

2021-2022 ANNUAL REPORT



Phoenix
Professional Development
and Prevention Services



Phoenix
Support & Advocacy
Service Incorporated

“ I am truly thankful for the help, I had received. The staff, and my counsellor Claudia, were very helpful and very professional. I see no area that needs improvement. Thank you very much, truly appreciated. ”

Phoenix Client

“ I had seen four psychologists before I found out about Phoenix. Three out of four psychologists had little knowledge about trauma and caused more damage than help. They were not able to explain what was happening for me. I was so relieved when I met my counsellor, Sally. The first major thing that I was relieved about was that she believed me. Nobody else had before. She also helped me understand I was demonstrating PTSD Symptoms. I have made incredible progress now. I just feel relief that with the help of my counsellor I have been able to process the trauma. ”

Phoenix Client

“ What worked well: processing the parts has been a game changer for me. It allowed me to understand the role of the different parts of me and to process them. This was very effective. Also processing all three parts of a significant trauma was very effective. The three parts for me where the time of the trauma, directly after the trauma and the next day. I think it was really effective not just processing the trauma as such but all the events after it when I was still in the perpetrator's care. I am forever grateful that a service such as Phoenix exists. I really don't know what I would have done if I had never met my counsellor, Sally. All I can say is thank you so much. I will be forever grateful that there are people like my Phoenix counsellor who are skilled in healing child sexual abuse trauma. You have changed my life. ”

Phoenix Client

“ I would just like to acknowledge that I have seen many counsellors and Sally has by far made the biggest and most valuable impression on my life. She was extremely professional while also displaying total compassion and care towards me. I have never felt more understood, heard or seen and I can say with 100% certainty that if it were not for Sally I may have ended my life. Myself and my family owe her a great debt. She showed me that life is worth living and that I matter as a human being. ”

Phoenix Client

“ I cannot thank everyone enough at Phoenix. Marc and Kaye were always friendly, very approachable, and always willing to answer any question I had. My counsellor Sally was and is incredible. I cannot thank her enough. With her expertise, support, and wise words I have recovered from a break down and I am now me again. I will always be very grateful and thankful that I came across Phoenix counselling services. Thank you to all ”

Phoenix Client

Summary

2021-2022 in Review	
Board Members and Staff	6
Chairperson & Chief Executive Officer 2021-2022 Reports	
Chairperson Report	10-11
Chief Executive Officer Report	12-15
Our Range of Therapeutic Interventions	
What is Your Favourite Dessert?	18-19
Phoenix Trauma Sensitive Yoga Program	20-21
E-Services	22-23
Our Finances	
Financial Report Overview	26-27
Our Advocacy	
Advocating for Survivors	30-31
Survivors Stories	32-36



2021-2022
IN REVIEW



2022
START
END

Board Members and Staff

2021-2022

2021-2022 - Board Members	Board Position	Appointments
Julie Woodhouse	Chair	October 2014
Leanne Sultan	Deputy Chair and Secretary	October 2016
Amit Kabra	Treasurer	October 2018
Leanne Allison	Board Member	October 2018
Bianca Hadzic	Board Member	Resigned October 2021
Gavin Bagley	Board Member	October 2019
Monica Taylor	Board Member	October 2019
Peter Le	Board Member	October 2019

2021-2022 - Phoenix Staff	Staff Position (all part-time)	Appointments
Louise Lamont	Chief Executive Officer	Appointed February 2015
Marc Spradbury	Accountant	Appointed January 2019
Kaye Doolan	Finance Officer	Appointed June 2016
Sally Woods	Senior Counsellor	Appointed July 2019
Baljit Carroll	Senior Counsellor	Appointed August 2020
Claudia Da Silva	Senior Counsellor	Appointed January 2022

One Year On

PHOENIX PROFESSIONAL DEVELOPMENT AND PREVENTION SERVICES



Phoenix Support and Advocacy Service Inc. announced in our last report a Lotterywest grant was approved by WA's Premier the Hon. Mark McGowan MLA.

The grant provided seed funding to assist Phoenix to expand and diversify our services through the establishment of Phoenix Professional Development and Prevention (PDP) Services as a new fee-for-service program and business.

The Lotterywest grant has greatly assisted Phoenix over the 2021-2022 financial year to build the sustainability of the organisation in its work with survivors of child sexual abuse.

Since launching the new business Phoenix has provided workforce training, sector professional development, and clinical supervision and mentoring for professional staff currently working with individuals and families impacted by interpersonal violence and abuse. This work has assisted related sectors to introduce trauma-informed and other evidence-based practices.

Since partnering with the Safe & Together™ Institute USA to deliver the globally recognised evidence-based CORE model training, Phoenix delivered a very well attended information session about the model. The first 'virtual' delivery of the model took place in May 2022 and there are two more virtual trainings scheduled for later in the year.

The Safe and Together™ model focuses on child protection by supporting non-offending parents and ensuring an emphasis on the perpetrator's patterns of abuse and violence and holding them to account.

As part of our commitment to Prevention strategies Phoenix has scheduled in October 2022 the Conference "Creating Compassionate Communities – preventing child sexual



abuse and childhood trauma is everyone's business". The aim of the conference is to raise awareness among community service professionals about the emerging epidemic related to school aged children accessing hard core pornography which leads to assumptions that aggression and violence are a 'normal' aspect of sexual intimacy.

Throughout 2021-2022 Phoenix has delivered professional development workshops to assist workers to intervene more effectively and safely with those experiencing complex trauma, high level risk, dysregulation, comorbidities, and other challenges resulting from experiences of family and domestic violence, sexual violence, and child sexual abuse.

EXAMPLES OF TRAINING FEEDBACK:

"The slides were very comprehensive, the presenter's knowledge was top notch, and the presentation flowed logically.

"Very well presented and extremely informative. I work with a lot of survivors of FDV and sexual assault giving legal advice, so this training has been very valuable".

"Made me self-reflect on how I deal with clients who have suffered trauma. I felt like I learned a lot of new tips... will continue to have an open heart and non-judgemental approach".

Phoenix thanks Lotterywest and everyone in the community who support Lotterywest to build a better WA through the community grants program.

Phoenix is committed to Creating Compassionate Communities by providing information about how we can build better brains and can contribute to a greater capacity for compassion by changing one mind and one heart at a time.



CHAIRPERSON & CHIEF EXECUTIVE OFFICER 2021-2022 REPORTS



Chairperson Report

2021-2022



JULIE WOODHOUSE
CHAIRPERSON

As the Chairperson of Phoenix Support and Advocacy Service, it is my great privilege to reflect on the past year with appreciation and respect for all involved in the important work of our organisation.

It was yet another year requiring us to adapt to the ongoing challenges presented by COVID-19. I would like to acknowledge the resilience, commitment and flexibility of staff who continue to deliver high quality support to our clients.

Our dedicated and highly skilled team provides a great platform for an optimistic future. Building on existing initiatives, Phoenix personnel and trainers bring a 'Trauma -informed' and 'Self-regulation' lens to their work, and the organisation itself has gathered practice wisdom and learnings from a 40-year history.

Phoenix Professional Development and Prevention Services successfully hosted an information session on the Safe and Together Model. Eighty-six delegates participated and had the opportunity to network following the session. Thank you to everyone who worked tirelessly with us to ensure a quality event.

The training we do focuses on transforming the way we hold perpetrators accountable – even if we are not working directly with them, we do this through the key messaging around child and adult safety.

Throughout this period the Board farewelled Bianca Hadzic as a Board member. Bianca brought great expertise and her contributions to the organisation's structure and processes were highly valued. I would like to express my sincere gratitude for the amazing work our current Board members do. Their contribution enables us to have a strong shared plan, focused on our values to continue to develop a sustainable future for Phoenix while managing the challenges of today, will be essential for our continuous improvement approach.

I continue to be inspired by our amazing Chief Executive Officer, Louise Lamont in the outstanding work she does in her advocacy and leadership for our organisation. I would also like to acknowledge and thank our staff. As a team they are amazing, and they continually demonstrate the benefits service innovation can bring to support our current and future clients.

As we look forward to the future of Phoenix, it is an exciting time as we consider our next steps and dream big about our ability and potential to make a positive impact, in a complex landscape, to support child sexual abuse survivors.

“Prior to being referred to Phoenix I knew this was going to be my hardest issue, having buried it inside, it rose its ugly head and was used against me, for the purpose of manipulation and control. Through my counselling sessions with the appointed counsellor from Phoenix. I am now able to deal with future issues from the past. My experience at Phoenix was a positive one, not only did I crawl and pull myself out of a dark hole, to sit on the edge unwilling to move and stay stagnant. No, I want to move forward on my own two feet, yes, I may stumble along the way. If so, I have the courage to ask, not hide in shame, for a helping hand.”

Phoenix Client





Chief Executive Officer's Perspective

THE YEAR IN REVIEW



LOUISE LAMONT
CHIEF EXECUTIVE OFFICER

Phoenix was delighted to be offered a three-year service agreement from the WA State Government following a long period of one-year funding extensions that commenced in 2017. The provision of financial stability has allowed Phoenix to focus more on our core work again rather than being distracted by the constant concern about receiving funding in order to maintain a viable service.

Phoenix was also delighted that our advocacy work with the support of the WA Council of Social Services (WACOSS) and Community Employers WA (CEWA) contributed to Child Sexual Abuse being included as a priority area for the Department of Communities (DoC) Commissioning work along with the other priority areas of Family and Domestic Violence, Homelessness, and Out of Home Care. Phoenix has since participated in several DoC co-design workshops.

The development of the Phoenix E-Services proved to be most beneficial when the WA border opened in March 2022 with most clients seeking online support once the Covid virus was active in the WA community. The E-Services have also assisted clients struggling with the rising cost of fuel and has saved them significant travel time. The flexibility offered by E-Services has

also reduced the number of cancelled or rescheduled appointments.

2021-2022 PHOENIX INITIATIVES

Phoenix undertook a website redesign in 2022 and thanks Media Professional Jacqui O'Leary, from Community Matters Media for her wonderful work.

The Lotterywest Grant provided to Phoenix in 2021 seeded the development of a new fee-for-service business arm Phoenix Professional Development and Prevention Services so we could deliver training and supervision support for the community services and other relevant sectors.

Phoenix has a team of skilled and experienced trainers, presenters, and clinical supervisors who have provided a range of training workshops and supervision support throughout the last 12 months. As a partner agency with the Safe and Together™ Institute based in the United States, Phoenix has been delivering their globally recognised Domestic Violence informed training. This child protection focused model supports the non-offending parent, while ensuring an emphasis on the perpetrator's patterns of abuse and holding them to account for their violence rather than expecting

the survivor to manage and be responsible for changing the perpetrator's behaviour.

Phoenix was delighted to provide an inaugural 'virtual' delivery of this training curriculum in May 2022 and has two more 'virtual' workshops scheduled for later in 2022. To launch the new fee-for-service business and the Safe and Together™ Model, Phoenix held a successful and very well attended Information Session in November 2021 with representatives from a wide range of community and criminal justice services.



PHOENIX STAFF

Phoenix is fortunate to have a dedicated team who provide wonderful support to Phoenix clients, and this is evident in the feedback we receive from the people we serve. The success of a very small organisation relies on staff willing to take on extra tasks and duties to ensure the service runs professionally and efficiently. Phoenix is grateful to have a team of professionals willing to do whatever it takes to maintain a first-class service.

Each year Phoenix holds an annual staff activity for team building and as a way of showing appreciation for the team's efforts throughout the year. For 2021, Phoenix staff spent the day together testing their creative skills via a day of Painting and we were all quite surprised and pleased with what we were able to produce. As they say 'a picture paints a thousand words', and the photos below reflect a very positive, fun, and creative day which is important and essential too for supporting staff wellbeing when we are working with the sad reality of child sexual abuse and helps prevent vicarious trauma.



SECTOR NETWORKING

I was delighted in December 2021 to be able to attend the 40th Anniversary Celebrations of Waratah Support Centre. Waratah was the first co-located domestic violence, sexual assault and child sexual abuse counselling support service in Australia and was established by a group of dedicated women in the south-west of WA who lobbied Government for many years before funding was provided to deliver the service. I was appointed as the inaugural coordinator between 1991 and 1994 and it was great to see how much the service had grown since then and to reconnect with former colleagues and Board members.

In late January 2022 Phoenix was delighted to have a visit from Department of Communities Director General Mike Rowe. It was generous of Mike to make the time from an extremely busy schedule to visit a small not-for-profit and we trust Mike found value in seeing the difference a small organisation can make in the community and the value we can add to the delivery of a highly specialised service. Mike was keen to learn about the experiences of survivors of historical child sexual abuse in terms of seeking support and navigating the service system.

The Community Services Sector enjoys beginning the year at the annual WA Council of Social Services (WACOSS) Sector Breakfast and attended as well by representatives and Cabinet Ministers from the WA State Government. I have attended this breakfast for the last 10 years, and it is an event I always look forward to as it's a great networking opportunity with sector colleagues and a lovely way to start the year.



▲ Visit to Phoenix by Department of Communities Director General Mike Rowe



▲ Waratah 40th anniversary celebrations



▲ WACOSS Breakfast 2022

REPRESENTING PHOENIX

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 collegial networks.

- WACOSS Children's Policy Advisory Council (CPAC)
- Centre for Women's Safety and Wellbeing - Sexual Violence Expert Advisory Group (SVEAG)
- Mirrabooka Joondalup Family Support Network (MJFSN)

This year I was delighted to be appointed to the following groups:

- Advisory Group for the National Strategy to Prevent and Respond to Child Sexual Abuse
- Reference Group for the WA Sexual Violence Prevention and Response Strategy

PHOENIX GOVERNANCE

The Phoenix staff and I are most grateful for the commitment and volunteer time of Phoenix Board members, and we appreciate that the Board continues to encourage and support all our endeavours. Special thanks go to Phoenix Chair Julie Woodhouse and Deputy Chair Leanne Sultan. It is under their skilled, dedicated, and consistent leadership that Phoenix has been able to continuously improve the organisation's governance processes and practice. Phoenix Treasurer Amit Kabra is always available to address any financial matters and Phoenix Accountant Marc Spradbury and I value his guidance and the expertise he brings to the role.

WHERE TO FROM HERE?

Phoenix has a Conference planned for October 2022 "Creating Compassionate Communities". The conference is focused on prevention and early intervention for child sexual abuse and childhood trauma, while also raising awareness about the problems associated with children and young people accessing pornography. We have a range of high profile speakers presenting on their areas of expertise. The Phoenix team looks forward to hosting this important event and contributing to the professional development of the sector and those workers committed to prevention and supporting survivors.

The Phoenix team will also focus going forward on building the profile of the new Phoenix Professional Development and Prevention Services.



OUR RANGE OF THERAPEUTIC INTERVENTIONS

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

What is Your Favourite Dessert?

Many clients at Phoenix have a fear of being touched intimately so part of trauma therapy is about developing safe boundaries, enabling clients to be comfortable in their own bodies, and processing childhood sexual abuse memories so they are empowered and have good self-worth. However, there are also clients that present with concerns of compulsive sexual behaviours (CSB) who feel ashamed of regularly seeking out sex workers, watching pornography, and/or going to sex clubs.

Silva Neves is an expert psychotherapist, specialising in sexology, relationships, and trauma. In his book and training course he dispels some of the myths about CSB and gives a helpful therapeutic framework to treat CSB. He starts by asking us to consider our favourite dessert and as you explore in detail the type of dessert that brings you pleasure and note the associated body sensations, when, where, and who it tastes best with, you begin to paint a unique picture of your dessert preferences that can change over a lifetime depending on influences and experiences, and so it is for one's Erotic Template. There is no normative standard for sexual activity even if it appears uncommon, somebody's peak turn on can be somebody else's disgust, and monogamy is not the gold standard, but rather we all have our own unique sex preferences. To understand a person's Erotic Template is the start of being able to understand what is and importantly what is not problematic compulsive sexual behaviours.

Many clients come to Phoenix feeling shame for their CSB and believe they should try and stop these behaviours so it useful to share the erotic equation:

- Attraction + Obstacle = Excitement.

This equation can help clients see when they try to refrain from thinking about their sexual fantasies or stop

unwanted sexual behaviours their sexual longing only increases. It is also a desire equation as Neves reminds us during the pandemic when toilet roll supply was low there were fights in the aisles to get at what we couldn't have.

To guide our clients in understanding their erotic world Neves sites Jack Morin (The Erotic Mind-(1995) using the 'four cornerstones of eroticism':

1. Longing and anticipation – The feeling of waiting can increase the temperature of the meeting.
2. Violating prohibition – The forbidden is more delicious and can be cultural e.g seeing an ankle where everybody is covered up.
3. Searching for power – This isn't just for BDSM community but includes power role play such as manager and employee, Doctor and patient.
4. Overcoming ambivalence – Wanting what is not in accordance with your values can be exciting e.g., Cuckolding, sexual arousal from their partner having sex with someone else.

Neves then talks about ten erotic boosters including touch, fantasy and environment, and somatic pathways which add to the depth of an Erotic Template. **With a fuller understanding of a client's Erotic Template Neves explores the six principles of sexual health:**

1. Consent
2. Nonexploitation
3. Protection from HIV, STIs and unwanted pregnancy
4. Honesty
5. Shared values
6. Mutual Pleasure

Using this sexual health lens helps clients to explore where there may be breaches and what this means to

them e.g., if a client has a consensual non-monogamy need, they must make sure they find someone with the same need and values. It can also be a point of honesty, negotiation, and compromise with a person agreeing to their partner cross-dressing when they are out of the house.

Neves helps us to realise that CSB thrive in not knowing, avoidance, and shame which is perpetuated by myths of CSB including:

- CSB is not the same as an addiction and to suggest a person should stop or refrain from their sexual behaviours will only increase the likelihood of wanting to do the behaviour, not less.
- Neves goes into detail evidence of how compulsive watching of pornography and masturbating does not cause a bad society, induce erectile dysfunction, lead to sexual violence towards women or cause relationship problems, but that the problem is the shame people feel about watching porn or masturbating to it, so by normalising these behaviours clients can be free of guilt and depression. For a client of mine watching porn and masturbating was the way he had learnt to sooth his negative emotions, and so we worked to look at other ways to self-soothe so he had a range of coping strategies.

When a client's Erotic Template has been explored and understood in the context of the above framework, it can be helpful to explain how CSB are driven by:

- Impulsion - the moving towards pleasure and then followed by the
- Compulsive behaviours that are driven by a desire to reduce unpleasant emotions caused by chronic stress.

Rather than trying to stop the repetitive behaviours, we work with the client to identify what is underneath the compulsivity, which for many Phoenix clients it is

unresolved childhood sexual trauma, but it is also useful to explore all current areas of their life that can cause and maintain chronic stress e.g., work, health, family, finances etc.

Eye Movement Desensitisation and Reprocessing (EMDR) can be a treatment to process underlying trauma but Neves stresses that one must not treat a client's sexual behaviours or sexual desires as this is like doing conversation therapy. The target for treatment is the client's core negative belief and associated trauma memory that maintains their sexual compulsive behaviours e.g., 'I am inadequate' associated with child sexual abuse by grandfather to his 6-year old grandson.

I think Neves's work is an important contribution to trauma counselling as it helps us move past the stigmatising addiction model and unrealistic goals of sexual abstinence and it opens up a dialogue and education about people's different sexual pleasures. If we embed this approach with teachings on consent and respect, we can help clients to normalise their sexual practices and identify and attend to the root cause of their chronic stress issues.

References:

- Silva Neves (2021) Compulsive Sexual Behaviours A Psycho-Sexual Treatment Guide for Clinicians



SALLY WOODS
SENIOR COUNSELLOR
EMDR PRACTITIONER



Phoenix Trauma Sensitive Yoga Program

PURPOSE

For adult survivors of complex trauma resulting from experiences of historical child sexual abuse, with the aim of further assisting their healing and recovery journey.

OVERVIEW

Trauma Sensitive Yoga is an evidence-based modality of yoga specifically developed for survivors of trauma. Current research indicates that trauma experiences can be held in the body and then be experienced as tension, anxiety, depression, pain, dissociation etc. This type of yoga helps the survivor to reconnect with their body in a safe way and facilitate a gentle release of some of the trauma held. This can reduce the trauma symptoms and improve wellbeing.

DELIVERY

The program is delivered as an 8-week online virtual course once a week for one hour and facilitated by a qualified yoga instructor and counsellor (Coby Greer) who is accredited in the specialised area of Trauma Sensitive Yoga.

PARTICIPANTS

Participants were current or former clients of Phoenix Support and Advocacy Service, and all had received counselling support from Phoenix and were assessed as ready to participate in a Trauma Sensitive Yoga course. Participants all had a safety plan in place should they need additional support during or following their participation in the course.

OUTCOME

At the end of each course participants are sent a link to an online survey. The outcomes of the program are considered very positive.

The Phoenix Staff, Board, Trauma Sensitive Yoga participants, and the TSY facilitator, wish to thank the Zonta Club Northern Suburbs members and the Fremantle Foundation donor for providing funds to make this opportunity for survivors possible.

 **COBY GREER**
ACCREDITED TRAUMA CENTRE
SENSITIVE YOGA FACILITATOR



Trauma Sensitive Yoga Course – Client Quotes

“ It was a gentle introduction to getting in touch with my body or the idea of it. The instruction was simple, soft and inviting. Sometimes I didn't feel up to doing the moves but I came to understand the idea that it is my choice how & when I move which created a sense of security. Instructor was easy to listen to. I feel I'd try it again as most of this experience was seeing how it's done & developing safety. I think I'd participate more in the movements next time. Thank you very much. ”

“ Absolutely grateful for the opportunity & benefits of participating. The first session was an emotional reconnecting with self. I have felt a stronger sense of self, which has strengthened my boundary setting. I'm more at ease with who I am & where I stand in this uncertain world. I'm thankful to already have a rapport with Coby, which made it comfortable, safe & predictable. A large part of my healing has been facilitated here. Ros. ”

“ I'm very grateful to have had the opportunity to attend this TSY ”

“ Really helped me realise how much stress my body was holding ”

“ Coby is a very good and comforting instructor ”

“ I like the support, for me it made me feel I wasn't alone. With my sometimes negative feelings. ”



E-Services



▲ Senior Counsellor, Claudia Da Silva working from home delivering E-Service

I would like to share my experiences in the pandemic times from a therapist perspective: I had so many questions and curiosities about how to work with traumatised clients in the online setting.

- How would the e-sessions affect my clientele?
- How would the organization manage the client’s attendance?
- How the clients would be able to share their stories from home? Would they feel safe enough?
- How could I feel as a e-therapist, treating my client behind my computer screen?

So many questions and doubts came to my mind... After 6 months of mostly working from home, I can assure you that I am feeling confident as an online practitioner, and I learnt a lot from my clients and the

online experience during this period, thanks in some respects to Covid!

To my surprise most Phoenix clients reported feeling very comfortable with online counselling and with the accompanying IT system Phoenix uses to facilitate this. It’s a very secure platform, we have a high attendance and I’m able to use the Bilateral Stimulation App to provide online Eye Movement Desensitisation and Reprocessing (EMDR) sessions. EMDR is a very effective intervention for treating trauma and reducing symptoms.

Telehealth has been thrust into mainstream since the COVID-19 pandemic limited physical access for many essential healthcare services. This created much-needed change in the way services are delivered and with more people, from any location, having timely access to a broader range of healthcare services.

Bespoke telehealth software is one of the most widely used telehealth solutions in Australia, with over 90,000 practitioners using the software – but there are many other options for health providers. General video platforms like Teams and Zoom offer reliable and easy-to-use video solutions.

The move to telehealth in clinical practice has provided significant opportunities for consumers and for allied health professionals. It can significantly improve access for consumers who may otherwise have difficulties seeing their healthcare provider by:

- reducing the wait time to see a health professional and avoiding the need to travel

- maintaining continuity of care when clients are unable to visit their healthcare service/professional in person

However, for many clients and for many allied health professionals, telehealth is a new way of working. While the delivery of safe and effective clinical care is the focus of any consultation, there are aspects of online counselling that must be considered to protect clients and ensure care is still delivered in a safe and effective manner.

Providers need to make decisions about the technical aspects of telehealth. However, these decisions need to be considered in the context of clients’ individual clinical and personal needs, and with the aim of delivering online consultations to the same standard as face-to-face consultations.

The expansion of funded support for telehealth to include allied health services during the COVID–19 health crisis resulted in a rapid transition to this mode of delivery for many providers. The purpose of these guidelines is to provide allied health professionals with practical advice on how to conduct online consultations and develop a better understanding of telehealth to:

- improve their confidence and ability to provide quality online counselling via digital technology
- implement the clinical, administrative, and technical elements required for this mode of delivery
- ensure the safety and quality of their practice.

I am pleased that our clinical team at Phoenix were able to support the clients in the pandemic period and today

still have an opportunity to offer an online service where that mode of service delivery is better able to meet the specific individual and unique needs of the client and their personal circumstances. The Phoenix E-Services offer may clients greater ease of access and greater flexibility.

One Phoenix client said she would not have been able to open-up and reveal the details about her childhood trauma in a face-to-face session, but found the online setting helped facilitate this and gave her the confidence to talk about her experiences of childhood trauma.

It is reassuring to know Phoenix clients are experiencing the sense of safety they need to feel to be able to undertake trauma treatment. Another client disclosed she would not be able to pay for the petrol to attend a face-to-face session and therefore greatly appreciated the flexibility offered by the Phoenix E-Services.

In my view the Covid Pandemic opened our eyes to new opportunities and ways to provide safety in the trauma informed work.

I appreciate my team, manager, organisation, and the Phoenix clients for working together collaboratively to ensure in difficult times that the work and the support could continue.



CLAUDIA DA SILVA
SENIOR COUNSELLOR



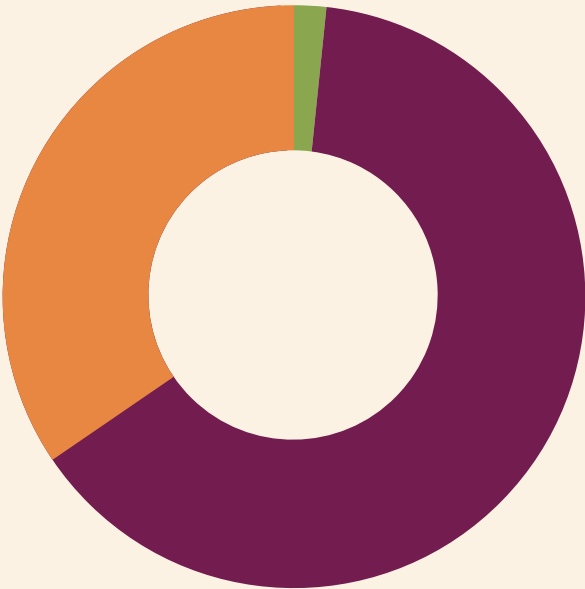
2021-2022 FINANCES



Financial Report Overview

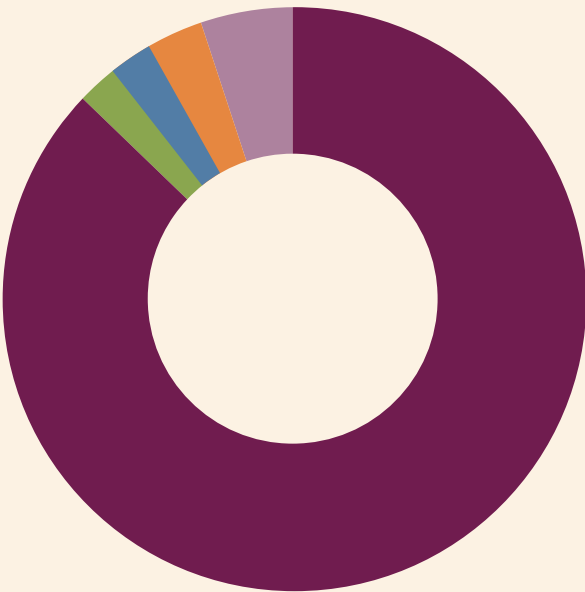
INCOME

- Fee for service 4%
- Funding 61%
- Other income 34%



EXPENDITURE

- Service Delivery 85%
- Insurance 3%
- Operating Costs 7%
- Depreciation 2%
- Information Technology 3%



STATEMENT OF FINANCIAL POSITION

Phoenix generated a reduced operational surplus over the previous financial year recording an audited surplus of \$3k. On the balance sheet total assets increased and total liabilities increased from the previous financial year resulting in the organisation’s surplus. This surplus along with cash flows from operating activities has increased accumulated reserves.

State and grant funding made up 95% of total revenue and service delivery costs were 85% of total revenue. Revenue increased from the previous financial year though one-off grants and an uplift in state funding. Gross revenue included state funding, grants, and fee for service. Overall expenditure was marginally lower than the previous financial year and comprised mainly of employment related costs which was 82% of total expenditure.

All staff entitlements were accrued in full at year-end. Overall, the financial position is healthy.



“ I had the best experience. I was made to feel fully comfortable to share my story. I was attended to extra-ordinarily. I never knew counselling could be this fulfilling. My counsellor Claudia helped me overcome my challenges of a lifetime. Feels like I have been brought into light from the dark. I am so grateful that I can’t even express. Respect and thanks for the Phoenix service. ”

Phoenix Client

“ My counsellor was Sally, and she was exceptional!!!! Best counsellor I have ever had in my life. It was phenomenal. From the reception staff and counsellor, I experienced professional respectful prompt and courteous treatment. I cannot thank Phoenix enough for the positive impact your service has had on my life. I came to your service a wreck and terrified of relapsing on meth amphetamines and alcohol, but you guys got me through the toughest time of my life, and you can take some credit for my celebration of 14 years clean and sober the day after my last counselling session. Thankyou. ”

Phoenix Client



OUR ADVOCACY



Advocating for Survivors

We are pleased to announce that Louise Lamont, Chief Executive Officer and clinical manager for Phoenix Support and Advocacy Service has been appointed to the **National Strategy Advisory Group - for the National Strategy to Prevent and Respond to Child Sexual Abuse** 2021-2030.

Louise joins 19 other incredibly insightful and experienced individuals from across the country who are passionate about making Australia a safer place for all children and young people. Many of which are either victims and survivors, individuals with lived experience of child sexual abuse, or individuals who have cared for, supported, and advocated for victims and survivors of child sexual abuse.

The membership of the **National Strategy Advisory Group** is very diverse and represents a broad group of survivors and stakeholders and people with a long history and commitment of advocating for survivors.

The National Strategy is a national framework targeted at preventing and responding to child sexual abuse in all settings, with safety as the key focus. With a high calibre of 128 applicants across Australia, the National Office for Child Safety chose Louise to join the group along with 20 others across various fields in the sector, including those with lived experience. All of whom were eager to support the work of the Office and the National Strategy and implement the rollout across the country.

Louise said she had reached a point in her long career in this field of work, and from her varied and rich life experience, where she felt she had many insights and learnings to share. When she submitted an expression of interest to join the group and later learned her application had been accepted, she said she was delighted and privileged to be able to join the group.

"This is not just a great opportunity for me to provide a representative voice for survivors of child sexual abuse, but to also listen and learn from others shaping the policies that can protect at a preventative level," she explained.

"Having listened to the experiences of survivors often silenced and not believed, it is time their voices are heard and represented at the table of decision making. The development of the National Strategy is a unique opportunity to ensure a safer future is created for all children, which in turn creates safer communities by challenging and changing the factors that have contributed to victimisation."

"I've been fortunate in my career to have looked at the issues from a variety of perspectives, whether that be as clinician, policy developer, best practice author, trainer, psycho-education facilitator, community education advisor, or program designer. I am so grateful and humbled to be a part of this change process."

Congratulations, to Louise and the other members on their appointment to the Advisory Group. Phoenix has also had the opportunity to advocate for survivors through Louise's appointment to the Reference Group for the WA Sexual Violence and Response Strategy, and through her longstanding membership of the WACOSS Children's Policy Advisory Council.



Advisory Group Members	
Alison Quigley	Doctoral Candidate in Law & Advocate for victims and survivors in sports
Amanda Morgan	Advocate for survivors of child sexual abuse
Anna Gill	Regional Managing Solicitor (Southern Region) - North Australian Aboriginal Justice Agency
Bob Atkinson	Former Commissioner - Royal Commission into Institutional Responses to Child Sexual Abuse
Bruce & Denise Morcombe	Founders - Daniel Morcombe Foundation
Catherine Liddle	Chief Executive Officer - SNAICC – National Voice for our Children
Christabel Chamarette	Deputy-Chair - SafeCare Inc.
Deborah Tsorbaris	Chief Executive Officer - The Centre for Excellence in Child and Family Welfare
Hetty Johnston	Founder of Bravehearts & Child protection and safeguarding specialist
Kathryn Fordyce	Chief Executive Officer - Laurel House
Leah Bromfield	Director - Australian Centre for Child Protection, UniSA
Louise Lamont	Chief Executive Officer – Phoenix Support and Advocacy Service Inc.
Mary Karras	Chief Executive Officer - Ethnic Communities' Council NSW
Mary Sayers	Strategic Adviser - Children and Young People with Disability
Matilda Alexander	Chief Executive Officer - Queensland Advocacy for Inclusion
Miranda Bain	Director of Therapy Services - Act for Kids
Patrick O'Leary	Survivors & Mates Support Network & Co-Lead Disrupting Violence Beacon, Griffith Uni
Phil Doorgachurn	Executive Manager - The Y
Shelley Keevers	Youth Ambassador/Advisor - The Create Foundation and Anglicare NSW West/South, and ACT
Sonya Ryan	Founder and Chief Executive Officer - Carly Ryan Foundation
SPECIALIST ADVISORS	
Anne Hollonds	National Children's Commissioner
Cathy Kezelman	Deputy Chair - National Centre for Action on Child Sexual Abuse



A Survivor Story #1

I am a child sexual abuse survivor and a client at Phoenix, and I have been supported to share my story of survival and journey towards healing.

Over the past few years, I have been doing a lot of inner work on myself, it started when I had many drug-induced psychotic episodes. During these episodes, it brought up a lot of suppressed childhood memories that I was not actively facing.

I was raised in a very unsafe, violent, and turbulent environment. My father had an explosive and raging temper, he would emotionally, sexually, and physically abuse my mother - for as long as I could remember.

I would always enjoy primary school because it meant not being at home - even if it meant enduring racial abuse.

The worst memories were the times when I witnessed my mother being taken to hospital. It was during the time I was around eight to nine years old, by then I had gotten use to the sounds of my parent's quarrels. I would lock myself in my room, disconnected emotionally. One night I heard the quarrels stop, my mother cry in pain and the night fell silent. I rushed out to the lounge room to find her slipping out of consciousness...thick blood oozing out of her neck and her body slipping off the couch...my father had thrown a plate through her head. In sheer horror...I was convinced she was killed at the hands of my father.

Another night my father belted my mother relentlessly as I watched completely powerless, the point where she had taken herself to the hospital for treatment. This was just one of many incidents that happened growing up. The fear still consumes me today. Hearing ambulance sirens takes me back.

Sometimes I would come rushing home from primary school, anxious about whether my parents got into

another argument and if my mother was in danger, I would arrive in the house looking around for evidence of any damage to ensure nothing happened during the day when I was away.

I wish I could end the story there...but later I believe I was around 10 or 11, I was sexually abused (raped) by my older brother who was 9 years older. This happened on an ongoing basis and stopped before I was 12. During the abuse I was blackmailed, manipulated, groomed, and told that if I tell my parents or anyone that I would be punished. Not only did he sexually abuse me, but I was physically and emotionally abused. At times my mother would find bruises on my arms and ask, afraid to tell I lied and said it was just from "play fighting with my brother" out of fear that my brother would punish me if I told the truth.

Sometimes I would test the waters and voice that my brother would hit me, it was never taken seriously. Many times, I was given the impression that my cries for help were unheard. My mind has compartmentalised a lot of the abuse, but the symptoms still show. A common occurrence amongst child sexual abuse (CSA) survivors.

After many years I buried these traumatic memories for over a decade, to maintain 'sanity' and to operate around family, friends, school, Uni, and work. During those times I developed chronic illnesses including shingles not knowing where it was from - later realising these illnesses were connected to suppressed trauma, I also developed eating disorders, Complex PTSD, suicidal ideation, depression and intrusive thoughts and even unpleasant hypnagogic hallucinations in times of severe stress just to name a few.

It was not until my mid-20s, I experienced many episodes of drug-induced psychosis, these were very scary experiences that I don't wish on anyone. It was

clear that this was directly connected to repressed childhood traumas. I decided I was sick of upholding life as if I had it together, as if I could live a normal life with what happened, out of desperation I reached out to Sexual Assault Resource Centre only to be put on a waiting list for almost a year.

Eventually with each therapy session, what felt like my spirit was shattered glass in a million pieces, I slowly gathered some together. Though as much as I talk about healing, the pain still feels present, the inner resources that I have developed over time during my healing journey is not for the pain to be "healed" or to leave, I can't really control that. But more to learn how to sit and live with it. I first spoke out about this 10 years ago to my mother who told my father. Their first response was "why didn't you tell me?". Which is a horrible response for a survivor to hear that and shows complete ignorance to how abuse works. Then for 7 years my family did absolutely nothing to address it.

After that time when I felt called to seek professional help, I also confronted my father and my brother and while there was some acknowledgement (after the fact that they were worried I was going to report it to the police) it was also met with deflections, defensiveness, minimising of my pain, and all-round re-traumatising. This was when I decided to officially cut contact with them and while that was the best decision for me, it caused a lot of grief at the time.

I recently have been reading survivor's stories submitted to the Royal Commission and learnt that a child sexual abuse survivor had taken his own life at this age. This motivated me to share my story here, if anyone else that has experienced abuse is reading this, I hope you find comfort or validation knowing that there are people out there who not only understand deeply but are open to talking about it - this is for you. I share this with the

intentions of helping fellow survivors to release shame around their own experience.

Even though I have read many stories of Sexual Abuse during my journey I have never heard anyone in person speak about specifically child sexual abuse, until the last year I met a couple survivors and seeing them still here fighting made a whole lot of difference considering many take decades to talk about it or even acknowledge that it happened.

I had so much self-doubt sharing this in fear of readers' judgement for "taking my family's dirty laundry out" and that they would find it humiliating, I even had people instil this fear in me. This is exactly why survivors repress themselves when what we need most is compassion, support, encouragement, and true understanding. I want people to be comfortable sitting with the uncomfortable, to shine the light on the ugly side of humanity, to become more trauma-informed, to understand how to listen, and to facilitate a space where survivors can more easily ask for help.

This post probably reflects a percentage of my lived experience, it is always a journey, the trauma is constantly shaping me, and I am constantly learning new ways, perspectives, and strategies for living with and integrating it.

The weight of this suffering is just breaking my heart open, and I want to be vulnerable. I want to expose this darkness to the world in the hope that I am shining a light on it where it cannot thrive. To reclaim my voice and contribute to breaking the silence, where perpetrators cannot thrive. To responsibly honour my rage, anguish, and terror when I was told it was ugly and unacceptable and instead allow others to do the same.



A Survivor Story #2

I honestly did not know how to open this story of my journey of being a survivor of abuse and becoming a motherless mother. In fact, it took me a few days to process it and then I remembered a trip to Cowaramup in Western Australia. I was seven months pregnant, myself and my husband decided to take a trip before baby arrived on our doorstep. We were in a little spiritual store browsing the local goods, there was a wicker basket with a heap of cards in it. The shop attendant caught me looking at the cards and prompted me to select a card and see what it had to reveal to me. Now I am a sceptic, and I don't hold any beliefs of higher beings, so this lady must have had great body reading skills or she just saw the anger brimming in my eyes, or she really is spiritually in tune. I blindly picked a card with a dragon picture on it, she says something along the lines of "I have to be careful when I talk/communicate because my words could burn like dragon fire, I have a lot of anger and fiery emotions so I would be better to write rather than speak". Honestly, I was gob smacked, lady how did you just read me like a book. I do not talk of my experiences because yes, my emotions do get the better of me, I either blow up or shut down and I am working on this issue, however writing is a tool that I could use. So now I will tell you how becoming a mother gave way to a beast, a traumatized beast to rise-up and almost choke me.

I have not spoken to my mother for almost a decade now, a choice I made to protect myself. She is 55 and still not in a great place, last year she was admitted to hospital for mental health issues and diagnosed with Complex PTSD and Borderline Personality Disorder. During the last decade she married for the fourth time, moved to the other side of the country, handed off her youngest to my sister and went back

to their religious group, the latter which I just cannot comprehend. Before this there was disagreements and general distrust, she wouldn't or couldn't take responsibility for what happened with us kids. To top it off after our abuser had admitted guilt and spent time in jail, she went back to him, after all she knew and had experienced herself. We suffered seven years of hell with this man, domestic, sexual, mental, emotional, physical, neglectful abuse in which he used the laws of his religious group to justify his actions. So, the original and first wounding was caused by him and her acceptance of his behaviour, the second wounding came when she abandoned us and went back to the monster who calls himself a man. She did eventually leave but the trust was broken, the heart broken. I was and still am carrying a house of trauma on my back.

Now I was managing this poorly but still living with sporadic therapy sessions, medication, heavy obsessions, eating, bad relationships, alcohol. I was living and going with the flow of life, I met my now husband and had two ectopic pregnancies with resulted in losing my left fallopian tube. This was leading to a heavy depression, all I wanted was a kid of my own. A chance to be a great mother and the chance to prove I was better than my own mother and I was not her. July 2018 I was to become pregnant again, but I didn't know until I had helped us move to a new house (carrying boxes up and down stairs) and starting Certificate IV in Mental Health. I was walking a couple of kilometres to get to TAFE and not understanding why I was feeling like I could pass out. I had taken a pregnancy test four days before my birthday and it was positive, I went straight to King Edward Hospital as I feared another ectopic pregnancy, but all the tests were strong and pregnancy hormones were high, it was finally happening. I was pregnant and that angry dragon

inside me decided it was time to raise its head. Anxiety was running high and I was to become a mother without my mother in my life.

There was a test that could be done at ten weeks called a NIPS test, which checks the foetal DNA in the mother's DNA. It checks for any chromosomal abnormalities and can also reveal the gender of the baby. Now when I became pregnant, I absolutely wished for a boy, I feared having a girl, as how was I to protect her in this patriarchal world, how would I stop her from being abused, how could I stop her from being used based on her gender. How could I possibly mother a girl without being choked by fear and anxiety.

Now I'm not saying boys do not get abused, they most definitely do, but I was putting myself in her shoes without realising it, I was making her live my trauma without her actually experiencing it. The test was done, and I anxiously awaited the results, the doctor called me over the phone, myself and my husband listened over speakerphone, no chromosome abnormality-s, and now for the gender reveal. In my head I repeated be a boy, be a boy. The doctor speaks loudly and directly "It's a girl", like seriously, I felt the world drop away from me, alarms blared in my head, emotional triggers everywhere, the world was out to get me and my unborn child, I had the worst luck in the world apparently. Anxiety absolutely took over me, I dropped out of TAFE, I dropped out of the world. I nestled us away in the house with 24/7 morning sickness and re-runs of TV shows "Fraser" and "Medium". I could not risk her to the world. I went out occasionally when my husband was off work and managed a three-hour shift at work a week. I was in an anxiety rest mode, looking back now I probably could've reached out more but I was used to managing things alone and not being a burden.

The whole midwife appointments and birthing process sucked, not going to lie. I wouldn't say they are trauma informed and they ask once if you ever experienced domestic violence, I answered no because I

couldn't be bothered with the questioning. I did tell them I lived with Complex PTSD, anxiety and depression, to which they replied with "our psychologists are booked out, do you have your own?". Luckily, I did at the time. My daughter was born via emergency c-section after a failed inducement attempt because amniocytic fluids were low, the placenta cord was not working efficiently, and she was under size. She was 2.8 kilograms, not the smallest for a full-term baby. I felt like a failure already, the midwives militantly pushed breast feeding, which ended with me breaking down and my daughter readmitted due to jaundice. The breast feeding did continue, I felt pressured to, and continued till she recently turned three. This was a trigger for me, I couldn't watch her breast feed, I always had a shirt covering. I lost myself, I lost my self-care, I lost my time. I lost hold of the angry traumatized child inside of myself. Sarah did not sleep, still does not sleep, I lost my sleep, I became more and more irritable. I was on guard all the time, protecting Sarah from ghosts in my head, I was so petrified of her being hurt or abused. I was having non-stop anxiety dreams, I dreamt I was at work and I realised Sarah was at home alone and I couldn't find a way of getting to her. During the day I was quickly getting tired and angry, I tried to garden, paint the house, or draw but I was always interrupted by Sarah, I was getting resentful and angry. I knew I had to change, this was not a path to be on, I should be enjoying my child not avoiding her. I started going to a Ngala playgroup to try and connect with other parents, and to encourage Sarah to leave my side occasionally, she must have picked up on my anxiety. I



couldn't hack the mothers' groups or the play groups I was too self-aware and I was judging myself against other parents and I couldn't genuinely connect with other people while I was feeling this way.

I went to the Doctor to get a mental health plan done up and get myself on a psychologist's waiting list, again luck or not, I had found a Doctor that had been told about a place called Phoenix Support and Advocacy Service, specialising in counselling sexual abuse victims. I called them straight away, done two assessment appointments and within the month they had accepted me as a client and had a therapist ready for me. I was ready to talk about being angry and about the past, but the same theme kept coming up, my mother. In becoming a mother, I was seeing her in a different perspective, a different light, I was beginning to question her behaviour, how she treated us kids, how she was complicit in the abuse. I was in ways angrier with her than our actual abuser. I started to have reoccurring PTSD dreams, I would be in an old house with my mother and the abuser(him), I am the age I am now and I just yell at them both, she ignores me always, and I try to move her out of the house. He usually just laughs at me, and I hit and punch him, but he doesn't shut up. The last dream I had I was murdering him, so yes, the dreams are quite unnerving, and I usually wake up upset, angry and the tension pain is kicking on in my neck, head, and shoulders. Then I roll over and see Sarah's face, she co sleeps with me, a combination of dealing with sleep terrors and me with feeling safer with her sleeping with me. I see her face and I remember where I am, I am here now, I am not there in the past in his grips and yelling at a mother who does not want to see. I am now starting EMDR treatment again to process this trauma, so I will be a better person for myself, my family and most importantly Sarah.

I'm trying my hardest to not let this trauma beast run wild, not the let the generational trauma carry on. I want Sarah to have a great life and it will be an uphill struggle while I'm dragging this trauma around.

While I was struggling it occurred to me, I can't be the only parent struggling with this, yet it is almost impossible to find resources that support the now adult victims of abuse. I found a book called Parenting with PTSD that offered insight from other parents. But honestly there is not a lot, yet I know according to statistics that there are thousands of us recovering abuse survivors that are now parents. What holds us back to connecting? The shame, the minimizing, the pressure to act and appear as a perfect parent, the fear that people would judge us harshly if they knew our pasts or hold the myth that all those abused turn into abusers. There is a lot more that could be done for us, from the moment we are to become parents the medical professionals around us should be trauma informed, we need support for our children and importantly us. So, for now I carry on with my therapy and keep looking to the future where trauma does not hold me prisoner, where I am part of the community and part of my child's community.



Phoenix
Professional Development
and Prevention Services



Building Better Brains

Creating Compassionate Communities

*Changing one mind and one heart at a time
through early intervention and prevention*

- Compassionate Mindfulness
- Shanker Method™ of Self-Regulation
- Compassion Fatigue and Vicarious Trauma
- Provision of individual clinical supervision and group supervision
- Trauma Transformation through trauma-informed care and practices
- Gender socialisation and its relationship to interpersonal and sexual violence
- Understanding challenges for children and young people accessing pornography
- Understanding and responding to child sexual abuse and family and domestic violence
- The globally recognised Domestic Violence Informed Safe & Together™ Model CORE Training





phoenix.asn.au



Scan me to add us
in your contacts

Professional
Development and
Prevention Services



“
Words cannot describe, how I am so ever grateful and truly humbled. Taking those first few steps, as I entered the Phoenix building, body trembling, with fear and uncertainty, dread in one hand and hope in the other. To my surprise a gentleman exited from behind the front counter, introduced himself, and greeted me with the warmest smile. He escorted me to the seating area, where he also took a seat, in our conversation, I was reassured with all the information I needed to know and each statement was fully explained, prior to signing, then he excused himself, I was thankful, through this kind manner, I felt at ease and relaxed, prior to my first counselling session. The purpose of this feedback, is to say there is no room for improvement, I felt the aim was not only welcoming, but to ease any anxiety, etc., (to catch ones breath) prior to each session.
”

Phoenix Client



“A brilliant service, the inconspicuous house and the welcoming and community vibe was lovely. Especially when everyone associated with it has been injured when vulnerable.”

Phoenix Client

“Marc has been great. I was really happy with the service he provided at first contact. I felt safe and respected even though he is a male, he made me feel safe and welcome.”

Phoenix Client

“I want to express my gratitude and thanks to Baljit the counsellor I worked with.”

Phoenix Client

Supporting Us

If you are interested in supporting Phoenix tax deductible donations can be made via our website www.phoenix.asn.au by clicking on [MAKE A DONATION](#) link.




“There is no quick fix.”


Phoenix Client




 61 8 9443 1910

 61 8 9227 1510

 info@phoenix.asn.au
counsellor@phoenix.asn.au
training@phoenix.asn.au

 404 Walcott Street,
Coolbinia WA 6050

 www.phoenix.asn.au

