



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

THE NORTHERN CENTRE ANNUAL REPORT 2021



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Our VISION

Thriving local communities
where everyone belongs.

Our MISSION



To collaboratively support and build
connections to help grow resilient and thriving
families, individuals and communities.



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Client Feedback

“ Just been diagnosed with osteoarthritis in my hands... aha!
Very emotionally fragile this week but out the other side.
As I have friends around me now I feel OK with that.
I promise to remember the customer satisfaction survey.
Need to calm a little more first or the tears will flow with my words.
You kindly handed me floaties while I was desperately treading dangerous waters.
I will never forget you Jania.
Have yourself a hunky dory day.”

“ They are a great group and very helpful team. They helped me when I was scare of my future.
Every time they follow me up and tried to make a better situation. I just know Sue in this service. She is a great person that I have ever seen. She spend time for speaking and losing my stress.
Sue always is kind to me like a old friend. She is wonderful.”

“ Mabel made me feel stronger and happier.
She helped me find my rights in Australia which is completely different from my home town.
Her continuous support helped me not to feel alone.”



“ Specially for Amy,
Thank you so much for being friendly, approachable, kind, caring and patient with all the littlies.
We cannot thank you enough for always making them feel happy and comfortable.
Thank you so much for your efforts.
I have been wanting to write to let you know that your hard work does not go unnoticed.
We will never forget the way you treat and take care of our littlies.
I just wanted to let you know how much we value your professionalism.
Thank you for being so helpful.
Thank you so much for keeping the littlies happily entertained and loved.
I appreciate you for being the most fun-loving playgroup leader any child could have.
We really appreciate your time and information you shared with us.
Hope you and your family enjoy this Christmas and festive break!”

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 walking 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 is currently in the role of Senior Manager Risk with Colonial First State. Daniel holds a Bachelor of Applied Finance, an Advanced Diploma of Financial Planning and is currently studying a Diploma of Law. Daniel stepped down from his role in February 2021.

ANYIER YUOL

Anyier Yuol is an inspiring entrepreneur with aspirational dreams for social change. She is the founder and CEO of Miss Sahara and Anyier Model Management, a Diversity and Inclusion advocate, and the former chair of the Australian National Committee on Refugee Women. Anyier is also the Partnerships and Capacity Building Manager at Creating Chances Organisation and is currently undertaking her PhD at Western Sydney University. Over the years, Anyier has been strongly active in advocating for equitable opportunities and accessible education for refugees and migrants to achieve stability and economic independence.

MARGARET O'HEARN – PUBLIC OFFICER / ACTING TREASURER

Margaret has been a member of our Management Committee since 2008 and holds the position of Public Officer. She has been working as a Registered Nurse, Midwife, and Child and Family Health Nurse in the Ryde LGA for many years. The opportunity to empower vulnerable families, in navigating resources, overcoming barriers in their parenting journey, is both humbling and inspiring. Recently, Margaret has had the opportunity to be on redeployment to Special Health Accommodation in Zetland, as a COVID-19 response from NSLHD; a unique experience.

ANNE-MARIE MAXWELL

Anne-Marie Maxwell has served on the TNC Management Committee for over 10 years. She has just completed her PhD in Psychology with Macquarie University, focussing on the popular Circle of Security Parenting program. Anne-Marie's background is in early childhood education; most recently, she worked with Save the Children Australia as Team Leader of Ryde Community Hub for 12 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 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 supporting TNC in providing services to families by serving on the Management Committee. Anne-Marie also enjoys cooking, walking, travelling (remember that?) and spending relaxed time with family and friends.

ALEX XENOS

Alex was a Senior Associate with Hunt and Hunt Lawyers and delivered our weekly probono Women's Legal Clinic. Alex works with clients to achieve the best results for their family, in what is often a most difficult and challenging time in their lives. Alex's practise primarily involves family law where he provides advice to clients and assists them to achieve settlement through conciliation conference and mediation. His areas of family law related work includes property settlement, spousal maintenance issues, parenting case, allegations of child abuse, client support disputes, divorce, financial agreements and consent orders as examples. Alex stepped down from the Management Committee in November 2020.

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.

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.



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 and Counsellors.

Our Achievements in 2021

- ✓ We have built domestic and family violence service capacity with planning in preparation for TNC and partners' self-funded SafeT – safe transition out of domestic and family violence for women and families in the Ryde LGA 12-month pilot launch in January 2022.
- ✓ We increased our CALD workforce from 2.6 FTE to 3.2 FTE to reflect and support our CALD community demand.
- ✓ We increased our sector collaboration with the expansion and consolidation of the Sector Executive Group (TNC Chair) and achieved a number of collaborative projects to support our community and the sector in the Northern Sydney District.
- ✓ We grew revenue streams through the development of community based fundraising partnerships.
- ✓ We established effective service delivery with our clients by engaging a combination of platforms; face-to-face and technology based.
- ✓ We have undertaken a board and governance review, and have transitioned with recommendations to be rolled out over FY22.
- ✓ We have transitioned the TEI contract with DCJ and CORIS 2.0 system implementation.





President's Report

I've been so humbled by all that's been achieved in another challenging year of COVID-19. The team continues to demonstrate new ways to be there for our clients and community, embedding remote service delivery successfully and planning for new ways to meet our community needs. Thank you to our staff and in particular our Executive Officer Cate Sinclair who have lived our values and kept our clients at the heart of our decisions.

I would also like to thank my fellow Management Committee Members Margaret O'Hearn, Anne-Marie Maxwell, Barry Apelbaum and Serena Cheung for their ongoing generosity and counsel, and to our members who have retired this year Daniel Bofinger and Alex Xenos.

Daniel Bofinger joined our Management Committee as Treasurer in June 2016 and stepped down in February 2021. The Management Committee was fortunate to benefit from his experience in financial services and his commitment to social justice. Alex Xenos joined TNC Management Committee in August 2018 and concurrently delivered our weekly Women's Legal Clinic. Alex's insights into our community's needs and his legal expertise greatly benefited the Management Committee. We wish both Daniel and Alex every success for the future.

In parallel to these changes, the Management Committee has focused on strengthening our governance practices and focus areas, including committee renewal.

We welcomed Anyier Yuol in June 2021 who has brought diversity and inclusion advocacy, entrepreneurial expertise, and a focus on supporting refugee women in particular. It has been invaluable having these perspectives at our table. The Management Committee will continue to seek members to bring fresh views, to add value in delivering the best possible outcomes for our community and organisation.

Finally, a big thank you to all our partnership organisations and funders whose support is pivotal to the work that we do. We can be very humbled with our success in delivering together for our clients and community, and I look forward to another successful year.

Christopher Hellmundt
President



Executive Officer's Report

Our resilience, tenacity, creativity and flexibility has been tested this year and I am so grateful to TNC team, and their ability to individually and collectively work with and through all of the challenges that FY21 have brought us. Thank you for continuing to care, connect and grow with one another and our community.

We have completed Year 1 of our five-year contract with the Department of Communities and Justice (DCJ) TEI contract and have invested many hours into system optimisation with a focus on data fidelity, measurement and reporting. We are now fully DEX enabled which is time efficient, effective and more streamlined than previous funder reporting channels. Demand for our TEI service continues to grow while the impact of COVID is being felt within our community. The TEI reform is an important step in achieving the Premier's Priority of protecting our most vulnerable children by decreasing the proportion of children and young people re-reported at risk of serious harm (ROSH) by 20% by 2023.

Another priority for the NSW Premier is reducing homelessness, with the objective of reducing street homelessness across NSW by 50% by 2025. Subcontracted by Mission Australia, our team of Case Workers continue to work hard to support the increasing number of individuals and families at risk of homelessness. There are so many factors that contribute to becoming homeless and COVID has most certainly had a massive impact on this already vulnerable cohort.

Even during COVID, our holistic partnership approach continues to support accessibility to the right services at the right time. We can demonstrate that this approach creates dynamic and positive outcomes where the performance of our combined colocated services as a whole are more than just the sum of the partner members.

We would like to thank the following organisations for their commitment to partnering with TNC, with one another and our community:

1. Hunt and Hunt Lawyers Women's Legal Clinic
2. Catholic Care Financial Counselling
3. Catholic Care Emergency Relief
4. Elizabeth Lee Counselling
5. headspace
6. Odyssey House SMART Recovery program
7. Indonesian Welfare Association
8. Wesley Mission ParentsNext
9. Rotary Club of Ryde DCaf

The TNC values continue to underpin the work that we do – care, 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 the community.

The past 12 months have highlighted a gap in services in the Ryde LGA that support women and children leaving domestic and family violence (DFV) for good, and over this period we have seen an exponential increase in demand for support.

We know that on average an abused women may leave her partner up to seven or eight times before she breaks away for good. If someone who has been suffering from domestic violence is going to be able to make a permanent separation they will need ongoing and consistent support.

While we have been advocating for funding to local, state and federal departments, our Management Committee have committed surplus funds to a 12-month trial of SafeT – safe transition out of DFV for women and families focusing on the Ryde LGA, through a CALD lens. This year, we have been working hard on SafeT program development, leveraging the great expertise of existing DFV services in other districts to help in shaping our response. I want to thank DVNSW, WDVCS, Domestic Violence Service Management, Moving Forward and the Ryde Hunters Hill DV Committee for their support in collaborating and contributing to this proactive self-funded initiative.

FY21 was a busy year in terms of staff movement. We welcomed Sarah Bailey and Alexa Zielinski, we farewelled Anna Waugh (who commenced maternity leave) and Claire Sexton. We were lucky to have Zina Al Bitar (Diploma of Community Services, Meadowbank TAFE) and Marie Sanchez Garcia (Masters of Social Work) with us to complete their student placements; plus Shabnam Peyfoon supporting us in a voluntary capacity.

We continue to work to achieve high professional standards in how our staff engage, serve our communities and maintain their professional development objectives. This year, we continue to employ a rigorous schedule of professional development opportunities to ensure that we are empowering our teams to be the best that they can.

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 humility in how we work together every day to support one another and our community.

We look forward to the next 12 months where we will continue to work successfully, as we build new services to meet the needs of our community with a focus on SafeT.

Cate Sinclair
Executive Officer

Treasurer's Report

TNC has supported the community through family, housing, and parenting services against the continuing unprecedented backdrop of a pandemic. Thank you Daniel Bofinger who performed the Treasurer role exceptionally well since 2016, until his retirement in February 2021. He was a wonderful steward of our financial positions, enabling an improved financial position that will ensure the organisation will continue to innovate and to reach even more of our vulnerable communities.

Our auditors, RSM Australia presented the financial statements for the financial year ending 30 June 2021 to the Management Committee of TNC. As President and with Margaret O'Hearn as Acting Treasurer, and on behalf of the Management Committee, we have approved these statements.

These statements indicate:

- Total income of \$1,403,624 in FY21, which follows \$1,343,039 and \$1,170,236 in FY19
- Expenses of \$1,193,194 in FY21, which follows \$1,210,753 in FY20 and \$1,146,230 in FY19
- A resulting retained profit of \$552,248 in FY21, following \$341,800 in FY20, \$209,509 in FY19 across the organisation

The balance sheet at the end of the period showed total assets of \$924,193, of which \$766,854 are cash and cash equivalents, reflecting a strong liquidity position. Total liabilities for the period were \$270,426, and as a result net assets at 30 June 2021 were \$552,248.

The service had two primary sources of income during the period: The Department of Communities and Justice (DCJ) for the TEI Program (Family Services); and Mission Australia for the Northern Sydney District Early Intervention and Prevention Program (Homelessness Early Intervention). TNC performed the services associated with each of these programs, over delivering on all key performance indicators.

Once again, I would like to extend my thanks to the staff and Management Committee of The Northern Centre for their continued dedication in supporting the community.

Margaret O'Hearn
Treasurer
Public Officer and Acting Treasurer



Core Programs Report

Family Support (TEI) & Housing Support (NSDEIPP)

I extend my gratitude and thanks to each team member, for their hard work, their inspiration, their support and kindness for each other and their commitment to the community in which they work. The TNC team also need a special thank you for their patience and willingness to learn, as we rolled out CORIS 2.0. With the changes to our TEI reporting obligations, it was essential we had a system that would meet the organisational needs and provide an efficient means to upload out TEI data into DEX as required. It has been quite a journey for us all and we have all developed new skills as we navigated our way.

Together, we have celebrated excellent outcomes across both programs, shared our challenges and remained true to TNC's mission and vision along the way.

Targeted Early Intervention

We have seen the strength and resilience within the families in our community throughout FY21 and we are all so grateful for the community supporting TNC team as we re-opened our doors as a COVID Safe organisation.

We also learnt how resilient we are as a team! We remained flexible in responding to COVID, to deliver support face to face, via Zoom or over the phone, and how we continued to meet the needs of the individual family and their circumstances.

Engagement in our TEI activities remained high despite the interruptions from COVID-19 and the restrictions that came along with this. We are now providing TEI support (individual family support and parenting programs) in Korean which complements our Mandarin suite of options already in place. TNC is most fortunate to have team members who speak

key community languages which assist us to remove barriers to accessing family support services.

Our well-loved Supported Playgroups, Mini Maxi and Culture Drop continue to be well sought after from families across our service area. The introduction of regular 'guests' who join in and provide our families with information, advice and referrals on a range of topics essential to families and child development has been well received. Our guests include: United Way (Literacy), NSLHD Child Youth and Family Health Service (Health), NSLHD Oral Health Service (Health), West Ryde Neighbourhood Children's Centre (child development), Cerebral Palsy Alliance (child development). A new partnership with Support the Girls to share their Bra Gifting initiative, has been truly appreciated by all our families. The simple gift of a bra fitting and a new bra provides dignity and encourages a sense of self-worth and self-care for the Mums and Grandmothers who come along to our playgroups.

At a glance

120 parents/ carers took the opportunity to explore how they parent and learn new strategies to build strong relationships with their family through one of our parenting courses.

169 Mums, bubs, siblings and grandparents were supported in our playgroups to increase their understanding, skill and confidence in supporting their children's development and providing opportunities to build social support networks.

Over 200 families accessed either family support, counselling, or information, advice and referral in the context of parenting and other factors that influence family dynamics.

Why do parents seek out individual family support from one of our Family Workers? Here are some of the questions parents are seeking answers to:

- Am I a good parent?
- How can I manage my child's challenging behaviour?
- My child has 'big emotions' and I don't know how to respond
- Our teen is struggling with their mental health, and we need support in how to parent her/ him.
- I'm new to the community and looking for connection to support options
- I need emotional support to build confidence in my capacity to parent
- There is conflict in our family – what can I/ we do?
- I'd like to understand more about child development (emotional/ social/ behavioural)
- I was raised in a different culture. How can I raise my family within the Australian context?
- I need a safe place where I won't be judged how I choose to parent

Northern Sydney District Early Intervention Prevention Program

Over the last 12 months, TNC's Early Intervention to Homelessness Team, has actively worked with 268 individual or family units, to stabilise tenancies or secure safe and sustainable alternate accommodation.

Through our case work, we have provided clients practical assistance, brokerage, advocacy with Community Housing Providers and other government agencies and referrals to medical and other supports such as financial counselling. We focus on connecting clients with resources within their local community to build their capacity and confidence to seek help themselves.

Many clients are seeking support to apply for social housing. Navigating the social housing system can be complex and overwhelming

for many people. Our team is able to provide the reassurance our clients need; that we can work with them to prepare and submit applications and provide advocacy this process often requires. This advocacy also extends into our work with Real Estate Agents, particularly as we advocated on client's behalf, for rental reductions during COVID-19 and support to break leases when there has been DFV.

Our Housing Team value the importance of strong stakeholder relationships with other organisations who provide support and assistance to the cohort we work with. These organisations provide support that may be financial, practical, from allied health professionals and Community Housing Providers. Without this collaboration, we would not achieve the outcomes in supporting our clients with secure, sustainable and affordable housing. Thank you to our colleagues at LinkWentworth, SGCH and Bridge Housing for supporting us to support our clients.

Quarterly meetings with our colleagues from Mission Australia provides a space to share our resources and experiences so we can offer our clients informed support. We also share case studies for input and feedback from each other, to support best practice in providing support around housing need.

We value the feedback we receive from clients who access our service for housing support – you can see some feedback included in this publication. Feedback allows us to review the way we deliver services, identify any gaps and any areas that need improvement. We set ourselves a goal this financial year, to increase the number of clients that provide us with feedback and through different engagement strategies to do this, we were able to nearly triple the number of clients who responded.

Rowena Stulajter
Programs Manager

Our Role in Delivering Targeted Early Intervention

Since 1 July 2020, TNC has been delivering family support under the Targeted Early Intervention (TEI) banner.

The vision for the TEI program is that:

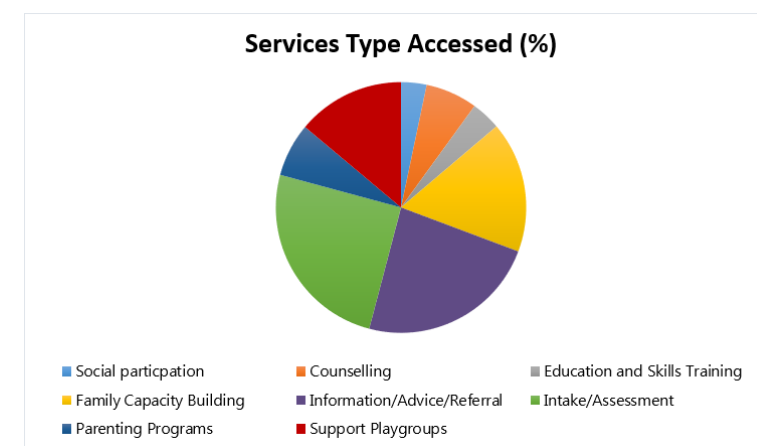
- Families, children and young people's needs are met early to prevent the escalation of vulnerability.
- Families are able to access support early in the lives of their children and young people.
- Risk factors that lead to child abuse, neglect, and domestic and family violence are addressed early.
- Aboriginal children, young people, families and communities have access to timely, effective, accessible and culturally safe support and services.

We operate under the TEI practice principles to deliver an effective, best practice TEI service system and the following practice principles are embedded into the delivery of our services.

- We are Person Centred with the child, young person and/ or family at the centre and leading decision making.
- We operate under a Strengths Based using a strengths based approach to service design and implementation, which supports people to build their capacity for change.
- We are Evidence-Informed across the life course, using natural development phases and transition points as 'triggers' for service delivery (for example becoming pregnant, first 2,000 days of a child's life, mothers returning to work, entry into early learning, starting school, transition to high school).
- We are holistic and collaborative working in partnership with other relevant services and/ or organisations to achieve better outcomes with children, young people and families.

- We contribute to Capacity Building to build social capital within communities.
- We are Trauma Informed to recognise the impact of trauma on those accessing services, and develop and implement trauma informed policies and practices.
- We are Flexible and Responsive in working with families, recognising that families' needs are not static, and that families may be transitioning in and out of hardship and disadvantage over time.

TNC is delivering services in two areas: Community Centres (Service Option 2); and the provision of targeted family support (Service Option 4).



Under Community Centres there is a focus on provision of referral pathways via informal activities and targeted support services to co-located partners who provide the services that build a client's confidence, help seeking behaviour and self-determination. Through this service option we are able to collect data that supports TNC's co-located model.

This model provides a familiar meeting space that a client can associate with being heard, and supported, for an array of services and community activities. This enables all community members to access services they need and participate in life.

For example, our centre hosts financial counselling, emergency relief and job support programs that are integral to building the capacity and resilience of families and individuals in our community.

Under Targeted Family Support, TNC provides the following service supports:

- Intake/ Assessment: With a dedicated Intake Coordinator, there is a defined gateway to TNC services which allows the client to be assisted and directed to most relevant service supports either internally or externally at the first point of contact.
- Information/ Advice/ Referral: Targeted service often provided at first point of contact with service or by the Family Worker during the period of support to ensure family receive most appropriate support and to avoid duplication of service delivery.
- Family Capacity Building: With relevant and current qualifications the team of

Family Workers provide the following types of support to families over a three-month period which aligns with our short term, early intervention approach: case management, advocacy, counselling, referrals and skills development and psycho-education, to help clients achieve outcomes.

- Education and Skills Training, ie. 123 Magic and Emotion Coaching.
- Parenting Programs, ie. Circle of Security.
- Supported Playgroups: Mini Maxi and Culture Drop support parent/ carers/ grandparents around parenting skills and connecting to community by providing information and including guest speakers to attend sessions.

In response to the demographic makeup of the three LGAs TNC covers, we aim to provide TEI support (direct service delivery, written materials and resources) in English, Mandarin and Korean.

CASE STUDY: A family with three children from a CALD background were referred by the Department of Communities and Justice (DCJ) after receiving a report that there was family conflict (including family violence) between Mum and the children. DCJ conducted their initial assessment and believed that the parents would benefit from individual family support and referrals to additional services.

The parents were connected with our Mandarin speaking Family Worker and together they worked through a parenting program in an individual setting. Not only was it essential that the parents received support in their language but also that the support provided took into account the cultural differences. There was also focus on supporting Mum to regulate her emotions, develop better communication skills, understand child development so she could better respond to her children's needs.

Mum was very focused on the academic achievements for all three children which reflected her own cultural upbringing and through role modelling and play-based sessions with Mum and the children (face to face at the Centre) she was able to appreciate how important it is for her children to enjoy play and that understanding the learning process is more important than the quantity of work completed by the children and their school reports.

Over four months, the parents actively engaged in regular sessions, both in-house, over the phone, with and without the children present. Mum reports she is having a better relationship with her children and has learnt different ways to manage her expectations and frustrations that aren't violent. Mum reported to the Family Worker that her "high expectations were hindering the children's development".

Targeted Early Intervention (cont.)

Data collected in Profile ID reflects the high proportion of people who speak a language other than English.

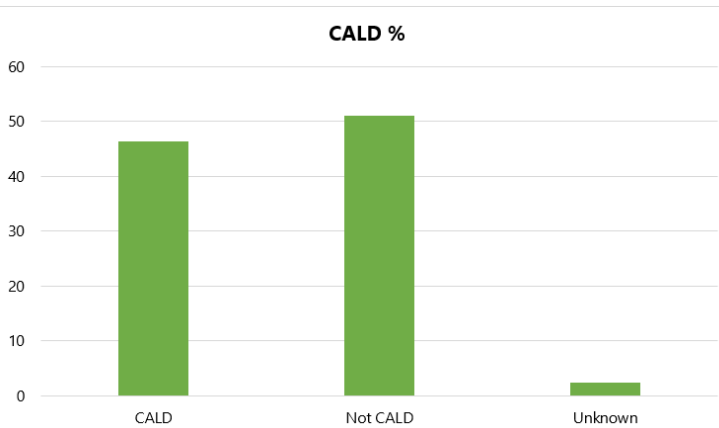
In Ku-ring-gai Council area, 27.7% of people spoke a language other than English at home in 2016.

- 8.7% Mandarin
- 5% Cantonese
- 2.5%Korean

In Ryde (total), 47.4% of people spoke a language other than English at home in 2016.

- 14.7% Mandarin
- 7.0% Cantonese
- 4.7% Korean

The graph below reflects this data in the percentage of clients that identify as being CALD, who access our TEI services.



Being an outcomes focused framework, clients accessing services are asked to complete a parent survey (SCORE: Standard Client/Community Outcomes Reporting) at the start of engagement and then at the end of the support period. There are 3 areas that we want to track outcomes:

- Circumstances SCORE: measures changes in client circumstances.
- Goals SCORE: measures progress in achieving specific goals.
- Satisfaction SCORE: measures client satisfaction. Each type of SCORE has different domains that can be used to report client outcomes. The graph below reflects this component of SCORE.



The TNC team have welcomed the changes to how we deliver and record the work we do with families across the Ryde, Hunters Hill and Ku-ring-gai local government areas.



CASE STUDY: Meg’s teenage daughter, Emily was receiving support from the local Child Youth Mental Health Service (CYMHS). CYMHS suggested that Meg could benefit also from some support and referred her to TNC. Meg was quick to engage with a Family Worker and reported the relief she felt to know she could also access support. Meg identified that the family home environment was quite stressful with endless arguing between her and her daughter and that one of her goals was to learn how to better manage her daughter’s mental health and regulate her own response.

During the initial stages of engagement, the Family Worker and Meg worked together to identify goals to work towards. Meg felt that she was at a loss in how to respond to her teenager and wanted the household to be calmer. Meg identified that she wanted to learn how to communicate and respond to emotions (both hers and her daughters), and also gain skills and confidence in her parenting to reduce conflict. Meg joined in weekly sessions with the Family Worker.

Throughout the support period, The Family Worker also identified that there were other significant contributors to the household stress. These included Meg’s own mental health and low mood, recent separation and the financial burden that often comes with a family breakdown. Through her regular engagement and commitment to improving her situation, she gained confidence to address her own mental health needs by seeing her GP and getting a Mental Health Plan set up and connected with a psychologist. The family worker also referred Meg to one of TNC’s co-located partners (Financial Counsellor from Catholic Care), to develop her financial literacy skills, including budgeting in order to relieve the financial strain on the family.

After 12 sessions, Meg reported that she felt better equipped to support her teenager and felt confident enough that she could exit from the service. She said that the emotion coaching skills she had learnt and practiced really meant she was able to better communicate and support her teenager’s needs. Meg told the Family Worker that the household was much calmer and she felt reassured that she could connect with TNC at any time if she needed additional support.

From the Intake Desk ...

With TNC's no wrong door approach, anybody can contact us for support and information, regardless of their circumstances, and they are offered an appropriate service or referral with unconditional positive regard and warmth. Our knowledge of community services and programs and the wider sector means we are the doorway into services. We know how difficult help seeking can be and it is vital that the Intake Desk responds to clients' requests for support promptly, ensuring they are connected to one of our services (or that of our co-located partners) in a timely manner. We have made hundreds of warm referrals on a client's behalf for emergency relief, financial counselling, legal advice, domestic violence services and food relief as examples over the past 12 months.

As Intake Coordinator, I work alongside so many professional, skilled and dedicated individuals from our TEI family support and NSDEIPP teams. I feel proud of the work we do in the community and feel assured that when I recommend a client to any one of TNC team, the client will be provided with the best care and support. I really enjoy connecting with families who are keen to join our highly regarded supported playgroups! It has been so rewarding to be involved with the families as their first point of contact, and to meet the parents/carers and excited children in person as they attend the groups each week.

I receive phone calls from school counsellors, social workers in a range of settings, Child and Family Health Nurses, other government and non-government organisations, to discuss a client's needs and how the TNC team can best support and assist them. It is a part of the job that I love; working collaboratively to provide the best, most relevant service to a client.

Although TNC does not have a specific domestic and family violence (DFV) service, we take special interest in the clients and families that come through our doors impacted by DFV. By providing a listening ear and relevant referrals, women know that someone does care. Often women are reaching out either prior to leaving the relationship, to talk about their options, or after they have left when they urgently need family or housing support. It is so valuable for many of these women, to be able to access our weekly Women's Legal Clinic to understand their legal rights in regards to Family Law.

We are fortunate to have a dedicated Intake gateway at TNC. With our commitment to providing client-centric, strengths based and trauma informed care, the first phone call seeking help is often the hardest and by having this dedicated gateway, the barriers to seeking help are greatly reduced.

Sarah Bailey
Intake Coordinator



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 recognise, 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 (Term 3: 2020 and Term 1: 2021) and Korean (Term 3: 2020).

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 (Term 4: 2020 and Term 2: 2021).

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, empathetic and staying connected with the young person. It further aims to improve parents' 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 (Term 4: 2020 and Term 2: 2021).

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 (Term 2: 2021).

TRIPLE P

(3 WEEK PROGRAM : 3 - 10 YEAR OLDS)

Triple P is a parenting program for all families that provides practical answers to everyday questions. It doesn't tell you how to be a great parent – it's more of a toolbox of parenting ideas. You choose the tools you need and how you use them. Practical solutions such as simple routines and small changes to assist with common behaviour and emotional issues in children.

Delivered in English (Term 1: 2021).

BRINGING UP GREAT KIDS

(6 WEEK PROGRAM : UNDER 12 YEAR OLDS)

The Bringing Up Great Kids Program provides a wide range of activities and tools that are unique. The program offers parents and carers a fresh way to understand their role and enact relationships with their children in a reflective way.

Delivered in English (Term 1: 2021)



Our Supported Playgroups

We understand that raising children in our modern world is both challenging and rewarding and we know that it is so much easier when you are connected with other families! Mini-Maxi and Culture Drop Supported Playgroups are a place where families can connect! They can enjoy seeing their children learn through play and develop their social, emotional, cognitive and physical skills. Importantly, our playgroups are somewhere that children and families can build lifetime friendships and benefit from vital peer support.

We continued our playgroups via Zoom for most of the first half of FY21 and had to remain agile and responsive throughout the year to COVID-19, and the impact it had not only on service delivery but also on our families.

Key highlights:

- 70 families attended our supported playgroups – many via Zoom!
- We supported families with play-based learning activities and parenting tips and strategies
- We welcomed extended families to actively participate in our programs
- Our playgroups continue to be a culturally safe place for all our families – a place where they can practice their English language skills and build their confidence
- We provided activities that could be done at home at no cost or low cost, often using recycled materials
- Shared additional resources about community supports and services, especially those that related to their children's health and development, via weekly emails

It is important to me that I spend time with the families also on a one-on-one basis, to understand what their goals are, provide targeted support/ information/ advice and referrals, and to support them to achieve their goals. I meet with each family prior to a playgroup commencing and then make regular phone calls to 'check in' through the 10-week program.

There is a focus on modelling behaviour management strategies each session. We know that this supports families to interact and bond with their child in a healthy way. Another key focus is around play and how important play is in a child's life. For many families this is a foreign concept and parents and grandparents report they feel so empowered once they understand that playing is important for their child's development and their relationship with their child/ grandchild.

Feedback from the families reflected that their confidence in parenting had increased after participating in this 10-week program. They felt that their interaction with their children was more strengths-based and positive. They could see the positive effect on their children's social and emotional development.

Our goal is always to assist families to transition to a community-based playgroup after attending Mini-Maxi or Culture Drop to allow them to build their own connections within their own communities. This was difficult due to COVID so many of the families organised their own small and informal weekly playgroups at local parks.

I would like to thank all our guest speakers who give up their valuable time to connect and inform our families, and to our wonderful volunteer Yoonsil, who supports me every week.

We are looking forward to welcoming our families back to the centre to build more connection and have more fun!

Amy Joo

Family and Community Resource Worker
Mini-Maxi and Culture Drop Facilitator



Community and Sector Engagement

Due to face-to-face community engagement activities being cancelled during COVID-19, we changed the focus for our activities, marketing and communications to principally online events, which have been well received.

We continued to work with the sector to coordinate the Transition to School Seminar for the CALD community, providing support and preparedness for children and parents from a variety of cultural backgrounds to ensure school readiness. The seminar involved 90 people, including nine organisations, two local schools and over 70 community members. The success of the event allowed us to further raise our profile within the sector and the CALD community in Ryde LGA.

In the second half of FY21, all community sector events and festivals have been cancelled due to COVID-19, and it has affected our community engagement activity plans. We did manage to host a Strengthening Partnerships for Community Good Morning Tea in June. We invited services operating from the West Ryde Community Centre and TNC's co-located partners to hear about how we can optimise referral pathways, and how we can collaborate more as a sector to deliver optimal services to our community.



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	Sydney Region Korean Network
	Lower North Shore
	Chair - Ryde Hunters Hill DV Committee
Child and Family	The Make a Stand Against Abuse Working Party
	Hornsby and Ku-ring-gai
	Lower North Shore
Youth Networks	Ryde Hunters Hill
	Hornsby and Ku-ring-gai
	Lower North Shore
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)
	Macquarie Park Forum (City of Ryde)
	Status of Women Advisory Group (City of Ryde)
	International Womens Day Planning Group
	Chair - Northern Sydney District Sector Executive Group
	NSLHD CALD Community of Practice
	DV Community of Practice
	The Sector Executive Group
	FAMS CEO Forums
	FAMS Worker Forums

Women's Legal Clinic

Hunt and Hunt continued to provide their generous pro bono support in delivering the weekly Women's Legal Clinic. The Clinic is held on Thursdays, at TNC between 2.00pm and 5.00pm, and is by appointment only.

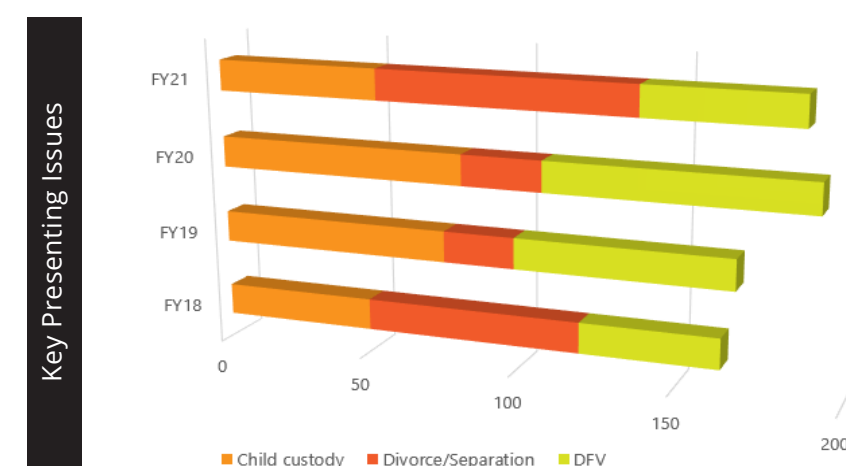
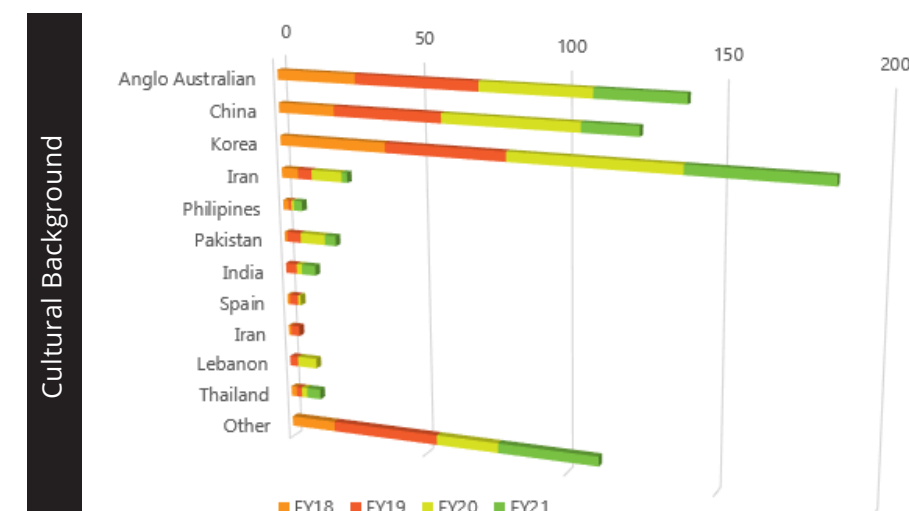
Benjamin Keyworth, Associate at Hunt and Hunt continued to demonstrate understanding, patience, empathy and incredible generosity in supporting 150 women and their families; focusing on areas relating to child custody, divorce, separation, and domestic and family violence issues.

In FY21 there were three key reasons why women were seeking legal support:

- Issues around child custody (54 appointments) – in particular, family law in the Australian context including relationships, children and women's rights and responsibilities.
- Divorce/ separation (84 appointments); what is the process around separating, divorce, child custody, child support and financial separation?
- Domestic and Family Violence (49 appointments); one example was that a client's inlaws live in family home and due to an AVO, husband can't reside there anymore. Can the client remain in the house? Who will continue the rental or mortgage payments? Can the client move out and access bank accounts to cover her own living costs?

The Clinic is well marketed to the community in English, Chinese and Korean languages via social media, community newspapers (print) and word of mouth. Clients are self-referred or referred from other supports they may have been accessing. These supports are often one of TNC's co-located partners.

The Management Committee and staff at TNC wish to express their deep gratitude to Ben and the Partners of Hunt and Hunt Lawyers for their indispensable support.



Our Team Training

TNC encourages staff to engage in their own continuing professional development. Professional development enables TNC team to acquire new knowledge, and maintain and improve their skills in all areas of their practice.

Where relevant, the whole TNC team attends and we often extend the invitation to our co-located partners to join us to share in the learning experience.

This past year the staff attended:

- Coercive Control and Domestic Abuse
- IAR Lunchtime Series: Family Violence and Immigration/ Partner Visas
- Introduction to Vicarious Trauma – Online
- Working with Families in a Complex Environment – online
- Beyond Diversity training
- Integrating housing support for vulnerable families
- Fathers in Focus – Supporting Dads on their Parenting Journey
- Ethical Principles of Online Counselling
- Introduction to Internal Family Systems (IFS) Model
- Writing Effective Case Notes
- Tough Conversations™ in Child Protection
- Adverse Childhood Experience
- First Aid – CPR Recertification
- Professional Wellbeing and Self-Care Workshop
- Family Relationships Counselling – Current and Emerging Diversity Issues
- Couples Therapy: Typical issues when working with Parents
- Writing Effective Case Notes – online
- Family Relationships Counselling
- Speech Pathology and Supporting Children on the Autism Spectrum
- Mindfulness and Meditation for Anxiety, Stress, and Burnout
- Infection Prevention and Control
- COVID-19 Safety at Work



Ryde Hunters Hill Domestic & Family Violence Committee (RHHDVC)

The committee works collectively and proactively to address domestic and family violence issues at the local community level. We are grateful to our member organisations including DCJ, NSW Police, Relationships Australia, Catholic Care, Womens' Domestic Violence Court Advocacy Service (WDVCAS), Centrelink, Ryde Council and the Benevolent Society, Settlement Services International, the Lisa Harnum Foundation, TAFE, Link Wentworth, SGCH, Odyssey House, CMRC, NSW Department of Health, and Women and Children First, as examples.

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).

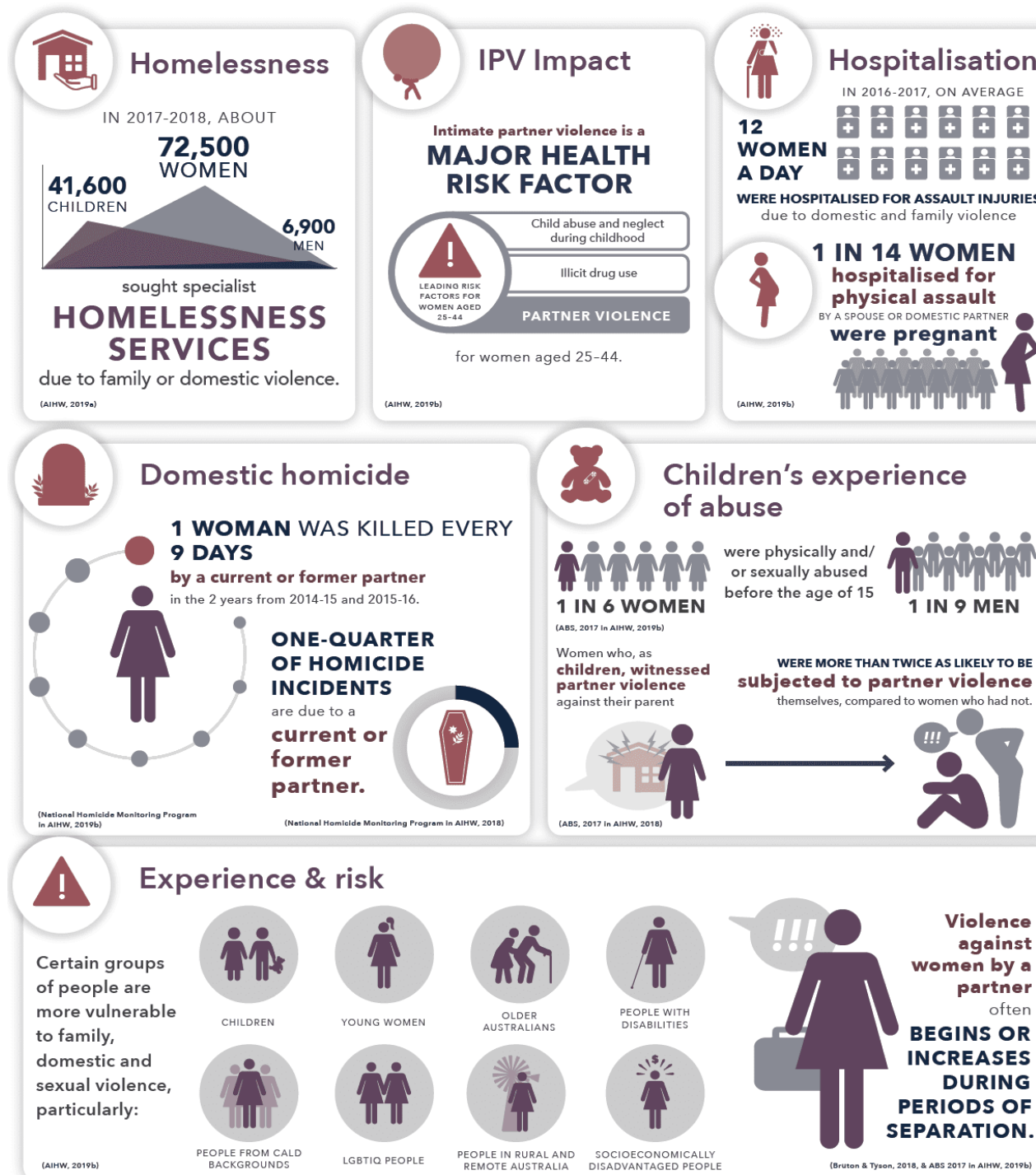
As Chair of the Committee, our role is to coordinate and manage meetings and to ensure that we develop meaningful, relevant, collaborative and action-based projects that align with our purpose.

During FY21, COVID-19 stopped the delivery of some of our planned activities including our Court Visit program and the Make a Stand Against Abuse March in Macquarie Park. However, we continued to deliver a number of community based initiatives with a focus on the production and distribution of a large number of DFV information multi-language packs (English, Chinese, Korean and Farsi).

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

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

Impacts of family, domestic and sexual violence



Source: ANROWS 2019



The Next 12 Months



Launch the SafeT pilot and engage Dr Adam Stebbing, Macquarie University School of Social Sciences, Faculty of Arts to undertake a formal program evaluation.

As we emerge out of COVID-19, support and participate in community events to connect and reestablish our community engagement and celebrations.

Continue to build the capacity of the Sector Executive Group.

Continue to build our workforce capacity in line with the profile of our help seeking clients.

Board renewal and consolidation.



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

- 180 Degree Consulting – Macquarie University
- Australian Chinese Charity Foundation
- Bendigo & Adelaide Bank
- Brendan Kerin
- Bridge Housing
- Burdekin Association
- Catholic Care
- Christian Community Aid
- Community Migrant Research Centre (CMRC)
- Elizabeth Lee
- Father Kevin Bates – Holy Name of Mary Hunters Hill
- Hanho Korean Daily
- Hunt and Hunt Lawyers
- Indonesian Welfare Association
- Integricare Supported Playgroups Northern Sydney
- Ku-ring-gai Neighbourhood Centre
- KYDS
- Link Housing
- Lynne Tripet
- Macquarie University – PACE program
- Mindtalk Counselling
- Mission Australia
- Myer Macquarie Centre
- New Horizons headspace
- North Ryde Community Aid
- Parramatta Mission
- Phoenix House
- Precision Integrity Services
- Publint – Red Cape Hotels
- Relationships Australia
- Ryde District Mums
- Ryde Eastwood Leagues Club
- Save the Children
- St George Community Housing (SGCH)
- Streetwork
- Support the Girls
- Taldumande Youth Services
- The Benevolent Society
- The Salvation Army
- United Way Australia
- Wesley Mission
- West Ryde Neighbourhood Children's Centre
- West Ryde Public School
- Women and Children First (MWWRC)

GOVERNMENT

- City of Ryde Council
- Department of Communities & Justice (DCJ)
- Department of Health
- Eastwood Public School
- Kur-ring-gai Council
- NSW Police
- Primary Health Network
- Ryde Public School
- Ryde Secondary College
- St Ives High School
- Turramurra High School
- West Ryde Public School

SOCIAL WORK PLACEMENT

- Maria Sanchez Garcia, ACAP, Masters Social Work
- Zina Al Bitar, Meadowbank TAFE, Diploma of Community Services





the northern centre
care. connect. grow. our community

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