

2020-21



Proudly funded by the
Department of
Communities and Justice,
Department of Social
Services, Brotherhood of
St Lawrence, Indigenous
Advancement Strategy and
Hunter New England
Primary Care.



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Brotherhood of St Lawrence
Working for an Australia free of poverty



Premier
& Cabinet

PRIMARY
HEALTH
NETWORK



Communities
& Justice



Australian Government
Department of Social Services



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, limited Transitional Accommodation, Neighbourhood Centre Drop In, Parent's & Carer's Groups, Children's and Young People's Groups, Domestic Violence Support including Safe Houses, Aboriginal Culture Groups, Playtime Groups, Outreach Programs, Financial Assistance, Financial Counsellor, Home to School Mentoring, Youth Centre and more.

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.

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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

2020-21

BOARD OF MANAGEMENT

Chairperson

Robyn South

Vice Chairperson

Phiona Haire

Secretary

Helen Smyth

Treasurer

Richard South

Member

Andrew
Hawkins

Member

Phillip Ross

Member

Tim Mizzi

Member

Catherine
Woodbine

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

Our staff were quick to adapt and find innovative ways to still respond and provide the best service they can to the community.

The Port Stephens community continue to step up to the plate and donate goods and funds to support our work and their community. We live and work in such a generous community.

We worry about the high rates of homelessness and domestic and family violence in our community; in particular we worry about the children.

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

*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 - face to face
- 4 x Tuning in to Teens Programs - face to face
- 4 x Women Speak Programs - face to face
- 1 x Rent It to Keep It Programs - face to face
- 31 x Work & Development Orders with \$22,057.57 in credits applied
- 5 x Playtime groups weekly Oct to June
- 2 x after school groups Oct to June
- 2 x Weekly Art Therapy groups (young people and adults) as well as weekly family group sessions
- Youth drop in once a week Oct to June
- Youth school holiday day camps including camel riding, quad biking & cinema visit
- 4 x Aboriginal traineeships in Community Services
- Weekly food provisions through Oz Harvest including extra hampers and Second Bite
- 26.57 FTE staff
- \$7,400 of Telstra phone vouchers
- \$116,800 of Emergency Relief vouchers
- \$60,750 Energy account payment assistance scheme vouchers
- \$2,495 of Hunter Water PAS Vouchers
- \$839 of school uniforms from Lowes
- 4 x social work student placements
- 20 x visiting services regularly used our rooms for training, access visits, meeting clients with a total of 129 x individual uses of our rooms
- Child & Family Support - 765 children and families including 105 intensive support
- Child & family support (Tilligerry) - 142 children and families
- Youth & Family Support - 456 young people and families including 93 intensive support
- 546 engagements via our Tilligerry Family Network site which included groups, counselling / mentoring and food assistance
- 848 people accessed our service for Homelessness Services (354 Male 494 female), with 352 children under 18 within those families and an additional 332 people given information and/or referrals
- 1265 people accessed ERF
- 3422 people accessed our Neighbourhood Centre
- 500 visits to The Deck Youth Venue
- 46 children and their families accessed HIPPY each week
- 575 clients (299 women, 252 children) accessing Staying Home Leaving Violence Program
- Implemented in-house Psychology Team with same day appointments available for urgent requests
- 48 x Wesnest Telstra Pre-Paid phones given out to families escaping DV
- 2 x Safe Houses for Families escaping DV
- 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

- Partnership with Centrelink Community Outreach for payment support
- Partnership with St Johns Anglican Church for weekly food hampers
- Partnership with Raymond Terrace Rotary for food help and household donations
- Partnership with Hunter Womens Centre for counselling services
- Partnership with Hunter Valley Project for financial counselling
- Auspiced and chaired Port Stephens DV Committee
- Manage 4 Facebook and 2 Instagram pages to engage with community
- Facilitated some groups outdoors to adjust with restrictions (ie. walking groups)
- Playgroup excursion to Speers Point Park, in group cooking classes and healthy eating, vision checks for children, healthy lunchboxes and more.

HOW WELL DID WE DO IT?

PSFaNS is an evidence informed service. We deliver evidence based practice. In 2020-2021 staff were trained in IRespect, Trauma informed Practice, Therapeutic Dolls, Suicide Prevention, Child Protection, Child Development, Mental Health & Addiction, Behaviour Management, Therapeutic Work with Children and Young People in an Online Space, 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:

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.

Due to COVID and impact on service delivery we note that some evaluations are lower than usual.

COVID-19 PANDEMIC

Since Covid restrictions limited our face to face operations, we continued to maintain a high 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!



PORT STEPHENS
FAMILY AND
NEIGHBOURHOOD
SERVICES

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
- 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>



**Children need their parents right now.
Support your partner's parenting.**

If you are worried about your behavior toward your family, choose to get help.

**Got the Flu ☹️
We'll be missing you!**

With the colder weather setting in, And more sniffles and coughs begin. A reminder to parents and carers out there, That germs we **DO NOT** like to share. If you or your child have symptoms of cold or flu, There is something that we need you to do, Please stay home, **DO NOT** attend groups. Keep warm in your home, make some soup. And when you're better and the germs have gone away, Come on down to group and have a play.

#stayhomeifsick

'We can't wait to see you when you feel better.'



The excitement of the State of Origin series is here, but do you know that during the build up, on game days and for weeks after the series, there is also an increase in men's use of violence including both verbal and physical abuse towards women.

40% INCREASE IN DOMESTIC VIOLENCE



It's every mans responsibility to take an active role in preventing domestic violence



1800 326 989

Service Staff 2020-2021

Organisational Structure

BOARD OF MANAGEMENT

Sue - Manager

Ann - Assistant Manager

Aboriginal
programs /
HIPPY

Rachel - Team Leader

Aboriginal
Programs
Karen
Emma

HIPPY
Emma
Victoria
Sharnie
Tusiata

C, Y & F

Andrew - Senior Practitioner

Child & Family
Amy
Mardi
Kelly

Youth & Family
Kelly
Alison
Michelle (Maternity Leave)

Parenting
Programs
Jill

Psychology Team
Tim
Maddie

Tilligerry
Family
Network

Danielle - Senior Practitioner

Connie
Shae
Victoria

Finance +
Admin
NC / ERF

Maxine - Team Leader

Jo
Clare
Volunteers

SHS

Kylee - Senior Practitioner

Julianne
Kayla
Courtney
Katie
Jess
Nichola
Anna
Adrian

SHLV

Barbara - Senior Practitioner

Ellen
Sarah Q
Camilla
Sarah W (Maternity Leave)
Julianne (Women Speak)



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!"

