

BEST WISHES TO YOU

FROM THE IN GOOD FAITH FOUNDATION TEAM

To our incredible community! A message to you...

2020 has been a year characterised by resilience and adaptability.

From catastrophic bushfires to the global health pandemic, the IGFF community – particularly clients and staff – have demonstrated an incredible resilience. It is a tribute to the strength of this community that IGFF has been able to welcome new staff to our team, accelerate a significant shift to delivering online and remote services to our expanding client base, all while navigating COVID-19 and its associated challenges.

Many people have given feedback that living with uncertainty and anxiety impacting on their daily lives has been their long-term experience accompanied by a sense of isolation from community. They say that the wider community now comprehends more closely, some of what it is like for them.

At IGFF, we work hard to bridge these gaps, talk with, and check on our clients' well-being. Their goals become our Casework goals; to smooth the way forwards and support their access to expert services throughout therapeutic and justice pathways.

2021 brings exciting new opportunities to expand the IGFF Team and respond more widely to the diversity of enquiries and needs people are presenting with nationally. We welcome your feedback to tailoring our services and the development of special projects based on Survivors' lived experiences and staff expertise combined. We remain committed to equipping people with the maps and tools necessary to confidently reach vital milestones in their recovery journeys.

We understand that the festive season can be an emotional and difficult time for many people, particularly Survivors. We would like to acknowledge and express our solidarity with those who are estranged from, or have lost members of their families and communities.

We would also like to reinforce the need for self-care during this time. One key strategy is using services that are available – such as phone and online counselling services. If counselling support or assistance is required, there are some useful community helplines shared on the next page.

Throughout the New Year period, IGFF will have two Caseworkers available (Ingrid and Hannah) with the exception of:

Christmas Day: Friday, 25 December 2020

Boxing Day: Monday, 28 December 2020

New Year's Day: Friday 1st January 2021

And: Wednesday 6th to Fri 8th January 2021

LIFE IS NOT ABOUT

WAITING FOR THE

STORM TO PASS

BUT LEARNING TO

DANCE IN THE RAIN

In Good Faith
FOUNDATION
INSTITUTIONAL ABUSE RECOVERY

BEST WISHES TO YOU

FROM THE IN GOOD FAITH FOUNDATION TEAM

During the New Year period, while the IGFF office site is not staffed due to CV19 restrictions, please allow time for these Caseworkers to respond to phone messages:

- Caseworker Hannah: hannah@igff.org.au
 - Caseworker Ingrid: ingrid@igff.org.au
 - General enquiries: igff@igff.org.au
- Leave a Voicemail with your name and contact details via the IGFF phone **(03) 9940 1533**
 - Available staff can also text your mobile via their work computer
 - You can reply to staff texts (which they will receive as a message via email)
 - Staff will contact you and make phone appointment times that are mutually suitable
 - Please be aware for reasons of privacy, their mobile number does not display on calls
 - If this is a problem, please ensure that you have made an appointment time for your call

The rest of the IGFF Team will return from **Tuesday 12th January 2021**:

- Clare Leaney, CEO
- Rachel Last, Advocacy and Redress Manager
- Phil Lindenmayer, Head of Governance
- Joe Stroud, Head of Government Relations and Media

Community support helplines that are also available 24 hours / 7 days a week:

- Beyond Blue Support Service, **1300 224 636**, www.beyondblue.org.au/get-support/
 - Provides immediate advice and support on depression and anxiety
- 1800RESPECT, **1800 737 732**, www.1800respect.org.au
 - Offers confidential information, counselling and support for people impacted by sexual assault, domestic or family violence and abuse
- MensLine, **1300 787 978**, www.mensline.org.au
 - A counselling service for men with emotional health and relationship concerns
- Suicide Call Back Service, **1300 659 467**, www.suicidecallbackservice.org.au
 - Provides counselling to people who are affected by suicide
- Lifeline Crisis Support, **13 11 14**, www.lifeline.org.au
 - A confidential telephone crisis support service for anyone needing crisis support

You can contact The National Redress Scheme on 1800 737 377, Mon to Friday 8am–5pm

- BlueKnot Helpline, 1300 657 380, www.blueknot.org.au
Counselling support for childhood trauma Monday–Sunday, 9am–5pm

Emergency Services: If you or someone you care about is in immediate danger call 000