

# 2016



**Tresillian®**

*It's in our nature to nurture*

Lismore

Grafton

Woolgoolga

Coffs Harbour

Mid North Coast



Taree

Broken Hill

Dubbo

## ANNUAL REPORT

Penrith

Sydn

Wagga  
Wagga

Curtin

Queanbeyan

Cooma

Albury  
Wodonga



*On the Move!*

NSW | VIC | ACT



## 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. In particular we thank our major sponsors, **ALDI Mamia** who fund the **Tresillian Parent's Help Line**, along with **Johnson & Johnson**, who fund the **Tresillian Live Advice service**, **Allianz**, **Reckitt Benckiser** and the many other companies whose support enables parents to receive advice and support from a Tresillian Nurse.

mamia  
exclusive to



Johnson's



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

**Tresillian's Royal Patron since 1954 is Queen Elizabeth II.**



## The 2019 Tresillian Annual General Meeting

The 2018/2019 Tresillian Annual Report was presented at the 2019 Tresillian Annual General Meeting at 3pm, Thursday 28th November 2019. Grant Thornton, Level 17/383, Kent St, Sydney New South Wales.

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# Tresillian®

*It's in our nature to nurture*

Established in Sydney, NSW,  
over 100 years ago.

Tresillian is the largest Child and Family Health organisation of its kind in Australia with services in New South Wales, the ACT and Victoria. It's also a leading accredited early parenting service assisting thousands of Australian families during the early years of their child's life through services such as Residential (Inpatient) care, Centre based Day Services, a Parent's Help Line, online 'live chat' service from a Tresillian Nurse and a fully resourced website. Our health professionals support new parents experiencing challenges with their baby or toddler during the early years, helping them to gain confidence in their own parenting skills.

In New South Wales (NSW), Tresillian's services are based in metropolitan Sydney at Canterbury, Nepean, Wollstonecraft and Willoughby. In regional NSW Tresillian is located at Wagga Wagga, Lismore, Dubbo, Coffs Harbour, Taree, Queanbeyan and Broken Hill. In the ACT, Tresillian is based in Curtin and in Victoria, at Albury Wodonga.





# President's Report

Dr Nick Kowalenko



## Introduction

The past year was a memorable and fitting celebration of Tresillian's 100 years of serving generations of Australian families. Established in 1918 the Royal Society for the Welfare of Mothers and Babies (now Tresillian), has made an extraordinary contribution to child and family health and continues to be a leading Early Parenting Health Service. This year, in line with Tresillian's Vision that 'All expectant families and those with infants and young children across Australia, have access to parenting advice, support and care which will enable them to raise their children with confidence within their own cultural context and values', Tresillian has grown from strength to strength, consolidating and building new partnerships with local health districts in regional NSW, interstate and at an international level, in China. Our clients and their families remain at the centre of our services, underpinned by the dedication and commitment of our staff across all disciplines.

## Partnerships with Regional Communities

One of the most exciting developments over the past 12 months was the announcement of funding by NSW Premier, The Hon. Gladys Berejiklian MP for an additional five new Tresillian Centres offering Day Services and telehealth virtual consultations to families living in regional areas at Dubbo, Taree, Coffs Harbour, Queanbeyan and Broken Hill. A new mobile early parenting van, "Tresillian 2U" was also launched in



Tresillian Coffs Harbour official launch.

partnership with the Mid North Coast Local Health District to visit local and remote communities. The opening of a landmark Tresillian Service in these areas is a huge win for local families, saving sleep deprived parents from having to make the trip to Sydney to access specialist support.

## Interstate and International Partnerships

In an exciting new chapter in our history, Tresillian opened services for the first time outside Australia in Chengdu, China. The dedicated child and family health service was launched in March in partnership with CHS Healthcare and there are plans for many more to open in coming years.

In another first, in June, the ACT Minister for Health and Wellbeing, Meegan Fitzharris, awarded Tresillian Service Provider for the QEII Family Centre, a 13-bed residential unit

continuing the care provided by the Canberra Mothercraft Society since 1963. This is the first Tresillian residential unit to open outside of metropolitan Sydney.

## Moving Forward

One of the most significant announcements for the organisation this year was the approval of a Development Application from North Sydney Council, to re-develop one of Tresillian's flagship Centres, Tresillian Wollstonecraft in 25 Shirley Road, Wollstonecraft, originally bequeathed to Tresillian by the Carpenter Family in 1940. Securing the funds to build the \$17M state of the art child and family health 'Centre of excellence' remains a top priority.

## Digital Growth

Contacts with a Tresillian service including the Parent's Help Line, Tresillian Live Advice, Residential admissions and Day services,



totalled around 65,000 in the last financial year. Our digital footprint also continues to grow meeting the needs of parents sourcing parenting trusted information online. Our 'You Tube' video series covering a range of parenting topics has proven extremely popular with parents with close to 110,000 views over 12 months. The Tresillian Facebook community has grown to 32,000 followers and the Tresillian Website, [tresillian.org.au](http://tresillian.org.au), continues to be an excellent resource, with over 1.3M unique page views throughout the year.

### Tresillian's Centenary Gala Ball

The Ball was a highlight of our Centenary year and was celebrated on the 27<sup>th</sup> October, 2018, in the same place Tresillian was established in 1918, Sydney Town Hall. Glitz and glamour prevailed as we welcomed over 500 guests including the Hon. Tanya Davies MP, many former and current staff, Board members, friends and family. Guests arrived on the red carpet with a champagne entrance. Flapping in the wind along George Street were banners proudly bearing Tresillian's logo, on what was a perfect night in Sydney. Spoilt with an amazing array of musical entertainment, the The Three Tenors sang a moving rendition of 'When a Child is Born'. Sincere thanks to the enthusiastic Ball Committee who worked tirelessly for over 12 months ensuring that the evening was an outstanding success.

### The 100<sup>th</sup> Annual General Meeting

On the 29<sup>th</sup> November, Tresillian's 100<sup>th</sup> Annual General Meeting was held at historic Tresillian Wollstonecraft. Attended by many current and former staff and friends of Tresillian, a '100 cake' was presented and cut by the former Matron in Charge, Miss Evangelynn Carr (pictured top) whose involvement with Tresillian goes back to the 1960's.

### Thanks to our Supporters

Our heartfelt thanks go to the many volunteers and staff members who have generously given their time and energy to Tresillian.



Tresillian in Chengdu, China.



We also acknowledge those who have donated to Tresillian including our benefactor whose support ensures we continue to expand into regional communities. Special mention also to those who donated auction items to our Centenary Ball and our Tea Party. To our corporate sponsors, we say thank you! ALDI Marnia came on board as sponsors of the Tresillian Parent's Help Line Service, Johnson & Johnson fund the Live Advice Service and Allianz, the Advice Tool on the website. We are also grateful to Reckitt Benckiser, Explore & Develop, Bayer, Philips Avent, Church & Dwight, P Z Cussons and Waterwipes for their support and for the pro bono legal work provided by King & Wood, Mallesons.

We were delighted to extend a warm welcome to our new Brand Ambassador, Erin Molan and thank her for supporting Tresillian.

### The Tresillian Board

With the consistent growth in the organisation the Board has consolidated its sub-committees to maintain strategic directions. Our By Laws were reviewed, amended and gazetted (with pro bono support). In December, long serving Board Member Paul Robson resigned from the Board to take up a posting overseas. Paul's wife, Sue, was also an active member of our Friends of Tresillian volunteer group. We extend our thanks to both Paul and Sue for their valuable contribution to Tresillian over many years. In March 2019 we welcomed a new board member, Mr Mick O'Driscoll, who brings considerable experience in property development.

Finally, thank you to my fellow volunteer Board Members for their encouragement and commitment. To all Tresillian staff, we thank you for the dedicated, professional, quality and caring service you provide to families and for so enthusiastically upholding 100 years of tradition as we rapidly expand and forge ahead into our next century.

*Dr Mick Kowalenko*

# CEO Report

Associate Professor Robert Mills



The last financial year has proven to be one of the most remarkable in our history as we celebrated the second half of our Centenary year and moved into 2019 with renewed energy. Expansion of additional Tresillian services to families in regional New South Wales continues to be a key focus of our achievements.

As part of the NSW Government's \$157 million funding commitment to support new families, Tresillian received \$2.2 million per year (\$8.8M over 4 years) commencing in July. We

are thankful that the NSW Premier, The Hon. Gladys Berejiklian MP, the Deputy Premier, The Hon. John Barilaro MP and the Minister for Health and Medical Research, The Hon. Brad Hazzard MP have entrusted Tresillian to provide these much needed services to the families living in regional NSW.

The funds were allocated to open five new regional Family Care Centre hubs in New South Wales in partnership with the Local Health Districts in Queanbeyan,

Coffs Harbour, Dubbo, Taree and Broken Hill for vulnerable families. All five new Centres provide Level 2 child and family health services for families residing across the Local Health Districts in which they are located. Services include Centre-based consultations, home-based consultations, extended home visiting service for families experiencing complex difficulties and vulnerabilities, group programs and telehealth video-consultations to extend the reach of the services.

 **Tresillian 2U**  
The Early Years Parenting Service



Tresillian 2U Mobile Early Years Parenting Service.



Tresillian 2U is launched by the Hon. Melinda Pavey MP Member for Oxley.





**Tresillian**  
IN SOUTHERN

*It's in our nature to nurture*

#### Here's an overview of how the Centres were launched:

- On 15th October, the **Tresillian 2U Mobile Early Years Parenting Service** was launched in Macksville by Minister for Roads, Maritime and Freight, The Hon. Melinda Pavey, MP Member for Oxley. The service is in high demand with the van rotating through the towns of Bowraville, Kempsey, Macksville, Nambucca Heads and Wauchope on a regular basis. This announcement coincided with the launch by Minister Pavey of four new Tresillian Residential beds to be co-located within the **Maternity Unit of the new Macksville Hospital**, due for completion in early 2020.
- On 29th October, the **Tresillian in Southern Family Care Centre, Queanbeyan** was officially opened



Tresillian In Southern Launch, Queanbeyan.

- by The Hon. Bronnie Taylor MLC, Parliamentary Secretary to the Deputy Premier and Southern NSW (pictured above).
- On 5th November, **Tresillian's Cooma satellite service** was officially launched by The Hon. John Barilaro MP, Deputy Premier of NSW.
- On 12th November, the **Tresillian in Western Family Care Centre, Dubbo** was officially launched by The Hon. Troy Grant MP, Minister for Police and Emergency Services.
- On 19th November, the **Tresillian Coffs Harbour Family Care Centre** was officially launched by Mr Andrew Fraser MP, Member for Coffs Harbour.
- On 26th November, The Hon. Kevin Humphries MP, Member for Barwon, made the official launch announcement of the **Tresillian Broken Hill** service.
- On 18th December, the official launch announcement of the **Tresillian Taree Family Care Centre** was made by Mr Stephen Bromhead MP, Member for Myall Lakes.





L to R: CEO Robert Mills with Georgina Campbell, Employee of the Year, President, Dr Nick Kowalenko and Hon. Bronnie Taylor MLC Parliamentary Secretary to the Deputy Premier and Southern NSW.

### Gidget Partnership

Tresillian has enjoyed a long standing partnership with the Gidget Foundation Australia through the establishment of an annual Gidget Scholarship awarded to a Tresillian Nurse to study adult mental health, with the aim being to broaden the skill base of Tresillian staff. In addition to that, Tresillian is now partnering with Gidget Foundation Australia at a regional level to provide much needed psychology services.

On 14th June, at **Tresillian in Southern, Queanbeyan**, The Hon. John Barilaro MP, Deputy Premier of NSW and The Hon. Bronnie Taylor MLC, Minister for Mental Health, Regional Youth and Women, officially launched Gidget House at Tresillian in Southern

### Employee Perspective Survey

In October, Tresillian undertook its third employee perspective (culture) survey over the last 5 years with Best

Practice Australia. We received an amazing 70% response rate from our staff and the outstanding results detailed below, speak for themselves.

### Tresillian Appointed QEII Service Provider

In May, after a tender process, the ACT government appointed Tresillian as Service Provider to manage the Queen Elizabeth II Family Centre (QEII) from 1 July, 2019. On 28 June Tresillian's Board Directors

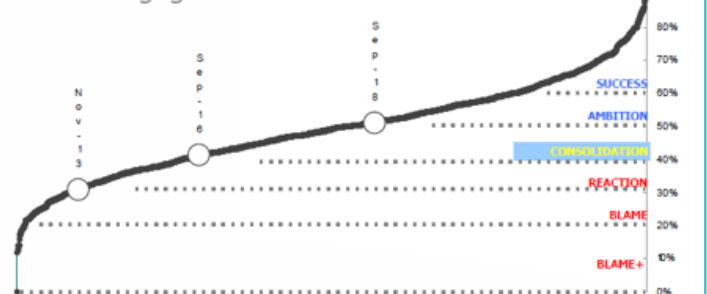


### What is our Type of Culture?

Tresillian

Culture of Ambition

51.0% Engaged



History for Type of Culture (where available)

	% Engaged	Swinging Voter	Disengaged with ToC	
Sep 2018	51%	34%	15%	Ambition
Sep 2016	41%	37%	22%	Consolidation
Nov 2013	31%	40%	29%	Reaction

October 2018 - 242 Surveys distributed,  
169 Respondents = 70% Response Rate

Tresillian in Western launch, Dubbo.





and CEO were invited to the formal farewell to staff given by the Canberra Mothercraft Society to their stewardship of QEII over many years. We look forward to continuing the excellent work supporting families at QEII Family Centre over many years ahead in the ACT community.

#### **Tresillian Team Building Day**

Held at NSW Parliament House, Sydney on 31 August, the Team Building Day attended by all staff,

had many highlights. Staff awards were announced and we congratulated Georgina Campbell, the Nursing Unit Manager at Tresillian Wollstonecraft who was voted as inaugural 'Employee of the Year'. (See photo top left. We were privileged to have The Hon Bronnie Taylor, MLC Parliamentary Secretary to the Deputy Premier and Southern NSW, present the awards. Another highlight was the presentation of a magnificent 6m x 3m 'Centenary Quilt' by the President

of Quilt NSW, Megan Manwaring, commemorating Tresillian's Centenary. The quilt (pictured above) was a community effort and included contributions from all over New South Wales.

#### **White Ribbon Accreditation commitment**

Tresillian's Executive and staff has been working on becoming an Accredited Workplace with White Ribbon Australia to help stop violence



**Tresillian**  
IN FAR WEST  
*It's in our nature to nurture*



Tresillian In Far West launch, Broken Hill.



Tresillian In Manning  
launch Announcement  
in Taree.



against women through initiatives in the workplace. These include ensuring staff are aware of possible signs of abuse and providing information on how to reach out for help. As well as a range of initiatives to raise awareness of this issue, Tresillian is taking a range of actions to improve the levels of support and assistance to any staff members experiencing domestic violence.

#### Tresillian Tea Party

Tresillian held its fifth annual Tea Party on 27th June at the Tea Room, Queen Victoria Building, Sydney. Over 200

families and friends supported the event to raise much needed funds. Erin Molan, Tresillian's Ambassador, did a marvellous job as guest speaker accompanied by baby daughter, Eliza!

#### Acknowledgements

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

To our Tresillian Staff, who deliver world class specialist child and family health care to families, we thank you for your professionalism and dedication.

To Dr Teresa Anderson AM, the Executive and Board of Sydney Local Health District, for their unwavering support of our important work in supporting families. To all the Chief Executives of the Local Health Districts that we also partner with right across NSW, thank you.

And, to our volunteers, sponsors, partners and donors, your generosity and support is greatly appreciated by all at Tresillian and the communities we serve.

*Robert Mills*





# Social Impact Statement 2019



THE ARRIVAL OF A NEW BABY is mostly a time of great joy but for some it can be a difficult time, and impact their confidence and capacity to parent. Tresillian's evidence-based service model supports families with complex issues through the early parenting period. An unsettled baby leading to parental exhaustion and distress, breastfeeding problems, poor toddler behaviour along with postnatal depression and anxiety are some of the reasons parents turn to Tresillian for support.

## 64,248

NON-RESIDENTIAL  
ACTIVITY



## 45,389

NURSING  
INTERVENTIONS

## 5,793

RESIDENTIAL  
ACTIVITY



## 18,859

ACCESSED PSYCHOLOGY  
& GROUP PROGRAMS

## 12



REGIONAL NSW & VICTORIA FAMILY CARE SERVICES

## 4



METROPOLITAN SYDNEY  
FAMILY CARE CENTRES

## 1



METROPOLITAN ACT  
FAMILY CARE CENTRE

## Feedback from Parents

"We had been struggling to settle our baby and left Tresillian confident we could survive life with a newborn".

"Thank you to the Nurse who provided me with great information about self-settling and some tips to follow with my baby".

"I have learnt a huge amount about my child this week and now have strategies to help support her. Tresillian changed our lives"!.

## How Tresillian Helps



UNSETTLED BABY/PARENTAL EXHAUSTION

ADJUSTMENT TO PARENTHOOD

PERI-NATAL ANXIETY & DEPRESSION

BREASTFEEDING/FEEDING SUPPORT

## Top 3 Health Outcomes



### 1

Increased parental confidence through gentle guidance and education

### 2

Reduction in peri-natal anxiety, isolation and depression

### 3

Improvement in the overall family's emotional wellbeing

# Highlights

## 2018-2019

### Five new Tresillian Family Care Centres and Tresillian 2U is launched

As part of the NSW Government's \$157 million funding commitment to support new families, Tresillian received \$2.2 million per year (\$8.8M over 4 years) commencing in July. The funds were allocated to open five new regional Family Care Centre hubs in New South Wales in partnership with the Local Health Districts in Queanbeyan, Coffs Harbour, Dubbo, Taree and Broken Hill for vulnerable families. All Centres provide Level 2 child and family health services for families residing across the Local Health Districts in which they are located.

### Tresillian Centenary Ball

The Sydney Town Hall came alive to celebrate Tresillian's Centenary at the Tresillian Gala Ball on the 27th October. Glitz and glamour prevailed as we welcomed over 500 guests including the Hon. Tanya Davies MP, and many former and current staff, Board members, friends and family.

### Tresillian Tea Party

Tresillian's annual fundraiser, the Tea Party was held on Thursday, 27th June in the historic Tea Room of the Queen Victoria Building, Sydney. Thanks to Tresillian's Vice President, Natalie Boyd who was our MC for this event. The choice of venue proved popular with tickets selling out one month in advance. The glamorous Erin Molan, Tresillian's Ambassador, delivered a very poignant presentation (with baby, Eliza) about the challenges of parenthood, of being a working mother and how new Mums should give a shout out for help when they need it. Our thanks to major sponsors of the event, Johnson's Baby.

### Tresillian Opens in China

On 8th March, CHS Health Care partnered with Tresillian to open its first Family Care Centre in the beautiful city of Chengdu, China. Tresillian President, Dr Nick Kowalenko said 'It was a privilege to be involved in pioneering the establishment of early parenting services in China and very auspicious to open our new Centre on International Women's Day and the Chinese Dragon Day'.

### Tresillian Appointed QEII Service Provider

In May, after a tender process, the ACT government appointed Tresillian as Service Provider to manage the Queen Elizabeth II Family Centre (QEII) from 1 July, 2019.

The Tresillian Tea Party



The Tresillian Tea Party



Tresillian's Vice President, Natalie Boyd hosted proceedings at the Tresillian Tea Party.







# Statistics

## 5,741



### Day Services

## 64,248



### Total contacts with a Tresillian Service



Tresillian Live  
Advice & Parent's  
Help Line

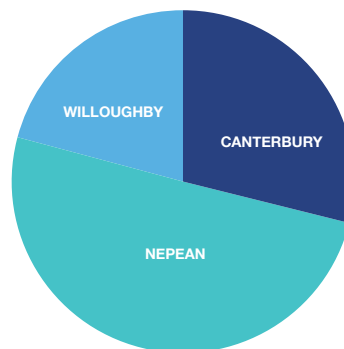
## 29,151



## 11,846

### Group Program Attendance

## Residential Admissions



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



## +49.89%

### Website traffic growth



## 1,317,263

### Unique website page views

The most popular topics remain **settling baby**, **daily activities** and **breastfeeding**.

## 5,793



# Services Overview

Tresillian provides a range of support services to families across New South Wales, the ACT and Victoria. These include:

- **Residential Inpatient Units at Canterbury, Willoughby and Nepean** with a total of 86 beds (43 for parents and 43 for their babies); (From 1st July) Curtin, ACT with a total of 26 beds (13 for parents and 13 for babies).
- **Day Services (both Centre-based and home-based) located in metropolitan areas**, including Sydney's Inner West (Canterbury), Lower North Shore (Wollstonecraft) and Western Suburbs (Nepean); and regional services based in the Northern Rivers region (Lismore and a satellite service in Grafton), Riverina (Wagga Wagga); Southern NSW and the North-East Border Victoria (Albury Wodonga); Hunter New England Area (Taree), Mid North Coast (Coffs Harbour), Western NSW (Dubbo), Far West NSW (Broken Hill) and Southern NSW (Queanbeyan and a satellite service in Cooma).
- **Tresillian 2U – The Early Years Parenting Service (Mobile Van)**, was developed in partnership with Mid North Coast Local Health District and launched in October 2018, the first of its kind in Australia. The model includes a team of Child and Family Health Nurses and Aboriginal Health Workers collaborating with local health services.
- Tresillian is in the process of developing a 4-bed residential service, co-located in the Maternity Unit in the new Macksville Hospital opening in 2020.
- **The Early Intervention Home Visiting Program** is an extended home visiting program aimed at improving children's development and wellbeing and supporting the capacity of those in a parenting role for up to one year.

- **The Tresillian Parent's Help Line** (open 7am-11pm Monday to Sunday) offers advice and support from qualified child and family health nurses.
- **Tresillian Live Advice** – an after hours Monday-Friday web-based service providing parents with advice and support from an accredited Tresillian nurse;
- **The Tresillian website, [tresillian.org.au](http://tresillian.org.au)** received over a million visits last year, and offers a range of information and resources for parents and health professionals;
- **The Tresillian social media channels** has a community of over 36,000 where families can connect for more support and to share stories.

In addition to these services Tresillian:

- collaborates with Corrective Services supporting incarcerated mothers and their families;
- has an extended home visiting program for parents with complex needs implemented through special project funding;
- undertakes partnerships with other non-government organisations to provide services, for example a

service providing a residential drug and alcohol abstinence program for women and young children; and

- peer support groups (Tresillian MyTime) for parents and carers of children with a disability or chronic medical condition.

## Tresillian's Professional Practice and Innovation (PPIC) Centre aims to:

- support Tresillian staff develop their clinical skills
- provide high quality education programs for Tresillian staff and external professionals who work with families and young children
- assist with the translation of child and family health evidence into clinical practice
- assist with the implementation of the UTS and Tresillian Graduate Certificate in Child and Family Health Nursing
- develop parenting education and child and family health professional resources
- develop Tresillian's research capacity
- provide consultancy in child and family health for government and private organisations
- seek funding to design, implement and evaluate innovative child and family health services and interventions.



# Our Story

The Tresillian story began over one hundred years ago in 1918 with the formation of the Royal Society for the Welfare of Mothers and Babies at the Sydney Town Hall.

The Society was a NSW government initiative sparked by soaring infant mortality rates and a desperate shortage of health services for new mothers.

The need for intervention was exacerbated by the First World War, which left many young mothers widowed. In the same period 60,000 babies lost their lives through poverty, disease and lack of hygiene.

The Society's primary aim back then was to make a difference to the high mortality rate of children under the age of five.

The Society initially responded to the problem at home with a community education program for parents of small children.

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

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

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

A baby clinic for parents also opened. The clinic at Petersham had been named "Tresillian" by the previous owners who originated from the village of the same name in Cornwall, England and from then on, the Royal Society for the Welfare of Mothers and Babies was referred to as "Tresillian".

When the Willoughby Centre was purchased in 1927 the name was retained and this Centre became known as Tresillian North. By the mid-1920's the infant mortality rate had fallen to 3% from a peak of over 10% just a few years earlier.

As times changed, Tresillian's scope had adapted and broadened with specialised nursing, medical and psychological support available on site and across mediums such as the internet and on the telephone.

The primary goal of Tresillian today remains unchanged: that of securing the best possible life and future for young Australians.

With over 100 years of invaluable service for your young families, Tresillian continues to play an important and vital role in Australian history.



## Our Values

### Access:

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

### Respect:

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

### Partnership:

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

### Integrity:

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

### Excellence:

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





## Our Mission

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

## Our Purpose

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

## Our Vision

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

# Executive



## Associate Professor Robert Mills

### **Chief Executive Officer MPH & FAICD**

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



## Associate Professor Jenny Smit

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

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



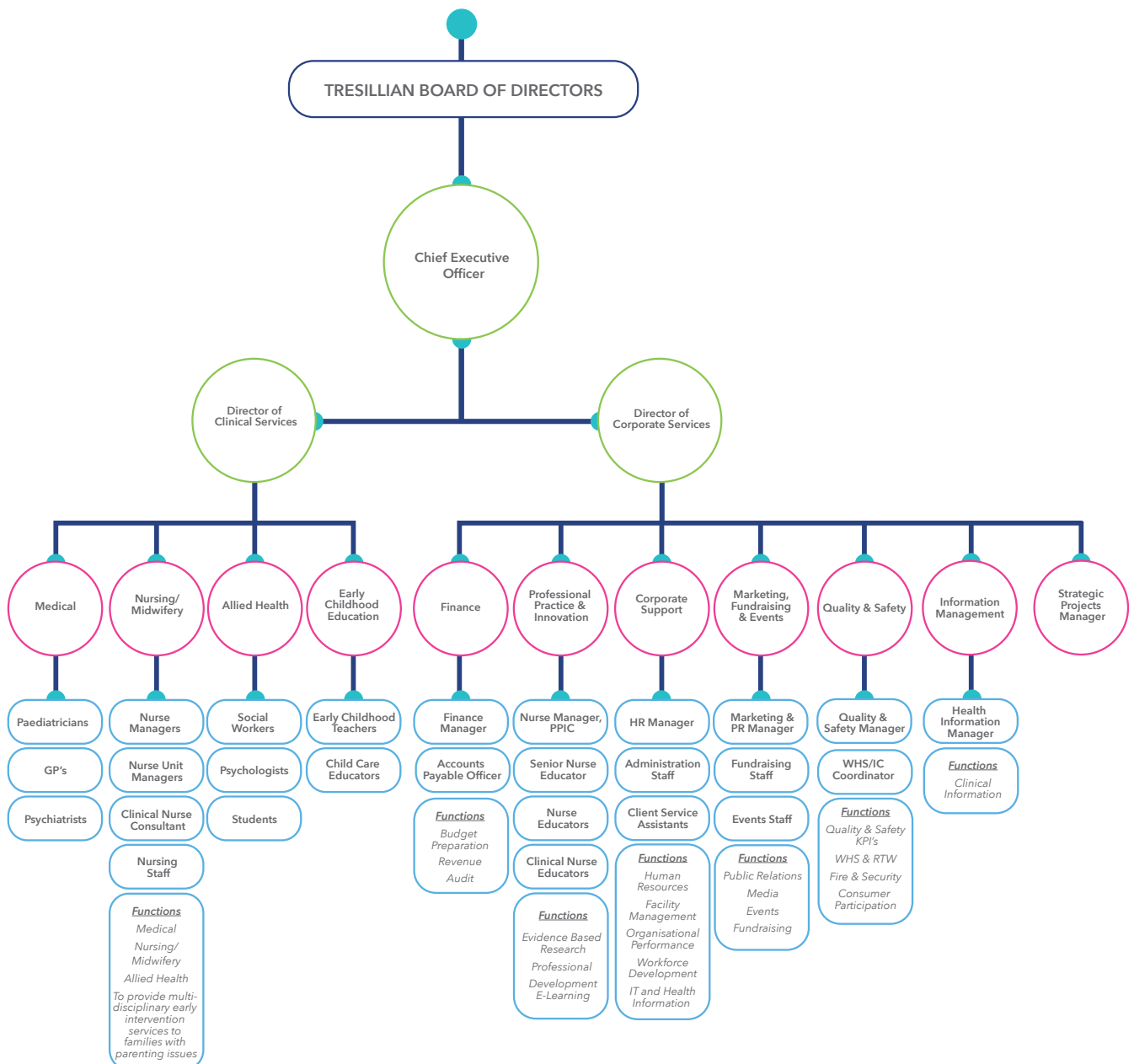
## Associate Professor Troy Trgetaric

### **Director of Corporate Services MPH & JD Solicitor of the Supreme Court of New South Wales**

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



# Organisational Structure



# Tresillian Board



**President**  
**Dr Nick Kowalenko**  
MB, BS, FRANZP, MAICD

Elected President  
November 2013-2019

Director: Governance, Audit & Risk  
Committee 2014-2019

Dr Nick Kowalenko is an infant, child and adolescent psychiatrist with clinical, research, education and is committed to promoting the emotional health and well-being of infants, young children and their parents. He's advised governments, consumer organisations and health service leaders about the most effective strategies to support mothers and fathers parenting under stress. He's the Deputy Chair of Emerging Minds, an international Faculty member of Zero to Three and delivers workshops and training in Asia/Pacific region.



**Vice President**  
**Natalie Boyd**  
BA (Mass Comm)

Elected Vice-President November  
2015-2019

Chair: Marketing, Advocacy &  
Fundraising Committee 2018-2019

Chair: Strategy & Performance  
Committee 2014-2018

Director: Marketing, Advocacy &  
Fundraising Committee 2006-2018

Natalie Boyd is the Executive Director, Practice & Innovation at KJA, a stakeholder communications and engagement consultancy. With more than 20 years' experience in communications and engagement, Natalie is a respected specialist with expertise spanning across a range of sectors. Natalie is passionate about building resilience in individuals, families and communities, something she considers Tresillian makes a significant contribution to for 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 and was an active member of the Centenary Ball Committee. As current Chair of the Marketing, Advocacy & Fundraising Committee, Natalie's expertise in communication and engagement continues to support the growing footprint of Tresillian services.



**Treasurer**  
**Peter Quinn**  
B.Bus CA, ACIM, FAICD, CFP

Board Director 2008-2019

Chair: Finance, Audit & Performance  
Committee 2008-2019

Peter Quinn is director and principal of Quinn Financial Planning, and director and co-founder of The Quinn Group, an integrated accounting, legal and financial planning practice. It was his own personal experience that led Peter to Tresillian. Peter is committed to ensuring young families are aware of the help that organisations such as Tresillian, can provide to young families.



**Director**  
**Susan Redden Makatoa**  
BA (Communications),  
FPRIA, GAICD

Board Director 2008-2019

Chair: Marketing, Advocacy &  
Fundraising Committee 2015-2018

Director: Marketing, Advocacy &  
Fundraising Committee 2010-2015

Director: 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 has worked in leadership positions for Ogilvy PR, SenateSHJ, delivering strategies encompassing advocacy, corporate, crisis and employee engagement for government and leading brands. She is now an executive headhunter and communications coach specialising in agency and public affairs. A public speaker on women in business, Susan also sits on the boards of the Touched by Olivia Foundation and social philanthropy organisation Benjojo. 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.



**Director**  
**Catherine Whitby**

**BA LLB (Hons), MSc (Law and Accounting), GAICD**

Board Director 2016-2019

Chair: Governance & Risk Sub-Committee 2018-2019

Director: Strategy & Performance Committee 2016-2018

Catherine Whitby is a lawyer based in Canberra. Catherine provides strategic legal advice on commercial issues, including those arising from contracting and procurement processes. Acting for government clients, she also has extensive experience in probity and governance matters, and in relation to data sharing by government. Her primary sectors of focus include health, social services, education and employment. She is the mother of 3 children, and is keen to ensure that all families have access to parentcraft services like those offered by Tresillian in the early years.



**Director**  
**Christina Hall**

**B.Accounting, CA, GAICD, ARITA**

Board Director 2016-2019

Director: Finance, Audit & Performance Committee 2016-2019

Christina Hall is a corporate advisory and restructuring specialist and has spent the majority of her career advising and assisting Boards, management teams and other stakeholders of businesses to maintain and enhance business value. Now the Head of Finance at Vast Solar (an Australian company developing unique solar thermal power generation technology), Christina is passionate about ensuring companies maximise their opportunities to succeed and drive change in their chosen field. Christina's passion for Tresillian and the support it provides to new families stems from her own positive experience with Tresillian helping her with 2 young children who, like so many, refused to fall into a natural sleep pattern.



**Director**  
**Paul Robson**

**B.Comm Mgt & Mktg, Grad Dip (Gen Mgt) INSEAD, Grad Dip (Int Bus) UHelsinki**

Director of the Board since 2008  
Member: Marketing, Advocacy & Fundraising Committee

Paul Robson is Adobe's President for the Asia Pacific region. He is a dynamic and respected leader in the IT and digital marketing sectors, with a proven history of leading business transformation initiatives at both an operational and executive level. Paul is highly passionate about the delivery of world class services, and in particular how Tresillian can use the advances in digital technology to further broaden their reach to families needing assistance with their baby or toddler.



**Director**  
**Mick O'Driscoll**

**Project Management (P.Grad.Dip) Dip Arch Tech**

Board Director 2019

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.



**Tresillian Ambassador**  
**Erin Molan**

Erin is best known as the face of Weekend News Sports on Channel 9 and can also be heard on Macquarie Media's, Radio 2GB. Outside of work and sport, Erin is mum to baby Eliza born June, 2018.



Director of

# Clinical Services

Associate Professor Jenny Smit



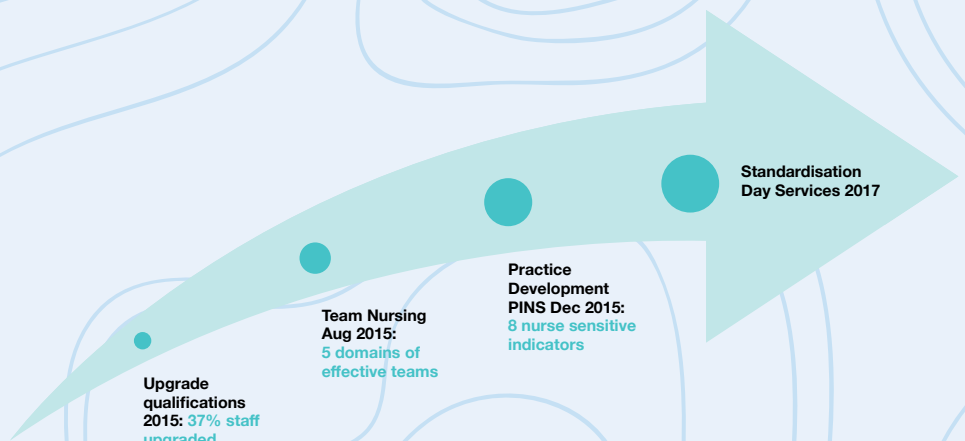
Our 100th year has proven one of the most successful in our history.

Top of the list of great things achieved is a change in culture from reaction to consolidation and ambition. In last year's Annual Report I referred to the Team Nursing model, the Standardised Model of Care for Day Services and the NCAST Parent Child Interaction assessments – see diagram to the right.

This laid the foundations for further great achievements in the year to June 2019 as follows:

- In the residential units we were scaffolded by the team nursing model to implement the NCAST Parent Child Interaction (PCI) Feeding & Teaching Scales into 'business as usual'. These scales help assess the mother-infant interaction during a feeding or teaching interaction which





then leads to an individualised intervention plan that recognises the importance of the first relationship and focuses on the infant's social-emotional health.

- Tresillian commissioned a new four bed residential unit which will be co-located with the maternity unit of the brand new Macksville Hospital due to open in early 2020.
- Tresillian was successful with the Tender to the ACT Health Directorate to administer the Queen Elizabeth II Family Care Centre in Curtin, ACT, which was announced in June 2019. Tresillian commenced as Service Provider from 1st July, 2019

*The Standardised Model of Care for Day Services* outlined the flexible context of service packages based on the needs of the families which supported the successful proposal to government for five additional regional centres from July 2018. Thanks to the investment from Tresillian's corporate, clinical and administrative teams, all five centres, as well as additional satellite services, including the highly successful Tresillian 2U mobile van, were operational by June 2019. This was a massive achievement!

From these foundations:

- Nurses on Tresillian's Parent's Help Line are now documenting information on Cerner (an electronic medical record), for families currently booked for a Residential admission or being seen in Day Services, to improve care coordination and the families' experience of Tresillian services.
- Tresillian's Extended Home Visiting Program underwent a business process redesign to integrate it with Day Services at Tresillian Canterbury as well as to provide guidance to all Day Services (regional and metropolitan), to safely meet the complex needs of families with vulnerabilities. This program won the annual Sydney Local Health District Child Protection and Wellbeing Award on the 5th September 2018 for its contribution to the prevention and/or intervention of child abuse and/or neglect.



Allied Health Services are available to parents across all Tresillian Centres.



- Tresillian's Telehealth video-consultations commenced in August at the Albury Wodonga Health Tresillian Parents and Babies Service as well as at the Tresillian in Murrumbidgee Family Care Service. The service gives families living significant distances from specialist child and family health support services, increased access to help. It is now increasingly part of our Centre based Day Services.

At Tresillian, we're continually reviewing that we truly make a difference to our families. We do this using a range of tools including the validated parenting self-regulation scale *Me As A Parent*, as well as embarking on research to continually evaluate our service model.

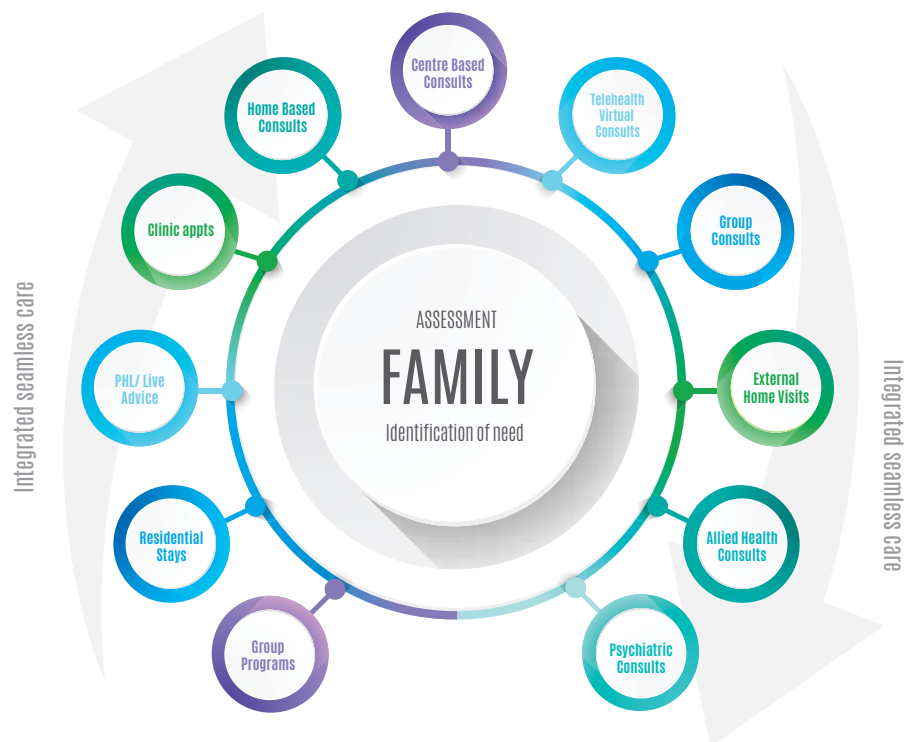
A highlight was the re-designed referral process which resulted in parents being given a single point of contact to arrange their Day Service or Residential booking, 7 days a week, equalising wait times across the organisation for all Priority 1, 2 and 3 referrals and

maintaining occupancy rates in the residential units to >85%. It was cost neutral, thanks to the goodwill and investment of the administrative and clinical staff from day and residential services.

In other news, the Director Psychology and Social Work, was

accepted for the Executive Clinical Leadership Program at the Clinical Excellence Commission to review father inclusive practices and explore innovative clinical design models to enhance efficiency measures. This coincided with new national and state father inclusive initiatives and Tresillian is now represented on

### SERVICE PACKAGES



The team at Tresillian Lismore celebrates Tresillian's Centenary.



The team from AWH-Tresillian Parents & Babies service, Centenary Celebrations.



the *Fatherhood Expert Advisory Panel* led by Associate Professor Richard Fletcher. Group programs specifically for new Fathers are held on Saturdays and Wednesdays at all Tresillian Residential centres. This important work will continue.

Tresillian continues to provide MyTime groups for parents and carers of children with a disability, developmental delay or chronic medical condition. Parents, grandparents and carers can meet at a MyTime group to socialise, share ideas and build a network. Since 2006 Tresillian has partnered with community organisations in NSW to provide a total of 14 MyTime groups. Nine MyTime groups are in rural and regional NSW from Tweeds Heads in the north to Cooma in the south. Five groups are in Sydney metro area, including a Men's Group in Marrickville and a group in Randwick for parents facing palliative care options for their children. Great support.

The Sankalpa program to develop mindfulness, compassion, self-compassion and stress reduction skills continues to play a positive



Canterbury Centenary Celebrations. Inset: Robert Mills, CEO with Sophie Cotsis, MP at the Centenary Celebrations.

role in our valuable workforce. Eight staff members have completed or are working towards completing Sankalpa Facilitator training with the establishment of Sankalpa mindfulness sessions at all metropolitan Tresillian Centres, most of them facilitated by trained Tresillian staff.

A highlight of the last 12 months was the Centenary celebrations that

continued across Tresillian Centres. They brought together former and current staff along with key referral agents. We were honoured to have several NSW Members of Parliament join us at these events.

As always, the above achievements are testament to the wonderful work of our clinical leaders and their teams who are ably supported by our administrative staff.



Tresillian Nepean Centenary Celebrations. L to R is Kay Hyman, Chief Executive, Nepean Blue Mountains Local Health District, Tresillian CEO Robert Mills, The Hon. Stuart Ayres, MP, The Hon. Bronnie Taylor MLC & Peter Collins Chairman, Nepean Blue Mountains Local Health District, with Parents of twins.



## Sensitive & Knowledgeable

*Our Nurse was amazing. Very welcoming, understanding, sensitive and knowledgeable. She was genuine and assisted me in building my confidence to be a better mum.*

## Director of Corporate Services

Associate Professor Troy Trgetaric



It has been an extraordinary year at Tresillian Family Care Centres with many outstanding achievements against a backdrop of enormous expansion of services across regional New South Wales and the ACT.

My thanks to all members of the Corporate Services leadership team including Manager of the Professional Practice and Innovation Centre, Nikki Brown, Professor Cathrine Fowler, Quality and Safety Manager, Marie Dickinson, Finance Manager,





Jeffrey Taylor, Public Affairs and Marketing Manager, Ann Paton, Human Resources Manager, Pina Fillipone and Facilities Supervisor, Alex Caruana, for your dedication and commitment to Tresillian. Underpinning the leadership team are our support staff at Head Office that include Amarjeet Singh, Amanda Joubert, Justyna Poniatowski, Roxanne Carswell, Nancy Currenti, Barbara Johns and Tyrone Fegradoe.

It's my pleasure to present the following report on the operational activity in Corporate Services during what has been a highly productive year.

## The Professional Practice and Innovation Centre (PPIC)

Tresillian Family Care Centres has a long tradition in the provision of education and training for nurses and other health professionals working with infants, children and families. Over the past 12 months, the staff of the Professional Practice & Innovation Centre have continued to increase the range of educational programs and activities for Tresillian staff and health care professionals in the wider child and family health community. We were delighted to welcome Kelly Stone and Janice Wright into the PPIC team. We also celebrated the significant contribution of Jan Aiello to nursing and education at Tresillian, and wish her well in retirement.



Tresillian had a trade display stand at several major parenting Expo's in Sydney and regional NSW.

### Highlights included:

- Welcoming new staff from metro and regional sites in Tresillian orientation sessions during the year
- Hosting a sold-out Tresillian Centenary Conference with over 200 participants and a wonderful agenda of noted speakers by Nikki Brown, Tina Hourigan and Amanda Joubert
- Contributing to the successful QEII tender and then welcoming the QEII team at their Tresillian induction in July 2019
- Development of a new Tresillian book for parents of newborn babies by Fran Chavasse, Senior Nurse Educator
- Delivery of the Graduate Certificate of Child and Family Health Nursing in partnership with UTS, by Nikki Brown, Mary McDonald, Jan Aiello and Kelly Stone.
- Coordination and leadership of the Advanced Nurse Practice Program by Tina Hourigan, Nurse Educator. This 12-month course prepares child and family health nurses for working in the Sustaining NSW Families (SNF) home visiting model.
- Support and education for the implementation and use of the NCAST parent-child interaction assessments in a variety of ways including through formal delivery of training, recertification and clinical support
- Providing clinical education and support to an increasing number of newly qualified Enrolled Nurses and Child and Family Health nurses into the Tresillian workforce by our unit educators, Mary McDonald, Jan Aiello, Kelly Stone and Janice Wright
- Event management assistance with the Team Building Day, Parent and Baby Expos, workshops conference and Circle of Security training.
- Working closely with Child Health Solutions in China in country and via video conference



Tresillian Nurse Educators L to R: Mary McDonald, Kelly Stone, Jan Aiello and Megan Sena at the Tresillian Centenary Conference.





### Tresillian Chair in Child and Family Health University of Technology Sydney

*Professor Cathrine Fowler*

Tresillian has a vibrant research program with a joint focus of contributing to child and family health knowledge, service development and evaluation. The role of the Tresillian Chair is to assist Tresillian staff develop an active program of research.

To further support Tresillian's research agenda Dr Megan Anderson has been employed to help with the management of internal research programs and integrate validated tools into clinical practice to enable measurement of clinical outcomes of the services we provide.

Currently, Tresillian has three active internal research projects and involvement in two external research projects. Where possible Tresillian joins with other like organisations to participate in research project. Current research projects include: the Parent Child Interaction Assessment study within the Tresillian residential units; and the Evaluation of a Sequential Postnatal Depression and Circle of Security Parenting group. Tresillian is involved in a collaborative research study with SleepFit and HCF to Inform and Validate a User-Friendly Assessment for a Digital Program to Improve Sleep Outcomes for Infants and Young Children. Joint external research studies include: Providing Care and Support for Parents of Premature Babies at home: Health Visitor [HV] and Nursing knowledge in partnership with University of Technology Sydney and University of

Hertfordshire; and Gunhi Dhurinya Gurray Mangga: Mother Born Small Baby (Improving the health and well-being of Aboriginal and Torres Strait Islander mothers of premature babies). As an outcome of our research, peer-reviewed papers have been published in professional journals.

The past year has involved the development and implementation of four child and family health subjects in the Wuhan University Hope School of Nursing Masters program, China. Three of the four subjects have been implemented, the fourth subject will be taught later in 2019. Eight students have enrolled in the four subjects. The second phase of the project was the development of a child and family health nursing course for the Wuhan University Vocational School. This course will be implemented in the second six months of 2019. The development of clinical parenting services in China has provided numerous opportunities to share Tresillian's nurse led model of care and nursing expertise with invitations to speak at conferences and workshops in Beijing, Wuhan and Shenyang.



Below: Professor Cathrine Fowler with Glenda Goodwin, Nursing Unit Manager, Canterbury Residential Unit in China with colleagues Juliana Song (far left) and Froda Wang (far right).





is not clearly or appropriately conveyed to them during their interaction with Tresillian.

#### **Clinical Audit**

Clinical audit with Tresillian is embedded within the clinical units monitoring core practice. Where the threshold for compliance is not 100%, a threshold of 85% has been set prior to a formal action plan being developed by the Nurse Unit Manager to improve compliance. During 2018/19 compliance with threshold increased by 18.5%.

#### **Capacity Development**

Tresillian supported two clinical staff to undertake the Clinical Excellence Commission's Clinical Leadership Program with both staff successfully completing a work sponsored improvement project as part of the curriculum.

#### **WHS**

Tresillian undertook its biannual Work Health Safety and Injury Management Audit in late May. Feedback from the auditors was positive and Tresillian looks forward to receiving the final report and overall outcome from the audit. There was a 14.3% decrease in reported staff incidents over the period, with a corresponding decrease in reporting harm as a result of a staff incident of 5.5%.

#### **Infection Control**

There were no infectious outbreaks reported within Tresillian during the 2018/19 year. There was a decrease of 37.3% in the number of infectious incidents reported when compared with 2017/18. Parents continue to be provided with education on Tresillian's Infection Control Program as part of the admission process including the importance of hand hygiene in preventing the spread of infection.

Tresillian's hand hygiene compliance rate continues to be high with compliance at 97.7%. The national benchmark set by the Australian Health Ministers' Advisory Council has been at 80% since 2017. Tresillian has consistently exceeded this benchmark.

### **Quality; Work, Health & Safety; Client satisfaction**

Client satisfaction remains high across all areas of the service. Tresillian reported overall satisfaction rates of 90.9% for the period July 2018-June 2019. Residential services reported overall satisfaction rates of 87.3% for the period. Day Services clients also reported high levels of overall satisfaction for the same period, reporting overall satisfaction rates of 93.8%. Tresillian's new regional services began collecting client satisfaction in January 2019, with overall satisfaction ratings for the six months at 97.4%.

#### **Incidents and complaints**

There was a 9.2% increase in reported incidents during 2018/19,

but no significant change in the number of clinical incidents reports. The increase can be attributed to an increase in reported hazards and property reports. Overall there was a decrease of 15.5% in the number of client falls reported and no change in the number of incidents that resulted in a report of minor harm. No serious (SAC2) or significant (SAC1) incidents were reported.

The complaint rate for 2018/19 remains very low at 0.2 complaints per 1000 occupied bed days. The overall number of complaints has been decreasing over the last six years, however, communication issues are still the most common issue raised. Work has been undertaken with staff to highlight the need to highlight the reasons why a client may perceive information



## Marketing, Advocacy & Fundraising

Our Centenary year had many highlights including celebrations at all Tresillian Family Care Centres, which were well attended by current and former staff.

### Centenary Gala Ball

A particular highlight of the marketing and fundraising calendar was the Tresillian Centenary Gala Ball at the Sydney Town Hall on 27th October. The MC was Brendan Jones (Jonesy & Amanda of WSFM fame). The evening featured an amazing array of entertainment. It was the 'Cook' who brought the house down by interrupting proceedings to share her Tresillian 'gift' with staff resulting in much laughter, followed by some outstanding operatic performances.

There were more than 40 raffle prizes and auction items up for grabs that resulted in around \$40,000 raised to support Tresillian's new regional family care services.

Thank you to all those who supported the Ball including staff, Board Members, friends, families, sponsors, and especially the army of volunteers who generously gave up their time to help on the night itself. Special thanks to the volunteers on the Gala Ball Committee who worked tirelessly over the last 12 months to bring the evening together. So many people played a role in making our Centenary Gala Ball a spectacular and memorable evening and we are incredibly grateful for your support.

### Digital Presence

Tresillian's social media channels continue to be well utilised



Filming for the ALDI Sponsored, Live Facebook Q & A Sessions.

with Facebook and Instagram seeing substantial increases in engagements and impressions compared to the previous year. The Tresillian website had over 1.3 million unique page views from over 500,000 users. Traffic to the [tresillian.org.au](http://tresillian.org.au) grew substantially in 2018/19, with an increase in users

of 49.89% compared to the same period prior. During this period, 75.82% of users came from organic traffic, an increase of 79.71%.

The most popular topics continue to be Settling/Crying related, Baby's Daily Activities and breastfeeding, bottle-feeding and introducing baby to solids.

### Sponsorship

In terms of sponsorship, 2018 was the highest grossing year in Tresillian's history. We were pleased to welcome ALDI Mamia as major sponsors of the Tresillian Parent's Help Line. ALDI also sponsored a series of 60 parenting videos on Facebook and enabled Tresillian to host several Livestream Q & A's on a range of parenting topics. Johnson & Johnson continued their sponsorship of the Tresillian Live Advice service and were also major sponsors of the Tresillian Tea Party held at the Queen Victoria Building on 27th June, 2019.



Our thanks to Tresillian's Centenary Gala Ball Committee.







## Tresillian has done wonders

*After coming to our initial appointment I feel like a whole new parent. I can now read and respond to my baby better. I can now see that my baby can sleep well and I have been able to take a step back and let her do that. The result has been amazing and I appreciate being shown this so much. It has done wonders for both my baby and I.*





Tresillian Ambassador, Erin Molan at The Tresillian Tea Party.

We are extremely grateful to all our loyal sponsors including Allianz, Reckitt Benckiser, Explore & Develop, Bayer, P Z Cussons, Philips Avent, Church & Dwight, Waterwipes and the many more who joined us at the Tresillian Conference held in November, 2018. We thank them for their ongoing support of Tresillian.

### Events

A function of the Marketing Managers role is the organisation of events. In the 2018/2019 year these included:

- Tresillian Team Building Day, Parliament House, 31st August, 2018

- Tresillian 2U Launched & Macksville Tresillian Residential Unit Announcement, Macksville 15th October, 2018
- Tresillian Centenary Gala Ball, 27th October
- Tresillian in Southern, Day Services, Queanbeyan launched 29th October
- Tresillian in Murrumbidgee Centenary Day, Wagga Wagga, 30th October
- Tresillian in Western launched, 12th November
- Tresillian in Coffs Harbour launched, 19th November
- Albury Wodonga Health Tresillian Celebration Day, The Cube,

Wodonga, 20th November

- Tresillian Centenary Conference, Pyrmont, 23rd November
- Tresillian in Far West, Broken Hill launched 26th November
- 100th Annual General Meeting, Tresillian Wollstonecraft, 29th November
- Tresillian Canterbury Centenary Celebration Day, 6th December
- Tresillian in Manning, Taree launched 18th December
- Gidget House opens at Tresillian in Southern, Queanbeyan, 14th June
- Tresillian Tea Party, 27th June, Queen Victoria Building with special guest, Erin Molan

### Media

In the 2018/19 year Tresillian received a record amount of media coverage due mostly to the new regional Centre openings in the latter half of the year and also Tresillian's Centenary.

Advocacy remains a priority for the organisation and we continue to work with government to ensure quality child and family health services remain accessible for families living in all parts of Australia.

Tresillian's Strategic Marketing Plan was reviewed in early 2019 and approved by members of the Marketing, Advocacy & Fundraising Committee.



Tresillian Murrumbidgee's Centenary Celebrations L to R: Dr Joe McGirr MP, Member for Wagga Wagga with Karen Griffin, Nursing Unit Manager and CEO, Robert Mills.







## Thank you Tresillian!

*The collective knowledge of all the staff here is worth its weight in gold. Thank you hugely for helping me better understand my baby, and to be confident in helping him settle to sleep.*





Director of

# Guthrie Child Care Centre

Jaclyn Stewart



Gardening continues to be a key interest and area of focus throughout the Guthrie programs. The children self-access watering cans which can be filled with our small rain water tanks. We were very proud to win first place in North Sydney Council's 2018 Garden Competition awarded the title of "Best Children's Garden".

Guthrie Child Care Centre celebrated Reconciliation Week in May, educating the children and developing positive knowledge of Aboriginal and Torres Strait Islander culture. The children, families, and staff created an art piece that used the traditional Aboriginal Campfire symbol to represent Guthrie as our meeting place and then each person added their fingerprint to represent their sense of identity and belonging at Guthrie.

In June, Guthrie installed our much loved Street Libraries; a project made possible through our successful application to the North Sydney Council's *Green Schools Grant program* where we were awarded \$1,143 to teach and engage children in the sustainable practice of recycling. This has been a big success and we have many families contributing through frequent and regular borrowing and donating of books.



The beautiful art piece created by the Guthrie Community.

Over the past year we farewelled three wonderful educators; Margret Barrett, Kiran Ali and Rittika Takkar. We welcomed new team members, Shagufta Mahabub and Viorica Abannah who have settled into our Guthrie team well.

The children were excited to participate in excursions throughout

the year which included trips to Newlands Park, Brennan Park, Greenwich Public School, Greenwich Library and Crows Nest Woolworths Fresh Food Tour. Our two quad prams have allowed us to be able to take the younger children out into the community for excursions as we can now transport the group easily and safely.







# Treasurer's Report

Peter Quinn

## Operations

For the year ended 30th June 2019, the Tresillian Family Care Centres recorded an operating surplus of \$390,731. This is an increase of \$200,731 on the previous year. Total income increased by \$2,494,159 and total expenditure increased by \$2,293,428 on the previous year. The year was highlighted by the establishment of five new centres across regional New South Wales with new funding provided by the NSW Government; as well as new services in Chengdu, China, as Tresillian continues to grow and expand its services.

Over the last six years, Tresillian has grown significantly, with a strategic vision of helping more families access our services. As well as opening new Family Care Centres in regional areas, a Tresillian 2U Mobile Parenting Van was launched late last year on the NSW Mid North Coast in partnership with Mid North Coast Local Health District, providing much needed child and family health services to those local communities. During this period, revenue increased \$5,308,704 (32%) and net assets \$1,140,782 (19%).

## State of Resources

The balance of current assets, being cash at bank, current receivables and investments has increased by \$1,479,142 during the year. Total liabilities including creditors and provision for future staff entitlements increased by \$1,089,798. Non-current assets, being property, plant and equipment increased by \$1,387. The net effect is reflected by a surplus of \$390,731.



Treasurer, Peter Quinn, addressing Tresillian's 100th Annual General Meeting.

I would like to take the opportunity to thank all members of the Tresillian Finance Committee for their assistance during the year.

Finally, I wish to acknowledge and thank our funders including the NSW Government; the ACT Government; the NSW Ministry of Health; Sydney Local Health District; our China partners CHS Health Care; our generous donors, along with our corporate and community partners for their continued support during the year.

*Peter Quinn*



# Financial Performance & Position

## 2018-2019

The table below is a summary of our Income, Expenditure and Financial Position for the Year Ended 2019 with comparative.

	2019	2018	Increase/(Decrease)
	\$	\$	\$
Total Revenue	22,116,574	19,622,415	2,494,159
Total Expenses	21,725,843	19,432,415	2,293,428
Net Surplus /(Deficit)	390,731	190,000	200,731
Current Assets	12,859,351	11,380,209	1,479,142
Non - Current Assets	2,691,547	2,690,160	1,387
Total Assets	15,550,898	14,070,369	1,480,529
Current Liabilities	8,130,510	7,038,535	1,091,975
Non-Current Liabilities	173,371	175,548	(2,177)
Total Liabilities	8,303,881	7,214,083	1,089,798
Net Assets	7,247,017	6,856,286	390,731

### Revenue over last 6 years

2019	2018	2017	2016	2015	2014
22,116,574	19,622,415	19,439,602	17,136,267	16,742,010	16,807,870

### Net assets over the last 6 years

2019	2018	2017	2016	2015	2014
7,247,017	6,856,286	6,666,286	6,616,150	6,511,374	6,106,235

Where our Money came from (\$22.11 million)



- Patient Fees & Care
- Grants & Contributions
- NSW Health
- Investment Income
- Other Revenues

How our money was used (\$21.72 million)



- Repairs & Maintenance
- Goods & Services
- Employee Related Costs
- Contributions Other Entries
- Education
- Depreciation and Amortization





## Help Tresillian build Confident Australian families!

Dear Friend of Tresillian,

Tresillian is a family focused organisation that provides guidance, advice and support to parents through those sometimes difficult early years of their baby's life.

And it can be difficult when baby won't sleep, when feeding isn't going well and both Mum and Dad are totally exhausted! You can help build confidence in new mums and dads struggling with the challenges of a new baby and give a hand to Tresillian who've been helping generations of parents since 1918. If you want to assist please get your tax deductible donation to us now by visiting [tresillian.org.au](http://tresillian.org.au) and clicking on the DONATE button.

I'm asking you to think about donating right now because the sooner you give, the better for parents like Mardi, Jonah and their baby. They were admitted to Tresillian's Canterbury Residential Unit for a 4-night stay, for help with 3 month old Lachlan. Lachlan was losing weight because he wasn't feeding well, he was constantly crying at nights and had both Mardi and her partner, Jonah, were utterly exhausted. This is a typical 'Tresillian story'.

Mardi says 'Tresillian's services were a lifesaver. We were so stressed, and the Nurses were so understanding and supportive, guiding us every step of the way. Since our stay at Tresillian we have more confidence as parent and we're actually enjoying our baby for the first time'.

Help Tresillian to keep on providing reassurance and guidance to families, visit our website site now at [tresillian.org.au](http://tresillian.org.au) and click on the DONATE button or contact me directly at Tresillian on (02) 9123 8800.

Kind regards,



Robert Mills  
CEO



All correspondence to:  
Locked Bag 1003, Campsie, NSW 2194  
t: (02) 9123 8800 f: (02) 9123 8887  
[www.tresillian.org.au](http://www.tresillian.org.au)

ABN: 28 521 424 723  
Charity No. 23415

#### NSW

Broken Hill  
Canterbury  
Coffs Harbour  
Dubbo  
Guthrie Child Care Centre  
Lismore

Nepean  
Queanbeyan  
Taree  
Wagga Wagga  
Willoughby  
Wollstonecraft

#### VIC

Albury Wedonga

#### ACT

Curtin



# Tresillian®

*It's in our nature to nurture*



## **Tresillian Canterbury**

Head Office

McKenzie Street

Belmore 2192

**t:** (02) 9123 8800

**e:** [tresillian.marketing@health.nsw.gov.au](mailto:tresillian.marketing@health.nsw.gov.au)

## **Tresillian Family Care Centres are located at:**

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

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

Tresillian 2U Mobile Parenting Van

**VIC:** Albury Wodonga

**ACT:** Curtin



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