



2024/25 Annual Report



Acknowledgment of Country

Blue Knot Foundation respectfully acknowledges the Traditional Owners of the land on which we work and pays respect to their Elders, past, present and future. We acknowledge their strength and resilience to thrive as Sovereign Owners and are honoured to journey with all Indigenous people on the path to healing and reconciliation.

We would also like to acknowledge people with the lived and living experience of complex trauma and its effects and confirm our commitment to empowering people impacted by complex trauma to live full and rich lives.

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Chair's Report

The last year has been one of continued growth and impact for Blue Knot Foundation.

Our work in the community, with survivors of complex trauma and their supporters, has spanned specialist phone counselling, referrals and educational workshops. We've continued to lead and lift the field in trauma-informed training, therapeutic and supervision services for practitioners and workers, trauma-informed consultancy for services and evidence-informed publications. Our newsletters and social media content for survivors and practitioners, advocacy, research and health promotion in the areas of complex trauma and trauma informed care and practice continue to break down stigma, and leave survivors feeling seen, supported and connected to the wider community. We've continued to work with partner organisations and a number of government agencies, to make sure survivors of complex trauma are not left behind.

Blue Knot's reach continues to grow with new partnerships and collaborations, and ongoing engagement with our Lived and Living Experience Committee, whose contribution and perspective are very much appreciated by all within the organisation. The ongoing success of Blue Knot continues to be both driven and led by President and Managing Director, Dr Cathy Kezelman AM, whose energy, vision and passion for this work are remarkable. Cathy leads an incredible team within Blue Knot who provide an impressive breadth of services of such high quality, with limited resources.

As we reflect on the year that has passed, I'd like to thank my colleagues on the Blue Knot Board, with special appreciation to former Director and Deputy CEO Belinda Johnson, and Director Samantha Betts, who both stepped down from the Board over the past year after important contributions to the work of Blue Knot. The Blue Knot Board continues to be a pleasure to be part of, with each Director bringing a unique perspective, skillset and contribution toward our shared objectives. A special thanks to Mark Arnold, Chair of the Finance, Audit and Risk Committee, and Seth Hartdegen, Chair of the People, Culture and Remuneration Committee, for their ongoing leadership in important areas of the Board's work.

Most importantly, a sincere thanks to the caring, skilled and dedicated staff of Blue Knot. The organisation's role in the community is an important one, and we could not make these contributions without the wonderful work you do.

Jillian Harrington
Chair, Blue Knot Board

“Blue Knot support ...and counsellors have been kind, empathetic (the most important quality for a survivor), gave me their time and their expertise.”

Blue Knot Service User Survey Participant

Reflections from our President



Organisations such as Blue Knot have continued to operate in a challenging environment of cost-of-living pressures, constrained philanthropy, rising workforce costs, and heightened expectations from government around accountability, impact, and cultural safety.

Demand for trauma-informed, mental health, and telehealth support has continued to increase, reinforced by national reforms such as the National Strategy to Prevent and Respond to Child Sexual Abuse.

At the same time, workforce shortages, strong competition for specialist expertise, and escalating compliance requirements have placed further strain across the sector, even as technology and hybrid service models have become essential for reaching diverse and often marginalised communities. These conditions underscore the importance of strong governance, resilient workforce strategies, secure digital systems, and inclusive trauma-informed practice to sustain trust with survivors, government, and funders.

Against this backdrop, I am proud to report that Blue Knot has continued to strengthen the foundations that enable us to achieve our purpose: empowering recovery for the more than one in four Australian adults impacted by complex trauma. Our Telehealth Services, now accredited under the National Safety and Quality Digital Mental Health Standards, delivered close to 30,000 occasions of service across the Blue Knot Helpline and Redress Support Services. This life-changing work has been supported by continued and extended funding from the Australian Government Department of Health, Disability and Ageing, and the Australian Government Department of Social Services.

Yet demand continues to outstrip resourcing, despite enhanced efficiencies, underscoring the need for continued investment. The voices of those we serve remain our strongest testament, with surveys, feedback, and testimonials consistently affirming the profound impact of the specialist support we provide directly to those affected.

Blue Knot also delivered close to 600 individual training events this last financial year, which is an 11% increase in events to which we had just over 14,000 participants. Although participation numbers decreased by 8%, consistent with broader sector trends, the quality and relevance of our programs are pivotal. More than 95% of participants reported that training was directly relevant to their role, and over 95% expressed interest in further training with us. Our supervision, reflective practice, and organisational change programs continue to build workforce trauma-informed capacity across Australia, a testament to the expertise and dedication of our Training and Practice team. Blue Knot also delivered close to 600 individual training events this last financial year, which is an 11% increase in events year on year.

Our reach and influence also continued to expand. Media and social media engagement grew by more than 25%, strengthening awareness of trauma-informed practice and amplifying survivor voices. With the 2025 calendar year marking 30 years of Blue Knot walking alongside survivors, our role has never been more visible or vital. Blue Knot Day 2024 carried the powerful message *"You are not alone"*, resonating deeply with survivors and communities and further affirming our place as a trusted national voice.

Finally, I wish to acknowledge the passionate and professional team at Blue Knot, whose unwavering commitment ensures that every day we live our purpose. To our leadership team, thank you for your steady presence, wisdom, and discipline. To our Board, under the insightful leadership of Chair Jillian Harrington, my deep appreciation for the expertise and time you so generously contribute. Together, we are building a stronger, more resilient Blue Knot, continuing to empower recovery and hope for survivors across Australia.

Dr Cathy Kezelman AM
President and Managing Director



30 Years of Blue Knot Walking Alongside Survivors:

From Recognition to Real Change

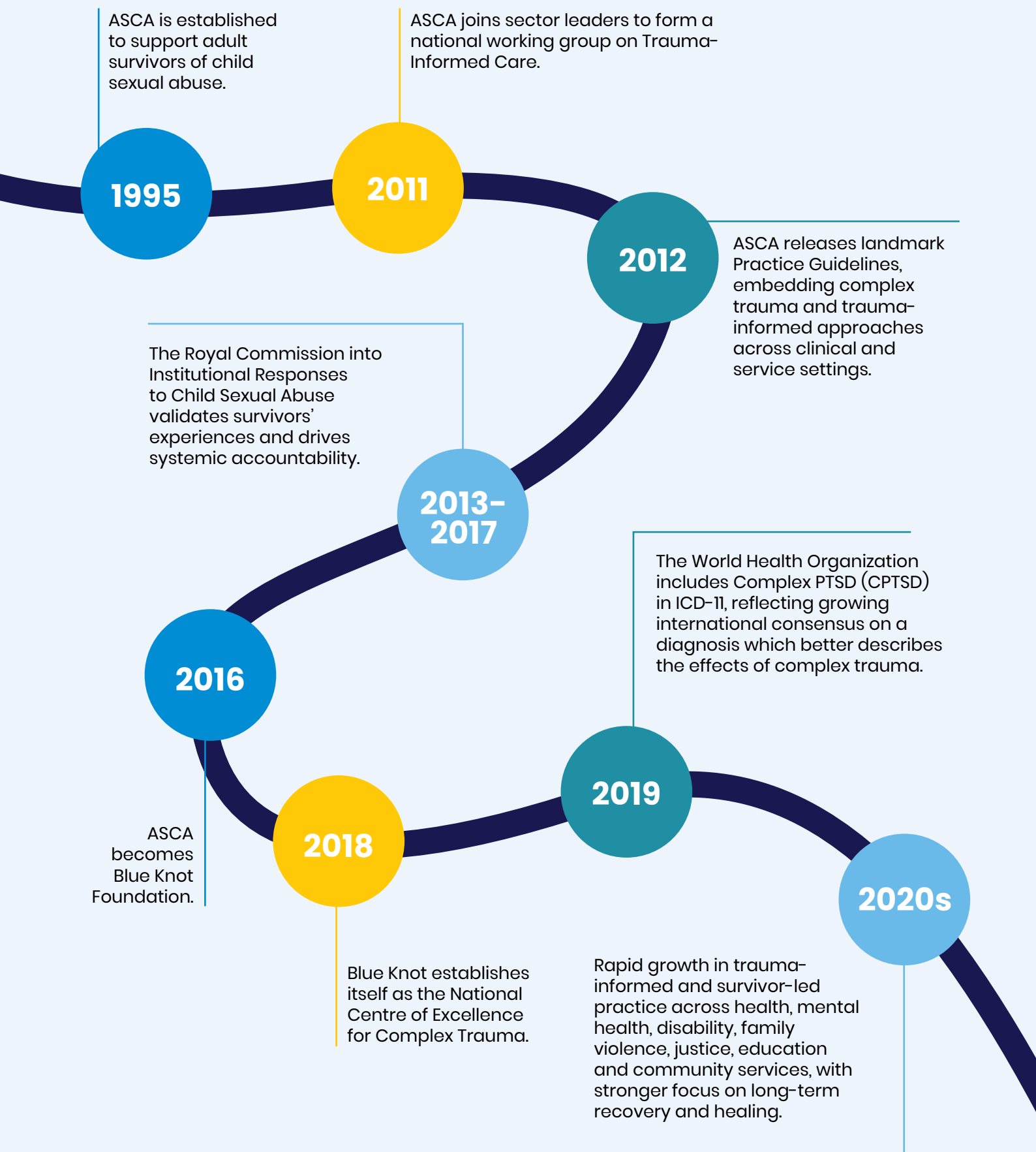
In the last three decades we as a society have learnt a lot about complex trauma and Blue Knot has been at the forefront, leading this change across Australia. In this Annual Report we want to reflect on this journey with you.

How we got here

In the early 1990s, there was little recognition that repeated interpersonal trauma can look and feel very different to that of a single traumatic incident. Early voices internationally and in Australia began to name the long-term impacts of chronic trauma on identity, relationships, memory, and the body. At the same time, First Nations leaders and health workers were already describing intergenerational and systemic trauma and the need for healing-centred responses.

Blue Knot's story starts in 1995 with our forerunner, ASCA (Adults Surviving Child Abuse), focussed on the needs of people with experiences of child sexual abuse which can be an antecedent to complex trauma. Throughout the 2000s, clinicians increasingly distinguished complex trauma from PTSD, and the case for trauma-informed practice grew with the critical goals of seeking to reduce the risk of re-traumatisation; prioritise safety; build trust and empower healing.

Milestones on the journey





What this means today

Thanks to many survivors, First Nations leaders, practitioners, researchers and advocates, trauma-informed practice is now far better understood. Across Australia, some services are building cultures that are safer and more responsive, and which also recognise the complexity of people's experiences alongside their inherent strengths... but it's not good enough. We need all services and practitioners to respond to survivors in ways which support their healing and growth.

Blue Knot continues to:



Develop practical resources and practice guides for multiple sectors.



Deliver professional training, supervision and workforce development nationwide.



Provide direct services for people with experiences of complex trauma and for those who support them.

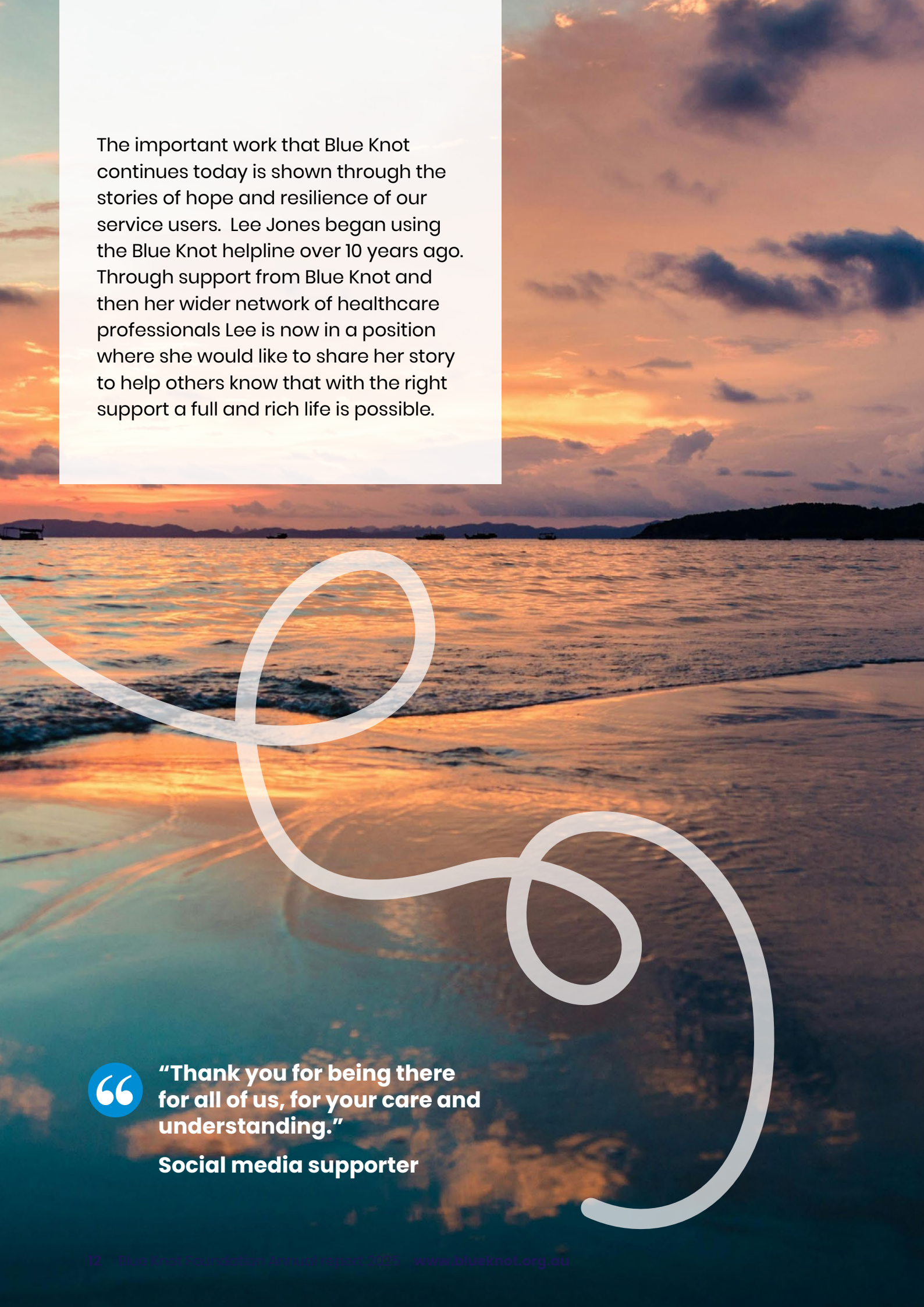


Advocate for systemic reform in policy to practice to reduce harm and foster recovery.

Looking ahead

The work isn't finished. We're building a more trauma-informed community, strengthening lived-experience leadership, and supporting service models that will walk alongside people for as long as recovery takes. If that is 30 more years, we will be there. Together, we can create systems that do more than avoid harm but support and empower healing.



The background of the entire page is a photograph of a sunset over a body of water. The sky is filled with orange and yellow clouds, and the water reflects these colors. In the distance, there are silhouettes of land and some small boats. A large, white, decorative swirl graphic starts from the left side of the page, loops around, and extends towards the bottom right corner.

The important work that Blue Knot continues today is shown through the stories of hope and resilience of our service users. Lee Jones began using the Blue Knot helpline over 10 years ago. Through support from Blue Knot and then her wider network of healthcare professionals Lee is now in a position where she would like to share her story to help others know that with the right support a full and rich life is possible.

“Thank you for being there for all of us, for your care and understanding.”

Social media supporter

Case Study

Hello, my name is Lee Jones. I am a 60 year old female and survivor of childhood sexual abuse which continued regularly for 4 years.



My father was convicted and sentenced. My mother struggled with alcohol and would bring numerous men into our house. I was instructed to never discuss what went on in our house. So, I squished it into a 'box' and shelved it. When I was fifty, I experienced a huge trigger in which my 'box' smashed. The intrusive memories occurred often without warnings day or night, so raw and real it was like it happened yesterday. I struggled with many other symptoms like dissociation, emotional dysregulation, self-hate, shame and guilt.

I had reached a stage where the symptoms affected every area of my life. I was hardly sleeping, and I lived in hypervigilant mode 24 hours a day. It was debilitating. I knew I needed help, so I turned to the internet to find help and the first website I found was Blue Knot. It took me days to get the courage up to ring the counselling service Blue Knot provides. This was the start of my healing journey. I used the service a lot and I also attended a full day workshop for survivors. The workshop was important in two ways: firstly, it covered so much information on how CPTSD affected our whole wellbeing and gave me vital understanding on why I was experiencing the impacts; secondly seeing other people in the room let me know I wasn't alone in this battle.

Over the years I have continued to unpack and work through all the impacts of my experiences, mainly through counselling and workshops. It was a long and difficult journey, but I was determined to improve my quality of life. Today I live a life free from the impacts: I can regulate my emotions, I don't dissociate, and the memories are now just that. Today I have a sense of self-worth and no longer see myself as worthless, hopeless and helpless. I am in the best place in my life. I now experience joy and happiness and live a full life. I am currently studying a certificate in Natural history illustration, I teach art, and am able to participate in many activities.

My healing journey would not have been possible if it wasn't for Blue Knot. The phone counselling, workshops and the fact sheets on the website are so helpful. For me Blue Knot carries out a very significant role in the training of counsellors who in turn can help people like me. Without that training survivors would be severely affected. So, thank you Blue Knot for all the services, training and advocacy in support of helping everyone that has been impacted by trauma.

30 Years of Progress: Transforming Understanding of Complex Trauma

Over the past three decades, we have transformed how we understand, respond to, and empower recovery for people living with the effects of complex trauma. What began as a small movement among a few clinicians, advocates, and survivors has evolved into a global movement for systems change in mental health, social policy, and community care grounded in compassion, neuroscience, and lived and living experience. This is a brief timeline:

1990s

Naming Complex Trauma and Validating Survivors



Early 1990s, Dr Judith Herman's *Trauma and Recovery** Introduced the concept of Complex PTSD.



Dr Bessel van der Kolk's research (*The Body Keeps the Score*) showed that trauma affects the body and brain.



Dr Stephen Porges's Polyvagal Theory (1995) revealed the role of the nervous system around safety and connection



Landmark Adverse Childhood Experiences (ACE) Study (1998) tied early trauma to long-term health outcomes.

During this period, survivor advocacy grew, with people with lived experience challenging medical models of trauma.

2000s

Recognising Complex Trauma

- ✓ By the 2000s, research and practice started to differentiate complex trauma from single-incident PTSD.
- ✓ Clinicians identified the need for new approaches to complex trauma patterns of emotional dysregulation, dissociation, and relational difficulties.
- ✓ Service models asked “*what happened to you?*” instead of “*whats wrong with you?*” – laying the foundation for trauma-informed care..
- ✓ Sandra Bloom’s Sanctuary Model, Harris and Fallot’s trauma-informed framework, and person-centred practice reshaped service cultures worldwide.

2010s

Embedding Trauma-Informed Practice and Systemic Change

- ✓ In the 2010s, trauma-informed practice became more mainstream in concept although delivery continues to lag.
- ✓ Public awareness grew through major inquiries into institutional abuse and violence.
- ✓ The World Health Organization’s ICD-11 (2019) formally recognised Complex PTSD.
- ✓ Advances in neuroscience, neuroplasticity, and epigenetics underpinned understanding of how recovery and reconnection can realign the body and brain and enable healing.

2020s

Integration, Innovation, and Inclusion



2020s have brought unprecedented integration of science, lived experience, and social reform.



Trauma-informed practice is the expectation across mental health, disability, justice, and education sectors.



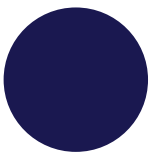
Dialectical Behaviour Therapy for Complex PTSD (DBT-PTSD), Internal Family Systems (IFS), and Eye Movement Desensitisation and Reprocessing (EMDR) demonstrate strong outcomes for survivors of chronic interpersonal trauma.



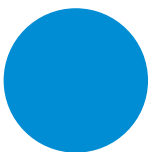
Body-mind and experiential approaches such as somatic therapy, sensorimotor psychotherapy, trauma-informed yoga, mindfulness, and creative arts therapies are supported by neuroscience.

Today & Beyond

A More Compassionate Future



Thirty years of progress have reshaped how we view trauma; it is no longer seen as a personal deficit, but as a human response to overwhelming experiences. Complex trauma is now recognised as biological, psychological, and social and requiring integrated, compassionate, and systemic responses.



Research continues to affirm that healing is possible for individuals, families, and communities. The convergence of neuroscience, psychology, lived experience, and cultural wisdom continues to inspire a future grounded in hope, integrity, and change – a future in which every person has the opportunity to feel safe, connected, and whole. Blue Knot is proud to continue to be a driving force on this journey.

Blue Knot Fast Facts

Over the last 30 years there have been great changes in understanding and responding to people with complex trauma experiences, during which time Blue Knot has reached some significant milestones too.

Did you know?

Over 500

We have supported over 500 Australian companies to develop trauma- informed workplaces.

30 years

Blue Knot has walked alongside adult survivors of complex trauma for 30 years.

Over 5 million

Over 5 million people have been reached through our advocacy including media and social media

More than 1 in 4

More than 1 in 4 Australians adults are impacted by complex trauma

In the 12 years Blue Knot Foundation has been funded to provide specialist trauma phone counselling:



we have delivered a quarter of a million Occasions of Service



supported over 80,000 individual callers



provided 250,000 hours of support

In the last 5 years we have



trained 75,000 diverse practitioners and workers.



created a network of 70,000 people with whom we communicate regularly



created a social media community of 40,000

Blue Knot Ambassadors

Blue Knot is delighted to welcome three new ambassadors into the Blue Knot community.

They will share some of their experiences, alongside their individual paths to healing. As they connect with our Blue Knot community and reach out more broadly, our ambassadors will walk alongside us to help drive awareness of Blue Knot's vision and purpose, empowering others on their own journey of healing.

Meet our new ambassadors here:



Sarah Monahan

Sarah was a prolific Australian child actress who at the height of her fame was sexually abused by her on camera father. Many years after the abuse, Sarah spoke up, putting her under close scrutiny in the media. After her abuser was tried and found guilty of abusing multiple girls in a court case, Sarah left Australia to live in America. It was not until her abuser was paroled and sent back to England, that she felt safe to have her feet on the same soil on which she grew up. Sarah is now living happily in Australia with her assistance dog Teddy.

 **Meet Sarah**



Torita Blake

Torita is a First Nations two-time Paralympian who has lived with complex trauma from very early in her life. Torita was abused by her stepfather as a baby, which left her with cerebral palsy, epilepsy, and a reduction in her vision to just 5%. Her abuser was sent to prison, but following his release, he sexually abused Torita for many more years. When Torita learned that her abuser was in a new relationship with a woman who had children, Torita felt compelled to protect those children and went to the police.



Rose Parker

Rose was brought up in institutional care from the age of 3, and remained in the care of the state until the age of 18. She has been an advocate for other survivors over many years and was a driving force speaking up in the Australian Senate Inquiry into Children in Institutional Care. Rose is an occupational therapist and a musician. Rose discovered the power of music and the joy of song as a child growing up in orphanages and foster homes. Music was a way to interact, communicate, and connect. Rose uses her lived and living experience, her healing journey, her professional skills and the power of music to support other survivors of childhood abuse .

 **Meet Rose**



Renewing the Values that Guide Us

During this, our 30th year, we took the time to reflect on who we are, how we have grown and the values which guide our work.

Over the last three decades, Blue Knot has evolved from a small collective voice into a national leader in complex trauma and trauma-informed practice. Throughout that journey, we have always kept safety, dignity and recovery at the core of our work.

Our previous values: **Hope, Recovery, Collaboration, Care, Empowerment** and **Professionalism** stand strong as a foundation which anchors our work and on which we have designed our refreshed values –

We Lead with Hope

We Uphold integrity

We Drive Change



We Lead with Hope

This value acknowledges the importance of holding hope for the possibility of healing and the courage it often takes to embrace opportunities for healing, especially when it seems out of reach. It also reflects our shared belief around healing and the capacity we all have for change.



We Uphold Integrity

We are committed to ethical practice, equity, and inclusion and delivering high quality care and support to those seeking our services. Championing honesty, accountability and respect, we provide resources and services to our community which are evidence-based and grounded in compassion.



We Drive Change

We value our role as a catalyst for systemic transformation – as we challenge the structures that cause harm to forge communities that enable healing. Our teams display leadership and innovation, foster courage and creativity, in the work every day. This drives our partnerships and advocacy in the community as we strive for a more trauma-attuned society.

In many ways our refreshed values give language to what we embody. They strengthen the connection between who we are and how we act – as leaders, colleagues, practitioners and advocates. As we evolve, they will anchor us in the same purpose and principles that have shaped our story for 30 years.

Our 30-year anniversary is more than a celebration of impact – it is a reaffirmation of purpose. By grounding our next chapter in values that are trauma-informed and compassionate, we strengthen the foundation for the future with hope, integrity and positive change.



Environmental, Social and Governance (ESG) Report

Our Values, Trauma-Informed Principles and Governance

Our new core values of Hope, Integrity, and Change drive our governance and impact. These values guide how we lead, decide, connect, and engage with people and communities affected by complex trauma.

Grounded in trauma-informed principles, our approach fosters safety, trust, collaboration, empowerment, and cultural responsiveness in every aspect of our work.



We lead with hope, believing in the capacity for recovery and growth.



We act with integrity, upholding accountability, transparency, and ethical practice.



We drive change, shaping trauma-informed systems and communities that enable healing and inclusion.

Through these values, we maintain transparent, ethical, and accountable governance that reflects our purpose, builds public trust, and delivers meaningful, enduring impact.

Environmental

To manage our carbon footprint, we have delivered all services through a remote first organisation to minimise employee commuting, removing the need to maintain office facilities and have minimal indirect emissions from our value chain based on the services provided.

Social Impact and Community Benefit

Our ESG priorities are centred on impact for our community and on empowering recovery for the more than five million Australians affected by complex trauma. Through our trauma-informed services, training, advocacy, and partnerships, we deliver measurable outcomes that strengthen safety, wellbeing, and inclusion. Our influence extends beyond direct service delivery to build trauma-informed communities and reshape systems, policy, and public understanding nationwide.

Highlights:



Tens of thousands of people supported through specialist Telehealth trauma counselling, information, and referral services and our workshops and survivor resources.



Workforce capability and sector capacity strengthened through evidence-based training, reflective practice, targeted resources, and collaborative partnerships.



Increased awareness and understanding through national campaigns, media engagement, and public advocacy advancing trauma-informed reform.

Governance and Risk Oversight

Our governance system ensures that risk is managed proactively, decisions are made ethically, and the safety and wellbeing of people remain at the centre of everything we do. Strong governance is the foundation of our effectiveness, accountability, and public trust. It integrates strategic oversight, compliance, assurance, and risk management to ensure robust and transparent operations. All financial investments comply with our Investment Policy ensuring ESG-aligned ethical investments in line with Blue Knot values.

Accredited under the National Safety and Quality Digital Mental Health Standards (NSQDMH), we conduct regular governance, compliance, and risk reviews to ensure Board, Executive, and Senior Leadership oversight reflects evolving best practice and community expectations. Our continued investment in cybersecurity, data governance, and privacy compliance safeguards sensitive information and ensures continuity of critical services. Comprehensive frameworks aligned with the Protective Security Policy Framework (PSPF), ISO 27001, and the Privacy Act 1988 (Cth) reinforce integrity, resilience, and trust.

Guided by trauma-informed principles of safety, transparency, and empowerment, our governance approach ensures accountability coexists with care, building confidence among staff, stakeholders, and the communities we serve.

Key Actions:

-  Bi-annual financial audits overseen by our external auditor, MGI Sydney, supporting financial transparency and effective financial reporting reinforced through our Financial, Audit and Risk subcommittee and internal financial policies.
-  Regular reviews of the risk register, Board subcommittee terms of reference, and governance cycle to strengthen oversight and accountability.
-  Implementation of integrated data, technical, and clinical governance frameworks with defined reporting and escalation pathways.
-  Deployment of a multi-layered cyber-resilience strategy, enhancing staff awareness, monitoring, and rapid incident response.
-  Enhanced internal audit and assurance processes, embedding continuous quality improvement across all operations.

People, Culture and Inclusion

Our governance systems are strengthened by the people who uphold them, our leaders and teams who live our values every day. Our people are at the heart of our impact.

We are committed to building a diverse, equitable, and inclusive workplace grounded in psychological safety, connection, and belonging. Guided by trauma-informed principles, we create environments where staff feel safe, respected, and empowered to contribute their expertise and lived experience.

Our internal communication platforms — including the new SharePoint intranet, Teams channels, Viva Engage, and organisation-wide updates — promote transparency, collaboration, and shared accountability for our values and goals.

As we deepen our cultural engagement, we are honoured to progress our Reconciliation Action Plan (RAP) in partnership with First Nations peoples and communities, embedding respect, truth-telling, and self-determination in our journey toward reconciliation.

Commitments:

- ✓ Integration of Diversity, Equity and Inclusion (DEI) principles across recruitment, leadership, and professional development.
- ✓ Strengthened wellbeing, reflective practice, and trauma-informed leadership programs across all teams.
- ✓ Enhanced staff engagement through transparent communication, feedback loops, and recognition of lived and professional expertise.



“My thoughts are clearer. The depression is disappearing...the counsellor really helped me”
Helpline survey participant

Continuous Improvement

A culture of continuous improvement is embedded in everything we do. Through ESG reporting, we monitor progress, identify risks, and align governance, people, and impact with our purpose and values. This process ensures we remain responsive, transparent, and accountable to those we serve.

Grounded in trauma-informed principles, we approach improvement as an ongoing practice of reflection, learning, and adaptation— strengthening the safety, quality, and integrity of every system and service we deliver.

Looking Ahead:

In the year ahead, we will deepen our ESG reporting to more fully capture outcomes across community, environment, and governance, with a focus on:



Advancing Diversity, Equity and Inclusion (DEI) outcomes;



Strengthening sustainability and digital maturity;



Demonstrating ethical and social impact across all programs;



Strengthening environmental policy and protocols.



“Thirty years is so incredible! We are SO proud of all you have been able to offer survivors throughout those decades of service!”
Social media supporter



Telehealth Summary

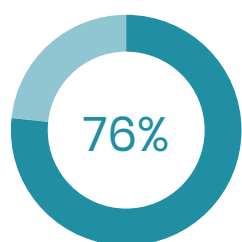
Blue Knot has been honoured to continue to provide specialist trauma counselling across its Blue Knot Helpline and Redress Support Services. This work is humbling, inspiring and much needed, and would not be possible without our dedicated team of compassionate, engaged professionals.

The team is committed to making a real difference to those calling. Our counsellors seek to listen, hear and provide the support, information and referrals which best meet the often complex needs of those calling. In this last financial year, we provided close to 30,000 Occasions of Service across our Telehealth services.

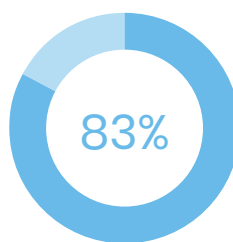
We continue to be buoyed by the feedback and testimonials we receive but also by the outcomes of the surveys we conduct with service users. While we regularly conduct surveys for callers to the Blue Knot Helpline, this year saw the first Redress Support Service User Survey. People engaging with the Redress Support Service are exploring or undertaking a process of applying to the National Redress Scheme, having been sexually abused as a child in institutional care, often some decades previously. The process is often challenging and at times, retraumatising by its very nature, and our team does its best to support people on this journey.

Service Users participating in our inaugural Redress survey were asked to provide feedback on their experience through directed questions and open-ended free feedback.

The results showed:



76% of Service Users rated their general overall experience of the service as *good* or *great*.



83% of people who chose to provide open feedback expressed gratitude to the service

The open-ended questions allowed us to hear some rich and powerful feedback.

“What can I say? Blue Knot is brilliant! All the support I received has been first class, such that the process itself has been healing.”

“I wasn’t really too sure what to expect when I started the application but the support of Blue Knot went above and beyond my expectations I am almost at the end of my application and feel calm and confident with my application.”

“(My counsellor) has made doing my application less traumatic and even though the information I was giving her was extremely distressing for me, at no stage did I feel it was too much for her.”



Case Study

One Redress Support Service client has shared his experience with us (“Harold”, 62)

On 4 April 2023, Harold contacted Blue Knot Foundation for support in writing and submitting an application to the National Redress Scheme. At intake, he informed us that he had been recently evicted after ten years as an informal carer and was living in his van. Harold, as for many people sexually abused as children had been diagnosed with a number of conditions and this included clinical depression, obsessive-compulsive disorder, and other health conditions, which were exacerbated by his lack of stable housing .

All redress service users are allocated an individual counsellor who supports them right through the application process. The counsellor completed a Wellness Recovery Action Plan (WRAP), which is part of our usual process. It identified housing insecurity as a significant risk to Harold’s cardiac health and overall safety. Together Harold and the counsellor drafted a priority-housing support letter and advocated for access to food and washing facilities.

Within three weeks of the Housing Department receiving the letter, Harold was placed in emergency accommodation and then into permanent housing. Stable housing supported improvements in his mental health, and meant that he was able to better engage in his redress application process, which is ongoing. Harold has been referred for ongoing counselling and continues to use the Blue Knot Helpline for additional short-term support between sessions .

Harold is now feeling happy and settled in his new home, with his new puppy. The Redress Support Service has guided Harold as he has connected with a new psychiatrist and is eligible for a free flight to enable a psychiatric review. Harold is taking care of himself and improving his physical health having joined a gym.



“I really love what Blue Knot do to help and support survivors and supporters. It’s made a huge difference in my life to have this resource.”

Blue Knot service survey



14,102

trained nationwide
- building a trauma
-informed workforce
helping create
safer spaces of
understanding,
care and healing.

Training, Practice and Organisational Change

Over the 2024-25 financial year, Blue Knot continued to strengthen its national leadership in trauma-informed training, supervision and organisational development.

We delivered a total of **599 training sessions** to diverse sectors with 11.3% growth from the previous year and trained 14, 102 people nationwide. This steady growth demonstrates both the continued demand for trauma-informed education and Blue Knot's capacity to sustainably scale.

We expanded our reach across multiple sectors including health, mental health, disability and advocacy, domestic and family violence and justice, engaging with organisations and individual practitioners across government, not-for-profit and for-profit agencies.

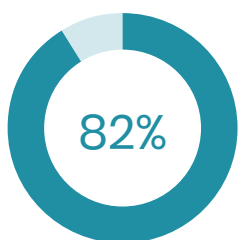
Embedding Trauma-Sensitive Practice

Blue Knot's programs continued to support professionals to move beyond awareness into attuned, relational and safe practice. Our training suite of programs builds understanding of neurobiology of trauma, relational safety, boundaries and wellbeing – supporting both individual wellbeing and organisational transformation. Our facilitation team delivered programs ranging from foundational training to trauma-specific supervision, reflective practice and leadership workshops.

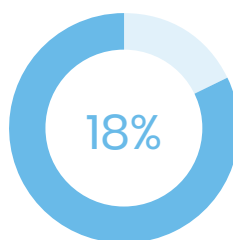


The session as not only rich in content, but also deeply grounding and sensitively facilitated. It offered thoughtful insights into trauma-informed principles, while honouring the lived experiences of survivors, and the importance of relational safety in practice.

Anushri, Social Worker, The Salvation Army – Trauma Awareness in Practice



82% New individuals and organisations – expanding national reach



18% of returning partners – deepening impact and trust

Blue Knot's training services continue to attract both new and returning partners across Australia. In 24-25, **82% of our training engagements were with new organisations**, signaling strong sector growth and expanding awareness of trauma-informed practice.

The remaining 18% were returning clients, many who commissioned deeper, system-wide programs following earlier positive outcomes.



Thank you for this wonderful professional development, it was so relevant to my work and was incredibly useful and energising. I feel my confidence in establishing safety has been substantially increased through this session.

Rose, Redress Support Open Place – Three Phased Approach – Safety and Stabilisation

Learning for Lasting Change

The impact of our training is important to us, and post training evaluations show us that attendees are feeling more confident in their practice skills after the training. Post-training evaluations identified that attendees feel more confident in their practice skills after completing the training. After attending our Building Trauma Awareness Program, 49% of people felt confident in knowing how to apply trauma-informed principles to their work, as opposed to 20% before. In the Three Phased Approach training 75% of participants felt that they had a good grasp of the concepts compared to 16% before the training. These shifts highlight not only increasing awareness but how training is able to translate learning into safer, more attuned practice which a central goal of Blue Knot's training programs.

**From 16%
to 75%**

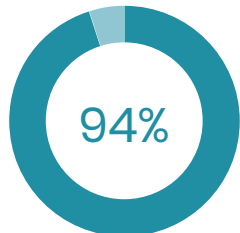
**Participants increase
their knowledge of
safety and stabilisation –
creating more
attuned pathways
to recovery**



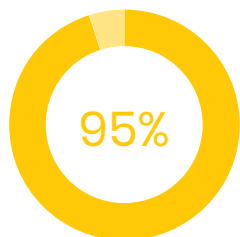
Reclaiming Strength through Education

Blue Knot's educational workshops for survivors and loved ones provided spaces for learning, reflection and connection. Through these workshops we continue to affirm that recovery is possible – and that learning in safety can be a powerful step towards hope and healing. This year we ran 17 free educational workshops for survivors and loved ones with 862 registrants. To expand this program, we introduced a two-hour interactive virtual workshop for survivors alongside our one-hour webinar and one-day face-to-face workshops for survivors.

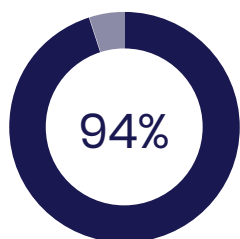
OF ATTENDEES AT THESE WORKSHOPS:



94% of respondents indicated that the workshop was relevant and helpful to them.



95% of respondents indicated the workshop met their learning needs.



94% of respondents indicated they would recommend this workshop to others.



The workshop was one of the most meaningful days of my life. I felt like I was truly seen and understood with my trauma in a way I haven't before. The reassurance that complex trauma is so much more than what has happened, but how it shows up for us in daily life now. To have those impacts validated and to see that there are others like me has made me feel less alone. I hope I'll be brave enough to stop hiding my story and my truth from those in my life, and this workshop helped me to feel validated in why we hide (shame, fear, etc) but also gave me a little bit of encouragement that I could share it with safe people."

**Anonymous Attendee
Survivor Workshop**



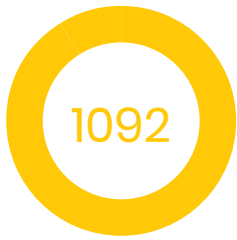
Supervision as a Foundation for Safe Practice

Blue Knot delivered individual and group supervision sessions which supported practitioners to deepen their self-awareness, strengthen their professional boundaries and reflect on the emotional impact of their work.

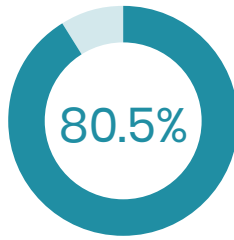
- ✓ Blue Knot delivered **1, 092 supervision sessions** this year, and over 80% of participants agreed or strongly agreed that supervision helped them build skills in coping with the emotional impacts of their work.
- ✓ The sectors engaging more in supervision are Women's Services, Domestic and Family Violence Services, Youth Services, Legal Services, and Primary Health Care.

“ I feel like Blue Knot Foundation Supervision has worked in a way where I have been able to question myself and the way in which I do things more than anything. It has made me look internally with the way I deal with and respond to things – and this is the first time this has happened to me.

Participant, Department of Families, Fairness and Housing



1092 supervision sessions provided to support practitioner wellbeing.



80.5% of participants agree supervision supports skill building coping with emotional impacts of the work.

Partnering for Trauma-informed Change

Blue Knot supports organisations across Australia to embed trauma-informed principles into their systems, culture and everyday practice. We provide organisational development services to support workplaces and service systems to support creating environments that prioritise safety, connection and wellbeing for both staff and the people they serve. Drawing on our decades of clinical, educational and lived experience expertise we provide tailored pathways for transformation. Our approach enables organisations to move beyond awareness to sustained, trauma-attuned practice.



Case Study

Building a Trauma-informed Organisation at Mind Australia: Partnership with Blue Knot Foundation

Mind Australia entered a service-delivery partnership with the Blue Knot Foundation in the 2024–25 financial year, and this partnership has extended to 2025–26. The partnership with Blue Knot is invaluable to Mind and the initiative has significantly strengthened trauma-informed capability across the organisation by enhancing staff understanding of trauma, building trauma-informed practice skills, and improving consumer engagement. By promoting, staff at all levels of the organisation have access to the training. Mind is ensuring that trauma-informed principles are built into all the work we do, from our high-level strategic plans to our consumer-serving staff embedding their learnings into daily practice.

Due to overwhelming positive feedback on the foundational training, Mind further introduced the 'Safety and Stabilisation' training for the 2025–2026 year as a complementary offering. This advanced module has strengthened staff knowledge of trauma neurobiology, emotional regulation, and relational safety. Staff have reported increased confidence in applying trauma-responsive strategies and supporting both consumers and colleagues more effectively.

Mind also appreciates that, as organisation with a strong Lived-experience workforce, feedback has been received that staff have found the learnings from the program useful in understanding their own journeys of recovery.

As Mind prepares to integrate with One Door Mental Health in NSW, the training will be extended to new staff cohorts, ensuring consistency in trauma-informed practice across the merged workforce. The Blue Knot partnership remains central to Mind's workforce development strategy and reinforces our commitment to recovery-oriented, trauma-informed, compassionate service delivery.

Mind Australia and One Door thank the Blue Knot Foundation for their continued provision of high-quality training, with additional gratitude to the wonderful and knowledgeable facilitators. We look forward to future opportunities to extend our partnership.

Jaime Pick – Acting Learning & Development Workforce Capability Manager

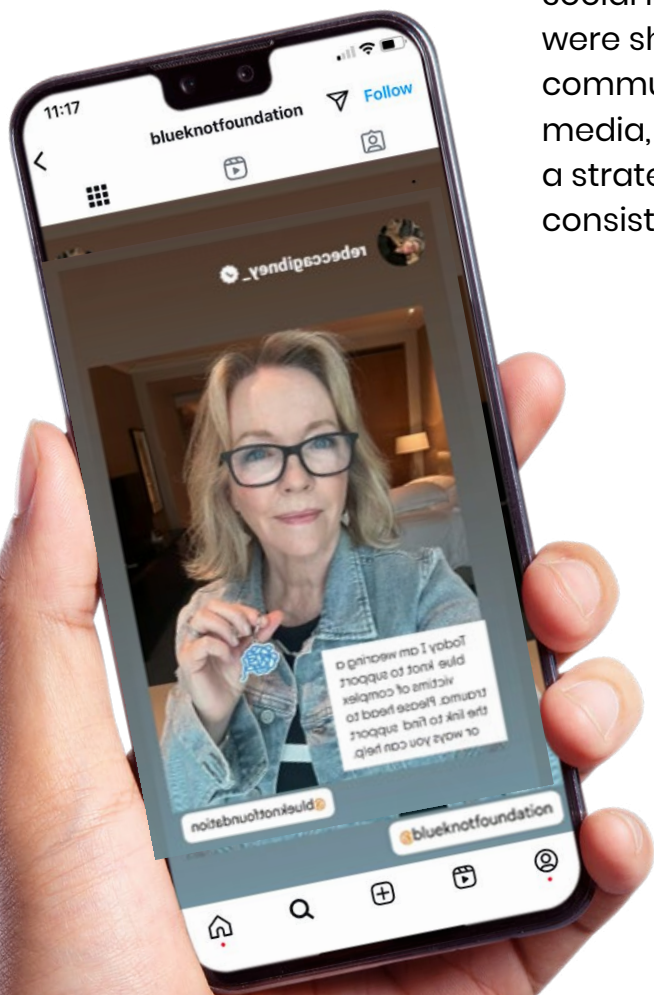


Blue Knot Day 2024

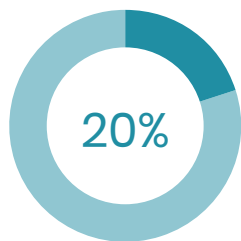
Blue Knot Day 2024 again put the national spotlight on complex trauma. The theme for the year was, “You Are Knot Alone”. The marketing team designed, created and distributed new merchandise to key stakeholders, enhancing brand visibility.

In collaboration with the Living and Lived Experience Committee, members produced authentic video content that spoke to the importance of this national awareness day. Australian actress Rebecca Gibney was approached for on-the-day promotion and she kindly lent her voice to Blue Knot posting a social media story leveraging her influence.

Social media was busy as user-generated content were shared across [stories](#) and newsfeeds, fostering community engagement. The campaign spanned media, social media, website landing pages, and a strategically aligned EDM campaign, ensuring consistent messaging across all channels.



“Blue Knot. Such a great foundation, and a lovely and dedicated team on their helpline. They offer such good advice, they listen and calm a traumatized mind with kindness and compassion. They save lives in crisis. I should be wearing a Blue Knot on Blue Knot Day.”



A key achievement was the year-on-year increase in engagement rate of just under 20%

The Blue Knot Song was created and launched as an innovative and creative initiative dedicated to our community. The song combined emotional connection with a gentle fundraising effort. Through this original song, we reached new audiences, achieved deeper engagement and advocacy, and shared a powerful message of hope. The song and its accompanying lyric video were shared widely with internal and external stakeholders, reinforcing brand recognition and amplifying our aim to support survivors of complex trauma.

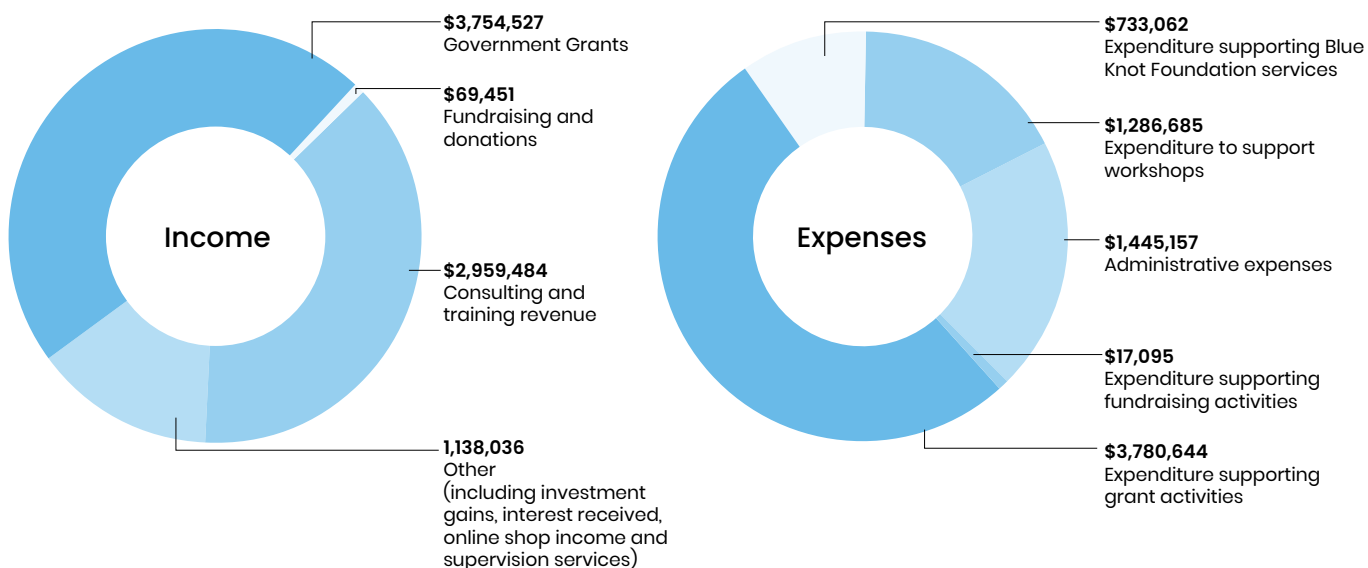




Financial Position

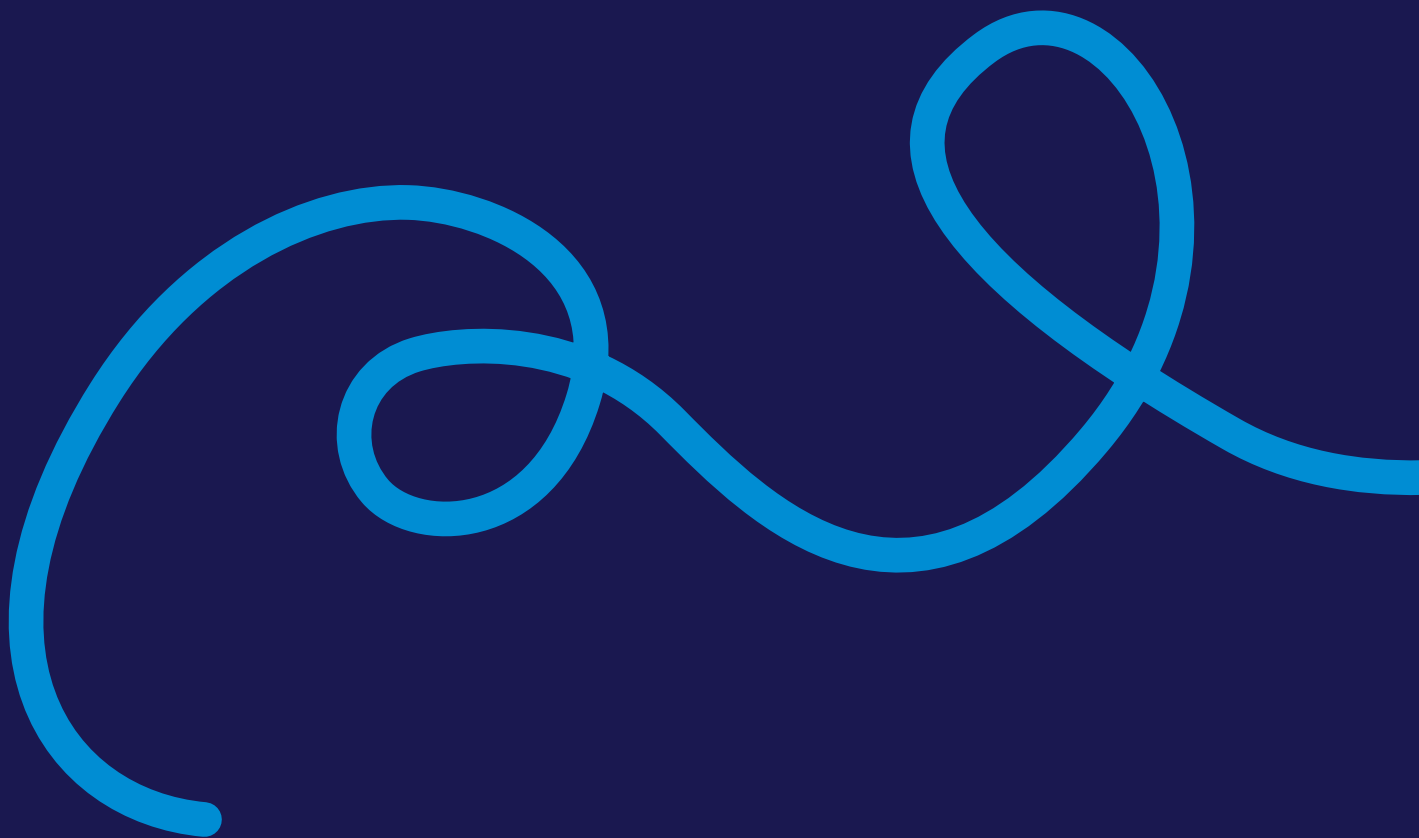
The summarised accounts presented with this report are for the financial year 1 July 2024 to 30 June 2025. You can download a copy of the audited [financial statements](#) from Blue Knot from the website.

This Financial year 2024 – 2025



Total Revenue: \$7,921,498

Total Expense: \$7,262,643



**Blue Knot Helpline and
Redress Support Service**

1300 657 380

7 Days a Week

between 9am – 5pm AEST/AEDT

or via email helpline@blueknot.org.au

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free monthly e-newsletter and more!

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