



Family Support Newcastle
your family, our community

ANNUAL REPORT 2021

Family Support Newcastle



Waratah Family Centre
2 High Street Waratah



68 Orlando Road
Lambton 2299



PO Box 117
Lambton NSW 2299



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9am-4pm Monday-Friday



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

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.

VALUES



Integrity



Justice



Diversity



Generosity

Our services include:

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

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.



From the CEO

While COVID-19 has been a defining feature of 2021 it has not defined Family Support Newcastle as an organisation. We have certainly faced many challenges, some changes and explored new territory, where ever possible we have worked together and continued to put the wellbeing and safety of families and children and the forefront of our practice.

What did 2021 bring?

- The Waratah Family Centre was repainted (internally) and looks magnificent, an action from the Maintenance Plan
- Funding was received from Women NSW to upgrade the counselling and meeting spaces in the Centre and to develop a new outdoors play area
- Funding was received from Community Builders to install a small play area at the Turton Road facing area at Waratah
- A mural was created at the front of Waratah Family Centre. This was done by students and teacher from Callaghan Waratah Campus
- Rapid Response funding (\$10,000) from the Council of Newcastle, to meet practical needs of families who experience additional hardship during COVID-19 and lockdown
- Social Sector Transformation Funding to upgrade all staff computers and for all staff to have new mobile phones
- The introduction of two social workers, employed casually to provide supervision to FSN staff
- Xero, KeyPay and DEXT systems were introduced for financial, payroll and credit card management. KeyPay includes a portal system accessible for staff to manage their timesheets and leave.



What is next?

- Additional funding was received for Staying Home Leaving Violence which means the trial Intake, Referral and Family Work Assistant role will continue, a new Family Worker position has been added to the team and partially funding a new position to provide therapeutic support to children who have experienced the trauma of family and domestic violence. There will be new staff being recruited and supported to settle in
- Renewed play spaces in the front and rear areas of Waratah Family Centre; the demountable will be repainted and a retractable awning attached
- After so many changes, adaptations and disruptions, it will be a pleasure to settle, appreciate our new systems, technology, spend time connecting with each other and the appreciate lovely space at Waratah
- Establish the new play spaces at Waratah Family Centre; Provide face to face groups once more, including playtime; Be able to make headway with the Families Reference Group which has been mostly on hold during COVID and lockdown
- The FSN Strategic Plan is due for review in 2022, consult and collaborate on exciting piece of work

Sue Hellier

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 2020-2021 comprise:

- Joshua Comyns (Chair and Treasurer)
- Jo-Anne Black (Secretary)
- Raelene Hopkins
- Clementine Kayobera
- Margaret Stewart
- Kerrie Thompson
- 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 help is greatly appreciated.

Our commitment to Aboriginal and Torres Strait Islanders

We recognise that the trauma that Aboriginal families have experienced and continue to experience as a result of ongoing colonisation and racism means that our service must be particularly accessible and effective for Aboriginal families.

We will:

- 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.

With the introduction of the Cultural Liaison Worker, Maxine Fennell, FSN has moved closer to realising our commitment to Aboriginal and Torres Strait Islander peoples. Maxine has supported family workers on visits to Aboriginal families, co-facilitated our Yarning Krafteerpoons group, provided recommendations for Cultural training for staff, facilitated the production of the wonderful mural at the Waratah Family Centre and more.





We provide our services in a context where 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. During the past year family work was sometimes provided via phone or zoom, depending on the needs of the family. Staff and families both proved to be flexible and adaptable to this environment.

Service Delivery 2020-2021

The following programs are delivered by FSN, 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.

Erin Beard – Team Leader

Erin is line manager for the staff of the following programs, she provides support to those staff.

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 has been delivered via zoom during lockdown.

Family Support Program: Parents/carers needing additional support who have children 0-12years; FSN provides information, home visiting where there could be challenges to parenting such as mental illness, children with particular needs, loneliness and isolation, family and domestic violence, poverty, impact of alcohol and other drugs, for example. When appropriate case management will be provided to ensure that families are receiving services that best meet their needs, that there are no gaps or duplication.

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.



Nicole Cameron – Team Leader

Nicole is line manager for the staff of the following programs, she also provides support to those staff and supervision to other staff at FSN.

Staying Home Leaving Violence: Support for women in the Newcastle area, who have left family and domestic violence and either remain in the family home or in other secure accommodation. Support may include obtaining orders to exclude the perpetrator from the home, to assist with keeping the family safe in their home by installing security measures and by providing emotional support and linking to counselling.

Family and Relationship Services – There are two programs within this service: Family Skills and a Men’s Program. The Men’s program; a male worker who support men and their families living in and around the Newcastle area with children 0-18 years who are experiencing difficulties with being a father. This can include home visits and centre based visits, information and referrals to other services. The Family Skills program offers a variety of groups in collaboration with other services in and around the Lower Hunter. The groups provided focus on parenting and family relationships however they are driven by the needs of the community and participants.

Separated Dads Program: A program in partnership with Interrelate; a male worker who supports dads who live in or around the Newcastle area, with children 0-18 years who may have had contact with a family mediation service. We can provide short-term face to face or telephone support around issues impacting on co-parenting or mediation. Support may include referrals to other services including FSN.

During this past year many groups were primarily ‘on-line’, family work was often provided via phone or zoom. A change that workers and families adapted to well.



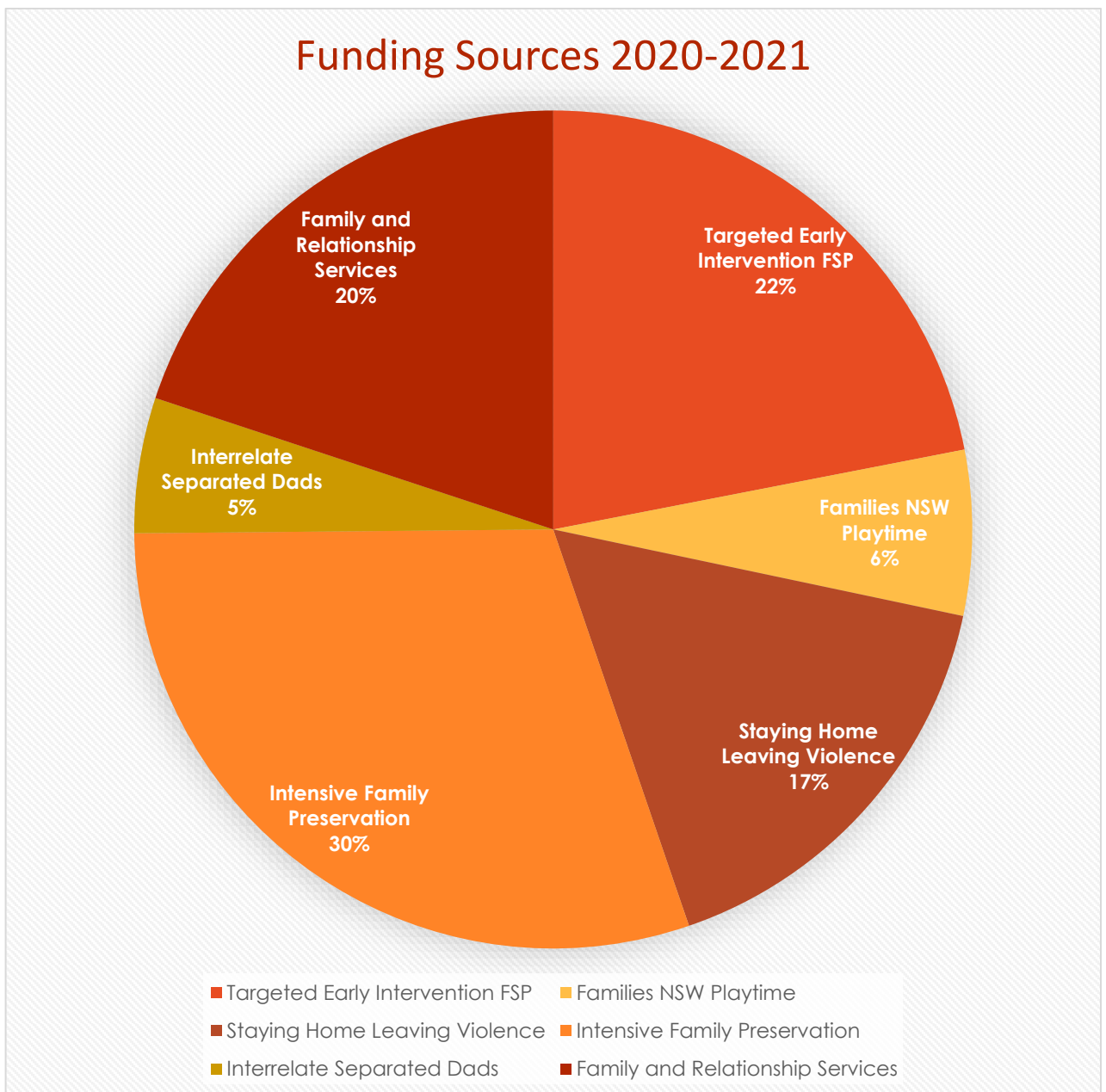
This group gave me a greater acceptance and rediscovering of myself, and I can see that it is valuable to have my own needs met both me and my children

FSN provided support to 464 families during 2020-2021- through family work, group work, intensive family work, playtime, supporting women and children escaping family and domestic violence, structured parenting groups



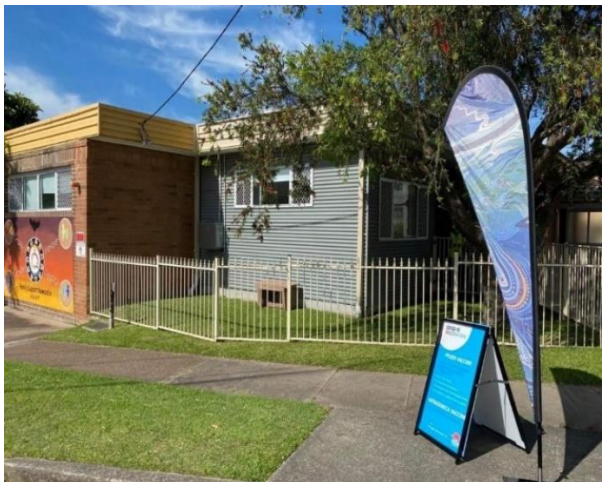
Family Support Newcastle Funding

FSN receives government funding from Department of Social Services (Federal) and Department of Communities and Justice (State). FSN is also 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. Targeted Early Intervention is the funding program for our Family Support Program; Families NSW is Playtime Plus and Family Relationship Services is Family Skills. Due to the impact of COVID-19 FSN was granted additional funds for 2020-2021 and 2021-2022, from Women NSW; Social Sector Transformation Fund (x 4), Rapid Response (Council of Newcastle) and additional DCJ funding for our Staying Home Leaving Violence Program.



Events

'Popup' Vaccination Clinic at FSN Waratah



\$110,000 Rapid Response funding supports COVID-driven demand for community services



The new mural/sign at Waratah and the Rapid Response funding promotion by Newcastle Council. The mural was created by students from the Waratah Callaghan Campus



Erin and Nicole participating in a DCJ facilitated 'speed dating' activity

FSN participating in the March for Justice



Evaluation and Feedback

FSN recognises the importance of collecting evidence-based data, both quantitative and qualitative, about the services we provide. This is critical to ensure that the services we deliver are effective. It also enables FSN to measure what we are doing well, to assess areas for development and improvement, and to comply with the requirements of funding providers.

'Thank you for providing a wonderfully inclusive environment reflective of the differences in our community.'

'I have enjoyed getting to know others within the community along with having a fun, exciting place to take the children.'

Feedback from participants of the Gather in the Garden Group

Thank you to Jarunya and team for the generous donation of meals for families that FSN supports. These Thai meals looked delicious and were made with love and care. Thank you to Icon Restaurant for the use of your facilities for the preparation of these meals.



How do you feel about the support you received?

1. If I was asked, I would recommend this service to others

Strongly Disagree	0	0.00%
Disagree	0	0.00%
Hard to Say	0	0.00%
Agree	5	11.36%
Strongly Agree	39	88.64%
	Total	44
		100%

2. I felt listened to and that my concerns were understood

Strongly Disagree	0	0.00%
Disagree	0	0.00%
Hard to Say	1	2.27%
Agree	7	15.91%
Strongly Agree	36	81.82%
	Total	44
		100%

3. My/Our circumstances have improved

Disagree	2	4.55%
Hard to Say	2	4.55%
Agree	18	40.91%
Strongly Agree	22	50.00%
	Total	44
		100%

4. I have more positive connections with my community or others

Strongly Disagree	1	2.27%
Disagree	0	0.00%
Hard to Say	7	15.91%
Agree	17	38.64%
Strongly Agree	19	43.18%
	Total	44
		100%

5. My children have noticed a difference in how I parent

Strongly Disagree	1	2.27%
Disagree	0	0.00%
Hard to Say	6	13.64%
Agree	19	43.18%
Strongly Agree	16	36.36%
N/A	2	4.55%
	Total	44
		100%

7. I feel that things are getting better for me and my children

Disagree	1	2.27%
Hard to Say	1	2.27%
Agree	18	40.91%
Strongly Agree	22	50.00%
N/A	2	4.55%
	Total	44
		100%

COVID-19 2021 version



We traversed the unfamiliar terrain of lockdown, mask wearing, QR codes, distancing, sanitiser, mandating of vaccinations, risk assessment, new policy and procedures, safety plans, working from home and in some cases while managing home schooling (medals to the parents), covid testing, isolation, Public Health Orders, Zoom, facetime and Teams meetings, triaging before visits, how to ensure staff are safe while supporting families and how to ensure families are as safe as possible also. FSN did introduce paid mental health breaks, paid leave to be vaccinated, support to make the working from home space as comfortable as possible, some fun activities to help stay connected.

It isn't possible to navigate all this and do 'business as usual', we adapted and did the best we could. I am proud of and impressed by the staff of FSN, who continued to thoughtfully support families and each other, with resilience.

As team leaders Nicole and Erin, lead and supported their teams throughout the year by staying connected, hearing the challenges and working together on possible solutions.

During this period, we experienced and continue to experience a large increase in demand for services. Additional funds from various sources have been available to either apply for or granted to provide more supports to families. This includes practical and material support as well as family work. We have been sourcing and delivering food hampers on a regular basis, introduced a 'Giving Cupboard' from which families can select items that they need and provide vouchers.





Students Taku and Alex taking activities for children and their families in quarantine due to COVID-19. This was funded by the Rapid Relief Funding program (Council of Newcastle).



Cristy and Olivia (FSN) with the Got Your Back Sista team who very kindly donated Christmas presents for FSN



The 'Giving Cupboard' at Waratah





Sorry Day 2021 at FSN



Waratah looking wonderful



New artwork at Waratah



Kid's play space



Morning tea – Self Compassion Group



Celebrations, Activities and Acknowledgements

Partnerships: Under normal circumstances FSN partners with a number of organisations in delivery groups. Due to Covid-19 restrictions and lockdown face to face groups were limited, with groups primarily via zoom. We did partner with Hunter Multicultural Communities for the Gather in the Garden group, also for groups with Maitland Family Support and First Steps Parenting.

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, Pride Week. The usual full range of activities was not possible due to COVID-19. The Newcastle 'March for Justice'; transporting the 'Dresses of Sorrow' (in memory of women killed in acts of family and domestic violence) to Parliament Hours in Canberra, participation in the Multicultural Expo,

FSN would like to express our appreciation to:

- Committed and amazing staff of Family Support Newcastle
- FSN Board of Management
- Families and individuals who trust us with their stories and experiences
- Our Children's Activity Workers; who were flexible, responsive and accommodating during the additional demands of COVID-19. Thankyou!
- Groups and individuals who thoughtfully contribute to the work of FSN through donations and fundraising
 - OzHarvest, Friends with Dignity, Got Your Back Sista, Survivors R Us, Kiwanis, New City Baptist Church,
 - Individual donors
- Cinch Financial Services
- OAS The Technology Group
- DFK Crosbie Auditors
- Aboriginal students and Aboriginal Education staff from Waratah Callaghan Campus on doing the wonderful work to create the mural at the front of our Waratah Family Centre
- Social Work students undertaking their placement at FSN; their willingness to take on many tasks, home visits, writing notes, single sessions, support the teams and be flexible
- Students from the University of Newcastle who developed All Dads Online and a Family and Domestic Violence Group.

FSN would like to acknowledge our funding providers and key partners in providing services:

- Department of Communities and Justice
- Department of Social Services
- Interrelate
- Community Builders (Local government)
- Social Sector Transformation Fund (DCJ)
- Women NSW (DCJ)
- Rapid Response Funding (Council of Newcastle)



Auditor's independence declaration

To the Members of Family Support Newcastle Incorporated

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, as lead auditor for the audit of Family Support Newcastle Incorporated for the year ended 30 June 2021, I declare that, to the best of my knowledge and belief, there have been:

- (a) no contraventions of the auditor independence requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit

Kirsty Porteous - Partner

DFK Crosbie
Partners Chartered
Accountants

Dated:
Newcastle West, NSW

Responsible persons declaration

In the responsible persons opinion:

the financial statements and notes set out on pages 4 to 15 are in accordance with the Associations Incorporations Act 2009

- (a) (NSW) and the Australian Charities and Not-for-profits Commission Act 2012. including:
 - (i) complying with Australian Accounting Standards, Australian Charities and Not-for-profits Commission Act 2012, and the Associations Incorporated Regulations (NSW) 2016; and
 - (ii) giving a true and fair view of the Association's financial position as at 30 June 2021 and of its performance for the financial year ended on that date, and
- (b) there are reasonable grounds to believe that the Association will be able to pay its debts as and when *they* become due and payable.

This declaration is made in accordance with a resolution of the responsible persons.

Joshua Comyns

Responsible Person

Kerrie Thompson

Responsible Person

Dated:
Waratah , NSW

Family Support Newcastle Incorporated

Statement of financial position

For the year ended 30 June 2021

	Notes	2021 \$	2020 \$
ASSETS			
Current assets			
Cash and cash equivalents	4	1,052,062	864,161
Trade receivables	5	1,815	1,908
Financial assets at amortised cost	6	6,113	57,686
Other assets	7	<u>5,173</u>	
	10,361		
Total current assets		<u>1,065,163</u>	<u>934</u>
Non-current assets			
Property, plant and equipment	8	202,975	179,231
Right-of-use asset	9	112,303	143,592
Total non-current assets		<u>315,278</u>	<u>322,823</u>
Total assets		<u>1,380,441</u>	<u>1,256,939</u>
LIABILITIES			
Current liabilities			
Trade and other payables	10	155,957	69,630
Provisions	11	224,701	206,043
other liabilities	12	61,735	
Lease liabilities	9	33,027	31,289
Total current liabilities		<u>475,420</u>	<u>306,962</u>
Non-current liabilities			
Provisions	11	11,634	12,023
Lease liabilities	9	79,276	112,303
Total non-current liabilities		<u>90,910</u>	<u>124,326</u>
Total liabilities		<u>566,330</u>	<u>431,288</u>
Net assets		<u>814,111</u>	<u>825,650</u>
MEMBERS FUNDS			
Retained profits		814,111	825,650
Total members funds		<u>814,111</u>	<u>825,650</u>

Family Support Newcastle Incorporated
Statement of changes in equity
 For the year ended 30 June 2021

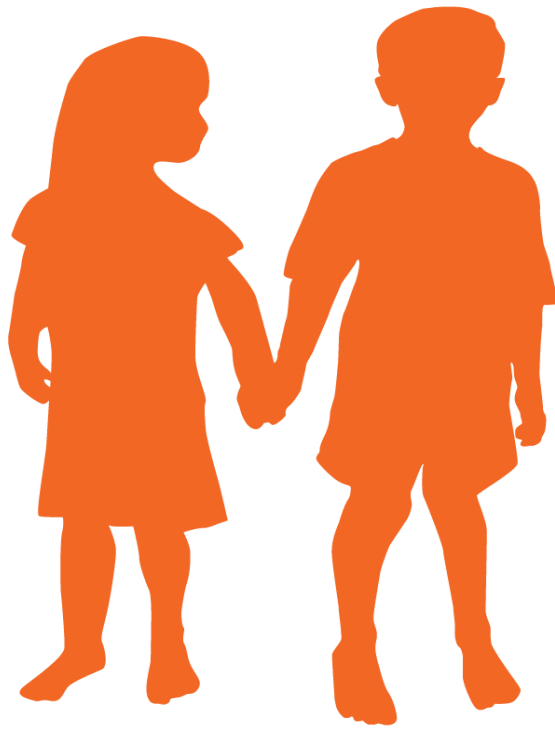
	Accumulat ed \$	Total \$
Balance at 1 July 2019	577,667	577,667
Profit for the year	247,983	247,983
Other comprehensive income		
Total comprehensive income for the year	247,983	<u>247,983</u>
Balance at 30 June 2020	825,650	<u>825,650</u>
Profit for the year	(11,539)	(11,539)
Other comprehensive Income		
Total comprehensive Income for the year	<u>(11,539)</u>	<u>(11,539)</u>
Balance at 30 June 2021	<u>814,111</u>	<u>814,111</u>

Family Support Newcastle Incorporated

Statement of cash flows

For the year ended 30 June 2021

	2021	2020
	\$	\$
Cash flows from operating activities		
Receipts from members and customers	2,270,742	2,231,086
Payments to suppliers and employees	(2,054,995)	(2,127,552)
Interest received	2,911	17,444
Interest paid	(3,486)	(3,578)
Government stimulus received	50,000	50,000
Net cash inflow (outflow) from operating activities	<u>265,172</u>	<u>167,400</u>
Cash flows from investing activities		
Payments for property, plant and equipment	(45,982)	(35,370)
Proceeds from sale of property, plant and equipment		10,909
Transfer (to)/from interest bearing deposit		300,000
Net cash inflow (outflow) from investing activities	<u>(45,982)</u>	<u>275,539</u>
Cash flows from financing activities		
Repayment of lease liabilities	(31,289)	(21,938)
Net cash inflow (outflow) from financing activities	<u>(31,289)</u>	<u>(21,938)</u>
Net increase in cash and cash equivalents	187,901	421,001
Cash and cash equivalents at the beginning of the financial year	864,161	443,160
Cash and cash equivalents at the end of the financial year	<u>1,052,062</u>	<u>864,161</u>



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Family Support Newcastle