



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

The Northern Centre

2023

**ANNUAL
REPORT**





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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.**



CASE STUDY: Jane connected with TNC by attending one of our adolescent focused parenting programs (Engaging Adolescents) and went on to attend regular individual Family Support sessions.

Jane reported that her 15-year-old daughter struggled with anger issues, school refusal and was socialising with older teens involved in risky, anti-social behaviours, which had led to a complete breakdown in their relationship. She discussed with the Family Worker her concerns for her daughter's safety and for her future if she didn't return to school and shared how sad and disappointed she felt about the fact that all their conversations ended in arguments. She expressed feeling exhausted, powerless and at a loss to know what to do.

Working with a Family Worker helped Jane identify her goals as learning how to reconnect with her daughter, establish some healthy boundaries and know how best to support her daughter to make better choices. The Family Worker provided psychoeducation about adolescent developmental stages, training in emotion coaching parenting skills and how to stay calm during tough conversations. Jane learned communications skills and strategies to help her to connect with her daughter, talk with her about boundaries and consequences. The Family Worker encouraged her to give priority to regular self-care practices and acknowledge and celebrate her strengths and achievements.

After 12 weeks of Family Support Jane's daughter had enrolled in a TAFE course to continue her education and had agreed to stick to some healthy boundaries and household rules. Jane also reported that she enjoyed more open and honest communication with her daughter, and they had shared fun outings and activities together. She expressed feeling confident to deal with issues in a calmer, more effective way and felt reassured that our service is available if she needs further support in the future.

Client Feedback (verbatim)

[TNC Case Worker] was kind, compassionate, efficient and very patient with us. Going down the Housing Pathway is complex, demands a lot of paperwork and detail and we were supported in our application every step of the way!

The Northern Centre - Feedback - NSDEIPP

Date: 02-05-2023

Name: [Redacted]

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

How? The care and compassion I was met with at every occasion, with offered advice and help with what my family and I needed. The support is appreciated as they are always patient and the most friendliest and when you going through a tough time and not having a good day they are very understanding.

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

Why? I was given resources that I can contact to receive other support which I never knew we had or even existed.

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

Why? After my husband unexpectedly got extremely sick had a heart infection, sepsis, pneumonia and kidney failure spending 3 months in hospital in total, paperwork for housing was extremely overwhelming but I was given help every step of the way.

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

The Northern Centre - Feedback - NSDEIPP - Korean

날짜: 10-01-2023

이름: [Redacted]

1. 나는 존중을 바탕으로 한 서비스를 받았다. **매우 동의함**

어떻게? [Redacted] was very kind and personally considerate to me.

2. 본 서비스는 도움이 되었다. **매우 동의함**

이유는? [Redacted] sympathized with my circumstances and my situation and understood my environment very well. And [Redacted] put my mind on my side and [Redacted] wanted to do her best to solve my needs. [Redacted] was my angel. I will never forget.

3. 본 서비스의 지원으로 나의 현 상황에 맞는 주거지를 어떻게 찾아야 할지 더 잘 알게 되었다. **매우 동의함**

이유는? I need to find The Northern Centre, explain my situation and circumstances well, and meet a great and competent Case Worker like [Redacted].

4. 본 서비스를 받은 이후로 나의 주거 상황은 개선되었다. **매우 동의함**

이유는? The quality of my life has improved and my dignity has increased because I can live in a house with good conditions at a very low rent.

I'd like to thank in my life, which was really hard and hopeless, I was able to stand up with hope in my life with your warm and kind helps. I really appreciate your helps.

Thank you again for helping me passionately even though you must be busy. I returned to work at already and I am studying for aged course. I hope I can't manage all my works.

I will wait for the interview you told me in October after the treatment program at Royal North Shore Hospital ending September.

I hope you are always be happy and healthy.

Our Board

CHRISTOPHER HELLMUNDT – PRESIDENT

Chris is a General Manager Payments Performance at the Commonwealth Bank, where he has worked in various operations and transformation roles for the past seven 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 our President since 2015. He enjoys travelling to new places, spending time at the beach and walks 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.

DANIEL BOFINGER – VICE PRESIDENT

Daniel Bofinger is currently Director of Enterprise Risk at Colonial First State. He has previously held roles across the Commonwealth Bank and Colonial First State in strategy, customer advocacy, and risk. He was Treasurer of Camp Kedron, a not-for-profit organisation supporting children, from April 2015 to February 2017. He first joined the TNC board in June 2016. He holds a Bachelor of Applied Finance from Macquarie University, and Advanced Diploma of Financial Planning.

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 and overcoming barriers in their parenting journey is both humbling and inspiring. Margaret enjoys time with her family, her wonderful grandchildren and friends in the outdoors together.

SERENA CHEUNG – SECRETARY

Serena has worked in the ageing/ disability fields for over 30 years as a Social Worker, as a government officer and in the NDIS (National Disability Insurance Scheme). She has also worked in the NGO sector as both a Community Worker and Family Worker and has a strong interest in multicultural affairs. 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. Serena is married with two children, attends the Macquarie Anglican Church where she is involved with tutoring English for people where English is an additional language. Serena enjoys walking, reading and helps coordinate meetings of the Jubilee Club.

KATE 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 The Northern Centre's Legal Clinic. He is currently studying a Masters in Creative Writing and is a published author.

DR ANNE-MARIE MAXWELL

Anne-Marie currently works as Research Manager for Tresillian Family Care Centres and has served on the TNC Management Committee for over 10 years. 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.

ANYIER YUOL

Anyier embodies the essence of an inspiring entrepreneur passionately dedicated to driving social change. Her unwavering commitment revolves around advocating for human rights, particularly in refugee support, gender equity, cultural diversity, and harnessing the power of sports for social development.

At the forefront of her endeavours, Anyier serves as the visionary founder and President of Lead Beyond Education, a not-for-profit charitable organisation with a resolute mission: to forge pathways and create opportunities that empower young women from culturally and racially marginalised backgrounds. In addition to her leadership at Lead Beyond Education, she has made her mark as the founder and CEO of Anyier Model Management. Furthermore, Anyier imparts her wisdom and expertise as a Diversity and Inclusion Facilitator at the University of New South Wales.

Her commitment to learning and growth is evident as she simultaneously pursues her doctoral studies at Western Sydney University.



About Us

The Northern Centre (TNC), 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 late 2022 we proudly turned 40 years old! 40 years of serving our community, stakeholders and the sector.

Our Achievements in 2023



SafeT pilot extended a further 12 months, ending December 2023. Macquarie University Interim Report published demonstrating impressive client outcomes against all pillars of the NSW Human Services Outcomes framework, and ongoing advocacy at all levels of government (Incumbent and Shadow Ministers).



ASES project completed as required by the SHS funding (Mission Australia sub-contract).



Children's Contact Centre service being delivered out of TNC by Interrelate commencing February 2024.



Our CALD workforce grew from 34% to over 50% during the year to help in meeting client and community need and demonstrating our commitment to the development of the sector workforce capacity.



Our Board renewal project is now complete with robust governance practices embedded into the organisation.



President's Report

Thank you for supporting the work of TNC this year as we help to grow resilient and thriving communities. We continue to receive fantastic support from our community, whether it be from our funding partners, donations, or via our volunteers; which enables us to deliver best practice care and solutions to our clients and wider community.

It has been another huge year as we celebrated our 40th Anniversary, commencing as Ryde Family Support Services in 1982 and rebranding to The Northern Centre in November 2016. We were delighted to welcome Marion Gledhill as a special guest at our 40th Anniversary celebration. Marion was a trailblazer who established our service 40 years ago, identifying that Mums and families needed a little more support in building healthy and resilient families. We are so proud to continue her work in this incredibly important space, while adding support to people at risk of homelessness, and supporting women and children to break the cycle of returning to domestic, family and sexual violence through our SafeT pilot.

We continue to see consistent and significant demand for our core services. Our SafeT pilot which launched in January 2022 continues to bridge a massive gap in domestic, family and sexual violence funded wrap around case management services in the Northern District of Sydney. Our SafeT pilot works to break the cycle of returning to violence for women and children. Based on this success, the Management Committee have committed to a further 12 months of funding, taking this pilot investment to 24 months.

Working with Macquarie University, we have clearly demonstrated the pilot's success against all pillars of the NSW Human Services Framework, and we will continue to work with Macquarie University to evaluate SafeT as we strive to secure future funding for this important service.

Our commitment to our strong values informs our day-to-day, all of TNC's services and activities, and those of our collocated partner services. I extend a big thank you to the TNC team, led by our CEO Cate Sinclair, who deliver on our vision every day; keeping our clients at the heart of all the work that we do.

A big thank you to my fellow Management Committee members: Daniel Bofinger, Margaret O'Hearn, Anne Marie Maxwell, Benjamin Keyworth, Graham Low, Kate Wright, Serena Cheung and Anyier Yuol for their ongoing generosity in sharing their time, expertise and insight, to ensure our organisation has effective and good governance. Our recent ASES accreditation achievement was a significant milestone in evidencing that good governance.

Finally, a big thank you again to all our partner organisations, funders and stakeholders 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

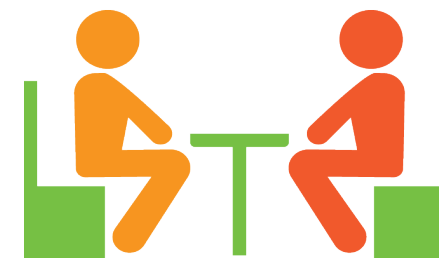
954 enquiries for support*



288 parents/ carers/kids attended our support playgroups*



1,533 (KPI 500) occasions of service delivered by collocated partners*



\$27,228 brokerage provided to assist in establishing tenancies / food vouchers / Opal cards#



1,562 (KPI 400) information/advice/referrals provided to community*

2,000+ hours of case work support to people at risk of homelessness~



20+ different languages spoken by clients seeking housing support~



CEO's Report

Our resilience, tenacity, creativity and flexibility continues to be tested and I am so grateful to the whole Northern Centre team and their ability to individually and collectively work with and through all of the challenges and opportunities that FY23 had brought us. Thank you for continuing to care, connect and grow one another and our community.

It has been a busy year! During FY23 we celebrated our 40th Birthday. 40 years of supporting the growth of resilient and thriving communities with a focus on individual and family systems, early intervention homelessness, and domestic, family and sexual violence supports.

We commenced our ASES (Australian Service Excellence Standards) Accreditation journey as required by our SHS funding. This project provides us with the great opportunity to ensure that we are operating in a culture of quality and continuous improvement in our service delivery, our operations, and our overall governance.

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

- Hunt & Hunt Lawyers Women's Legal Clinic
- Catholic Care Financial Counseling
- Elizabeth Lee Counselling – Victims Services

- headspace New Horizons
- Odyssey House SMART Recovery program
- Wesley Mission ParentsNext
- Justice of the Peace clinic
- Catholic Care Back on Track program
- EPIC – Empowering Parents in Crisis
- D'café – Rotary Club of Ryde

Our values continue to underpin the work that we do - care, connect and grow. We are committed to providing the best, evidence-based 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, within the sector and within community.

FY23 was a stable period in terms of HR where we welcomed Omnia Emam and Marcela Garcia. We farewelled the wonderful Jania Nouri after 10 years of service and wish her so much luck as she transitions into her new role as an independent Counsellor.

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 Board Committee for their continued support in creating a culture and environment of humility, proactivity and opportunity at The Northern Centre.

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.

Cate Sinclair
CEO





Treasurer's Report

TNC continues to provide vital support to the community through family, housing, and parenting services. The staff at TNC work with skill, dedication and passion to effectively deliver these services to the most vulnerable of our community members and strive to make a difference.

Stewardship of finances is important as it enables TNC to provide sustainable help to those in the local community who need it. Our auditors, RSM Bird Cameron, presented the financial statements for the financial year ending 30 June 2023 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 \$1,621,342 in FY23 which follows \$1,380,192 in FY22.
- Expenses of \$1,568,699 in FY23 which follows \$1,387,836 in FY22.
- A resulting surplus of \$52,643 which follows a deficit of \$7,644 in FY22.
- The balance sheet at the end of the period shows total assets of \$822,236, of which \$679,786 was cash and cash equivalents. This reflects a strong liquidity position.
- Total liabilities at the end of the period were \$224,989, and as a result net assets at 30 June 2023 were \$597,247.

TNC had two primary sources of income during the period: The Department of Communities and Justice for Family Services TEI; 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 against all key performance indicators.

TNC's strong financial position has enabled the organisation to continue to largely fund and provide the SafeT Pilot program throughout 2023, which provides critical support to victims of domestic family violence.

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

Program Manager Report

I am proud to reflect on the efforts of the TNC team to deliver Intake, TEI Family Support, Early Intervention to Homelessness case work support, and SafeT case coordination support, throughout FY23. The team provided support that aligns with our values of respect, integrity, innovation, collaboration and generosity, to ensure any person reaching out for support feels welcomed, supported and valued.

Both formal and informal feedback from clients across TNC services reflects the positive experience a client had throughout their support period and in most cases, the client reported that they achieved their goals.

The increase in demand for support across TNC has highlighted the need for a personal and organisational commitment to workplace wellbeing. Peer support is encouraged, ad hoc conversations to debrief happens regularly across our programs and brings a depth to support colleague to colleague, support and acknowledgment from Management and the Board is appreciated, along with other measures in place.

During FY23, we farewelled Jania after 10 years in her role as Case Worker. Jania completed her studies to follow a career path in counselling. Jania has been a valuable staff member who contributed an enormous amount of knowledge, skills and experience to TNC. We appreciated her return to TNC for a couple of months to assist with the high volume of requests for housing support.

Further staffing updates:

- Welcome to Marcela who stepped into a Housing Case Worker role.

- Kristen headed off on maternity leave and we welcomed Omnia to the Intake chair.
- While Amy was on extended leave, we supported Jamie and Heidi to facilitate Mini Maxi Supported Playgroups on Wednesdays and Fridays.
- We welcomed Sarah into the TEI Team Leader role that she will balance with her existing Family Support role. We are excited about the time Sarah will devote to analysing our TEI data and sharing with us the stories that it tells.
- Cassie, Ally and Lisa, Social Work students at Western Sydney University have completed their placements with us. Hosting students is a TNC team effort which allows students to be exposed to all our range of services and supports, learn from experienced and knowledge workers and gain an understanding how a NFP runs. We wish them all the best as they embark on their careers in this sector.

I warmly thank each member of the TNC team for your contribution in assisting those most vulnerable in our community to find secure and sustainable housing, work towards being the best parent/carer they can be and to navigate a life free of DFSV. Our teams delivering direct service support couldn't achieve the outcomes they do without the contribution from our Intake Coordinator, Omnia, Reception & Administration Coordinator Cass & Heidi, childcare casual worker Jaimie and our collocated partners.

I look forward to continuing my support and working alongside you in the coming year.

Rowena Stulajter
Programs Manager

Program Highlights

Northern Sydney District Early Intervention Prevention Program (SHS program)

Total number of clients assisted throughout FY23; 255 – this is 18% over our contracted KPI of 216.

Throughout FY23, TNC has observed the challenges that many of our community have had in finding and securing affordable house. Rising rents alongside low vacancy rates and a general increase in the cost of living have intensified day to day stress experienced throughout households. The impact of this stress on people stretches across daily life with many households unable to meet basic living costs.

TNC's Housing team (Anna, Shreya, Marcela and Jania) have supported clients facing a number of these vulnerabilities that are impacting on a person's ability to maintain safe, affordable and sustainable housing. Our caseworkers focus on meeting individual needs that extend beyond housing and may include referrals and support to connect with services to support health & wellbeing, financial literacy, employment, education. The team also focus much of their work on outcomes that matter most to a person's long-term wellbeing and in the current climate this is no easy task.

During FY23, the team spent close to 2,000 hours providing early intervention support to people who were at risk of being homeless.

The team must remain flexible in how they provide support, maintain and grow relationships with key sector stakeholders that may support and/ or influence outcomes and remain hopeful for clients.

Family Support (TEI)

What is Targeted Earlier Intervention (TEI) program?

"Effective prevention and early intervention is possibly the most promising strategy for

changing the trajectories of children." DCJ

TNC has now delivered TEI Family support services for three years and we are collecting quality data that supports the purpose of TEI and informs our response to community need. Our Program Logic (a framework we use to assess our community, evaluate our program activities and link these with client outcomes) was reviewed this year and not only was this an opportunity to reassess our target groups using new census data, but also consider how family's needs and reasons for seeking support have changed due to societal stressors and how that informs how we deliver services. For example, ensuring our Family Workers feel equipped with knowledge and resources to meet the growing number of parents seeking support to manage an ADHD diagnosis within their family.

Parents and carers are seeking parenting support for a range of reasons including school refusal, sibling conflict, behavioural and mental health diagnosis, family breakdown, problematic device usage, strengthening parent-child relationships, developing skills for their parenting toolbox. Parents are keen to engage with this kind of support early to avoid escalation and conflict within their family.

The team have noted that there has been an increase in demand for case work to navigate other areas in a parent's life that is adding to their daily stress. For example, assistance to access correct payments through Centrelink, support to connect with services such as IARC and NDIS- this more practical support can reduce the level of stress and worrying for parents and carers.

Feedback collected from families accessing family support, tells us that the way TNC delivers TEI, they are feeling listened to, that their issues have been understood, and that as a result of accessing family support they are better able to deal with the issues they sought help for.

Family Support (TEI) Report

TEI Family Support is designed to be a proactive approach that provides timely, personalised support focusing on the unique needs of a family. The key advantage of this approach is that it focuses on preventative measures to reduce the instances of concerns escalating. We at TNC aim to be inclusive and to reduce the stigma around help seeking and this starts at Intake. Further to this, TNC is dedicated to partnership and collaboration to ensure that families are receiving comprehensive and coordinated support.

TNC delivers Service Option 2 – Community Centres and Option 4 – Targeted Support.

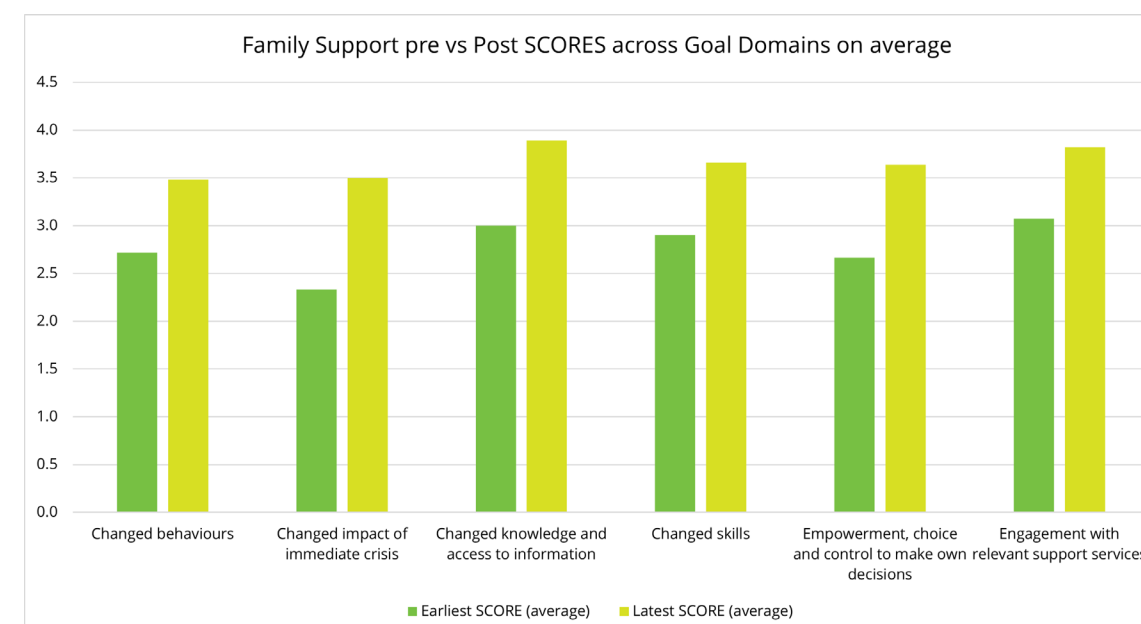
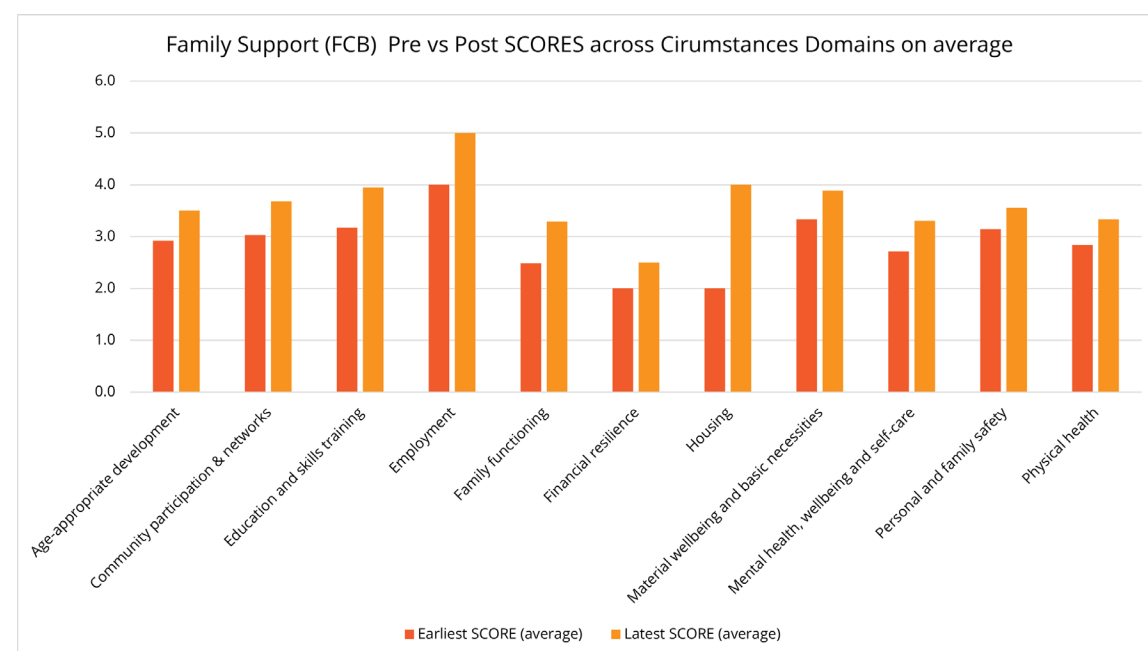
Option 2 – Community Centres

TNC's collocated model continues to thrive. Collocation offers benefits particularly to clients who need to access more than one service, who have complex needs, and for transitions between services'. (Department of Education, 2015).

This model also allows for more streamlined referral pathways that increase care and communication for clients between different providers. In FY23 we recorded the provision of 1,533 referral pathways via targeted support services and informal activities to co-located partners who provided services such as Financial Counselling and advice through our Women's Legal Clinic.

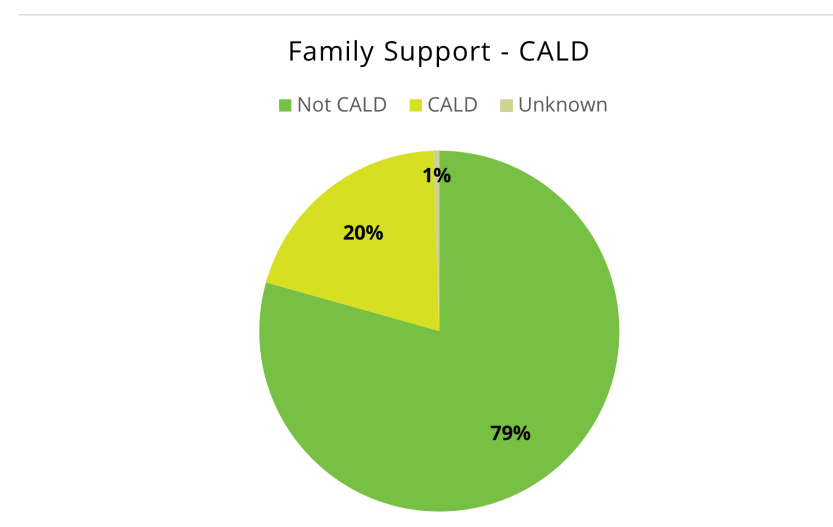
Option 4 – Targeted Support

Throughout FY23 the Family Workers connected with 184 individuals for family support, where individual circumstances and needs were addressed, through case work, counselling, education/information and referrals. Measures are taken pre and post the support period to capture insight into a range of different life Circumstances and Goal domains. Data collected indicates that on average, families that engaged in individual family support had positive increases in these domains, after receiving support.



20% of individuals that accessed individual family support were from a Culturally and Linguistically Diverse (CALD) background (see graph below). The demographics of TNC's funded LGA's indicate a multicultural population. It is integral that TNC fosters inclusivity and provides accessibility, through the use of Translating and Interpreting Service (TIS), website and service information in other languages, cultural awareness training of staff, bilingual staff members, offering programs in Languages Other than English (LOTE) and importantly, providing culturally safe spaces.

Complementing individual support is our range of Parenting and Education and Skills programs that are on offer throughout the year. From a CFCA Paper #62, (<https://tinyurl.com/yetzdw8f>), programs appear to be effective through a range of delivery formats including individual or group, in-home or community-based, so our programs are delivered via Zoom, face-to-face, and delivered during school hours or in the evening; often with child care and in other languages, to remove any barriers to attending.



Family Support (TEI) Report (cont.)

Consideration when planning TEI Programs to meet community need:

- There continues to be a demand for online options as well as daytime/ evening options.
- TNC carefully plans the annual parenting program calendar to ensure we offer a wide range to meet all the needs. Where possible, TNC makes efforts to coordinate programs on offer with other services. Feedback from parents/ carers reflects that the provision of childcare is a key factor to attendance.
- TNC ensures that, in most cases, there are two facilitators delivering the program.
- TNC Facilitators are flexible in the delivery of a program to meet the needs and the cultural sensitivities in the room.
- Facilitators contact parents/carers who have registered their interest to understand the interest to attend and screen for suitability.

If a parent/carer is not suitable for a group setting (or the program is not available), they can attend the program in a one-on-one setting.

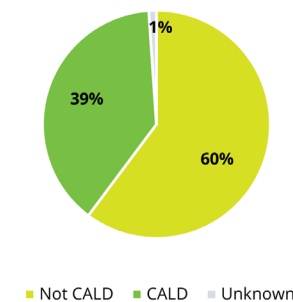
- TNC engages external, accredited facilitators when required.
- Term Calendar is shared across social media, Child & Family Health, Schools, Interagencies and TNC's website.

TNC employs accredited Facilitators to deliver the following programs: Circle of Security (English & Mandarin), Bringing Baby Home (external facilitators), Tuning in to Kids (English and Korean) Bringing up Great Kids (English & Mandarin) and Tuning in to Teens.

We were pleased to add to our suite of programs Engaging Adolescents in FY23. Over three sessions, Engaging Adolescents aims to support parents/carers of adolescents around having tough conversations with their teen.

The following graph supports TNC's commitment to delivering programs in different community languages.

Attendance at Parenting Programs by CALD Status



To ensure we are providing the support that families need and, to meet the needs of our stakeholders, such as schools, we aim to be flexible and responsive in our work. As an example, information collected at intake reflected that there was an increase of requests for support from families and referrers, to address a growing need for support to manage a child's anxiety/worry. Parents/carers reported different reasons for why they felt their child seemed more anxious, including disruptions to schooling and reduced social interactions related to the pandemic and the reduced confidence in socialising.

TNC identified that the Cool Kids Program could meet this need and we committed to supporting one of our Senior Family Workers to complete the training in order to deliver this program in a community setting. Our aim was to build TNC's capacity to support children and their parents/carers where anxiety/worry was beginning to impact on the child or family's everyday life. Providing a Cool Kids program at TNC not only meets the need in the community but also fits TNC's Targeted Early Intervention model. Cool Kids is a 10-week structured program working with children/youth experiencing anxiety. Cool Kids teaches children/youth and their parents/carers how to better manage anxiety and is based on Cognitive Behavioural Therapy (CBT).

To ensure we received relevant referrals, TNC focused their referral channels via the executive staff/wellbeing teams or Counsellors at a school, relevant community services and health services (such as CYMHS).

We saw the return to outreach in schools delivering the **DRUMBEAT®** program to 40 students attending St Charles Catholic Primary School, Meadowbank Public School and Corpus Christi Catholic Primary School, St Ives. DRUMBEAT® is an acronym for Discovering Relationships Using Music, Beliefs, Emotions, Attitudes, and Thoughts. The DRUMBEAT® Program is a drumming program. Each session has a focus on different themes such as relationships, identity, values, dealing with emotions, peer pressure, communication, and teamwork. It uses game-based learning with Djembe drums.

Our Family Workers enjoy the chance to share their expertise through talks to school communities where they can provide both parents and school staff, education around brain development and emotion coaching and then hold an interactive Q&A session with the parents. Thank you to the St Therese's school community for organising such an opportunity.

Supported playgroups continue to bring a real sense of joy and happiness to TNC. Mini Maxi and Culture Drop saw 280 parent/ carers/ grandparents and children join the groups over the year. Mini Maxi and Culture Drop aim to strengthen the parent/ carer/ grandparent-child relationship, to provide them and their children the opportunity to socialise, to improve children's early learning potential, and to enhance parental wellbeing.

On average, parents and carers that attended Mini Maxi and Culture Drop, reported a satisfaction score of 4.7/ 5.

Sarah Henebery
TEI Team Leader

Cool Kids Case Studies

Case Study 1

- Family reported that there was a reduction in how fears and worries interfered with their child in everyday life
- Parents report reduced impact on everyday life for their child and themselves from a score of 24 to 16
- Child reported a reduction from 12 to 7

Case Study 2

- Parent 1 reported reduced Score on impact on everyday life from 36 to 22
- Parent 2 from 37 to 31
- Child's self-report was not completed in a way that could be scored both at the start and finish of the program

Case Study 3

- Another parent reported some areas reduced and others increased. This could be due to many variants – child awareness of feelings over the 10-week period may have increased how they rate their experience
- Family also reported overall improvement in their family situation

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.

Parenting Programs

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. Program was delivered in the Centre and online.

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. Program was delivered in the Centre and Online (evening).

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. Program delivered in the Centre and online.

Delivered in English

COOL KIDS

(10 WEEK PROGRAM : UNDER 12 YEAR OLDS)

Cool Kids is a new addition to TNC's parenting programs in FY23. Cool Kids is a structured group program that teaches children and their parents/carers how to better manage a child's anxiety. The program is based on Cognitive Behavior Therapy (CBT), where parents/carers and children participate. The program focusses on learning about anxiety, learning to think realistically, facing fears using exposure strategies and learning coping skills such as problem solving, relaxation and social skills. The Cool Kids program was developed by Macquarie University, over the past 25 years, it has undergone continual scientific evaluations. Research highlights that Cool Kids participants report better school attendance, greater overall confidence, an increased number of friends and greater involvement in extra-curricular activities. A great decrease in worry, shyness, fear and family distress.

Education Skills and Training Programs

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 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. The two-day workshop focuses on helping parents do things like: better understand child development; create co-parenting; strategies with your partner; improve ways you and your partner communicate, connect and compromise; and recognise signs of post-partum mood disorders and gain awareness of treatment options.

Education Skills and Training Programs (cont.)

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.

ENGAGING ADOLESCENTS

(3 WEEK PROGRAM)

Engaging Adolescents is a new addition to TNC's Education and Skills programs. It provides parents/carers with practical tips to prepare for tough conversations with young people. Engaging Adolescents teaches parents/carers strategies to maintain open communication and build a relationship with their teenager while fostering safe independence. Parents/carers will learn to better understand adolescents' development and needs and explore what are reasonable expectations to hold. The program works towards giving parents/carers a renewed sense of confidence about the role they can play in their teenagers' lives. Program was run online in the evening.

DADS N BUBS PLAYGROUP

(8 WEEK PROGRAM)

DadsNbubs playgroup provides opportunities for Dads/carers and their children (0 – 5 years old) to explore the importance of play, build on their parenting skills and enable Dads/carers to expand and develop their social networks with one another. This program was funded by City of Ryde grants program, it complements the suite of parenting and skills and education programs that run across the Centre supporting fathers/father figures participation in caregiving. Program was run on Saturday mornings at the Centre.

"Thank YOU ! We couldn't have wished for a better person to lead our playgroup.

Thank you for all the precious tips, Ella and I miss you and she often talks about you.

She named a little character toy after you, who doesn't talk but sings all the time instead. We hope that our path will cross again, all the best. "

Our Supported Playgroups

TNC successfully facilitated another year of the Mini-Maxi and the Culture Drop Supported Playgroups. We have fostered stronger parent-child bonds built on trust and communication as well as nurturing confidence in parents to interact with each other at playgroups. In doing so, our program has effectively empowered vulnerable, often culturally and linguistically diverse families, to become more active and connected members of their local communities.

Throughout the year, 104 families participated in our supported playgroups. One of the goals of our supported playgroups is to provide community connections and for parents to build their own support network. Our group morning teas create a safe and supportive environment for just this! Parents find themselves having to step out of their comfort zones and socialise with each other.

Access to support for those who identify with a disability is something that is integral to the TNC value of Respect. Responding to diverse needs supports parents to engage with support services. Our data reflects that over the past financial year, those who identified as having a disability attended more playgroup sessions on average. This data may demonstrate that parents feel welcomed in the Centre with their child, and feel their child's individual needs are catered for.

Participant feedback was overwhelmingly positive, with parents reporting significantly improved communication with their children and testimonials of high confidence in integrating into their local communities. The high attendance rates demonstrates that clients feel welcomed, understood and supported. Feedback provided continues to inspire and motivate us to further improve our program and continue to make a meaningful impact on the lives of vulnerable families.

I would like to extend my heartfelt gratitude to Heidi and Jaimie, our dedicated childcare staff, the generous guest speakers and most importantly the families who entrust us with their wellbeing and support.

We are tremendously excited for another year of bringing together diverse families to build strong connections and nurture enduring confidence within individuals.

Amy Joo

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

Co-Facilitator Heidi Huggett Community Development Worker observations

Overseeing playgroups over the course of 6 months has given great insight into the behavior of children and their families.

I observed the positive changes for both children and their parents/carers throughout the term.

Several children grew more confident as the weeks went on. They began to slowly become more extroverted; this was evident by more and more participation during song and dance and interaction with other children. I noticed some children become more comfortable with being away from their caretakers and playing independently.

Moreover, I noticed a positive change in the parents/carers. The first week of playgroup is normally quite awkward between the mothers however, within 2 weeks they were all sitting in groups and chatting, often sharing advice. I could see the comfort this brought to some mums who may have felt unsure about their children's habits, physical and emotional development.

SafeT Program

In the absence of Staying Home, Leaving Violence funding in the district, our pilot continues to demonstrate and deliver outstanding outcomes and overachievement of KPIs. There is a clear demand for this program in the district and bravo to TNC Board for their commitment to funding a further 12 months of the proactive initiative.

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, family and sexual violence is going to be able to make a permanent separation away from crisis, they will need ongoing and consistent support.*

And 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?

A woman, with or without dependents, who lives in the Ryde, Hunters Hill, Epping, Lane Cove, Willoughby, North Sydney, Mosman and Ku-Ring-Gai LGA's, who has left domestic, family and sexual violence (DFSV), is in private or social housing or in the family home and the perpetrator has left the home, who requires ongoing and consistance support to break the cycle of returning to violence.

Our KPIs for the period of January 2022

(launch) to June 2023 were 90 clients. During this period, our team of 2 case coordinators worked with 212 clients – an over delivery of 135%.

The team continue to work so hard in developing and delivering this proactive pilot program in a climate where DFV is increasing in volume and complexity; and 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 traumatised women and families. We have met with the relevant Ministers and peak body DV NSW and asked them to consider commissioning a range of approaches and models to work with women and children escaping violence. A state based; one size approach does not and can not fit all. A Core and Cluster approach is not suitable for every woman seeking to break the cycle of returning.

Our SafeT pilot would not be possible without the support of our Board 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.

*Source: wcdvs.org.au

**Source: <https://fortelabs.co/blog/the-body-keeps-the-score-summary/>



THE IMPACT OF SAFE-T: Safe transition out of DFV for women and families PILOT program

Domestic and Family Violence in Australia*

1 in 6 (17% or 1.6 million) Australian women have been victims of domestic or sexual violence.

3 in 5 (almost 60%) single mothers with children aged under 18 years have been victims of domestic or sexual violence.

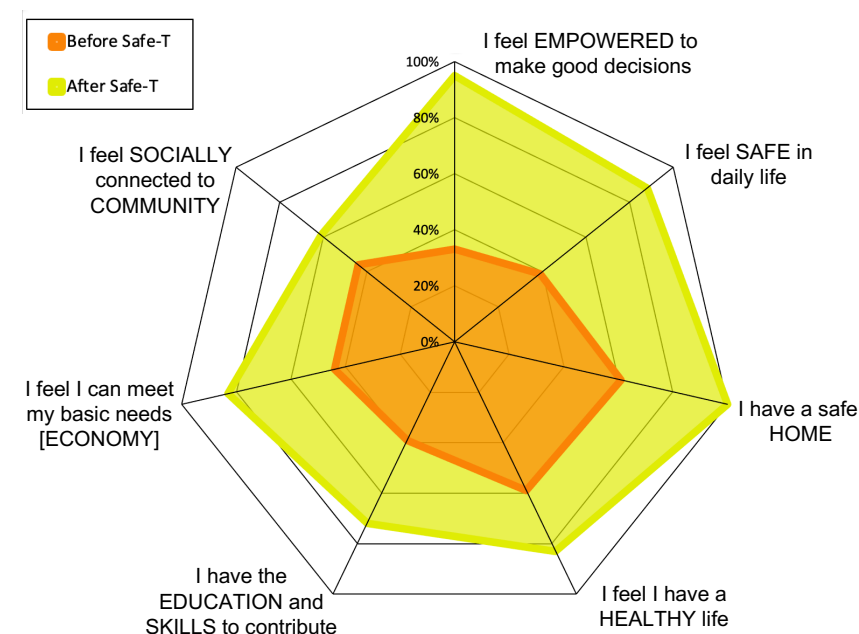
2 in 5 (37%) women return to previously violent partners due to having no money or nowhere else to go.

* Figures from Summers, A. (2022) *The Choice: Poverty or Violence?*, Sydney: UTS.

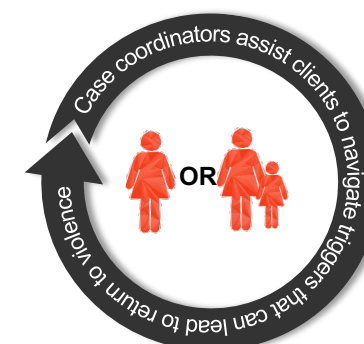
Safe-T aims to improve client wellbeing in the seven domains of the NSW Human Services Outcomes Framework (HSOF)

Safety	Clients lead safer and healthier lives
Empowerment	Clients contribute to decision making Clients increase confidence & independence
Home	Clients maintain safe & affordable housing
Health	Clients lead safer and healthier lives
Economic	Clients contribute to & benefit from economy
Education & Skills	Clients engage with training, education, or paid work Clients are able to learn, contribute & achieve
Social & Community	Clients feel more socially connected Clients increase social and cultural participation

Clients report improved wellbeing after Safe-T, % of clients agreeing or strongly agreeing with key HSOF domains

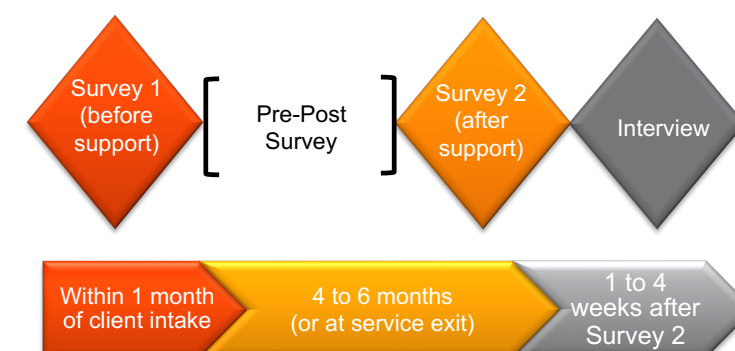


Safe-T is a post-crisis DFV service that provides wrap-around client-focused support via case work, advocacy/referral & brokerage



The Safe-T Case Coordinator walks alongside the client and their family to support them to navigate whatever the triggers that usually have them returning to violence. **Breaking the cycle of returning.**

The mixed method design of the impact evaluation =
Pre-Post Survey + Follow-Up Interview



Clients attribute positive change to Safe-T

"My case coordinator was especially amazing... I owe it all to her. Everything, my new house, my new furniture and my positive outlook..."

"I had a very tight budget. But I didn't ask for help... My case coordinator let me know about programs and services I did not know existed."

"I was able to accomplish a few of my goals and that just made me feel a lot happier. I guess the future is a lot brighter."

"The success of where I am right now is really thanks to Safe-T. Without their help... I probably would have given up."



[TNC case worker] explained every aspect of the service as we went along. We were never in the dark and she followed through with phone calls and emails.

We all think so highly of your team and The Northern Centre you guys are such a valuable support to women and the community!!! You guys are really trail blazers and I love how The Northern Centre sees a need in the community and goes above and beyond to fill it.

The Northern Centre - Feedback - Family Support

Date 24-04-2023

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] does a good job. She listens to what is said and offers effective strategies to improve situations. I found her to be impartial and fair in her advice. She is well suited to counselling work, offering practical and effective advice.

CASE STUDY: Jesse first accessed support through SafeT after leaving DFV with three children under 6. Jesse had been with her husband for 10 years and over this time emotional, economic, and physical violence increased. The SafeT Case Coordinator suggested that Jesse might like to connect with a Family Worker to discuss her concerns around her children, and how she as a parent, could best support them. Jesse identified that her eldest daughter (aged 6) displayed lots of anger and aggression when things did not go her way or would easily become distressed in situations. Jesse felt her daughter's reactions were stronger than her peers. Jesse had also noticed that her youngest daughter, aged 4, was quiet and often did not request help even in situations she knew she may need it. Jesse's youngest child was 1, and she wanted support around sleep settling.

Throughout the period of support, Jesse learned about the impacts that Domestic and Family Violence can have on children. Jesse learned about how to create emotionally safe spaces for her children, including supporting their emotional development by learning a parenting style called Emotion Coaching. As Jesse became more confident in emotion coaching, she noticed a decrease in the big behaviours in her eldest daughter. After 8 one on one sessions, Jesse reported that she felt more confident in her parenting and the new information and skills she had learnt, meant the household was quieter and that she felt more connected to her children and their needs.



From the Intake Desk

As the Intake Coordinators during this financial year, we consider it our utmost responsibility to embody our organisation's mission and values in every interaction and encounter with individuals and families.

Care: Whether it's a phone call or a visit to our centre, we strive to welcome everyone with warmth and a compassionate ear. Our role involves a client-centric approach where we firmly believe in the principle of 'no wrong door'. There are instances where we are the first point of contact for individuals and families, often the first courageous step that our clients take in help seeking. This initial contact alone can be transformative for them and their lives, instilling hope and positivity, acknowledging their resilience in reaching out, and practicing trauma-informed care to address their needs.

Connect: Each individual and family we encounter faces unique circumstances, and we offer a wide array of services, from playgroups to financial counselling, thanks to our robust partnerships and co-located partners working harmoniously within our community. Our SafeT Pilot program has become indispensable for our organisation, addressing the growing need to support women, with or without dependents, in breaking the cycle of violence post-crisis. Our SafeT program now is well known to individuals and local organisations which yields a huge number of referrals to the pilot. We connect clients with local and suitable services, offering transparent knowledge, advice, and information to empower them in making informed decisions about the support they wish to access.

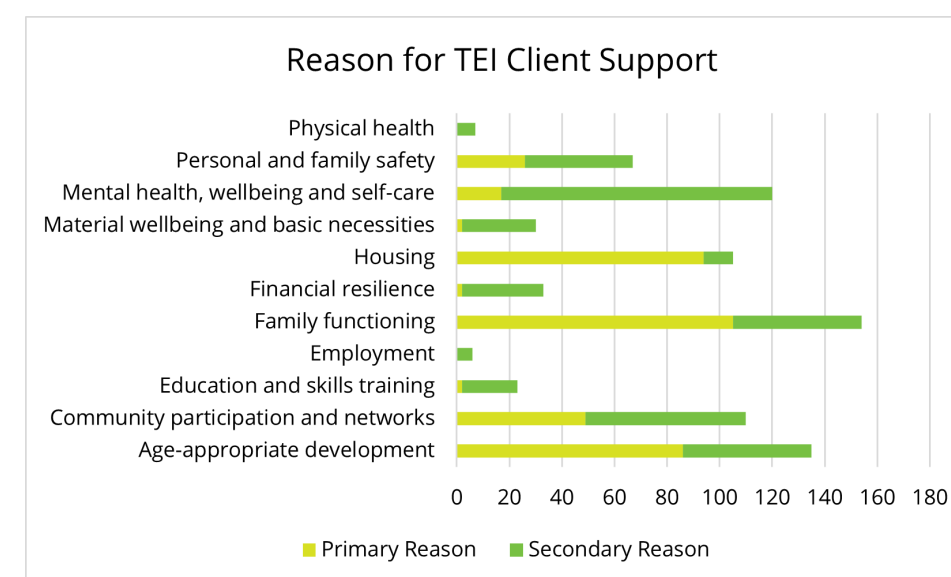
Grow: The world is in a constant state of change, and in our roles, we place great importance on continuous learning through regular training and workshops. Staying updated with new services, programs, current legislation, and frameworks is essential. Currently TNC fosters multiple ways of communicating, especially post the pandemic crisis and communication will be tailored to suit every client, whether it is face-to-face communications, phone calls, emails or Zoom/Teams meetings.

Our community: The local government areas (LGAs) we serve are culturally diverse, with many individuals and families from Culturally and Linguistically Diverse (CALD) backgrounds. Our practices are not only culturally appropriate but also sensitive. We are proud to have CALD employees as part of our team, and our ability to deliver multiple parenting courses in local community languages and frequently utilise Translating and Interpreter Service (TIS) to ensure effective communication with all clients accessing our service.

Addressing the Housing Crisis: Over the past year, we have witnessed a surge in housing support referrals due to the ongoing rental crisis and property inflation. Families that have enjoyed stability and affordable housing for the past decade are now reaching out for assistance for the first time. Our early intervention and prevention Case Workers have encountered challenges in finding suitable and affordable housing arrangements for these individuals and families. Resources within the sector are limited, and barriers to referral pathways exist, such as high demand resulting in longer wait times.

TNC team genuinely understand the pressures, obstacles, and stresses that many individuals and families face. It is a real privilege to serve as the first point of contact in our role, providing support during times of need.

Kristen Clinch (July 2022 – December 2022) & Omnia Emam (December 2022 – current)
Intake Coordinators



".... was very helpful, sympathetic and was extremely helpful during my risk to homelessness time. I was a total mess and she helped me a great deal to keep it together.

I owe so much that I can never repay her."



Sector Executive Group (SEG)

TNC are passionate drivers of collaboration, working collectively to inform and design sector standards, share learnings and opportunities and to support one another in the sector, though a collective sector approach. The Northern Centre are the Founder and Chair of the Sector Executive Group (SEG), a group of senior decision makers from organisations who operate in the community services sector in the northern district of Sydney.

Our member organisations include:

- Taldumande Youth Services
- Catholic Care
- Sydney North Health Network
- KYDS
- Women and Children First
- The Burdekin Association
- Streetwork
- SDECC
- FAMS
- Mission Australia
- EPIC
- headspace New Horizons
- Mission Housing
- Ability Options
- The BEN (Business Education Network)
- The Gaimaragal Group
- Mary's House Services
- DCJ

Launched in 2019, the SEG meets every 10-12 weeks under Chatham House rules, and this year has been a busy year. We have shared learning in relation to the ASES Accreditation project, we have had a successful collective meeting with Ministers Washington, Harrison and Jackson. We have worked alongside other SEG partners and lead agency Streetwork in the delivery of a collaborative grant program, Change Your Course and we have continue to share learning for greater sector efficiency.

Thank you to all SEG partners for their generosity, collaboration and real commitment to drive change and innovation within the sector in the district.

Community and Sector Engagement

It has been so positive being able to get out and about with community and the sector.

We attended many events – the Lachlan's Line Neighbour Day, Ryde LAC induction of the new police as they launch into their policing careers, Strengthening Partnerships networking event at TNC with our collocated and other sector partners, talking with 2RRR, Ryde Public School Sector event, Killara High School Parent evening and the Bendigo Bank Community Pitch evening.

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
	NSLHD CALD Consumer Advisory Group
DV Networks	Lower North Shore DV Network
	Ryde and Hunters Hill DV Committee
	Hornsby and Ku-ring-gai DV Committee
Child Protection Interagency	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	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

Reflections from our Social Work Student

I am a Master of Social work student at Western Sydney University. I started my second placement of 600 hours at TNC in June 2023. At first, I had an idea of the programs that TNC were delivering to its service users, but what I wasn't aware of at the time was the scope of the services that they provided. Fortunately for me TNC have given me many opportunities to enhance my learning experiences and, as a student, this was the overall goal for me.

I have been able to participate in further professional development by being encouraged to attend courses and training. The team at TNC welcomed me to shadow them in their case management services and provided me with information and knowledge that has built on my skillset as a future Social Worker. Being included in group work programs. Circle of Security and the supported Playgroups has been such a great learning experience as these opportunities have allowed me to connect with community members firsthand, and be able to learn about their values and needs.

Completing my placement at TNC has helped prepare me with the skills and abilities I will need to enter the human services sector as a Social Worker. I have observed the practice of TNC staff and I value their objectives to engage clients and work towards increasing a positive presence in the community.

I have continued to receive support, encouragement, and feedback about my own practice. I am grateful for having leadership in the office who have provided me with endless opportunities and to the team for always supporting and guiding me.

Lisa Anjoul
Social Work Student

CASE STUDY: Single 52-year-old female with complex mental health diagnosis that restricted her capacity to venture beyond a specific geographic boundary. Out of necessity lived in the equivalent of a storage space in a commercial setting. TNC CW assisted client to apply for social housing which was approved as High Priority. CW then advocated for an out-of-guidelines allocation of a social housing dwelling, and when this was not successful, due to a lack of availability of social housing dwellings, CW advocated for the client to receive the Private Rental Subsidy based on her urgent need to be housed. The subsidy was approved, and client is now housed in an area that she is comfortable to live. This process spanned a period of 5 months.

Women's Legal Clinic

Hunt and Hunt 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 1.00pm – 4.00pm and is by appointment only.

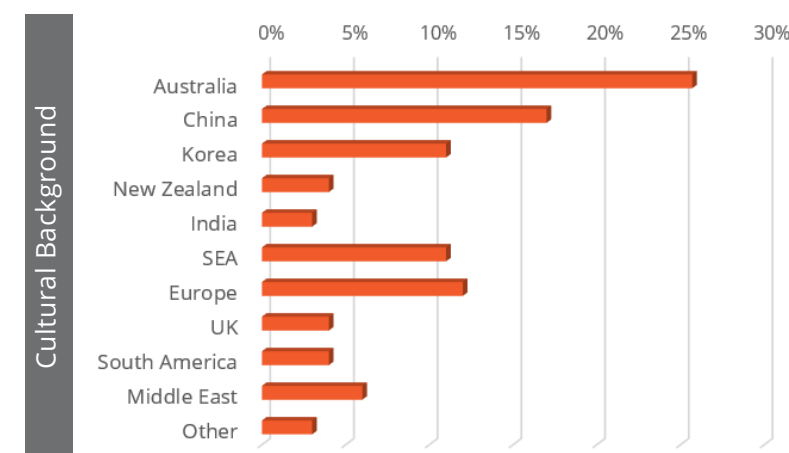
We are so grateful to the Lawyers, Kathryn Keeley and Aleena Akram, from Hunt & Hunt for their role in leading the clinic for the period. Their continued commitment to the clinic has been unwavering and of benefit to so many women and families. We cannot express our thanks to Hunt & Hunt and their team 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 understanding, patience, empathy and incredible generosity supported more than 175 (15% growth year on year) women and their families during the period.

During FY23 the key presenting issues for women to seek support from our weekly legal clinic continue to be principally related to:

- Domestic and family violence advice
- Divorce/separation advice
- Child custody advice
- Property settlement advice

Our clinic's multicultural diversity continues to evolve, and 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.

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 collocated partners to join us to share in the learning experience.

This past year the staff attended:

- Child Protection Training
- Working with Dads
- Engaging Adolescents
- Vacarious Trauma
- 123 Magic and Emotion Coaching for special needs
- Online Risks and Ways to Build Safety
- Emotional Regulation
- Respect at Work
- Building Cultural Safety in Times of Change
- First Aid
- Community Services Industry Consultation
- Cool Kids
- Peer Support and Supervision, Cool Kids x 2
- Engage Diverse Communities
- Peer Support Session
- Engaging Clients
- Writing Effective Case Notes
- Immigration Session
- Complex Case Management
- Trauma Informed Practice Approach to Mental Health and Substance Abuse
- Centrelink Payments for Families and Children - Webinar
- Domestic Violence and Tenancy in NSW - Webinar
- Families with Children and Centrelink
- Fundamentals of Case Management
- Managing Aggressive and Violent Behaviour
- Understanding the Work of the WDVCS - Webinar

CASE STUDY: Single 30-year-old male with complex mental health, and a history of being incarcerated. Client had experienced homelessness and was currently accessing temporary accommodation. Although approved for Priority Housing the client needed advocacy by TNC Case Worker to ensure the local community housing provider understood the detrimental impact of chronic mental health combined with homelessness on the client. As a result of this advocacy the client was offered a safe and suitable social housing property. The client settled in quickly and was connected with local charities who were able to provide emergency relief, furniture and other brokerage support.

CASE STUDY: CW supported a single Aboriginal woman into stable social housing close to her mental health supports. This woman had a long history of domestic violence relationships and periods of homelessness coinciding with episodes of psychosis and mental unwellness. CW worked alongside this Client to advocate and liaise with the local housing provider to establish trust and provide supports as needed. Client was supported into temporary accommodation despite a history of being evicted from it previously. Client was supported by the local mental health service and a community treatment order to assist her to stabilise her mental health. The wrap around health supports have allowed the client to maintain her tenancy.

CASE STUDY: CW worked with an elderly male client who was at risk of homelessness due to rental arrears accrued in a private rental. The man had significant mental health issues with chronic suicidality with frequent hospitalisations. Client lived in squalor and had very limited mobility. CW supported client to submit a social housing application and advocacy to be assessed as High Priority. This advocacy led to an offer, which he accepted. CW worked together with client's existing services (mental health, aged care) to plan and organise the move which was extensive. All services worked together to settle client into his new place of residence and client eventually settled and was happy to have relocated.

CASE STUDY: Single Mother of 18-month-old child whose partner of 3 months inflicted financial distress through criminal activities that led to client being investigated by police and the bank. Client felt unsafe in her accommodation as other victims of her ex-partner's activities would appear at all hours, knocking on the door asking to see him. TNC Case Worker supported client to lodge social housing application with a view to approval for the Start Safely Subsidy. With advocacy from TNC the client was approved and is in the process of finding a suitable dwelling.

Ryde Hunters Hill Domestic, Family and Sexual Violence Committee (RHHDFSVC)



It has been wonderful post COVID to be able to connect and meet face-to-face and re-establish our on-the-ground activities for our 16 Days of Activism Make a Stand event. This year we were lucky enough to be able to continue our partnership with the Ryde Eastwood Liquor Accord and the NSW Licensing Police (Ryde LAC).

We have partnered with energy and passion to collectively address, drive awareness and increase the education and knowledge amongst our community as we continue to experience increasing volumes of DFSV being reported within our community. We have developed branded coasters, A4 signage for the back of the male and female bathroom doors and branded badges and t-shirts for staff and these have been distributed amongst all licensed venues in the Ryde-Eastwood area during the campaign.

The RHHDFSVC Committee works to address domestic, family and sexual 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'.

Our collective focus areas continue to be:

1. To identify issues – current and emerging
2. To advocate
3. Organise and support events, White Ribbon and 16 Days of Activism against Gender based Violence as examples
4. To increase community understanding of DFSV
5. To information share
6. To 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 align 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 RHHDFSVC Committee continue to report increased reports and presentations of DFSV as we emerge out of COVID.

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

We have a long way to go...

- A recent study surveyed more than one thousand adults and found that 33% of men aged between 18 to 34 do not consider physical violence, such as punching, hitting or restraining to be 'domestic violence'.
- 44% of them believed non-consensual sexual activity as also beyond the confines of what constitutes 'domestic violence'.
- Research also revealed an alarming number of respondents who did not believe certain criminal behaviours to be 'domestic violence'; including almost half of respondents who did not believe harassment or spying/tracking using electronic devices is 'domestic violence'.
- 47% of respondents did not believe the act of isolating a partner from loved ones and their sources of support to be an act of domestic violence; nor the act of frightening, humiliating, degrading or punishing a person (43%).

Source: Womensagenda.com.au and White Ribbon Australia – The Essential Research Study, October

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.

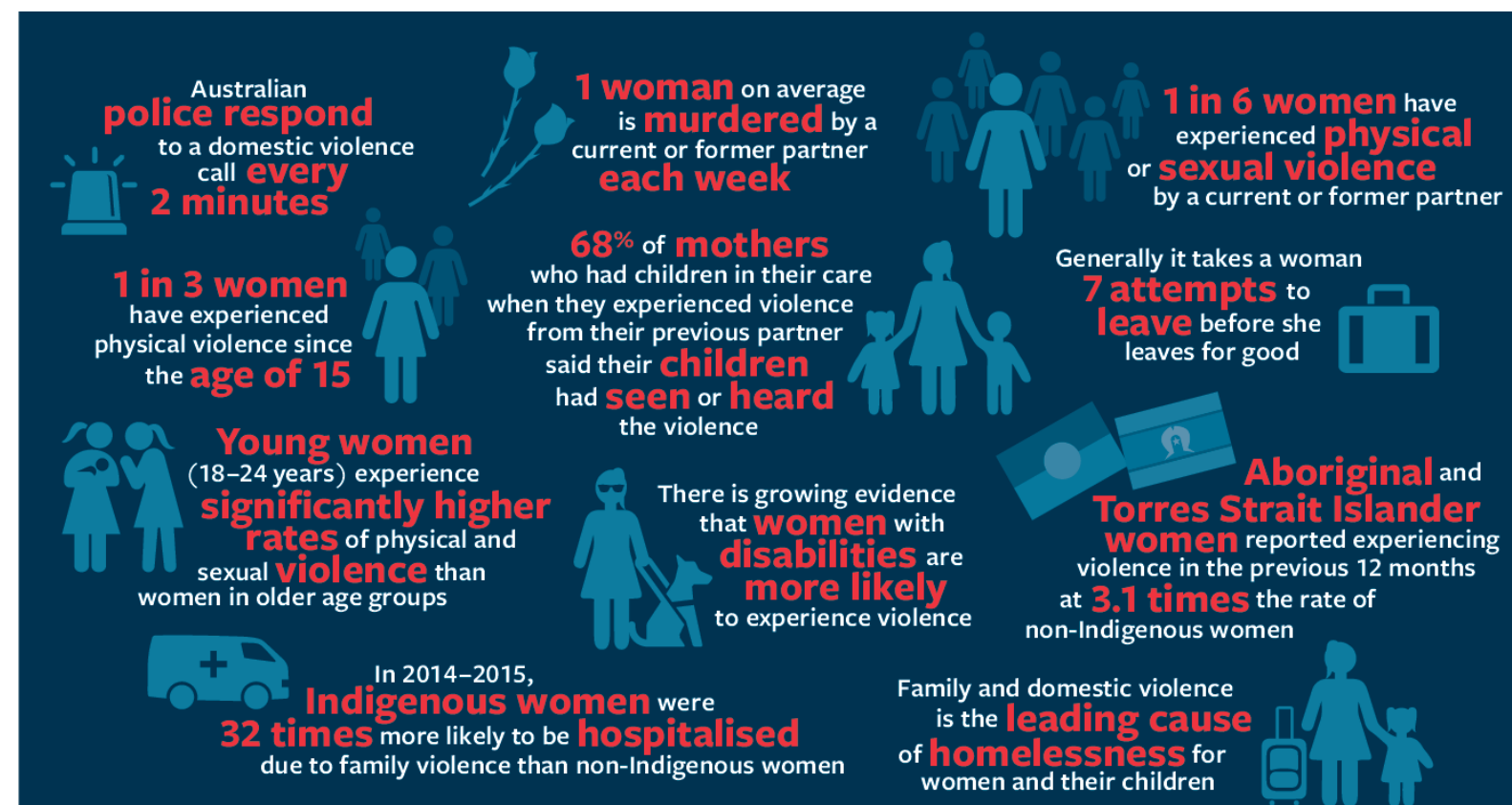
Thank you to our active and dedicated committee. We look forward to another year ahead of working with our community to combat domestic, family and sexual violence.

The Northern Centre
Chair of the Ryde Hunter's Hill
Domestic, Family and Sexual Violence
Committee

Domestic, family and sexual violence is typically where one partner tries to exert power and control over the other, usually through fear. It can include physical, sexual, emotional, social, verbal, spiritual and economic abuse.

If you have concerns about your behaviour, or if you are observing or experiencing abuse, please call 1800 RESPECT or 1800 737 732 for confidential advice. In an emergency call 000.

To learn more, please email rhhdfsvc@tncinc.org.au



Source: Salvation Army

The Next 12 Months

SafeT pilot – continued TNC investment into the pilot for a further 12 months, ending December 2024, meaning that we will have delivered a funded 3-year evidence-based pilot program.

Continue to work with Macquarie University to update the SafeT Impact Evaluation. Parallel to this, work with the University to develop and publish a White Paper to present to all levels of government (Incumbent and Shadow) which will demonstrate a deeper understanding of the issues, barriers and challenges that women and children encounter in breaking the cycle of returning to violence to inform decision making in funding and program development in relation to DFSV.

Establish the Childrens' Contact Centre Service in partnership with Interrelate in February 2024.

Develop stronger health and wellbeing strategies and activities for all of the team at TNC.

Further build our colocated partnerships.



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)
- Dani Potter
- Elizabeth Lee
- Empowering Parents in Crisis (EPIC)
- Encore Beauty
- Evolve Housing
- FB & JE Gill
- Hanho Korean Daily
- Highwire Group
- Hunt & Hunt Lawyers
- Jonathan Nanlolhy, AJ Community Consulting
- Ku-ring-gai Neighbourhood Centre
- KYDS
- Link Housing
- Macquarie University
- Mary's House Services
- Mercy Foundation – Home in a Box
- Mirna Tarabay
- Mission Australia
- Mission Housing
- 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 Eastwood Liquor Accord
- Rotary Club of Ryde
- Rotary Club of Eastwood
- Rotary Club of Epping
- Rotary Club of Gladsville
- St George Community Housing (SGCH)
- Streetwork
- Support the Girls
- Taldumande Youth Services
- The Benevolent Society
- The Dowd Family
- The Salvation Army
- 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
- NSW Police
- Primary Health Network

SOCIAL WORK PLACEMENT

- Cassie Chivers, Western Sydney University – Master of Social Work (Qualifying)
- Ally Wong, Bachelor of Social Work (3rd year)
- Lisa Anjoul, Western Sydney University – Master of Social Work (Qualifying)



APPENDIX

The Northern Centre
Financial Report

For the Year Ended
30 June 2023



THE NORTHERN CENTRE

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