



Annual Report

2019 - 2020





Yaama.

TFSS would like to show our respect by acknowledging the land, its traditional owners, Elders past and present, and the youth who are the leaders of the future.

On this land where we are today, we thank you for the opportunity of working together to nurture and enrich our community and families.



 **TFSS**

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Our Philosophy

Our Mission

We work toward our vision through our purpose, which is to:

1. Strengthen and improve social and personal well-being for individuals, families and communities;
2. Promote access, equality and social justice; and
3. Deliver services of quality and value.

Thriving
Communities,
Endless
Possibilities

Our Values

Diversity

To accept and appreciate differences

Integrity

To always act with honesty and professionalism

Community

To have a sense of responsibility and contribution

Leadership

To utilise our position to drive change

Partnerships

To work collaboratively to deliver the best outcomes



Guiding

1. In family services projects, staff and families work together in relationships based on trust and respect.
2. Family services projects enhance families' capacity to support the growth and development of all family members; adults, young people and children.
3. Family services projects affirm and strengthen families' social, cultural, racial and linguistic identities and enhance their ability to function in a pluralist society.
4. Family services projects are embedded in their communities and contribute to the community-building process.
5. Family services projects are flexible and continually responsive to emerging family and community issues.

Strategic Objectives

1. We are inclusive and respectful of people's rights

- 1.1. We commit to working within a human rights framework

2. We are a regional employer that values employees and supports them to make a difference

- 2.1. We enable employee health and well-being
- 2.2. We improve communication, decision-making and knowledge sharing
- 2.3. We are prepared for succession of key management roles
- 2.4. TFSS is strong in governance and compliance

3. We build and support connections between people, communities and community-based organisations

- 3.1. We strengthen partnerships and organisational capacity
- 3.2. We enhance community knowledge and connection to services and community resources
- 3.3. We implement local service delivery through formalised partnerships

4. We will work to build the financial security of TFSS

- 4.1. We identify opportunities for social enterprise and building community capacity.
- 4.2. We develop integrated systems to enhance individual and community outcomes

5. We know and tell our story and the stories of our communities

- 5.1. We are clear about how we make a difference
- 5.2. We effectively communicate with our communities
- 5.3. We raise our voice on issues of importance and relevance

Principles

- 6. The principles of family service are modelled in all aspects of a project, including planning, service delivery, management and administration.
- 7. All members of a family should be safe from violence.
- 8. Children should be provided with safe, quality alternatives if it is deemed they cannot live with their birth family.
- 9. There is a recognition that families have multiple forms, not necessarily biologically based.
- 10. The priority at the heart of all our work is the safety, health and wellbeing of children and families.

Our organisation, like every organisation around the world, has had to grapple with operating during a global pandemic. The effects of coronavirus have not been limited to one group, one community, one state or even one country. They are felt right around the world. That is not to say that the effects of COVID-19 are spread evenly. Without question in many countries the burden has been felt disproportionately by people of colour, poor communities and those who suffer socio-economic disadvantage.



Here, our thanks must go to all members of TFSS who have ensured that our organisation has continued to provide a top-rate service of which we can be justifiably proud. We have continued to work in our communities, maintaining strong relationships with those around us. All members of the board would like to thank you for the work you have done in at times very challenging circumstances.

It's hard to remember what happened pre-COVID-19, but one thing that stood out was our organisation's commitment to the Excellence Accreditation process. TFSS was one of the first services in the region to complete the Australian Services Excellence Standards process (ASES). Our successful completion of the process was due in part to the commitment of our staff, the board and our hard-working Quality Assurance Officer Donella Urquhart who led the process. Thanks to everyone who contributed towards our successful certification.

It's no surprise that our region has been hit first by a long-running, decimating drought and then by COVID-19. This has led to significant financial stress for many residents. Our organisation employs a financial counsellor who provides an important service to the residents of the region. Now more than ever, we are grateful for the support this service provides to so many people.

Finally, I would like to make mention of the passing of board member and friend, Aunty Yvonne Kent. Aunty Yvonne was an active, involved member of the board and took great joy in helping TFSS be the best it could be. She attended board meetings where she always provided a positive, thoughtful and nuanced opinion. Aunty Yvonne was an asset to this organisation and so many others. She will be missed. All members of the board will miss her as a friend and as a professional colleague.

Thank you once again to all the dedicated TFSS staff on continuing to deliver outstanding service to our communities.

Jane Kibble,
Chairperson, Board of Directors



I want to acknowledge what a demanding and challenging year it has been. I also want to thank all TFSS staff for responding with agility and positivity. Staff moved office locations, for some program's migration to web-based service delivery, then a staged return followed by fully operational programs with precautions in place and some programs have had to adjust completely the way services are delivered.

I think we can all be pleased by how diligently our teams managed all the challenges and how successfully our programs have operated since March 2020. Your support for the strict protocols we have in place is allowing the doors to remain open and keeping everyone safe.

We face continuing challenges through the COVID-19 disruption. As the Premier said, it's something we have to live with. We know our communities have confidence in us to manage COVID-19 and keep support going for our children, young people, families, individuals and communities while ensuring our workplaces are safe for staff and clients.

This crisis has demonstrated the absolutely central work that takes place within our service, from the Supported Playgroups through to the crisis DV and homelessness services. We are central to the foundation of a fair, just and thriving communities. Not only do we strive to provide great life opportunities for all, we are also a key economic driver of employment and services across our region.

As we look to Victoria, we can see the ever-present risk of the virus and the need to closely follow health guidelines in all our operations. The balance of 2020 and most likely beyond, will present us with great challenges, but we can be confident we will manage them well, given our experience in the first half of the year.

"Some is not a number, soon is not a time, hope is not a plan".

So, whilst being aspirational is good, we are all in privileged positions where we can indeed influence change and impact on the lives of the individuals, families and communities we work with.

Thank you to all TFSS staff every day you are working with children, families and communities. Thank you for your great professionalism, dedication and resourcefulness, delivering services and programs. Sometimes tangible results of your work may be difficult to see immediately hence the anecdotal stories are important as they provide the narrative describing the impact you are having with the people you work with. On any given work day, the work that you do is changing lives.

Thank you to the TFSS board for your support and direction. Thank you to the Corporate services team led by Senior Manager Greg Barton. The last 12 months has seen TFSS continue to strengthen and streamline.

I would especially like to thank the Managers, Julie Green, Kim Smart, Lisa Hetherington, Lynda Townsend, Annette Pascoe and Susan Ring. You have led your teams through a difficult and uncharted period yet managed to ensure services to the clients remained at an exceptional level.

As a sector, we have been making a shift in the work we do by moving towards a more robust, outcomes measurement model of service delivery. The aspiration for 'Thriving communities, endless possibilities' is not only an aspiration, but a 'plan' underpinned by solid program design, delivery and evaluation. It is fair to say it is a continued work in progress but certainly well underway.

Belinda Kotris
CEO

Our People

Board of Directors

Jane Kibble (Chairperson)
Joanne Stead (Secretary)
Robert Taggart (Treasurer)
Emma Trigg

Grant Scarborough
Janice O'Connor
Elizabeth (Liz) Shelton
Natalie Scanlon

Chief Executive Officer

Belinda Kotris

Senior Manager Corporate Services

Gregory Barton

Management Team

Children and Family Services Manager

Julie Green

Intensive Family Services Manager

Lisa Hetherington

Women's Domestic Violence Court Advocacy Services Manager

Susan Ring

Homeless and Domestic Violence Services Manager

Lynda Townsend

Youth Homelessness Manager

Annette Pascoe

Early Childhood Services Coordinator

Kim Smart

73 Very Important Staff

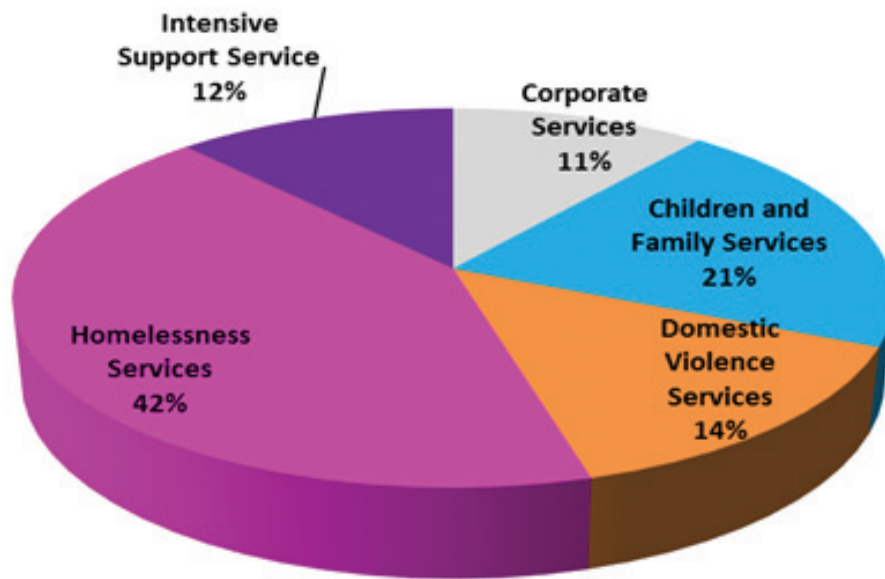
Working Across the Region



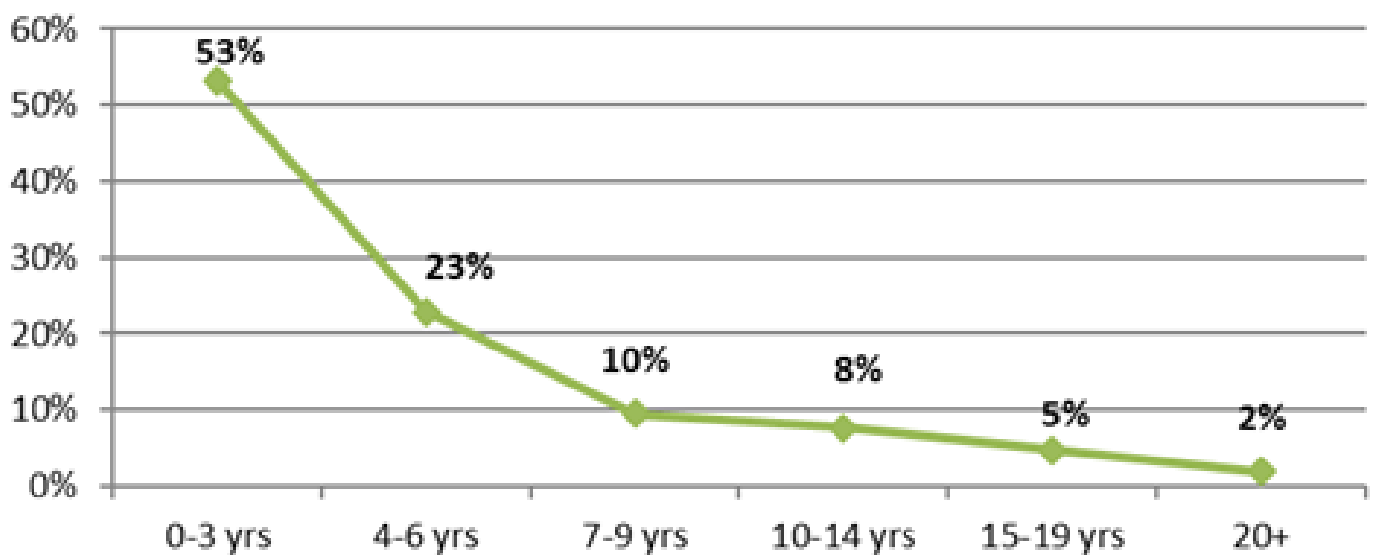
TFSS has 13 office locations
with services covering 9 of the
12 New England Local
Government Areas

Head Office & DV Services
Children & Family Services
Coledale Community Centre
Women & Children's Refuge
Youth Refuge
Youth Hope
Playgroups & HIPPY
Courthouse

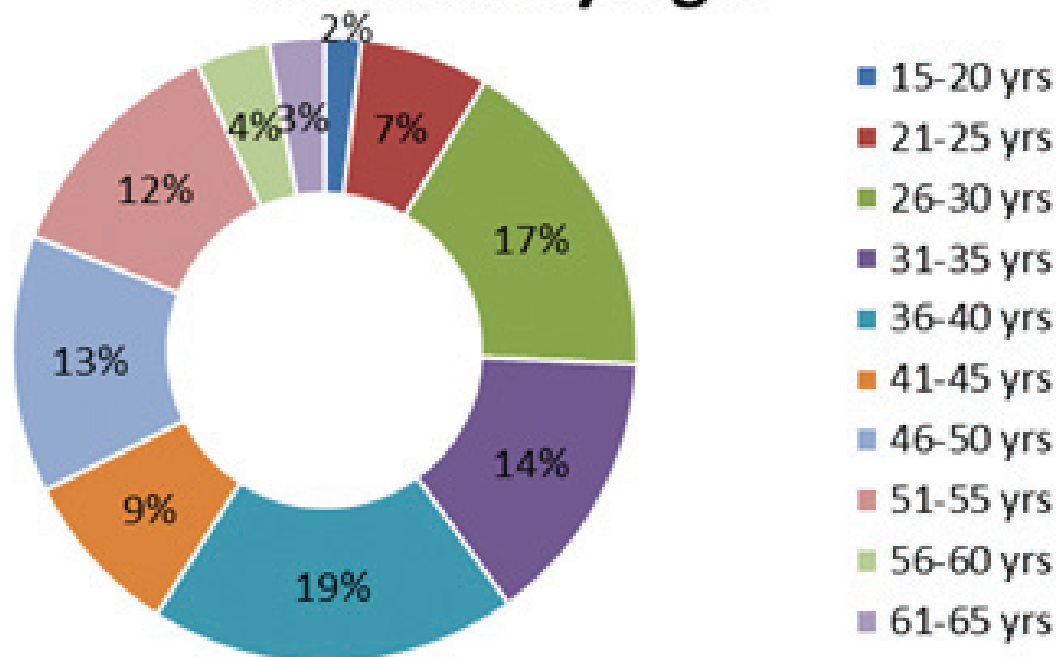
Workers by Service



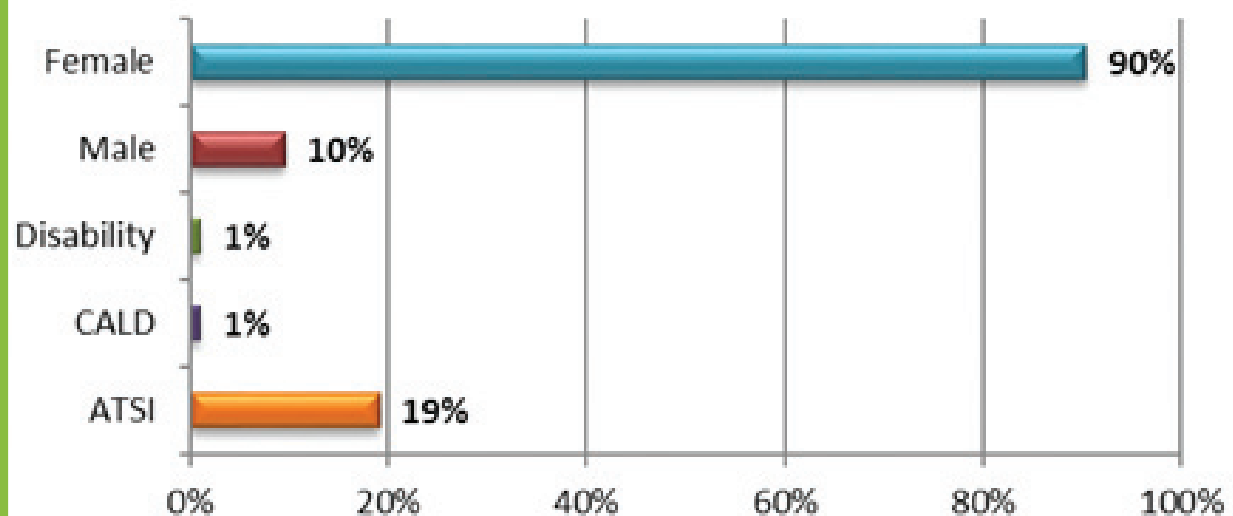
Workforce by Length of Service



Workers by Age



Organisational Diversity



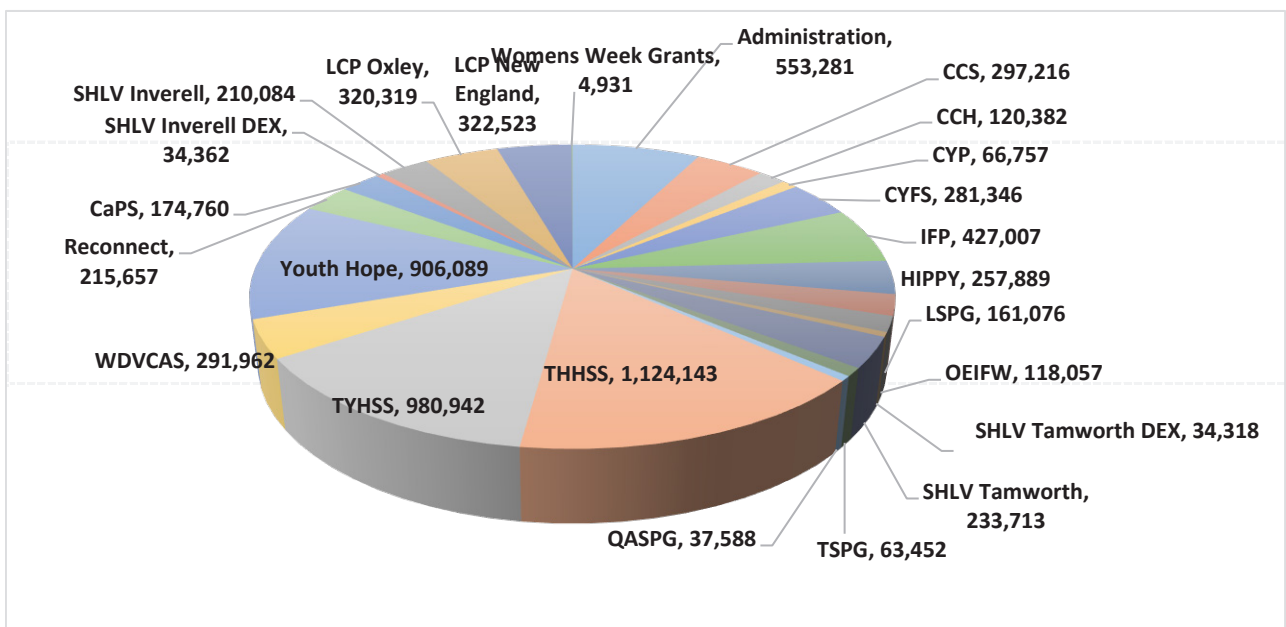
Our Resources

Statement of profit and loss

as at 30 June 2020

	2020	2019
REVENUE		
Donations Income	30,069	36,646
Overhead Fee Income	702,014	1,425,935
Sundry Income	48,809	122,199
Program Funding	6,772,566	6,585,087
Other Program Income	67,408	83,409
Unexpended Funds	(160,247)	87,797
Other Income	138,422	19,950
TOTAL INCOME	7,599,041	8,361,023
EXPENSES		
Indirect Administration Costs	440,508	96,312
Administration Expenses	886,485	1,774,515
Program Specific Training	62,811	86,874
Client Expenses	422,382	488,903
Vehicle Expenses	270,190	325,967
Employment Expenses	5,107,001	5,512,600
AASB-16 Leases	59,705	0
TOTAL EXPENSES	7,249,083	8,285,172
NET PROFIT	349,958	75,851

2020 Expenditure by Program

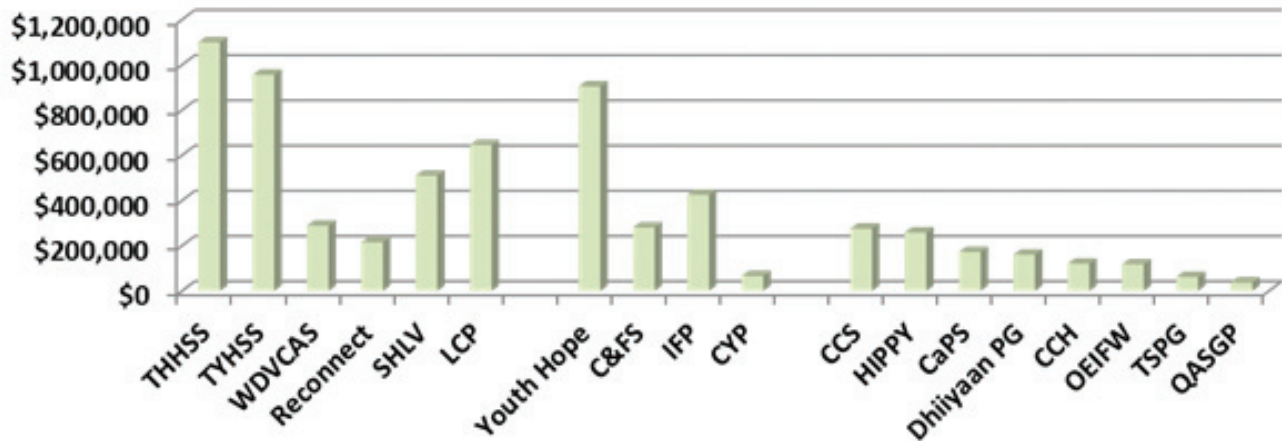


Statement of financial position

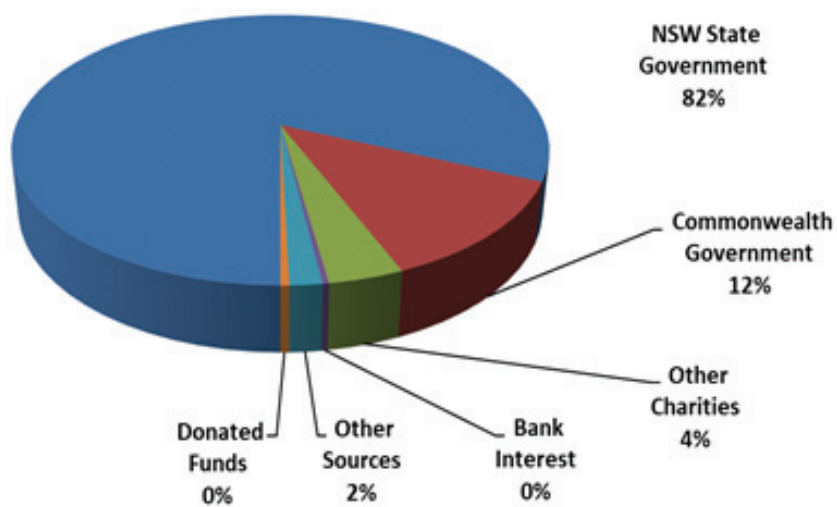
as at 30 June 2020

	2020	2019
ASSETS		
CURRENT ASSETS		
Cash & other Financial Assets	2,222,821	1,765,331
Trade and other Receivables	18,044	8,293
Other Current Assets	63,232	45,140
TOTAL CURRENT ASSETS	2,304,097	1,818,764
NON-CURRENT ASSETS		
Trade and other receivables	200	200
Land & Buildings	802,317	821,615
Equipment & Vehicles	330,585	298,364
Right of Use assets	33,114	0
Intangibles	29,531	3,084
TOTAL NON-CURRENT ASSETS	1,195,747	1,123,262
TOTAL ASSETS	3,499,844	2,942,027
LIABILITIES		
CURRENT LIABILITIES		
Program Funds	495,082	168,646
Employee Entitlements	480,356	672,745
Tax Payable	174,498	139,801
Superannuation Payable	853	0
Accrued Wages & Expenses	128,566	101,958
Trade Creditors	30,336	67,824
Lease Liabilities	33,598	0
Auspice Services	5,569	5,837
TOTAL CURRENT LIABILITIES	1,348,858	1,156,812
NON-CURRENT LIABILITIES		
Employee Entitlements	94,483	79,392
TOTAL NON-CURRENT LIABILITIES	94,483	79,392
TOTAL LIABILITIES	1,443,341	1,236,204
NET ASSETS	2,056,503	1,705,823
EQUITY		
Special Reserves WR1.7.07	60,000	60,000
Retained Earnings	1,996,503	1,645,823
TOTAL EQUITY	2,056,503	1,705,823

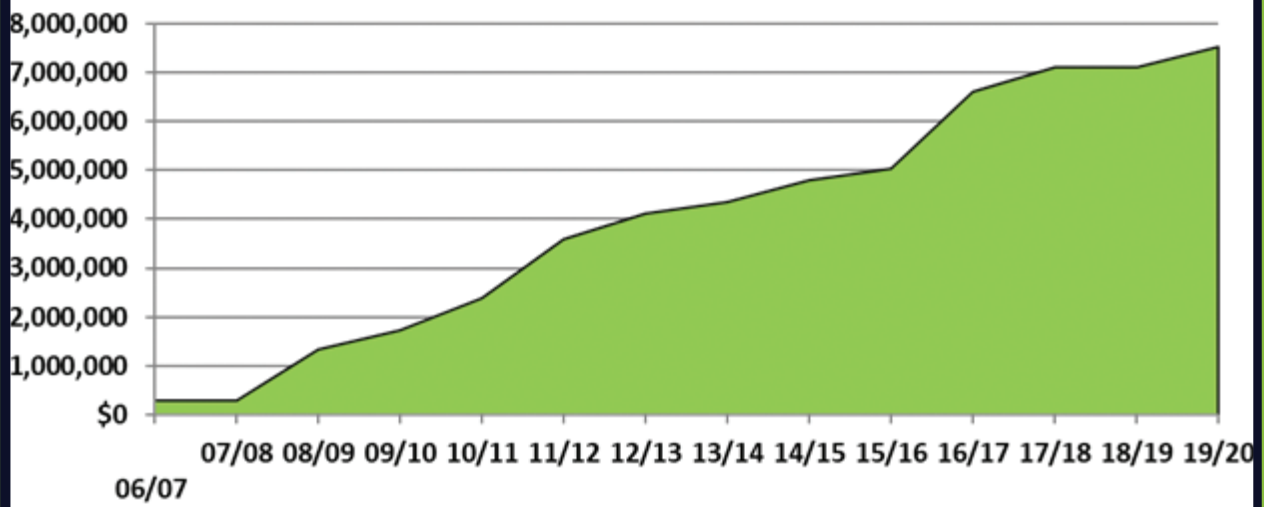
Funding by Program 2019/2020



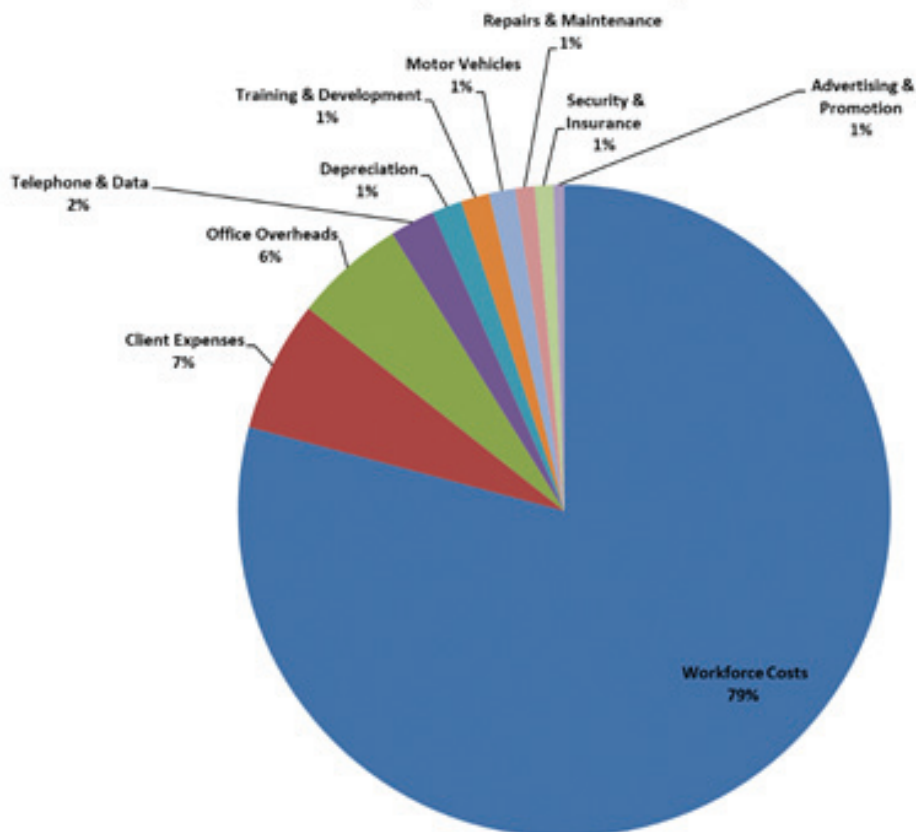
Funding by Source 2019/2020



Income by Financial Year



Top 10 Expenses 2019/2020





TFSS is a quality organisation and it works in a purposeful way to deliver services aimed to meet the needs of the people that we serve.

“Hard work and dedication by the people at TFSS has culminated in the organisation achieving Australian Service Excellence Standards [ASES] Accreditation for all parts of our organisation. An achievement that we are very proud of and one that demonstrates the quality of our organisation.”

Acknowledgement:

TFSS would like to acknowledge and thank all individuals who generously shared their wealth of knowledge and experience. Support offered by the Industry partnership, AQP and the team at BNG during this period was wonderful.

100%	reported that Quality of service is very important to the organisation
92.86%	reported, I am proud to be a member of the TFSS family
92.85 %	would recommend TFSS to a friend
88.09%	reported that TFSS accommodates flexible working arrangements
92.85%	reported that as an organisation TFSS values all forms of diversity
88.10%	reported that there is an ethical code that guides our behaviour and tells us right from wrong.
92.9%	reported that most of our staff are highly engaged in their work
95.24%	reported they understand their role, responsibilities and rights as an employee of TFSS

Organisational Culture

‘TFSS is an effective organisation with a high-performance culture built on transparent decision making’

TFSS is committed to embedding workplace wellbeing into our existing systems and providing a safe system of work by establishing a workplace environment, culture, and practice that enhance the wellbeing and resilience of our workforce.

The organisation aims to have a highly trained and educated workforce that work in a collaborative and professional manner and possessing the key skills required to deliver quality service to our target group.

TFSS has strategies in place to assist the organisation to continue to improve existing practices including:

Utilising a number of methods to capture feedback from staff such as: climate surveys, exit evaluations and team meetings.

Support systems for employees such as the Employee Assistance Program [EAP], 1:1 supervision meetings and a clear issues and disputes process.

A staff cultural survey was developed and disseminated electronically in February 2020. The aim was to seek feedback from staff to assist TFSS to determine the levels of staff satisfaction, and to assess how TFSS are performing against three key organisation areas; Mission, Consistency and Involvement. The cultural survey was broken down into associated leadership traits for each key area as follows;

1. **Mission (Direction, Purpose and Planning) “Do we know where we are going?”**
Strategic Direction and Intent
Goals and Objectives
Vision
2. **Consistency (systems, Structure & Processors), “Do our systems create leverage?”**
Core values
Agreement
Coordination and Integration
3. **Involvement (commitment, Ownership & Responsibility) “Are people aligned and engaged?”**
Empowerment
Team Orientation
Capability development

TFSS is focused on continually achieving improvement and
this is identified in the following:

Results Key Area 1 demonstrate:

Quality of service is important to TFSS which is an organisational objective. TFSS understands that we need to ensure that we continue to effectively communicate the goals and objectives of the organisation, through great leadership and transparency.

TFSS values WHS and that staff contribute in creating a safe work environment. TFSS continues to improve the way that they disseminate information and engage staff in the organisations.

Staff know TFSS has a vision and that as an organisation we must continue to work towards engaging staff and ensuring they have a greater understanding of the organisational vision.

Results for Key Area 2 demonstrate:

That discussion among people with conflicting ideas, occur and assists in reaching agreement. As an organisation we need to continue working on our ability to constructively discuss key issues and work hard on achieving a win-win outcome.

As an organisation we have a common and consistent approach to service delivery. We need to focus on alignment between streams and ensure streams work together and support each other.

As an organisation we are aware of our core values and follow them when undertaking work.

Results for Key Area 3 demonstrate:

That staff feel empowered within the workplace and that we are engaged and committed to our work. We need to continue to develop our information sharing networks allowing all staff to have a positive impact on the organisation.

As a company we work well as a team and our teams are strongly lead by managers.

As an organisation we will continue to focus on developing staff.

Work Health & Safety

TFSS has established risk management systems that apply to key areas of operations including but not limited to: Workplace health and safety, human resource management, organisational reputation, financial management, insurances and disaster management.

As part of the Australian Services Excellence Standards [ASES] onsite assessment it was acknowledged that TFSS identifies risks through formal and informal processes and actively monitors all risks as part of its continual improvement process.

TFSS has a range of strategies in place to keep staff, clients, contractors, volunteers and visitors safe Including: policies and procedures, HSC committee, safety personnel, induction and training,

The organisation strives to ensure that;

- Effective consultation process is in place and that all risk management systems are communicated to staff and relevant stakeholders.

- All employees, volunteers, contractors, consultants and Board members are aware of their safety obligations and;

- There is a robust system for reporting incidents in a consistent manner.

- TFSS monitors workplace environments to ensure that all potential hazards and maintenance issues are identified, reported and responded to in a timely manner.

TFSS are proud of the way we manage safety. WHS stats for the period 1 July 2019 to 30 June 2020 indicate that incidents have reduced by 8 % over the past year.

Covid-19 Pandemic Response

TFSS response to the possible impacts of the Pandemic COVID-19 was to implement an organisational Emergency Management Plan, Business Continuity Plan and to adhere to NSW Government and Health and Safe work Guidelines.

-

TFSS reviewed current processes, consulted regarding exposure risks and infections controls, actively promoted social distancing and 4 metre rules, hand and respiratory hygiene procedures, utilised the COVID safe app and technology to support clients, conduct stakeholder meetings internal and external to the organisation and increased cleaning and sanitising processes.

TFSS will continue to comply with statutory requirements to ensure that we are providing a safe environment for our staff, stakeholders and members of the community.

Children & Family Services

Children and Parenting Support
Children's Contact Service
Outreach Early Intervention Worker
Child, Youth & Family Program
Coledale Community Hub
Coledale Youth Project



Orangutan

The bond between an orangutan mother and her young is one of the strongest in nature. During the first two years of life, the young rely entirely on their mothers for both food and transportation. The moms stay with their young for six to seven years, teaching them where to find food, what and how to eat and the technique for building a sleeping nest. Female orangutans are known to “visit” their mothers until they reach the age of 15 or 16.

Promoting Opportunities for Children & Families

CaPS staff have continued our ongoing commitment to case management, group work and community capacity building by engaging with families, schools and our various communities within Tamworth and Quirindi LGA's. In the 2019/20 Financial year, CaPS hosted community events for movie and pool days in Quirindi as well as supporting events like Closing the Gap and a very successful 2019 NAIDOC celebration. We've worked collaboratively with external providers to support families. Attached are some pictures of one family who benefited from the joint venture of TFSS CaPS and HYAP (Homeless Youth Assistance Program – Samaritans).



"TFSS goes above and beyond to help their clients/me. I appreciate everything you guys have done for me and for never giving up on me. A big shout out to my case workers. Any ways wishing you all at TFSS a safe and Merry Christmas and New Year."

The Children's Contact Service (CCS) conducts Supervised Contacts and change overs for children of separated parents. CCS also offers supervised Skype and zoom video conferences for long distance families as well as Supported (unsupervised) Contacts at the Centre. All these forms of contact facilitate the children to have safe and secure time in an environment where they feel comfortable and supported. CCS has made a large number of changes in the early part of 2020 to the way it operates and unlike many other CCS's around Australia, has managed to stay open and continue working with clients throughout the COVID-19 pandemic.



Winner's of the Easter Raffle!

Judge Terry was doing a webinar presentation 'A view from the bench'. Before she started, Judge Terry personally thanked us for keeping the Children's Contact Service open during these challenging times. She said with all the CCS centres she deals with Tamworth CCS was one of the few that have stayed open and how much she appreciated this as it made her job somewhat easier when directing families towards supervised contacts.

"Thank you so much to you both especially for accommodating my requests & for providing this service. Please also pass on my gratitude to all your staff."

The Coledale Community Hub provides information, referral and advocacy services to the Tamworth Community. The Service currently coordinates and facilitates the use of part of the Coledale Community Centre which is owned by Department of Community & Justice. We are able to offer an opportunity to provide a safe space for the community to access resources including computers, television, tea and coffee but most importantly, support from staff.

Coledale Community Hub has been fortunate in partnering with many great local services over the past 12 months to bring some wonderful events and services to the community. This year the Hub was approached by Australian Dental Health Foundation (ADHF) to partner, not once, but twice in a twelve-month period with two of our local Dental practices. Approximately thirty appointments were made allowing families to take advantage of free dental work to those who may not normally be able or willing to access dental treatment. From these appointments a handful of community members were selected through the "Adopt a patient" program to receive further free treatment. We look forward to building on these partnerships and providing more rescue days like this in the future for the communities we work in.



The Outreach Early Intervention Family Worker (OEIFW) program aims to assist families by solving problems early, through linking families into a wide range of supportive networks. It enhances knowledge and confidence of parents, as well as improving educational, social and health outcomes for children 0 to 8 years living in the Quirindi, Walhallow, Werris Creek, Manilla and Barraba areas.

Once again, the OEIFW program and Barraba preschool have strengthened their partnership by delivering a school transition program, which helps prepare and support the children going off to kindergarten. This tailored program is linked back to each child's individual development. Nineteen children participated in this and the feedback was very positive and the families and the pre-school were very appreciative of TFSS coming out to Barraba to deliver this service.

This past year has seen Barraba Central School and TFSS move forward with their working partnership in a very proactive manner. So far 6 families have been referred to us. We are continuing to expand on this partnership by attending the school on a regular basis once a month.

The Child, Youth and Family program provides appropriately targeted support services to families with a child under the age of 13 years, or families who are expecting a child, with the aim to reduce the likelihood of children entering or remaining in the child protection and/or out-of-home care systems. These services are provided through case management, practical skills groups, advice and support and a range of parenting programs to prevent children from coming into care.

The primary focus of child, youth and family support services is accessing children, young people and families early and providing appropriate, short term supports to address identified issues and prevent escalation of problems. Aboriginal or Torres Strait Islander families receive priority of access to services under the child and family support service model.



Case worker was able to assist a pregnant young person who was seeking assistance to gain her first ever rental property after couch surfing since she was 14 years old. The young person was fearful of DCJ involvement due to not having stable accommodation and the possibility of losing custody of her baby. Worker assisted her through the process of filling in forms to get payments and ID and to gain a rental before the baby arrived. Worker also assisted the young person to attend all anti natal appointments. The client was successful in late April gaining a property and worker assisted with household goods setting her up to be safe and secure with essential goods and be able to welcome her baby into their new home.

A young mother approached the service seeking assistance with her child, hitting family members and himself. Mother stated "I know something is not normal; no one will listen." The young boy aged 2yr was seen by a paediatrician and had Autism testing, The young boy was diagnosed with high functioning Autism. The worker supported the family when attending appointments and encouraged them to ask questions.

Closing message from family. "I can't thank you enough for all the support you've given us, and thank you for helping me push to get him the proper support and diagnosis to help better his life/future. I'll be forever grateful"

The Coledale Youth Project (YP) offers case management to young people aged 12 to 17 years and their families working towards identified goals. The program is an early intervention model offering support to the family and/or the young person for approximately 12 weeks, addressing issues before they escalate to a point where more intensive support is needed, or a young person is at risk of harm. YP offers a range of parenting programs and programs directed towards young people that can be completed in a group setting or for an individual depending on the circumstances.



Early Childhood Services

Come-N-Play Oxley Vale & Hillvue
Dhiyaan Playgroup and Transition
Come-N-Play Quirindi
HIPPY Tamworth



In the human world, we poke fun at young adults who never move out of mom and dad's basement, but in the world of orcas, staying close to mom is the norm. In fact, the children stay with their family for their entire lives. The black and white cetaceans live in pods which can range in size from five to forty members. Like elephants, raising young is a group activity with the adolescent females helping to care for the babies.

Nurturing Children, Enriching Families

The 'Come-N-Play' Supported Playgroups support families with children 0 to 5 years of age, in the Oxley Vale and Hillvue areas. These playgroups are available to all families, including single parents, grandparents, other carers, young or first-time parents, Aboriginal families and CALD families.

This playgroup employs 2 staff members.

Dhiiyaan Aboriginal Locational Supported Playgroup delivers four playgroup sessions for Aboriginal and Torres Strait Islander families within the Tamworth Local Government Area. Play & Chat is for parents with children 0 to 5 years of age; Dhiiyaan works in partnership with the Come-N-Play to deliver age appropriate activities for families with children 0 to 5 years of age; Healthy Dhiiyaan is a playgroup with a specific focus on healthy living choices for children and parents; Mum's & Bub's caters for families with babies 0 to 2 years of age.

This program employs 2 staff members.

The Dhiiyaan Transition to School program works with preschool aged children at playgroup as well as individual children from the community to support them in developing school ready skills. The support provided and activities developed are designed and chosen in consultation with families and caregivers, to ensure children are given the opportunity to develop skills they will be able to use at school. Parents are an important part of this transition process and are assisted by the Transition to School Facilitator.

This program employs 1 staff member.



"A parent that attended playgroup last year popped in for some moral support as it was her daughters first day of school. She stayed and had a chat and some morning tea. She left feeling better than when she first arrived."



Miss 'L' really loves getting her HIPPY story books and we read them over and over again.

We come every week because they love coming to 'school'
Dhiiyaan Play & Chat client



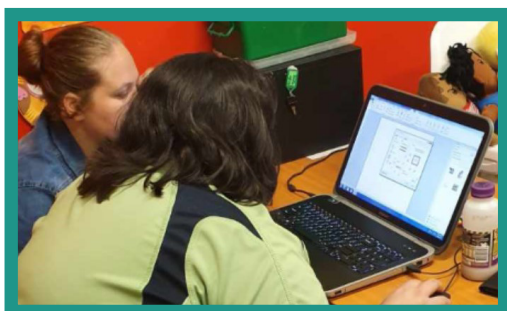
HIPPY Tutor: If I hadn't joined HIPPY to help my daughter and built the confidence to apply for the tutor position, I wouldn't have taken my driving test to get my license or have the confidence to make improvements in my home life. HIPPY has truly been amazing.

Parent comment: “I thought I was doing HIPPY just for my son to help him go to school. I now realise that HIPPY is just as much about me, about the things that I can learn as a parent that will help my son at school



Because of your help, this is the first time my daughter has been able to recognise her name on her own.

Dhiyaan Transition to School client



She reminds me every Monday that playgroup is on tomorrow.

Come-N-Play client

I was able to catch up with a family that completed HIPPY last year. The mother was telling me that she was able to bring out their HIPPY box and use the shapes and other items to assist with her child's at home learning during the Covid-19 lockdown when she had to home school. She was so appreciative to have those things and how it was much less stressful for her family during this time.

The kids love getting the craft packs from you guys.
Dhiyaan client

Quirindi Aboriginal Supported Playgroup provides a structured and positive learning environment in which children from birth to school age can socialise, play and learn. Although priority is given to Aboriginal families, non- Aboriginal families are also welcome. A mix of all types of families can come together and experience the positive benefits of playgroup. This past year has seen a great partnership developed with Winanga-li and NSW Health in delivering a variety of programs to families.

This program employs 1 staff member.

The Home Interaction Program for Parents and Youngsters (HIPPY) is a two-year home-based early childhood learning program that works with families with young children aged 4 and 5 years old in disadvantaged communities. HIPPY empowers families to take an active role in their children's education, development and overall wellbeing. The HIPPY approach is based on evidence that children's earliest and most powerful learning comes from their family. This evidence shows that encouraging literacy and numeracy in early childhood sets children up for success in learning throughout their lives. Over two years (in the years before and after starting school), HIPPY children work through weekly or fortnightly packs of play-based, educational activities with their parents and family. They are encouraged to ask questions and try new things, developing their confidence and passion for learning, which enables school-readiness.

This program employs 5 staff members.

Intensive Family Services

Intensive Family Preservation Youth Hope



Elephants are known for their intelligence, long memories and deep family bonds. Each herd can consist of anywhere between eight and 100 elephants and is led by the oldest and usually the largest female in the group known as the matriarch. Each herd is made up largely of females as the male offspring tend to leave the group between the ages of 12 and 15. The females, often the grandmothers, daughters and grandchildren, and sometimes other elephants that join the herd, help each other raise the babies and keep them protected. By babysitting, the younger females learn how to be good mothers when their time comes. And, just like humans, elephants mourn the loss of their loved ones. They have been documented returning to the place where a friend died and even touching the bones.

Promoting Opportunities for Children & Families

The Intensive Family Preservation (IFP) program is designed to work with families in crisis, whose children or young people are at significant risk of harm to prevent placement in Out-Of-Home Care (OOHC). The program is structured with a three-month intensive phase and a three-month step-down phase with work being undertaken in the client's homes. The program aims to improve family function and relationships, through improved parenting and living skills. The program is grounded in the principle that it is best for children to be raised by their own family wherever possible and helps to achieve this by increasing child safety and wellbeing.

The end of the 2020 financial year was one of the hardest times IFP has ever gone through. Case workers do most of their work face to face and in client's homes, and COVID-19 meant a significant change to the way that this work could happen. The team set up ways of communicating virtually, increased telephone contact and met in creative places, to ensure that families (and particularly children) were kept safe during unprecedented times. A huge thanks to the IFP team that put their clients' needs at the forefront of their minds!

The IFP programs reputation is second to none. The local DCJ staff often praise the work of the IFP team and have stated they do not know where they would be without us. Previous clients of the IFP team still check in with their case workers and regularly asked to be taken back on the program.



The Youth Hope program is a voluntary program that focuses on achieving better outcomes for children and young people, who have been identified as at risk of serious harm. The program works with 9–15-year old's, their parents, sisters, brothers and other important people in their lives and runs for 12 months. Youth Hope is a program that offers extra help and support when families need it. Case Workers respond to the unique needs of each family. The program works closely with children and young people to make sure they receive the best support possible from their family and their community.

The Youth Hope team is amazing at what they do, the outcomes they achieve and the obstacles they overcome. No two families are the same, but they are all a complex mix of substance abuse issues, mental health issues, risk of homelessness, reduced family functioning, educational issues and family violence.

This year saw an increase in capacity for community referrals (from 3 to 5).

The Youth Hope case workers have worked tirelessly to ensure that families are not just safe but have entertainment during a time of isolation. Each family on the program received a 'lock down' pack full of information on Covid-19, emergency contact numbers, craft, board games and toys. The packs were informative, fun and included activities for families to get involved together.

Text Message:

Just wanted to let u no that Johno
bout two awards home today I am
impressed
I think the effort is starting to pay off
thanx for your help and support 'staff
member' U are 1 in a million!

Homeless & Domestic Violence Service

Housing & Homeless Support

Women & Children's Refuge

Youth Homelessness

Youth Homelessness Service

Reconnect



Female koala's shelter their newborns in their pouches for six months. According to National Geographic, a koala baby is about the size of a jelly bean when born. Hairless, no ears and blind, a joey will spend six months in its mothers pouch until developed enough to come out. Afterwards, they'll stay close to their mothers, often riding on their mothers' backs.

Supporting People to Build Positive Futures



Housing & Homeless Support

Tamworth Special Homelessness Service assists men, women and families aged from 25 years who may be homelessness or at risk of homelessness. The priority is to establish a rapid reconnection with safe and sustainable housing options. We provide crisis accommodation to women and their child, and place priority of those women who may be escaping domestic violence. The Special Homelessness Service offers transitional accommodation for men and women who may require intensive support and develop skills to manage a successful tenancy.

The last twelve months has seen many changes, some of these changes have been challenging to say the least, however in true TFSS spirit staff have picked up the ball and continued to run. The emergence of the COVID-19 pandemic in early 2020 required staff to 'think outside of the box' and continue to support some of our most vulnerable clients through creative and unique service delivery methods.

Response to COVID-19 created an opportunity to connect with people known to be sleeping rough through an assertive outreach model. This program and the unique way it was operated enabled people to access safe accommodation, and meals. Slowly these people began to feel comfortable with staff and began to share their incredible stories. Homelessness is so often judged and incorrectly assigned to a certain stereotype, but the real reasons are often unknown and so left of centre that you begin to celebrate the courage and strength these remarkable people possess. Although its early days, this assertive outreach program has supported 5 rough sleeping people into a safe and secure tenancy. Support is ongoing and is often complex but the dedication of the TFSS homelessness staff will ensure that we continue to overcome complexities and create unique pathways that contribute to endless possibilities and thriving communities.

A local woman who has had a long and significant history of homelessness and domestic and family violence has found her place. After a stay in the women's refuge and many heart felt discussions, she has been able to identify why and how she has ended up homelessness. Although her journey has been met with many challenges and tears along the way, the support and belief by staff in this lady has enabled her to deal with one barrier at a time. Slowly but surely, she is moving forward in a positive direction, she has held her tenancy for 4 months, her pride in this tenancy is overwhelming. She has connected with employment providers and is seeking to gain her traffic control license. This lady refers to the Homeless team as her 'crew' and will come to visit us for a catch-up coffee.



Tamworth Women's and Children's Refuge are honoured to have benefited from community initiatives to enhance the appearance of the grounds. The commonwealth bank executive team attended for a makeover- they came with buckets, shovels, rakes and an enormous amount of community spirit, they painted, weeded and planted and then donated money to add to the work they conducted.

Tamworth Youth Homelessness offers both Crisis Accommodation and Case Management to young people aged 16 to 24 years who have experienced domestic relationship break down and tenancy issues that can lead to a young person having no stable place to live.

The crisis accommodation service aims to support young people aged 16 to 24 years with safe and secure accommodation for short term stay. Our House parent's act as mentors offering support to young people in crisis to develop independent life skills to assist young people to resolve issues of Homelessness.

- To support young people to develop group living skills
- To engage young people in healthy recreational activities
- To support young people to become active members of the community
- To assist with general day to day administration tasks such as establishment of bank accounts, housing applications or completing on line applications
- To encourage a daily routine for young people
- To support a drug and alcohol-free environment

Youth Homelessness

Our Case workers support many young people across the Tamworth LGA to build their basic fundamental needs that assist those who may become Homelessness or be at risk of Homelessness. We aim to support young people aged 16 to 24 years to build skills to ensure safe and secure housing is accessible but go that step further to ensure health and wellbeing supports are in place to maintain a young person's tenancy.

- To provide individual case work and planning to motivate a young person to access short, medium and long-term housing
- To provide intensive, support to address a young person's complex housing issues aimed to reduce barriers to homelessness
- May where appropriate assist a young person to reconcile with family, extended family or support networks to improve support systems.
- To support young people who are at imminent risk of homelessness - identified and supported to remain safely in their existing housing, or to secure stable housing.
- To support young people who are in crisis to access safe and secure accommodation while transitioning to access more stable housing.
- To improve wellbeing, mental health and reduce the impact of drug usage. Supporting young people to become active members of their community.
- To provide and facilitate access to post-crisis support to sustain clients in their accommodation.
- To link and advocate for young people to access and navigate support services.

Tamworth Youth Homelessness Support Service (TYHSS) received a Crisis Accommodation referral for a young man (16 years old).

The young man entered the Youth Refuge. He had been left displaced with no income, identification or personal belongings. He had also been left with the added responsibilities to care for a dog. TFSS supported the young man to present to Centrelink and navigate the receipt of an independent income. Within days of his entry to crisis accommodation the young man reported that he had independently secured a care placement for his pet. TFSS supported the young man with transport and the development of a housing and independent case plan; however, through his own self-determination he was able to secure an alternative housing much sooner. Within a few weeks of his entry to Crisis Accommodation the young man had independently secured a housing placement option along with employment at a local café and had arranged for his relocation. TFSS maintained basic support contact while he established himself in his newly gained accommodation.

This story demonstrates the incredible resilience, self-determination and proactivity of a 16-year-old man who had been left in absolute isolation through circumstances outside of his control.

Reconnect

Reconnect is an early intervention program supporting young people aged 12 to 18 who are at Risk of Homelessness. We provide support to young people using techniques such as counselling, group work, mediation and practical support.

The aim of the program is to stabilise and improve a young person's homelife, increase engagement with education, career planning that can show a young person the value of education. When we reduce the barriers to a young person disengaging with school, family or community we are able help break the cycle of homelessness.

Reconnect supports young people in Narrabri and Gunnedah communities while providing an outreach service to smaller schools in the Local Government Area



During COVID19 Reconnect put together an isolation pack for clients. Keeping in mind that winter was coming up, a lot of families are stuck at home, unable to socialise with friends and family. Clients were suffering from cabin fever. The pack delivered to clients affected some in different ways. Some clients loved the craft aspects of the isolation pack, being able to draw, colour and journal out their experiences. Others loved the warm socks and blanket to snuggle up with and complete home schooling or watch a movie with family. One client's reaction to the isolation pack was a soft cry, thanked Reconnect for thinking of her with the isolation pack as she stated 'no-one else gives me things'. These small gestures to clients build a better rapport, gave me opportunities to do home visits, remain outside and follow the social distancing laws, but physically see clients after weeks and weeks of not being able to. Phone calls to stay connected with clients and text was not the same as the faces I work with every day.



51.6% clients
were satisfied with
Reconnect Service

80% of clients
achieved their
goals.

Reconnect Gunnedah recently collaborated with a small local business, Kelly Mason's Spindle and Co in her beautiful create space at the Wheelhouse, we hosted a workshop for mother and daughter's. This group was aim at assisting mother and daughters to build healthy relationships, spend quality time together (bonding and attachment) and learn a new skill together. The Wheelhouse was a creative, safe and comfortable space. The mothers and daughters created a small weaving project together. As we watched them bond, we saw daughters supporting mothers with the hands-on project, laughing and commenting that they should do things like this more. The weaving was a calming and therapeutic activity, conversations flowed easy between the mothers and they found similarities in their challenges they face as mothers. The young girls made friendships and have since caught up outside the workshop. One mother rang the Reconnect Case Worker and ask to keep her and her daughter in mind for any future activities aimed at mothers and daughters.



Domestic Violence Services

Staying Home Leaving Violence
Women's Domestic Violence Court Advocacy
Local Coordination Point
Domestic Violence Response Enhancement



According to Oceanwide Expeditions, female sperm whales and their offspring live in pods of up to 20 members. Males will typically leave this pod when they're 4 years old to form their own pod with other males or strike out on their own.

When a whale is giving birth, members of the pod will form a defensive barrier around her to protect against predators.

Supporting People to Build Positive Futures

The Staying Home Leaving Violence (SHLV) program based in Tamworth and Inverell allows for a comprehensive assessment of risk for women and their children affected by domestic and family violence. Safety planning and case management strategies support the process of enabling domestic and family violence victims to remain separated from a violent partner and remain safely in a home of their choice.

SHLV has provided education, support, advocacy, court support, referral and brokerage for safety upgrades, counselling, school excursions, school uniforms, tutoring, and petrol assistance for women and their children engaged in the program.

The New England Women's Domestic Violence Court Advocacy Service (WDVCAS) successfully navigated the last year as we moved towards the end of an era. In June 2020 we completed the term of our existing Service Agreement with Legal Aid and effective 1 July 2020 became two independent WDVCAS's servicing the entire New England and North West region under the Oxley and New England Police Districts.

In the 2019/20 period we provided service to 2,024 women, 654 were Aboriginal and 46 from culturally diverse communities. Both of these cohort groups will become a focus for targeted community engagement moving forward.

The WDVCAS team provided 6,776 service events in this period and reviewed 537 cases of victims assessed as at serious risk of harm from domestic and family violence at 53 Safety Action Meetings.

In 2019 large numbers of Ezidi families arrived in Armidale under the Regional refugee resettlement program. This ethno-religious group traditionally lived in areas of northern Iraq, Syria, Turkey and Iran and are fleeing persecution. There are significant issues for this community in accessing appropriate support services due to the lack of capacity in the service sector to work with the levels of trauma and human rights atrocities these families have experienced. This is a critical area of focus as we partner with key stakeholders and move to ensure that sector capacity is increased to support the scant specialist support services currently available.



New England Women's Domestic Violence Court Advocacy Service

EXCELLENCE IN SOCIAL ENTERPRISE

Sponsored by Pathfinders Ltd.

This year the New England WDVCAS was publicly acknowledged and recognised as Winners of the Award for Excellence in Social Enterprise at both the Armidale Regional Business Awards and the New England North West Regional Awards. The exposure and media attention positively reinforced our public profile as a specialist service in the field of domestic and family violence and provided opportunities to network in a broader aspect in relation to the WDVCAS footprint across the State.

In 2014 the It Stops Here: Standing together to end domestic and family violence in NSW (Safer Pathway) reforms were launched. Safer Pathway is a coordinated service delivery model for domestic violence victims across NSW. The WDVCSs were chosen to host the Local Coordination Points (LCPs) for female victims due to their state-wide coverage, local knowledge, existing referral pathways and specialist knowledge.

The New England WDVCS hosts two Local Coordination Points (LCPs), Tamworth and Armidale, which provide:

- A common risk assessment tool, the Domestic Violence Safety Assessment Tool (DVSAT), the use of which is mandatory for NSW Police Force statewide, and encouraged for other service providers;
- A streamlined referral pathway through an online platform,
- Central Referral Point (CRP), managed by Victims Services;
- Consistent access to specialist domestic violence support for victims; and
- A priority, cross-agency response to victims at serious threat of injury or death due to domestic violence through Safety Action Meetings (SAMs).

LCPs provide clients with threat assessment, case coordination (i.e. warm referrals to local services for key needs) and safety planning. LCPs also provide victim liaison and secretariat support for SAMs.

The purpose of the Domestic Violence Response Enhancement is to enhance the existing service responses for women and children who are homeless or at risk of homelessness as a result of domestic violence. Focus is given to enhancing after hours support (eg. risk assessment, safety planning, case management, monitoring) and intake, and increase crisis and transitional housing options.

Feedback from a client:

There are just no words that can begin to express my heart felt appreciation for helping me to escape the living hell that had become my life. I could not have done this without you and all that you have place to help me. I had nothing left, nothing. Thank you

TFSS Initiatives

Central Intake
Reconciliation Action Plan
Financial Counselling

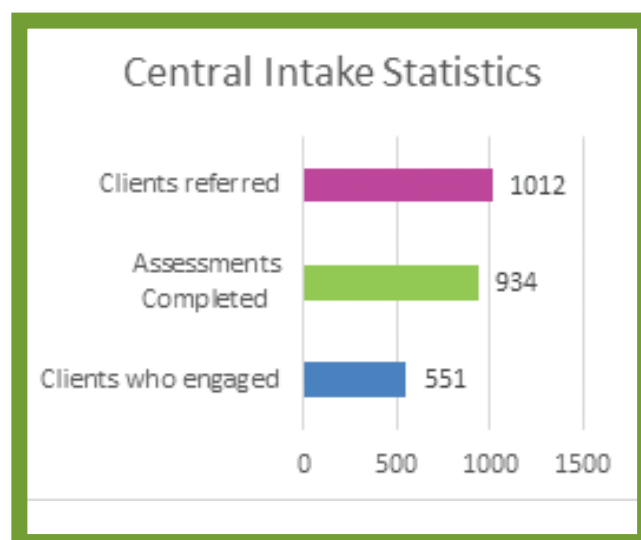
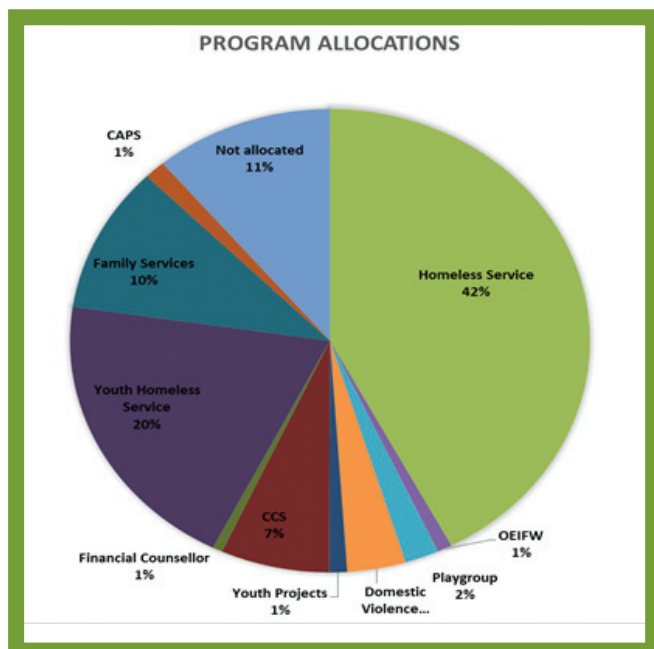


A mother polar bear must make some personal sacrifices for her newly conceived offspring. First, she must gain extra weight—more than 400 pounds—to ensure the foetus is not reabsorbed by her body. Then she doesn't eat for a few months while she goes into a hibernation state before giving birth. Her cubs are tiny—just one pound—and helpless when born, but even as they get bigger, they stay near their moms for two to three years learning how to survive. Then their moms teach them to be independent and off they go!

Thriving Communities,
Endless Possibilities

Central Intake

The central intake line was implemented in late 2014 in order to connect clients to the right program; streamline the process for clients and service providers; increase staff productivity and in response to the system reforms. Service providers have one central point of call to make referrals or gather information. When a client contacts the service, they are provided with information, transferred to their case manager or an assessment is completed depending on the client need. Where a crisis response is not needed, this assessment is then taken to a weekly allocation meeting where the managers of the programs come together to link clients in with the most appropriate program. Crisis response calls are sent through to the most appropriate avenue.



Financial Counselling

People from all walks of life can find themselves with money problems. A financial counsellor is a nonjudgmental, qualified professional who provides information, support and advocacy to people in financial difficulty. Their services are free, independent and confidential. TFSS is also an Energy Accounts Payment Assistance (EAPA) distributor to TFSS clients and the general public. The Financial Counselling service is available to all TFSS clients, across all TFSS programs. Assistance provided to clients includes;

- Negotiating with creditors to reduce payments or waiver debts,
- Educating clients on income versus expenditure,
- Educating clients on alternative options to high interest loans and leasing goods,
- Advice if bills, fines or debts cannot be paid,
- Providing information about possible government assistance,
- Budgeting,
- Banking and money management strategies,
- Preventing disconnection of utilities,
- Providing information and advocacy regarding early release of superannuation, and
- Providing information about bankruptcy.

Joy (not her real name) is a 39-year-old single female with two children in her care aged 15 and 8 years.

Joy has significant health issues that have put her in Hospital numerous times and these are ongoing. She is on a single parenting payment with Centrelink and receives no Child Support due to domestic violence from the Children's Father. Joy presented with debts to the Office of State Revenue, Origin Energy – power and gas, Rapid Loans – secured car still in her possession that she wasn't using, Telstra, Panthera Collections & Origin Internet.

Joy immediately got behind in rent due to paying a Specialist bill. Our financial counsellor supported her by contacting her Real Estate and assisting her onto a payment plan through Tribunal.

Joy was assisted onto a Work Development Order and due to engaging with Financial Counselling, \$450 debt is now paid in full.

The financial counsellor advocated with Rapid Loans to have the secured car collected. The car was auctioned leaving a debt balance of \$16,700. The financial counsellor applied for a debt waiver with Rapid Loans that was successful and relinquished Joy of this debt.

Joy had old debt with Origin Energy that the financial counsellor was able to move to her current account.

The financial counsellor supported her onto a payment plan, assisted to start a Centrepay and issued EAPA credit to the account. Joy is still addressing this debt but is no longer being harassed and her energy account is safe from disconnection. The financial counsellor applied for a \$1,059 debt waiver for an old gas account and this was successful.

After the financial counsellor first met Joy, Telstra disconnected her mobile phone due to non-payment.

The financial counsellor advocated to have this re-connected and was able to issue Telstra vouchers to address some of the arrears. Joy is now making regular payments to this account and due to her consistency and the financial counsellor's advocacy with Telstra, an extra \$381 was waived from Joy's account leaving her with a \$0 balance.

Joy owed \$6,649 to Panthera Collections for various utility accounts. The financial counsellor again advocated on Joy's behalf for a debt waiver for 4 debts and these were successful.

Joy is on a payment plan for her home internet that was threatened for disconnection. She is continuing these payments and her Children have been able to continue their home Schooling throughout the COVID 19 School disruptions.

At present, Joy is following a money plan and is almost up to date with her rent & internet accounts. The COVID 19 supplement has definitely assisted Joy to continue making extra payments to her rent and utilities but has also allowed her to purchase extra food, clothing, shoes, haircuts for her and the Children and take her beloved 12-year-old dog (Jedda) to the Vet to have some tumours removed and extend Jedda's life. As the COVID 19 supplement significantly decreases at the end of Sept' 20, as a financial counsellor I am encouraging Joy to apply for the NDIS and Disability Support Pension and for her to continue following up on her Homes North Housing application that is currently active.

TFSS 2019 -2021 Innovate Reconciliation Action Plan (RAP) was developed and reviewed by the RAP working Group [RWG] in consultation with other Aboriginal Organisations, TFSS Champions and staff. The RAP was officially launched December 17, 2019, at the Botanical Gardens and guests enjoyed a bush tucker morning tea prepared by the Long Gully Café' and Keeping Place.

Reconciliation Action Plan



The RAP is an ongoing journey shared by all, recognising and embracing the culture and contribution of Aboriginal and Torres Strait Islander families and communities. It demonstrates TFSS's commitment to providing improved access to our service and embracing social cohesion, diversity and equality.

Over the last four years we have extended our reach to Aboriginal and Torres Strait Islander peoples and connect our programs with Aboriginal and Torres Strait Islander organisations across Tamworth, and increased our visibility across a number of Aboriginal and Torres Strait Islander days of celebration.

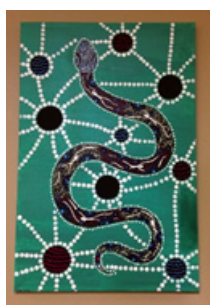
TFSS ensures that all new employees are provided with an orientation and complete a self-assessment specific to the RAP. The organisation utilises data to identify gaps in cultural awareness and to provide opportunities for further skill development and education to all staff.



Our Reconciliation Action Plan is an important way for us to set measurable goals and commit ourselves to achieving these outcomes in partnership with Aboriginal and Torres Strait Islander peoples, organisations and communities.

The Tamworth Family Support Service (TFSS) Reconciliation Action Plan [RAP] has sought practical ways to bring about real and lasting change in the way Aboriginal and Torres Strait Islander peoples and other Australians recognise the injustices of the past and together plan a new way forward.

This amazing piece of artwork was completed by Rosie as a thank you to staff at Gunny Rd.
Thank you, Rosie,



TFSS are striving to ensure that our workplaces and work practices reflect our work towards reconciliation. In the spirit of reconciliation, we would like to thank everyone, who has worked towards our goal "Thriving Communities, Endless Possibilities".

Here is Bella modelling Kangaroo Skin Cloaks on show at the Aboriginal Awareness Training held in Sydney in October 2019. The training was attended by WDVCS staff members.



*Sheree Allen
Ashleigh Lang
Katie Thompson
Joanne Stead
Donella Urquhart
Melissa McCluand
Zach Turnbull
Jake Morris*

2019 -2020 Rap Working Group



A group of students from McCarthy Catholic College along with local artist Jodie Herden developed this artwork. The artwork is a representation of the services that TFSS provides across their footprint. It also represents all the different families and communities that TFSS supports.

The central image is the TFSS logo which represents the whole organisation. The artwork is broken down into sections and the roads leading out represent the roads travelled by the families and the pathways that TFSS offers through support and guidance. We live in a multi-cultural society and TFSS supports all cultures and backgrounds including the Aboriginal and Torres Strait Islander cultures. This is represented in the colours we have used. We wanted to give a holistic view of how TFSS support families and communities.

We wanted the artwork to be eye catching and make people feel happy when they viewed the image.



- In July 2019, TFSS organised an activity stall for the NAIDOC Celebrations in Tamworth and Quirindi. It is an amazing day to be out connecting with the community.
- A children's disco was held at Play and Chat playgroup in celebration of ATSI Children's Day.
- In September 2019, Dhiiyaan Playgroup attended RUOK Day event hosted by Tamworth Aboriginal Medical Service [TAMS].
- The RAP Working Groups worked collaboratively with all streams to create a group artwork out of hands decorated to represent your understanding of the importance of National Reconciliation Week and Sorry Day. The artwork was displayed at Head Office. Clients were also encouraged to participate. The Early Childhood stream and the RWG created a video each to represent their commitment to Reconciliation.
- June 2020, the RWG purchased resources that represented Aboriginal and Torres Strait Islander culture from Aboriginal suppliers. Proceeds from sales go back into education for Aboriginal and Torres Strait Islander peoples (Yarn Strong Sista). The purchases were shared between different TFSS sites to promote our company's vision of providing a culturally safe and inclusive space for families and children.



*Thank you to those who support us with funding and consultation,
including:*

- Australian Government - Department of Social Services
- Australian Government - Prime Minister & Cabinet
- Brotherhood of St Laurence and HIPPY Australia
- Centacare New England North West
- Legal Aid - New South Wales
- NSW State Government - Department of Community & Justice
- NSW State Government - Premier & Cabinet
- The community for their generous donations
- Share the Dignity
- Barton Lane Practice
- Elevation Church
- Commonwealth Bank
- Secondbite

Acronyms

24/7	Twenty-Four Hours a Day, Seven Days a Week
ADHD	Attention-Deficit Hyperactivity Disorder
ADVO	Apprehended Domestic Violence Order
AOD	Alcohol and Other Drugs
APVO	Apprehended Personal Violence Order
ASES	Australian Service Excellence Standards
ATSI	Aboriginal and/or Torres Strait Islander
CALD	Culturally and Linguistically Diverse
CAMHS	Child and Adolescent Mental Health Service
CaPS	Children and Parenting Support
CCS	Children's Contact Service
CCC / CCH	Coledale Community Centre / Hub
CPR	Cardiopulmonary Resuscitation
CQI	Continuous Quality Improvement
CYP	Coledale Youth Project
CY&FS	Child, Youth and Family Services
DCJ	Department of Communities and Justice
D&FV	Domestic and Family Violence
DV	Domestic Violence
DVDS	Domestic Violence Disclosure Scheme
DVLO	Domestic Violence Liaison Officer
DVRE	Domestic Violence Response Enhancement
EAPA	Energy Accounts Payment Assistance
EIPP	Early Intervention and Prevention Program
FaCS	Family and Community Services
GP	General Practitioner (Doctor)
HIPPY	Home Interaction Program for Parents and Youngsters
HSR	Health and Safety Representative
IDAHOT	International Day against Homophobia, Transphobia and Biphobia
IFS	Intensive Family Support
IFP	Intensive Family Preservation
LAC	Local Area Command
LCP	Local Coordination Point
LGA	Local Government Area
NAIDOC	National Aborigines and Islanders Day Observance Committee
NDIS	National Disability Insurance Scheme
NGO	Non Government Organisation
NSW	New South Wales
OEIFW	Outreach Early Intervention Family Work
QAP	Quality Action Plan
QASPG	Quirindi Aboriginal Supported Playgroup
RAGE	Renegotiating Angry and Guilty Emotions
RAP	Reconciliation Action Plan
RWG	RAP (Reconciliation Action Plan) Working Group
SAM	Safety Action Meeting
SHLV	Staying Home Leaving Violence
SHS	Specialist Homelessness Service
TFSS	Tamworth Family Support Service
THHSS	Tamworth Homelessness and Housing Support Service
Triple P	Positive Parenting Program
TSPG	Tamworth Supported Playgroup
TYHSS	Tamworth Youth Homelessness Support Service
WDO	Work Development Order

Help us to continue to change lives:

Donate Money:

TFSS is supported by many individuals, organisations and community groups. You can help us to help others by making a financial contribution to us through the following channels:

1800 073 388

<https://giveeasy.org/charity/appeal/tamworth-family-support-service/default?>

TFSS PO Box 1088 Tamworth NSW 2340

Donate household items and furniture

We accept donations of good quality household items including furniture, crockery, cutlery, appliances all in working order.

Volunteer

We believe the best way to better, fairer society is to engage everyone in looking after each other. Volunteers are appreciated and encouraged. If you would like to be a part of our efforts to reduce disadvantage by offering your time and expertise please visit our webpage at <https://www.tfss.com.au/work-placements-and-volunteering> or call us on 1800 073 388.

Leave a Gift in your will

If you admire the work we do at TFSS and want to assist us to create a better future please consider a gift to TFSS in your will; To do this please contact our team on 1800 073 388.

Create Corporate Partnerships

We rely on the business community for generous financial and non financial support. We have a dedicated Senior Manager Corporate Services who is willing to support our future ventures through Corporate Partnerships.

Learn More

To understand more about our important work please

View our website www.tfss.com.au

Join us on Facebook <https://www.facebook.com/TFSSsince1979/>

Call us on 1800 073 388





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