

Ryde Family Services Annual Report 2016



Care. Connect. Grow.

"I HAVE ALWAYS FELT THAT THE STAFF AT RYDE FAMILY SERVICES HAVE MY BEST INTERESTS AT HEART AND THEY TRULY GO OUT OF THEIR WAY TO HELP IN ANY WAY THAT THEY CAN.

MY DAUGHTER AND I APPRECIATE AND HAVE BEEN HELPED BY THIS SERVICE VERY MUCH. THANK YOU."









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Our Vision

THRIVING LOCAL COMMUNITIES WHERE EVERYONE BELONGS



Our Values

RESPECT

We value and are responsive to the qualities and strengths of each person we work with.

INTEGRITY

We are honest, authentic and trustworthy in everything we do.

INNOVATION

We continuously seek and develop new, creative ways to better meet the needs of our community.

COLLABORATION

We are committed to working in partnership with all stakeholders as a team to achieve our shared objectives.

GENEROSITY

We give from our heart and collective wisdom for the common good.

Our Mission

We work collaboratively with families and individuals of all ages to provide support, build connection and capacity, and in doing so help grow resilient and thriving communities.

We do this by:

- STRENGTHENING INDIVIDUALS
- CONNECTING FAMILIES
- BUILDING COMMUNITIES







Case Study

CALD FAMILY

Jenny's partner passed away due to a homicide. Jenny could not speak or write English and was looking after a 12 year old daughter and a 7 month old baby. Jenny was concerned about not being able to keep up with the rent and was considering if she needed to return to her hometown in China to sustain her living. RFS caseworker assisted her to look for properties and to apply for a Passport for her young baby daughter.

Jenny encountered significant barriers not only because of her lack of English abilities but also in applying for the Passport due to the fact that her partner was murdered. RFS caseworker attended Services NSW to apply for a death certificate but was rejected on a number of occasions because an original copy of the Coroner's report was required if she was not the next of kin.

Jenny was in a defacto relationship with the deceased partner and therefore was not recognised as the next of kin. Services NSW required her to complete a form which had to be signed by the next of kin to authorise her to apply for the death certificate. The partner's family was reluctant to assist her due to relationship strains and cultural issues. Jenny decided to give up and wait for her daughter to turn 18 before applying.

RFS caseworker encouraged client to pursue and apply directly for the Passport and made arrangements to see the officers at the local Post Office. The officer requested for similar information, however, caseworker advocated to try other alternatives to push through the application if possible. RFS caseworker contacted the Police homicide squad to request a letter to confirm the partner's death.

The application for the passport was later submitted with a letter from the caseworker to explain the situation together with the letter from the police. The passport office advised that it was a special circumstance therefore it will take approximately six to eight weeks for processing. Eventually the passport was approved and was issued to the client's baby daughter. This meant that Jenny was able to return back to China and reunite with her family in her original hometown.









About us

Ryde family services and is a community managed, Charitable organisation and was formed in 1982.

We offer a range of services to all people in our community that helps build their capacity, confidence and resilience. We work with children, young people, parents, families, carers and other community members.

We provide the right kind of support when it is needed most, with a core focus on early intervention services.







Statistics

100%
OF CLIENT'S FELT THAT
RYDE FAMILY SERVICES
UNDERSTOOD THEIR
SITUATION

98%

FELT THAT THEIR
RELATIONSHIPS WITH
THEIR CHILDREN
HAVE IMPROVED AS A
RESULT OF THE SERVICE
THEY RECEIVED

100%
FELT MORE ABLE TO

MAKE CONNECTIONS
IN THE COMMUNITY
FOR THEIR CHILDREN
AND FAMILY

100%

TO HELP THEM IN THEIR PARENTING

(SOURCE: CORIS DATA)









President's Report

These days it's not uncommon to read in the newspaper, online or see on the television a family in crisis. The burden of everyday costs of having a family is creating real financial, emotional and housing stress. The suffering of families unable to cope with the pressures and continual responsibility that having children brings. The pain of domestic and family violence, driving families apart and for some, into homelessness.

Every story has a make or break moment – a moment when the storm gathers momentum and inevitably leads to crisis. Our team strives to be there for our community in this moment, to work with families and individuals to avoid the crisis or support them through it. We do this by providing practical assistance and emotional support with the aim to achieve thriving local communities where everyone belongs – everybody, particularly those experience stress or crisis.

It gives me great pride to see how our team's professionalism, generosity and collaboration continues to deliver for our community. We excel in delivering free counselling, case management, housing support, supported playgroups, domestic and family violence outreach, and parenting and skills development programs. In addition, we collaborate with our partners and funders to deliver Transition to High School programs, Mandarin Parenting Programs, a probono fortnightly domestic and family violence legal clinic and seamless referral pathways to help support individuals and families navigate the community services sector for support.

Our achievements lie in the people we support, and it is very rewarding. Our people and leadership are critical to our success, and I would like to particularly thank our staff as we transitioned to a new Executive Officer. Helen Silvia accepted a promotion with large not-for-profit service and left the organisation in November 2015. Graham West stepped in as interim EO for a period while we sought a replacement. Helen provided outstanding leadership and delivered on a number of important initiatives and new funding streams. The Committee has experienced our new Executive Officer Cate Sinclair, in action over the past 4 months and we have every confidence our strategy of meeting more of our communities needs will be delivered.

Finally, I would like to thank my fellow Management Committee Members, Philip Bickerstaff, Margaret Goldfinch, Colin Thompson, Margaret O'Hearn, Serena Cheung, Anne-Marie Maxwell for their continued dedication to great outcomes and generosity in sharing their experiences, skills and time.

I look forward to another successful year.

CHRISTOPHER HELLMUNDT PRESIDENT





"THE FAMILY WORKER WAS REALLY HELPFUL WHEN I WENT THROUGH A RECENT CRISIS WITH MY FAMILY. SHE ADVISED ME, SUPPORTED MY CHOICES AND PUT ME INTO CONTACT WITH APPROPRIATE SERVICES.

I WAS IN A VERY LOW PLACE WHEN I WAS FIRST PUT INTO CONTACT WITH RYDE FAMILY SERVICES - I WAS DEALING WITH A RANGE OF ABUSIVE FAMILY RELATIONSHIPS AND FELT UNABLE TO DEAL WITH THEM ALONE.

I WAS REALLY HELPED OVER A SERIES OF MONTHS. I FELT MUCH SUPPORTED AND THE ADVICE WAS PRACTICAL AND REALISTIC. MANY THANKS."







Executive Officer Report

I have been extremely lucky to join an incredible team of dedicated professionals at Ryde Family Services. I wish to thank Helen Silvia, previous Executive Office and Graham West, Acting Executive Officer for passing on the baton – they have developed a remarkable service and a remarkable team.

Since my commencement with the organisation in late February 2016, I have observed a great appetite within the staff and the Management Committee to embrace innovation and develop new opportunities for growth and sustainability. I have observed strong and enduring partnerships with stakeholders and funders and the incredible support that the team affords one another in the work that they do.

Growing services that are culturally relevant that reflect community need is crucial. The demographic profile of our service footprint shows us that we have an increasing number of people born overseas and people from non-English speaking backgrounds and it is imperative that we deliver services that are culturally relevant and respectful. We are responding by engaging staff and volunteers from the key represented communities to help in the design and delivery of programs to help ensure that we are responding to the community with services that are appropriate.

Increasing access to our service to community is paramount. We currently operate from locations in West Ryde, St Ives and Eastwood with plans to expand our outreach services in 2017 and ongoing.

Connecting communities and building enduring partnerships with corporates, other community groups and entities to enhance the work that we do is vital in cementing our opportunity for growth.

We approach service delivery with innovation and vibrancy and look forward to the opportunities that lie ahead of us.

CATE SINCLAIR EXECUTIVE OFFICER









"RYDE FAMILY SERVICES HAS BEEN THE MOST INFORMATIVE SERVICE SO FAR.

INITIALLY I HAD SEEN A COUNSELLOR VIA EAP/WORK AND TALKED WITH 1800 RESPECT & MY DV OFFICER, ALL OF THESE WERE USEFUL BUT I FOUND RFS TO BE MUCH MORE PERSONAL & PROVIDED A LOT OF INFORMATION THAT I COULD THEN APPLY TO MY DAY TO DAY LIFE, SUCH AS MOVING ASSISTANCE (TO BREAK FREE FROM THE CYCLE OF DV) & LEGAL ADVICE TO UNDERSTAND MY RIGHTS AND FOR PEACE OF MIND.

I AM VERY GRATEFUL TO HAVE SUCH A WONDERFUL & INFORMATIVE SERVICE IN MY AREA."







Treasurers Report

Our auditors RSM Bird Cameron presented the financial statements for the year ending 2016 to the committee of Ryde Family Support Services Inc. These statements were approved by the President and Treasurer on behalf of the Management Committee.

The statements indicate that service had a total income of \$1,070,070, expenses of \$1,085,827, and therefore had a deficit of \$15,120 for the year.

The service had two main sources of income during the period; NSW Department of Family and Community Services (FACS) for the EIPP Program (Family Services) and Mission Australia for the Northern Sydney Northern Sydney District Early Intervention and Prevention Program (Homelessness Early Intervention).

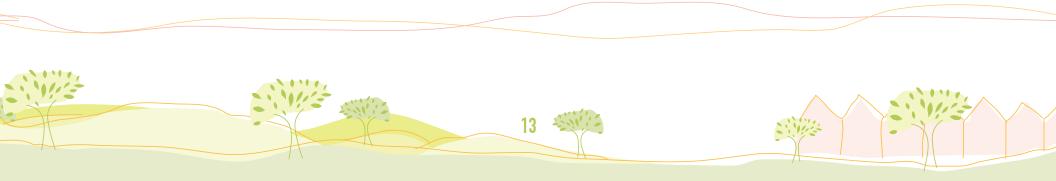
The major expenses for the year were Wages \$734,627, Administration expenses \$134,872, Superannuation \$64,348 and Client Brokerage \$41,378.

The Balance sheet for the period showed Total Assets of \$314,133, Total Liabilities of \$189,448 and therefore Net Assets of as at 30 June 2016 of \$146,291.

The Ryde Family Support Service would like to thank the Auditors RSM Bird Cameron for undertaking the 2016 Audit.

We would also like to thank our Accounting and Bookkeeping service providers Lee and Elaine Wright from Online Accounting for their work with Ryde Family Services work over many years.

COLIN THOMPSON TREASURER



Statistics

WE SERVICE A DYNAMIC MULTI-CULTURAL COMMUNITY



OUR CURRENT CLIENTS WERE BORN IN

57 DIFFERENT COUNTRIES



THE NUMBER OF CLIENTS DIRECTLY SUPPORTED

BY RYDE FAMILY SERVICES OVER THE PERIOD IS IN EXCESS OF 1,200 CLIENTS (EXCLUDES OUR GROUPS AND CHILDCARE PROGRAMS)



OVER 4% OF OUR CLIENTS IDENTIFY AS ABORIGINAL OR TSI

14

(SOURCE: CORIS AND CIMS DATA)









Case Study

SINGLE OLDER WOMAN

Rachel was a 70 - year old woman who presented to Ryde Family Services because of financial distress. She was in rental arrears and had several debts which she could not afford to pay. Case Worker liaised with the Real Estate Agent, and connected Rachel with the Tenants Advisory Service. Rachel was eventually evicted as a result of the Tribunal decision.

RFS worked with client to establish a plan of moving forward and to prioritise the issues affecting her life. One of the major obstacles to her being able to remove herself from the dwelling was the clutter of her personal belongings and excessive amounts of furniture, accumulated over many years. Rachel was overwhelmed by the task of having to declutter her home. RFS Case Worker assisted by offering practical support and guiding client through this time consuming process, taking goods to charity stores and removing rubbish for client, and organised and paid for Rachel's furniture to be removed and temporarily stored in a storage facility.

RFS Case Worker also engaged Rachel with a financial counsellor who was able to provide advice and advocacy with creditors, and guide her towards making the most appropriate financial decisions for herself.

RFS Case Worker also assisted Rachel to liaise with Link2Home and NSW Housing to seek temporary accommodation during the period needed to find more permanent housing for her. After much research and, RFS Case Worker found suitable over 55s studio accommodation which was within client's rental affordability. RFS paid for the removalist cost. Rachel was finally settled in safe and affordable accommodation and was extremely happy and relieved that she now has a new home which she can afford.

















Governance

Ryde Family Support Service Inc. (trading as Ryde Family Services) is a public benevolent institution and an incorporated entity and is registered with the Australian Charities and not-for-Profits Commission (ACNC).

It is endorsed to access the following tax concessions: GST Concession from July 2005, FBT Exemption from July 2005, and Income tax Exemption from July 2000. Ryde Family Services is endorsed as a Deductable Gift Recipient.

The activities of the organisation are regulated by relevant State and Commonwealth Laws and the Ryde Family Service Constitution and it is governed by an elected voluntary Management Committee chaired by a President.

Management Committee

CHRISTOPHER HELLMUNDT
PHILIP BICKERSTAFF
COLIN THOMPSON
MARGARET GOLDFINCH
MARGARET O'HEARN
ANNE-MARIE MAXWELL
SERENA CHEUNG

PRESIDENT
VICE PRESIDENT
TREASURER
SECRETARY
PUBLIC OFFICER
COMMITTEE MEMBER
COMMITTEE MEMBER

Audit, Risk and Finance Sub-committee

COLIN THOMPSON
PHILIP BICKERSTAFF
CHRIS HELLMUNDT
SERENA CHEUNG
CATE SINCLAIR

CHAIRPEROSN SECRETARY MEMBER MEMBER MEMBER











'THE FAMILY WORKER REASSURED ME AND HELPED ME FEEL MORE IN CONTROL WITH ALL THE THINGS THAT WERE HAPPENING IN MY LIFE.'







Family Support Services

The primary focus of the Family Workers is to provide appropriate, short term supports to children, young people and families early to address identified issues and prevent escalation of problems. Services may include advice & support, case management, counselling, parenting groups and client focused case work.

Our strength-based and collaborative approach is individual and client centric, our clients are at the centre of the decision making process regarding their well-being and welfare. We firmly believe that effective engagement is a key strategy to support our clients to identify and achieve their goals.

Engagement is an ongoing process that begins with the first contact through our Intake Officer, allocation to a Family Worker who then works with the client on case planning, service delivery and exit planning. The team provides individualised quality services that are strengthened through our adaptive, flexible and client centred approach to our work. During the last financial year, the Family Support team over delivered on targets, facilitating 14 parenting groups, providing one-on-one support for 222 clients for up to 3 months and 36 families joined our Supported Playgroup Mini Maxi.

We are committed to providing first class services to meet our client's needs and this is reflected in our initiatives and community partnerships. These include providing child care for parents attending our parenting programs, offering parenting programs and individual support in Mandarin and Cantonese and developing partnerships with local community businesses and organisations to offer parenting workshops addressing contemporary issues such as raising children in a digital world.

The Family Support Team has continued to deliver quality services throughout the year. Their commitment to their work is reflected in the positive feedback we receive, their ongoing commitment to their professional development and their contribution to the positive culture of the organisation. On behalf of Management and the Management Committee, I would like to thank each of you for your contribution to the organisation and to the community in which we live.

TESTIMONIALS

'The Family Worker was really helpful when I went through a recent crisis with my family. She advised me, supported my choices and put me into contact with appropriate services. I was in a very low place when I was first put into contact with Ryde Family Services - I was dealing with a range of abusive family relationships and felt unable to deal with them alone. I was really helped over a series of months. I felt much supported and the advice was practical and realistic. Many thanks.'

'The Family Worker reassured me and helped me feel more in control with all the things that were happening in my life.'

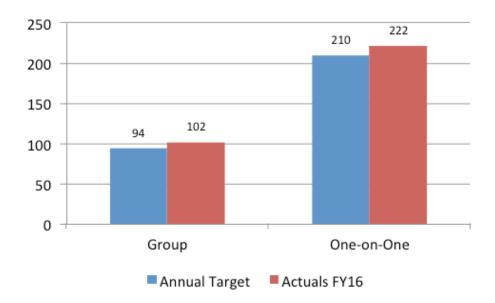
'Ryde Family Services has been the most informative service so far. Initially I had seen a counsellor via EAP/work and talked with 1800 Respect & my DV officer, all of these were useful but I found RFS to be much more personal & provided a lot of information that I could then apply to my day to day life, such as moving assistance (to break free from the cycle of DV) & legal advice to understand my rights and for peace of mind. I am very grateful to have such a wonderful & informative service in my area.'











'The Family Worker who worked with me was warm and caring and I felt very supported. She was available when I needed to talk and always followed up with me. I am grateful that we are able to continue our work with RFS in regards to our son.'

'Mini Maxi is a fantastic group. The Child Care Worker is amazing and such an asset to the community. I have felt supported and safe and greatly appreciate that I could share my experiences and ask questions.'

I have gained confidence to take my child in a general social setting and this has helped me make more friends and feel less isolated.

ROWENA STULAJTER MANAGER, FAMILY SERVICES











Parenting Programs and Support Groups

AN OVERVIEW OF OUR SUITE OF PROGRAMS

Under the Early Intervention & Placement Prevention Program Child, Youth & Family Support, the Family Support Team at RFS delivers the Child, Youth and Family Support component. This program supports families residing in the Ryde, Hunters Hill and the Ku-ring-gai (southern half) LGAs along a continuum of family and community needs; from lower level parenting and youth support to providing information and short term assistance.

Our programs include:

- 1. TUNING INTO TEENS
- 2. TUNING INTO KIDS
- 3. 123 MAGIC & EMOTION COACHING
- 4. CIRCLE OF SECURITY (ALSO IN MANDARIN)
- 5. MINI MAXI

To complement our current programs that focus on parenting, RFS have embarked on initiatives that include the delivery of programs including:

- THE WOMEN'S PATHWAY TO EMPLOYMENT A PARTNERSHIP WITH NSI TAFE AND CMRC THAT DELIVERS A 7 WEEK PROGRAM TO SUPPORT WOMEN WHO ARE RETURNING TO WORK.
- COMMUNITY SEMINARS: RAISING YOUR CHILD IN THE DIGITAL WORLD
- TRANSITION TO HIGH SCHOOL PROGRAMS IN PARTNERSHIP WITH NSW HEALTH
- HEALTHY MIND AND BODY PROGRAM FOR WOMEN WHO ARE VICTIMS OF FAMILY AND DOMESTIC VIOLENCE

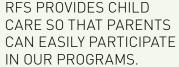
ROWENA STULAJTER
MANAGER, FAMILY SERVICES





















Case Study

FAMILY

Maria and her husband, Gary came to Ryde Family Services in October 2015. She and her husband were renting a converted laundry annexed onto a very large room in the local area. They paid \$250/week and alternated sleeping on a single bed and the floor.

Maria was living in Australia on a partnered bridging visa and was not entitled to any Centrelink payments for the next two years. Her husband; also a migrant, had chronic physical illnesses and experienced severe depression and schizophrenia. Maria was 7 months pregnant and with this in mind they knew that their current property was too small and highly inappropriate to bring a baby into it. Gary was receiving NewStart allowance from Centrelink and earning just over \$500 per fortnight, which was the total wage for the whole family. The rent for their 3mx7m room was \$250/week not giving them any money left over for food, medical costs or transport. The couple had previously applied for Priority Housing but their application was unfortunately deemed not eligible.

Ryde Family Services assisted with appealing the Housing decision and as a result, the couple were finally placed on the priority list for an expected waiting time of 3-4 years. RFS also applied to a charity called the Daffodil Foundation and received a number of baby goods for the newborn.

In the meantime Maria gave birth to a healthy baby, however, the with new born, the lack of money, as well as the cramped conditions the family were experiencing high levels of anxiety and the both parents' mental health were suffering. The property that they were living in had an outside toilet and in the cold months Maria was constantly getting sick having to go outside to go to the toilet and this was effecting her ability to breastfeed.

RFS and Gary worked together to apply for a Disability Support Pension with assistance from FaCS worker, Social worker from Royal North Shore Hospital, Community Nurse and Social Worker from Centrelink. As a result this DSP application was granted and an increase in income was received. This meant that there opportunities to look for more suitable properties. RFS also provided the family with \$200 in grocery vouchers. RFS also assisted the family with putting in a Change of Circumstances application for Housing Services. Support letters were sourced from Social Workers, FaCS workers, GP, Psychologist, Community Nurse and Caseworkers. Photographs were taken of the current property and a property condition report was also completed. This application is still under review, however Housing have indicated there may be a chance their priority status will be escalated and they won't have to wait 3-4 years.

With an increased income, and the practical support from RFS, the family were able to find more suitable accommodation in the medium term, sharing with another family in Western Sydney. Although this was not a permanent solution, the family expressed their happiness in their new home and said that "everyone is able to sleep properly and has stopped getting sick". RFS also referred the family to a Family Support service in Western Sydney should they need further support.









Northern Sydney District Homelessness Early Intervention and Prevention Program

Since August 2014 Ryde Family Services have been working effectively to engage people who are at risk of homelessness, and to reduce this risk in line with the principles of the Going Home Staying Home Reforms. The ongoing and strong partnership with Mission Australia has meant that this SHS model as a whole has provided support for almost 1000 individuals and families across the Northern Sydney District since the program's inception 2 years ago.

There are three key priority areas that were identified in this homelessness strategy to prevent homelessness in Northern Sydney were:

PRIORITY 1: PREVENTING HOMELESSNESS - TO ENSURE THAT PEOPLE NEVER BECOME HOMELESS

PRIORITY 2: RESPONDING EFFECTIVELY TO HOMELESSNESS - TO ENSURE THAT PEOPLE WHO ARE HOMELESS RECEIVE EFFECTIVE RESPONSES SO THAT THEY DO NOT BECOME ENTRENCHED IN THE SYSTEM

PRIORITY 3: BREAKING THE CYCLE OF HOMELESSNESS -TO ENSURE THAT PEOPLE WHO HAVE BEEN HOMELESS DO NOT BECOME HOMELESS AGAIN Whilst to date, there has been no official data published by the Australian Institute of Health & Welfare (AIHW) around the outcomes of this program, as well as no formal evaluation from FACS, however, qualitatively, Ryde Family Services can describe the many successes in the last two years in assisting individuals and families with wrap around case management support to reduce homelessness and increase vulnerable person's with safe and affordable housing.

On review of the annual statistics for FY16 period, the top issues that lead to homelessness include home and family domestic violence, financial difficulties including housing stress and affordability, mental health concerns and relationship and/or family breakdown. 30.8% of our client base during the period were male and 69.2% female and of this total, 4.1% identified as Aboriginal.

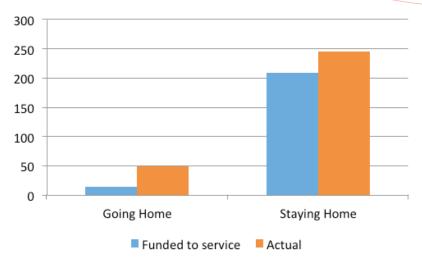
The brokerage component is an extremely important service that we can extend to help support our clients and remains to be an important strategy in this program where most of the funds are being spent on removalist costs, grocery vouchers & rent assistance. The team is spending the entire \$40,000 per year on financial support for clients in areas of great need.











Without the collaborative efforts of multiple Government & non-Government agencies in the local community, this service would not be as strong as it is. This is a fine example of a whole community approach to reducing homelessness.

During the 2015-2016 period, we over delivered on funding requirements in terms of number of people supported. (Chart above represents # of individuals)

We are delighted that the funding for this important program continues into FY17 and we look forward to reporting more positive outcomes for this vulnerable cohort in our community.

The NSDEIPP team comprise of Social Workers, Counsellors and Psychologists who are equipped with strong therapeutic and case management skills. This is immensely useful in understanding the clients' capacity for change, and providing them with an effective support service to help reduce risk factors and stabilise their housing.

TESTIMONIALS

"Thank you so much Ryde Family Services for helping us. To (case worker), thank you for everything. We are strongly confident after your work with us. Thank you very much"

"Ryde Family Services has helped me to cope with living on my own" "(Case Worker) was a fantastic case manager, from day 1 the service was exceptional and was able to help me with my struggles in life. Thank you as now I have a permanent place to live. Without you, I probably wouldn't be alive. My appreciation is endless"

"(Case Worker) helped me with everything I needed. I would recommend this service to anyone as it helped me to get safety back and gain back my confidence. I was able to leave my violent husband and move to a safe home for me and my children.

BIANCA DUBB PROGRAM MANAGER HOMELESSNESS EARLY INTERVENTION PROGRAM





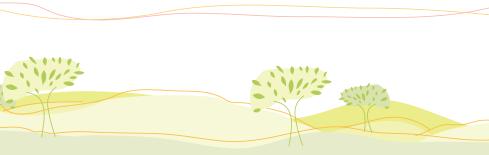


Statistics

"JUST KNOWING THAT SOMEONE
UNDERSTOOD AND DID NOT JUDGE ME.
I WAS ASSISTED WHEN LOOKING FOR
RENTALS WHICH WAS GREAT. I NEEDED
SUPPORT WITH FOOD VOUCHERS WHICH
AGAIN WAS VALUABLE"



"THE CASE WORKERS ARE **COMPASSIONATE**, **HARDWORKING** AND THAT SHOWS"





Domestic Violence Outreach Program

RYDE FAMILY SERVICES HAVE SUPPORTED OVER 120 FAMILIES

Ryde Family Services continues to provide exceptional support to women and children affected by domestic and family violence.

The Domestic Violence Outreach Program (DVOP) provides a specialised case management service for mothers and their children experiencing and/or escaping domestic violence in the Northern Sydney District area.

The goals of DVOP is for women and children after to

- LIVE IN A HOME FREE OF VIOLENCE
- HAVE ACCESS TO APPROPRIATE SERVICES AND SUPPORT
- FEEL EMPOWERED TO MAKE DECISIONS ABOUT THEIR LIVES

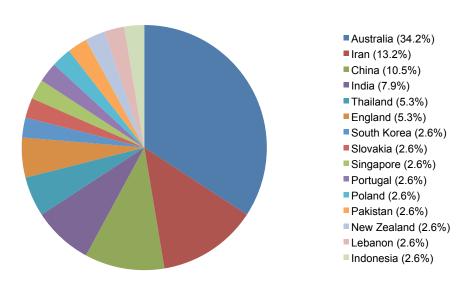
During the FY2016 period, Ryde Family Services have supported over 120 families, providing case work, counselling, accommodation support, advocacy & liaison to assist in ensuring that these vulnerable individuals and families are educated and well-supported to make safe and positive changes.



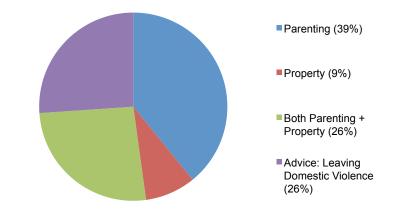


Legal Clinic Statistics

Country of origin



Main presenting issue









Women's Legal Clinic

Ryde Family Services are so privileged to have the services of Mr. Barry Apelbaum, Associate with Tiyce Lawyers providing a fortnightly probono legal clinic for our clients from our offices in West Ryde.

The Legal Clinic is now is its second year and we are seeing a growing demand for the service with the clinic often booked out 6 weeks in advance.

In the last 12 months, Barry has generously volunteered in excess of 104 professional hours during FY2016 and has seen over 78 clients.

While not initially intentional when the concept first launched, all clients who access this service are women seeking information and advice in matters including:

- DOMESTIC AND FAMILY VIOLENCE
- CHILD CUSTODY CONCERNS
- DIVORCE AND SETTLEMENT MATTERS
- PROPERTY ADVICE

A great proportion of clients that access our Legal Clinic are culturally and linguistically diverse women. As we move into 2017, we will seek to engage interpreter services to help in facilitate the legal sessions long term.

The clinic is held on Thursdays fortnightly, between 2.00pm and 5.00pm at Ryde Family Services 3-5 Anthony Road West Ryde.

The Management Committee would like to sincerely thank Barry and Tiyce Family Lawyers for their generous support in extending this opportunity to our community.



Youth Services

THE RYDE PROJECT

Ryde Family Services have been privileged to continue to be involved in the ongoing development and implementation of The Ryde Project. The Ryde Project is an early intervention collaborative initiative between local schools, youth services, government agencies and local councils. Through universal screening of all young people in Grades 7 to 12, our purpose is to identify and connect with young people who require support to better engage them in school, who are experiencing difficulties in their lives and/or are at risk of homelessness.

Early intervention programs have proven to be effective in yielding benefits for young people in all areas including engagement in school, positive behaviour development, a reduction in risk of homelessness, crime rates and delinquency, employment success and healthy minds and bodies.

OUR SPACE - INTEGRATED YOUTH SERVICES HUB

Our Space, a partnership between Ryde Family Services, the City of Ryde, Christian Community Aid and the Salvation Army continues to offer a vibrant and valuable range of services to young people in the area of Ryde. Ryde Family Services has contributed to the school holiday programs, after school programs, young parent's playgroup as well as offering counselling and case work to young people in need. Further, we facilitate a fortnightly LGBTIQ group from Our Space called Out Space for young people.





Acknowledgement & Thank You

GRANTS AND FUNDERS

-NSW FAMILY AND COMMUNITY SERVICES -MISSION AUSTRALIA

CORPORATE AND COMMUNITY SUPPORTERS

- ALLENS LINKLATERS
- CITY OF RYDE
- CATHOLICCARE DIOCESE OF BROKEN BAY INCLUDING THE FAMILY REFERRAL SERVICE, EMERGENCY RELIEF AND FINANCIAL COUNSELLING PROGRAMS
- LADIES PROBUS
- NORTH RYDE RSL
- ROTARY CLUB
- TIYCE LAWYERS
- RYDE EASTWOOD LEAGUES CLUB
- EASTWOOD CHAMBER OF COMMERCE

OUR COMMUNITY PARTNERS

- CATHOLICCARE DIOCESE OF BROKEN BAY CHRISTIAN COMMUNITY AID COMMUNITY MIGRANT RESOURCE CENTRE
- NSW DEPARTMENT OF FAMILY AND COMMUNITY SERVICES
- GOOD BEGINNINGS / SAVE THE CHILDREN
- HOUSING SERVICES NSW KU-RING-GAI
- NEIGHBOURHOOD CENTRE LANE COVE COUNCIL
- MARSDEN HIGH SCHOOL
- MISSION AUSTRALIA
- NSW HEALTH
- NSW HOUSING SERVICES
- NSW POLICE
- OASIS YOUTH SUPPORT NETWORK
- RELATIONSHIPS AUSTRALIA
- RIVERSIDE GIRLS HIGH SCHOOL
- RYDE PRIMARY SCHOOL
- RYDE SECONDARY COLLEGE
- SYDNEY CENTRE FOR CREATIVE CHANGE







Acknowledgement & Thank You

- THE BENEVOLENT SOCIETY
- THE MEETING HOUSE
- THE SALVATION ARMY
- THE UNIVERSITY OF SYDNEY- FACULTY OF SOCIAL WORK
- UNITED WAY
- UNITING CARE ABILITY LINKS
- WEST RYDE NEIGHBOURHOOD CHILDREN'S CENTRE

PROFESSIONAL SERVICES

- 360HR
- BETH MCGREGOR
- CHRISTINE SENEDIAK
- INTENSE TECHNOLOGY
- ONLINE ACCOUNTING
- WESTWOOD SPICE
- WIDE OPEN MEDIA

VOLUNTEERS

- DRAGANA STEVANOVIC
- HELEN ST LAMBERT
- JASMINE ROYSTON
- KARA MOORHOUSE
- LISA HARRIS
- MADELYN MAKINGS
- MADGA GAWDAT
- TIFFANY KWAN

STUDENTS

-MISHA MONSTED, MASTERS OF SOCIAL WORK (QUALIFYING)







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