



Tresillian®

It's in our nature to nurture

Annual Report 2025



OUR VISION

**'Ensuring every child
has the best possible
start in life'**



Acknowledgement of Country

Tresillian acknowledges Aboriginal and Torres Strait Islander People as the First Peoples of Australia. We acknowledge the Traditional Owners and Custodians of the land in the countries on which we live and work in NSW, the ACT and TAS. We respect that Aboriginal and Torres Strait Islander People have lived in Australia for over 60,000 years and are recognised as having the oldest living continuous culture in the world, with unique languages and spiritual relationships to the land and sea. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present and acknowledge all Aboriginal and Torres Strait Islander people living in the communities we serve.



Introduction

Tresillian’s services in NSW, the ACT and now Tasmania, provide invaluable support to families navigating the challenges of early parenthood. They offer expert guidance and compassionate care that makes a profound difference in the lives of both parents and their children. By addressing common issues such as baby’s sleep difficulties, feeding concerns, and emotional well-being, Tresillian helps families build strong foundations during those crucial first years. This support not only enhances family harmony but also promotes healthier developmental outcomes for children.

The significance of Tresillian’s work extends beyond individual families. It plays a vital role in fostering resilient communities. When parents receive timely and effective assistance, they are better equipped to cope with the stresses of raising young children, reducing the risk of long-term difficulties. Ensuring that these services remain widely available helps create an environment where every child has the chance to thrive and every parent feels empowered and supported. Later this year Tresillian will open a Centre for the first time in Launceston, Tasmania enabling Tasmanian parents to access our specialist services.

Accessibility is paramount to Tresillian’s mission. No family should be disadvantaged due to geographic location or limited resources. By maintaining and expanding access to these essential services, Tresillian is committed to equity in healthcare, recognising that the well-being of children and families is a universal priority. Keeping support within reach for all parents, regardless of where they live, strengthens not only individual families but communities.

Rob Mills
CEO

Dr Nick Kowalenko
President of the Board



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This Annual Report outlines the operational and financial performance for The Royal Society for the Welfare of Mothers & Babies (known as Tresillian Family Care Centres) from 1 July 2024 to 30 June 2025.

Incorporated by an Act of Parliament

The Royal Society for the Welfare of Mothers & Babies (known as Tresillian) was incorporated by an Act of Parliament in the state of New South Wales, Australia, in 1919.

2025 Annual General Meeting

This Annual Report will be presented at Tresillian’s 107th Annual General Meeting, at 3pm on Thursday, 27th November, 2025 in the Education Centre, Tresillian, 25 Shirley Road, Wollstonecraft. It can also be downloaded on the Tresillian website at tresillian.org.au

Thank You!

Our thanks to the New South Wales, ACT and Tasmanian Governments for their significant support, along with the many Trusts, Foundations, Clubs and individual donors who have generously donated to Tresillian this year. We’re also grateful to our sponsors including Explore and Develop Early Learning Centres, Lindt Sprungli, Vixin and Havenhall.

Trusted, Accessible Support for Families



Nursing Contacts

55,383

Residential Admissions

7,482

Parent's Help Line

11,534

Regional Day Services

21,466

Allied Health Services

4,128

Total Contacts

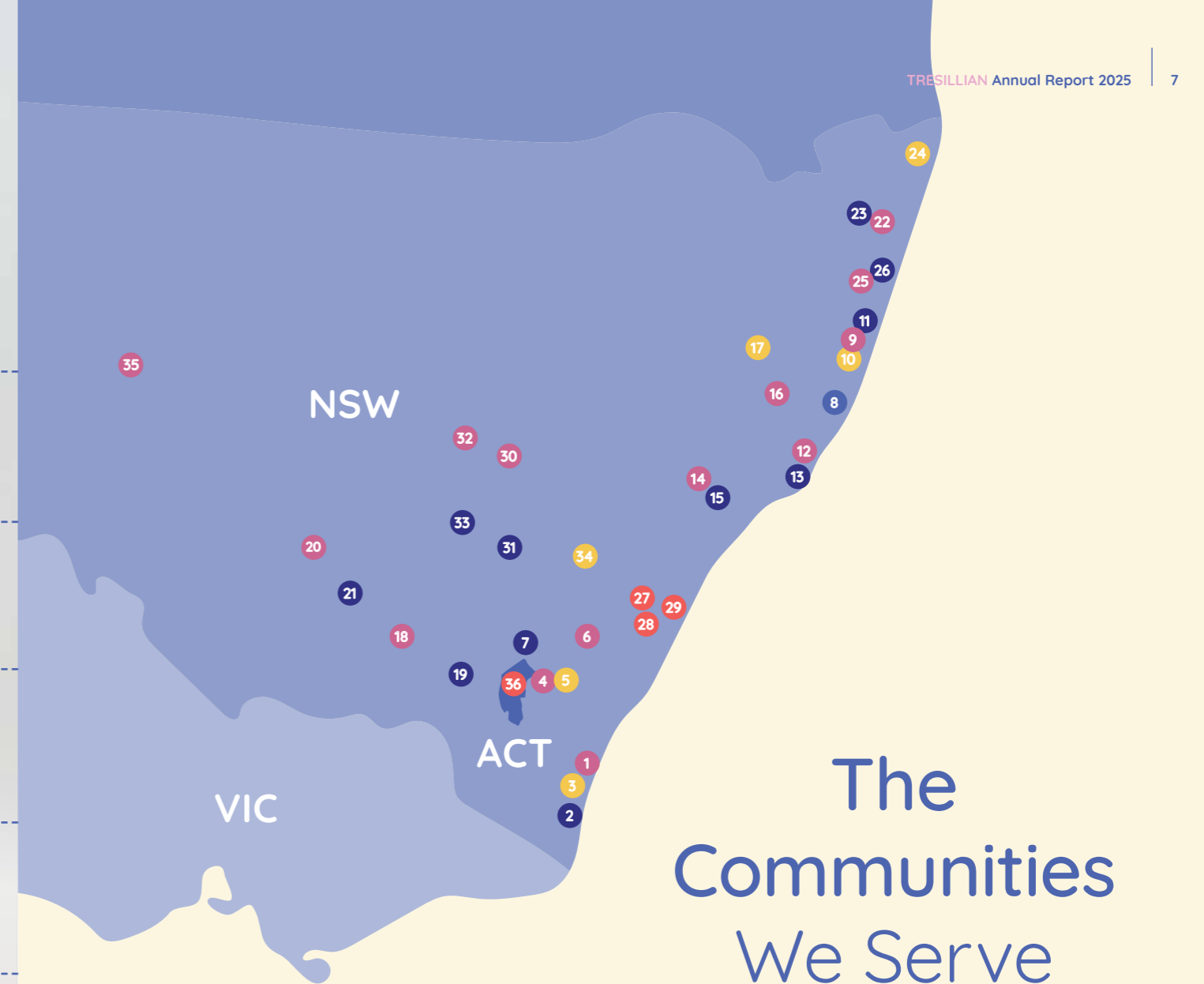
84,150

World Class
Net Promoter Score

72.7%

World Class Net Promoter Score (NPS@) is considered a gold standard customer experience metric. NPS scores are reported from -100 to +100.

An NPS above 70 is considered top-tier. Tresillian undertakes this measurement across all services and achieved an NPS score of 72.7 for the period 1 July 2024 – 30 June 2025. The overall satisfaction rate for the same period was 90.8%.



LEGEND

- Day Services
- Residential Services
- Day and Residential Services
- Tresillian 2U Mobile Van
- Satellite Services
- Parent's Help Line

SOUTHERN NSW

- 1 Moruya
- 2 Bega Satellite
- 3 T2U Eurobodalla
- 4 Queanbeyan
- 5 T2U Queanbeyan
- 6 Goulburn
- 7 Yass Satellite

MID NORTH COAST

- 8 Macksville
- 9 Coffs Harbour
- 10 T2U Mid North Coast
- 11 Woolgoolga Satellite

HUNTER NEW ENGLAND

- 12 Taree
- 13 Forster Satellite
- 14 Muswellbrook
- 15 Singleton Satellite
- 16 Armidale
- 17 T2U Inverell

MURRUMBIDGE NSW

- 18 Wagga Wagga
- 19 Adelong Satellite
- 20 Griffith
- 21 Leeton Satellite

NORTHERN NSW

- 22 Lismore
- 23 Casino Satellite
- 24 T2U Tweed
- 25 Grafton
- 26 Yamba Satellite

METRO NSW

- 27 Nepean
- 28 Canterbury
- 29 Wollstonecraft

WESTERN NSW

- 30 Dubbo
- 31 Trangie Satellite
- 32 Cowra
- 33 Forbes Satellite
- 34 T2U Bathurst

FAR WEST NSW

- 35 Broken Hill

ACT

- 36 Curtin

TAS

- 37 Launceston
- 38 T2U Launceston
- 39 1300 TAS BUB

Tresillian's Early Parenting Services



OUR MISSION

Tresillian is an early parenting service offering families guidance in the early years of their child's life; supporting parents with breastfeeding, nutrition and settling baby, as well as screening and supporting parents with their own mental health.



Day Services

Our Day Services offer a range of support options, including two-hour face-to-face Centre-based appointments, telehealth consultations, and home visits. Parents meet with a Tresillian Nurse to discuss concerns such as settling baby, breastfeeding or bottle-feeding, baby's development, introducing solids, and toddler behaviour. Counselling is also available for parents experiencing perinatal mental health issues. Specialist parenting groups with around 8-10 participants are held regularly. Topics include 'Getting to Know Your Baby' and the 'Circle of Security' and are facilitated by Tresillian Nurses and Psychologists/Social Workers. Parents can self refer to Tresillian's Day Services on the Tresillian website, or ask for a referral from their local health professional. Fees for Day Services and groups are covered by Medicare.



Residential Services Inpatient Residential Services

Tresillian's inpatient Residential services are located at Canterbury, Nepean, Wollstonecraft, Macksville, and Curtin (ACT). These services are for families experiencing more complex parenting challenges. Both parents are encouraged to stay with their child and work in partnership with the clinical team over 4 nights/5 days to meet their goals.

In many cases, the family has had an admission to Day Services prior to visiting a Residential Unit. During their stay, the mother has the option to visit a General Practitioner (GP) and every baby is examined by a Paediatrician to ensure they have no underlying health issues. Psychology support is also available. Parents can self refer to Tresillian's Residential Services on the Tresillian website, or ask for a referral from their local health professional. Fees for Residential Services are covered by Medicare or the family's private health fund. A small fee is charged for partners.

Virtual Residential Parenting Program (VRPS)

The VRPS is a free 'virtual' parenting program operating over 4 nights/5 days enabling families to access parenting support from the comfort of their own home. During this period parents can seek advice from a Tresillian nurse, GP, psychologist, or social worker. This service is available 24/7 making it ideal for those living in remote locations or with multiple children who would find it difficult to access face-to-face support at a Tresillian Centre.



Telehealth Virtual Consultations/Parent Groups

Tresillian's Virtual Telehealth consultations and parenting groups are available free of charge to families across NSW, ACT and TAS. Parents can book in to group programs on the Tresillian website or obtain a referral for an individual consultation.



Parent Groups

Tresillian's child and family health nurses and psychologists facilitate our education and parenting programs. These professionals not only help parents network but also provide them with education on various baby-related issues. These programs, which run during school terms from all Centres, cover topics such as 'Getting to know your baby', 'Supporting sleep in new babies' and 'Postnatal Depression' and are free of charge. Many also offer babysitting.



Extended Home Visiting

The Extended Home Visiting service offers intensive support for families with vulnerabilities impacting their parenting capacity for up to 12 months.



Tresillian's Education Professional Practice and Innovation Centre (EPPIC)

The EPPIC team provides a range of professional development initiatives to build the capacity of Tresillian's internal staff team along with delivering professional development courses and Conferences to health professionals working in child and family health services.



Guthrie Early Learning Centre

Tresillian's only long day care Centre is based at Tresillian Wollstonecraft and has capacity for 42 children aged under 6 years.

Book a Visit

There are several ways parents can access Tresillian's services.

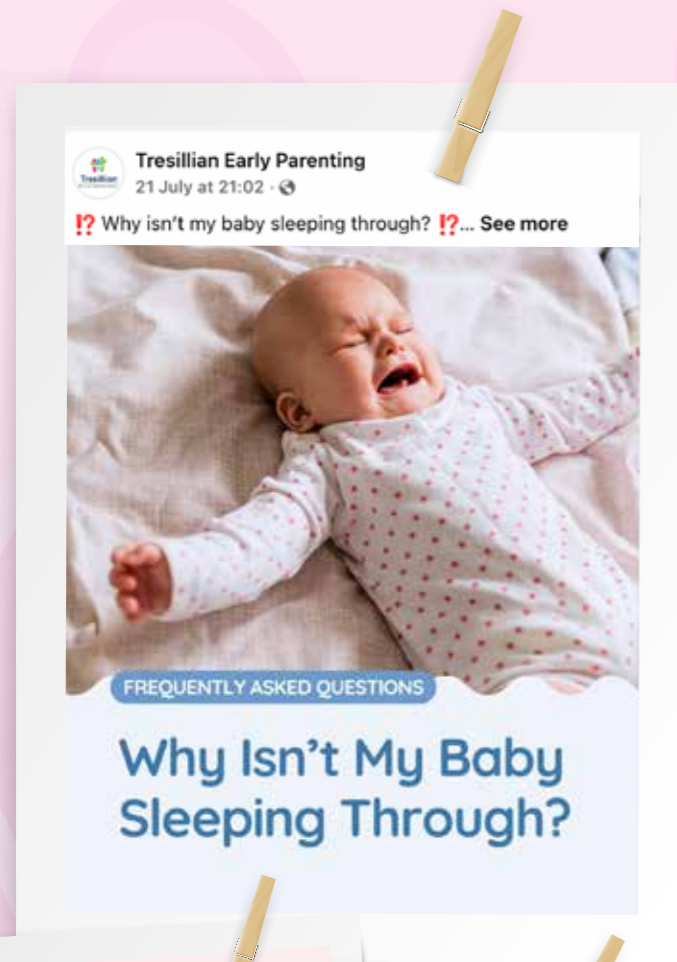
Visit tresillian.org.au fill in a short online contact form and a Nurse will call them back. The website also hosts a range of evidence-based parenting resources.

Ask for a referral from their local Health Professional, Child & Family Health Nurse or GP.

Call the [Tresillian Parent's Help Line - FREECALL 1300 272 736](tel:1300272736) for practical advice or more details on the best Tresillian service for the family's needs.

Download the [SleepWellBaby App](#) developed in consultation with Tresillian, a free resource for families offering trusted, practical parenting resources.

Digital & Virtual Support



tresillian.org.au

Visits

762K

Facebook Community

@TresillianEarlyParenting

81K



You Tube

@TresillianBaby Total Views

89K



Instagram Community

@TresillianBaby

17K



Virtual Residential Parenting Service

10K

SleepWellBaby App Downloads

101K

STEP 1
Wrap your baby
Use a light cotton wrap or a sleeping bag with fitted armholes (no hood) for comfort and safety.



Tresillian
All in one solution for families
Win a Special Experience
for you and your Mother's Group!



Strategic Plan

2025 - 2027



INTENT

STRATEGIES

MEASURES

Our Services



We provide evidenced based and accessible family-centred care

Consolidate, enhance and improve access to early parenting clinical services

- ✓ Promote and facilitate place-based integrated services to address the needs of target populations with young children 0-5 years.
- ✓ Focus service design, clinical services (including mental health) based on evidence, innovation and research; on identified gaps such as:
 1. Father inclusiveness
 2. Aboriginal and Torres Strait Islander families
 3. Diverse populations
 4. Regional and remote families experiencing challenges accessing services
- ✓ Understand the client journey to target digital innovation.
- ✓ Drive improvements in data management & systems and digitally transform the surveillance, mitigation and monitoring of risk and quality improvement in clinical and corporate service delivery that can include routine outcome measurement for our clients.
- ✓ Leverage the engagement and service delivery opportunities in the Tresillian website.

- ✓ At least 75% of families rate overall care at Tresillian as very good.
- ✓ Clinical services are implemented or redesigned to meet the identified gaps.
- ✓ Launceston Health Hub residential beds, day services & satellite services in Burnie is fully operational, and on budget, by the planned date.

Our People



We care for & support the development of our Staff

Develop a Workforce for the Future

- ✓ Research innovative health sector workforce strategies and tailor training to grow a future workforce.
- ✓ Maintain and improve the safety & health of our workforce and our workplaces.
- ✓ Improve the learning management system for the whole of Tresillian & train a workforce for future needs.
- ✓ Establish a leadership framework to develop and support our managers.
- ✓ Completion of biannual WHS and Security audits with no MoH reportable outcomes.

- ✓ Greater than 2.65% of the workforce identify as Aboriginal or Torres Strait Islander by 2026.
- ✓ BPA analytics employee survey results demonstrate employee engagement improved by 5% by the next survey.
- ✓ Staff across NSW, ACT & TAS have access to a universal Tresillian LMS.

Our Sustainability



We manage our financial, physical & environmental resources responsibly

Grow Strong Partnerships

- ✓ Focus on Aboriginal and Torres Strait Islander cultural safety in the delivery of corporate, clinical and mental health services.
- ✓ Map existing and future partnerships.
- ✓ Strategically pursue advocacy and stakeholder engagement.
- ✓ Engage with consumers & volunteers to effectively consolidate and enhance service delivery.
- ✓ Initiate a focus on Environmental, Social & Governance (ESG) issues, with an emphasis on climate governance.

- ✓ Develop new partnerships to target identified gaps in service provision and locations of need.
- ✓ Establish a Tresillian sustainability and/or waste management Committee by 2026.

Our Future



We improve & prepare for the future through research, education & innovation

Create Long Term Financial Security

- ✓ Develop long term plan for developing and maximising use of capital assets (Preventative maintenance plans, capital replacement plans with associated Budgets).
- ✓ Grow a Major Donor and Bequest program.
- ✓ Investigate a Future Fund to support new initiatives and deliver Tresillian's vision (to include protections and possible investment of Employee benefits, Funds for Major Refurbishment or Acquisitions).
- ✓ Grow early childhood/infant services and investigate private Tresillian services.

- ✓ A balanced financial operating position is achieved each financial year.
- ✓ A major donor program, inline with a future investment strategy, is implemented by 2026.
- ✓ Increase the number of research projects undertaken and/or papers published by 10%.

Report from the President,

Dr Nick Kowalenko



On behalf of the Board of Directors, we're pleased to present the operational and financial performance of Tresillian Family Care Centres from July 1, 2024, to June 30, 2025. This year has been marked by significant achievements to delivering exceptional healthcare for families, aligning with Tresillian's Vision of 'Every Child has the best start in Life'.

Perhaps our greatest achievement this year is the construction of a new Centre in Tasmania, a first for Tresillian. Later this year, a 4-bed residential and day services unit will open in Launceston as part of the Tasmanian Government's commitment to a \$9 million funding package to establish Tresillian's services in that state. This initiative followed on from the launch in July last year of a statewide Tresillian Parent's Help Line (1300 TAS BUB) and virtual residential service.

During the last financial year, Tresillian engaged with an impressive 81,233 contacts and witnessed an extraordinary increase in website visits to tresillian.org.au. This pattern underscores a noticeable shift among parents who are increasingly turning to digital platforms to connect with our services, emphasising the growing demand for early parenting support. Tresillian's child and family health nurses are highly trained

ABOVE: On 16th August, 2024 we hosted our inaugural Conference at the Tresillian Education Centre in Wollstonecraft. "Will You Catch Me if I Fall? Building Relational Trust in the Early Years." Pictured L to R: Dr Alice Dwyer, Dr Nick Kowalenko, The Hon. Rose Jackson MLC, NSW Minister for Mental Health, Jessica Rowe and Rob Mills.



and skilled in providing guidance to parents on their infants' development & wellbeing. They can readily identify the risks of perinatal mood disorders, sensitively manage these with parents & work closely alongside our specialised Allied Health team to provide comprehensive care.

Supporting and educating health professionals who work with families

remains a cornerstone of Tresillian's service delivery model. On 16th August, 2024 we hosted our inaugural Conference at the Tresillian Education Centre in Wollstonecraft, centred around the theme "Will You Catch Me if I Fall? Building Relational Trust in the Early Years."

The Conference featured a series of insightful and thought-provoking

presentations by distinguished keynote speakers, each exploring the critical role of trust-building in early childhood development and in professional-family relationships. The event drew a total of 100 participants, attending both in person and online, and fostered meaningful discussion and professional reflection.

On 28th March, 2025 a dedicated workshop for health professionals was also held at the Education Centre, focusing on practical strategies to support the inclusion of fathers during the First 2000 Days of a child's life. The workshop offered a collaborative environment for participants to explore innovative, evidence-informed approaches to engage fathers more effectively in early parenting.

On 19th November 2024, during national Perinatal Mental Health Week, Tresillian collaborated with Marymead CatholicCare, the Perinatal Wellbeing Centre, and the ACT Government to host our third Conference, focussed on 'The First 1000 Days'. This highly successful event at The Southern Cross Club featured the theme attracting approximately 250 delegates. We extend our sincere thanks to the ACT Government for their generous sponsorship funding.

The Reconciliation Action Plan (RAP) continues to be a primary focus for Tresillian. Notably, we have observed a surge in Aboriginal and Torres Strait Islander individuals accessing our services compared to previous years.

The 2024 Tresillian Annual General Meeting was convened on the 28th November at the Education Centre in Tresillian Wollstonecraft. The meeting commemorated the inaugural first year of the state-of-the-art Tresillian Wollstonecraft and honoured Susan Barabas RN with the Gidget Foundation Australia's annual Scholarship for mental health studies.

Tresillian was very successful in securing new research funding in 2024/25 with \$400,000 from the Ramsay Hospital Research Foundation Translational Challenge grant totalling \$400,000, with Monash University and Masada Early Parenting Centre, for a project entitled "Collaboration between a public and a private early parenting centre to improve social disadvantage through continuous quality improvement"; and \$300,000

LEFT: The 'Topping out' ceremony held on the 15th August, 2024 on the roof of what will be Tresillian Launceston Family Care Centre. Tasmanian Health Minister, Guy Barnett described the milestone as 'fantastic! Dr Nick Kowalenko, Leanne Daggar, Tanya Bruning and Alison Wallbank were amongst those attending.

BELOW: On 28th March, 2025 Tresillian held an Interactive Workshop for Health Professionals on practical strategies to incorporate fathers into the First 2000 days of a baby's life.



from the Paul Ramsay Foundation Experimental Methods grant, in collaboration with the Human Technology Institute at University of Technology Sydney. This second grant will fund Tresillian's first rigorous randomised clinical trial, evaluating the organisation's innovative new therapeutic parent group program, *Parent-Child Nurture and Regulation* (PCNR), also supported by a grant of \$7,000 from the Inger Rice Foundation.

I would also like to acknowledge the very generous sponsorship from Professor Bryanne Barnett AM for the clinical trial and then a commitment of further funding over 3 years to fund Tresillian's portion of a co-funded PhD scholarship with Western Sydney University. The PhD scholarship project is titled "Engagement and Inclusion of Fathers in Perinatal Health and Early





ABOVE: On the 28th November, 2024 we celebrated the one-year anniversary of the newly transformed Tresillian Wollstonecraft, recognising the remarkable accomplishments achieved in our inaugural year of operation.

Parenting Services”, which aligns with Tresillian’s Strategic goal of delivering on father-inclusive practice.

Tresillian’s fundraising strategy remains paramount for engaging supporters across our digital platforms. In addition to online campaigns, we organised events such as the State of Origin fundraising lunch on 11th July, 2024, which was enthusiastically supported by Bulldogs in Business and Canterbury Leagues Club. Our annual Tresillian Charity Golf Day, held on 4th April, 2025 at Bankstown Golf Course in Milperra, was also a resounding success, attracting a substantial number of golfers.

We extend our profound appreciation to our steadfast corporate sponsors, including Explore & Develop Learning Centres, Havenhall, Vixin and Lindt Sprungli. Additionally, we acknowledge the numerous individuals and private

companies who generously contributed to Tresillian’s cause.

It is timely to recognise that Tresillian was fortunate to receive funds from the Club Grants program, which encompassed Canterbury Leagues, Chatswood RSL, St Mary’s Rugby League Club, Campsie RSL, Penrith Panthers and more. This continued support will make a positive and enduring impact for generations to come.

We concluded the year by developing a new Strategic Plan that will guide us through the period from 2025 to 2027. The Plan focuses on enhancing family-centred care while prioritising staff development, responsible resource management, and preparing for the future through innovation and research. It aims to create more accessible integrated services for families with young children (0-5 years), addressing specific gaps in service delivery such as father inclusiveness and support for Aboriginal and Torres Strait Islander populations. By improving the understanding of the client journey and driving digital innovation

alongside data management improvements, it seeks to ensure high-quality clinical services, with a target of achieving high satisfaction among families.

To support this vision, we intend building a future-ready workforce through innovative training strategies, promoting workplace safety, and developing leadership frameworks for managers. Another aim is to foster partnerships and engage with consumers to enhance service delivery while giving due attention to Environmental, Social, and Governance (ESG) issues, including sustainability and climate governance.

In Board news we recognised outgoing Director, Peter Quinn after fifteen years of dedicated service as Treasurer. His astute financial governance guided Tresillian through a period of unparalleled growth of our services while also protecting our legacy. We extend our gratitude to Peter for his many years of commitment to Tresillian. It was a pleasure to welcome back to the Board, Christina Hall and Paul Robson, who have assumed Director positions.

In closing, I want to express my deepest gratitude to my fellow Board members, to the Executive for their exemplary leadership throughout the year and to the staff. As an organisation, we are proud to celebrate the professionalism and unwavering dedication of more than 300 staff, including nurses, allied health workers, medical staff, and those who support our operations behind the scenes. Your work is invaluable, thankyou.

RIGHT: Our thanks to all the Clubs who donated to Tresillian through the Club Grants program. Pictured here are the team from St Mary’s Rugby League Club with our staff and families. The Club donated \$21,435 which directly supported the rear and front upgrades to Tresillian Nepean.



Report from the CEO,

Associate Professor Rob Mills



Year In Review 2024 - 2025

It's been a milestone year for Tresillian celebrating for the first time, the delivery of services in Tasmania.

The Tasmanian Government awarded a \$10.25M package as part of their 'Our 2030 Strong Plan for Tasmania's Future', to launch Tresillian services across the state. On 1st July, 2024, we established the Tresillian Parent's Help Line (FREECALL1300 TAS BUB), followed by a Virtual Service. Currently under construction is a new Tresillian Early Parenting Centre due to open in the Launceston Health Hub later this year. Modelled on the impressive architectural design of Tresillian

Wollstonecraft centre, it will include a state-of-the-art 4-bed Family Residential Unit operating 5 days a week where parents and their baby (or toddler) can live in for a 5-day/4-night stay, as well as Day Service consult rooms for individual consultations, a Gidget House mental health practitioner and an area for Parenting Groups. The design is sympathetic to the location, which enjoys expansive views across Launceston.

We have maintained our commitment to providing exceptional care to the numerous families who benefit from our support services, a dedication that commenced in 1918 when Tresillian was established in Sydney, New South Wales. This year, our primary objective has been to expand our capacity to provide high-quality

specialist care to a greater number of families. We are committed to ensuring that our services are readily accessible and available when required. Our initiatives include providing guidance to parents on their infant's development and offering mental health support to individuals experiencing perinatal mental health challenges.

A notable development was the launch of the new 2025 - 2027 Strategic Plan by Tresillian's Board of Directors, following an extensive development and consultation process involving staff and families. The new Plan incorporates two new Values for Tresillian: 'Adaptability' and 'Empathy,' which were collaboratively developed by staff during the 2024 Tresillian Team Building Day.



ABOVE:

On the 12th July, 2024, we welcomed The Hon. Ryan Park MP, for a tour of the Tresillian in Southern, Moruya Centre and Tresillian 2U Van. Pictured L to R: Kate Tiller, RN, Kylie Murgatroyd, Nurse Unit Manager, and The Hon. Ryan Park MP, NSW Minister for Health.



Simultaneously, a revised Tresillian Organisational Structure was developed to deliver upon our strategic goals.

Advocacy for families

At a regional level, we were pleased to host NSW Government Ministers, including NSW Minister for Health, The Hon. Ryan Park MP, at Tresillian Southern in Moruya, emphasizing Tresillian's vital role in supporting local families in the regions. We were also thrilled to learn that the NSW Government allocated \$28 million in its recent budget for Tresillian's regional services to continue operating over the next four years.

This year, we launched several Gidget House mental health counselling services at our Tresillian Centres in Armidale, Moruya and Cowra.

Our NSW Health funded, Virtual Residential Parenting Service (VRPS) continues to thrive, enabling families to access Tresillian Nurses for advice from home, over 4 nights and 5 days. This model is central to our care approach. Parents also have free access to the SleepWellBaby (SWB) App, developed with SleepFit, which has surpassed 100,000 downloads.

Tresillian's Reconciliation Action Plan (RAP)

Our RAP demonstrates our genuine commitment to recognising, respecting, and celebrating Aboriginal and Torres Strait Islander cultures, histories, and contributions. It provides a structured framework

"We are so grateful for all the staff who have taken care of us during our stay. Thank you for your support and guidance in helping Miss Ella with her sleep. Feeling confident to go home and try some of the strategies".



ABOVE LEFT:

Aboriginal Health Workers, Leanne Kelly and Natalie Jenning at the Tingha NAIDOC Community Day.

ABOVE RIGHT:

On the 7th January, 2025, Tresillian Muswellbrook welcomed Dave Layzell MP, Member for the Upper Hunter, who wanted to gain further insights into the services we offer to the local community. Pictured L to R: Dave Layzell MP, Tresillian CEO, Rob Mills, Muswellbrook team member Gail Cork and Tresillian Clinical Nurse Specialist, Ruth Rauber.

LEFT:

On the 19th June, 2025 it was a pleasure to host Member for Cootamundra, Steph Cooke MP, who joined us to meet our staff and local families, and take a tour of the Tresillian in Western Family Care Centre, in Cowra.

for meaningful engagement and collaboration, fostering a workplace culture that values diversity, promotes cultural awareness, and supports social equity. We actively implement our RAP to integrate cultural awareness and support meaningful engagement. Through continuous education, partnership building, and transparent reporting, we strive to create an equitable and inclusive work community.

Our Principal Aboriginal Health Worker, Natalie Jennings, is actively engaging staff in various activities to honour the history and achievements of Aboriginal and Torres Strait Islander peoples, such as NAIDOC Week and the COOEE Festival. These events help us better understand First Nations cultures and strengthen our ties with Indigenous communities. By participating, we promote national reconciliation and foster a culture of inclusivity and respect within our organisation. We are also focused on improving job opportunities and career development for Aboriginal and Torres Strait Islander peoples through targeted support and mentorship.

Enhancing Workforce Culture

At Tresillian, we prioritise the health and well-being of our staff while fostering a strong and positive

workplace culture. A key component of our approach is the monthly 'CEO Chats,' where I connect with all employees and welcome their questions about ongoing activities within the organisation. These sessions have been incredibly successful, consistently yielding high levels of engagement.

In late 2024, we conducted our biennial BPA Staff Survey to assess employee engagement and organisational culture. This survey provided staff with an opportunity to offer anonymous feedback on various human resources topics, including their managers' leadership styles. The Executive Team presented the findings to each service through face-to-face meetings held across the organisation and each team are working on actions to further improve their team culture. We also encourage our staff to come together to celebrate significant occasions such as International Nurses Day, NAIDOC Week, RU Okay Day, and Harmony Day through shared morning tea or lunch, fostering camaraderie among colleagues.

Our quarterly newsletter, titled 'The Tresillian Crier,' serves as an essential resource for keeping staff informed about events and developments within the Centres.



LEFT:

On 11th December, 2024 at the Child & Family Wellbeing hub in Grafton we launched a brand-new people-mover (MUX) to help transport parents and babies to and from appointments at the local Child and Family Wellbeing Hub. Pictured from L to R: Paul Dutton (Child and Family Wellbeing Hub), Associate Professor Kathryn Gilbey (Batchelor Institute), Rob Mills (CEO Tresillian), Luke Elias (Healthy North Coast PHN), Kathryn Watson (NNSWLHD), Debrah Davis (Tresillian), Scott Monaghan (Bulgarr Ngaru Medical Aboriginal Corporation).

RIGHT INSET:

On the 5th March, 2025, it was a pleasure to welcome Local Member for Oxley, Michael Kemp MP to Tresillian's Macksville Residential Unit. Pictured L to R: Michael Kemp MP with Nurse Unit Manager, Carol Donnelly, a Mum and baby and CEO Rob Mills.

Furthermore, we successfully hosted our Team Building and Planning Day at Canterbury Leagues Club on 20th December, 2024. This event provided a wonderful opportunity for our team to connect, work collectively on reviewing our organisational values and collaborate prior to the Christmas holiday break.

Awards, Recognitions and Accolades

Several staff members were recognised for their outstanding contributions to Tresillian throughout the year. Congratulations to all those who were nominated and those who were honoured with our annual Awards, including the winners: Employee of the Year, Melissa Azar,

our Psychologist at Wollstonecraft; Peer Awards included Rakesh Bassi, our Chef at Wollstonecraft, Rajendra Ayer from QEII and Jane Kabanoff from the Virtual Residential Parenting Service. Long-serving employees were also recognised with 11 staff members dedicating more than 20 years; and two staff members celebrating 35 years with Tresillian.

Our staff continue to excel in delivering quality healthcare across Tresillian. Congratulations to Stephanie Smith RN from Tresillian's QEII Family Centre in the ACT, who was one of six nurses honoured in May with a 'Consumer Recognition Award' at the 2025 ACT Nurses & Midwives Excellence Awards. To

Jaclyn Stewart and the team at Guthrie, congratulations on winning the North Sydney Council's 'Best Children's Garden' and highly commended for the 'Edible Garden' Awards. To Monica Carlon, NUM at Coffs Harbour, Carol Donnelly, NUM at Macksville, and all the team on the Mid North Coast, on receiving an MNCLHD Child Protection Week Award in August. The theme was 'Working with adults to keep children safe'.

In October 2024, Tresillian was successfully accredited by the Australian Council on Healthcare Standards (ACHS) for an additional three years Accreditation. This achievement is a testament to the dedicated efforts of all our staff.





Community Engagement

Effective representation within local communities is essential to our vision and mission as an organisation dedicated to supporting families with young children. In addition to our involvement at prominent metropolitan events such as the Parents, Babies, and Children's Expos, our regional centres have actively participated in various local initiatives. These engagements not only enhance our visibility but also play a crucial role in raising awareness about the comprehensive range of services we offer to new and expectant parents. It's through these connections, that we aim to strengthen our community ties and ensure that families receive the support they need during this critical period of their lives.

Leadership

I would like to take this opportunity to recognise the contributions of my former Executive team, all of whom retired during the last financial year: Jenny Smit, Jeff Taylor, and Marie Dickinson, who worked tirelessly to deliver new regional Tresillian services to families where they need it. Additionally, I'd like to acknowledge Peter Quinn, one of our longest-serving Board Members and Treasurer, who also retired this

year. Furthermore, we honour Anne Partridge, RN, who held various clinical leadership positions over 37 years and positively impacted Tresillian's long-standing history. We extend our sincere gratitude to each of them for their dedicated service to Tresillian.

We are pleased to welcome Peter Hinrichsen to the role of Chief Operating Officer, Danielle Levis as Executive Director of Nursing, Dushi Gooneskera as Director of Finance, and Brendan Dunn as Director of Safety & Quality. All bring extensive health experience to Tresillian.

We also received outstanding feedback regarding the Leadership Forum facilitated by Dr Leanne Wall on 20th February, 2025, which was designed to benefit our Nurse Unit Managers and corporate management team.

Celebrating our People

I would like to acknowledge our partners at Local Health Districts where our services are located across New South Wales, the Australian Capital Territory, and Tasmania. Special thanks to Deb Willcox AM, Chief Executive at Sydney Local Health District.

To Tresillian's Board members who offer their expertise on a pro bono basis, thank you for your support during what has been another productive year.

To our dedicated volunteers, who generously sacrifice their time at our Centres or contribute to the staging of events, we are deeply appreciative of your selflessness and friendship.

Finally, on behalf of the Tresillian Executive and Board, I would like to take this opportunity to sincerely thank our staff teams across NSW and the ACT for their tireless contribution. Your unwavering dedication to families is making a difference and will positively impact generations to come.



ABOVE:

On 24th March, 2025 we celebrated the official launch of our newly located Tresillian in Murrumbidgee Wagga Wagga Family Care Centre. From L to R Karen Griffin, Nurse Unit Manager, Tresillian in Murrumbidgee Wagga Wagga, Jill Ludford, Chief Executive, Murrumbidgee Local Health District, Dr Joe McGirr MP, local Elder Aunt Mary, Dr Nick Kowalenko Tresillian President, Rob Mills, Tresillian's CEO with mothers and babies.

In the last financial year we welcomed Members of Parliament from across Australia:

12th Jul - NSW Minister for Health, The Hon. Ryan Park MP and Dr Michael Holland MP at Tresillian in Southern, Moruya

15th Aug - Tasmanian Health Minister Guy Barnett MP visited the site of our new Centre to attend the 'Topping Out' ceremony.

19th Sep - ACT Chief Minister, Andrew Barr and Minister for Health, Rachel Stephen-Smith MLA visited Tresillian's QEII Family Centre, ACT

28th Oct - The Hon. Emily Suvaal MLC opened Gidget House at Tresillian in Clarence, Grafton.

7th Jan - Mr Dave Layzell MP Member for the Upper Hunter visited Tresillian Muswellbrook

6th Feb - The Hon. Peter Primrose MLC opened Gidget House, Tresillian Armidale

24th Feb - Dr Joe McGirr MP visited Tresillian in Murrumbidgee, Wagga Wagga

5th Mar - Michael Kemp MP visited Tresillian Macksville.

7th Apr - Helen Dalton MP visited Tresillian in Murrumbidgee, Griffith

11th Apr - The Hon. Stephen Lawrence MLC opened Gidget House at Tresillian in Western, Cowra

19th May - NSW Minister for Health, The Hon. Ryan Park MP visited Tresillian in Southern, Moruya

11th June - Dr Michael Holland MP opened Gidget House at Tresillian in Southern, Moruya

19th June - Stephanie Cook MP visited Tresillian in Western, Cowra

ABOVE:

Winners of the 2024 North Sydney Council's 'Best Children's Garden' and highly commended for the 'Edible Garden' Awards - Guthrie Early Learning Centre.

LEFT:

On 28th October, 2024, Gidget House was officially opened in Tresillian in Clarence, Grafton by The Hon. Emily Suvaal MLC. Rachel McLean, Operational Nurse Manager represented CEO Rob Mills at the event (pictured far left).



Report on Clinical Services

Danielle Levis RN



I commenced in the Executive Director Clinical Services role at Tresillian in February 2025, following the retirement of Jenny Smit who was in the role for 11 years. Her legacy has provided a strong foundation and ensured a smooth transition for me into this role. I am honoured to join the Tresillian team and excited to be working alongside Rob Mills and our new executive team.

Our metropolitan Residential Units continue to offer expert guidance and intensive support to families. Through the dedicated work of our teams, we have increased occupancy rates from 75% to 83%, reflecting both a growing demand and improved operational efficiency.

The Virtual Residential Parenting Service (VRPS) continues to provide families with valuable parenting support in their homes. This model offers the same high standard of care as our in-person services, with overwhelmingly positive feedback from participants. We are pleased to share that the Ministry of Health has extended funding for the VRPS until 2028, ensuring its sustainability.

In July 2024, we launched the Tasmanian Parent's Help Line 1300 TAS BUB, a parenting support service in Tasmania, in partnership with the Tasmanian Department of Health and the Child Health and Parenting Service. Over the past 12 months, the 1300 TAS BUB service has received 610 calls, with call volumes steadily increasing, indicating a strong community need and engagement.

Tresillian's presence in Tasmania continues to grow, with the development of a new Residential

and Day Service Unit in Launceston currently under construction and officially opening later this year.

Over the past year, we recognised both the increasing volume and complexity of work within our Parent Help Line (PHL) and Centralised Intake Units (CIU). These critical access points play a vital role in connecting families with the right Tresillian services, and their growing demand reflects the trust families place in our care.

To support these teams and enhance service delivery, a significant piece of work has been underway to process map the workflow across both units. This work has focused on identifying opportunities to streamline systems, support the workforce, and improve overall efficiency.

As part of this review, we have identified digital solutions that will significantly innovate how families access Tresillian. These enhancements aim to create a more seamless, user-friendly experience for families while reducing manual processes and administrative burden for staff. This ongoing work marks an important step in our broader digital transformation journey and ensures we are well-positioned to meet the needs of families now and into the future.

Our 14 Regional Family Care Centres and Tresillian 2U mobile services have had a remarkable year improving access for parents facing isolation or parenting challenges.

In response to community consultation, we launched a new parenting group, 'Understanding Your Toddler', a workshop series focused on nurturing positive relationships and play through the toddler years. This program has been rolled out across Lismore, Grafton, Coffs Harbour, Griffith, Moruya, and Dubbo, receiving outstanding feedback from both parents and staff.

Additionally, our established programs, such as 'Getting to Know You', are now offered virtually, enhancing accessibility for families unable to attend in person.

Our Tresillian Education Team has worked diligently to support internal professional development and extend educational outreach. This year, the team collaborated with mental health clinicians to review and update the Infant Mental Health program curriculum, ensuring alignment with current evidence-based practices and robust instructional design.

Our partnership with the University of Technology Sydney (UTS) remains strong. We continue to support postgraduate Child and Family Health nursing students across both metro and regional sites. Feedback from UTS has been overwhelmingly positive, with students expressing their appreciation for the enriching learning environment. This reflects the exceptional commitment of our nursing staff to clinical education and facilitation.

Tresillian has also actively participated in Nursing and Public Health Careers Fairs, promoting our services and career opportunities, and engaging with the next generation of healthcare professionals.

Tresillian has long valued collaboration as a core strategy in delivering holistic care. Across the organisation, our clinicians work in close partnership with General Practitioners, Government agencies, and Non-Government Organisations to ensure coordinated and effective care for families.

Our presence at community events, especially those led by Culturally and Linguistically Diverse (CALD) communities, Aboriginal Community Controlled Organisations (ACCOs), and Primary Health Networks, help raise awareness of Tresillian's services and reinforce our role in community-based care.

We continue to maintain significant service-level agreements with Sydney Local Health District and the NSW Ministry of Health, supporting the operation and expansion of services across metropolitan, rural, and regional areas. Additionally, we benefit from longstanding partnerships with Local Health Districts, as well as research collaborations with universities, allowing us to evaluate and continually improve the care we provide.

It has been a year of growth, innovation, and ongoing commitment to high-quality care. I am proud of the work our teams have accomplished across all levels of service. As we move forward, we remain focused on empowering families, supporting staff, and delivering evidence-based care that meets the evolving needs of the communities we serve.

I look forward to the opportunities ahead and am grateful to be part of Tresillian's enduring legacy of care and innovation.



Liz Shields represented Tresillian at the Welcoming the Babies event on 8th March, 2025 in Prairiewood hosted by The Hon. Chris Bowen MP.