



**20/21**  
**Annual Report**



## Acknowledgment to country

'Blue Knot Foundation respectfully acknowledges the Traditional Owners of the land on which we work and pays respect to the First Nations Peoples and their Elders, past, present and future. We acknowledge their strength and resilience to thrive as Sovereign Owners and are honored to journey with them on the path to healing and reconciliation.'

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### National Office

Phone: 02 8920 3611  
Email: [admin@blueknot.org.au](mailto:admin@blueknot.org.au)  
PO Box 597 Milsons Point NSW 1565

[www.blueknot.org.au](http://www.blueknot.org.au)

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## Chair's Report

It has been a pleasure to chair the Board of Blue Knot Foundation during 2021.

As a board, we are immensely proud of what has been achieved by President, Dr Cathy Kezelman, our Deputy CEO Belinda Johnson and the entire Blue Knot team.

These achievements include Dr Kezelman becoming a recipient of the Impact 25 award. The award is granted to individuals who spend their days advocating on important issues, usually working over years and even decades to generate positive social change and support for communities.

In this award she was recognised for driving systems change, advocating for greater understanding and comprehensive policy and practice change to respond to the needs of Australians experiencing violence, abuse, neglect and exploitation as a child or adult.

I am proud to see how the Foundation has flourished with a fantastic culture and strong leadership, both existing and new, all the while dealing with the second year of the global pandemic, and other challenges for Australia.

The ability to continue to operate smoothly and effectively from home while responding to an increase in the number of calls due to the pandemic, and to deliver training nationally has been admirable.

This year has seen preparation for our refreshed Blue Knot brand and new websites for launch in the next financial year. The refreshed branding embodies the empowering vision that we espouse.

Internally, we integrated a new CRM system alongside a range of other fit-for-purpose systems to ensure infrastructure which collectively will enable us to engage with and support the diverse stakeholders in our ecosystem while supporting our continued growth effectively and efficiently.

We welcomed a new Ambassador, Damien Rider. Damien has his own lived experience of childhood trauma and abuse and has a unique and inspirational path to healing and resilience.

Unfortunately, two board members will be retiring this year. Angela McKenzie-Mountain and Terry Fitzpatrick have both completed their fifth year on the board, along with Mathew Rockwell who was unable to continue with his appointment due to personal reasons. I would like to thank them and the rest of our directors for the loyalty, dedication, and commitment they have shown to Blue Knot and their contribution to the board. We look forward to welcoming our new board members next year and the positive contributions they will also make to the work of the Foundation and possibilities for recovery for survivors of complex trauma.

**Sarah Gatehouse,  
Chair**





*I want you to know that BK is a touchstone. You are there when I really need to hear another voice. You all do an amazing job. You are skilled, and you get it. I appreciate the work you do, and I am so grateful.*

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# President's Report

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This last 12 months have been a period of highs and lows for Blue Knot. Highs because we continue to grow and develop as an organisation and in so doing, reach and support more survivors of complex trauma every day.

Lows because Blue Knot is part of a global and national community which has been challenged by and continues to be challenged by the COVID-19 pandemic, not the least of which are the mental health impacts.

Many of the people we support are already living with the impacts of trauma, and enforced social isolation, lockdowns, physical distancing and face masks have brought additional pressures. These have been compounded in many cases by economic and health challenges alongside the loss of the usual supports and services. As a result, demand for our support has never been greater and we have never felt more honoured to provide it.

In this last financial year, we have provided 22,500 Occasions of Service on our Blue Knot Helpline and close to 6,000 Occasions of Service related to the National Redress Scheme. Our National Counselling and Referral Service supporting people with disability and experiences of violence, abuse, neglect and exploitation delivered 8,207 Occasions of Service this last year including 1,260 to people in closed institutions.

Our Training, Practice and Organisational Change team delivered 358 training sessions to close to 7,500 participants. Close to 10,000 of our core 6 fact sheets were downloaded but now with over 40 fact sheets presented in different formats that total number is much higher. There were also 13,500 views of our core 5 videos but with our expanding library of clips, including panel and information sessions this is also undoubtedly much higher. But Blue Knot is much more than statistics – we

are about people and relationships, both internally amongst our team and externally with those we support, guide, inform, educate, train and supervise.

In this period, we worked from home, returned to the office, developed a blended style of working and then worked from home again. Each of these moves necessitated enormous agility to ensure the stability we need to continue to deliver safe services on our Helplines and through our Training, Practice and Organisational Change arm. Not only did we continue to deliver client-centred trauma-informed culturally attuned services but we upgraded and integrated state-of-the-art policies, systems and infrastructure which will set us in good stead well into the future. Our inaugural digital Festival of Healing for Blue Knot Day featuring our ambassadors and members of the Blue Knot community presented the foundation for our events into the future. As we enter the New Year with new websites on the agenda, and a refreshed brand identity, Blue Knot will also embody the safety and connection we enact.

That said I would like to commend the staff of Blue Knot for their commitment, dedication, flexibility and professionalism through this time. The team has been remarkable, and I would like to thank each person for their collegiality and drive, and to the leadership team, and especially my Deputy, Belinda Johnson, a special thank you for steering your teams so steadfastly through these times and always. And to the board, under Sarah Gatehouse, thank you for your generosity in volunteering your time and expertise to make Blue Knot the highly respected leader it has become.

**Dr. Cathy Kezelman AM,  
President**



22,500 Occasions of Service on our **Blue Knot Helpline**

6,000 Occasions of Service related to the **National Redress Scheme**

8,207 Occasions of Service on our **National Counselling and Referral Service**

358 **Training sessions**

7,500 **Training participants**

10,000 Core 6 **fact sheets** were downloaded

13,500 Views of our **core 5 videos**



# Our Team

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Our team is a passionate and committed group of professionals who share a vision for a trauma-informed world in which everyone with experiences of complex trauma can and does heal. While our vision is shared, we each bring our own individuality and diverse perspectives along. We are an inclusive team, which values innovation and creativity alongside collaboration and mutual support to help us deliver on our mission every day.

## Our Counsellors

Providing a safe space in which callers feel heard and understood is bottom line for our counselling teams. To us it is not about the particular qualification, a counsellor has or whether they're a social worker or psychologist, but it is about the capacity to deeply listen to each caller, and meet the person in the moment, with empathy and compassion. And having a fundamental belief in the strength of the human spirit and capacity to heal with the right support.

## Our Training, Practice and Organisational Change Team

Blue Knot strongly believes in the vision for a trauma-informed world and this team goes about helping to build that world every single day. From responding to training enquiries, to setting up reflective practice sessions, to delivering webinars, or working on your organisation's plan for change every activity focusses on creating more stepping stones to a trauma-informed world. Change happens slowly but with commitment and the right tools, together we can achieve a lot, and our training, practice and organisational change team does just that.

## Our Engine Room Team

There are many people who make up the Blue Knot team. From marketing, to fundraising, to HR, ops, admin, IT and accounting, every role is just as important as any other. It's about how we work together, how we make our systems hum, and how we continue to build and grow our Blue Knot community.

## Our Executive, Leadership and Board

Dr. Cathy Kezelman AM and Belinda Johnson, President and Deputy CEO, our Executive Team have a deep commitment to the organisation and many years of leadership within it and in other roles. Their combined expertise along with that of the rest of the leadership team, shared values and a commitment to live and breathe the trauma-informed principles which the organisation espouses provides the rich ground from which Blue Knot grows and flourishes. The support and strategic guidance of the board provides another layer of governance and informed decision making critical to that of a leading for purpose organisation.



### Our Vision

To reach the more than  
1 in 4 adult Australians  
impacted by complex  
trauma



### Our Mission

Empowering adults  
to recover and build  
resilience from complex  
trauma

## Our values



# Training, Practice and Organisational Change

While COVID-19 has challenged us all, the challenges of delivering high quality training, have been substantial. The unpredictability of lockdowns demanded an agility and responsiveness, in which the team has excelled.

The delivery of engaging trauma-informed webinars and virtual classrooms as well as face-to-face training has been an enormous achievement. Staff and facilitators alike have acquired the skills needed to utilise the technology to deliver interactive adult learning sessions to high standard.

Overall, we delivered training to 7,412 participants - a 16.7% increase Year on Year from 2019-20 to 2020-21. This is no mean feat during a pandemic!



*There was a useful overview of information I already knew alongside new information and up to date research. It was taught in a way which was more engaging and relatable than I have found in the past. I am leaving the training with a better understanding of trauma and how to integrate this training into practice.” Participant, Trauma Awareness Webinar July 2021*

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We more than doubled the number of participants in our scheduled training Year on Year from 1,474 in 2019-20 to 3,009 in 2020-21, in 75 separate training events. Our webinar series: *Building Trauma Awareness, Managing Wellbeing and Understanding Vicarious Trauma, Safety and Connection* with the addition of *Trauma Responsive Leadership* was particularly well received and served as tasters for our 4 different training streams.



*“ This training was contemporary and relevant, offering knowledge and very practical tools to take into leadership and practice. I also valued the opportunity to reflect on my own approaches to leadership, implementing TIP into the workplace (thinking about how things are currently and how they may be different), and considering why this may be important. Super useful training.” Participant, Leadership Webinar June 2021.*

Our organisational training has gone from strength to strength and, as anticipated we have noted an increased demand for vicarious trauma and wellbeing training over time. A total of 279 organisational trainings were provided across all modes of delivery, a 10.5% increase 2019-20 to 2020-21, once again, a substantial achievement during the COVID-19 pandemic.

*“ I attended Foundations for Building Trauma Awareness in Stanthorpe. I just wanted to pass along my compliments and praise for this. I found that the information was delivered in a way that was so easy to understand! Being new to counselling, previously, trauma was something that I found rather complex to understand. However, I feel as though I have such a great understanding of it now and have some beneficial insights and strategies to integrate into my practice. Additionally, I think that the way it was delivered made it easy to understand. Shirley was a fantastic wealth of knowledge and such a pleasure to learn from. I cannot speak highly enough to her and Blue Knot to my colleagues and the training that was provided. It has been a real highlight for me.” Alexandra Cox. Lives Lived Well.*





Our supervision and practice stream, providing individual and group supervision and reflective practice also grew 65% between 2019–20 to 2020–21, moving online with smaller groups to optimise safety. During this period, we also delivered a number of projects, and have engaged in a range of collaborations and partnerships. We tied off a long collaboration with the documentary film *Ghosthunter*, using clips from the film in our refreshed workshops for family and friends, and creating a short promotional video around the workshop. We also delivered an online seminar delivering multiple streams for the disability sector.



*Special thanks to DSS and Blue Knot for making this extensive, insightful and practical training available to organisations working with the DRC. It is greatly appreciated and would not have been training we could have financially afforded. Michelle was a consummate professional, clearly having the practice frameworks and knowledge and the practical experience. Michelle's communication style enables me to understand complex information and she created a welcoming, warm, and safe space to share our experiences and extend our knowledge through questions."* Participant in Disability Forum

This has just been a snapshot of an extraordinary year for our Training, Practice and Organisational Change Team. Thank you to Tamara O'Sullivan for her leadership, professionalism and collegiality and to the whole team, including our new team members. Not only did the team deliver above and beyond its remit but they also implemented and integrated a range of new systems, and reviewed and updated program content, delivery modes and expanded reach.

# Blue Knot Helpline and Redress Support Service

This service provides trauma counselling, information and referrals to adults with experiences of complex trauma, mainly from childhood as well as to people who experienced institutional child sexual abuse and are exploring or engaging with the National Redress Scheme.

The Helpline has never been busier or truer to its mission with 87% of callers to the line survivors, 5% personal contacts and 7% professionals, 1% members of the public.

“*There’s a voice humming at the other end of my telegraph line. It is not suspicious or controlling and does not fill me with the fear of containment. That voice has been telling me for a while now that the power of my hurt can change into the power of my might. From my darkness to my brightness that voice keeps listening on the other end of my telegraph line.*” Suzi, caller to our Helpline.

Helpline Callers

87%

Survivors

5%

Personal contacts

7%

Professionals

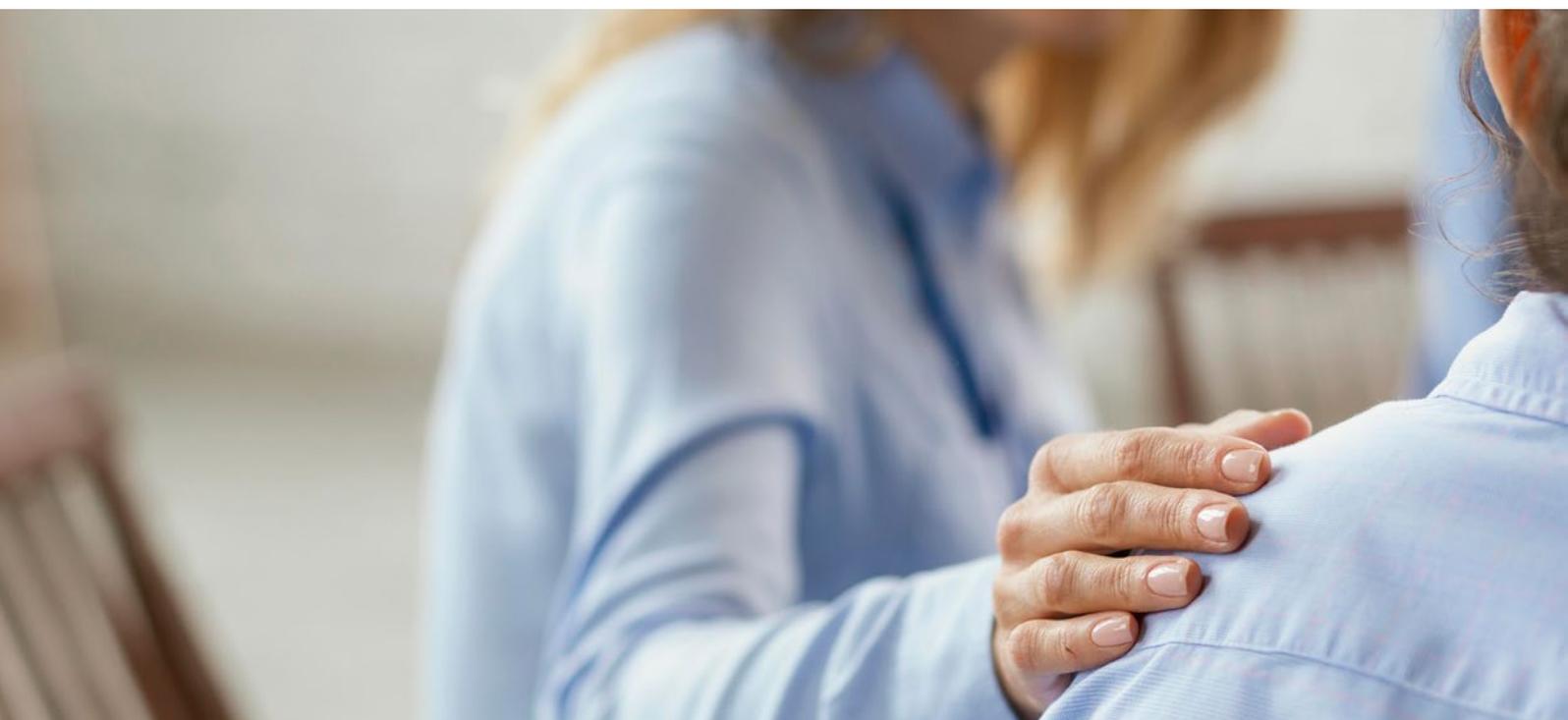
1%

Members of the public

Always a high demand service, the pandemic and active community discourse related to sexual assault and family violence have created even greater demand. Despite increased resourcing and responsiveness, the number of abandoned calls increased again during this period by 16.5% especially during March and April when media coverage related to sexual harassment and sexual assault peaked.

More than 22,500 Occasions of Service were provided during this financial year to callers, on the phone, webchat and supported by email and video conference. Close to 6,000 Occasions of Service were provided to people enquiring about the National Redress Scheme or being supported through the Application, Outcome or Direct Personal Response Process. But this is not about the sheer numbers, but rather the quality and uniqueness of the service provided by our trauma counselling team.

With escalating demand and working from home, the wellbeing of our team has been paramount both for their individual health and wellbeing but also for our callers. This is because a team which is grounded and well supported is pivotal to continuing to deliver a safe trauma-informed culturally sensitive service. It has been important to increase check-ins, peer and leadership debriefing, internal and external supervision and team meetings to mitigate the risks of vicarious trauma and maintain connection between team members during periods of social isolation. This, and variation in the daily schedule of tasks has supported morale, wellbeing and consistency of practice across the team and responsiveness across caller needs.





*I see calling Blue Knot as bringing out the big guns. You appear out of nowhere, all dressed in black commando suits, with backpacks, large grappling hooks, fine black nylon ropes and HK47 machine guns. You crash through the windows and run through the house chasing out all the depression, anxiety, terrible thoughts and trauma. Once the job is done there is a shout of "ALL CLEAR". A few of you stay by the door, not smiling, very professional, it's your job to keep me safe. In your backpacks you have tea bags, milk and cat food. Then there are cups of tea for everyone. We sit around and talk about such things as knitting, especially moss stitch which is my favourite and this gives me great comfort. When I'm fine, you miraculously clear up the smashed window and you all give me hugs, before disappearing into the night in a black van, off to some secret headquarters where you debrief and rest before being sent out to the next person who needs help. You are professional and silent and don't mess around and my safety is your priority." Rebecca, caller to our Helpline.*

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Blue Knot has further built capacity with an expanded team also incorporating webchat. Full rostering has been impacted by lockdown and caring duties as well as home schooling, especially most recently. In this reporting period Blue Knot has implemented a new CRM and integrated telephony system, which have been embedded into practice. This has substantially enhanced our data capacity for analysis and reporting, and we anticipate the new systems to be fully bedded down in the next reporting period.

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*I was 'blown away' by Blue Knot, from everything that the BK website says to the conversations on the phone. She said she is so used to 'having to tell services how to help me' and that she feels she doesn't need to tell us how to be trauma-informed. She said 'I knew I had found the right service, finally!' and 'you're all angels, and you have genuinely helped someone.' Anonymous, redress client*

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As our redress work grows, we are continually humbled by the trust survivors place in us as they revisit the core of their trauma to include in their application. We are honoured to walk alongside each person through the merry-go-round of seeking acknowledgement for the harm done, and some degree of redress for a life cruelly betrayed in childhood. We monitor each person's wellbeing as well as their connection with their counsellor using a tool called Feedback Informed Treatment. It enables us to vary the pace of the process, holding back when a survivor becomes overwhelmed by their memories.



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*“ Blue Knot have been a great help to me and have helped me put together my redress application. It's a great chance for any survivor/ victim to start speaking with the right people, with people who really get it. Rather than trying to convince people who never really believe or understand or have no idea, you can call Blue Knot and they will understand, even if you 'umm and ahh' your way through.*

*I think it's particularly important for people during this covid time, to know there are people who get it and understand and believe you. Now I always really look forward to my regular calls with my BK redress counsellor. Agencies such as Blue Knot well and truly deserve any funding for their continued support.”*

*Tony, survivor, one of Blue Knot's redress clients*

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# National Counselling and Referral Service – Disability

The National Counselling and Referral Service (NCRS) is a phone and webchat service supporting people living with disability and experiences of violence, abuse, neglect and exploitation.

Some callers are also engaging with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The service commenced in October 2019 and has now been operating for close to 2 years. The last 12 months have been particularly challenging for people with disability as the COVID-19 pandemic has presented additional barriers to connection, support and participation. The National Counselling and Referral Service has never been more important, and it is good to see increasing numbers of people connecting with the service over time.



*I am so glad I got through to you. And that I can always get through to you. I feel different now. I don't know what I would have done otherwise, there's not many options here and sometimes you just act out". Robert, inmate in a Correctional Centre.*

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In addition to the emotional support, information and referrals the service provides it is now working with closed institutions. This life-affirming work started in Qld with the first call to people in prison in February 2021. Since then, the service has provided 1,267 Occasions of Service including private booked counselling sessions of up to an hour each with inmates in 15 Correctional Centres around QLD. The rollout of this service is planned to extend nationally with South Australia the next state to come online.



*31 years of being in and out of prison – until I talked with you people I was blaming myself and I thought I was just mentally disturbed. Now I know it isn't all my fault and I want to make different choices.” Robert, inmate in a Correctional Centre.*

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Our counselling work, every day, highlights the substantial trauma to which many inmates have been exposed, during childhood and prior to incarceration and sadly at times, also within the system.

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*I have felt good in expressing all that to you and thank you for reflecting back to me who I am. It feels like I am free in this room despite where I am. If you could see me - I am tethered to this table with handcuffs. And when I finish (... this session ...) there are 5 doors I will be escorted through back to my solitary confinement. But I have just been free for an hour”. Anonymous.*

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Many clients want to make sure they don't repeat their behaviour once they're out in the community: "I don't want to be back in here for this." They want to develop a better understanding of their own trauma and break the cycle of abuse so they can make new choices. We repeatedly find the psychoeducation we provide shows people, often for the first time, that they experienced trauma and their behaviour can be understood in that context but can also be changed.

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*The sessions with Blue Knot provide a space to be able to know what I am really thinking and feeling. It's about my growth. There is no emotional growth outside of here. I am not able to do that safely outside of these sessions. I am very different out of here, very guarded, very cautious, very protected. I do learn things from the process - it gives me the confidence to speak in other forums....I would really like to do things differently, it's too late for me....I would like to do good...to make a difference for others...” Anonymous*

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Many Correctional Centre callers are starting to show hope for the future and express a desire to pursue counselling once they're released. This hope is more pronounced than with other callers to the NCRS. The inmates also know that they want trauma-informed counselling, and the level of safety and understanding it evokes. They note how helpful the trauma-informed approach of "what happened to you?" rather than "what's wrong with you?" is.

The NCRS team sees that a lack of trauma-informed understanding is a barrier to life-changing service just like people with disability experience barriers. If a service only has written material available, a person without vision is excluded from that service; if a service is on the second floor with no lift, a person who uses a wheelchair or has other mobility issues is excluded from that service; likewise if a service is not trauma-informed, people living with trauma impacts are excluded from that service, as they have not built the level of safety and trust needed to begin to heal, including, in this context, positive behaviour change.



*We are drip fed how bad we are and the counselling space provides an opportunity to be human for a while - this is where true rehabilitation lies".*  
Anonymous, inmate in Correctional Centre.

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# Marketing, media and social media

This year we reviewed and refreshed our brand identity and focussed on developing accessible trauma-informed Blue Knot Community website and Professional Community websites, all to be launched in first quarter of the 2021-22 FY.

They are both substantial projects in their own right, which will provide Blue Knot with the look and feel which supports the values, principles and professionalism for which we are recognised. Many thanks to everyone who has contributed to the large amount of thought, consideration and sheer work which has gone into this. We look forward to sharing them with you, next year.



*I just wanted to say thank you for your wonderful website and access to resources. I am a GP and have just had a few weeks of patients disclosing various things and have been looking for resources for them and their families and for me!! I was impressed by the thoughtfulness and depth of information, factsheets and resources.” Karen*

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In the meantime, our advocacy and promotion work has continued apace and our profile continues to grow strongly in the sectors in which we work but gradually further afield as well. As Blue Knot’s profile increases so does its presence in the media and social media. In the 12 months to December 2020, Blue Knot had 2,286 media hits – a 25% increase in the calendar year, 2019 to 2020 and it reached 53.4 million eyeballs a 20% increase year on year. This continued into the first half of 2021, with additional media activity generated by our new Ambassador Damien Rider, an ultra-athlete, with his own lived experience whose extreme events are matched in equal parts by his humility, groundedness and passion to drive awareness and change.

Demands for our publications, fact sheets and videos reflect the growing demand for Blue Knot and what it stands for and provides.



*I think it is a brilliant website. I cannot tell you how important it was for me to watch the videos in particular and hear firsthand stories about how childhood abuse has affected those who were brave enough to share their stories. Because of these wonderful people, I am now more open to sharing my own experiences, and hopefully educating those who have never been affected by abuse."*

Anonymous



By way of example, close to 10,000 of our 6 core fact sheets were downloaded in this 2020–21 financial year, but these figures report only 6 of 40 which have now been developed into 70 versions, including Plain English, Easy Read and Other Languages. Our new websites will provide easy access for free downloads of this entire suite to contribute to the education we provide which is so critical for survivors and those who support them personally and professionally.

## Media



Media hits  
25% increase



Reach  
20% increase



6 core fact sheets  
downloaded

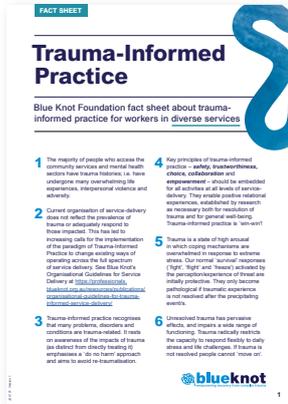


70 versions of  
fact sheets

# Most popular fact sheets



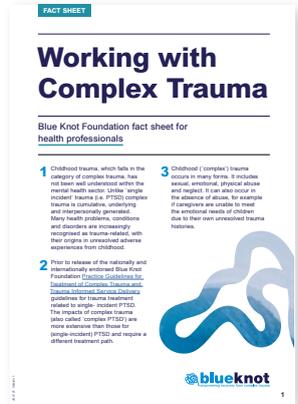
**Survivor Fact Sheet**  
2,968 downloads



**Health Professionals Fact Sheet**  
1,513 downloads



**Supporter Fact Sheet (Family and Friends)**  
1,412 downloads



**Fact Sheet for Workers**  
1,414 downloads

“ I have used the Blue Knot Foundation fact sheets in counselling and have handed them out to my patients. I was able to really develop more of an understanding of how patients were feeling, and became more thoughtful.” Anonymous



Our inaugural Festival of Healing in October for Blue Knot Day, a digital all-day festival run from social media – Facebook, Instagram, YouTube, twitter and LinkedIn provided an opportunity for our community to join in support. It was a full day of activities to help calm the nervous system, showcasing our services, hearing from survivors around their healing journeys and meeting some of our teams in the panels. It was an incredible success with feedback confirming that it was a great start to many more such events.



# Blue Knot Day 2020

## in a Snapshot

### Facebook



**39**  
posts

**399**  
new page  
likes

**38,645**  
impressions

**1,739**  
engagements

### Instagram



**26**  
posts

**47**  
new  
followers

**64,074**  
reach

**453**  
engagements

### LinkedIn



**5**  
posts

**52**  
new  
followers

**309**  
impressions

**16**  
engagements

### Twitter



**28**  
posts

**49**  
new  
followers

**8,269**  
impressions

**452**  
engagements



## YouTube



**16**  
videos

**101**  
new  
followers

**18,578**  
impressions

**3,797**  
views

**1,227**  
unique  
viewers

**5:32min**  
avg. view  
duration

**25.2%**  
avg. %  
viewed



**\$10,000**

Another success was our End of Financial Year Campaign that raised just under \$10,000, in a tough year for fundraising due to COVID-19 and donor fatigue from bushfires. A big thank you to everyone who donated in support of our survivor workshops!

# Marketing Metrics for the year



The Blue Knot Foundation Facebook page saw an increase in followers of just under 10% with over 13.4k followers, and impressions increased by 261% from the previous year.



Instagram follower count grew by 49% to just over 2k followers, and post reach increased by 265%



Twitter followers grew by 16.4% to 2,371, impressions increased by over 587% and engagement grew by over 706% compared to the previous year.



LinkedIn followers doubled to 2,122 followers with an increase of over 327% impressions, 1% increase in engagements, and over 268% increase in clicks from the previous year.

## Website overview for the period 1 July 2020 – 30 June 2021



68.3% of visitors to the website were new visitors (31.7% returning visitors)



A significant decrease in bounce rate (56.8% vs 2.57%)



Sessions stable at less than 1% decrease from previous year



## Video views

24.8k

This year saw a massive increase in our video views, which can be largely attributed to Blue Knot Day activity. A total of 24.8k video views occurred over the period, more than double the 11k views from the previous year.

## Email Marketing

### Breaking Free

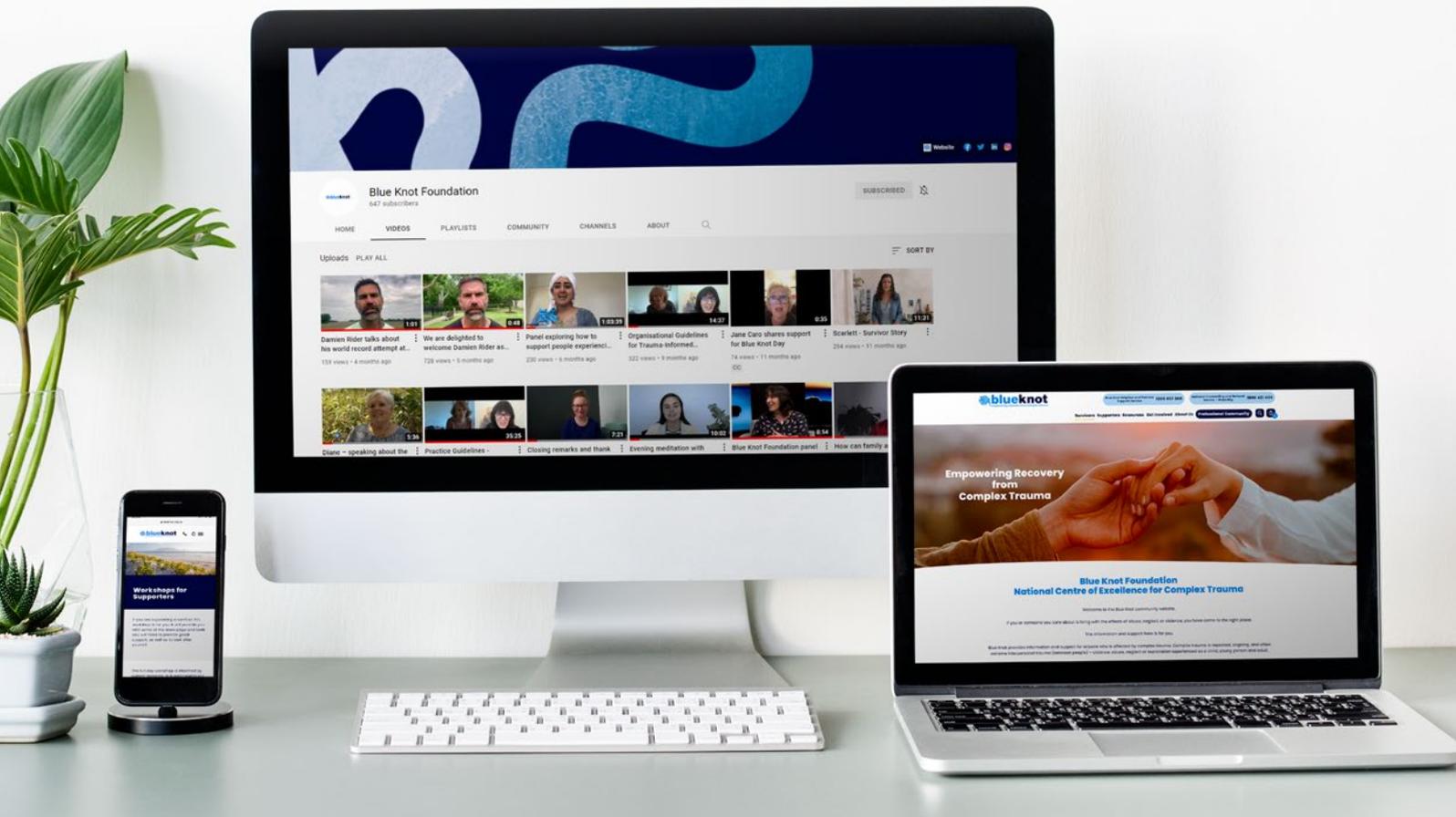
47k

This year, Breaking Free, our monthly email newsletter, was delivered to an average of just over 47k recipients per edition, with an open rate of just under 20%

### Blue Knot Review

20%

Distribution of Blue Knot Review, our quarterly email journal to professionals, continues to increase and we saw an impressive average of 20% open rate which is consistent with industry standards.



# Financial Summary 2021

2021 has been a challenging year for many organisations. Blue Knot Foundation has remained resilient throughout this period. I am pleased to report that despite the challenges of the year Blue Knot still made a profit of \$853,939 which will be used for future Foundation purposes.

We have invested time and resources in developing Blue Knot for the future. Our trainers have kept busy developing a robust series of webinars and online training. This allowed us to switch between face to face and remote training formats as necessary.

A cornerstone of our strategy is to reach a wider audience and to support the more than 1 in 4 adults impacted by complex trauma. Our training modules and alternative deliveries can be used in the future to widen our reach. We have also continued in our drive to implement a strong fit for purpose suite of IT solutions to assist in driving our activities. Development in both these areas has allowed Blue Knot to remain nimble, steering a strong path through the challenges of a COVID world.

Our training revenue stream has been impacted the most during COVID. Online alternatives to face to face training have mitigated some of the drop in Workshop Revenue. We had seen some recovery in face-to-face training before the last lockdowns. We expect that this will continue to improve as confidence increases and borders reopen.

Blue Knot has worked hard to build a solid financial base, with enough working capital to see it through financial ups and downs. This has proved a sound strategy that has allowed Blue Knot to weather the COVID storm.

2021 has seen the set-up of a Finance Audit and Risk Committee in recognition of the increasing size and needs of the Foundation. This committee consists of Board and Non-Board members from primarily legal and finance backgrounds. This will help to further strengthen the financial oversight of the Foundation.

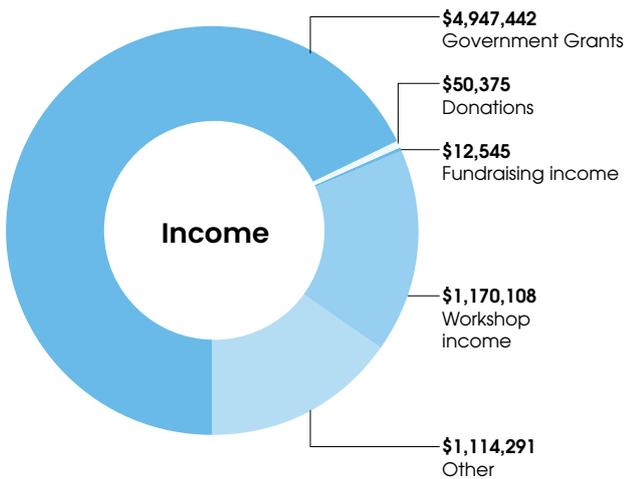
Net Assets at the end of the Financial Year increased from \$4.0M to \$4.8M year on year. The Finance Audit and Risk Committee has appointed Koda Capital as Investment advisors and have implemented a longer-term investment strategy which aligns with the Foundation's strategic plan and mission.

The Foundation has maintained solid results supporting continued future growth and community support.

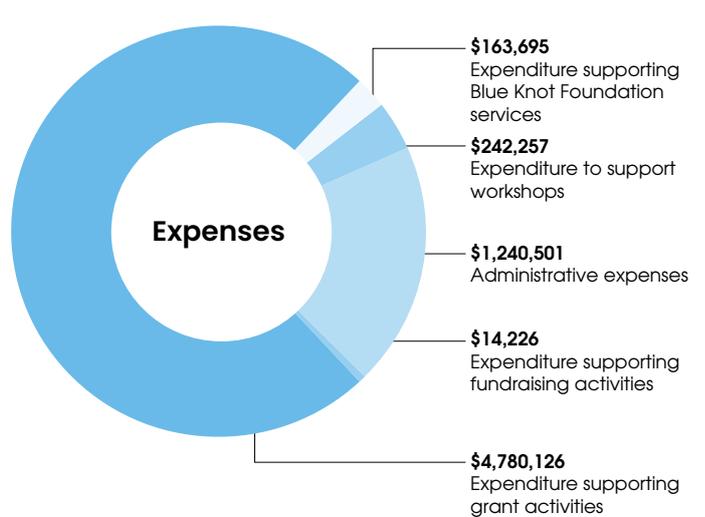
# Financial Position

The summarised accounts presented with this report are for the financial year 1 July 2020 to 30 June 2021. You can download a copy of the audited [financial statements](#) from Blue Knot from the website.

## This Financial year 2020 – 2021

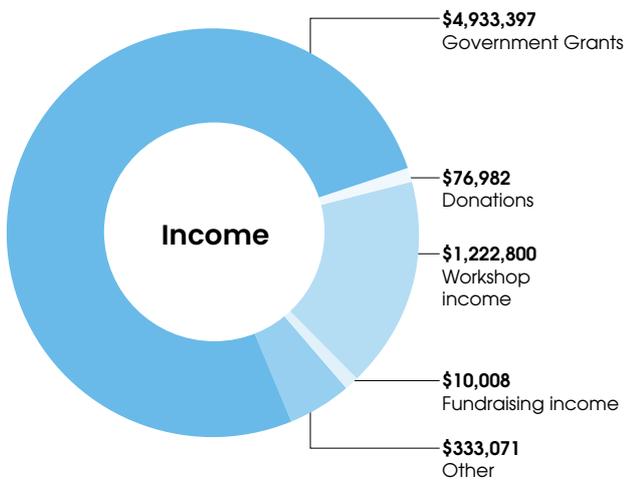


**Total Revenue: \$7,294,761**

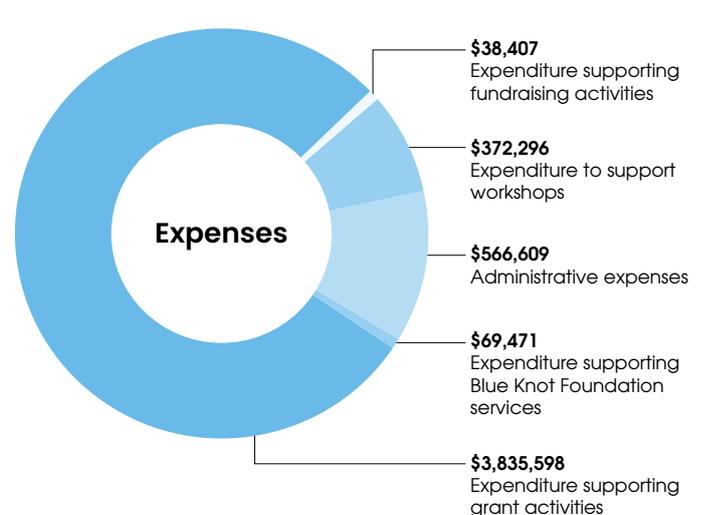


**Total Expense: \$6,440,805**

## Last Financial year 2019 – 2020



**Total Revenue: \$6,576,258**



**Total Expense: \$4,882,381**



**Blue Knot Helpline and  
Redress Support Service**

1300 657 380

Monday – Sunday

between 9am – 5pm AEST/AEDT

or via email [helpline@blueknot.org.au](mailto:helpline@blueknot.org.au)

**National Counselling  
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