



# FAMILY DRUG SUPPORT

## Annual Report

### July 2019 – June 2020

Supporting Families since 1997



## Who are we?:

### The Board:

<b>Chair:</b>	John Della Bosca
<b>Acting Deputy Chair:</b>	Anne Carroll
<b>Treasurer:</b>	Anne Carroll
<b>Secretary:</b>	Rosalind Cluning
<b>Members:</b>	Jane Andrews Elizabeth Connolly Jill Wran Imogen Yang

**Accountant:** Cantor Carnervale & Co

**Auditor:** Rolf Garda

### Life Members:

Kath Ashton  
Professor Peter Baume OA  
Jim Bright  
Theo Chang  
Professor Michael Dawson (dec.)  
Emily Fawthrop  
Jennifer Fleming  
Kevin Friswell  
Kath Grech  
Patsy Hersee (dec.)  
Elly Inta  
Lorrie Jenkins  
Janet Kossy  
Sandra Lines  
Bob Lorsch  
Pam Lorsch  
Dr Hilary Lunzer  
Maureen Marriage  
Linda Millard  
Pam Morris  
Fay Morrirt  
Graham Morrirt (dec.)  
Michael Stevens  
Ann Symonds AM (dec.)  
Anna Thomas  
Evam Thomas (dec.)  
Debbie Warner  
Liz Wells  
Wendy Wharton

### The Staff:

Sue Atherton	<b>Accounts/Payroll Officer</b>
Theo Chang	<b>Stepping Stones Manager</b>
Julie Clark	<b>Senior Family Project Officer - NSW</b>
Anna Daglish	<b>Family Support Worker – Brisbane</b>
Jane Dinsdale-Scanlon	<b>Administration Officer</b>
Sally Glover	<b>Family Project Officer – SA</b>
Chrissie Kelly	<b>Qld State Manager</b>
Sandra Lines	<b>Volunteer Manager, Co-Founder</b>
James Lomas	<b>Volunteer Coordinator</b>
Denise Mead	<b>Administration Officer</b>
Emma Nixon	<b>Development Manager</b>
Kendall Roberts	<b>Family Project Officer – SA</b>
Gayle Shaw	<b>Administration Officer</b>
Ali Simmons	<b>Family Support Worker – Rockhampton</b>
Chloe Span	<b>Family Project Officer - VIC</b>
Natasha Stapleton	<b>Family Support Worker - Brisbane</b>
Amy Steven	<b>Family Project Officer - NSW</b>
Angela Tolley	<b>Family Project Officer - SA</b>
Tony Trimmingham	<b>OAM, CEO &amp; Co-Founder</b>
Jenni Young	<b>Data Entry Officer</b>
Paul Young	<b>Casual</b>

### Professional Panel:

Professor Peter Baume OA  
Alison Bell  
Annie Bleeker  
Rev. Bill Crews  
Dr John Howard  
Peter Slattery  
Gino Vumbaca  
Danny Taylor

### ACHS Accreditation

**Accredited by: The Australian Council on Healthcare Standards**

**Accredited to February 2022**



## About Us:

- ❖ Interpersonal, family, social and political factors need to be considered when planning alcohol/drug use and abuse prevention and treatment strategies.
- ❖ We believe that real change occurs when individuals, families and the community participate in the process.
- ❖ Our philosophy is to strengthen and develop the harm reduction approach to alcohol and drug issues.
- ❖ We believe education, health promotion and treatment activities linked to a continuum of service provision will provide a coherent and inter-related range of services.
- ❖ Our goal is to ensure education and treatment promotes improved outcomes for users, their families and the community.

## Our Aims:

- ❖ To provide support to families and friends of alcohol and other drug users in the most appropriate way to meet their needs.
- ❖ To assist families to deal with alcohol and drug issues in a way that strengthens relationships and achieves positive outcomes.
- ❖ To provide a safe, nurturing and confidential environment for clients to address alcohol and other drug issues.
- ❖ To maximise resources in the alcohol and drug field through regular networking, liaison and information sharing.
- ❖ To contribute to the development and skills of volunteers.
- ❖ To work in partnership with governments and other agencies to effectively achieve these objectives.

## Our Core Activities:

**1300 368 186 Telephone Support Line 24/7** – 33,950 Calls

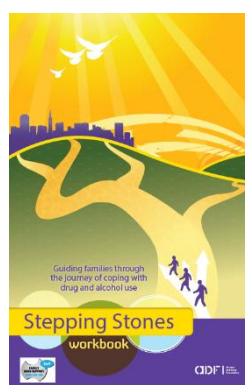
**Support Groups** – 2,574 participants

**Stepping Stones** – 106 participants

**Stepping Forward** – 697 participants

**Support the Family – Improve the Outcome** – 121 participants

*The 2019-20 year did see a reduction in the number of face-to-face groups, programs and events run due to COVID 19.*



## Publications:

*Not My Family, Never My Child*

*Guide to Coping*

*Volunteer Training Manual*

*Stepping Stones Manual*

*FDS History Document*

## **Directors' attendance at Board Meetings**

John Della Bosca	4/4
Anne Carroll	4/4
Elizabeth Connolly	4/4
Jane Andrews	3/4
Rosalind Cluning	3/4
Imogen Yang	3/4
Jill Wran	2/4

## **FDS wishes to thank the following for funding support:**

### **Ongoing**

- Federal Government
- NSW Health
- Queensland Health
- SA Health

### **Projects**

- Wentwest PHN
- Adelaide PHN

### **Grants**

- Federal Government
- Queensland Government
- SA Government
- Brisbane City Council
- Burwood RSL
- Coffs Harbour Ex-Services Club
- Gold Coast Community Foundation
- Illawarra Shoalhaven Local Health District
- NADA
- Substance Misuse – Limestone Coast

### **International Family Drug Support Day**

#### **Sponsorship**

- Indivior
- Mundipharma
- Odyssey House – NSW
- NSW Ministry of Health
- Queensland Mental Health Commission

#### **Parliament Events Venue Hosts**

- Canberra - Hon. Tanya Plibersek, Deputy Opposition Leader ALP
- Sydney - Jo Haylen MP, ALP
- Brisbane - Michael Berkman MP for Maiwar
- Adelaide - Hon. Stephen Wade, Minister for Health & Wellbeing

## **FDS are financial members of the following organisations:**

- Alcohol Tobacco and Other Drug Association ACT (ATODA)
- Association of Alcohol and Other Drug Agencies NT (AADANT)
- Australasian Therapeutic Communities Association (ATCA)
- Families and Friends for Drug Law Reform (FFDLR)
- Gawler & District Community Services Forum
- Network of Alcohol and Other Drugs Agencies (NADA)
- NSW Council of Social Service (NCOSS)
- Qld Network of Alcohol & Other Drug Agencies Ltd (QNADA)
- South Australian Council of Social Service (SACOSS)
- South Australian Network of Drug and Alcohol Services (SANDAS)
- The Centre for Volunteering
- The Grants Hub



**Australian Government**

**Department of Health**



**Health**



**Queensland Government**  
Queensland Health



**Government of South Australia**  
SA Health

## Support Groups Review

Our Support Groups continue to provide ongoing support to family members. Groups are run on a weekly, fortnightly or monthly basis by our trained facilitators. From June 2019 through to February 2020 groups were continuing with plans for additional locations to be added in some states. COVID affected our ability to maintain face to face presence with regular and new participants. We encouraged families to call the 1300 368 168 during this time. A number of groups moved to an online forum during this time.

**Nationally 464 groups were run over 39 locations with 2,574 participants being supported.**

### NSW Metro:

<i>Blacktown</i>	8 Groups	49 Participants
<i>Burwood</i>	34 Groups	299 Participants
<i>Campbelltown</i>	8 Groups	28 Participants
<i>Chatswood</i>	9 Groups	42 Participants
<i>Hornsby</i>	9 Groups	58 Participants
<i>Merrylands</i>	10 Groups	48 Participants
<i>Penrith</i>	10 Groups	50 Participants
<i>Randwick</i>	9 Groups	15 Participants
<i>Sutherland</i>	9 Groups	20 Participants

### NSW Regional:

<i>Coffs Harbour</i>	16 Groups	120 Participants
<i>Gosford</i>	8 Groups	39 Participants
<i>Newcastle</i>	8 Groups	86 Participants
<i>Wollongong</i>	8 Groups	21 Participants

### NSW Totals:

**13 Locations 146 Groups 875 Participants**

### QLD Metro:

<i>Ipswich</i>	9 Groups	32 Participants
<i>Maroochydore</i>	7 Groups	32 Participants
<i>Mitchelton</i>	9 Groups	44 Participants
<i>Mt Gravatt</i>	7 Groups	33 Participants
<i>Nerang</i>	13 Groups	69 Participants
<i>Nundah</i>	19 Groups	144 Participants
<i>Red Hill</i>	9 Groups	32 Participants
<i>Redcliffe</i>	8 Groups	27 Participants

### QLD Regional:

<i>Gladstone</i>	2 Groups	9 Participants
<i>Mackay</i>	7 Groups	20 Participants
<i>Rockhampton</i>	9 Groups	9 Participants

### QLD Totals:

**11 Locations 99 Groups 451 Participants**

## Support Groups Review Cont'

### SA Metro:

<i>Brompton</i>	19 Groups	235 Participants
<i>Elizabeth</i>	17 Groups	66 Participants
<i>Hallet Cove</i>	18 Groups	178 Participants
<i>Leabrook</i>	19 Groups	195 Participants
<i>Port Adelaide</i>	8 Groups	7 Participants

### SA Regional:

<i>Barossa</i>	9 Groups	55 Participants
<i>Berri</i>	8 Groups	11 Participants
<i>Port Augusta</i>	7 Groups	6 Participants

### SA Totals:

**8 Locations 105 Groups 753 Participants**

### VIC Metro:

<i>Balwyn North</i>	18 Groups	63 Participants
<i>Chadstone</i>	20 Groups	65 Participants
<i>Ferntree Gully</i>	18 Groups	94 Participants
<i>Footscray</i>	17 Groups	71 Participants
<i>Frankston</i>	21 Groups	108 Participants

### VIC Regional:

<i>Geelong</i>	18 Groups	90 Participants
<i>Shepparton</i>	1 Groups	4 Participants

### VIC Totals:

**7 Locations 113 Groups 495 Participants**

### ACT:

#### Woden

This group is run by Directions Health Services by FDS trained facilitators.

### WA:

#### Mandurah

This group is run by South Metropolitan Community Drug Service by FDS trained facilitators.



**Website: [www.fds.org.au](http://www.fds.org.au)**

**Family Drug Support Online for Families**



## Stepping Forward Review

Stepping Forward sessions are a series of educational and interactive information sessions developed to provide reality-based information for families, friends and workers.

The main sessions available are:

- ❖ Families Stages of Change
- ❖ Effective Communication
- ❖ Alcohol & Other Drugs Information

The following sessions are available on request:

- ❖ Drug & Alcohol Treatment Options
- ❖ Setting Workable Boundaries
- ❖ Dealing with Conflict
- ❖ Families & Ice

The sessions can be run as an individual stand-alone two hour session or maximum three modules for a full day program.

### Families Stages of Change

<b>NSW:</b>	11 Sessions	129 Participants
<b>QLD:</b>	15 Sessions	83 Participants
<b>SA:</b>	4 Sessions	43 Participants
<b>VIC:</b>	1 Session	11 Participants

### Effective Communication

<b>NSW:</b>	9 Sessions	112 Participants
<b>QLD:</b>	8 Sessions	41 Participants
<b>SA:</b>	4 Sessions	43 Participants
<b>VIC:</b>	1 Session	9 Participants

### Alcohol & Other Drugs Information

<b>NSW:</b>	7 Sessions	135 Participants
<b>QLD:</b>	4 Sessions	15 Participants
<b>SA:</b>	4 Sessions	43 Participants

### Drug & Alcohol Treatment Options

<b>NSW:</b>	1 Session	11 Participants
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### Setting Workable Boundaries

<b>NSW:</b>	1 Session	11 Participants
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### Dealing with Conflict

<b>NSW:</b>	1 Session	11 Participants
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<b>NSW Totals:</b>	<b>30 Sessions</b>	<b>409 Participants</b>
<b>QLD Totals:</b>	<b>27 Sessions</b>	<b>139 Participants</b>
<b>SA Totals:</b>	<b>12 Sessions</b>	<b>129 Participants</b>
<b>VIC Totals:</b>	<b>2 Sessions</b>	<b>20 Participants</b>

## Stepping Forward Cont'

**Nationally 71 sessions were run with 697 participants.**

Families Stages of Change	31 Sessions	266 Participants
Effective Communication	22 Sessions	205 Participants
Alcohol & Other Drug Info	15 Sessions	193 Participants
D & A Treatment Options	1 Session	11 Participants
Setting Workable Boundaries	1 Session	11 Participants
Dealing with Conflict	1 Session	11 Participants



## Volunteer Training – Facilitator

Support Group Facilitator Training is run by Tony and is a full day workshop for volunteers and FDS staff, generally these people have already been through the Volunteer Training for the Telephone Support Line.

The following trainings were run:

### SA - Adelaide:

August 2019	5 Participants
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### QLD - Brisbane:

October 2019	8 Participants
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### VIC - Melbourne:

November 2019	7 Participants
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**Nationally 3 sessions were run with 20 participants.**

Unfortunately, we were unable to run further facilitator trainings in the 19/20 financial year. COVID impacted on the ability to travel interstate and with venue and contact restrictions we were unable to run further trainings.



## Volunteer Training – Telephone

Training for the 24/7 Telephone Support Line is run by Tony and the volunteer team over two full days. The number of volunteers did decline slightly over previous years, this was a direct result of being unable to run the trainings due to COVID.

### NSW – Sydney:

September 2019	12 Participants
June 2020	14 Participants

### QLD - Brisbane:

October 2019	13 Participants
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### SA - Adelaide:

November/December 2019	10 Participants
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### SA - Victoria:

July 2019	12 Participants
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**Nationally 5 sessions were run with 61 participants.**

**Total volunteers to 30 June 2020 132**



## Volunteer Training –Weekend

The annual volunteer training workshop is an opportunity for Family Drug Support volunteers and staff to:

- ❖ Be provided with new up-to-date information relevant to their role, including presentations by professionals in the sector
- ❖ Meet and Network with other FDS volunteers and staff
- ❖ Enjoy the surrounds of the retreat which is held at Edmund Rice Retreat, Mulgoa

The annual Volunteer Training weekend was postponed until 2021 due to COVID.



## International Remembrance Day 22 July

Every year we recognise those who have lost their lives to drugs and alcohol. The service held at Rev. Bill Crewes' church in Ashfield is where families, volunteers and staff read out the names and light a candle for all who are listed on our memorial page.

The following services were held:

### NSW – Kings Cross:

*19/07/19 Remembrance Tree, Lawrence Hargrave Reserve*

### NSW – Ashfield:

*20/07/19 Ashfield Uniting Church*

### QLD – Brisbane:

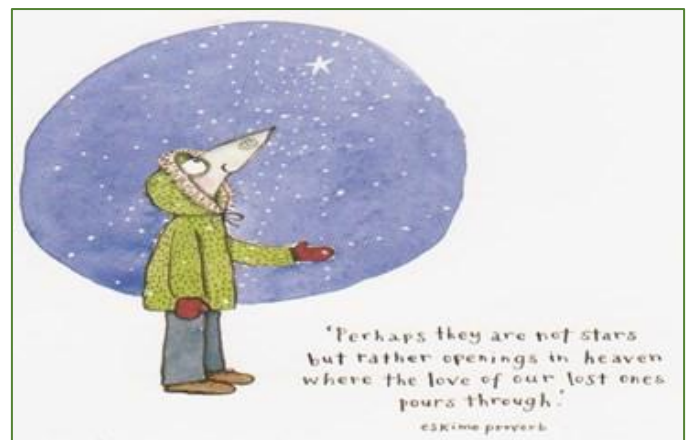
*22/07/19 Emma Miller Place, Roma Street*

### SA – Brompton:

*22/07/19 Memorial Tree, Josiah Mitton Reserve*

### VIC – Richmond:

*22/07/19 Turning Point Addiction, Treatment & Research Centre*



## Bereavement Services

Family Drug Support was initially started by people who had lost family members to drugs. Supporting people through bereavement is a priority for Family Drug Support. It is difficult to find services capable of providing appropriate support to bereaved families.

Counselling is available with Tony Trimmingham. Appointments can be made by ringing head office (02) 4782 9222 or book online through Sage, free to FDS members.

## **International Family Drug Support Day 24 February**

The first National Family Drug Support Day was held in 2016. Since then, events have been held in major cities in Australia and several events overseas and the name changed to International Family Drug Support Day (IFDSD).

Events are held to draw attention to the importance of families affected by alcohol and or/drugs, including the benefits of supporting families. Education, awareness and coping strategies help facilitate an improved outcome for everyone.

The overall theme for the events is Support the Family – Improve the Outcome. The 2018 theme resonated strongly with families and has been retained.

IFDSD events were held 24 - 28 February 2020 in the following locations:

### **ACT – Federal Event** *24/02/20 Parliament House, Canberra*

42 Attendees

Guest Speakers included:

Senator, Dr Richard Di Natale  
Rebekah Sharkie MP Centre Alliance  
Hon. Greg Hunt MP, Minister of Health  
Hon. Tanya Plibersek, Deputy Opposition Leader  
Senator Jackie Lambie

### **NSW – Sydney Event** *25/02/20 Parliament House, Sydney*

80 Attendees

Guest Speakers included:

John Della Bosca - FDS Chair  
Mark Anns – Indivior  
Andrew McGuire – Mundipharma  
Jo Haylen MP, ALP  
Cate Faehrmann MLC, The Greens  
Jennifer Frenin - Director Odyssey House

### **QLD – Brisbane Event** *20/02/20 Parliament House, Brisbane*

70 Attendees

Guest Speakers included:

Helen Taylor – Director Alcohol & Other Drugs QLD Health  
Chris Stafford – Acting Senior Sergeant QLD Police Referral Service  
Michael Berkman MP, Greens Party  
Ros Bates MP, Shadow Minister for Health  
Hon. Steven Miles MP, Minister for Health

### **QLD – Rockhampton** *25/02/20 Parliament House, Brisbane*

45 Attendees

Guest Speakers included:

Brittany Lauga MP, ALP  
John Stimson – Lives Lived Well  
Lyn Anderson – Yumba

### **SA – Adelaide** *24/02/20 Parliament House, Adelaide*

42 Attendees

Guest Speakers included:

Sam Raven – SA Network of Drug & Alcohol Services  
Hon. Peter Malinauskas MP, Leader of the Opposition  
Scott Wilson – CEO, Aboriginal Drug & Alcohol Council  
Hon. Stephen Wade MLC, Minister for Health and Wellbeing  
Lynn Stevens – Alcohol & Drug Information Service  
Tammy Franks MLC, Greens Party

### **VIC – Adelaide**

*25/02/20 Parliament House, Adelaide*

43 Attendees

Guest Speakers included:

Peter Wearne – Chair Yarra Drug and Health Forum  
Dr Tim Reid MP – Victorian Greens  
Dr Stefan Gruenert – CEO Odyssey House VIC  
David Limbrick MLC, Liberal Democrats Party

### **Other National Events:**

*24/02/20 BCYF Barwon Child Youth & Family – Geelong*

*28/02/20 Centacare – Narrabri*

### **International Events:**

*24/02/20 Albany, New York City USA*

*24/02/20 Dundalk, Ireland*

*24/02/20 Macau*

*24/02/20 Tokyo, Japan*

Not listed in our Guest Speakers information are our very important, family members who bravely share with us their stories. Some share with us a story of loss, others share a story of change, what remains a constant theme is hope. Hope that by sharing their experiences our leaders and government will move towards a sensible drug policy that supports harm reduction.

The highlight of all the events held was an announcement, at the event held in Parliament House, Canberra, made by Hon. Greg Hunt MP, Minister of Health that FDS would be receiving \$900,000 funding over the next three years to support the 24/7 Telephone Support Line.

We would like to thank our sponsors:

- ❖ Indivior
- ❖ Mundipharma
- ❖ Queensland Mental Health Commission (QMHC)
- ❖ Odyssey House NSW
- ❖ Victoria Alcohol & Drug Association (VAADA)





## Stepping Stones

Stepping Stones (SS) is our flagship and award-winning program for families and friends of dependent and problematic alcohol and drug users. The course takes place over two weekends, four full days or a 9 week format.

Stepping Stones is a psycho-educational and experiential course. Participants will acquire practical skills and gain increased awareness of self and the motivation to better look after themselves. They will also benefit from increased confidence and competence in managing the complex nature of drug and alcohol issues. The aim is for family members to become more resilient and to cope better with their journey.

### Major Achievement

Stepping Stones completed its 200<sup>th</sup> delivery in this financial year. The figure for course run since its first delivery in 2001. As of the end of the 2019-2020 financial year 205 courses have been delivered, servicing 2,138 family members.

### Nationally 9 SS programs were delivered to 106 participants

Once again COVID impacted on the delivery of the services and 8 courses were postponed or cancelled.

#### NSW:

Aug 2019 Sydney 13 Participants

Aug 2019 Coffs Harbour 14 Participants

Nov 2019 Sydney 8 Participants

**NSW Totals 3 Courses 35 Participants**

#### QLD:

Nov 2019 Brisbane 12 Participants

June 2020 Brisbane 11 Participants

**QLD Totals: 2 Courses 23 Participants**

#### SA:

Nov 2019 Adelaide 13 Participants

Dec 2019 Mt Gambier 13 Participants

Feb/Mar 2020 Adelaide 12 Participants

**SA Totals: 3 Courses 38 Participants**

#### VIC:

Oct 2019 Melbourne 10 Participants

**VIC Totals: 1 Course 10 Participants**

## Stepping Stones – Facilitator Training

To become a Stepping Stones Leader FDS staff and volunteers must complete a staged training process.

The information below at 30 June 2020 outlines the current FDS workers and volunteers and where they are in terms of training.

### Leaders & Trainers:

Tony Trimmingham - CEO

Theo Chang - Stepping Stones Manager

### Leaders:

NSW Liz FDS Volunteer

NSW Julie Senior Family Project Officer

QLD Anna Family Support Worker

VIC Chloe Family Project Officer

### Leaders in Training:

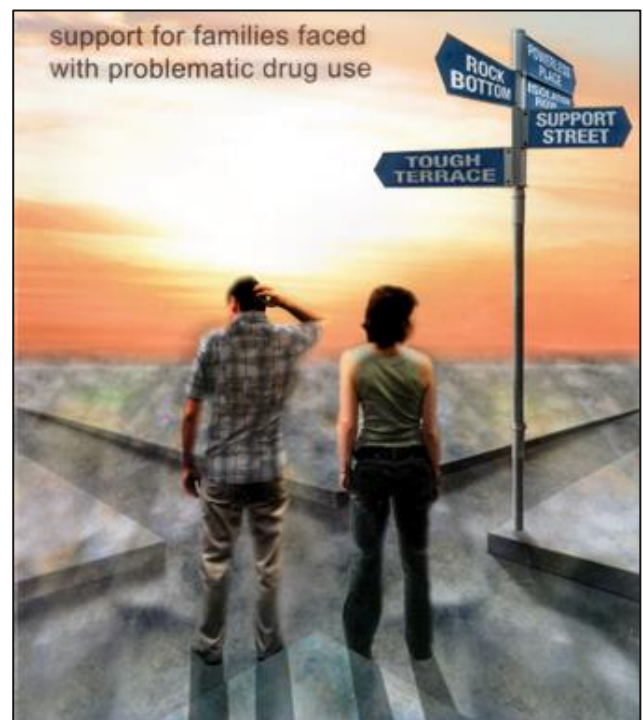
QLD Natasha Family Support Worker

QLD Ali Family Support Worker

SA Sally Family Project Officer

VIC Wendy FDS Volunteer

COVID accounted for postponement of 50% or more of scheduled SS courses. This in turn has also impacted on the training of upcoming leaders in all states.



**TELEPHONE SUPPORT LINE 24/7  
1300 368 186**

## Support the Family – Improve the Outcome Workshop Review

Support the Family Workshops are aimed at providing professionals and services with an understanding of what the family is going through and how supporting families can improve the outcome for the person using.

The workshops are interactive with group exercises to challenge ideas and concepts.

### What the course covers:

- ❖ 'Models of Change' for supporting families affected by someone's drug issues
- ❖ Identifying the 5 stages that families experience and effective ways to respond
- ❖ How to communicate more effectively with families in a work and/or professional situation
- ❖ Understanding and skills to assist families to build resilience and improve the outcome for both the person using drugs or alcohol and the family
- ❖ Recognising the importance of psycho-social education for a family, in relation to the significant barriers they may face

The Workshop can be run over a half day, full day or two days to suit the needs of the organisation.

**Nationally 9 workshops were run with 121 participants.**

### Workshops:

<a href="#">Adelaide</a>	23 Participants
<a href="#">Brisbane</a>	13 Participants
<a href="#">Darwin</a>	12 Participants
<a href="#">Emerald</a>	8 Participants
<a href="#">Gladstone</a>	15 Participants
<a href="#">Mackay</a>	13 Participants
<a href="#">Maroochydore</a>	15 Participants
<a href="#">Rockhampton</a>	13 Participants
<a href="#">Toowoomba</a>	9 Participants

The majority of workshops were held in Queensland due to COVID restrictions in States and venues.

## Tony's Presentations, Conferences and Workshops

### July 2019

Aboriginal Audit attended by the Senior Management Team and NSW Family Project Officers

### August 2019

Tony presented a forum at UTS Centre for Forensic Science

Presented a session at the DANA conference

Presentation to DAMEC

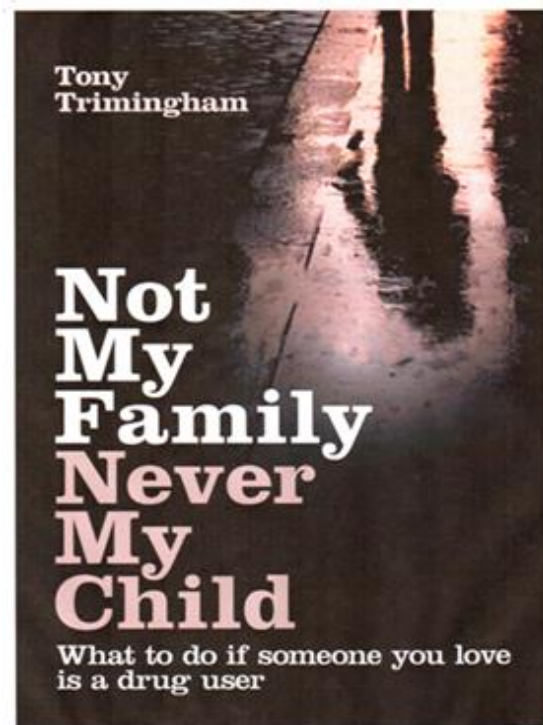
### September 2019

Presented to NADA a families' webinar

Presented a session at the NADA Workshop

### May 2020

Webinar NCCRED



### Website

**Unique Page Views:** 148,993

**Page Views:** 184,482

**New Users:** 63,528



## Telephone Support Line

Family Drug Support established a National Telephone Support line in March 1998 using a 1300 number. The Service was launched by the NSW Premier, Bob Carr and has been funded since then by NSW Health with some additional support from SA Health and this financial year have received 3 years funding from the Federal government.

It has operated 24/7 since its launch and in the past year took over 33,950 calls.

In 2004 after realising 66% of calls are not getting through due to only having one line, a second line was introduced when we received some temporary additional funding from the Australian government. We have continued to operate since 2004 with two lines.

The first line is manned by trained volunteers and the overflow line by trained FDS staff.

In response to meeting the needs of families the following approaches were introduced:

- ❖ A non-judgemental approach, a listening ear, empathy, time and understanding
- ❖ Motivated, trained Volunteers who deliver the support line approaches
- ❖ Referring to other services such as ADIS, Lifeline, Kids Helpline, 1800RESPECT and others
- ❖ Encouraging ongoing support and use of FDS services such as Support Groups, Stepping Stones and the website

We have over 130 volunteers on our roster who come from a wide variety of backgrounds. Many have been personally impacted by alcohol and other drug issues within their family. Others are mature students studying alcohol and other drugs and some are people who seek to volunteer in an area of interest.

After a rigorous interview process, volunteers are trained in alcohol and drug information, listening skills, empathic responses and motivational interviewing techniques.

De-briefing and supervision is an important element of our commitment to our volunteers as well as ongoing training, and annual workshops.

TELEPHONE SUPPORT LINE  
24 hrs / 7 days a week  
1300 368 186



## Telephone Support Line

When training our volunteers, we are clear what we are NOT:

Counsellors – although we do utilise some basic counselling skills – we generally refer to professional services for counselling

Alcohol and other drug experts – we refer to ADIS and offer written resources and our website, [www.fds.org.au](http://www.fds.org.au)

Advice givers – we encourage people to explore options and consequences by the use of open-ended questions.

We challenge volunteers' triggers, assumptions and biases through training exercises.

Callers are encouraged to take advantage of our other services – Support Groups, Guide to Coping, Stepping Forward and Stepping Stones courses.

The graphs provided over the next few pages are produced from national data. Data is provided to funding bodies every quarter.

The telephone service is a confidential service, we do collect statistical information in order to provide the data to funding bodies.

The information collected helps us to determine where our services should be targeted, any emerging trends and anecdotal information given external influences such as bushfires and COVID.

The 2019-20 year was a year that saw major impacts on individuals globally. While the world stayed at home, we noticed a decline in calls initially as family members did not have the opportunity to call and talk as freely as they did.

We also noted that there was an increase in the number of calls pertaining to alcohol, we believe this is due to the fact that drug users were unable to access their usual choices.

The complexity of the calls seemed to be more involved, requiring extra time to listen and to guide them through their challenges. Talking through communication tips, boundary setting and dealing with conflict and encouraging callers to utilise other FDS services.



# Telephone Support Line Statistics

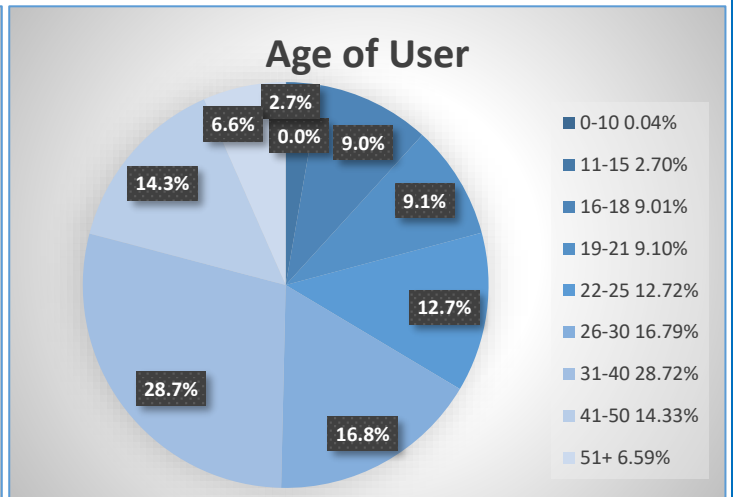
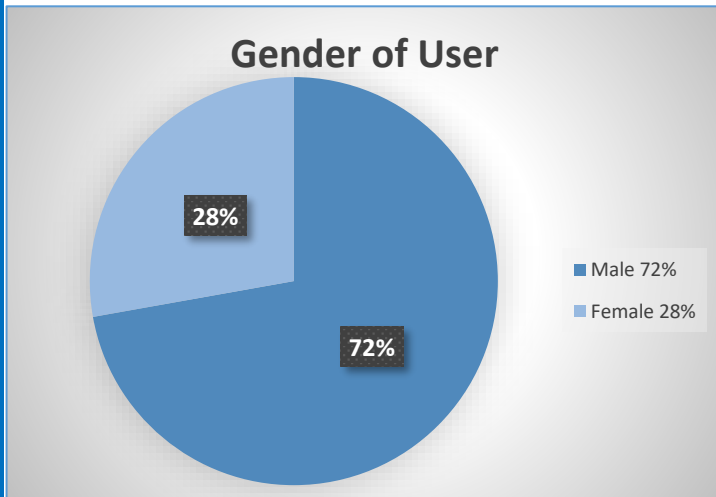
Our volunteers and staff complete a call record sheet for every support call that is taken. While no personal details are recorded about either the caller or the person who is using drugs and/or alcohol, information is obtained throughout the call. The information that is recorded is for statistical and reporting purposes only.

The information below is the information specifically relating to the person using drugs and/or alcohol.

This information is provided to our funding bodies and is often used in early detection of changes to drug and alcohol use or issues related to drug and alcohol.

The following graphs are based on the information obtained during support calls and are national figures.

## Call Record Information of Drug/Alcohol User



### Gender of User

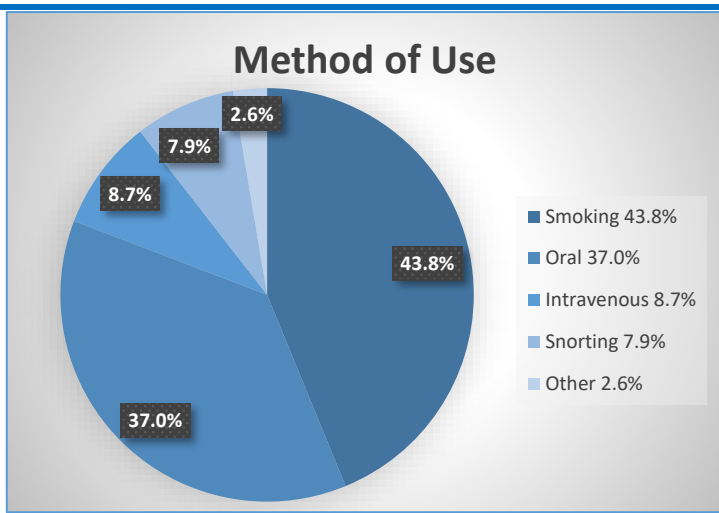
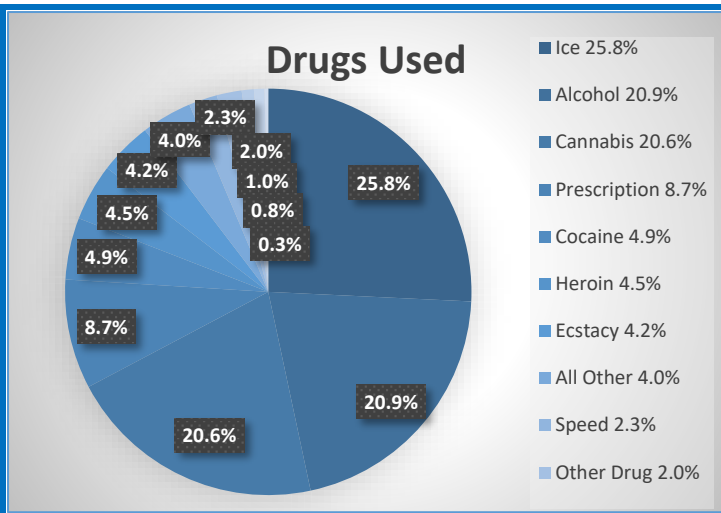
Of the calls to the Support Line, we recorded:  
 72% Were calling about the problematic use by a male  
 28% In contrast the problematic use by females

### Age of User

The above figures are the age ranges for the person using.  
 31-40 year age group recorded the highest percentage of calls for problematic use at 28.72%  
 26-30 year age group recorded statistics of over 16.79 %  
 22-25 year age group recorded 12.72%  
 The 16-18 and 19-21 year group recorded similar percentages of over 9%







**Drugs Used**

The table above indicates the types of drugs mentioned in a call. The top 3 being:

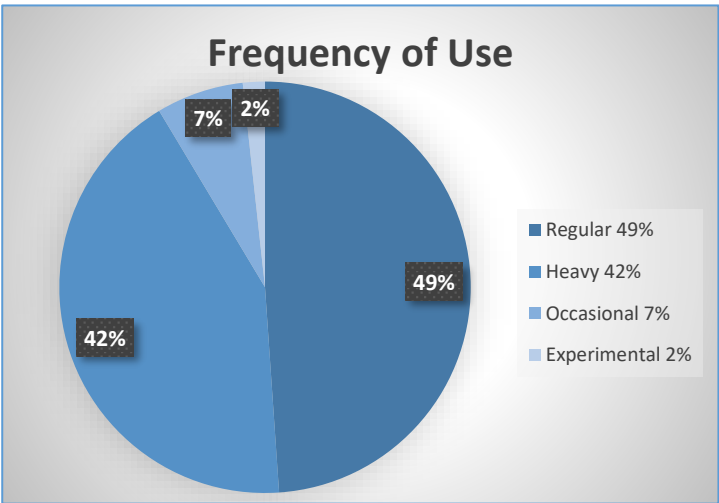
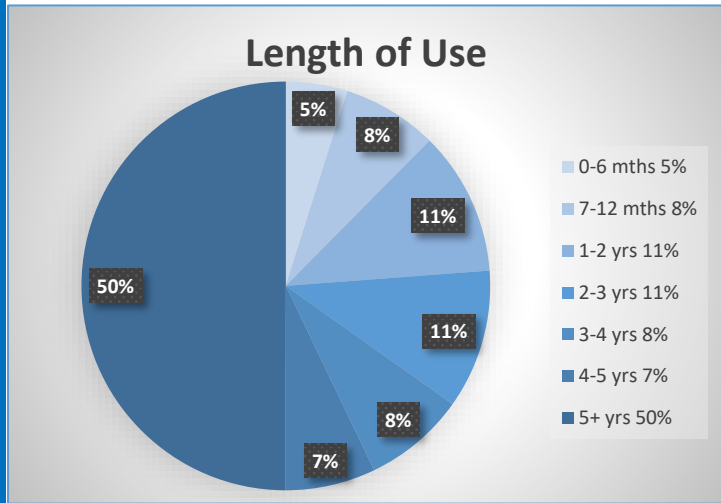
25.8% Ice  
 20.9% Alcohol  
 20.6% Cannabis

These 3 most mentioned drugs tend to go and down amongst themselves and can vary quarter to quarter.

**Method of Use**

This table indicates that smoking is the method by which people are using drugs.

This is in line with two of the top three drugs being used of ice and cannabis as both of these are more often smoked than using alternative methods of consumption.



**Length of Use**

Callers to our line indicated that 50% are long term users, using 5 years or longer.

This could be indicative of why the caller has called the line, they could be a repeat caller to the support line given the length of use and long-term problematic behaviours that can occur with long term use.

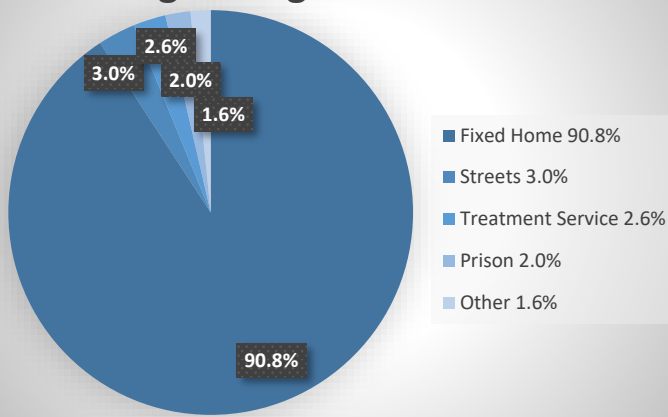
The next groups we received the most calls about are those that have been using for 1-2 years and 2-3 years both at 11%.

**Frequency of Use**

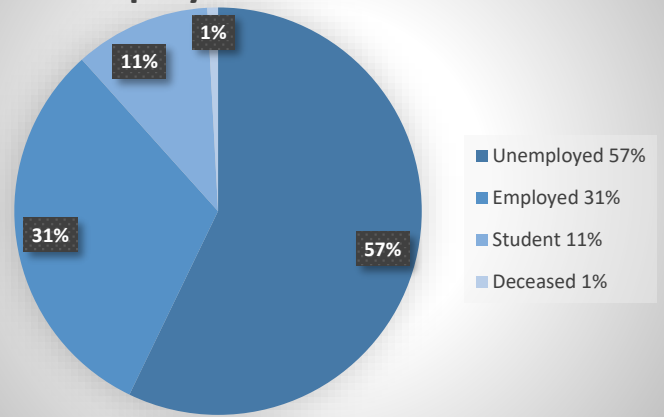
The figures in this graph suggest that drug use at regular to heavy use is problematic for callers to the line.

The frequency of use seems to have a correlation to the length of use and why callers are reaching out to our service for support.

### Living Arrangements of Users



### Employment Status of User



#### Living Arrangements

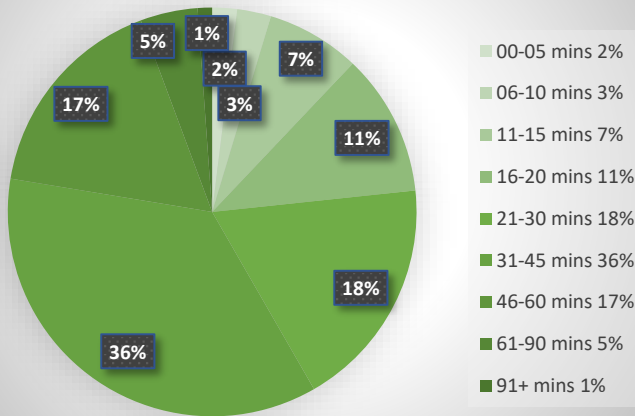
While some of the above figures indicate long term regular and heavy drug use our data points out that 90.8% of these people are living in a home with family, partners, friends or by themselves.

#### Employment Status

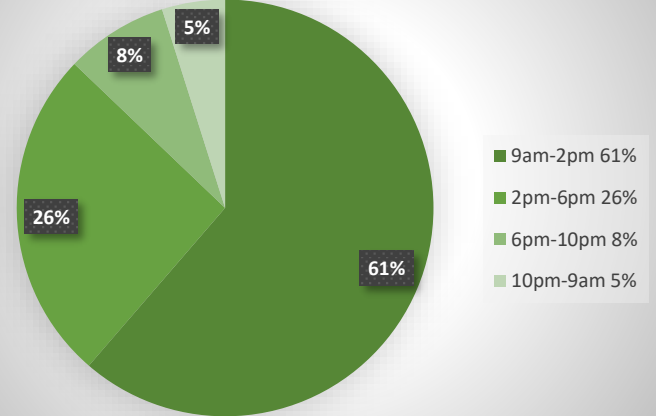
57% of calls indicated that the person using was unemployed.

## Call Record Information of Call

### Length of Call



### Time of Calls



#### Length of Call

The 31-45 minute call length is where the majority of calls sit.

Both the 21-30 and 46-60 minute calls account for 18 and 17 percent respectively.

This 31-45 minute call length has been the standard call length consistently over the years.

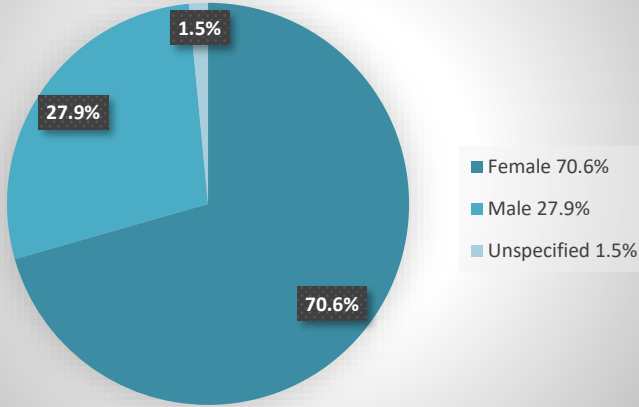
#### Time of Calls

Over 61% of calls received are during the 9am-2pm shift time. The 2pm-6pm shift takes 26 % of the calls.

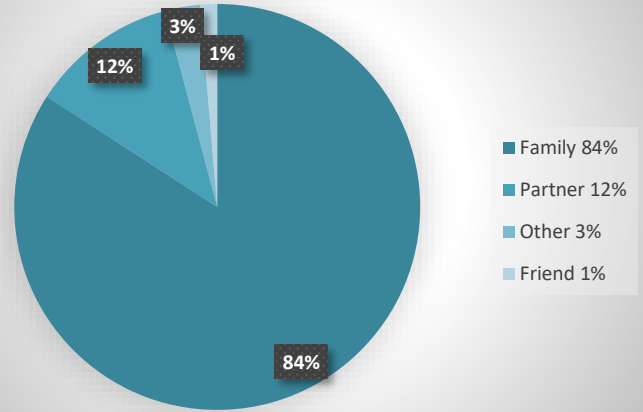
This may indicate that these time slots are the times where the caller is easily and freely able to talk without interruption.

## Call Record Information of Caller

### Gender of Caller



### Caller Relationship to Drug User



#### Gender of Caller

We recorded the gender of the caller as 70.6% female as opposed to 27.9% male and 1.5% of callers were unspecified.

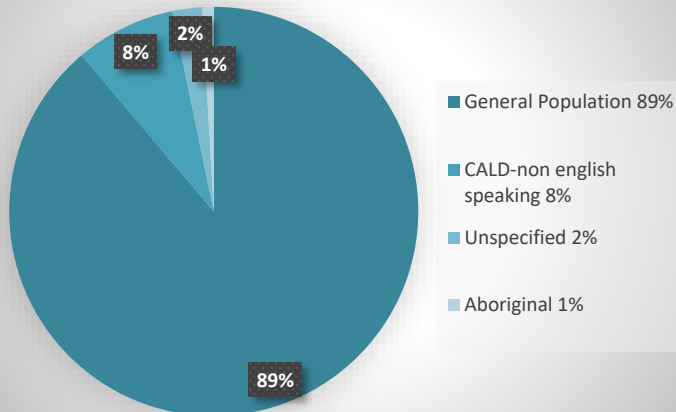
This is an interesting statistic given the fact 70.6% of female callers are calling about 72% male users. It has become apparent in recent years as external data confirms that men are less likely to seek out help and support if they are facing difficult situations.

#### Caller Relationship to Drug User

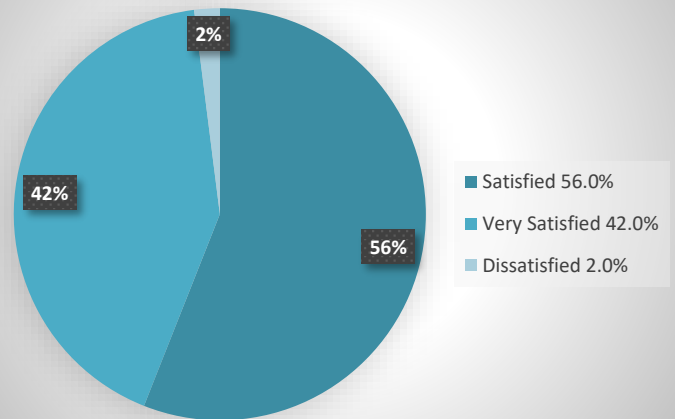
84% of the calls we received were in regards to a family member.

12% were in relation to a partner

### Caller Community



### Caller Satisfaction



#### Caller Community

The largest percentage of callers to the line identify in the general population category.

This could be due to a reluctance from the caller to identify their community.

#### Caller Satisfaction

This category is a self-assessed category which is for our volunteers and staff to complete.

The volunteers and staff are asked to be honest in their assessment of the call. Did you feel you did your best? Volunteers are asked to assess their calls based on their ability to adhere to the FDS model.

While the caller may be dissatisfied, we are unable to direct responses.

**24/7**

**FAMILY  
DRUG SUPPORT**

**1300 368 186**

**TELEPHONE SUPPORT LINE**

**24 hrs / 7 days a week**

**1300 368 186**



**Family Drug Support**

PO Box 7363

LEURA NSW 2780

PH: (02) 4782 9222

Fax: (02) 4782 9555

Email: [admin@fds.ngo.org.au](mailto:admin@fds.ngo.org.au)

Web: [www.fds.ngo.org.au](http://www.fds.ngo.org.au)

