

Sub # 2



11.1.5.3

**The Health and Disabilities Committee, Queensland
Parliament**

**Inquiry into severe substance dependence and involuntary
detoxification and rehabilitation**


Submission by:

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Family Drug Support is a National support service for families affected by alcohol and other drugs

Attached is our Annual Report which details our activities. In this financial year we have employed a project officer in Queensland to develop specific support for Queensland families. You will note that our National Support Line takes in excess of 27,000 calls per annum including calls from Queensland.

Apart from the drug users the most affected group impacted by alcohol and other drugs are the families. The impact on families is dramatic and over the past 15 years we have become very aware of the various issues that arise for families.

We are very disturbed that the Queensland Government is contemplating a strategy for which there is no evidence of benefit and the prospect of further severe problems for alcohol and other drug users and their families.

1. Aims and Objectives

The aims and objectives for 'involuntary medicated detoxification and rehabilitation of persons with severe substance dependence' in Queensland have not been identified. What problems are intended to be solved or ameliorated by involuntary detoxification?

Where is the logic in even contemplating something for which there is a lack of apparent evidence of problems?

2. Basing policies and programs on evidence:

The Information Paper prepared for this inquiry notes that 'There is limited research evidence about the effectiveness of involuntary treatment for substance dependence' and also that 'A systematic review of the literature in 2008 identified only four studies that met National Health and Medical Research Council guidance for high quality evidence'. It goes on to cite conclusions that 'there is evidence, mainly anecdotal, that civil commitment for short periods can be an effective harm minimisation mechanism'. This statement in itself tells us that the current research does not support wasting public money on ineffective projects. Indeed negative and costly outcomes in regards to compulsory treatment are inevitable in most cases.

It is disappointing that involuntary detoxification and rehabilitation is being considered for introduction in Queensland when voluntary detoxification and rehabilitation is in short supply in the community and even scarcer for inmates of correctional centres.

3. Voluntary Treatment

Most detoxification and rehabilitation facilities in Australia are voluntary. In our experience over the past 15 years, families report regularly that even when their drug user is keen to obtain treatment there are often no places available immediately. It seems totally illogical to introduce a new compulsory treatment when existing services cannot adequately service voluntary clients. Investment in more facilities for those ready and motivated to access help would be better use of public funds.

We know that response to drug use is a process and there are various Stages of Change (Prochaska and Di Clemente). From this we know that people in the pre-contemplation or contemplation stages are not likely to successfully follow through on treatment. People need to be in the determination stage of the process before recovery is more likely to occur. Involuntary treatment would like target people in the wrong stages of the process i.e too early.

Whilst we would rather drug users be treated than imprisoned we believe that the present diversion strategies should be strengthened and resourced rather than waste money on an involuntary project.

Of course where there is severe mental illness co-existing with alcohol and drug issues we would support enforced treatment of the person who was in danger from self harm or harming their family or other community members. As a family based organisation we would support investment in crisis intervention.

When families are faced with alcohol and drug dependency they too enter into a process. In the stages of change for families we identify an early stage in the process called 'Control'. In this stage families will often believe that 'locking them up' or 'forcing them into treatment' will bring about the desired outcome. This sort of thinking is endorsed by the promotion of American style interventions through the media. In our experience in all of the thousands of families we have dealt with – we have never seen a successful, long term recovery from these interventions in the control stage. Indeed, we also know that families who have long term experience know that these luring options are not effective and support and motivation together with harm minimisation is far more helpful. Educating families with communication skills, boundary setting, dealing with conflict etc are what we do through our various support programs.

We believe that this proposal is a simplistic response to a complex issue. Too often, in our view, have we seen Governments State and Federal succumb to seemingly popular responses while ignoring the challenging but more likely evidence based alternatives. To quote Professor Wayne Hall –speaking in 1998 – the 'lure of the masterstroke's is always tempting but rarely works.

About the author:

Tony Trimmingham started Family Drug Support after receiving many phone calls from families suffering the effects of illicit drugs after he went public about the death of his son Damien from a heroin drug overdose.

He has been a counsellor and group leader for 30 years and these skills have helped him assist many families who suffer the impact on their lives of family members who use illicit drugs.

The Foundation runs a 24-hour support line manned by volunteers who have been directly affected as well as holding support meetings in many parts of Sydney. They have produced a parent Education Kit for families who have problems as a result of drug use.

In 1998 he was made a founding member of the Australian National Council on Drugs. The Australian Prime Minister – Mr John Howard, made the appointment.

On Australia Day 1999 he was awarded an Australian Day Medallion by the Alcohol and Other Drugs Council of Australia for outstanding achievement in the reduction of alcohol and drug related-harm. The awards panel unanimously agreed that his personal commitment and hard work to support families of people with drug problems and to raise the profile of drug issues from a family perspective merited some measure of public acknowledgment of his exceptional achievements.

He and his organisation have received many awards and accolades over the years.

In April 2004 Tony was awarded 'The National Rolleston Award' by the International Harm Reduction Association in recognition for his outstanding work in supporting families.

In 2005 Tony was honoured with an Order of Australia award for his work in the community.

In June 2008 Tony was a joint winner of the 2008 Prime Ministers award for Excellence and Outstanding Commitment to Drug and Alcohol Endeavours.

In 2009 he was a finalist in the NSW Senior Australian of the year award and also a 2010 Australia Day Ambassador.

annual report

2011



WHO ARE WE?

Patron

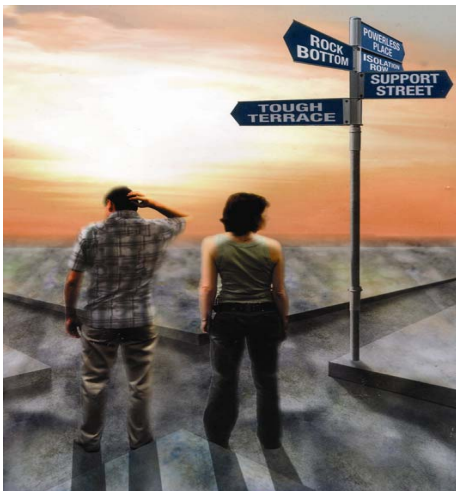
Her Excellency Professor Marie Bashir AC,
Governor of NSW

The Board

Chair: John Della Bosca
Deputy Chair: Robert Lorschy
Treasurer: Charles Childs
Members: Julia Harvey
Chris Koletti
Nazha Saad
Evan Thomas
Dr Ingrid Van Beek AM
Imogen Yang
Accountant: Cantor Carnevale & Co
Auditor: Paul Jones & Co
Pro Bono Solicitor: Gilbert & Tobin

Professional Panel

Prof Peter Baume OA
Alison Bell
Annie Bleeker
Rev Bill Crews
Dr John Howard
Peter Slattery
Tirania Suhood
Ann Symonds



The Staff

Tony Trimmingham OAM – Chief Executive
Officer and Founder

Kath Ashton – South Australian Manager

Theo Chang – Stepping Stones Project
Manager

Patricia Damen – Office Administrator

Lesley Edwards – Bridging the Divide
Southern Area Project Officer

Sian Kennedy – Bridging the Divide
Victoria/Tasmania Project Officer

Trenton Langfield – Bridging the Divide
Western Area Project Officer

Lindsay Langlands – Bridging the Divide
Northern Area Project Officer

Sandra Lines – Volunteer Telephone
Coordinator

Melanie McDermott – Bridging the Divide/
Family Worker SA

Pam Morris – Coordinator Port Macquarie

Fay Morrirt – Community Development
Manager

Antonia Ravesi – Bridging the Divide
Western Area Project Officer

Life Members

Kath Ashton
Professor Peter Baume OA
Jim Bright
Professor Michael Dawson (dec.)
Jennifer Fleming
Kath Grech
Patsy Hersee (dec.)
Elly Inta
Lorrie Jenkins
Dr Hilary Lunzer
Maureen Marriage
Linda Millard
Pam Morris
Graham Morrirt
Ann Symonds
Evan Thomas
Wendy Wharton

ABOUT US

- Interpersonal, family, social and political factors need to be considered when planning alcohol and other 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 other 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.



Australian Government

Department of Health and Ageing



**Government
of South Australia**

SA Health



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 drugs 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.



Australian Government

**Department of Families,
Housing, Community Services
and Indigenous Affairs**



**Reckitt
Benckiser**

LIST OF ACTIVITIES

List of activities by Tony Trimmingham, other FDS staff and volunteers during the year July 2010 to June 2011

Forums and Conferences

- ACOSS Conference
- ANEX Conference – Melbourne
- APSAD Conference – Canberra
- ASIA Pacific Region Pharmacotherapy – Singapore
- ATCA Conference – Perth
- Bendigo Families & Drug Public Forum
- Creating SYNERGY Conference – Wollongong
- Drug Action week event
- Drug Modelling Symposium
- Eastern European Pharmacotherapy – Prague
- Fairfield CDAT Drug Action Week
- Fairfield City Council AOD Forum
- FRSA Conference – Melbourne
- Institute of Group Leaders Conference
- Jawa Baru Malaysia
- KIF Project Launch Canberra
- Kuring-Gai Council Family Forum
- Lorne Families Forum
- NADA Conference – Manly
- NADA Partnership Forum
- NSP workers Forum
- QNADA Conference – Brisbane
- Richmond Fellowship Cannabis & Mental Health Symposium
- VAADA Providers Conference – Melbourne
- Yarra Drug Health Forum – Melbourne

Schools and Universities

- Holy Cross College Ryde
- Macquarie University x 2
- Patrician Brothers Fairfield

- Riverview College
- St Patrick's College – Strathfield
- UTS – Sydney
- Westfield Sports High Fairfield

Other Activities

- 45 Treatment Services accessed via 'Bridging the Divide' project
- ACT Health
- ADIS – South Australia
- Blue Mountains Drug and Alcohol Recovery Service (BMDARS)
- Clarence Valley Family Services
- Coffs Harbour Carers
- Coffs Harbour Local Practice Forum
- Ethan Nadelmann Presentation
- Forster Community Care Option
- Freeman House Armidale
- Galambilla Aboriginal Health Service
- Karalika Presentation
- Kirkton Rd Naloxone Survey
- MERIT Coffs Harbour
- NCAHS Coffs Harbour Mental Health
- NCAHS Detox/Rehab Riverlands Lismore
- New England Area Health Service Tamworth
- North Coast Area Health Service D&A Coffs Harbour
- North Coast Area Health Service D&A Port Macquarie
- Pathways Interagency Coffs Harbour
- Sydney Annual Remembrance Ceremonies
- Sydney Lord Mayors Reception
- Volunteers Christmas Party

Training

- Becoming Real
- Introduction to Stepping Stones
 - Adelaide SA
 - Byron Bay
 - Lismore
 - Port Macquarie
 - Sydney x 2
- Volunteer Residential Weekend – Mulgoa

Volunteer Training

- Adelaide – South Australia
- Sydney x 3

Committees

- ADCA – Finance Sub-Committee
- ADCA Board
- ADCA Families Working Group (Chair)
- Blue Mountains Drug and Alcohol Recovery Services Inc (BMDARS) Steering Committee
- Bridges Board
- Canterbury CDAT
- Dial A Mum Professional Panel
- Fadnet Committee
- Hornsby CDAT
- NADA – Families Project Steering Committee
- NADA – Policy Sub-Committee
- NADA Board
- National Co-Morbidity Guidelines Committee
- Neuroscience of Addiction Steering Committee
- Port Macquarie CDAT

Other Highlights

- ACHS Accreditation (achieved a further 5 years accreditation)
- Evaluation of all FDS services by Argyle Research and Training
- Matrix on Board Review and Business Plan
- Strategic Planning (ongoing)

Support Groups have been held in the following locations:

- ACT – Canberra
- Ashfield
- Byron Bay
- Charlestown
- Chatswood
- Coffs Harbour
- Kincumber
- Newcastle
- Penrith
- Port Macquarie
- QLD – Coolangatta
- South Australia – Leabrook, Hallett Cove and Salisbury
- Victoria – Geelong, Ballarat and Bendigo
- Western Australia – Northbridge

Publications

FDS Insight is distributed bi-monthly to approximately 2000 families. 'A Guide to Coping' is distributed to interested family members.

Websites

- www.fds.org.au
- www.yds.org.au

Our Core Activity – Telephone Support Line

Total calls	26,399
Lost calls	2,775

FDS & YDS Website Hits 2011

	Unique Visits	Page Views
FDS	18,338	44,596
YDS	4,773	9,564

Facebook Statistics

Friends	109
Average active monthly users	76
Average weekly visits	47

FDS WISHES TO THANK THE FOLLOWING FOR THEIR FUNDING SUPPORT:

Funding Bodies

- Alcohol Education & Research Foundation
- Australian – Department of Families, Housing, Community Services and Indigenous Affairs
- Australian Government – Department of Health and Ageing
- Burwood Council
- City of Canterbury
- Coffs Harbour City Council
- Drug and Alcohol Services Council – South Australia
- Freeman House
- Great Lakes Forster Community Care Option
- Hastings Council
- Lions Club – Burwood NSW
- Lord Mayor's Charitable Foundation – Victoria
- Mid North Coast Community Care Option
- NADA
- NSW Government Department of Health
- Port City Bowling Club – Port Macquarie
- Reckitt Benkiser
- Westport Club Port Macquarie

Chair – John Della Bosca

Volunteers

We salute our volunteers

Family Drug Support wishes to honour the amazing contribution of all our volunteers. We could not achieve what we do without them; they are at the coalface of our service. Thank you to our volunteers who:

- are Board members
- have shifts on the support line
- are support group facilitators
- website manager
- office workers
- print and publish *Insight*
- data entry

This dedicated group of people provide enormous support, information, encouragement and empathy to thousands of families who are currently caught up in supporting someone affected by alcohol and other drugs.

We thank you for your time and devotion and recognise that we could not do it without you.



CEO – Tony Trimmingham OAM

STEPPING STONES 2010/2011

Introduction

Stepping Stones to Success is Family Drug Support's flagship offering for families and friends of problematic AOD users. Into its 11th year of delivery, the course has been delivered 92 times servicing 875 participants. This is a psycho-educational and experiential course designed to improve resilience through increasing coping skills and self-awareness.

Evaluation

A series of control, pre- and post-course and 4-6 months follow-up questionnaire are used to evaluate outcome. Data collected measures participant's level of competence when dealing with anger, boundary, control denial, family, self-esteem and trust. An overall aggregate score provides an indication on their level of resilience and coping. A preliminary analysis of over 400 sets of data strongly supports the efficacy of the program.

There were minimal changes for the control set and positive movements in the pre/post data set as to be expected. The 4-6 months follow up provided further reinforcement of the sustainability of Stepping Stones with most participants either maintaining or increasing across all factors when compared to post course data. Even those who experienced negative movement did not revert back to pre course levels.

Future

The datasets grows with each Stepping Stones course. FDS is working with both Argyle Research and NDARC to publish the above data.

Participation

In 2010/11, 11 Stepping Stones courses were conducted in seven locations with a total of 120 participants.

Stepping Stones (2010/2011) locations and participant numbers

Location	Group numbers
Adelaide (1)	11
Adelaide (1)	17
Canberra (1)	8
Canberra (2)	8
Sydney (1)	10
Sydney (2)	18
Sydney (3)	11
Coffs Harbour, NSW (1)	9
Port Macquarie, NSW	11
Byron Bay, NSW	9
Geelong, Vic	8
TOTAL	120

Bridging the Divide and Stepping Stones

One of the aims of the BTD program is to make Stepping Stones available to people who have a family member undergoing treatment. The BTD Project Officers have been promoting Stepping Stones through treatment services. An Aboriginal Stepping Stones Manual has been developed and we have had very good feedback regarding this project and believe it is important to keep on supporting the Port Lincoln Aboriginal Health Service to continue to evaluate and improve this project.

SUPPORT GROUPS REVIEW – 2010/2011

Introduction

FDS runs support groups across the east coast of Australia. These groups are usually run on a weekly or fortnightly basis by trained facilitators.

The main sources of referrals to the support groups are through the following:

- FDS telephone support line
- FDS Stepping Stones (SS) program
- FDS Bridging the Divide Program (via treatment services)

Support Group Attendance Data

In 2010/2011, 1896 people attended family support groups at 16 locations. The locations and total number of participants in each group is shown below.

Support Group attendance by group

Location	Total 2010/11
Sydney	
Ashfield	232
Chatswood	157
Penrith	11

Location	Total 2010/11
NSW Regional	
Byron Bay	52
Charlestown	62
Coffs Harbour	123
Kincumber	73
Newcastle (July 2010 only)	2
Port Macquarie	107
Victoria	
Ballarat	11
Bendigo	31
Geelong	332
South Australia	
Hallet Cove	143
Leabrook	465
Mt Gambier	27
Salisbury	35

As well as operating our own support groups, FDS directly refers via our telephone support line, FDS Insight and website to groups run by other organisations in Coolangatta Qld, Northbridge WA and Canberra ACT. Attendance figures for these groups are not available at this time.

'BRIDGING THE DIVIDE'

The Bridging the Divide Project (BTD) has now been running for three years. This is a brief overview of the work achieved nationally.



Bridging the Divide Telephone Support Line

Total calls: 2726

South Australia

Port Lincoln Drug and Alcohol Services Family Forum

This forum was held with the cooperation of the Drug and Alcohol Worker. It is hoped that this Forum will stimulate some community interest so a support group could be started in the area.

Aboriginal Stepping Stones Project

Now that an Aboriginal Stepping Stones Manual has been completed there continues to be a responsibility to evaluate and further refine this valuable resource. There has been very good feedback regarding this project and we believe it is important to keep on supporting the Pt Lincoln Aboriginal Health Services so they can continue to evaluate and improve this project.

Vietnamese Community of Australia Project

The Vietnamese Community of Australia SA Chapter has approached Family Drug Support to develop some relevant sessions for a Family and Friends Group. There are three group sessions planned for 2011, one on communicating, one on one self care and one on Setting Boundaries.

An Introduction to Stepping Stones has been conducted with this group. The intention is that the Stepping Stones Course will be adapted for the Vietnamese Community in conjunction with the Vietnamese Workers and translator. This course will be delivered and evaluated.

Victoria

The main focus for the project in Victoria will be on developing a network of family-friendly champions from the AOD sector. It is anticipated that this professionals' network will utilise the already existing Family Alcohol & Drug Network (FADNET) to allow cross-pollination of ideas from different agencies, as well as offering additional support to the clinicians who are driving a family inclusive agenda within the section.

The project worker delivered a series of community forums in addition to the above mentioned training. Particular focus was on providing opportunities for training in the regional and rural parts of Victoria.

Tasmania

Family Inclusive Practice Workshops were held at 20 agencies throughout Tasmania in conjunction with the Alcohol, Tobacco & Drugs Council of Tasmania.

Forty-eight participants attended a Moving into Family Inclusive Practice presentation. More work will continue working with families and Mental Health.

New South Wales

Sydney Metro

The BTD project officer has undertaken the position of chairing the Fairfield CDAT, as well as attended a number of other CDAT meetings within the metro area to introduce and promote the BTD project and other FDS services.

Training surrounding how to include and engage with families was delivered to numerous AOD workers who attend the

Fairfield CDAT. A second training session for Fairfield CDAT attendees is planned per late 2011.

The BTD worker facilitated a large Drug Action Week event in Cabramatta, which saw the launch of a Vietnamese Drug and Alcohol educational website, the event was attended by local community members, and attracted local media attention leading to printed articles about the event, appearing in local newspapers.

MOUs are currently in the process of finalisation with DAMEC, Wayback and Liverpool Probation and Parole, surrounding formalising family involvement, resources and the establishment of regular family support and educational groups.

Family inclusive training was provided to staff at Wayback services Granville, BTD project officer assisted with creating and the implementation of family inclusive practices and events, resulting in Wayback hosting an Inaugural family day event which was held during June 2011.

The BTD project officer networked and liaised with many government and non government services during 2010/ 2011, as well as provided numerous introductory and informative educational sessions to AOD workers in the treatment field.

The BTD project worker attended a number of educational conferences and symposiums including those hosted by NADA, ATCA, and QNADA.

The BTD officer facilitated, presented, and disseminated educational resources at numerous conferences and events some of which were initiatives of Kuring-Gai Council, Fairfield Council, and the Synergy Conference at Wollongong presented by NSW Health.

From This Side: The Family and Carer Treatment Guide

Focus testing of the draft of the treatment guide commenced in February 2011 through the Inter-agency networks and also via workers in treatment services. There will also

be opportunities for family members to provide feedback and additional quotes and stories to be included in the guide.

Stepping Forward Education Sessions

Four sessions have been developed, piloted and will be refined and put together into a Facilitators Package for services to deliver to families. It has been also identified that there is a need for the development of a session specifically looking at the culture of alcohol use and the impact of parental behaviour modelling. These sessions have been designed to be delivered using a psycho-education facilitation style and for family members to participate in without any expectation that they have to disclose their personal experiences. They have been designed as stand-alone sessions to allow families to elect their level of involvement without the need to attend every session.

Collation of Worker Consultation Data

Following 12 months in the position, there has been a number of worker consultation meetings in the different areas and regions, the results of these will be collated into a report for distribution to the various services as supporting documentation for future funding submissions. This is particularly important for rural and regional services which are under-funded and under resourced across the sector. This includes additional support for staff development and access to conferences and sector activities in these areas.

ACT Kids in Focus

BTD project officers were involved in the establishment of a support telephone line per workers and families involved with the Kids in Focus project provided by Barnados in the ACT. The line operates on a weekly basis and provides information and referral for both workers and families surrounding child protection issues and treatment facilities in the ACT.

Training was provided to ACT workers from a variety of services, the training provided education and insight for workers about parents who have young children in their care and who are drinking or involved with other

drug use. Workers provided education and updated information to workers, about their responsibility surrounding the reporting and management of child protection issues and the law.

BTD also attended the launch of the Kids in Focus Project and telephone Hot line in Canberra March 2011.

Western Australia

Contact was maintained with services visited in the past financial year.

Central Coast and Hunter Valley

BTD project has continued to maintain and build further rapport by working collaboratively on an ongoing basis with government and non government services located on the central Coast and Hunter regions during 2010/2011.

The BTD officer has worked with a number of services and assisted with the development and the dissemination of take home Resource Information packs, specifically designed to assist families in need of support and education surrounding drug and alcohol dependency.

Project officer is currently liaising with Hunter Health Drug Services surrounding the establishment of a joint pilot project which will see BTD project officer providing support and other resources by way of working and interacting with family members who reside in the Hunter region, and accompany their dependent family member when they are attending medical appointments.

During the 2010/2011 period, the BTD project officer attended numerous treatment services family events, providing support and resources to family members who were visiting their family member residing in residential rehabs, such as WHOS Hunter Valley. BTD project facilitated a number of new initiatives per services providers,

including introductory and educational sessions per Treatment and other AOD service providers located in Gosford and others areas surrounding the Central Coast.

Mid and Far North Coast

Family Drug support will be running 'Engaging with Family Members of drug and alcohol dependents' workshops with AOD and generalist workers in Port Macquarie, Coffs Harbour and Byron Bay, Tamworth, Armidale through to Casino all areas under NHEAHS. Family Drug Support has been invited to present our services to the regional meetings

Lismore, Tweed Heads and Grafton are key areas requiring development. 2011 will see FDS expand into these areas using a combination of different programs.

Queensland

Agency engagement and rapport was initiated and established during 2011 with MERIT and other key stake holders in Queensland.

The BTD officer provided educational resources and was key note speaker at a large Inter-agency group meeting hosted by MERIT in Townsville with many workers attending from a number of treatment services who operate within the far north region of Queensland.

Ongoing personal assistance, telephone and email support as well as written resources were provided to many other treatment services and workers based on the Gold Coast, Sunshine Coast, Burleigh Heads and Brisbane.

FDS has now engaged a BTD project officer to expand our services in Queensland in 2011/2012.

TELEPHONE HELPLINE STATISTICS 1999–2011

COMPARISON OF CALL PATTERNS

TOTAL CALLS	Year	Total	Av per wk	Av per day
April-Mar	1999	5815	112	16
April-Mar	2000	10169	196	28
April-May	2001	12233	235	33
April-June	2001	3520	271	39
July-June	2002	14571	280	40
July-June	2003	14834	285	41
July-June	2004	19591	376	54
July-June	2006	23457	451	64
July-June	2006	23660	455	65
July-June	2007	27755	534	76
July-June	2008	28263	544	77
July-June	2009	28454	547	78
July-June	2010	25127	483	69
July-June	2011	26399	508	72

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
TYPES OF CALLS													
Hang Ups	188	764	602	735	519	1898	2770	3107	2968	3635	4683	3524	1821
Nuisance	63	193	120	212	114	233	154	151	89	98	87	160	74
Info/Referral	1883	3490	5539	8038	9232	16410	20264	17601	12422	7019	19846	17697	20975
Support	3681	5722	5972	9106	8969	6869	8016	11816	11084	12019	12754	8656	6937
Missed Calls									3587	3739	1666	1952	2775
Wrong Number										207	177	182	207
AVERAGE LENGTH OF SUPPORT CALLS													
Average length in minutes	34	31	28	30	27	28	29	33	33	33	33	33	32
REFERRALS FROM %													
Previous Call	15	23	23	56	43	43	36	43	45	41	27	20	20
Phone Directory	44	54	61	33	45	48	56	47	45	41	38	38	39
Media	8	4	2	1	1	1	1	1	1	1	2	2	4
ADIS	7	3	1	1	2	1	2	2	2	2	3	4	5
D&A Service	11	8	4	3	2	2	2	2	2	2	5	8	6
FDS Member	11	4	3	1	2	1	1	1	2	7	9	10	6
Web													10
Other	4	5	6	5	5	4	2	4	3	6	16	18	8
CALLS FROM REGION %													
New South Wales													
SE Sydney/ Illawarra	11.4	11.2	9.1	12.4	10.1	19.6	16.5	15.7	16.8	16.5	15.2	16.8	17.2
Sth West Sydney	19.1	13.3	12.4	12.7	14.5	27.5	28.2	24.5	16.2	15.5	15.4	18.0	15.7

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Calls from region % cont ...													
Northern Sydney	22.3	19.0	22.2	26.2	30.5	28.1	26.3	21.6	22.3	20.2	16.4	17.5	18.6
Sydney West	13.5	8.0	8.3	7.1	6.3	12.5	13.0	18.7	24.4	27.1	30.2	28.9	29.4
Greater Western	3.8	4.0	3.4	2.6	4.2	2.5	3.0	3.8	5.1	3.7	3.3	4.1	2.3
Hunter/New England	3.5	4.9	4.8	4.3	4.1	5.4	7.7	7.6	7.5	6.6	9.9	4.3	5.1
North Coast	2.2	1.6	2.7	2.0	2.0	2.9	4.0	6.2	7.11	10.0	9.6	10.2	11.7
Greater Southern	0.9	0.9	1.3	2.2	1.7	1.1	1.5	2.0	0.7	0.4	0.6	0.2	0.6
Victoria													
Melbourne	1.4	5.7	9.9	7.4	4.5	7.2	6.7	6.3	5.3	7.4	5.7	5.5	2.7
Country	1.0	6.7	3.3	2.8	0.8	2.0	2.6	2.3	1.7	2.0	3.1	2.5	5.3
Queensland													
Brisbane	3.0	3.4	3.2	3.3	7.2	6.9	8.5	6.0	6.4	6.2	4.3	8.0	3.3
Country	6.0	5.7	3.3	3.1	2.9	3.7	4.0	3.3	2.8	2.9	2.2	3.5	1.9
South Australia													
Adelaide	2.1	2.8	3.0	3.4	3.2	4.0	5.0	5.3	4.3	7.7	8.2	10.5	12.0
Country	1.9	2.3	1.2	1.0	0.5	0.4	0.9	0.7	0.7	1.0	0.8	0.9	0.8
Western Australia													
Perth	3.6	3.8	3.3	2.7	2.3	3.2	3.5	2.6	3.4	3.1	2.2	2.0	2.0
Country	1.4	2.8	1.5	0.7	0.4	0.6	0.7	1.2	0.7	0.5	0.4	0.4	0.4
Tasmania	0.9	1.9	1.0	1.2	1.5	2.9	1.8	1.4	1.3	0.9	0.8	0.7	0.5
ACT	2.0	2.3	4.6	5.1	4.8	4.7	5.0	4.7	5.8	6.6	5.6	4.3	3.2
Northern Territory	0.2	0.3	0.1	0.4	0.4	0.3	0.4	0.3	0.2	0.2	0.2	0.2	0.2

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
CALLER GENDER %													
Male	23.3	25.2	26.7	26.6	29.9	31.2	30.5	32	32	34	35	33	32
Female	76.7	74.8	73.3	73.4	70.1	68.8	69.5	68	68	66	65	67	68
RELATIONSHIP TO USER %													
Mother	56.3	46.2	45.6	45.8	48	43	41.3	41.2	45.0	43.7	42.7	44.0	43.1
Father	11.8	11.5	10.4	9.2	9	8.3	9.1	9.0	8.3	9.6	8.2	9.4	9.1
Sibling	8.0	6.4	5.2	6.1	6.1	5.6	6.8	6.7	8.1	6.5	7.2	6.9	7.7
Grandparent	1.1	2.1	2.2	1.5	1.9	1.9	1.7	2.2	1.8	2.0	2.1	1.9	2.2
Other Relative	4	5.5	4.8	4.5	3.8	4.1	4.2	3.9	4.1	4.4	4.0	3.4	3.8
Friend	4	6.2	5.3	5.6	6.6	5.8	5.7	5.8	4.8	4.5	4.9	4.7	4.3
Self	8	11.2	11.1	13.0	16.3	12.6	12.1	11.6	11.0	10.3	9.1	8.2	8.9
Partner	7	9	9.3	10.7	13.4	12.6	14.7	14.2	12.8	14.3	15.6	13.4	14.1
Child	0.4	0.2	0.1	1.2	1.2	0.9	0.9	0.7	0.8	0.8	1.0	1.5	1.6
Other	1.7	0.7	6.0	2.4	6.3	5.2	3.5	4.1	5.1	3.9	0.2	6.6	5.2
COUNTRY OF BIRTH OF CALLER %													
Australia/NZ	74	77.2	81.9	85.1	85.9	84.8	85.3	81.4	83.4	82.6	86.1	86.4	83.6
UK	11	9.4	6.5	4.7	4.6	6.2	5.4	7.3	6.7	7.4	5.4	4.5	6.2
Europe	9	7.2	6.5	6.1	5.4	5.0	5.3	6.2	5.8	5.9	4.3	5.3	5.6
ASIA	3	3.3	2.9	1.6	1.5	1.9	2.1	2.5	1.9	1.8	1.7	1.8	2.5
USA & Canada	1	0.5	1.1	0.7	0.8	0.3	0.3	0.8	0.4	0.7	0.8	0.6	0.3
Middle East	1.5	2.2	0.9	0.9	0.8	1.0	1.0	1.0	0.9	0.9	1.0	0.8	1.0
South America	0.5	0.2	0.2	0.9	1.0	0.8	0.6	0.8	0.9	0.7	0.7	0.6	0.8

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
USER GENDER %													
Male	61.8	67.3	66.6	73.4	76.3	66.7	65.9	70.7	65.2	66.2	66.9	66.7	68.1
Female	38.2	32.7	33.4	26.6	23.7	33.3	34.1	29.3	34.8	33.8	33.1	33.3	32.9
AGE OF USER %													
0-11 yrs	0	0.2	0.1	0.2	0.2	0.2	0.2	0.2	0.1	0.1	0.0	0.0	0.1
12-15 yrs	5	5.9	5.3	7.7	5.7	5.2	4.7	4.5	4.3	3.7	3.4	4.0	3.3
16-18 yrs	17	17.5	17	15.9	13.7	14.1	13.6	12.7	11.8	10.9	12.5	12.3	9.3
19-21 yrs	24	22.4	20	16.4	14.4	14.6	14.1	14.0	13.7	12.9	10.6	11.2	11.6
22-25 yrs	24	20.7	20.9	19.6	20	19.4	18.9	16.9	16.7	16.1	14.9	14.8	13.8
26-30 yrs	16	17.1	17.7	17.2	20.7	20.4	18.8	20.0	19.7	19.1	17.9	16.5	18.3
31-40 yrs	11	13	15.4	16.8	18	18.3	21.0	21.7	23.5	25.5	28.2	25.9	26.0
41-50 yrs	2	2.7	3.3	4.6	4.9	5.7	6.2	7.1	7.3	8.2	8.4	10.8	11.6
50 +	1	0.5	0.3	1.6	2.4	2.0	2.5	2.9	2.9	3.5	4.1	4.5	6.0
USER LIVES WITH %													
Parents	55	51	47	45	41.2	40.4	40.1	39.3	38.5	36.4	36.2	40.3	36.7
Self	15	17.5	17	19	19.4	19.7	20.9	18.4	21.8	22.9	22.1	20.5	22.9
Partner	12	15	17.5	18.7	22.2	21.7	24.0	23.4	22.6	22.9	23.5	22.4	23.1
Friends	5	4	7	5.4	5.7	5.9	6.4	6.8	5.6	5.4	5.5	5.7	5.5
Deceased	4.5	4	3.5	1.3	2.1	0.9	0.6	0.8	1.2	1.3	1.0	1.5	1.3
Streets	3.5	2.5	3	1.9	1.8	2.5	2.1	2.4	2.2	2.1	2.4	1.9	2.0
Prison/Institution	2	2	1.5	2.3	1.5	2.1	1.2	1.8	1.5	2.0	1.1	1.2	1.9
Other Relative	2	3	3.5	4.6	4.1	4.6	3.5	4.6	3.6	3.6	4.7	3.8	3.9
Detox/Rehab	1	1	0.5	1.8	2.0	1.6	1.2	1.5	2.3	3.4	4.5	1.5	1.4

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
EMPLOYMENT STATUS OF USER %													
Unemployed	55	44	40	35.6	37.4	43.9	43.0	41.1	35.3	33.5	36.1	38.8	37.5
Blue Collar	12	12	9	11.3	12.2	11.1	13.5	13.9	13.0	13.7	12.6	11.6	13.8
Student	11	14	14	16.3	15.5	14.2	14.7	11.6	10.8	10.1	9.9	10.9	9.3
Trade	7.5	9	9	7.7	8.3	9.3	9.5	9.4	9.3	8.9	8.6	7.2	8.4
Professional	6.5	8	3.5	10.6	10.4	9.9	9.7	10.5	10.5	11.6	12.3	10.4	10.4
Deceased	4.5	4	3.5	1.4	2.4	1.0	0.6	0.8	1.3	1.4	1.1	1.5	1.3
Home Duties	3	4	5.5	9.8	10.2	5.3	6.0	5.4	5.8	6.1	4.8	4.9	4.4
Crime/Prostitution	0.5	5	5.5	7.3	3.6	4.7	3.0	3.1	3.6	8.0	3.1	2.9	2.6
Benefits										6.7	11.5	7.7	8.6
LENGTH OF USE %													
0-6 mths	9	12	9	10.9	9.5	8.5	8.3	7.0	7.7	7.4	7.4	5.6	5.6
7-12 mths	11	12	12.5	10.6	9.5	8.9	8.4	8.7	9.3	7.8	7.0	6.6	6.4
1-2 yrs	30	18	15	12.7	11.1	11.1	11.3	9.9	10.6	8.7	8.5	10.0	8.6
2-3 yrs	10	10	12	11.2	10.7	9.3	9.0	9.3	9.3	8.3	8.4	8.6	7.3
3-4 yrs	10	9	15	11.0	10.3	9.3	7.1	6.7	5.7	5.8	6.1	6.8	5.8
4-6 yrs	7	9	9	8.6	9.7	7.6	7.5	6.4	5.9	5.4	6.5	6.5	6.8
6+	23	30	27.5	35.0	39.2	45.4	48.4	51.9	51.5	56.6	56.1	55.9	59.5
DRUGS USED %													
Heroin	49	33	29	16	14.7	13.6	11.2	9.6	7.7	8.8	9.1	9.5	9.1
Cannabis	21	26	26.5	29.8	28.8	29.3	30.6	27.3	23.5	24.9	25.7	24.4	24.6
Speed	8	14	14.5	17.5	17.7	18.6	19.9	15.6	13.7	11.9	11.3	10.0	9.7

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Drugs used % cont ...													
Methadone	6	5	5.5	4.8	4	3.7	2.5	3.0	2.2	2.4	2.4	2.4	2.7
Prescription	4	5	5	6.3	8.9	7.9	7.5	6.7	6.7	7.6	7.9	8.6	8.4
Naltrexone	4	1	1.5	0.6	1.0	0.7	0.4	0.4	0.2	0.3	0.2	0.2	0.2
Alcohol	4	7	9.5	11.3	14.1	14.6	16.0	15.8	15.1	17.1	19.4	23.0	24.8
Ecstasy	2	3	4.5	5.0	5.3	5.0	5.2	5.7	5.4	5.7	5.8	5.4	2.9
Cocaine	2	3	2.5	4.8	2.5	2.7	2.7	2.6	2.8	2.9	2.9	2.9	2.5
Other	0	3	1.5	3.9	3.0	3.9	4.0	5.4	3.3	4.6	5.8	6.5	6.4
Ice								7.9	19.4	13.8	9.5	7.1	8.7
POLY DRUGS USED %													
	27.4	24.7	24.5	25.1	24.6	24.2	25.6	28.9	29.3	25.5	27.2	25.5	26.2
Dual Diagnosis Reported							2.9	6.6	8.4	8.1	9.7	8.2	9.5
METHOD OF USE %													
Intravenous	49	40.5	40	26.5	25.6	19.7	18.6	18.6	19.5	18.0	16.4	15.5	15.4
Smoking	28	32.7	33	38	37.5	39.6	40.0	37.5	40.1	37.9	36.6	34.0	34.7
Oral	19	22.4	23	26.5	31.9	34.6	36.0	35.4	34.1	37.4	39.5	43.6	43.2
Snorting	3	4.2	4	7.2	4.9	5.05	4.4	7.7	5.8	6.4	7.0	6.3	6.1
Other	1	0.2	0	1.8	0.1	1.17	1.0	0.8	0.5	0.3	0.5	0.6	0.6
EXTENT OF USE %													
Experimental	3.5	4	5	4	2.3	4.4	4.2	4.3	4.5	4.2	4.5	3.2	3.0
Occasional	7.3	8.8	7	8	8	6.1	6.1	7.0	7.7	8.2	6.9	6.2	5.3
Regular	72.8	61.1	54	50.5	47.3	49.7	54.4	53.6	49.3	52.2	53.1	52.6	47.4
Heavy	16.4	26.1	34	37.5	42.4	39.8	35.3	35.1	38.5	35.4	35.5	38.0	44.3

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
OUTCOME OF CALL													
Info sent	2863	3509	3876	1948	2786	2148	2189	2322	2711	2806	2299	1170	1121
Referrals	1148	3461	4008	7533	7698	14262	18075	17601	12422	13810	19848	16597	19854
Support Given	3326	6197	6485	6767	7652	6869	8016	8267	11084	14267	12754	11667	6937
SATISFACTION RATING %													
Very Satisfied					39.6	36.2	34.4	34.2	36.4	38.6	38.5	36.9	37.8
Satisfied					58.8	61.0	63.1	63.2	61.4	58.8	58.6	60.3	60.0
Unsatisfied					1.6	2.8	2.5	2.6	2.2	2.6	2.9	2.8	2.2