

Family Drug Support Annual Report 2016

FAMILY DRUG SUPPORT



Providing Australia's only national toll free 24 hour
number, support groups, information and education
for families experiencing drug and alcohol problems



Accredited by:

The Australian Council on Healthcare Standards

Accredited till February 2019

who are we



The Board:

Chair: John Della Bosca
Deputy Chair: Robert Lorsch
Treasurer: Anne Carroll
Secretary: Ros Cluning
Members: Bill Campos
Beth Connelly
Brian Francis
Kath Grech
Imogen Yang

Accountant: Cantor Carnevale & Co
Auditor: Rolf Garda

Professional Panel:

Prof Peter Baume OA
Alison Bell
Annie Bleeker
Rev Bill Crews
Dr John Howard
Peter Slattery
Ann Symonds
Gino Vumbaca
Danny Taylor

The Staff as at 30 June 2016

Kath Ashton – OAM, South Australian Manager

Theo Chang – Stepping Stones Manager

Julie Clark – BTD Project Officer - NSW

Louise Hughes – Accounts/Payroll officer

Sandra Lines – Volunteer/Telephone Manager

James Lomas – Head office Administration

Michael Miller – BTD Project Officer - VIC

Emma Nixon - Development Manager

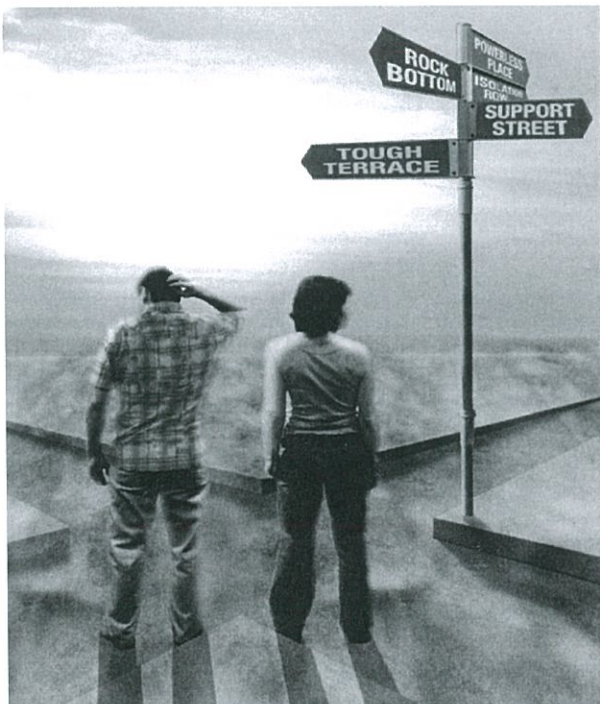
Devushka Scardigno – South Australian worker

Dom Shelley – BTD Project Officer - QLD

Tony Trimmingham - OAM, CEO & Founder

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
Bob Lorsch
Pam Lorsch
Dr Hilary Lunzer
Maureen Marriage
Linda Millard
Pam Morris
Fay Morrill
Graham Morrill
Michael Stephens
Ann Symonds AM
Evan Thomas (dec.)
Debbie Warner
Liz Wells
Wendy Wharton



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.



Australian Government

Department of Health and Ageing

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.



Australian Government
Department of Social Services



**List of activities by Tony Trimmingham, other
FDS staff and volunteers during the Year
June 2015-July 2016**

- FDS volunteer training weekend - Mulgoa
- Eastern Health (VIC) working with trauma
- Eastern Region (VIC) family interest group
- Dual tools training program-Bendigo health
- Bendigo safe communities program
- NADA – Aboriginal people & strength based practices
- Relationship Australia – Anxiety in the family
- Talking tactics on D&A – African communities, Newcastle (NSW)
- Talking to your teens forum – Bankstown
- Tackling D&A on the Central coast (NSW)– round table
- Hunter New England CDAT – Ice forum
- Marrin Weejali Aboriginal Corp networking event
- Bankstown Parents D&A Info forum
- Nthn beaches services & schools expo
- MH D&A NSLHD community engagement project
- MH Learning network – Cracking the Ice presentation
- NBM D&A networking forum
- NBMLHD Addiction medicine open day
- Catholic Care young parents networking event – Rooty Hill
- Catholic Care – D&A family training - Tamworth
- NADA Integrated care committee
- The Ice Summit in Brisbane
- The Tweed Ice Forum
- The Symposium on outcome measurements in AOD treatment
- Ice Conference in Rockhampton, QLD
- Australian anti Ice campaign, Coolangatta QLD
- Turning point annual symposium, Geelong VIC
- Shepparton Ice Forum
- (VAADA) Victorian and other drug association
- Eastern Ice Forum
- EACH Ice Forum
- Change agent network, Geelong VIC
- Macquarie University – Drugs across culture
- Sydney University
- NADA – AOD Sector round table
- Windsor (NSW) Ice Forum
- Wollongong (NSW) Ice Forum

- Drug Summit – Canberra Parliament House
- Westfield Sports High
- Riverview College
- UTS Chemistry students
- Headspace forum - Dubbo

FDS are Financial members of the following organisations:

- Alcohol Tobacco & Other Drugs Association ACT
- Network of Alcohol & Drug Agencies
- Families and Friends of Drug law reform
- NSW Council of service
- ACT Council of Social services
- Australasian Therapeutic Communities Association
- Alcohol, Tobacco & Other drugs council of Tasmania
- Mental Health Coordinating Council
- The Centre for Volunteering
- Australasian Professional Society on Alcohol & Other drugs
- Queensland Network of Alcohol and Other drug agencies
- Victorian Alcohol & other drug association
- Harm Reduction Australia
- Australian communications consumer action network
- South Australian network of drug & alcohol services
- Association of alcohol and other drug agencies NT

Tony Trimmingham, CEO attended the Drug Summit, March 2016



Tony Trimmingham, NADA award for Outstanding Contribution, June 2016



Directors' attendance at Board Meetings

John Della Bosca	5/6
Robert Lorschy	5/6
Imogen Yang	6/6
Beth Connelly	6/6
Anne Carroll	5/6
Ros Cluning	4/6
Bill Campos	3/6
Brian Francis	4/6
Kath Grech	4/6

Family Support Groups have been held in the following locations:

- ACT – Canberra
- NSW – Burwood
Byron Bay
Coffs Harbour
Kincumber
Port Macquarie
- QLD – Carseldine
Nerang
- S.A. – Leabrook
Hallett Cove
Woodville/Brompton/
Hindmarsh
Riverland
- VIC – Geelong
Bendigo
Glen Waverley
Hawthorn
Ferntree Gully
Footscray
Frankston
Mornington Peninsula
- W.A. – Mandurah

Publications

- Guide to Coping
- Stepping Stones workbook
- Not my Family, never my child
- FDS History document

Committees

Tony Trimmingham is the Vice President for Harm Reduction Australia.

Website:
www.fds.org.au

Our Main Core Activity – Telephone Support Line

1300 368 186

(24hr/7 days)

Total calls:

30,151 (2013/14)

33,025 (2014/15)

38,676 (2015/16)

Lost calls:

4,703 (2013/14)

4,188 (2014/15)

4,055 (2015/16)

Website Hits – FDS

www.fds.org.au

Unique Visits :

90,750

Page Views:

904,875

FDS wishes to thank the following for their funding support:

- Department of Health and Ageing
- NSW Ministry of Health
- Blue Mountains City Council
- Coffs Harbour City Council
- Drug and Alcohol Services South Australia (DASSA)
- FebFast
- Port Macquarie Panthers club
- Port City bowling club
- Strathfield Sport Club
- Readymade
- Burwood RSL Club
- Chatswood RSL Club
- Department of Social Services
- Wests Ashfield Club grant
- PAYCE
- Blue Mountains Club grant
- Health Department Victoria
- Byron Bay Services club
- Club Coffs on West High
- Coffs Coast Advocate
- Mid Nth Coast local health district
- Mid Nth Coast Carer's respite
- Westport Bowl Club Port Macquarie
- Yaraandoo ECO lodge respite retreat

National FDS day – February 2016



FDS Held its first annual National Family Drug Support day on the 24th February, 2016. The event was held in the following areas:

Area	No of Participants
Canberra	71
Sydney	136
Brisbane	67
Melbourne	93
Adelaide	68
Perth (2 Events)	60
Narrabri	30

The event is planned for February 2017.

Sponsors for National Family Drug Support day include:

- ❖ Indivior
- ❖ Australian Drug Foundation (ADF)
- ❖ We Help Ourselves (WHOS)
- ❖ Ogilvy CommonHealth
- ❖ Damien Trimmingham Foundation (DTF)
- ❖ Queensland Government – Mental Health Commission
- ❖ Department of Premier and Cabinet

Remembrance ceremonies - July 2015

Recognising those lives lost to drugs.

FDS held it's Annual Remembrance ceremonies in NSW and QLD.

2 Events were held in NSW: Kings Cross and Ashfield Uniting Church.
1 Event was held in Emma Miller Place, Roma Street, Brisbane. More events are planned for other states for the 2016/17 financial year.

The Australian Council on Healthcare standards – ACHS



FDS is currently accredited to February 2019 by ACHS.

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
- undertake 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.

Chair – John Della Bosca

CEO – Tony Trimmingham OAM

Bereavement Services

Family Drug support was initially started by people who had lost family members to drugs. Supporting people through bereavement has always been a priority at Family Drug support but it is also obvious that many of our support services are not capable or appropriate for bereaved families. Counselling with Tony Trimmingham is available and we have had annual Remembrance Ceremonies in various locations since 1997. A tree was planted in Lawrence Hargrave Park, Kings Cross to commemorate the lives lost. A plaque is situated in Emma Miller Place, Roma Street, Brisbane.

Stepping Stones 2015/16

Introduction

What is Stepping Stones to Success (SS)

Stepping Stones (SS) is Family Drug Support's (FDS) flagship and award winning program for families and friends of dependent and problematic alcohol and drug users. The course is run over either 2 weekends or over 9 weeks. It is a psycho-educational and experiential format that aims to make family members more resilient and better able to cope. By increasing coping skills and self-awareness, the relationships with the user and family members and relationships between family members are strengthened. Family members will have increased confidence and competence in managing the complex nature of drug and alcohol issues.

Frequency of delivery

Continuous delivery from 2001 to present – a remarkable achievement in the AOD industry as is emphasised by the following statistics;

- First delivered in 2001
- Delivered 163 occasions servicing 1642 family members (as of 30/6/2016)
- Delivered in metropolitan, regional and rural areas

Table of delivery in the past 7 years

Financial Year	SS Completed	No. of participants
2015-2016	12	126
2014-2015	20	218
2013-2014	13	136
2012-2013	16	173
2011-2012	13	146
2010-2011	9	93
2009-2010	10	106
Total	93	998

Financial Year 2015-2016

Location	SS Completed	No. of participants
Sydney NSW	2	23
Melbourne VIC	3	31
Adelaide SA	2	24
Brisbane QLD	2	20
Newcastle NSW	1	8
Coffs Harbour NSW	1	6
Shepparton VIC	1	14
Total	12	126

This was a consolidation year for the delivery of SS.

Highlights for this financial year (details below) include;

1. Academic publication of Stepping Stones data in conjunction with University of NSW National Drug and Alcohol Research Centre and Argyle Research and Training
2. Attainment of Gold level (highest) accreditation level with Institute of Group Leaders
3. NADA Commendation award – SS Excellence in Research & Evaluation
4. Summary of SS FDS Evaluation and Customer Satisfaction Questionnaire

Research/Evaluation and publication

FDS is proud to announce the academic publication of SS. The journal entry is titled 'Coping with Problematic Drug Use in the Family: An Evaluation of the Stepping Stones Program'.

This was an academically rigid project, a joint initiative with a steering committee comprised of FDS, UNSW National Drug and Alcohol Research Centre (NDARC) and Argyle Research and Training. Dr Anni Gethin (Argyle Research and Training) wrote up the findings and submitted the article to the 'Drug and Alcohol Review'. This is a bi-monthly peer reviewed medical and official journal for the Australasian Professional Society on Alcohol and other

Drugs (APSAD). The article went through a rigid peer review process.

The article was published online in Sep-15 and with printed publication due in Jul-16.

The results of the articles states,

'Significant improvement in coping across all domains was observed post course and at follow up on both outcome measures (Coping Questionnaire and the Family Drug Support Questionnaire). Improvements for participants were either increased or sustained at 3 months follow up. Participants recorded high satisfaction ratings'

The conclusions states *'The findings from this study demonstrate that participation in the Stepping Stones program assists family members to cope better with problematic substance use of a family member, as indicated by reductions in negative coping strategies, such as over-engagement, making excuses for the drug user or hopelessly tolerating the problem, and improvements in positive coping strategies such as self-care and engagement with their own activities and interests.'*

This project started in 2008. FDS have always known that SS works and have never doubted the efficacy of SS in assisting families of AOD dependents. This publication validates FDS and SS as a force in the AOD sector.

Accreditation of SS



In 2009, SS went through the Institute of Group Leaders (IGL) stringent accreditation process. The program successfully attained Silver Level accreditation. The highest-level accreditation is Gold which is contingent on Evaluation and Publication. The publication (above) fulfilled the Gold status criteria and SS is now Gold level accredited by IGL.

NADA Award

SS made the finalist list for Excellence in Research and Evaluation. On the Awards night, SS received Commendation for this category. Again, this was made possible through the above publication.

Report on SS participant evaluation

To further reinforce the relevance of SS, a report was created to summarise participant's satisfaction with SS. This included;

1. Summarising over 1200 FDS SS participant evaluation forms
2. Summarising over 400 industry validated Customer Satisfaction questionnaire 8

The report was published in the June-August 2016 FDS Insight and overwhelmingly endorses SS from a participant's perspective.

SS Leaders and FDS staff

The continual success of SS relies largely on the skills, availability and dedication of its leaders. SS is both complex and content intensive. The training program for leaders is comprehensive and lengthy.

What is Stepping Forward?



Stepping Forward delivers useful information and support and will appeal to a wider audience. The emphasis is on straight forward language, reality based information and useful interaction. There are currently 3 main x 2 hour sessions on offer and an additional 6 currently being developed

1. Stages of change and 'Balance Pole'
 2. Alcohol and Drug information
 3. Effective Communication
- NEW SESSIONS:
4. Treatment and Recovery
 5. Boundary Setting
 6. Dealing with conflict
 7. Aftercare for families
 8. Aboriginal issues
 9. ICE session

Sessions can be presented alone or as part of a series. Each session is designed to provide participants with something of value without having to attend all sessions. It is hoped that some of the participants will go on to attend Stepping Stones as a result of their experience at the Stepping Forward sessions.

The rollouts of Stepping Forward are in 2 stages:

1. Introductory delivery to treatment services and Alcohol & Drug agencies.
2. Delivery of Stepping Forward to the families/friends-

Attendance at Stepping Forward sessions continues to be strong. A total of 114 sessions were held across Australia, with 2078 people attending.

Quality outcomes

Participants were asked to rate Stepping Forward on the following outcomes:

- Information
- Usefulness
- Presentation Style
- Audience involvement

Ratings on these outcomes continue to be overwhelming very positive, with 82% or more of ratings of excellent/great –on the new rating scale (1-5).

Further work

The majority of Stepping Forward sessions were delivered in New South Wales, Queensland and Victoria. Sessions were also held in Australian Capital Territory and South Australia. We will continue the approach of delivering the program across a wide range of service types, through peak drug agencies (including community drug action teams) and through educational institutions.

Support Groups Review – 2015/16 Introduction

Support groups continue to provide a mainstay of ongoing support to family members. These groups are run on a weekly, fortnightly or monthly basis by trained facilitators. Referrals of family members come from the FDS phone line, through treatment services or through the Stepping Forward and Stepping Stones Programs and word of mouth.

2015 to June 2016

LOCATION	TOTAL 2015/16
Ashfield/Burwood	461
Byron Bay	33
Coffs Harbour	106
Kincumber	122
Narrabeen (closed)	3
Port Macquarie (closed)	32
Nowra (new)	30
Carseldine	289
Nerang	231
Bendigo	208
Ferntree Gully	404
Footscray	329
Frankston	481
Geelong	584
Glen Waverley	426
Hawthorn	306
Mornington (new)	85
Hallet Cove	386
Leabrook	539
Woodville/Brompton/Hindmarsh	390
TOTAL	5445

Between July 2015 and June 2016, there were 5445 attendances at support groups in 18 locations across Australia. This is an estimated 60% increase on numbers compared to last year and included 1034 people attending for the first time, or 19% of participants. Two new groups were established in Victoria in Footscray and Frankston, both areas with high rates of problematic drug use. Further groups are currently being planned for other areas in NSW.

FDS runs facilitated support groups for families in various locations across 5 states, in both city and regional locations. These groups were independently evaluated (Argyle Research – Dr Anni Gethin) using the Client Satisfaction Questionnaire (CSQ-8 – see above), through qualitative comments on the survey and 5 in depth interviews with support group users.

- *The average CSQ-8 survey ratings were comparatively very high at 30.31.*

The qualitative feedback showed that the support groups have a powerful psychosocial impact, and that people find they help to improve well-being and coping, and being literally a ‘life saver’ in some instances. Participants particularly valued the de-stigmatising of their experience, the reduction of isolation, coming to understand drug use – especially realising that it was ‘not their fault’, and the friendship, support and camaraderie of the groups. The compassion and knowledge of the group leaders was also highly valued, with some leaders singled out as offering an extraordinary level of support to families.

Although this was a limited evaluation, that did not seek the opinions of people who had stopped coming to support groups, it does indicate that for people attending, both those with a recent problem and those managing chronic issues, the support is invaluable in helping them to cope effectively with a family member’s drug use.

FDS continues to focus on opening new Family support groups in areas of demand.

Support Group Attendance Data

Between July 2015 and June 2016, there were 5445 attendances at support groups in 20 locations across Australia. This is an increase on numbers compared to last year and included a significant number of people attending for the first time.

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: Northbridge WA,

Canberra ACT. Attendance figures for these groups are not available at this time.

General outcomes

Support groups continue to provide a mainstay of ongoing support to family members. These groups are run on a weekly or fortnightly basis by trained facilitators. Referrals of family members come from the FDS phone line, through treatment services or through the Stepping Forward and Stepping Stones Programs and word of mouth.

Support Group attendance by group over the last 3 years - comparison

Location	2015 / 2016	2014 / 2015	2013 / 2014
Sydney			
Ashfield/Burwood	461	277	346
Chatswood	-		-
Parramatta	-		55
NSW Regional			
Byron Bay	33	29	-
Charlestown	-		17
Coffs Harbour	106	120	74
Kincumber	122	180	152
Narrabeen	3	128	210
Port Macquarie	32	112	61
Nowra (New 2016)	30		
Victoria			
Bendigo	208	109	158
Geelong	584	314	355
Glen Waverley	426	413	386
Ferntree Gully	404	207	24
Hawthorn	306	228	66
Footscray	329	149	
Frankston	481	189	
Mornington (New 2016)	85		
South Australia			
Hallett Cove	386	370	309
Leabrook	539	483	424
Woodville Park/Brompton/ Hindmarsh	390	322	259
Queensland			
Carseldine	289	230	66
Nerang	231	191	98
TOTALS	5445	4051	3060

Evaluation

The Support Groups program was formally externally evaluated in January 2014 by Dr Anni Gethin, Argyle Research, with the evaluation finding that: FDS Support Groups meet the needs of participants and help them to cope much more effectively with the challenges of problematic drug use in their family. The average CSQ-8 survey ratings were comparatively very high at 30.31. The qualitative feedback showed that the support groups have a powerful psychosocial impact, and that people find they help to improve well-being and coping, and being literally a 'life saver' in some instances.

'Bridging the Divide'

Bridging the Divide Project (BTD) has now been running for 7 years. This is a brief overview of the work achieved nationally.

Bridging the Divide Telephone Support Phone: 1300 884186

BTD Total calls: 14848 (2015/16), 9177 (2014/15)

The 24 hour information and referral phone service continues to operate providing immediate help and referral to family members and other people concerned about another's drug or alcohol usage. Counselling is offered on demand to families by the Project Officers. Other core information and referral services are offered through the FDS website. Information and support is also offered to agency staff through the BtD agency phone line, which is staffed on rotation by BtD project officers.

The BtD team continues to work closely with a wide range of drug and alcohol, educational and community services agencies to promote awareness about the impacts on families of problematic drug use, family inclusivity and the services that FDS provides to support families.

Broadening the scope of the BtD work is really important in reaching more families as most people with problematic drug use

are not in treatment. Activities focused on the following areas:

- Working with peak drug and alcohol and community sector bodies (e.g QNADA, CDATs, ADF and local inter-agencies) – to broaden the reach of the BTD activities through delivering training and information to a range of member agencies.
- Delivering Stepping Forward to agency staff. This provides a highly accessible format to train AOD and human services workers about the impacts of problematic drug and alcohol use on families and ways of better supporting families.
- Working directly with schools and addressing large number of school students, to challenge and inform students about drug and alcohol issues and the impact they can have on their friends and families. Also, gives students information about how to cope with peer problematic drug use.
- Increasing efforts to work collaboratively with Aboriginal agencies and community organisations.
- Working with police and justice agencies.
- Speaking to local and national media to highlight the issues affecting families.
- Working with particular agencies over a number of months, and providing regular follow up.
- Developing new Stepping forwards sessions to cater to families needs: ICE presentation, Boundary setting, Dealing with conflict (these may be combined) Indigenous issues and Aftercare for families.

Process outcomes

Approximately 494 contacts were made with different agencies/sites, in NSW, Qld, Vic, SA, NT, Tas and ACT. This is a similar number (slight increase) agencies as in 2014/15 suggesting that this is around the capacity for FDS in terms of agency contacts. Visits typically involve delivering Stepping Forward, training staff, meetings with staff, discussing collaboration

potentials, and informing agencies of FDS's family support services.

Drug and alcohol services (treatment and general) and community sector services were the services most commonly visited, comprising around half of contacts. Project officers also engaged with mental health, health, youth and justice services, reflecting the many services people with problematic drug use tend to encounter. Peak bodies, politicians and media were also involved, and this is indicative of awareness raising of the problem, and the need for family support, at a more systematic level.

Areas for further work

The engagement strategy with agencies is working extremely well. The ongoing challenge we have is in collecting and analysing the data generated by the large number of contacts.

Contribute to prevention of problematic drug and alcohol usage by educating young people and parents about the impact on families.

Work on this strategy has continued very well with Project Officers and FDS CEO working with schools, TAFEs, youth organisations and parent support agencies. 'The Gathering' talk has been designed especially for schools and to engage with large numbers of young people (students have consistently rated the talks very highly). Our project officers have also appeared on local and state and national media.

Stepping Stones/Stepping Forward is accessible to families from CALD backgrounds

Over the years the Project Officers have successfully developed relationships and continue to engage with the following CALD Groups: Pacific Islanders Communities, Lakemba Muslim Association, Bankstown Multicultural Communities, Newcastle African Communities and Newcastle Multicultural.

Meeting the needs of Aboriginal families.

The Project officers continue to build on existing relationships. FDS is developing an Aboriginal specific, Stepping Forward program. In addition, expanding service delivery to regional and rural areas mean that engagement with Aboriginal families and organisations continues to increase.

Expanding FDS services to regional and rural areas

This year the project officers have worked very hard to establish connections in areas outside the major cities, including regional and rural Queensland, NSW and Victoria. They work with local agencies and networks (for example regional 'Ice Forums' – ADF / CDAT). Whenever they visit these areas they receive a huge amount of interest, particularly as rural areas are some of the worst hit by 'ice'. However, as Project Officers are working at close to capacity, we are planning the development of online and DVD resources to help families in these areas.



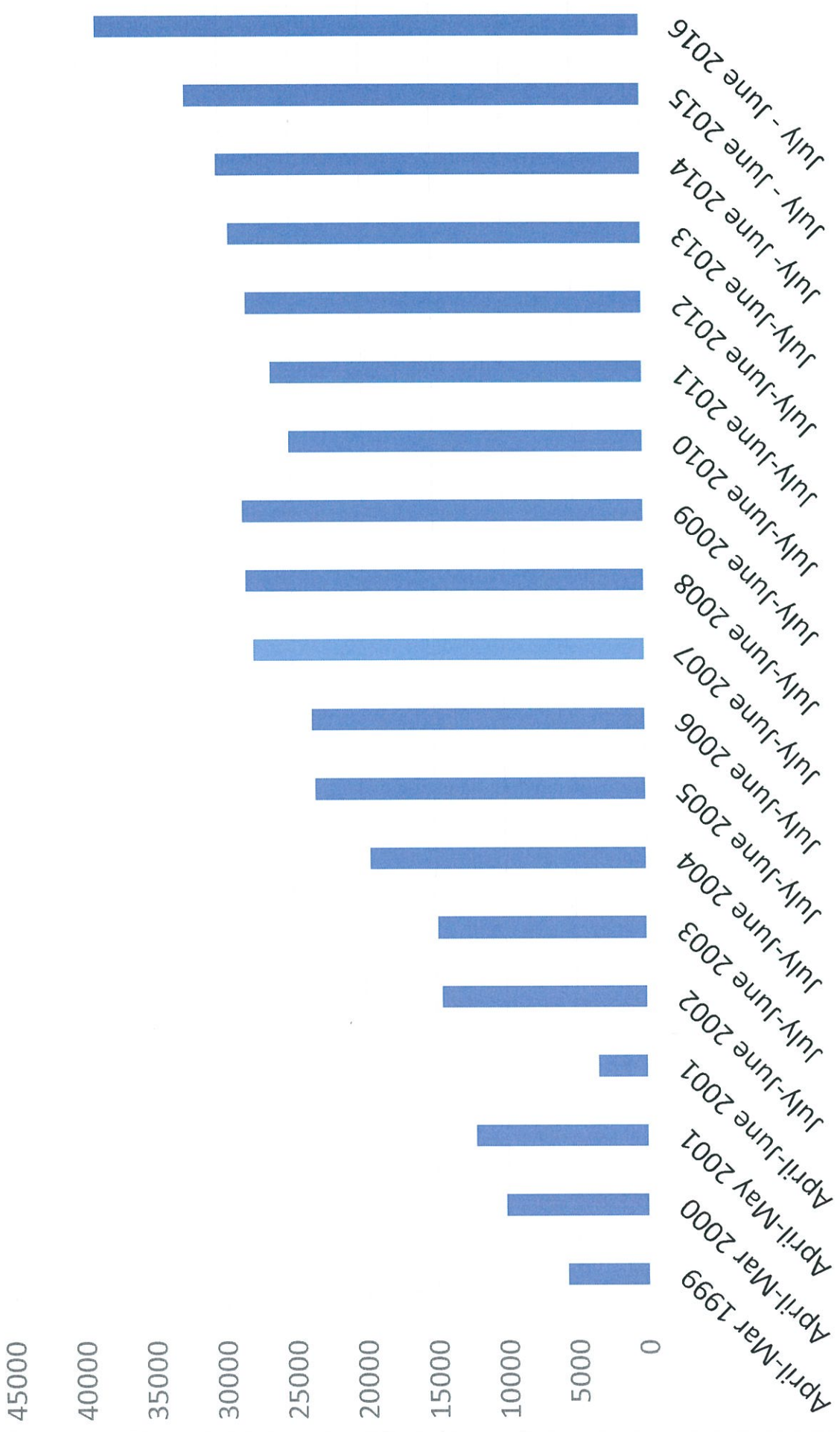
South Australia

During the year in review 2 x (Part time) FDS staff members in South Australia distributed FDS resources widely, visited various agencies as well as participated in regular meetings and appropriate joint marketing activities.

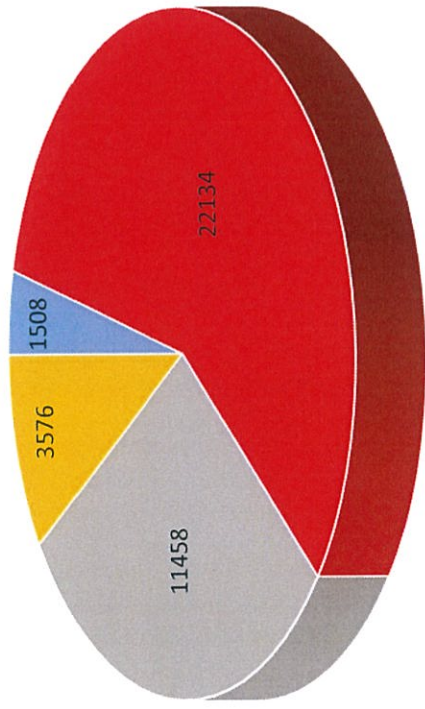
They also ran: Stepping forwards information sessions, Stepping Stones courses, 3 x Regular fortnightly support groups which were very well attended, with a total of 1315 attendees. This is an increase in attendance from the previous year of 140 people.

TELEPHONE LINE STATISTICS

TOTAL CALLS TO LINE 1999- 2016

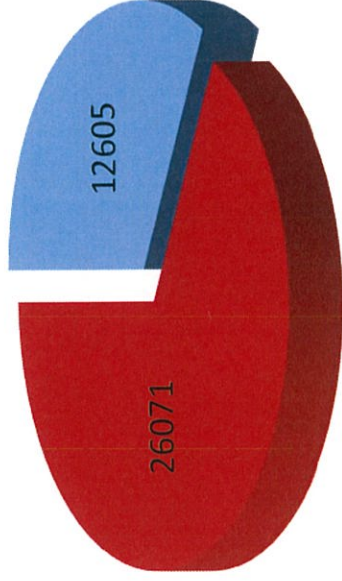


Time of Calls to Line



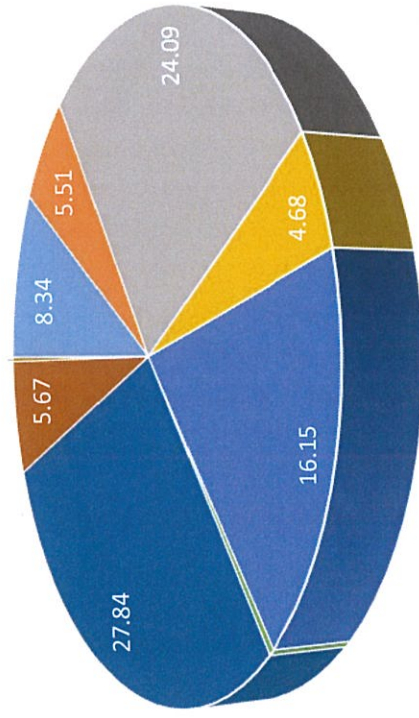
■ Mid-9am ■ 9am-2pm ■ 2pm-6pm ■ 6pm-mid

Gender of Caller to line



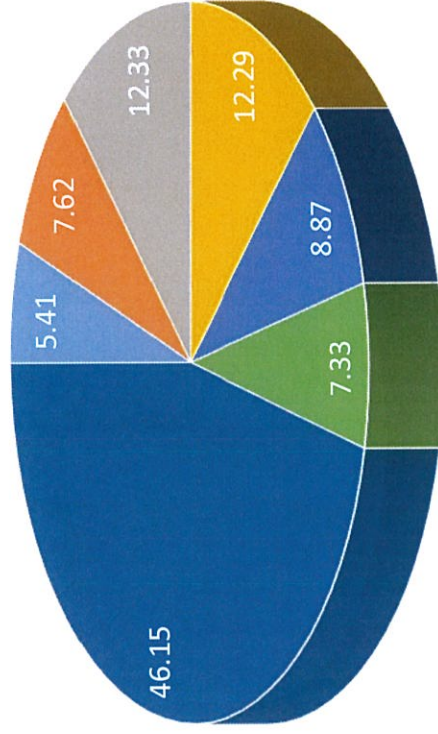
■ Male ■ Female

Referrals from %



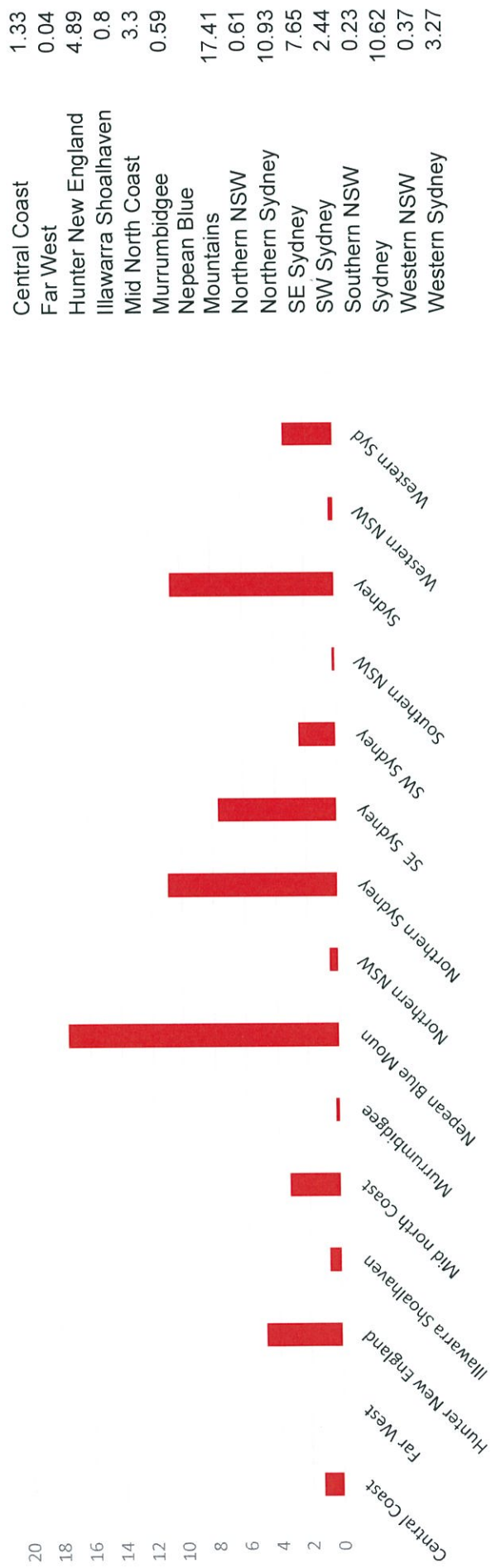
■ D & A/Adis ■ FDS Mem ■ FDS Brochure ■ Govt booklet ■ Friend/Relative ■ P/Book ■ Other ■ Parent Line ■ Prev Caller

Length of Drug Use

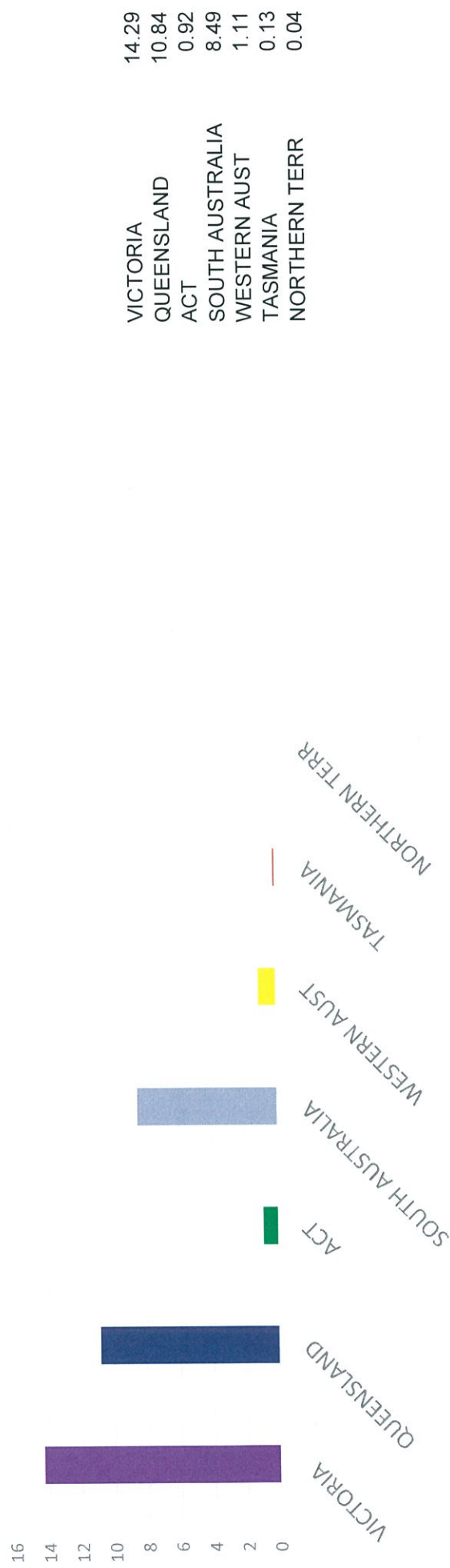


■ 0-6 mths ■ 1-2 years ■ 2-3 years ■ 3-4 years ■ 4-5 years ■ 5 years+ ■ 6-12 mths

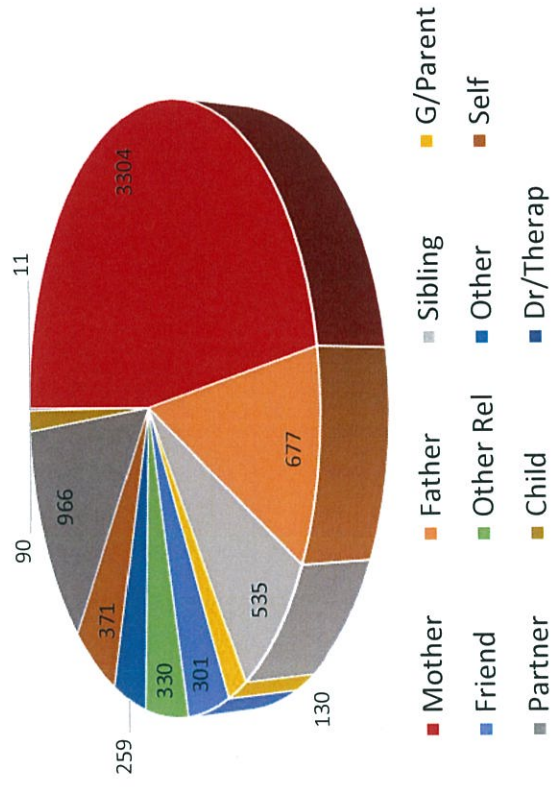
NSW Calls %



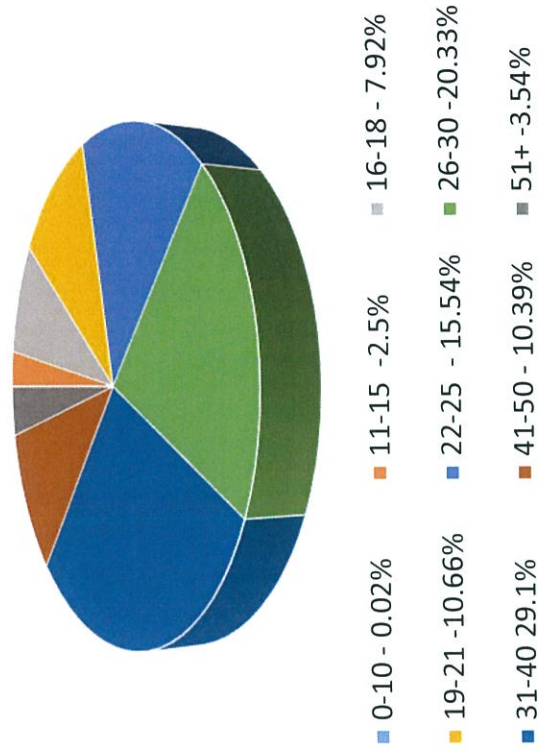
Interstate Calls %



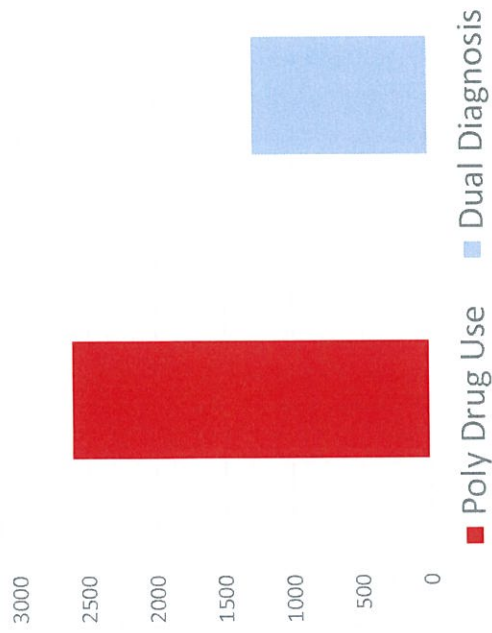
Relationship to Drug User%



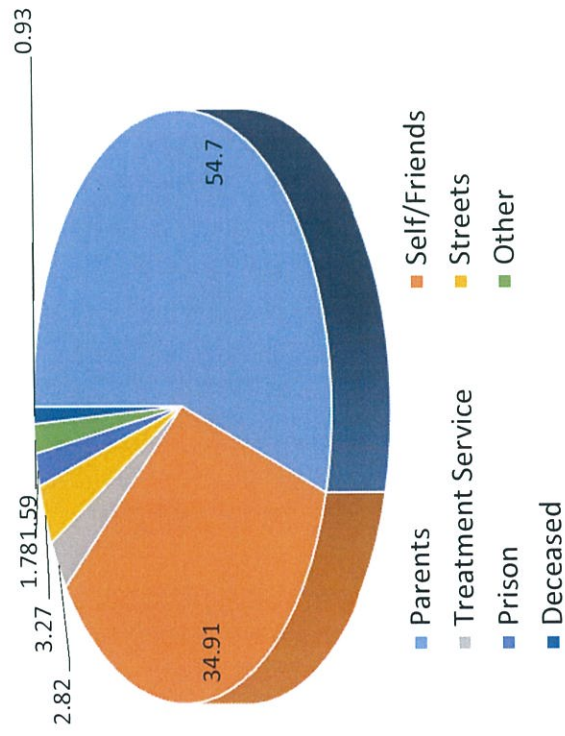
Age of Drug user %



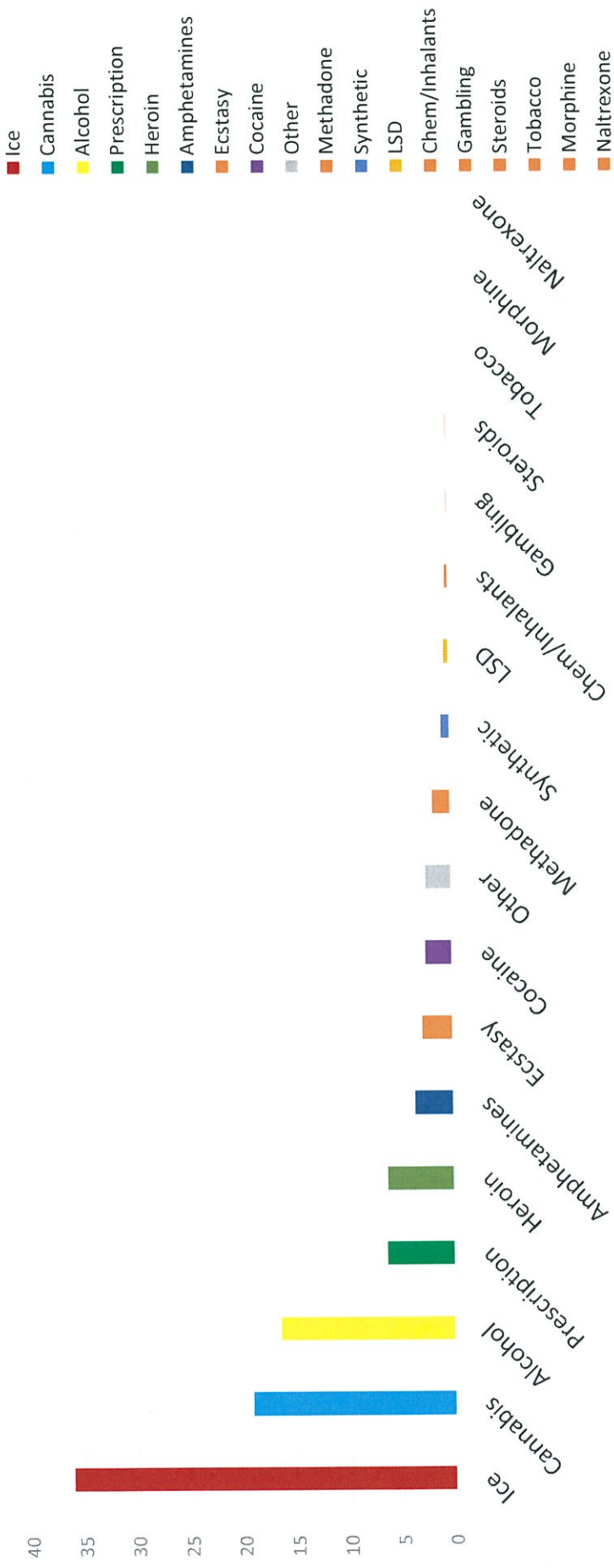
Poly Drug Use and Dual Diagnosis



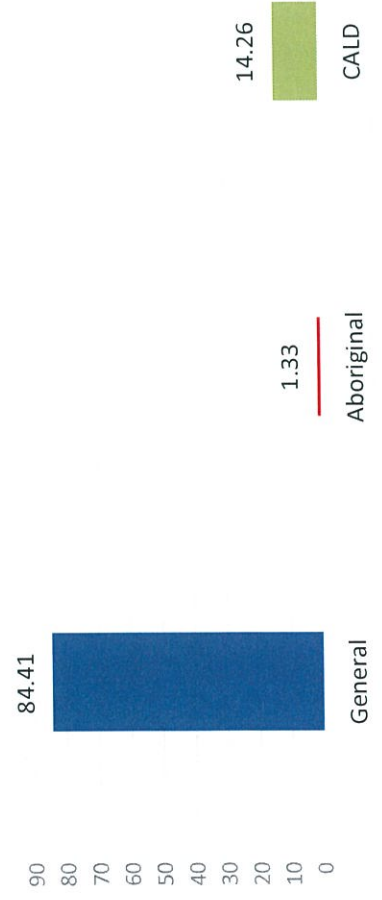
User lives with %



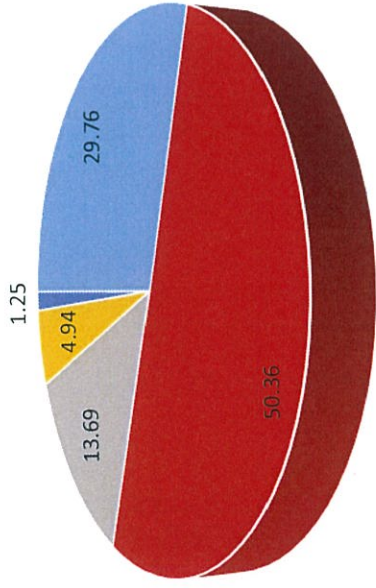
Drugs Used %



Country of birth of caller %

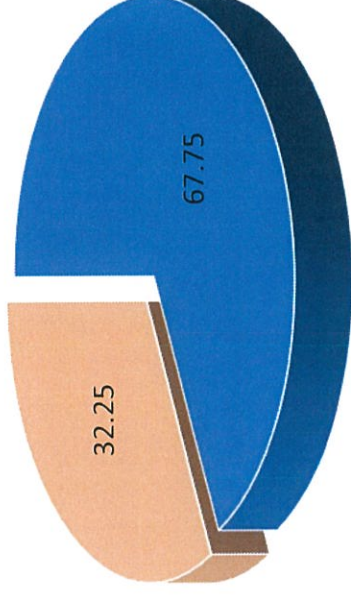


Method of Drug Use %



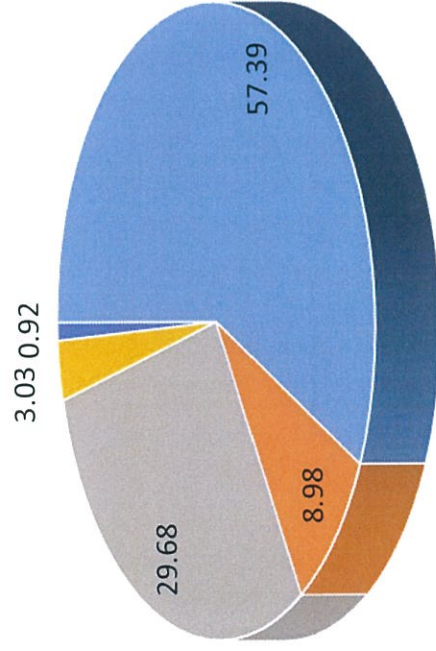
■ Oral ■ Smoking ■ IV ■ Snorting ■ Oth Method

Gender of Drug User %



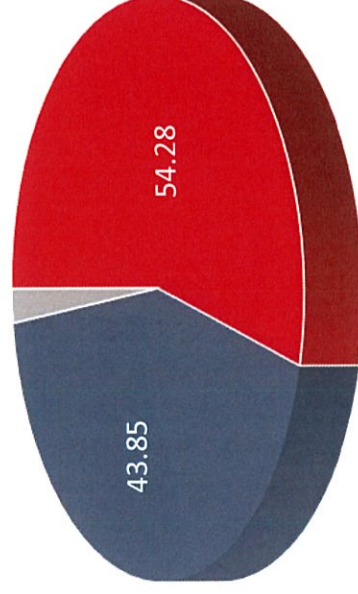
■ Male ■ Female

Employment status of drug user %



■ Unemployed 57.39% ■ Student 8.98% ■ Crime/Prostitution 3.03%
■ Employed 29.68% ■ Deceased 0.92%

Caller Satisfaction %



■ Satisfied ■ Very Satisfied ■ Dissatisfied

TELEPHONE SUPPORT LINE

24 hrs / 7 days a week

1300 368 186



Family Drug Support
PO Box 7363, Leura NSW 2780
Head office: (02) 4782 9222
Head office fax: (02) 4782 9555
Email: admin@fds.ngo.org.au
Web: www.fds.org.au