

# ANNUAL REPORT 2023

TRESILLIAN'S VISION

‘Ensuring every child has the best start in life’.



# Acknowledgement of Country

Tresillian acknowledges Aboriginal and Torres Strait Islander People as the First Peoples of Australia. We acknowledge the Traditional Owners and Custodians of the land in the countries on which we live and work in NSW, the ACT and Victoria. We respect that Aboriginal and Torres Strait Islander People have lived in Australia for over 60,000 years and are recognised as having the oldest living continuous culture in the world, with unique languages and spiritual relationships to the land and sea. We pay our respects to Aboriginal and Torres Strait Islander Elders past and present and acknowledge all Aboriginal and Torres Strait Islander people living in the communities we serve.

# Reconciliation Action Plan

Tresillian's Reconciliation Action Plan (RAP) demonstrates a holistic approach and commitment that encompasses various initiatives, events, and efforts aimed at promoting understanding, appreciation, and support for First Nations peoples. NAIDOC Week is a significant occasion and celebrating allows for the recognition of the invaluable contributions of Indigenous communities.

By actively engaging in activities during NAIDOC Week, Tresillian is able to foster a deeper understanding of our culture and history, contributing to a more inclusive and respectful workplace.

National Aboriginal and Torres Strait Islander Children's Day is another important event that highlights the unique needs and well-being of Indigenous children. By dedicating a special day to this cause, our organisation acknowledges the importance of building respect for First Nations peoples from a young age, nurturing a sense of pride in their heritage, and creating a supportive environment for their growth and development.

We also recognise the importance of creating better employment outcomes for Aboriginal and Torres Strait Islander communities. To achieve this, we are committed to increasing recruitment, retention, and professional development opportunities. By providing support and mentorship, we aim to create a more diverse and inclusive workforce.

Transparency and accountability are crucial in the journey towards reconciliation. Regularly reporting our achievements, challenges, and learnings from our RAP demonstrates a commitment to being accountable for the progress made and the areas where improvements are needed. This transparency not only holds our organisation responsible but also keeps stakeholders informed, creating a shared sense of responsibility in achieving meaningful and sustainable change.

Our efforts are driven by our RAP commitment, where Aboriginal and Torres Strait Islander peoples' cultures, histories, and contributions are valued and respected. By working together and taking concrete actions, we are fostering an inclusive, harmonious, and equitable workplace that can serve as a positive example for others to follow.



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### Incorporated by an Act of Parliament

The Royal Society for the Welfare of Mothers and Babies (known as Tresillian) was incorporated by an Act of Parliament in NSW Australia, in 1919.

### Patron of Tresillian

Queen Elizabeth II pre-accession

### 2023 Tresillian Annual General Meeting

The Tresillian Annual Report was presented to staff, families and friends at the 105th Tresillian Annual General Meeting at 5pm on Thursday, 30th November at Tresillian Wollstonecraft, 25 Shirley Road, Wollstonecraft.



## Thank You!

We acknowledge the generous support we receive from the NSW and ACT Governments, Trusts and Foundations and individual donors. We are also grateful to our sponsors including Explore and Develop Early Learning Centres, Bayer and Havenhall.



# Introduction

As the largest Child and Family Health organisation of its kind in Australia, and renowned as a leading accredited early parenting support service, Tresillian continues to go from strength to strength. Meeting the goals of our Strategic Plan 2021-2024, we have increased accessibility, expanding services across the state to meet the diverse needs of Aboriginal and Torres Strait Islander families and culturally and linguistically diverse (CALD) communities. An increased focus on perinatal and infant mental health remains a priority to support the well-being of families.

Furthermore, construction of state-of-the-art facilities at Tresillian Wollstonecraft will offer a centre of excellence for future generations. The result will be an architecturally designed purpose-built Centre catering for parents with one child or multiple who need support. The new Centre is expected to be operational in November this year.

On the digital front, we will soon be launching our new website, which features greater accessibility and a broader range of specialist early parenting resources.

This Report provides a comprehensive outline of what has been another outstanding year for Tresillian.



**Dr Nick Kowalenko**  
President Tresillian



**Mr Rob Mills**  
CEO Tresillian



“Tomorrow I’m leaving Tresillian with the confidence that I can breastfeed. Tresillian helped me during one of the hardest times in my life. The 24/7 nurse support, daily care plan reviews and paediatrician support is first class! The nurses have been so kind in listening to my needs to develop a tailored plan to improve my baby’s feeding that worked for both of us. They gave me the encouragement and confidence to understand my daughter’s cues and make the necessary changes. Thanks to Tresillian I now enjoy breastfeeding and meal times, without stress and anxiety. I have reconnected with my daughter and feel such joy and hope. Tresillian is an invaluable service for parents, and I can’t recommend it enough!”

S.S.



**OUR VISION**  
‘Every child has the best start in life’.



# Our Reach

- ♥ Our Services
- ♥ Our Digital & Virtual Support
- ♥ Our Community Presence

42,612

Nursing Contacts



22,507

Regional Day Services



7,173

Residential Admissions



4,342

Allied Health Services



# Our Services

## Primary Services

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

- The **Tresillian Parent’s Help Line FREECALL 1300 272 736**, operates 7 days a week from 7am to 11pm. Parents with parenting concerns can ask for advice from a Tresillian Nurse or self refer to a Tresillian service.
- The Tresillian website ([www.tresillian.org.au](http://www.tresillian.org.au))
- Tresillian social media channels on **Facebook**, **Instagram** and **YouTube**.
- The **SleepWellBaby App** provides broad parenting support for families with newborns through to children aged up to 5 years.

## Tertiary and Secondary Level Services

To book a visit to Tresillian, parents can:

- obtain a referral from their local health professional
- self refer via the Tresillian website
- call the Tresillian Parent’s Help Line

## Day Services

Tresillian delivers a combination of face-to-face Centre based appointments, telehealth individual consultations and home visiting. Specialist parenting groups, facilitated by Tresillian Nurses and Psychologists/Social Workers are held regularly for new parents wanting to seek practical advice on their baby, on a particular topic. Fees for Day Services and groups are covered by Medicare.

## Residential Services

Tresillian’s inpatient Residential services located at Canterbury, Nepean, Wollstonecraft, Macksville, and Curtin (ACT) are for parents experiencing more complex parenting challenges. Families live in for 4 nights/5 days. In most cases, parents have usually had a Day Service before admission to Residential. A referral is required with costs covered by Medicare or the family’s private health fund. Psychology support is available.

## Specialist Programs

### Virtual Residential Parenting Program

The VRPS is a free ‘virtual’ parenting program operating over 4 nights/5days enabling families to access parenting support from a Tresillian child and family nurse, GP, psychologist, or social worker. This service is available 24/7 making it ideal for those living in remote locations or with multiple children who

would find it difficult to access face-to-face support at a Tresillian Centre.

### Telehealth Virtual Consultations/Parent Groups

Tresillian’s Virtual Telehealth consultations and parenting groups are available free of charge to families across NSW and the ACT. Parents can obtain a referral for an individual consultation; or choose to join a group program ‘virtually’ on a particular topic.

### Parent Groups

Group programs are facilitated by Tresillian’s child and family health nurses and often psychologists in Tresillian Centres and the community. The groups operate during school terms and focus on topics such as ‘Getting to know your baby’, ‘Supporting Sleep in new babies’ and ‘Postnatal Depression’.

### Extended Home Visiting

Services offering intensive support for families with vulnerabilities impacting their parenting capacity.

### Tresillian’s Education Professional Practice and Innovation Centre (EPPIC)

The PPIC provides a range of professional development initiatives to build the capacity of Tresillian’s internal staff team along with delivering learning courses and Conferences to health professionals working in child and family health services.

### Guthrie Early Learning Centre

Tresillian’s only long day care Centre is based at Tresillian Wollstonecraft and has capacity for 42 children aged under 6 years.

## Tresillian Referrals

**54%**

Referrals came from Health Professionals

**46%**

Self Referrals



# Our Digital and Virtual support for families



**598.8K**

Visits to [tresillian.org.au](https://tresillian.org.au)  
(2022-2023)



**76K**

Facebook Community  
[@TresillianEarlyParenting](https://www.facebook.com/TresillianEarlyParenting)

**15,890**

Tresillian Parent's Help Line Calls  
(2022-2023)



**538.3K**

YouTube Total Views  
[@TresillianBaby](https://www.youtube.com/@TresillianBaby)

**2,200**

Telehealth Consultations  
(2022-2023)



**10.1K**

Instagram Community  
[#TresillianBaby](https://www.instagram.com/TresillianBaby)

**442**

Virtual Residential Parenting Service  
(2022-2023) Funded by the NSW Ministry for Health



**11.06K**

SleepWellBaby App  
Downloads 2022-2023



# We're here for families! across NSW, ACT and Victoria

## Southern NSW

- 1 Moruya
- 2 2U Eurobodalla
- 3 Queanbeyan
- 4 2U Queanbeyan
- 5 Goulburn
- 6 Cooma Satellite

## Mid North Coast

- 7 Macksville
- 8 Coffs Harbour
- 9 2U Mid North Coast
- 10 Woolgoolga Satellite

## Hunter New England

- 11 Taree
- 12 Muswellbrook
- 13 Armidale
- 14 2U Inverell
- 15 Bulahdelah Satellite

## Murrumbidgee NSW

- 16 Wagga Wagga
- 17 Griffith
- 18 Cootamundra Satellite

## Northern NSW

- 19 Lismore
- 20 2U Tweed
- 21 Grafton

## Metro NSW

- 22 Nepean
- 23 Canterbury
- 24 Willoughby
- 25 Wollstonecraft

## Western NSW

- 26 Dubbo
- 27 Cowra
- 28 2U Bathurst
- 29 Broken Hill
- 30 Coonamble Satellite

## ACT

- 31 Curtin

## VIC

- 32 Albury Wodonga



# Our Directions

 President's Report

 CEO's Report

## President's Report

Dr Nick Kowalenko



On behalf of Tresillian's Board of Directors, I'm pleased to present the Tresillian Annual Report for the financial year ending June 30th, 2023.

With the opening of seven new Tresillian services in the past year and the construction of Tresillian Wollstonecraft well underway, Tresillian remains committed to supporting families with young children and making it easier for them to access our services regardless of where they live.

78,071 contacts were made with a Tresillian service last year, a massive increase from just over 60,000 contacts made in the previous twelve months. This encompasses clinical and allied health contacts in our Centre based day services, residential inpatient care facilities, calls taken on the Tresillian Parent's Help Line and advice delivered through outreach and telehealth consultations. Many more visited our website for resources. It has been a privilege to support Tresillian's dedicated management and staff during this time of rapid expansion and their dedication to working more effectively.

The established expertise of Tresillian's parentcraft nurses in supporting young families' emotional health and well-being has grown since the pandemic. They are now more confident in the early identification of perinatal anxiety and mood difficulties and are being better supported by specialist perinatal mental health nurse specialists, allied health and medical specialist advice when necessary. With this unique combination of skills and by working as a team or in partnership, holistic care to stressed parents and their infants is available under one roof to ensure the best start in life for infants and their parents. Further building this capacity is the main priority of our Strategic Plan.

The Board monitors the Reconciliation Action Plan (RAP) and is pleased the CEO, Rob Mills, has championed this initiative. Already Aboriginal and Torres Strait Islander people are accessing our services in greater numbers than previously and while we have taken the first steps there's much to be done. We are indebted to our dedicated Aboriginal health workers for helping us engage more effectively with the youngest members of their communities.

We were deeply saddened to learn of the passing of our much-admired monarch, and Patron, Queen Elizabeth II. As an organisation, we are incredibly



On 24th January, Minister for Women, Minister for Regional Health, and Minister for Mental Health, Bronnie Taylor MLC, (pictured right) along with Member for Grafton, Chris Gulaptis MP, (pictured left) launched the Tresillian in Clarence, Grafton service.

proud and honoured to have had Her Majesty Queen Elizabeth II as our Patron since 1954. Recognised as one of the world's most enduring leaders, she embodied dignity, strength, and humility during her 70-year reign. Queen Elizabeth II will remain Tresillian's Patron pre-accession.

It was an honour to be invited to present at the *The First 1000 Days Conference*, at the Southern Cross Club, Woden ACT on Tuesday, 8th November 2022. The event, sponsored by the ACT Government, was a collaboration between Tresillian, Marymead and Perinatal Wellbeing Centre and was held during Perinatal Mental Health Week. The Conference brought together over 250 researchers and clinicians from a range of disciplines including many Tresillian staff, passionate about fostering a better understanding of perinatal mental healthcare and early parenting support. There were some lively and robust discussions and insightful presentations including from Tresillian's Deborah Stockton.

We are delighted to announce that Channel 7 journalist, Sarina Andaloro, has joined Tresillian as an Ambassador. Our other high-profile Ambassadors include Erin Molan and Yvonne Weldon, who kindly provide ongoing support to Tresillian. Sarina was the MC for the Friends of Tresillian Mother's Day Tea Event this year. Around 150 guests including many staff joined us on 12th May at the Tea Room, Queen Victoria Building. Our thanks to all those who made the day so



HPAC Tresillian Charity Golf Day.



The First 1000 Days Conference in the ACT.

memorable, especially to Paula Screnci who leads the Friends of Tresillian and the many companies and individuals who supported the event.

The other fundraiser that attracted significant interest was the HPAC Tresillian Charity Golf Day. Over 100 golfers gathered at St Michael's Golf Course, Little Bay. The MC was former national rugby union player, Warwick Waugh. Thanks to our generous sponsors, especially HPAC. All fundraising efforts were directed to our Tresillian Wollstonecraft Capital Appeal.

Gidget Foundation Australia (GFA), have partnered with Tresillian for some years now, delivering specialist perinatal mental health clinics in our regional Centres. GFA also fund an annual Scholarship for a Tresillian Nurse to complete a certificate course in mental health. Congratulations to Monica Carlon, Nurse Unit Manager from Tresillian Coffs Harbour who was awarded the 2022 Scholarship at Tresillian's Annual General Meeting.

During the year, we received considerable support from corporate sponsors including Bayer, Explore and Develop Learning Centres, Havenhall and Lindt Sprungli. Funds were also received from Club Grants including Canterbury Leagues, Campsie RSL and Penrith Panthers. Many individuals and private companies also chose to generously donate to Tresillian. Thank you! Your support ensures we can continue to deliver quality care and make a positive life-changing difference to families.

As Tresillian continues to grow and evolve into what is now a leading child and family health service, it's appropriate to acknowledge the enormous contribution made by members of the Board. They have been unwavering in their commitment to deliver our major building works, in time and on budget (which has been quite a challenge over the last three years) and are very excited about the delivery of world-class 21st Century infrastructure to serve Tresillian for many years to come.

Our heartfelt gratitude to the inspiring team of multidisciplinary staff across Tresillian who serve families with remarkable passion and dedication.



“Thank you so much Tresillian for all your help. You gave me knowledge and support and connected me with life-changing services. You gave me the incredible gift of validating what I'm already doing. After such a hard time feeling like I wasn't enough, your encouragement, listening and support were a true gift”.

Anna



Tresillian Ambassador, Sarina Andaloro was MC of Tresillian's annual Mother's Day Tea Party.

## Digital Engagement on Tresillian's Channels:

### Top 3 topics



Advice on baby's sleep & settling



Guidance on baby's feeding



Parental well-being





# CEO's Report

Adjunct Associate Professor  
Rob Mills



This last 12 months has exceeded all expectations as Tresillian continues to expand and grow, meeting our Strategic Goal of remaining accessible to all families, regardless of where they live or their financial circumstances.

As one of the most highly regarded early parenting services in Australia, we deliver evidence-based care during the first 2000 days of a child's life, a critical time for development. Tresillian services help improve the long term health and well-being outcomes for families and communities. Furthermore, we provide world-class clinical education and training for current and future health professionals.

There were many highlights this year! Firstly, the 'Topping Out' ceremony on the 1st December 2022 when we marked another exciting milestone in the construction of Tresillian's new Wollstonecraft Centre. A Wollemi Pine tree was hoisted from a crane to the tallest point, a tradition that is said to bring good luck to its occupants for many years to come! Joining us was the NSW Premier, The Hon. Dominic Perrottet MP, together with The Hon.

Bronnie Taylor MLC Minister for Mental Health, Regional Youth and Women, and our Local Member, Felicity Wilson MP. The Premier spoke about the positive impact Tresillian has on supporting new families when often things don't go according to plan with their baby. The new facility will operate seven days per week and offer support to more parents than previously. The new facilities include a 14-bed Family in-patient Residential Unit and increased capacity in Day Services. An Education venue on the top floor will accommodate more education programs for health professionals and parents. Construction is expected to be completed by early November 2023.

In June 2023, the NSW Health Minister Ryan Park MP, announced the extension of another two years funding for Tresillian's seven Family Care Centres in Goulburn, Grafton, Armidale, Griffith, Cowra, Muswellbrook and Moruya as well as our five Tresillian 2U Mobile Early Parenting Vans and the four residential in-patient beds at Macksville Hospital. We're extremely grateful to the NSW State Government for their ongoing support.



Pictured at the Tresillian Wollstonecraft 'Topping Out' ceremony; Minister Bronnie Taylor MLC and Felicity Taylor MP (left), the NSW Premier The Hon. Dominic Perrottet, MP (Centre back) with Rob Mills, Tresillian's CEO and Dr Nick Kowalenko, President and Natalie Boyd, Board Director. Pictured front right is Tresillian Ambassadors, Sarina Andaloro, Yvonne Weldon and The Hon. John Ajaka Chair SLHD with Tresillian mothers and babies.



# 8 New Services



1

**Armidale**  
Day Services



2

**Moruya**  
Day Services



3

**Grafton**  
Day Services



4

**Muswellbrook**  
Day Services



5

**Cowra**  
Day Services



6

**Goulburn**  
Day Services



7

**Eurobodalla**  
Mobile Parenting Van



8

**Bathurst**  
Mobile Parenting Van



On 1st February, Steph Cooke MP (pictured left) officially launched Tresillian in Western, Cowra. Joining Minister Cooke was Tresillian Ambassador and proud Wiradjuri woman Yvonne Weldon (pictured centre).

We celebrated the opening of several brand-new services this year;

- On 22nd July 2022, the **Tresillian Armidale Family Care Centre** was officially launched by Minister Bronnie Taylor MLC with Adam Marshall MP, Member for the Northern Tablelands.
- On 4th October 2022, the **Tresillian in Southern, Moruya Family Care Centre**, and the **Tresillian 2U Eurobodalla Mobile Van** were officially launched by Minister Bronnie Taylor MLC.
- On 24th January 2023, the **Tresillian in Clarence, Grafton Family Care Centre** was officially launched by Minister Bronnie Taylor MLC, along with Member for Grafton, Chris Gulapits MP.
- On 25th January 2023, the **Tresillian Muswellbrook Family Care Centre** was officially launched by Minister Bronnie Taylor MLC and Member for the Upper Hunter, David Layzell MP.
- On 1st February 2023, the **Tresillian in Western, Cowra Family Care Centre** was officially launched by Minister Steph Cooke MP.
- On 24th February 2023, the **Tresillian in Southern, Goulburn Family Care Centre** was officially launched by Local Member for Goulburn, Wendy Tuckerman MP.
- On 2nd March 2023, the **Tresillian 2U Bathurst Mobile Van Service** was officially launched by NSW Deputy Premier, Paul Toole MP.

We were delighted to welcome the Federal Deputy Leader of the Opposition The Hon. Sussan Ley MP to our Albury Wodonga Health Tresillian Family Care Centre to see how the service is making a positive impact in the community and supporting families throughout NSW, the ACT and Victoria.



On 2nd March, a brand-new Tresillian 2U Mobile Van service was officially launched by NSW Deputy Premier, Paul Toole MP (pictured second left). The van will travel on a rotational basis between Bathurst and the outer suburbs of Eglinton and Kelso. Oberon and Orange will also be visited regularly.



Digital transformation has been a key strategic focus, with the launch of the Virtual Residential Parenting Service, funded by the NSW Ministry for Health. This free 'Virtual' 4-night/5-day service enables families access to parenting support from a Tresillian child and family nurse, GP, psychologist, or social worker. This service is available 24/7 making it ideal for those living in remote locations or with multiple children who would find it difficult to access face to face support at a Tresillian Centre.

To expand the breadth of Tresillian's digital capabilities and improve accessibility for parents and health professionals, in February, work commenced on a new Tresillian website which is expected to be completed later this year. NSW parents continue to have free access to the SleepWellBaby (SWB) App, developed in partnership with Tresillian by SleepFit. The App has now had over 80K downloads. Tresillian continues to work closely with SleepFit so families can share their saved data with clinicians on admission to Tresillian.

To streamline the self-referral process, we introduced a new online referral pathway to complement the current option where contact is made with the Tresillian Parent's Help Line. Families wanting to know more about referral, now complete a short form on the Tresillian website and are contacted within 72 hours by a Tresillian Nurse who advises them on the best Tresillian service to meet their needs. This new pathway has proven highly successful generating a significant increase in referrals to all services. More and more parents are now using the online form rather than calling our Help Line. Health professionals continue to refer families using a separate portal.

Tresillian's Reconciliation Action Plan (RAP) Journey demonstrates a holistic approach and commitment that encompasses various initiatives, events, and efforts aimed at promoting understanding, appreciation, and support for First Nations peoples. NAIDOC Week is a significant occasion, and celebrating allows for the recognition of the invaluable contributions and resilience of Indigenous communities. By actively engaging in activities during NAIDOC week, our organisation fosters a deeper understanding of their cultures and histories, contributing to a more inclusive and respectful workplace.

National Aboriginal and Torres Strait Islander Children's Day is another important event that highlights the unique needs and well-being of Indigenous children. By dedicating a special day to this cause, our organisation acknowledges the importance of building respect for First Nations peoples from a young age, nurturing a sense of



Above L to R: Rob Mills, Tresillian CEO, a Moruya Mum and baby, Minister Bronnie Taylor MLC, Deborah Stockton, Director Clinical Service Integration, Emma Gooden RN, Kylie Murgatroyd, Nurse Unit Manager, Alison Thomas, Kate Tiller RN, Jane West, Social Worker and Nicki Vukasin RN at the official opening of Tresillian in Southern Moruya, and the Tresillian 2U Eurobodalla Mobile Van.

pride in their heritage, and creating a supportive environment for their growth and development.

We also recognise the importance of creating better employment outcomes for Aboriginal and Torres Strait Islander communities. To achieve this, we have recruited new Aboriginal Health Workers to a number of our regional services and we remain committed to increasing recruitment, retention, and professional development opportunities for Aboriginal people. We are striving to create a more diverse and inclusive workforce, through providing this support and mentorship to our First Nations peoples.



Our efforts are driven by our RAP commitment, where Aboriginal and Torres Strait Islander peoples' cultures, histories, and contributions are valued and respected. By working together and taking concrete actions, we are fostering an inclusive, harmonious, and equitable workplace that can serve as a positive example for others to follow.

Building a positive workplace culture is a priority at Tresillian. The annual Team Building and Planning Day was held on 22nd December 2022. Around 300 staff members came together at locations all over NSW and the ACT, to celebrate achievements from the last 12 months and to set goals for the next 12 months. Staff thoroughly enjoyed the event with many once again joining the Tresillian 'virtual choir'. Our guest speaker, Dr Jemma King, was also well received.

Congratulations to those who received Awards in 2022, including Tresillian Employees of the Year; Denise McCann, Acting Nurse Unit Manager, Virtual Residential Parenting Support Service and Rebecca Love, Governance Support Manager. The Team Award was won by Tresillian Lismore. We are very proud of the long tenure of our Tresillian staff and in 2022, we presented "Years of Service Awards" to Dr Penny Field who celebrated 35 years and Isabella Parisi, 40 years. Nurse Unit Manager of Canterbury Day Services, Kate Mejaha was nominated in the Sydney Local Health District 'Word of Kindness' Awards.

Tresillian's Guthrie Early Learning Centre at Wollstonecraft, won the 'Best Children's Garden' and runners up in the 'Best Edible Garden Private', in the 2022 North Sydney Council Gardening Competition. This is the fifth time the Centre won the competition.

At Tresillian Nepean, former and current staff came together to celebrate 30 years of operation. It was a pleasure to welcome Peter Collins AM, Chair of Nepean Blue Mountains LHD to the event.

## Community Events

Again, Tresillian was well represented at community Expos across the state including the Parents, Babies and Children's Expos in both Sydney and the ACT. These provide excellent opportunities for nursing staff to meet with new and expectant parents and explain the benefits of our services.

## Sale of Tresillian Willoughby

Tresillian Willoughby was sold in December 2022, with a delayed settlement until the new Wollstonecraft Centre opens. Tresillian originally purchased the Willoughby property in 1927. The decision to sell followed extensive investigation and planning by Tresillian's Board and management into how Tresillian can continue to provide the best early parenting services and facilities for families. Proceeds from the sale will be directed



On 24th February, Tresillian in Southern, Goulburn was launched by Minister Wendy Tuckerman MP.



Farewell Tresillian Willoughby

to Tresillian's Capital Assets Account and invested in providing more services to ensure all parents have access to the help they need. Staff and Residential services will move from Willoughby in late 2023 to Tresillian's new early parenting centre at Wollstonecraft.

To farewell the historic Centre, staff hosted a community 'Open Day' on Saturday, 24th June 2022 at 2 Second Avenue, Willoughby. Hundreds turned out to visit one last time, with nursing staff taking escorted tours around the historic house that Tresillian has called 'home' for 96 years. Rooms were set up to look just as they would have in days gone by! Joining the celebrations were Local Member, Tim James MP, the Mayor of Willoughby, Tanya Taylor and Tresillian Ambassador, Yvonne Weldon. Special thanks to all those volunteers who gave up their time to help, especially those who worked on the trash and treasure stall, the sausage sizzle, cake stall and face painting. Several thousand dollars was raised from the event.

Each year, our staff team of nurses, midwives, medical specialists, allied health staff, management, cleaning staff and administration staff dedicate themselves to families with a baby or young child. We thank them for their commitment to providing quality care. We also extend a heartfelt thanks to our volunteers who selflessly give their time throughout the year. From helping our parents find



**OUR VALUES**  
**ACCESS**  
**RESPECT**  
**PARTNERSHIP**  
**INTEGRITY**  
**EXCELLENCE**

their way around a residential unit, to babysitting while a mother sees a counsellor, their generosity of spirit, friendship and kindness has touched the lives of many families.

To members of the Tresillian Board who devote their time and expertise pro-bono to benefit families with young children, thank you!

Tresillian is also closely aligned with our partners at Local Health Districts where our services are located across NSW, ACT and Victoria. Special thanks to Dr Teresa Anderson AM, the Executive and Board of Sydney Local Health District, along with the Chief Executives of the various Local Health Districts where Tresillian Centres are situated.



# Our Ambassadors



## Erin Molan

Erin Molan is an Australian TV and Radio presenter. She's one third of the comedy breakfast show on 2DayFM 'Hughesy, Ed and Erin', is the host of her own show, 'Erin' on Sky News and is a columnist for The Daily Telegraph. Molan is also the proud designer and owner of a world-first baby range, 'By Erin'. She is passionate about politics, national security and foreign affairs and uses her platform to support countless charities and causes including Tresillian. Erin is also a dedicated mum to daughter Eliza.



## Sarina Andalaro

Sarina Andalaro is a television journalist for Channel Seven News and Sunrise. She was nominated for a Kennedy award for breaking political stories during her time in the NSW press gallery with Seven's Regional News. She has also reported for Sky News. Sarina has a journalism degree from Sydney University. Sarina and husband Anthony are parents to 12 month old Luca.



## Yvonne Weldon

Yvonne Weldon is an independent Councillor for the City of Sydney. She is a proud Wiradjuri woman, maintaining strong ties to her homeland of Cowra. With 30 years experience working in key government and Aboriginal organisations driving positive reform in health, education and child protection, Yvonne also serves as Deputy Chair of the Metropolitan Local Aboriginal Land Council, Deputy Chair of the NSW Australia Day Council and Board member of Domestic Violence NSW and Redfern Jarjum College.





## OUR MISSION

Tresillian is an early parenting service offering families guidance in the early years of their child's life; supporting parents with breastfeeding, nutrition and settling baby, as well as screening and supporting parents with their own mental health.



# Our Reports



-  Clinical Services
-  Governance Risk and Performance
-  Work Health and Safety
-  Financials





## Clinical Services

Adjunct Associate Professor, Jenny Smit  
Executive Director of Clinical Services

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

This has been a year of mighty achievements which showcase what we can do when we *band-together*. For me the stand-out mighty things are the establishment of the Brains Trust group, the new clinical models for Tresillian's QEII Family Centre in the ACT; the Parent Infant Early Childhood Mental Health (PIEC-MH®) and the Occupancy Rates project.

But first is the acknowledgement of Jane Le Gras the Early Childhood Teacher who has worked at our Guthrie Early Learning Centre for 40 years! She was acknowledged by Frank Guthrie's family, past Board members, many past families including their grown up children; all of whom have an ongoing special place in their hearts for Jane. It is also a credit to Director Jackie Stewart that she leads her team and Jane in a culture of success (high engagement and morale) despite the many challenges the exciting Wollstonecraft capital works have presented. Their can-do attitude to *band-together* and find the positive wins through every time.

We *banded-together* to establish the Brains Trust group made up of key clinical and corporate managers. This weekly collaborative 'Brains Trust' meeting has become a dynamic forum for sharing of information and problem solving 'in action'. It sets the tone for the week where we pool our combined intellects to reduce risk and enhance safety of clinical and operational issues as they arise; and transform and improve parents' and staff experiences.



A morning tea celebration was held to honour Jane Le Gras and her 40 years service to the Centre.



Tresillian in Western - Dubbo

Central to the Brains Trust is a way of working in a collaborative person-centred way (McCormack and McCance 1997), guided by the key staff who attended a 5-Day International Practice Development School at North Sydney. The values that shape the thinking (See word cloud below), are dynamic and reviewed regularly by the group.



This Brains Trust way of working is a wonderful instrument that transcends individual effort into a product where the whole is more than the sum of its parts; and that will guide Tresillian’s nurturing and innovative culture over many years.

We *banded-together* to navigate a very difficult start of the year for the team at Tresillian’s QEII Family Centre in the ACT, when the Centre had to remain closed for face-to-face client care due to capital works during January 2023. Almost overnight, the clinical team had to convert their face-to-face services to virtual mode and provide all services as day services with some home visiting. On top of it all, this was done against the backdrop of a new digital health record. The group was nominated for a Nursing and Midwifery Excellence award; and although they didn’t win on the night, they truly deserved our commendation for so bravely standing up a service for the ACT families, despite considerable odds.

In addition the QEII team has also implemented the full clinical model that includes residential and day services with packages of care tailored to the needs of the family. They are pioneers as well because they’ve started a new one-night residential program that may have exciting implications for the other residential services in NSW. Watch this space!

The Parent Infant Early Childhood Mental Health© (PIEC-MH®) Service Model is headed up by a multidisciplinary clinical leadership team (allied health, nursing and psychiatry) to provide clinical governance in the assessment and intervention of clients with perinatal mental illness with a view to promoting secure resilient family relationships.

### Top 3 Health Outcomes for Families



Increased parental confidence through gentle guidance and education



Reduction in perinatal anxiety, isolation and depression



Improvement in the overall family’s emotional well-being





“Dear Tresillian, I’m so grateful for your gentle and strong support, your encouragement, your teachings, connecting and kindness. Mostly I’m grateful to get some more sleep and separation so I can be a better mum to my beautiful girls”.

**Amelia**

The PIEC-MH<sup>®</sup> leadership team, who have now been in place for a year, oversee the delivery of metropolitan, regional and interstate perinatal and infant mental health services. Already we are seeing enhanced clinical, research and collaborative opportunities with the newly commissioned Naamuru Parent Baby Unit at Sydney Local Health District (SLHD) and Mother Baby Unit at Westmead; Western NSW Local Health District (LHD) Head to Health Kids Hub, and the Mid North Coast LHD Parent Child Relationships Program. In addition, we’ve seen enhanced parent-child clinical experiences for the trainee psychiatrists jointly supervised with the LHD and Tresillian’s PIEC-MH<sup>®</sup> psychiatrist. A definite upward trajectory for the service which could only have been achieved by the *banding together* of the multidisciplinary leadership team setting the direction for the nursing/ midwifery and allied health clinicians in the provision of perinatal and infant-early childhood mental health services.

Finally, the Occupancy Rates Project showcases what is possible when different departments of Tresillian *band together* to adopt a multi-pronged approach to attracting and retaining families that need a residential service. The approach was designed and monitored through the Brains Trust group and scaffolded by the amazing abilities of public relations and marketing, corporate business, our Parent’s Help Line, Centralised Intake and every manager and clinician working in the residential units. A truly whole-of-Tresillian approach. This is a work in progress but the trajectory towards full occupancy is very pleasing.

This project relied on many elements to synchronise and achieve outcomes but highlights included a re-design of the Tresillian website and a self-referral ‘bypass button’; a re-design of the Centralised Intake Service to provide a 7-day Clinical Nurse Specialist and strategies to address the well-being of the hard working workforce. Sankalpa sessions and clinical supervision using the FAN model remain deeply committed investments at Tresillian.

Another inspiring and stimulating year and one that again confirms to me that Tresillian is a truly great place to work.



# Governance, Risk and Performance

Marie Dickinson, Executive Director  
Governance, Risk and Performance

## Workforce changes

There were a number of changes in this portfolio over the year. The acting Director of EPPIC, Fran Chavasse, relocated to be closer to family in September 2022, leaving this position in the hands of Kelly Stone until the appointment of the new Director of Workforce Learning and Development. Katherine Schaffarczyk commenced with Tresillian in April 2023, bringing with her over 25 years of nurse educator experience. Her first task was the recruitment of an educator to replace Natalie Cameron, who chose not to return from her maternity leave. Judith Kotowski, who was undertaking Natalie's maternity leave relief was successful with her application and was appointed as the Nurse Educator, Willoughby and Wollstonecraft, in May 2023. Rosa Maidment continued to provide support to clinical services at Queanbeyan Day Services until Dec 2022, returning to her role as regional Nurse Educator following the Christmas closure.

New Nurse Educators, Nicole Fleming and Emma Monagle commenced at Tresillian QEII in November 2022. Together they are job-sharing the role left vacant by Seren Pearsall who has returned to clinical services.

Dr Anne-Marie Maxwell joined Tresillian in January 2023 as the new Research Manager following the resignation of Dr Jessica Appleton, who took up a teaching and research position at UTS in September 2022. Dr Maxwell joins Tresillian following a post-doctoral research year with Macquarie University.

Tresillian QEII was able to successfully recruit a Quality and Safety Officer position, with Madeleine Hornby commencing in the role in June 2023. This position will assist with preparations for accreditation and the maintenance of WHS at this Centre.

## Quality Management

Tresillian, including Tresillian QEII, moved to an online clinical audit platform in July 2022. All clinical services are now able to complete their clinical audits using this platform, with reports available to clinical services on their performance. Comparative reports across services are provided monthly, and

managers are able to view their performance over time using a web based portal.

The corporate audit program transitioned to an online platform in January 2023, allowing Tresillian visibility over all service completion and results. Each manager is provided with prompts to assist in completion and reporting is multi-functional.

Tresillian commenced its preparation for short notice assessments with the establishment of Standard Lead and teams. A range of resources have been developed to support these teams with evidence collection and curation.



## WORLD CLASS NET PROMOTER SCORE 2022-2023

Net Promoter Scores (NPS@) are held up as the gold standard customer experience metric. An NPS above 75 is considered word class by the creators of the score.

NPS scores are reported from -100 to +100. Tresillian undertakes this measurement across all services. NPS scores for Tresillian Residential Services were reported at 90.3% and Day Services 94.1%



“Thank you for your support during our time at Tresillian. We are so grateful for the care, patience and kindness you provided. When I arrived I was broken, my confidence and anxiety were at an all-time high and I was so tired! Through your support it has changed the game and I now feel calm and confident and ready to be consistent at home. What an amazing service! We are forever grateful”.

**Kelly**



## Incidents

There was an overall decrease of 18.9% in reported incidents when compared to the previous financial year. There was a decrease of 29.3% in the overall incident rate when compared with the previous year. All NSW Health benchmarks for completion were met. There were no Harm score 1 or Harm score 2 incidents reported at any Tresillian Centre.

### Tresillian’s QEII Family Centre, ACT

Total incident reported decreased by 50% when compared with the 2021-22 year, with the decrease seen in most categories reported. Clinical management incidents decreased by 57.1% when compared with 2021-22. There were no significant incidents reported at the centre.

## Client Satisfaction

Client satisfaction remains high across all areas of the service. Tresillian reported a World Class Net

Promoter Score with overall satisfaction rates of 92.1% for the period July 2022 - June 2023, a slight increase compared to the previous year. Residential services reported overall satisfaction

rates of 90.3% for the period, no change from the previous year. Day Services clients also reported high levels of overall satisfaction for the same period, reporting overall satisfaction rates of 94.1%, an increase from the previous year. Satisfaction for Tresillian QEII residential clients remained high with 90% reporting overall satisfaction with the service received.

## Health Information and Clinical Informatics

Health Information is overseeing, with the assistance of some administrative staff, the transition of health records from the Willoughby site to the new Wollstonecraft building. Older records have been catalogued and sent to the government repository,



“I was having breastfeeding struggles and was just about ready to give up at 6 weeks, so I visited Tresillian Day Stay and the Tresillian Nurses were amazing help. Now my daughter is 5 and a half months old and the breastfeeding journey is still going strong. I also follow Tresillian’s pattern of eat, play, sleep and my daughter sleeps through the night! You are all truly amazing”.

**Kate**



while current records will be maintained at Willoughby until service relocation. The health records for Willoughby and Wollstonecraft will be amalgamated once this occurs. The transition of Lismore’s health records to Northern NSW Local Health District was also facilitated.

A review and update of all clinical forms for use at Tresillian’s Albury Wodonga Mother and Babies Unit took place enabling electronic access by clinical staff at this service.

Tresillian took part in NSW’s Privacy Awareness Week which ran 1-7 May with a theme of ‘Back to Basics’: Privacy Foundations NSW’.

Clinical informatics and the Governance Support Manager assisted staff as Tresillian migrated to Microsoft 365 and the NSW Health State-Wide Active Directory. This ensured a consistent and stable platform for future technology upgrades and continued access to state-wide applications for Tresillian staff and services.

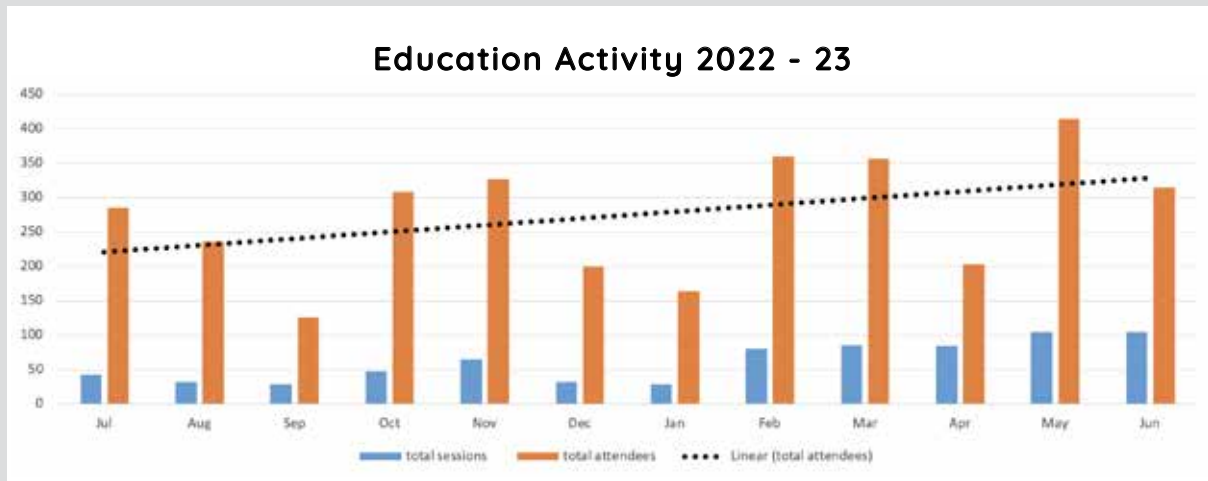
#### **Tresillian’s QEII Family Centre, ACT**

Health Information and Clinical Informatics services worked with staff from the QEII Centre and ACT Health to facilitate the implementation of Epic and the Digital Health Record (DHR) in November 2022. Staff were supported with training, the development of “how to” guides and “at the elbow” support during the go live process. Work had been undertaken in the months leading up to deployment of the new eMR to transition clinical forms to their electronic counterpart and to train staff in their completion.

The transition to Objective was also supported by this team.

#### **Education Professional Practice and Innovation Centre (EPPIC)**

Education activity steadily increased over the year with 575 education sessions provided across the state, to over 3,000 attendees. This was an increase in service provision of 28% when compared to the previous year. Work was completed on a new learning and development framework for Tresillian, which will be released in the second half of 2023.



#### Tresillian’s QEII Family Centre, ACT

At our QEII Centre in the ACT, mandatory training was reviewed and realigned with that of Canberra Health services, following transition of staff to HRIMS to support online learning and compliance with mandatory training. Reporting against this revised listing commenced in April 2023. Provision of education sessions has increased by 180% in 2022-23 when compared with 2021-22 seeing an additional 5% throughput of staff.

#### First 1000 Days Conference

Tresillian partnered with Marymead and the Perinatal Wellbeing Centre to present The First 1000 Days Conference in Canberra in November 2022, with the support of the ACT Government. This Conference brought together over 250 clinicians to facilitate open and constructive dialogue based on evidence and practice, to foster a better understanding of perinatal mental healthcare and early parenting support.

#### Work Health and Safety

Work Health and Safety Covid-19 Restrictions have continued in NSW Hospitals even though our alert system has been downgraded to yellow. There has been some relief for staff working in administrative areas who are no longer required to wear surgical masks, however for staff in clinical areas surgical masks, physical distancing and limitations on the amount of people that can be in a room at any given time has remained the same throughout the winter months of 2023. The good news is that as of September 2023 we are now able to operate in our clinical areas without anyone having to wear a mask. We continue to screen all clients to ensure



Tresillian in Western - Cowra

that they are in good health prior to admission during their stay at Tresillian and, as always we place great emphasis on hand hygiene for all staff, our families and visitors to our Centres.

#### Research

##### Key Achievements

#### Evaluation of First 2000 Days Project, Northern NSW

Located in the Clarence Valley region, the Northern NSW First 2000 Days project is led by a consortium of four members: Tresillian Family Care Centres, Northern NSW Local Health District, Bulgarr Ngaru Medical Aboriginal Corporation, and Healthy North Coast PHN. Tresillian is collaborating with researchers at Charles Sturt University who are undertaking an evaluation of this service. 2022 saw development of the evaluation framework through a thorough community co-design process, and formation of an Aboriginal Advisory Circle to offer local Aboriginal governance.



“Thanks to Tresillian, not only does my baby have great sleep associations that work for our family, but she is sleeping better, my confidence as a Mum has grown and I have found their amazing support so encouraging! Them being a sounding board and ear to listen was so powerful. Can’t recommend them highly enough. Thank you to the Tresillian staff for making all the difference when we needed it most”.

**Lucy**



### **Partnering with researchers at Macquarie University to enhance staff resilience**

Nursing and administration staff at Tresillian participated in an intervention study on occupational resilience coordinated by researchers at Macquarie University. Following an initial consultation period, a tailored resilience training program was provided to consenting staff, who completed surveys pre-and post-intervention and at 2-month follow-up. Some staff also participated in focus groups to discuss adapting the program for parents. Data collection has been completed and analysis and reporting will take place during 2023.

### **Mindfulness for Mums pilot study**

This study will evaluate the effectiveness and acceptability of an 8-week mindfulness meditation-based program among post-natal mothers attending an early parenting service. Ethics approval was granted in 2022 and the study commenced in 2023.

### **Higher Degree Research Students**

Tresillian currently has four staff who are undertaking their PhD, and two undertaking a Masters degree where a Treatise is included, which is adding to the collective research capacity within the service. In addition, two Tresillian staff submitted their PhD in the last year:

Ms Deborah Stockton (Public Health, University of Technology Sydney) submitted her research *“An exploration of the extent to which existing metropolitan Level 2 child and family health service models can be implemented in diverse settings”*.

Ms Judy Kotowski (Nursing, University of Technology Sydney) submitted her research *“The infant feeding modality of bottle-feeding.”*

### **Completion of Master’s degree**

Ms Hayley Briggs completed her Master of Advanced Nursing in Health Research (University of Technology Sydney). Her research project was a mixed method systematic review examining the impact of asynchronous, accelerated online-only courses on post-graduate student learning performance and satisfaction.

### **Staff undertaking a PhD**

Ms Marie Dickinson PhD (Health Services Management), Ms Judith Kotowski PhD (Nursing), Ms Deborah Stockton PhD (Public Health), Ms Leah Crawford PhD (Social work).

## Current Research

1. **Appleton, J., Denney-Wilson, E., Cheng, H., Reilly, N., Taki, S., Stockton, D., DeBelin, A., and Maxwell, A-M.,** *Evaluation of the Tresillian SleepWellBaby app for impact, acceptability, and efficacy of screening, digital support, and stepped care.*
2. **Bailey S., Hutchinson M., Stockton D., and Cormick, J.** *Tresillian 2U - The early years parenting service longitudinal study* (PhD)
3. **Chavasse F., Fowler C., Dawson A., and Mclean L.** *How is the working alliance affected by the attachment state of mind of a mother and the child and family health nurse assigned to her care?* (PhD)
4. **Dickinson M., Duffield C., Travaglia J., and Bichel-Finlay J.** *Acceptability and Responsibility for Quality in Healthcare.* (PhD)
5. **Hawthorne, J. Yu, N., Fairbrother, G. Azar, M., Ryan, L., Ozbek, S., Maxwell, A-M.** *Effectiveness of a mindfulness meditation-based intervention among post-natal mothers attending an early parenting service.*
6. **Kotowski J, Fowler C. and Orr F.** *The infant feeding modality of bottle-feeding* (PhD).
7. **Maxwell, A-M., Crane, M., McMahon, C., Lao, J.** *Enhancing Resilience in the Early Parenting Workforce and Harnessing Expertise for Intervention Redesign.*
8. **Stockton D., Travaglia J., Fowler C., and Debono D.** *An exploration of the extent to which existing metropolitan Level 2 child and family health service models can be implemented in diverse settings* (PhD)
9. **Stockton D., Dickinson M., Appleton, J. Travaglia J, Debono D:** *Tresillian Regional Family Care Centres: Building Stronger Families and Communities.*
10. **Russell, C., Fowler, C., Appleton, J., Rossiter, C., Denney-Wilson, E., and Jansen, E.** *Does parental sensitivity to infant cues relate to maternal responsiveness in feeding, infant eating behaviour and infant weight?*
11. **Sherwood, J., Grant, J., Dutton, P., Maxwell, A-M., Davis, D., Nigro, O., Johnson, L.** *A community co-designed evaluation of the First 2000 Days Program and Child and Family Wellbeing Hub in Grafton NSW*

## Publications

Bailey, S., Hurley, J., Plummer, K., Hutchinson, M. (2022). Parenting interventions targeting early parenting: A scoping review. *Journal of Child Health Care*, 0(0) 1-22 DOI: 10.1177/13674935221116696

Carroll, A. J., **Appleton, J.**, and Harris, K. M. (2023). Child sleep problems, maternal sleep and self-efficacy: Sleep's complicated role in maternal depression. *Journal of Sleep Research*, 1- 7. <https://doi.org/10.1111/jsr.14005>

Dahlen, H. G., Ormsby, S. M., Brownhill, S., **Fowler, C.**, and Schmied, V. (2023). Residential parenting services: An integrative literature review of characteristics, service usage and parent and staff perspectives. *Nursing Open*, 10(3), 1180-1216. <https://doi.org/10.1002/nop2.1415>

Hyde, S., Smith, B., Lawrence, J., **Rogers, C.**, Carey, A., Marjoram, J., Barry, R., and Green, E. (2022). Community- focused interprofessional education and collaborative practice in rural Australia. In D. Joosten-Hagye and H. Khalili (Eds.), *Interprofessional education and collaborative practice- International approaches at a micro, meso, and macro levels.* Cognella.

**Stockton, D. A., Fowler, C., Debono, D., and Travaglia, J.** (2022). Adapting community child and family health service models for rural and other diverse settings: A modified Delphi study to identify key elements. *Health and Social Care in the Community*, 00, 1-18. <https://doi.org/10.1111/hsc.1405>

**Stockton, D.A., Fowler, C., Debono, D., and Travaglia, J.** (2022),

Development of a framework for the collaborative adaptation of service models for child and family health in diverse settings (CASCADES). *Journal of Child Health Care*, <https://doi.org/10.1177/13674935221129003>

## Conference Presentations

### NATIONAL MaCAFNA, 2022

**Appleton, J., Russell, G., Fowler, C., Jansen, E., Burnett, A., Rossiter, C., and Denney-Wilson, E.** (2022, August 1-3). Infant formula choice, preparation, and timing of advice for parents of infants under six months [Poster presentation]. Maternal, Child and Family Health Nurses Australia 9th Biennial Conference, Canberra, ACT.

**Appleton, J., Denney-Wilson, E., Reilly, N., Taki, S., Cheng, H., Stockton, D., Butt, D., and Coy, M.** (2022, August 1-3). The impact and efficacy of a mHealth infant sleep support program [Poster presentation]. Maternal,

Child and Family Health Nurses Australia 9th Biennial Conference, Canberra, ACT.

**Carlton, M., and Crawford, L.** (2022, August 1-3) Tresillian Postnatal Depression and Anxiety Therapy group in a regional context: Reflections on the challenges and benefits of the virtual group space [Conference presentation]. Maternal, Child and Family Health Nurses Australia 9th Biennial Conference, Canberra, ACT.

**DeBelin, A.** (2022, August 1-3) Tresillian innovative implementation of clinical reflective supervision [Poster presentation]. Maternal, Child and Family Health Nurses Australia 9th Biennial Conference, Canberra, ACT.

**Stockton, D.** (2022, August 1-3). Building the evidence base for Level 2 Child and Family Health Service models in regional communities [Conference presentation]. Maternal, Child and Family Health Nurses Australia 9th Biennial Conference, Canberra, ACT.

### FIRST 1000 DAYS CONFERENCE, 2022

**Kowalenko, N.** (2022, November 8). Fathering with mental health problems: Stories of recovery and resilience from research and practice [Conference presentation]. The First 1000 Days Conference, Canberra, ACT.

**Stockton, D.** (2022, November 8). Our children – Our future: Shaping services responsive to the diverse needs of families [Conference presentation]. The First 1000 Days Conference, Canberra, ACT.

### HETI ABORIGINAL HEALTH VIRTUAL CONNECTIONS FORUM, 2023

**Saberi, E., Davis, D.** (2023, May 3). Reaching out and reaching in: A community co-designed child and family wellbeing hub [Conference presentation]. HETI Aboriginal Health Virtual Connections Forum, online.

### WESTERN NSW LHD FIRST 1000 DAYS CONFERENCE, 2023

**Dwyer, A.** (2023, June 7-8). How our stories define us: The history of attachment. Western NSW LHD First 2000 days Conference, Orange, NSW.

**Saberi, E., Davis, D.** (2023, June 7-8). Reaching out and reaching in: A community co-designed child and family wellbeing hub [Conference presentation]. Western NSW LHD First 2000 days Conference, Orange, NSW.

### 19TH NATIONAL NURSE EDUCATION CONFERENCE, 2023

**Schaffarczyk, K.** (2023, 7-9 June). An evaluation of a 'short moment of intensive training' (SMIT) to deliver chest trauma education to nursing staff in a major trauma hospital in NSW, Australia [Conference presentation]. 19th National Nurse Education Conference, Gold Coast, QLD.

### AUSTRALIAN AND NEW ZEALAND SOCIAL WORK AND WELFARE

#### EDUCATION AND RESEARCH (ANZSWWER) SYMPOSIUM

**Crawford, L.** (2022, November 10-11). Existing across two worlds: Developing social work practice approaches from the stories of Australian military families [Conference presentation]. Australian and New Zealand Social Work and Welfare Education and Research (ANZSWWER) symposium, Melbourne, VIC.)

### INTERNATIONAL

#### INTERNATIONAL CONGRESS ON EVIDENCE-BASED PARENTING SUPPORT, 2023

**Harrison, M., Jaberipour, H., Tucci, J., Maxwell, A-M., Havighurst, S., Kehoe, C.** (2023, June 6-8). Relational parenting programs and outcome methodologies. [Conference presentation]. International Congress on Evidence-Based Parenting Support, online.

**Stockton, D.** (2023, June 6-8). Harnessing collaborative research approaches to adapt early parenting service models for rural communities. [Conference presentation]. International Congress on Evidence-Based Parenting Support, online.

#### IFN CONFERENCE DUBLIN 2023

**Bailey, S., Hurley, J., Plummer, K., and Hutchinson, M.** (2023, June 21-23). Specialist early parenting services for rural families: A novel mobile approach to delivering care [Conference presentation]. International Family Nursing Conference, Dublin, Ireland.

## Webinars

**Hawkins, E., and Maxwell, A-M.** (2023). *Assessing attachment-supportive parenting: An introduction to the Composite Caregiving Questionnaire (CCQ)* [Webinar]. NovoPsych. <https://novopsych.com.au/news/composite-caregiving-questionnaire-ccq-2/>

**Hawkins, E., Maxwell, A-M., and Kohlhoff, J.** (2022). *Evaluating outcomes with the Composite Caregiving Questionnaire (CCQ)*. Healthy Attachment Australia New Zealand. <https://www.healthyattachmentnz.org/past-events>



# Financial Report

Peter Quinn, Chair: Tresillian Finance, Audit and Performance Committee

## Operations

For the year ended 30 June, 2023, Tresillian Family Care Centres reported an operating surplus of \$1,406,919. This is an increase of \$268,509 on the previous year. Total income increased by \$3,828,833 and total expenditure increased by \$3,560,324 on the previous year. Noting, included in the surplus for the year are Capital Grants totalling \$960,000 for the purchase of four Tresillian 2U Mobile Vans. The vans will be depreciated in future years.

The 2022-23 year has again presented a number of challenges. The continuing construction of our new Wollstonecraft Family Care Centre has been the major focus, with an emphasis on the works progressing in a timely manner, but also within budget. At the time of writing, the new building is scheduled to commence service in November 2023.

The year also marked the bedding down and consolidation of our seven new Day Service Centres throughout Regional NSW, five new Tresillian 2 U Mobile Van services along with our Virtual Residential Parenting Service (VRPS). Tresillian would like to thank the Ministry of Health for continuing to support our vision to provide Tresillian services to families throughout NSW.

Other exciting projects in progress include a complete redevelopment of the Tresillian website, due to launch at the end of 2023, the redevelopment of the playground area at our Guthrie Child Care Centre and the refurbishment of Carpenter House.

## State of Resources

The balance of current assets, being cash at bank, current receivables, investments and the reclassification of our Willoughby property pending final settlement of contract for sale has decreased by \$5,094,219 during the year. Non-current assets, being property, plant and equipment and right of use leased assets increased by \$8,298,178. The decrease in current assets is due to the funding of the new Wollstonecraft development, as reflected in the increase in non-current assets. Total liabilities including creditors, provision for future staff entitlements, deferred income and lease liabilities increased by \$1,797,040. The net effect is reflected by a surplus of \$1,406,919.

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

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





### Financial Performance and Position

The table below is a summary of our Income, Expenditure and Financial Position for the Year Ended 2023 with comparative.

	2023	2022	Increase/(Decrease)
	\$	\$	\$
Total Revenue	36,992,937	33,164,104	3,828,833
Total Expenses	35,586,018	32,025,694	3,560,324
<b>Net Surplus / (Deficit)</b>	<b>1,406,919</b>	<b>1,138,410</b>	<b>268,509</b>
Current Assets	12,333,814	17,428,033	(5,094,219)
Non - Current Assets	15,628,277	7,330,099	8,298,178
<b>Total Assets</b>	<b>27,962,091</b>	<b>24,758,132</b>	<b>3,203,959</b>
Current Liabilities	14,531,029	14,054,292	476,737
Non-Current Liabilities	1,855,254	534,951	1,320,303
<b>Total Liabilities</b>	<b>16,386,283</b>	<b>14,589,243</b>	<b>1,797,040</b>
<b>Net Assets</b>	<b>11,575,808</b>	<b>10,168,889</b>	<b>1,406,919</b>

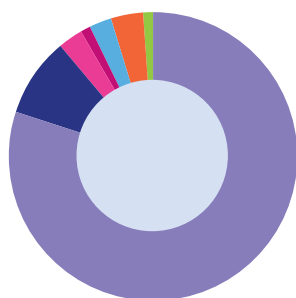
### Revenue over last 6 years

2023	2022	2021	2020	2019	2018
36,992,937	33,164,104	28,558,985	28,158,437	22,116,574	19,622,415

### Net assets over the last 6 years

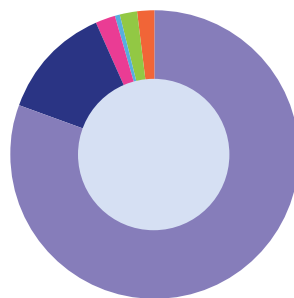
2023	2022	2021	2020	2019	2018
11,575,808	10,168,889	9,030,479	8,125,717	7,247,017	6,856,286

### Where our Money came from (\$36.992 million) -



- Recurrent Government Funding
- Patient Fees - Mothers & Babies
- ChildCare Fees
- Investment Income
- Other Service Fees
- Sponsorship and Donations
- Other Revenues

### How our money was used (\$35.586 million) -



- Employee Related Costs
- Goods and Services
- Repairs and Maintenance
- Contributions Other Entities
- Education
- Depreciation, Amortization and Finance Costs

Tresillian Family Care Centres financial records for the year ended 30 June 2023 were audited by Grant Thornton Australia in accordance with Australian Accounting Standards and the Australian Charities and Not for Profits Commission (ACNC) Regulation 2013. A full copy of Tresillian Family Care Centres Annual Financial Report is available free of charge by writing to The Chief Executive Officer, Tresillian, Locked Bag 1003, Campsie, NSW, 2194 or direct from the ACNC website [www.acnc.gov.au](http://www.acnc.gov.au)



# Our Team



-  [Our Executives](#)
-  [Our Organisational Structure](#)
-  [Our Tresillian Board](#)
-  [Our Staff](#)



# Our Executive Team



**Chief Executive Officer**  
**Adjunct Associate Professor Rob Mills**  
 RN, RM, MPH and FAICD

Rob is a Registered Nurse and Midwife with over 35 years' experience working in the specialty field of maternal and child health, early parenting services and he holds a Masters of Public Health. Rob has been the CEO at Tresillian since 2013 and during his tenure, he has rapidly expanded the service, with an additional 18 new Tresillian Centres across regional New South Wales, Victoria and the Australian Capital Territory. He is on the Board of the Australasian Association of Parenting and Child Health Inc.; the Dean's Advisory Board University of Technology Sydney (UTS); the PREPARE Foundation (Birthing Dads) and the NSW Health Services Association Board. Rob is an Adjunct Associate Professor of Industry with the University Technology Sydney (UTS), a Fellow of the Australian Institute of Company Directors (AICD) and an accredited Assessor with the Australian Council on Healthcare Standards (ACHS).



**Executive Director Governance, Risk and Performance**  
**Marie Dickinson**  
 B.App.Sc (Biomedical), MIHM

Marie has a background in the biomedical sciences with additional qualifications in International Health Service Management and has undertaken roles in corporate management and quality management in the acute, non-acute and mental health services. Marie is the current chair of the Quality and Safety Committee of the Australasian Association of Parenting and Child Health. She currently oversees the Governance, Risk and Performance portfolio for Tresillian. Furthermore, Marie is an assessor against Australia's National Safety and Quality Health Service standards for the Australian Council on Healthcare Standards. She is also currently undertaking a PhD at the University of Technology Sydney.



**Executive Director Finance**  
**Jeffrey Taylor**  
 MComm, FIPA

Jeff has over 25 years' experience in the finance/accounting sector, the last 20 in various senior financial management roles. During this time he has worked in and developed an extensive knowledge of the operational aspects of a large not for profit organisation. Jeff holds a Masters of Commerce and is also a Fellow of the Institute of Public Accountants. He has managed and controlled all financial operations at Tresillian for the past eight years.

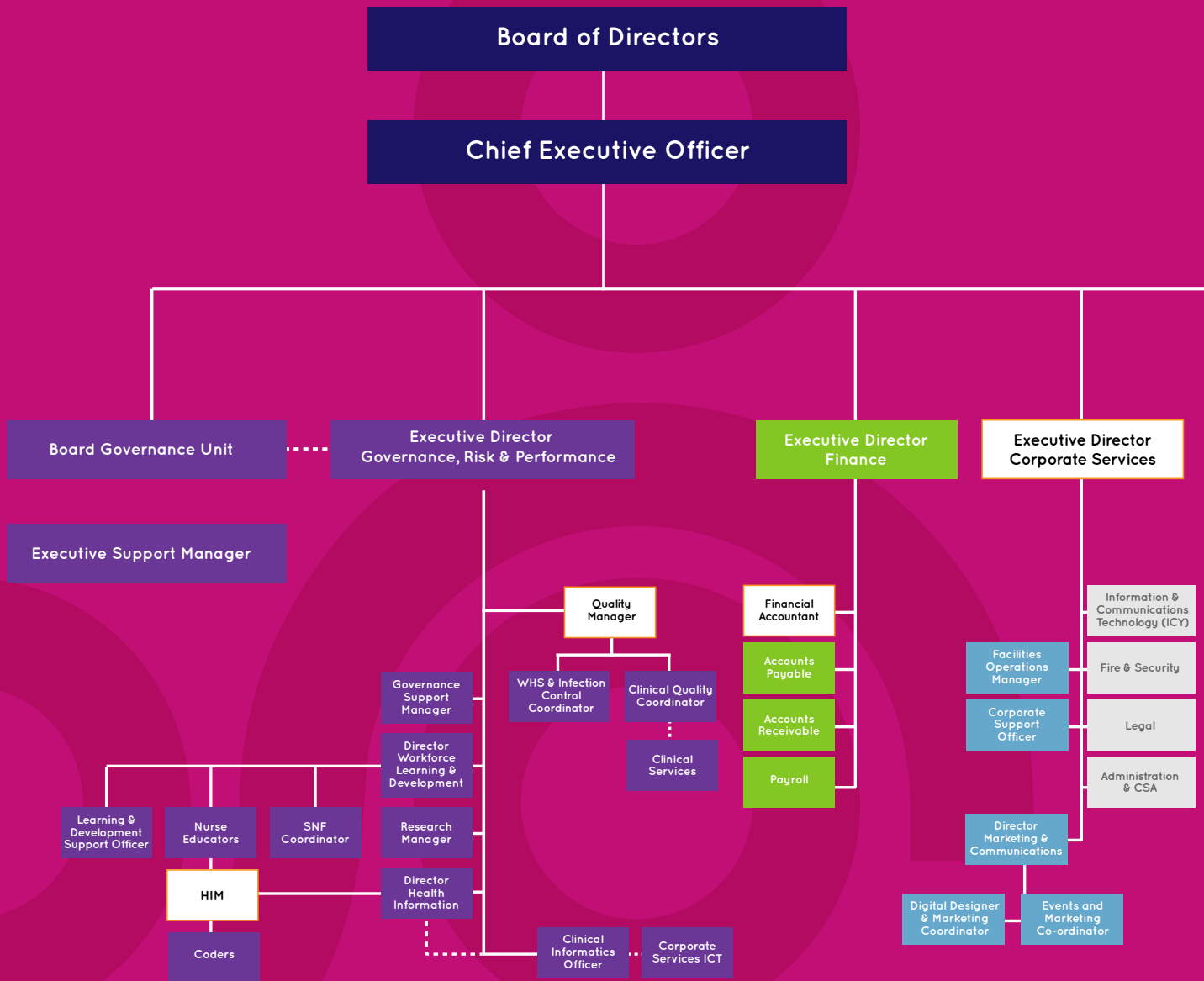


**Executive Director Clinical Services**  
**Associate Professor Jenny Smit**  
 B.Sc (Nursing), MPH, MBT, MFMH

Jenny has 23 years' experience in the management of hospital, nursing and corporate services with particular expertise in project management, safety and quality accreditation systems. She joined Tresillian in early 2014. Projects such as the implementation of the National Quality Framework within the early childhood sector prepared her well for her current position where she is responsible for the planning and development needs of the nursing, medical, social work, psychology and early childhood education services at Tresillian.

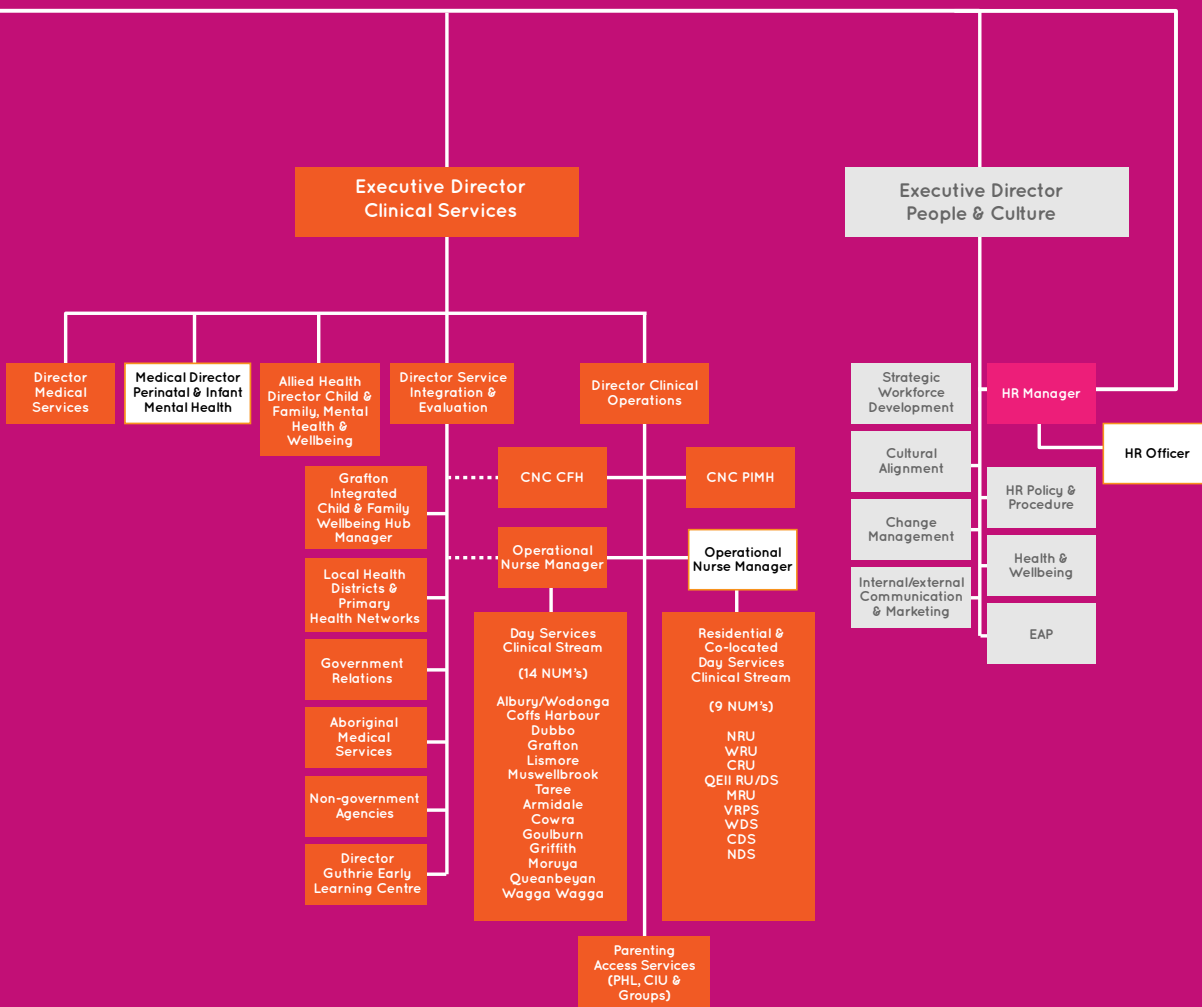


# Organisational Structure



NOTE:







# Our Board



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

Elected President November 2013-current  
Member: Tresillian Governance, Audit and Risk Committee 2014-current

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



**Tresillian Board Director**  
**Natalie Boyd**  
BA (Mass Comm)

Chair: Tresillian Marketing, Advocacy and Fundraising Committee 2018-current  
Chair: Tresillian Strategy and Performance Committee 2014-2018  
Member: Tresillian Marketing, Advocacy and Fundraising Committee 2006-2018

Natalie Boyd is a management consultant working across a range of sectors and geographies. Before establishing her own business, Natalie was the Managing Partner in a leading Australian consultancy. With more than 20 years' experience, Natalie is a respected specialist in communications and engagement, with clients including commercial and government entities. She is passionate about building resilience in individuals, families and communities; and keenly supports Tresillian to make a significant contribution to thousands of Australian families every day through its range of services. As well as contributing to the Board, Natalie is also the Board's representative on the Willoughby and Wollstonecraft projects. Her expertise continues to support the growing footprint of Tresillian.



**Tresillian Board Director**  
**Peter Quinn**  
B.Bus CA, ACIM, FAICD, CFP

Board Director 2008-current  
Chair: Tresillian Finance, Audit and Performance Committee 2008-current

Peter Quinn is director and principal of Quinn Financial Planning, and director and co-founder of The Quinn Group, an integrated accounting, legal and financial planning practice. Peter is a qualified chartered accountant and a specialist financial adviser. With more than 30 years experience Peter is considered an expert in a number of areas including Business Management, Asset Management and Strategic Advice. As well as contributing to the Tresillian Board, Peter is also the Chair of the Finance, Audit and Performance Committee. He is committed to ensuring young families are aware of the help that organisations such as Tresillian, can provide to young families.





**Tresillian Board Director**  
**Mick O'Driscoll**  
 Project Management (P.Grad.Dip)  
 Dip Arch Tech, GAICD  
 Board Director: 2019-current  
 Member: Tresillian Finance, Audit  
 and Performance Committee  
 2020-current

Mick O'Driscoll is Head of Infrastructure Development at Calvary HealthCare. He has over 25 years' experience in development in the construction industry across a range of sectors. Mick has specialised in the health sector over the last 15 years. His expertise in this area is assisting Tresillian in consolidation, growth and creating integrated solutions that enhance the services provided by Tresillian.



**Tresillian Board Director**  
**Pamela Longstaff**  
 BEc, LLB, Exec MBA, GAICD  
 Board Director: 2020-current  
 Member: Tresillian Finance, Audit  
 and Performance Committee  
 2020-current

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

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



**Tresillian Board Director**  
**Adjunct Associate Professor**  
**Troy Trgetaric**  
 B.App.Sc (HIM), M.P.H, Juris  
 Doctor, GAICD

Board Director: 2020-current  
 Chair: Tresillian Governance and  
 Risk Committee 2020-current  
 Member: Tresillian Marketing,  
 Advocacy and Fundraising  
 Committee 2021-current

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

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





# Our Staff

1 July 2022 – 30 June 2023

## CHIEF EXECUTIVE OFFICER

Adjunct Associate Professor Rob Mills

## EXECUTIVE DIRECTOR CLINICAL SERVICES

Adjunct Associate Professor Jenny Smit

## EXECUTIVE DIRECTOR FINANCE

Jeffrey Taylor

## EXECUTIVE DIRECTOR GOVERNANCE, RISK and PERFORMANCE

Marie Dickinson

## DIRECTOR MEDICAL SERVICES

Dr Joyce Leong

## MEDICAL DIRECTOR PERINATAL and INFANT MENTAL HEALTH

Dr Alice Dwyer

## DIRECTOR CLINICAL OPERATIONS

Leanne Daggar

## DIRECTOR CHILD and FAMILY MENTAL HEALTH and WELLBEING SERVICES

Tanya Crawford

## DIRECTOR WORKFORCE, LEARNING and DEVELOPMENT

Katherine Schaffarczyk (from April 2023)

## DIRECTOR MARKETING and COMMUNICATIONS

Ann Paton

## DIRECTOR GUTHRIE EARLY CHILDHOOD CENTRE

Jaclyn Stewart

## DIRECTOR HEALTH INFORMATION

Rachel Plumbe

## OPERATIONAL NURSE MANAGERS

Jeanette Dries (Metropolitan Services)

Rachael McLean (Regional Services)

## PROJECT MANAGER INTEGRATION and EVALUATION

Deborah Stockton, Director Clinical Services

Integration (resigned January 2023)

Debrah Davis (from December 2022)

## Meet our NSW Metropolitan Staff

### NURSING UNIT MANAGERS (Metropolitan)

Glenda Goodwin – Canterbury Residential Services

Kate Mejaha – Canterbury Day Services

Jennifer Leece – Parenting Access Services

Sue Bruhm – Nepean Residential Services

Angela Drummond – Nepean Day Services

Fran Kenna – Willoughby Residential Services

Kylie Choi – Wollstonecraft Day Services

Denise McCann – A/NUM Virtual Residential

Parenting Service

### MANAGERS

Dr Anne-Marie Maxwell, Research Manager (from January 2023)

Dr Jessica Appleton, Research Manager

(resigned August 2022)

Rita Fenech, Executive Support Manager

Victoria Hardin, Nurse Manager – Rostering, Recruitment and Retention

Pina Filippone, Human Resources Manager

Barbara John, Work, Health and Safety/Infection Control Coordinator

Rebecca Love, Governance Support Manager

Alex Caruana, Facilities and Operations

Manager

### WORKFORCE, LEARNING and DEVELOPMENT

Hayley Briggs, Nurse Educator (Canterbury)

Judy Kotowski, Nurse Educator (Willoughby)

Kelly Stone, Nurse Educator (Advanced Nurse Practice Program)

Mary McDonald, Nurse Educator (Nepean)

Janice Wright, Nurse Educator (Regional)

Rosa Maidment, Nurse Educator (Regional)

Emma Monagle, Nurse Educator (QEII) (from November 2022)

Nicole Fleming, Nurse Educator (QEII) (from November 2022)

Fran Chavasse, Senior Nurse Educator (resigned October 2022)

Natalie Cameron, Nurse Educator (Willoughby) (resigned January 2023)

### CLINICAL NURSE CONSULTANTS

Alison Wallbank, CNC Child and Family Health

Ann DeBelin, CNC Perinatal and Infant Mental Health

### CLINICAL

Allison Buckley, Endorsed Enrolled Nurse

Allison Weatherall, Registered Nurse

Amanda Bamford, Registered Nurse

Anita Trimboli, Registered Nurse

Anne Kennedy, Registered Nurse (casual)

Anne Partridge, Registered Nurse

Anne-Louise Young, Clinical Nurse Specialist

Brenda Jones, Registered Nurse

Brodie English Smith, Registered Nurse (casual)

Brooke Wade, Registered Nurse

Carina Olivos, Endorsed Enrolled Nurse

Carol Davidson, Registered Nurse

Carolyne, Nancarrow, Registered Nurse

Catherine Beer, Endorsed Enrolled Nurse

Catherine Grinbergs, Registered Nurse

Catherine O'Brien, Registered Nurse

Cheryl Madden, Endorsed Enrolled Nurse

Christine Simpson, Registered Nurse

Clare Saw, Registered Nurse

Daniella Pandzic, Registered Nurse (resigned February 2023)

Danu Wilson, Registered Nurse

Deborah Brittain, Endorsed Enrolled Nurse

Deborah Franklin, Registered Nurse

Debra Ross, Registered Nurse

Donna Carr, Registered Nurse

Eleisha O'Connor, Enrolled Nurse

Elizabeth Coster, Endorsed Enrolled Nurse

Elizabeth Hand, Endorsed Registered Nurse

Elizabeth Moore, Registered Nurse

Elizabeth Shields, Clinical Nurse Specialist

Emily Blackall, Registered Nurse (casual)

Emily Choker, Registered Nurse

Emily Masson, Registered Nurse

Emily Robertson, Registered Nurse (casual) (resigned August 2022)

Emma Lane, Registered Nurse

Erin Fisher, Enrolled Nurse

Fiona Cave, Registered Nurse

Fiona Kelly, Registered Nurse

Gabrielle McGloin, Registered Nurse (casual)

Gail Day, Registered Nurse

Gillian Ross, Registered Nurse

Gina Kentzopoulos, Mothercraft Nurse

Hannah Sanday, Clinical Nurse Specialist (resigned August 2022)

Heather Johns, Registered Nurse

Heather Kerrigan, Registered Nurse

Helen Smith, Registered Nurse (resigned October 2022)

Hilary Wolfe, Registered Nurse

Jane Kabanoff, Registered Nurse

Jane Williams, Registered Nurse

Janelle Daley, Registered Nurse

Janelle Wright, Registered Nurse

Jasmine Kbar, Registered Nurse

Jazmyn Cunningham, Endorsed Enrolled Nurse

Jennifer Hartmann, Registered Nurse

Jennifer O'Neil, Registered Nurse

Jennifer Rankine, Registered Nurse (resigned May 2023)

Jennifer Smith, Registered Nurse (resigned September 2022)

Jenny Hulls, Registered Nurse

Jessica Funda, Registered Nurse

Jessica Iglesias, Registered Nurse

Joanna Battin, Enrolled Nurse (resigned September 2022)

Judy Tripodi, Clinical Nurse Specialist

Julie Apps, Mothercraft Nurse

Juliette Heafey, Registered Nurse (casual)

Katharine Findlay, Registered Nurse

Katherine Chapuis, Registered Nurse

Katherine Cramery, Clinical Nurse Specialist

Katherine McGovern, Mothercraft Nurse

Kathleen Yarwood, Registered Nurse

Kathryn Wotton, Registered Nurse

Kay Watts, Registered Nurse

Kerry, Gemmill, Registered Nurse

Kerry Harley, Clinical Nurse Specialist

Kim Everson, Registered Nurse

Kimberley Lyes, Clinical Nurse Specialist

Kristie Dominguez, Registered Nurse

Kylie Bending, Registered Nurse

Leesa Henslop, Registered Nurse

Lisa Bentley, Endorsed Enrolled Nurse

Lorelle Roberts, Endorsed Enrolled Nurse

Lynn Pickersgill, Registered Nurse

Majella O'Brien, Clinical Nurse Specialist

Mary Pollard, Mothercraft Nurse

Megan Sena, Clinical Nurse Specialist

Melinda McCarthy, Enrolled Nurse

Melissa Richardson, Enrolled Nurse

Meredith Grant, Registered Nurse

Michelle Dowling, Mothercraft Nurse

Michelle Leto, Registered Nurse

Ming Ji, Registered Nurse

Nadica Gannon, Clinical Nurse Specialist

Nalini O'Brien, Registered Nurse

Naomi Blacker, Registered Nurse

Nicole Newham, Clinical Nurse Specialist

Nisha Wilson, Transition to Specialty Practice

(resigned July 2023)

Noeleen Horswell, Registered Nurse

Pam Burne, Registered Nurse

Parmjit Kaur, Enrolled Nurse

Patsy Quealy, Registered Nurse

Pauline McKeown, Registered Nurse

Philip Dimech, Registered Nurse

Rebecca Hellstrom, Transition to Speciality Practice

Robyn Murray, Registered Nurse

Rosemary McCowage, Registered Nurse

Sally Price, Registered Nurse

Sally-Mae Mullane, Endorsed Enrolled Nurse

Sarah Espley, Registered Nurse

Sarah Hurlay, Clinical Nurse Specialist

Sarah Smith, Registered Nurse

Seoyeon Park, Registered Nurse



Sharon Donaldson, Registered Nurse  
 Sharon Sinclair, Endorsed Enrolled Nurse  
 Shelley Foster, Registered Nurse  
 Sherrian Price, Registered Nurse (casual)  
 Sonja Griggs, Clinical Nurse Specialist  
 Sue Adams, Endorsed Enrolled Nurse  
 Sue Bemmer, Registered Nurse  
 Sue Mansfield, Registered Nurse  
 Sue Priestley, Endorsed Enrolled Nurse  
 Susan Barabas, Registered Nurse  
 Susan Mayall, Clinical Nurse Specialist/ Clinical Informatics Officer  
 Susan Portors, Clinical Nurse Specialist  
 Susan Quinn, Registered Nurse (casual)  
 Susan Rebolledo, Registered Nurse  
 Suzanne Bullen, Clinical Nurse Specialist  
 Suzie Murphy, Mothercraft Nurse  
 Tameka Wade, Registered Nurse  
 Tania Campanale, Registered Nurse  
 Tania Young, Endorsed Enrolled Nurse  
 Tracey Bryan, Registered Nurse  
 Tracy Day, Endorsed Enrolled Nurse  
 Tracey Hughes, Mothercraft Nurse  
 Trudy Kelly, Registered Nurse  
 Wilma Simmons, Endorsed Enrolled Nurse  
 Yongcui Ma, Registered Nurse  
 Zuzana Gray, Registered Nurse (resigned December 2022)

#### **VIRTUAL RESIDENTIAL PARENTING SERVICE**

Denise McCann, Acting Nurse Unit Manager  
 Wendy Collins, Nursing Unit Manager (resigned June 2023)  
 Kay Watts, Registered Nurse  
 Kim Everson, Registered Nurse  
 Kirsten Gridley, Social Worker  
 Jane Kabanoff, Registered Nurse  
 Janelle Wright, Registered Nurse  
 Meredith Grant, Registered Nurse  
 Ming Ji, Registered Nurse  
 Nicola Penn, Registered Nurse (maternity leave)  
 Robyn Murray, Registered Nurse  
 Sharon Donaldson, Registered Nurse  
 Trisha Cant, Registered Nurse  
 Vanessa Hahn, Registered Nurse

#### **ALLIED HEALTH**

Lisiane LaTouche, Director Allied Health (resigned July 2022)  
 Tanya Crawford, Director Child and Family Mental Health and Wellbeing Services (from September 2022)  
 Joanne Robinson, Psychologist  
 Lynne Ryan, Clinical Psychologist  
 Mary Attard, Psychologist  
 Radmila Vucic, Psychologist  
 Rebecca Hart, Clinical Psychologist  
 Rowena Hong, Psychologist (resigned January 2023)  
 Selin Ozbek, Clinical Psychology Registrar  
 Yvette Aiello, Clinical Psychologist  
 Debbie Leishman, Social Worker  
 Jamille Abou Raad, Social Worker  
 Jane West, Social Worker  
 Joanna Hawthorne, Social Worker  
 Kirsten Gridley, Social Worker  
 Kylie Chappell, Social Worker  
 Leah Crawford, Social Worker  
 Lindy Gemmell, Social Worker (resigned January 2023)  
 Lisa Knight, Social Worker  
 Margaret Booker, Social Worker  
 Melissa Azar, Social Worker  
 Rathi Ramanathan, Social Worker  
 Sarah Wood, Social Worker

#### **PSYCHIATRY REGISTRARS**

Dr Chloe Boateng (Canterbury)  
 Dr Genevieve Pfeiffer (Nepean/ Willoughby)  
 Dr Louise Crowley (Canterbury)  
 Dr Maryanne Nguyen (Coffs Harbour/ Macksville)  
 Dr Zoe Campbell (Coffs Harbour/ Macksville)

#### **MEDICAL STAFF**

Dr Joyce Leong, Paediatrician (VMO) Director Medical Services  
 Dr Penny Field, Paediatrician (VMO) Canterbury  
 Dr Sue Messner, Psychiatrist (VMO) Canterbury  
 Dr Shereena Sinnayah, General Practitioner (VMO) Canterbury, Nepean, Willoughby  
 Dr Anthony Epstein, Paediatrician (VMO) Willoughby  
 Dr Wendy Allen, Paediatrician (VMO) Willoughby  
 Dr David Hartshorn, Paediatrician (VMO) Nepean  
 Dr Vicki Phan, General Practitioner (VMO) Nepean  
 Dr Kerry Brown, Paediatrician (Staff Specialist) Nepean  
 Dr Ashutosh Aggarwal, Paediatrician (Staff Specialist) Nepean  
 Dr Anju Aggarwal, General Practitioner (VMO) Nepean, Canterbury  
 Dr Kristen Pigram, General Practitioner (VMO), Macksville  
 Dr Rebecca Tallis, General Practitioner (VMO) Macksville  
 Dr Carrie Yang, General Practitioner (VMO), Virtual Residential Parenting Services and Willoughby  
 Dr Daniel Ryan, General Practitioner (VMO), Macksville (Locum)  
 Dr Vivienne Tedeschi, General Practitioner (VMO) Macksville (Locum)  
 Dr Kate Molinari, General Practitioner (CMO) QEII ACT  
 Dr Libby Goodchild, General Practitioner (CMO) QEII ACT  
 Dr Gillian Riley, General Practitioner (CMO) QEII ACT (Locum)

#### **GUTHRIE EARLY CHILDHOOD CENTRE**

Jaclyn Stewart, Director and Early Childhood Teacher  
 Antonella Panuccio, Early Childhood Teacher  
 Fiona Zeller, Early Childhood Teacher  
 Jane LeGras, Early Childhood Teacher  
 Rashi Shrestha, Early Childhood Teacher  
 Viorica Abbanah, Early Childhood Teacher  
 Karen Meguyer, Diploma Trained Educator  
 Katerina Kodas, Diploma Trained Educator  
 Mojgan Pakrou, Diploma Trained Educator  
 Nicole Pickering, Diploma Trained Educator  
 Pooi Ching Wong, Diploma Trained Educator  
 Rosita Van Looy, Diploma Trained Educator  
 Valerie Crosa, Diploma Trained Educator  
 Vivienne (Huimin) Zhang, Diploma Trained Educator  
 Byung Ok Kim, Certificate III Trained Educator  
 Chloe Kiriakidis, Certificate III Trained Educator  
 Sheryl Salvatera, Cook

#### **CORPORATE/ADMINISTRATION SERVICES**

Justyna Poniatowski, Executive Assistant  
 Vickie Xanthos, Education Support Officer, Workforce Learning and Development  
 Nancy Currenti, Clinical Support Officer  
 Roxanne Carswell, Graphic Designer and Marketing Co-ordinator  
 Hildgard Withers, Senior Clinical Coder  
 Janina Esquivel, Clinical Coder  
 Tyrone Fegradoe, Accounts Officer

Amarjeet Singh, Finance Assistant  
 Angela Goodwin, Administration Officer  
 Brittany Egan, Administration Officer  
 Erica Rae, Administration Officer (resigned January 2023)  
 Gemay Hare, Administration Officer  
 Hayley Campbell, Administration Officer  
 Jamileh O'Dwyer, Administration Officer  
 Joanne Wright, Administration Officer  
 Lynn Richards, Administration Officer  
 Pauline Thums, Administration Officer  
 Silvia Wittwer Malisano, Administration Officer  
 Valmai Miller, Administration Officer  
 Josephine Palumbo, Administration Officer (casual)

#### **CHEF**

Rakesh Bassi (Willoughby)

#### **DOMESTIC STAFF**

Alpay Hassan  
 Anne Thomas  
 Cindy Nguyen  
 Elisha Mackay  
 Emily Aquino  
 Filomena De Gois  
 Isabella Parisi  
 Janice Whiticker  
 Josephine Kibanoff  
 Mark Paes (resigned November 2022)  
 Napaporn Laosirisamai  
 Siham Yakubian  
 Susan Morgan  
 Tae Sung Kim

### **Meet our NSW Regional Staff**

#### **TRESILLIAN ARMIDALE**

Trudie Laffan, Nurse Unit Manager  
 Desiree Archer, Registered Nurse  
 Helen Murtagh, Registered Nurse  
 Maree Burr, Administration Officer

#### **TRESILLIAN 2U MOBILE SERVICE (INVERELL)**

Leanne Kelly, Aboriginal Health Worker  
 Kirsty Wall, Registered Nurse (resigned June 2023)

#### **TRESILLIAN IN COFFS HARBOUR**

Monica Carlon, Nurse Unit Manager  
 Elise Bartlett, Registered Nurse  
 Jess Torrens, Registered Nurse  
 Kristen Potter, Registered Nurse  
 Jasmine Lake, Registered Nurse (resigned March 2023)  
 Lynne Jackson, Administration Officer

#### **TRESILLIAN IN WESTERN (COWRA)**

Rochelle Longhurst, Nurse Unit Manager  
 Eleanor Wills, Registered Nurse  
 Kylie French, Registered Nurse  
 Kiara Wilson, Administration Officer

#### **TRESILLIAN 2U MOBILE SERVICE (BATHURST)**

Tina Scott, Aboriginal Health Worker

#### **TRESILLIAN IN SOUTHERN (GOULBURN)**

Kerry Ennis, Nurse Unit Manager  
 Julie Wigmore, Registered Nurse  
 Patricia Abello-Rodriguez, Administration Officer

#### **TRESILLIAN IN MURRUMBIDGEE (GRIFFITH)**

Lynne Shelton, Nurse Unit Manager  
 Karen Garzoli, Registered Nurse  
 Melina Tropea, Administration Officer

#### **TRESILLIAN IN CLARENCE (GRAFTON)**

Katie Dobbin, Nurse Unit Manager  
Bettina Almond, Registered Nurse (resigned January 2023)  
Michelle O'Neill, Administration Officer

#### **TRESILLIAN 2U MOBILE SERVICE (MID NORTH COAST)**

Delya Smith, Aboriginal Health Worker  
Lesley Mackenzie, Registered Nurse  
Megan Carroll, Registered Nurse  
Jane McRae, Registered Nurse (resigned September 2022)

#### **TRESILLIAN IN WESTERN (DUBBO)**

Marsha McBroom, Nurse Unit Manager  
Catherine Rogers, Registered Nurse  
Sally Swan, Registered Nurse  
Lyndal Walton, Administration Officer  
Jacy Richards – Administration Officer (resigned September 2022)

#### **TRESILLIAN IN FAR WEST (BROKEN HILL)** Briony Campbell, Registered Nurse (resigned June 2023)

#### **TRESILLIAN LISMORE**

Christine Fyson, Acting NUM/Registered Nurse (retired August 2023)  
Tamara Hojer, Nurse Unit Manager (from August 2023)  
Kathryn Pressler, Registered Nurse  
Tamara Montgomery, Registered Nurse (resigned February 2023)  
Sandra Neal, Administration Officer

#### **TRESILLIAN 2U MOBILE SERVICE (TWEED)** Julie

Cowperthwaite, Registered Nurse Narelle O'Connor, Registered Nurse (resigned March 2023)  
Tamara Montgomery, Registered Nurse (resigned February 2023)

#### **CHILD AND FAMILY WELLBEING HUB (GRAFTON)**

Paul Dutton, Clarence First 2000 Days Program Manager  
Jess Rogers, Aboriginal Health Worker 1st 2000 Days Care Coordinator  
Rathi Ramanathan, Social Worker  
Caitlin Starkey, Manager (resigned September 2022)  
Jacqueline Wilks, First 2000 Days Service Coordinator (resigned May 2023)

#### **TRESILLIAN MACKSVILLE**

Carol Donnelly, Acting NUM/Registered Nurse  
Carolyn Healey, Registered Nurse  
Debbie Leishman, Social Worker  
Deborah Becker, Endorsed Enrolled Nurse  
Lisa Fisher, Registered Nurse  
Megan Carroll, Registered Nurse  
Rachelle Brown, Registered Nurse  
Shelley Foster, Registered Nurse  
Susan Brown, Registered Nurse  
Dr Zoe Campbell, Psychiatric Registrar (term completes July 2023)  
Frances Talbot, Administration Officer

#### **TRESILLIAN IN SOUTHERN (QUEANBEYAN)**

Michelle Stedman, Nurse Unit Manager  
Melodie Elliott, Registered Nurse  
Vanessa Long, Registered Nurse  
Stevie-Lee King, Aboriginal Health Worker  
Chloe Mayer, Administration Officer  
Nicola Williams, Registered Nurse (casual) (resigned June 2023)

Bronwyn Kemp, Administration Officer (casual) (resigned September 2022)

#### **TRESILLIAN IN MANNING (TAREE)**

Rachel Starrett, Nurse Unit Manager  
Belinda Matthews, Aboriginal Health Worker  
Cassie Callinan, Registered Nurse  
Michelle Lewers, Registered Nurse  
Simmy Coronel, Registered Nurse  
Michaela Crossland, Administration Officer  
Jasmine Williams, Administration Officer (resigned May 2023)

#### **TRESILLIAN IN SOUTHERN (MORUYA)**

Kylie Murgatroyd, Nurse Unit Manager  
Emma Gooden, Child and Family Health Nurse  
Kate Tiller, Child and Family Health Nurse  
Nicola Vukasin, Child and Family Health Nurse  
Alison Thomas, Administration Officer

#### **TRESILLIAN IN MURRUMBIDGEE (WAGGA WAGGA)**

Karen Griffin, Nurse Unit Manager  
Ann Falepau, Administration Officer

#### **TRESILLIAN MUSWELLBROOK**

Kerry Inder, Nurse Unit Manager  
Tanya Simpson, Nurse Unit Manager (resigned March 2023)  
Emily Flood, Registered Nurse (maternity leave)  
Ruth Rauber, Registered Nurse  
Michelle Hudson, Administration Officer  
Monika Hood, Administration Officer (resigned April 2023)

#### **ALBURY WODONGA HEALTH TRESILLIAN PARENTS AND BABIES SERVICE**

Angela James, Nurse Unit Manager  
Amanda Foster, Registered Nurse  
Chantel East, Registered Nurse  
Robyn Corser, Registered Nurse  
Sharyn Brown, Administration Officer

### **Meet our Staff in Canberra, ACT**

#### **TRESILLIAN QEII FAMILY CARE, ACT**

#### **MANAGEMENT and ADMINISTRATION STAFF**

Trudy Wynne, Centre Manager  
Madeleine Hornby, Access and Allocation Coordinator/ Quality and Safety Officer  
Kristen Whitby, Access and Allocation Coordinator  
Emma Monagle, Nurse Educator  
Nicole Fleming, Nurse Educator  
Seren Pearsall, A/Staff Development Officer (resigned January 2023)  
Janette Baker, Corporate Support Services Supervisor  
Norma Taylor, Payroll Officer  
Carol Ann Kyle, Administration Officer  
Debbie Tibbles, Administration Officer  
Isabella Robinson, Administration Officer  
Shelby Roberts, Administration Officer  
Renee Lancaster, Administration Officer (resigned March 2023)

#### **MEDICAL STAFF**

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

#### **ALLIED HEALTH STAFF**

Alison Cook, For When Care Navigator  
Lisa Knight, Social Worker

#### **CLINICAL STAFF**

Annette Cole, Registered Nurse/ Registered Midwife (resigned September 2022)  
Annie Schofield, Registered Nurse/ Registered Midwife  
Christine Patterson, Registered Nurse/ Registered Midwife  
Edwina Smith, Registered Nurse/ Registered Midwife (retired September 2022)  
Georgina Parmeter-Hartney, Registered Nurse/ Registered Midwife (retired December 2022)  
Jane Barnett, Registered Nurse/ Registered Midwife  
Jennifer Bushby, Registered Nurse/ Registered Midwife (resigned November 2022)  
Jennifer Cairnross, Registered Nurse/ Registered Midwife (retired September 2022)  
Karen Ashleigh, Registered Nurse/ Registered Midwife (casual)  
Kerry Harley, Registered Nurse/ Registered Midwife  
Mary-Ellen Hirst, Registered Nurse/ Registered Midwife  
Natalie Flegg, Registered Nurse/ Registered Midwife  
Sally Muddiman, Registered Nurse/ Registered Midwife  
Sharlene Sheehan, Registered Nurse/ Registered Midwife  
Victoria Caton, Registered Nurse/ Registered Midwife  
Ada Ochayi, Registered Nurse  
Ashlee Perry, Registered Nurse  
Ebony Barnes, Registered Nurse  
Gina Essuman, Registered Nurse  
Jade Cataldo, Registered Nurse (resigned December 2022)  
Keelin Howe, Registered Nurse  
Kristi Hermann, Registered Nurse  
Kyla Saul, Registered Nurse  
Melodie Elliott, Registered Nurse (resigned October 2023)  
Paddy Winslade, Registered Nurse  
Rebecca Hallam, Registered Nurse  
Stephanie Smith, Registered Nurse  
Tanya Fuller, Registered Nurse  
Winnie Wanjohi, Registered Nurse  
Alexandra Ball, Registered Midwife (resigned January 2023)  
Catherine Pearson, Registered Midwife (resigned February 2023)  
Denise Rebel, Registered Midwife  
Lauren Burnley, Registered Midwife (resigned September 2022)  
Pierina Lucchesi, Registered Midwife  
Sue Travis, Registered Midwife  
Bernadette Reardon, Enrolled Nurse  
Dimple Jina, Enrolled Nurse  
Ellie Webber, Enrolled Nurse (resigned March 2023)  
Josephine Green, Enrolled Nurse  
Pema Choden, Enrolled Nurse

#### **HEALTH SERVICES OFFICERS**

Alexandria Smith (resigned May 2023)  
Amelia Holly (resigned May 2023)  
Anna Kotini  
Daria Sorokina (resigned May 2023)  
Dijana Kulic  
Elizabeth Holly (resigned May 2023)  
Frosso Papadogiannis  
Julie Cassimatis (resigned March 2023)  
Mieke-Mari Rebel  
Rajendra Ayer  
Ruby Shrestha  
Sarah Pilgrim (resigned May 2023)  
Tijan Manandhar



# Yes,



I want to help Tresillian support families for generations to come.

## I'LL GIVE WITH A GIFT OF:

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

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

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

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

## MY PAYMENT DETAILS

Preferred method of payment: (✓)

- Credit Card     Cheque     EFT     QR



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

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

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

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

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

## MY CONTACT DETAILS

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

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

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

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

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



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



**2.** Call us at 02 9123 8803



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

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



# Tresillian®

*It's in our nature to nurture*

## Head Office

Tresillian Canterbury  
McKenzie Street Belmore 2192  
t: (02) 9123 8800  
e: [tfcc-marketing@health.nsw.gov.au](mailto:tfcc-marketing@health.nsw.gov.au)



## Tresillian Family Care Centres are located in:

**NSW:** Armidale, Broken Hill, Canterbury,  
Coffs Harbour, Cowra, Dubbo, Grafton,  
Griffith, Goulburn, Lismore, Macksville,  
Moruya, Muswellbrook, Nepean,  
Queanbeyan, Taree, Wagga Wagga,  
Willoughby, Wollstonecraft.

**VIC:** Albury Wodonga **ACT:** Curtin.

## Tresillian 2U Mobile Early Parenting Services

Bathurst, Inverell, Mid North Coast,  
Eurobodalla, Tweed, Queanbeyan.

For advice from a Tresillian Nurse!

Call Tresillian's Parents Help Line  
**FREECALL 1300 272 736**

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