

2023



Family Support Newcastle  
*your family, our community*

# ANNUAL REPORT

# ACKNOWLEDGEMENT OF COUNTRY

Family Support Newcastle would like to acknowledge the traditional custodians of the land where Family Support Newcastle provides services. We pay our respects to Elders past and present and the Aboriginal and Torres Strait Islander people with whom we work. We acknowledge that this land was never ceded. We are grateful for the care of the land that occurred historically and that we are able to work and live on this land now; we acknowledge the sadness, loss and injustices of Aboriginal people as a result of colonisation.

## OUR COMMITMENT TO FIRST NATIONS PEOPLE

**We acknowledge the history of invasion and subsequent colonisation of this country and the impact this has had on its peoples. We acknowledge that this is, always has been, and always will be Aboriginal land.**

Our commitment is to:

- Provide a respectful, safe and welcoming environment for Aboriginal and Torres Strait Islander peoples.
- Provide services appropriate to Aboriginal and Torres Strait Islander peoples in consultation with Aboriginal and Torres Strait Islander peoples and Aboriginal agencies.
- Proudly and visibly support Aboriginal and Torres Strait Islander rights and openly challenge racism in ourselves and others.
  - Develop Aboriginal cultural competence.
- Respectfully learn from Aboriginal and Torres Strait Islander peoples, recognising that this is a life long journey.

We have processes in place to regularly and openly measure and review our effectiveness in implementing this commitment.



# ABOUT US

**Family Support Newcastle (FSN) is a non-government, for purpose, incorporated association that has provided services to families with children in the Lower Hunter Region for over 45 years.**

## VISION

Family Support Newcastle provides services that promote the well-being of children and their families, of individuals, and communities. We often work in partnership with other services to provide more options for the families we support. We are inclusive of Aboriginal and Torres Strait Islander people, people from other culturally diverse backgrounds, and those who experience discrimination and disadvantage.

## MISSION

Communities that are just, safe, strong and connected, providing opportunities for all families, individuals and children to grow and live well. Communities where history is acknowledged and healing is supported; where diversity and creativity are embraced and encouraged.



**Integrity**



**Justice**

## VALUES



**The safety and wellbeing of children and families are at the centre of everything we do.**



**Diversity**



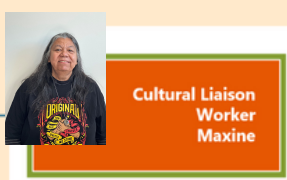
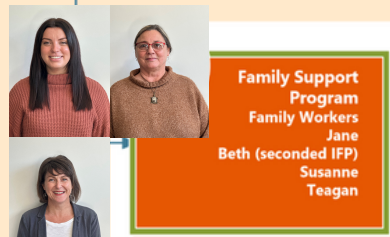
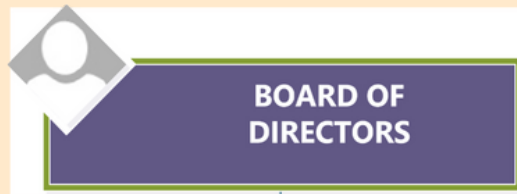
**Generosity**

### Our Services include:

- Intensive assistance to families where there is serious risk to children
- Counselling and individual assistance in the home, Family Centre or agreed venue
- Therapeutic group programs with associated child development activities
- Supported playtime activities
- Support to women and children leaving domestic violence
- Support to men in their fathering role and in their relationships
- Approaches that are informed by research, evidence and best practice



# ORGANISATIONAL STRUCTURE



# FAMILY SUPPORT NEWCASTLE BOARD OF MANAGEMENT

The Board has overall responsibility for running the service, overseeing our financial management and other responsibilities such as work health and safety, funding requirements, compliance and human resource matters. It helps with planning, evaluation and guiding improvements.

## **The FSN Board members for 2022-2023 comprise:**

- **Joshua Comyns (Chair and Treasurer)**
- **Kerrie Thompson (Secretary)**
- **Clementine Kayobera**
- **Margaret Stewart**
- **Janelle Atkinson**
- **Martine Ward**

Thank you to the Board for your ongoing work in supporting FSN, attending meetings and other activities, decision making, questioning and valuable input. Your ongoing contributions and support are greatly appreciated.

## REPORT FROM JOSHUA COMYNS, CHAIRPERSON

I am pleased to present my report for the year ending 30 June 2023.

This is my fourth year on the Board and it has been a great honour to serve in my capacity of Chairperson.

During this time, we have been through the Covid-19 pandemic, relocated locations (from Joy Cummings Centre to Orlando Road, Lambton), measured and adjusted service offered for families, and there were times we all faced many challenges. We have survived this, adapted where necessary and managed to make a profit the last couple of consecutive years. We have reviewed policies and procedures, implemented changes in HR processes and procedures and, accounting and IT processes. Changes in structure were made to increase available funds for service delivery. We now have increased responsibilities around governance and accountability to ensure best practice. We, as the Board, take these responsibilities seriously and are supportive of first and foremost, FSN staff and the families, thus systems and processes have been continually reviewed and updated to ensure we



are not only compliant but strive to ensure a high level of staff satisfaction.

We have recently finalised a new strategic plan to ensure the long-term viability and future for FSN, which we look forward to implementing over the years to come.

I would like to thank the diligent efforts of Sue, Erin and Nicole in particular, for their hard work, dedication, and genuine passion for helping families and staff during this period.

Thank you, Board members for your input and support, and to Kerrie for not only her secretarial duties but also her support at times when we came together to ensure a healthy and safe workplace for FSN staff, when we prioritised the health and well-being of FSN staff.

Thank you to all staff of FSN for their commitment and professionalism and, support of the most vulnerable people within our community. It has been a pleasure and an honour to continue to serve FSN again this year.

Best regards



Joshua Comyns, Chairperson Family Support Newcastle

## REPORT FROM SUE HELLIER, CEO

I am excited to be reporting in this celebratory year; Family Support Newcastle has been operating for 45 years! In addition, we are launching the 2023-2027 Strategic Plan, excerpts of which are included in this report. I would like to acknowledge Sophie's creative work in developing the design and presentation of the Strategic Plan – Thank you Sophie, you did a magnificent job! There's more; it is five years since I commenced as CEO of FSN.

Preparing this report has provided a good opportunity to reflect on the past five years. Over this period, we have progressed through development and stabilising; changing and fine-tuning





processes and systems; e.g. upgrading technology (new mobile phones, surface pro's for all staff, outsourcing our IT work to New Era, changes to the governance structure and Board, raised our profile and increased our engagement with other services, outsourced financial management to Cinch, become more child focussed in our practice, refurbishment of the Waratah Family Centre including new play spaces, improved program accountability, embedded CSNet a client management system, moved from the JCC to our Lambton office, introduced more evidence based and evidence informed practice and group work and developed our knowledge and skills around Domestic and Family Violence with the introduction of the Safe and Together model. The Cultural Liaison worker position was introduced, as was the Yandin Malang Katai Mariyang Committee which is part of FSN's commitment to Aboriginal people. The Hunter Domestic and Family Violence Consortium was also established. FSN enhanced staff conditions by introducing external supervisors, an improved EAP process, Domestic Violence Leave, Parental Leave, streamlined timesheets and leave processes (enableHR), and, improved individual safety processes for staff.

Due to identifying a gap in recognising the impact of DFV on children, we have shifted our focus to be able to give more support to children who have experienced the trauma of domestic and family violence, with the introduction of a Children's Specialist Worker Position.

It has been a huge five years!

FSN has welcomed some new staff; Cherie & Emma (SHLV), Mark D. (FaRS), Neralie (IFP), Teagan (FSP), to backfill for Beth (IFP) who is filling in for Victoria while she enjoys a well-earned break. These staff are skilled, experienced, qualified, with values that align with FSN and are eager to learn, develop and contribute.

### **What else did 2022-23 bring?**

- Waratah Family Centre internal refurbishment completed
- The demountable was completely refurbished and now accommodates the IFP team
- A new bike track and turf
- Finishing the play area in the front space
- Nikola Brookes commenced as the Administration and Accounts Officer in August 2022. Nikki hit the ground running and is providing great support to me and to FSN. Nikki was responsible for introducing more efficiencies with streamlined systems, taking on more of the accounting work.
- Fabulous FSN t-shirts!
- Erin, Maxine and Julie celebrated their 15-year anniversaries at FSN; Susanna celebrated her 25th anniversary. Congratulations!



## What are we looking forward to in 2023-2024?

- All positions are filled; stable teams
- Finalising fully reviewed policies and procedures
- Sourcing opportunities for the growth and development of FSN
- Implementing the 2023-2027 Strategic Plan
- Developing and growing our practices
- Families and other stakeholders feedback project; hearing in greater depth what difference support from FSN has made for families

I would like to express my sincere gratitude to Erin and Nicole, team leaders. They lead their teams with professionalism, respect, empathy and diligence. They support me as a colleague and in my role as CEO. Over the past 19 months I have struggled with Long Covid, Erin and Nicole have not only been a great support, they have ensured FSN continued to provide excellent services to families. I also thank the Board for their understanding and support during the difficult times.

After so many changes, adaptations and disruptions, it will be a pleasure to settle, appreciate our processes, systems and technology, spend time connecting with each other, appreciate lovely spaces at Waratah and continue supporting families and children.

Sue



Nicole and I were fortunate to be able to attend the FRSA Conference in May. I presented a paper on our Children's Specialist Worker Program.





# ERIN BEARD- TEAM LEADER

Erin is a social worker, and line manager for the staff of the following programs:

**Playtime Plus:** A group at our Waratah Family Centre on a Thursday morning during the school term, with the aim of supporting parents and their pre-school aged children; e.g. developing socialisation skills, parents connecting with other parents, craft and play activities, skills development for children and just fun playing, singing and stories. This group has diverse attendees and over the last term has had up to 40 participants each week!



**Family Support Program:** Parents/carers needing additional support who have children 0-12years; FSP provides all eligible referrals with an intake and assessment appointment, information and referral support. Where appropriate, case management will be provided, including home visiting to support with challenges to parenting, such as mental illness, child development concerns, social isolation, family and domestic violence, poverty, and drug and alcohol use.

**Intensive Family Preservation Program:** Families residing in the Newcastle/Maitland areas who have the Department of Communities and Justice (DCJ) involved; FSN family workers will visit regularly to provide support, information and assistance to the parent/s to develop goals to keep children safe, refer to other relevant services, 24/7 telephone access to support, practical parenting suggestions. Referrals are received from DCJ only.



**Waratah Family Centre:** During this past year refurbishment continued at Waratah; Erin had oversight of this project which included internal upgrades and furnishings, external in the back play spaces, creating a staff space on the side veranda and the upgrade of the demountable. This was a huge task that took almost two years to complete partly due to delays in materials and labour. The end product was well worth the wait.



# NICOLE CAMERON- TEAM LEADER

**Nicole is a social worker, and line manager for the staff of the following programs:**

**Staying Home Leaving Violence (SHLV):** Support to women and children in the Newcastle area, who have left family and domestic violence and either remain in their family home or home of their choice. Women and their families may be assisted with obtaining orders to exclude the perpetrator from the home, keeping the family safe in their home by improving home security, support to children and emotional support. Support is provided by referral and intake assistance, information & advice, advocacy, case management or case coordination. Due to SHLV expansion funding received from the NSW government we are pleased we can support more eligible women and children and our team has grown in order to do so. We now have five part-time workers, including a Children's Specialist worker, which SHLV partially funds.



**Family and Relationship Services:** There are two delivery streams for this program within this service: Family Skills and a Men's Program. The Men's program; a male worker who supports men who reside in the Lower Hunter and Port Stephens, and are experiencing challenges in their relationships with their children aged 0-18 years. Support is provided by an intake and assessment appointment, can include home visits and centre based visits, information and referrals to other services and group work. The Family Skills program offers a variety of evidence based (e.g. Tuning into Kids, Shark Cage, Tuning into Teens) and evidence informed groups (e.g. Self-Compassion, Great Minds, Little Fish) in collaboration with other services in and around the Lower Hunter and Port Stephens. The groups are delivered in school terms and focus on parenting and family relationships; the groups offered are based on the identified needs of the community. For some of the groups a separate children's activity is provided to non-school age children and supported by Children's Activity Worker.

**Separated Dads Program:** A program in partnership with Interrelate; a male worker who supports dads who live in the Hunter and Port Macquarie areas, with children 0-18 years who may have had contact with a family mediation service. Support is provided by an intake and assessment appointment, short-term face to face, telephone or online therapeutic support around issues impacting on co-parenting or mediation. Support may include referrals to other services including FSN. Evidence based and evidence informed group work programs are also delivered and some groups are delivered in partnership with other organisations. Nicole has been integral in the development of the Men's Forum that provides information about Men's work in the DFV space. The Forum's occur in or around the 16 Days of Activism.



# STAFF TRAINING AND DEVELOPMENT

It is important at FSN to support staff in their work and development, as part of this development a group supervision model was introduced. This group supervision (or Sharing of Practice) is based on the Minnesota model and occurs at least monthly. We meet for Shared Practice as a whole of organisation and also in teams.

2022-2023 was a time of many training opportunities; FSN had some surplus funds, some additional funds and free training available, and additional funds; some training was on line and some face to face.

Training included:

- First Aid
- Accidental Counsellor
- Theraplay
- Child Safe Organisations
- Managing Wellbeing and Recognising Vicarious Trauma
- Signs of Safety
- Words and Pictures
- Safe and Together
- Not for Profit Finance Training
- SHLV Induction Training and Practice Forum
- Suicide Prevention
- Minute Taking
- Your Mob Cultural Awareness Training (Part of FSN Orientation and Induction)
- Safety Committee Training
- AustWide Taxation Training
- Prevent Child Abuse and Neglect
- Practical Skills in Responding to DV
- Correct Child Car Restraints
- Skills in Working with Male Violence
- Bringing Up Great Kids
- Board training: Chairperson training, Board responsibilities; Governance Training

## SUPPORTING FAMILIES

Our programs are delivered primarily from our Waratah Family Centre, alternatively in the family home or other appropriate venues. The majority of our group programs are delivered in partnership with other organisations, either at the Waratah Family Centre or in a community space.

We provide our services in a context where we understand there is growing inequality between the most disadvantaged and the most advantaged members of

our society. We believe that this is harmful to everyone including the most advantaged. The structural disadvantage that is experienced by the families that we come into contact with must be addressed for us to make a lasting and significant difference to the outcomes for our most vulnerable children. The families that we work with are more stretched than ever before. Affordable housing is virtually non-existent. Domestic and family violence is significantly impacting the lives of large numbers of mothers and their children. Income support for those who have limited abilities to participate in the work force is completely inadequate and the associated conditions and penalties are demeaning and draconian. We recognise that some or all of these impacts the families with whom we work and that we need to recognise the larger context that impacts on families.

Our services are free, respectful, accessible and accommodating of people with varying levels of ability. Families and staff are given opportunities to engage with the Family Support Newcastle community and to participate in decision making. We strive towards ensuring our work is evidence informed with the skills and practice to reflect this approach. Over the next few pages there is data and detail about the services and the people we support with those services.

## SERVICE DELIVERY DATA

Across all FSN programs a total of 2,132 (comprising 855 families) have had contact. This does include where an individual or family has received support from more than one FSN program. This data indicates that some families are receiving 'wrap around' supports, receiving different types of support within the one organisation; an organisation with which they are familiar. This data reflects the adults and children who have contact with FSN. For example, a mum and child could attend playtime, they and other family members might be supported by the Family Support Program, with dad connecting with one of our men's workers and also attending a parenting group.

Further, FSN workers made 9,909 contacts in 6,357 sessions; some contacts were with more than one family member. In our data collection 'Referral and Intake' is included. Where ever possible we provide someone seeking support with an Initial Assessment, which determines their needs leading to which program might best meet their needs. If FSN is unable to meet their needs we will refer the enquirer to other services. Referral and Intake (for all FSN programs) supported 488 adults with 411 children from 306 families.

FSN's FARS (Family Skills and Men's) groupwork programs (which is included in the above data) provided support to 197 families, (199 adults and 66 children), over 309 sessions. Groups comprise one-off, and four (4) – eight (8) sessions.



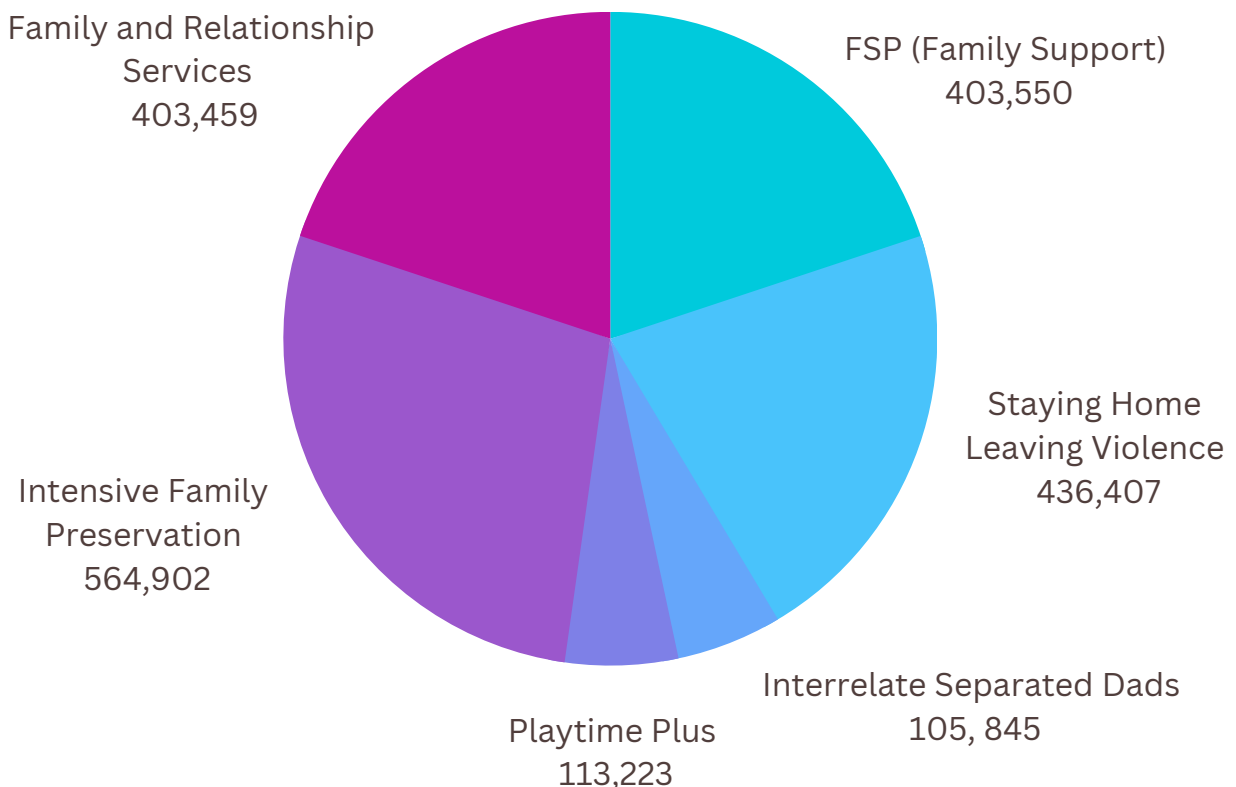
Playtime provided fun, creative and developmental activities for 163 families (165 Adults; 219 children) over 40 sessions (one per week in school terms).

It felt like a very busy past 12 months and the data certainly verifies this. I would like to congratulate the team leaders and staff (including our supportive administration, intake and accounts staff) for providing consistently empathic, professional, child focussed and creative supports to the families and their children of the Newcastle Hunter region. Thank you.

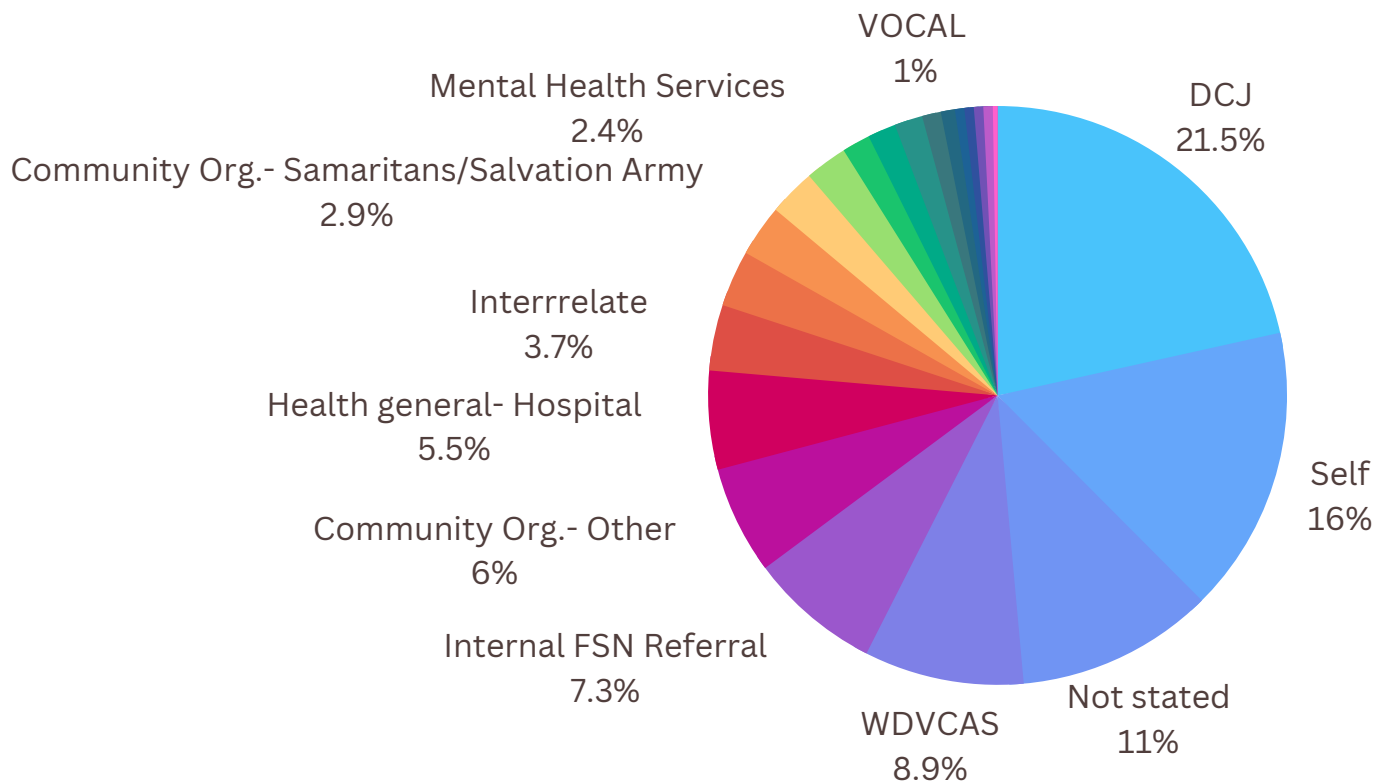
## FAMILY SUPPORT NEWCASTLE FUNDING

FSN receives government funding from Department of Social Services (Federal) and Department of Communities and Justice (State). FSN works in partnership with Interrelate to deliver the Separated Dads program which is federally funded. Please see below for the distribution of these funds across the organisation. Family Relationship Services is Family Skills and Men's program.

### PROGRAM FUNDING 2022-2023



# REFERRAL SOURCES



Referrals were received from:

- Not stated
- DCJ NSW
- Self
- WDV CAS
- Internal FSN Referral (client of another program in FSN)
- Community Organisation - Other
- Health general - Hospital
- Community Organisation – Housing (Nova, Jenny’s Pl, other housing)
- Community Organisation - Other Family Support
- Community Organisation – Samaritans / Salvation Army
- Interrrelate
- Mental Health Services
- Education Agency / School
- Family Referral Service
- Police – Probation and Parole
- VOCAL – Victims of Crime
- Community Organisation – Aboriginal Organisation
- Community Organisation – Wesley Mission
- Family / Friends
- Legal Services (Community) / Lawyers / Legal Agency
- Disability Services / NDIS
- Centrelink

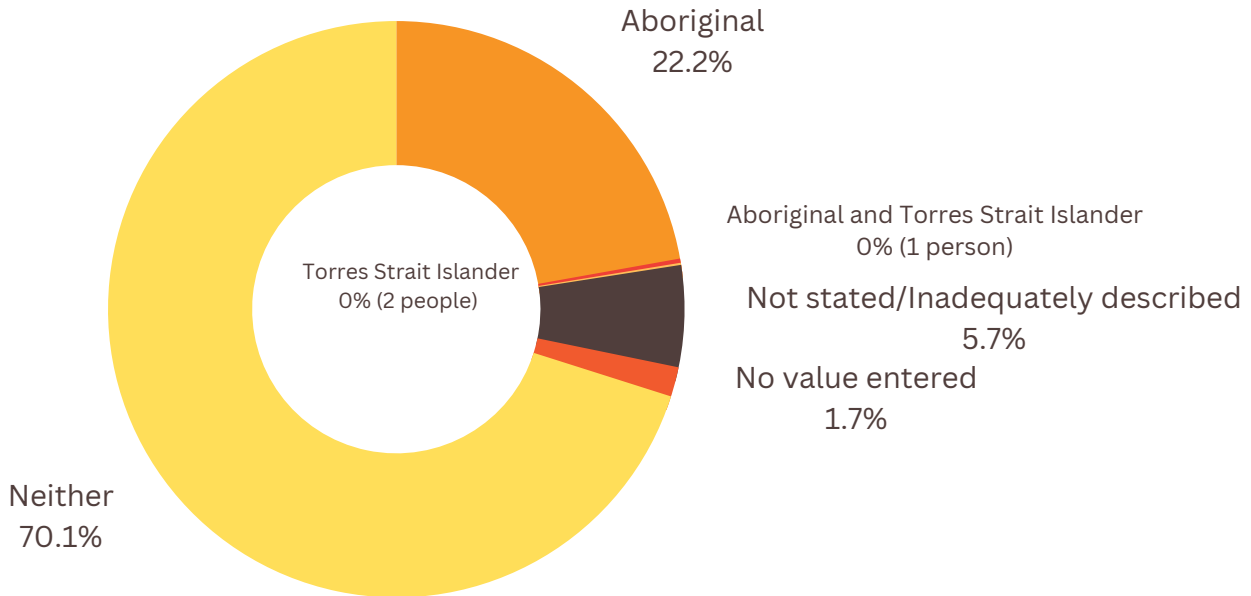




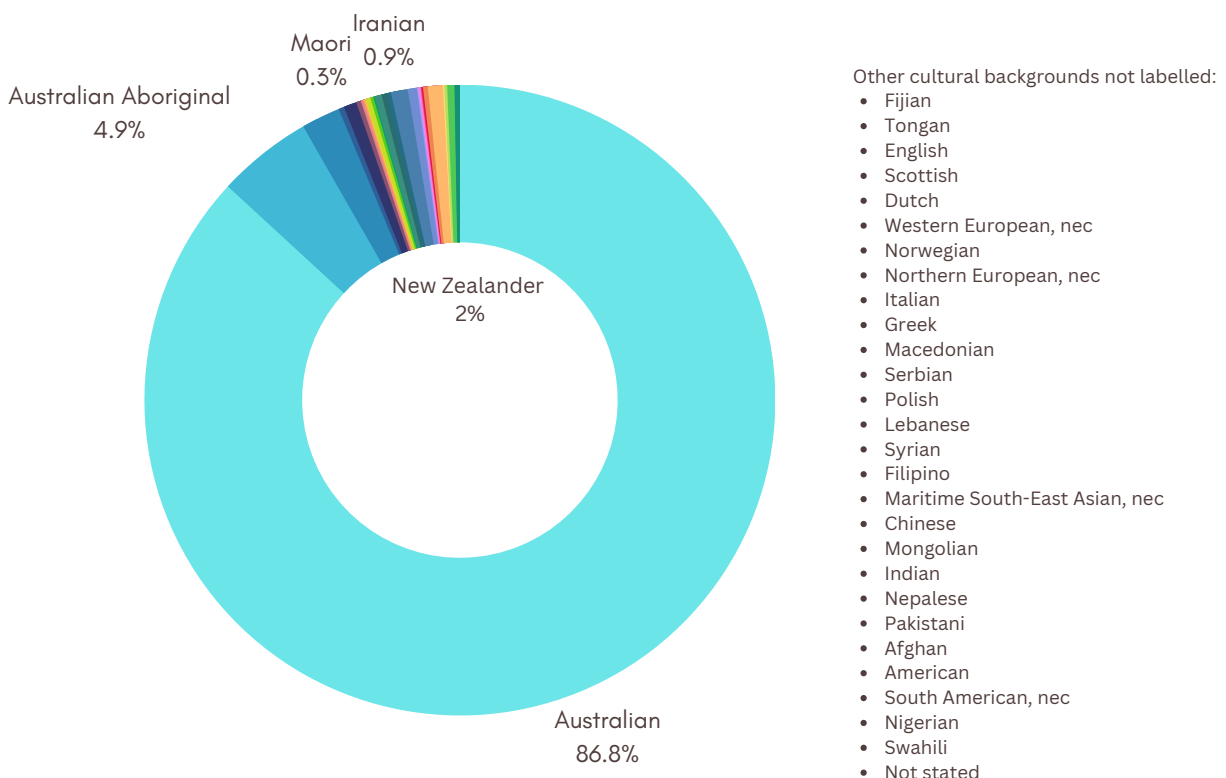
# CULTURAL DIVERSITY

Our services have become more reflective of the diverse Hunter community

## Aboriginal and Torres Strait Islander Clients



## Cultural Backgrounds of Clients



# FSN GROUPS

Once again FSN has offered and collaborated on a large number and variety of groups. Our group facilitators are highly skilled, they are required to balance content, creative presentations, trauma informed practice, inclusive and empathic approaches, while making space for participants to process information, to feel safe to contribute their ideas and experiences within the allotted timeframe.

Groups are provided through our FaRS Groupwork (Family Skills); FaRS Men's; Separated Dads; Family Support; SHLV; Children's Specialist Worker; Intensive Family Preservation Programs and of course Playtime Plus. Many of these groups are offered in collaboration with our various partners: Hunter Women's Centre, CALM, Gan Gan, Thou Walla, Koe Nara, FirstChance and Maitland Family Support.

## Nature Connection with Kids – feedback examples

**Goal:** Learn more about Awabakal culture and spend time outdoors with my child; Outside time and Aboriginal connection

**What have you liked best?** Learning language; Sense of community, feeling at home in the bush, exploring walk to climbing tree; Enjoying the calming and no pressure environment.

**How has the group helped you as a parent?** How to be more creative outside with my child; Safe place for toddlers to explore; Spending time technology free and engaged with my child.



## Start Today Again – for Dads

### The Impact of Family Domestic Violence on Children - feedback examples

#### What have you liked the best?

- Having a better understanding that DV is very distressing for children in many different ways from a young age to being a parent themselves.
- The content was straight forward and it hit home.
- Repairing relationships.
- How in depth the course delved into the child's needs and development from such a young age.



### Shark Cage & Other Fishy Business- feedback examples



- I feel hopeful and encouraged from coming along today
- I enjoyed laughing, for the first time in many weeks
- I'm grateful to not be alone in this journey
- I feel confident here, this is not like me, I usually hide
- Sharing experience (we are not alone), and some guidance on reflecting DV experience

### Tuning Into Teens- feedback examples

- Finally getting an understanding into how my teens emotions and feeling [sic] work and how to help through and how to help.
- Great content delivered by excellent facilitators.
- Different strategies
- I don't feel as alone.



## Children's Activity Workers

These groups would not be possible without the wonderful Children's Activity Workers. (CAWS) Parents/carers are assured and have peace of mind that their children are safe, happy and have activities to do, enabling group participants to focus on the group they are attending and get the most benefit from that group. Ella, Donna, Joelle and Tanya are employed on a casual basis and are committed to their work and the children they support, for which we are grateful. We welcome Chantel to our pool of CAWS.

### CAWS are responsible for:

- Making age appropriate activities available
- Knowing the needs of the participating children
- Setting up and packing away the activities
- Food preparation using safe food handling techniques
- Cleaning the spaces so they are ready for the next group/activity
- Ensuring the safety and wellbeing of the children
- Letting parents/carers know how their child was during the group

## NAIDOC WEEK 2023



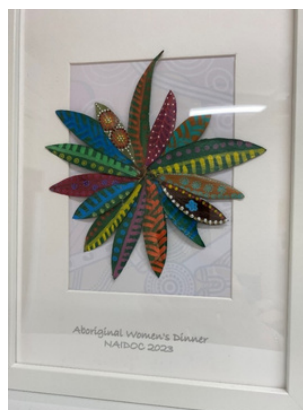
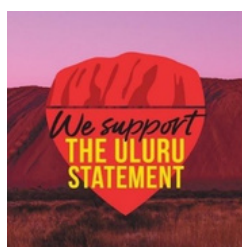
FSN's Aboriginal staff celebrating NAIDOC Week



FSN representatives at the wonderful NAIDOC Women's Dinner



FSN participating in NAIDOC celebrations





# PLAYTIME PLUS & SCHOOL HOLIDAY ACTIVITIES

I will let this feedback provide the best description of Playtime:

***Mum spoke very enthusiastically about hers and her children’s playtime experience.***

***‘Rima’ loves coming to Playtime. Mum said that whenever she drives by the centre Rima screams because she loves it so much. Mum said that when her son Amir had to come to Playtime instead of preschool due to transport issues he asked if he could go to Playtime “forever.” Mum said that the activities at Playtime are always so well researched and planned, and that Rima has made lots of friends and “loves everyone” at Family Support.***

***Mum stated that the Playtime has also supported her to make friends who she sees during the week, which is important as she had moved away from her extended family in ‘Middle Eastern Country’. (Names changed)***



Some wonderful new playtime resources

School holiday activities are a combined effort from all programs across FSN. Weather permitting, activities have included NAIDOC celebrations, a visit to the Shortland Wetlands, the Museum, Disco at Waratah Family Centre and Lambton Pool.





# 2023 IN PICTURES



FSN Sorry Day



Hunter Homeless Connect



Some staff celebrating 25 years of service with Family Worker, Susanna



The wonderful organisers of the Men's Forum which took place during 16 days of Activism

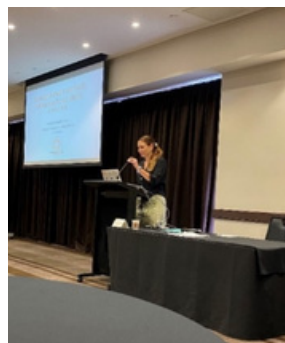


FSN's very own Roger presenting at the Men's Forum.



Sue Hellier with Minister Kate Washington, visit to Waratah Family Centre. Member for Port Stephens, Families and Communities Disability Inclusion.

Hunter DV consortium meeting with Ministers Jodie Harrison and Kate Washington at Waratah. Jodie Harrison: Member for Charlestown; Minister for Women, Minister for Seniors, and Minister for the Prevention of Domestic Violence and Sexual Assault



Maddie presenting at the NSW SHLV Practice Forum



Dimity, Cherie & Susanna at the Multicultural Expo



Child Protection & Health Expo



The Giving Cupboard that keeps on giving; with thanks to Port Waratah Coal for the \$5k donation





# UP NEXT- A PEEK AT THE 2023-2027 STRATEGIC PLAN



# OUR STRATEGIC GOALS

**1. QUALITY**

**2. RELATIONSHIPS**

**3. EQUITY**

**4. CULTURE**

**5. SUSTAINABILITY**



Family Support Newcastle

# HOW WE WANT TO ACHIEVE OUR GOALS

## 1. QUALITY

**We provide high quality, inclusive services to support the healing and growth of children, young people, and families.**

### **Our Strategies:**

- Ensuring children, young people, and families are at the centre of our work.
- Focusing on the strengths of families by building capacity, skills, and knowledge to advocate for themselves and meet the needs of their family.
- Providing respectful, responsive, flexible, innovative, accessible, and inclusive service delivery to meet the unique needs of families.
- Contributing to the safety and well-being of children, young people, and families.

## 2. RELATIONSHIPS

**We work in partnership with families, community and stakeholders.**

### **Our Strategies:**

- Valuing the expertise across the community, including families, stakeholders and staff.
- Sharing, embracing, exchanging practice and knowledge with services, families and community.
- Creating opportunities for families to have a voice and contribute to the organisation.
- Increasing social and community connections.

# HOW WE WANT TO ACHIEVE OUR GOALS

## 3. EQUITY

**We build opportunities through connected, diverse and welcoming communities.**

### **Our Strategies:**

- Contributing to Aboriginal self-determination, cultural competency and safety.
- Providing accessible and flexible services.
- Including the voices of children, families, community and stakeholders into our work.
- Representing the diversity that exists across the community.
- Continuously seeking to understand the broader system and raising awareness around systemic barriers to create opportunities for change.

## 4. CULTURE

**We cultivate a supportive and professional workplace culture that fosters innovation, best practice and ongoing quality development.**

### **Our Strategies:**

- Building, maintaining, supporting and valuing the expertise and diversity of workers and their support of families.
- Achieving positive outcomes around employee wellbeing and satisfaction.
- Creating accountable and integrated systems that prioritise the safety and wellbeing of children, families and staff.
- Encouraging innovation and creativity, aligned with the organisational vision, mission and values.

# HOW WE WANT TO ACHIEVE OUR GOALS

## 5. SUSTAINABILITY

**We build vibrant and sustainable ways of working that are focused on outcomes and true to our values.**

### **Our Strategies:**

- Proactively and continuously listening, learning and improving our practice.
- Building a strong community presence.
- Diversifying and strengthening our funding streams.
- Living our values, working creativity and with integrity.

## HOW WE'LL KNOW WE'RE ACHIEVING OUR GOALS

### **Our Measures:**

- Family demographics
- Hearing and acting on voices of families/children (feedback forms, Children's Voices project, interviews with families, complaints process)
- Hearing from partners and community
- First Nations Commitment Group
- Cultural Liaison Worker report (bimonthly)
- CEO reports to the Board
- Referral sources
- Employee wellbeing and satisfaction
- Employee retention
- Financial wellbeing
- Funding sources
- Renewal of contracts
- Practice sharing
- FSN is known amongst community

# CELEBRATIONS, ACTIVITIES AND ACKNOWLEDGEMENTS

FSN is excited to be part of the Hunter Domestic and Family Violence Consortium. Consortium partners are: Jenny's Place, NOVA, Carries Place, Port Stephens Family & Neighbourhood Centre, Upper Hunter Homelessness Support, Newcastle WDVCS, Warlga Ngurra, Got Your Back Sista and FSN. FSN was involved in the initial stages of establishing this consortium and is a great resource and action arm for the area. Until now the Hunter DFV sector has not had a coordinated regional approach to collaboration, advocacy, DFV prevention, and strengthening the capacity of DFV services in our region. The Regional Collaborations Coordinator, Lisa Ronneberg, has oversight of building collaboration and enhancing DFV services in the Hunter region. Lisa is based at Jenny's Place.

Other partnerships: In addition to our Family Skills and groupwork partnerships, FSN is involved with the fortnightly Safety Action Meeting, Newcastle DV Committee, Multicultural Action Group. Other organisations with whom we work closely include NewPin, Nova for Women and Children, Mosaic, STARTTS, HNEH, VOCAL, Matthew Talbot, DCJ Cultural Hub, Mission Australia, Police incl. DVLO's, MAXX Solutions, JCPRP, First Steps, Hunter Family Outreach, Muloobinba, Birra Li, Jenny's Place, Interrelate, Relationships Australia, Warlga Ngurra, Samaritans, schools in the Western Corridor and schools local to Waratah.

Activities planned, delivered or acknowledged on Facebook by the FSN included: R U OK Day, Reclaim the Night, 16 Days of Activism, Sorry Day, NAIDOC, Multicultural Expo, Walk a Mile Koori Style. Aboriginal Children's Day. You will notice from the preceding photos that we have been very busy, participating in numerous significant events.



Hunter Homeless Connect



Reclaim the Night





## We are truly grateful for support provided by:

- Committed and amazing staff of Family Support Newcastle
- FSN Board of Management
- Families and individuals who trust us with their stories and experiences
- Groups and individuals who thoughtfully contribute to the work of FSN through donations and fundraising, including Kiwanis, Share the Dignity, Got Your Back Sista, Survivors R Us, Friends with Dignity
- Cinch Transform
- New Era Technology Group
- CSNet (Client Management Systems)
- Paul Quealey – Lambourne and Partners Auditors
- Supervisors: Jacinta, Coralie and Kristy
- Our team of contractors
- Cameron Beard, SABE, School of Architecture and Built Environment at the University of Newcastle
- Viktor Nikolas, IMR Pty Ltd

## FSN acknowledges our funding providers and key partners in providing services:

- Department of Communities and Justice
- Department of Social Services
- Interrelate
- Staying Home Leaving Violence NSW
- Domestic & Sexual Violence National Partnership Program (KWSITH)
- Waratah Coal Services



Neralie and Beth- our face painting dream team



FSN children's activities at Hunter Homeless Connect





## Family Support Newcastle

Waratah Family Centre  
2 High Street Waratah 2298

68 Orlando Road  
Lambton 2299

**Mail:** PO Box 117 Lambton NSW 2299

**Phone:** (02) 4926 3577  
0490 331 617

**Opening hours:** 9am-4pm Mon-Thurs,  
9am-2pm Fri

**Website:** [nfss.org.au](http://nfss.org.au)

**Email:** [reception@nfss.org.au](mailto:reception@nfss.org.au)



Family Support Newcastle