

Tamworth Family Support Service



Annual Report

For the 2011 Annual General Meeting

Meet TFSS

TFSS Management Committee

Jane Kibble	President
Jacqui Cottage	Vice President
Joanne Stead	Secretary
Robert Taggart	Treasurer
Barbara Mordue	Committee Member
Carol McKinnon	Committee Member
Lynne Beiers	Committee Member

TFSS Workforce

Belinda Kotris	General Manager
Tanya Rogers	Homelessness Services Manager
Sue Snook	Family Services Manager
Julie Green	Children's Services Manager
Peter Johnston	Corporate Services Manager
Vicki Sheehan	Finance Services Manager
Cathie Hollinworth	Finance Assistant
Rebecca Reading	Office Coordinator (Denison Street)
Charmane Holm	Refuge Team Leader
Jenny Liles	Refuge Case Worker (In House)
Nicole Stubbs	Refuge Case Worker (Early Intervention)
Amanda Cassidy	Refuge Case Worker (Outreach)
Annette Miller	Refuge Child Support Worker
Kylie Moore	Refuge Child Support Worker

TFSS Workforce (Continued)

Sandy Hawley	Project Coordinator (Rural Homelessness New England)
Mark Austin	Case Manager (North West Aboriginal SAAP Project)
Min Currell	Administrator (Homelessness Action Plan Projects)
Kate Burke	Coordinator (Women's Action for Employment)
Anniqua Olsen	Family Support Worker
Alissa Fitzgerald	Family Support Worker
Donna Bennet	Outreach Early Intervention Family Worker
Jodie Eather	Outreach Early Intervention Family Worker
Donella Urquhart	Intensive Family Support and Preservation Worker
Tracey Wales	Intensive Family Support and Preservation Worker
Kim Smart	Coordinator HIPPY Program and Coordinator Supported Playgroup (Tamworth)
Shuray Tadman	Supported Playgroup Assistant (Tamworth)
Jessica Rowe	Tutor HIPPY
Mila Mukhzamilah	Tutor HIPPY
Rebecca Allen	Coordinator Supported Playgroup (Quirindi)
Beverley King	Supported Playgroup Assistant (Quirindi)
Sara Byrnes	Coordinator Locational Supported Playgroup
Yvonne Slater	Supported Playgroup Assistant
Kelly Hatch	Administrative Worker (Jumbuck Cottage)
Toni Tinen	Office Coordinator (Belmore Street)
Andre Starck	Children's Contact Service Worker
Renee Johnson	Children's Contact Service Worker
Amanda Finn	Supervised Contact/Transport & Intensive Parenting Wkr
Leigh Galvin	Supervised Contact/Transport Worker

Mandy Hearne Supervised Contact/Transport Worker

TFSS Workforce (Continued)

Louise Howard Supervised Contact/Transport Worker

Jane Hunt Supervised Contact/Transport Worker

Michelle Johnson Supervised Contact/Transport Worker

Elyce Knight Supervised Contact/Transport Worker

Trish McCulloch Supervised Contact/Transport Worker

Carmel Neale Supervised Contact/Transport Worker

Simone Nott Supervised Contact/Transport Worker

Tennille Mitchell Supervised Contact/Transport Worker

Carolyn Russ Supervised Contact/Transport Worker

Deborah Saddleir Supervised Contact/Transport Worker

Marilyn Seiler Supervised Contact/Transport Worker

Debra Smith Supervised Contact/Transport Worker

Phillip Tibbles Supervised Contact/Transport Worker

Rebecca Vering Supervised Contact/Transport Worker

Ian Styles General Maintenance & Minor Works Caretaker

PRESIDENTS REPORT

Welcome to the Annual General Meeting of the Tamworth Family Support Service Inc.

Once again, we mark the end of another busy and challenging year and another year in which the Tamworth Family Support Service has continued to grow. The organisation has taken on a number of new programs (HIPPI and NW ASP) which have meant further expansion.

We have made changes to our operational base by purchasing a building in West Tamworth which has become our administration wing. We have further updated and augmented our infrastructure with the purchase of a new Information Technology backbone.

These continued changes are with one goal in mind: better service provision for the people of Tamworth and surrounds. TFSS strives to provide services that are appropriate, mindful of people's needs and ethically and operationally sound.

My thanks must go to all those who work as part of the Tamworth Family Support Service. Often we feel that our work is undervalued, especially in the challenging and emotionally demanding area of welfare. Please accept the thanks and appreciation of everyone on the management committee for the job you do. It is appreciated, and you do make a difference. Thanks also to Belinda Kotris who leads a great Organisation and does so with great skill.

Thanks also to the members of the Management Committee, Jackie Cottage, Joanne Stead, Robert Taggart, Barbara Mordue, Carol McKinnon, Jeff Mills and Regina Mcinerney, Jennifer Hulley who have been so gracious to a president who at times is still learning the ropes. The Management Committee is a vital cog in the workings of this Organisation. They undertake the work they do because of a deep-held belief in social justice. We are involved because we believe that this service makes our world a better place.

Jane Kibble

"Life's most persistent and urgent question is, 'What are you doing for others?' "
Martin Luther King, Jr.

ANNUAL REPORT – GENERAL MANAGER'S REPORT

It's hard to believe that we have come to another years end. This year has seen joys, sorrows, vigorous debates and negotiations. New programs, new premises, new workers, new ideas all implemented and up and running.

2011 has seen yet again many changes in service delivery and growth for TFSS. Community Services Grants Program (CSGP) no longer exists in its former state but has been reformed to align with the Keep Them Safe objectives. The reform of CSGP into the Early Intervention and Placement Prevention (EIPP) program has occurred as a strategy to improve outcomes for vulnerable children, young people and families. The negotiation of the EIPP Service Specification has been an arduous and time consuming task to complete.

TFSS was successful with the tender for the North West Aboriginal SAAP Project (NWASP), another Regional Homelessness Project targeting Aboriginal people exiting from Specialist Homelessness Services. The aim of this program is to assist families or individuals in sustaining and maintaining tenancies. A research component is also involved with this project and again this is a first for TFSS. Negotiations have been held with the University of New England to undertake the research and NWASP will build on its findings.

All have settled into the newly established Corporate Office at Denison Street. This facility was necessary due to the expansion of TFSS's new programs and growth of older programs. As we grow and have more operational sites it is imperative that TFSS as a whole reflects on its underpinning guidelines and philosophies that remain the lifeblood of TFSS.

The strength of TFSS comes from the Management Committee's dedication, knowledge and reliability. I thank the Management Committee for your continued support and honest governance.

TFSS staff work together to enhance the lives of those that we are privileged to work with, often in difficult situations. Thank you to all TFSS staff for your passionate commitment to children and Families during a time of continued transition and change. The next 12 months will see us having to navigate our way through the transition of not just our own services but to some degree the service system, which includes changes to Brighter Futures, the establishment of the Intensive Family Support / Intensive Family Preservation Services and the reshaping of the FaCS, OOH and Stronger Family Teams just to name a few. Whilst for some programs this transition may occur without too much difficulty, others will have to struggle with the fact that they will not be able to offer an appropriate service to all clients that may be in need. In times of uncertainty we need to ensure that we continue to focus on the outcomes not outputs. If we lose focus of what we are working towards then it is easy to get distracted by competing priorities.

I would like to thank Rebecca Reading in her role as my assistant, I realise at times that without her organisational skills and dedication I would not be able to do what I need to do.

Finally I would like to say a special thank you to the Management Team of TFSS, Vicki Sheehan, Peter Johnston, Tanya Rogers, Julie Green, Charmane Holm and Sue Snook. Your leadership and passion for TFSS programs and services is to be commended. I would also like to acknowledge the support they have all given me over the past year. TFSS is very lucky to have such knowledgeable and committed managers.

With clear direction, a commitment to improving life opportunities for families and children and the dedication of Tamworth Family Support Service Management Committee and staff we look forward to 2011-12 with great confidence.

"The reasonable person adapts to the world. The unreasonable person persists in trying to adapt the world to his ideals. Therefore all progress depends on the unreasonable one." George Bernard Shaw.

ANNUAL REPORT – CORPORATE SERVICES

Human Resources Function

The organisation took on six new programs during the past twelve months, requiring the engagement of an additional twenty employees. We currently have fifty-five (55) employees, with seven of these working across programs. Thirty-five (64%) of our workers are employed on a part-time or a casual basis.

Professional Development

In recognition of the breadth and depth of their work experience, four of our managers have recently been awarded their Diploma in Community Services (Service Coordination).

One manager will have completed her Diploma in Accounting by December, and the sixth is working through a Bachelor of Social Science (Social Welfare) from Charles Sturt University.

We also have an employee just commencing a Diploma in Human Services to provide knowledge and assistance to the organisation's human resources function, and we had a team leader commence a compressed Diploma in Management which should be finalised by December.

Over the past twelve months we have also engaged more closely with professional Psychologist and Case Worker staff of the NSW Department of Families and Community Services. These professional staffers have delivered face-to-face training session with our brokerage workers to increase the quality and reliability of our brokerage services.

External 3rd Party Clinical Supervision

Managers and some workers have benefitted from referral at our cost to attend a routine series of clinical supervision sessions with a qualified external Psychologist.

Occupational Health & Safety

The OHS Committee has been reshaped, in line with the Management Committee's review of the OHS Consultation Statement. One worker from each site and a management representative are meeting regularly to implement documented action plans aimed at progressing OHS issues.

There have been twenty-four (24) reported OHS incidents, with five of these being hazard reports where no injury had yet occurred. Two workers took one day or less off work after accidents involving service motor vehicles. Over a third (37%) of all OHS incidents reported involved child(ren) playing, running and falling. Onsite treatment involved soothing, rest, and ice packs.

Overall reporting levels seem constant and the early reporting of hazards, prior to accidents occurring, continues to trend well. The seriousness of accidents and injuries continues to decline. The balance of risk has shifted in that our client's children are less likely to be injured than our staff.

Information Technology & Telecommunications

The organisation has established resilient, flexible and responsive IT&T infrastructure necessary to support the growth of the enterprise.

Infrastructure has been supplied, installed and tested linking three of our four sites in Tamworth into our infrastructure including;

- Upgrade of software to Windows 7, Office 2010 suite and
- Upgrade of Accounting Software to MYOB Premier Accounting Version 19,
- Terminal and Email Servers (secure applications and backups),
- Virtual Private Networking (access from remote locations), and,
- Voice Over Internet Protocol (VOIP) for all telecommunications.

Our fourth site (Belmore Street) is due for connection by month-end November.

Documentary Archiving

A structured, coded and secure document archive has been constructed at Dension Street to hold the archived documentation of the organisation. An electronic database of archive files has been developed to assist in archive searches.

Financial Management

The Finance and Accounting Policy of the organisation has been reviewed and revised. Core organisational documentation is being centralised.

Detailed budgets have been prepared for every program, project, initiative and administrative function of the organisation. The financial budgets are supported by graphics and are now reportable through our accounting database (MYOB).

The management and field employees have begun demonstrating financial awareness and have commenced seeking to be involved in the budgeting and reporting of their responsibilities and financial accountabilities.

Asset Management

	<u>2011</u>	<u>2010</u>
1. Current Assets (up 84%) includes Cash, Cash Equivalents, and Money Owed to Us	\$ 1,014,348	\$ 551,892
2. Fixed Assets (increased by 138%) includes Property, Plant, Equipment and Motor Vehicles	\$ 719,425	\$ 302,617
3. Total Liabilities (increased by 170%) includes Money Owed by Us to Others, Employee Benefits and Program's Unexpended Funds	\$ 1,049,040	\$ 387,870

The value of assets under management have grown significantly, with the purchase of three new service vehicles and the replacement of two others, and the cash surpluses produced as a result of program under-expenditure (see below). Program under-expenditure comprises 58% of the \$1,049,040 in total liabilities.

Program Under-Expenditure

This financial year saw the organisation recognise that a substantial amount of the program funding provided had not been expended as at financial year end. The total under-expenditure now recognised as separate provisions on the balance sheet \$484,336 was limited to five programs;

1. Rural Homelessness New England	[RHNE]	\$ 289,589
2. North West Aboriginal SAAP Project	[NWASP]	\$ 96,062
3. Intensive Family Support Service	[IFSS]	\$ 42,768
4. Intensive Family Preservation Service	[IFPS]	\$ 38,047
5. Home Interactive Program for Parents and Youngsters	[HIPPY]	\$ 17,870

Total Program Under-Expenditure 2010/2011 **\$ 484,336**

Note : These funds are expected to be expended in future years of the programs, the delayed expenditure is a timing difference only.
An additional \$125,745 was listed as unexpended funds in the Rural Homelessness New England [RHNE] project in financial year 09/10.

Program Over-Expenditure

Two recurrently funded programs generated deficits totalling \$36,647 during 2011/2012. These programs were;

1. Outreach Early Intervention Family Workers	[OIEFW]	(\$ 15,817)
2. Tamworth Women & Children's Refuge	[Refuge]	<u>(\$ 20,830)</u>

Total Program Over-Expenditure 2010/2011 **(\$ 36,647)**

The outreach program was expanded during the year with the addition of a second OEIFW part-time worker on ten (10) hours per week. This was done in recognition of the genuine need for outreach work to additional small communities, and funding to cover this expansion of the outreach service is being sought.

The refuge saw downward adjustments in worker numbers this year along with a refocussing on the long-term outcomes of case work conducted at the refuge. The anticipated savings in employee costs of \$22,927 were more than offset by increased expenses at the refuge including;

• First Imposition of Supervision Fee (6%)	\$ 32,677
• Increased Depreciation Charges	\$ 7,721
• Increased Telephone Expenses	<u>\$ 5,260</u>

Expense Increases at Refuge 2010/2011 **\$45,658**

In anticipation of these known cost increases an amount of \$11,000 was released from the refuge's equity special reserve. These funds had been on hand since July 2007 marked for use in refuge operational costs. These funds, designed to ease the refuge's \$20,830 loss could not be reported in the refuge's income and expenditure statement, as it was not income freshly received by TFSS, nor was it a cash-flow, but had to be shown as an adjustment in equity.

With this \$11,000 equity offset in place the net loss in the refuge's operations would be reduce to \$9,830 for 2010/2012.

Administration Surplus

The surplus in Administration for the year is relatively high at \$ \$242,705. It is comprised of ;

1. Surplus Admin. Operations	\$ 165,649
2. Bank Interest Earned	\$ 46,298
3. Surplus in Brokerage Services	\$ 16,395
4. External Reimbursements	\$ 15,139
5. Donations to TFSS Inc	\$ 3,009
6. Loss on Sale of Motor Vehicles	(\$ 3,785)

Total Admin. Surplus in 2010/2011 **\$242,705**

Note : The surplus in Administration Operations is largely due to the overhead fee contributions of the Homeless Action Plan projects (RHNE & NWASP), and the higher than usual bank interest earnings are an outcome of this surplus plus the cash holdings produced by programs under-expenditure (see above).

Key Staff Movements

- Jim Kolokotas, our Finance Manager, with three years of service, resigned in October after the last Annual General Meeting.
- Vicki Sheehan agreed to move across into the vacant Finance Manager role.
- Julie Green was recruited in November to fill Vicki's vacated role as Manager Children's Contact Service & Brokerage.
- In March, Mark Austin was recruited as the Case Worker for the NWASP project and Min Currell was engaged to administratively support both homelessness programs (RHNE & NWASP) in April.
- With the occupancy of Denison Street, Rebecca Reading took up the position of Office Coordinator (Denison Street) and personal assistant to the General Manager.
- Toni Tinen was recruited in May to fill the position of Office Coordinator for Children's Contact Service and Brokerage (Belmore Street).
- In June existing workers Donella Urquhart and Tracey Wales were appointed as the Intensive Family Support & Preservation workers.
- To backfill those two positions existing worker Anniqua Olsen and external applicant Alissa Fitzgerald were engaged as Family Support Workers at Jumbuck Cottage. The Case Worker position at the refuge has not been backfilled.

Corporate Branding and Marketing



A standard set of images and text has been adopted to represent the Incorporated Association. This has been applied to the production of;

- Standardised property signage,
- Standardised letterheads and fax templates,
- Standardised organisational forms,
- Standardised advertising formats,
- Standardised business cards,
- Standardised name badges,
- Standardised photographic identity cards, and,
- Standardised logo displays.

Appropriate signage is still being designed for Jumbuck Cottage and the Children's Contact Centre. It will be in place by December.

Future Priorities and Opportunities

Formal Documentation & Promulgation

Although much necessary preliminary work has been done, the focus for 2011/2012 should be the formal documentation of the outcomes in;

- The Succession Planning System,
- The Risk Management System,
- The Compliance with the Good Practice Guide,
- The move to reporting by jobs with the adoption of a Standard Chart of Accounts (SCoA), and,
- The Revision of Service Policy & Procedures.

Homelessness Action Plan Projects

It will also be necessary to develop and implement an organisational response to the scheduled loss of both the RHNE and NWASP homelessness projects in June 2013.

These two projects currently jointly contribute \$1,120,000 or 46% of our funding income and \$324,400 or 46% of our internal income annually.

Brokerage Services – New Entrant

Our organisation has never been busier in providing supervised transport, supervised contact and intensive parenting services through our brokerage arm. An active new entrant into the provision of brokeraged services has been identified introducing the possibility of direct competition for the provision of these services.

Brokeraged Services – New Opportunity

The new State Government has identified that Out Of Home Care services will be contracted out to the not for profit, non-government sector over the next two years.

ANNUAL REPORT – FAMILY SERVICES

Family Support Services

We continue to provide a quality service to those families with dependant children who access our Service. We have offered our support to well over 100 clients and our Group work has been facilitated to 74 participants.

We were instrumental in the establishment of the Tamworth Family Focus meeting. This meeting fosters understanding of services role and how we can work together for good outcomes for our clients. We have organised a Family Fun day and also been involved with the Combined Service Christmas Party.

The Community Service Grants Program (CSGP) has been transitioned out. Under this program sat our Individual Family Support Work (case management), our group work program and up until recently our Supported Play Group. The new Early Intervention and Placement Program has now replaced CSGP. This has meant some fundamental changes to what we are now offering. We are able to work with "advice and Support", some case management of those with non chronic issues and Group work. We are only able to accept the families where there is imminent risk of removal, if they are referred through Community Services.

In relation to this sub program (Intensive Family Preservation and Intensive Family Support), we have employed two experienced Case workers. We have had two meetings with Community Services. As of 20.10.2011 we have received two referrals. We are funded to provide the Service for three years, to 9 families annually.

The Support Service now has five staff who are accredited to facilitate the Triple P Program.

Outreach Early Intervention Family Worker Program

In 2010/11 OEIFW provided a service to 38 clients in the Quirindi, Werris Creek, Walhallow, Manilla, Woolomin and Nundle areas. Group work was facilitated throughout the year with a total of 23 parents attending the Triple P sessions. The Benevolent Society has started co-facilitating group work with the OEIFW. This has been valuable to join resources and ease work commitments i.e. joint facilitation, preparation and childcare.

OEIFW has set up and coordinated a new Manilla Social Group - This is a support group for Mums with children 0-8 years promoting positive relationships with other mums, gaining knowledge about other community services and extending on skills and confidence with parenting through group work i.e. Triple P.

An OEIFW worker has been trained and is completing accreditation as a Financial Counsellor.

OEIFW has continually networked with the Walhallow Health Post, Social & emotional wellbeing centre & Quirindi Health. A new Playgroup has begun in Walhallow under FNSW and the worker will network with the Playgroup throughout 2011/2012.

OEIFW has continued with the Advisory Committee in Quirindi called 'First Links'. The worker has been instrumental in driving this committee and has taken on the role of chairing and providing agendas. OEIFW is on the Quirindi Supported Playgroup advisory committee, the Aboriginal Interagency and is the Vice President of Horizons Early intervention Service

Outreach workers attend Playgroup sessions and provide support to their clients and will offer information on the service to other parents who may wish to access the service

OEIFW attended 2 x 2 day Learning and Development conferences

OEIFW was on the planning committee and implementation of a travelling Family Funday in conjunction with Families Week. The Funday was held over three consecutive days in three different areas.

In completing the Performance Monitoring Framework it was assessed that we were fully compliant in all areas of Service Agreement and Specifications.

Playgroup Services

Supported Playgroup (Tamworth)

The families First Funded Playgroup has provided activities to local families, communities and organisations in two locations in Tamworth. The third Playgroup had been funded by the Community Services Grants Program and was conducted from Jumbuck Cottage. The number of 'occasions of Service' for those accessing the Families First Playgroups at Oxley Vale and Hillvue (Coledale) for the financial year was well over 700. The corresponding numbers for the playgroup at Jumbuck was over 600.

The combined holiday activities occur 8 times a year in conjunction with Refuge and our FaHCSIA funded Playgroup. The Playgroups are located within two of our local schools, this assists greatly with integrating with the Community and assists with the smooth transition to school. The various guest speakers that are invited to be involved in the Playgroups ensures that families have the opportunity to link in with other Services. The establishment of the Early Intervention Committee has been a highlight of this program as it promotes the joining of Services to work together on projects and strengthens the knowledge of what other Services offer.

In completing the Performance Monitoring Framework it was assessed that we were compliant in all areas of the Service Agreement and Specifications.

Aboriginal Child Youth & Family Strategy (Supported Playgroup Quirindi)

Quirindi Aboriginal Child, Youth & Family Strategy provides activities on a regular basis to 15 Aboriginal Children, aged 0-5 years and their accompanying parents/Carers. A total of 43 children received an occasion of service throughout the year. Service

providers including Health, Family Support and Aboriginal Elders from the Community have participated in Playgroup which has increased the knowledge and use of other Services. Playgroup program has assisted with the transition to school of 4 children and 5 transitioned to Preschool. Attendance at the Learning and Development Network Meetings keep staff connected to staff in similar roles and opportunities to increase knowledge and skills. Staff are involved with the First Links Committee in Quirindi.

Main highlights for the year have been

- the successful "Open Day" which attracted some new families
- Excursion with the other local community Playgroup to the Gunnedah Marsupial Park
- The NAIDOC and Reconciliation celebrations using Art work involving Elders with the children at Playgroup

Locational Supported Playgroup " Dhiiyaan" (Oxley Vale)

The Locational Supported Playgroup is federally funded through FaHCSIA. "Dhiiyaan" is a supported playgroup with a target group of Indigenous families with 0-5 year old children living in the Oxley Vale area. The name "Dhiiyaan" was chosen as it means 'family' in traditional Aboriginal language.

We deliver culturally aware strategies that focus on early childhood development. We provide transport to and from playgroup, referrals, home visits, relevant information and support to parents/caregivers and their young children. We aim to increase community engagement and participation of a positive nature.

Our playgroup setting provides the opportunity for children and their parents/ caregivers to spend quality time together whilst socialising and developing their skills.

Mums & Bubs provides a safe environment where mother and baby can spend quality time together whilst the mother develops her connections with the community and her parenting skills.

Play & Chat is a relaxed group for families to meet, have a play with the kids, have a cuppa and a chat.

For the reporting period of January 2011 to July 2011 we delivered the program to 33 adults and 40 children. Of these, 15 adults and 21 children were Aboriginal and 1 adult and 3 children were Torres Strait Islander.

We hope to increase our Aboriginal and Torres Strait Islander clients this reporting period. We hope to do this through building our community connections and realising that it takes time to engage the community.

We have completed several RBA questionnaires with clients and the only thing clients aren't happy with is that each group is limited to 2 hours, they wish it could go longer! Many of the clients have developed lasting friendships and meet outside of the groups.

Sara's (coordinator) easy manner, skills and being a "young Mum" have all contributed to the good numbers that attend on a regular basis.

Education Services

Home Interactive Program for Parents and Youngsters (HIPPY)

This new program which has produced some mixed results. Our agreement required that we register 35, aged 4 children into the Home Interactive Program for Parents and Youngsters. Kim Smart used her experience and promotional skills to recruit for the Program. We were thrilled that within the first 2 weeks we had 13 children registered! Three months down the track we have 27 children reaping the benefits of the program. Originally the targeted area was West Tamworth but we were granted an expansion of geographical boundaries and it can be offered to families in Oxley Vale, Westdale, Coledale, Hillvue and to existing Family Support clients. Kim has worked hard and spoken to her Brotherhood of St Laurence Supervisor to gain ideas on how to reach the targeted 35. The Supervisor has supported Kim's efforts and could offer nothing more than has already been done. Tamworth is a "new" site and the Program isn't well known so this has had an impact on numbers. Employing tutors for the Program has also been a challenge but we can report we now have two very enthusiastic and competent women on board. Currently we are half way through the 4 year program and it is estimated that the required 30 week work book will be completed by early 2012

My observations of how well the parents, children and HIPPY staff members interact was rewarding as a Manager to view.

Manager of Support Services Reflection on Program Delivery.

Across all of the Programs that I have responsibility for, I am amazed at the abilities that my staff have in their engagement of their individual clients. I believe that the Programs are only as good as the staff who deliver them and the great outcomes are a testament to this.

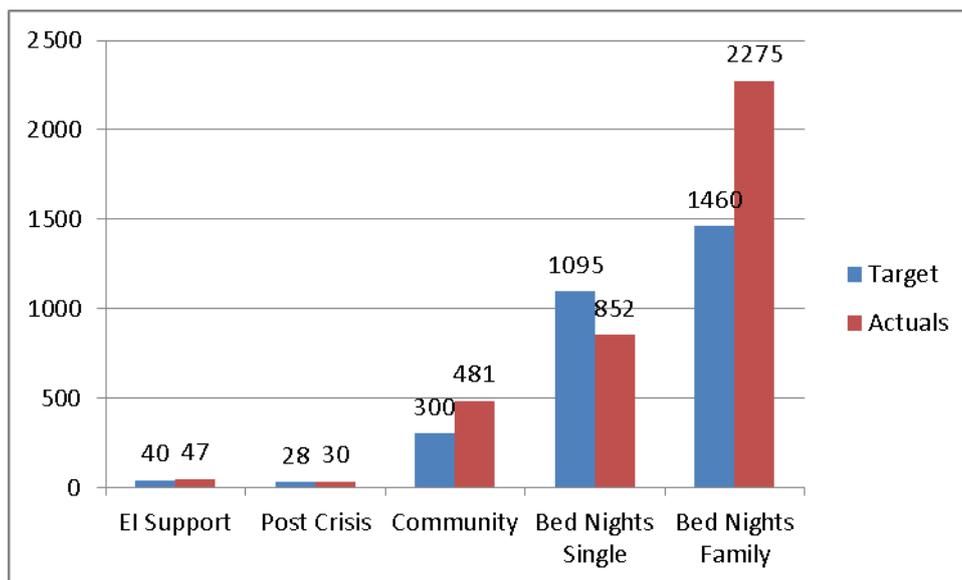
ANNUAL REPORT – HOMELESSNESS SERVICES

Tamworth Women & Children’s Refuge

There were 40 women supported through our Early Intervention Support. This support assisted women and women with children to sustain their tenancies. These women were at risk of homelessness through Domestic Violence, financial crisis, gambling issues, mental health or substance use issues. Of these 40 women all sustain their tenancies and the risk of homelessness abated.

There were 28 women assisted through our Post Crisis Support. These women and children were given support after transitioning into independent living from the refuge. The average stay for families in the refuge is approximately 8-10 weeks.

64 women and 79 children were accommodated and supported in the refuge this year. The refuge exceeded its services specifications in most areas. (see graph below)



On average there are 4 individuals or families requiring accommodation and support that are unable to be assisted per week. With the introduction of the new Specialist Homelessness Information Platform (SHIP) data system statistics for next year will be more accurate. This year we have had to create a waiting list due to the increased demand for service.

No. of network / interagency meetings/ activities attended	<p>Due to the expansion of TFSS we now have representatives "across all programs" that attend various Community meetings. This ensures that TFSS is represented on a broader spectrum and that we don't need to send as many staff to these meetings. The service representative then reports back at our staff meetings.</p>
Aboriginal Employment Interagency meetings	<p>Supporting women to engage in education and or training this year has been a priority. These meetings assisted staff in gaining contact and information regarding education and employment for clients.</p>
Domestic Violence Committee	<p>Team Leader from the Refuge is the Secretary for the DV committee and has played a pivotal role in redefining the direction of the committee.</p>
RHNE meetings	<p>RE presenting all of TFSS and disseminating information to all staff.</p>
Tamworth Interagency meetings	<p>These meeting are integrated case management meetings for clients that police have regular involvement.</p>
Early Childhood Interagency meetings	<p>Child focused development.</p>
No. of joint projects /activities which are undertaken as a partnership with other services	<ul style="list-style-type: none"> • Rent it Keep it Programs • Healthy Relationships Seminars • Love Bites • 426 Club • DV Group • Families Week • Youth Week • Rage

Throughout the year the Refuge Case Workers were guest speakers to inform different groups of the services TFSS and the Refuge provide. These activities are under the Prevention and Community Awareness specification. Approximately 480 participants, these include:

- Church Groups
- Tafe
- Zonta
- Schools
- Lifeline

Referrals to the refuge come from a variety of sources these include:

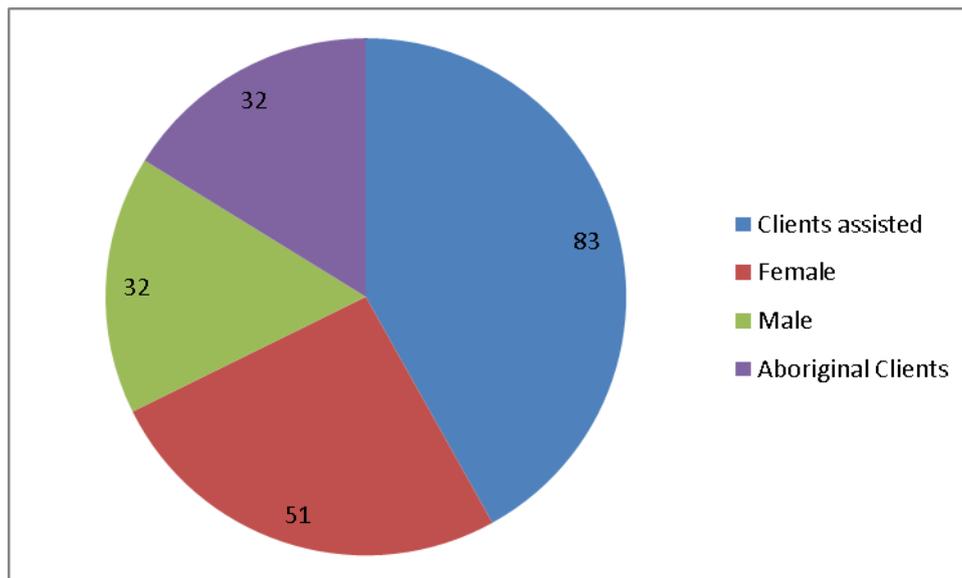
- Police
- Family and Community Services
- Centrelink
- Housing NSW
- Hospital Social Workers
- Self-Referrals
- Mental Health
- DV hotline

Staff have had training in the following disciplines:

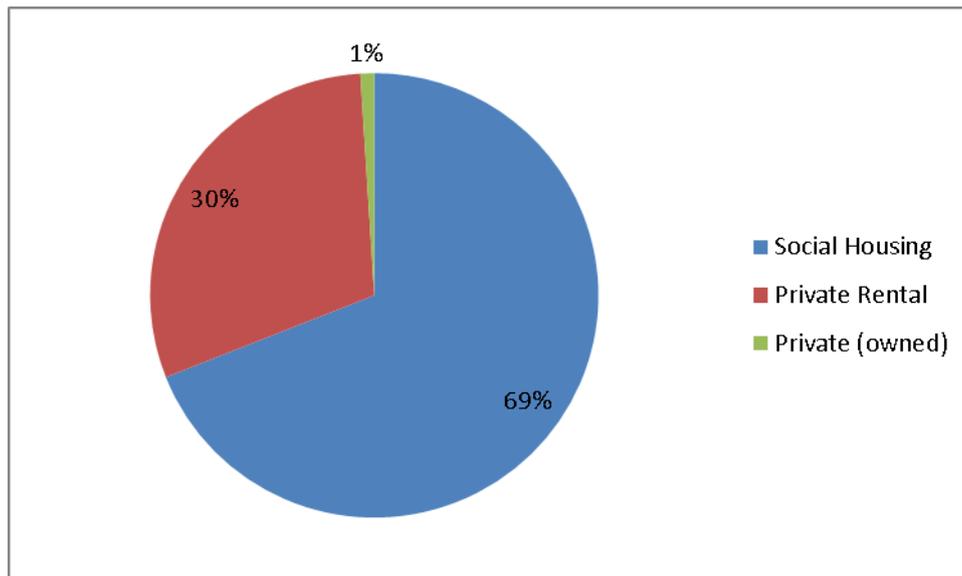
- Mental Health
- Keep Them Safe
- SHIP (data system)
- Knowing Me Knowing You (DV Focused)
- Conflict Resolution
- Child Development Workshop

Rural Homelessness New England [RHNE]

RHNE exceeded its target numbers for this financial year. Target 80



Of those 83 clients 73 clients were housed. Below indicates by type of housing:



Of those 73 clients 62 sustained their tenancies/housing. This being 85% of clients successfully sustaining their tenancy. All clients were case managed through interagency case management plans being developed. Of the 11 clients that did not sustain their tenancy this was due to the following:

- Moved out of area
- Poor case management plans
- Disengagement from services
- Clients entering an institution/care facility

The implementation and development of the 5 Coordination groups throughout the Region (Tamworth, Armidale, Glen Innes, Moree, Narrabri) has resulted in having core key services on each of the CG's. Engaging services to be involved and participate in the project took the following actions:

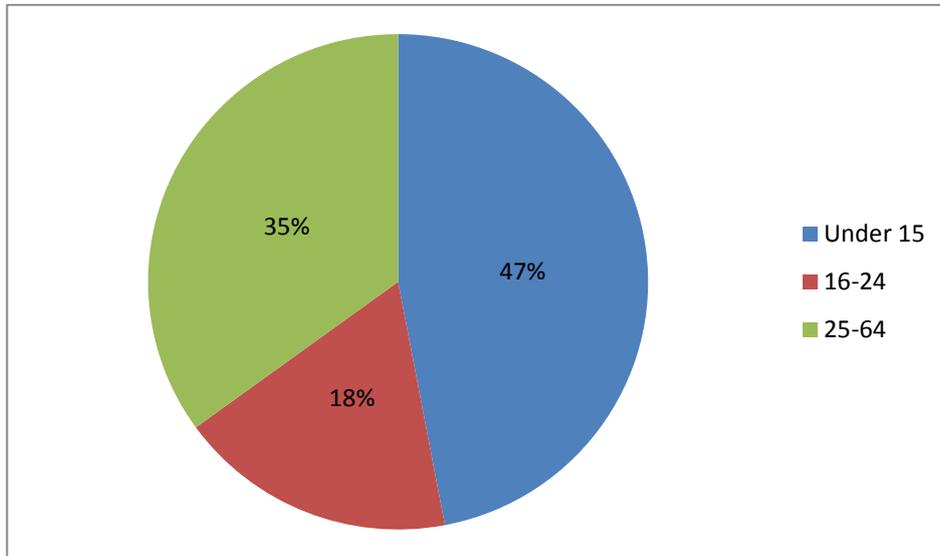
- Information Forums in each area
- Meeting with services individually
- Program guidelines and Terms of Reference
- Interagency Case Management Training
- Follow-up support for services

The momentum of this program continues to increase due to the dedication of the program coordinator's determination to promote service system change. Systemic barriers being broken down and services working together in an integrated way assisting clients holistically is the legacy this program hopes to achieve.

North West Aboriginal SAAP Project [NWASP]

This program has been embraced by the region and has met its targets within the first 6 months of operation. There are 8 households being supported with 17 people receiving direct service. NWASP works with the individual or family addressing each member's needs, including the children.

There are 9 females and 8 males being supported through interagency case management. Ages of supported clients below:



There are 5 clients who are receiving high needs support. This includes:

- Weekly home visits + phone contact from case manager
- Weekly or fortnightly home visits from partner agencies
- Monthly case conferences

There are 3 clients who are receiving medium need support. This includes:

- Fortnightly home visits + phone contact from case manager
- Weekly or fortnightly home or office visits from partner agencies
- Monthly case conferences
- Connection to main stream services

There are 9 clients who are receiving low need support. Most of these are children who have been assisted with the following:

- School related concerns
- Child development
- Health issues

These clients receive regular home visits, phone support and case conferencing bi-monthly.

Clients are being connected to their community through this program to increase their self-efficiency. The support includes increasing client's problem solving skills and building self-esteem. Addressing immediate needs and build a trusting relationship with mutual respect has been imperative.

NWASP Case Study.

Client referred to program by local Specialist Homelessness Service (SHS). Client has severe health issues, gambling issues, family violence and disconnection from her adult children. The client had to cease her employment due to her health problem and became depressed as a result. After being referred to NWASP the client was linked to a health service, engaged in gambling counselling, engaged with the women's refuge for support and DV counselling. The client was assisted to move onto a disability

benefit. The client was able to secure private rent and was assisted with white goods and furniture. The purchasing of private counselling was provided to assist with the reconnection to her family. This client has gone from a high needs client to medium need within 4 months.

Outcomes for client

- Has a regular GP and all health needs including oral health are being addressed
- Has sustained private rental property
- Has continued engagement in counselling
- Has done a 'self exclusion ban' (gambling)
- Has reconnected with her adult children and been to visit them
- Has connected to a craft group
- Volunteers at local community aid shop

Future goals

- To get into social housing
- Engage in financial counselling
- Attend youngest daughter's year 12 graduation
- Holiday with her son on the coast.

Negotiations with UNE for the research component of NWASP have been recently finalised. This will be an exciting time for TFSS to be involved with a research and become the change agent for the barriers and systemic issues that will be identified during the research.

Women's Action for Employment [WAFE]

Task/ Strategy	Performance Measure	Outcomes or Outputs	Comments
What was done? Restate the strategies from the agreed project plan.	How well was it done? State how success was measured.	Was anyone better off? Detail actual results.	Unexpected issues, explanations, additional information, etc.
<p>The principal partners are Tamworth Family Support Services Inc. (TFSS) and Action for Employment (A4e). TFSS will employ a program coordinator and assistant who will jointly develop and deliver a substantial program of community awareness and support information to a group of women at risk of, experiencing or recently experienced domestic violence. Subject Matter Expertise will be drawn from the early intervention, post-crisis and outreach case workers of the Tamworth Women & Children's Refuge and the NSW Police (DVLO) Domestic Violence Liaison Officer.</p>	<p>Women's Action For Employment Coordinator through TFSS organized groups. These were initially planned to engage women coming from DV backgrounds to attend a personal development and community awareness course. These clients were referred from Tamworth Women's Refuge, DVLO with Police, Merit/Credit programme, Homeless organization and other local groups including A4e. Two groups eventuated ... the first targeted young Mums. Initially there were 4 participants with 2 completing the 6 sessions. The second group is ongoing. One planned course was cancelled due to lack of numbers.</p> <p>Both Wafe and A4e continue with regular contact. A new</p>	<p>Feedback from clients indicated by course evaluation stated they had gained skills. Feedback was positive. 2 clients were taken to A4e for an information session with manager. These clients obtained necessary information to help them make some choices re ongoing education in Cert. 3 Courses. There are plans to visit Tafe and other community amenities including library, art gallery and community centre to expose clients to a broad view of the community.</p>	<ul style="list-style-type: none"> • Clients particularly those coming through Court system were unreliable and very difficult to contact. • Many clients had multiple difficulties in committing to courses. These difficulties were due to many issues, including transport, financial and family difficulties. • Some clients, caring for children have sickness issues with very little family support. • Many clients have low expectations. • Family history in some cases present impediments • Many clients have drug and alcohol issues.

	course is planned in October.		
Together the program will enhance the self-esteem and self-confidence of participants, empower them around domestic violence, and support them through the development of close inter-personal relationships with other women in the group. This group of women will then enter the Cert III in Aged Care as a cohort (sub-group) of trainees in a mainstream vocational education course - again expanding their social and supportive networks to other students beyond the DV group.	As above re the courses	As above	A4e will offer many different courses. Many of the women spoken to are not interested in aged care but are keen to gain other skills
<i>TRIVIA NIGHTS: REFRESHING DV</i> Targeting 15-17 year olds who have already been participants in the "Love Bites" program and re-engaging these in creating community awareness through their participation in a series of four Domestic Violence trivia nights. Intent is to increase community awareness, refresh existing community knowledge,	Co-ordinator has attended training for Love Bites and helped to present program at Walcha. Liaised with co-ordinator of Love Bites re evaluation of program. This is in the pipe line with the program. No date has been set.	No action yet re evaluation	This will be very difficult within time frames The actuality of running the program is a major effort for a dedicated project officer but the DV committee may be interested in creating a vehicle to gain this information.

<p>especially in the Indigenous and CALD communities and amongst teenage males.</p>			
<p><i>PERFORMING PUBLICALLY</i></p> <p>Targeting women and girls, with preference given to those who have a history of experiencing domestic violence and are members of the Indigenous, CALD or Disabled communities</p> <p>Intent is to access known victims of domestic violence and re-engage them in skills and confidence based activities initially which will lead to active public participation in staging a play themed on DV.</p> <p>Where the targeted women and girls are comfortable with that contribution - then extend it to include active participation in supported vocational education with high likelihood of employment outcomes.</p>	<p>The rights to the Play -Farmer Swaps Combine Harvester for Wife has been purchased and presented to the Tamworth Dramatic Society. They are keen to be involved and this project has been presented to the Tamworth DV Committee.</p>	<p>There will be raised awareness of DV in the community.</p>	<p>I can only see the women's involvement in this project as minimal. Hopefully it may be possible they could help with a supper or handing out information. This program would not have the scope to actually put on a production. To do this the participants would nearly have to be involved in a program full time such as a work for the dole project.</p>

ANNUAL REPORT – CHILDREN’S SERVICES

Children’s Contact Services

In the last year there have been a number of significant changes within the Children's Contact Service. In November 2010 a new Manager, Julie Green was appointed to take over this role. At the same time Andre Starckjohann came on board as a Coordinator overseeing the supervised contacts and assisting with the promotion and the daily running of the service. Andre was already employed in a casual position within the Organisation and has proved to be a great asset. In mid-2011 2 casual positions were also filled to assist Andre with the supervised contacts at the weekend. Elicia O'Connor and Renee Johnson again have proved to be invaluable members of the CCS team.

Early in 2010 CCS embarked on a major promotion campaign around our targeted areas. This involved travelling out to places such as Moree, Narrabri, Gunnedah, Armidale, Glen Innes and Inverell. In each town we targeted local Police Stations, Court Houses and Family Law Solicitors promoting Tamworth CCS.

One very successful component of our promotion is our attendance at Tamworth Court House every 2nd Tuesday, where we set up an information stand in conjunction with our consortium members as another avenue to promote the service. This has been a great opportunity to develop and establish relationships with local solicitors, Police and Court Advocacy Services such as Women's Domestic Violence.

Another was a presentation given to the Family Law Consultants at Newcastle Family Law Courts. This led onto a valuable one on one meeting with Newcastle Family Law Court Magistrate Terry.

The promotion campaign proved to be a success as target numbers grew from 42% to well over 120% by June 2011. Referrals have also seen an increase where we are receiving 1 to 2 new referrals each week.

Tamworth CCS regularly attends the Family Law Network Pathways meetings, which provides opportunities to link in with local services and the legal profession.

CCS has made a couple of visits to other CCS centres which has proved to be of great assistance as we were able to see firsthand how others operate.

Overall CCS has expanded rapidly over the last few months with 31 families active on our books of which 9 were changeovers and the remaining were 22 supervised contacts.

Brokerage Program

The brokerage program has had a change of staff with Julie Green being appointed Manager in November 2010 and office coordinator Toni Tinen commenced in May 2011. We have also employed a number of new casual brokerage workers to fill the ever increasing demand for supervised contacts. Brokerage has grown significantly over the past year, particularly in the latter half of the financial year where there has also been a continual monthly financial growth exceeding all expectations.

This growth has allowed us to provide some important training for our workers where we have been able engage FACS workers to provide specialised training that is job specific. This training has been welcomed by both workers and management and has ensured that everyone is getting the right skills and knowledge to carry out our roles in a professional manner. Some of the topics covered have included "Keep them Safe" training including mandatory reporting, professional boundaries and report writing.

This has helped establish and develop our relationship between FACS and TFSS to ensure the working relationship becomes stronger with better communication.

Apart from Supervised contacts we also deliver Intensive Parenting to a small number of families in the Tamworth and Gunnedah areas. Indicators from FACS see this program expanding in the future which will mean recruiting and training more Intensive Parenting Workers to meet the demand.

Intensive Parenting involves a worker going into the family's home over a set period of time and providing training around parenting skills and techniques. The aim of this is to achieve significant change in parenting skills and behaviour to enable children to be restored back to their families. The small number of workers we have at present have proved to be a great asset to the program and have had some positive outcomes.