

2024-2025 ANNUAL REPORT



Phoenix
Professional Development
and Prevention Services



Phoenix
Support & Advocacy
Service Incorporated

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Board Members and Staff

2024-2025

2024-2025 - Board Members	Board Position	Appointed
Julie Woodhouse	Chair	October 2014
Leanne Sultan	Deputy Chair and Secretary	October 2016
Amit Kabra	Treasurer	October 2018
Deenie Gumina	Board Member	April 2025
Gavin Bagley	Board Member	October 2019
Monica Taylor	Board Member	October 2019 until April 2025
Peter Le	Board Member	October 2019

2024-2025 - Phoenix Staff	Staff Position (All Part-Time)	Appointed
Louise Lamont	Chief Executive Officer	February 2015
Marc Spradbury	Accountant and Corporate Duties	January 2019
Kaye Doolan	Finance Officer	June 2016
Sally Woods	Senior Counsellor	July 2019 until June 2025
Baljit Carroll	Senior Counsellor	August 2020
Claudia Da Silva	Senior Counsellor	January 2022 until May 2025
Susan Laird	Senior Counsellor	August 2023
Jay Wright	Project Manager and Admin Assistant	September 2022

More information about Phoenix Board Members and Staff is available at www.phoenix.asn.au



2024-2025
IN REVIEW



2024 Conference Feedback

Creating Compassionate Communities - Ending the Blame Game Shame

Loved Dr Taylor’s ability to speak her truth so honourably and passionately. Highlighting the facts in which others would hesitate to do.

Conference Delegate

It sounds so obvious but societal and personal attitudinal shifts in focus from victim self-protective behaviours to perpetrators not perpetrating! I loved move from criminal justice system to victim justice system.

Conference Delegate

Absolutely brilliant! So many things to learn from this and it gave me much to think about from a different perspective (e.g. are victim survivors more vulnerable to re-victimisation?)

Conference Delegate

Inspiring and accomplished presenters, great research.

Conference Delegate

It is so encouraging to hear about the work and passion from the panel members; I especially appreciated hearing from the police Commander about the positive changes he is implementing in the police culture and understanding the impacts of trauma. Tori was an amazing courageous speaker sharing her lived experiences with the audience. I felt honoured.

Conference Delegate

Thank you, Phoenix for organising this event. You did a wonderful job, had a great combination of presenters, and it was affordable. So many conferences seem not to be these days. Thank you!

Conference Delegate

Fantastic day, well organised, friendly staff, excellent speakers, really great event.

Conference Delegate

It was wonderful to see different stakeholders come together for one purpose and goal. Beautifully done.

Conference Delegate

Fantastic balance of data and client perspectives. The content was relevant, and the format was engaging.

Conference Delegate

It felt very trauma informed was hugely impactful and I learnt loads plus came away inspired and optimistic.

Conference Delegate

Great conference, enjoyed all speakers and learnt lots of new things and was also informative.

Conference Delegate

Thanks Louise and team - your passion and energy is incredible.

Conference Delegate

Overview of Phoenix Professional Development & Prevention Services

Phoenix is committed to creating compassionate communities through early intervention and prevention training, with a focus on adult child sexual abuse survivors. In 2024-2025, Phoenix Professional Development & Prevention Services’ accredited trainers delivered tailor-made and subsidised training courses for the community services sector and other professionals. Topics included self-regulation, understanding and responding to trauma, the connection between sexual violence, family and domestic violence and child sexual abuse. The globally recognised Safe and Together™ Core and Overview models were also delivered. Over 200+ sector professionals from more than 20 not-for-profit community services organisations received training via our workshop and conference activities.

These training events were supported by the Federal Government’s National Partnerships Agreement Family, Domestic and Sexual Violence, for which Phoenix is most grateful.

TRAINING: IT'S TIME TO ASK - Identifying and Responding to Adult Sexual Violence and Child Sexual Abuse in the Context of Family and Domestic Violence

Phoenix designed and developed the training course “It’s Time to Ask: Identifying and Responding to Adult Sexual Violence and Child Sexual Abuse in the context of Family and Domestic Violence”, which has since been offered to the sector in 2023, 2024, and 2025. Delivered by renowned trainer, Tori Cooke, the course focusses on the intersection between child sexual abuse, family and domestic violence and sexual violence.

- It was delivered online:
- 25-26 September 2024, 2 x half days. Attendees included participants from Indigo Junction, Waratah Support Centre, Relationships Australia and Act for Kids.
 - 28-29 May 2025, 2 x half days. Attendees included participants from Salvation Army, Hope Community Services, Act for Kids.

TRAINING QUOTES

The evaluations reported that 100% of respondents could use the session information immediately. 100% of respondents rated the speaker’s presentation skills as “Excellent”. 100% of respondents would recommend the session to a colleague. Further comments included:

A huge thank you goes out to Tori, she is really exceptional in her knowledge and presence. She not only was able to connect the content in a relevant way, she brought a sense of passion and connection to what may be a very hard topic for people to engage with. She was magnificent!!!

It was heavy content but unavoidable and valuable information.

I totally appreciated Tori's heartfelt passion for this much needed area of work.



Thank you for offering such a fantastic online presentation. I learnt so much about myself, both personally and professionally.

Fantastic training. Thank you, Tori, for sharing your insights and expertise with us. I found this training to be really valuable and will definitely recommend to my colleagues.



▲ Tori Cooke

**SAFE AND TOGETHER™ MODEL
4-DAY CORE TRAINING AND 1 DAY
OVERVIEW TRAINING**

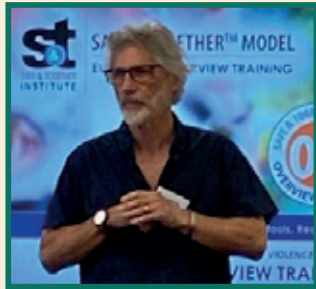
Our partnership with the Safe and Together™ Institute USA continued in 2024-2025 with Phoenix delivering the globally recognised and evidence-based domestic violence training. The three key principles of this model are:

- 1) Keeping the child safe and together with the non-offending parent
- 2) Partnering with the non-offending parent as the default position
- 3) Intervening with the perpetrator to reduce risk and harm to the child

Our trainer, Dawson Ruhl, delivered the Safe and Together™ Model 4-Day CORE (in person) 14-19 November 2024, at City West Lotteries House. Attendees included participants from Luma, Hedland Women's Refuge, Multicultural Futures Inc, Starick Services and Indigo Junction.

In-person 4-day CORE Safe & Together™ training for sector professionals has been planned for Perth in August and Geraldton for September 2025

TRAINING EVALUATION AND QUOTES



▲ Dawson Ruhl

Independent pre and post tests are managed by the Safe and Together™ Institute USA, with outstanding results for Dawson provided:

COMMENTS ABOUT THE TRAINERS

Incredibly knowledgeable and I appreciate his engagement with the class and ability to answer questions and reframe peoples thinkings. You can tell he knows exactly what his model is and how to use it for best practice.

Dawson presented as experienced and competent. He was able to facilitate meaningful discussions between the participants of our training group.

Dawson was very engaging and clearly knowledgeable around this area of practice. In particular, Dawson managed challenging perspectives well in unpacking participants comments in a supported and constructive way.

Excellent trainer, extremely knowledgeable across sectors and handled the training group well.

SATISFACTION WITH THE TRAINING

100% of respondents reported that the objectives of the training were clearly defined, the content was organised and easy to follow, and they were engaged throughout the training. 83% of participants are completely or very enthusiastic about CORE.

TEST SCORES BEFORE & AFTER TRAINING

Participants were quizzed at pretest and posttest on their knowledge of skills gained from the training. The average participant pretest core was 74%, and the posttest score was 89%.

MINIMUM PRACTICE STANDARDS WEBINAR

On 14th May 2025, CEO Louise Lamont delivered a presentation on effective Organisational Governance in the context of the Minimum Practice Standards: Specialist & Community Support Services Responding to Child Sexual Abuse, on request of the National Office for Child Safety (NOCs). Attendees included specialist and community support services responding to child sexual abuse across Australia, keen to learn about newly developed Minimum Practice Standards resources and tools. The Webex webinar presentation showcased to service providers what the Minimum Practice Standards are and supported their implementation.

**OTHER TRAINING PLANNED FOR SECOND
HALF OF 2025**

During the reporting period, and in response to the increasing complexity of Family & Domestic Violence (FDV) cases, Phoenix developed a new workshop titled **"Not all Intimate Partner Violence is the Same"**. This training explores perpetrator typology models and assists workers in various roles in the field to identify and assess the level of risk to the victim and/or their children. Delivery of this workshop is scheduled for August 2025. As noted above two more Safe & Together™ CORE Model Training workshops are also scheduled for Perth and Geraldton in August and September 2025.

Phoenix also continued to refine materials for the new, Royal Australian College of General Practitioners (RACGP) Accredited training package for GPs and practice staff as part of a suite of pilot projects being rolled out by the WA Primary Health Alliance (WAPHA). Education sessions with five practices in the southern suburbs of Armadale, Gosnells, and Canning will be delivered by the Phoenix CEO in the second half of 2025. The topic is **"Recognising and Responding to Adult Survivors of Child Sexual Abuse"** and will include 1.5 hour in-person training sessions and hard copy manuals.

PHOENIX 2024 CONFERENCE



In addition to the above training, Phoenix hosted our full-day **"Creating Compassionate Communities – Ending the Blame Game Shame"** Conference on 30 October 2024. The planning and delivery of this important event was a large component of the Phoenix Training & Development activities during the second half of 2024.

With more than 150 delegates online and in-person, the day was hugely successful with highlights including the interview with renowned UK-based best-selling author **Dr Jessica Taylor**, and the Panel presentation with internationally recognised and award-winning researchers. The day was accredited by the Australian Counselling Association (ACA) and delegates received 6 CPD points for attendance at the conference.



▲ 2024 Phoenix Conference Delegates



▲ Keynote Speaker Dr Jessica Taylor & Louise Lamont



Presentation topic included:

- Community Attitudes Study – Examining Community Attitudes and Beliefs about CSA and Victim Blaming in Aus-tralia and Beyond - Professor Andrea De Sliva
- Victim Blaming – When and Why and How to Change This – Dr Jessica Taylor
- Disclosure of Sexual Violence Across the Lifespan – Panel including Professors Leah Bromfield & Patrick O’Leary
- Lived Experience presentation – Tori Cooke

Our Interns

Over the past 18 months, Phoenix has been incredibly lucky to have hosted and mentored three student interns from the McCusker Centre for Citizenship at UWA. Each intern completed a 100-hour placement, working one day per week at the Phoenix office, and undertook various roles:

- Digital Content Intern
- Marketing and Communications Intern
- Roundtable Events Intern

Phoenix is deeply grateful to Petunia, Ratnesh, and Ming for their dedication and contributions. Here are some reflections of their experiences with us and we look forward to seeing all they accomplish in the future!

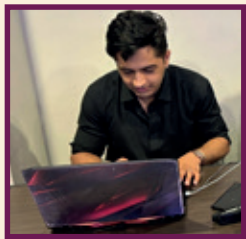


PETUNIA SHEN
Semester 1 2024 - Welcome Pack for New Phoenix Clients

As a clinician now working at Perth Brain Centre (PBC) since graduating, my internship with Phoenix was an incredibly valuable experience that helped shape my clinical confidence and provided real insight into integrative practice.

While supporting patients with neurological disorders and delivering non-invasive brain therapy, one of the most valuable lessons I drew from my time at Phoenix was learning how to truly listen to patients with patience, empathy, and presence. The environment fostered a deep understanding of the importance of building therapeutic relationships grounded in trust and respect. That foundation has strongly influenced the way I engage with patients at PBC — helping me bring a thoughtful, client-centred approach to each session. The internship also gave me insight into the intersection between social services and mental health care, broadening my understanding of the wider support systems many patients rely on. I continue to reflect on

the guidance and mentorship I received at Phoenix as I progress in my role, and I remain deeply grateful for the supportive and enriching learning environment I experienced there.



RATNESH BHARDWAJ
Semester 2 2024 - Phoenix's 40th Year Celebrations

I'm currently pursuing a Bachelor of Business with majors in Marketing and Business Management at the University of Western Australia. It's been an

exciting year of growth — I've taken on leadership roles such as President of TEDxUWA and Marketing Manager at Venture UWA, where I've led campaigns promoting entrepreneurship and student-led innovation. Both experiences allowed me to apply the strategic thinking and storytelling skills I began building during my time at Phoenix.

The internship at Phoenix was pivotal. It gave me hands-on exposure to how advocacy, empathy, and purposeful messaging can drive a real impact. Whether it was collaborating on awareness campaigns or developing communications that resonated with vulnerable communities, I came away more confident, compassionate, and direction driven. Looking ahead, I hope to keep working at the intersection of social impact, storytelling, and strategy, whether that's in the non-profit world, a purpose-led startup, or one day returning to contribute to Phoenix in a bigger way. Oh — and some cool news: I'm also laying the foundation for a new venture aimed at supporting international students through better community and resource access. Stay tuned!



MINGYOU YUAN
Semester 1 2025 - Roundtable Events Intern

It has been an absolute honour to be part of Phoenix. Although it was only three months, this experience will remain unforgettable for my lifetime. I feel incredibly lucky to have spent this time with such amazing colleagues in the office. This was my very first internship in Perth, so naturally, I was nervous and a little scared at the beginning. As English is my second language, I was worried about potential communication barriers with my colleagues before I even stepped into the office. But it turns out I had nothing to worry about! My lovely colleagues were so understanding of my situation, I could even clearly feel that they would slow down when talking to me, and sometimes they would even summarize their conversations just to make sure I could follow along. (To be honest, sometimes I did understand what was going on but just didn't know what to say). Still, I truly appreciate the patience and care everyone showed me.

Throughout the internship, I had the chance to work on many things I had never tried before. Over the past three months, I learned how to use WordPress to manage websites, how to design surveys with SurveyMonkey, and I improved my proficiency in Canva. Working with Jay to prepare for the Roundtable event turned me into a bit of an event expert too! And I also had my very first Easter egg, such a fun experience! Our office was also a space for cultural communication, and it gave me a deeper understanding of Australian culture. I hope I was also able to share more about my own culture with you all and you are always welcome to visit my country someday!

More importantly, this internship helped me realize how many people in our community need support but are often overlooked. Many of them have experienced

trauma that prevents them from living a normal life, and due to financial hardship, they are unable to seek help. Organisations like Phoenix are truly a lifeline, offering affordable support and working together with to build a better environment, while also striving to prevent trauma from happening in the first place.

I genuinely believe everyone in Phoenix is doing something extraordinary. You are making a life-changing difference for people who are often invisible to others, and I believe that's what the name "Phoenix" means: rising from the ashes. It is your hard work that helps clients find a brighter path forward.

In September, I'll be heading to Sydney for the next stage of my studies. A new chapter of my life, but I truly believe that our paths will cross again someday, and I look forward to that day.

Finally, from the bottom of my heart, thank you to all the wonderful colleagues at Phoenix! Your kindness and care made me feel at home in a foreign land. Thank you for giving me this opportunity, thank you for your patience, your generosity, and your guidance. Thank you for helping me end my two years in Perth with such a perfect and meaningful ending! And thank you for making me a better man. I wish you all the very best in everything you do!



CHAIRPERSON & CHIEF EXECUTIVE OFFICER 2024-2025 REPORTS





Chairperson Report

2024-2025



JULIE WOODHOUSE
CHAIRPERSON

It is with great pride and gratitude that I present the Chairperson's Report for 2024, marking not only another year of meaningful service but also a significant milestone in Phoenix's history - our 40th anniversary.

This year, Phoenix Support & Advocacy Service celebrated four decades of unwavering commitment to supporting adult survivors of childhood sexual abuse. Our anniversary function was a deeply moving occasion that brought together clients, staff, supporters, and community partners to honour the courage of survivors and the ongoing work of healing. A highlight of the event was hearing clients share their survivor stories - powerful reminders of resilience, recovery, and the strength found in community. These stories reaffirm why Phoenix exists: to provide a safe, understanding, and empowering space where survivors can reclaim their lives on their own terms.

What continues to distinguish Phoenix from many mainstream organisations, particularly those operating within a medical or time limited model, is our unwavering responsiveness to client needs. We recognise that healing from childhood sexual abuse is not linear and cannot be confined to a set number of sessions or timeframe. Rebuilding trust after trauma takes time. By allowing clients the

space they need, Phoenix honours each person's unique journey and reinforces the importance of safety, respect, and patience in the therapeutic relationship.

Throughout 2024, Phoenix continued to advocate for survivors' rights and raise community awareness of the long-term impacts of childhood sexual abuse. Our dedicated team -counsellors, advocates, administrators, and trainers - contributed to training, education, and sector collaboration, ensuring that trauma-informed principles continue to guide practice across the community. Their professionalism and compassion remain the heart of our service.

The Board has maintained a strong focus on governance, financial sustainability, and strategic direction to ensure Phoenix's continued stability and growth. We are deeply grateful to our funding bodies and donors whose ongoing support enables us to provide high quality services to clients.

As Chair of the Board, I would like to acknowledge and thank Monica Taylor for her outstanding contribution to the Board and to Phoenix's direction. Her insight and

dedication have been invaluable, and I wish her every success in the future. I am also delighted to officially welcome Dennie Gumina to the Board. Dennie brings a wealth of experience, empathy, and compassion to the field of childhood sexual abuse, and we are fortunate to have her join us.

On behalf of my fellow Board members: Leanne Sultan, Amit Kabra, Gavin Bagley, and Peter Le, I extend heartfelt thanks to our staff, volunteers, clients, and community partners for their trust and collaboration. To our clients especially: your courage and honesty continue to inspire everything we do.

As we look to the year ahead, Phoenix remains dedicated to providing a safe, compassionate, and empowering service to survivors. We will continue to evolve, advocate, and educate ensuring that survivors' voices remain at the heart of our work. After 40 years, the spirit of Phoenix endures: from trauma to trust, from silence to voice, from surviving to thriving.





Chief Executive Officer's Perspective

THE YEAR IN REVIEW



LOUISE LAMONT
CHIEF EXECUTIVE OFFICER

The 2024-2025 financial year for Phoenix was an extra special one this time around with various celebrations and events held throughout the year. I appreciate the opportunity in our annual report to reflect on what Phoenix has achieved over the last 12 months.

2024-2025 PHOENIX INITIATIVES AND ACTIVITIES

Phoenix's 40th Anniversary

The Board and the Phoenix team were delighted to hold a Conference and Sundowner event in October 2024 to celebrate our organisation's 40th Anniversary since our incorporation in 1984. First established by volunteer social worker Nancy Rehfeldt in 1978 and originally known then as the Incest Survivors Association (ISA). Surprisingly in 2025 and more than 40 years on Phoenix continues as one of very few services in



▲ Phoenix Chair
Julie Woodhouse

the Perth metropolitan area providing counselling and support to adult survivors of historic child sexual abuse. Sadly, this support for healing and recovery from complex trauma a common outcome of being subject to sexual violence remains seriously underfunded and under-resourced in Western Australia. It is disappointing that with all that we now know, and with what has been recommended by Royal Commissions and other inquiries, that survivors still can't access timely and affordable specialised support for their specific needs.

THE 2024-2025 PHOENIX TEAM

Given our organisation's small size, limited funding, and reduced days of operation Phoenix is very fortunate to be staffed by an exceptional team of professionals totally committed to the organisation and the



▲ Sally Woods, Claudia Da Silva, Susan Laird, Louise Lamont, Kaye Doolan, Baljit Carroll, Marc Spradbury, (Jay Wright absent day of photo)

clients. At the beginning of the year Phoenix were selected as a finalist in the small organisation category of the **Community Services Excellence Awards** for 2025. It was inspiring and invigorating to see the hard work and innovation of the team acknowledged. Our team members continually receive outstanding feedback from the people we serve. It's an honour to lead a dedicated, caring, and skilled team.

The success of Phoenix service delivery relies on a team willing to take on extra tasks and duties beyond the usual work required to ensure the service runs professionally and effectively, and the members of the Phoenix team certainly meet this requirement. The challenge for most not-for-profit community services is ongoing sustainability and adequate capacity to respond to high levels of demand with limited resources, and this is certainly true for Phoenix. The commitment of staff to continuous improvement and providing a quality service despite these challenges has led to Phoenix evolving into a highly specialised service that is valued by survivors and the broader



community. Recently two members of the team moved on from Phoenix in mid-2025 namely Senior Counsellors Claudia Da Silva and Sally Woods. During their tenure at Phoenix, both made a significant contribution to the development of the organisation and particularly to the healing and recovery journeys of Phoenix clients which is evidenced in the many testimonials of appreciation expressed by the people they supported. Phoenix wishes them all the best in their respective private practice pursuits and future endeavours, and we sincerely thank them for all that they contributed to Phoenix.

Phoenix E-Services

Post Covid the E-Services offered by Phoenix remained very popular with clients who appreciate accessing counselling support from the safety of their own home or a familiar environment however in the last six months some clients have expressed an interest of returning to some face-to-face counselling. The E-Services have been instrumental in addressing challenges for clients such as less time off work, assisting with childcare or carer responsibilities, eliminating fuel expenses and lost travel time, as well as these services offering greater access for those with mobility issues.

Phoenix Technology Innovations

The organisation has made good use of the latest information technology and artificial intelligence programs to support our work and create efficiencies and serve us well into the future. All our records are electronic and protected. We are pleased that we have been able to introduce programs and technologies into Phoenix such as SharePoint, CoPilot, Halaxy, Heidi, and Covui to name a few.

PHOENIX GOVERNANCE

The Phoenix team appreciate the commitment and volunteer time given by **Phoenix Board members** and we appreciate that the Board encourages and supports our endeavours. Phoenix has benefited greatly from the stability of the Board membership. The Board continuously reviews the organisation’s policies and governance processes and bring to these tasks their varied skills and experience. Through their dedicated, and consistent leadership they have helped Phoenix to thrive and survive in an uncertain funding context. Phoenix Chair Julie Woodhouse and Deputy Chair/ Secretary Leanne Sultan contribute greatly to the

efficient and effective management of Board meetings, and they have provided Phoenix with long-term highly effective leadership for which we are all most grateful. In my role as CEO, their support to me and to the organisation is invaluable and appreciated. The financial guidance provided by Treasurer Amit Kabra to Phoenix Accountant Marc Spradbury is also appreciated. This year, April 2025 saw the departure of Monica Taylor from the Board and we thank her for her contribution to Phoenix and wish her well in her future endeavours. April 2025 also saw the appointment of Deenie Gumina to the Board, and we warmly welcome her to Phoenix and welcome the value adding her skills and connections will provide to the work and vision of the organisation.

Phoenix Strategic Plan

Our last strategic plan for 2018-2022 was extended to 2024 due to Covid. Phoenix is pleased to confirm that 90% of the strategies identified in that Plan were achieved. This year the Board met with a facilitator to develop a shorter-term Strategic Plan for 2025-2026. With our core funding service agreement due to conclude 30 September 2026 it was challenging for the Board to determine strategies for the organisation beyond 2026 while government commitments beyond that period are unclear.

Screening of Documentary Film

The French documentary **“Such A Resounding Silence”** was held at the Luna Cinemas, Leederville 10 June 2025. Phoenix helped promote and sponsor this groundbreaking documentary on intrafamilial childhood sexual abuse, and we were impressed with the community support for this event with more than 250+ tickets sold. This event was organised by two survivors Tanya Lee and Karen Righton who worked tirelessly to ensure the screening was a success as it was such an important opportunity for advocacy and raising community awareness. I was delighted to be invited to participate in a Q&A Panel following the film and facilitated by ABC’s Nadia Mitsopoulos and included Australian of the Year Grace Tame. Tanya Lee who is the founder of the Corrilee Foundation and the No Laughing Matter Podcast had organised screening of the documentary throughout Australia and had travelled from Sydney for the event.



PHOENIX TRAINING

In 2024-2025, our accredited trainers continued to deliver various training for professionals in community services, policing, legal, mental health, alcohol and drugs fields via our fee-for-service business arm Phoenix Professional Development and Prevention Services and has trained more than 100 professionals. More in depth details of the training events delivered are highlighted in the training section of this report. In summary, some of the training delivered included the following:

It's Time to Ask

This course was developed by Phoenix and experienced trainer and facilitator Tori Cooke to build practitioner skills in identifying and responding to adult sexual violence and child sexual abuse. With excellent feedback and 100% of respondents indicated being able to use the session information immediately in their practice following the training has led to this course becoming very popular. More courses are scheduled for 2026.

Safe and Together™ Model Training

Phoenix has had a partnership with the Safe and Together™ Institute USA since 2021, to deliver their CORE model curriculum. This four-day domestic violence training focuses on child protection and perpetrator accountability to minimise victim blaming. Accredited and highly experienced trainer Dawson Ruhl has delivered in-person and online training in this model across Australia to hundreds of professionals. Dawson continues to receive outstanding feedback for his content knowledge, experience, and engagement.

WAPHA GP Training

Phoenix was delighted to be awarded the contract to deliver training for General Practitioners for the Family, Domestic, and Sexual Violence Primary Care Integration Pilot to five practitioners in the southern suburbs of Perth. The focus of the training developed by Phoenix is Understanding and Responding to historic child sexual abuse in the medical context and the training content was reviewed and approved via the RACGP CPD Activity Needs Assessment. These workshops will be delivered in the latter half of 2025 and the beginning of 2026.

Upcoming Workshop with Dr Jessica Taylor

Dr Taylor will be returning to Perth in November 2025, and Phoenix will be hosting a masterclass delivered by Dr Taylor and Jaimi Shrive on the topic of “The

Pathologisation of Sexual Abuse”. The masterclass will be followed by a Phoenix Meet & Greet event with Dr Taylor. This event will include invited guests and key stakeholders from the sector and a special announcement from Phoenix.

Donations that have Supported Other Phoenix Activities

Phoenix greatly appreciates the ongoing support from the **Zonta Club Northern Suburbs** that provide funds for our Trauma Sensitive Yoga (TSY) and Mindful Embodied Awareness (MEA) online programs led by accredited yoga instructor and trauma counsellor Coby Greer. This program receives very positive feedback, with participants appreciating the trauma-informed approach and the practical techniques offered to support and enhance emotional regulation.



Phoenix is also appreciative of the support we receive from a donor who provides a repeat donation every year through the **Fremantle Foundation**. The 2024-2025 donation supported the production of the Phoenix 40th Anniversary Publication that featured many moving and heartfelt contributions of stories, poems, and artwork from Phoenix clients.

SECTOR SUPPORT & ADVOCACY

With the support of the WA Council of Social Services (WACOSS) Phoenix has continued with our advocacy efforts and our secretariat role included supporting the 10 other service providers delivering Child Sexual Abuse Therapeutic Services (CSATS) and Indigenous Healing Services (IHS) across the State. This Secretariat initiative was initially supported by the WA Department of Communities for 2023-2024 and then was extended for a final period of 2024-2025. In this role Phoenix was tasked with supporting the CSATS and IHS providers by facilitating two more Sector Roundtables for 2024-2025 and we continued to deliver another four newsletters. The Department of Communities have arranged for the secretariat role and the allocation of the brokerage funds made available for the sector to have an independent evaluation undertaken by Kalico Consulting in July and August with the final report and findings presented in September 2025.



2024 & 2025 Roundtables & Masterclasses

In our CSATS and IHS Sector Secretariat role Phoenix organised another two Roundtable events. The first in November 2024, was delivered specifically for CEOs and Senior Managers from the WA CSATS and IHS sector.

The key areas of focus for this Roundtable were around:

- A review of sector advocacy and engagement, emerging priorities
- A discussion on strengthening the impact of the sector & priorities for workforce capacity building & development
- Implementation of the National Child Safe Principles and local HSB pilot programs
- Planning for the May 2025 Roundtable – agenda, presenters, priorities and structure.

In May 2025 the first day of the second Roundtable brought national industry leaders Professors Michael Salter, Leah Bromfield, and Patrick O’Leary to provide keynote presentations addressing child exploitation, harmful sexual behaviours (HSB), and the intersectionality of child abuse with family and domestic violence. Concurrent sessions were also provided in relation to dissociative disorders, online safety, and strategic planning for CEOs. A lived experience perspective from Tori Cooke followed, and this led into a panel session that examined sector challenges and future directions. Delegates also had the opportunity to hear from their sector colleagues about the Advocacy and HSB Pilot programs currently underway across the state.



The second day of the May Roundtable focused on Strategy, Policy, and Future Directions – and was specifically developed for the sector’s CEOs, senior managers, and key stakeholders. Newly appointed Minister, the Hon. Jessica Stojkovski MLA delivered an address to the delegates, and key presentations were provided by the Department of Communities WA and the National Office for Child Safety.

Prior to the Roundtable, a range of concurrent Masterclasses were delivered for all CSATS and IHS program practitioners from guest presenters Robyn Collard, Anna-Michele Antoine-Cooper, Kayelene Kerr, and Coby Greer. Topics included an exploration

of cultural connections across generations, cultural considerations for Eye Movement Desensitisation and Reprocessing (EMDR). Kayelene presented on protective behaviours and the day finished with a presentation on Trauma Sensitive Yoga and Mindfulness from Coby. More information about these masterclasses and the Roundtable events are included in this annual report.

SECTOR NETWORKING

The WA Council of Social Services (WACOSS) Sector Breakfast held early each year is a celebration the sector looks forward to, and is always a sellout event due to offering a great networking opportunity to reconnect with colleagues and meet new ones. The Breakfast is well attended too by our Parliamentary colleagues from all parties along with senior representatives from the various WA Government Departments.



▲ WACOSS Sector Breakfast 2025 Minister Simone McGurk & Sabine Winton

REPRESENTING PHOENIX AND ADVOCATING FOR VICTIM SURVIVORS

Throughout 2024-2025 there was the opportunity to represent Phoenix on various panels at a range of symposiums and conferences which included the Seventh Symposium on Child Sexual Abuse and the “Reshaping the Conversation” Conference hosted by the National Centre for Action on Child Sexual Abuse and held in Brisbane in October 2024.



In the CEO role representing Phoenix on several committees and Advisory Groups over the years has also allowed the organisation to establish strong and valued networks within the sector both at the local, State, and National levels. Membership of

these committees has and continues to offer many opportunities for strategic advocacy, collaboration, and growing collegial networks. Membership includes:

- Advisory Group for the National Strategy to Prevent and Respond to Child Sexual Abuse
- Reference Group for the WA Strategy for Preventing and Responding to Sexual Violence
- Centre for Women’s Safety & Wellbeing Sexual Violence Expert Advisory Group
- WACOSS Children’s Policy Advisory Council (CPAC)



◀ National Strategy Advisory Group Meetings held in Melbourne September 2024 and in Hobart in December 2024.



◀ Former Attorney-General Mark Dreyfus attended the meeting in Melbourne and pictured here with Advisory Group members Professors Patrick O’Leary and Leah Bromfield and Phil Doorgachurn.

WHERE TO FROM HERE?

Without wishing to sound repetitious, unfortunately Phoenix is back here again in an uncertain funding environment facing the same ongoing challenges in terms of sustainability and meeting service demand. Knowing though that our work makes a difference and is an essential service we have gone all out in terms of submitting funding applications for various grants. If successful we look forward to introducing a new and innovative service and continuing our current service delivery with greater capacity. It’s certainly a ‘make or break’ time for our organisation.

SURVEY ABOUT PHOENIX SERVICES 2024-2025

100% respondents reported that they agreed or strongly agreed that Phoenix Services “met my expectations”, “My privacy has been respected”.

90% of clients strongly agreed or agreed that the “fee charged for my counselling is reasonable and appropriate for my circumstances”.

100% clients reported that they agreed or strongly agreed with the statements: “My cultural beliefs and background are respected” and “My counsellor has the skills and resources to help me”.

100% of clients agreed that when they have contact with Phoenix staff, they feel welcome and safe and would recommend Phoenix services to others.

Respondents rated the service provided by the Phoenix reception and admin staff as 4.9/5 stars.

Clients rated the overall experience of counselling at Phoenix 4.9/5 stars.

Clients rated the overall experience at Phoenix as 5/5 stars, “Outstanding Service”.





**OUR RANGE OF
THERAPEUTIC
INTERVENTIONS**

**Phoenix Shining Light on Child
Sexual Abuse Healing & Recovery**

Trauma Sensitive Yoga Program - Virtual Online Course

Once again, Phoenix offered our Trauma Sensitive Yoga (TSY) program with the aim of supporting current and former clients suffering from complex trauma. If assessed as group-ready, clients joined our specialist trainer, Coby Greer for online sessions via Zoom. Coby is a counsellor with more than 25 years in the therapeutic and counselling space across a range of disciplines, including corporate, government and holistic settings. She is an ACA Level 4 counsellor (Ma. Counselling), clinical supervisor and a certified Trauma Centre Trauma Sensitive Yoga (TCTSY) facilitator.

The six-week, 1-hour, online course was offered in September & October 2024 at a discounted rate. The course fee was fully refunded if all six sessions were attended. Sincere thanks to the Zonta Club of Perth Northern Suburbs Inc. for providing funds to support this offering.



Client Testimonials

"I'm truly grateful for Coby for creating a safe and supportive space to practice TSY. Although I've attended several of her sessions and programs, I still find that I learn something new each time, and just as importantly, she's helped me understand that it's okay if I don't."

"Coby's sessions consistently make me feel safe, at ease, and genuinely welcomed. She encourages personal choice and reminds me that my experiences are valid. Her explanations help me to connect to the practices more deeply, and they often stay with me after each session, giving me the confidence to continue practicing on my own."

"It's hard to summarise how much Coby's sessions have helped me, but I want to thank her and Phoenix Counselling for offering such a valuable and accessible resource that has now become an important part of my journey."

Mindful Embodied Awareness Program

COBY GREER
TRAUMA SENSITIVE
YOGA FACILITATOR AND
TRAUMA COUNSELLOR



We were excited to again offer Phoenix clients a new course designed by Coby Greer. The Mindful Embodied Awareness (MEA) program was delivered in March & April online via Zoom and provided past and current clients the opportunity to unwind and to connect to their bodies through trauma-informed gentle movement, mindfulness meditation and breathwork. Each session offered a new mindfulness practice to add to client's personal toolbox of grounding and self-regulation practices. Themes included:

- o Orienting and boundaries
- o Internal resourcing – grounding and centring
- o Breathwork
- o Mindfulness meditation
- o Energising practices
- o Restoration and integrative practices



Client Testimonials

"I loved the mindfulness meditation, the energising practices and the restoration. I hadn't done anything like the energising practices before and so it was really helpful. I think I can use these techniques with my children as well, to help manage their anxiety."

"Coby spent each session carefully teaching each topic so that I left with a great understanding of the practise and why it works. Each session would leave me feeling more confident in my ability to live life freely and have the courage to do more as I implemented the sessions into my day-to-day life."

"Session 1-4 changed my day-to-day life for the better. Coby taught me how to stay calm during situations when my body goes into fight or flight. Preventative methods, recognising what is happening while it is happening, how to calm my body and mind down to return to normal functioning and stay that way until I can go home again. Brought confidence to attend more social activities and even have fun! Sessions five and six are very useful when getting to sleep at night."

"This experience was very life-changing for me, especially as I have been going through a very difficult time in my life. It helped me gain some skills I can use every day, and this motivated me to learn more."

"I found the boundaries and values topic quite helpful as it made me reflect on myself, I find it difficult to verbalise my boundaries. But this helped greatly."



Supporting Healing Through Schema Therapy: A Trauma-Informed Approach

OVERVIEW BY SUSAN LAIRD

This year, through collaborative clinical supervision, I worked closely with my supervisor to reflect on how to further enhance the support I offer to adult survivors of child sexual abuse (CSA). Together, we explored continued professional development (CPD) opportunities that would enrich my practice and directly benefit the clients I work with. In April, I attended a three-day training titled Schema Therapy: The Model, Methods and Techniques, which deepened my understanding of this integrative and trauma-informed approach.

Phoenix is committed to investing in the continued professional development of its employees to ensure best practice, uphold ethical standards, and deliver high-quality, trauma-informed care to all clients.



Schema Therapy integrates cognitive, behavioural, attachment, and experiential techniques to help clients understand and heal from deeply rooted emotional patterns formed in early life. These patterns—known as schemas—are enduring beliefs and feelings about oneself and others, often developed in response to unmet emotional needs in childhood. For adult survivors of CSA, these schemas frequently include shame, mistrust, abandonment, and emotional deprivation. Such beliefs can persist into adulthood, shaping how individuals view themselves and relate to others.

This approach is particularly effective for survivors of CSA because it offers a structured yet flexible framework that honours the complexity of trauma. It validates the survivor’s lived experience while providing tools to challenge and shift the internalised messages that often stem from abuse. One of the most powerful techniques used in Schema Therapy is imagery rescripting, which allows clients to revisit painful memories in a safe and guided way, helping to transform the emotional impact of those experiences.

A central component of Schema Therapy is the concept of schema modes — moment-to-moment emotional states and coping responses that can be triggered by specific experiences. Many of my clients find it empowering to identify and name these modes, which often include:

The Vulnerable Child Mode – where feelings of fear, sadness, or shame are overwhelming.

The Angry Child Mode – which holds the rage and frustration of unmet needs and past violations.

The Detached Protector Mode – which seeks to avoid pain through emotional numbing or withdrawal.

The Punitive Parent Mode – which echoes the internalised voice of the abuser or critical caregivers.

I have embedded Schema Therapy into my practice by working collaboratively with clients to understand these modes. This helps them develop healthier coping strategies, strengthen their Healthy Adult Mode, and begin to meet their core emotional needs in safe and adaptive ways. A key part of this process involves limited reparenting, where the therapist provides consistent emotional support and validation — helping



clients experience corrective emotional experiences that were missing in childhood.

This process not only fosters emotional resilience but also supports the integration of fragmented parts of the self — an essential step in trauma recovery.

One client who had previously tried other types of therapy shared:

“For the first time I understand how I feel angry and have felt angry for most of my life. I have lived most of my life in Angry Child mode but did not know why, until now.”

Written by: Susan Laird, Phoenix Senior Counsellor

References:

Grace Tame Website and work of Lewis & Llewellyn
<https://sexualabuselawfirm.com/blog/what-is-sexual-grooming-identifying-the-6-stages/>

SUSAN LAIRD
SENIOR COUNSELLOR



Please let Susan know how grateful I am. I wouldn't have been in a place to pursue this assessment if not for Susan's amazing knowledge, safe and supportive space, and ongoing care. She's the first therapist who's truly seen me and looked beneath the surface to understand my experiences and mental health. I'm so thankful for all the positive changes she's helping me create.

Phoenix Client

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

Phoenix Client



Genograms as a Clinical Tool

OVERVIEW BY BALJIT CARROLL



A genogram is a graphic and tangible representation of a family over at least three generations. It maps out the family structure in pictorial form and provides an efficient way to record relevant information about a family. It offers an overview of family dynamics as well as potential problems/issues faced by that family. A genogram is typically constructed in the initial assessment and can be revised as new information emerges. It is also very helpful in building rapport with new clients, as their story is being heard.

Whilst genograms are most associated with Murray Bowen's family systems theory, it offers a larger perspective to individuals that present to therapy, with the view that nothing happens in a vacuum. The family for most of us is the most powerful system to which we can belong. A genogram may denote separations, divorces, deaths, emotional cut offs, health issues, dependencies on alcohol and other drugs, FDV and childhood sexual abuse. Genograms also highlight important strengths, successes and achievements that a person/family may not be aware of. The genogram may depict times when an individual may have broken the mould, so to speak and demonstrated independence or courageous behaviour.

Genograms can hold the power of exciting new insights that can enhance the counselling process through greater understanding of families and the potential

for long term growth. The genogram helps to locate the individual that presents to therapy and their place within their family, and how they feel being part of this family. The idea is to promote choice and individuality within their family system, whilst highlighting positive aspects. Significant others can be added to the genogram, as well as pets, with the view that all aspects have contributed to the individual that is presenting to counselling.

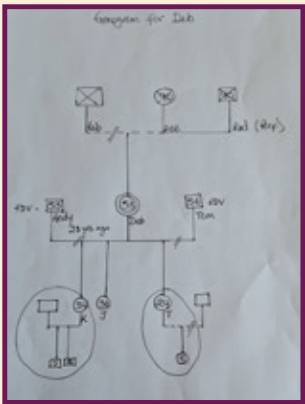
As a counsellor, I look for patterns of functioning, unresolved issues, stress/trauma that may have transmitted through the generations to the client sitting in front of me. The genogram provides both the historical and current understanding of the person, and potentially a springboard towards counselling goals and interventions for therapy.

The genogram uses specific symbols to represent gender – square for males, circle for females, and records ages in the centre. Significant dates are included for deaths, separations and divorces. The quality of relationships is denoted by different lines between family members, such as close, conflicted or divorced. The genogram can record suicides, illnesses, indeed any patterns that present for the individual. The individual client is clearly marked with double lines so that their presence is clearly seen in the genogram. This also means that if another clinician takes over, the client is immediately identifiable in the family system. The genogram also records birth order, which can be helpful to clinicians in identifying roles that individuals may play within their family.

I would like to add a word of caution here – it is important to approach the construction of a genogram sensitively with clients, as we do not know what may unfold, or transpire, and the emotions that may be

evoked. Clients that present to Phoenix often do so with complex trauma, and care must be taken not to re-traumatise.

Please note that the genogram is generic and does not specifically identify any client, for confidentiality purposes.



The following is a genogram of Deb's family. Deb is represented with double lines for her circle as a female. She was married to Andy with whom she has two daughters and after their divorce, she was married to Tom, with whom she has another daughter. Tom and Andy were both abusive towards Deb. The perpetrator of childhood sexual abuse towards Deb was her stepfather Rod, who passed away several months ago. Despite Deb disclosing the sexual abuse to her mother, when she was in her 20's, her mother chose to stay with Rod. Deb's relationship remained conflicted with her mother because of this, because Deb also loved her mother very much, and Rod was a good partner to Deb, especially in her later years. Her mother was also very supportive to Deb when she needed help with her own daughters. Deb was fiercely protective of her own daughters, and then her grandchildren, whenever Rod was around. Even though her mother has also passed away, Deb still had some processing to do around her trauma from childhood sexual abuse by Rod, who had also abused his own daughter.

It emerged later that Deb has several siblings, and step siblings – she can often feel isolated as there are

many cut offs in the family system, and she is wary of closeness. Some siblings cut her off due to disclosure, and yet she was the one who at the end supported her mother through her illnesses and dementia. The work involved unpacking Deb's isolation and the impact of childhood sexual abuse on her current functioning, including anxiety and depression.

Written by: Baljit Carroll , Phoenix Senior Counsellor

References:
Genograms in Family Assessment by Monica McGoldrick & Randy Gerson
The Work of Murray Bowen

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

Phoenix Client

Baljit was 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



BALJIT CARROLL
SENIOR COUNSELLOR



2024-2025 FINANCES



Financial Report Overview

STATEMENT OF FINANCIAL POSITION

Phoenix remains in a strong financial position, with net assets increasing and up from the previous year. The operating surplus for the year was \$45,608, a significant decrease from last year’s which had been boosted by the one-off surplus from the sale of the Phoenix office property in Coolbinia after moving to our current office at City West Lotteries House.

Total revenue, comprising funding, grants, training fees, and fees for service, declined by 15% year-on-year, while expenses rose by 8%, primarily driven by increased employee benefits and IT-related costs. These expense areas will require ongoing monitoring.

Despite the revenue decline, the organisation maintains a healthy cash position, largely due to proceeds from the property sale. Most of the assets are held in cash and term deposits, supporting liquidity. Liabilities have decreased slightly, mainly due to lower unexpended funds. However, increases in payables and employee benefit provisions reflect Phoenix’s continued operational commitments. All staff entitlements were fully accrued at year-end.

Phoenix’s equity continues to grow, although at a slower pace due to the reduced surplus. Cash flow from operations remains positive, though lower than the previous year, reflecting the impact of reduced surplus and asset sales.

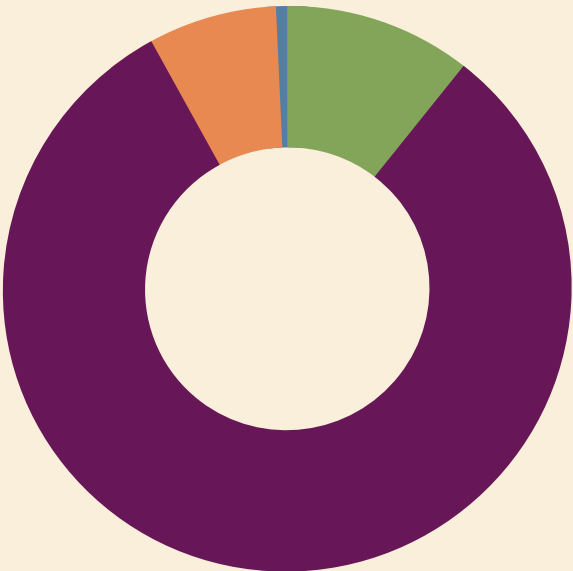
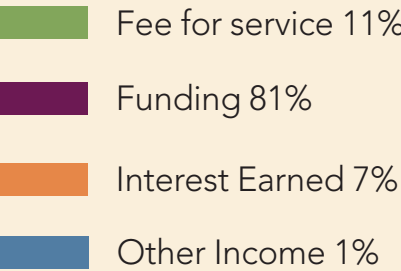
Overall, Phoenix remains financially stable, supported by strong cash reserves and growing equity. Nonetheless, the notable decline in operating surplus and rising expenses underscore the importance of careful cost management and the exploration of new revenue streams to ensure long-term sustainability.

Service Delivery Funding provided by:

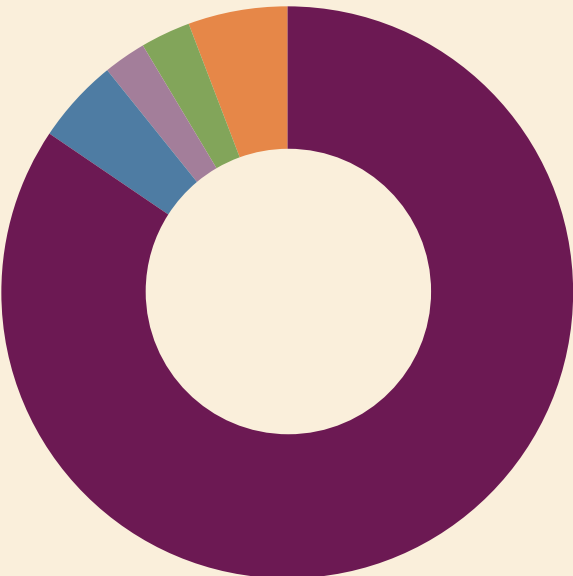
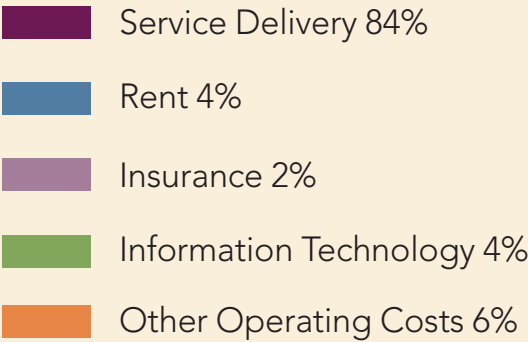


 **MARC SPRADBURY**
ACCOUNTANT & CORPORATE DUTIES

REVENUE



EXPENDITURE





OUR ADVOCACY

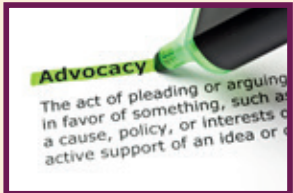
Our Advocacy

SECRETARIAT ROLE PROVIDING SECTOR SUPPORT

Phoenix was contracted in 2023 by the Department of Communities originally to deliver a 12-month central coordination role however, this was extended for another 12 months to 30 June 2025. A comprehensive range of activities were undertaken during the extended reporting period.

Secretariat services were provided for the other 10 Western Australian Child Sexual Abuse Therapeutic Services (CSATS) and Indigenous Healing Services (IHS). The secretariat services were delivered by Phoenix Project Manager Jay Wright and Phoenix's CEO Louise Lamont. Activities across the period broadly included:

- Sector advocacy and support
- Information and resource sharing
- Sourcing professional development opportunities
- Consideration of sector workforce development needs
- Representation of sector and survivor issues related to child sexual abuse in policy and in national and state strategy development
- Promotion of contemporary best practice and minimum standards



WA CSATS/IHS NEWSLETTERS

Four Sector Newsletters were produced in 2024 and 2025 and distributed throughout our networks, including to peak body industry representatives. The issues contained relevant updates for the sector, links to articles, resources, latest research and events. These were also used to showcase WA's CSATS and IHS services.

Between 2023-2025 four Sector Roundtables were organised and delivered by Phoenix and included international and national keynote speakers and various representatives from the sector and relevant government departments and partner agencies.

SECTOR ROUNDTABLE - NOVEMBER 2024

On Wednesday 20th November 2024, 18 CEOs and Senior Managers from the WA CSATS and IHS attended a full-day roundtable session at the Mount Lawley Golf Club. Delegates flew or drove in from across WA and were joined by a further 8 representatives from the Department of Communities (DoC), WACOSS, and the Centre for Social Impact, UWA. Pauline Logan of Pauline Logan Consulting facilitated the event which included:

- A review of sector advocacy and engagement, emerging priorities
- A discussion on strengthening the impact of the sector & priorities for workforce capacity building & development
- Implementation of the National Child Safe Principles and local HSB pilot programs
- Planning for the May 2025 Roundtable – agenda, presenters, priorities and structure.

SECTOR ROUNDTABLE - IN-PERSON MAY 2025

Across 7-9 May, in-person Roundtable events were held at the Novotel Perth Langley. More than 100+

professionals from the 11 WA CSATS & IHS, along with sector stakeholders flew or drove in from across the State for the three-day event designed to foster connections, provide updates on emerging research and best practices, as well as discuss sector challenges. We are delighted to report that 72 delegates attended Day 1 masterclasses, 82 attended Day 2 presentations, and 44 participated in the Day 3 strategic planning sessions.



Thank you to all those who participated and contributed to the event's success, and particularly the Department of Communities for supporting the coming together of this very small but highly critical workforce. Highlights included:

Day 1: Wednesday 7 May. A range of concurrent Masterclasses explored cultural connections across generations, considerations for Eye Movement Desensitisation and Reprocessing (EMDR), and protective behaviours. Renowned experts, including Robyn Collard, Anna-Michele Antoine-Cooper and Kayelene Kerr led engaging sessions designed for practitioners that challenged perspectives and expanded understanding.

Day 2: Thursday 8 May. Commencing with a heartfelt Welcome to Country from Auntie Millie Penny, industry leaders such as Professors Michael Salter, Leah Bromfield, and Patrick O'Leary delivered powerful keynote presentations addressing child exploitation, harmful sexual behaviours (HSB), and the intersectionality of child abuse with family and domestic violence.

In the afternoon, concurrent sessions provided specialised insights into dissociative disorders, online

safety, and strategic planning for CEOs. A lived experience perspective from Tori Cooke enriched discussions, leading into a panel session that examined sector challenges and future directions. Delegates also had the opportunity to learn from their sector colleagues about the Advocacy and HSB Pilot programs underway across the state.

Day 3: Friday 9 May. Strategy, Policy & Future Directions – specifically dedicated to CEOs, senior managers, and key stakeholders. The day commenced with an Acknowledgement of Country from the Commissioner for Children and Young People, Ms Tracey Ninnette.

We were also delighted to welcome new Minister, the Hon Jessica Stojkovski MLA to deliver an address and heard key presentations from the Department of Communities WA and the National Office for Child Safety.



Attendees included representatives from the following sector stakeholders:

- Australian Centre for Child Protection (ACCP)
- National Office for Child Safety (NOCS)
- Centre for Women's Safety & Wellbeing (CWSW)
- Women's Legal Service WA (WLSWA)
- WA Council of Social Services (WACOSS)
- Sexual Assault Resource Centre (SARC)
- Commissioner for Children and Young People WA
- Departments of Premier & Cabinet, Finance and Justice WA
- Department of Communities Specialist Child Protection Unit WA
- Department of Communities Strategy & Partnerships Division – Royal Commission Implementation Team WA



EVALUATION – MAY ROUNDTABLES

Phoenix registered the event with the Australian Counselling Association (ACA) and gained endorsement for delegates to receive 12 ACA Continuous Professional Development (CPD) points for attendance at the 2-day Masterclass and Presentation days. Certificates of Attendance were also provided on request.

Delegates were asked to complete an evaluation via Survey Monkey at the close of each of the three days. Questions included feedback on the secretariat support provided by Phoenix, the Communities of Practice, the Newsletters as well as the content and value of the Roundtable and masterclasses:

Feedback on Masterclass, Presentations & Sessions

"Cultural continuum EMDR - Anna-Michele is amazing! I appreciated an opportunity to learn practice related con-tent and to be challenged to improve my practice with cultural awareness. Great takeaways for self-reflection and Cultural safety."

"Cultural connections Robyn and Sheldon were so kind, welcoming, and authentic. They created safety while supporting us to develop our understanding and ability to create safety with clients. Robyn highlighted the importance of connection and relationship in our work. Sheldon shared his amazing work with Dooga Waalitj Healing and ways he supports healthy relationships for young men. An opportunity to learn of another service and make con-nections for those we work with."

"Coby's trauma sensitive yoga session was very appreciated at the end of the day."

"Tori Cooke was commendable she was fantastic!"

"Really enjoyed connecting with others. Robust presentations."

"Very knowledgeable and approachable content and presenters. So applicable to the work I do as a CSATS practitioner."

" Good to hear the Minister's support and commitment to champion this sector."

"All excellent and very professional. Important information shared which will expand and improve my practice."

"Thank you for providing a master class that acknowledges Noongar cultural history."

"Thank you. Much appreciated. It's valuable to receive up to date research about CSA HSB along with hope for whole community approaches to address."

"The lived experience section was the highlight of the day. Michael's sharing the changes that he has seen during his time at blueknot gave me hope for change. Kayelene was incredibly knowledgeable and provided so many practical and free resources. I would love to hear more about post traumatic growth at the next round table. Could we have a balance of good news stories of collaborative work or client success stories to start the day? "

General Feedback

"Thank you so much. Great job. also enjoyed networking and reconnecting with colleagues. Would love for the sector to be offered a similar conference at least once a year. Thank you."

"Thank you for providing this critical space to share, learn and grow."

"Phoenix Support & Advocacy Service staff have gone above in beyond with sharing their passion with us. The ef-forts in making this event happen have truly paid off. I hope HSB and CSA program providers can continue to con-nect and work collaboratively as opposed to working in isolation. Resources sharing and sharing intergenerational, multicultural and diverse multidisciplinary perspectives is what is needed for long longevity. All practitioners have value to add no matter what their role is."

"Thank you for all your efforts and support!"

"Phoenix is always sensitive and supportive for both survivors and practitioners."

NATIONAL AND STATE REPRESENTATION AND ADVOCACY

Phoenix's committee membership has facilitated the sharing of relevant information with the CSATS and IHS sector (except for information that is embargoed). These memberships offer the opportunity for feedback from the sector to be provided to these groups and to inform various projects and strategies.

Phoenix CEO Louise Lamont is a current or recent member of the following committees:

- National Strategy to Prevent and Respond to Child Sexual Abuse Advisory Group (Appointed 2022)
- Reference Group for the WA Strategy for Preventing and Responding to Sexual Violence
- Sexual Violence Expert Advisory Group – Centre for Women's Safety and Wellbeing
- WACOSS Children's Policy Advisory Council (Member since 2014)

Louise in her role as CEO and as a member of these committees actively advocates on behalf of the sector as well as for Phoenix and the survivors we support and serve.

MOVIE SCREENING - "SUCH A RESOUNDING SILENCE"

Phoenix was pleased to assist Tanya Lee from the Corilee Foundation with the screening of the film "Such A Resounding Silence" a French documentary that interviewed survivors of incest. Tanya was also greatly assisted by Karen Righton a retired social worker. Both Tanya and Karen worked tirelessly to successfully bring the event to a Perth audience of 250 plus.

Karen organised some amazing donations from local artists and retailers as prizes for the very successful raffle and Tanya's efforts were supported by panel members Grace Tame, former Australian of the Year, and Tracey Brand, CEO Kids Helpline, along with Karen Righton and facilitated by ABC radio host Nadia Mitsopoulos. Phoenix CEO Louise Lamont was honoured to be invited to also join the panel, and the discussion that followed the screening of the film.

Staff from the Phoenix team also attended to assist on the night and Phoenix donated towards the many Pizzas that were produced by a local restaurant to feed the many in attendance. The film was both profound and moving and it was great to see such a great turnout on a cold winter's evening by the Perth community given

the content of the film remains for many a confronting topic to talk about despite the fact incest is present in our communities in epidemic proportions.



▲ Post Screening Panel - Tracey Brand, Karen Righton, Louise Lamont, Grace Tame & Emcee Nadia Mitsopoulos



▲ National Strategy Advisory Group



One sentence gave me insight that will hasten my healing- 'abuse was done to me" so now I don't have to hold onto any guilt that it was my fault, and I actively engaged or encouraged it.

Phoenix Client

CELEBRATING SPECIAL EVENTS 2024-2025



Phoenix's 40th Anniversary Sundowner & Publication

To mark Phoenix’s 40th Anniversary serving the WA community, a Sundowner event was held from 4.30pm to 6.00pm in the Silver Room, Novotel Perth Langley Hotel. This event followed on from the 2024 *“Creating Compassionate Communities Conference – Ending the Blame Game Shame”*, on Wednesday 30th October 2024.



▲ Phoenix Chair Julie Woodhouse ▲ Hon. John Quigley MLA, Attorney-General ▲ Phoenix CEO Louise Lamont

Guests were warmly welcomed by Julie Woodhouse, Phoenix Chair, whose opening remarks acknowledged the organisation’s journey from its original founding in 1978 to becoming incorporated in 1984, and to its present-day role as a key support and advocacy service for survivors of child sexual abuse. The sundowner was further distinguished by the presence of Hon. John Quigley MLA, and WA Attorney-General who delivered the keynote address.

Presentations then followed from Phoenix CEO Louise Lamont and a special and moving presentation from Lived Experience Speaker **Tori Cooke**. The Sundowner provided a unique opportunity for conference delegates, community leaders, and supporters to mingle, celebrate and catch up over drinks and canapes.



▲ Business Director, Trainer, and Lived Experience Presenter - Tori Cooke



A highlight of the evening was the launch of Phoenix’s commemorative publication *“Phoenix’s 40 Year Anniversary 2024”*. This important record showcases the stories, poems, and exceptional artwork produced by some of the very talented and creative Phoenix clients. The publication includes the history and impact that Phoenix has had during its 40 years of operations and has been distributed widely throughout the WA community services sector. The digital version of the anniversary booklet is available under the “Publications” tab of the Phoenix website www.phoenix.asn.au



2025 Community Services Excellence Awards

We are proud to report that our dedicated Phoenix team was honoured as a finalist in the *“Trailblazing Small Organization - Catalysts of Community Innovation”* category at the esteemed WACOSS Community Services Excellence Awards and supported by the WA Department of Communities. The culmination of our achievement was celebrated during an inspiring awards dinner held on 12 May 2025 at Optus Stadium. The event was attended by our staff and supportive Phoenix Board members, who gathered to celebrate this significant milestone. The atmosphere was electric, filled with a sense of pride and accomplishment as we were acknowledged at such a prestigious Western Australian event. The award in our category went to a very worthy winner – “Healing Smiles” an organisation of volunteer dentists that offered free treatment for those impacted by family and domestic violence.



▲ PHOENIX Team: Baljit Carroll, Sally Woods, Louise Lamont, Susan Laird, Marc Spradbury, Jay Wright



CLIENT CONTRIBUTIONS

REFLECT - RESTORE - RECOVER



I would just like to acknowledge that I have seen many 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 Sally a great debt. She showed me that life is worth living and that I matter as a human being.

Phoenix Client

I just wanted to say a very big thank you to Claudia Da Silva for all her help during my time seeing her. Even though it was a short amount of time she helped me tremendously and I am very thankful for having her when I did.

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 Sally. The first major thing that I was relieved about was that she believed me. Nobody else had before. Sally also helped me understand what was happening as I had no memory of the abuse to begin with and I was demonstrating PTSD Symptoms. I have made incredible progress now. I just feel relief that with the help of Sally I have been able to process the trauma.

Phoenix Client

My time with you has been so healing. I'm very grateful for your time, energy, guidance, support and wisdom.

Phoenix Client

Amazing nothing but gratitude for finding this much needed support. My experience with Baljit and Phoenix has been beyond brilliant. Baljit has been absolutely amazing. Our sessions, her wisdom and support has been life changing. I cannot thank Baljit and Phoenix enough. I don't have adequate words. I am just beyond grateful and appreciative and could not recommend Baljit and Phoenix more highly.

Phoenix Client

I feel we made great progress and I thank you with all of my being. I do hope I get to do some more sessions with you, but will let you know when I'm in a position to do so.

Phoenix Client

You provide an incredible service and should be extremely proud.

Phoenix Client

Red Thongs

BY S.M. SMITH ©

There's that photo she took to therapy much later. Sitting on a log with red sparkly thongs on her feet which contrast with thick long pants and a hand knit. An old black and white photo, one she couldn't look at for years. Why couldn't she look at that little girl? Checked pants that could be pyjama bottoms, too short. The bulky hand-knitted cardigan, her hands around a large mug of tea. She knows it's tea.

May 1965. Seven years old. Wavy hair. Leaf litter and peppermint trees in the background. The photo was taken on their annual holidays to the coast. Early in the morning, before anyone else is up. Big blue eyes, wavy brown hair. A soft little face. Looking at Daddy who's taking the photo. Did he tell her not to smile? It's a small, serious face.

I'm going to love that little girl who chose the sparkly thongs. They are red, improbably red, with gold lame woven into the top of the thongs. That little girl who wanted this or that, desperately wanted, and knew what she wanted, and sometimes made it happen. Who bought her the thongs? How did she get away with them? Usually her father bought the shoes. He always joked with the sales woman about how much his children were costing him. She remembers her strategies. Slippers, for example. He would have her try on some sensible, plaid slippers and she would say they didn't feel quite right. Once she pointed to a beautiful turquoise pair. What about those? They must have been the right price because he allowed her to try them on and he bought them for her. Ditto, maybe, with the sparkly red thongs, though it seems very unlikely that he would have accepted such apparently frivolous shoes. They did all wear thongs, just plain rubber ones. Now, in my sixties, I'm going to love that little girl in her red sparkly thongs.

Ashlee's Artwork

BY ASHLEE ©



Door to Recovery

BY GEORGIA COLHOUN ©



DOOR 1

My first door shows me, all in the door is black.
I'm just a silhouette; I was invisible, unseen and unheard. The rocks represent the depression and anxiety that I woke up with every morning. The rocks are exactly the feeling I had when I woke up every day. they were in my stomach, rolling around, heavy and dark.



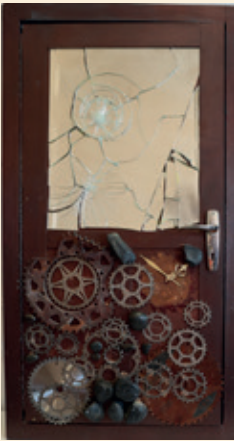
INSIDE DOOR 1 - RIGHT

The middle of the door represents the connection I never had with my mother, and the loss of connection with my children. The sun was setting on my life.



INSIDE DOOR 1 - LEFT

The next part of the door represents, yes, I knew the world could be wonderful place, but the world was also a dangerous and scary place. And very much reminded me of my first week in grade one, where my teacher told me that I was using the wrong colour to colour in the picture I'd been given. I was sent outside of the classroom for the whole day for that and then sent to the headmaster for trying to leave the school. My question has always been, why? Why am I being treated this way?



DOOR 2

Each cog represents a different are of your life Like self-care and if none of your areas of life are working properly, then the cogs won't all turn in unison to create a life worth living. With the depression, lack of self-worth none of the areas of life were working. The main one being belonging and connection. I'd lost connection with my immediate family and the extended family that I had with my husband. The shattered mirror represents how I felt about myself.



INSIDE DOOR 2

The inside of the door through the combination therapy I learned that it is the little faceless child inside that is broken and confused.
I felt like I was in a deep hole suffocating, but I had a tiny thread of hope.
Connecting little me to people who could help. Maybe?



▲ Inside Door 2, Above



▲ Inside Door 2, Below



DOOR 3

My final door the black rocks are now the coals igniting the flames so I can become the phoenix rising from the ashes.

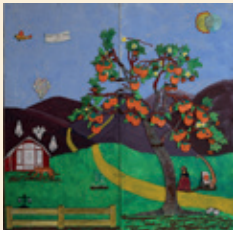


In the summer, its leaves are arched and overlap to provide shade for others, animals, birds, and the humans who labour in the field. The leaves, that in providing shelter, consider the convenience of others as well as themselves.
The fruit are fiery red balls the size of my fist and hang like glorious lanterns from the tree.
This is a metaphor of passing on this sweet fruit of life, joy, and tenderness.



INSIDE DOOR 3

I can now soothe little Georgia using the DBT life skills. I can recognize and manage my ghosts from the past. Checking the facts, is this emotion valid for the moment. And taking care of my seams. Sleep, Exercise, Avoid Substances, Medical, Sustenance.



The persimmon tree as quoted from A book By Bryce Coutney.
The outside wood, which is beautiful, has several characteristics. It is a strong but has the capacity to absorb shock. And if it strikes a solid surface, it will not split. This is the metaphor of resilience.

The centre, or the heartwood, is more resilient than steel, the core that cannot be defeated.

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

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