



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



THE NORTHERN CENTRE
ANNUAL REPORT
2019



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Our VISION

**Thriving local communities
where everyone belongs.**

Our MISSION



**Collaboratively support and build connections,
to help grow resilient and thriving families,
individuals and communities.**

Our VALUES



Client feedback

The Northern Centre - Feedback - Family Support

Date 08-04-2019

Name [REDACTED]

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. Strongly 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. Agree

Do you have any feedback about this program? I feel a lot better after seeing [REDACTED] She really understand the situation and help us to deal with it and see it from different perspective (she didnt change the circumstances or eliminate things) but she works with our current situation. I feel alot calmer after seeing her. She really help improving our family relationship. I am really grateful.

The Northern Centre - Feedback - Family Support

Date 27-05-2019

Name [REDACTED]

1. I feel my Family worker understood my situation. 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. Strongly Agree

4. I learnt new information and/or skills to help me and my family. 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? This service was so valuable to my family especially when I was feeling at wits end, drowning and needing help. The service provided was understanding, supportive and caring. Having people listen, and who have been through similar situations made me feel less despairing and gave me hope.

FAMILY SUPPORT CASE STUDY: Parents of two children, 10 and 13 years of age were struggling to be on the same page when it came to parenting – something that can be particularly challenging as children move into adolescence. Mum was looking for strategies to manage her own emotions when responding to her son's aggressive behaviour and the parents were also concerned about their son's computer use and were looking for support in how best to manage this.

Our Family Worker worked with the parents together and individually with a focus in building their capacity to manage their roles as parents more effectively. Through home visits, the family worker was able to observe the relationships within the family and support change. The parents also agreed to attend Tuning in to Teens Parenting Program to complement the work they were doing in their individual sessions. The Family Worker also tapped into a local Youth Service to refer the young person into for additional youth focused support.

The family reported that although it had been 'hard work' to learn and try new strategies, they had observed some positive changes at home and in their relationships with their children. They also noted the positive benefits of parenting together for both themselves and their children.



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 LGBTIQI network and advocacy group. Chris enjoys travelling to new places, spending time at the beach and walks with his two dogs.

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.

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.

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 also enjoys spending quality time with her family of two adult children.

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.

ALEX XENOS

Alex is a Senior Associate with Hunt and Hunt Lawyers and deliver our weekly pro bono Women's Legal Clinic. Alex helps his clients to achieve the best results for their family, in what is often a difficult time in their lives. Alex's practice primarily involves family law including married, and de facto relationships. He provides advice to clients and assists them to achieve settlement through conciliation conferences and mediation. His areas of family law related work includes: Property settlement / Spouse maintenance issues / Parenting cases / Allegations of child abuse / Child support disputes / Divorce / Financial agreements / Consent orders.



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 | Parramatta (Epping).

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

Our Achievements in 2019



Growth in our workforce diversity

- Increased our CALD workforce capacity to 2.8 FTE



Growth in CALD client engagement

- Increased CALD client occasions of service



Growth in community engagement activities

- Participated in over 30 community events



Growth in colocated partnerships

- 10 partners are now working with TNC in our West Ryde office



Development of Service Innovation

- 'Measuring the efficacy of the delivery of counselling services via non-traditional channels through a CALD lens. Developing the recommended approach' – Macquarie University PACE project



President's Report

As we reflect on another fulfilling year, there are multiple positive outcomes that come to mind for the community that we serve.

We are fortunate to be a trusted support to so many in our community – to care, connect and grow! We continue to excel in the delivery of our family support program to assist in developing happy, healthy families, our services for individuals experiencing difficult times and early intervention and prevention for people at risk of homelessness. Our parenting programs continue to be highly subscribed as is our probono legal clinic, delivered in collaboration with Hunt & Hunt Lawyers to provide advice to women and families on domestic or family violence, custody, child and spousal support and/or property issues.

We continue to collaborate and grow our partnerships, now with 10 specialist services who co-locate with us in West Ryde, to provide our clients and community with the right services in the one spot. These services operate at or above capacity, and imbibe the quality, care and generosity of the TNC team in working with community.

Our people are crucial to the success TNC. This year we welcomed Sui Lui (Masters of Social Work graduate) and Cass Cox and farewellled our longest servicing staff member Janice Borri. As our community continues to evolve and change, we will continue to develop community workers that reflect those changes, and I am really proud that we continue to attract amazingly talented professionals from a wide range of backgrounds.

At the core of our culture and how we serve our community are our values of innovation, collaboration, generosity, integrity and respect. These values underpin the work that we do and keep us focussed on what is important – our clients and community. I am humbled by the achievements of the team under the leadership of Cate Sinclair, our Executive Officer and that our community continue to place their trust in us as we support them to build healthy, happy lives.

I would like to thank my fellow Management Committee Members – Philip Bickerstaff, Daniel Bofinger, Margaret O'Hearn, Anne-Marie Maxwell, Alex Xenos, Barry Apelbaum and Serena Cheung for their ongoing generosity, counsel and constructive challenge to make us an even better organisation for 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 how we have delivered together for our clients and community, and I look forward to another successful year.

Christopher Hellmundt
President



Executive Officer's Report

Continuing to deliver and grow services that are culturally relevant and responsive to community need remains crucial to the work that we do and as we see greater complexities across diverse cultural groups, this is becoming increasingly vital. TNC plays an important role in bringing together a variety of services to work with community. Our holistic partnership approach helps support, navigate and access the right services, at the right time in one location.

We thank the following services for working so closely with us from our West Ryde offices.

1. Catholic Care Financial Counseling
2. Catholic Care Emergency Relief
3. Elizabeth Lee Counselling
4. headspace
5. Hunt and Hunt Lawyers Women's Legal Clinic
6. Konekt Disability Employment services
7. Mindtalk Counselling Services
8. United Way Australia
9. Wesley Mission ParentsNext

The TNC values underpin the work that we do – care, connect and grow. We are committed to providing the best services to our community, we are generous with one another in supporting individual and team achievements and outcomes, we are respectful of each person's abilities and we know that collectively we create greater impact. We are passionate connectors – with one another and within community.

This year, we have focussed on the Targeted Early Intervention (TEI) reform and we are committed to collaborating with FACS (Department of Family and Community Services) to provide services to vulnerable people in need in our community. The recommissioning process is an important step in achieving the Premier's Priority of protecting our most vulnerable children; decreasing the proportion of children and young people re-reported at risk of serious harm (ROSH) by 20% by 2023. We are looking forward to finalising the recommissioning process with FACS and commencing a new contract term.

Further, another priority of the NSW Premier is reducing homelessness; reduction of street homelessness across NSW by 50% by 2025. Subcontracted by Mission Australia, our team work hard to support people at risk of homelessness. There are so many factors that contribute to becoming homeless and we focus on working with clients early to manage and support them in an early intervention and prevention case management approach.

Accessibility to services is key for our community. We have been successful in trialling our late Thursday openings, other weeknights and weekends. Our Saturdays are busy with parenting programs, DADS&bubs playgroup, Chinese Grandparent Mingles, Elizabeth Lee and Mindtalk Counselling services.

This year we worked closely with the Macquarie University PACE Students to help us explore the effectiveness of delivering alternative counselling methods and the varying nature of the effectiveness of traditional counselling methods through a CALD lens. The recommended findings of this project will be trialled in the coming year.

We worked with PhD student Hyein Cho from the Department of Korean Studies Monash University Melbourne and her work 'Behind closed doors: The lived experience and socio-cultural influences underpinning beliefs of family violence within the Korean diaspora in Australia'. An extremely important piece of work that will help inform our approach to the increased help seeking around DFV from the Korean community.

We continue to maintain high professional standards in how our staff engage and serve our communities. This year, we have again 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.

On behalf of our team, I wish to extend a massive thankyou to the Management Committee for their continued support in creating a culture and environment of humility, proactivity and opportunity at TNC.

Finally, the success of TNC is our team. I thank everyone for their commitment, passion and humour in how we work together every day to support our community.

I look forward to an exciting next 12 months.

Cate Sinclair
Executive Officer

Treasurer's Report

I continue to be inspired by the work of TNC and their dedication to supporting the vulnerable communities through the range of services that they offer. I am very grateful to the staff who work with skill and passion to make these services successful.

Stewardship of finances is a vital role to ensure the sustainability of the organisation so that it can continue to reach our vulnerable communities. Our auditors, RSM Australia PL presented the financial statements for the financial year ending 30 June 2019 to the committee of TNC. The President and I, on behalf of the Management Committee, have approved these statements.

These statements report:

- Total income of \$1,170,236.00 in FY19, which follows \$1,125,060.00 in FY18 and \$1,091,617.00 in FY17;
- Expenses of \$1,143,355 in FY19, which follows \$1,132,948 in FY18 and \$1,044,517 in FY17; and
- A resulting surplus of \$24,006.00 in FY19, which follows a deficit of \$7,888 in FY18 and \$47,100 surplus in FY17.

The balance sheet for the period highlights total assets of \$368,759.00 of which \$319,808.00 are cash and cash equivalents, reflecting a strong liquidity position. Total liabilities for the period were \$159,250.00, and as a result, net assets at 30 June 2019 were \$209,509.00.

TNC had two primary 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).

It is noted that TNC performed the services associated with each of these programs with substantial over-performance of key performance indicators.

Once again, I would like to extend my thanks to the staff and Management Committee of TNC for their continued dedication in supporting the our vulnerable communities.

Daniel Bofinger
Treasurer

Family Support Program (EIPP)

Recent research from the Parenting Research Centre mapped the gaps between expert and public understandings of effective parenting in Australia. Parenting has the greatest impact on the long-term health and wellbeing of children and it is reassuring for all parents and carers that parenting is a skill learnt 'on the job'. This research however revealed that the general view and opinion in the public space is that parenting comes naturally. Through their work, TNC's Family Support team work hard in supporting families to learn, practice and develop skills that will assist them to be the best parent they can be.

TNC's Family Support program continues to be one of TNC's foundation services. Our team is committed to making a positive and enduring difference to individuals and families living across (or have a significant connection to) the Ryde, Hunters Hill and Ku-ring-gai LGAs though individual and family support, the delivery of parenting programs, supported playgroups, parenting forums and access to wrap around services as provided by our collocated partners.

Our team of Family Workers provided family support to more than 300 families with children aged 0-18 over the past 12 months.



Family Support Program (EIPP) (cont.)

They also facilitated many evidence based parenting programs including:

- Circle of Security (three in English)
- 123 Magic (one in English and one in Mandarin)
- Tuning in to Kids (two in English)
- Tuning in to Teens (one in English and one in Korean)
- Triple P (one in Mandarin)
- Toddlers Terrible or Terrific (one in English)

With additional funding from Clubgrants and the City of Ryde, we were able to provide additional parenting programs in English and Korean. These included Tuning in to Kids in Korean, 123 Magic and Triple P Seminar Series.

In response to feedback from the community, TNC also scheduled parenting programs for both evenings and Saturdays mornings. Our Family Workers strongly encourage both parents (where appropriate) to attend parenting programs to ensure that they are on the same page as they navigate their parenting journey.

TNC provides child care for most parenting programs (including evening and Saturday programs), which makes attending much easier for parents and carers. Our Early Childcare Worker provides a safe and fun place for children during these programs, and our Early Childcare Worker also facilitates one of TNC's weekly supported playgroups, Mini Maxi.

In addition to our suite of programs, TNC has facilitated a further two DRUMBEAT program (stands for Discovering Relationships Using Music, Beliefs, Emotions, Attitudes and Thoughts) in partnership with Turramurra High School and St Ives High School. Mainly Year 7, 8 and 9 students attended the 10-week djembe drumming program that is designed to build resilience.

There are a range of outcomes that each group could work towards including improving self-regulation, self-esteem, sense of belonging and connection to community. It can also work towards better understanding and awareness of healthy relationships and self-responsibility.

These outcomes are achieved through rhythm games, discussion, improvisation and it all culminates into a performance at the end of the 10 weeks. Students reported that they enjoyed the program, that they would recommend it to others and that they gained new knowledge and skills.

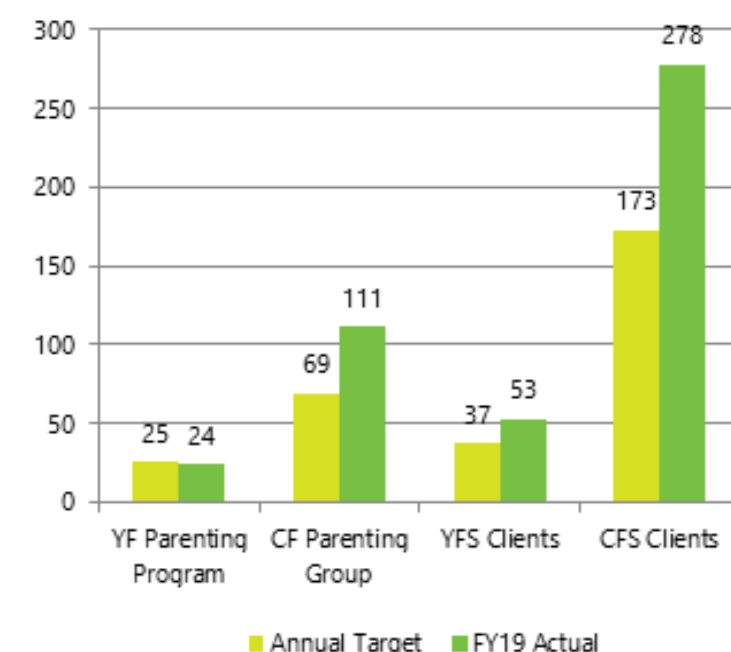
“ I was feeling lost, so you had given me hope again ... ”

– Family Support client

Researchers are now emphasising the importance of addressing co-parenting in parenting programs, because the co-parenting relationship has a strong influence on children and family outcomes. Understanding this in the context of our work, TNC was excited to be contacted by a PhD Candidate from the University of South Australia, to deliver a Tuning in to Kids Together Parenting Program as part of their research. They were exploring how Tuning in to Kids can be modified and delivered to couples/co-parents. Six couples attended the 8-week program facilitated by two of our accredited Family Workers. Feedback indicated that the program provided parents with parenting practices that facilitated their children's emotional development, as well as understanding how they as parents relate to each other and made parenting decisions. Throughout the eight weeks and post program, the TNC Family Workers who facilitated the program were provided supervision by the creator of the Tuning in to Kids programs. This was a valuable addition to this project and contributed to the overall study. The project is still in progress and we are looking forward to receiving the full report.

The NSW Government is working on a new reform framework for targeted early intervention (TEI) to help provide services to people in need earlier by being flexible and responsive to achieve the best possible outcome. The TEI will help children, young people, families and communities experiencing, or at risk of experiencing vulnerability in NSW. For TNC, this shift to outcome focused service delivery, has meant we have spent many working sessions reviewing how we currently deliver and record services to align with the TEI Service framework. We have been developing our Program Logics for our family support services (a TEI requirement) which is a valuable tool to inform our practice and guide reflection for continuous improvement.

KPIs for FY19 (Number of Clients)



- Annual Contracted KPIs = 304
- Actual KPIs delivered during the period = 466
- Over delivery of 35%

Homelessness Australia

SINGLE MALE CASE STUDY: A 61 year old male client was renting a room off a friend for \$170 a week and was given a time limit of when he had to vacate the property. A traumatic history of abuse and unstable accommodation led to the collapse of the client’s ability to cope and he ended up being admitted to Macquarie Hospital. It was at this point that this man found himself homeless. The client was referred by Macquarie Hospital to The Northern Centre, where he was assisted to apply for priority housing through Link Housing Pathways. This application was approved within two days and within a few weeks the client was offered a unit in Ryde. The Northern Centre liaised with the local St Vincent De Paul who provided support in furnishing the unit. Through collaboration and client focused case management between The Northern Centre, the social workers at Macquarie Hospital and Link Housing, an effective and sustainable resolution for the client was found.



Housing Support

Northern Sydney District Early Intervention and Prevention Program

TNCs Housing Team have provided support to 285 individuals/ families who were experiencing difficulties with their housing. The team has worked with families, individuals and young people to support and advocate for them to either remain within their current home, or to help them find more affordable, safe and sustainable accommodation.

Our casework framework includes:

- Advocacy with housing providers, Real Estate Agents and other organisations
- Assistance to work towards finding more affordable and sustainable accommodation
- Making appropriate referrals for a client's immediate needs
- Exploring what options might best work in different circumstances
- Focus on wrap-around case management that provides while clients are trying to resolve their housing situation

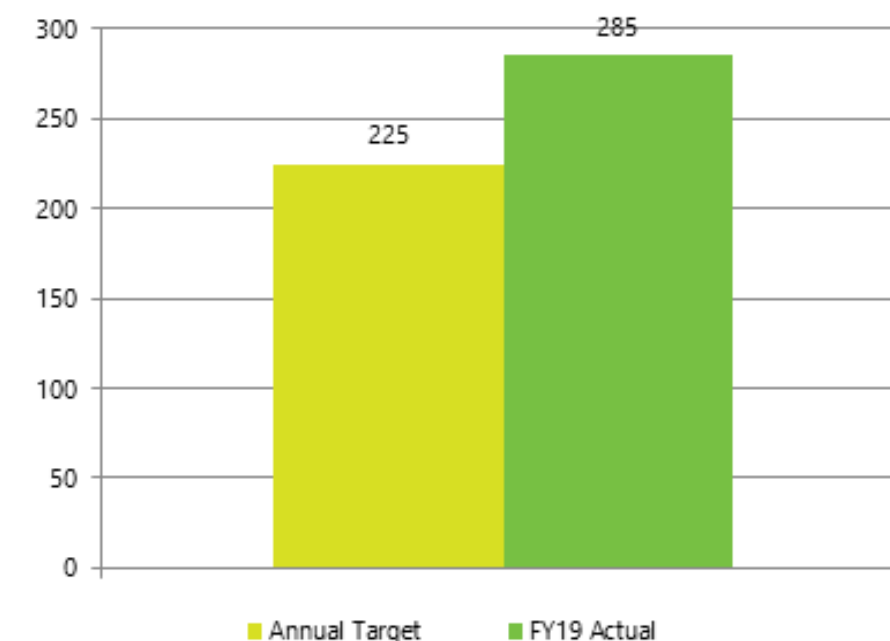
TNC is contracted by Mission Australia to deliver this program and together the two teams work across the Northern Sydney District. Quarterly meetings allow the teams to share successes, challenges and resources around providing early intervention support to people at risk of homelessness across the region.

The teams also share the provision of Outreach Support at the office of one of the new community housing providers in the area, LINK Housing. This weekly support complements the work that LINK provides people seeking social housing as listed above.

Our Streetmeet Outreach work in partnership with the Salvation Army has continued through the year. We have welcomed LINK Housing into this partnership and with their support extended Streetmeet to additional locations. Residents at three locations enjoy morning tea and activities from the partners on a fortnightly basis and we have noted an increase in attendance over the period as the service becomes embedded into these communities.

SGCH is another Community Housing Provider that now operates within TNC's service footprint and we have welcomed the access they have provided to us to meet with clients at the Wellbeing Centre at Greenway when required. TNC Case Workers have also attended a number of their Community Expos to engage with residents and promote the types of support we can provide.

KPIs for FY19 (Number of Clients)



- Annual Contracted KPIs = 225
- Actual KPIs delivered during the period = 285
- Over delivery of 21%

Rowena Stulajter
Programs Manager



“ Thank you for your time to talk to me, these are all really good ideas ... ”

– Housing client experiencing DV, requiring safety planning

From the Intake Desk ...

“ Thank you for taking the time to have a talk with me – it has made such a huge difference ... ”

– Family Support client and first time Mum

“ The brief chat I had with [intake] helped us so much. I could start changing straightaway ... ”

– Family Support client

When a client is referred to The Northern Centre, or reaches out their hand for help, they are usually feeling lost, vulnerable and alone. They may be at home with young children feeling like they have no idea whether they are doing things right. They may be struggling to deal with their teenager's changing behaviour or mental health concerns. 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 each client is treated with empathy, respect and unconditional positive regard, allowing them to feel understood and hopeful that there is a way forward out of their current problems.

TNC's dedicated Intake Coordinator takes the time to listen and understand each new client's situation. 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 as required. At intake, our clients are referred to other services and supports that will be useful in helping them manage their situations, for example financial counselling, our legal clinic, mental health support and victims services. The power of our colocated partners makes it a smooth pathway for clients to access the support they require.

Due to increasing demand for our services, clients may have to wait for a time before being able to see a caseworker or family support worker. Our Intake Coordinator is a trained counsellor who is able to support clients and provide a point of contact until they are able to be allocated to a worker for support. We are committed to engaging and supporting clients effectively from their first contact with us.

Claire Sexton
Intake Coordinator

FAMILY SUPPORT CASE STUDY: A family of five were struggling with a lot of conflict and yelling in the family home when the parents sought support from The Northern Centre. The parents met with a family worker over a three month period to develop a better understanding of the unmet needs and emotional states that were underlying many of the challenging situations that arose. They also explored alternative ways to respond in these challenging situations and how to establish boundaries around behaviour whilst also supporting the development of their children's emotional wellbeing. At the end of the three months both parents reported that despite many of the parenting challenges remaining, the household felt a lot calmer and family relationships had improved.



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. We also have programs running in the evenings and Saturdays. 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 : 3 - 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.



Our Supported Playgroups

We had a brilliantly successful and playful year with three diverse playgroups happening at TNC.

- **Mini-Maxi** is a 12-week supported playgroup held on Thursday mornings from 10:00am to 12:00pm for parents with children aged up to five years. The Mini Maxi Supported playgroups aim is to reduce social isolation and connect vulnerable families to the community they live in. Mini Maxi also supports parents with information and guidance about issues they may be experiencing with parenting. We have run four 12-week programs under our EIPP Program funded by FACS.
- **Culture Drop** weekly on Friday mornings targeting parents with children under five whose second language is English. The objective of the group is to connect with other parents and community, and support vulnerable families with parenting challenges in the Australian context. We have run four 12-week programs under our EIPP Program funded by FACS.
- **DADS&bubs** weekly on Saturday mornings targeting Dads/carers and their children 0 – 5 years old. The objective of this weekly playgroup is to explore the importance of play, learn about child development, build on Dads parenting skills and enable the Dads/carers to build their confidence in parentings and develop sustainable social networks. We were fortunate to receive funding from the City of Ryde to run two 12-week programs.



Key highlights

All the groups offered support and development of strong parent-child relationships and positive parent-child interaction. We provided parents and their children the opportunity to socialise and to improve the children's early learning potential. We also supported families to strengthen parental wellbeing, enhance parental coping and reduce negative stress in family relationships.

- 48 families participated this year in Mini Maxi
- 48 families participated this year in Cultural Drop
- 32 families participated in DADS&bubs
- We empowered the families with play-based learning and parenting practices
- We had other members of our families such as Grandparents, Aunts and Uncles actively taking part in our programs
- Our playgroups are culturally safe place for all our families. The families developed skills for communication and interaction and became more comfortable sharing with the group
- We provided activities that could be produced at home with no cost or very little cost and often used recycled materials
- We emailed a newsletter each week with added resources about community supports and services, especially those that related to their children's health and development
- We had a number of guest speakers from Playgroup NSW, GP Liaison Nurse NSW Health, Cerebral Palsy Alliance – Speech Pathologist, West Ryde Librarian, Early Child Director of Early Childhood Centre and an Aboriginal Elder who told us stories and played the didgeridoo

It is important to us that we spend time with the families individually, providing one to one contact before, during and after the groups. Modelling behaviour management strategies helps support the families with their interaction and bonding with their child. A key focus for many of our sessions was how important play is in a child's life. We shared ideas for activities and well as resources and where to find information at home.

Feedback from the families reflected that their confidence in parenting had increased. They felt that their interaction with their children was more strengths-based and positive. This then had a positive effect on their children's social and emotional development.

We have assisted many of our families to transition to community-based playgroups that allows them then to build their own connections within their own communities.

Robwyn English
Mini Maxi Facilitator

Amy Joo
Culture Drop Facilitator

Phil Craig & Jessur Mamut
DADS&bubs Facilitators

Community & Sector Engagement

The role of Community Engagement Coordinator is a busy role with a lot of flexibility required with evening and weekend work requirements. This year we attended many community and sector events and our efforts have been rewarded! The opportunity to engage directly with the community through these events, festivals and interagencies has raised the profile of TNC and provided the community an opportunity to understand our services and referral pathways. Being culturally relevant, we have produced all of our marketing collaterals including our website, in both Chinese and Korean to help build connection with these communities. We are building on our social media and website capabilities to commence two way communication pathways 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 passion in connecting with community and working together to help support our vulnerable individuals and families

Amy Joo
Community Engagement Coordinator

TNC is an active participator in the following sector meetings:

Multicultural Networks	Lower North Shore
	Hornsby and Ku-ring-gai
	Ryde Inter-cultural Network
	Sydney Region Korean Network
DV Networks	Lower North Shore
	Ryde Hunters Hill DV Committee (Chair)
	Hornsby and Ku-ring-gai
Child and Family	Ryde Hunters Hill
	Hornsby and Ku-ring-gai
Youth Networks	Ryde Hunters Hill
	Hornsby and Ku-ring-gai
Homelessness Networks	Northern District Homelessness Interagency
	Northern Sydney Housing & Homelessness Services
Other	Economic Development Advisory Committee (City of Ryde)
	Social Inclusion Advisory Committee (City of Ryde)
	SCALD Community of Practice
	DV Community of Practice

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)
- Ryde Refugee Settlement Expo
- Greenway Health Expo
- St Ives Village 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
- School Holiday Disco
- Transition To School Seminar (Chinese)
- Health Consumer Expo
- Korean Women's Night
- Transition to School Seminar (Korean)

“ It has been a pleasure being co-located at The Northern Centre this year. The staff at TNC show such a high level of professionalism in all that they do, and you've created a really supportive and respectful culture. It's a real joy to come into the West Ryde office. Thank you as well for your ongoing support of United Way and the work that we're doing in the community.

- Alexandra Irving, United Way

Women's Legal Clinic

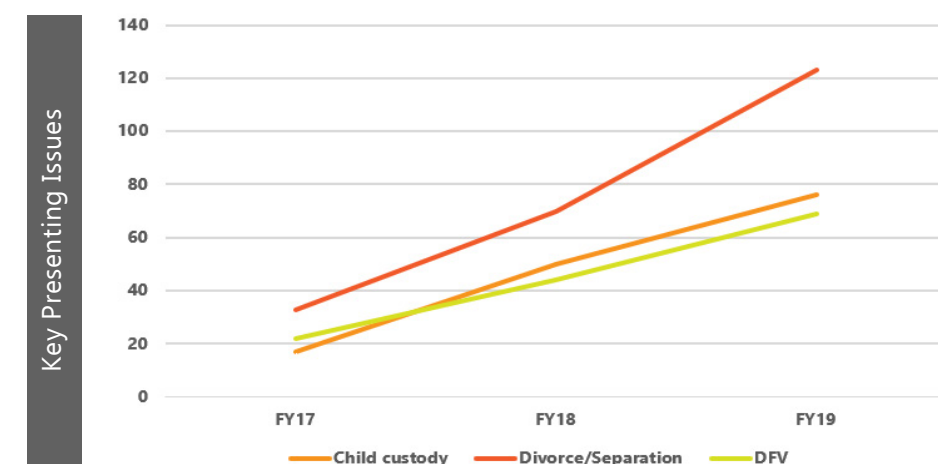
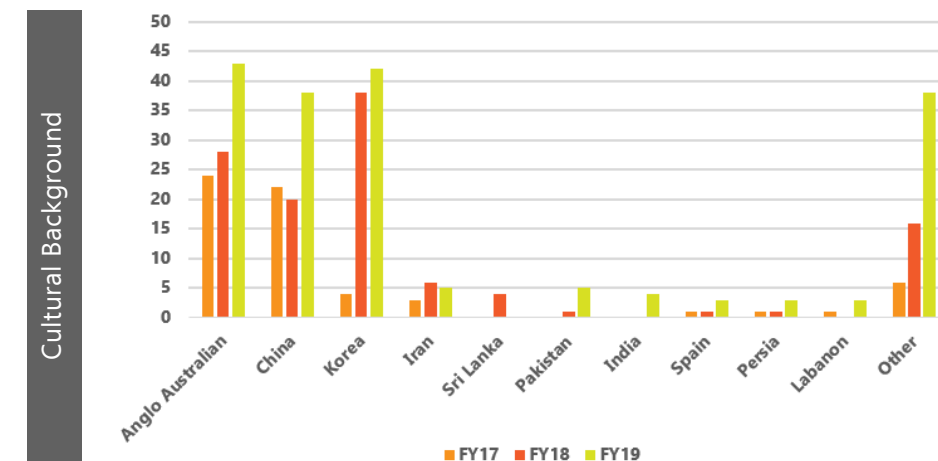
Hunt and Hunt have continued their amazing probono work in consolidating the weekly Women's Legal Clinic. Alex Xenos, Senior Associate at Hunt & Hunt (and TNC board member) demonstrates understanding, patience, empathy and incredible generosity in supporting women and families, focusing on areas relating to child custody, divorce/separation and domestic and family violence issues. In the past year, the clinic has supported 179 women – an increase of almost 40% year on year.

The Legal Clinic is well marketed to community in English, Chinese and Korean languages, we leverage our partnership with Ryde District Mums and we have been lucky to receive editorial support from the Hanho Korean Daily newspaper to help in driving awareness of DFV and our clinic directly into the Korean market. Further, we service market the clinic at the many events that we attend throughout the year. Our colocated partnerships also in refer clients directly into the clinic supporting the TNC holistic service delivery framework.

Again this year, to help support the increased demand for the service, the generous financial donation made to TNC by the North Ryde Ladies Golf Club helped in 'buying in' extra hours to reduce waitlists and provide more timely support.

The clinic is held weekly on Thursdays at TNC West Ryde office between 2:00pm and 5:00pm and is by appointment only. We provide childcare to help support mums with young children seeking help.

The Management Committee and staff at TNC wish to express their deep gratitude to Alex and the Partners of Hunt & Hunt Lawyers. Their support is indispensable.



Our Team Training

TNC acknowledges the value of training and professional development for all staff through the provision of an annual training budget and allocated days to attend formal training, workshops and forums. It is essential that all staff keep pace with current information, developments and standards within the sector. We ensure that our team maintain and enhance their knowledge and skills to deliver quality services. Training is an opportunity to make meaningful contributions to our TNC team, the organisation as a whole to deliver positive community outcomes.

This past year the staff attended:

- Parenting with a Personality Disorder and Complex Mental Health Issues
- Trauma Informed Mindfulness
- Thinking and Talking about Trauma in Children and Their Families
- Supporting Families in the Digital Age
- Adolescent Intervention with Complex Mental Health Issues
- Attachment Across the Lifespan
- Outcomes Based Planning Reporting and Evaluation
- Ethics in Community Services
- RBA Training Workshop
- Narcissistic and Borderline Personality Disorders in Depth
- Recognising and Responding to Risk of Significant Harm (ROSH) and Reportable Misconduct
- Circle of Security Facilitator Training
- Bessel van der Kolk – Trauma, the Brain & Biology: Foundations and Treatment of Trauma
- New Perspectives on Designing and Delivering Parenting Programs
- Understanding the Impact of Trauma on Children and Families
- Art and Play Therapy
- Accidental Counselling
- Early Childhood Conference
- Masterclass – Nature Pedagogy Meets Technology
- Priority Housing Training (NSATS)
- Identifying and Responding to the Abuse of Older People
- Tenancy Law for Non-Lawyers
- Priority Housing
- Case Management
- Being an Advocate

At our bi-monthly lunch and learn sessions, all staff participated in the sessions below:

- WHS – office procedures and the 360HR online function review
- Cultural Competence – Working with Cultural Differences
- Centrelink – How can social workers help their clients, how to best refer, what is realistic support, managing expectations and timeframes in the context of Centrelink
- Trauma Sensitive Mindfulness
- An Overview of Trauma, Neuroscience and Evolving Therapy of traumatised Children and Adults (delivered by Claire Sexton who attended training with Bessel van der Kolk)
- Family Advocacy Support Services (FASS)



Domestic & Family Violence Committee Report

This year, the committee reviewed the Terms of Reference to ensure that the meeting remained focussed on our key objectives:

- To identify issues – current and emerging relating to DFV
- To advocate for improved services and supports
- To support White Ribbon events
- To increase community understanding
- To information share
- To contribute to the strategic planning of the committees future
- To educate committee members and the wider community
- To collaborate, partner and support

The committee 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, The Benevolent Society, Settlement Services International, the Lisa Harnum Foundation, NSW Department of Health and the Manly Warringah Womens Resource Centre.

The Committee acknowledges that "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.

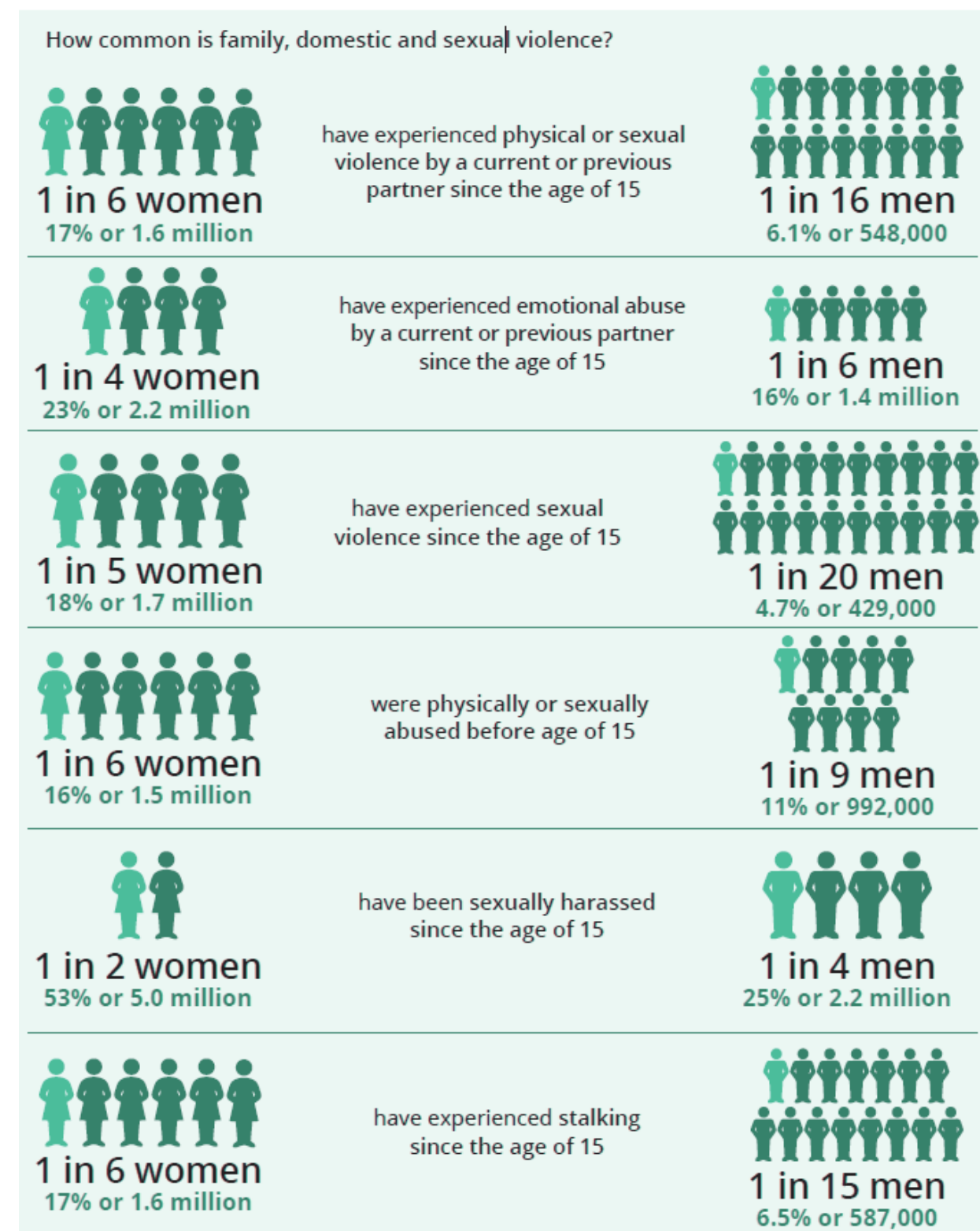
During FY19, we delivered a number of community based initiatives most importantly the production and distribution of a large number of DFV information packs (in English, Chinese, Korean and Farsi). Further, during the year we hosted a number of CALD court visits at Burwood Local Courts (with Korean, Chinese and Indian communities). The aim of our court visits are to diffuse the barriers to help seeking by specifically CALD women who may be experiencing domestic and family violence or know people in their community who are victims.

Typically, and traditionally, DFV is not addressed in many cultures and often goes unreported due to fear, lack of trust in the system and/or a general lack of awareness of services available in the Australian context. The purpose of the court visits is to break down these barriers to access and supports.

Through our court visit program we have increased awareness and knowledge for CALD women to have a better understanding of the NSW Court processes and an understanding of DFV in the Australian context; we have provided an opportunity for these women to have exposure to these services to break down the barriers for help seeking through introductions and talks delivered by NSW Police, Legal Aid, Victims Support services and the Women's DV court advocacy services as examples; we have built the women's confidence to report DV related incidents and we have developed and distributed language specific resources to support the women to understand and access the NSW court system.

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



Source: AIHW: Family, domestic and sexual violence in Australia: continuing the national story 2019 Report

The Next 12 Months



Complete the TEI recommissioning process

Grow revenue streams (and bed in CSS funding)

Continue to strengthen and consolidate our CALD workforce and service capacity

Commence SHS ASES Accreditation process

Increase relevant colocated partnerships

Finally implement new CRM, data collection and client management system (CORIS 2.0)



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

- Brendan Kerin
- Bridge Housing
- Catholic Care
- Christian Community Aid
- Community Migrant Research Centre (CMRC)
- Elizabeth Lee
- Hunt and Hunt Lawyers
- Indonesian Welfare Association
- Integricare Supported Playgroups Northern Sydney
- The Korean Daily Hanho Daily
- Ku-ring-gai Neighborhood Centre
- KYDS
- Link Housing
- Lynne Tripet
- Macquarie University – PACE program
- Mindtalk Counselling
- Mission Australia
- Myer Macquarie Centre
- New Horizons headspace
- North Ryde Community Aid
- North Ryde Ladies Golf Club
- Phoenix House
- Relationships Australia
- Ryde District Mums
- Ryde Eastwood Leagues Club
- Save the Children
- St George Community Housing (SGCH)
- Streetwork
- The Benevolent Society
- The Salvation Army
- United Way Australia
- University of South Australia
- West Ryde Neighbours Children's Centre
- Wesley Mission

GOVERNMENT

- City of Parramatta Council
- City of Ryde Council
- Department of Family and Community Services (FACS)
- Department of Health Early Childhood Centre
- Eastwood Public School
- Kur-ring-gai Council
- Lane Cove Council
- NSW Police
- Primary Health Network
- Ryde Public School
- Ryde Secondary College
- St Ives High School
- Turramurra High School
- West Ryde Public School

STUDENTS

- Christina Ambrosi PhD Candidate, BPsych(Hons) – School of Psychology, Social Work, and Social Policy, University of South Australia
- Hyein Cho PhD Candidate – Department of Korean Studies Monash University, Melbourne
- Janeesh Naidoo
- Lauren Farias – Macquarie University PACE placement
- Brianna Franke – Macquarie University PACE placement
- Christopher Healey – Macquarie University PACE placement
- Eugenie Lim – Macquarie University PACE placement
- Terry Yu – Macquarie University PACE placement

“My name is ... and I am’s wife. Just want to say thank you so much for this awesome Dad’s playgroup. We are very appreciated that you sent us all the weekly emails with so much useful information. Plus, thank you so much for organising a great day-out for us to go to the mini steam train park. We all enjoyed very much. And thank you for generously gave us tickets, too. Dad and Bub’s group has successfully helped me to let John get involved in parenting, especially taking care of two little kids by himself. I believe he has gain a lot of confidence. This great improvement is also a huge relief for me to go back to work. Thank you so much for all the efforts you have put in. Also, thank you very much to The Northern Centre for running such a great program to support families. We are sincerely appreciated.”



APPENDIX

The Northern Centre Financial Report
For the Year Ended 30 June 2019

“ Thanks lot being my guardian angel.
I wish I could express how much you helped
me. Really thanks lot teaching me all the things
to taking care of [redacted] and helping and
supporting me when I needed the most. All the
care and support I can never forget. ”



thenortherncentre

care. connect. grow. our community

THE NORTHERN CENTRE

P 02 9334 0111

E connect@thenortherncentre.org.au

W www.thenortherncentre.org.au

FB /thenortherncentre

WEST RYDE

3-5 Anthony Road, West Ryde 2114

PO Box 506, West Ryde 1685

ST IVES

Ku-ring-gai Neighbourhood Centre

166 Mona Vale Road, St Ives 2075

ABN 69 200 106 557