

# Annual Report 2023-24



the northern centre  
care. connect. grow. our community



# CONTENTS

- Our Board..... 8
- About Us..... 10
- Our Achievements in 2024 ..... 12
- President’s Report..... 14
- CEO’s Report..... 16
- Treasurer’s Report ..... 19
- Programs Manager Report ..... 20
- Family Support (TEI) Report ..... 22
- Our TEI Programs ..... 30
- Our Supported Playgroups ..... 33
- SafeT Program..... 34
- From the Intake Desk ..... 38
- Sector Executive Goup (SEG)..... 40
- Community Events..... 41
- Sector Engagement..... 43
- Reflections from our Social Work Student..... 44
- Women’s Legal Clinic ..... 45
- Our Team Training..... 46
- Ryde Hunters Hill Domestic, Family and Sexual Violence Committee (RHDFSVC) ..... 48
- The Next 12 Months ..... 50
- Partnership Acknowledgements and Thank You..... 52



# 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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I wanted to provide you with an update on a family who attended our playgroup with her first child (2.5 years old at the time) in 2021. The boy is now 4.5 yrs old.

The child had a severe language delay and was unable to pronounce even basic words like 'mum' or 'dad' during their participation in our playgroup.

I am pleased to report that there have been significant positive developments in this family's situation. I had a meet & greet with the mum who will return with her second child in term 4.

I learned that their child's language skills have improved significantly since their time in our playgroup. This improvement has been attributed to the valuable assistance provided by a guest speaker from Cerebral Palsy Alliance (CPA) who visited our playgroup.

The guest speaker from CPA played a pivotal role in helping the family secure NDIS funding for their child. This funding allowed them to connect with a speech pathologist, a service they couldn't afford privately at that time. The speech pathologist has been working closely with the child, and the results have been remarkable. The child's language skills have improved significantly, and they are now able to communicate more effectively.

In addition to the tangible benefits of improved language skills, the mother shared that their family's stress levels have noticeably decreased. The ability to communicate more effectively has had a positive impact on their overall quality of life and family dynamics.

I believe this success story highlights the importance of the services and support our playgroup provides to families in need. It also underscores the value of collaborating with external organisations like CPA to connect families with resources and funding opportunities.

I am proud of the role our playgroup played in this family's journey to improvement and success, and I look forward to continuing to make a positive impact on the families we serve.

**Amy Joo**  
Family & Community Resource Worker

# CLIENT FEEDBACK (VERBATIM)

Thank you [FW], you've been really supportive and I truly appreciate your commitment to making things better for my well-being. I'm truly grateful. You are like an angel to me. Thank you.

The family support program allowed me to leave an abusive relationship, while providing support to my three children. Working with [FW] has improved our day to day life and made us a more cohesive family. We went back to the basics of self care and day to day living, but its primarily understanding that how you are feeling as a mother, in multiple situations, is not madness but very human that helped me the most. [FW] commitment has helped my eldest graduate High School, which I often doubted would happen and brought such joy. I will always be grateful for the support the Northern Centre has provided my family. The program restored my confidence that I can parent and do it well. It also helped me find other support services that I didn't know were available to us. Text reminders for appointments would have helped my disorganised brain but it's a minor thing in the scheme of a great program. Thank you all.

## The Northern Centre - Feedback - NSDEIPP

Date	06-02-2024
Name	[REDACTED]
1. I was given information and services that can help when I feel unsafe	Strongly Agree
2. I was given information about housing/accommodation options choices that were available to me	Strongly Agree
3. I was given support to move towards housing/accommodation that was safer and more stable for me	Strongly Agree
4. Support was provided to find housing/accommodation that was safer and more stable for me	Strongly Agree
5. Support was provided to ensure that I could stay in my housing/accommodation (if appropriate)	Strongly Agree
6. I was given support and information to connect better with health services (general health and/or mental health)	Agree
7. I was given support to connect with people who are important to me and/or with other support services	Agree
8. I was given support to look for a job or become better connected to education and/or training	Agree
Additional Comments	<p>TNC is a of great help &amp; guidance, providing a kind &amp; compassionate ear, helpful advice &amp; access to facilities &amp; services which would otherwise be unknown to me.</p> <p>Much thanks, &amp; I welcome their continued support &amp; operation for other home &amp; refuge seekers facing temporary difficulty or challenging circumstances.</p> <p>[REDACTED] was my social worker; she &amp; the potent team at TNC deserve recognition &amp; accolades &amp; continued success for many times to come.</p> <p>A big thank you from me.</p>

# OUR BOARD

## DANIEL BOFINGER – PRESIDENT

Daniel is currently Director 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 an Advanced Diploma of Financial Planning.

## 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.

## CHRISTOPHER HELLMUNDT – VICE PRESIDENT

Chris works at the Commonwealth Bank in various operations and transformation roles for the past nine years. Previously to CBA, Chris worked with the NSW Commission for Children in research and community outreach roles, and the City of Ryde Council leading the community hub model implementation. Chris has been a member of the Management Committee since 2014 and was President from 2015 until 2023. Chris enjoys travelling to new places, spending time at the beach and walks with his two dogs.

## 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 grandchild and friends sharing the outdoors together. Resigned 16.04.24.

## 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 helps coordinate meetings of the Jubilee Club and she enjoys dancing and recently performed flamenco with her group at Katoomba's Winter Magic festival.

## 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. Resigned 01.12.23.



## ABOUT US

42 years old this year and our wonderful team continue their great work in responding to our vulnerable communities.

The Northern Centre (TNC) is a non-government organisation and registered charity. We work collaboratively with families and individuals of all ages to support and help build healthy lives.

We offer a range of services to all people in our community that helps build their capacity, confidence and resilience.

We work with children, young people, parents, families, carers and other community members and we operate across the local government areas, including Ryde | Hunters Hill | Lane Cove | North Sydney | Mosman | Willoughby | Ku-ring-gai | Parramatta (Epping).

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

# OUR ACHIEVEMENTS IN 2024



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



Continued 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, 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, and to inform decision making in funding and program development in relation to DFV.



Further built our colocated partnerships.



Developed stronger health and wellbeing strategies and activities for all of our team at TNC.



Consolidated board governance.



# PRESIDENT'S REPORT

TNC continues their work supporting our communities to be resilient and to thrive. We continue to receive incredible support from our community, the sector, our partners and through our donation and fundraising efforts. This support enables us to deliver best practice client centric and trauma informed services to our complex help seekers. To all of you, thank you all for supporting the work of TNC this year.

We continue to see consistent and significant demand for our core services. In relation to our TEI Family Support program, demand continues for our supported playgroups and parenting programs. Our early intervention homelessness program continues to be in extremely high demand with increasing waitlists for services in a market where achieving safe and sustainable housing solutions is becoming increasingly challenging.

Our SafeT pilot launched in January 2022 to address the gap in domestic, family and sexual violence case management support services in our district. This pilot works to break the cycle of returning to violence for women and children. 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 develop a White Paper for ongoing advocacy for DFV services in the northern district of Sydney.

TNC's strong values drive all of our services and activities each day. I extend a huge 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 of the work that we do.

I am very grateful to my fellow Management Committee members, Christopher Hellmundt, Anne Marie Maxwell, Benjamin Keyworth, Graham Low, Kate Wright and Serena Cheung, for their diligence, commitment and insight. I would also like to acknowledge the contribution of Management Committee members who have retired from the committee this year - Margaret O'Hearn and Anyier Yuol, thank you for all your work and we wish you all the best.

Finally, I'd like to express my appreciation to all our partner organisations, funding partners and stakeholders whose support is critical to the work that TNC does. I look forward to another successful year ahead delivering together for our clients and community.

**Daniel Bofinger**  
President

**957** enquiries for support\*

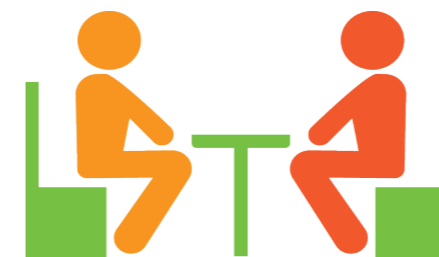


**1,081** (KPI 400) information/advice/referrals provided to community\*

**223** parents/carers/kids attended our support playgroups\*



**1,484** (KPI 500) occasions of service delivered by collocated partners\*



**1,817+** hours of case work support to people at risk of homelessness~



**16+** different languages spoken by clients seeking housing support~



**\$52,071** brokerage provided to assist in establishing tenancies / food vouchers / Opal cards# (almost 100% increase YOY)





# CEO'S REPORT

Thank you to the team at TNC for their continued resilience, tenacity, creativity and flexibility which continues to be tested. I am so grateful to the whole TNC team for their ability to individually and collectively work with, and through all of the challenges and opportunities that FY24 has presented. Thank you for continuing to care, connect and grow one another and our wonderfully vibrant community.

It has been another busy year – the new normal! Our team have worked tirelessly supporting the growth of resilient and thriving individuals and communities. Focussing on individual and family systems, parenting programs and supported playgroups, early intervention homelessness case management support and domestic, family and sexual violence case coordination support through our SafeT pilot.

We finalised our ASES (Australian Service Excellence Standards) Accreditation journey as required by our SHS funding. This project provided 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.

Thank you again to our partner organisations for their ongoing commitment to colocating and partnering with TNC, with one another and the wider sector to support valuable help seeking within our complex and diverse community.

Our values continue to underpin the work that we do every day – care, connect and grow. We are committed to providing best practice, evidence-based programs, supports and 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.

During FY24 we farewellled Anna Waugh, Marcela Garcia Frausto and Rebecca Conlon. Thank you for your contribution to the TNC team. We welcomed Magda Mlynarczyk, Jing Tan and Michele Nestor and we look forward to supporting them in their career journeys during their time with us at TNC.

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 for their continued support in creating a culture and environment of humility, proactivity and opportunity at TNC.

Finally, the success of TNC is our team. Again, 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, parenting, housing and domestic and family violence services, alongside our important colocated partner organisations. The staff at TNC work with skill, dedication and passion to effectively deliver these services to the most vulnerable of our community and strive daily 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 Cameron Bird, presented the financial statements for the financial year ending 30 June 2024 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 \$1,432,165 in FY24 which follows \$1,621,342 in FY23.

Expenses of \$1,573,642 in FY24 which follows \$1,568,699 in FY23.

A resulting deficit of -\$141,477 which follows a surplus of \$52,643 in FY23.

The balance sheet at the end of the period shows total assets of \$672,573, of which \$610,346 was cash and cash equivalents. This reflects a strong liquidity position.

Total liabilities at the end of the period were \$216,803, and as a result net assets at 30 June 2024 were \$455,770.

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 2024, 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

# PROGRAMS MANAGER REPORT

Community – what does this word mean to you? Perhaps your community is where you live, or where you work, or where your culture meets, or where there are people with a similar set of beliefs as you, or where your children go to school.

What this word means and where it is, can only be defined and found by us individually.

At TNC, community can be found all around us, our team, our co located partners, our stakeholders and very importantly, those people who come to us seeking support around the challenges they are facing each day. Here, community means a sense of togetherness and positivity, a community where a person can be met with kindness,

empathy and a listening ear amid their challenges. Our TNC community is grounded by our organisational values that fosters an environment where our community can seek help, feel supported and valued.

I am grateful to step into my work community each day and extend my thanks and appreciation to each member of TNC for the satisfaction I get in the work I do with you. Your resilience is inspiring. Your generosity is inspiring with each of you contributing to a collective effort of making a positive impact. Thank you.

**Rowena Stulajter**  
Programs Manager

Thank you to all our colocated partners:

- Catholic Care
- hunt & hunt Lawyers
- Elizabeth Lee
- Wesley Mission Parents Next
- Odyssey House SMART Recovery Program
- headspace
- Katherine Millen Justice of the Peace
- Head to Health Primary and Community Care Services
- SDECC- Sydney Drug Education & Counselling Centre
- KYDS - Youth Counselling Service

**CASE STUDY:** Single female (44) was referred to the service whilst incarcerated but about to be released on parole. Client had no housing and was not able to access temporary accommodation (TA) as part of her release requirements. Client was released into couch surfing, which broke down after two weeks. CW liaised with Client's parole officer and TA was granted. CW supported Client to set up TA with the local housing provider and advocated on a weekly basis for Client to be housed in social housing. Client already had priority status since 2022. Client worked very hard to complete her community services requirements and met all her parole conditions on a weekly basis. CW advocated on Client's behalf to be approved for a 2-bedroom property which will increase Client's chances of starting the reunification process with her daughter. After approximately two months in temporary accommodation, Client was offered a 2-bedroom social housing property which she accepted. CW supported Client to make referrals for furniture. TNC supported Client with some brokerage towards removalist, fridge and groceries. Client is feeling hopeful about the future and is applying for jobs.

**CASE STUDY:** Mother (66) and daughter (27) were referred to our service through Red Cross, Support for Trafficked People Program (additional assessments show that they were both victims of DFV and not trafficking). Clients were referred to TNC for housing support and advocacy for a social housing offer. The clients were promptly offered a property, however, they felt it didn't suit their needs so declined. The offer was deemed unreasonable and the clients still had two offers remaining. CW assisted clients to set up TA, booked transport to reach hotel. CW helped clients to comply with case plan so TA could be extended every week. Clients were supported with property search and rental application.

Clients were not successful in securing a private rental despite multiple inspections and applications. CW followed up with housing provider and advocated for another offer. The client's effort was recognised and they were made a second offer. This time, they quickly accepted. CW made multiple referrals for furniture, bedding, kitchenware via other charities. Client and her daughter have settled in well to their new home and can now focus on their wellbeing and happiness.

**CASE STUDY:** Female (81), Female (54) and Male (16) were living in a rental, facing difficulty paying for rent and cost of living. The family had multiple health concerns resulting in them being unable to work. CW supported client with a Change of Circumstances (COC) application with an outcome of priority housing in client's preferred area. With advocacy, client was offered a 3-bedroom ground floor social housing unit. The property was not ready to be viewed when we were called for inspection. CW provided advocacy and requested to hold the property for the client until it was ready to be viewed. Another inspection was organised in two week's time, client accepted the offer and signed the lease on the same day. A referral was made to Vinnies and Anglicare for further support to help client and her family settle into their new home.

# FAMILY SUPPORT (TEI) REPORT

Targeted Early Intervention (TEI) programs aim to address underlying issues before they escalate into more serious problems. This proactive approach involves providing services such as parenting support, counselling parenting programs, education and skills programs and supported playgroups. The goal is to strengthen family functioning, improve child well-being, and prevent the need for more intrusive measures later on.

TEI programs are tailored to meet the specific needs of the communities in which it supports, taking into account cultural, socioeconomic, and individual factors. There is also a collaborative approach, working alongside schools, community organisations, and healthcare providers. This support ensures that children and families receive comprehensive support and have access to information and resources.

TNC Delivers Service Option 2 - Community Centres and Option 4 - Provide Targeted Support.

## Option 2 - Community Centres

TNC's integrated model remains highly effective. This approach facilitates smoother referral processes between services with 12 colocation partners, enhancing both care and communication between various service providers which benefits clients.

In FY24, there were 1,687 instances of service provided through targeted support services and informal/formal activities. This included community events like Strengthening Partners, where local services gather to share and connect, fostering collaboration and

communication. Additionally, services were provided through our co-located partners, including Financial Counselling, legal advice through our Women's Legal Clinic, Counselling/Psychology, see our collocated partners for a full list.

## Option 4 - provide Targeted Support

In FY24, Family Workers provided targeted individual support to 162 people in FY24, addressing their unique needs through case work, counselling, referrals and parenting education. In FY24 there were four main referral pathways into individual family support: self-referral, community organisations, educational institutions, and healthcare providers. This indicates that our services are well-recognised within the community, and that we collaborate effectively with other services to provide integrated, holistic support that addresses clients' needs. It also demonstrates that the Family Workers are delivering support to a range of concerns and need to be highly skilled to work with different referrers and the ever-increasing complexity of client presentations.

There are varied reasons for why families seek support from a TEI service and understanding the 'Why' is important so that we can target the support to the individual family's needs. Through the intake processed it is assessed what the primary reasons are for seeking support and in FY 24 the primary reasons for seeking individual support were for the following reasons: family functioning, age-appropriate development, mental health and well-being, and self-care and personal and family safety.

**CASE STUDY:** Client migrated to Australia a few years ago, facing challenges such as social isolation and language barriers, which affected her confidence in parenting her energetic 2.5-year-old daughter. Client's daughter often had emotional outbursts, screaming and throwing objects, and disrupting storytime by blocking other children's views. Client felt overwhelmed as this behaviour mirrored what she experienced at home.

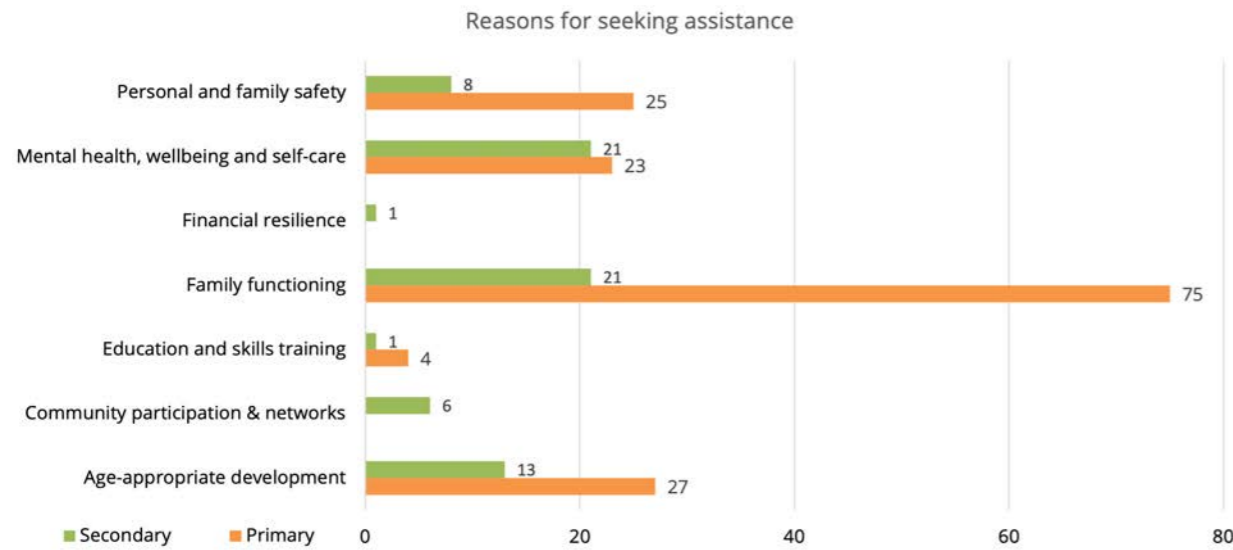
Recognising client's struggles, a family worker provided tailored support by discussing effective strategies for setting boundaries and maintaining firmness during client daughter's tantrums. These techniques were demonstrated during playgroup sessions, allowing client to observe and learn how to calmly manage her daughter's outbursts. Gradually, Her daughter began to understand these boundaries, and client's confidence in managing her daughter's emotions increased. The family worker also encouraged client to engage more actively with her daughter during playtime, teaching her to interact at her daughter's eye level. This significantly boosted client's confidence in engaging with her daughter.

The playgroup offered client a safe, supportive environment to share her concerns and form meaningful connections, leading to the creation of a WhatsApp group where friendships blossomed outside of the sessions.

Client's journey exemplifies the positive impact of targeted support and intervention. Both client and her daughter have made substantial progress, strengthening their bond and fostering a more harmonious home environment. Client reports significant improvements in her daughter's listening skills and feels much more confident in her parenting abilities, resulting in a calmer and happier household.

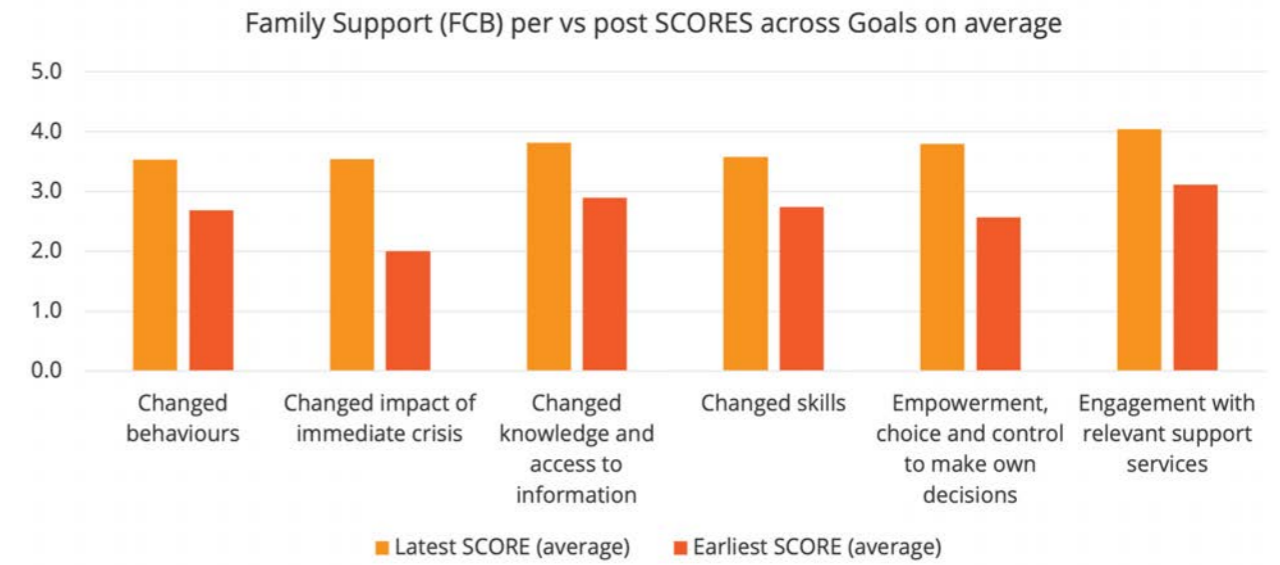


# FAMILY SUPPORT (TEI) REPORT (Cont.)



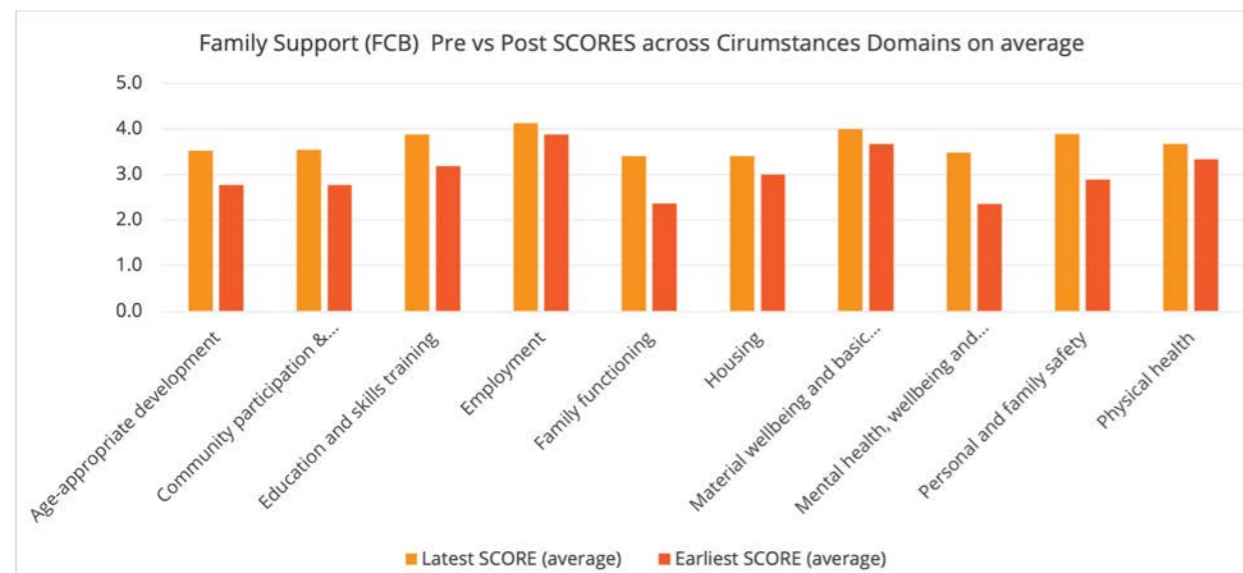
To assess the impact of Individual Family support, measures were taken both before and after the intervention, focusing on various life circumstances and goal areas. The data shows that families who participated in the support program experienced notable improvements across

all of these areas. Examples of change can be seen in the graphs, on a scale of 0-5 some of the biggest shifts on average were Age Appropriate Development 2.8 to 3.5, Family Functioning 2.4 to 3.4, Personal and family Safety 2.9 to 3.9.

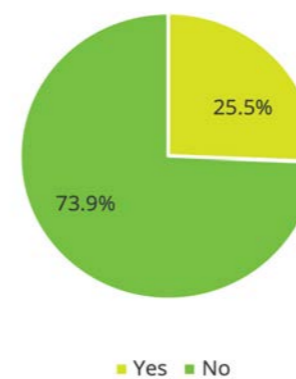


TNC's funded Local Government Areas (LGAs) showcase a diverse and multicultural population. To promote accessibility and inclusivity, TNC prioritises the implementation of Translating and Interpreting Services, ensuring that website and service information is available in various languages, and ensures staff are highly skilled in cultural awareness. Additionally, hiring bilingual employees and

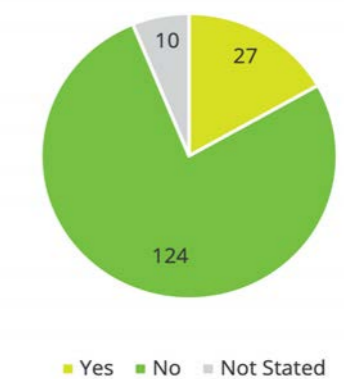
offering programs in languages other than English are essential steps toward creating culturally safe environments for clients. Importantly, there has been a rise in the proportion of individuals receiving family support from culturally and linguistically diverse (CALD) backgrounds, now at 25.5%, up from 20% in FY23.



Family Support - CALD



Family Support - Disability



# FAMILY SUPPORT (TEI) REPORT (Cont.)

## Parenting Programs and Education and Skills Programs

Complementing individual support is our range of Parenting Programs and Education and Skills programs that are on offer throughout the year. When planning programs there are many considerations. TNC strategically develops the annual parenting program calendar to offer a comprehensive variety that addresses community needs. Whenever feasible, TNC collaborates with other services to coordinate available programs. Parent and carer feedback indicates that access to childcare is a significant factor influencing attendance. Facilitators reach out to parents or carers who have expressed interest to gauge their willingness to attend and assess their suitability. If a parent or carer is not a good fit for a group setting (or if the program is unavailable), they have the option to participate in one-on-one sessions. TNC partners with external accredited facilitators to provide a broad spectrum of programs and modalities, available both online and in-person.

We engage in outreach in schools by delivering the DRUMBEAT program in FY24 we delivered the program to 35 students at Corpus Christi Catholic Primary School in St Ives and St Charles Borromeo in Ryde. DRUMBEAT® stands for Discovering Relationships Using Music, Beliefs, Emotions, Attitudes, and Thoughts. This drumming program centres around various themes, including relationships, identity, values, emotional management, peer pressure, communication, and teamwork.

Each session employs game-based learning with Djembe drums.

Further in our Education and Skills suite of programs we ran programs that support parents across the whole parenting journey by targeting programs for different age groups starting with Bringing Baby Home which supported 10 expecting parents, 123 Magic and Emotion Coaching which support parents/carers with children 2 - 12 years old and Engaging Adolescents supporting those with adolescents from 11 - 18 years.

TNC's Supported Playgroups are run on Wednesday and Friday mornings at the Centre and saw 223 individuals participate in FY24. We acknowledge that parents are children's first teachers and playgroups are a great opportunity to provide parents with support around their role as first teachers. Playgroups support parents by reducing isolation, supporting communication and play between parent and child, reinforce positive parenting practices, provide coaching and information while in a stimulating learning environment.

During the year, TNC participated in a project aimed at helping organisations delve deeper into their data and explore the narratives it reveals about our clients' service journeys and the community we serve. Our focus for this project was on parenting programs, which also helped us understand client outcomes resulting from access to these programs. Here's what we developed.

**Sarah Henebery**  
TEI Team Leader

# AMPLIFY OUTCOMES REPORT

## The Northern Centre

August 2024



Our mission is to help grow resilient and thriving communities, whilst strengthening individuals to care, connect and grow.

The Northern Centre TEI program supports the Ryde Hunters Hill and Ku-ring-gai local government areas in Northern Sydney. The population of these areas have a demographic that reflects an extremely strong CALD community profile.

**“Cool Kids has helped me understand how I can assist my child when worries come up, and has given us common language to talk about her fears”**

**“Both myself and my child have learnt valuable life skills” - Parent**

<b>The problem we exist to solve</b>	Parents and Carers are increasingly faced with piled on responsibilities around their child's wellbeing and development. Societal expectations, academic achievement, extra-curricular pressures, overload of online information, post pandemic challenges, while aiming to raise emotionally intelligent children while attempting to care for their wellbeing.
<b>How we address the problem</b>	Provide parents with culturally sensitive parenting programs that provide rich quality parenting information, in bite sized achievable quantities, that have emotional and practical supports. Increasing parental confidence and children's resilience and safety.

<b>What we hope to achieve</b>	
<b>Education and Skills</b>	<b>Family Functioning</b>
Parents/Carers are supported to participate in learning, to progress in their knowledge of parenting skills and strategies. To support parents/carers confidence in their abilities to parent and support their children's emotional needs.	Improvement for parents/carers in their skills and access to support. Parents/carers are armed to manage conflict when it arises. Parents and carers can meet children's emotional needs by providing a stable and nurturing home environment.

# WHAT WE DO

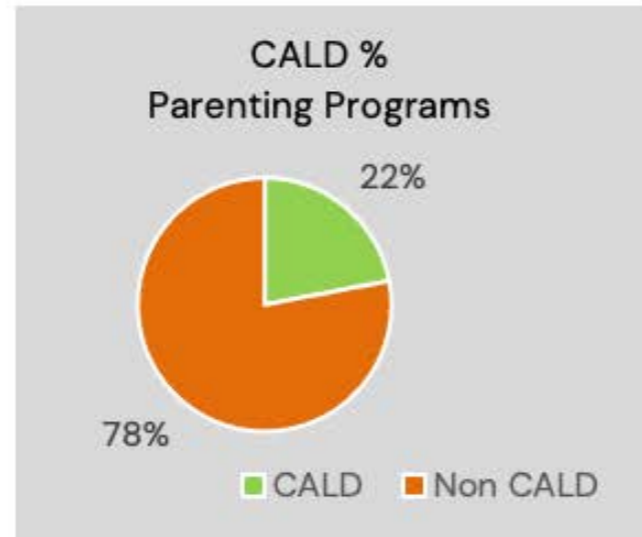
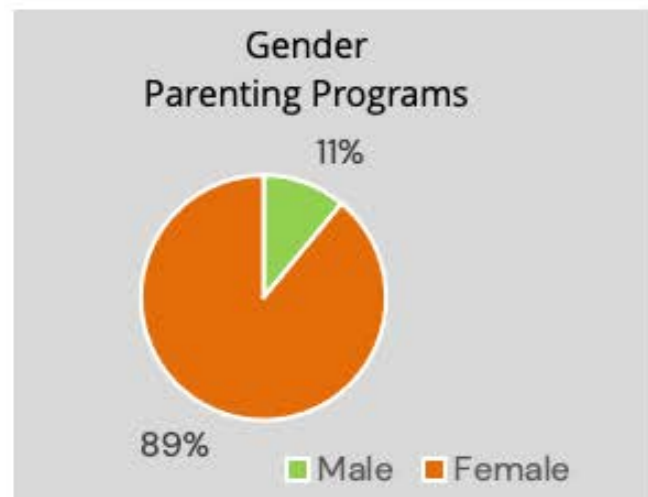
TNC delivered 3,223 client engagements, over 2,056 sessions. We supported client through Social participation (1,709), Info Advice Referral (1,081), Intake & Assessment (429), Parenting Programs (100), Education & Skills (105), Family Capacity Building (161) Counselling (87).

This amplify report will focus on our Parenting Programs and our Cool Kids Parenting Program. We know parenting programs are a soft touch point for parents/carers to access support. We aim for parents to have successfully increased their knowledge, feel supported and be better equipped to manage parenting demands.

Clients supported	Sessions delivered	Individual attendances
100	51	570

Parenting programs are important as they help parents feel they're not alone, that their children's behaviour is normal, and they enable parents to view things from their child's perspective.

We are beginning to see more fathers 11% attend parenting programs. Our CALD 22%, sole parents 24% and parents who identify with a disability indicate increased complexity facing our families.



**22%** CALD participants requires consideration when planning our services/supports. Ensuring cultural safety, accessibility, diversity and relevance in content and delivery.

**Referrals**  
Family Functioning and Age-Appropriate Development are the top two reasons client are seeking assistance around their parenting.

Sole Parents  
**24%**

**9%**  
Overall parents have identified with a disability

**86.7%** of clients had an overall positive outcome

# OUR OUTCOMES

In our parenting programs 45 clients or 68.7% of parent/carers completed paired SCORES. We focused on Family Functioning and Education & Skills.

## Highlights

Across all our parenting programs there was a positive shift on SCORES 86.7%. Satisfaction across all parenting programs was 4.8/5. Cool kids highlight is young people who attended also had a high satisfaction of 4.7/5.

Education and Skills	Family Functioning
58% clients improved (Average 3.6 – 4.3)	68.9% clients improved (Average 3.2 – 4.0)
<i>"I feel more confident after the program, and it helped me identify areas to work/ improve on to become a better parent"</i>  <i>"I learnt how to reconnect with my children"</i>	<i>"It really helped me fully understand how to build up a good relationship between me and my children"</i>  <i>"It really helped me understand my daughters' behaviours and emotions"</i>



## Learning Point

We celebrate positive shifts in Parenting Program domains of Education and Skills 58% and Family Functioning 68.9%. We note feedback, and attendance rates suggest that these programs are beneficial and meet a need, the scores themselves do not fully reflect this. We could offer additional support after the parenting program, such as a follow-up session one month later to review the main principles and collect another score to assess progress. To hold and maintain change we could connect parents into longer engagement through a parent support group or links into our Family Capacity Building services.

Demonstrating our reputation and support of the CALD community. CALD increases to **31.3%** when viewing only adult participation.

# 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. School/Service referrals only.

### Bringing up Great Kids

(5 week program)

This program for parents of under 12-year-olds 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.

## 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

(6-10 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.

### DadsNbubs 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. Program was run on Saturday mornings at the Centre.

# OUR SUPPORTED PLAYGROUPS

The Mini-Maxi Supported Playgroup provides a nurturing environment for young children and their families. This year, we focused on enhancing our support services, fostering community connections, and promoting early childhood development.

### Key Achievements

Community Building:

- Welcomed 103 families, fostering a dynamic and supportive community.
- Facilitated the formation of lasting friendships and supported children in developing essential social skills.

Developmental Milestones:

- Offered a secure and stimulating environment that enabled children to achieve key developmental milestones.
- Provided activities focusing on cognitive, emotional, and physical development, which received positive feedback from parents.

Parent Engagement:

- Organised informative sessions on parenting, child development, the Australian childcare system, child oral health, and local library services.
- Enhanced parents' confidence in their parenting abilities and their understanding of both their children's needs and available local services.

Cultural Inclusivity:

- Celebrated cultural diversity by including families from 17 different cultural communities.
- Enriched the playgroup experience with weekly story time sessions led by families in their native languages.

Collaborations:

- Partnered with other organisations to broaden the range of services and support offered to families.
- Formed partnerships with local early childhood centres and community organisations, facilitating resource sharing and joint activities.

As we look forward to another year, we remain committed to fostering a supportive and enriching environment for young children and their families. Our focus on play-based learning, community building, and individual support continues to make a positive impact on our community.

Feedback from our families:

- Increased confidence in parenting.
- More positive and strengths-based interactions with their children.
- Enhanced social and emotional development in children.

We look forward to continuing our work with families, helping them transition to community-based playgroups, engage with other sector providers and build stronger connections within their communities.

**Amy Joo**  
Family and Community Resource Worker  
Mini-Maxi Facilitator

# SafeT PROGRAM



In the continued absence of Staying Home, Leaving Violence (SHLV) funding in our district from the NSW government, our SafeT pilot continues to demonstrate and deliver outstanding outcomes and overachievement of KPIs. Clearly demonstrating a great need for this service in this region.

There continues to be clear demand for this program in the district. As at 30 June 2024, the SafeT pilot has been running for 2 and half years. Thank you to the board of TNC for their courage and commitment to continue to invest in this high demand pilot in a diverse and complex environment.

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.\*\*

Our KPIs for the period of January 2022 (launch) to June 2024 were 150 clients. During this period, our team of 2 case coordinators (1.8 FTE) worked with 278 clients – an over delivery of +85%.

Sue, Kristen and the wider TNC team continue to work with focus and diligence 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.

Our advocacy knows no bounds! We continue to meet with the relevant local, state and federal Ministers (incumbent and shadows), DCJ and our peak body DVNSW; challenging them to consider commissioning a range of trauma informed and client centric approaches and models that work with women and children escaping violence and break the cycle of returning to violence.

A state based; one size approach does not and cannot fit all. We know from experience that a Core and Cluster/Refuge model of care is not suitable for every woman seeking to break the cycle of returning and cannot be their only alternative as they navigate the 'response and recovery' phase of their violence.

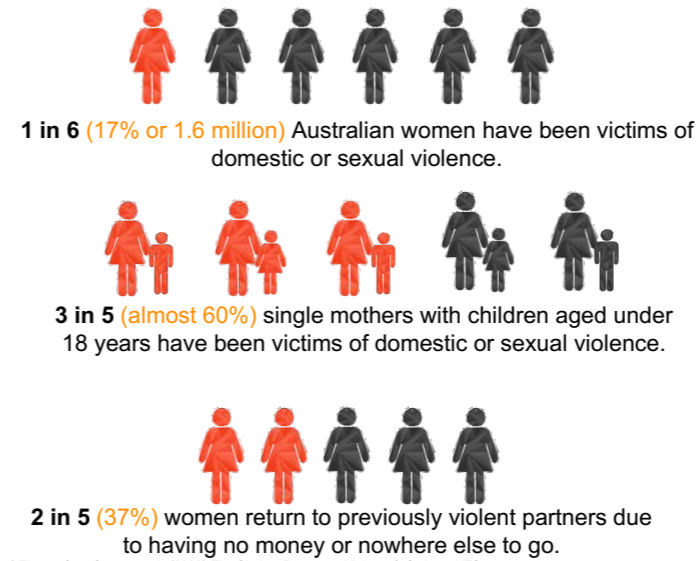
Thank you to Dr Adam Stebbing School of Social Sciences Macquarie University for his continued focused work on the Impact Evaluation Report of the SafeT pilot. Adam is currently in the process of finalising a White Paper; a document that will continue to stimulate and motivate sustainable, broad and diverse dialogue on a prevalent but preventable crisis that is creating devastating impacts in communities.

## Sue and Kristen Case Coordinators SafeT pilot program

\*Source: wcdvs.org.au

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

### Domestic and Family Violence in Australia\*

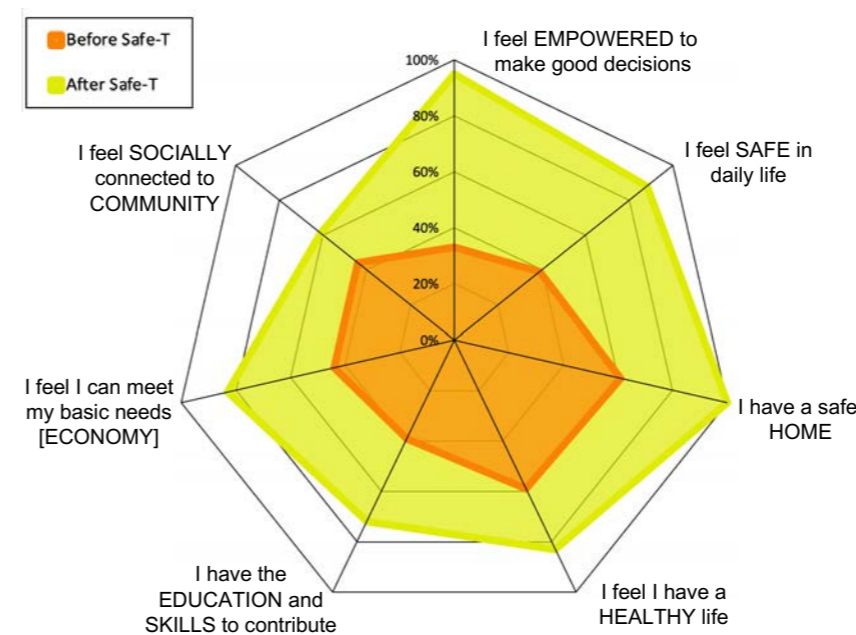


\* Figures from Summers, A. (2022) *The Choice: Poverty or Violence?*. Sydney: UTS.

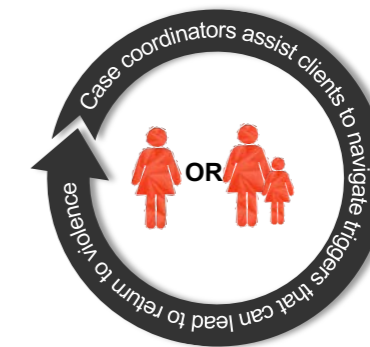
Safe-T aims to improve client wellbeing in the seven domains of the NSW Human Services Outcomes Framework (HSOF)

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

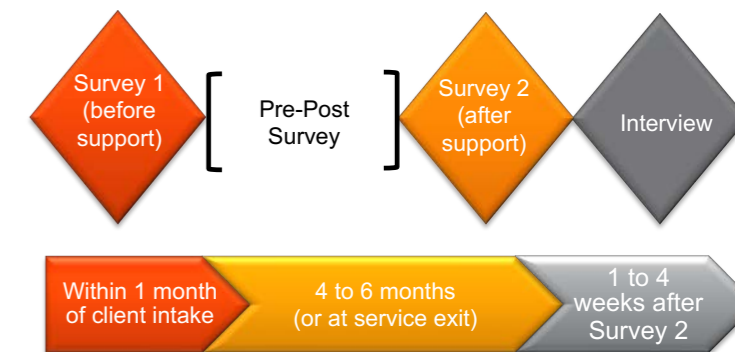


Safe-T is a post-crisis DFV service that provides wrap-around client-focused support via case work, advocacy/referral & brokerage



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."



I am immensely grateful to have met you whom I can call with the full meaning of the word 'respect,' a value so highly emphasised in Korea. I thank God for allowing me to meet you.

You are the first person in my life who has understood, empathised with, and loved my true self, helping me to discover how to love. I was truly happy and grateful for every moment spent with you.

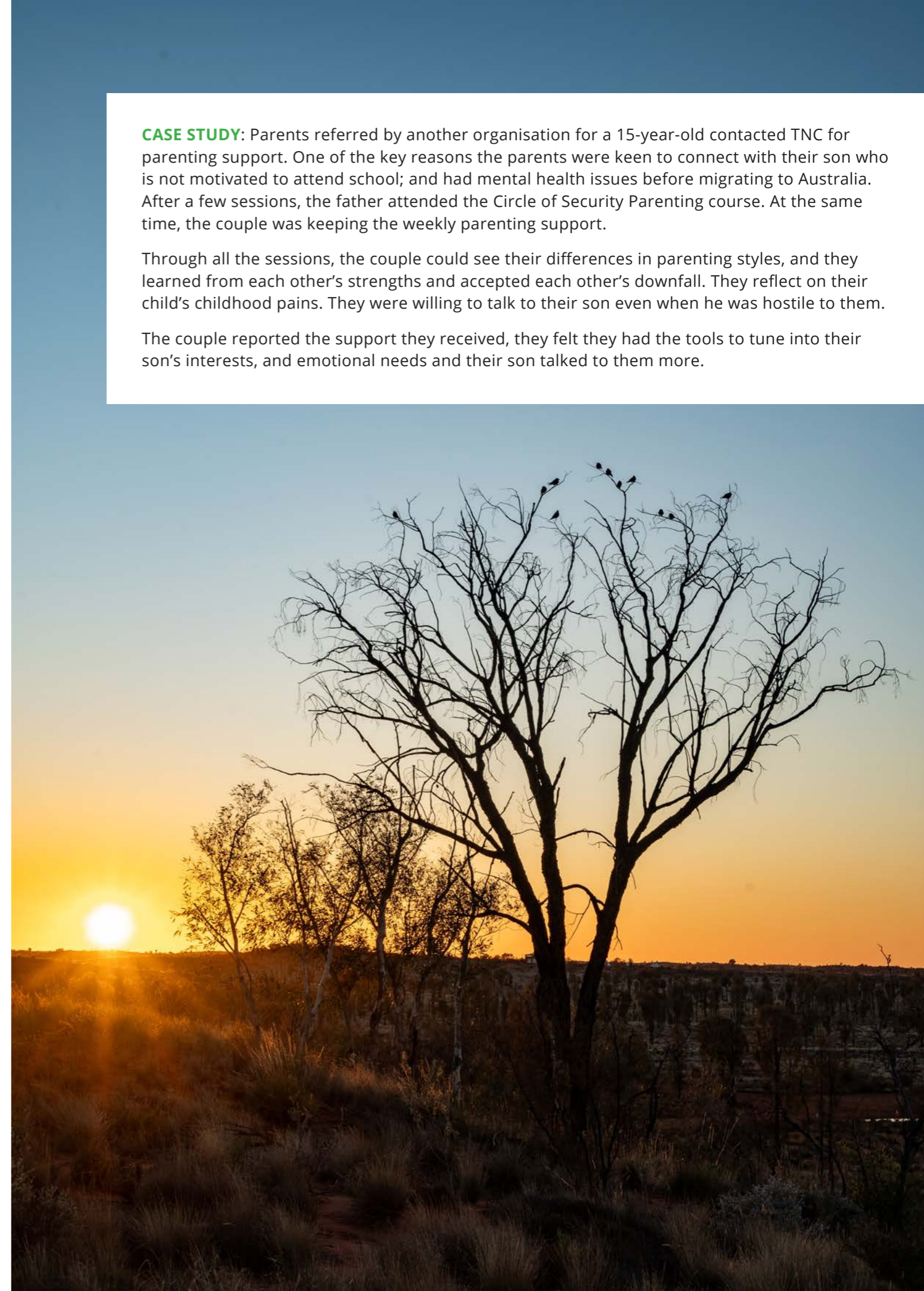
I will always remember how you helped me find the courage to express my feelings healthily to others. Thank you so much.

Just wanted to say that she is such an amazing family worker, and is helping me so much with things. She's just a wonderful human being, with so much knowledge and wisdom to share, while also being such a great listener, and so well thought out and helpful in her responses (to the things that I talk about). Very kind, caring, patient, understanding, empathetic and compassionate. And I just find her presence very uplifting, she radiates a lot of warmth. I just really think she's so amazing and talented at what she does, so I just wanted to put that in writing, to share with you guys.

**CASE STUDY:** Parents referred by another organisation for a 15-year-old contacted TNC for parenting support. One of the key reasons the parents were keen to connect with their son who is not motivated to attend school; and had mental health issues before migrating to Australia. After a few sessions, the father attended the Circle of Security Parenting course. At the same time, the couple was keeping the weekly parenting support.

Through all the sessions, the couple could see their differences in parenting styles, and they learned from each other's strengths and accepted each other's downfall. They reflect on their child's childhood pains. They were willing to talk to their son even when he was hostile to them.

The couple reported the support they received, they felt they had the tools to tune into their son's interests, and emotional needs and their son talked to them more.



# FROM THE INTAKE DESK

Intake is an incredibly important role and the gateway into TNC services. In our role as Intake Coordinators, we exemplify our organisation's mission and values in every interaction and encounter with all individuals and families seeking help, support and guidance.

**Care:** Whether it's a phone call or a visit to our centre, we welcome everyone with warmth, empathy and compassion. Our role involves a client-centric, trauma informed approach where we firmly believe in the principle of 'no wrong door'. 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 range of services, from supported playgroups to financial counselling, thanks to our robust partnerships and co-located partners working alongside us in the work that we do. Our SafeT Pilot program has become indispensable for our organisation and community, addressing the growing need to support women, with or without dependents, in breaking the cycle of returning to violence. Our SafeT program is well known to individuals and local organisations which drives a huge volume of referrals to the pilot. Through intake, we connect individuals and families to local and suitable services,

offering patient, 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 communication and communication will be tailored to suit every client, whether it is a face-to-face communication, phone calls, emails or via online 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. We provide multiple parenting courses and other services 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 an overwhelming 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 are encountering challenges in finding suitable, sustainable and affordable

housing for these individuals and families. Resources within the sector are limited, and barriers to referral pathways, such as high demand resulting in longer wait times, exist.

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.

**Omnia Emam**  
(December 2022 – October 2023)

**Madga Mlynarczyk**  
(October 2023 – current)

**Intake Coordinators**





# SECTOR EXECUTIVE GROUP (SEG)

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

Our member organisations include:

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

Launched in 2019, the SEG continues to meet every 10 to 12 weeks under Chatham House rules, and this year has been a busy year. We continue to work alongside our SEG partners to share learnings for greater sector efficiency, innovation and advocacy.

Thank you at all SEG partners for their generosity and partnership.

**Cate Sinclair**  
SEG Founder and Chair

# COMMUNITY EVENTS

It has been wonderful to attend so many events this reporting period and to be able to connect with community and other sector partners. The change that we can create together through networking and partnerships is so powerful in building strong futures.

- Jess Hill Workshop – Coercive Control and Sector event
- The annual and always fun Granny Smith Festival
- A Renters Right Expo hosted by Jordan Lane
- Ryde District Mums Halloween Disco
- Annual RHHDFSVC Make A Stand walk Macquarie Park
- City of Ryde Community Expo
- Hills Shire DFV event
- City of Ryde Community Easter Event
- Ryde District Mums Easter Egg Hunt
- Living in Australia and cultural adjustment – a series of event hosted by RA
- Many induction sessions delivered to the new Ryde LAC Police recruits

TNC Strengthening Partnership event – two per calendar year, to bring together all colocated partners and other sector partners and learn about one another's services.





# SECTOR ENGAGEMENT

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
	Hornsby and Ku-ring-gai
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
	FAMS Amplify Our Sector

# REFLECTIONS FROM OUR SOCIAL WORK STUDENT

As an international student pursuing a Master of Social Work at Western Sydney University, my placement at TNC has been one of the most rewarding experiences of my academic journey. I began my 600-hour placement at TNC in June 2024. While I had a basic understanding of TNC and its programs from their website, I was unfamiliar with housing support, family support, and SafeT in Australia. TNC not only provided me with in-depth exposure to their programs but also expanded my knowledge of various social services and offered numerous opportunities to network with other organisations.

My learning experience was greatly enhanced by the support of caseworkers who invited me to shadow them during their sessions. This hands-on experience helped me develop my skills and boosted my confidence as a future social worker. I also assisted in several parenting programs, such as Circle of Security, Mini Maxi Playgroup, Cool Kids, and Engaging Adolescents. These experiences allowed me to understand how parenting programs are conducted and underscored the importance of parents building strong relationships with their children. Attending a training program provided by the Department of Communities and Justice (DCJ) through TNC was a significant highlight. It not only broadened my knowledge but also contributed to my professional development.

Honestly speaking, TNC has set a high standard for what I envision in a workplace. It is not just about education and work but also about the connection between colleagues. The positive working environment and the supportive, encouraging nature of my coworkers ensured that I never felt like just a placement student. I am, and will always be, grateful for every experience I have gained at TNC.

**Prerana Rai**  
Social Work Student

# WOMEN'S LEGAL CLINIC

Hunt and Hunt have generously worked with TNC in delivering the weekly women's legal clinic for over 7 years! We could not be more grateful and thank Aleena Akram, Vicky Colmer Ridge, Sharon Payne and Kiara Dean for their time, commitment, empathy and kindness in supporting vulnerable women and families.

The Clinic is held on Thursdays via phone between 1.00pm – 4.00pm and is by appointment only.

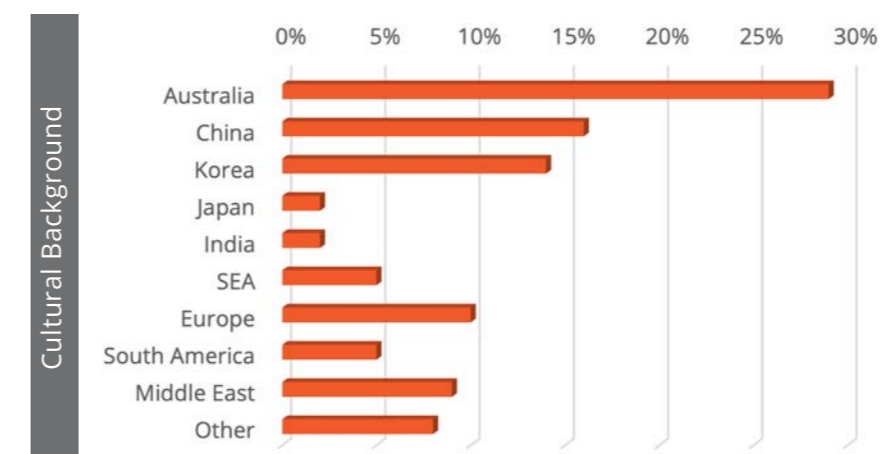
Hunt and Hunt's continued commitment to the clinic has been unwavering and of benefit to so many women and families. We cannot express our thanks to Hunt and Hunt and their team for continuing to support women seeking advice relating to custody, family and domestic violence, child and spousal support and property issues relating to relationship breakdown.

During this reporting period, Hunt and Hunt supported more than 145 women and their families during the period.

During FY24 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, via our colocated 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 Lawyers 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 colocated partners to join us to share in the learning experience.

This past year the staff attended:

- First Aid
- Standard mental health first aid
- Social Security basics
- Understanding Domestic and Family Violence in Culturally and Linguistically Diverse Communities.
- Engaging with Parents
- Supporting children's mental health when working with separating parents
- Cost of Caring
- Navigating Autism at home and school
- Building Resilience, wellbeing and vicarious trauma for Manages
- Responding to clients who disclose sexual abuse
- Supporting separating parents
- Teen disengagement forum
- Living and thriving with ADHA
- Domestic and family violence: Understanding the impact on children
- Refresher 1-2-3 Magic and Emotion coaching
- Suicide prevention workshop
- Motivational interviewing: helping people change
- Responding to clients reporting financial abuse
- Responding to mental health conditions
- Fundamentals of Case Management
- Complex trauma and mental health
- Advance case management
- Introduction to child protection and mandatory reporting in NSW
- Taking minutes
- Accidental counsellor





# RYDE HUNTERS HILL DOMESTIC, FAMILY AND SEXUAL VIOLENCE COMMITTEE (RHHDFSVC)



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 are 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.

As a committee we are working to shine a light on these devastating stats in working wth 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.

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



The annual Make a Stand Walk acknowledges the commencement of the 16 Days of Activism against Gender-Based Violence annual international campaign.

Kicking off with the International Day for the Elimination of Violence against Women on 25 November, the campaign ran until Human Rights Day on 10 December 2024.

On Thursday 23 November, the RHHDFSVC along with 52 attendees from TNC and members of the local community marched together in Macquarie Park in support to Make a Stand against Domestic Violence.

Further, we partnered with the Ryde Eastwood Liquor Accord and developed a series of collaterals for the licenced venues across the area including branded coasters, t-shirts, badges, back of bathroom door messaging and brown take-away bags through liquor retailers. We are so grateful to the Liquor Accord in supporting the committee financially, and also in spreading our message.

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

Source: Salvation Army

# THE NEXT 12 MONTHS



Finalise our SafeT 3-year pilot in December 2024 and continue DFV funding advocacy.

Work with DCJ in the Targeted Early Intervention (TEI) recommissioning.

Further Board renewal – recruitment and onboarding of new members in line with our skills matrix. Focus on governance and risk management strategies, including Cyber Security and the impact of AI.

Focus on TNC team health and safety in the workplace in light of increasing client demand and complexity.

Review and build on our partnerships, including outreach opportunities.



# 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
- Commonwealth Bank of Australia
- Community Migrant Research Centre (CMRC)
- Elizabeth Lee
- Empowering Parents in Crisis (EPIC)
- Evolve Housing
- FB & JE Gill
- Hunt & Hunt Lawyers
- Ku-ring-gai Neighbourhood Centre
- KYDS
- 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
- 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
- Rotary Club of North Ryde
- St George Community Housing (SGCH)
- Streetwork
- Taldumande Youth Services
- The Dowd Family
- The Salvation Army
- Wentworth Community Housing
- 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
- Federal Government

## Social work placement

- Lisa Anjoul, Western Sydney University – Master of Social Work (Qualifying)
- Jing Tan, Australian College of Applied Professions - Master of Social Work (Qualifying)
- Prerana Rai, Western Sydney University- Master of Social Work (Qualifying)





# APPENDIX

THE NORTHERN CENTRE  
FINANCIAL REPORT

FOR THE YEAR ENDED  
30 JUNE 2024



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

## THE NORTHERN CENTRE

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