



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



THE NORTHERN CENTRE

ANNUAL  
REPORT | 2018

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# 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.



# Our Board

## **CHRISTOPHER HELLMUNDT** – PRESIDENT

Chris is an Executive Manager at the Commonwealth Bank, where he has worked in various operations and transformation roles for the past four years. Previously Chris worked with the NSW Commission for Children in various research and community outreach roles, and the City of Ryde Council leading the community hub model implementation. Chris has been a member of our Management Committee since 2014 and has been our President since 2015. He also volunteers as a member of the Unity Council, an LGBTQI network and advocacy group. Chris enjoys travelling to new places, spending time at the beach and walks with his two dogs.

## **DANIEL BOFINGER** – TREASURER

Daniel joined our Management Committee as Treasurer in June 2016. He has several years of experience working in financial services, particularly in superannuation and strategy, and also with other not-for-profit organisations. He currently works in a risk and compliance role at Colonial First State. Daniel holds a Bachelor of Applied Finance, an Advanced Diploma of Financial Planning and is currently studying a Diploma of Law.

## **PHILIP BICKERSTAFF** – VICE PRESIDENT

Philip worked for 37 years in the NSW public sector; eight years with the Public Service Board and almost 29 years with NSW Treasury. He then retired in 2005. Philip has been a member of our Management Committee since 2004. He served as Treasurer from 2004 – 2010 and President from 2010 – 2015. Philip enjoys playing tennis, watching cricket, spending quality time with his family, and doing voluntary work for North Ryde Community Aid and Information Centre.

## **MARGARET O'HEARN** – PUBLIC OFFICER

Margaret has worked as a Registered Nurse for NSW Health for many years, and is currently a Child and Family Health Nurse in the Northern Sydney Local Health District. For the past 26 years, Margaret has been working in Early Childhood Service in the Ryde LGA. Margaret has been a member of our Management Committee since 2008 and holds the position of Public Officer. Margaret likes to spend quality time with her family of two adult children, and enjoys playing tennis, practicing yoga and a number of other outdoor pursuits.

# Our Board (cont.)

## ANNE-MARIE MAXWELL

Anne-Marie Maxwell works for Save the Children Australia as Team Leader of Ryde Community Hub and has worked in this position for the past 10 years. Prior to her work in this role, Anne-Marie spent 15 years living overseas, including 13 years in South Africa, where she was Director of a preschool in inner-city Johannesburg, and worked in curriculum development and teacher training. Anne-Marie is currently half-way through a PhD with Macquarie University. Her PhD research is focussed on the popular Circle of Security parenting program. Anne-Marie has three daughters and it was her experience of becoming a parent (to twins!) in a foreign land that emphasised to her the importance of support structures for families with young children. Anne-Marie is delighted to be working in this field with Save the Children Australia and to be supporting TNC in providing more intensive services to families by serving on the Management Committee. Anne-Marie also enjoys cooking, walking, travelling and spending relaxed time with family and friends.

## SERENA CHEUNG

Serena has worked in the ageing and disability fields for over 30 years as a Social Worker and as a government officer. She has also worked in the non-Government sector as both a community worker and family worker, and has a strong interest in multicultural affairs. Serena has most recently worked within the National Disability Insurance Scheme. Serena holds post-graduate qualifications in Community Management and accreditation in parenting training. She has been a member of our Management Committee since 2011 and is involved in an advisory capacity with other disability service providers. She enjoys being a scribe or reader to people with a disability. Serena is married with two children, attends the Macquarie Anglican Church, and enjoys reading, dancing, walking and tutoring English as a second language.

## BARRY APELBAUM

Barry graduated from Monash University with a Bachelor of Laws and a Bachelor of Science majoring in Psychology. He worked as a solicitor specialising in family law for just under 10 years and was then called to the bar. He has since practised as a barrister in New South Wales, specialising in family law including parenting disputes and property matters. His work also includes appearing in cases involving allegations of serious domestic violence and child abuse.

Barry has a long history of community service, particularly the provision of legal advice through community programs for the disadvantaged. He was a volunteer at the Coburg Brunswick Community Legal and Financial Counselling Centre in Melbourne, and the Family Law Assistance Program in Melbourne. He was a deputy supervisor at the Springvale Monash Legal Service in Melbourne and a volunteer at the Inner City Legal Centre in Sydney.

Barry was also the founder of the Women's Family Law Clinic in West Ryde. The clinic, which is hosted and run by The Northern Centre, specialises in providing support for victims of domestic violence and persons undergoing separation.





# About Us

The Northern Centre (formerly 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, including: 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 that we do including Psychologists, Social Workers, Case Managers and Counsellors.



## Our Achievements in 2018



### Workforce diversity

- Currently 0.8 FTE Korean Community Engagement Coordinator.
- 0.4 FTE Chinese Family Worker + 1.0 FTE Chinese Case Worker.



### CALD client engagement

- Increased Korean and Chinese client presentations.



### Community engagement

- Over 20 community events attended.



### Collocated partners

- Eight partners are now working with TNC from West Ryde office.



### Rebrand consolidation

- Macquarie University PACE project outcomes – “Evaluation and assessment of the awareness of the TNC brand in the community”.

# Our Team Training

Professional development is extremely important in developing and building on the capacity of our team. This year we enjoyed an extremely busy year in all staff training participation or an individualised approach.

## ALL STAFF

- First Aid
- RBA Training
- Complex Trauma: Recognising and working with our clients

## Individualised

- 123 Magic & Emotion Coaching (Facilitator Training)
- Tuning into Kids (Facilitator Training)
- Responding to Complex Violence
- Suicide and Self-Harm Prevention
- Drumbeat
- Attachment Based Family Therapy
- Selective Mutism
- Lifeline DV Alert Program
- Trauma & Brain Development
- Self Care for Workers
- Advanced Leadership and Practical Management
- Volunteers and the Law: NCOSS

- Tough Conversations in Child Protection
- Vicarious Trauma
- Youth Health Forum – eYouth: Maintaining Safety, Balance and Health
- Teaching Strategies and Behaviour Support
- eSafety DV
- Suicidal Clients – How and When to Press the Panic Button
- Money Matters in Social Housing (Webinar)
- Practical Skills in Responding to People Who Experience Domestic and Family Violence
- Case Management Skills

At our monthly Lunch and Learn sessions, all staff participated in the sessions below.

Safety Awareness	WHS Overview, Tips and Tools Defibrillator training
Health & Wellness	Ergonomic Assessments
Centrelink	Multicultural services and process
Domestic Violence	Risk Assessments / New Resources / Referral Options
First Aid	AED Training

# Case Studies – Housing Support

## SINGLE FEMALE

Client living with complex mental health needs. Client's housing tied to her continued studies at university. Client's mental health was being impacted by her studies. Client was unable to find appropriate affordable accommodation that suited her needs. Client was not interested in applying for social housing as she had previous negative experiences when she was young. Client decided she didn't want to continue her studies for now and was due to lose her accommodation shortly. Client changed her mind regarding social housing and Case Worker supported client to apply through Link Housing Services. Client negotiated to stay with a friend for a few weeks prior to her eviction, but the negative home environment impacted on her mental health. Case Worker supported Client to move into a women's refuge with 24-hour support. A few months into Client's stay at the women's refuge, her mental health was negatively impacted by the other residents. Case Worker relayed this change to Link Housing and a property became available within one week. Case Worker supported Client to view the property, accept it and sign the lease. Case Worker also supported Client to access all required furniture from Vinnie's. Client is connecting with local service providers for ongoing assistance.

## FAMILY

Husband, wife with two children and a third on the way were living in one room at grandparent's house. The family contacted TNC due to the severe overcrowding and need to change the situation before the arrival of baby number three. Client's husband recently arrived from Lebanon and has limited English skills, and is therefore struggling to find employment. Client applied for public housing but was denied priority. Client initially wanted to appeal the decision, but after exploring eligibility criteria with Case Worker, Client decided not to proceed with appeal. Case Worker provided Client with emotional support along the way. Client and Case Worker then conducted property searches in the private rental market and Client applied for a property, which they were approved for. Client moved into a 3 bedroom townhouse and can now live comfortably with her growing family. Case Worker linked Client with St Vincent de Paul for help with furniture for the new home and new baby.



# President's Report

Every year we support our community in so many ways, and this commitment is at the heart of how we see ourselves and really drives our organisation. I want to share a few stories that have impacted me over the past year and that have exemplified our values of innovation, collaboration, generosity, integrity and respect.

Not long ago, a single Mother with two children, who speaks only Cantonese, contacted TNC after she was given a notice of termination – a pivotal moment in this woman's life. Using an interpreter throughout our support, TNC was there to help in two key ways. Firstly, the practical support – a property search, application, obtaining bank cheques, organising a removalist and providing an emergency relief food voucher from one of our partnership organisations, Catholic Care. Secondly, we provided the emotional support to get through such a tough time! The client secured a two bedroom apartment in her local area, close to public transport, shops and her son's schooling – an outcome that appeared impossible to her previously. I was inspired by how our team demonstrated integrity and collaboration and leveraged our partnerships to deliver the best outcome possible.

Another example I wanted to share is a 54 year old single male who was referred to TNC for support with a priority housing application. This is a great example of how being generous and respectful, by taking the time to understand the lived experience of vulnerable people, can make a real difference.

Our referred client had complex mental health issues and lived in a boarding house, which severely exacerbated his mental health. TNC invested time to understand our client and his urgent need to find a place to live, that would support his health and wellbeing. We helped him submit a Change of Circumstances form and had extensive liaison with FACS Housing who, unfortunately, declined priority status and a Tier 1 appeal. We genuinely believed this was not the right outcome and helped our client submit a Tier 2 appeal to the Housing Appeals Committee, attend the committee and tell his story. The Committee granted priority status and after eight months of support, our client is now waiting for a property offer to be made.

A final example is a 27 year old Indigenous woman with complex mental health and facing homelessness who was referred from Ryde Mental Health. TNC provided emotional support as well as advocacy for longer term temporary accommodation, until the priority allocation of public housing was achieved. We helped find a place and collaborated with St Vinnies who provided all the furniture and a new fridge, as well as engaged the client with a social event to help connect isolated people called 'Feeding the Heart'. Our client has expressed that her mental health has been greatly enhanced as a result of the assistance she has received and she can now focus on her university studies – another example of collaboration, integrity and respect in action!

These are three examples of the clients we support and our values in action. I believe they really bring to life the importance of our work and what the numbers in our funding contract KPIs really mean.

I would like to thank the team for their hard work and especially Cate who is continuing to lead the organisation exceptionally well. I would also like to thank my fellow Management Committee Members – Philip Bickerstaff, Margaret O’Hearn, Serena Cheung, Anne-Marie Maxwell, Barry Apfelbaum and Daniel Bofinger – for their ongoing generosity, counsel and constructive challenge to make us an even better organisation in the future. Finally, a big thank you to all our partnership organisations and funders whose support is pivotal to our work.

We can be very proud of all the good we’ve delivered together and with our clients, and I look forward to another successful year.

Christopher Hellmundt  
President



# Case Studies – Family Support

Mum of four children and married, initially sought advice on behaviour management. Family Worker began their support by looking at the stages of development of each child, exploring sibling rivalry, including youngest child copying older children's behaviour and other examples that Mum was struggling to manage. Family Worker introduced some parenting concepts such as emotional coaching, using less talk with her children and applying the 1-2-3 counting system to stop certain behaviours, and worked on other suitable strategies to practice. It was also relevant to talk about the emotions that underlie anger.

Mum struggled to develop friendships so felt isolated. Discussed connecting on Facebook with Ryde District Mums, to help alleviate some of the loneliness and feel supported and not isolated. Discussed the value of (emotionally and physically) getting involved in sporting groups, volunteering or other groups, going for walks and getting fresh air.

Mum revealed that she was grieving the death of her beloved Father. This led to the Family Worker doing some supportive work around this, focussing on integrating the loss into her life and creating memories of a well-lived life.

Family Worker worked with Client on her family of origin, which was impacting her relationships with her children and husband. They worked on emotional triggers to reduce Client's reactions, looked at her values and her unmet needs, her need for control and moving towards emotional freedom. Discussed changing negative perceptions of herself.

After several sessions, Client reported that she had reduced her talk and listens more to her children. She has started to implement the 1-2-3 counting system, which has helped improve the children's behaviour and is trying to set aside time to spend quality play time with her children.

Client still struggles with friendships, but has been prepared to risk herself by joining craft groups in order to socialise. She commented that she is not a "crafty person, but I'll give it a go". Family Worker and Client continue to work on family of origin. Client sees the parallel between her upbringing, and her relationships with her children and husband. Client is very motivated to change.

The Family Worker reviews the client's goals with her regularly and Client feels a sense of satisfaction when she has achieved something that she had identified as a goal, and feels supported to continue working on her other identified goals.



# Executive Officer's Report

Continuing to deliver and grow services that are culturally relevant and responsive to community need remains crucial in the work that we do. We have been successful in catering to the changing demographic needs of our community through delivering our strategy of employing a diverse workforce to support engagement. Further, the value that our partners have contributed in successful service delivery through the year has been vital to help in supporting our clients and their families.

We are lucky to have the support of key colocated organisations including Catholic Care, The Woodville Alliance, The Indonesian Welfare Association, United Way Australia, Settlement Services International, Clayhills Escobar Lawyers, Hunt and Hunt Lawyers and New Vision Psychology.

Our valuable sector partnerships have yielded positive client outcomes. Thank you to Christian Community Aid, North Ryde Community Aid, Lane Cove Meeting House, Mission Australia, Family and Community Services, Macquarie University, Ryde Eastwood Leagues and North Ryde RSL Clubs, Dr Kristy Goodwin, City of Ryde, Lane Cove and North Sydney Councils, Ryde District Mums, North Ryde Ladies Golf Club, Primary Health Network, The Salvation Army, St Vincent de Paul, Early Childhood Centre, Integricare, The Benevolent Society and the many other partners that we work with in working in our community.

Accessibility to services is key. This year we have been successfully trialling a number of initiatives including late Thursday openings and weeknight parenting programs. We are working to build on increasing service options into FY19 and will commence opening on Saturdays early in 2019.

Responding to emerging community need is important in the work that we do. In our work with our families, it became apparent that there were gaps in existing services and we have responded to those gaps. During the period, we trialled our new DADS&bubs Saturday playgroup, thanks to funding from the City of Parramatta. This has been immensely successful and we are excited to roll this playgroup out in West Ryde in the New Year. Other new initiatives include a Korean Single Mums group and auspicing the Together We Can program with the Korean Womens Group.

This year has been a year of development as Family and Community Services (FACS) looks to implement the Targeted Early Intervention program reform in the district, and while this has not yet been finalised and announced, it has created a degree of anticipation within the sector and we look forward to collaborating with FACS in the delivery of the reform when announced.

TNC continues to maintain high professional standards in how our staff engage and serve our communities. This year we have employed a rigorous schedule of professional development opportunities to ensure that we are proactively empowering our teams to be the best that they can, along with support through a combination of six weekly external clinical supervision, monthly operational supervision and peer supervision.

In November 2016, The Northern Centre rebranded from Ryde Family Services. During this reporting period, we have been fortunate to have the support of two Macquarie University Professional and Community Engagement (PACE) students work with us to 'Evaluate and assess the awareness of the TNC rebrand in the community'.

Their feedback and findings reported positively against the following measures:

- ✓ Awareness of our name change
- ✓ Relevant community organisation and that we address community need
- ✓ We collaborate, are adaptive, innovative, and we adhere to our core mission, vision and values
- ✓ Strong awareness of our core suite of services

The value of this work is enormous in helping us consolidate our new brand.

On behalf of our team, I wish to extend a massive thank you to the Management Committee for their continued support in creating a culture and environment of humility, proactivity and opportunity at TNC. We look forward to an exciting next 12 months.

Cate Sinclair  
Executive Officer



# Case Studies – Family Support

Mum of two children, married and originally from India. Mum and husband arrived in Australia six years ago as they considered Australia a safer and welcoming place to live. Extended family remain in India. Their four year old child had been 'acting out' in the past year. The child would throw items around the home and scream. The four year old was in preschool three days a week, however the child's behaviour was most obvious at home. As the Family Worker re-traced the start of the behaviour, it was discovered that the child commenced this soon after the birth of the second child. Mum was busy with the younger child and feels she was juggling two young children unsuccessfully. She wished that her mum was here in Australia to provide support and advice. Family Worker discussed setting aside 'special' time with mum for the older child.

Mum said that she feels that she had 'failed as a parent'. Mum commented that she also feels lonely, has few friends and misses her family. We brainstormed options to find places to socialise such as Ryde District Mums Facebook group to feel more connected; join the Culture Drop Friday Playgroup at TNC

to connect with Mums in the local community and get support; join free fitness classes such as Live Life Get Active; ask her local Early Childhood Clinic for a Mother's group to join; organise for a friend of her four year old for a play date and mum may get to know some of the parents from the preschool. Mum finally felt that she had some realistic options to connect with her community and find some activities to get her out of the house.

Family Worker suggested attending a parenting program at TNC, so Mum joined the 123 Magic & Emotion Coaching parenting program and found that the participants were in a similar situation to hers, which in turn helped her not feel so isolated as a parent. Mum discovered new strategies to manage being a Mum, from the facilitator as well as other group participants. She particularly enjoyed receiving a certificate at the conclusion of the group, as it was like a gesture of praise in the sometimes thankless task of parenting children.



# Treasurer's Report

This year, as in previous years, I have been inspired by the work of TNC. The people and staff of TNC continue to demonstrate dedication in supporting the community through each of the services they offer. I continue to be amazed and inspired when I read of those who have received the help and support they needed from the passionate team.

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 2018 to the committee of TNC and these statements were approved by the President and I on behalf of the Management Committee. These statements indicate total income of \$1,125,060 in 2018, up from \$1,091,617 in 2017, and expenses of \$1,132,948, up from \$1,044,517 the year before. This led to a deficit of \$7,888, which follows the surplus of \$47,100 in 2017.

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 \$394,194, Total Liabilities of \$208,691, and as a result Net Assets as at 30 June 2018 of \$185,503.

I would like to extend my thanks to the staff and Management Committee of TNC for their continued work in supporting the community.

Daniel Bofinger  
Treasurer





“ Here I sincerely want to say: “thank you so much for organising such a great playgroup”. Which I couldn’t say to you in person today. Culture Drop has been our favourite playgroup. It’s very well organised and managed. Mia can have lots of fun during her play. And I can receive lots of useful information from professionals. ”

*– Culture Drop client feedback*





# Programs Report

## EARLY INTERVENTION AND PREVENTION PROGRAM (EIPP) HIGHLIGHTS

EIPP continues to support families across the Ku-ring-gai, Ryde and Hunters Hill local government areas through individual and family counselling, advice and support, parenting programs and supported playgroups. These pathways provide families with the practical support, resources and skills early in the developmental pathway to address problems that arise with many of our families.

TNC continues to work with FACS in the consultation and planning phases of the Targeted Early Intervention framework (TEI). The TEI framework promotes flexibility, a local response, evidence based, client centred and adaptive service delivery. The Family Support team are excited to learn how the reforms will add value to the way the sector currently deliver services and how TNC can support the TEI reform.

With over 220 families accessing individual support and supported playgroups, and over 100 families attending one of our parenting programs, TNC is making a positive impact on families in our community across Northern Sydney.

## NORTHERN SYDNEY DISTRICT EARLY INTERVENTION AND PREVENTION PROGRAM (NSDEIPP) HIGHLIGHTS

In March this year, it was reported that homelessness had increased by more than 30% in NSW. Although TNC Case Workers work predominately with people who are at risk of becoming homeless, the team did support 18 individuals/families who were homeless, to secure a safe tenancy. A further 242 young people, men, women and families were supported to remain safely in their existing housing or to secure stable housing.

The approach to our work is through a case management model that includes:

- Referrals to collocated partners that include Financial Counselling and Emergency Relief provided by Catholic Care.
- Referrals to other service providers (government and non-government) to assist people to navigate the range of services that would also assist them.
- Support and advocacy for clients with applications for NSW Housing and other Community Housing Providers.
- The provision of brokerage to assist clients to address any problems or barriers that prevent them from accessing or maintaining housing.





Our teams are supported to embrace TNC values

– care, connect, grow.

## CARE

- Our teams have provided genuine care and empathy coupled with their extensive knowledge and skills to assist individuals and families to be the best they can be and to ensure that people living across Northern Sydney have a safe place to call home.
- Both teams continue to actively participate in external supervision every six weeks with a qualified Psychotherapist, who is highly experienced in the provision of supervision for front line people delivering services in the community. These sessions provide a safe and confidential space for the team members to discuss their work and reflect on their personal and professional responses to the situations that families and individuals present with. Further, the team spend an hour with me every month on an individual basis for organisational supervision; I enjoy checking in with them, listening to their wins, working through challenges and case plans, and ensuring that our team have access to resources, professional development opportunities and other forms of support they require to support them in the work with TNC clients.

## CONNECT

- Over 500 families and individuals connected with the services offered through our Family Support and Early Intervention Homelessness Program.
- Through our partnership with Integricare and United Way, The Magic of Storytelling Playgroup connects over 40 families in Anzac Park, West Ryde every Wednesday.
- Our weekly Culture Drop, in partnership with Woodville Alliance, helps connect isolated Mums and kids from diverse cultures with one another to help them in building social and support networks.
- StreetMeet is a time for TNC, in partnership with Salvation Army, to connect with residents in Social Housing in the Ryde LGA, over a cup of coffee and a bikkie. An early intervention opportunity prevents the escalation of issues than can threaten a tenancy.
- Weekly Housing Outreach Clinic to connect people with services and support that will assist them with their housing needs.
- Connecting with local community organisations and the sector has allowed us to respond to community need, engaging and connecting Chinese grandparents who are the primary carers of their grandchildren, as an example.

## GROW

To meet the changing needs of our diverse community, we have grown our services to include:

- Parenting programs delivered in Mandarin and Korean.
- A grandparent program for Mandarin-speaking grandparents who are the primary carers for their grandchildren.
- Parentmedic First Aid courses facilitated in English and Mandarin that empower and educate parents in baby and child first aid, safe sleep and safety.
- Expansion of Culture Drop to a 12 weekly program, run on rotation throughout the year.
- An increase in:
  - the frequency of our Womens Legal Clinic to weekly.
  - our collocation partnerships to enhance positive client outcomes.
  - Professional Development opportunities for staff that contributes positively to the overall quality of programs and services that TNC delivers.
  - the provision of student placement opportunities; this year we have welcomed students completing qualifications in Social Work, Counselling and Community Services. It is important that TNC plays a role in building sector workforce capacity; the students, our team and our clients have benefited from their contribution.
- Growth in the volume of feedback from clients and stakeholders allows us to reflect and evaluate how we deliver our services.

I would like to extend my gratitude and appreciation to each of our Family Workers, Case Workers, Intake Co-ordinator and Early Childhood Worker, for your genuine commitment to your work, to the community, and to TNC – you may work independently but not in isolation. I get much joy from supporting and observing the interaction, trust and respect between you all. Thank you.

Rowena Stulajter  
Programs Manager



## From the Intake Desk ...

At TNC, the Intake Coordinator is the first point of contact that a client has with our service. This all-important first contact sets the tone for a client's future interactions with our services, and often also their willingness to engage with the support we offer. When a person is referred to us, or reaches out their hand for help, they are usually feeling vulnerable and alone. They may be at risk of becoming homeless, experiencing domestic violence or be in the midst of a family breakdown. To us, it is important that they are met with empathy, respect and unconditional positive regard, allowing them to feel understood and hopeful that there is some kind of way forward out of their current problems.

The Intake Coordinator assesses each new client's situation and refers them appropriately, either within TNC or to another service. We pride ourselves on the strength of our 'no wrong door' approach – if we are not the right service for a client, we explain why and how the service we are referring them to can assist them. No one is turned away. For clients who will be engaging with our service, the intake interview gathers relevant information for our Family Support Workers or Housing Case Workers to enable them to prepare adequately for their initial client contact. This also assists them with their busy workloads by streamlining data entry and referrals to extra services (eg. financial counselling, legal clinic, victim's services, etc.). Our holistic approach at intake ensures that each client receives the individualised support they need as quickly as possible while allowing us to triage pressing needs when necessary. Our clients often tell us how useful the intake process has been for them and how much they appreciate being respected and understood.

Claire Sexton  
Intake Coordinator





“ Thank you for suggesting the Tuning in to Kids workshop. I have personally gained a lot over the seven weeks and learnt valuable skills. It is a wonderful program, Faye was a terrific facilitator and was great to meet other parents facing similar challenges. ”

– Tuning in to Kids client feedback





# Our Parenting Programs

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

## TUNING IN TO KIDS

**(6 WEEK PROGRAM : 4 - 10 YEAR OLDS)**

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

**(8 WEEK PROGRAM : 0 - 5 YEAR OLDS)**

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.*

## 1-2-3 MAGIC

**(3 WEEK PROGRAM : 3 - 6 YEAR OLDS)**

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).

*Delivered in English and Mandarin.*



## TRIPLE P

(5 WEEK PROGRAM + 1 PHONE CALL : 0 - 10 YEAR OLDS)

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 and Mandarin.*

## TUNING IN TO TEENS

(6 WEEK PROGRAM : 11 - 18 YEAR OLDS)

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.*







“ I loved attending Mini Maxi playgroup. It was a wonderful platform for my sons, especially the elder one who has a global development delay. Robwyn in the playgroup is a wonderful lady who help me with everything. I can't find a person like her. Will miss everything about the playgroup. Best experience! ”

*– Mini Maxi client feedback*





# Mini Maxi Supported Playgroup

We have had a wonderful year in our Mini Maxi Playgroup!

Mini Maxi supports and encourages the development of strong parent-child relationships and positive parent-child interaction.

Further, Mini Maxi supports parents/carers in strengthening parental wellbeing, enhancing parental coping and reducing negative stress on family relationships.

Some of our highlights:

- 43 families actively participated during FY18.
- Fathers as well as grandparents and other family members/ carers took part in the groups.
- Focussed on empowering the families through play experiences and parenting practices.
- Provided examples of activities that can be produced and organised at home, with very little or no cost.
- Connected families with community supports and services, particularly those related to their children's health and development.
- Provided resources that supported families to reduce their isolation and encourage social connections.
- Guest speakers from Playgroup NSW, Dental NSW Services, GP Liaison Nurse NSW Health and Migrate Success presented.

It is very important for me, as the Early Childhood Worker at TNC, to spend quality time with the families, and provide one-on-one contact before, during and after the group. Modelling behaviour management strategies supports parents with their interaction and bonding with their child. A key focus of many of our sessions was around the importance of play in a child's life, which included sharing ideas for craft activities as well as other resources, parenting tools and information.

Feedback from the families reflected that their confidence in parenting increased and they felt they were interacting with their child in a more positive, strength-based manner; of course, this has a positive effect on the children's social and emotional development.

We have assisted many families to transition to community-based playgroups that allows them to build their own connections within the communities that they live.

Robwyn English  
Early Childhood Worker/ Mini Maxi Facilitator

# Community and Sector Engagement

The newly created role of Community Engagement Coordinator was created in response to the growing need for TNC to be more proactive and present in community engagement activities. Our efforts have been rewarded! We are experiencing a marked increase in the need for community services amongst vulnerable Chinese and Korean communities. During this period, TNC has participated in many wonderful community events and festivals.

The opportunities to engage directly with the community through these events and festivals has raised our profile, given the community an opportunity to understand our services and referral pathways, and engage with us softly. To help build our connection with these communities and be culturally relevant, we have produced all of our marketing collateral, including our website, in both Chinese and Korean. We are also building on our social media and website capabilities to commence two way communications with our growing list of Facebook 'likes' and website subscribers.

The events and festivals that we have been involved in over the period are the result of a great amount of collaboration and coordination with other organisations. We would like to thank the sector for their demonstrated passion in connecting with community and working together to help support our vulnerable individuals and families.

Amy Joo  
Community Engagement Coordinator

Community engagement activities and support:

- The Korean Hanho Daily newspaper
- The Weekly Times
- North Ryde Ladies Golf Charity Day
- Our Space Bangers & Mingle Monthly Youth Sausage Sizzle
- Community Refugee Services Expo
- Dr. Kristy's Raising Your Child in a Digital World Seminars (English, Chinese and Korean sessions)
- Ryde Refugee Settlement Expo
- Greenway Health Expo
- St. Ives Village on the Green Community Picnic
- Korean Disability & Health Expo
- Granny Smith Festival
- Ryde District Mums Twilight Christmas Market, Movie Night, School Holiday Disco and Annual Easter Hunt
- DV Committee White Ribbon Day
- Lunar New Year Festival
- Community Expo Harmony Day
- West Ryde Easter Parade & Fair
- Senior Health & Wellbeing Expo
- A Youth Week Skate Jam (City of Ryde)
- Transition To School Seminar (Chinese)
- Health Consumer Expo
- Korean Women's Night
- Transition to School Seminar (Korean)
- United Way Macquarie Park Walkathon Fundraiser



TNC 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)
	Social Inclusion Advisory Committee (City of Ryde)
	Specialist Homelessness Services Domestic and Violence Community of Practice

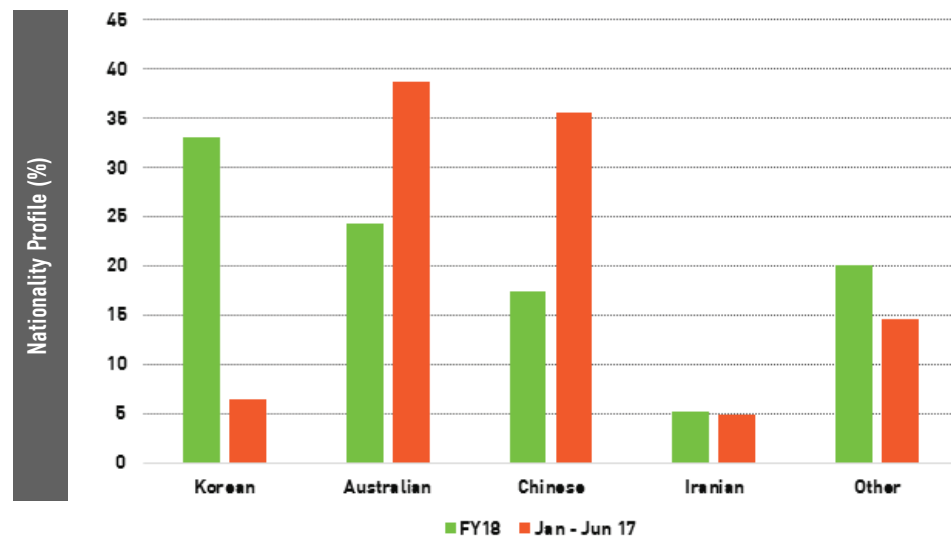


## Women's Legal Clinic

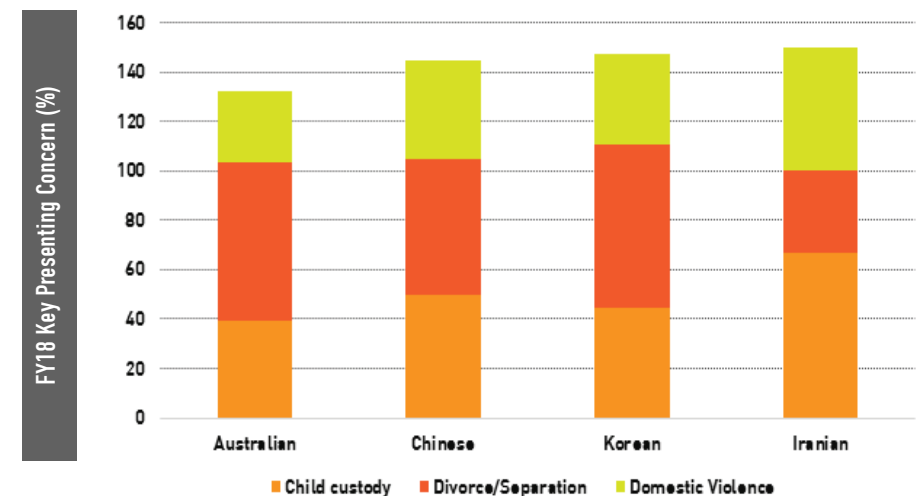
This year we welcomed Hunt & Hunt Lawyers to TNC. Due to demand, we sought a probono partner legal firm to increase the clinic frequency from fortnightly to weekly, and we have been so lucky to have the commitment from Hunt & Hunt Lawyers.

During this year Alex Xenos, Senior Solicitor from Hunt & Hunt Lawyers, has worked with 115 women and has delivered in excess of 200 hours of probono legal advice with a focus on issues relating to child custody and divorce/separation, and/or women and families experiencing domestic and family violence.

We have experienced a sharp rise with Korean women and families seeking advice, followed by Iranian women and increasingly diverse cultural groups.



Almost all women who attend the appointment-based clinic are mums with dependent young children. We use the Translating and Interpreting Service (TIS) for interpreter services, when required. To help in delivering to the increasing demand of the service, the donation made to TNC by the North Ryde Ladies Golf Club during the period, contributed to 'buying in' extra hours to service demand for the second half of the period. Thank you to the women of the North Ryde Golf Club for making it possible to help support vulnerable women and families in our community.



The clinic is held weekly on Thursdays, between 2.00pm and 5.00pm at TNC in West Ryde, by appointment only.

The Management Committee would like to thank the Directors of Hunt & Hunt Lawyers and Alex who so generously give their time every week to support our clients. Their support is invaluable.

We would also like to acknowledge Clayhills Escobar Lawyers for their work in delivering the Legal Clinic during the FY17 period.



### The Northern Centre - Feedback - NSDEIPP

Date	29-01-2018
Name	
1. I was treated with respect. (monthly / exit)	Strongly Agree
How?	My needs were noticed and understood much more than what I knew due to my low self esteem. I am eternally thankful
2. This service was helpful. (monthly / exit)	Strongly Agree
Why?	understood the levell of anxiety and depression I suffer and helped me through the process.
3. I know more about how to meet my housing needs since receiving support from this service.	Strongly Agree
Why?	Without help I would have found it the process to hard and given up.
4. My housing situation has improved since attending this service.	Strongly Agree
Why?	I've lost everything but now have something to look forward to in life. I have been given dignity and the ability to have a normal life with my children.

### The Northern Centre - Feedback - Family Support

Date	28-06-2018
Name	
1. I feel my Family worker understood my situation.	Strongly Agree
2. I feel able to access services to support my family when needed.	Strongly Agree
3. As a result of attending this service, things are improving for my family.	Agree
4. I learnt new information and/or skills to help me and my family.	Strongly Agree
5. As a result of attending this service, I now feel more confident in parenting.	Strongly Agree
Do you have any feedback about this program?	Very friendly and helpful staffs, very informative and willing to listen. Thank you for all the sessions and programs, referrals you introduced to me. I am now heading to the right direction instead of worrying and panicking. Also the Chinese speaking programs helped me a lot as well, Thanks Everyone ! ! Love from our family



# Homelessness Australia

Homelessness in Australia has increased 13.7% in 5 years.



Over 116,427 people are experiencing homelessness of some form - 58% male and 42% female.

2 in every 5 homelessness person has experienced family violence.

28% increase in Australians aged 55+ experiencing homelessness.

Rough sleepers represent 7% of homelessness.



42% of homelessness increase is in 25 to 34 years age group.



People born overseas and arrived in Australia in the last 5 years account for 15%.

Nearly 60% of homeless people are aged under 35 years.

4 in 10 homeless people were housed in social housing and 6 in 10 into private dwellings.

# 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 & Family Violence Committee Report

The Ryde Hunter's Hill Domestic Violence Committee (RHHDVC) works collectively to address domestic and family violence issues at the local community level. We are grateful to our member organisations including FACS, NSW Police, Relationships Australia, Catholic Care, Womens' Domestic Violence Court Advocacy Service (WDVCAS), Centrelink, Ryde Council and the Benevolent Society.

"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."

The Committee 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 Interagency Guidelines – Framework for action P1, 2013).

As Chair of the committee, our role is to manage and coordinate meetings and to ensure that we develop meaningful, relevant and action-based projects that are aligned with our strategy and goals as agreed by the group at our February 2018 annual planning meeting.

During FY18, we delivered a number of community based initiatives aligning with White Ribbon Day 2017, including a community awareness stall at Eastwood Plaza on Saturday 25 November, and the production and distribution of a large number of domestic & family violence (DFV) information packs (in English, Chinese, Korean and Farsi). Throughout the year, we complemented this activity with a number of CALD court visits at Burwood and Ryde Local Courts (with Korean, Chinese and Indian communities), DFV awareness marketing at the Lunar Festival, The Granny Smith Festival, the Ryde Easter Parade and Harmony Day community events.

We thank our guest speakers who attended our meetings during the year to help build our knowledge on new initiatives, products and activities that help support our clients and the work that we do, including the Commonwealth Bank, National Australia Bank, Legal Aid and TAFE NSW.

The committee secured a grant of \$948.00 from FACS for the period ending 31 December 2018. During FY18, the committee have invested in a number of activities including the development and printing of resources (English, Mandarin, Korean and Farsi) and the cost of hosting a number of community court visits.

Thank you to our active and dedicated committee. We look forward to another year ahead of working with our community to combat domestic and family violence.

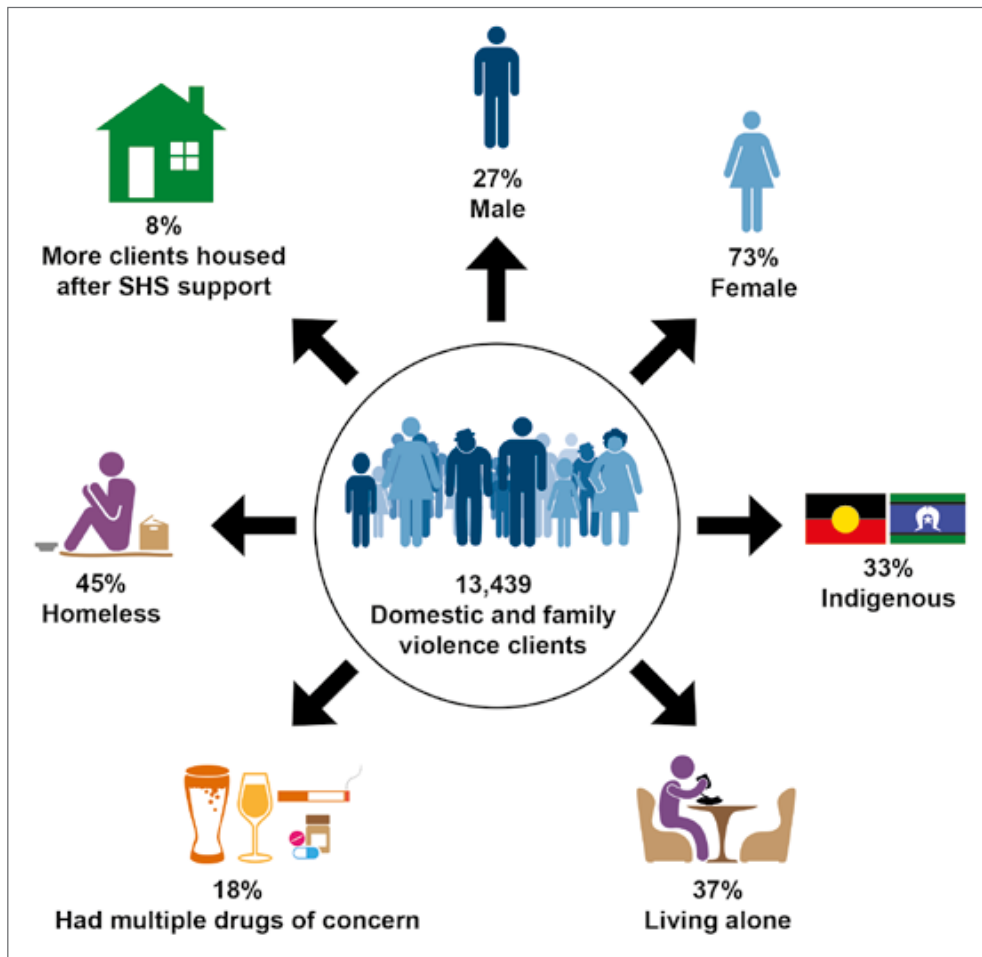
The Northern Centre  
Chair of the Ryde Hunter's Hill  
Domestic & Family Violence Committee



Ending Domestic and  
Family Violence



# Domestic & Family Violence in Australia



Violence can be described in many ways, and definitions vary according to the legislation in each Australian state and territory. Family, domestic and sexual violence sits within the broader context of all violence.

- One in 20 Australians believe violence against women may be justified.
- Non-physical behaviours are less likely to be recognised as violence against women.
- About 1 in 2 (53%, or 5 million) women and 1 in 4 (25%, or 2.2 million) men have experienced sexual harassment since the age of 15.
- One in 6 (17%, or 1.6 million) women have experienced physical and/or sexual violence by a current or previous cohabiting partner since the age of 15, compared with 1 in 16 (6.1%, or 0.5 million) men.
- Almost 1 in 4 (23%, or 2.2 million) women have experienced emotional abuse by a current or previous partner since the age of 15, compared with just over 1 in 6 (16%, or 1.4 million) men.
- Almost 1 in 5 (18%, or 1.7 million) women have experienced sexual violence since age 15, compared with 1 in 20 (4.7%, or 429,000) men.
- One in 6 (16%, or 1.5 million) women and 1 in 9 (11%, or 992,000) men experienced physical and/or sexual abuse before the age of 15.
- Three in 4 (75%, or 1.6 million) victims of domestic violence reported the perpetrator as male, whereas 1 in 4 (25%, or 0.5 million) perpetrators were female.
- Almost half (46%, or 127,000) women and 7 in 10 (68%, or 102,000) men who experienced violence from a current partner did not seek advice or support after the incident.







## The Next 12 Months



Increase service outreach.

Strengthen our CALD workforce capacity.

Trial flexible opening hours.

Increase collocated partners.

Implement new CRM, data collection and client management systems.

# 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

- Allens Law Firm
- Catholic Care
- Christian Community Aid
- Clayhills Escobar Lawyers
- Community Migrant Resource Centre
- Hunt & Hunt Lawyers
- Indonesian Welfare Association
- Ku-ring-gai Neighbourhood Centre
- Lane Cove Meeting House
- Macquarie University – PACE Project
- Mission Australia
- North Ryde Community Aid
- North Ryde Ladies Golf Club
- North Ryde RSL
- Relationships Australia
- Ryde Baptist Church
- Ryde District Mums
- Ryde Eastwood Leagues Club
- Save the Children
- The Australian College of Applied Psychology
- The Benevolent Society
- The Salvation Army
- United Way
- West Ryde Neighbourhood Children's Centre
- Woodville Alliance

## GOVERNMENT

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

## VOLUNTEERS

- Cassie Stawiski – Allens Law Firm
- Conita Hung – Community Member

## STUDENTS

- Gloria Luo-Li – Grad. Dip. Counselling Student Placement
- Anthony Ming – Social Work Student Student Placement
- Kristen Thuaux – Cert. IV Community Services Student Placement
- Shannyne Ramos – Macquarie University PACE Placement
- Laura Thomas – Macquarie University PACE Placement



# APPENDIX

## The Northern Centre Financial Report For the Year Ended 30 June 2018



## THE NORTHERN CENTRE

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PO Box 506, West Ryde 1685

### ST IVES

Ku-ring-gai Neighbourhood Centre

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ABN 69 200 106 557