



the **northern** centre
care. connect. grow.
our community

The Northern Centre Annual Report 2017

Testimonial

The Northern Centre - Send us a message

Name

E-mail

Phone

Message

To whomever I may concern.
I would like to pay enormous tribute to the work of Simone [REDACTED]. In recent time she has been of great assistance to my son, [REDACTED]. [REDACTED] was having a hard time mentally and with [REDACTED] in particular and Simone took up his case with great care and exemplary patience..... more than I have seen or received from any other agency. I have been very closely involved in [REDACTED] affairs for more years than I would like due to his significant lack of life skills and therefore have been interacting with Govt departments and the like for nigh on 20 years. I have not come across a person with the level of passion for a client's well being quite like Simone. She has taken on [REDACTED] case with enormous personal commitment and professional expertise and to see and experience that was a real newer to prayer, believe me. I can only say thanks but would love to do more. Simone is a person and, I assume employee, that should be treasured.

Contents

OUR VISION	3	PARENTING PROGRAMS & GROUPS	19
OUR MISSION & VALUES	5	NORTHERN SYDNEY DISTRICT HOMELESSNESS EARLY INTERVENTION & PREVENTION PROGRAM	23
ABOUT US	7	COMMUNITY & SECTOR ENGAGEMENT REPORT	25
OUR ACHIEVEMENTS IN 2017	8	DOMESTIC VIOLENCE COMMITTEE REPORT	27
CASE STUDIES	9	WOMEN'S LEGAL CLINIC	29
PRESIDENT'S REPORT	11	THE NEXT 12 MONTHS	31
EXECUTIVE OFFICER'S REPORT	13	PARTNER ACKNOWLEDGEMENTS & THANK YOU	32
TREASURER'S REPORT	15	APPENDIX: THE NORTHERN CENTRE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2017	33
FAMILY SERVICES REPORT	16		



Our Vision

Thriving local
communities where
everyone belongs.

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

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.





About Us

The Northern Centre (formally known as Ryde Family Services), established in 1982, is a non-government organisation and registered charity. We work collaboratively with families and individuals of all ages to support and help build healthy lives.

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 and we operate across the local government areas: Ryde | Hunters Hill | Lane Cove | North Sydney | Mosman | Willoughby | Ku-Ring-Gai | Hornsby (Epping).

We engage a team of professional staff to support the work we do including Psychologists, Social Workers, Case Managers and Counsellors.

Our Achievements in 2017



Rebrand from Ryde Family Services to The Northern Centre

Increased colocated partners

Increased community engagement and service marketing efforts

Migration of operational processes and procedures online, bringing greater efficiencies

DV Committee leadership

Case Studies

SINGLE MALE

Client needed support with submitting FACS Housing Application as his private rental property was becoming increasingly unaffordable due to a change in family support systems. Client is living with Schizophrenia and is being supported by local area health support systems. TNC provided client with support around eligibility and evidence collection for the application. The client has now submitted the application and is awaiting an outcome. Client will remain in his current rental for now and is being supported by family to do so financially.

FAMILY

Client was living with her partner, three month old daughter and six cats in a studio apartment. The accommodation was severely crowded and impacting on the overall wellbeing of the family. The family needed support with relocating to a more affordable area. The family managed to source new accommodation on the Central Coast. TNC supported the family with advocacy and support in securing the new tenancy; applying for Bond Loan with FACS Housing and liaising with real estate. TNC also provided brokerage for the family for advanced rent to establish the tenancy. The family is now living in a spacious two bedroom townhouse, watching their daughter thrive and develop.

SINGLE WOMAN

Client needed to relocate due to relationship breakdown. Client has complex health needs living with MS and being bound to a wheel chair. TNC supported Client with navigating the private rental market as Client had been approved for the Private Rental Subsidy. Client managed to successfully secure a tenancy on the ground floor meeting her physical health needs. TNC supported Client with organising and providing brokerage for the removalist. Client is now living in her new accommodation awaiting property allocation for priority housing.

SINGLE MALE

66 year old Male living in a boarding house on an aged pension was unable to afford his rent and needed to find a more affordable place. He was also recovering from bowel Cancer and needed to eat special food that was expensive. TNC assisted him with a FACS housing application, where he was approved for Priority Housing and the Private Rental Subsidy. TNC arranged for client to receive healthy food donations from Our Big Kitchen in Bondi. Client was able to secure a one bedroom apartment and TNC assisted with a bond loan application, grocery vouchers, brokerage for the removalist and a referral to Vinnies in his new local area for assistance with some furniture goods.

From the Intake Desk ...

“ A client from RFS 17 years ago popped in today and just wanted to say thank you. She had been helped with housing and was encouraged her to complete her Uni degree in Accounting, one module at a time she and is now a qualified Dental Nurse as well. She became a single mum after her husband left her and her three boys who are all grown now and are happy healthy and doing well. She was clearly grateful and appeared emotional at times but is keen to share her story if you ever need a success story. ”



“ A client of our homelessness service feels more comfortable working with Ryde Family Services because he has no family in Australia and he thinks we are non-judgemental and comforting, and because like him we believe that humans should learn to live among one another. ”

President's Report

Our values are at the heart of everything we do. They are embodied in our people, our team culture and in our communities we serve.

This year, we've been innovative by rebranding to enable new, creative ways for our community to engage with us, so we can better meet their needs. Rebranding from Ryde Family Services to The Northern Centre reflects how our services are accessed across eight local government areas and meet the needs of families, but also youth, women and those who may be at risk of homelessness.

We've continued to be collaborative and generous, increasing collocation partnership, collaboration and service delivery. We provide collocation opportunities for over 7 organisations to deliver from West Ryde Community Centre, who otherwise couldn't serve our community. A great example is Culture Drop, a program to support refugee families in partnership with Woodville Alliance that continues to grow and grow!

We've continued to deliver on our value of integrity by migrating our processes from manual or online. While this may seem like a simple proposition, it's much harder in practice! The benefits are worth it as the move will ensure that we can prove our commitment to integrity with the most efficient processes.

And finally respect – demonstrating how we value and are responsive to the quality and strengths of each person we work with is the foundation of our team culture. We are already seeing improvements in access for our services for those key communities.

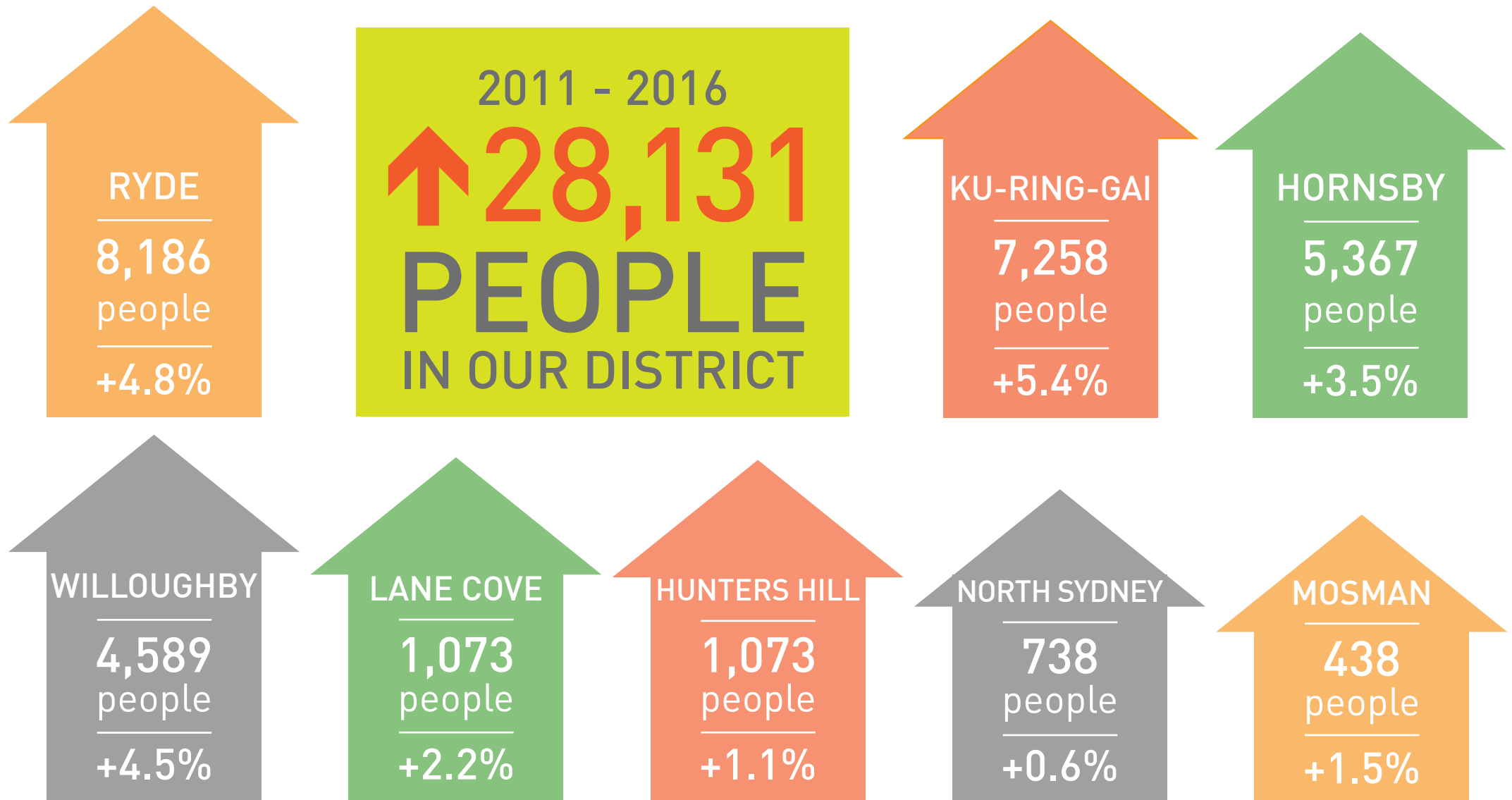
Every year, I'm continued to be amazed by how our team deliver for our community. Our results discussed in this report are a true testament to our team and the culture we've created together. I want to call out our leader, Cate Sinclair, who has hit the ground running over the past year, delivering our strategy of meeting more of our community's needs and maintaining our great culture through inevitable change.

Finally, I would like to thank my fellow Management Committee Members. This year, Margaret Goldfinch and Colin Thompson resigned from the Board after significant tenures. Margaret was a successful past President of the Committee, steering the organisation in challenging times. Colin was our Treasurer for many years, and always challenged our thinking. Both will be sorely missed and I wish them every success in the future. We welcome Barry Apelbaum Consultant Solicitor and now Barrister and Daniel Bofinger from CBA to the Management Committee. They are both making an outstanding contribution in their first year in role. I also thank Philip Bickerstaff, Margaret O'Hearn, Serena Cheung and Anne-Marie Maxwell for their continued commitment to our community and generosity in sharing their experiences, skills and time.

I look forward to another successful year.

Christopher Hellmundt
President

Mandarin, Cantonese or Korean languages spoken at home in the TNC District



Executive Officer's Report

Without a team of wonderfully committed staff, we would not have been able to achieve our significant milestones over the past 12 months. Thank you. Every member of the team has contributed to and helped shape the organisation we are today!

Firstly our rebrand. Feedback and consultation with a wide range of stakeholders, the sector, staff, volunteers and clients helped inform us that there was a little clarity in the range of services that we offered and the footprint that we stretched across. To correct this perception, it was acknowledged that a rebrand from Ryde Family Services would be a positive step in communicating the range of services we offer while being able to grow into the brand 'The Northern Centre' over time.

The last 12 months has seen wonderful growth in our partnerships. We are committed to making access to services as easy as possible, acknowledging that help-seeking can be difficult. We are proud to host the following colocated services – Catholic Care Broken Bay Financial Counselling and Emergency Relief services, Clayhills Escobar Women's Legal Clinic, the Community Migrant Resource Centre, United Way, the Indonesian Welfare Association and Woodville Alliance Strong Minds program.

Further, we have developed successful collaborative partnerships to enhance service delivery. The launch of the weekly Culture Drop with Woodville Alliance; working with United Way to increase vulnerable family participation through the Dolly Parton Imagination Library with the support of the Macquarie Park Business Community partnership and the Benevolent Society; and the launch of a number of community forums for parents with Dr Kristy Goodwin's 'Raising your child in the digital world', are examples of new initiatives developed to complement our core services.

Continuing to grow services that are culturally relevant and reflect community need is crucial. The most recent census data highlights that there has been an increase of over 28,000 people in our district who speak Chinese (Mandarin and Cantonese) and Korean at home – an increase of over 22% since the 2011 census. It is imperative that we are flexible and responsive to the emerging needs of these communities in all aspects of our service delivery. We are responding by employing staff and engaging volunteers from the key represented communities to help in the design and delivery of programs to help ensure that we are responding to their communities with services that are appropriate and culturally respectful.

This year was the third annual Bridge Relay, which was held during National Homelessness Week. So much work goes into this annual event with the three core partners – Mission Australia, North Sydney Council and The Northern Centre. I would like to thank Rachelle Elphick from Mission Australia and Camelia Tobia from North Sydney Council for the hours contributed to organising, and then the hours spent walking the bridge many many times during the 24-hour event. Collectively this year, we launched a website (thebridgerelay.org.au) to help in driving awareness and simplifying the registration process which we will build on over time.

A massive thank you to the Management Committee for their support in creating a culture and environment of curiosity, proactivity and opportunity at The Northern Centre. The team look forward to an exciting next 12 months.

Cate Sinclair
Executive Officer



Treasurer's Report

I have been inspired this year by the work of The Northern Centre. Reading the abundant stories of people experiencing hard times who received the help and support they needed and spending time with the dedicated team of people who make those stories a reality every day, highlighted to me how critical the work of this organisation is. In my role as Treasurer, I see prudent stewardship of finances as a critical step in offering these services to more people who need them and ensuring they are sustainable into the future.

Our auditors RSM Bird Cameron presented the financial statements for the year ending 2017 to the committee of The Northern Centre and these statements were approved by the President and Treasurer on behalf of the Management Committee. These statements indicate total income of \$1,091,617 in 2017, up from \$1,070,707 the year before, and expenses of \$1,044,515, down from \$1,085,827 the year before. This led to a surplus of \$47,102 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 District Early Intervention and Prevention Program (Homelessness Early Intervention).

The Balance Sheet for the period showed Total Assets of \$369,736; Total Liabilities of \$176,346; and therefore Net Assets as at 30 June 2017 of \$193,390.

I would like to acknowledge and thank the staff of The Northern Centre for their dedication in supporting the community, the rest of the Management Committee for their consistently values-based and community-led approach to decision making, and Colin Thompson who acted as Treasurer from 2012 to 2016 and established an excellent foundation of systems and processes.

Daniel Bofinger
Treasurer



Family Services Report

For over three decades, Family and Community Services has funded The Northern Centre (TNC) to deliver support to families across the Ryde, Hunters Hill and Ku-ring-gai LGA. During this period, there have been a number of name changes for our funding body, programs and of course, TNC itself, but what hasn't changed is TNC's focus and commitment to deliver quality forms of support to families across this region. Families greatly benefit from the experienced team of family workers who are committed to providing high quality family support.

The current activities and programs of the Early Intervention and Prevention Program (EIPP) include, but are not limited to individual and family counselling, advice and support, parenting programs and supported playgroups designed to provide families with practical support, resources and skills early in the developmental pathway of problems that arise in many families. Families have the choice to attend our services from West Ryde as well as from the space we use twice a week at the Ku-ring-gai Neighbourhood Centre in St Ives. Our partnership with Neighbourhood Centre extends over many years and we value the opportunity it gives TNC to extend their service delivery.

Acknowledging that there are many more children and families that need support to have pathways that are more positive in life, the EIPP is currently under reform as part of the Targeted Early Intervention. FACS is working on a service system that is:

- Flexible – focusing on client needs rather than program guidelines
- Locally responsive – working to the strengths, assets and needs of local communities
- Evidence based – grounded in what we know works and building on that knowledge
- Adaptive – continuously improving and responding to change
- Client centred – working with the person and family to address their needs.

(<https://www.facs.nsw.gov.au/reforms/children,-young-people-and-families/targeted-earlier-intervention-reform>)

TNC is working closely with their FACS partners in the consultation and local planning phases with implementation of the new program planned from 1 July 2018.

TNC continues to set high standards and expectations in service delivery for their staff and ensures there is robust support standing behind this in the form of access to professional development, monthly team clinical supervision and organisational supervision with line manager, as well as support for a peer support program. A new initiative this year has been our quarterly Lunch and Learn Sessions, where time is set aside to invite key staff from community organisations to come along for lunch and talk about their service. Visits included a representative from Community Care Northern Beaches updating the team on the NDIS and Helen Crouch, EO, from North Ryde Community Aid. These networking sessions provide a chance for the team to broaden their knowledge of local services that may be referral or further support options for the families they are working with.

To build their capacity as workers and to stay abreast of 'what's new' in the sector, staff have attended training and workshops that included:

- The role of infant observation principles in assessing and encouraging 'good enough' parenting
- Family Check-up – A new way to prevent child behavioural problems
- Working with diversity in gender and identity expression
- Mindfulness Unpacked
- Effective case notes

The EIPP Program has two key components: child and family support; and youth and family support. The Family Support team has worked closely with over 200 families to provide advice and support, case management and individual and family counselling over the 12 month period. In addition to this are the 90 parents / carers that have attended one of our evidenced based parenting programs. These programs work towards improving parent's relationship with their child and developing parents' skills in responding to children's needs.

Integral to our Family Support is Mini Maxi Supported Playgroup. Mini Maxi aims to support and encourage the development of strong parent-child relationships and positive parent-child interaction. The group also supports parents in strengthening parental wellbeing, enhancing parental coping and reducing negative stress on family relationships.

It has been a year of change and challenge at TNC, however the whole team, both new and old, have pitched in to ensure that TNC continues to grow, that the TNC reputation remains highly valued in the community and to ensure that the families in our community are strong and healthy.

I would like to extend my thanks, admiration and respect to our team of Family Workers, including the support staff. I am proud of our work and fostered work culture that constantly promotes deep care for our clients and work colleagues.

Rowena Stulajter
Program Manager

“ I found the 123 Magic Parenting Program really helpful to learn about new ways of interacting with my daughter and helping both of us to deal with difficult situations. ”



Parenting Programs and Groups

TNC is well-credentialed in the delivery of a range of parenting programs. In most cases, we provide childcare so that parents can attend these programs. We have also successfully trialled some programs running in the evenings. Removing barriers to access services is of primary importance.

TUNING IN TO KIDS

An evidence-based parenting program that focuses on the emotional connection between parents and children. The program teaches parents specific skills in emotion coaching, which is to recognize, understand and respond to children's emotions in an accepting, supportive way. This approach helps the child to understand and manage their emotions.

Delivered in English and Korean.

CIRCLE OF SECURITY

At some point all parents will feel lost or struggle to know what their child might need from them.

The Circle of Security program is based on decades of research about how secure parent-child relationships can be supported and strengthened. We work with parents to understand their child's emotional world by learning to read their emotional needs, support their child's ability to successfully manage their emotions, enhance the development of their child's self-esteem and honour the innate wisdom and desire for their child to be secure.

Delivered in English and Mandarin.

1-2-3 MAGIC

The 1-2-3 Magic and Emotion Coaching program aims to teach parents how to deal with their children's difficult behaviour by using an easy-to-learn and easy-to-use signalling system. The signalling system requires the parent to use less talk and less emotion, which in turn encourages the development of children's ability to manage their emotional reactions to parental boundaries (or emotional competency). Target ages are pre-primary and primary school years.

Delivered in English and Mandarin.



TRIPLE P

Triple P is one of the most effective evidence-based and positive parenting programs in the world, backed up by more than 35 years of ongoing research. Triple P provides parents with simple and practical strategies to help them build strong, healthy relationships; confidently manage their children's behaviour and prevent problems from developing. Triple P is currently used in more than 25 countries and has been shown to work across cultures, socio-economic groups and in many different kinds of family structures.

Delivered in English, Mandarin and Cantonese.

TUNING IN TO TEENS

A parenting program that focuses on emotions and is designed to assist parents to establish stronger relationships with their teenage children. The program provides parents with a greater understanding of their teen's emotional experiences whilst teaching specific skills that can assist in being supportive, empathic and staying connected with the young person. It further aims to improve parent's emotional awareness, regulation and communication style and provide them with an opportunity to reflect on their own emotion and socialisation experience. Tuning in to Teens endeavours to prevent problems developing and enhance emotional and behavioural functioning.

Delivered in English and Korean.



RAISING YOUR CHILD IN THE DIGITAL WORLD – DR KRISTY GOODWIN

Dr Kristy Goodwin is a leading children's technology and development expert, public speaker, author and consultant (and a mum!). She helps parents ditch the techno guilt and raise happy, healthy kids who thrive online and offline. Kristy translates the latest research into practical and digestible information, tips and tricks for parents of primary school aged children, so they can feel confident and assured that they're raising healthy, happy and balanced kids in the digital age.

In this 60-minute seminar (plus Q&A) Dr Kristy Goodwin arms parents with:

- The 7 essential building blocks for thriving in a digital world so parents can have peace of mind that their child's tech habits are healthy and helpful and won't harm their little one.
- Research-based information so parents can feel confident about their digital decisions and know how to separate fact from fiction when it comes to kids and technology.
- Practical and simple strategies to use on everyday technologies like TVs, touchscreen devices and video games that are aligned with young children's developmental needs.

Delivered in English, plus Mandarin and Korean through translators.



A Media release dated 15 December 2015 by Homelessness NSW Peak Body states that: Data released today by the Australian Institute of Health and Welfare (AIHW) has confirmed the **unprecedented demand faced by Specialist Homelessness Services (SHSs)** with SHSs seeing almost 70,000 clients in 2015/16.

 **35%**

The AIHW data has identified that SHSs in NSW provided support to approximately 69,715 clients in 2015/16, an increase of 35% from 2013-14 figures (n=51,787). Across the SHS Program in NSW, in 2015/16 SHSs were contracted to provide support to 57,000 clients – meaning services are currently supporting 20% more clients than they are contracted to. This is a major issue in terms of delivering quality services to people experiencing homelessness and in terms of managing, supporting and retaining the SHS workforce.

The data also reveals that in New South Wales 45,240 people sought accommodation support from SHSs, an increase of 39% in 2013-2014 (n= 32,578). Significantly SHSs were unable to provide accommodation assistance for over 34% (n=15,241) of those that sought it.

 **84%**

There was also an 84% increase in the number of people seeking assistance who had been couch surfing (n = 10,810) and a 65% increase in the number of people seeking assistance who had been in private rental (n = 22,012) from 2013/14 to 2015/16. Furthermore, of the 31,280 clients who required long term housing, 62% of these did not have this provided or referred (n=19,256). These figures reflect both that affordable housing is contributing to homelessness and that services are unable to provide the key outcome for clients – long term housing – due to the lack of available social housing and affordable housing in the private rental market.

23,171

The AIHW data shows a major increase in the number of clients seeking assistance due to domestic and family violence. Over 23,171 clients sought assistance from SHSs after experiencing domestic and family violence, representing 33% of the total amount of people seeking SHS support. This figure is an increase of 26 per cent from 2013-2014 figures.

“Services have reported unprecedented demand for their services and the data confirms this. The figures also highlight the impact of the housing affordability crisis in New South Wales on the most vulnerable. Homelessness will continue to rise in New South Wales and nationally unless governments urgently invest in the social housing system and appropriately resource Specialist Homelessness Services to meet the current demand.” said Katherine McKernan, CEO Homelessness NSW.

Increasing numbers of women and children who have experienced domestic and family violence are seeking assistance from Specialist Homelessness Services. But

services are not being funded to keep up with this demand. The AIHW data also shows a growing rate of both young and old people who are seeking assistance from SHSs. There was over 13,743 young people in between the ages 15-24 who presented alone to a SHS in NSW, an increase of 13% from 2013-2014. At the other end of the age spectrum, the data shows a 55 per cent increase in people aged 55-64 requiring assistance.

13,743

Northern Sydney District Homelessness Early Intervention and Prevention Program

The NSDEIPP Program has been established for three years and has been successful in the new contract with Mission Australia for another three years till 2020. While there have been minimal contractual changes, the data from the Australian Institute of Health and Welfare (AIHW) states that there is a continual growing demand for homelessness services in NSW.

Looking at the year ahead - Homelessness NSW, Yfoundations and DV NSW have also recently developed three new guidelines to support the delivery of services to people at risk of, or currently experiencing, homelessness:

- Assertive outreach good practice guidelines for services supporting people currently rough sleeping
- Good Practice Guidelines for the Domestic and Family Violence Sector in NSW
- Good Practice Guidelines for working with Unaccompanied Children 12 – 15 years accessing Specialist Homelessness Services (<http://www.homelessnessnsw.org.au/news/new-guidelines-supporting-delivery-services-homeless-people>)

These new guidelines will further inform the best-practice service that The Northern Centre delivers.

Annual Statistics for FY17 reflect this growing demand for SHS services. TNC supported 300 clients who were either currently homeless or at risk of homelessness. These clients included: 11 young people, 64 single men, 97 single women and 128 families. The brokerage component of the program is hugely helpful in assisting clients with more affordable housing, especially helping with relocation costs.

We have a strong foundation and reputation in the Northern Sydney District with providing robust support to these vulnerable members of our community and we continue to focus on expanding this by reaching out to the CALD community and ensuring that we are culturally respectful to enable help seeking and opening up accessibility to them. We have achieved this by hiring staff and engaging students from Chinese and Korean backgrounds. We know that these communities are large in our program catchment areas.

Our team has been providing two main outreach services. A weekly drop-in support service clinic at the FACS Housing office in West Ryde. This clinic occurs every Tuesday from 10.00-12.00 and provides an opportunity to build stronger relationships with the local Housing office, as well as provide immediate assistance to those needing help with Housing applications, appeals, affordable accommodation, etc.

Our second Outreach Service is a collaborative project with FACS Housing (West Ryde Office), Salvation Army (Ryde) and Ability Links. This project was formed in response to a request from FACS Housing Services to undertake more meaningful work with two identified social housing complexes in the City of Ryde: Beazley Street and Dora Street. Many of the tenants living in these properties have complex needs and seem to be loosely connected with services. Issues inside these complexes include aggressive behaviours, illicit drug use and supply, poorly managed and/or chronic mental health issues and generally poorer physical health outcomes. These co-morbidity of issues and vulnerability have led to the emergence of dysfunctional tenant communities evidenced by above average emergency service call outs, ongoing maintenance issues and increased reports of tenant conflict and dissatisfaction. Our goal is to engage, connect with, serve and refer the tenants living within these complexes with a view to improve their quality of life in a variety of areas, including (but not limited to):

- Physical health
- Tenant capacity
- Living skills
- Spiritual health
- Mental health
- Sense of community
- Personal wellbeing
- Financial resilience

We are looking to develop this initiative further in the coming years and respond to the emerging community needs.

Our team has worked tirelessly over the past 12 months and continues to stretch resources and attend to the growing needs of the community. At the same time, our team maintains significant relationships and collaborates with other agencies, ensuring a whole community approach to reducing homelessness.

Bianca Dubb
Program Manager
Early Intervention Homelessness Services



Community and Sector Engagement

2017 has been an extremely fruitful year with many opportunities to engage with the sector and our community. During the past 12 months, TNC has participated in many community events for the purpose of service marketing, including annual events such as: the Granny Smith Festival in Eastwood, A Day on the Green in St Ives, the West Ryde Easter Parade and many other expos involving community and other service providers. Participation in these events gives TNC a great opportunity for exposure to the wider community and supports referral pathways into our services.

Sector engagement and participation is a key to the success of any community organisation, offering opportunities to develop proactive approaches to emerging community needs, working with other agencies in partnerships and collaborative initiatives and working together to optimise activity in the community.

Our community and sector engagement's 'dance card' is most certainly full and we seek to employ a dedicated Community Engagement Officer in the new financial year to help support and increase our efforts in this area.

The Northern Centre is an active participator in the following sector meetings:

Multicultural Networks	Lower North Shore
	Hornsby and Ku-ring-gai
	Ryde Inter-cultural Network
DV Networks	Lower North Shore
	Ryde Hunters Hill DV Committee (Chair)
	Hornsby and Ku-ring-gai
Child and Family	Lower North Shore
	Hornsby and Ku-ring-gai
	Ryde Hunters Hill
Youth Networks	Ryde Hunters Hill
	Hornsby and Ku-ring-gai
	Lower North Shore
Homelessness Networks	Homelessness Inter-agency meeting
	District Homelessness Inter-agency
	Premiers Priority for Reducing Youth Homelessness
Other	Economic Development Advisory Committee (City of Ryde)

What is Domestic and Family Violence?

WHAT DOES DOMESTIC AND FAMILY VIOLENCE (DFV) INVOLVE?

- Sexual violence
- Physical violence
- Psychological or emotional violence
- Financial violence
- Spiritual violence
- Social violence
- Legal violence
- Reproductive violence
- Neglect
- Stalking
- Causes fear
- Stops you from living as you want
- Forces you to behave in ways you don't want

WHAT FORMS CAN DOMESTIC AND FAMILY VIOLENCE TAKE?

- Hit, kick, and do other things that hurt your body
- Touch you in ways or places you don't want to be touched
- Force you to have sex or do sexual things
- Say and do things that make you feel scared or unsafe
- Take your money or use money to make your life hard
- Damage walls, parts of your home, or your things
- Tell you they will hurt you, your children, your pets, or people you care about
- Say they will hurt themselves if you try to leave
- Share private photos or videos of you online without your permission
- Stop you from following your religion or cultural practices
- Cut you off from friends or family
- Refuse to provide essential care and support for you if they are your parent, guardian, carer, or paid support person
- Make looking after a baby hard by not letting you feed or settle your baby
- Scare you by following you, harassing you, or refusing to leave you alone
- Use the legal system to bully or intimidate you
- Stop you from making decisions about whether or not to have a baby, or other reproductive issues
- Prevent you from having medicine you need or from seeing a doctor
- Give you medicine you don't need or more medicine than you need

Domestic Violence Committee Report



Ryde Hunters Hill
DOMESTIC VIOLENCE
COMMITTEE

The Ryde Hunters Hill Domestic & Family Violence Committee (RHDFVC) is an inter-agency group who aims to address domestic & family violence issues at a local community level by working collaboratively in the Ryde Hunters Hill Local Government Areas. "Domestic and family violence includes any behaviour, in an intimate or family relationship, which is violent, threatening, coercive or controlling, causing a person to live in fear. It is usually manifested as part of a pattern of controlling or coercive behaviour." (It Stops Here paper. https://www.women.nsw.gov.au/__data/assets/file/0003/289461/It_stops_Here_final_Feb2014.pdf).

The Committee also acknowledges 'all individuals have the right to be free from violence, in particular women and children have a right to live safely and free from fear within their own homes and all forms of violence are unacceptable in any group, culture or creed'. (Lawlinks NSW: Domestic Violence Inter-agency Guidelines – Framework for action p1, 2013). The scope will cover prevention, promoting healthy relationships, crisis intervention and service delivery.

As Chair of this committee, our role has been to co-ordinate these meetings, including updating the agenda and minutes and circulating these to all members, as well as ensuring we are strategically developing projects that are aligned with the goals and actions set out at the planning meetings. These planning meetings are held at the beginning of each year and are used as a time to reflect on the previous year and to proactively engage in projects that are meaningful, relevant and action-based.

In 2016-2017 some of the projects we delivered or participated in were as follows:

- Afghan event to engage with the Afghan community in relation to domestic & family violence
- Police talks around healthy relationships in high schools
- White Ribbon walk in Manly
- White Ribbon breakfast
- White Ribbon Stall at Macquarie Shopping Centre
- CALD court visits at Burwood and Ryde Local courts, including the Korean, Chinese and Indian communities

The committee had approximately \$6,000 in the bank account that was left over from donations, previous grants, as well as being successful in a \$1,000 grant with Women NSW. We have started spending this money on updating our branding with a new name change, logo design and banners; contributing to the court visits; CALD Butterfly Cards; 'DV is a crime' booklets; and promotional resources for the Police talks in schools.

Our committee has also had a range of guest speakers, such as those from Legal Aid, FACS and including some corporates from Telstra and the Commonwealth Bank.

We have been an extremely active and dedicated committee and look forward to the year ahead in reaching out and stretching our arms further into the community by working collaboratively to largely eradicate domestic and family violence.

Bianca Dubb
Chair of the Ryde Hunter's Hill Domestic & Family
Violence Committee

Domestic Family Violence in Australia – Change the story



Women are at least
3 TIMES
more likely than men
to experience violence.

Every week one
**WOMAN IS
MURDERED**
by her current or
former partner.

**ABORIGINAL AND
TORRES STRAIT
ISLANDER** women
experience at higher rates than
non-Indigenous women.



**ONE IN THREE
WOMEN**
has experienced
physical violence since
age of 15.

**ONE IN FOUR
WOMEN**
has experienced emotional
abuse by current or
former partner.

**ONE IN FOUR
WOMEN**
has experienced physical
or sexual violence by an
intimate partner.

**ONE IN FIVE
WOMEN**
has experienced
sexual violence.



Growing evidence that
**WOMEN WITH
DISABILITIES**
are more likely to
experience violence.

Women are at least
5 TIMES more
likely than men to require
medical attention or
hospitalisation as a result
of intimate partner violence.



Of the women who
experience domestic violence,
MORE THAN HALF
have children in their care.



**8 OUT OF 10
WOMEN**
aged 18 to 24 are
harassed on the street.

YOUNG WOMEN
aged 18 to 24 experience
significantly higher rates of
physical and sexual violence
than older age groups.

“ Violence against women is not limited to the home or intimate relationships. Every year in Australia, over 300,000 women experience violence – often sexual violence – from someone other than a partner. ”

Women's Legal Clinic

TNC's probono legal clinic has grown over the year from a half a day per fortnight to half a day a week thanks to the commitment and generous probono hours from Barry Apelbaum and Kate Escobar from Clayhills Escobar Solicitors. Originally established three years ago by Barry Apelbaum, we have seen a steady increase in the demand of this extremely important service to the community.

In the past 12 months, both Barry and Kate have generously volunteered in excess of 156 professional hours during FY2017 and have seen almost 160 clients.

Over time, it has become apparent that the clients seeking support through this clinic are women who present with the following concerns for advice:

- Domestic and Family Violence
- Child custody concerns
- Divorce and settlement matters
- Property Advice

Almost all women who attend the appointment based clinic area are mums with dependent young children and are of CALD background women (Chinese, Korean, Indian and Persian). We use the TIS when required for interpreter services.

The clinic is held on Thursdays weekly between 2.00pm and 5.00pm at The Northern Centre, 3-5 Anthony Road, West Ryde.

The Management Committee would like to thank Barry and Kate for their generous support in extending this opportunity for probono professional advice to women in our community.





The Next 12 Months



Consolidate our new name, The Northern Centre within the sector and community

Further grow colocated partnerships to respond to community need

Increase our capacity to deliver services to the CALD communities

Increase our capacity to outreach

Open hours of operation to increase community engagement

Partnership Acknowledgements and Thank You

We acknowledge the support of our partnerships through the year. Thank you for the opportunity to collaborate and leverage greater outcomes for the community.

COMMUNITY PARTNERS

- Mission Australia
- The Benevolent Society
- Ryde Eastwood Leagues Club
- North Ryde RSL
- Inger Rice Foundation
- Lane Cove Meeting House
- Rotary Satellite E-Club of Ryde
- The Salvation Army
- United Way
- West Ryde Neighbourhoods Children's Centre
- Ku-ring-gai Neighbourhood Centre
- Woodville Alliance
- Catholic Care
- Christian Community Aid
- Relationships Australia
- Allens Law Firm
- Tiyce Family Lawyers
- Clayhills Escobar Solicitors
- Indonesian Welfare Association
- North Ryde Community Aid
- Community Migrant Resource Centre
- Flinders University – Faculty of Social Work
- The Australian College of Applied Psychology

GOVERNMENT

- Department of Family & Community Services
- City of Ryde Council
- Ku-ring-gai Council
- Department of Health
- Primary Health Network

VOLUNTEERS

- Magda Gawdat
- Bridget Castro
- Cassie Stawiski

STUDENTS

- Rachel Farnham – Social Work
- Gloria Qiaowen Luo- Li – Counselling student



APPENDIX

The Northern Centre Financial Report For the Year Ended 30 June 2017



the**northern**centre

care. connect. grow. our community

THE NORTHERN CENTRE

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