengthen our service provision for families in rural areas, Tresillian negotiated the establishment of two Tresillian Day Stay services. One in Lismore, NSW in partnership with the North Coast Primary Health Network & Northern NSW Local Health District and the second in Wodonga, Victoria in partnership with the Albury Wodonga Health Service; both of these services are due to commence later this year, taking our total number of Centres from four to six.

In other expansion plans, preliminary work began on the potential redevelopment of the Willoughby site and Council are currently considering several options in relation to the future of this Centre. In the area of information technology, we successfully integrated Tresillian Nepean’s Information and Communication Technology (ICT) into Sydney Local Health District.

A new state of the art Tresillian website was launched that focuses specifically on the needs of parents wanting credible resources on a range of topics including infant sleep and breastfeeding. The website, www.tresillian.org.au, features tiered layers of parenting information in an easy to read format along with a new streamlined online Referral Form for health professionals referring clients to Tresillian.

We particularly thank the following companies for their generous support of our new website and Tresillian: Johnson & Johnson, Allianz Insurance, Bio-Oil, Meat & Livestock Australia, SCA Hygiene, Rafferty’s Garden, Care Pharmaceuticals, Philips Avent, Church & Dwight and Reckitts Benckiser.

Developing a revenue stream from sponsorship is a key Strategic Goal, and in particular, to utilise the website for this purpose.

Another highlight of the year has been two of our staff receiving prestigious awards from Sydney Local Health District (SLHD): Rosemary McCowage, a child and family health nurse from the Residential Unit at Tresillian Canterbury was the successful recipient of the SLHD Nurse and Midwifery Award; and Senior Nurse Educator, Fran Chavasse, was presented with the SLHD Nursing and Midwifery Education award. To be publicly recognised in this manner is testament to the competence, skill and dedication of our staff.

The second annual Tresillian Team Building and Planning Day was held at the Waterview Function Centre, Sydney.
Olympic Park, on the 5th June 2015 at Sydney Olympic Park. The day was attended by 210 Tresillian staff, Council members and the Sydney Local Health District Chief Executive, Dr Teresa Anderson. The day was a resounding success giving staff the opportunity to meet each other through team building exercises, as well as sharing their views on what we do well and areas for improvement.

After four years on the Tresillian Council as both a Council Member and most recently as the Vice-President, Kate Fitzgerald stepped down from her role in March 2015. Kate provided much needed legal governance in her role on the Council and she secured pro bono support from the law firm, Clayton Utz, to review Tresillian’s By-laws. Natalie Boyd has taken on the role of Vice-President in an acting capacity until the next Annual General Meeting and I am pleased to welcome her to this senior role.

On behalf of the Council I would like to thank my fellow members on Council, those on the Executive team and members of the various Committees that provide invaluable input and assistance in the planning and delivery of child and family health services at Tresillian.

In addition, we thank the NSW Ministry of Health, Sydney Local Health District and Nepean Blue Mountains Local Health District for their continued funding and support.

Dr Nick Kowalenko
President
This year marks 97 years since The Royal Society for the Welfare of Mothers and Babies (Tresillian Family Care Centres) began providing child and family health services to families in New South Wales. 2014/15 has been a year of consolidation and growth.

Following extensive consultation with staff and consumers, the Tresillian Council approved a new Tresillian logo, as well as new Mission, Vision & Purpose Statements and new Tresillian Values. Our new purpose statement “It’s in our nature to nurture” was developed by staff.

At an executive level, a key senior management role was introduced to complete the Executive team. Mr Troy Trgetaric commenced in October 2014 into the new position of Director of Corporate Services & Information Management, joining with Ms Jenny Smit Director of Clinical Services and myself. We also farewelled the Chief Finance Officer Ray Lovat, after 10 years service and wish him well in his future endeavours.

To meet the growing demand for our online services during the evening hours, we moved the hours of Tresillian Live Advice from daytime to 5pm to 11pm. Our major sponsor of this service, Johnson & Johnson, launched the ‘Night Light’ campaign to promote the new hours, in September 2014. The service was rolled out nationally in both Australia and New Zealand resulting in an increase in use by families and excellent editorial coverage for Tresillian.

We are particularly proud of Guthrie Child Care Centre which received a $40,000 grant from the Department of Education’s Long Day Care Professional Development Program. In other news at Guthrie, with some minor modifications in early 2015, we were able to increase the number of places at the Centre from 40 places to 42 places.

Our Social Work team were delighted to be awarded a $4,000 grant from the City of Canterbury, Financial Assistance Program. The funds have been used to facilitate additional parents group in the local Canterbury area. In quality management, Tresillian successfully completed a Periodic Review with the Australian Council on Healthcare Standards under EQuIPNational in June 2015. The survey team were very impressed with the staff and service provision at Tresillian.

Tresillian’s Professional Practice and Innovation Centre’s dedication and commitment to clinical teaching and research was again commendable,
with several major research projects undertaken and many students completing various Education Courses. Future online training is also being planned and coming up on the 27th November later this year, Tresillian will hold a one-day Conference for child and family health professionals at the Northside Conference Centre at Crows Nest. Titled ‘Educating Today’s Parent’s’ the Conference will provide an insightful look into the knowledge and skills necessary for providing education and support to families. Response has already been excellent with over 200 delegates expected to attend.

Tresillian’s partnership with the Gidget Foundation remains strong and this was demonstrated again at our AGM in November 2014 where the Gidget Foundation CEO, Ms Cathie Knox, presented two Tresillian staff with scholarships to undertake a Graduate Certificate in Mental Health. The two successful Tresillian recipients were Ms Jacqueline Walker and Ms Heather Kerrigan.

The ‘Friends of Tresillian’ fundraising group was established during the year by volunteer, Sue Robson and assisted by Ann Paton our Public Affairs and Marketing Manager. Their inaugural event was a highly successful ‘Tea Party’ sponsored by Wedgwood. It was held in the leafy gardens of our Wollstonecraft Centre on the 14th of November 2014. The Tea Party attracted over 80 guests and raised approximately $4,500. This is an opportune time to thank all those who volunteer for Tresillian, for their generosity of time and spirit. Following this success, plans are now well underway to hold the second annual ‘Tea Party’ on the 13th of November 2015.

I would like to pay tribute to a number of long serving Tresillian staff members who retired this year including Nellie Martorana after 32 years, Aileen Molloy after 30 years, Anne Kulcsar also after 30 years, Christine Clark after 28 years, Patricia Croft, after 18 years and Maryanne Cooper after 12 years. We thank them all for their dedication and service to Tresillian.

I would also like to thank Tresillian’s managers, staff and consumers for their dedication and hard work in caring for our families.

And finally, I would like to thank President Dr Nick Kowalenko, along with members of the Tresillian Council for their vision and commitment. The next twelve months promises to be very exciting times for Tresillian.

Robert Mills
Chief Executive Officer
Tresillian at a Glance

Tresillian’s specialist early parenting services are aimed at improving the health and psycho-social outcomes for infants, children and families and operate within a larger health service context.

The Tresillian service offers families struggling with a baby, toddler or preschooler, advice, education and support from child and family health nurses and allied health professionals. Tresillian has four Centres in Sydney, with around 200 staff, mostly nurses, providing both statewide and Local Health District services.

Services include:
- Residential Inpatient Units at Canterbury, Willoughby and Nepean with a total of 84 beds

Tresillian’s Historical Timeline

1918
Discussions held on the 1st and 2nd October, 1918 to establish the Society for the purpose of coordinating the work of charitable and government agencies working for the welfare of mothers and babies. The Royal Society for Mothers and Babies was founded on the 4th November, 1918. King George V gave permission for the addition of ‘Royal’ to the title.

1919
Its aims, as stated in the Act of Incorporation, were saving baby life, improving the conditions of life of children up to school age and ensuring proper nursing and health conditions for mothers before and after birth. Tresillian developed their first parenting pamphlets that included: Our Greatest National Asset – What the State Baby Clinics are Doing to Develop It; Danger Days for Baby; Milk for Baby; The Errors of Maternity – Don’t for Mothers; A word for the Fathers; Care of the Teeth; How to Make a Cheap Ice Box.

1920
Commenced the first Mothercraft Nursing course for registered nurses. First Baby Week held 29th March, 1920. These Baby weeks were held annually for many years. Two Baby Clinic Conferences were held for medical and nursing staff to discuss the rules laid down for clinic work. Tresillian was given the management of 17 already established baby clinics and were instrumental in setting up many more.

1921
The first residential unit at 2 Shaw Street, Petersham, opened. Also at Petersham, Dr Margaret Harper, Tresillian’s first Medical Director, established a school to train Baby Health Sisters.

1923
NSW Government made the completion of the Tresillian Mothercraft Nursing Certificate (for Registered Nurses) a condition of appointment to a Baby Health clinic.
A training course was devised for the Kindergarten Union to train Froebel nurses. They received 6 months training at Tresillian and 6 months training at the Kindergarten Union.

Publication of *The Parent Book*, Tresillian’s first parenting book authored by Dr Margaret Harper. This became the standard text on Mothercraft.

A Mothercraft Nurses Course was offered for young women without previous nursing training.

Residential stays are 4 nights/5 days.

- **Day Stay Units** at Canterbury, Wollstonecraft and Nepean where parents visit a Tresillian Centre for the day with their baby, for face-to-face counselling and advice.
- **Outreach Services** (Home Visiting) at Canterbury and Wollstonecraft offering a service to families in the Inner West and the Lower North Shore of Sydney.
- **A Parent’s Help Line** (from 7am to 11pm), 1300 2 PARENT (1300 272 736) used by parents throughout Australia and overseas. This free service offers practical parenting advice as well as emotional support for parents with small children and also refers parents to other community services.
- **Tresillian Live Advice** - a web based service available on Facebook and via the Tresillian website, offering parents advice and support from a Tresillian Nurse, free of charge.
- **www.tresillian.org.au** offers a range of information for parents and a referral pathway for health professionals.
- **Parenting groups** are facilitated by experienced staff (nurses, social workers and psychologists) for parents in the community and at residential services. These programs are designed to improve family functioning, promote self-care and an understanding of childhood development. In addition we offer parents individual, couple, family, and parent/child counselling.

As well, Tresillian’s Professional Practice and Innovation Centre:

- supports Tresillian staff and external professionals develop their clinical skills using practice development approaches.
- works in partnership with the University of Technology, Sydney (UTS). Tresillian has a Graduate Certificate program in Child and Family Health Nursing.
- develops parenting education and child and family health professional resources,
- works collaboratively with Corrective Services supporting incarcerated mothers and their families,
- has an extended home visiting program for parents with complex needs implemented through special project funding and
- undertakes regular research projects.
Statistics

Total Clients Assisted 2014-15

Residential Services 2014-15

Non Residential Units (Occasions of Service) 2014-15

Tresillian’s Historical Timeline

1940
Carpenter House, Wollstonecraft Residential Unit opened at 25 Shirley Rd, Wollstonecraft.

1969
Vaucluse Hospital closed.

1980
Carpenter House converted to the Margaret Harper Clinic now known as Tresillian Day Stay.

1981
Guthrie Child Care Centre opened, named after former President of Council, Frank Guthrie.

1982
Occasional Care Service, Wollstonecraft opened.
1985
Day Stay at Petersham opened.

1986
Willoughby Residential Unit converted from a 7-day program to a 5-day program, Monday to Friday.

1987
Pilot postnatal depression (PND) groups began and a PND group Facilitator course commenced. The first Tresillian International Conference was held.

1988
Tresillian's Parent's Help Line was launched. Final 15 month Certificate in Mothercraft Nursing was completed. Commenced 4 month Parentcraft Courses for Enrolled Nurses. Final Certificate in Infant and Family Nursing Studies for Registered Nurses commenced 6 months until 1991.

1989
Tresillian’s Parent’s Help Line was launched. Final 15 month Certificate in Mothercraft Nursing was completed. Commenced 4 month Parentcraft Courses for Enrolled Nurses. Final Certificate in Mothercraft Nursing Course (6 months) for Registered Nurses was held. Certificate in Infant and Family Nursing Studies for Registered Nurses commenced 6 months until 1991.

1991
An Outreach home visiting service at Petersham opened. Tresillian’s second parenting book, How to Stay Sane in Your Baby’s First Year: the Tresillian Guide authored by Catherine Fowler and Patricia Gomall was published. Final 4 month Parentcraft Course for Enrolled Nurses was held before transferring to TAFE.

I feel supported! I’d like to thank Tresillian and their staff for their over the phone support. Although written information is readily available and your website easy to navigate, I cannot stress enough how important it has been to be able to speak with someone about any concerns and talk through them. It not only supports my learning style, but helps me to support my family. Eleni
The Royal Society for the Welfare of Mothers and Babies, (the Society) was formed in 1918 to co-ordinate early childhood and maternal services in New South Wales.

So how did it come to be known as Tresillian? The first building occupied by the Society at Petersham had been named Tresillian by the previous owners who originated from the village of the same name in Cornwall, England.

Parents saw the Tresillian sign and the name stuck! However, The Royal Society for the Welfare of Mothers and Babies is still Tresillian’s registered name.

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 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.

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

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 say it with respect to others.
Excellence: We invest in professional development and best practice for our clients.
Joint Graduate Certificate in Child and Family Health Nursing commenced with the University of Technology Sydney, Faculty of Nursing, Midwifery and Health.

Tresillian Chair in Child and Family Health commenced at the University of Technology Sydney Faculty of Nursing and Midwifery - appointment of first professor. This supported an increase in Tresillian’s child and family health research capacity.

The University of Washington, Seattle, Keys to Caregiving and NCAST Parent Child Interaction Assessment Course for health professionals commenced.

Contracted by NSW Health Kids and Families to develop and provide the Advanced Nurse Practice Course for Sustaining NSW Families Home Visiting Program.


2013
Occasional Care Service, Wollstonecraft closed.

Tribute to Miss Brightfield
Miss Narelle Brightfield passed away in May, 2015. A matron, known at Tresillian for her leadership during a time of change, Narelle managed Tresillian’s Greycliffe House, Vaucluse and its closure in 1969 and then Carpenter House, Wollstonecraft when it converted from a residential unit to the Margaret Harper Clinic (or Day Stay as it is now known). She also managed the introduction of the Occasional Care Service and Guthrie Child Care Centre.
Strategic Plan
**Focus Area 1**  
**Delivering Information and support services**  
**Goals 1, 2, 3, 4 & 7**  
1. National IT based advisory role for parents  
2. A nationally recognised focus on intermediate risk families  
3. Tresillian parenting support services established in new high need locations

- In 2014, the hours of Tresillian Live Advice moved from daytime to 5pm-11pm in response to research showing parents needed advice on their baby during these times. The service was re-launched under the banner of Night Light, and is now being promoted in New Zealand as well as Australia.
- Tresillian’s Parent’s Help Line moved from being a statewide service to a national service during 2015 with a new number, 1300 2 PARENT.
- Promising discussions with two rural Day Stay services in Albury and Lismore were held, to establish a Tresillian presence in these areas, in partnership with the local area health service and primary health networks.
- Tresillian uses the Sydney Local Health District (SLHD) Clinconnect program to ensure the efficient management of clinical placements and that students or visiting health professionals have completed all the health and legal requirements before commencing their clinical placement.
- An education database was developed to track external and internal staff participation in all education activities, including revenue received.
- Negotiations occurred for further
Thank you for listening!
Thank you to the beautiful nurse I spoke to earlier today, she was so supportive and gave me some very helpful pointers all of which, when I sit back and think about I know but due to self doubt lack of sleep and complete mental exhaustion I found difficult to remember. After her pointers I had a lovely day with my toddler and am looking forward to what tomorrow might bring. I can’t thank you enough for listening and bringing me back! Jeanette

Strategic Goals & Focus Areas
2014-2017

3   Expanding education and research leadership.
4   Shaping services to be highly responsive and flexible.
Leveraging the Tresillian brand as a national and NSW centre of excellence.

Creating a culture of partnership across the whole organisation.

Focus Area 2
Developing and Implementing our Research & Quality Education Programs
Goals 2, 3, 4, 6, 8 & 9
1. Evidenced based Tresillian models of care developed for remote services
2. Establish comprehensive national education & training services
   • Research continued into the parenting education and support needs of incarcerated parents with Corrective Services NSW, University of Technology Sydney and Tresillian – Breaking the Cycle: Towards pro-social parenting. (completion date December 2015).
   • Tresillian was included in the Paediatric International Nursing Study (PINS), University of Ulster and University of Technology Sydney. The focus of the research is Promoting person-centred practice within paediatric hospital services. This assisted in the evaluation of the implementation of team nursing within the three residential units.
   • A joint research project was undertaken with Karitane, University of Western Sydney and University of Technology Sydney funded by an ARC grant 2014 to 2016: Characteristics, trends co-admissions and service needs of women admitted to residential parenting services in the year following birth in NSW.
   • Tresillian Day Stay staff participated in a University of Technology, Sydney research project – Creating better futures.
   • Four higher research students were involved in research specifically targeted at Tresillian services.
   • Presentations were made at international conferences including: Sigma Theta Tau Conference International, Nursing Research conference in Puerto Rico; Nurse Home Visiting Symposium at Seoul National University South Korea.
   • All Tresillian staff were supported to complete mandatory education via the NSW Health HETI online education program.
   • Registered Nurses working in residential units are completing the NCAST Parent Child Interaction Assessment Course to enable evidenced based assessments. This is occurring to support the change to team nursing within the residential units.
   • Tresillian’s Professional Practice and Innovation Centre has increased their relationship with Sydney Local Health District Centre for Education and Workforce Development, to ensure Tresillian staff have free access to all education programs.
   • The Beyondblue Clinical Practice Guidelines were implemented as a key tool in standardising referral pathways to Allied Health.
   • The transition to Allied Health Centre based appointments rather than home based Outreach
Strategic Plan

Focus Area 3
Marketing Tresillian and its services
Goals 1, 2, 5, 6 & 9
1. Website operating as a significant support service and revenue stream
2. Digital strategy developed
   - The Tresillian website was completely re-built this year as a significant support service and revenue stream. The new site focuses on providing tiered layers of support to parents on popular topics such as infant sleep, breastfeeding and stress. Corporate sponsors have welcomed the opportunity to partner with Tresillian on this project.
   - A Social Media digital strategy was developed with the goal of engaging with the Tresillian

Streamlining systems and processes.
Implementing a Workforce Development Strategy.
community, online. The intention is to build the brand by promoting our primary services (the Parents Help Line and Live Advice); to provide appropriate content to Tresillian’s target market; and to promote fundraising and events. Tresillian will go live with a Facebook page later this year.

- Increase in user-pay model of education provision at Tresillian.
- Tresillian had a presence at two Pregnancy, Baby & Toddler Expos during the year.

Focus Area 4
Management and leadership Goals 1, 2, 5, 6, 7, 8, 9 & 10

1. All Tresillian facilities ‘fit for purpose’
2. Human Resources developed to grow staff to maximise staff capacity
3. Enhanced and sustainable budget

- Team nursing was introduced across all residential units. To support the re-design of residential services and ensure nurses are working within their scope of practice, a Practice Development approach will be used.
- The Allied Health services were restructured moving from blanket referrals in the residential units to appointment based services. This has ensured families identified with complex needs are prioritised for service provision.
- There was a gradual changeover to eMedical record. As part of the implementation process, staff across Tresillian are undertaking CERNER training.
- The health professional referral and Centralised Intake process was reviewed and re-designed. A more efficient and timely referral to admission process was implemented to reduce the repetition of information exchange, minimise risk and streamline the referral of families to Tresillian.

Scream free evenings!
Thank you Tresillian, you promptly returned my call and gave me sound advice with a lovely manner on how to get my 18 month to settle at night. It has worked a treat, for the first time ever! Both my husband and I are confident to get him down, there is no screaming and it takes 30 minutes instead of 120. Also, no more waking in the night demanding to get into bed with us. Awesome. Jean
Tresillian’s workforce was extensively reviewed over the last 12 months and a strategy developed to build internal workforce capability. This was achieved through the introduction of several initiatives including the provision for additional comprehensive training and development opportunities, mentoring and a new performance management model.

This year, an organisation-wide review was undertaken of all systems and processes in the corporate services areas of finance, human resources, information management and payroll. The evaluation identified a need to review existing corporate practices, and upgrade information technology at Tresillian Nepean.

State of the art video conferencing facilities were implemented at all facilities.

Allied Health appointments were moved online using Cerner, improving accountability, transparency and workforce management.

100% of Allied Health staff are now recording their progress notes electronically, significantly improving time management, exchange of information, efficiency, legibility and access.
Our Corporate Partners

Corporate partnerships have always been integral to supporting the work of Tresillian with young families. We sincerely thank our generous sponsors for their unwavering support of our organisation.
Robert Mills  
Chief Executive Officer  
MPH & FAICD

Robert is a Registered Nurse and Midwife with almost 30 years’ experience working in the speciality field of maternal and child health. He holds a Masters of Public Health and has been the CEO at Tresillian since 2013. He is currently the President of the Australasian Association of Parenting and Child Health Inc, and Treasurer of the NSW Health Services Association. He is also a Fellow of the Australian Institute of Company Directors.

Jenny Smit  
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.

Troy Trgetaric  
Director of Corporate Services  
MPH & JD  
Solicitor of the Supreme Court of New South Wales

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 budgetary management, change and project management, provision of legal advice and strategic workplace relations.

Our family are so grateful!  
Thank you so much for your expertise and wonderful support over the past few months. The Canterbury Day Stay service was amazing and helped us so much. We are all eating and sleeping better now!  
Carly & Collette
Our Council

President

Dr Nick Kowalenko
MB, BS, FRANZCP, MFPC
Vice President from 2009 to 2013
Elected President in 2013
Member of Council since 2003
Member: Quality Committee
Nick is an infant, child and adolescent psychiatrist with clinical, research, educational and policy commitment to promoting the emotional health and well-being of infants, young children and their parents. He’s advised governments and consumer organisations and health service leaders about the most effective strategies to support mothers and fathers parenting under stress. He’s the Chair, Faculty of Child and Adolescent Psychiatry, Royal ANZ College of Psychiatrists and Deputy Chair, Emerging Minds.

Vice President

Kate Fitzgerald
BA, LLB (Hons), LLM
Solicitor
Member of Council since 2011
Resigned March 2015

Acting Vice President

Natalie Boyd
BA (Mass Comm)
Member of Council since 2006
Chairman: Public Affairs & Marketing Committee
Natalie is the Executive Practice Leader at KJA, a stakeholder communications and engagement agency. With more than 20 years’ experience in communications and engagement, Natalie is a respected specialist with expertise in projects ranging from health to the arts. Natalie is passionate about building resilience in individuals and families, and considers this a key outcome of every Tresillian intervention. As well as contributing to Council, Natalie has chaired the Publicity Committee for a significant period.

Treasurer

Peter Quinn
B.Bus CA, ACIM, FAICD, CFP
Member of Council since 2008
Chairman: Finance Committee
Member: Audit Committee
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. It was his own personal experience that led Peter to Tresillian when his wife experienced severe postnatal depression soon after birth. Peter is committed to ensuring young families are aware of the help that organisations such as Tresillian, can provide to women with postnatal depression.

Council Member

Susan Redden Makatoa
BA (Communications), GAICD
Member of Council since 2008
Member: Quality Committee, Public Affairs & Marketing Committee
Susan is one of Australia’s leading communications professionals. In her role as Group Managing Director Corporate for Ogilvy PR, she oversees public affairs companies, Parker & Partners, Ogilvy Impact and Ogilvy’s corporate and issues practice. Susan is also Chair of Executive Women Australia, an organisation representing over 300 of Australia’s most senior women. A mother of four who’s had invaluable help from Tresillian, Susan wants to help other parents access support during the early years.
Council Member
David Lillystone OAM
MBBS, MRCP (UK) FRACP, DCH, FAFPHM
Member of Council since 2007
Member: Medical Staff Council
David has a wealth of child and family health knowledge as a Community Paediatrician. In 1976 he was appointed Sector Director, Child and Family Health, for Hornsby Kuringai Health Service. David’s involvement with Tresillian began in the Seventies when lecturing student nurses studying for their Mothercraft Certificate. He was invited to join Council in 2007 and was awarded the Order of Australia in 2012 for services to child and family health.

Council Member
Paul Robson
B.Comm Mgt & Mktg, Grad Dip (Gen Mgt) INSEAD, Grad Dip (Int Bus) UHelsinki
Member of Council since 2008
Member: Public Affairs & Marketing Committee
Paul Robson is Adobe’s President for the Asia Pacific region. He is a dynamic and respected leader in the IT and digital marketing sectors, with a proven history of leading business transformation initiatives at both an operational and executive level. Paul is highly passionate about the delivery of world class services, and in particular how Tresillian can use the advances in digital technology to further broaden their reach to families needing assistance with their baby or toddler.

Council Member
Hugh Bickerstaff
TGMP (Harvard)
Member of Council since 2006
Chairman: Audit Committee
Member: Finance Committee
Hugh has thirty years experience in information technology and is currently Director of Commercialisation for Investible, a scalable business generation, talent incubation and Angel Investing platform. Hugh is also Executive Chairman for beCred a Fintech startup and CoEquity a business optimization and exit specialist. A dedicated father of two Hugh is a huge supporter of providing all families and parents with the tools and support to assist during the massive change experienced during early family life.

Council Member
Bruce Callaghan
B.Soc Sci, Dip. TAS, CertIV.TAE
Member of Council since 2013
Member of Council since 2013
Bruce Callaghan is Executive Chair of BCA National Training Group (BCA National). Bruce has served on several not-for-profit Boards, and led a boutique consultancy, Bruce Callaghan & Associates. Bruce is a specialist in Board governance, business development, management and strategic planning and has held a number of senior posts in government in the Human Services area. He has also lectured at the University of NSW in public administration, and contributed as a visiting lecturer to the School of Psychology at Macquarie University.
This report marks the completion of my first year at Tresillian which has certainly been eventful, stimulating and for me highly enjoyable.

If I was to note the top three achievements for the year, I would include the redesign of the referral for admission process through the centralised intake unit; the upgrading of qualifications of nursing staff; and the change to the administration of medications whereby parents give their infants their medications during a residential stay.

We have very successfully implemented a new way of making referrals to Tresillian with thanks to many people but in particular the Centralised Intake staff under the project leadership of Julie Maddox, the Clinical Nurse Consultant. The waiting times have been reduced from referral to admission by streamlining the process and enhancing the effectiveness of the clinical triage which has improved client access to care and significantly reduced the amount of paperwork associated with the admission process for all administrative and clinical staff.

One of the major changes to clinical policy is the administration of all medications of the child by the parent. Tresillian operates three residential units whereby parents are admitted as boarders and the child is admitted as the client. Practices in place at Tresillian were compliant with the Ministry of Health PD2013_043 Medication Handling in NSW Public Health Facilities and all medications for the child was prescribed by the admitting paediatrician and administered by the registered nurse. Following consultation with the Principal Pharmaceutical Officer at the Ministry of Health, Sydney Local Health District Medication Safety and Quality Use of Medications Committee and Tresillian’s Medical Staff Council, the policy now outlines the safe administration of medications by the parent or carer to the child during admission to a Tresillian residential unit. Follow up of new policy implementation indicates satisfaction of the parents with the arrangements and no recorded medication incidents to date.

In August 2014, a report identified two distinct groups of nurses who could upgrade their qualifications. As at April 2015, Tresillian employed nineteen nurses (enrolled nurses not endorsed to give medications and mothercraft nurses) whose qualifications did not meet the qualification of Diploma in Nursing; so Tresillian partnered with Northern Sydney TAFE Institute to incorporate Tresillian mothercraft (MC) nurses into their one year Diploma course as well as promoting the NSW College of Nursing last-option course for the enrolled nurses (EN).

The final result is that seven staff have upgraded or are currently enrolled to upgrade their qualifications to Diploma. This is a 37% increase in qualifications in the two groups identified above (7 out of 19 ENs and MC nurses). This is an important precursor to providing care using some exciting and innovative ways of improving practice (Practice Development approach) and organising clinical care (Team Nursing in the residential units).

It is difficult to limit the clinical achievements to three and so I have to mention the centralisation of the allied health stream with social workers and psychologists reporting through to the Director for a more streamlined structure which has enabled an astounding mastery of the electronic booking system and e-health record to increase throughput of clients. In addition the referral of individual clients in the residential units (instead of all clients) following an evidence based clinical risk assessment has facilitated a more effective therapeutic intervention to improve early parenting outcomes.

There have been some ‘firsts’ this year with the first COS group held on Saturdays using grant monies from Canterbury Council which resulted in a group of Dads attending as well and providing very energetic and positive feedback; a Post Natal Depression group also on Saturdays using funds from Inner West Medicare Local; the
introduction of working from home for the ‘Night Light’ Tresillian Live Advice service; and finally the introduction of 10½ hour night shifts for the first time at the Nepean residential centre much to the delight of their staff.

Lastly, I wish to acknowledge the unfailing support of me in my role by the discerning ‘brains-trust’ of the Operational Nurse Manager, the Clinical Nurse Consultant and the Directors of Medical, Allied Health and Professional Practice & Innovation Services to achieve these great results; and the vocational dedication of the clinical teams and their managers for the exceptional quality of care provided to our Tresillian families.

Tresillian Nepean

Health professionals from around the state referred families to the Tresillian Nepean Residential Unit. Generally these families require more intensive parenting support and guidance from a multidisciplinary team including Enrolled Nurses, Child and Family Nurses, Social Workers, Psychologists and Paediatricians. The Day Stay Unit operates Monday to Friday with referrals coming from the Nepean/Blue Mountains local health district. It provides families with the opportunity to work closely with a Child and Family Health Nurse during the appointment and to then implement these parenting strategies in their own home environment. In both services, a strength-based, partnership model approach is used which allows the team and the family to work closely together to identify their individual goals and the strategies required, to enhance their parenting capacity and confidence.

Groups programs available to the parents in the community continue to be popular at Nepean including the Sleep and Settling Group, Getting to Know You Group and Circle of Security Group. During the last financial year, 81 groups were facilitated with 770 parents or carers attending.

Staff levels at Tresillian Nepean remained relatively unchanged with the majority of employees now reaching in excess of 10 years’ service. However, we did farewell some long-standing colleagues including Wendy Ford, Judith Bartlett and Sue De Windt who all demonstrated enormous commitment to their work enhancing family relationships and functioning. We wish them well in their retirement. It is also with great sadness that we farewelled Julie Hockenhull following her courageous battle with cancer. Julie was a caring, thoughtful and dedicated nurse, who always remained focused on the individual needs of the families she worked with. Nepean staff feel privileged to have worked with Julie for over 15 years.
Approximately 580 infants/toddlers were admitted to Willoughby this year. The families guided and supported by a staff of fourteen Registered Nurses, three Endorsed Enrolled Nurses, six Mothercraft nurses and assisted by a casual staff consisting of Registered Nurses, Endorsed Enrolled nurse and Mothercraft nurses. During their stay parents had access to two staff Psychologists, referral pathway to a Psychiatrist and a variety of parent education groups.

Parent groups are facilitated during the families’ stay including The Mindful Parenting Group; a wednesday evening Group specifically for partners and Parent-Infant groups guided by staff Psychologists. Other groups open to parents in the local community include Circle of Security Groups’ (COS), an 8-week program held for parents and facilitated by psychologist Lynne Ryan.

Within the context of residential care, nursing staff and Allied Health focus on a strength-based approach, and family focus centred care, working within a partnership model. Staff advise parents on how to read infant’s or toddler’s sleep and settling cues, toddler behaviour and feeding patterns. Referral pathways are available to parents who may be experiencing post natal distress such as anxiety or maternal and paternal depression.
Tresillian’s Centre for Education and Innovation, offered workshops to a select number of Registered Nurses in Nursing Child Assessment Satellite Training (NCAST). This training gave the nurses the skills to teach parents how to provide a nurturing environment for their infants and improve health outcomes. A number of clinical Nursing staff at Willoughby attended Infant Mental Health seminars which enhance the parent-infant relationship.

Willoughby welcomed several new clinical staff to the team and farewelled several dedicated and longstanding employees; Aileen Molloy, former Centre Manager at Willoughby, Patricia Croft, our Receptionist and Nellie Martorana, our Cook. We wish them all well in retirement.

**Tresillian Canterbury**

To more accurately track feedback from families, this year we implemented a weekly Patient Experience Tracker to provide the Unit with information on five key areas including: staff communication and behaviour, cleanliness of the unit and if they would recommend our service to their friends and family. This information is shared with staff at team meetings.

The Essentials of Care (EOC) is a framework to support the development and ongoing evaluation of nursing practice and patient care. Facilitators are members of staff who have expressed an interest in being a champion for the EOC program, and developing their practice development knowledge and skills. Several staff were trained as facilitators. In the residential unit, these included Anne-Louise Young, Kim Everson, Katherine Cramery, Jenni Leece and Narelle Houghton and in Day Stay, Nadine Day and Jenni Leece.

In other news, we congratulate Deborah Brittain and Lisa Bentley who upgraded to Endorsed Enrolled Nurse. We also welcomed two new staff members, Zara McIlveen and Kelly Stone to the unit, and farewelled Anne Smith, who retired.

Canterbury Day Stay continues to provide invaluable assistance to families with parenting concerns. A baby who won’t settle, or is waking frequently and breastfeeding/bottlefeeding issues are the most common reasons for admission.

Staff refer families to our allied health team if they suspect post natal depression and anxiety. This year we introduced the Carer Feedback Summary. This is collected and collated each week by our Quality and Safety Manager, Marie Dickinson, with Canterbury Day Stay scoring an average of 97% for client satisfaction.
The Outreach program remains in high demand especially with families with more than one child or twins.

There has again been strong demand for the Parent’s Help Line. This service gives parents the opportunity to speak to a Registered Nurse about concerns with their baby. The call back option where parents can leave a message to be called back, has proven very popular.

The hours of The Tresillian Live Advice Service changed from daytime to 5pm to 11pm, as research indicated the demand for the service was greater in the evening. The other significant change was that nurses were set up to work from home rather than at Tresillian. This change occurred in September 2014 and to date has proven extremely successful.

**Tresillian Wollstonecraft**

The staff at Tresillian Wollstonecraft Day Stay provided advice and support to 606 families this year while the Outreach Team assisted 565 families. Some of the reasons parents turned to Day Stay for advice, included exhaustion from a baby who was constantly unsettled or waking frequently at night, breastfeeding issues, isolation from family and post natal depression. The Outreach service saw many families struggling with issues around multiple births and breastfeeding.

Once again, our group programs for new parents were in high demand. The courses are held continuously during weekdays on school terms and cover topics such as settling baby and post natal depression. The *Circle of Security* Group was attended by 224 participants. The *Peri-Natal Therapy* Group was attended by 380 participants. The *Sleep and Settling* Group for parents with a baby under three months of age, was attended by 330 participants. Child minding is fundamental to a couple’s ability to attend our group programs and we are extremely grateful to our regular child minding staff. Two of our staff members, Lynne Ryan (Psychologist) and Margaret Booker (Social Worker), were involved in facilitating groups at Tresillian Canterbury on Saturdays to make these program more accessible to families. This enabled many more partners to attend.

We had two staff members retire this year being Christine Clarke (Social Worker) and Mary-Anne Cooper (Enrolled nurse and Mothercraft nurse). We thank both Christine and Mary-Anne for their many years of service to Tresillian and wish them well in retirement. Registered nurse, Jan Aiello, transferred from Day Stay to join the Centre for Professional Practice and Innovation and Elizabeth Hand joined our team from Willoughby Residential.
In February 2015, Guthrie Child Care Centre was approved to increase from 40 children per day to 42 children per day.

**Staff Changes**

Staff remained consistent with few changes this year. In December our Cook, Esther Kim retired after 17 years. Her replacement, Sheryl Salvatera, joined the Guthrie team in the new year.

In January 2015 Jaclyn Stewart, Centre Director, moved into administration full time. She was previously working in the office part-time and as teacher part-time. This move was necessary to ensure continuity of care and the smooth operation of Centre management. Carmen Bortolotti holds a Diploma in Children’s Services (Child Care) and comes with 17 years’ experience in the Child Care industry. She has been a great addition to the Guthrie team, joining us in February.

**Incursions**

In July the ‘Nutrition Magician’ attended the centre to perform his Magical Smile Show. This was an interactive show that used magic and humour to promote healthy lifestyle choices to children, particularly that water is the best drink and how to brush our teeth. Also in July the Preschool Children visited Greenwich Public School as part of our *Transition to School* Program. In December, ‘Aunty Wendy’ visited to teach the children about Aboriginal culture, then in May, Constable Sophie Crust, the Youth Liaison Office joined us to discuss ‘Keeping Safe’ with the children.

**New initiatives**

In April we launched our Lifestyle Packs. Consisting of five back packs on various lifestyle topics and packed with educational resources. Topics included *Keeping safe, a look at child protection and Healthy habits, healthy food choices.*

The packs are available for families to borrow. This helps to create a link between the home and care environment.

Sustainability has been a big focus this year at Guthrie Child Care Centre. Over the past six months the centre set up two worm farms and three compost bins. Organic waste from the Centre’s kitchen is now recycled into the two resources. The children are learning about recycling waste and the cycle of life. In the future we plan to extend this project to include garden beds where we can grow fruit and vegetables.
2014-15 marks a year of structural changes and professional adjustments for Allied Health in line with Tresillian’s Strategic Directions.

Central to change management is improvement in the quality and continuity of clinical care for families. Allied Health successfully transitioned to a Centralised Allied Health Model of Care, improving workforce management and increasing access to clinical intervention. All Allied Health staff have been trained in electronic recording, improving clinical documentation and communication, across the organisation to ensure optimal continuity of care of clients. The implementation of the Beyondblue Guidelines in guiding internal referral pathways to Allied Health has also resulted in a more seamless and consistent process.

Referral pathways by clinical staff to group programs as part of a treatment plan, increased this year and evaluations of these were consistently positive. Collaborative partnerships further enabled the provision of perinatal services to the local community. Tresillian partnered with the Summer Hill Family Support Service to jointly facilitate parenting groups targeting more vulnerable families (including families where substance use is an issue). Similarly, Tresillian partnered with Burwood Brighter Futures/Sydney Day Nursery at Lakema, in offering a Circle Of Security Parenting Group in Arabic.

Funding by the Access to Allied Psychological Services (ATAPS) Inner West Medicare Local and Canterbury City Council enabled the Circle Of Security and Postnatal Depression and Anxiety Groups to be facilitated on a Saturday at Tresillian Canterbury. The program targeted couples, fathers and a more diverse community. Fathers who were court ordered to participate in this program reported improved insights into their parenting and their own history of parenting.

Mindfulness Based group programs were offered within the residential units with evaluations showing that those who participated reported improved emotional regulation, managing anxiety and emotional wellbeing.

Tertiary academic partnerships with Macquarie University, Sydney University, University Of Western Sydney, University Of New South Wales and Australian Catholic University in supporting internships and student mentorship remain integral to the provision of services.

Allied Health remain passionate and unwaveringly focused on making a difference in the lives of families.
The Professional Practice and Innovation Centre has been actively involved in providing education programs and activities for Tresillian staff and external participants;

There has been an increase in the number and type of workshops and education sessions. A highlight of the year has been Fran Chavasse (Senior Nurse educator) receiving the Sydney Local Health District Nursing and Midwifery Education award. The award was for her commitment to enhancing and extending child and family health nursing education and enabling the integration of knowledge and skills, into clinical practice.

In staff education, the two hour residential unit shift changeover period is now being used to provide staff with continuing professional development sessions and for staff to complete mandatory education requirements. The educators have also increased their involvement in the clinical setting, regularly facilitating case discussions and providing mentoring. For example, Mary McDonald has been mentoring staff to facilitate the Getting to Know You parenting program.

A key activity during the past 12 months has been the introduction of the HETI online learning system with the majority of staff completing their mandatory education modules. While this has been challenging for staff and educators most staff are now fully compliant with the mandatory requirements. The positive outcome for staff and Tresillian is the ease of monitoring the completion of courses with most staff now only required to do a small number of annual modules to maintain compliance. The high level of compliance contributed to achieving accreditation in June.

Nurse Educator, Jan Aiello has been mentored to develop her skills as a Sankalpa facilitator as part of Sydney Local Health District’s Heart of Health program. This course aims to assist Tresillian staff improve their well being through the practice of regular relaxation and mindfulness sessions.

A significant increase has occurred in the provision of workshops in Infant Mental Health and Keys to Caregiving (identification of infant cues). Caroline Flynn presented Purple Crying sessions for midwife and child and family health nurses in several hospitals and community centres.
The University of Washington NCAST Parent Child Interaction (PCI) Assessment Scale 6-day course was regularly offered with increasing interest from several NSW Local Health Districts supporting Child and Family Health nurses to participate. Tresillian was contracted to provide this Course in Seoul, South Korea in January at the Seoul National University. The NCAST courses are facilitated by Fran Chavasse and Cathrine Fowler.

NSW Health Kids and Families has renewed the Contract to provide Sustaining NSW Families Home Visiting nurses with the Advanced Nurse Practice Course for a further two years. The course has now been allocated a subject credit by two university schools of nursing. This will enable those completing the course to have advanced standing into a post graduate nursing program.

Tresillian continues to collaborate with the University of Technology Sydney to provide the Graduate Certificate in Child and Family Health Nursing. This Course attracts between 35 and 40 students each year. The coordinators are continually reviewing and making improvements to ensure it meets the needs of the specialty and students.

A new Course has been designed for early childhood educators and workers based on the University of Washington NCAST Promoting First Relationships program, to enhance skills in understanding the social and emotional development needs of children.

The Community Child Care Co-operative has contracted Tresillian to provide professional development to early childhood educators and workers. The nurse educators have provided sessions in several Sydney and rural locations including Lismore and Dubbo with further sessions planned.

The educators also assist with the coordination of the Tresillian activities at the two Parents Expos held each year.

"The Best Thing I’ve Done!
I attended the perinatal therapy group sessions and it was simply the best thing I did and it really helped with my mood and anxiety issues. Hesitant at first on the benefits I would get out of it, the program exceeded my expectations. It is well run by counsellor as well as a nurse and included practical tips such as having “me” time. Jenny"
The Tresillian Chair has now been established for nine years within the Centre for Midwifery, Child and Family Health at the University of Technology Sydney (UTS).

The main focus of this position is to contribute to child and family health knowledge and clinical practice through research and practice development within Tresillian and the wider professional community.

Highlights of the past year were invitations to visit overseas universities. In October 2014, a week was spent at the University College Cork, Ireland. Where a presentation was given at their research conference. The second international trip was in Seoul, South Korea at the Seoul National University, Faculty of Nursing. These university visits enable a sharing of ideas and opportunities to identify potential for collaborative research and education programs.

The conduct of research related to child and family health is a key role for this position. The Breaking the Cycle (BTC): Towards Prosocial Parenting study is nearing completion. The BTC study has been conducted in collaboration with UTS and Corrective Services NSW. This study has investigated the parent education and support needs of incarcerated mothers and fathers.

In early 2015, the Australian Research Council study investigating the feasibility of implementing a national approach to child and family health services was completed. This study was in collaboration with the University of Western Sydney (UWS) and University of Technology Sydney (UTS).

A second Australian Research Council funded research project has commenced investigating the characteristics, trends, co-admissions and service needs of women admitted to residential parenting services. This collaborative study involves UTS, UWS, Tresillian and Karitane.

The collection of Parent Journeys data has been a low risk study based on data collected as part of a residential unit quality activity. This study has involved clinical staff and the quality manager. Work has commenced on the data analysis and the development of a publication will be one of the outcomes.

All research projects have been submitted to a Human Research and Ethics Committee for approval. Outcomes have included numerous papers published in peer-reviewed journals and conference presentations. Ten papers have been published in peer-reviewed journals.

Finally, a key role of the Professor is to supervise higher degree research students (Bachelor of Nursing (Hons), Masters and PhD degrees). In the past 12 months 10 students were supervised with one student completing their PhD.
This is my very first contribution to the Annual Report for Tresillian as the Director of Corporate Services.

I would firstly like to say that I have been very fortunate this year to work with a wonderful and dedicated team of staff, Director of Clinical Services and CEO; who come together and work long and hard hours to make a success of this enterprise.

Additionally, I would like to thank the hard working team in corporate services which are made up of public relations and marketing, quality and safety including infection control, human resources, finance, and health information management professionals.

During 2014-15, the corporate services team has undertaken the following reviews to increase operational efficiency and improve service delivery.

• Petty Cash audits
• Administrative staff review
• Financial Services review

We have also partnered with a new salary packaging provider for our employees. Eziway have provided a seamless transition to salary
packaging, meal entertainment and novated leases which have benefited staff in a much more sophisticated way.

I would like to acknowledge Marie Dickinson and Barbara John for their efforts in ensuring that Tresillian has met all our indicators across our quality and safety portfolio. Similarly Jane Kookarkin has managed to provide an efficient health information management service and implement various stages of the Cerner upgrade for all clinical and administrative staff, which included migrating from iPM to Cerner at Nepean.

Across the enterprise, we have implemented key quality initiatives, minor capital works at Willoughby and Wollstonecraft and introduced integrated video-conferencing across all sites to facilitate and promote seamless communication between staff.

Additionally we have established the following governance, policy, workforce and finance committees to drive the corporate business.

With regards to marketing, Ann Paton has worked tirelessly this financial year achieving significant results for Tresillian in this area. During the year, the organisation underwent a major re-branding which entailed the development of a new logo, new parent resources such as a fridge magnet, corporate brochure and flyer and new stationery. In addition, a comprehensive range of new parent information resources known as ‘Tresillian Tip Sheets’ were also prepared in both a hard copy and digital format. A total of 25 new Tip Sheets on topics ranging from infant sleep to breastfeeding and toddler behaviour were produced.

2014/2015 has been particularly successful for corporate sponsorship and we are extremely grateful to the many companies who provide ongoing support to our organisation.

The development of corporate partnerships play a major role in Tresillian’s Strategic Marketing Plan. This can largely be attributed to the generosity of several large major companies who have been prepared to provide ongoing support to our organisation.

In other news, our inaugural Friends of Tresillian fundraising event, a Tea Party, was held in the leafy gardens of Tresillian Wollstonecraft.
Accreditation
Tresillian underwent accreditation against the Australian Council on Healthcare Standards’ EQuIP National program in June 2015 meeting all action items assessed at the onsite survey. Ongoing accreditation until August 2017 was the outcome of this review.

Client Experience Trackers (CET)
In September 2014, Tresillian commenced a point of care client experience tracker program with the support of Customer Feedback Systems Australasia. The real-time feedback collection is utilised in Tresillian Residential units to monitor satisfaction with the level of services provided. The overall satisfaction rate trend has been steady over this period.

Consumer Representation
We were pleased to welcome four new consumer representatives this year who have been involved in a variety of projects including the review of Quality and Safety Boards and the development of the Consumers & Tresillian page for Tresillian’s new website.

Clinical Audit Review
An evaluation of Tresillian’s Clinical Audit Program resulted in a reduction in the number of required clinical audits from 15 to 11 (included 2 new audits) lightening the auditing load for clinical staff.

Electronic Risk Management System (ERMS)
During 2014/15 Tresillian transitioned its paper based risk register to the ERMS product supported by Sydney Local Health District. This electronic risk register is available to all managers for review and update as their departmental risk profile changes and allows for simpler and more streamlined organisational reporting.

Consultation Survey
Tresillian, in line with the Work Health and Safety Act, undertook a consultation process with staff to ensure that the process currently in place is still meeting staff needs. This process was last undertaken in 2012. Staff were asked:
- Whether staff members were happy with the current consultation arrangements
- Whether staff felt they were consulted on WHS issues at facility level
- Whether they felt that they were adequately represented by their elected WHS representative

Work, Health and Safety
WHS Planning Day
Tresillian held its inaugural Work Health & Safety (WHS) Planning Day for WHS Committee members during 2015 to work through committee objectives which included reviewing the risk assessment process for Tresillian staff attending external events. The day also included guest speakers on a range of topics including the aging workforce. Evaluations were extremely positive.
100% of survey respondents agreed to continue with current consultation arrangements.

**WHS Plans**

All centres reviewed their WHS Risk Registers during 2014-15, contributing to the revised Tresillian WHS Risk Register. This process ensures that existing risk treatments and associated improvement activities were current and actively working to minimise the identified risk.

Reported staff incidents decreased by 20% from 2013/14 during 2014/15. Despite the decrease Tresillian did have an increase in the number of new workers compensation claims registered in the 2014/15 year. There were no trends identified in the nature of injury or location of the new claims.

**Infection Control**

**Fluvax Uptake**

Tresillian staff increased their uptake of the free influenza vaccination provided during 2014/15, recording a 32% increase from the previous year.

**Infection Control Improvement Activities**

Specific infection control improvement activities that were undertaken included:

- Development of a parental hand hygiene brochure in conjunction with Tresillian consumers
- An evaluation of the parental hand hygiene education provided during the admission process
- Implementation of an environmental cleaning audit program
- Development of a specific infection control risk assessment tool for our care context

**Infection Control Performance**

Tresillian saw an increase in overall infectious incidents during 2014/15. This was contributed to by an increase (100%) in infectious incidents reported less than 48 hours after admission which were primarily respiratory infections. An increased focus on frequently touched surfaces as part of cleaning protocols, has seen a decrease in reported gastrointestinal disease outbreaks across the centres.

**Tresillian Hand Hygiene Compliance**

Tresillian’s overall hand hygiene compliance was 96.3% compared to the state average of 81.8%. This year’s data also includes parental compliance during the auditing period.

“

*My baby’s sleeping!*

It has been a week since our stay at Tresillian and things are going well for our 10.5 month old baby. She is now sleeping in her cot and sleep times are now peaceful for her, my husband and myself. I now wait for her to wake up since I’m able to do more things while she’s asleep! From the Parent’s Help Line to the residential staff, everyone was very helpful, understanding to our needs and situation, and patient. Thank you very much. Ysa
Our Resources

One of the highlights of the last financial year was the complete re-branding of Tresillian, with a new logo, website and full range of resources for parents. These resources now represent Tresillian as a dynamic and contemporary leader in the early parenting arena.
## Donations 2014/2015

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<tr>
<td>Tea party 2014</td>
<td>$150.00</td>
</tr>
<tr>
<td>Tea party 2014</td>
<td>$3,985.10</td>
</tr>
<tr>
<td>Tea Party Expense 2014</td>
<td>$(770.00)</td>
</tr>
</tbody>
</table>

**TOTAL DONATIONS** $9,961.60
Our People

Chief Executive Officer
Robert Mills, RN, CM, MPH, FAICD

Director Clinical Services
Jenny Smit, RN, RM, BSc (Nursing), M Public Health, M Business & Technology, M Forensic Mental Health

Director Corporate Services
Troy Trgetaric, B.App.Sc, MPH, Juris Doctor

Director Medical Services
Dr Penelope Field, MBBS, MD, FRACP

Operational Nurse Manager
Leanne Daggar, RN, RM, CFHN, BHSc (Nursing), Grad.Cert.Health Management (UNE)

Director Social Work/Psychology
Lisiane LaTouche, BSW (Uni Syd), MAASW, AMHSW; Cert IV in Workplace Training & Assessment. Licensed Circle Of Security Group Facilitator

Tresillian Chair – Child & Family Health
Professor Cathrine Fowler, RN, RM, CM'craftN, Dip Teach (Nursing), B.Ed, M.Ed, PhD, PSM

Visiting Medical Officers
Dr Wendy Allen, BSc (Med) MBBS, MPH, FRACP
Dr Anthony Epstein, MBBS, FRACP
Dr Michael Hafer, MB, BCh, DCH (SA), MMed (Paed) FCP (SA), FRACP
Dr David Hartshorn BSc (Med), MBBS, DCH, MPH, FRACP
Dr Joyce Leong, MBBS, FRACP
Dr Sue Messner, MBBS, FRANZCP

Staff Specialists (Part Time)
Dr Ashutosh Aggarwal, MB, BS, FRACP
Dr Kerry Brown, MB, BS, BMedSc, Dip RACOG, FRACGP, FRACP

Centre Managers
Marie Clifford, RN, RM, Mothercraft, Counsel Cert., BA (NSW)
Victoria Hardin, RN, RM, Grad Cert CFHN (Acting Centre Manager)

Quality & Safety Manager
Marie Dickinson, BApp.Sc (Biomedical), Grad Dip Health Science, Master of International Health Management, Cert IV in Workplace Training & Assessment, AFCHSE, AIMM

Public Affairs & Marketing Manager
Ann Paton, MBA

Health Information Manager (Part Time)
Jane Kookarkin, MHS (Hons), BApp.Sc (HIM), Ass Dip MRA

Chief Financial Officer
Ray Lovat, FIPA (resigned June 2015)

Work Health & Safety and Infection Control Coordinator (Full-time)
Barbara John, RN, Grad Dip Safety Science (UNSW)

Senior Nurse Educator (Full Time)
Fran Chavasse, RN, RM, RMcraft, BNurs, MaMH (Infant), FCN

Nurse Educator (Full Time)

Nurse Educator (Part Time)
Mary McDonald, RN, RM, Mothercraft, BHSc (Nursing), MEd Ad Ed (UTS)

Home Visiting Project Officer (Part Time)
Julie Corkin, CNS, RN, RN, CM’craftN, Grad Dip Infant Mental Health, IBCLC (resigned August 2015)
Jacqueline Walker, RN, Grad Dip Hlth Science (Nursing), Grad Cert CFHN, Masters in Advanced Nurse Practice

MyTime Program
Kate McNamara, B. Political Science

Nursing Unit Managers
Sue Bruhen, RN, RM, Mothercraft
Lorraine Palmer, RN RM CFHN Dip Counselling Dip Community Health Dip Management
Glenda Goodwin RN, RM, CFHN, Grad Cert Adult Ed, Cert IV Frontline Mgt, Grad Cert Health Services Planning

Clinical Nurse Consultant/HVEI Program Manager
Julie Maddox, RN, RM, CFHN, Masters in Nursing (Clinical Leadership), Dip Frontline Mgt

Clinical Nurse Specialists (Full Time)
Carol Frazer, RN, RM, Grad.Cert.PHC, Grad.Cert. A&E

Clinical Nurse Specialists (Part Time)
Wendy Carter, RN, RM, CFHN, IBCLC
Margaret Clancy, RN, RM, Dip Frontline Mgmt
Wendy Ford, RN, RM, Mothercraft, IBCLC
Debbie Leffers, RN, RM, CFHN, Grad Dip in Perinatal & Infant Mental Health
Susan Mayall, RN, RM, OR Cert, Grad Cert CFHN, Grad Cert AMH, IBCLC
Jenny Rankine, RN, RM, CFHN, Grad Cert Ed (Adult), IBCLC, Grad Dip in Perinatal & Infant Mental Health
Janice Wright, RN, RM, CFHN

Social Workers (Full Time)
Susan Hutchinson, BSW (Syd)
Elizabeth Figliuzzi, BA(CSU) PG Dip Psych PG Dip Prof Psych (Macq) Grad Dip Cslg & Psychoth (UNI) Dip CH (ACH), MAPS

Social Workers (Part Time)
Jamille Abou-Raad, BSW (UWS), Dip in Counselling (UWS)
Melissa Azar, BSW (Syd)
Margaret Booker, MSw UNSW, Accredited Mental Health Social Worker (AMHSW)
Suzanne Noisen, BA, BSW(Hons) (Syd), M.Ed (Adult Ed) (UTS), Grad.Cert.Career Counselling (RMIT)
Kerrie Patten, B.S.W. Hons (UNSW)
Amanda Thomas, BSW (USYD), Grad Dip Expressive Therapies (UWS), Ma Art Therapy (UWS) Tracey Whitelegge, BSW ACSW

Psychologists (Part Time)
Leanne Aquis, B. Social Science (Youth Work) & BA (Hons)
Rowena Hong, BA (Old), MA (Psychology) (Syd), Assoc MAPS
Lyne Ryan, BBSC, M.Psych (Clin)
Mary Attard, BAC (Behav SC) (Macq Uni) MA (Psych) UWS, MAPS
Claudie Larose, B.A, M.ED. Psych (Melb Uni) MAPS
Suzanne Noisen, BA, BSW(Hons) (Syd), M.Ed (Adult Ed) (UTS), Grad.Cert.Career Counselling (RMIT)
Suzanne Noisen, BA, BSW(Hons) (Syd), M.Ed (Adult Ed) (UTS), Grad.Cert.Career Counselling (RMIT)
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Suzanne Noisen, BA, BSW(Hons) (Syd), M.Ed (Adult Ed) (UTS), Grad.Cert.Career Counselling (RMIT)
Suzanne Noisen, BA, BSW(Hons) (Syd), M.Ed (Adult Ed) (UTS), Grad.Cert.Career Counselling (RMIT)
Terrie Patten, B.S.W. Hons (UNSW)
Amanda Thomas, BSW (USYD), Grad Dip Expressive Therapies (UWS), MA Art Therapy (UWS) Tracey Whitelegge, BSW ACSW

Medical Record Coders (Casual)
Michael Ampoulos, B.A, BSC (Architecture), Level 5 Clinical Coder (Casual)
Diana Manana
Karen Ramrakha, R.N, R.M, B.A (Hons), Ma. HIM (Casual)
Hildegard Withers, Level 5 Clinical Coder (Part-time)
Nursing Staff (Full Time)
Marietta Almine, RN, CFHN, BSN
Sue Bemmer, RN, RM, CFHN
Catherine Betar, EN (Mothercraft)
Tracey Bryan, RN, CFHN
Jennifer Coleman, EN (Mothercraft)
Nadine Day, RN, RM, CFHN
Tracey Hughes, Mothercraft, Ass.Dip.Social Science
Georgina Kentzopoulos, EN (Mothercraft), CCC
Judith Kotowski, RN, RM, CFHN, Master of Nursing, Cert IV Training & Assessment
Jennifer Leece, RN, IBCLC, Grad Cert CFHN
Suzanne Mansfield, RN, BA, DipEd (Psychology & Spec.Ed.), Grad Dip Midwifery, Grad Cert CFHN
Lorelle Roberts, EN (Parentcraft)
Christine Simpson, RN, Grad Dip CFHN, CM
Michelle Vaughan, EN (Mothercraft)
Kay Watts, RN, EEN (Parentcraft)
Jane Wheeler, RN, RM, CFHN
Fiona Worthington, EN

Nursing Staff (Part Time)
Sue Adams (formerly Olley), EEN (Mothercraft)
Julie Apps, EN (Mothercraft)
Susan Barabas, EN (Mothercraft)
Judith Bartlett, EN (Mothercraft) (retired May 2015)
Joanne Battin, EN (Mothercraft)
Catherine Beer, EEN (Mothercraft)
Lisa Bentley, EEN (Mothercraft)
Louise Bowring, RN, RM, CFHN
Hayley Briggs RN RM CFHN
DeborahBrittain, EEN (Mothercraft)
Allison Buckley, EEN (Mothercraft)
Sue Bullen RN CFHN
Pamela Burne, RN, Mothercraft, Grad Dip Mid
Georgina Campbell, RN, RM, BHSc (Nursing), Grad Dip CFHN, Grad Dip Ch.Ed
Kathleen Campbell, EEN (Mothercraft)
Donna Carr, RN, CFHN
Kylie Choi, RN, Grad Dip Paed, Grad Dip Mid, Grad Cert CFHN
Katherine Cramery, RN (UK qualifications)
Robyn Darton, RN, RM, CFHN
Janelle Daley, RN, RM, CFHN
Sue DeWintt, RN, RM, CFHN (retired June 2015)
Phillip Dimech, RN, BHSc (Nursing), CFHN, Dip. Therapy Massage
Sharon Donaldson, RN, CFHN, RN Immuniser
Michelle Dowling, EN (Mothercraft)
Jeanette Dries, RN, RM, CFHN, Mental Health Cert.
Angela Drummond, RN, CFHN, Mental Health Cert.
Julie Edwards, RN, RM, CFHN
Sarah Espley, BA Nursing, RM, CFHN
Kim Everson, RN, RM, CFHN

Anne Fenton, RN, RM, Grad Cert CFHN
Julie Flanagan, RN, CFHN
Clare Forshaw, RN, RM, Grad Cert Infant Feeding Lactation (UTS), CFHN (UWS), B Nursing (post registration) Charles Sturt University, Grad. Cert. Mental Health Practice UNE
Anne Foster, RN, RM, ADCHN
Deborah Franklin, RN, RM, CFHN
Wendy Frost, EN (Mothercraft)
Nada Gannon, RN, B App Sc Nursing, Grad Dip Comm Nursing, CFHN, Masters of Adult Education (UTS)
Meredith Grant, RN, CFHN Dip, Grad Cert Paed
Sonja Griggs, RN, CFHN
Elizabeth Hand, RN, RM, CFHN
Kerry Harley, RN, RM, CFHN
Rowena Harrison, RN, RM, CFHN, Ass.Dip Comm. Health, BHSc (Nursing), Masters of Education (Social Ecology)
Narella Harvey, RN, RM
Marita Hawes, RN, RM, Counsel Cert Penelope Heller, RN, RM, Assoc.Dip.Comm.Hlth
Julie Hockenhull, RN, RM, MCH
Bernadette Holland, RN, RM, CFHN
Narella Houghton, EN (Mothercraft)
Jenny Hulks, RN, CM, CFHN, BHSc (Nursing), Paed Cert, Masters of Education (Social Ecology)
Julie Inglis, RN, CFHN, BHSc (Nursing)
Sharon John, RN, RM, CFHN
Heather Johns, RN, RM, CFHN, Grad Dip Women’s Health
Christine Johnstone, Masters of Nursing, Grad Dip Mid, B Nursing, S&SI, CFHN
Jennifer Johnstone, RN, RM, Grad Dip Health Counselling, CFHN
Brenda Jones, RN, RM, CFHN
Elizabeth Kennedy-Coster, EN (Mothercraft)
Heather Kerrigan, RN, RM, CFHN
Shelly Lamotte, RN, RM, CFHN
Michelle Leto, RN, RM, CFHN
Heather Long, RN, RM, CFHN
Marie Lyle, RN, RM, BHSc (Nursing)

Melinda McCarthy, EN (Mothercraft)
Rosemary McCowage, RN, RM, CCFN, BA Sc (Speech Path) FP IBCLC
Katherine McGovern, EN (Mothercraft)
Zara McIlveen, RN, Grad Cert CFHN
Pauline McKeown, RN, RM, CFHN
Susan McKeW, RN, RM, CFHN, Special Care Nursing (Level 2)
Cheryl Madden, EEN (Mothercraft)
Susan Mayall, RN, RM, OR Cert, Grad Cert CAFHN, Grad Cert Ad Ment Hlth, IBCLC
Anne Moore, RN, RM, BSc(Health), CFHN, IBCLC
Deborah Moore, RN, RM, Dip Community Health, IBCLC, IPN
Elizabeth Moore, RN, RM, IFN
Susan Murphy, EN (Mothercraft)
Magella O’Brien, RN, Ment Hlth Cert. Grad Cert CFHN
Jennifer O’Neil, RN, CFHN
Sonia Ottignon, EN (Mothercraft)
Jean Paterson, RN, RM, CFHN, IBLC, Grad Dip Med/ Surg Nursing
Lynne Penrose, RN, RM, CFHN
Lynn Pickersgill, RN, CFHN
Mary Pollard, EN (Mothercraft)
Sherrian Price RN, RM, CFHN, Master of Philosophy, Advanced Nurse Practice Cert. Cert IV Training/Assessment
Sue Priestley, EEN (Parentcraft), Bach of Social Science
Gillian Ross, RN, CFHN
Christine Ryan, RN, RM, Cert ICU, CFHN
Debby Savage, RN, RM, CFHN, Special Care Neonatal Cert, Trauma Cert, A&E Cert
Kim Schnieder, RN, RM, CFHN
Megan Sena, RN, CFHN, Grad Cert Human & Community Services
Lesley Shanley, RN, RM, CFHN
Elizabeth Shields, RN, RM, CFHN
Wilma Simmons, EEN (Parentcraft), Bach of Social Science
Beth Simpson, RN, RM, CFHN, CM, IBLC
Sharon Sinclair, EEN (Parentcraft)
Anne Smith, RN, CFHN
Helen Smith, RN, RM, CFHN
Kelly Stone, RN, RM, CFHN
Judy Tripodi, RN, RM, Graduate Certificate (Adult Mental Health) Infant & Maternal Nursing Certificate, Paediatric Nursing Certificate
Emma Van Laun, Cert Childhood Studies
Sharon Vella, EN (Mothercraft) (resigned March 2015)
Jaqueline Waine, EN (Mothercraft)
Dianne Walker, RN, RM, CFHN
Jane Williams, RN, RM, CFHN

Tresillian Team Building Day
### Our People

#### Domestic Staff (Casual)
- Kylie Bending, RN, CFHN
- Deborah Brooke, RN, RM, Grad Cert Paediatrics, Grad Cert CFHN
- Katherine Chapuis, RN, RM, COTN, BA.Psych, MCN
- Catherine Conyngham, RN (Mothercraft), Cert IV
- Rosemary Duncan, RN, RM, Grad Dip Nursing

#### Administration (Full Time)
- Patricia Croft (retired 30 June 2015)
- Anne Kulcsar (retired 3 July 2015)
- Angela Goodwin
- Jenny Harding (resigned September 2014)
- Rebecca Love, B. of Edu (Early Childhood)

#### Guthrie Child Care Centre Staff (Part Time)
- Byung Ok Kim, Certificate III (Children's Services)
- Chloe Kirakidsis, Certificate III Children's Services
- Katerina Kodos, Diploma Community Services (Children's Services)
- Jane Le Gras, Diploma Early Childhood, Grad Dip Edu
- Linda Leslie, Diploma Early Childhood
- Nicola Pickering, Diploma Children's Services
- Fiona Zeller, B. Edu (Early Childhood)

#### Guthrie Child Care Centre Staff (Casual)
- Janet Chen, RN, RM
- Joyce Kim, Diploma Community Services (Children's Services)
- Nathaprat Mead, Certificate III (Children's Services)
- Nicole Pickering, Diploma Children's Services

#### Consumer Representatives
- Cheryl Macnaught
- Helen Jaggar
- Elizabeth Churchill
- Sue Benzie

#### Life Members
- Prudence Bryant
- Evangelyn Carr, RGN, CMN (Mothercraft)
- John O'Grady, Dip T & CP, Dip Tech (Man), MBA
- Jean Jones
- Sandra Littlewood
- Dr John McDonald, MB, BS, FRACP

#### Public Health (UK), Dip Children's Nursing
- Emily Masson, RN, RM, CFHN

#### Guthrie Child Care Centre Staff (Part Time)
- Aimee Partridge, B. Ed (Early Childhood)
- Sarah Robinson, Diploma Community Services (Children's Services)
- Rosa Van Looy, Diploma Community Services (Children's Services)

#### Guthrie Director
- Jaclyn Stewart, Bachelor of Teaching (Birth to Five Years)

#### Domestic Staff (Full Time)
- Michael Bryan
- Rita Drake
- Alpay Hasan
- Michelle Breeze
- Bryan Kim
- Stevie McCormack
- Susan Maher
- Susan Morgan

#### Guthrie Child Care Centre Staff (Full Time)
- Tyrone Fegradoe
- Justyna Poniatowski
- Lynn Richards
- Joanne Wright

#### Domestic Staff (Full Time)
- Frances Kenna, RN, RM, Grad Cert Paeds, Grad Dip CFH
- Anne Kennedy, RN, CFHN
- Deborah Lewis, RN, RM, CFHN, GradCertSexual & Reproductive Health
- Sandra Linklater, RN, RM, CFHN
- Kerry McCoy, RN, RM, CFHN
- Sue Mapleton, RN, RM, CFHN
- Jodie Marriott, RN, RM, BSc Specialist Community Public Health(UK), Dip Children's Nursing
- Emily Mason, RN, RM, CFHN

#### Administration (Part Time)
- Grace Nicolaci, RN, RM, CFHN
- Patsy Quealy, RN, CFHN, Masters Adult Edu (UTS), IBCLC
- Joanne Robinson, RN, RM, CFHN
- Gillian Sloane, EN Mothercraft
- Libby Sorrell, RN, RM, CFHN
- Bernadette Vinson, RN, RM, CFHN
- Sharon Walbran, RN, RM, CFHN (resigned April 2015)

#### Consumer Representatives
- Cheryl Macnaught
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- Elizabeth Churchill
- Sue Benzie

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- J. K. McGregor, BA, LLB (Syd)

#### Guthrie Child Care Centre Staff (Casual)
- Janet Chen, RN, RM
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- Nicole Pickering, Diploma Children's Services

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- John O'Grady, Dip T & CP, Dip Tech (Man), MBA
- Jean Jones
- Sandra Littlewood
- Dr John McDonald, MB, BS, FRACP
- J. K. McGregor, BA, LLB (Syd)
- Philippa Milne, BA (Hons), MHA, AFCHSE
- Muriel Newman, RGN, CMN, (Mothercraft)
- Phillipa Noyce
- Noni Trehwey
- Hilary White

#### We Remember
- Narelle Brightfield, RGN, CMN, (Mothercraft)
- Russell Chancellor, FCA, OAM
- Ian Chatfield
- Kathleen Clifton
- Alison Cox
- Dr Neville Don
- Bob Elmslie, OAM
- Frank Guthrie
- Tom Hamilton
- Robert W Hutchinson
- Clem Potter
- John Quoyle
- Sheila Robb
- Peggy Wilson
OPERATIONS
For the year ended 30 June 2015 the Tresillian Centres recorded a combined operating surplus of $405,139.

Revenue from Services increased by $152,053 or 4.4% over the previous year. Investment Income decreased by $69,003 or 23% as a result of the decline in interest rates. Donations, Grants and Contributions increased by $136,742 or 31%.

The cost of employment increased by $743,101 or 5.6%.

With regard to:

STATE OF RESOURCES
The balance of current assets, being cash at bank, current receivables and investments has decreased by $183,046 during the year and the liabilities of creditors and provision for future staff entitlements decreased by $508,688. The value of non current assets has increased by $79,497 from the previous year.

The net effect is reflected by the surplus for the year of $405,139.

I would like to thank my fellow members of the Finance Committee for their assistance during the year.

Peter Quinn
Treasurer
Tresillian Family Care Centres financial records for the year ended 30 June 2015 were audited by Grant Thornton Australia in accordance with Australian Accounting Standards and the Australian Charities and Not for profits Commission 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.
Tresillian Canterbury
(Head Office) McKenzie Street, Belmore, NSW, 2192
Ph: (02) 9787 0800
Fax: (02) 9787 0964
Email: tresillian@sswahs.nsw.gov.au

Tresillian Nepean
1b Barber Avenue, Kingswood, NSW, 2747
Ph: (02) 4734 2124
Fax: (02) 4734 2740
Email: tresillian.nepean@sswahs.nsw.gov.au

Tresillian Willoughby
2 Second Avenue, Willoughby, NSW, 2068
Ph: (02) 8962 8300
Fax: (02) 8962 8301
Email: tresillian.willoughby@sswahs.nsw.gov.au

Tresillian Wollstonecraft
25 Shirley Road, Wollstonecraft, NSW, 2065
Ph: (02) 9432 4000
Fax: (02) 9432 4020
Email: tresillian.wollstonecraft@sswahs.nsw.gov.au

Guthrie Child Care Centre
25 Shirley Road, Wollstonecraft, NSW, 2065
Ph: (02) 9432 4040
Fax: (02) 9432 4040
Email: guthrie@sswahs.nsw.gov.au