



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



THE NORTHERN CENTRE ANNUAL REPORT 2022



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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.



Our VALUES



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CLIENT FEEDBACK (verbatim)

[TNC Case Worker] is wise, compassionate and practical. I appreciate her commitment and felt supported and understood. I'm grateful for her insights and advice. Best service received with knowledge and love!

The Northern Centre - Feedback - NSDEIPP

Date 01-12-2021

Name [REDACTED]

1. I was treated with respect. (monthly / exit) Strongly Agree

How? Everyone from Northern Centre I was in contact with was extremely respectful of me, my needs. [REDACTED] was amazing in helping out. She went over and beyond to help me, she is incredible. Much Thanks to her and the team at Northern Center I felt so supported

2. This service was helpful. (monthly / exit) Strongly Agree

Why? [REDACTED] walked me through the process when I wasn't myself and needed someone to walk me through the simple steps. She helped me totally going over and beyond. [REDACTED] is a Legend

3. I know more about how to meet my housing needs since receiving support from this service. Strongly Agree

Why? [REDACTED] helped me in advising how she can help, made resources available to me, many many thanks to her, she's a legend

4. I feel like my housing situation: Has improved

Why? I am looking to settle down next year

The Northern Centre - Feedback - NSDEIPP

Date 09-05-2022

Name [REDACTED]

1. I was treated with respect. (monthly / exit) Strongly Agree

How? [REDACTED] listened to my story carefully and never denied me. And she encouraged me to be independent and leave the current situation always.

2. This service was helpful. (monthly / exit) Strongly Agree

Why? Because of the support I got, I can now move on to divorce process with a lawyer. If I didn't get this start safely plan approved, I probably let myself stay in the living hell.

3. I know more about how to meet my housing needs since receiving support from this service. Strongly Agree

Why? [REDACTED] was very knowledgeable and resourceful to provide me all the information I needed. Sometimes she was more knowledgeable than the link housing staffs about their programs.

4. I feel like my housing situation: Will improve in the near future

Why? Definitely! I will be so much happier and safer in the new housing and I feel this will be the house for me to raise my son from now on. Thank you!

I didn't really expect to get any help or ongoing support when I first contacted the northern centre. I was quite confused by what was happening in my life and uncertain about what to do.

[TNC Case Worker] is brilliant at her job. She knows how to ask the hard questions and when to step back. [TNC Case Worker] is a wonderful listener, she is compassionate and offers sound, practical advice. [TNC Case Worker] is non judgemental, warm, compassionate and sincere. [TNC Case Worker] respects her clients individual needs and makes you feel like a good friend and confidant. She doesn't make you feel like a number. She is very personable, makes you feel at ease and supported. [TNC Case Worker] is kind, courteous and trustworthy. She is also respectful and professional. I didn't realise how damaged my confidence was when I first met [TNC Case Worker]. She has helped me work through everything and make a practical plan for the future, which I couldn't have done on my own. [TNC Case Worker] is like a good friend that you need at the worst time of your life. She is able to put people at ease and encourage them forward but without pressure or judgement. I don't know how she does this for every woman she meets. [TNC Case Worker] is a true professional and an exceptional human being. I am extremely grateful for the help and support I have received from [TNC Case Worker] and The Northern Centre.

OUR BOARD

CHRISTOPHER HELLMUNDT – PRESIDENT

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

GRAHAM LOW – TREASURER

Graham joined The Northern Centre Committee in March 2022. He is a Chartered Accountant who has spent much of his career in the accounting profession and in Financial Services organisations where he held senior roles and led large teams. In more recent times, Graham consulted to the Department of Family and Community Services and the Department of Communities and Justice, where he gained insights into, and developed an understanding of the social services sector.

MARGARET O'HEARN – PUBLIC OFFICER

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 NSLH District, for many years. The opportunity to empower vulnerable families, in navigating resources, overcoming barriers in their parenting journey, is both humbling and inspiring. She enjoys time with her family and friends.

BARRY APELBAUM – VICE PRESIDENT

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 spanning approximately 20 years, particularly in the provision of legal advice through community programs for the disadvantaged. His main role has been to provide family law and criminal law advice to members of the community who ordinarily may not be able to afford a private lawyer. 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. He was the founder of the Women's Legal Clinic at TNC which provides family law advice specifically to women with a focus on domestic violence.

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.

KATE CURNOW WRIGHT

Kate is a Clinical Psychologist working in private practice in Sydney. She first registered as a Psychologist in 2000 while working as a Counsellor with adolescents and adults with drug and alcohol abuse and dependency issues. During her career, Kate has worked in community counselling, with the Ted Noffs Foundation, in organisational psychology with Centrelink and generalist and workplace-related counselling with an Employee Assistance Provider (EAP).

BENJAMIN KEYWORTH

Ben graduated from the University of Technology Sydney with a Bachelor of Laws. He works as a solicitor specialising in family law and previously worked as an Associate and Deputy-Associate with the Federal Circuit and Family Court of Australia. Ben has previously worked with Justice Connect's Self-Representation Service and provided advice through TNC's Women's Legal Clinic. He is currently studying a Masters in Creative Writing and is a published author.

DR ANNE-MARIE MAXWELL

Anne-Marie Maxwell has served on the TNC Management Committee for over 10 years. She recently completed a PhD in Psychology at Macquarie University, focusing on the popular Circle of Security Parenting program, and currently works at the University in a research position. Anne-Marie's background is in early childhood education. She worked with Save the Children Australia as Team Leader of Ryde Community Hub for 12 years. Prior to this, 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, and spending relaxed time with family and friends.

ANYIER YUOL

Driven by social change, diversity, equity and inclusion, Anyier uses her lived experience and expertise to work with leaders in every industry to create meaningful partnerships and improve DEI outcomes by reimagining their organisation's workforces and workplaces. Anyier is the founder and CEO of Anyier Model Management and the Founder and Chair of Miss Sahara, an initiative by LEAD BEYOND EDUCATION, a not-for-profit organisation seeking to break down education barriers and create pathways for stability and empowerment through its leadership and capacity-building programs. Anyier is also the Business Development Executive at Creating Chances Organisation and is currently undertaking her PhD at Western Sydney University.



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.

In 2022 we proudly turned 40 years old! 40 years of serving our community, stakeholders and the sector.

OUR ACHIEVEMENTS IN 2022



SafeT launched in January 2022, achieving our annual KPIs within six months and Macquarie University undertaking the pilot evaluation.



We increased engagement in community events as we emerge out of COVID.



Sector Executive Group (SEG) has grown to include 18 organisations (from the original 8).



We continued contributing to growing sector workforce capacity with appointment of two new Master of Social Work graduates.



Board renewal with the appointment of Graham Low Treasurer, Benjamin Keyworth and Kate Curnow-Wright.





PRESIDENT'S REPORT

It continues to be a privilege to be President of TNC and report on how we have delivered on our mission to grow resilient and thriving communities, how we have lived our values and how we have continued to advocate for our community in FY22.

This year, TNC has supported and strengthened more families and individuals than ever before in times of need through our core programs including our Specialist Homelessness Service and TEI Targeted Early Intervention programs. This year, we are particularly proud of the launch of our SafeT program – safe transition out of domestic and family violence for women and families, a self-funded 12-month pilot program. The SafeT model was developed to address an increasing community need and to address a massive gap in services supporting women and families post crisis. SafeT objective is to break the cycle of returning to the perpetrator.

It has been fantastic to see our values in action through all of The Northern Centre's services, activities and collocated partner services and I extend a big thank you to the TNC team led by CEO Cate Sinclair, who deliver on our vision every day, keeping our clients at the heart of how we work.

A strategic pillar for TNC is our Management Committee renewal strategy with a focus on skills base. During FY22, we welcomed Benjamin Keyworth Solicitor with Family Law experience, Kate Wright Curnow Clinical Psychologist and Graham Low Chartered Accountant. It has been so valuable to have these new perspectives at our table and a big thank you to those members who continued to serve through FY22, Margaret O'Hearn, Anne-Marie Maxwell, Barry Apelbaum, Serena Cheung and Anyier Yuol for their ongoing generosity and counsel.

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

Christopher Hellmundt
President

CEO'S REPORT

Not surprisingly, the TNC team continue to adapt to the new normal where COVID is part of our everyday. The learnings and impact on our capacity to deliver services has been optimised as the TNC team continue delivering services through a client centred lens, finding ways to engage and work with individuals and families, employing a hybrid model of face to face, ZOOM and phone platforms. Our new normal has brought unexpected benefits – the opportunity for both parents to attend a parenting program via ZOOM delivered during an evening or weekend as example, the opportunity for clients to more effectively manage their day-to-day demands while being able to ZOOM into a session and the ability of staff being able to work in a hybrid capacity as they manage their work/life balance.

Thank you to the TNC team for their commitment to individually and collectively work with, and through, all of the challenges that FY22 have brought us. Thank you for continuing to care, connect and grow one another, the sector and our community.

We have completed Year 2 of our 5-year contract with the Department of Communities and Justice (DCJ) Targeted Early Intervention (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. 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.

We are experiencing a constant increase in demand for all services driven by the crunch of the cost of living, rising rents and interest rates, domestic and family violence, poor mental health and a myriad of other issues, and individual and family challenges.

In January 2022, we launched our 12-month pilot program called SafeT – safe transition out of domestic and family violence for women and families. This initiative is our response to bridging the gap in services for women with or without dependents in the post crisis space, as they work to rebuild their lives and those of their families as they emerge out of the trauma of DFV. We continue to advocate for funding for our SafeT pilot and look forward to publishing the Macquarie University evaluation report in November 2022.

We would like to thank our colocated partner organisations for their ongoing commitment to partnering with TNC, with one another and our community. Being able to offer this combination of services alongside the core TNC programs makes help seeking so much easier for our clients.

- Catholic Care Financial Counseling
- Elizabeth Lee Counselling including Victims Services
- EPIC – Empowering Parents in Crisis
- headspace
- Hunt and Hunt Lawyers Women's Legal Clinic
- Odyssey House SMART Recovery program
- Rotary Club of Ryde DCaf
- Wesley Mission ParentsNext
- Monthly JP Clinic delivered by Katherine Millen

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.

The TNC values continue to 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.

We farewelled Alexa Zielinski and thank her for caretaking Anna Waugh's role while she was on parental leave. Anna returned in late May following the birth of her daughter. Sarah Bailey moved to a role with WDVCS and Faye Ryan commenced her sabbatical in late 2021. We welcomed back Kristen Clinch and Eugene Yang left to focus on her young family. It has been a busy period onboarding new grads Katherine Millen, Shreya KC and Rebecca Conlon who have all embraced their positions with open and enquiring minds.

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, courage and opportunity at TNC.

Finally, the success of TNC is our team. I thank everyone for their commitment, professionalism, and genuine care 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 hard to secure funding to extend the SafeT pilot program, deliver our contracted current TNC core services and build new programs and services to meet the needs of our communities.

Cate Sinclair
CEO

TREASURER'S REPORT

TNC has supported the community through family, housing, and parenting services against the continuing backdrop of a pandemic. This is my first year in the role as Treasurer, and I am very impressed with the staff who work with skill, dedication and passion to effectively deliver these programs to the most vulnerable of our community and strive to make a difference.

Stewardship of finances is important as it enables sustainable help to reach those in the local community who need it. Our auditors, RSM Bird Cameron, presented the financial statements for the financial year ending 30 June 2022 to the Management Committee of TNC.

The President and I, on behalf of the Management Committee, have approved these statements. These statements indicate:

- Total income of \$1,380,192 in FY22, which follows \$1,403,642 in FY21
- Expenses of \$1,387,836 in FY22, which follows \$1,193,194 in FY21

A resulting deficit of \$7,644 in FY22.

The balance sheet at the end of the period showed total assets of \$937,166, of which \$786,384 are cash and cash equivalents; reflecting a strong liquidity position.

Total liabilities for the period were \$392,562, and as a result net assets at 30 June 2022 were \$544,604.

The service had two primary sources of income during the period: The Department of Communities and Justice 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 with 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 community

Graham Low
Treasurer



Strong community turnout for launch of SafeT Pilot

There was a strong community turnout recently for the launch of The Northern Centre's SafeT Pilot program.

The Northern Centre is a non-government organisation and registered charity providing support to local families, including the victims of domestic and family violence (DFV).

The SafeT Pilot program - which runs for 12 months, up to December 16 this year - aims to provide support on a confidential basis and break the cycle of an abused woman returning to her partner.

On average an abused woman may leave her partner up to seven or

eight times before she breaks away for good.

The Northern Centre says that if someone suffering from domestic and family violence is going to be able to make a permanent separation, they will need ongoing and consistent support.

The pilot program is available to women with or without dependents who live in the Ryde LGA, Epping, Lane Cove or Chatswood, who have left DFV, are in private or social housing or in the family home and the perpetrator has left the home, requiring support to navigate their way to a life free of violence.

Referrals into SafeT can be via The Northern Centre services, its co-located partners and externally through other services and organisations, SAM, Link Wentworth Housing or CMRC as examples.

For more information call 9334 0111 or visit thenortherncentre.org.au

The 12 month SafeT Pilot program is being funded principally by The Northern Centre,



□ The SafeT Pilot launch was attended by community members including officers from Ryde Police Area Command and, l to r, Bennelong Liberal candidate Simon Kennedy; Bennelong Democratic Alliance candidate, Kynzom Dhongdue; The Northern Centre president, Christopher Hellmundt, The Northern Centre executive officer Cate Sinclair, UAP candidate Rhys Collyer; Ryde Mayor Jordan Lane; Bennelong Labor candidate Jerome Laxale. TWT On-the-Spot PHOTO (A. Stavrinou)

with contributions from The Commonwealth Bank of Australia, The Australian Chinese Foundation, Bendigo Bank, The City of Ryde, Red Cape Hotels, Ryde Rotary and Encore Beauty.

Meanwhile, Encore

Beauty's Mother's Day charity event, which raised much-needed funds for The Northern Centre, has been a success, with nearly \$600 to be contributed to the organisation's coffers.

"Thank you very much to everyone who came to support our Mother's Day Makeover Charity

Event," Encore Beauty co-owner, Maureen and she loved every minute of it."

She said it was also great to have The Northern Centre's executive officer, Cate Sinclair, City of Ryde's Economic Development Coordinator Jan Bouhali and The Weekly Times' Anjie Lal in attendance on the day.

core Beauty co-owner, Maureen and she loved every minute of it."

She said it was also great to have The Northern Centre's executive officer, Cate Sinclair, City of Ryde's Economic Development Coordinator Jan Bouhali and The Weekly Times' Anjie Lal in attendance on the day.



□ Entertainment legend Maria Venuti at Encore Beauty with general manager Shannon Earls during her Mother's Day makeup session

CORE PROGRAMS REPORT

Family Support (TEI) & Housing Support (NSDEIPP)

Looking back, it seems hard to imagine that we spent a large part of FY22 delivering our services from our home offices due to COVID! The resilience of the TNC team continued to amaze me; their ability to tackle the challenges they faced with limited client contact (and notable parent fatigue) and maintain their focus to engage with clients meaningfully. We were all excited to return to the office as the team had not only missed their workplace and their colleagues, but client interactions.

Staff Updates

A big thanks to those team members that left us in FY22 and a warm welcome to those who have joined us! Feedback from both departing and incoming staff includes a common thread referring to the positive TNC culture experienced within our office; not only how we interact with each other but also how we deliver our services and work within the sector.

In October, Sarah our Intake Coordinator left her role with us and returned into her area of interest with Catholic Care. We were pleased to welcome into this role, Kristen. Kristen completed her student placement with us back in 2019 and has returned to us with several years of experience in the youth space.

Faye, who commenced with TNC in 2014, initially as a Housing Case Worker, and then as Family Worker, left us for the beautiful South Coast in December. Thanks to our newfound skills and success in using ZOOM as a platform to engage with parents, Faye continues to deliver Tuning into Kids on a

contract basis. Faye contributed an enormous amount to TNC in both her work with families as well as a colleague with a toolbox of knowledge, skills and experience that she gladly shared!

Katherine joined the Family Support team in her first role as a new graduate from her Counselling studies. Katherine brings empathy and care to her role and has invested a lot of time and effort in navigating this space and translating her knowledge into service delivery. As a JP, we have been able to extend our suite of services to our community in providing a monthly drop-in JP Clinic.

With the launch of SafeT in January 2022, Sue, previously a Housing Case Worker, was seconded into this program as a Case Coordinator, leaving a role available in the Housing Team. Shreya, who had recently completed her BA Social Work, was successful in our recruitment for this position. Being her first role in the sector, Shreya has been focused on understanding systems and services and, with support from our more experienced case workers, has developed skills and knowledge in navigating housing pathways.

Sue moved into our new SafeT program and was joined by another new graduate, Rebecca who brought with her experience from her last placement at a women and children's service.

Anna returned from parental leave, which meant a farewell to Alexa who had managed with efficiency a demanding caseload whilst continuing her Masters.

Targeted Early Intervention Family Support (TEI)

At a glance

- 170 families connected with us for individual support that focused on building their capacity as a parent in order to strengthen their families, counselling, provision of information, advice and referrals.
- Parenting programs on offer (via ZOOM and F2F) included: Bringing Baby Home, 123 Magic (English & Korean), Circle of Security (Mandarin & English), Tuning in to Teens (due to high demand this course was run back to back in partnership with Catholic Care), Tuning in to Kids (English), Bringing up Great Kids (Mandarin) Unfortunately, COVID prevented us from facilitating DRUMBeat in schools and from our larger, one-off parent information workshops.
- 128 families (mums, dads, grandparents, special friends, carers) joined our Supported playgroups, Mini Maxi or Culture Drop. We observed there was a sense of fatigue among our families with children under 5 as parents juggled working from home, learning from home and limited access to childcare. As service providers, we connected with other playgroup providers across Northern Sydney and established an informal Peer Support group. We met via ZOOM each term to discuss challenges and solutions, to re-connecting with families once we returned to F2F playgroups, share resources and ideas. We all agreed that the impact on families due COVID was visible and that we had a collective responsibility to open our doors and be ready and waiting for our families to return as soon as they felt confident to do so.

Our participation in interagencies across Northern Sydney is integral to building and maintaining our networks, keeping us informed about programs and events as well as access to professional development that ensures our service delivery is current and comprehensive.

Northern Sydney District Early Intervention Prevention Program (SHS program)

It was a TNC team effort to ensure that anyone seeking support with their housing matters, received a timely response and allocation to a Case Worker as quickly as possible. As requests for support rolled in at a rapid pace, the Housing team assisted with intakes and committed to managing higher caseloads whilst still maintaining a quality, outcome-focused service. We utilised our relationships with other service providers to access additional supports and triage while Housing Applications were being assessed and clients were waiting for an outcome.

251 people, including families facing evictions and financial strain, senior citizens unable to cover rent increases, people with complex needs who have multiple supports in place, women and their children escaping DFV with a suitcase and school bags, people on a range of visas that exclude them from accessing welfare and other supports, people that don't speak English which means that navigating systems is nearly impossible, received our support with genuine care and empathy.

A sincere thank you to the TNC team – we work well together, we learn well together, we share well together; we care connect grow our community.

On behalf of the team and our clients, I would also like to extend our gratitude to the charities and other organisations that provide financial and practical support to our clients in their moment of need. Your response, and willingness to work with us is truly appreciated

Rowena Stulajter
Programs Manager

SafeT PROGRAM



We are six months into our self-funded 12-month pilot program SafeT – safe transition for women and children out of domestic and family violence (DFV) and we have already achieved our annual KPIs having supported over 60 clients by the end of June 2022.

We have worked so hard to develop and deliver this proactive pilot program in a climate where DFV is increasing in volume and complexity. While there is some place for women's refuges in supporting women and families to flee violence, it cannot be the only solution being offered to traumatized women and families.

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

SafeT provides that support to break the cycle of returning.

We know one of the effects of trauma is that it reduces a person's capacity to think logically and clearly, and to regulate their emotions. The trauma of experiencing DFV impacts the ability and courage to leave the violence, navigate the complicated multiple service sector and engage in decision making in order to envisage a safe future, for themselves and their children free from violence.

Who is a SafeT client? Women with or without dependents who live in the Ryde, Hunters Hill, Epping, Lane Cove, Willoughby, North Sydney, Mosman and Ku-ring-gai LGAs, who have left DFV, are in private or social housing or in the family home and the perpetrator has left the home, requiring support to navigate their way to a life free of violence.

The 12-month SafeT pilot program would not be possible without the support of our Management Committee committing the principle funding for this pilot; and we extend our thanks to the Department of Communities and Justice, Bendigo Bank – Epping branch, The Commonwealth Bank of Australia, 2RRR, The Australian Chinese Charity Foundation, The City of Ryde, Red Cape Hotels, Ryde Rotary, Encore Beauty and the Dowd family for their generous contributions.



The past 6 weeks have been a very meaningful time in my life as I have had a lot of time to reflect on myself.

I went to several clinics to receive counselling and coaching, but I was very frustrated with the situation that did not get better.

I also regretted that it would have been better if I had changed myself earlier and tried to understand my child's behaviour underneath. But I know that the past is irreversible, so I will work hard with a bright future in mind.

See you in 4 weeks with a brighter me.

The Northern Centre - Feedback - Family Support

Date	19-10-2021
Name	[REDACTED]
1. The workers at The Northern Centre listened to me and understood my issues	Strongly Agree
2. I am satisfied with the services I have received from The Northern Centre.	Strongly Agree
3. Since accessing services at The Northern Centre I am better able to deal with issues that I sought help with.	Strongly Agree
Any other comments (what was useful or beneficial, or what could be improved)?	[REDACTED] has been a beacon of hope and a shining light in my challenging environment. I have been revitalised, replenished and encouraged weekly. I have learned new skills on empathy, having difficult communication, setting boundaries, emotional coaching... Above all i had a sounding board to validate my feelings and be heard. I can't thank enough [REDACTED] and the Northern Centre for their invaluable support and being there.

CASE STUDY: Parents for a 14 and 16-year-old contacted TNC to enroll into our Tuning in to Teens parenting program. One of the key reasons the parents were keen to attend this course was wanting to learn new skills and strategies to assist their 14-year-old who had a history of mental health and who had recently refused to engage with her psychologist.

Both parents actively participated in the six-week program and shared that a key learning was they needed to not only focus on the behaviours of their teens but also on their emotions through emotion coaching parenting.

On completion of the course, Mum requested some individual family support to focus on specific concerns for her family, such as communication, teens contributing to the household and wanting to support school engagement. These individual sessions provided a space for her to get emotional support around her parenting, build her confidence and skills. Mum reported that as a result of the support she received she was feeling more connected to her children and felt she understood their needs better.

CASE STUDY: After a Mum came to one of our parenting courses, she linked in with a Mandarin speaking Family Worker for some individual family support. She was seeking further support to learn how to better manage her son's challenging behaviour towards them at home as this behaviour was impacting the mother and her relationship with her partner, and daily family life. She attended regular sessions with the family worker over a period of three months and found that with the support she had received, there was a significant change in her son's behaviour and communication had improved between all members of the family. She was so inspired by the support she received and the impact it had that she enrolled in a university course to become a Life Coach.

CASE STUDY: Single Mother of two teenagers, 12 and 16 years old, the older of whom was struggling with anger, low self-esteem and had recently been engaging in high-risk behaviours. Reported high levels of conflict and arguments within their household leaving her exhausted, depressed, and feeling powerless to create a calm household for her family. Engaged in individual Family Support regularly over a three-month period. During this time she worked with a Family Worker to identify her goals and her family's specific needs, which were to be able to manage her children's emotions and behaviours, have better communication with her teenagers and set healthy boundaries. The Family Worker provided psychoeducation about adolescent developmental stages, training in emotion coaching parenting skills, and assisted Jacqui in setting healthy boundaries and household responsibilities for her children. She was also encouraged by the Family Worker to explore options for self-care and to recognise and appreciate her many strengths and accomplishments. At the conclusion of the Family Support process, she reported that she was now having open, meaningful conversations with her children and felt more confident in managing hers and her teenagers' emotions. She described having more energy and having a calmer household and feeling optimistic that when conflict arises, she has the skills needed to deal with it in a positive manner.

FROM THE INTAKE DESK

In my role as the Intake Coordinator at TNC, it is paramount that our mission and values are delivered through my interactions and experiences with individuals and families.

CARE: Whether you call or stop by the Centre, you are greeted with warmth and an empathetic listening ear. In my role I provide a client focused approach and stand by 'no wrong door'. In some cases, I am the first phone call an individual/family has had the courage to make. This phone call alone, can turn an individual's/family's life or circumstances around, by instilling hope and positivity, praising their resilience to get to this point and by addressing their needs with trauma informed care.

CONNECT: Every individual or family is experiencing different circumstances. We offer a range of services, from supported playgroups to financial counselling, thanks to our strong partnerships and colocated partners working together for our community. Our SafeT Pilot program has become vital to our organisation and there is a growing need for women with or without dependents to be connected with this post crisis program to break the cycle of violence. We connect with local and appropriate services for advice and referral options when TNC may not be suitable to meet their needs. We provide transparent support, knowledge, advice, education, and information with the intent that an individual or family can make informed decisions about the support they access.

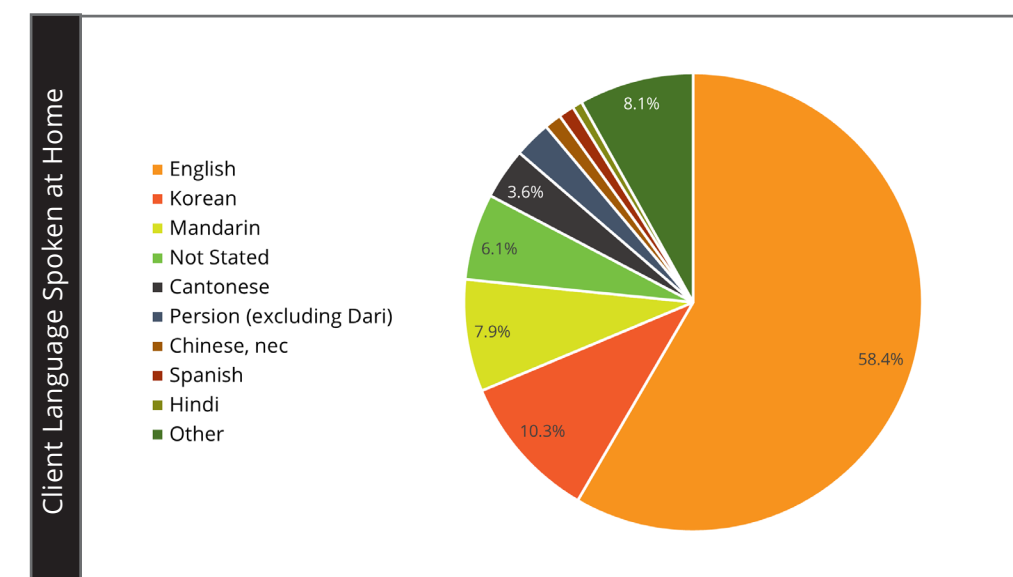
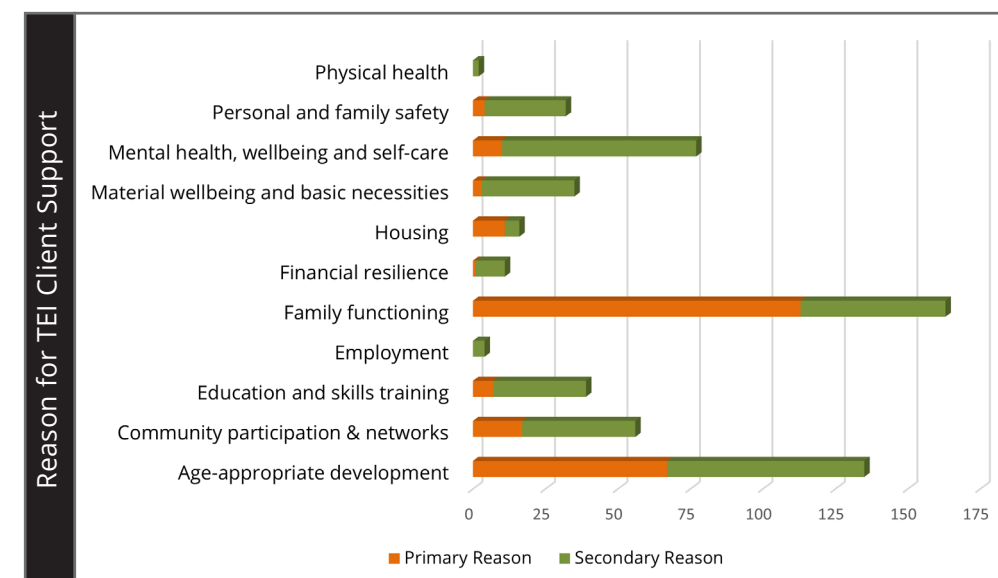
GROW: The world around us is constantly changing. In my role, it is important to me that I participate in regular training and workshops to keep updated with new reforms, programs, current legislation and frameworks. The recent pandemic has encouraged our service to adapt flexible communication through service delivery.

Our community: The LGAs we support are multicultural. We provide services to many culturally and linguistically diverse (CALD) individuals and families. Our practice is culturally appropriate and considerate. We have CALD employees as part of our team and often use TIS National to communicate effectively.

The current rental crisis and property inflation has seen an increase in the number of housing support referrals over the past six months. Families that have had stability and affordable housing for the past decade, are reaching out for support for the first time. It has been a struggle at times for our early intervention and prevention to homelessness Case Workers, to find suitable and affordable accommodation arrangements for individuals/families. Sector resources are limited and there are barriers to referral pathways, such as high demand resulting in longer than usual wait-times.

TNC understands the pressures, hurdles, and stresses that many individuals and families encounter, and it has been a real privilege in my role providing the first point of contact.

Kristen Clinch
Intake Coordinator



OUR TEI 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 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 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, 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

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 Korean

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 and Mandarin

BRINGING BABY HOME

(2 DAY PROGRAM : NEW AND EXPECTING PARENTS)

Developed by renowned relationship and parenting experts, Drs. John and Julie Gottman, the Bringing Baby Home (BBH) workshop is a research-based and research-tested psychoeducational workshop that is dedicated to improving the quality of life for babies and children by strengthening their families. It provides strategies and tools for parents.

Delivered in English

DRUMBEAT

(10 WEEK PROGRAM DELIVERED IN SCHOOLS)

This evidence-based program explores relationship issues and targets a range of recognised risk factors. It does this through 5 core learning strategies, the program helps build resilience by increasing protective factors such as social connection, self-esteem, social skills and emotional control. Game-based learning promotes fun whilst practicing social skills. Students are encouraged to explore their own creativity and develop their own rhythms. This promotes self-efficacy and supports creative problem solving.

Delivered in English

OUR SUPPORTED PLAYGROUPS

Children under the age of five are experiencing a rapid stage of brain and skill development. For optimal development, a stimulating environment is needed in which young children can play and learn. Mini-Maxi and Culture Drop supported playgroups offer babies, toddlers and young children a wide variety of early learning experiences. Mini-Maxi and Culture Drop also give parents, grandparents, and caregivers the opportunity to play and interact with their children and allow time to share their experiences and ideas and support each other. Many long-term friendships begin at our playgroup.

TNC adapted their supported playgroups to work around COVID-19 restrictions. Mini-Maxi and Culture Drop took place online so that children could continue connecting during the lockdown. The session provided routine and structure for the children and their families, with the facilitator continuing to sing their favourite songs using puppets, dance, and story time. The session also provided a place for socially isolated parents to interact with other parents. I continued to regularly check in with families and provided additional assistance where needed.

Key highlights:

- 29 families participated this year in Mini-Maxi
- 28 families participated this year in Cultural Drop
- 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 a culturally safe place for all our families. The families developed their communication and language skills so they could interact more and this led to them becoming more comfortable sharing with the group
- We provided craft activities that could be done at home with no cost or minimal cost and often used recycled materials
- We invited a number of guest speakers, including GP Liaison Nurse NSW Health, NSLHD Oral Health Service, EarlyEd, and the Director of Early Childhood Centre to provide additional information to families.

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 help 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 as well as resources and where to find information.

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 and the family unit overall.

We have assisted many of our families in transitioning to community-based playgroups that allow them to build their own connections within their own communities.

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

Hi teacher!

I received a lot of useful information and help about parenting for 6 weeks of emotional coaching.

Thank you so much for your kind words and for always listening.

I still think that I am a person who lacks a lot and is emotionally deficient, but I believe that I should do my best to become a mother who can listen to and understand my child's feelings.

I will not forget the advice you gave me and I will work hard! (If I need help later, I will contact you. ^_^). I hope that many other families will be reborn as good parents and happy families with your help.

I wish you all the best in everything you do!!

Thank you so much for that, and I'll see you in a month. Thank you.

COMMUNITY AND SECTOR ENGAGEMENT

As the restrictions for COVID lift, we have been able to start getting out and about more this year – connecting with community and the sector.

We attended many events – the Lachlan’s Line Neighbour’s Day, Ryde LAC induction of the new police as they launch into their police officer careers, the Grandstand #saynotoviolence campaign soccer event at Macquarie University, supporting the Ryde Hunters Hill DFV Committee and the Lisa Harnum Foundation Purple Nail Tribe and another Strengthening Partnerships networking event at TNC with our collocated and other sector partners.

It is brilliant to be out and about connecting with the community and the sector and we look forward to a further opening up of events as we move into the new year.



TNC is an active participator in the following sector meetings:

Multicultural Networks	Lower North Shore MC Network
	Hornsby and Ku-ring-gai MC Network
	Ryde Intercultural Network
	Northern Sydney Korean Network
DV Networks	NSLHD CALD Consumer Advisory Group
	Lower North Shore DV Network
	Ryde and Hunters Hill DV Committee
Child Protection Interagency	Hornsby and Ku-ring-gai DV Committee
	Adolescent Interagency Meeting (AIM)
Child & Family Interagency	Ryde and Hunters Hill
	Hornsby and Ku-ring-gai
Youth Interagency	RHH Youth Interagency
Homelessness Networks	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 (SoW)
	TEI Sector Development Forums
	The Sector Executive Group (SEG) - Chair
	FAMS CEO Forums
	FAMS Worker Forums
	WRCC Tenant Meeting

WOMEN'S LEGAL CLINIC

Hunt and Hunt Lawyers continue to provide their generous probono support in delivering our high demand weekly Women's Legal Clinic. The Clinic is held on Wednesdays via phone between 2.00pm – 5.00pm and is by appointment only.

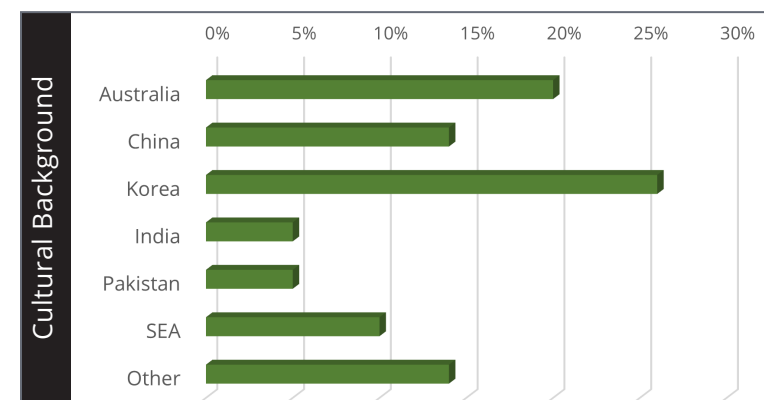
We are so grateful to Benjamin Keyworth, Associate at Hunt and Hunt for his role in leading the Clinic until April 2022 before moving to a new role. His commitment to the Clinic was unwavering. In May we welcomed Kathryn Kearley Partner and Vicki Colmer Ridge Associate Hunt and Hunt who have taken over the reins of the clinic seamlessly. We cannot express enough thanks to Hunt and Hunt and their team for continuing to support vulnerable women seeking advice relating to custody, family and domestic violence, child and spousal support and property issues relating to relationship breakdown.

Their continued understanding, patience, empathy and incredible generosity supported more than 150 women and their families during the period.

During FY22 the re key presenting issues for women to seek support from our weekly clinic were principally related to:

- Domestic and family violence advice 38%
- Divorce/separation advice 34%
- Child custody advice 23%
- Property settlement advice 5%

Our Clinic's multicultural diversity continues to evolve, with the majority of women and families having been born in China, Korea and India. We are grateful to TIS for the translation services that they provide to support engagement and understanding.



The Clinic is well marketed to the community in English, Chinese and Korean languages via social media, our collocated partners, other sector partners and word of mouth.

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

CASE STUDY: A 32-year-old single mother with three children left a women's shelter in south western Sydney (after leaving DFV) to return to Ryde, where she could stay at a friend's place for a short period of time. Case worker strongly advocated with the local housing office to have the client's Start Safely Application approved within a week. With the support from the Case Worker, the client was able to successfully apply for Rental Bond Loan and advance rent. A suitable place was found and quickly approved by the local Community housing provider. The Case Worker referred the client to the local St Vincent de Paul for support in the way of furniture and once again, their team acted quickly to ensure that this family moved into a furnished home. The Case Worker provided support to apply for Victims Services counselling and financial support as well as support to access brokerage that is attached to Start Safely. This additional financial support meant that the client could purchase clothing and other things she needed to set up a new home for herself and her three children.



OUR TEAM TRAINING

TNC encourages staff to engage in their own continuing professional development. Professional development enables the 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:

- DV Alert
- Casenotes and Record Keeping
- School Refusal
- Key Concepts in Talking to Parents about the Hard Stuff for Family Support and Community Workers
- Circle of Security Intensive (Level 2)
- Accidental Counsellor
- DFV Toolkit / Family Aware Practice
- Money Matters
- First Aid
- Stalking in the Cyber Age
- The Power in Understanding Patterns of Coercive Control (webinar)
- Centrelink - Support for Individuals Impacted by DFV (webinar)
- Managing Aggressive and Violent Behaviour
- DV NSW Conference
- DCJ Training - Impacts of Trauma, Loss and Grief on Adults
- Police and DV Information for Community Workers Event
- The Effect of Trauma on the Developing Brain and How to Support Children Towards Healing
- Training Safety Planning with DFV Survivors
- Motivational Interviewing: Helping People Change
- Complex Needs in Homelessness
- Fundamentals of Case Management





RYDE HUNTERS HILL DOMESTIC & FAMILY VIOLENCE COMMITTEE (RHHDVC)

Despite COVID impacting our ability to meet face-to-face and re-establish our on-the-ground annual 16 Days of Activism event Make a Stand, the RHHDVC continue to be energetic and passionate in how we collectively address, drive awareness and increase education and knowledge within the sector and community as we experience an increasing volume of DFV within our geographical footprint.

The RHHDVC work to address domestic and family violence issues at a local community level by working collaboratively within the Ryde and Hunters Hill Local Government areas.

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'. *Source: Lawlinks NSW: DV Interagency Guidelines – Framework for Action p1, 2013.*

Our collective focus areas continue to be to:

1. Identify issues – current and emerging
2. Advocate
3. Organise and support events, White Ribbon and 16 Days of Activism against Gender based Violence as examples
4. Increase community understanding of DFV
5. Information share
6. Contribute to the strategic planning of the committees future
7. Educate one another and the wider community

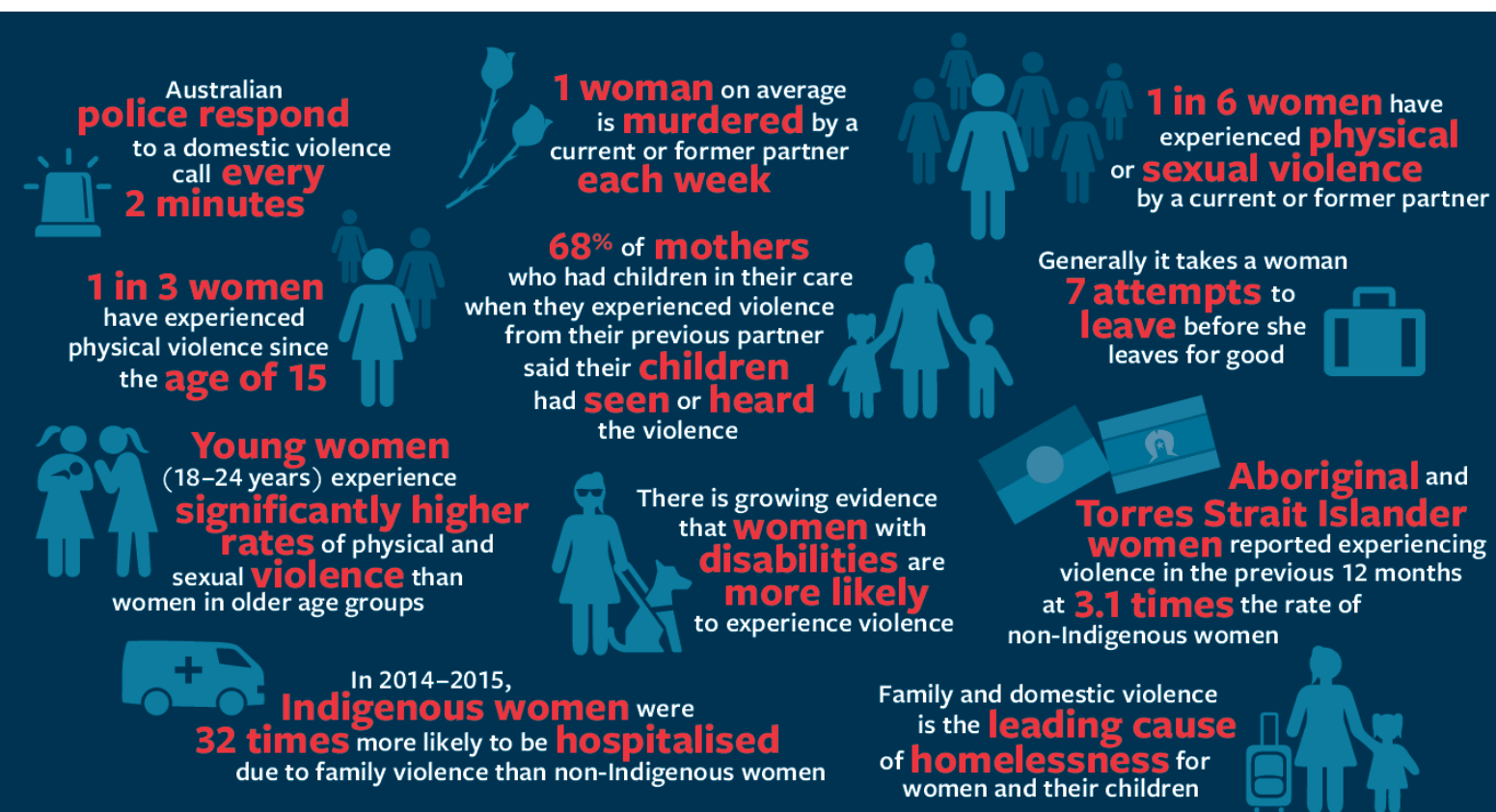
In the role of Chair of the committee, TNC ensures that the collaborative develop meaningful, relevant and action-based projects that are aligned with our strategy and goals.

We continue to be enormously grateful to all of our member organisations including DCJ, NSW Police, Relationships Australia, Catholic Care, Womens' Domestic Violence Court Advocacy Service (WDVCAS), Ryde Council and the Benevolent Society, Settlement Services International, the Lisa Harnum Foundation, NSW Department of Health, Marys' House Services, Services NSW (Centrelink) and Women and Children First.

All organisations who participate in the RHHDVC continue to report increased presentations of DFV as we emerge out of COVID. As a committee we are working to shine a light on these devastating stats in working with local, state and federal departments to address this issue.


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: Salvation Army

THE NEXT 12 MONTHS



SafeT pilot – continued TNC investment into the pilot for a further 12 months while working to secure ongoing Federal and/or State funding.

Complete our ASES (Australian Service Excellence Standards) Accreditation project.

Develop the TNC fee for service Children's Contact Centre model for launch during Q1 and Q2 FY24.

Continue to develop our workforce capacity to work with our increasing CALD profile of clients.

Consolidate our board renewal project.



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

- 2RRR
- Australian Chinese Charity Foundation
- Bendigo & Adelaide Bank
- Bridge Housing
- Burdekin Association
- Catholic Care
- Christian Community Aid
- Commonwealth Bank of Australia
- Community Migrant Research Centre (CMRC)
- Elizabeth Lee
- Empowering Parents in Crisis (EPIC)
- Encore Beauty
- Father Kevin Bates – Holy Name of Mary Hunters Hill
- FB & JE Gill
- Hanho Korean Daily
- Hunt and Hunt Lawyers
- Integricare Supported Playgroups Northern Sydney
- Ku-ring-gai Neighbourhood Centre
- KYDS
- Link Housing
- Lynne Tripet
- Macquarie University – PACE program
- Mary's House Services
- Mirna Tarabay
- Mission Australia
- Myer Macquarie Centre
- New Horizons headspace
- North Ryde Community Aid
- Parramatta Mission
- Phoenix House
- Precision Integrity Services
- Public – Red Cape Hotels
- Relationships Australia
- Ryde District Mums
- Ryde Eastwood Leagues Club
- Ryde Rotary Club
- Save the Children
- St George Community Housing (SGCH)
- Streetwork
- Support the Girls
- Taldumande Youth Services
- The Benevolent Society
- The Dowd Family
- The Salvation Army
- United Way Australia
- Wesley Mission
- West Ryde Neighbourhood Children's Centre
- 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

- Cassie Chivers, Western Sydney University – Master of Social Work (Qualifying 2021)





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