



blue knot
foundation

National Centre of Excellence
for Complex Trauma



**ANNUAL
REPORT
2019/2020**



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National Centre of Excellence
for Complex Trauma

ACKNOWLEDGMENT TO COUNTRY

'Blue Knot Foundation respectfully acknowledges the Traditional Owners of the land on which we work and pay 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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“[COUNSELLOR] LITERALLY SAVED MY LIFE AND KEPT ME SANE, SHE IS SO AMAZING. I REALLY MEAN THAT. IT’S SO HARD TO FIND GOOD TRAUMA-INFORMED CARE AND THE SUPPORT IS INVALUABLE. EVERY TIME I CALL THE HELPLINE EVERYONE IS SO LOVELY.”

— ANONYMOUS



PRESIDENT'S REPORT

I am delighted to report that despite the extraordinary times in which we are all living, especially in the second half of this financial year, Blue Knot Foundation has, to date, weathered them remarkably well.

It is a powerful testament to the cohesion and commitment of our entire team. In March this year, from one day to the next we moved our whole team to work from home. Despite the occasional technical glitches, promptly managed by our IT team, the transition was remarkably smooth, not just logistically but emotionally. As we settled into this time, we implemented a range of strategies to stay connected, to check in and to support one another, to share our experiences and thoughts about the surreal time in which we are all living.

The 2019/20 financial year has been mammoth for the organisation. At the end of 2019 we moved into our amazing new premises in North Sydney, a fit-for-purpose space in which we didn't know ourselves. In March we vacated them because of COVID-19. In October 2019 we took our first call on the National Counselling and Referral Service, a vital well-received service funded by the Commonwealth government to support people with disability affected by the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The scope of the service now also supports people with disability affected by violence, abuse, neglect and exploitation, their carers advocates and service providers.

Our Blue Knot Helpline and Redress Support Service is a very busy service providing specialist trauma counselling support to adults with experiences of repeated interpersonal trauma, from childhood, and providing application support to people who were sexually abused in institutions as a child, applying for the National Redress Scheme. Already responding to more than 10,000 calls/annum, at the end of this period Blue Knot also received additional funding from the Department of Health to support the mental health response to COVID-19 to help us respond to the additional demand during this time.

I would like to take thank everyone who works on our counselling teams and their managers for the heartfelt professional support, counselling, information and referrals they provide every day to people in need. Every week we receive poignant feedback from people who have used our service and have felt, listened to, heard and believed, often for the first time... an important step on the road to recovery and healing.

When Coronavirus gained hold, our Training and Services team, forever agile and creative responded with new offerings – a series of Building Trauma Awareness webinars, an expansion of our supervision program including Reflect and Relate sessions and offerings for individuals and teams, as well as a range of innovative projects supporting organisations through trauma-informed change processes. Unfortunately, our face-to-face survivor workshops, as well as our planned pilots for our relaunched family and friends' workshops, funded by the documentary Ghosthunter have been put on hold. At the same time, we invested in our e-learning program, developing online modules to roll out as soon as practical. A very big thanks and much kudos to

Tamara O'Sullivan, our National Training and Services Manager and her team. Together they have conducted themselves with professionalism and grace, continuing to offer high quality programs to support and build the capacity of multiple sectors with whom people with trauma experiences, the community more broadly engage.

This last financial year has been rich with publications cementing Blue Knot's leadership in the fields of complex trauma and dissociation, translating research into accessible practice. In October 2019 we launched our *Updated Practice Guidelines for Clinical Treatment of Complex Trauma* **at an event kindly hosted by Belmont Private Hospital in Brisbane. These guidelines and its authors, Dr. Cathy Kezelman AM and Pam Stavropoulos PhD were recognised by The Pierre Janet Award.** This is an international award given to an individual/s for the best clinical, theoretical or research paper in the field of dissociative and/or trauma within the past year). It is presented every year by the International Society for Study of Trauma and Dissociation – the peak international body in the field.

The guidelines were extensively endorsed and acclaimed by global leaders in the complex trauma and dissociation field prior to their release. *The updated Clinical Guidelines were accompanied by a set of Complementary Guidelines which include two sets of guidelines in one publication: **Guidelines to Differences between Therapy for Complex Trauma and Standard Counselling Approaches and Guidelines to Therapist Competencies for Working with Complex Trauma and Dissociation. Two additional and substantial publications were launched in the first half of 2020 - Practice Guidelines for Identifying and Treating Complex Trauma-related Dissociation** as well as *Guidelines for Clinical Supervisors of Therapists who Work with Complex Trauma and Dissociation.**

Blue Knot continues to expand its substantial suite of fact sheets. With the arrival of COVID-19 we released fact sheets around COVID-19 for the community as well as health practitioners. More recently with changing advice related to face masks we additionally released information and advice for people experiencing complex trauma around wearing face masks. The additional trauma COVID-19 brings to people already living with the impacts of other trauma experiences has meant that we have released a range of different fact sheets, to help people understand their own reactions and physiological responses, and to provide strategies to help them to feel safer and better supported.

A big part of Blue Knot's role is to raise awareness and reduce stigma and discrimination around complex trauma, childhood trauma, and child sexual abuse, in particular. We have an ongoing active media presence, the go-to organisation sought for commentary around high-profile sexual abuse cases, trauma, mental health, policy and practice. We often speak and are invited to speak at conferences, deliver keynotes, attend forums and roundtables, consulted by government at all levels, and a range of organisations across different sectors. With a number of large projects and consultancies under way we are contributing in the best way we can towards a trauma-informed world and professional community.

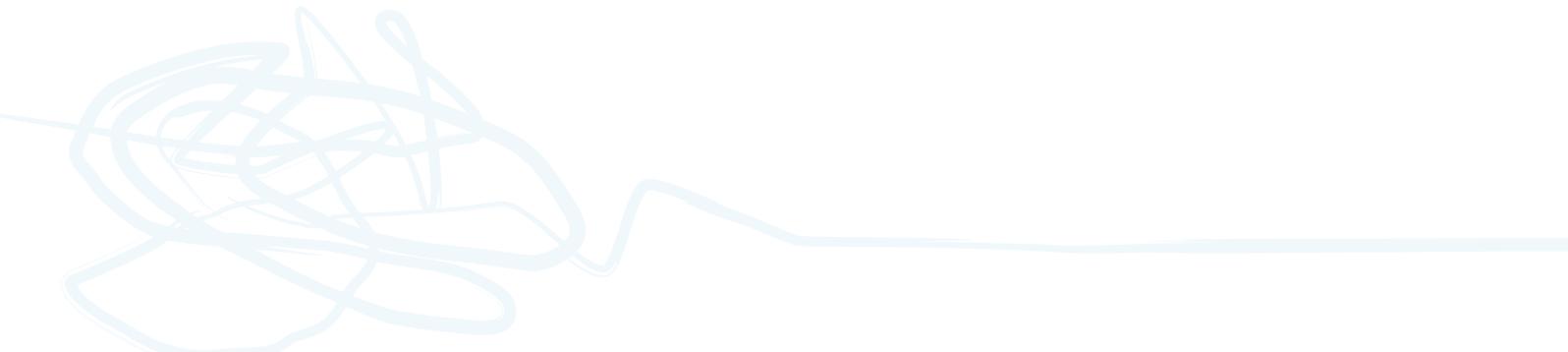
We are continually working to reach more people by building our social media presence, organically and through paid advertising across multiple platforms with active engagement from our growing community. In October 2019 we ran our blue-sky social media campaign for Blue Knot Day, asking survivors to share their blue-sky moments of hope and healing. Hats off to our Marketing team for disseminating our messages and consistently building our profile, to help us

reach more people across Australia and around the world. Our website is rich with information and updated regularly, and with a new one in the wings, and supported by a range of updated integrated systems, we will soon have the capacity to reach far more people in a more targeted way. Our monthly Breaking free newsletter goes out to close to 50,000 people, and our quarterly Blue Knot Review keeps the professional sector informed about the latest research and practice developments.

This is but a snapshot of the year, with a lot more activity in the background. I would like to firstly thank our board, and Angela McKenzie Mountain, our chair who generously give their time, expertise and support to help steer and guide Blue Knot as it continues to grow despite the times! I would also sincerely link to thank Belinda Johnson, our Deputy CEO and the whole leadership team for their gentle guidance of their teams, the staff more broadly and the whole organisation. Hopefully, we will emerge from the pandemic stronger, even more connected, and able to provide more of the steadfast support we continue to provide directly and indirectly to people living with the impacts of complex trauma.



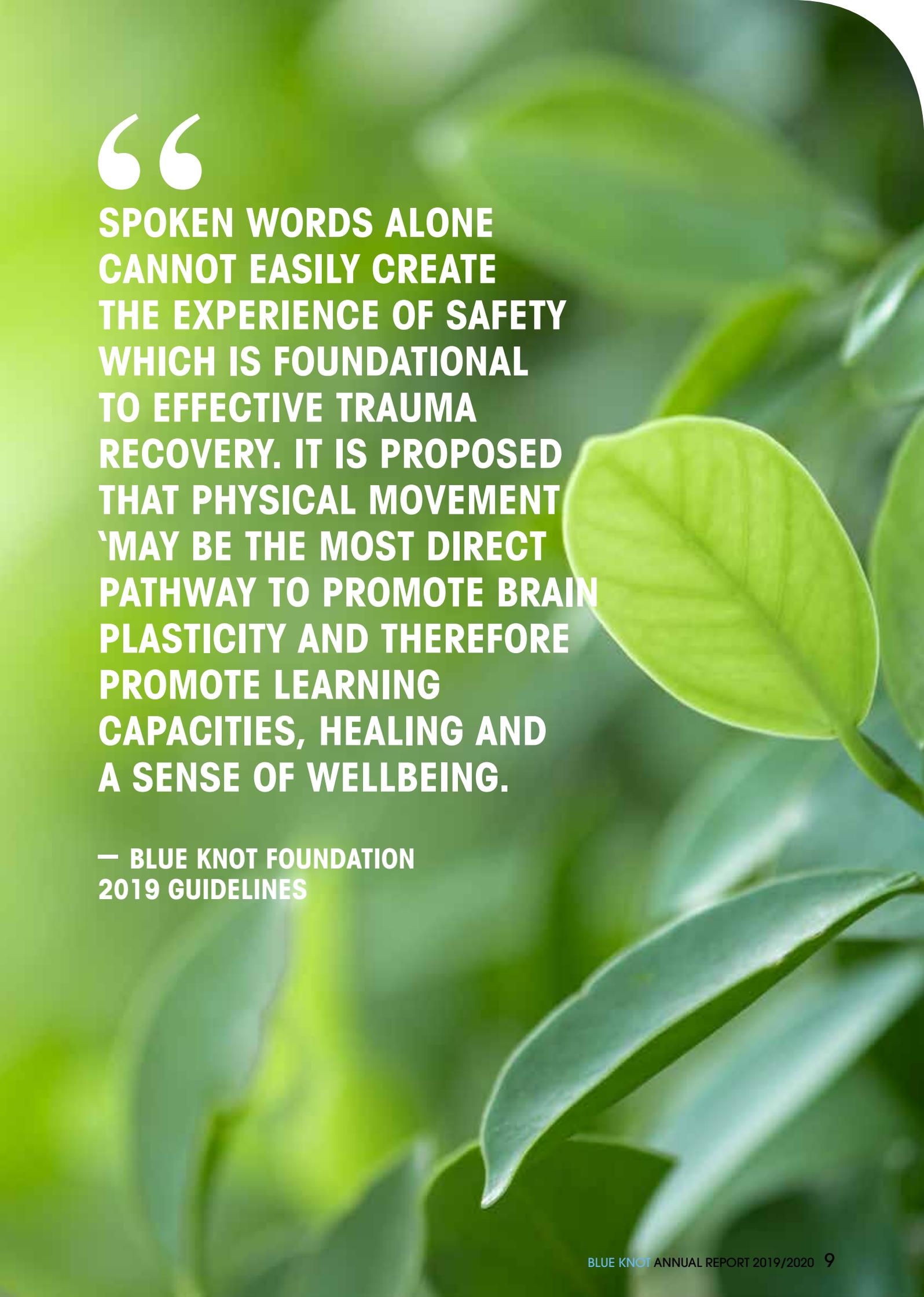
Blue Knot Day 2019 – Interaith service



YEAR IN REVIEW

This year has been a sobering one for us all. Blue Knot Foundation is an organisation which supports people who have often experienced often repeated traumas over their lifetime. Yet the COVID-19 pandemic has brought additional distress and anxiety to many in our community. It is a time of uncertainty, as we are exposed to an invisible threat which brings fear, isolation and stress, not unlike the often invisible but ever-present threat of trauma of abuse, violence, neglect and exploitation. For many of the people who Blue Knot supports, this additional threat compounds the effects of earlier traumas.

During this time, we have witnessed a world, at times in disarray, and at others, one which brings out the best of humanity, connection and solidarity. For Blue Knot Foundation the year has been one of opportunity and challenge. As a team, leadership team and organisation we have risen to the challenge and prevailed. This 'year in review' showcases just some of our achievements, not just achievements for us as an organisation to celebrate as we grow and flourish but those which continue to make such a fundamental difference in the lives of people living with the impacts of complex trauma.



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**SPOKEN WORDS ALONE
CANNOT EASILY CREATE
THE EXPERIENCE OF SAFETY
WHICH IS FOUNDATIONAL
TO EFFECTIVE TRAUMA
RECOVERY. IT IS PROPOSED
THAT PHYSICAL MOVEMENT
'MAY BE THE MOST DIRECT
PATHWAY TO PROMOTE BRAIN
PLASTICITY AND THEREFORE
PROMOTE LEARNING
CAPACITIES, HEALING AND
A SENSE OF WELLBEING.**

**— BLUE KNOT FOUNDATION
2019 GUIDELINES**

CHAIR'S REPORT

2019-2020 has been one of the most challenging years that many organisations have faced in decades.

I am very proud to say that Blue Knot Foundation has flourished despite the challenges. As we develop our National Centre of Excellence for Complex Trauma we are increasingly seen as a trusted service for people with a lived experience of complex trauma – empowering recovery and building resilience of those impacted.

The leadership team have shown substantial resilience, managing several major step changes in the last year. The board remain committed, engaged and supportive. The wider Blue Knot team have shown commitment and flexibility to manage through a period of significant change.

Blue Knot achieved a major milestone in BKF's growth plan in the first few months of this financial year. The organisation had outgrown its premises and was struggling to expand its team to provide its additional services due to lack of space.

Expanding our premises was a major immediate objective within our Strategic Plan.

Blue Knot had been looking for new premises when the organisation was funded to establish and run the National Counselling and Referral Service (NCRS) for people affected by the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The immediate need for additional space grew overnight. September to December 2019 was an extremely busy period for Blue Knot.

We found and moved into new premises in North Sydney in October, and started running the NCRS. The rest of the team moved by the end of December. The new office is light and airy with a green leafy outlook, ideal for the Blue Knot team to better support their own well-being.

Also in October, Blue Knot launched Updated Practice Guidelines for Clinical Treatment of Complex Trauma at an event hosted by Belmont Private Hospital in Brisbane. The guidelines were presented by their co-authors, Dr. Cathy Kezelman AM and Pam Stavropoulos PhD at the Christchurch regional conference of the ISSTD in November.

The guidelines were extensively endorsed and acclaimed by global leaders in the complex trauma and dissociation field prior to their release. Cathy and Pam subsequently won the Pierre Janet Award, an international award for the best clinical, theoretical or research paper in the field of dissociative and/or trauma of the year. The guidelines are but one of the many publications released by Blue Knot in the last 12 months and earlier.

January through to March saw significant infrastructure development necessary to support our ongoing growth. Work also took place on new website development.

As the COVID-19 situation unfolded, in March 2020 Blue Knot made the decision to move its entire team to working from home. This transition was managed in a seamless manner which allowed the Helpline services to continue uninterrupted. There has however been a significant impact

on training programs, with the cessation of face-to-face training and the rapid development of webinars and online options. Although Blue Knot had to postpone face-to-face training, its other services, including new online options and a strong Balance Sheet shielded the organisation from the cashflow issues that some organisations experienced during this difficult time.

The leadership team, organisational culture and team cohesion have helped support all staff to cope as well as possible with the challenges that working from home can bring.

Despite the many difficulties that COVID has created, there have been many opportunities.

“ Blue Knot has had an amazing year and its team has displayed great resilience, determination and agility in difficult circumstances.

All Blue Knot employees and the team overall have shown amazing creativity in developing e-learning, webinars, publications and alternative ways of working. Online methods of communications have significantly improved and will see Blue Knot in good stead for the future.

I would like to thank Dr Cathy Kezelman, and Belinda Johnson for steering the organisation forward through a significant period of growth, despite some major challenges. Through all this they have managed the team with empathy and care.

I would also like to thank the Blue Knot Board for their time and effort in directing the organisation through the stormy waters of this challenging year.

Further, I would like to thank the wider Blue Knot Team for their teamwork and collaboration.

Unfortunately, this will be my last year as Chair, although I wish to stay on as a director. I am relocating overseas, and the demands of Chair are better suited to a director who is resident in Australia. It has been a privilege to serve Blue Knot Foundation, in various capacities for the last 4 years.

Angela McKenzie-Mountain



Survivor Artwork 'I see it differently' - Hannah

TRAUMA COUNSELLING SERVICES

NATIONAL COUNSELLING AND REFERRAL SERVICE (DISABILITY)

In October 2019 we took our first call on the National Counselling and Referral Service. This service, funded by the Federal Government was established to support people affected by the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. In the last months of this financial year and with the mental health impact of the COVID-19 pandemic becoming apparent, the scope of the line was extended to additionally support people with disability affected by violence, abuse, neglect and exploitation, as well as their carers advocates and service providers. The service has been much appreciated:

"I appreciate you guys so much because I know you understand. You've got a language for things that other people - even good people - don't speak".



2,000

From establishing the NCRS in October, to June 30th this year, we provided over 2,000 occasions of service to callers to the line, on the phone, via webchat and through videoconferencing.

The Disability Royal Commission suspended its public hearings in March 2020 because of the pandemic. Although submissions have been received throughout the service, initially supporting people accessing the Commission was initially quiet too. However, it is becoming busier over time as the word gets out and as Blue Knot builds relationships and trust with people and agencies within the disability sector. Blue Knot is humbled to be provided this service to the many people in our community living with disability who face many barriers in their daily lives during a time within which we are all facing additional barriers every day.

BLUE KNOT HELPLINE AND REDRESS SUPPORT SERVICE

Our Blue Knot Helpline and Redress Support Service is a very busy service responding to the needs of people who have experienced childhood trauma in all its forms, and providing informed decision making, application and outcome support for people who have been sexually abused as a child in institutions, around the National Redress Scheme. It is a short-term team-based service providing phone and videoconference support, as well as contact over webchat, information and referrals for longer-term support including face-to-face counselling. The referral service is supported by an in-house referral database of practitioners and services assessed by Blue Knot as having the trauma-informed expertise to support people affected by complex trauma to recover.

"I just wanted to truly thank you for all your help. After so much therapy and no success, you have given me the help I needed in that one hr. I will never say that I was not helped but yet the way you explained thing and helped just pushed years of therapy into another place... ..You truly are the meaning of a breath of fresh air. Know that you have helped a mother today, sleep well and know that some(one) you have never set eyes on loves you for who you are and what you have done." Anonymous

Just before the end of this financial year Blue Knot also received additional funding from the Commonwealth Department of Health to support the mental health response to COVID-19. This funding will enable us to expand our service by employing more specialist trauma counsellors to support callers who have experiences of abuse, neglect and violence from childhood but who may be experiencing additional anxiety, triggers and distress related to COVID-19.

*"I can't thank you enough for your hard help at this level, just wow - I am really lost and I can't believe you did this for me, I am truly grateful. This means the world to me. You listened to me that's what I needed. People like you give me hope and you remind me there is decent people in this world. You helped me restore my faith in humanity".
Michael*



10,000

The Blue Knot Helpline provided over 10,000 occasions of service last financial year with the number of people being supported increasing every month.

The work our counsellors do is incredibly important. For some callers, it is the first time they have ever spoken to anyone about what happened to them as a child. Our counsellors are specialist trauma counsellors who respond to people in the moment, supporting them to feel safe and grounded. Our counsellors find out what callers need and want and how we can best help. For many people being provided with information about abuse and violence and how it affects people, how people cope, and possible trauma reactions and triggers provides a sense of relief and reassurance. Some callers are inquiring about the National Redress Scheme and exploring whether they want to pursue the process, identifying their rights and options, to enable them to make informed decisions.

"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." Zali

When people decide to proceed through the redress application process, we nominate a specific counsellor to support them through what is often a lengthy process of support around completing the application form, and awaiting an outcome. As people revisit the trauma of their childhood sexual abuse, often for the first time in decades, it is very important for counsellors to build a strong relationship with applicants to support their health and wellbeing throughout the often many months' process. It is not easy work, but it is very rewarding, especially when people receive significant outcomes, not just in terms of financial redress but with meaningful apologies, and ongoing counselling, if they want it.

"I used to have flashbacks to something not being that OK. Not knowing where to reach out for help, I started a Blog and I also began going to some ASCA (as it was called before Blue Knot) workshops. Since then Blue Knot has been of great support to me. Having had a chance to join-together unknown mysteries of my past, I've been able to complete my National Redress Application. Finding a counsellor that suits your needs makes a great difference."



1,500

This last financial year, we provided close to 1,500 occasions of service to people inquiring about redress or receiving support through the entire redress process.



TRAINING AND SERVICES

Our training and services team continues to deliver high quality professional development training, supervision and consultancy services to a very broad cross-section of our professional and services community. The demand for our training has never been greater, despite the pandemic.

"As an organisation assisting people to navigate the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability this training was not only timely but completely relevant, engaging and thought provoking.

The Blue Knot Foundation were brilliant in understanding our needs as a disability advocacy organisation and designed the training to suit our organisational strategies. The presentation was absolutely brilliant – Practical tips, examples, and useful group discussions.

Michelle was an amazing and engaging presenter – her strength, experience and knowledge shone throughout. It has allowed us to understand how to work from a trauma informed framework both directly with our clients and through our policies, procedures and quality forms. As individuals and as an Organisation we could not recommend this training more highly. A must for anyone working with people that may have experienced trauma" – Nicole James, Operations, RIAC

In mid-March we had to cancel or postpone all our face-to-face trainings and supervision services. We moved our supervision services online and quickly developed a webinar program, and reflective practice offerings. March 2020 would have been our busiest month to date for in-house training bookings and our public calendar at the time had almost all trainings fully booked. Most people and organisations elected to wait for the trainings to be rescheduled and to attend down the track.

NUMBER OF TRAININGS AND ATTENDEES ACROSS PROGRAMS (FACE-TO-FACE, ONLINE)

FY JUL 18 – JUN 19

Attendees	Number of trainings
6726	347

FY JUL 20 – JUN 21

Attendees	Number of trainings
6179	315

Number of F2F trainings during Jul 19 to mid-March 20 = 290

"I have worked in the AOD sector for 18 years and attended a lot of training and this training was of a very high standard, was relevant for people in a variety of work roles and was very engaging. In terms of my counselling role, it has shifted my thinking about several clients I am currently working with and will no doubt change my approach in my work with them. Thank-you" – Anonymous

OUR NEW BUILDING TRAUMA AWARENESS WEBINAR SERIES INCLUDES 3 WEBINARS:



Building Trauma Awareness



Wellbeing and Emotional Awareness when working with Complex Trauma



Building Safety and Connection

"Absolutely fantastic webinar – I found it extremely helpful. I am starting my journey in better understanding trauma, and this session really opened my eyes to how people experience the world, and how they can be better supported."
 – Katherine, Community Projects Coordinator, SANE Australia



25

Online
webinars
during
Jul 19 to
Jun 20

The webinar series has been very well received but we are finding that many practitioners and agencies are wanting longer sessions and more information. We will be trialling half day zoom sessions splitting a whole day's training into 2 sessions and potentially whole day sessions, ensuring interactivity and connection in all training sessions next financial year. A leadership webinar is being developed for next financial year.

"I have found Blue Knot's webinar series fantastic for working with women who have experienced trauma and as a reminder to look after myself in doing so." – Eleni, Dress for Success Sydney

At the same time, we are developing our e-learning capability and will have online modules available as soon as possible. The transition of our supervision program to online has also seen this program expand. It now includes a range of options for people and teams:

- **Trauma Informed Supervision** – For Individuals and Teams
- **Reflect and Relate Sessions** – For Teams and Management Teams focused around impacts of COVID-19.
- **Training with Reflective Practice sessions** – Training Integration and Practice
- **Trauma Informed Counselling for Practitioners**

"Brilliant training opportunity for managers to reflect on their organisation as whole. Both from the delivery of trauma informed practices for our clients AND how we can implement these principles across the entire organisation to better support our staff. Highly recommend." – Alyssa, Program Director

NUMBER OF SUPERVISION SESSIONS

FY JUL 18 – JUN 19

Number of sessions

78

FY JUL 19 – JUN 20

Number of sessions

152

SHOWCASING OUR REFLECT AND RELATE SESSIONS

We reflected on how best to support our community during this period of social distancing and for some ongoing physical isolation. That's why we designed Reflect and Relate Sessions to provide practitioners with a space as a team to unpack some of the impacts of working remotely without physical contact. It offers another opportunity to create connection and gain emotional and practical support for organisations.

THE FOCUS INCLUDES:

- **Holding the space** – how to support your team when managing clients remotely.
- **Isolation and its impacts** – strategies to support teams and individuals: grounding and connection
- **Managing Risk and Relationship** – when unable to physically support clients or discern the real risks to families
- **Staff Wellbeing** – Managing the unknown and the potential feelings of powerlessness
- **Understanding trauma informed practice in this context**

"Really helpful and insightful, helped me recognize patterns in my behaviours and areas that need work and more attention"
– Carly, EML

At the same time, we are responding to and delivering a number of significant larger projects, carefully tailoring what we do as much as possible, as well as a range of organisational consultancy initiatives.

A big thanks to Tamara O'Sullivan, our National Training and Services Manager and each and every member of the training and services team for their creativity, flexibility and professionalism always. We are delighted to continue to what we can to help build the capacity of diverse workforces around trauma-informed practice, staying safe and well when working with trauma and working directly with people with a lived experience of complex trauma. We are continually monitoring the landscape around COVID-19 and will return to face-to-face delivery, when and wherever it is safe to do so, as well as offering some digital options. As always the safety and wellbeing of our staff, trainers and all our clients is our utmost priority.

MARKETING, MEDIA AND SOCIAL MEDIA

During the 2019-20 financial year a digital marketing specialist joined our team. This has enabled us to evolve our social media engagement across different platforms progressively during the year. As a result our engagement on social media has increased dramatically, as we consistently post resources, media stories and affirmations to our community.



On facebook year on year, post impressions increased 141% and people reached increased 208%



On Instagram year on year, follower count grew by 234%, published posts increased by 81%, impressions increased 82x in volume, reach increased 106x in volume



On twitter, by the end of the financial we had 2,037 followers. We posted 250 tweets and had 459 post engagements.



On linkedin, a relatively new platform for us, this year we had 13k post impressions, 786 engagements and 528 clicks.

In addition, work is underway on a new website which will provide a much more engaging 'user' experience for different people accessing our site. The new website will be a gateway which showcases the organisation and its work, enabling more people to reach us and the information and resources they need. It will also be accessible for people with disability, and follow trauma-informed principles.

IN THE MEANTIME, ON OUR EXISTING WEBSITE



website our pageviews year on year increased



page sessions increased



bounce rate decreased

This together with lots of additional work behind the scenes with systems and processes will enable more meaningful engagement with the different individuals and groups of people through enhanced marketing practices and more sophisticated platforms.

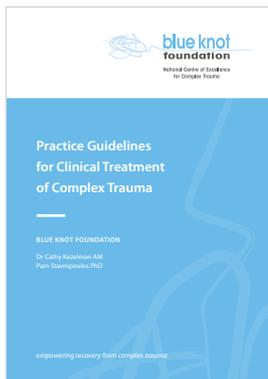
Every year in October we hold our annual awareness day, Blue Knot Day. It is a day on which we ask all Australians to unite in support of the more than 1 in 4 adult Australians living with the impact of complex trauma. Last Blue Knot Day we asked people to share their blue-sky moment on social media, to share possibilities of hope and recovery within our community. Many people posted their blue-sky moments in what was a moving coming together of community. Here is one:

"Thank you for creating a safe and welcoming space for people to heal and share. This organisation although I haven't had a lot to deal with it means a lot to me that it exists. That there is support out there for people like me who have experience complex childhood trauma. There's a lot of shame involved with living with complex trauma. It's very isolating and confusing. It helps having someone there to help navigate these thoughts and feelings with without judgement. Like unravelling a tangled up ball of wool The Blue Knot Foundations provides that safety net to unravel it together. We are never alone."



PUBLICATIONS

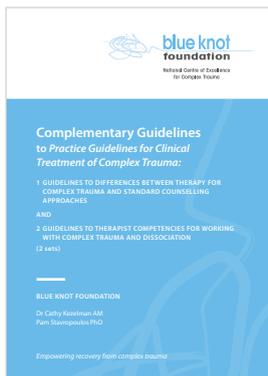
This last financial year Blue Knot has continued to lead the way with the release of ground-breaking publications and fact sheets.



In October 2019 we launched our **Updated Practice Guidelines for Clinical Treatment of Complex Trauma** at an event kindly hosted by Belmont Private Hospital in Queensland. These guidelines were and its authors, Dr. Cathy Kezelman AM and Pam Stavropoulos PhD were recognised by The Pierre Janet Award. This is an international award given to an individual/s for the best clinical, theoretical or research paper in the field of dissociative and/or trauma within the past year). It is presented every year by the International Society for Study of Trauma and Dissociation – the peak international body in the field.

The guidelines were extensively endorsed and acclaimed by global leaders in the complex trauma and dissociation field prior to their release.

"These updated Practice Guidelines for Treatment of Complex Trauma represent a description of state-of-the-art trauma treatment as it has developed over the past thirty years. No therapist or client can fare badly if these guidelines are followed. They are compassionate, reflect expert knowledge, and yet are eminently practical. They should be recommended reading for all therapists who treat complex trauma—i.e., most of us." Janina Fisher, Ph.D.



The updated Clinical Guidelines were accompanied by a set of Complementary Guidelines which include two sets of guidelines in one publication: **Guidelines to Differences between Therapy for Complex Trauma and Standard Counselling Approaches and Guidelines to Therapist Competencies for Working with Complex Trauma and Dissociation**

As evidenced by these revised and updated guidelines, Australia has taken an international leadership role in developing clinical guidance for the treatment of complex trauma. The authors have consolidated a vast amount of research and clinical literature to arrive at an updated and state-of-the-art treatment formulation... I repeat what I wrote in my endorsement of the earlier guideline: "This document is a singular and pioneering achievement in its depth and scope... Bravo to all involved in its development!" Christine A. Courtois, PhD, ABPP Chair

Two additional and substantial publications were launched in the first half of 2020 - *Practice Guidelines for Identifying and Treating Complex Trauma-related Dissociation* as well as *Guidelines for Clinical Supervisors of Therapists who Work with Complex Trauma and Dissociation*. Both of these sets of guidelines fill important gaps. The first is for clinicians who want to enhance their ability to recognise and work with people experiencing complex trauma-related dissociation. The second is for clinical supervisors who are less aware of the many faces of complex trauma, and who want to enhance their skills in supporting their clinical supervisees.



Year on year **publication downloads** increased by 272% from 3,085 last year to 11,467 this year with hard copy sales also dramatically increasing

Blue Knot continues to expand its substantial suite of fact sheets. With the arrival of COVID-19 we released fact sheets around COVID-19 for the community as well as health practitioners. More recently with changing advice related to face masks we additionally released information and advice for people experiencing complex trauma around wearing face masks.



In terms of fact sheets, **downloads** increased by 67.97% year on year between this financial year 16, 327 and last 9,720.

This has been a very challenging time for us all and for people with prior trauma experiences, the additional trauma COVID-19 brings has meant that we have released a range of different fact sheets, to help people understand their own reactions and physiological responses, and to provide strategies to help them to feel supported and secure.

THE MOST POPULAR FACT SHEETS



Blue Knot has developed a series of videos targeted for different audiences.



In the last 12 months there were close to 11,000 viewings of the Blue Knot videos.

Blue Knot's newsletters continue to be a critical source of information, news and connection for its different audiences. Its Breaking free newsletter is designed for survivors and those who support them.



Year on year Breaking Free was delivered to 13% more people from 35,339 to 45,995.

Our quarterly Blue Knot Review is a journal for professionals.



Blue Knot Review saw a 7% increase in distribution year on year from 24,415 to 26, 238 subscribers.



“

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.”

— ZALI

2019/2020 FINANCIAL REPORT



FINANCIAL SUMMARY 2020

This has been a challenging year financially for Blue Knot Foundation due to Covid 19. The Blue knot team has shown amazing resilience throughout this difficult period.

The Blue Knot Foundation had developed its training and workshop arms in the last few years to provide more income diversity. In 2019 Grants made up 36% of the organisation's income, with for the first time the majority of its income coming from alternative income streams.

The Blue Knot Foundation 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.

After many years of hard work building a solid foundation and reputation, early in the year Blue Knot was delighted to be awarded the National Counselling and Referral Service for the Disability Royal Commission. From a financial perspective, a knock-on effect of this was it significantly swung the pendulum back to the majority of revenue coming from Grants. Further, the impact of COVID resulted in COVID mental health funding being awarded, and a cessation of our face to face training in March, which further impacted this percentage so that for the year 2019-2020, grants formed 77% of Total Income.

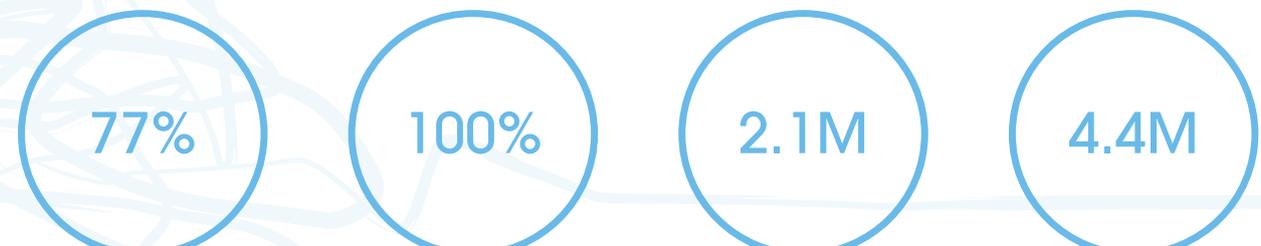
Blue Knot has responded to the training challenge of COVID by creating webinars and online training as alternatives to face to face and has mitigated some of the drop in Workshop Revenue. Blue Knot's Training Team have pivoted to develop additional training modules and alternative deliveries that will be used in the future to widen our reach.

Face to face workshops will be resumed in the new year subject to COVID restrictions.

The NCRS work and additional funding have increased Blue Knots Income by more than 100% on last year.

Total Operating surplus for the Financial Year was 2.1M while Net Assets at the end of the Financial Year was \$4.4M

This result gives a solid base to allow the organisation to continue to grow and invest in its future success.



77%

Grants made up 77% of total income

100%

NCRS work and funding increased income by more than 100%

2.1M

Operating surplus

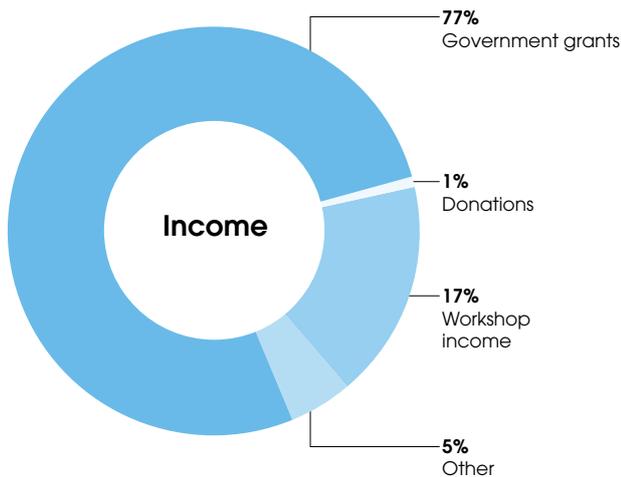
4.4M

Net Assets

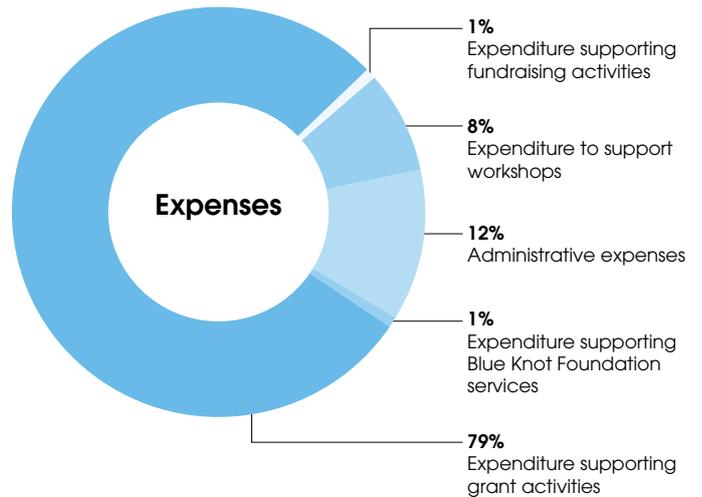
FINANCIAL POSITION

The summarised accounts presented with this report are for the financial year 1 July 2019 to 30 June 2020. You can order a copy of the audited financial statements from Blue Knot on request.

This Financial year 2019 - 2020

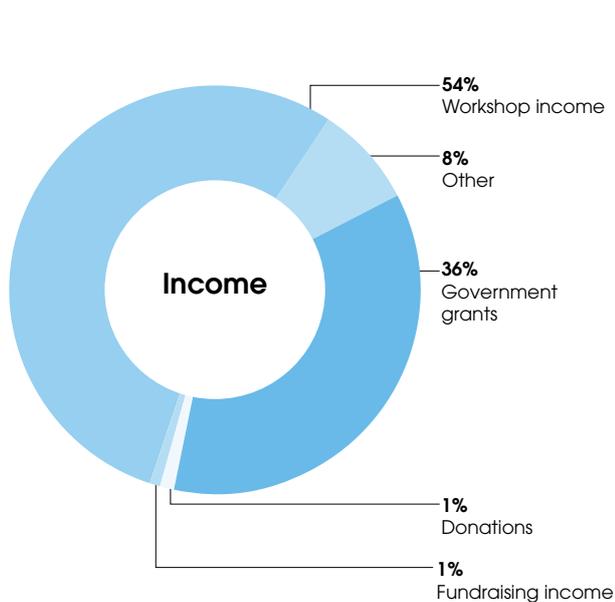


Total Revenue: \$7,003,155

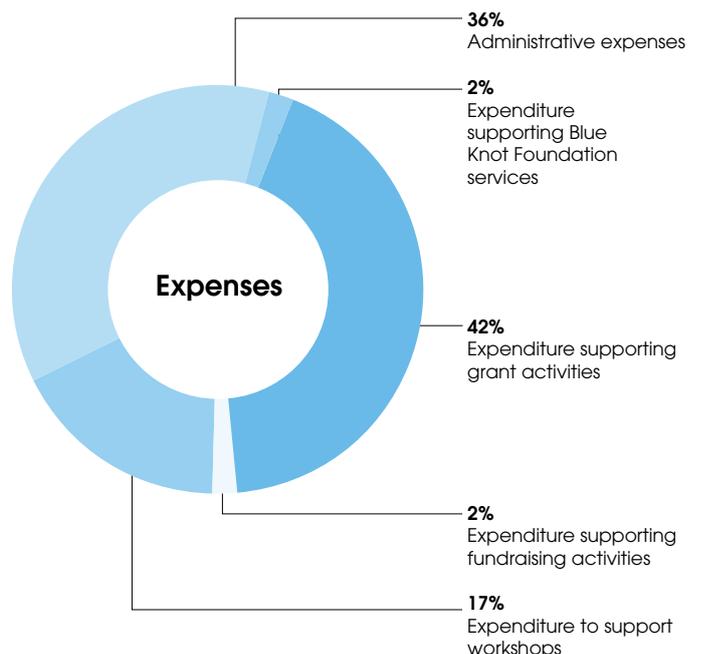


Total Expense: \$4,882,381

Last Financial year 2018 - 2019



Total Revenue: \$3,287,827



Total Expense: \$2,742,829



blue knot foundation

National Centre of Excellence
for Complex Trauma

BLUE KNOT HELPLINE AND REDRESS SUPPORT SERVICE

1300 657 380

Monday - Sunday

between 9am - 5pm AEDT

or via email helpline@blueknot.org.au

NATIONAL COUNSELLING AND REFERRAL SERVICE (DISABILITY)

1800 421 468

9am - 6pm AEDT Mon- Fri

9am - 5pm AEDT Sat, Sun & public holidays

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