

2019-20



Proudly funded by the
Department of
Communities and Justice,
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



Communities
& Justice



Premier
& Cabinet



Australian Government
Department of Social Services



02 4987 1331



www.psfans.org.au



PO Box 391, Raymond Terrace 2324



admin@psfans.com.au

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 30 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 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.

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



2019-20

BOARD OF MANAGEMENT

Chairperson

Robyn South

Vice Chairperson

John Picton

Secretary

Helen Smyth

Member

Phiona Haire

Treasurer

Richard South

Member

Nicki Saroca

PSFaNS continues to respond to the Port Stephens community through demanding times. COVID has of course made delivering service that much harder – as services all over the world have and are experiencing.

Our staff have been quick to adapt and found innovative ways to still respond and provide the best service they can to the community.

The Port Stephens community stepped up to the plate and donated goods and funds to support our work and their community.

Our partnership with the new local housing provider - Hume Housing – is exciting and will be of great benefit in Port Stephens.

We look forward to being able to operate without the restraints of COVID ... hopefully not too long into the future.

Co-Manager Colleen Whittle retired and we thank her for her valuable years of service.

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?

- 3 x Tuning in to Kids Programs - face to face
- 1 x Tuning in to Kids Program via Zoom
- 3 x Tuning in to Teens Programs - face to face
- 1 x Tuning in to Teens Program via zoom
- 3 x Not In My House Programs - face to face
- 1 x Not in My House Program via Zoom
- 3 x Circle of Security Programs - face to face
- 1 x Circle of Security Program via Zoom
- 1 x Homework Group per week until April
- 2 x Drumbeat programs per week until April
- 2 x Rent It to Keep It Programs - face to face
- 39 x Work & Development Orders with \$25,403.17 in credits applied
- 5 x Playtime groups weekly until April
- 3 x after school groups until April
- 4 x Aboriginal traineeships in Community Services
- 5 x mentoring programs weekly until April
- 26.61 FTE staff
- Weekly food provisions through OzHarvest
- \$10,250 of Telstra phone vouchers
- \$85,990 of Emergency Relief vouchers
- \$87,250 Energy account payment assistance scheme vouchers
- 2 x social work student placements
- 135 x uses of our rooms by other services
- 673 children, young people and families accessed our service for counselling
- 533 people accessed our service for Homelessness Services (139 Male 305 female), with 89 children under 18 within those families and an additional 249 people given information and/or referrals
- 1281 people accessed ERF
- 3785 people accessed our Neighbourhood Centre
- 640 visits to The Deck Youth Venue
- 209 visits to our Tilligerry Family Network groups
- 44 children and their families accessed HIPPY each week
- 215 clients (143 adults, 70 children) accessing Staying Home Leaving Violence Program
- 3 x I Respect Programs
- Partnership with Thouwalla Family Centre to support playgroup families during Covid-19 playgroup closures.

HOW MUCH DID WE DO?

- 2 x Safe Houses for Families escaping DV
- 44 x Wesnest Telstra Pre-Paid phones given out to families escaping DV
- 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
- Partnership with Headspace for outreach at the Neighbourhood Centre
- Partnership with Lifeline for counselling services at the Neighbourhood Centre
- Auspiced and chaired Port Stephens DV Committee
- 13 agencies regularly used our rooms for training, access visits, meeting clients

HOW WELL DID WE DO IT?

PSFaNS is an evidence informed service. We deliver evidence based practice. In 2019-2020 staff were trained in Bringing Up Great Kids, Trauma informed Practice, Signs of Safety Practice, Child Development, Behaviour Management, Therapeutic Work with Children and Young People in an Online Space, Supporting People to Stay Infection Free and more. We adapted our operations in order to continue to offer our services during Covid-19. 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: *Due to COVID and impact on service delivery we note that some evaluations are lower than usual.*

97% of parents/caregivers reported that since attending Playtime they have learnt of a service, resource or activity in the community for children and families

95% of families reported that they learnt new things about positive parenting in our parenting programs

84% of families improved in parent/caregiver warmth and empathy towards their child/ren

87% 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

80% of young people said their most important goal was achieved in counselling/ casework

90% referring services reported that PSFaNS is responsive to community needs

95% referring services found the staff at PSFaNS to be helpful, friendly and knowledgeable

95% of Staying Home Leaving Violence clients said because of the service I feel safer

100% of Staying Home Leaving Violence clients said because of the service I feel my children are safer

At the start of Women Speak, 86% of participants blamed themselves in various degrees for the abuse that happened to them. By completion of the program, this number reduced to 14%.

100% of Women Speak participants said they now knew the difference between a healthy and unhealthy relationship on completion of the program.

COVID-19 PANDEMIC

Since Covid restrictions limited our face to face operations, we very quickly increased our online presence to ensure the community knew that while we were doing things a little differently, we were still here and our services were still available.

Does 2020 have you finding it hard to make ends meet?



PSFaNS is here to help!

Call us!

For a confidential financial relief appointment, phone us on:

 **4987 1331**



PORT STEPHENS
FAMILY AND
NEIGHBOURHOOD
SERVICES





You can contact us in any of these ways:

 **Phone: 49874674 or 49871331**

 **Text: 0429 553 496**

 **Email: intakeSHLV@psfans.org.au**

 **Message via our website: [psfans.org.au](https://www.psfans.org.au)**

 **Message or email via our Facebook**

FOR EMERGENCIES CALL POLICE - 000

**Port Stephens Domestic and
Family Violence Services
ARE STILL HERE**

NSW
Domestic
Violence Line
is available
24/7 on
1800 65 64 63

There's no excuse for domestic violence

AND EX-SERVICE MEMBERS PHONE LINE

Introducing **Link2home Veteran's and Ex-Service Members** dedicated number for clients to call for those who are homeless or at risk of homelessness.

The aim of the service is to connect veterans and ex-service members to relevant services and products that are specific to them. Staff will make warm referrals to these services as appropriate. Of course, staff will still link clients in with SHS and temporary accommodation where this is needed, as well as will facilitate access to DCJ Housing products and services (including social housing and private market products such as Rent Choice Veterans).

For more information head over to the DCJ website <https://www.facs.nsw.gov.au/housing/help/ways/are-you-homeless>



1800 326 989

RENT SUBSIDY FOR DOMESTIC VIOLENCE SURVIVORS




If you are experiencing domestic violence and want to leave, the **RENT CHOICE START SAFELY** program can pay part of your rent for up to 3 years, if you are eligible, while you rebuild your life.

PSFaNS can assist you to apply for the **RENT CHOICE START SAFELY** Program and assess the security of your private rental.

 **You do not have to stay in an unsafe situation.**

For confidential support and advice, please free call 24/7:

 **NSW Domestic Violence Line on 1800 65 64 63 or
PSFaNS on 4987 4674 / 4987 1331 (Mon-Fri 9-5)**



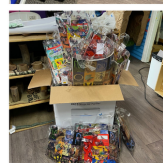
If you or your children are in danger call **Emergency Triple Zero 000**



Strengthening Community

PSFANS & THOU-WALLA FAMILY CENTRE

Since announcing our temporary playgroup closures, we have wasted no time and have been busy collaborating with our friends Thou-Walla Family Centre, to make activity packs for our playgroup children to do at home!



 **WESNET**
The Women's Services Network

THINKING ABOUT LEAVING?

**Police and Domestic & Family Violence
Services are open
IN AN EMERGENCY CALL 000**



Contact us during business hours by:

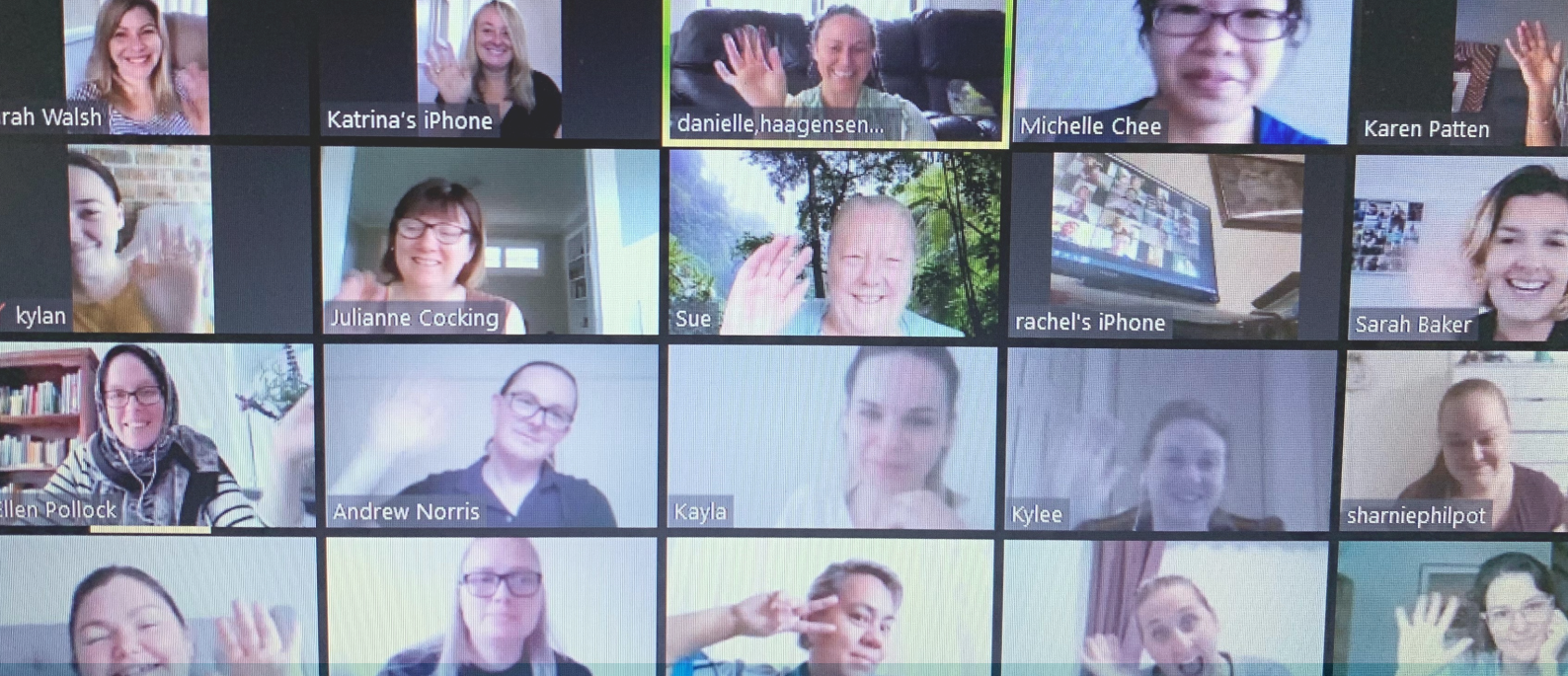
Phone: 4987 4674 or 4987 1331

Email: shsintake@psfans.org.au

Website: www.psfans.org.au/contact

Facebook: via messenger

24 hours - NSW Domestic Violence Line 1800 65 64 63



Service Staff 2019-2020

Manager		Sue Pollock		
Child, Youth & Family Team	Staying Home Leaving Violence Team	Aboriginal Programs Team	Homelessness Team	Financial and Administration Team
<u>Team Leader</u> Vacant	<u>Team Leader</u> Barbara Tobin	<u>Team Leader</u> Rachel Small	<u>Team Leader</u> Ann Fletcher	<u>Team Leader</u> Maxine Battye
<u>Caseworkers/Counsellors</u> Casey Rofe (Child) Andrew Norris (Child) Sarah Quinlan (Child) Sarah Baker (Youth) Michelle Chee (Youth) Jill Granelli (Parenting Programs)	<u>Caseworkers</u> Ellen Pollock Sarah Walsh Sarah Quinlan	<u>Cultural Staff/Mentors</u> Karen Patten <u>HIPPY</u> Emma Greenham Kylan Maynard Victoria Tomaszewski Sharnie Philpot	<u>Caseworkers</u> Julianne Cocking Kylee Anderson Courtney Knott Kayla Haslop Katie Keays Nichola Kinnane Jess Sturt	<u>Administration</u> Jo Vanderhelm (Phillip St) Clare Thomas (Jacaranda Ave)
<u>Early Childhood Workers</u> Mardi Sheridan Rachel Small				
<u>Tilligerry Programs</u> 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!"