It's in our nature to nurture
Welcome
From the CEO and President

We are delighted to present to you, the Tresillian Annual Report, for the year ending 30th June, 2016.

Our Annual Report provides an insight into the activities of the Royal Society for the Welfare of Mothers and Babies, better known as Tresillian, Australia’s leading early parenting organisation.

Tresillian has been synonymous with the provision of child and family health services for almost 100 years. During that time, we have continued to expand and explore innovative new ways of offering assistance to families experiencing difficulties with their baby. This year we opened two new Tresillian Day Stay Centres, expanding for the first time outside of NSW, into Albury Wodonga, Victoria and into northern NSW at Lismore. We also launched our own Facebook page, Tresillian Early Parenting, for new parents wanting tips and advice on issues relating to baby. This has proven extremely popular with new Mums in particular.

Above all, Tresillian’s health professionals help new parents gain confidence in their own abilities by offering advice and support, whether that’s in one of Tresillian’s six Centres, online, over the phone or in the family’s own home.

Enjoy reading about the year that was in this Tresillian’s 98th Annual Report, and for more information, visit our website at tresillian.org.au

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 Queen Elizabeth II.

Annual General Meeting
The 2015/16 Tresillian Annual Report was presented at the Annual General Meeting on Thursday, 24th November, 2016 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 sponsors, Johnson & Johnson, who fund the Tresillian Live Advice service, and Allianz, major sponsors of the Tresillian website.

Robert Mills
Chief Executive Officer

Dr Nick Kowalenko
President
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.
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It is with pleasure that I write about the activities of the Royal Society for the Welfare of Mothers and Babies (Tresillian Family Care Centres) for the year ending 30 June, 2016.

Since 1918 Tresillian has played a vital role in the lives of many Australian families with a baby or toddler needing advice and support on a parenting issue. Contacts with a Tresillian service, including the Parent’s Help Line, Tresillian Live Advice, Residential admissions, Day Stay and Outreach services totalled 70,000 in the financial year 2015/16. I would particularly like to thank our highly skilled staff who work in close partnership with families to provide an outstanding service.

With our upcoming Centenary in mind, the President and Vice President attended Government House Canberra on the 10th of September, 2015 to celebrate Queen Elizabeth II becoming the longest reigning British monarch. We have already approached members of the Royal Family to participate in our 100 year’s celebrations in 2018.

This year Council focused on the expansion of Tresillian’s services, and it gave me great pleasure to formally open our services in Lismore in November last year and visit our new Albury-Wodonga partnership service in October. This expansion has been made possible by the strategic work of Robert Mills, our CEO and Debbie Stockton, Operational Nurse Manager Rural Services, who are steering Tresillian’s rural strategy.

In collaboration with Sydney Local Health District (SLHD), Tresillian engaged project consultants to develop a business case for development options for Tresillian’s Willoughby and Wollstonecraft sites. This was approved by Council in November 2015 and submitted to NSW Treasury and the NSW Ministry for Health in February 2016 for funding support. On Wednesday the 29th March, 2016, the Hon Minister Skinner MP visited Tresillian Wollstonecraft to review plans for herself!

In February, Council re-connected with a former Tresillian Centre and now historical icon, Greycliffe House at Nielsen Park on the shores of Sydney Harbour. Tresillian operated this Centre from 1936 through until 1969. We were delighted to have Miss Evangelyn Carr, a former staff member who had trained at the Centre, take Council on a fascinating guided tour of the grand old building.

We welcomed three new members after the resignation of Hugh Bickerstaff late last year. Hugh contributed actively to Council over many years, particularly overseeing our financial and auditing needs requirements. His business nous was greatly appreciated. Our three new members, Catherine Whitby, Christina Hall and Karen Den-Toll, come from professional backgrounds in finance and accounting, corporate governance, business, law, senior advisory roles in government, health and social care. More importantly, they have all experienced the stresses of parenting infants and young children which fired their passion to contribute to Tresillian’s future. Already, they have secured pro-bono legal work from David Hillard, partner at Clayton Utz.

The Friends of Tresillian second annual Tea Party, was held on 11 December 2015. As well as being very well attended, it also raised close to $10,000 to enable Tresillian to hold group programs on the Lower North Shore on a weekend. Thanks to the many staff and friends who volunteered to help on the day and to Sue Robson for assisting with the event organisation.

In June 2016 General Practitioners joined our metropolitan sites to broaden the scope of clinical services we can offer mothers: a welcome new resource to improve patient care.
With promotion by our Public Affairs and Marketing Manager, Ann Paton, there has been a 150% increase in the number of visits to the Tresillian website in just 12 months. Also on the digital front, in October, 2015 Tresillian set up a Facebook Page, (Tresillian Early Parenting) where parents can find out more about our services, tips on baby and information on Tresillian events. By June, close to 10,000 had joined our community with that number continuing to rise.

The Council is extremely thankful to those companies supporting us with ongoing sponsorship. In particular our major sponsor, Johnson & Johnson, for funding the Live Advice Service and several Tip Sheets. We also thank Allianz, sponsor of the Advice Tool on the website; Aspen Pharmaceuticals, Meat & Livestock Australia, Bayer, Philips Avent, P Z Cussons, Care Pharmaceuticals and Church & Dwight. I also thank my colleagues at Sydney Local Health District for their support and our partners including the Gidget Foundation and the University of Technology, (UTS) Sydney.

Looking ahead, Council has begun the process of considering priorities for our next strategic plan 2017 -2020 and is further reviewing our current governance arrangements.

Special thanks to my fellow Council members and to all staff for your dedication to sustaining our outstanding work with families with infants and young children.

Dr Nick Kowalenko
President

Minister’s visit to Tresillian (From L to R) Georgina Campbell, RN, Robert Mills CEO, Hon. Jillian Skinner, MP, Dr Nick Kowalenko, President and Jenny Smit, Director of Clinical Services.

WEBSITE VISITS UP
150%
The last 12 months has seen significant milestones achieved in our 98th year of service to families across NSW for “The Royal Society for the Welfare of Mothers and Babies”, now known as Tresillian Family Care Centres. Throughout the annual report you will be able to see detailed reports and statistics on the services we provide and I hope you enjoy reading an overview of the last 12 months.

One of the significant milestones mentioned earlier, was the expansion of Tresillian’s early parenting services into rural New South Wales for the first time in 98 years. In August 2015, Tresillian and Albury Wodonga Health entered into a partnership to open the new ‘Albury Wodonga Health Tresillian Parents & Babies Service’. Then in October 2015, Tresillian entered into a partnership with the North Coast Primary Health Network and the Northern NSW Local Health District to open the ‘Tresillian Lismore Family Care Centre’.

Tresillian held our annual conference on 27 November 2015 at Northside Conference Centre and we welcomed approximately 250 delegates. The Tresillian Conference showcased the latest clinical practice and research in the early parenting and perinatal mental health areas and was well supported by our very valuable sponsors, who have been acknowledged in the President’s report.

During the last 12 months we welcomed and said goodbye to a number of staff from the Tresillian team. In November 2015, we appointed Mr Jeff Taylor as our new Finance Manager and in May 2016 Ms Marie Clifford, Wollstonecraft Nurse Manager, retired following 33 years of service at Tresillian. We have also
presented many Service Awards to Tresillian staff for their continued dedication to Tresillian, with some staff being employed for more than 25 years.

Sadly, we farewelled three Tresillian staff members who passed away during the last year. Julie Hockenhull, who joined Tresillian in 1993 and worked in Nepean Residential, Day Stay and Site Intake, passed away in 2015. Sue deWindt joined Tresillian in 2003 at Canterbury on the Parents Helpline and then transferred to Nepean in 2007 to work on Centralised Intake also passed away in 2015. Shelley Lamotte started working with Tresillian as a Registered Nurse in 2007 at Nepean Tresillian, later moving to Canterbury’s Parent Helpline and passed away in 2016.

The great work that we do to support families right across NSW cannot be achieved without the professionalism and hard work of our dedicated staff, volunteers and consumers. So on behalf of the Tresillian Executive and Council members, thank you all for your fantastic work!!

I would like to thank Dr Teresa Anderson, the SLHD Board and SLHD Executive for their ongoing support of Tresillian. There have been many examples of support from SLHD during the last financial year, with the most notable support being the IM&TD support for our Nepean site and also our new rural site at Lismore. Through this new Lismore Family Care Centre initiative and the support of SLHD to establish this new rural service, we have been able to provide better access to families requiring Tresillian’s parenting support services in the northern NSW region of Lismore.

I would also like to take this opportunity to acknowledge and thank the Tresillian Council members for freely giving their time to develop the organisational Strategic Directions and to also ensure that Tresillian is operating effectively and efficiently. It is due to their hard work, as well as that of the staff, that Tresillian is so well placed to proceed on these strategic initiatives which include moving forward with the Willoughby and Wollstonecraft development and also further rural expansion.

Robert Mills
Chief Executive Officer
President

Dr Nick Kowalenko
MB, BS, FANZP, FMCPS

Dr Nick Kowalenko is a child and adolescent psychiatrist and Director of Child and Adolescent Psychiatry at Royal North Shore Hospital. He is also a member of the NSW Institute of Psychiatry and chair of the Royal Australia and New Zealand College of Psychiatrists faculty of child and adolescent psychiatry.

Vice President

Natalie Boyd
BA (Mass Comm)
Joined Council in 2006
Chair: Strategy & Performance Sub-Committee
Director: Public Affairs & Marketing Sub-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 social infrastructure projects ranging from health and water to community, sports and 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, ensuring her expertise in communication and engagement has supported the profiling success of the organisation.

Treasurer

Peter Quinn
B, Bus CA, ACIM, FAICD, CFP
Joined Council in 2008
Chair: Finance Sub-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 committed to ensuring young families are aware of the help that organisations such as Tresillian can provide to women with postnatal depression.

Director

Susan Redden Makatoa
BA (Communications)
Joined Council in 2008
Chair: Public Affairs & Marketing Sub-Committee

Susan is one of Australia’s leading communications professionals. In her role as 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 five who’s had invaluable help from Tresillian Susan wants to help other parents access support during the early years.

Director

Dr David Lillystone
OAM
MBBS, MRCP (UK) FRACP, DCH, FAFPHM
Joined Council in 2007
Director: Medical Staff Council
Director: Strategy & Performance Sub-Committee

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 Kuring-ai 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.

I was exhausted both physically and emotionally. Our stay in Canterbury Residential was a huge success! Not only did my daughter sleep but she also learnt to self settle. She no longer uses a dummy and her feeding is back on track. I am so thankful for the opportunity to attend Tresillian. I have learnt a huge amount about my child this week and now have a range of strategies to help support her. Thank you - you have changed our lives. Renee
It's in our nature to nurture

Our Council

Director

Paul Robson
BCOM Mgt & Mktg, UWS, Grad Dip (Gen Mgt) INSEAD, Grad Dip (Int Bus) UHelsinki
Joined Council in 2008
Director: Public Affairs & Marketing Sub-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.

Director

Bruce Callaghan
BSoSC, Dip. TAS, CertIV.TAE
Joined Council in 2013
Chair: Governance, Audit & Risk Sub-Committee

Bruce Callaghan is Executive Chair of BCA National Training Group (BCA National), the company offers Vocational qualifications across Australia and internationally. Bruce has served on several not-for-profit Boards, including advisory Committees on vocational education for the NSW Government. He has led a boutique consultancy, Bruce Callaghan & Associates, specialising in Board governance, business development, management and strategic planning and held a number of senior posts in government in the Human Services area. Bruce 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.

Director

Catherine Whitby
BA LLB (Hons I), MSc (Law and Accounting), GAICD
Joined Council in April 2016
Director: Strategy & Performance Sub-Committee

Catherine is a lawyer with over 10 years’ experience advising the health and social care sector on all aspects of commercial law, corporate and clinical governance and statutory interpretation. Her practice encompasses a broad range of clients, from government departments and statutory agencies, to hospitals, primary health networks, peak bodies and not-for-profit organisations. Outside of work, she holds a number of board and strategic advisory related positions and is the mother of three small, rambunctious children.

Director

Christina Hall
B.Accounting, CA, GAICD, ARITA
Joined Council in April 2016
Director: Finance Sub-Committee

Christina is a corporate advisory and restructuring specialist and has spent the majority of her career advising and assisting Boards, management teams and other stakeholders of businesses to maintain and enhance business value. Now the Head of Finance at Vast Solar (an Australian company developing unique solar thermal power generation technology), Christina is passionate about 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 2 young children who, like so many, refused to fall into a natural sleep pattern.

Director

Karen Den-Toll
BA LLB (Hons) GAICD
Joined Council in June 2016
Director: Governance, Audit & Risk Sub-Committee

Karen is a lawyer with over 24 years’ experience. She has worked in major Australian companies and law firms, as well as consulting internationally to organisations such as the World Bank and the IMF. Karen’s specialisations include corporate governance, and she graduated from the Australian Institute of Company Directors program with an Order of Merit. As a mother of a young daughter, Karen is passionate about Tresillian’s role in imparting the collective wisdom of generations, using both modern and traditional methods, to build confidence and resilience in families.
Executive Team

Chief Executive Officer
Robert Mills
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.

Director of Clinical Services
Jenny Smit
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.

Director of Corporate Services
Troy Trgetaric
B.App.Sc, MPH & JD

Troy is a lawyer and has spent several years working at the NSW Attorney General’s Department and then the Crown Solicitor’s Office. Prior to his work in the justice sector, he spent many years in the health sector in a variety of management roles. In addition to Troy’s corporate and information management background, he has well developed skills in financial management, change and project management, provision of legal advice and strategic workplace relations.

Governance

The By-Laws governing the Tresillian Council were updated from the previous By-laws 2001 and Gazetted by the NSW Government on the 9th of October 2015. They are now known as the “Royal Society for the Welfare of Mothers and Babies By-law 2015”. The revised By-Laws included some changes to the operations of the company and also clarified the elected terms for Council Directors, who are elected for a term of five years, and may now be re-elected at the conclusion of their first term, to serve a further term of five years.

Tresillian’s Council comprises ten independent non-executive Directors. The Chief Executive Officer (CEO), attends all Council meetings which are held monthly and the Council’s primary role is to:
• Set the Strategic Directions and priorities for Tresillian
• Monitor, review and approve financial plans to ensure an efficient provision of funding for health services provided by Tresillian
• Implement effective Safety and Quality programs
• To foster organisational commitment to continuous quality improvement
• Ensure Tresillian’s long term viability as an early parenting service
• Facilitate education and research in the early parenting arena
• Provide appropriate training for Council Directors and regularly evaluate Council performance.
Organisational Structure

Chief Executive Officer

Executive Assistant

Director of Corporate Services & Information Management

Director of Clinical Services

Organisational Structure:

- Medical
  - Visiting Medical Officers
  - Staff Specialist
  - Registrars
    - Clinical Nurse Consultant
      - Clinical Nurse Specialists
        - Registered Nurses
        - Enrolled Nurses
        - Mothercraft Nurses

- Operational Nurse Manager

- Allied Health
  - Social Workers
  - Psychologists
    - Students
    - Clinical Nurse Educators

- Professional Practice & Innovation
  - Senior Nurse Educator
  - Early Childhood Teachers
  - Child Care Workers

- Guthrie Child Care Centre

- Finance
  - Accounts Payable Officer
  - Payroll
  - Administration Staff
    - WHS/IC Coordinator
    - Fundraising Staff

- Corporate Support
  - Client Service Assistants
  - Fundraising Staff

- Quality & Safety
  - Waste & Recycling
  - WHS & RTW
  - Consumer Participation
  - Fundraising Staff

- Marketing, Fundraising & Events
  - Public Relations
  - Media
  - Events Staff
  - Fundraising Staff

- Clinical Nurse Managers
  - Visiting Medical Officers
  - Staff Specialist
  - Registrars
    - Clinical Nurse Consultant
      - Clinical Nurse Specialists
        - Registered Nurses
        - Enrolled Nurses
        - Mothercraft Nurses

- Nurse Managers
  - Social Workers
  - Psychologists
    - Students
    - Clinical Nurse Educators

- Functions
  - Evidence Based Research
  - Professional Development
  - E-Learning

- Finance
  - Budget Preparation
  - Revenue Audit

- Functions
  - Human Resources
  - Facility Management
  - Organisational Performance
  - Workforce Development
  - IT and Health Information
Tresillian at a Glance

Tresillian’s specialist early parenting services aim 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 with a child aged up to 5 years, advice, education and support from child and family health nurses and allied health professionals. Parents require a referral from a health professional such as a doctor or local child and family health nurse, to access Tresillian’s Outreach, Day Stay and Residential services. A typical referral pathway for a family could include a visit to Day Stay (or contact with the Outreach team) prior to admission to a Residential Unit. Other families may only require a Day Stay at one of our Centres with further support from Tresillian’s Parent’s Help Line or Live Advice services.

Tresillian employs 250 staff across Family Care Centres in Sydney at Belmore, Nepean, Wollstonecraft and Willoughby, on the north coast at Lismore, and in Albury Wodonga, Victoria, providing both statewide and Local Health District services.

Services include:
Residential Inpatient Units at Canterbury, Willoughby and Nepean with a total of 86 beds (for both parents and their babies). Residential stays are 4 nights/5 days. Both parents are welcome to stay with their infant.
- Day Stay Units at Canterbury, Wollstonecraft, Nepean, Lismore and Albury Wodonga where parents visit a Tresillian Centre for the day with their baby, for face-to-face counselling and advice. Both parents are welcome to attend.
- 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 young children and also refers parents to other community services.
- Tresillian Live Advice - a web based chat service available via the Tresillian website, offering parents advice and support from a Tresillian Nurse, free of charge.
- A fully resourced website www.tresillian.org.au with a range of information for parents and a referral pathway for health professionals.

• Educational group programs 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.
• Counselling services for families.

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.
It’s in our nature to nurture

Statistics

Residential Services 2015-2016

Non Residential Admissions 2015-2016

Total Clients Assisted 2015-2016

Tresillian touched the lives of 70,243
### Residential Services 2015-2016

<table>
<thead>
<tr>
<th>Location</th>
<th>Clients Assisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Willoughby</td>
<td>1,172</td>
</tr>
<tr>
<td>Nepean</td>
<td>2,532</td>
</tr>
<tr>
<td>Canterbury</td>
<td>1,719</td>
</tr>
</tbody>
</table>

### Non-Residential Admissions 2015-2016

<table>
<thead>
<tr>
<th>Location</th>
<th>Clients Assisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Clients</td>
<td>1,713</td>
</tr>
<tr>
<td>Wollstonecraft outreach</td>
<td>1,778</td>
</tr>
<tr>
<td>Lismore daystay</td>
<td>1,018</td>
</tr>
<tr>
<td>Albury Wodonga daystay</td>
<td>1,982</td>
</tr>
<tr>
<td>Nepean daystay</td>
<td>2,193</td>
</tr>
<tr>
<td>Canterbury daystay</td>
<td>1,633</td>
</tr>
<tr>
<td>Canterbury outreach</td>
<td>1,982</td>
</tr>
</tbody>
</table>
Our Story

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.

FORMED IN

1918

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

It’s 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.
I had a wonderful conversation with a lady named Rosemary on your Parent’s Help Line 1300 number. Friendly, informative and extremely helpful in a time of need. I was left feeling confident that I could continue down the road to improving my 5 month old’s sleep habits. What a great first experience with Tresillian. Thankyou! Renata

1923
 NSW Government made the completion of the Tresillian Mothercraft Nursing Certificate (for Registered Nurses) a condition of appointment to a Baby Health clinic.

1924
 A training course was devised for the Kindergarten Union to train Froebel nurses. They received 6 month’s training at Tresillian and 6 month’s training at the Kindergarten Union.

1925
 Publication of The Parent Book Tresillian’s first parenting book authored by Dr Margaret Harper. This became the standard text on Mothercraft.

1927
 Willoughby Hospital Residential Unit opened at 2 Second Avenue, Willoughby.

Historical Timeline
It's in our nature to nurture

This has been another year to be proud of with its many achievements but especially for the work we’re doing on collaborative ways of working. This is evident in the residential units where we introduced team nursing that restructured the way clinical work was allocated so that all staff were supported to work within their scopes of practice. We joined an international research consortium of hospitals that uses nurse sensitive indicators to measure the effectiveness of our team work and the quality of our relationships with clients. The results have been exceptional and have provided us with rich information to drive further improvements in our practices using the principles of practice development.

This is also evident in the comprehensive review of day stay and outreach services conducted across Tresillian to provide consistently high quality services in a flexible way using all of the remarkable skills of the allied health and nurse clinicians. They have freely contributed to the review of literature, benchmarking, consultation and process mapping to identify the best way for Tresillian to reshape the way we work.

The Director of Guthrie Child Care Centre, Jacklyn Stewart, role models a wonderful can-do attitude underpinned by real talent that supports her great team of educators and teachers providing excellent care that bodes well for the next assessment and rating against the Early Education and Care National Standard. The exchange of knowledge and skills between the early education sphere and the early childhood health sphere is a great mark of collaboration and rounds out the care provided by Tresillian in both arenas.

Under the enthusiastic and collaborative leadership of the Director Psychology and Social Work and the Clinical Nurse Consultant our services are preparing to manage more clients with greater complexities, especially those living with mental illness where early intervention is most effective.

This has also been a year of remarkable appointments to clinical services, namely the Operational Nurse Manager, Rural & Metro Day Stay Services; the Nurse Manager, Professional Practice and Innovation Centre; and two VMO General Practitioners - all of whom have already made outstanding contributions to shaping the way clinical services are delivered.

I continue to be inspired by the insightful and honest support of the senior people that guide me in my role; and the vocational dedication of the clinical teams and their managers who all go above and beyond the job. My thanks to you all.

Tresillian Canterbury
Located in Belmore, services include a 4 night/5 day 22 beds (11 mothers and 11 babies) Residential Unit open 7 days a week for families with children aged up to 3 years. Referrals are statewide. Day Stay and Outreach Services open Monday to Friday between 8.30am and 4.30pm. The Parent’s Help Line and Tresillian Live Advice services are also based at Tresillian Canterbury.

The residential program continues to be in strong demand, with partners encouraged to engage in the experience and many taking up this opportunity. Occupancy levels averaged 85% and 855 babies and their parents were admitted during the year. Improvements were made to the parent’s dining area where the size of the room was enlarged to allow more space for families.

Professional development remains a key focus for staff and during the year Zara McILveen, RN, graduated with her Masters in Child and Family Health and Kelly Stone RN, with her Masters in Clinical Education. Many nurses also completed the NCAST training course.

The Day Stay and Outreach Units provided advice and support to 2,017 babies and their parents, while 1,633 were visited by the Outreach Team. Nurses offer sound, practical advice to parents on a variety of topics including infant sleep, settling, breastfeeding, bottle refusal and toddler management.

This has also been a year to be proud of with its many achievements but especially for the work we’re doing on collaborative ways of working. This is evident in the residential units where we introduced team nursing that restructured the way clinical work was allocated so that all staff were supported to work within their scopes of practice. We joined an international research consortium of hospitals that uses nurse sensitive indicators to measure the effectiveness of our team work and the quality of our relationships with clients. The results have been exceptional and have provided us with rich information to drive further improvements in our practices using the principles of practice development.

This is also evident in the comprehensive review of day stay and outreach services conducted across Tresillian to provide consistently high quality services in a flexible way using all of the remarkable skills of the allied health and nurse clinicians. They have freely contributed to the review of literature, benchmarking, consultation and process mapping to identify the best way for Tresillian to reshape the way we work.

The Director of Guthrie Child Care Centre, Jacklyn Stewart, role models a wonderful can-do attitude underpinned by real talent that supports her great team of educators and teachers providing excellent care that bodes well for the next assessment and rating against the Early Education and Care National Standard. The exchange of knowledge and skills between the early education sphere and the early childhood health sphere is a great mark of collaboration and rounds out the care provided by Tresillian in both arenas.

Under the enthusiastic and collaborative leadership of the Director Psychology and Social Work and the Clinical Nurse Consultant our services are preparing to manage more clients with greater complexities, especially those living with mental illness where early intervention is most effective.

This has also been a year of remarkable appointments to clinical services, namely the Operational Nurse Manager, Rural & Metro Day Stay Services; the Nurse Manager, Professional Practice and Innovation Centre; and two VMO General Practitioners - all of whom have already made outstanding contributions to shaping the way clinical services are delivered.

I continue to be inspired by the insightful and honest support of the senior people that guide me in my role; and the vocational dedication of the clinical teams and their managers who all go above and beyond the job. My thanks to you all.

Tresillian Canterbury
Located in Belmore, services include a 4 night/5 day 22 beds (11 mothers and 11 babies) Residential Unit open 7 days a week for families with children aged up to 3 years. Referrals are statewide. Day Stay and Outreach Services open Monday to Friday between 8.30am and 4.30pm. The Parent’s Help Line and Tresillian Live Advice services are also based at Tresillian Canterbury.

The residential program continues to be in strong demand, with partners encouraged to engage in the experience and many taking up this opportunity. Occupancy levels averaged 85% and 855 babies and their parents were admitted during the year. Improvements were made to the parent’s dining area where the size of the room was enlarged to allow more space for families.

Professional development remains a key focus for staff and during the year Zara McILveen, RN, graduated with her Masters in Child and Family Health and Kelly Stone RN, with her Masters in Clinical Education. Many nurses also completed the NCAST training course.

The Day Stay and Outreach Units provided advice and support to 2,017 babies and their parents, while 1,633 were visited by the Outreach Team. Nurses offer sound, practical advice to parents on a variety of topics including infant sleep, settling, breastfeeding, bottle refusal and toddler management.
I was fortunate enough to attend Tresillian for a residential stay with my baby boy. From the moment I arrived I felt at ease. Throughout my stay the Nurses totally supported me in my approach to parenting. I never felt pressured to do anything and always received reassurance if I was doubting myself. Having that support provided I have come home a more confident mother because of it. Donna

Historical Timeline

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.
It’s in our nature to nurture

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

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 Cathrine Fowler and Patricia Gornall was published. Final 4 month Parentcraft Course for Enrolled Nurses was held before transferring to TAFE.

1992
Graduate Certificate in Child and Family Health Nursing for Registered Nurses commenced by distance education.

They work closely with the Allied Health Unit if mothers are experiencing postnatal depression or anxiety.

In 2015-16 close to 40,000 parents accessed the Tresillian Parent’s Help Line for help with a parenting issue. A statistical analysis on the Help Line was carried out this year with the aim of ensuring a more efficient use of staffing. This review is due to be completed towards the end of the year and will link in with the review of day stay and outreach services at Tresillian.

In the past year around 3,592 parents contacted Tresillian’s online advice portal, Tresillian Live Advice, accessible from the home page of the Tresillian website. In April, 2016, the service received a technological upgrade moving off the Facebook platform. This has vastly improved communication between nurses and parents.

Tresillian Willoughby
Tresillian Willoughby admitted close to 600 infants and their parents during 2015-16. The Residential program runs 5 nights/4days from Monday to Friday with a capacity of 24 beds (12 mothers and 12 babies) with the reason for admission varying from postnatal anxiety and depression to adjustment to parenting issues. Parents are able to participate in various group programs during their stay.

Professional development featured prominently with mothercraft nurses, Susan Barabas and Liz Coster-Kennedy gaining their Diploma of Nursing (Enrolled Nurse); Sherrian Price RN, obtained a Graduate Certificate in Mental Health and Libby Freeman, a Masters in Child and Family Health. Megan Sena CNS, was one of the recipients of the Gidget Foundation scholarship in Adult Mental Health. We welcomed two new registered nurses, Fran Kenna and Deb Moore and farewelled Susan McKew, RN from permanent staff to casual pool, Sharon John, RN and Christine Johnston, RN. Retiring were our cook, Kimi Tasako and after almost 25 years with Tresillian, our Domestic Supervisor, Sue Maher. Vicki Hardin was appointed to Nursing Unit Manager in June after two years as Acting Manager.

Clinical staff were invited to participate in the Essentials of Care program (EOC) and worked collaboratively to strategise and share ideas to improve areas of practice with a focus on client centered care. A highlight for Willoughby’s EOC Team was being selected to present a poster demonstrating ways to improve meal time interaction between parent and child, at the NSW EOC showcase in May.

Tresillian Nepean
Located at Kingswood, services include a 4 night/5 day 40

5,423
PARENTS ACCESSED TRESILLIAN RESIDENTIAL
1993
Tresillian Nepean, Residential and Day Stay services opened.

1997
Tresillian Petersham closed and services re-located to Belmore. Tresillian Canterbury, Residential, Day Stay & Outreach services opened.

2005
Commencement of the Gidget Scholarship whereby Tresillian’s Registered Nurses could apply to undertake a Graduate Certificate in Mental Health Nursing. Developed and implemented the Mothering at a Distance Parenting program for incarcerated mothers with Corrective Services NSW staff.

2006
Joint Graduate Certificate in Child and Family Health Nursing commenced with 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.

Historical Timeline

I would like to thank Tresillian for the support given to me through the live chat service. The nurse I spoke to provided me with great information about self settling and some tips to follow. I tried these the next day at sleep time and my baby went to sleep in her bed rather than my arms for the first time in the 11 weeks of her life. Thank you Tresillian!! Hayley
Historical Timeline

2008
The University of Washington, Seattle, Keys to Caregiving and NCAS Parent Child Interaction Assessment Course for health professionals commenced.

2012
Contracted by NSW Health Kids and Families to develop and provide the Advanced Nurse Practice Course for Sustaining NSW Families Home Visiting Program.

2014

2015
Day Stay Services at Lismore and Albury Wodonga opened.

Social Worker, Margaret Booker (pictured third from right) with one of her groups.

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I will never forget how much you did for my family at one of the most difficult times for us. I appreciate it more than words can say. Your groups are such a wonderful resource and I’m sure you have helped many many others. **Amanda**

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"It's in our nature to nurture"
Tresillian's Outreach team visits local families at home and is staffed by psychologists and registered nurses. It continues to be a valuable resource for those unable to visit the Centre due to transporting issues, twins, or having older children.

Group programs remain popular with parents, particularly Infant Settling Techniques and Postnatal Depression Therapy programs. We are fortunate to have a committed team of babysitters who provide childcare, enabling parents without family support, to attend.

In staff news, we farewelled several staff members including the Centre Manager, Marie Clifford who retired in May, after 30 years with Tresillian. Staff farewelled her with a delicious morning tea held in the gardens of Tresillian Wollstonecraft. Marie was presented with a gift and flowers by Robert Mills CEO who acknowledged her many years of dedication and commitment to Tresillian. We also sadly farewelled two of our long serving nurses, Jean Paterson, RN, who took up a position in the community, and Wendy Carter RN, who resigned to move to Tasmania. Brian Kim, our handyman, moved on to a new role at the American Embassy. We welcomed new graduate, Caroline Irving to our team.

Tresillian Nepean’s residential unit takes referrals from across New South Wales for families requiring more intensive parenting support. Our multidisciplinary team consists of nurses, paediatricians, psychiatrists and psychologists, who work in partnership with parents of children up to 3 years of age on issues such as an unsettled baby, breastfeeding, toddler behaviour and mental health. 1,232 infants were admitted this year. The Day Stay Unit provided assistance to 357 new families and 380 follow-up families. The follow-up appointments allow families to practise parenting strategies learnt in their own home environment and return to Tresillian for further assistance if required. 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 efficacy.

External group programs at Tresillian Nepean continue to be popular including Sleep and Settling, Getting to Know You and Circle of Security. During 2015-16, 96 groups were facilitated with 770 parents or carers attending these groups.

Ongoing maintenance remains imperative and this year the residential unit had three bathrooms renovated over the Christmas break. Tresillian Nepean was privileged to receive a generous donation of toys and play equipment from the Cambridge Park Lions Club. We thank them for their support.

In staff movements, we welcomed Julie Apps and Michelle Vaughan (Mothercraft nurses) who transferred to Tresillian Nepean from Tresillian Canterbury. Both Julie and Michelle come with many years of experience and they very quickly became very valuable members of the nursing team. We farewelled Deborah Hope (Clerical) and wish her all the best.

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In 2015, Tresillian entered into a partnership with the North Coast Primary Health Network (NCPHN) and Northern NSW Local Health District (NNSWLHD) to provide secondary level referral services for families experiencing complex early parenting difficulties. Tresillian has a long history with this Centre, with two Tresillian members, Tracye Hughes and Clare Foreshaw having set up the Northern Rivers Family Care Centre - Lismore

Tresillian Wollstonecraft provides a Day Stay and Outreach service open Monday to Friday between 8.30am – 4.30pm.

Over the past financial year, Tresillian Wollstonecraft has supported 1,713 families. Our multidisciplinary team consists of social workers, psychologists, and registered nurses who work in partnership with parents of children up to 12 months of age on issues such as breastfeeding, adjustment to parenting,
It’s in our nature to nurture

Centre 12 years ago. The Centre was at risk of closure however the partnership with Tresillian has enabled the opportunity to continue and build this valuable service.

As of the 1st October, Tresillian commenced operation in Lismore. The official opening was held on 18th November 2015. Dignitaries attending included Karen Hogan, wife of the Federal Member of Parliament Kevin Hogan, Ms Jenny Dowell, Mayor of Lismore City Council, Tresillian President Dr Nick Kowalenko and most importantly, families from the surrounding area. The focus has been on building links with other service providers, to identify community needs and build a platform for future collaboration.

Tresillian welcomed Lismore staff: Lea Shearer, Nursing Unit Manager, Jessica Roache, RN and Sharron Vidler, Administration Assistant. Through the partnership with NCPHN, specialist Perinatal Mental Health services are provided to parents experiencing perinatal depression and anxiety. This has enabled perinatal psychologist Melinda Allen to join the team through the ‘Healthy Minds’ program.

In 8 months of operation the team at Tresillian Lismore has provided individual consultations to over 400 families and group programs have been attended by over 740 participants. Tresillian has also been able to provide professional development seminars for clinicians working with young families in the region including Infant Mental Health workshops and Keys to Caregiving. We were thrilled to receive recent news that Tresillian has been selected as a finalist in the ‘Primary Health Care Excellence Awards’ under the category ‘Innovation, Integration and Partnership’.

Albury Wodonga Health Tresillian Parents and Babies Service

Consistent with Tresillian’s Strategic Goals to increase access to specialty child and family health services for families in rural and regional areas, Tresillian entered into a collaborative alliance with Albury Wodonga Health (AWH) in 2015. The agreement enables Tresillian’s expertise as the largest early parenting service in Australia, to be utilised to support the delivery of evidence-based, high quality services for families experiencing complex early parenting difficulties, in Southern NSW and North East Victoria.

The official opening of this exciting joint initiative took place on 30th October, 2015 with visiting dignitaries including AWH CEO Susan O’Neill and the Hon. Jaclyn Symes MP, attending. A wide range of services are offered at the Centre including half-day stay consultations for up to 16 families per week, group programs, a feeding support clinic and perinatal mental health assessment. The team includes Debbie Stockton, Operational Nurse Manager and Manager of the Parents & Babies Service, Karla McDonald, Clinical Nurse Specialist, Roslyn Taig, Wendy Pratt, Lactation Consultant, Anne Fraser, Administration Assistant and Kerry Dolan, Perinatal Mental Health Nurse.

Consultation and building relationships with other agencies within the service system network has been a key focus of Tresillian’s rural development strategy. Networking Forums were held regularly to undertake the mapping of service gaps and opportunities for collaboration. Feedback indicated the value of continuing these forums to maximise the shared strengths of government and non-government agencies to meet the needs of families.

Tresillian is providing clinical supervision and professional development support, managerial and operational support and clinical governance drawing on best practice as well as additional staff, to increase the capacity of the service. This includes an Early Intervention Home Visiting program which will commence shortly for families experiencing particular vulnerabilities impacting on parenting. Other services have indicated that this program is highly needed in the region.

Since the commissioning of the joint service, over 500 families have received individual half day consultations, with a further 100 attending group programs to support their developing relationship with their child - including the Getting to Know You group, which was launched this year.

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Almost 200 staff members attended Tresillian's 2015 Team Building Day at Sydney Olympic Park.
Clinical Activity Levels from psychologists and social workers in Casework and Group Work remained robust during 2015-16. Key project highlights included the implementation of ATAPS Perinatal Therapeutic Groups programs funded by the Central and Sydney Primary Health Network, Saturday Circle of Security Parenting (COS) Groups funded by Canterbury City Council and the Saturday sequential Postnatal Depression-COS Group at Tresillian Wollstonecraft, generously funded by the Friends of Tresillian Tea Party fundraiser.

Long-standing collaborative partnerships with SDN Brighter Futures and Summer Hill Family Support Services through the COS-P and PND Groups again resulted in positive clinical outcomes.

At an operational level, staff reported improved professional practice and time efficiencies with the standardisation of e-recording, e-scheduling and Allied Health clinical handover. A centralised Allied Health model improved clinical cover organisationally.

Continuing professional development was a focus and during the year staff attended some outstanding workshops including Trauma-Based Practice, the Neuro-Biology of Attachment and Professor Bruce Perry’s Master Class. New knowledge is integrated into daily practice and discussed in monthly peer review. Case consultations and case reviews increased in response to complex clinical presentations. Furthermore, Lynne Ryan, Clinical Psychologist, successfully completed her training in The Adult Attachment Interview and Lisiane La Touche, Director of Social Work and Psychology, was appointed to the Australian College of Social Work. All Social Workers are working towards becoming Accredited Mental Health Social Workers and Medicare registered.

Allied Health has a strong tradition of remaining focused on clinical practice in the face of organisational change and this was successfully achieved in 2015-2016.

### MyTime Group Program

In their ninth year, MyTime groups continue to be provided statewide by Tresillian and funded through the Parenting Resource Centre. Coordinated by Kate McNamara, the MyTime group program extends to Tweed Heads in the north and to Tumut in the South. This year, Tresillian’s sixteen MyTime groups provided over 900 hours of peer to peer support for parents and carers of children with a disability or medical condition. MyTime gives these parents the opportunity to come together, develop a network, and build knowledge and skills.

Tresillian acknowledges the enormous contribution and commitment of our many partner organisations throughout New South Wales, to this important and unique program.
Guthrie Child Care Centre is a long day care centre located at 25 Shirley Road, Wollstonecraft, operating Monday to Friday from 7:30am to 5:30pm and catering for up to 42 children per day, aged up to six years.

Staff changes
There have been numerous staff changes this year with Linda Leslie and Maggie Warner both retiring from their permanent part time positions in our preschool room. Both Linda and Maggie had been employees at Guthrie Child Care Centre for over 10 years and families were invited to a farewell morning tea in their honour. Sarah Robinson resigned from the one and two years room and Katerina Kodos commenced Maternity Leave. We welcomed Rittika Takkar, Maria Turancova and Helen D’Antonio to our Guthrie team.

Incursions
October saw a visit from the DouDoumba show where the children used African Drums to learn about rhythm and sound. In December, Aunty Wendy performed her Growing Up Strong show which looks at Aboriginal culture. In March, we held our annual Welcome BBQ where families meet other families and staff in a relaxed environment. In April, KindiFarm visited Guthrie and the children were delighted to learn about farm yard animals through this hands on interactive experience. The Henny Penny Hatching program visited for two weeks in June where children could observe the life cycle of a chicken as they watched eggs hatch and the chickens grow.

New Initiatives
A focus this year was on embedding sustainable practices at Guthrie. An application was made to North Sydney Council’s ‘Green Schools Grant’ and we were lucky to be awarded $2,000 (plus GST) to fund our Community Garden’s project. This involved the purchase of three raised garden beds to be used in conjunction with our worm farms and compost bins, established last year. Costa Georgiadis, landscape architect and television personality, visited Guthrie to offer his expert advice and then returned to build the garden beds with the children. The Guthrie educators have continued to work with the children to plant edible fruit and vegetables which have been taken home by the Guthrie families and regularly used in our kitchen. The produce included 4kg of beans, 2kg of potatoes, 5kg of cherry tomatoes, 3kg to carrots and we will soon have broccoli and snow peas.

Centre Director, Jaclyn Stewart wrote a story to reflect our sustainable garden project cycle from start to finish capturing photos of the children engaged in these stages. These were used to create a book titled “Guthrie, how does your garden grow” designed to continue educating the children about organic gardening.
Tresillian has a long tradition in the provision of education of health professionals working with infants, children and families. Over the past 12 months, the Professional Practice & Innovation Centre has continued to grow and increase the range of educational programs and activities for Tresillian staff and health care professionals in the wider child and family health community.

Tresillian continues to offer a Graduate Certificate in Child and Family Health Nursing in partnership with the Faculty of Health at the University of Technology, Sydney. The clinical course subjects, teaching materials and assessments are developed, delivered and evaluated by the PPIC team. In May, Robert Mills, our Chief Executive Officer, Professor Cathrine Fowler and Fran Chavasse, Senior Nurse Educator, attended the Graduation Ceremony for the 2015 participants. This is an important event for PPIC, as the annual Tresillian Child and Family Health Nursing Prize for Academic Excellence is awarded to the student who received the highest weighted average mark in the four subjects. Congratulations to Mandie O'Shea, the recipient for 2015. Interest in the course continues to be strong, with over 40 participants commencing in 2016.

The PPIC team has continued its commitment to the Sydney Local Health District’s ‘Heart of Health’ program. This program aims to improve the wellbeing of staff through the practice of relaxation and the development of mindfulness in the workplace. Jan Aiello (Nurse Educator) has continued Sankalpa facilitator training, and recently Mary McDonald (Nurse Educator) began her training. In recognition of her commitment to the wellbeing of staff, Jan Aiello was awarded an International Nurses Day Award by Sydney Local Health District in May 2016.

In January 2016, the Tresillian Executive team, Professor Cathrine Fowler, Fran Chavasse (Senior Nurse Educator, PPIC) and Nicola Brown (Nurse Manager, PPIC) met to develop a two year plan, to support the strategic direction of Tresillian. A key feature is the development of programs for workforce recruitment and retention. These initiatives are crucial for Tresillian’s sustainability, as Tresillian’s nursing workforce is significantly older than the national average for nursing, both in comparison to child and family health nurses and the general nursing population. Approximately three quarters of the Tresillian nursing staff are estimated to be likely to retire within the next 12 years. As a result, specialty transition programs for registered nurses and enrolled nurses are currently in development, and we have increased the availability of clinical placements to undergraduate and postgraduate nursing students.
An important part of the strategic direction for PPIC is to promote educational activities that support child-focussed, family-centred care, through programs in infant cues, child health and development, and ways of working with families. In addition, we provide state-wide programs of education that address the needs of families with higher risk factors, particularly for the Sustaining NSW Families program. As Tresillian grows, the team will be exploring new modes of learning, as part of Tresillian’s digital strategy.

Part of our role is to provide opportunities for child health care professionals to share achievements and innovations. On 29th November 2015, a highly successful one-day Conference, titled ‘Educating Today’s Parents’, was held at the Northside Conference Centre, Crows Nest, with over 230 delegates attending. Planning is well underway for the 2016 Tresillian Conference, “Healthy Children, Flourishing Families” on 4th and 5th November at the Waterview Function Centre, Sydney Olympic Park, with two international keynote speakers, invited local speakers, and a wide range of plenary papers. In addition, the PPIC team facilitated a seminar for child and family health nursing educators at Nepean in May. The program was delivered by a range of practice and education experts, and was well received by participants. We plan to offer this day as an annual event.
The position of Chair in Child and Family Health continues to expand its reach and produce significant outcomes for Tresillian in terms of reputation and staff research capacity. Professor Cathrine Fowler works closely with the Professional Practice and Innovation Centre team.

A major achievement has been the continued involvement in the co-management of the NSW Health Kids and Families program, Sustaining NSW Health Families (SNF) Nurse Home Visiting program. Tresillian is responsible for the ongoing development and implementation of the Advanced Nurse Practice course for the newly appointed SNF nurses. This has required the continual up-dating of nursing skills by the two coordinators Fran Chavasse and Professor Fowler. Ms Chavasse attended a training program in Seattle USA for Promoting Maternal Mental Health in Pregnancy. This has enabled Tresillian to have the only non-USA instructor. All SNF Nurses have been provided with this education to enhance their work with mothers and their infants.

In the past year, four research activities have commenced or continued with the Breaking the Cycle for Incarcerated Families completed in early 2016 with a research report submitted to Corrective Services NSW and several research papers submitted for publication. Continuing is joint Tresillian/Karitane research, funded through an Australian Research Council grant. This is nearing completion as we commence dissemination of the findings through publications and conferences. Finally, the Tresillian Infant Feeding study has commenced. Recruitment has occurred via Tresillian Centres and Tresillian’s Facebook page.

A major research endeavour has been the invitation for Tresillian to join the Paediatric International Nursing Study (PINS). This research focuses on the use of nursing specific performance indicators in Tresillian’s three residential units.
A secondary aim has been to develop the research capacity of the nursing staff as an action research approach is used. The Residential Units Essentials of Care (EOC) facilitators have led the dissemination of information to the nursing staff, encouraging participation in data collection by other nurses and the analysis of data at the end of the first eight week data collection phase. The units have used the findings to design an implementation strategy to improve on the next round of data collection. The overall aim is that the nurses will continue to use these data collection tools to monitor the work they do with families and their young children. The international research team benchmark Tresillian’s results against other paediatric services.

Tresillian now has three senior staff members currently involved in PhD studies. This is an important step for staff. A PhD requires a serious commitment of up to six years study. Currently Professor Fowler is responsible for supervising seven PhD students and one Masters students. In 2015, one PhD student and one Masters student successfully completed their studies.

A total of two book chapters and 11 papers have been accepted for publication in peer-review journals. These papers are an outcome of the various research studies and papers lead by UTS PhD students from their research findings.

Tresillian is represented on numerous government and non-government committees and advisory panels by Professor Fowler. These include NSW Kids and Families SNF Outcomes Development Group, Flinders University Developing a Unified Approach to Children in the Early Years and continuing in the Corrective Services NSW Mothers and Children’s Program Advisory group, as the child advocate.

39,797

MUMS & DADS CALLED OUR PARENT’S HELP LINE
2015-16 has been another year of consolidation for Tresillian at all levels.

In finance we finished the year in a solid position. Our new Finance Manager, Jeff Taylor, capably assisted in this area particularly in relation to our two rural Centres and the expansion of external education programs.

In Human Resources and Industrial Relations, we are currently finalising the Enterprise Agreements for Tresillian. This is a complex process as we are part of an Association of Affiliated Health Services.

I would like to thank Marie Dickinson and Barbara John for their efforts in ensuring that Tresillian has met all our indicators across our quality and safety portfolio. We are gearing up for our WHS Audit in November.

This year we worked in partnership with clinical services to refine the Centralised Intake process for administrative staff at each of our services. Both Jane Kookarkin and Leanne Daggar, Operational Nurse Manager, played a vital role in ensuring a smooth transition.

Achieving standardisation across Tresillian has been a focus this year. Linen is now procured through one supplier. We also streamlined the collection of Guthrie Childcare fees onto EziDebit, which collects parent payments and minimises debt collection. In addition, the process for all services in ordering consumables and stationery was standardised, reducing the choice of vendors from 11 down to 1 resulting in increased efficiency.

Furthermore, during the year we introduced a Corporate Policy Committee and Workforce Committee.

The introduction of a social media platform, a greater emphasis on digital marketing and several events were highlights of the year in the area of marketing. I’d like to thank Ann Paton, our Public Affairs and Marketing Manager for her work in this area. In line with Tresillian’s Strategic Directions, a greater digital presence was developed and on 1st October, 2015, we launched the Tresillian Early Parenting Page on Facebook. Growth has been steady with around 1,100 new members being added to the community each month.

To further support our online presence, a significant effort was put into digitally marketing the Tresillian brand to key stakeholders through Search Engine Optimisation. Tresillian applied for a Google AdWords Grant and in January was awarded US$10K per month for ongoing advertising of services. Also in digital news, visits to the Tresillian website increased significantly throughout the year. Around 41% are returning visitors each month. Two eDM (electronic direct mail) newsletters were produced this year to communicate with our subscriber base which has increased by 50% from last year. Four internal newsletters were prepared and distributed to staff.

In sponsorship news, this year was Tresillian’s most successful year of corporate sponsorship with 100% of sponsors renewing or increasing their sponsorship of Tresillian. We are incredibly grateful to those companies for their ongoing support.

Our major fundraiser, the Friends of Tresillian Tea Party was held on Friday, 11th December, 2015 from 11am-12.30pm in the beautiful gardens of Tresillian Wollstonecraft. Wedgewood and Care Pharmaceuticals generously sponsored the event that attracted close to 100 people.

In other events, the second Tresillian Team Building Day
I’m on to my second baby now and have needed help from Tresillian again. The tips are very helpful and the Live Advice app is great for the nights when I can’t sit on the phone and talk to someone but am able to message in between settling bub. I’ve found the Tresillian nurses to be reassuring and helpful in pinpointing areas to improve on. Thank you so much Tresillian. We still have a way to go but reassuring knowing there is support available to me. Jasmine

Tresillian’s Strategic Marketing Plan was reviewed in June and approved by members of the Fundraising and Communications Sub-Committee.

Finally, I would like to extend thanks to my colleagues on the Executive, those in the Corporate Services team and all staff for their valuable contribution to Tresillian, its values and the families it serves.
Client Experience Trackers
In September 2014, Tresillian commenced a point of care Client Experience Tracker program with the support of Client Feedback Systems (CFS) Australasia.

The real-time feedback collection is utilised in Tresillian Residential units to monitor satisfaction with the services provided.

Feedback is provided to each of the Residential units on a weekly basis for public display and discussion with staff. The overall satisfaction rate trend has been steady over the last 12 months. The overall feedback score for the residential unit has remained over 85% for this time period.

Questions included for feedback by service users include:

1. Did the written and verbal information provided to you about your admission help you to understand what to expect?
2. Did staff talk to you about how they were going to look after you and your child in a way you could understand?
3. Staff were friendly, approachable and sensitive to my needs
4. The cleanliness/hygiene of the centre during my stay
5. How likely are you to recommend Tresillian to your friends and family?

Following evaluations conducted in the Residential Unit, Tresillian’s Day Stay units collect feedback from clients of these services on the day of attendance. The new Day Stay services at Lismore and Albury/Wodonga also participated in this data collection. This feedback was collated and provided to the Day Stay units on a weekly basis for display in client areas. The Overall Feedback score has remained above 95% for the last 12 months.

2,796
RURAL FAMILIES VISITED OUR NEW DAY STAY CENTRES
Work, Health & Safety Report
Barbara John

WHS Planning Day
The WHS Committee organised an annual planning day on 29th March, 2016 to review and update current objectives against Tresillian’s Strategic Directions. The Committee also reviewed the current Tresillian monthly environmental checklist.

The day included guest speakers who provided information to the committee members on:
• Get Healthy @ Work – implementation at a Local Health District
• Introduction to the new NSW Health Work Health and Safety Audit
Evaluations of the day indicated the Committee found the information extremely valuable.

Work Health and Safety Performance
There was a slight overall decrease in the number of staff incidents reported during 2015/16 compared with the previous financial year. Staff slips, trips and falls were again the most common incident over this period. There were no trends identified within the data for the period.

Tresillian did have an increase in the number of new workers compensation claims registered in the 2015/16 year. There were no trends identified in the nature of injury or location of the new claims. It should be noted that this data now incorporates the claims from the Nepean Centre, which were not previously reported.

Infection Control Performance
Fluvax Uptake
There was a decrease in self reported uptake of the freely provided Fluvax by Tresillian staff in the 2015/16 year. Staff reported some difficulties accessing the service provider following changes in their staffing.

Hand Hygiene
Tresillian continues to perform well above the national average for hand hygiene compliance, even when parental hand hygiene compliance is included in the data. Parental hand hygiene compliance has been included in the reported data since 2014/15.

Reported Infectious Incidents
There has been a significant downward trend in the number of reported infectious incidents occurring greater than 48 hours after an admission to a Tresillian Residential Unit in 2015/16. In addition, there have been no reported gastrointestinal disease outbreaks reported in the period, despite a number of reported outbreaks in the community. Current infection control practice has been diligent and this is reflected in these results.
The Tresillian logo has been updated to include our Purpose statement of ‘It’s in our nature to nurture’, which lies at the heart of everything we do.

In line with our digital strategy, one of the marketing highlights of the last financial year was the launch in October of Tresillian’s own Facebook page, Tresillian Early Parenting which has grown to a community of more than 12,000. Together with the Tresillian website, tresillian.org.au, parents are now able to access professional child and family health information from any digital device at any time.

The amazing Tresillian Nurses have helped support me, since I became a mum. Each nurse is so warm and caring, everything an anxious mum needs. There have been many times where they have helped me when I thought all hope was lost. I felt reassured and supported, everything a parent seeks when they question if they are “doing the right thing”. I cannot thank them enough. You are all amazing! Erica
It’s in our nature to nurture

WE HAVE GROWN TO A
10,000
STRONG COMMUNITY IN 9 MONTHS
## Donations 2015/2016

A sincere thank you to all those who have made a contribution to Tresillian this year including:

<table>
<thead>
<tr>
<th>Name</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Rosanna Egan</td>
<td>$50.00</td>
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<tr>
<td>Mr James Heaney</td>
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<tr>
<td>Camilla Edmunds</td>
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<td>Kate Powell</td>
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<td>Heidi Debrincat</td>
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<td>Luke Bromilow</td>
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<td>Professor Hirose</td>
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<td>Sally Kelly</td>
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<td>Terence Nolan</td>
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<td>Jared Berghold</td>
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<td>Mita Bedi</td>
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<td>Veronica Collins</td>
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<td>Chloe Finley</td>
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<td>Georgia O’Brien</td>
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<td>Yvonne Rich</td>
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<td>Natasha Corleone</td>
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<tr>
<td>Blathnaid O’Neill</td>
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<td>Mariad Hogan</td>
<td>$450.00</td>
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<td>The Rotary Club of Penrith Valley</td>
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<td>Meredith Helmsley</td>
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<tr>
<td>Elizabeth Yrontamit</td>
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<tr>
<td>Rebecca Bhole</td>
<td>$100.00</td>
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<tr>
<td>Sinthu Sriganeshwaren</td>
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<td>Grant McConnell</td>
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<td>Tsz Hang Luk</td>
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<td>Richard Middleton</td>
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<td>Rebecca Khair</td>
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<td>Aiko Hutchins</td>
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<td>Wilson Asset Management</td>
<td>$2,000.00</td>
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<tr>
<td>(International) Pty Ltd</td>
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</tbody>
</table>
Our Partners

Generous support from our amazing corporate partners, private donors and friends, has enabled Tresillian to continue providing outstanding care to families.

Thank you!

Johnson's

Allianz
Bio-Oil

PHILIPS
AVENT

Rafferty's Garden
elevit
fess
Little Noses

bonjela
Curash

13 SICK 7425
Make the call!

Pigeon

MLA

It's in our nature to nurture
We thank the following Council Directors and staff members for their ongoing contribution to Tresillian.

**President**
Dr Nick Kowalenko
BM, BS, FRANZCP, CATCAP
Vice President from 2009 to 2013
Elected President in 2013
Member of Council since 2003

**Vice President**
Natalie Boyd
BA (Mass Communication)
Member of Council since 2006

**Treasurer**
P. Quinn
B. Bus CA, ACIM, FAICD, CFP, SSA, CTA
Member of Council since 2008

**Council Director**
Susan Redden Makatoa
BA (Communications), FPRIA, GAICD
Member of Council since 2008

**Council Director**
Paul Robson
B.Com Mgt & Mktg, Grad Dip (Gen Mgt) INSEAD, Grad Dip (Int Bus) U Helsinki
Member of Council since 2008

**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 & Information Management**
Troy Trgetaric, BAAppSc, MHP, JD

**Director Social Work/Psychology (Full Time)**
Lisa Teague, BSW (Univ Sydney), MAASW, AMHSSW; Cert IV in Workplace Training & Assessment
Licensed Circle of Security Group Facilitator

**Director Medical Services (Part Time)**
Dr Penelope Field, MBBS, MD, FRACP

**Operational Nurse Managers (Full Time)**
Leanne Daggar, RN, RM, CFHN, BHSc (Nursing), Grad Cert Health Management (UNE)
Deborah Stockton, RN, RM, Grad Cert CFHN, Grad Dip Vocational Ed (UTS), M Ed Adult Ed (UTS)

**Visiting Medical Officers (Part Time)**
Dr Wendy Allen, BSc (Med) MBBS, MPH, FRACP
Dr Anthony Epstein, MBBS, FRACP
Dr Michael Hailer, 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 Kenny Brown, MB, BS, BMedsSc, Dip RACOG, FRACGP, FRACP

**Quality & Safety Manager (Full Time)**
Marie Dickinson, BAAppSc (Biomedical), Grad Dip Health Science, Master of International Health Management, Cert IV in Workplace Training & Assessment, AFCHSE, AIMM

**Health Information Manager (Part Time)**
Jane Kookarkin, MHS (Hons), BAAppSc (HIM), Ass Dip MRA

**Finance Manager (Full Time)**
Jeff Taylor, MCom, FIPA

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

**Public Affairs & Marketing Manager (Part Time)**
Ann Paton, MBA

**Education Manager (Full Time)**
Nikki Brown, RN, Grad Dip C&FH Nursing, MN (Honours), PhD Candidate

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

**Nurse Educators (Full Time)**
Jan Avello, RN, RM, CFHN, MaMH, Cert IV in Workplace Training & Assessment
Dean Murphy, RN, Grad Dip. Community Health Nursing (C&FH Nursing), Dip. Management, M. Public Health, M. Business Administration (Health Management)

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

**Home Visiting Project Officers (Part Time)**
Katherine Cramery, RN, Dip Nsg (Child), BSc Specialist Community Public Health Nsg (Health visiting)
Jacqueline Walker, CNS, RN, CFHN, Grad Dip Hlth Science Nsg, M. Advanced Nurse Practice

**MyTime Group Coordinator**
Kate McNamara, B. Political Science

**Nursing Unit Managers (Full Time)**
Sue Bruhm, RN, RM, Mothercraft
Glenda Goodwin RN, RM, CFHN, Grad Cert Adult Ed, Cert IV Frontline Mgt, Grad Cert Health Services Planning
Victoria Hardin, RN, RM, Grad Cert CFHN, comp

Thanks to Tresillian Nurse, Phil, who went above and beyond in his interactions with us spending quality time with each parent. At one point I had an “emotional moment” and Phil made the time to sit with me, just in silence, and let me know that things would get better. He has the ability to make you feel comfortable and confident to continue. Phil left a lasting impression on our family. Please pass on our deepest thanks to Phil and all the nurses as we continue our journey on the outside! Fiona, Nick and Scarlett
Jennifer Coleman, EN (Mothercraft)
Tracey Bryan, RN, CFHN
Sue Bemmer, RN, CFHN, M Nsg Clinical Leadership, Dip Frontline Mgt, Grad Cert Women's Health

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

Clinical Nurse Specialists (Part Time)
Wendy Carter, RN, RM, CFHN, IBLC
Margaret Clancy, RN, RM, Dip Frontline Mgmt
Debbie Laffan, RN, RM, CFHN, Dip Grad in Perinatal & Infant Mental Health
Susan Mayall, RN, RM, OR Cert, Grad Cert CFHN, Grad Cert AMH
Jenny Ryan RN, RM, CFHN, Grad Cert Ed (Adult), IBLC, Grad Dip in Perinatal & Infant Mental Health
Megan Sena, RN, CFHN, Grad Cert Human & Community Services
Janice Wright, RN, RM, CFHN

Social Workers (Full Time)
Susan Hutchinson, BSW (Syd)

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)
Joanna Hawthorne, BA (Hons), MSW
Suzanne Noisen, BA (Hons), BSW(Hons) (Syd), M Ed (Adult Ed) (UTS), Grad.Cert.Career Counselling (RMIT)
Kenrie Fatten, B.S.W. (Hons) UNSW
Tracey Whiteley, BSW ACWS

Psychologists (Part Time)
Leanne Agius, B.Social Science (Youth Work) & BA (Hons)
Mary Attard, BAC (Behav SC) (Maq Uni) MA (Psy ch) UWS, MAPS
Elisabeth Figliuzzi, BA(CSU) PG Dip Psych
P GDipProfPsych (Macq) GradDipCSlg&Psychoth(JUNI)
DipCH(AHC), MAPS
Rowena Hong, BA (Qld), MA (Psychology) (Syd), Assoc MAPS
Claudie Larose, BA, M.Ed. Psych (Melb Uni) MAPS
Lynne Ryan, BBSc, M.Psych (Cln)
Radnilla Vucic, Post Grad Dip App Psych, Post Grad Dip Psy, B Sc (Psych), Ass MAPS

Medical Record Coders
Michael Ampoulos, B.A, BSC (Architecture), Level 5 Clinical Coder (Casual)
Diana Manaena (Casual)
Karen Ramraikha, R.N, R.M, B.A (Hons), Ma, HIM (Casual)
Hildegarth Withers, Level 5 Clinical Coder (Part-time)

Nursing Staff (Full Time)
Marietta Almine, RN, CFHN, BSN
Sue Bemmer, RN, RM, CFHN
Tracey Bryan, RN, CFHN
Jennifer Coleman, EN (Mothercraft)
Nadine Day, RN, RM, CFHN
Jeanette Dries, RN, RM, CFHN, Mental Health Cert.
Georgina Kentzopoulos, EN (Mothercraft), OCC
Judith Kotowski, RN, RM, CFHN, Master of Nursing
Cert IV Training & Assessment
Jennifer Leece, RN, IBLC, 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, EEN
Judith Bartlett, EN (Mothercraft) (retired May 2015)
Joanne Battin, EN (Mothercraft)
Catherine Beer, EEN (Mothercraft)
Kylee Bending, RN, CFHN
Lisa Bentley, EEN (Mothercraft)
Hayley Briggs RN RM CFHN
Deborah Brittain, EEN (Mothercraft)
Allison Buckley, EEN Advanced Dip
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
Donna Carr, RN, CFHN
Kylee Choi, RN, Grad Dip Paed, Grad Dip Mid, Grad Cert CFHN
Katherine Cranery, RN (UK qualifications)
Janelle Daley, RN, RM, CFHN
Phillip Diminch, RN, BHSc (Nursing), CFHN, Dip. Therapie Massage
Sharon Donaldson, RN, CFHN, RN Immuniser
Angela Drummond, RN, CFHN, Mental Health Cert.
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)
Gina Furniss, EEN
Nada Gannon, RN, B App Sc Nursing, Grad Dip Comm Nursing, CFHN, Masters of Adult Education (UTS)
Michelle Geelan, EN (Mothercraft)
Meredith Grant, RN, CFHN Dip, Grad Cert Paed Sonja Grigg, RN, RCN
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)
Narelle Harvey, RN, RM

Nursing Staff (Part Time)
Marita Hawes, RN, RM, Counsel Cert
Penelope Helliwell, RN, RM, Assc.Dip.Comm.Hlth
Julie Hockenhull, RN, RM, MCH
Bernadette Holland, RN, RM, CFHN
Narelle Houghton, EN (Mothercraft), EEN
Tracey Hughes, Mothercraft, Ass.Dip.Social Science
Jenny Hulls, RN, CM, CFHN, BHSc (Nursing), Paed Cert, Masters of Education (Social Ecology)
Julie Inglis, RN, CFHN, BHSc (Nursing)
Caroline Irving, RN, RM, Grad.Cert. C&FH
Sharon John, RN, RM, CFHN
Heather Johns, RN, RM, CFHN, Grad Dip Women's Health
Jennifer Johnston, RN, RM, GradDip Health Counselling, CFHN
Brenda Jones, RN, RM, CFHN
Frances Kenna, RN, RM, Grad Cert Paeds, Grad Dip CFH
Elizabeth Kennedy-Coster, EEN
Heather Kerrigan, RN, CFHN, Grad Cert Adult Mental Health
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 IBLC
Katherine McGovern, EN (Mothercraft)
Zara McIveen, RN, Grad Cert CFHN
Pauline McKeown, RN, RM, CFHN
Susan McKew, RN, RM, CFHN, Special Care Nursery (Level 2) Cert
Cheryl Maddan, EEN
Anne Moore, RN, BSc(Health), CFHN, IBLC
Deborah Moore, RN, RM, Dip Community Health, IBLC,IPN
Elizabeth Moore, RN, RM, IFN
Susan Murphy, EN (Mothercraft)
Majella O'Brien, RN, Ment Hlt Cert. Grad Cert CFHN
Jennifer O'Neil, RN, CFHN
Sonia Ottignon, EN (Mothercraft)
Lynne Penrose, RN, RM, CFHN
Lynn Pickersgill, RN, CFHN
Mary Pollard, EN (Mothercraft)
Sherriann 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
Dabby Savage, RN, RN, CFHN, Special Care Neonatal Cert, Trauma Cert, A&E Cert
Kim Schneiders, RN, RM, CFHN
Lesley Shanley, RN, RM, CFHN
Elizabeth Shields, RN, RM,B App Sc (Nursing) Grad Cert CFH, Grad Dip Law, MLLP ,MHL, Grad Cert Mental Health
Wilma Simpsons, EEN (Parentcraft), Bach of Social Science
Beth Simpson, RN, CFHN, CM, IBLC
Sharon Sinclair, EEN (Parentcraft)
Anne Smith, RN, CFHN
Helene 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
Our People

Jaqueline Waine, EN (Mothercraft)
Dianne Walker, RN, RM, CFHN
Jane Williams, RN, RM, CFHN
Hilary Wolfe, RN, RM, CFHN
Cheryl Woodward, RN, RM, M.Mgt. (UTS), IBCLC
Anne-Louise Young, RN, CFHN
Gabrielle Zimmer, RN, RM, CFHN

Nursing Staff (Casual)
Deborah Brooke, RN, RM, Grad Cert Paediatrics, Grad Cert CFHN
Katherine Chapuis, RN, RM, COTN, BA, Psych, MCN
Catherine Conyngham, EN (Mothercraft), Cert IV
Robyn Darton, RN, RM, CFHN
Marjorie Duncan, RN, RM, CFHN, IBLIS
Elizabeth Freemen, RN, Grad Cert NIC, completing Masters CFH
Juliette Heafey, RN, RM, CFHN
Anne Kennedy, RN, CFHN, RM, BHSc (Nursing)
Deborah Lewis, RN, RM, CFHN, Grad Cert Sexual & Reproductive Health
Sandra Linklater, RN, RM, CFHN
Denise McCann, RN, RM, CFHN
Kerry McCoy, RN, RM, CFHN
Sue Mapletoft, RN, RM, CFHN
Jodie Marriott, RN, RM, BS, Specialist Community Public Health (UK), Dip Children’s Nursing
Emily Masson, RN, RM, CFHN
Grace Nicolaci, RN, RM, CFHN
Patsy Quealy, RN, RM, CFHN, Masters Adult Edu (UTS), IBLCL
Joanne Robinson, RN, RM, CFHN
Hannah Sandy, RN, CFHN
Gillian Sloane, EN Mothercraft
Libby Sorell, RN, RM, CFHN
Stacey Thompson, Post Grad Cert CFHN
Bernadette Vinson, RN, RM, CFHN
Sharon Walbran, RN, RM, CFHN (resigned April 2015)
Jennifer Walters, RN, CFHN
Susan Woodman, EN (Mothercraft)

Tresillian Albury-Wodonga Staff
Kerry Dolan RN, Cert Psychiatric Nursing, Dip Family Therapy, Grad Dip Midwifery, Grad Cert NIC
Anne Fraser, (Administration Officer)
Karla McDonald, BScN, IBLCL, Post Grad Adv Nursing, Post Grad MCFAQ
Hannah Sandy, RN, CFHN

Tresillian Lismore Staff
Melanie Allen, BSoSciPsyc (GDipPsyc)
P GDip(Couns) C Gestalt Assoc MAPS
Jessica Roache, RN, Grad Cert C&FHN
Leanne Shearer, RN, Cert IV in Workplace Training & Assessment, Masters of Nursing
Sharron Vidler, Secretarial Cert

Administration (Full Time)
Tyronne Fegadroe
Amanda Joubert
Jasmine Kaur, MBA (HR)
Pamela Matheson
Justyna Piontowski
Lynn Richards
Noelene Tomkins
Joanne Wright

Administration (Part Time)
Angela Goodwin
Rebecca Love, B. of Edu (Early Childhood)

Administration (Casual)
Gemay Hare
Deborah Hutchinson
Mitzell Kirby
Lyndall Mann
Sarah von Bock

Domestic Staff (Full Time)
Janice Esquivel
Anne Thomas

Domestic Staff (Part Time)
Michelle Breeze
Michael Bryan
Rita Drake
Alpay Hassan
Bryan Kim
Stevie McCormack
Susan Morgan
Isabella Parisi
Suzanne Ryan
Kimyo Tasaka
Janice Whitticker
Christine Whitlock

Consumer Representatives
Sue Benzie
Elizabeth Churchill
Helen Jaggar
Cheryl MacNaught

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

Guthrie Child Care Centre Staff (Full Time)
Carmen Bortolotti, Dip Community Services (Children’s Services)
Aimee Partridge, B. Education (Early Childhood)
Sarah Robinson, Dip Community Services (Children’s Services)
Rosita Van Looy, Dip Community Services (Children’s Services)

Guthrie Child Care Centre Staff (Part Time)
Helen D’Antonio, Diploma Children’s Services
Byung Ok Kim, Certificate III (Children’s Services)
Chloe Kriakiou, Certificate III Children’s Services
Katerina Kodos, Dip Community Services (Children’s Services) Maternity Leave
Jane Le Gras, Dip Teach Early Childhood, Grad Dip Edu
Linda Leslie, Dip Teach Terminated
Benjamin Morris, Certificate III, Children’s Services
Nicole Pickering, Diploma Children’s Services
Sheryl Salavatera, Cert III Hospitality (Commercial Cookery)

Guthrie Child Care Centre Staff (Casual)
Diane Hall, Administration Assistant
Joyce Kim, Dip Community Services (Children’s Services)
Hathaipat Mead, Certificate III (Children’s Services)
Nicole Pickering, Diploma Children’s Services

We Remember
Karen Blows
Narelle Brightfield, RGN, CMN, (Mothercraft)
Russell Chancellor, FCA, OAM
Ian Chatfield
Kathleen Clifton
Alison Cox
Susan de Windt
De Neville Don
Bob Emslie, OAM
Frank Guthrie
Tom Hamilton
Julie Hockenhull
Robert W Hutchinson
Shelley Lamotte
Clem Porter
John Quoyle
Sheila Robb
Peggy Wilson

It’s in our nature to nurture...
OPERATIONS
For the year ended 30 June 2016 the Tresillian Centres recorded a combined operating surplus of $104,776. Revenue from Services increased by $280,993 or 7.9% over the previous year. Investment Income increased by $18,039 or 7.9%. Donations, Grants and Contributions increased by $180,199 or 31.5%.

The cost of employment increased by $362,455 or 2.6%.

STATE OF RESOURCES
The balance of current assets, being cash at bank, current receivables and investments has increased by $548,690 during the year and the liabilities of creditors and provision for future staff entitlements increased by $538,882. The value of non current assets has increased by $94,968 from the previous year.

The net effect is reflected by the surplus for the year of $104,776.

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

Peter Quinn
Treasurer
Financial Performance & Position

The table below is a summary of our Income, Expenditure and Financial Position for the Year Ended 2016 with comparative.

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>Increase/Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue</td>
<td>$17,136,267</td>
<td>$16,742,010</td>
<td>$394,257</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$17,031,491</td>
<td>$16,336,871</td>
<td>$694,620</td>
</tr>
<tr>
<td>Net Surplus /(Deficit)</td>
<td>$104,776</td>
<td>$405,139</td>
<td>$(300,363)</td>
</tr>
<tr>
<td>Current Assets</td>
<td>$10,003,474</td>
<td>$9,454,784</td>
<td>$548,690</td>
</tr>
<tr>
<td>Non-Curent Assets</td>
<td>$2,192,067</td>
<td>$2,097,099</td>
<td>$94,968</td>
</tr>
<tr>
<td>Total Assets</td>
<td>$12,195,541</td>
<td>$11,551,883</td>
<td>$643,658</td>
</tr>
<tr>
<td>Current Liabilities</td>
<td>$5,421,175</td>
<td>$4,908,909</td>
<td>$512,266</td>
</tr>
<tr>
<td>Non-Curent Liabilities</td>
<td>$158,216</td>
<td>$131,600</td>
<td>$26,616</td>
</tr>
<tr>
<td>Total Liabilities</td>
<td>$5,579,391</td>
<td>$5,040,509</td>
<td>$538,882</td>
</tr>
<tr>
<td>Net Assets</td>
<td>$6,616,150</td>
<td>$6,511,374</td>
<td>$104,776</td>
</tr>
</tbody>
</table>

Tresillian Family Care Centres financial records for the year ended 30 June 2016 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
Make a Donation!

Many of our parents tell us that the help they received from Tresillian was absolutely ‘life changing’. To continue helping families struggling with a newborn who won’t sleep or a toddler who won’t eat, we need your support.

Tresillian is a not for profit organisation so all donations are fully tax deductible. Every dollar helps provide greater services for families with a baby or young child.

Put a smile back on the face of an exhausted Mum and a weary Dad!

by Bank transfer
Login to your online banking account and make a bank transfer to:
Acc. name:  Tresillian Family Care Centres
BSB:  082 330
Account no:  509 399 480

by Post
Tresillian Family Care Centres
Locked Bag 1003,
Campsie NSW 2194

Thank you for your contribution!
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

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

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

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Email: tresillian.wollstonecraft@sswahs.nsw.gov.au

Tresillian Lismore
46 Uralba Street Lismore, NSW, 2480
Ph: (02) 6622 8705
Fax: (02) 6621 8246
Email: tresillian.lismore@sswahs.nsw.gov.au

Tresillian Albury Wodonga
1 Benson Street Wodonga, VIC, 3690
Ph: (02) 6058 4882
Email: parentsandbabies@awh.org.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

www.tresillian.org.au

For advice on your baby, call
Tresillian’s Parent’s Help Line
1300 2 PARENT or 1300 272 736