

2019-2020 ANNUAL REPORT



Phoenix
Support & Advocacy Service Inc

“Life gets busy, lot of stresses so it's good to be able to evaluate in an environment created or you can stop and think and process.”

Phoenix Client

“I can be a better person, the one I want to be.”

Phoenix Client

“I felt a change in me because it's very relaxing and I forget everything.”

Phoenix Client

“I gained confidence and encouragement for the future.”

Phoenix Client

“I had someone I could talk to and trust which is important in my life because I did not know who else would 'understand' me.”

Phoenix Client

“I find the flight / fight stuff interesting and how our body reacts to its surroundings.”

Phoenix Client



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2019-2020 IN REVIEW



Board Members and Staff

2019-2020

Board Members	Position	Appointments & Resignations
Julie Woodhouse	Chair	October 2014
Leanne Sultan	Deputy Chair & Secretary	October 2016
Amit Kabra	Treasurer	October 2018
Leanne Allison	Board Member	October 2019
Bianca Hadzic	Board Member	October 2019
Gavin Bagley	Board Member	October 2019
Monica Taylor	Board Member	October 2019
Peter Le	Board Member	October 2019
Jasdev Singh	Board Member	Retired November 2019

Part-Time Staff	Position	Appointments & Resignations
Louise Lamont	Chief Executive Officer	Appointed February 2015
Marc Spradbury	Accountant	Appointed January 2019
Kaye Doolan	Finance Officer	Appointed June 2016
Lois Lloyd	Office Manager	Appointed September 1986
Alessandra Sippl	Office Assistant (Casual)	Left February 2020
Coby Greer	Senior Counsellor	Left March 2020
Sally Woods	Senior Counsellor	Appointed July 2019
Liz Magee	Senior Counsellor	Appointed October 2019
Gail Green	Senior Counsellor	Left October 2019

A new client management system for Phoenix

In 2019 the decision was made to engage a new database system that would better meet the needs of the counselling services at Phoenix. Phoenix had been using a Microsoft Access® database since 1993 to store client details and to gather the statistics required by the progress reports submitted to the Department of Communities every six months. Access is a very basic database program and developments in the sector could no longer be adequately catered for by this program. To address the emerging challenges Phoenix investigated what options were available and several database systems were reviewed.

In late 2019 the decision to proceed with obtaining Halaxy was made by the Phoenix Board and commenced in January 2020. In my additional role as Program Assistant I was given the task to implement the database and facilitate the completion of a totally paperless system for clinical processes and records.

Halaxy is Practice Management Software. A global platform for health practitioners and patients, running across more than 130 countries. Halaxy provides a streamlined service incorporating appointments, invoicing, record keeping, and offers tailored set up to meet the individual needs of the organisation. Halaxy is an Australian Company based in Melbourne, established in 2012. Further information is available at www.halaxy.com. The database was built to improve health outcomes for all.

The Halaxy system is about ease of access and is free to download and use. Some features, such as SMS, require payment and these are at market prices. Halaxy has been the perfect solution for a small agency like Phoenix Support & Advocacy Service, with its low cost and accessibility. But best of all it is easy to use and to

customise for the counselling services at Phoenix. The data is stored in a secure cloud server.

In 2020 Phoenix has been able to complete the move to a paperless system with the help of Halaxy, and some extra push from the circumstances created by COVID-19. The initial 6 months was spent learning the system, customising forms and templates, and helping the people who use our service become comfortable with Halaxy. Halaxy works seamlessly with Phoenix E-Services (a telehealth service) and our finance systems, provides a calendar and appointment system, counselling records, invoicing, therapeutic assessment tools, e-signing for consent forms, online form fill and submission, emailing and SMS. Phoenix clients are invited to access Halaxy where they can see their appointment history or pay their invoices.

As of 30 June 2020, Phoenix has fully integrated Halaxy into their systems and dispensed with Access. This has decreased administration time, follow up and cancellations, leaving more time to deliver services to people with lived experience of the impact of childhood sexual abuse.



LIZ MAGEE
SENIOR COUNSELLOR
& PROGRAM ASSISTANT





CHAIRPERSON & CHIEF EXECUTIVE OFFICER 2019-2020 REPORTS





Chairperson Report

2019-2020



JULIE WOODHOUSE
CHAIRPERSON

On behalf of Phoenix Support and Advocacy Service, I am pleased to present the Board's 2019-2020 Annual Report.

Like other organisations that are committed to empowering adults, who have been impacted by complex trauma, to lead meaningful lives connected to their community the coronavirus pandemic presented unique challenges. Our strong and effective governance underpinned by a clearly articulated strategic plan, operational plans, risk management matrix and continuity of service plan enabled us to demonstrate agility and responsiveness.

Phoenix Support and Advocacy Service continues to operate in an environment of uncertainty especially in the areas of human and financial resources. Since 2017 our organisation has operated on one-year funding extensions for both Service Agreements with the DoC and WAPHA. This significantly impacts on our organisations ability to embed strategic long term planning.

Retaining both staff and Board members has been challenging, however Phoenix has still managed to deliver a quality service and create meaningful outcomes for the client cohort.

Throughout the 2019-2020 period the Board farewelled Jasdev Singh and welcomed newly appointed Board members Bianca Hadzic,

Gavin Bagley, Monica Taylor and Peter Le and later Leanne Allison on her return from maternity leave. I would like to formally welcome our new Board members and thank them for their valued contribution to the work of the Board.

I am always inspired by our amazing Chief Executive Office, Louise Lamont in the tireless work she does in her advocacy and leadership for our organisation and more broadly for survivors of complex trauma. I would also like to acknowledge and thank the staff. They are committed, passionate professionals who always go the extra mile to ensure that we are demonstrating the benefits service innovation can bring by researching, developing new ways of working, and continually upskilling to support our current and future clients.

Looking back, 2019-2020 was not an easy year – and the challenges are getting bigger not smaller. But we continue to have aspiring plans because there are people who need us to be there for them.

I am proud to lead a dedicated Board of Directors, which has the privilege of serving a small organisation of people committed to supporting child sexual abuse survivors so that they can realise their full and amazing potential.

“
I just feel stronger and a better person. I am not too uncertain anymore and have more confidence in myself.
”

Phoenix Client

“
5 star service.
”

Phoenix Client

“
You are an amazing service. Keep up the awesome work you do.
”

Phoenix Client



Chief Executive Officer's Perspective

THE YEAR IN REVIEW

A CHALLENGING YEAR

In the last Phoenix annual report the year was referred to as one of the most challenging for the organisation however, with 2020 bringing a global pandemic, a shadow being cast by the knowledge funding for Phoenix from the WA Primary Health Alliance (WAPHA) would not be extended, and funding from the Department of Communities was to be extended only for 12 months yet again and for the fourth time, we can confidently say last year pales in comparison to 2019-2020.

WHAT'S NEW

There is however a silver lining in this story namely the development of new and effective E-Services for Phoenix clients via either phone or video conference, and this has meant greater flexibility and accessibility to the services and support available. Phoenix staff worked hard to ensure these E-Services were underpinned by an evidence base and sound policies and procedures to maximise safety and effectiveness. Research was undertaken to see if the specialist and holistic approaches to trauma recovery offered by Phoenix, such as for example EMDR, psycho-education, yoga, and nutrition workshops on the mind gut connection, could continue to be offered online.

Staff and most Phoenix clients were quick to adapt to the COVID-19 restrictions and embrace the new ways of working. Phoenix Senior Counsellor and EMDR practitioner Sally Woods has written a comprehensive article later in the report explaining in depth how EMDR as a well-regarded intervention for trauma symptoms can be applied effectively via video conference or phone. Once restrictions were lifted Phoenix implemented a COVID-19 Safety Plan for those clients wishing to return to having in person counselling sessions however, some

clients having valued their online experience opted to continue accessing Phoenix and receiving counselling via the new E-Services.

WA PRIMARY HEALTH ALLIANCE (WAPHA) COVID-19 ASSISTANCE

Due to COVID-19 restrictions Phoenix was not able to deliver all the workshops and courses planned for the Trauma Transformation program and this led to the creation of some unspent funds. Following discussions with WAPHA's Contract Manager Sadi Pakzad, and General Manager Mark Cockayne, WAPHA agreed for Phoenix to use some of these unspent funding to prepare for any future return to COVID-19 restrictions or lockdowns. At that point in time, Phoenix did not have the ability to provide staff with reliable remote access should staff need to work exclusively from home. The assistance from WAPHA meant that Phoenix could move all data and records from an onsite server to the iCloud.

This financial support from WAPHA meant the organisation's IT platform could be upgraded allowing staff to access relevant organisational files from home and continue to provide clients with online counselling via the new E-services.

This upgrade included the migration of all Phoenix electronic documents from the local onsite server to Microsoft SharePoint, plus video conferencing phones and headsets and relevant EMDR equipment for the online sessions being conducted with clients. SharePoint is a web-based collaborative platform that allows the staff to access work related information, documents, and data from anywhere away from the Phoenix office without going through a remote connection.

The total cost of this upgrade was completely funded by the WA Primary Health Alliance (WAPHA). Phoenix

is very grateful to WAPHA for this financial support which has allowed Phoenix to 'future proof' the organisation and ensure clients can continue to receive support should the organisation have to operate as a home based online service.

PROMOTING THE WORK OF PHOENIX

Presentations

This year in my role as CEO representing Phoenix, and before COVID-19 restrictions came in, I provided several presentations to promote the work of Phoenix and to also increase awareness in the community of the impact of child sexual abuse on brain development and the nervous system, and the ability to self-regulate.

Third Avenue Mount Lawley Medical Practice

This presentation was delivered to a group of General Practitioners and Nurse Practitioners at Third Avenue who were interested in the topic, and in the services offered by Phoenix as a place of referral for their patients.

Australian Association of Infant Mental Health

This Association meets 4 times a year to listen to presentations by invited guests. Phoenix was delighted to be asked to present at the Association's February 2020 meeting. The Executive Committee of the Association were equally delighted as the topic generated enormous interest with around 120 delegates registering which was well and truly beyond the usual uptake of 20 to 40 members attending.

Palmerston

A presentation was provided to around 15 Alcohol and Drug counselling staff on the topic of Child Sexual Abuse trauma and the impact of that lived experience on Self-Regulation.



SECTOR NETWORKING AND COMMITTEE REPRESENTATION

The 2020 year began as previously with the WA Council of Social Services (WACOSS) Sector Breakfast held each year in Kings Park and a key networking event that members of the community services sector look forward to. This event is also attended by representatives and Cabinet Ministers from the State Government. The International Women's Day Breakfast at which Minister McGurk was a guest speaker and held in March and fortunately just prior to the COVID-19 restrictions being put in place. This was the last event I was able to attend in person before the end of June 2020.

Phoenix continues to actively engage with Minister McGurk's Office and liaise with her helpful Advisor Joshua Cunliffe. The Minister had agreed to speak at and attend the screening of the West Australian Documentary "Wild Butterfly" an event that was to be hosted by Phoenix in April 2020 however, due to the COVID-19 pandemic this was postponed until September 2020.

Phoenix greatly appreciates the support we receive from Minister McGurk and from our local MP Mr Simon Millman MLA.

In my role as CEO I have represented Phoenix on the following committees throughout the year. Being involved in these committees offers many opportunities for advocacy, collaboration, and growing networks.

- WACOSS Children's Policy Advisory Committee
- Sexual Violence Expert Advisory Group (SVEAG)
- Mirrabooka Joondalup Family Support Network
- Midland Perth Family Support Network
- WACOSS Lotterywest Trauma Working Group
- Child Sexual Abuse Therapeutic Services Roundtable organising committee





The work of Phoenix is heavily dependent on Government funding and we are grateful for that support. Phoenix is fortunate to have contract managers that take a genuine interest in all that we do and are always willing to assist in any way they can. Thanks go particularly to Liz Brown, Department of Communities and to Sadi Pakzad, WA Primary Health Alliance.

PHOENIX GOVERNANCE

Phoenix is grateful to have had the ongoing and consistent support of Chair Julie Woodhouse and Deputy Chair Leanne Sultan. It is under their skilled leadership that Phoenix has been able to continuously improve the organisation's governance processes and practice. Julie and Leanne always make themselves available whenever needed, and they continue to encourage and support all our endeavours. Phoenix Treasurer Amit Kabra is also always available to address any financial matters and Phoenix Accountant Marc Spradbury and I are appreciative of his guidance and expertise.

At the October 2019 Annual General Meeting Phoenix welcomed new Board members as named in this year's Chairperson's report and farewelled others, while also welcoming back another from maternity leave. Not long after these members were appointed, they accompanied Phoenix staff to a dinner with a powerful presentation from Australian of the Year Rosie Batty on the topic of Family and Domestic Violence.

In November 2019, a Planning Day was held with the

newly elected Board members. This was also an opportunity to provide an orientation to the work of Phoenix and provide information about the impact of child sexual abuse and the reason the services offered by Phoenix are essential for ensuring access to specialised support for survivors so they have the best opportunities for healing and recovery. The day was followed by an end of year dinner. Little were we to know then that there would only be one more face to face Board meeting before video conferencing became the order of the day.

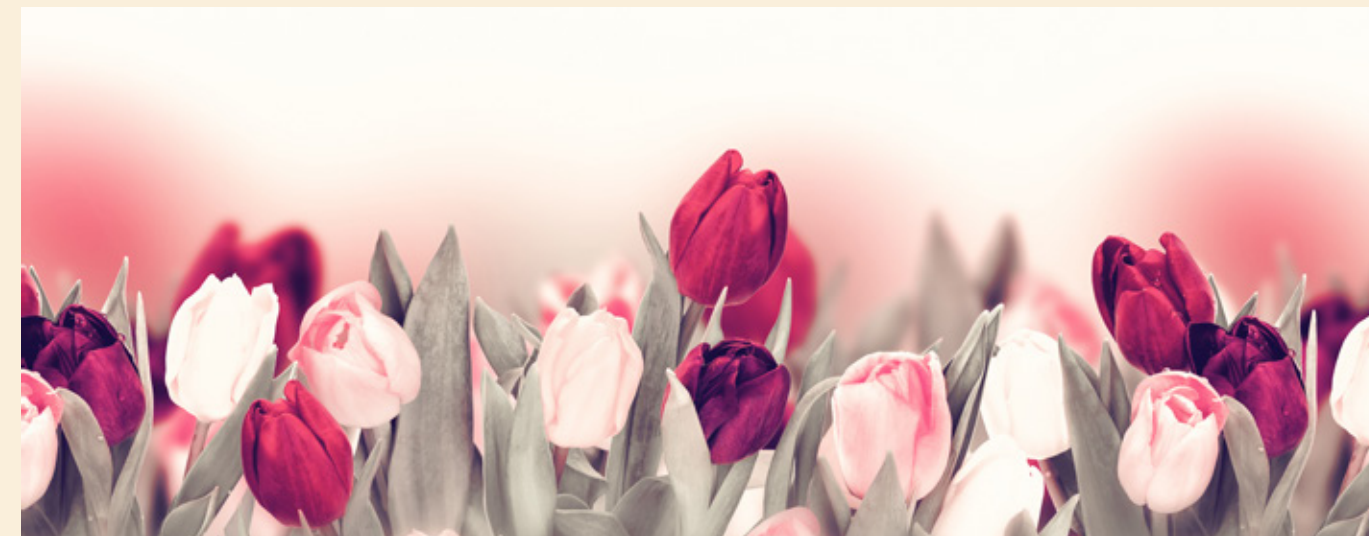
It is pleasing to report that all 50 plus policies and procedures reviewed and updated in 2019 have now been finalised and endorsed by the Board. Thanks to everyone involved in this mammoth effort.

Once again, the Phoenix Board and staff take this opportunity to thank former Board member Peter Curry for his ongoing support and for delivering a training workshop for staff on case notes and legal considerations.

Having support from a skilled Board with sound governance practices underpinning Phoenix, has helped to keep 'the ship steady' so to speak in what can only be described as a context of uncertain weather and turbulent waters and for which the staff and I are grateful.

PHOENIX STAFF

Phoenix is very fortunate to have a team of mature, professionally skilled, and experienced staff who are committed to the work of the organisation and the clients who access the service.



In 2019, Sally Woods and Liz Magee joined the team as Senior Counsellors as we farewelled Gail Green at the end of 2019 along with Ian Sampson, and then Coby Greer in March 2020, although Coby has continued to support Phoenix clients via the Trauma Sensitive Yoga courses she facilitates.

Office Manager Lois Lloyd later in 2020 will celebrate 34 years' service to Phoenix. Lois returned from her long service leave in August 2019. The many years Lois has been with Phoenix provides a wonderful historical record of the organisation's evolution and Lois always has a fascinating story to tell. Phoenix Accountant Marc Spradbury, along with Finance Officer and Admin Assistant Kaye Doolan, have contributed significantly to improving our office and finance practices which in turn has created greater efficiencies and a streamlining of our processes. Their efforts have also contributed to greater financial stability for the organisation.

Sally Woods experience as an EMDR practitioner has been an asset for Phoenix clients and a wonderful resource for the organisation. Liz Magee, in addition to her extensive clinical experience, is also very knowledgeable in relation to information technology much to our good fortune, as this skill set has been instrumental in assisting Phoenix to implement and establish the new client database for which the team are all very grateful as it has led to seamless client administration processes and paperless client records.

Phoenix would not have survived the instability of the last four years without a dedicated and committed team

who are able to adapt to a forever changing and uncertain landscape. This is reflective of, and a credit to, their professionalism and their work ethic, but most of all to their compassion for the survivors they work with.

WHERE TO FROM HERE?

In these uncertain times it is difficult to predict what may lay ahead.

In an ideal world, if Phoenix could be granted one wish it would be to enter into a contract that was of sufficient duration to allow our innovative programs to run long enough to produce the desired outcomes, and at a sufficient level of funding to adequately resource the capacity required to be in a position to make plans beyond one year.



LOUISE LAMONT
CHIEF EXECUTIVE OFFICER



Challenges facing Not for Profits

POST-COVID19 FUNDING

Phoenix Support and Advocacy Service has operated since 1984 providing a unique service to the community. Its continued survival in the not for profit space, is dependent on overcoming many of the future challenges that typically many Not for Profits (NFP's) face.

CONTINUITY OF FUNDING

Phoenix post 30 June 2020 financial year has one State Government funded contract to provide its unique service. This contract has been renewed annually via a funding extension for the past 4 years. However, there is no assurance funding of this nature will continue beyond 2021. The loss of this funding could force Phoenix to cease operations unless it is able to generate new income streams to offset the small amount of Government funding received which at this point in time supports Phoenix to operate 3 days per week. Furthermore, Phoenix currently is able to charge counselling fees at discounted rates because of the state funding received however, if funding was to be discontinued, Phoenix would have to consider significant fee increases which by and large could change the client demographic who currently access the service due to not only the specialised counselling provided, but due to the affordability and longer term support offered.

ATTRACTING AND RETAINING HIGH CALIBER OF STAFF

To attract high caliber staff, Phoenix offers staff salaries at above award rates along with salary packaging. Given the continued margin squeeze on funding, the organisation will need to find new income streams to absorb the higher salary costs going forward. Another

future concern for Public Benevolent Institute designated NFPs, is if the Government removes the tax benefit of salary packaging this would considerably impact salaries and service levels.

GOVERNANCE

Governance is a big issue facing Boards and with increasing Government oversight of the NFP sector, Board members must find more of their free time to meet their governance responsibilities making their role more difficult and potentially finding themselves personally liable if they fail to manage their governance responsibilities to the standards expected. With these growing responsibilities and this increased demand on Board members' time, finding highly skilled board members to volunteer their time is becoming more of a challenge for NFP's.

INVESTMENT RETURNS

Lower expected returns on cash and term deposits create pressure on the organisation's budget to meet increased service delivery requests. Organisations therefore will need to look at new investment strategies to diversify their investment portfolio to achieve higher returns.

 **MARC SPRADBURY**
PHOENIX ACCOUNTANT



“ I'm more able to talk to members of my family and able to find ways to relax e.g. going to the city by myself. Being able to think about things. ”

Phoenix Client

“ I now take time out in the day to focus on myself to check in with myself. Practicing being mindful, remembering to slow down. ”

Phoenix Client

“ I liked the body-based therapy and information about the mind body connection and self-regulation. ”

Phoenix Client

“ As a parent who was impacted by trauma, I valued exploring how do we ensure a healthy attachment with my children is sustained to protect them? ”

Phoenix Client

“ My body and mind can feel and be safe. That the unsafe feelings and sensation from the past I can be aware of and know that's where they are from which helps self-regulation in the present. ”

Phoenix Client

“ I see life differently now, sometimes you trust someone; they can destroy you and your family. So, it takes a long time to find that trust again in human beings. ”

Phoenix Client

“ I am loving the sessions and the feel of group energy full stop, the venue was also so conducive to this practice. ”

Phoenix Client

“ I appreciated the interaction with others and talking through what we were learning. ”

Phoenix Client



OUR RANGE OF THERAPEUTIC INTERVENTIONS

**Phoenix Shining
A Light On Child
Sexual Abuse
Healing & Recovery**



Trauma Transformation Program



TRAUMA CENTRE TRAUMA SENSITIVE YOGA (TCTSY)

Coby Greer was employed as a Senior Counsellor with Phoenix from January 2017 to March 2020. During that time Coby was supported to complete various studies in evidence-based trauma informed, mindfulness, and body based therapies and practices so Phoenix clients could receive, in addition to traditional counselling, some holistic support and approaches during their healing and recovery journey with Phoenix.

Coby now works in her own practice as a Perth-based trauma counsellor and is one of four TCTSY facilitators in Western Australia who is certified to deliver trauma sensitive yoga programs as an adjunctive treatment to therapy for complex trauma and PTSD. Coby has an interest in body-centred mindfulness practices that promote a greater sense of ease, freedom and connection in everyday life.

Many treatment approaches for PTSD and complex trauma neglect the impact that the experience of trauma has on the body. Through empirically validated research, Coby has found that this unique approach to yoga can provide participants the opportunity to build a safe and predictable relationship with their bodies, furthering the potential for their healing and recovery.

Developed at the Center for Trauma and Embodiment in Boston in clinical consultation with Bessel van der Kolk, TCTSY is an evidence-based program for complex trauma and chronic treatment resistant PTSD and other symptoms such as anxiety and depression. TCTSY is a treatment that brings the body into therapy and is complementary to traditional talk therapies by supporting healing and recovery through:

- Restoring a sense of control and personal safety over your life
- Connecting with your body in a safe way

- Improving your emotional regulation and stability
- Cultivating a more positive relationship to yourself, to your body and to others

With foundations in Trauma Theory, Attachment Theory and Neuroscience, TCTSY methodology is based on the yogic philosophy of ahimsa, meaning 'no harm', which is essential in supporting survivors of childhood sexual trauma.

The innovative and holistic Trauma Transformation Initiative was proposed by the Phoenix CEO in 2016 to the WA Primary Health Alliance (WAPHA) and Phoenix was delighted to receive funding support for a one year trial which was followed by 2 further one year funding extensions of the original contract.

Phoenix was excited to be able to offer, along with other leading-edge modalities such as the Shanker method of self-regulation, the TCTSY courses for Phoenix clients via Coby's acquired expertise in this area. These workshops were highly valued by all those that attended, and Phoenix appreciates what Coby was able to contribute to the Trauma Transformation program during that time. Her previous training and work as a yoga teacher enhanced the courses, and her compassion created the safe space required, while her positive and joyful spirit brought the program to life. Sincere thanks go to the Coby for her healing work and contributions during the time when the Trauma Transformation program was being pioneered.



COBY GREER
SENIOR COUNSELLOR
ACCREDITED TRAUMA
SENSITIVE YOGA FACILITATOR

What TCTSY participants are saying

“With yoga, I reclaimed my body. That is a gift because I so hated my body... I think yoga helped define me. It was a long process to consider myself not an outline... Just inhabiting my own skin is a major step forward.”

“I have a deeper mind-body connection... I used to forget about my body. I remember to notice [my] body sensations more during [my experiences of] anxiety and come out of them sooner.”

“For the first time in 50 years I realise I can say no and have a say what happens to my body.”

“I can choose what to do with my body and life and relationships.”

“I don't know how TCTSY works but something just happens.”

“I don't need to focus on [whether] I'm doing something correctly just how my body feels when I'm doing it.”

Zooming into EMDR

A KEY ASPECT OF THE NEW PHOENIX E-SERVICES

Eye Movement Desensitisation and Reprocessing (EMDR) therapy is a specific and effective evidenced based treatment intervention for people who are affected by trauma experiences that this year gained further endorsement and recognition by being added to the Social Work Medicare list of approved mental health interventions. It is particularly helpful for Phoenix clients as it assists to not only desensitise the person's trauma memory so they no longer have frightening re-living symptoms such as flashbacks and nightmares, but it also repairs attachment bonds that were either deficient or absent in their childhood.

EMDR is an intimate therapy that requires little talking by the client but requires them to be able to tolerate and process their emotions and body sensations. Time is devoted to preparing a client to be able to manage their feelings within the window of tolerance and develop personalised resources, so they do not become overwhelmed or dissociate. When the client is ready to process their childhood sexual abuse trauma, they are asked to recall an intense target image of their trauma and notice their associated feelings, body sensation and belief about themselves now. They then carry out a simultaneous dual process of eye movements or holding vibrating tappers in their hands. The counsellor is required to be empathically in tune with the client helping them to feel grounded in the present and check in and track with them what emotional, visual, sensory, or cognitive changes they are experiencing.

EMDR processing is unique to every client so no one session is the same, which means the counsellor needs to have their skills at the ready at all times to be able to manage any abreactions or dissociation shown by the client. Ensuring the client feels fully present and in control at all times is paramount which can be explained by the metaphor of the client being the driver and having

control of the steering wheel and where to go with the session whilst the counsellor is alongside them as their navigator and suggested guide.

In March 2020, the global pandemic started to have its effect on the delivery of counselling services worldwide and Phoenix adapted by developing policies and procedures to be able to deliver counselling via telephone and online video conference.

The question was could EMDR be done online and would it be as effective as in-person counselling? We consulted widely with colleagues in WA, nationally with APS and EMDR Australia and internationally in EMDR UK and EMDRIA and the answer came back with an affirmative yes.

Fundamentally, EMDR UK notes that EMDR is EMDR, whether delivered online or in person however, if you or the client is in doubt, or not confident about online EMDR, then do not proceed. Guidelines have been drawn up by the various EMDR governing bodies as an aid to ensure online service delivery is safe and effective. Their advice includes:

PREPARATION OF TECHNOLOGY

Ensure both client and counsellor have good Internet connection, the right lighting, stable positioning of an online device (especially if using a mobile phone) and the counsellor has a neutral background. For EMDR work it is very important for the counsellor to have quality headphones and it is highly recommended also for the client. Without headphones the sound quality can be muffled and distant, but with headphones there is much more clarity as you are literally speaking into the client's ear. It can be very powerful as the counsellor can lower the tone of their voice to speak to the client's child ego state kindly and gently.

PREPARING AND RESOURCING THE CLIENT BEFORE EMDR PROCESSING

The same strategies of grounding, calm place, light stream, diaphragmatic breathing, support figures, Flash Technique etc, are used online as in person to person as is checking out the client's ability to apply their resources. Risk assessment should be carried out in the usual way. EMDR UK advise essential criteria for online therapy are:

- A good-enough therapeutic relationship.
- The client can self-soothe.
- Sufficient confidence that any risk of self-harm is manageable.
- That the client is functioning to a sufficient degree outside of sessions, with a significant other or social support.

To prepare and manage dissociation the client is encouraged to have a ball or an orange that they can throw from hand to hand to ground. They can be instructed to splash water on their face, stand up, stretch, look around and describe colours, objects to bring themselves back to the present.

The counsellor should establish the client is in a quiet, a confidential part of their home, and is not going to be disturbed. Tissues, water, and any grounding items should all be to hand, but also some clients benefit from having someone from their social support to be available to help if they do dissociate or become too upset during processing.

Their support person should be prebriefed as to the best way to help the client under these circumstances. It is also important to allow enough time to close-down and see that the client is well grounded at the end of each session.

BILATERAL STIMULATION (BLS)

Use the preparation phase to work out which BLS works best for the client. Online Apps are available to purchase to facilitate EMDR processing, but butterfly tapping works equally as well, is free, low tech and can provide the client with added containment and comfort having their hand over their heart and chest. The client can also simultaneously tap their feet which can aid the desensitization process and facilitate grounding.

There is mixed experience and advice as to whether to suggest to a client to close their eyes during EMDR processing. If they close their eyes the client can get in touch more easily with their emotions and the processing experience, but the counsellor is then solely reliant on hearing the client to pick up cues of dissociation. This underlines the importance of agreeing an explicit stop signal, such as saying 'And Pause' or making an agreed gesture.

EMDR VIA TELEPHONE

Consultants from the Netherlands Suzy Matthijssen and Ad De-Jonge (April 200) have shared their successful experiences of using EMDR over the telephone. They have demonstrated how a trauma memory can be desensitized by asking a client to hold the trauma memory whilst simultaneously doing varied multi tasks of tapping, saying out loud tick tock tick toc spell triggering words, counting backward and or listening to rhythmic music.

All of these can be asked over the phone and then checked in with the client what changes they are noticing to their trauma memory and if their units of distress are reducing.



THE PHOENIX EXPERIENCE - CHALLENGES AND REWARDS

Providing EMDR via telephone or online video conference as an aspect of the new E-Services has afforded Phoenix clients to be able to have treatment within their own home environment. This has come with the benefits of clients not having to travel long distances for their appointments and be able to have their home comforts around them, so they are starting their appointment from a feel-good calm place. If they experience any emotional upset in the session, they are not having to drive home, but rather can move straight into their familiar relaxing space.

Linking up to Zoom technology was an issue at the start of some counselling sessions but talking clients through the initial setup and supporting them through the new procedures has all helped to give clients confidence in the Zoom technology. It has been important to have the clients phone number at the ready so on rare occasions when we have lost sound or connection on Zoom, they are assured they will get a phone call. Safeguarding the client is not be left without contact helps the client trust in the therapist and the technology.

When clients have not had or not been comfortable using technology link up EMDR has been delivered via the telephone which has received mixed reactions. One client reported although they had made significant progress processing their trauma memory, they also found the use of the telephone too impersonal and not emotionally connected enough to the counsellor, conversely another client reported she preferred using the telephone as it felt comfortable and familiar to her.

When doing bilateral stimulation all Phoenix clients currently use the butterfly tapping whilst the counsellor synchronises with tapping on the desk. This is useful because it gives an extra task for clients to attend to, which further taxes their working memory helping to desensitise their past trauma. One client reported that the desk tapping was like a drumming sound that made her feel more connected to the counsellor and the process. The counsellor ceasing tapping on the desk can also serve


as an added cue (if the client has their eyes closed) to know that an EMDR set has ended.

When using online video conferencing there can be a loss of physical transference between the client and counsellor so it can be harder to be in tune with what the client is fully experiencing emotionally. A learning curve has been to explicitly check in with clients regularly throughout an EMDR processing session to assess if they are managing to stay within the window of tolerance. However, when therapeutic trust and Zoom communication has been established it has been Phoenix's experience that EMDR processing of childhood sexual abuse trauma memories has been just as emotionally charged, insightful and healing as 'in person' therapy with one client saying 'I now feel relief and empowered.' This is also borne out by quantitative outcome data of the trauma PCL-5 questionnaire scores going from indicative of PTSD diagnosis to having non-clinical symptoms.

In conclusion, from the literature and Phoenix experience we would recommend embracing the online medium for EMDR treatment. It does not suit every client, and time does need to be taken to set up and establish good connections both technically and therapeutically, but online EMDR can be very effective and rewarding experience for both client and counsellor and a good option when services are impacted by COVID-19 Restrictions.

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- EMDR UK www.emdrassociation.org.uk
- EMDRAA www.emdraa.org
- EMDRIA www.emdria.org
- APS www.psychology.org.au
- Suzy Matthijssen and Ad De-Jonge www.enhancingtraumatreatment.com

 **SALLY WOODS**
SENIOR COUNSELLOR
EMDR PRACTITIONER



“The workshop was facilitated in a manner that was encouraging, non-judgemental, freedom of choice, ease of movement / alternatives. Space for sensations to be noticed / awareness.”

Phoenix Client

“It feels like a safe comfy home filled with people who genuinely care and have the skills and expertise to meet clients where they are at, to help facilitate healing and growth, however long that takes.”

Phoenix Client

“I have a deeper Mind Body Connection I use to forget about my body. I remember to notice my body sensations more during anxiety symptoms and come out of them sooner.”

Phoenix Client

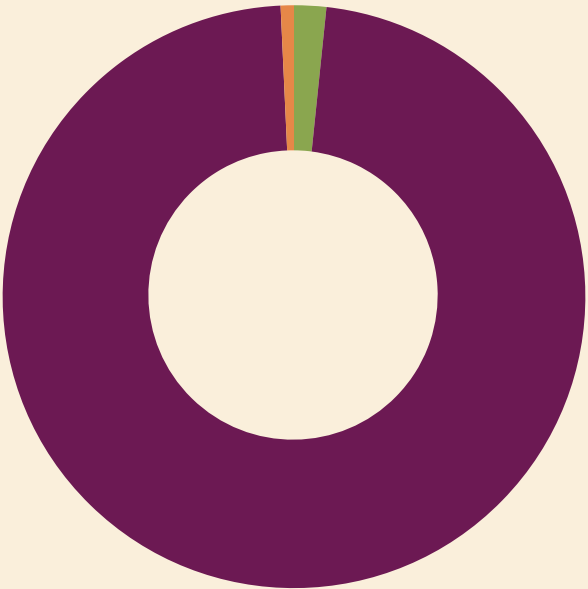
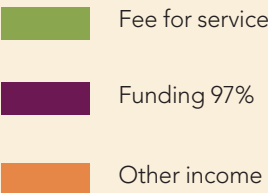


2019-2020 FINANCES

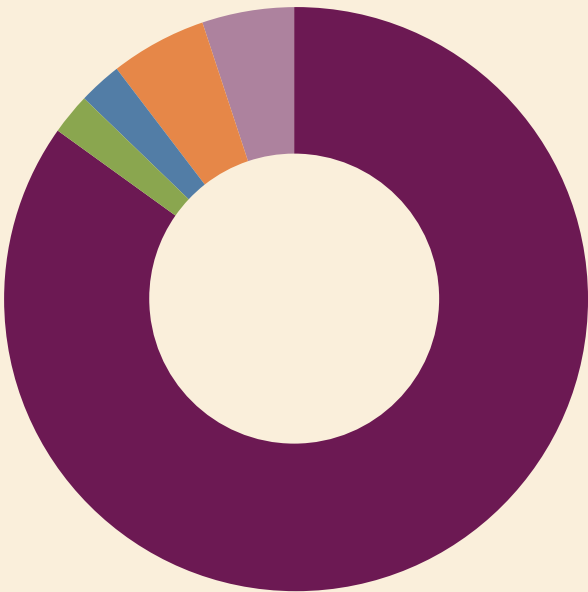
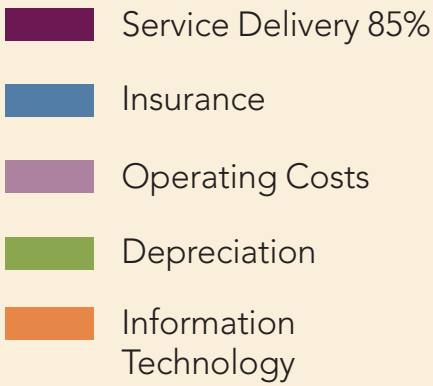


Financial Report Overview

INCOME



EXPENDITURE



STATEMENT OF FINANCIAL POSITION

For the Financial year 2019-2020 Phoenix generated an increased operational surplus over the previous financial year. Some of this surplus was generated from Government stimulus packages and fee for service.

State funding made up 97% of total revenue and service delivery costs 85% of total revenue. As a result of COVID-19, and not being able to deliver many of the planned group programs of the Trauma Transformation Initiative along with losing staff as a result of funding uncertainty, the unspent funds relating to the WHAPA program will be returned to the funding body. However, WAPHA did allow some of those funds to be put towards upgrading the Phoenix information technology platform so Phoenix was in the best position to be able to continue service delivery should further COVID-19 restrictions be reimposed. These funds were spent migrating our files from our onsite local server to SharePoint, investing in a video conferencing system to support online counselling, EMDR resources and new IT equipment required. Phoenix is appreciative of this support from WAPHA to ensure the service is technically sustainable during a pandemic.

All staff entitlements were accrued in full at year-end. Overall, the financial position is stable however, operations have been reduced to 3 days a week due to the loss of the WAPHA contract.



Department of Communities



OUR ADVOCACY



Our Advocacy

ADVOCACY FOR A CROSS-GOVERNMENT, MULTIDISCIPLINARY SEXUAL VIOLENCE TASKFORCE TO ADDRESS THE FRAGMENTED RESPONSE TO THE HIGH RATES OF SEXUAL VIOLENCE IN W.A.

In June 2020, the Sexual Violence Expert Advisory Group – of which Phoenix is an active member – wrote a letter to the Minister for the Prevention of Family and Domestic Violence; Women's Interests; and Child Protection to seek clarification as to who – or what governance mechanism – is overseeing an across government, across sector response to and prevention of sexual violence in Western Australia.

Sexual violence is highly prevalent in our society. One in five women will experience sexual violence and one in two will experience sexual harassment in their lifetime. Yet data just shows the tip of the iceberg as forms of sexual violence such as child sexual abuse, sexual assault and sexual exploitation remain some of the most under-reported of serious offences.

Research has found that many people in the community hold attitudes and beliefs that justify, conceal, excuse, or minimise sexual violence. Victim-survivors often do not speak out about these experiences because of fear, shame and the lack of community understanding about the range of circumstances in which sexual violence occurs, and its impact on victim-survivors.

Embodied in forms of sexual violence such as sexual assault are dynamics of power and control and deep cultural norms, especially gender norms. Sexual violence has far reaching consequences for individuals, families and the community as a whole. Thus, it demands significant commitment, not only by the Western Australian Government but by the wider community, to champion change in social attitudes and accountability.

Sexual violence is a continuum of violence, ranging from inappropriate sexual behaviour, to sexual harassment to sexual assault and intimate partner sexual violence. It is important that prevention, early intervention,



and the response and support for victims-survivors is led by government and owned by everyone. This would ensure an integrated response that involves prevention, early intervention and education, perpetrator accountability and evidence based therapeutic support for victim-survivors.

There is some outstanding work being done in the sexual violence space in Western Australia. However, given the prevalence of sexual violence in this State, and disturbing community attitudes to sexual violence reported in the latest National Community Attitudes Survey findings, a high level strategic response is critical to long-term change.

Western Australia is currently without a high level strategy to respond to and prevent the high rates of sexual violence in Western Australia.

Currently, sexual assault services are funded by Health; which means it sits with the Minister for Health, but WA Health does not have a sexual violence strategy or prevention plan. Domestic violence sits with the Minister for the Prevention of Family and Domestic Violence. Sexual harassment sits with the Minister for Women's Interests. Childhood sexual abuse (which so often leads to re-victimisation and intimate partner sexual violence and domestic violence) sits with the Minister for Child Protection. The lack of clear ministerial oversight for sexual violence is a serious problem with significant consequences for women in Western Australia. Sexual violence and child sexual abuse often sits in 'silos' and is not generally referred to when Family and Domestic Violence are being considered.

The scope and urgency of the challenges facing women and children in Western Australia was significant prior to the sudden emergence of the coronavirus pandemic.

Phoenix Advocacy

Phoenix is active in advocating in areas that are relevant to survivors of child sexual abuse as outlined and wherever possible and the Phoenix CEO is a member of the following committees:

- Sexual Violence Expert Advisory Group
- Child Sexual Abuse Therapeutic Services Roundtable
- Mirrabooka Joondalup Family Support Network
- WACOSS Lotterywest Trauma Working Group
- WACOSS Children's Policy Advisory Committee
- Midland Perth Family Support Network

During COVID-19 recovery domestic, family and sexual violence will require a timely, though carefully considered, response. While there are deeply concerning gaps, we appreciate that there are visible and established mechanisms, processes and ministerial oversight, with a dedicated Family and Domestic Violence Unit, to support a strategic and co-ordinated response to domestic and family violence in Western Australia. Disturbingly, this is not the case with sexual violence. Furthermore, sexual violence is not incorporated into Western Australia's family and domestic violence strategic response. It is also not a focus of the WA Women's Health and Wellbeing Policy.

The National Plan to Reduce Violence Against Women and their Children includes a focus on sexual violence. Due to pressure from peak bodies and service providers, and the weight of the evidence of its prevalence and impact, action and research on sexual violence will feature more heavily in the Fourth Action Plan. It is not clear what Western Australia is currently doing to support this critical priority area of the Action Plan.

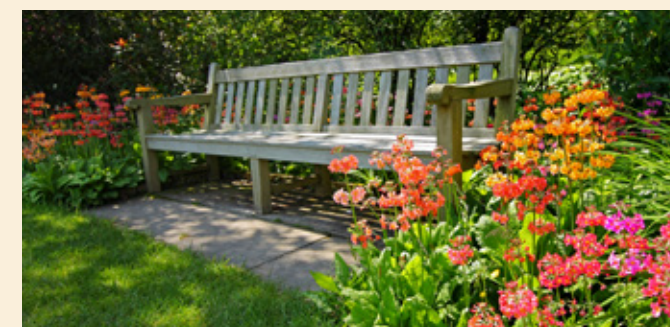
In the Covid-19 environment – including the expected protracted 'recovery' period – women and children will be especially vulnerable to violence. The Western Australian Government has a responsibility to ensure the safety of women and children in the COVID-19 recovery period (and beyond) by, among other things, communicating a clear strategy and ministerial responsibility for sexual violence. However, a top-down approach is not enough. Prevention and mitigation initiatives need to be integrated across sectors. Currently, there are no sufficiently resourced mechanisms to ensure this. Consequently, 'upstream', 'midstream' and 'downstream' responses to and prevention of sexual violence in Western Australia is utterly fragmented. This is unacceptable

given the complex interplay between domestic violence, intimate partner sexual violence, sexual assault and child sexual abuse.

Advocating on behalf of victims-survivors of sexual violence has been extremely difficult at this important time due to the lack of clear government and systemic oversight of sexual violence in Western Australia. The impact of COVID-19 will be wide scale and longstanding; with women and young people expected to be particularly impacted. It is critical that the WA Government's recovery planning incorporates an integrated, strategic approach to responding to and preventing sexual violence in Western Australia.

The Sexual Violence Expert Advisory Group will be advocating strongly for the development of a sexual violence strategy in Western Australia and it will be a key recommendation in a forthcoming report to be launched on November the 12th 2020.

DR ALISON EVANS
EXECUTIVE OFFICER
WOMEN'S COMMUNITY HEALTH NETWORK WA
CO-CHAIR SEXUAL VIOLENCE EXPERT ADVISORY GROUP






“
*My counsellor was amazing
so kind and caring and really
wanted to help me.
She has just made such a huge
difference to my life for which
I will be forever grateful.*
”


Phoenix Client






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