

# A YEAR OF ACCOMPLISHMENTS

# 2018-19



PORT STEPHENS  
FAMILY AND  
NEIGHBOURHOOD  
SERVICES

Proudly funded by the  
Department of Family and  
Community Services, the  
Brotherhood of St  
Lawrence, Department of  
Social Services and the  
Indigenous Advancement  
Strategy



Brotherhood of St Lawrence  
Working for an Australia free of poverty



Family &  
Community  
Services



Premier  
& Cabinet



Australian Government

Department of Social Services



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Port Stephens Family and Neighbourhood Services is an incorporated not for profit organisation providing community services in the Port Stephens LGA.

We offer support and information services that include Child, Youth & Family Counselling and Casework, Homelessness Services and advice on Crisis Accommodation, Neighbourhood Centre Drop In, Parent's & Carer's Groups, Children's and Young People's Groups, Domestic Violence Support & Legal Clinics, Aboriginal Culture Groups, Playtime Groups, Outreach Programs, Financial Assistance, Financial Counsellor, Home to School Mentoring, Youth Centre and more. All our services are free.

Port Stephens Family and Neighbourhood Services is an amalgamation of Port Stephens Family Support Service and the Raymond Terrace Neighbourhood Centre; both centres delivering service to the Port Stephens Community for over 25 years. Funded by the Department of Family and Community Services, The Brotherhood of St Lawrence, The Department of Social Services and The Indigenous Advancement Strategy, PSFaNS advocates for services, projects and resources to inform, support and empower the individuals or groups that are being disadvantaged. PSFaNS is a strong advocate for social wellbeing to our local community and has formed close partnerships with various government and non/government agencies with similar objectives. These partnerships give opportunity to enhance outcomes and social conditions in the community particularly in respect of vulnerable groups and individuals.

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*Building caring, healthy and inclusive  
communities across the Port Stephens Region*



2018-19

# BOARD OF MANAGEMENT

## Chairperson

Robyn South

## Vice Chairperson

John Picton

## Secretary

Phiona Haire

## Member

Helen Smyth

## Treasurer

Richard South

## Member

Nicki Saroca

*PSFaNS has a passionate and driven staff team led by Colleen and Sue and Team Leaders, Rachel and Ann. This year we have continued to develop and evaluate innovative approaches to meet the ever overwhelming demand for service from the community. We are fortunate to have strong partnerships that work alongside us and support our work. For example, Lend Lease and Bunnings have done an amazing job developing our children's group area and play areas and landscaping at Phillip Road. A wonderful group of local women supply sandwiches to the Raymond Terrace High Schools week in and week out. Nextra Newsagent at Raymond Terrace raise money and donations for families in need, Women and children's new homes are furnished by Friends with Dignity (who slip in and slip out without being seen). Oz Harvest continue to deliver rescued food for people in need. The list goes on ... Partnerships make an enormous difference to the work we can do.*

*Thank you,*

*Robyn South  
Chairperson*

## OUR COMMITMENT TO COMMUNITIES

Port Stephens Family and Neighbourhood Services commitment is to know, understand and leverage off the strengths of the existing communities to eliminate social and economic disadvantage across the Port Stephens region. We will continue to work with the many communities across our region (Aboriginal, Women's, Families, Youth, Education, Business, Government etc) to ensure all people can live lives which are satisfying, meaningful and connected with their communities.

## Our Vision

A just community  
that includes and  
acts

## Our Purpose

Working with and for  
the communities of  
Port Stephens to  
eliminate social  
disadvantage

# Our Values

## We believe in:

We acknowledge that the Port Stephens area is made up of many communities. We believe that building communities in ways that acknowledge and respect differences is the key to building healthy and inclusive lifestyles. Creating opportunities to link up communities and address social and economic disadvantage is our focus.

We encourage and value creativity. We are open to learning and like to encourage all of us to think out of the box. We are always aware of available resources and look to sharing what we have with others. We value new ideas and would like others to expand on ours.

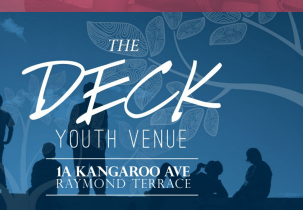
We take risks. We believe all good things that we have come to value in our communities have been born out of courage and follow through. We won't ridicule ideas and like to encourage everyone to give it a go. Redressing social and economic disadvantage needs us all to be courageous.

For us, this means being honest. Empathic. Allowing time to listen and speaking and acting positively. We aim to "practice what we preach" and always follow through on what we have committed to. We support communities to accept each other's differences and work together at points of shared needs.





# HOW MUCH DID WE DO?



- 4 x Tuning in to Kids Programs
- 4 x Tuning in to Teens Programs
- 4 x Not In My House Programs
- 4 x Circle of Security Programs
- 1 x Homework Group per week
- 2 x Drumbeat programs per week
- 1 x Computer Class per week
- 33 x Work & Development Orders
- 1 x Culture Group per week
- 5 x Playtime groups weekly
- 3 x after school groups
- 4 x Aboriginal traineeships in Community Services
- 5 x mentoring programs weekly
- 23.96 FTE staff
- Weekly food provisions through OzHarvest
- \$9,800 of Telstra phone vouchers
- \$90,660 of Emergency Relief vouchers
- \$160,700 Energy account payment assistance scheme vouchers
- 2 x social work student placements
- 173 x uses of our rooms by other services
- 681 children, young people and families accessed our service for counselling
- 357 people accessed our service for Homelessness Services (108 Male 249 female), with 411 children under 18 within those families
- 2910 people accessed ERF
- 7631 people accessed our Neighbourhood Centre
- 1,685 visits to The Deck Youth Venue
- 198 children and 664 individuals accessed our Tilligerry Family Network
- 66 children and their families accessed HIPPY each week
- 56 clients accessing our new Staying Home Leaving Violence Program from mid-April to end of June 2019



# HOW MUCH DID WE DO?

- 2 x Safe Houses for Families escaping DV
- 26 x Wesnest Telstra Pre-Paid phones given out to families escaping DV
- Attended training for and rolled out Staying Home Leaving Violence Program
- Events / education sessions and family fun days, for example, firetruck visit, Healthy Tums Healthy Gums, farm theme day with pony rides, Healthy Lunchboxes, cooking lessons and many more
- Partnership with Hunter Water enabling us to negotiate reductions in rates for homeowners/mortgagees
- Partnership Friends with Dignity who furnish/stock homes for women leaving DV, school bags with school items, Christmas presents
- Auspiced and chaired Port Stephens DV Committee
- 15 agencies regularly used our rooms for training, access visits, meeting clients
- 3 x I Respect Programs

# HOW WELL DID WE DO IT?

PSFaNS is an evidence informed service. We deliver evidence based practice. In 2018-2019 staff were trained in Staying Home Leaving Violence, Trauma informed Practice, First Aid and CPR, Signs of Safety Practice, Child Development, Behaviour Management, Art and Play Therapy and more.

We reviewed all policies and procedures and new amalgamated structures and systems. Staff participated in individual and group supervision and case reviews in keeping with our commitment to reflecting on and developing practice.

# WHAT DIFFERENCE DID WE MAKE?

## **A snapshot of our evaluations:**

98% of parents/caregivers reported that since attending Playtime they have learnt of a service, resource or activity in the community for children and families

96% of families reported that they learnt new things about positive parenting in our parenting programs

85% of families improved in parent/caregiver warmth and empathy towards their child/ren

88% children at school entry age had participated in formal early childhood education at least two sessions a week for at least a year prior school

81% of young people said their most important goal was achieved in counselling / casework

91% referring services reported that PSFaNS is responsive to community needs

96% referring services found the staff at PSFaNS to be helpful, friendly and knowledgeable





# Service Staff 2018-2019

Managers		Sue Pollock & Colleen Whittle		
Child, Youth & Family Team	Staying Home Leaving Violence Team	Aboriginal Programs Team	Homelessness Team	Financial and Administration Team
<b><u>Team Leader</u></b> Sue Pollock (Child) Colleen Whittle (Youth)	<b><u>Team Leader</u></b> Sue Pollock	<b><u>Team Leader</u></b> Rachel Small	<b><u>Team Leader</u></b> Ann Fletcher	<b><u>Team Leader</u></b> Maxine Battye
<b><u>Caseworkers/Counsellors</u></b> Casey Rofe (Child) Andrew Norris (Child) Sarah Quinlan (Child) Sarah Baker (Youth) Crystal Ralston (Youth) Jill Granelli (Parenting Programs)	<b><u>Caseworkers</u></b> Barbara Tobin Ellen Pollock Sarah Walsh	<b><u>Cultural Staff/Mentors</u></b> Montana Perry Karen Patten	<b><u>Caseworkers</u></b> Julianne Cocking Kylee Anderson William Hammond Courtney Knott Kayla Haslop Katie Keays Nichola Kinnane	<b><u>Administration</u></b> Jo Vanderhelm (Phillip Rd) Clare Thomas (Jacaranda Ave)
<b><u>Early Childhood Workers</u></b> Mardi Sheridan Rachel Small				
<b><u>Tilligerry Programs</u></b> Lyn Martin (Project Leader) Danielle Haagensen (Caseworker) Connie Grant (E.C Worker)				



Our work would not be possible without the work of our dedicated volunteers. Volunteers have helped out in a great many ways; assisting our emergency relief team, preparing food for schools and groups, assisting in our children's / youth groups; assistance in running and maintaining office IT; gardening and so much more. Your ongoing commitment, dedication and time enable us to deliver exceptional service and support to our wider communities. Because of this invaluable contribution, we're eager to say a big public "Thank you volunteers! We salute you!"