



**Tresillian®**

*It's in our nature to nurture*



# 2021 ANNUAL REPORT



## Cover Story

Being at home with a baby or toddler can be an anxious time anyway but add to that the restrictions of the COVID-19 pandemic, it's been extremely challenging. To offer support and reassurance to families, Tresillian Centres have remained open including Residential Inpatient Services.

Our cover features Jessica, Paul and their son, 22-month old Adrian. Due to the pandemic, Jessica found herself having to work from home as a University Lecturer while Paul looked after Adrian. She said 'While I felt fortunate to have a job in the middle of COVID-19, it was hard because Adrian wouldn't sleep during the day and became very upset when my husband tried to put him to bed. This was not only



distracting but also caused conflict between us, as we couldn't agree on the best way to settle him'.

'Overnight was even worse! Adrian was waking between two and four hours every night'. Jessica, who was expecting their second child in October, said she felt emotional and overwhelmed trying to juggle work, pregnancy and a toddler who wouldn't sleep.

After several calls to the Tresillian Parent's Help Line, the family were referred to Tresillian Nepean Residential. Jessica said 'The Tresillian Nurses were extremely supportive helping us to set common goals so both Paul and I were on the same page in terms of settling Adrian, like sitting beside him when he first goes to bed and bringing his bedtime forward to 6.30pm so he doesn't get overtired'

She said 'One of the benefits of our stay at Tresillian was meeting other parents in the same situation as us, which we haven't been able to do during COVID-19. Tresillian effectively gave us confidence as parents and we're calmer knowing we're supporting Adrian in the right way'.

## Introduction

The COVID-19 pandemic has most likely been one of our greatest challenges as an organisation with significantly more parents presenting at Tresillian's services experiencing mental health issues such as perinatal depression and anxiety. We are extremely proud of our staff who worked tirelessly in very difficult circumstances. Our team aptly responded to the crisis, adapting quickly to the implementation of COVID-19 safe protocols in Tresillian Centres and capably delivering innovative technology such as telehealth.

Our prime focus continues to be supporting the health and wellbeing of parents and babies and protecting our staff. In a year where the pandemic dominated, some positive news was the opening of Tresillian's new Macksville Residential Unit along with the announcement by the NSW Government of funding of additional Tresillian services in regional NSW and for parents, free access to the SleepWellBaby App.

This Report gives a comprehensive outline of the year that was at Tresillian.

**Dr Nick Kowalenko**  
President  
Tresillian

**Mr Robert Mills**  
CEO  
Tresillian

# We are Tresillian®



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## Thank You!

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

We especially thank our major sponsors, Church & Dwight, who generously support the Tresillian Parent's Help Line.

We also thank Bayer, Explore & Develop, Reckitts Benckiser, Havenhall and the many other companies whose support enables parents to receive timely, practical advice from Tresillian.



## Incorporated by an Act of Parliament

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

## Royal Patron

Queen Elizabeth II.

## 2021 Tresillian Annual General Meeting

The 2020/2021 Annual Report was presented at Tresillian's 103rd Annual General Meeting on Thursday, 18th November, 2021 at the Royal Automobile Club of Australia, 89 Macquarie Street, Sydney.



### Acknowledgement of Country

We acknowledge the First Nations people on this land and thank them for their knowledge, courage and care of the land and waterways. We also pay our respect to elders past present and emerging, and to all Aboriginal and Torres Strait Islander people.



# AUSTRALIA'S LARGEST EARLY PARENTING SUPPORT SERVICE

## Key Statistics

Total contacts with Tresillian  
**83,125**

Nursing Contacts  
**53,969**

Residential Admissions  
**14,138**

*Innovation*

*Perinatal Mental  
Health Focus*

'We were reluctant to reach out for help with our baby Alice, due to lockdown and the COVID-19 pandemic. It was so isolating and I missed connecting with other Mums. Our stay at Tresillian gave me confidence, we found it really worthwhile'

Allied Health Services  
**21,459**

Regional Services  
**13,063**

*Evidence Based*

*Leaders in  
Child & Family  
Health*



Anna's  
Tresillian Story  
SCAN ME TO READ



# COVID-19 Snapshot

100%

TRESILLIAN CENTRES  
REMAINED OPEN DURING  
COVID-19

70.3%

INCREASE IN VIRTUAL  
CONSULTATIONS

7,697

TOTAL ADMISSIONS

16.5%

INCREASE IN CALLS TO TRESILLIAN  
PARENT'S HELP LINE

94%

OF PARENTS REACHED  
THEIR GOALS (GAS)

Telehealth has been a popular option during COVID-19, with a 70.3% increase in virtual consultations, particularly in regional areas complementing our face to face services.



## COVID-19 PROTOCOLS Staff & Visitor Screening

Strict COVID-19 screening protocols included questions to clients prior to and on admission, temperature checks, QR screening and clear perspex desk barriers were installed in reception areas.

## Tresillian Referrals

33%

From Health  
Professionals

67%

Self Referrals



# Digital Services



## SleepWellBaby App

Powered by Tresillian

Targeted, evidence based education, data review and triage

Connections to specialist health and community help & support informed with real-time data



**57,480**  
downloads



**42,310**  
babies registered



**49.4 million**  
Data points collected



**7,852**  
GP letters downloaded

**38,541**  
mothers

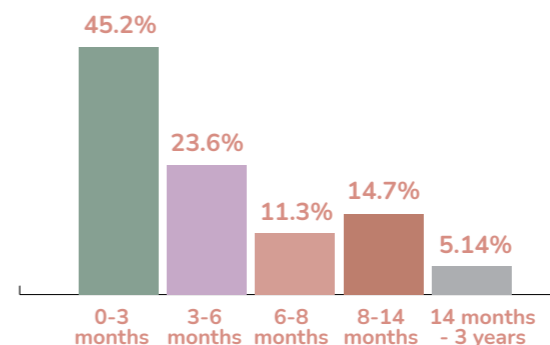
**1,667**  
fathers

**190**  
grandparents

**105**  
carers



Distribution of Baby's age groups



**14,872**

Program onboarding surveys completed

### Tresillian's Digital Channels



**51,000**

tresillian.org.au  
Average visits monthly



**773,700**

YouTube Channel



**51,000**

Facebook Community  
Up 24%



**810,000**

Instagram Impressions  
Up 23%

“The Hon. Bronnie Taylor MLC, NSW Minister for Mental Health, Regional Youth and Women, announced a \$1.5M grant to fund free access for NSW families to the SleepWellBaby App during COVID-19”.



# Tresillian Locations



\*Includes newly funded services



# Message from the PRESIDENT



Dr Nick Kowalenko

**On behalf of the Tresillian Board of Directors, I'm pleased to present our 2020/2021 Annual Report.**

The last financial year was characterised by uncertainty due to the COVID-19 pandemic, which left many families, struggling to cope with lockdown restrictions. A growing perinatal mental health crisis emerged with vulnerable parents reaching out for support from Tresillian.

To address the COVID-19 crisis and support the CEO, the Board prepared a pandemic plan and formed a dedicated leadership Committee to help manage the ongoing response, to ensure families were able to continue accessing care. Tresillian moved to a self-referral model where parents could contact the Tresillian Parent's Help Line for advice or a referral to a telehealth or residential stay, rather than needing to visit a health professional. Over 33,000 calls were received during the last financial year while visits to Tresillian's website skyrocketed to their highest levels on record.

We were thankful to receive additional

funding of \$12.2M from the NSW Government to extend the reach of our services across the state enabling more parents greater access to specialist advice on a range of challenges they may be experiencing in the early years of their child's life. As well as new facilities, funding will also include Gidget mental health services further strengthening our partnership with Gidget Foundation Australia.

In addition, Tresillian also received funding from the NSW Government enabling free access for parents to the SleepWellBaby App, developed in conjunction with Tresillian. The App has proven highly effective in detecting perinatal mental health issues and giving the user pathways to appropriate support and care.

## Strategic Review

To provide a vision and clear goals for the future, all Tresillian Board Directors along with key members of the executive team, staff and consumers, contributed to a comprehensive Strategic Review of

Tresillian, identifying actions and priorities for the 2021-2024 Strategic Plan.

Building on our 2017-2020 Plan, the three key strategic priorities in our new Strategic Plan include a Focus on mental health, Increase accessibility and Building new facilities and a new digital pathway. These priorities reflect our Vision that *Every child has the best possible start in life*, and represent a genuine commitment to ensuring Tresillian's early parenting support services remain relevant to the families we serve. We will continue to re-evaluate these Priorities over the next three years, allowing us to respond to emerging opportunities in the future.

In line with the 2021-2024 Strategic Plan, the Board ratified a decision to commit to a \$16.4M upgrade to the Tresillian Wollstonecraft Family Care Centre to ensure Tresillian is equipped to meet the needs of future generations. The current historic facility has a very limited capacity.

This Strategic Plan prioritises the delivery of family-focused health care highlighting our Mission that 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.

## Fundraising

During the year we continued to raise the profile of Tresillian to create awareness of our services and increase the potential to attract philanthropic and sponsorship support for the Tresillian Wollstonecraft Capital Appeal.

Along with the usual marketing activities, we embarked on our first-ever multimedia Community Service Campaign which was broadcast on television, radio, and electronic billboards, from May 2021.

### OUR VISION

Every child has the best possible start in life.

### OUR PURPOSE

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

### 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 & settling baby, as well as screening & supporting parents with their own mental health.



Early works commenced at Tresillian Wollstonecraft in March, 2021.







The outcome was very positive with a significant increase in donations during that period.

In other fundraising initiatives, on 1st December 2020 we held our first 'Giving Day' with the theme 'Thanks a Tresillian!'

We thank and acknowledge all those who generously donated to Tresillian during the year.

### Sponsorship

We were delighted to welcome Curash Baby (Church & Dwight) as major sponsors of Tresillian and the Parent's Help Line. To assist parents during the pandemic, Curash funded two parenting webinars hosted by a Tresillian Nurse and livestreamed on Facebook. Our Tresillian Ambassador, Erin Molan co-hosted the second webinar. (See photo below).

Explore & Develop Early Learning Centres, Reckitts Benckiser, Bayer and Havenhall also generously expanded their sponsorship of Tresillian.

Our sincere thanks to all our sponsors, whose funding goes towards our projects and services.

### Club Grants

This year, Tresillian was fortunate to receive two Club grants. The first from Canterbury leagues Club for a \$20,000 renovation to the Tresillian Canterbury Residential Unit. This included a new kitchen area in the parents dining room, new paintwork and refurbishments to the nurses station.

Another grant was received from Chatswood RSL Club for \$9,200 to refurbish the toddler playground at Tresillian Willoughby's Residential Unit. This included fixing and painting the pergola and a new outdoor setting for the parents.

We are extremely grateful to both Clubs for their support of Tresillian.

### Volunteers

Our thanks to our new Centre-based volunteers who began volunteering at Tresillian Willoughby, Wollstonecraft and Guthrie Early Learning Centre in February 2021 as part of a Pilot Program. These generous individuals give up their time regularly, assisting nursing staff, the



Tresillian was represented at the Pregnancy Babies & Children's Expo in December, 2020.

Educators at Guthrie, and parents. This is a first for Tresillian and has proven an extremely successful initiative with positive feedback from staff, families and from the volunteers themselves who have found it a very rewarding experience. A full evaluation of the program is currently underway.

In November 2020 the Friends of Tresillian re-formed under the leadership of Paula Screnci and we extend our thanks to her for taking on the role of President. The Terms of Reference for the group include a focus on raising funds for the Tresillian Wollstonecraft Capital project by assisting with fundraising events and activities.

### Events

Due to the pandemic, many of our face to face fundraising and marketing events had to be cancelled. We were fortunate to be able to proceed with just a few, all

with strict COVID-19 protocols in place.

On 5th March 2021, the Friends of Tresillian staged a highly successful luncheon cruise. Around 50 friends and family joined us aboard the luxury cruiser, Journey Beyond, for a delicious 5-course meal, silent auctions, raffle prizes and a cruise around Sydney Harbour. We were delighted that the event raised over \$10K towards the upgrade to Tresillian Wollstonecraft. Our thanks to the Friends of Tresillian, especially Paula Screnci and Anissa Smart and all those who supported the event.

Tresillian had a presence at the Pregnancy, Babies & Children's Expo in December 2020 and May 2021 with Tresillian nurses presenting on 'Responsive Settling'. While attendance was down due to the pandemic, the Expos still attracted a considerable number of new and expectant parents. In regional areas,



Tresillian Nurse Judy Tripodi with our Tresillian Ambassador, Erin Molan hosting a live-streamed webinar on Facebook, sponsored by Curash Baby.

Tresillian attended several local parenting Expos. Tresillian was also represented at the General Practitioners Conference in May 2021, where our nurses had the opportunity to discuss the health referral process, with GP's.

Tresillian's 102nd Annual General Meeting (AGM) was held on 26th November 2020 at the Royal Automobile Club of Australia, Sydney. It was a first for Tresillian to hold the AGM at the Club, but a large venue was required due to COVID-19 restrictions. Close to 40 attended including many former staff members, to reflect on the challenges brought on by the pandemic, as well as the achievements of the last financial year.

### Acknowledgements

A long-serving colleague and former staff member retired this year. Professor Cathrine Fowler dedicated the last 40 years working with Tresillian. Appointed as the first Tresillian Chair in Child and Family Health at UTS in 2006, Cathrine worked across many research projects, contributing to the writing of several parenting books, and developed innovative programs such as 'Mothering at a Distance' for incarcerated mothers. We wish her well in retirement.

We were saddened to learn of the passing of former Board Director, Karen Den Toll, also a former Director and partner at Deloitte. Karen joined the Tresillian Board in June 2016 resigning in May 2018. She will be remembered for her diligent work with the Governance & Risk Committee, the Tresillian Board, and her personable nature. Our deepest sympathies go to her family and especially her young daughter.



Tresillian's North Shore Centre Volunteers.

One of our longest serving Directors, Susan Redden Makatoa, a corporate communications specialist, resigned earlier this year. Susan joined the Tresillian Board in 2008 serving on the Quality Review Committee for several years and on the Marketing, Advocacy & Fundraising Committee contributing to the areas of advocacy and communications. Our thanks to Susan for her service to Tresillian and the groundwork which so effectively promoted and significantly improved our government relations and advocacy.

I would like to thank my fellow Board Directors who give up a significant amount of time for Tresillian on a pro-

bono basis. We are extremely grateful to each one of them for their service.

Finally, during what has been a very difficult operating period, the Board is thankful to our dedicated staff. The many positive comments we receive from parents about the life-changing difference the Tresillian service made in their lives is largely due to our staff who have demonstrated that they are truly committed to the families we serve.

Nick Kowalenko





## Message from the CEO

Associate Professor Robert Mills



For over one hundred years, Tresillian has been responding to the changing needs of new parents in line with our Vision that every child has the best possible start in life.

### Putting Families First during COVID-19

As I prepare this Report during an extended COVID-19 lockdown in Sydney, the pandemic continues to present an evolving challenge. At Tresillian, we are seeing an unprecedented demand for our early parenting services with many new parents experiencing mental health issues such as depression and anxiety, due to stress and overwhelming feelings of isolation. In the last financial year, a record 83,125 contacts were made with Tresillian, many of these new mothers, extremely concerned about themselves and their baby contracting the virus and the effects

of vaccinations on breastfeeding.

To support families, Tresillian's services continued operating during the pandemic with innovative changes to modes of delivery to reduce interactions between staff and families and maximise safety. This meant quickly re-organising our traditional pathways to care, moving to self-referral where parents call our Parent's Help Line to be referred to an appropriate Tresillian service: reducing the number of clients attending our residential services in line with COVID-19 protocols and offering parents the choice of either face-to-face appointments or virtual consultations (Telehealth).

Telehealth has been a popular option, particularly in regional areas and virtual consultations have grown significantly over the last 12 months and complemented our face to face day services. During COVID-19 lockdown

periods, this has enabled parents to book video consultation appointments with a Tresillian nurse or allied health specialist using their computer, tablet or smartphone.

Virtual Parenting group programs facilitated by a Tresillian Nurse or Psychologist have connected many new parents from all over the state as they meet to discuss topics such as 'Getting to know your Baby', 'Dad's Groups', 'Supporting Sleep in Young Babies', 'Circle of Security' and 'Mindfulness and Postnatal Wellbeing'. Mother and baby regional Day Services totalled 13,062 including parenting groups and telehealth consultations.

Through collaboration and hard work, our team efficiently embraced change to meet the urgent needs of families with total residential admissions of parents and babies including the ACT and Macksville, exceeding 7,600 and Day Services in metropolitan Sydney over 21,400. I have never been more proud of the Tresillian staff than in the way they managed through the complexities and risks associated with the pandemic while continuing to deliver outstanding care to our families. My sincere thanks to all staff for your outstanding efforts during this difficult period.

### Advocacy

We were thrilled with several landmark announcements from the NSW State Government that will transform Tresillian by extending the reach of our specialist services.

In November 2020, the NSW Ministry of Health secured \$10.2M from the NSW Government over four years to fund Tresillian and Karitane to extend access to virtual residential parenting services for families throughout NSW. The new funding has ensured that during the COVID-19 pandemic that we have been able to provide tertiary residential services to our regional families virtually.

We are thrilled with the announcement of a \$12.2M package by the NSW State Government for Tresillian, focusing on supporting the health and emotional well-being of children and their families in regional areas.



L to R: Rosa Maidment RN and Nikki Williams, Nurse Unit Manager, Tresillian in Southern; The Hon. Bronnie Taylor, MLC, Minister for Mental Health, Regional Youth and Women; Ann Paton, Tresillian's Director of Marketing & Communications; Rob Mills, Tresillian's CEO and Margaret Bennett, CE, Southern NSW Local Health District, at the official Tresillian \$12.2M family funding package announcement.





On 17th June 2021 at Tresillian in Southern, Queanbeyan, The Hon. Bronnie Taylor MLC, Minister for Mental Health, Regional, Youth and Women, announced a \$12.2M package for Tresillian in the State Budget, focusing on supporting the health and emotional well-being of children and their families in regional areas. The funding will go towards six new Family Care Centres in Goulburn, Grafton, Muswellbrook, Cowra, Griffith and Armidale which will open later this year. In addition to the new Centres, the package includes four new Tresillian 2U Mobile Early Parenting Vans for Queanbeyan, Inverell, Tweed and Bathurst. The organisation will also receive ongoing funding for Tresillian's current mobile van on the Mid North Coast, where around 20% of families identify as Aboriginal and also funding to support the Tresillian Residential Unit in Macksville Hospital.

The new services will offer Centre-based and home-based consultations, telehealth support and group programs, and will be in addition to Tresillian's existing services in regional areas at Taree, Dubbo, Wagga Wagga, Lismore, Queanbeyan, Macksville, Coffs Harbour, Broken Hill, and also metropolitan Sydney, as well as the ACT and Wodonga in Victoria.

On 19th February, 2021 in partnership with the Mid North Coast Local Health District and NSW State Government, the Tresillian Residential Unit in Macksville was officially opened by The Hon. Melinda Pavey MP and The Hon. Bronnie Taylor MLC, Minister for Mental Health, Regional, Youth and Women, the first residential model of its kind in Australia. The service complements Tresillian's Day services on the Mid North Coast and it's already proving a vital addition to child and family health services on the mid north coast.

On 4th November, 2020 in Grafton, Mr Chris Gulaptis MP, Member for Clarence and Kevin Hogan MP Member for Page, opened the Child and Family Wellbeing Hub in Grafton as part of The First Days 2000 Project. This is a collaboration between Tresillian, Northern NSW LHD, the Healthy North Coast PHN and the Bulgarr Ngaru Medical Aboriginal Corporation.



Tresillian was awarded Certification as a Child Safe Organisation.

On 21st July, 2020 at Tresillian in Murrumbidgee, Wagga Wagga, the Deputy Premier and Minister for Regional NSW, Industry & Trade, The Hon. John Barilaro MP and The Hon. Bronnie Taylor MLC, Minister for Mental Health, Regional, Youth and Women officially opened a new Gidget House in the facility to provide perinatal mental health services to parents in the Murrumbidgee region.

In addition, The Hon. Bronnie Taylor MLC, Minister for Mental Health, Regional, Youth and Women, provided a grant to fund free access for parents to the SleepWellBaby App developed by Sleepfit in partnership with Tresillian as a means of providing extra support to new parents during the COVID-19 lockdown. The funding period commenced from April 2020 to October 2020 and again from July 2021 onwards. The SWB App has proven a highly effective tool in the early detection and intervention of maternal health concerns, including parental mental health. The uptake was extraordinary with 40,000 downloads recorded so far.

### Tresillian Wollstonecraft Capital Project

In line with Tresillian's 2021-2024 Strategic Priorities to 'Develop state of the art facilities and digital services for delivering excellent clinical care into the future', a Board decision was made to realise the potential of Tresillian Wollstonecraft as a 'Centre of Excellence

in promoting health and wellbeing in the first 2000 days of a child's life'.

A \$16.4M upgrade has been planned to the Centre located on the lower North Shore of Sydney at 25 Shirley Road, Wollstonecraft, where Tresillian has been operating since 1940. Safety, excellence in design and environmental sustainability are key features of the Masterplan that include a restoration of the existing historic building, (known as Carpenter House). The new facility will deliver specialist family-centred care and significantly increase Tresillian's service capacity. It will include a 14-bed Residential unit operating 7 days a week that will see 90% more families each year; extra Day Services and Education and Counselling Programs' and a rooftop Education and Conference Centre. Our 42 place Guthrie Early Learning Centre will remain on the premises during the construction and beyond.

The early works program for Carpenter House commenced in March 2021 and is due for completion in August 2021. The main building works program is scheduled to begin in October 2021 and be completed in March 2023. Thanks to prudent financial management, Tresillian has significant savings to put towards this project. However, we are also extremely grateful to have commitments from the NSW Government, generous donors, our supporters, and community partners. A capital appeal will be launched in late 2021 to raise a further \$5M dollars towards the project.

### Caring for our Staff

Our workforce located across 16 sites in NSW, the ACT and Victoria have almost all been affected by the extraordinary pressures brought on by the pandemic. Not only have they demonstrated a commitment to families reaching out for support, but also to each other. Many generously volunteered to be redeployed to vaccination hubs across Sydney Local Health District to assist the efforts by the NSW Government to increase vaccination rates. A range of new measures were implemented to support and protect every staff member and to promote health and wellbeing. Our thanks to companies such as Revlon, for their donation of lipsticks and Lindt Sprungli who made a \$3,500 donation of chocolates, to cheer on our staff teams in metropolitan Sydney.

Engaging and supporting staff and building a strong workplace culture remains a high priority. In September 2020, we conducted a Staff Experience & Culture Survey and we had a 71% response rate from staff. The results were very positive and demonstrated 59% of staff were engaged with a culture of ambition and 68% believe that Tresillian is a "truly great place to work".

(L to R): Rob Mills, CEO Tresillian, The Hon. Melinda Pavey MP, The Hon. Bronnie Taylor, MLC, Stewart Dowrick, CE MNCLHD at the Official opening of the Macksville Residential Unit.

In April 2021, Tresillian embarked on the first steps towards a Reconciliation Action Plan (RAP). Working with the Burbangana Group, which is a 100% Aboriginal owned, for-purpose company; the aim is to create a workplace that values and respects diversity and the culture of Aboriginal and Torres Strait Islander peoples. Our staff have embraced this initiative and we now have a core group of RAP representatives. In other staff initiatives, Tresillian was awarded Accreditation from White Ribbon Australia to create a safe workplace and eliminate violence against women. We were also delighted to be awarded Certification as a Child Safe Leader from the Child Abuse & Prevention Services (CAPS), with a commitment to championing the rights of children.

### Farewell Tresillian Live Advice

In December, 2020 we farewelled the Tresillian Live Advice Service. Established in 2006 as Messenger Mums, the service was the first of its kind anywhere in the world giving parents the opportunity to 'live chat' with a Tresillian Nurse about their parenting issue. Our thanks to the dedicated team of nurses

who worked on Live Advice, including Judy Tripodi, Lesley Shanley and Heather Johns. We also acknowledge the contribution of Johnson & Johnson who funded the service over thirteen years.

### New Tresillian Parenting Book

On 19th May, 2021 Tresillian launched a new Parenting Guide, titled 'The First Three Months, a Tresillian Guide to caring for your newborn baby', offering evidence based trusted information for parents with a baby aged from newborn to three months of age. This is the second published by ABC Bookstores (Harper Collins) and the fifth parents book launched in Tresillian's 103-year history. My special thanks to the author, infant mental health specialist, Fran Chavasse who developed the content from her 35 years' experience



Tresillian's new parenting guide.





The team from Tresillian 2U, finalists in the 2020 HESTA Team Excellence Award for Community Services.

in midwifery and Child and Family Health Nursing. She was supported by Nicola Brown, Director of the Education Professional Practice and Innovation Centre.

### Awards & Recognition

Once again, it was with great pride that we recognised outstanding members of staff at what was our first 'Virtual Team Building Day' event in December 2020. Team of the Year were staff on the Parent's Help Line who showed they were highly adaptable, capably implementing the new self-referral model during COVID-19. Employee of the Year was Susan Mayall, Informatics Manager, recognised for supporting the IT needs of our 300 plus strong workforce and Glenda Goodwin, Nurse Unit Manager at Tresillian Canterbury Residential Unit who was voted Manager of the Year, recognised for inspiring her team with a hardworking attitude.

We were delighted to be finalists in the 2020 HESTA Team Excellence Award for Community Services. Congratulations to the Tresillian 2U team who are based on the Mid North Coast of NSW in partnership with the Mid North Coast Local Health District. They had earlier won a major award at the Mid North Coast Local Health District's 'Delivering Integrated Care' Awards for 'Reaching Families in Their Communities'.

Director, Jaclyn Stewart and the staff at Guthrie Early Learning Centre, Wollstonecraft also took out several awards during the year. They won the North Sydney Council's, Most Beautiful Children's Garden category. The Centre was also successful in receiving a grant for \$10K from the Department of Education for resources on Aboriginal



New Tresillian Ambassador, Yvonne Weldon with Tresillian CEO, Robert Mills.



Tresillian Nurse, Kimberley Lyes (left) receiving her award from Professor Bryanne Barnett AM from Gidget Foundation Australia.

culture and won two a Quality Learning Environments Grant and Community Grant totalling \$21K.

We were thrilled for Kimberly Lyes RN who was the successful applicant for the Gidget Foundation Australia

Annual Tresillian Scholarship enabling a Tresillian Nurse to study a Course in mental health.

### Ambassadors

Our special thanks to Tresillian Ambassador, Erin Molan for her continued support throughout the year. In March we appointed a second Ambassador, Yvonne Weldon. Yvonne is a proud Wiradjuri woman and the current elected Chairperson of the Metropolitan Local Aboriginal Land Council with a strong passion for bringing about positive change for Aboriginal people. We are delighted to welcome her to Tresillian.

### Acknowledgements

Part of this financial year (July to December) was the 2020 International Year of the Nurse & Midwife, an opportunity to acknowledge the outstanding efforts of our nurses and midwives who work with often weary parents and fractious babies every day. My thanks also to our medical specialists, allied health staff, corporate and administration staff. Your professionalism and dedication have enhanced the wellbeing of parents and changed lives for the better.

To the Directors of the Tresillian Board, I would like to take this opportunity to thank you for your tireless efforts and valued contribution.

Partnerships are fundamental to the success of any organisation in pursuing the highest standards of clinical care. Our thanks to Dr Teresa Anderson AM, the Executive and Board of Sydney Local Health District, and the Chief Executives of Local Health Districts where Tresillian Centres are located. Your support has enabled Tresillian to deliver the best clinical outcomes for families.

To our team of volunteers who nurture and support families and staff in our North Shore Centres; to the Friends of Tresillian who are led by the amazing Paula Screnci and who also generously give up their time to assist with our fundraising efforts; our valued sponsors; partners; and donors, thank you.

Robert Mills, CEO

**In the last year, 83,125 contacts were made with Tresillian.**

**'Many new mothers and fathers are extremely concerned about themselves and their baby contracting the virus and the effects of vaccinations'**





# STRATEGIC PLAN

2021 - 2024

OUR VISION  
OUR FUTURE



**Enhance our focus on perinatal & infant mental health by strengthening the social and emotional wellbeing of families.**

**Increase focus on perinatal & infant mental health**

- Identify and deliver new initiatives addressing parent and infant relationship based mental health services that support the social and emotional wellbeing of families with vulnerabilities.

**Expand services to meet the needs of the child and family in diverse cultural communities and geographic locations.**

**Grow partnerships**

- Drive partnership and fundraising opportunities that provide financial support for the expanded delivery of Tresillian services
- Investigate a range of growth opportunities and partnerships to increase our reach and capability
- Extend research partnerships and collaboration

**Increase our reach and capability**

- Enhance service delivery to address gaps with key identified populations including:
  - populations with intermediate and high clinical risk regional locations
  - Aboriginal and Torres Strait Islander populations
  - CALD communities
- Embed research into all service delivery, and publish the results

**Build new facilities and a new digital pathway**

**Develop state of the art facilities and digital services for delivering excellent clinical care into the future.**

**Shape future-focussed infrastructure and services**

- Realise the potential of the Wollstonecraft Centre of Excellence in promoting health & wellbeing in the first 2000 days of a child's life
- Identify opportunities for investment in infrastructure to support Tresillian's strategic objectives
- Scope and expand the breadth of the 'digital path' with appropriate new initiatives that address identified gaps
- Develop Learning management systems for staff training and external providers (External education platforms and training modules)



# How Tresillian Supports Families

## OUR SERVICES

**Tresillian provides primary, secondary and tertiary child and family health support services to families with a child aged up to 36 months.**

### Primary Services

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

These include:

The **Tresillian Parent's Help Line** operates 7 days a week from 7am to 11pm where parents can 'Self refer' to a service or ask advice on their baby. Calls are answered by a Tresillian Nurse. (FREECALL: 1300 272 736)

The **Tresillian website** [www.tresillian.org.au](http://www.tresillian.org.au)

**Tresillian social media channels** on Facebook, Instagram and YouTube.

The **SleepWellBaby App** - provides broad parenting support for families with newborns through to children aged up to 5 years.

### Tertiary & Secondary Level Services

These services are based in Tresillian Centres and require a referral. Parents can either visit a health professional for a referral or 'self-refer' by calling Tresillian's Parent's Help Line and discussing their concerns with a Tresillian Nurse.

### Day Services

During COVID-19 Tresillian has continued to deliver a combination of face-to-face Centre based appointments, Telehealth individual consultations and parenting groups, facilitated by Tresillian Nurses and Psychologists/Social Workers. For new parents struggling with feelings of isolation during the pandemic, it's meant they have been able to seek practical advice on their baby, from the safety and comfort of their own home. Day Services are free of charge.

### Residential Inpatient Services

Tresillian's Residential 4-night/5-day inpatient services are available to families across NSW experiencing significant parenting challenges that require intensive intervention. In most cases, parents have usually had a Day Service before admission to Residential. Costs covered by Medicare or the family's private Health Fund. Psychology support is available.

### Tresillian Family Care Centre locations:

**METROPOLITAN SYDNEY, NSW:**  
Tresillian has 4 Family Care Centres in the Sydney metropolitan area:

**Canterbury & Nepean**  
7-Days Residential Inpatient Services  
Mon-Fri Day Services

**Willoughby**  
Mon-Fri Residential Inpatient Services

**Wollstonecraft**  
Mon-Fri Day Services

A total of 86 Beds are located across metropolitan Sydney.

**QEII in ACT**  
7-Days Residential Inpatient Services  
26 Beds

### REGIONAL SERVICES:

Day Services operate Mon-Friday and are located at Broken Hill, Coffs Harbour, Dubbo, Grafton, Lismore, Queanbeyan, Taree and Wagga Wagga.

Satellite Services at Cooma, Woolgoolga, Grafton, Bulahdelah, Cootamundra, and Coonamble.

**Macksville**  
Mon-Fri Residential Inpatient Services  
8-beds  
Opened in February, 2021

**The Tresillian 2U Mobile Van** operates Mon-Fri servicing families in more remote communities on the Mid-North Coast of New South Wales (Wauchope, Kempsey, Macksville, Bowraville).

In Victoria, the **Tresillian Parents & Babies Day Service** is located at Albury Wodonga.

### Specialist Programs

**Telehealth Virtual Consultations/Parent Groups** – Many parents have reached out to Tresillian for help during the COVID-19 pandemic, expressing feelings of isolation and anxiety. Tresillian's Virtual Telehealth program was expanded and is available free of charge to families across NSW and the ACT.

**Extended Home Visiting** – Provides intensive support for families with vulnerabilities impacting their parenting capacity.

**Tresillian's Professional Practice and Innovation Centre (PPIC)** has continued to provide a range of professional development initiatives to build the capacity of Tresillian's internal staff team along with delivering Virtual e-learning Courses to health professionals working in child and family health services.

**Guthrie Early Learning Centre** based at Tresillian Wollstonecraft and operated by Tresillian, is a long day care Centre with capacity for 42 children aged under 6 years.





# Spotlight

## THE TRESILLIAN WOLLSTONECRAFT PROJECT

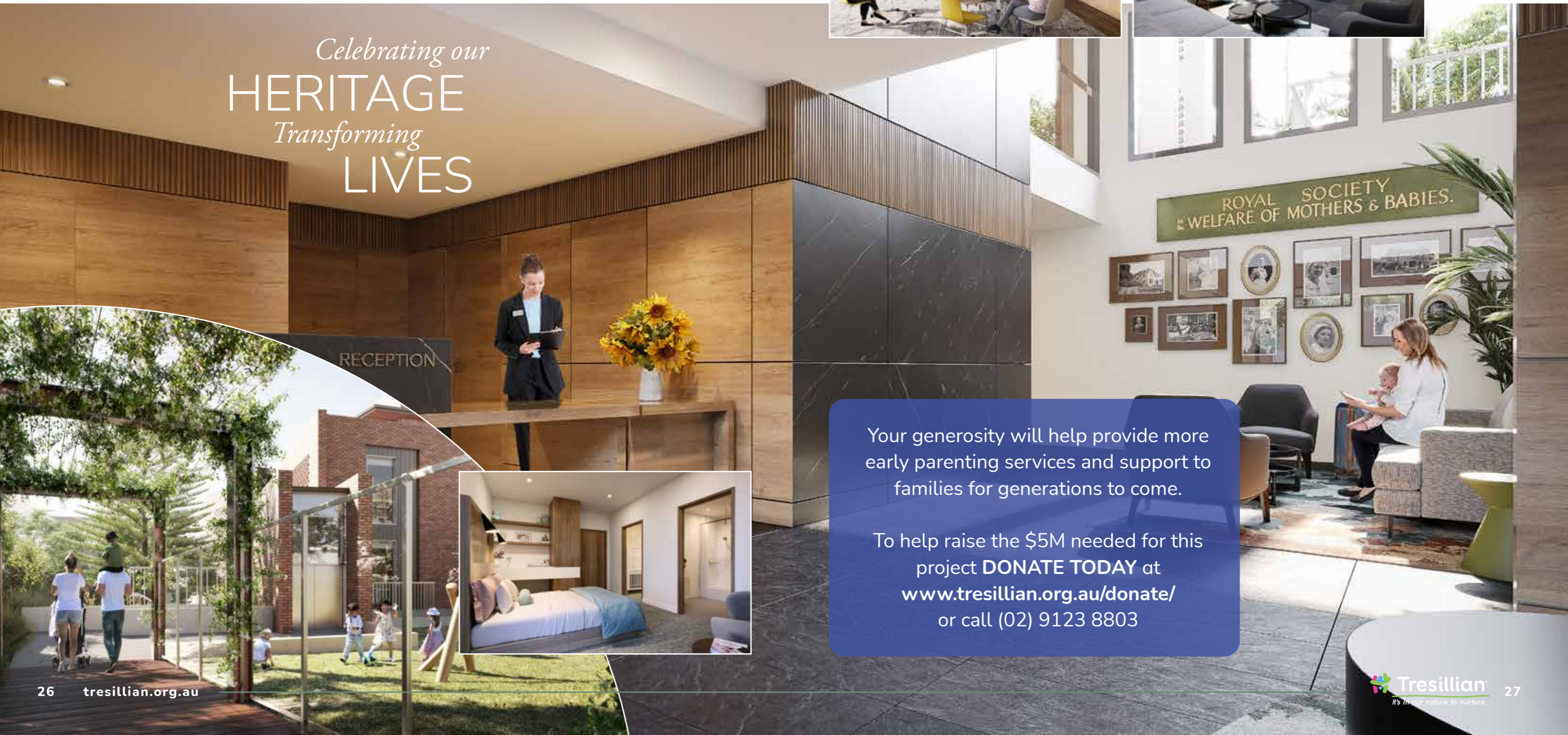
The redevelopment of Tresillian's Wollstonecraft Family Care Centre will mark a new era in the delivery of quality care, education, advice and support for parents, their babies and toddlers. Tresillian has appointed the builders, HPAC to undertake renovations to historic Carpenter House and construct a new building at the rear to accommodate a 14-bed in-patient facility, operating 7-days a week with expanded day services, education and counselling services.

### More Services, More Support

The \$16.4M transformation is expected to be completed by early 2023. Once complete, it will enable thousands more families throughout New South Wales to access Tresillian's valuable early parenting support services on issues relating to an unsettled baby, feeding, nutrition and perinatal mental health.



*Celebrating our*  
**HERITAGE**  
*Transforming*  
**LIVES**



ROYAL SOCIETY  
& WELFARE OF MOTHERS & BABIES.

Your generosity will help provide more early parenting services and support to families for generations to come.

To help raise the \$5M needed for this project **DONATE TODAY** at [www.tresillian.org.au/donate/](http://www.tresillian.org.au/donate/) or call (02) 9123 8803



## Report from the Executive Director

# CLINICAL SERVICES

**Jenny Smit**

BSc(Nursing); M Public Health; M Business&Technology; M Forensic Mental Health

I finished last year's report talking about the pandemic and start this year's report still talking about the pandemic! Our resilience and resolve has been tested and is still being tested and all the time we continue to evolve and to refine and to innovate while still providing essential services.

Every service has been 'pandemic disrupted'. The Parent's Help Line team is now both a universal and a specialist service as they move seamlessly between telephone and telehealth coaching services for the SleepWellBaby app and the Medibank Baby Sleep Support Line; as well as support families attending Tresillian programs.

All our services: residential, day, early education (Guthrie) and peer support (MyTime) evolved in line with the Clinical Excellence Commission Infection Prevention and Control advice for Red Alert, then Amber Alert, then Amber Alert With Masks then Green Alert and then again Red Alert; and all the while doing what we do so well and so courageously and so compassionately. Residential and Guthrie service delivery continued face to face but day services and MyTime groups provided services face to face for as long as the pandemic conditions allowed before some of them converted seamlessly to telehealth, staying as busy as ever.

The allied health team have never been more in demand for psychological support and intervention, noting an increase in families with additional vulnerabilities requiring referral to Mental Health Access Line. They too modified their services during this time providing telehealth for the outpatient based clients and face to face support for the residential clients. Their therapeutic groups remained well subscribed which were also provided face to face for as long as the pandemic conditions allowed before converting to virtual mode.

We've done a lot to refine our services but in particular, to help parents set



Joyce Leong, Tresillian's Director of Medical Services with a family at Tresillian Canterbury.

realistic and achievable goals, we've implemented the well validated Goal Attainment Score that has a wonderful synergy with enhancing positive outcomes as measured by the Me As A Parent tool for day services; and the NCAST Parent Child Interaction Scales for residential services. Fundamental to this is the accurate and well-crafted documentation of progress and discharge summaries which underwent a comprehensive overhaul to generate the Comprehensive Care Planning Guide for nurses and midwives; and the allied health clinical documentation: User Guide PowerNotes, the latter being adapted from the Australian Psychology Society Documentation Template (used by psychologists and accredited mental health social workers and released in 2020).



Every service has been 'pandemic disrupted'.

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The innovation gong goes to the development of the Parent Infant Early Childhood Mental Health® (PIEC-MH®) Service Model based on the findings of 38 mothers and 3 fathers living with mild to intermediate mental illness as part of a pilot from February 2020 to December 2020. It included co-design with randomly selected families that had engaged with the allied health team. This was underpinned by training for the whole Allied Health team and the Clinical Nurse Consultants in My Early Relational Trauma Informed Learning (MERTIL) which is a program for trauma informed practice; and the implementation of the validated Post Natal Risk Questionnaire as the preferred psycho-social risk screening tool for all nursing and midwifery staff. Next step is to establish a Clinical Governance Unit under the leadership of a Staff Specialist Psychiatrist to further develop this service.

To usher out a remarkable year, we were awarded \$12.2 million in June to establish six new Tresillian Regional Family Care Centres and four additional Tresillian2U mobile services in the next 2 years. This will take our hearts and minds for the next year!

None of this is achievable without a truly vocational workforce who demonstrate

at every encounter their infinite passion and compassion for this work. I'll finish off with a couple of tributes that demonstrate how important our work is and how well we do it:

*'As a first time mum (FTM), I found the first few months the hardest. I finally reached out to my GP who recommended getting in contact with Tresillian when bub was around 8 weeks old. I got in after the Christmas break and attended the Day service and was referred to the Residential stay. Tresillian helped me learn to settle my baby (as a FTM I had no idea how to do this!). They also helped me set up a feeding schedule (due to babies weight). The plan we set up worked great until bub was around 6 months old. I called Tresillian's Help Line and was referred for another Residential stay. We worked with the nurses to implement a new schedule and I saw a psychologist who referred me on to a psychiatrist. Since attending a second time I have used the Parent's Help Line many times and have been able to work with the amazing nurses over the phone to make changes to my schedule. I really appreciate all the help and support that Tresillian has given me and I honestly do not believe I would have cope without their support. Thank you.'*

### TRIBUTE Dr Michael Haifer

We were deeply saddened to learn of the passing of Dr Michael Haifer on 2nd March, 2021. Respected by all here at Tresillian as a champion for children and families, Mike will be remembered as a clever, hardworking, compassionate and skilled paediatrician, deeply loyal to Tresillian during his amazing thirty three years' service and could always be relied on to go the extra mile. He was regarded as a friend, a mentor, a loving family man, and an all-round good guy! He is sorely missed. Our thoughts and prayers are with his family.



*Pictured is Dr Haifer (Centre) accepting the Tresillian 30 Years Service Award with President, Dr Nick Kowalenko (Left) and CEO Robert Mills (right).*



#### And for Guthrie:

*Ambrose refers to my Guthrie and that's the way it's always been for him. He took his first-ever steps at Guthrie that day after his first birthday – I was taking too long to fold up the pram on the balcony, and he couldn't wait to get through the*

*door of the Bilbies Room so he could see everyone. If one of our biggest roles as parents is to enable our children to feel secure, to explore the world independently and to stay connected, then we've felt that Guthrie has been such a large part of that with us.*



### TRIBUTE Tresillian Nurse Pam McLennan

The much-loved Pam McLennan, sadly passed away in June after a long illness. Pam joined Tresillian in the early 1970's as a student nurse, working her way to Nurse Unit Manager at Tresillian Petersham and Canterbury, spending her final years in Centralised Intake before retirement in 2016. Pam will be remembered for her kindness, her gentle nature, and willingness to help others and will be sadly missed.

#### And from me to my brainstrust:

Over these last seven years we've come to know one another very well; well enough to be delighted (mostly), inspired (always) and grateful (usually) that together we are so much more than our individual parts. Thank you!!

*Mother's Group at Tresillian in Western, Dubbo.*





# Report on GOVERNANCE RISK & PERFORMANCE

Executive Director, Marie Dickinson

The last financial year saw several staffing changes within the portfolio; Janelle Daley returned to Nepean Residential following the completion of her Quality Manager secondment, Kylie Choi extended her Manager secondment until being successfully recruited to the position of Nurse Unit Manager at Wollstonecraft Day services. Rebecca Love, the Clinical Officer, Nepean Residential unit, was successfully recruited to the position of Governance Risk and Business Enterprise Support Manager in April 2021 following a secondment.

## QEII Accreditation

Tresillian QEII underwent its first assessment with the Australian Council on Healthcare Standards (ACHS) against the National Safety and Quality Standards 2nd edition on May 5 and 6. As a result, Tresillian was awarded three years ongoing Accreditation.

## White Ribbon Accreditation

Tresillian was awarded three years Accreditation by Communicare, recognising Tresillian's commitment to reducing violence against women.

## Child Safe Organisation Accreditation

Tresillian achieved Certification as a 'Child Safe Leader' in December 2020. The development of a new policy on Safe Child standards and a commitment statement signed by all staff were some of the changes to support this achievement.

## Tresillian Accreditation Delay and Reschedule

Tresillian was to undergo Accreditation under the National Safety and Quality Health Service Standards 2nd edition

in November 2020. However, due to deferment processes implemented by the Australian Commission in Safety and Quality in Health Care in response to the COVID-19 pandemic, this will now take place in November 2021.

## COVID-19 Screening Application (Visitor Management System)

Tresillian rolled out a COVID-19 online screening application for staff, clients, visitors and contractors to automate the screening process for COVID-19. This application includes a direct link to the NSW Health webpage with the most up to date locations and screening/isolation requirements. Post COVID-19, Tresillian will use this system to record and monitor visitors and contractors attending Tresillian Centres.

## Reconciliation Action Plan (RAP) Development

Tresillian submitted a draft RAP to Reconciliation Australia for review, and we are currently awaiting feedback. Tresillian's Reconciliation journey with a Reflect RAP provides opportunities for Tresillian to contribute to the achievement of targets set by the National Agreement on Closing the Gap that impacts life outcomes for Aboriginal and Torres Strait Islander people.

## Staff Experience Survey

Tresillian, in association with Best Practice Analytics, conducted a Staff Experience Survey in September 2020, which was available to all staff, including QEII and medical staff. The response was good, with 71% of staff completing the survey. The results identify that Tresillian is in an "Ambition" culture, with overall results increasing from its 2018 survey base. Tresillian saw a Net Promoter Score of 58.9, significantly higher than

the Health and Community score of 31.6.

## ims+ implementation

Tresillian, as part of Sydney Local Health District, transitioned to the new statewide incident management system ims+ on 16th November 2020. This transition allowed Tresillian to have visibility across all its NSW services for incident management and staff to undertake training in the new reporting platform.

## Health Information

The Health Information Service progressed a large body of work in anticipation of Sydney Metropolitan and Lismore's move to Activity Based Funding (ABF). A full review of the Outpatient clinic setup, including the various appointment types captured in the e-Scheduler, was undertaken to ensure that data reported accurately reflect services delivered. Whilst Tresillian has remained block-funded for the 2021/22 financial year, the project enables patient-level detail to be submitted to NSW Health and sets us up for a potential future move to ABF. Other projects that the Health Information team have contributed to over the past year include:

- Establishing health information requirements for the new Residential inpatient Unit at Tresillian in Macksville, including remote coding from the Sydney offices.
- Ongoing privacy and medicolegal training, education, and guidance for all staff, specifically in the areas of child protection, documentation, and confidentiality.
- Participation in Accreditation at our QEII Centre.

- Re-designing clinical forms to allow optimal data capture and to align with National Standards.

## Incidents and Complaints

There was a decrease in reported incidents for the 2020/21 year of 9.8% compared with 2019/20. The incident rate dropped 5.4% over the same period. The complaint rate has remained steady over the last few years, with staff actively managing client concerns or suggestions at the point of generation.

## Client Satisfaction

Client satisfaction remains high across all areas of the service. Tresillian reported overall satisfaction rates of 92.2% (July 2020 - June 2021), an increase in satisfaction from the previous year. Residential services reported overall satisfaction rates of 89.8%, also an increase on the prior year. Day Services clients said high satisfaction levels for the same period, reporting overall satisfaction rates of 94%, a slight increase on the prior year. Tresillian's regional services satisfaction rates remained high, with a rating of 97.1%.

## Education Professional Practice and Innovation Centre (EPPIC)

### Director, Nicola Brown

Throughout the COVID-19 pandemic, Tresillian's education team continued developing and delivering a range of evidence-based education programs in child and family health. The pandemic has meant significant changes to the way we work, particularly video conference technology to deliver as close to a face-to-face learning experience as possible.

The Nurse Educators (Natalie Cameron,

Cath Cotter, Mary McDonald, Kelly Stone, and Janice Wright) are to be commended for continuing to meet the clinical learning needs of new and existing Tresillian colleagues throughout this time. This included additional training in hand hygiene, infection control and the donning and doffing of masks – not the traditional forte of child and family health nurse educators! And for taking on the challenge of teaching online, often with little notice and training.

The team celebrated several achievements during the last year, including:

- A successful tender for delivering the Sustaining NSW Families Advanced Nurse Practice (ANP) Course. This course was developed and delivered by Tresillian since its inception in 2012. A record number of participants will be graduating in July 2021.
- The publication and launch of The First Three Months – a book for parents on caring for their infants, primarily authored by Fran Chavasse, Senior Nurse Educator.
- Tresillian's first virtual Team Building Day in December 2020
- Continued education and training support to our partners in China via video conference
- Planning for a joint virtual Perinatal Mental Health Conference in partnership with the Australasian Marce Society and RANZCOG scheduled for the 9th & 10th September 2021.
- In March 2022, Tresillian will welcome two newly qualified

registered nurses into a pilot GradStart program. The team looks forward to planning for this program's education, training, and assessment aspects in collaboration with other stakeholders at Tresillian.

In staff news, we farewelled Tina Hourigan in November 2020. Tina held the position of Nurse Educator for the Adult Nurse Practitioner (ANP) Course for three years and made a significant contribution to the new Sustaining NSW Families staff program. Congratulations to Kelly Stone on her appointment to the Nurse Educator (ANP) role in May 2021.

## Research

At the end of 2020-21, Tresillian had 14 research projects underway or nearing completion. This program of work has been supported by Research Manager Dr Jessica Appleton under the watchful brief of Professor Cathrine Fowler until her retirement in March 2021 – we wish her well in retirement.

Tresillian currently has two major research projects in progress:

The first is an evaluation of the Sleep Well Baby App and the second is a multiphase study looking at the establishment and effectiveness of the provision of a level 2 child and family health service in regional NSW. This commenced with ethics approval being obtained in February 2021.

Tresillian currently has five staff who are undertaking their PhD, which is adding to the collective research capacity within the service.

**Nicola Brown (Director EPPIC)** will submit her PhD for examination in July 2021, a multi-method project exploring



**Emeritus Professor Cathrine Fowler**  
**Retired February, 2021**

Our congratulations to Cathrine Fowler, who was recently endorsed as an Emeritus Professor for her significant contribution to child and family health, through her work in nursing and midwifery education and research, both in Australia and internationally. This wonderful acknowledgement is a testament to Professor Fowler's contribution to improving the lives of young children and their families. Professor Fowler's contributions to child and family health nursing are extensive and demonstrative of a commitment to improving the health and well-being of families and children. We wish Professor Fowler well in retirement.

family-based interventions for a smoke-free home, in the context of early parenting services. Outcomes to date for this study include four publications in quartile one journals.

**Fran Chavasse** (Senior Nurse Educator) continues work on her PhD, which is to examine how adult attachment state-of-mind, benefits or hinders the therapeutic alliance. Fran is planning to submit her thesis on the attachment styles of parents and nurses in late 2021.

**Judy Kotowski** (Registered Nurse) will explore, describe and understand the interactions and experiences of the parent/caregiver and infant when bottle-feeding, as well as nurses' educational requirements on the act of bottle-feeding. This study will use a mixed method approach.

**Deborah Stockton** (Director Clinical Service Integration) is studying an exploration of the extent to which existing metropolitan Level 2 Child and Family health service (CFH) models can be implemented in diverse settings. The study engages consumers and clinicians and other key service stakeholders including referral agencies and Non-Government Organisations (NGOs), to identify adaptations required to metropolitan service models in order

to contextualise the service model and meet the needs of local communities.

**Marie Dickinson** (Executive Director Governance & Risk) is using a mixed method study to examine how the responsibility for quality is operationalised within a local health district, aiming to identify reasons why clinical staff may not engage in quality improvement to the degree expected or required by health service organisations.

**Work Health & Safety**

The implementation risk matrix as outlined in the COVID-19 Infection Prevention and Control Response and Escalation Framework for Green (low risk) Amber (moderate risk) and Red (high risk). The alert phases recommend varying advice including mask and eye protection, visitor access and universal precautions such as handwashing, cough etiquette and physical distancing.

**COVID-19 Staff & Visitor Screening**

To ensure the safety and wellbeing of staff and families attending Tresillian during the pandemic, questions continued to be reviewed regularly for all staff and clients at the time of:

- booking appointments
- confirmation of appointments
- and attendance at the Centre

Initially, hand-held infra-red thermometers were deployed, which were subsequently replaced by wall or tripod-mounted thermometers at all locations. In addition, perspex barriers were installed in all reception areas to protect staff from anyone sneezing or coughing.

**Publications and Conference Presentations**

**Research**

Bailey S, Hutchinson M, Stockton D. & Cormick J, *Tresillian 2U - The early years parenting service longitudinal study* (PhD)

Bennett E, Fowler C, Kohlhoff J & Munns A *Enhancing access to parenting services through the use of technology supported practices* [AAPCH research]

Brown N, DiGiamcomo M, Luckett T, & Davidson P. *Family Based interventions for a smoke-free home.* (PhD)

Chavasse F, Fowler C, Dawson A & Mclean L, *How is the working alliance affected by the attachment state of mind of a mother and the child and family health nurse assigned to her care?* (PhD)

Dickinson M, Duffield C, Travaglia J & Bichel-Fintlay J. *Acceptability and Responsibility for Quality in Healthcare.* (PhD)

Fowler C, Smit J, Brown N & Anderson M, *Parent Child Interaction Assessment Implementation Study.*

Kotowski J, Fowler C & Orr F, *The infant feeding Modality of bottle-feeding* (PhD).

LaTouche L, Smit J, Fowler C, Booker M & Anderson M, *Evaluation of a post-natal depression therapy group intervention and sequential Circle of Security group program*

Simpson M, Dahlan H, Schmied V, Dickson C & Fowler C, *Understanding the development of post-traumatic stress disorder following childbirth and its impact on women who access residential and day parenting services in NSW.* (PhD)

Stockton D, Travaglia J, Fowler C & Debono D, *An exploration of the extent to which existing metropolitan Level 2 child and family health service models can be implemented in diverse settings* (PhD)

Stockton D, Dickinson M, Appleton, J, Travaglia J, Debono D: *Tresillian Regional Family Care Centres: Building Stronger Families and Communities.*

Appleton, J, Denney-Wilson, E, Reilly, N, Elliot, D, Taki, S, Mills, R, Stockton, D, Webster, M, McGregor, A & Butt, D *Evaluation of the Tresillian SleepWellBaby (SWB) app for impact, acceptability and efficacy of screening, digital support and stepped-care*

Fowler C, Elliot D, Crome E, Anderson M & Clerke T, *Informing and validating a user-friendly assessment for a digital program to improve sleep outcomes for infants and young children.*

Russell, C, Fowler, C, Appleton, J, Rossiter, C, Denney-Wilson, E, & Jansen, E *Does parental sensitivity to infant cues relate to maternal responsiveness in feeding, infant eating behaviour and infant weight?*

**Publications**

Brown N, Luckett T, Davidson PM, DiGiamcomo M. 'Stretched thin with little children' – smoking perceptions and experiences of families seeking help with parenting. *Journal of Child Health Care.* October 2020. doi:10.1177/1367493520967834

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Dickinson M, Duffield C, Bichel-Findlay J, Travaglia J *Clinician Engagement in Quality: A Literature Review.* *Qual Manag Health Care.* 2021 Jan/Mar 01;30(1):36-45. doi: 10.1097/QMH.0000000000000287. PMID: 33306654.

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Fowler C, Rossiter C, Power T, Dawson A, Jackson D & Roche A (2021) Maternal incarceration: impact on parent-child relationships. *Journal of Child Health Care* https://doi.org/10.1177/13674935211000882

Fowler C & Brown N (2020) Engaging nurses in the research process: an action research project. *Australian Journal of Child and Family Health Nursing*, 17(2): 6-12.

Geia L, Baird K, Bail K, Barclay L, Bennett J et al 2020 A unified call to action from Australian nursing and midwifery leaders; ensuring that Black Lives Matter. *Contemporary Nurse* https://doi.org/10.1080/10376178.2020.1809107

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Kotowski J, Fowler C & Orr F (2021) Bottle-feeding, a neglected area of learning and support for nurses working in child health: an exploratory qualitative study. *Journal of Child Health Care* [accepted for publication].

Ngaya-an F, De Torres R, Tejero L & Fowler C (2021) An integrative review of home visiting programs for mothers and infants. *Philippine Journal of Nursing* DOI: https://doi.org/10.47895/amp.v43i2.2536.

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Sims D, Fowler C, Xu F & Catling C (2020) Hospital Admission for Mental Illness: Comparing Women Who Gave Birth in a Private Hospital and a Public Hospital. *Australian and New Zealand Journal of Obstetrics and Gynaecology* Vol 61, Issue 2 doi. org/10.1111/ajo.13269

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*Tresillian's Education programs for health professionals continued throughout the year with a mix of telehealth and face to face seminars, depending on COVID-19 restrictions.*

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**Conference Presentations**

*Reducing Stigma: An Integrated Family Friendly Model for Rural Communities:* pre-recorded presentation for the Australian Rural and Remote Mental Health Symposium. Debbie Stockton and Ann DeBelin October 2020.

*Mental health care: integrating Policy to clinical practice: A perinatal and infant lens* SLHD CFHN seminar June 2020

*The use of Mindful Self-Regulation Strategies & Grounding tools for Nurses in uncertain Times* NSW State Family Care Cottage Annual Seminar November 2020

*Perinatal Mental Health in times of COVID-19* Murray PHN evening seminar for regional GP November 2020

*Parent, Infant Early Childhood Mental Health (PIECH-MH): A Clinical Redesign Response and pilot project* SLHD Nursing & Midwifery Symposium to celebrate international nurses day May 2021

*The COSP Program through a lens of Autism Spectrum Disorder and Trauma*, World Association for Infant Mental Health, World Congress, Susanna Lawrence 2021

*Creating Stories in Infant Mental Health: Research, Recovery and Regeneration*, World Association for Infant Mental Health, World Congress, Lynne Ryan & Lisiane Latouche 2021



# Executive TEAM

## Associate Professor Robert Mills

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

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

## Associate Professor Jenny Smit

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

Jenny has a Science degree in nursing and midwifery and has worked in Africa and Britain and then Australia from 1981. Her vocational joy in nursing and midwifery has spanned 40 years in the public health and early childhood education systems; scaffolded by a Master Public Health; Master Business and Technology; and Master Forensic Mental Health. She is currently an Associate Professor of Industry with UTS. Underpinned by more than 20 years in senior management roles, for the last seven years she has been responsible for the planning and development needs of the nursing, medical, social work, psychology and childcare services at Tresillian; and considers this to be the best job yet.

## Jeffrey Taylor

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

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

## Marie Dickinson

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

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

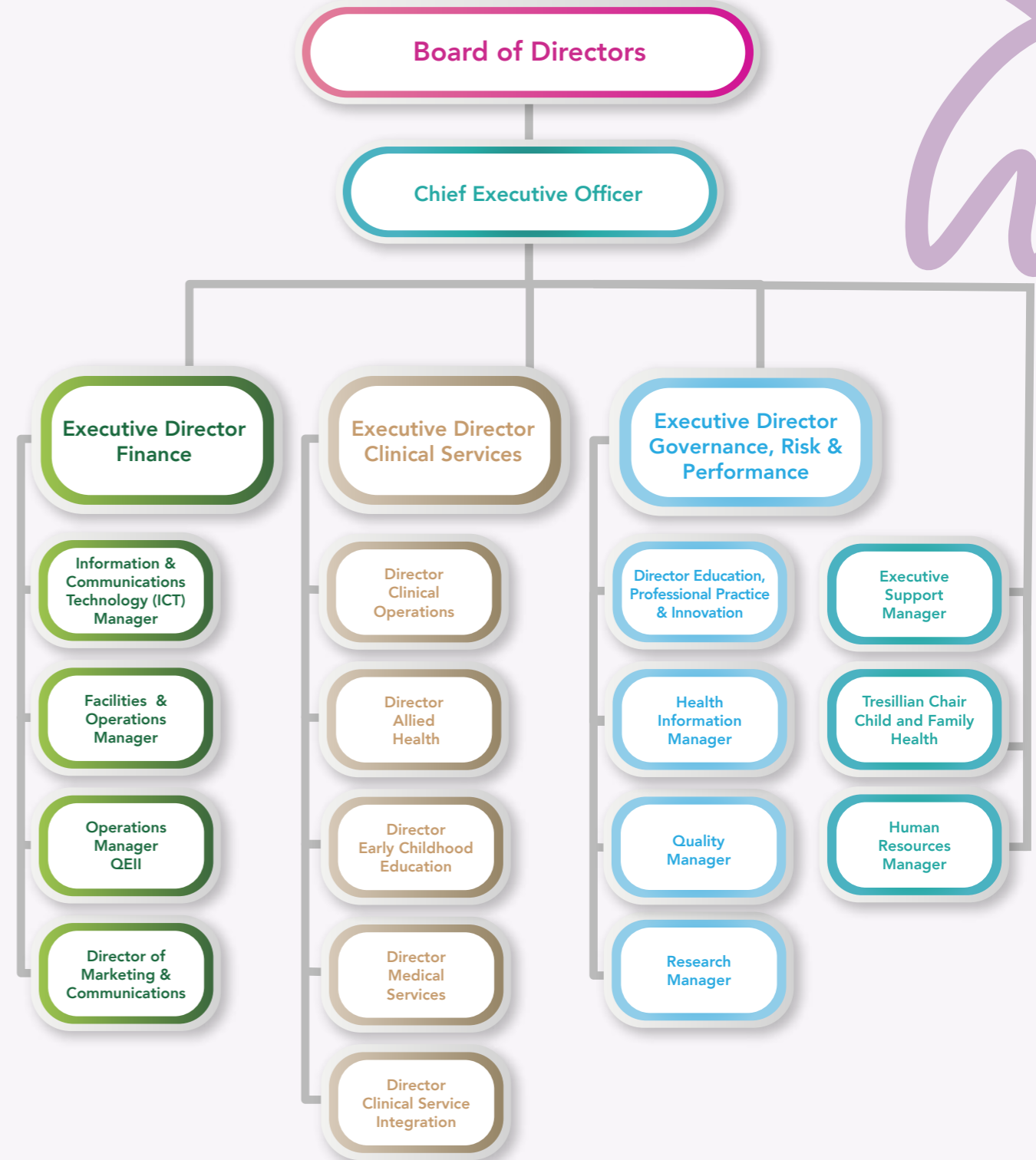


Robert Mills

Marie Dickinson

Jenny Smit

Jeffrey Taylor





# Tresillian BOARD



**Tresillian President  
Dr Nick Kowalenko**

MB, BS, FRANZP, MAICD

Board Director since 2003

Elected Vice-President:  
2009-2013

Elected President: 2013-current

Member: Tresillian Governance,  
Audit & Risk Committee  
2014-current

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



**Tresillian Vice President  
Natalie Boyd**

BA (Mass Comm)

Board Director since 2006

Elected Vice-President:  
2015-current

Chair: Tresillian Marketing,  
Advocacy & Fundraising  
Committee 2018-current

Chair: Tresillian Strategy &  
Performance Committee  
2014-2018

Member: Tresillian Marketing,  
Advocacy & Fundraising  
Committee 2006-2018

Natalie Boyd is a management consultant working across a range of sectors and geographies. Before establishing her own business, Natalie was the Managing Partner in a leading Australian consultancy. With more than 20 years' experience, Natalie is a respected specialist in communications and engagement, with clients including commercial and government entities. Natalie is passionate about building resilience in individuals, families and communities and keenly supports Tresillian to make a significant contribution to thousands of Australian families every day through its range of services. As well as contributing to the Tresillian Board, Natalie has chaired the Strategy & Performance Committee. Natalie is also current Chair of the Marketing, Advocacy & Fundraising Committee, and Board representative to the Willoughby and Wollstonecraft Redevelopment projects.



**Peter Quinn**

B.Bus CA, ACIM, FAICD, CFP

Board Director since 2008

Chair: Tresillian Finance, Audit  
& Performance Committee  
2008-current

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. Peter is a qualified chartered accountant and a specialist financial adviser. With more than 30 years experience Peter is considered an expert in a number of areas including Business Management, Asset Management and Strategic Advice. As well as contributing to the Tresillian Board, Peter is also the Chair of the Finance, Audit and Performance Committee. Peter is committed to ensuring young families are aware of the help that organisations such as Tresillian, can provide to young families.



**Susan Redden Makatoa**

BA (Communications), FPRIA,  
GAICD

Board Director: 2008-2021  
(resigned February 2021)

Chair: Tresillian Marketing,  
Advocacy & Fundraising  
Committee 2015-2018

Member: Tresillian Marketing,  
Advocacy & Fundraising  
Committee 2018-2021

Member: Tresillian Marketing,  
Advocacy & Fundraising  
Committee 2010-2015

Member: Tresillian Quality  
Review Committee 2009-2013

Susan Redden Makatoa is one of Australia's leading corporate communications professionals. A Fellow of the Public Relations Institute of Australia, she is Group Managing Director for Edelman Australia and leads the corporate, public affairs and healthcare practices. She has worked as an executive headhunter and in leadership positions for Ogilvy PR, and SenateSHJ, delivering strategies encompassing advocacy, corporate, crisis and employee engagement for government and leading brands. A public speaker on corporate reputation and women in business, Susan also sits on the board of the Touched by Olivia Foundation. Susan is a mother of five who's had invaluable help from Tresillian, and wants to ensure more parents access support during the early years.



**Mick O'Driscoll**

Project Management (P.Grad.Dip)  
Dip Arch Tech, MAICD

Board Director since 2019

Member: Tresillian Finance,  
Audit & Performance Committee  
2020-current

Mick O'Driscoll is a Senior Development Manager at Calvary HealthCare. He has over 25 years' experience in development in the construction industry across a range of sectors but has specialised in the health sector over the last 10 years in both public and private health. His expertise in this area will assist Tresillian in consolidation and growth.



**Troy Trgetaric**

B.App.Sc (HIM), M.P.H, Juris  
Doctor, GAICD

Board Director since 2020

Chair: Tresillian Governance &  
Risk Committee 2020-current

Member: Tresillian Marketing,  
Advocacy & Fundraising  
Committee 2021-current

Troy Trgetaric is currently employed as the General Manager of Wagga Wagga Base Hospital, a major rural referral hospital in the Murrumbidgee Local Health District. Previous to this appointment, Troy was employed as the Director of Corporate Services at Tresillian Family Care Centres for 5 years.

Troy is an admitted Solicitor in NSW and has spent several years working at the Attorney General's Department (NSW) and also NSW Crown Solicitor's Office. Previously, Troy has worked in large metropolitan hospitals in and around Sydney as an Assistant Director for Community and Allied Health, Business Manager and Health Information Manager. In addition to Troy's corporate services and information management background, he has well developed skills in budgetary management, change and project management, provision of legal advice, strategic workplace relations and hospital redevelopments.



**Dr Glen Farrow**

MB.BS (Hons) MBA FRACS  
MAICD RAAMC

Board Director since 2020

Member: Tresillian Governance &  
Risk Committee 2020-current

Dr Glen Farrow has 15 years of experience as a healthcare executive. Previous director roles include Royal North Shore Hospital, Greater Southern AHS, St Vincent's Hospital Sydney and Sydney Children's Hospitals Network as Director of Clinical Governance. He is a director with Bearing Group (<http://www.bearinggroup.com.au>) a startup consultancy focusing on human factors and patient safety, and a council member with the NSW Medical Benevolence Association of NSW.

Glen is a qualified adult and paediatric general surgeon and holds an MBA (Health Admin) as well as membership of The Australian Institute of Company Directors. Notably he has been deployed on several occasions with the Australian Defence Force as both a surgeon and officer commanding. His experiences in Rwanda is where his commitment to the wellbeing of children began. Glen has a pragmatic approach to the issues faced in improving patient care and safety in hospitals, understanding that a systems approach must be accompanied by individual accountability.



**Pamela Longstaff**

BEC, LLB, Exec MBA, GAICD

Board Director since 2020

Member: Tresillian Finance,  
Audit & Performance Committee  
2020-current

Pamela Longstaff is a commercial lawyer and executive leader with 20+ years' experience in roles spanning legal advisory, governance and management, policy and strategy, regulatory affairs and government relations. She is a Fellow of the Governance Institute of Australia, a graduate of the Australian Institute of Company Directors, and currently Head Corporate Governance and Company Secretary, Australian Broadcasting Corporation.

Pam has served in leadership roles in health focussed not-for-profit organisations, including Juvenile Diabetes Research Foundation and Glycemic Index Foundation. She received the NSW Premier's North Shore Woman of the Year Award in 2020 recognising her community and fundraising leadership. Pam is thrilled to contribute to Tresillian's valuable work supporting new parents.



## Financial PERFORMANCE & POSITION



# Financial REPORT

Chair – Finance, Audit & Performance Committee  
Peter Quinn



### Operations

For the year ended 30 June, 2021, Tresillian Family Care Centres recorded an operating surplus of \$904,762. This is an increase of \$26,062 on the previous year. Total income increased by \$400,548 and total expenditure increased by \$374,486 on the previous year. The 2020-21 year has again been a challenging one. The highlight was the opening of the new Macksville 4 Bed Residential Unit, inside the newly opened Macksville Hospital, the first Regional Early Parenting Residential Unit of its kind in Australia, in partnership with Mid North Coast Local Health District. Tresillian also successfully tendered to continue to manage and operate the QE11 Family Centre in the ACT for a further 5 years, supported by funding from the ACT Government (ACT Health). We continued to operate and provide services to families despite the ongoing Covid 19 pandemic. We thank the

Ministry of Health and Sydney Local Health District for their ongoing financial support in this area.

Tresillian continues to grow significantly, with a strategic vision of helping more families access our services. Contracts have been signed and finance secured to develop our Wollstonecraft site, including the construction of a new Wollstonecraft centre, which will be home to 14 residential beds operating 7 days per week, plus a new Wollstonecraft Day Service Centre.

### State of Resources

The balance of current assets, being cash at bank, current receivables and investments has increased by \$886,638 during the year. Total liabilities including creditors provision for future staff entitlements and lease liabilities increased by \$1,252,988. Non-current

assets, being property, plant and equipment and right of use leased assets increased by \$1,271,112. The net effect is reflected by a surplus of \$904,762.

As the largest provider of early parenting services in Australia, Tresillian continues to rely on the generous support of NSW Health, ACT Health, our corporate partners, and donations from members of the general public. The funding and support plays a major role in helping Tresillian continue to deliver outstanding services to families.

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

*Peter Quinn*

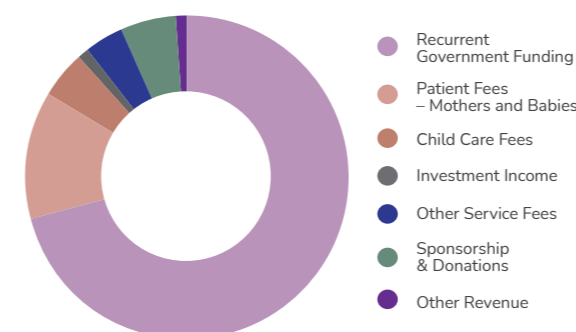
Peter Quinn

**Financial Performance and Position**  
The table below is a summary of our Income, Expenditure and Financial Position for the Year Ended 2021 with comparative.

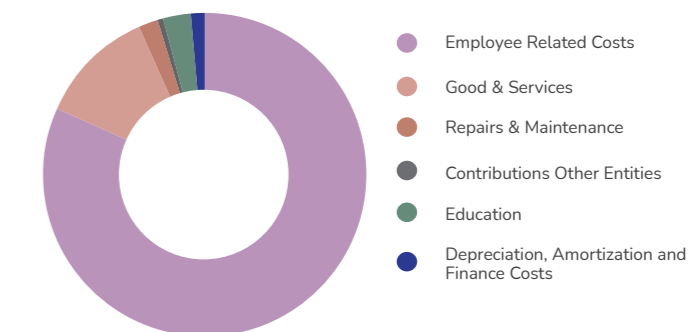
	2021	2020	Increase/(Decrease)
	\$	\$	\$
Total Revenue	28,558,985	28,158,437	400,548
Total Expenses	27,654,223	27,279,737	374,486
<b>Net Surplus /(Deficit)</b>	<b>904,762</b>	<b>878,700</b>	<b>26,062</b>
Current Assets	15,534,937	14,648,299	886,638
Non - Current Assets	3,728,081	2,456,969	1,271,112
Total Assets	19,263,018	17,105,268	2,157,750
Current Liabilities	9,969,885	8,699,330	1,270,555
Non-Curent Liabilities	262,654	280,221	(17,567)
Total Liabilities	10,232,539	8,979,551	1,252,988
<b>Net Assets</b>	<b>9,030,479</b>	<b>8,125,717</b>	<b>904,762</b>

Revenue over last 6 years	2021	2018	2017	2016
	28,558,985	19,622,415	19,439,602	17,136,267
Net assets over the last 6 years	2021	2018	2017	2016
	9,030,479	6,856,286	6,666,286	6,616,150

Where our money came from (\$28.55 million)



How our money was used (\$27.65 million) -



Tresillian Family Care Centres financial records for the year ended 30 June 2021 were audited by Grant Thornton Australia in accordance with Australian Accounting Standards and the Australian Charities and Not for Profits Commission (ACNC) Regulation 2013. A full copy of Tresillian Family Care Centres Annual Financial Report is available free of charge by writing to the Chief Executive Officer, Tresillian, Locked Bag 1003, Campsie, NSW 2194 or direct from the ACNC website [www.acnc.gov.au](http://www.acnc.gov.au)



# Our PEOPLE

1 July 2020 – 30 June 2021

## CHIEF EXECUTIVE OFFICER

Associate Professor Robert Mills

## EXECUTIVE DIRECTOR CLINICAL SERVICES

Associate Professor Jeanette Smit

## EXECUTIVE DIRECTOR FINANCE BUSINESS ENTERPRISE

Jeff Taylor

## EXECUTIVE DIRECTOR GOVERNANCE, RISK & PERFORMANCE

Marie Dickinson

## DIRECTOR MEDICAL SERVICES

Dr Joyce Leong

## DIRECTOR CLINICAL OPERATIONS

Leanne Dagggar

## DIRECTOR CLINICAL SERVICE INTEGRATION

Deborah Stockton

## DIRECTOR ALLIED HEALTH

Lisiane Latouche

## DIRECTOR EDUCATION, PROFESSIONAL PRACTICE & INNOVATION

Nicola Brown

## DIRECTOR MARKETING & COMMUNICATIONS

Ann Paton

## DIRECTOR GUTHRIE CHILD CARE CENTRE

Jaclyn Stewart

## Meet our Metropolitan Staff

### NURSE UNIT MANAGERS

Glenda Goodwin – Canterbury Residential  
Kate Mejaha – Canterbury Day Services  
Sue Bruhm – Nepean Residential  
Angela Drummond – Nepean Day Services  
Jeanette Dries – Tresillian Parenting Access Services  
Fran Kenna – Tresillian Willoughby  
Gina Campbell – Tresillian Wollstonecraft (retired March 2021)  
Kylie Choi – Tresillian Wollstonecraft (commenced March 2021)

### MANAGERS

Rita Fenech, Executive Support Manager  
Victoria Hardin, Quality Manager  
Pina Filippone, Human Resources Manager  
Rachel Plumbe, Health Information Manager  
Barbara John, Work, Health & Safety/ Infection Control Coordinator  
Rebecca Love, Governance Risk & Business Enterprise Support Manager  
Alex Caruana, Facilities & Operations Manager  
Kate McNamara, MyTime Group Coordinator

### EDUCATION, PROFESSIONAL PRACTICE & INNOVATION

Nicola Brown, Director Education, Professional Practice & Innovation  
Fran Chavasse, Senior Nurse Educator  
Janice Wright, Nurse Educator (Regional)  
Kelly Stone, Nurse Educator (SNF Program) (from May 2021)  
Mary McDonald, Nurse Educator  
Natalie Cameron, Nurse Educator  
Tina Hourigan, Nurse Educator (SNF Program) (resigned November 2020)  
Janette Aiello (casual)

### CLINICAL NURSE CONSULTANTS

Ann DeBelin, CNC Perinatal & Infant Mental Health  
Jacqueline Walker, CNC Child & Family Health

### CLINICAL

Allison Buckley, Endorsed Enrolled Nurse  
Allison Weatherall, Registered Nurse  
Amanda Bamford, Endorsed Enrolled Nurse  
Anita Trimboli, Registered Nurse  
Anne Albert, Registered Nurse  
Anne Foster, Registered Nurse  
Anne Kennedy, Registered Nurse  
Anne Partridge, Registered Nurse  
Anne-Louise Young, Registered Nurse  
Bernadette Vinson, Registered Nurse  
Brenda Coates, Registered Nurse  
Brenda Jones, Registered Nurse  
Brodie English Smith, Registered Nurse  
Carina Olivos, Endorsed Enrolled Nurse  
Carol Davidson, Registered Nurse  
Caroline Irving, Registered Nurse  
Catherine Beer, Endorsed Enrolled Nurse

Catherine O'Brien, Registered Nurse  
Catherine Pearson, Registered Nurse  
Cheryl Madden, Endorsed Enrolled Nurse  
Cheryl Woodward, Registered Nurse (retired December 2020)  
Christine Simpson, Registered Nurse  
Clare Saw, Registered Nurse  
Deborah Brittain, Endorsed Enrolled Nurse  
Deborah Franklin, Registered Nurse  
Deborah Moore, Registered Nurse  
Deborah Webb, Registered Nurse  
Debra Ross, Registered Nurse  
Debra Savage, Registered Nurse  
Denise McCann, Registered Nurse  
Donna Carr, Registered Nurse  
Eleisha O'Connor, Enrolled Nurse  
Elizabeth Coster, Endorsed Enrolled Nurse  
Elizabeth Hand, Clinical Nurse Specialist  
Elizabeth Middleton, Registered Nurse  
Elizabeth Moore, Registered Nurse  
Elizabeth Shields, Registered Nurse  
Emily Masson, Registered Nurse  
Emily Robertson, Registered Nurse  
Emma Lane, Registered Nurse  
Fiona Cave, Registered Nurse  
Fiona Kelly, Registered Nurse  
Gabrielle McGloin, Registered Nurse  
Gail Day, Registered Nurse  
Geniene Zachariah, Registered Nurse  
Gillian Ross, Registered Nurse  
Gina Furniss, Registered Nurse  
Gina Kentzopoulos, Mothercraft Nurse  
Hannah Sanday, Clinical Nurse Specialist  
Hayley Briggs, Clinical Nurse Specialist  
Heather Johns, Registered Nurse  
Heather Kerrigan, Registered Nurse  
Heather Long, Registered Nurse  
Helen Smith, Registered Nurse  
Hilary Wolfe, Registered Nurse  
Jade Cataldo, Registered Nurse  
Jane Kabanoff, Registered Nurse  
Jane Williams, Registered Nurse  
Janelle Daley, Registered Nurse  
Janelle Wright, Registered Nurse  
Jazmyn Cunningham, Enrolled Nurse  
Jenni Leece, Registered Nurse  
Jennifer O'Neil, Registered Nurse  
Jennifer Smith, Registered Nurse  
Jennifer Walters, Registered Nurse  
Jenny Hulls, Registered Nurse  
Jenny Rankine, Registered Nurse  
Jessica Funda, Registered Nurse  
Jo Battin, Enrolled Nurse  
Judy Kotowski, Registered Nurse  
Judy Tripodi, Registered Nurse  
Julie Apps, Mothercraft Nurse  
Katharine Findlay, Registered Nurse  
Katherine Chapuis, Registered Nurse  
Katherine Cramery, Clinical Nurse Specialist  
Katherine McGovern, Mothercraft Nurse  
Kathleen Campbell, Enrolled Nurse  
Kathleen Yarwood, Registered Nurse  
Kathryn Wotton, Registered Nurse  
Kay Watts, Registered Nurse  
Kerry Harley, Registered Nurse

Kim Everson, Registered Nurse  
Kimberley Lyes, Registered Nurse  
Kristie Dominguez, Registered Nurse  
Kylie Bending, Registered Nurse  
Lesley Shanley, Registered Nurse (retired October 2020)  
Leesa Heslop, Registered Nurse  
Lisa Bentley, Endorsed Enrolled Nurse  
Lorelle Roberts, Endorsed Enrolled Nurse  
Louise Baker, Registered Nurse  
Lynn Pickersgill, Registered Nurse  
Majella O'Brien, Registered Nurse  
Marjorie Duncan, Registered Nurse  
Mary Pollard, Enrolled Nurse  
Megan Sena, Clinical Nurse Specialist  
Melinda McCarthy, Endorsed Enrolled Nurse  
Melissa Richardson, Endorsed Enrolled Nurse  
Meredith Grant, Registered Nurse  
Michelle Dowling, Mothercraft Nurse  
Michelle Leto, Registered Nurse  
Ming Ji, Registered Nurse  
Nadica Gannon, Registered Nurse  
Nalini O'Brien, Registered Nurse  
Naomi Blacker, Registered Nurse  
Nicola Bresnahan, Registered Nurse  
Nicole Newham, Registered Nurse  
Noeleen Horswell, Registered Nurse  
Pam Burne, Registered Nurse  
Parmjit Kaur, Registered Nurse  
Patsy Quealy, Registered Nurse  
Pauline McKeown, Registered Nurse  
Philip Dimech, Registered Nurse  
Renee James, Endorsed Enrolled Nurse  
Robyn Murray, Registered Nurse  
Rosemary McCowage, Registered Nurse  
Sally-Mae Mullane, Endorsed Enrolled Nurse  
Sarah Espley, Registered Nurse  
Sarah Hurley, Registered Nurse  
Sarah Oxford, Registered Nurse  
Sarah Smith, Registered Nurse  
Sharon Donaldson, Registered Nurse  
Sharon Sinclair, Endorsed Enrolled Nurse  
Sherrian Price, Registered Nurse  
Sonja Griggs, Registered Nurse  
Stacey Thompson, Registered Nurse  
Sue Adams, Endorsed Enrolled Nurse  
Sue Bemmer, Registered Nurse  
Sue Mansfield, Registered Nurse  
Sue Priestley, Endorsed Enrolled Nurse  
Suman Raj, Registered Nurse  
Susan Barabas, Endorsed Enrolled Nurse  
Susan Quinn, Registered Nurse  
Susan Portors, Registered Nurse  
Susie Aspinall, Registered Nurse  
Suzanne Bullen, Clinical Nurse Specialist  
Suzie Murphy, Mothercraft Nurse  
Tania Young, Endorsed Enrolled Nurse  
Tracey Bryan, Registered Nurse  
Tracy Day, Endorsed Enrolled Nurse  
Tracye Hughes, Mothercraft Nurse  
Vicki Borg, Registered Nurse  
Wilma Simmons, Endorsed Enrolled Nurse  
Zara McIlveen, Registered Nurse (resigned March 2021)  
Zuzana Gray, Registered Nurse

### ALLIED HEALTH

Claudie Larose, Psychologist  
Joanne Robinson, Psychologist  
Lynne Ryan, Clinical Psychologist

Mary Attard, Psychologist  
Radmila Vucic, Psychologist  
Rowena Hong, Psychologist  
Selin Ozbek, Psychologist  
Jamilie Abou Raad, Social Worker  
Jane West, Social Worker  
Joanne Hawthorne, Social Worker  
Kerrie Patten, Social Worker (retired July 2021)  
Lisa Knight, Social Worker (QEII ACT)  
Margaret Booker, Social Worker  
Melisa Azar, Social Worker  
Susan Matthews, Social Worker  
Susanna Lawrence, Social Worker

### MEDICAL

Dr Joyce Leong, Paediatrician (VMO)  
Director Medical Services  
Dr Penny Field, Paediatrician (VMO)  
Canterbury  
Dr Sue Messner, Psychiatrist (VMO)  
Canterbury  
Dr Shereena Sinnayah, General Practitioner (VMO) Canterbury, Nepean, Willoughby  
Dr Winston Lo, General Practitioner (VMO) Canterbury, Willoughby (resigned December 2020)  
Dr Anthony Epstein, Paediatrician (VMO) Willoughby  
Dr Wendy Allen, Paediatrician (VMO) Willoughby  
Dr Michael Haifer, Paediatrician (VMO) Willoughby (sadly passed away February 2021)  
Dr David Hartshorn, Paediatrician (VMO) Nepean  
Dr Kerry Brown, Paediatrician (Staff Specialist) Nepean  
Dr Ashutosh Aggarwal, Paediatrician (Staff Specialist) Nepean  
Dr Anju Aggarwal, General Practitioner (VMO) Nepean, Canterbury  
Dr Kylie Vuong, General Practitioner (VMO) Nepean, Willoughby  
Dr Samuel Bright, General Practitioner (VMO) Macksville  
Dr Vivienne Tedeschi, General Practitioner (VMO) Macksville (locum)  
Dr Kate Molinari, General Practitioner (CMO) QEII ACT  
Dr Libby Goodchild, General Practitioner (CMO) QEII ACT  
Dr Gillian Riley, General Practitioner (CMO) QEII ACT (locum)

### VIRTUAL RESIDENTIAL PARENTING SERVICE

Debrah Davis, Project Manager  
Belinda Story, Project Officer  
Erin Gilmore, Project Officer

The team from Tresillian Nepean.



## CORPORATE/ ADMINISTRATION SERVICES

Jessica Appleton, Research Assistant (maternity leave)  
Roxanne Carswell, Graphic Designer & Marketing Co-ordinator  
Sue Mayall, Clinical Informatics Officer  
Hildegard Withers, Medical Record Coder  
Janina Esquivel, Medical Record Coder  
Justyna Poniatowski, Executive Assistant  
Amanda Joubert, Education, Professional Practice & Innovation Assistant (on extended leave)  
Vickie Xanthos, Education, Professional Practice & Innovation Assistant (temporary) (commenced April 2021)  
Nancy Currenti, Clinical Support Officer  
Tyrone Fegradoe, Accounts Officer  
Amarjeet Singh, Finance Assistant  
Angela Goodwin, Administration Officer  
Brittany Egan, Administration Officer  
Erica Rae, Administration Officer  
Gemay Hare, Administration Officer  
Joanne Wright, Administration Officer  
Lynn Richards, Administration Officer  
Pauline Thums, Administration Officer  
Silvia Wittwer Malisano, Administration Officer  
Valmai Miller, Administration Officer  
Josephine Palumbo, Administration Officer (casual)  
Karyn Raisin, Administration Officer (casual)

## DOMESTIC STAFF

Alpay Hassan  
Anne Thomas  
Cindy Nguyen  
Elizabeth Pasarikovska  
Emily Aquino  
Filomina De Gois  
Isabella Parisi  
Janice Whitticker  
Mark Paes  
Napaporn Laosirisamai  
Siham Yakubian  
Susan Morgan  
Tara Sapkota



### GUTHRIE EARLY LEARNING CENTRE

Jaclyn Stewart, Director & Early Childhood Teacher  
 Fiona Zeller, Early Childhood Teacher  
 Jacqueline McCann, Early Childhood Teacher  
 Jane LeGras, Early Childhood Teacher  
 Nicola Karst, Early Childhood Teacher  
 Shagufta Mahabub, Early Childhood Teacher (maternity leave)  
 Karen Meguyer, Diploma Trained Educator  
 Katerina Kodos, Diploma Trained Educator  
 Mojgan Pakrou, Diploma Trained Educator  
 Nicole Pickering, Diploma Trained Educator  
 Rosita Van Looy, Diploma Trained Educator  
 Valerie Crosa, Diploma Trained Educator  
 Vivienne Zhang, Diploma Trained Educator  
 Byung Ok Kim, Certificate III Trained Educator  
 Chloe Kiriakidis, Certificate III Trained Educator  
 Viorica Abbanah, Certificate III Trained Educator  
 Heidi Zaitounian, Cook  
 Sheryl Salvatera, Cook

#### Meet our Regional Staff

### TRESILLIAN IN BROKEN HILL, NSW

Elizabeth Hand, Registered Nurse

### TRESILLIAN COFFS HARBOUR, NSW

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

### TRESILLIAN 2U MOBILE SERVICE (KEMPSEY), NSW

Deborah Laffan, Registered Nurse  
 Delya Smith, Aboriginal Health Worker  
 Donna Beveridge, Registered Nurse  
 Jane McRae, Registered Nurse

### TRESILLIAN IN WESTERN (DUBBO), NSW

Marsha McBroom, Nurse Unit Manager  
 Catherine Rogers, Registered Nurse  
 Katherine Plasto, Registered Nurse  
 Marilyn O'Connor, Administration Officer  
 Rebecca Fowler, Child Care Workers (casual)

### TRESILLIAN LISMORE, NSW

Christine Fyson, Registered Nurse  
 Rachael McLean, Nurse Unit Manager  
 Tamara Montgomery, Registered Nurse  
 Brooke Nixon, Registered Nurse  
 Sandra Neal, Administration Officer  
 Sarah Daynes, Administration Officer

### CHILD AND FAMILY WELLBEING HUB (GRAFTON), NSW

Leonie Staples, Project Manager – First 2000 Days NNSW  
 Jacqueline Smith, First 2000 Days Service Coordinator

### TRESILLIAN MACKSVILLE RESIDENTIAL UNIT, NSW

Melissa Tait, Nurse Unit Manager  
 Carol Donnelly, Registered Nurse

Carolyn Healey, Registered Nurse  
 Deborah Becker, Endorsed Enrolled Nurse  
 Elizabeth Baldwin, Administration Officer  
 Joanna Thwaites, Registered Nurse  
 Juliette Heafey, Registered Nurse  
 Kristen Potter, Registered Nurse  
 Maree Wise, Registered Nurse  
 Megan Carroll, Registered Nurse  
 Sharon Donaldson, Registered Nurse

### TRESILLIAN IN SOUTHERN (QUEANBEYAN), NSW

Nicola Williams, Nurse Unit Manager  
 Rosa Maidment, Registered Nurse  
 Ruth Rauber, Registered Nurse  
 Bronwyn Kemp, Administration Officer

### TRESILLIAN IN MANNING (TAREE), NSW

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

### TRESILLIAN IN MURRUMBIDGEE (WAGGA WAGGA), NSW

Karen Griffin, Nurse Unit Manager  
 Lucinda Ridley, Administration Officer

### ALBURY WODONGA HEALTH TRESILLIAN PARENTS AND BABIES SERVICE (ALBURY WODONGA), VIC

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

#### Meet our Staff in Canberra, ACT

### TRESILLIAN QEII FAMILY CARE, ACT

### MANAGEMENT & ADMINISTRATION SERVICES

Trudy Wynne, Clinical Manager Nursing & Midwifery (commenced January 2021)  
 Vanessa Bakker, Clinical Manager Nursing & Midwifery (resigned September 2020)  
 Lauren Williams, Operations Manager  
 Catherine Cotter, Staff Development Officer  
 Carla Bellamy-Kyle, Administration Officer  
 Carol Ann, Kyle, Administration Officer  
 Debbie Tibbles, Administration Officer

### MEDICAL

Dr Kate Molinari, General Practitioner (CMO)  
 Dr Libby Goodchild, General Practitioner (CMO)  
 Dr Gillian Riley, General Practitioner (CMO) (locum)

### ALLIED HEALTH

Georgina Farrell, Psychologist (resigned September 2020)  
 Lisa Knight, Social Worker

### CLINICAL

Annie Schofield, Registered Nurse/ Registered Midwife  
 Annette Cole, Registered Nurse/ Registered Midwife  
 Carolyn Pettit, Registered Nurse/ Registered Midwife

Christine Patterson, Registered Nurse/ Registered Midwife  
 Edwina Smith, Registered Nurse/ Registered Midwife  
 Georgine Parmeter-Hartney, Registered Nurse/ Registered Midwife  
 Heather Krause, Registered Nurse/ Registered Midwife  
 Helen Flaherty, Registered Nurse/ Registered Midwife  
 Jane Barnett, Registered Nurse/ Registered Midwife  
 Jennifer Bushby, Registered Nurse/ Registered Midwife  
 Rosa Maidment, Registered Nurse/ Registered Midwife  
 Jennifer Cairncross, Registered Nurse/ Registered Midwife  
 Jennifer McLoughlin, Registered Nurse/ Registered Midwife  
 Kate Mejaha, Registered Nurse/ Registered Midwife (resigned February 2021)  
 Mary-Ellen Hirst, Registered Nurse/ Registered Midwife  
 Natalie Flegg, Registered Nurse/ Registered Midwife

Rebecca Hallam, Registered Nurse  
 Seren Pearsall, Registered Nurse/ Registered Midwife  
 Ebony Barnes, Registered Nurse  
 Emma Monagle, Registered Nurse  
 Karen Ashleigh, Registered Nurse/ Registered Midwife  
 Madeleine Hornby, Registered Nurse  
 Marguarita Van Oosten, Registered Nurse  
 Melodie Elliott, Registered Nurse (resigned April 2021)

Roxana Munnings, Registered Nurse  
 Sally Muddiman, Registered Nurse/ Registered Midwife  
 Sharlene Sheehan, Registered Nurse  
 Alexandra Ball, Registered Midwife  
 Catherine Pearson, Registered Midwife  
 Denise Rebel, Registered Midwife  
 Jane Fitzgerald, Registered Midwife  
 Kerri Godkin, Registered Midwife  
 Lauren Burnley, Registered Midwife  
 Lee Arcidiacono, Registered Midwife (resigned May 2021)  
 Pierina Lucchesi, Registered Midwife  
 Stacey Kapotas, Registered Midwife (resigned May 2021)  
 Sue Travis, Registered Midwife  
 Ann Pabst-Reeves, Enrolled Nurse (retired August 2020)  
 Bernadette Reardon, Enrolled Nurse  
 Dimple Jina, Enrolled Nurse  
 Ellie Webber, Enrolled Nurse  
 Josephine Green, Enrolled Nurse

### HEALTH SERVICES OFFICERS

Alexandria Smith  
 Amelia Holly  
 Anna Kotini  
 Brian Jones  
 Carla Bellamy-Kyle  
 Chenchu Dorji (resigned September 2020)  
 Chrysa Kipourou (resigned June 2021)  
 Claire Patterson (resigned February 2021)  
 Elizabeth Holly  
 Frosso Papadogiannis  
 Julie Cassimatis  
 Kaylene Murray (resigned December 2020)  
 Mieke-Mari Rebel  
 Pema Choden  
 Sarah Pilgrim



# Yes,

I want to help provide more early parenting services and support families for generations to come.

## I'LL HELP WITH A GIFT OF:

Below are some examples of how your donation can help. (✓)

- \$125 can provide a consultation for a new mum to help them through breastfeeding difficulties
- \$250 can provide a counselling sessions for those experiencing peri-natal anxiety and depression
- \$500 can give specialist support at home to a family with a new baby
- My choice of \$ \_\_\_\_\_

## YES, COUNT ON ME AS A FRIEND OF TRESILLIAN!

- I want to provide ongoing monthly support to Tresillian's life-changing programs for families
- \$12 per month  \$26 per month  \$52 per month  My choice of \$ \_\_\_\_\_

## MY PAYMENT DETAILS

Preferred method of payment: (✓)

- Credit Card  Cheque  EFT  QR



Card Number: \_\_\_\_\_ Expiry: \_\_\_\_\_

CVV: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Signature : \_\_\_\_\_

**Cheque** - Please make payable to **Tresillian Family Care Centres**

**EFT - BSB: 082 330 Account No: 509 399 480 Ref (Donation – Surname)**

## MY CONTACT DETAILS

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Post Code: \_\_\_\_\_

Email: \_\_\_\_\_

Mobile: \_\_\_\_\_

✉ **1.** Complete this form and send it to  
Tresillian Family Care Centres, Locked Bag 1003, Campsie NSW 2194

📞 **2.** Call us at **02 9123 8803**

🌐 **3.** Donate online at [tresillian.org.au/donate](https://tresillian.org.au/donate)

- I'd like to receive news and updates from Tresillian.
- I'd like to receive information about leaving a Gift in my Will to Tresillian







**Tresillian®**

*It's in our nature to nurture*

**Tresillian Canterbury**

**Head Office**

McKenzie Street

Belmore 2192

**t:** (02) 9123 8800

**e:** news@tresillian.org.au

**Tresillian's Parent's Help Line**

**1300 272 736**



**tresillian.org.au**

**Locations:**

**NSW:**

Canterbury, Willoughby,  
Wollstonecraft, Nepean, Lismore,  
Wagga Wagga, Coffs Harbour, Dubbo,  
Queanbeyan, Taree, Broken Hill,  
Macksville.

**NSW Mid North Coast:**

Tresillian 2U Mobile Parenting Van

**VIC:** Albury Wodonga

**ACT:** Curtin

