



ANNUAL REPORT 2019/20

Connection to heal, a journey forward



*We acknowledge and pay
our respects to the traditional
custodians on whose land we
walk, work and live.
Is, was, always will be
Aboriginal land.*

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Chairperson's Report

I would like to start by acknowledging the Traditional Owners of the land where we meet, work, and live, the Dunghutti Nation, and pay my respects to those past, present, and emerging.

2019-2020 has brought with it challenges, some of which we are familiar such as catastrophic drought and bush fires, and others that have tested our flexibility and adaptability.

The new and silent challenge of COVID-19 has placed additional pressure on women and children already trying to survive violence and hardship; and for staff to be able to meet family's needs and provide hope. While we appear to be meeting the challenge of the actual virus, the emotional and mental toll it has taken is yet to be realized.

The staff at Kempsey Families met the challenge head on, changing work practices to working from home, keeping in contact via the dreaded Zoom meeting and maintaining contact with clients by phone. Staff also being very creative around delivery of service when actual supported playgroup and other group sessions were unable to be held.

On behalf of the Management Committee we gratefully thank all the staff for their commitment and creativity during this time. I encourage everyone to read the reports on each program and as to what was implemented in providing ongoing support to families.

I would also like to acknowledge our funding bodies the Department of Communities and Justice (DCJ), Women NSW and the Benevolent Society. Kempsey Families have continued to work closely with DCJ in progressing toward the final negotiations of the Targeted Early Interventions (TEI), which will bring some changes to our funding model and program structure. Kempsey

Families continues to work closely with Warrina (Coffs Harbour) and Liberty (Port Macquarie) 'Domestic and Family Violence Services', in delivering the Men's Behavior Change programs, 'Exchange 2 Change' and 'Fixed Address'.

In brief;

- We continue to maintain a healthy financial position very much due to the diligence of Kirsten and Desly (our financial team)
- The two buildings are looking very smart, with the roof and guttering for 21 Verge replaced, and planning is underway for the disability access and extended play area at the rear
- Thanks to Percy (and other staff) the gardens and grounds are also looking very tidy
- As noted in the report, we maintain strong professional links with other community organizations as well as general support from community groups.

Furthermore, I would like to give my heartfelt thanks to the members of Management Committee, this has been another challenging year, with many lessons learned. Two exceptional members stepped down from the committee, Kay Parkes, who had been a member of the Management Committee for many years, and Cheryl Langridge who is now pursuing tertiary studies. We have welcomed Nancy Pattison, and Vanessa McNeilly has returned to the Management Committee.

I would finally like to thank June Wilson for navigating the organization and supporting staff through the past 12 months. We always hope it will get just a little easier and then BOOM!

Narelle Moulton

Chairwoman Kempsey Families Inc.





Executive Officer's Report

Firstly, I would like to acknowledge the Dunghutti Land we are able to live, work and play on, and the custodians of this land from the past, the present and into the future. Always was, Always Will be Aboriginal Land. **Sovereignty was never Ceded. # BlackLivesMatter**

It has been a year of complex challenges, learnings, and positives. In considering the content for my annual report, I am constantly drawn back to the events at a local, regional, state, national and worldwide level.

As many have already written we started this period in deep and devastating drought, not seen in this community for over 50 years. Then came the summer from hell when the East Coast of NSW and large tracts of Victoria and Queensland, burnt beyond repair. Still many months later, the impacts are deep and traumatic for those who survived, and those who fought.

During the bushfire emergency staff had to leave work to evacuate properties and pets on more than one occasion, witnessing and experiencing first-hand the impacts of the fires. Providing supports for client's and turning up for work in these difficult times was taxing on staff. The service closed for two days during this difficult time, in support of staff.

Then the world was slammed by the COVID -19 Pandemic, which made the headlines in Australia in late March, time stopped as we knew for so many around the world.

Closer to home Kempsey Families staff and management continued to work and provide the supports required, albeit in a different format in the latter part of this reporting period.

This annual reporting framework provides the opportunity to reflect on the impact of the work we do, and in this period the capacity to reflect on how we are able

to demonstrate how well we provide an essential service during times of great challenges, never seen before by service providers.

As the new year unfolded and we looked set for a positive second part of the year post drought and fire, the implications and reality of COVID-19 were felt. What was needed was a quick, decisive, and sound plan to ensure staff and client safety, and connectivity through continued service delivery. Allaying staff uncertainties regarding ongoing employment and sustainability was paramount. Also being able to provide a health compliant response with the ever-changing restrictions, provided its own set of challenges.

Within a week, all staff were set up to work from home with ZOOM and Team communications in place, on a daily and weekly basis.

ICT support was enhanced to ensure sound, confidential and reliable access that was available for client engagement, staff interaction and external interactions / meetings.

Cancelling groupwork and sessions of 'Engage2Change' (Men's Behaviour Change), 'Supported Playgroup' and 'Speak Out4Kids' was a difficult decision in April, with a complete rethink on how we continue to provide support during a pandemic.

None the less staff responded with resilience, flexibility, and all clients were fully supported in innovative and safe ways to ensure support and service provision continued.

During this reporting period we had these staff changes with:

Shelley (Staying Home Leaving Violence) requesting 12 months LWOP to undertake new adventures in another region,

Tyesha joined us to undergo her

traineeship as the Executive Assistant to the Executive Officer.

Lucy joined us as the new caseworker in the Staying Home Leaving Violence program.

Paul joined us as caseworker for the Engage2Change and Fixed Address programs.

Rachel C joined the Speak Out 4 Kids team and Supported Playgroup team.

Mark (Fixed Address Coordinator) left us to further his professional development in a new field.

Covid-19 restrictions had significant impact on TAFE and University student placements with Amy, Bianca, and Mathew starting and unable to complete due to ongoing restrictions.

Jude our front desk volunteer ceased her volunteer work with us and is due to return in October 2020, again due to Covid-19 restriction.

The regional partnership 'Mid North Coast Consortium' (MNCC), with Kempsey Families Inc. as lead agent, along with Liberty Domestic Family Violence Specialist Services (Port Macquarie), and Warrina Domestic Family Violence Support Service (Coffs Harbour), continues to grow in strength and influence. Our Engage2Change (E2C)

and Fixed Address programs reports are in this document. Together all three services achieved full compliance to operate under the Men's Behaviour Change (MBC) practice guidelines and are now fully accredited to source and apply for funding into the future in the MBC space. Fixed Address is now embedded in all four sites across the Mid North Coast and continues to be evaluated by 'KPMG' to measure the successes, outcomes, and challenges working in a case management model with men who use violence. Fixed Address was asked to present at a recent National Virtual Conference and was well received.

All in all, 2020 has been a challenging year for everyone as along with all the issues and difficulties we have all faced or witnessed, still the work we are funded to do was done, ethically, compassionately and with deep integrity.

To all the staff and management at Kempsey Families Inc, I applaud and thank you all for your tireless efforts, rapid response to working from home and maintaining and supporting all our clients and just as importantly, each other .

It is a privilege to work in this organisation with the staff and management teams.

June Wilson

Executive Officer Kempsey Families Inc.

This year in a quote by Maya Angelou:

"You may not control all the events that happen to you, but you can decide not to be reduced by them."





Our Purpose

We deliver high quality responsive family support and specialist domestic violence services, working in partnership with the community to enhance the safety, health and wellbeing of children, young people, and their families.

Our Vision

A safe, equitable and inclusive society where children, families and communities are safe, healthy, resilient, and connected.

Our Values

Promote collaboration
Work respectfully
Act with integrity
Champion client rights
Prioritise safety

Our Focus and Approach

Kempsey Families is committed to action aimed at developing safe, supportive, and resilient families and communities that enable individuals and families to flourish. Kempsey Families delivers a range of services and programs across the continuum of interventions support the well-being and nurturing of children and families, especially those who are vulnerable and disadvantaged.

In working with families, including women, children and young people and others at risk of, or experiencing domestic violence and family violence, we are committed to the delivery of services and practice that are trauma informed, strengths based that promote self-determination and empowerment.

Our Priorities

We are committed to:

Delivering responsive, evidence informed services and practice

Building and delivering culturally aware and responsive service

Offering innovative programs that work with children, families, and communities

Leaders in innovative programs that work with children, families, and communities

Sustainable, responsive, and accountable management practices.

Family and Group Work - Donna

Key statistics

- » 12 parents/carer's engaged in parenting programs/conversations
- » 26 children parented by these participants
- » 1 parent participated in BUGK
- » 9 parents participated in Triple P
- » 2 parents participated in conversations about parenting
- » 2 of these families identified as Aboriginal

"This year I helped families develop their parenting skills via individual parenting programs utilizing 'Triple P Group', 'Bringing Up Great Kids' parenting programs, and through 'Narrative Therapy' conversations with parents and carer's."

Triple P

This year the 'Triple P' parenting program was delivered through individual and family programs, and in two cases during the 'COVID 19 restrictions' via video calls. As a Triple P practitioner with 12 years' experience facilitating the program and a master's degree in Narrative Therapy and Community Work, I have developed my own style of facilitating Triple P.

Responding to the 'invitations' in the 'Triple P' program I aim to explore the challenges of parenting by asking questions of the parents and caregivers. I work with this information to help them 'externalise' their parenting problems, and locate them in the social, cultural, political, and historical context in which they developed, rather than within themselves or their children. This helps parents to look towards change rather than remaining stuck in the problem story of their parenting lives. In response to the 'Triple P' program we explore the participant's parenting hopes, values, skills, and knowledges; and work towards aligning these with commitments determined by the participants to make small

changes to their parenting practices. These changes usually include the incorporation of the 'Triple P' principles and strategies presented in the program. It is a fascinating adventure to go on with these parents, each week they bring back stories of the changes they are making at home between sessions.

Bringing Up Great Kids

Staff facilitate the 'Bringing Up Great Kids' (BUGK) parenting program as requested, this year there was one request for this program.

A dad working towards restoring contact with his children requested this program, after completing an individual 'Triple P' parenting program with me last year financial year. This program was completed over eight weeks and included two sessions of Narrative Therapy conversations using the 'Tree of Life Methodology'. The aim of this is to discuss the origins around his ideas about parenting and situate them in the social, cultural, political, and historical context of his own upbringing, including his gender.

Narrative Therapy conversations about parenting

Some parents do not want to engage with a specific parenting program and prefer to simply talk with me about their parenting experiences. These conversations sit upon a framework of Narrative Therapy. It is a privilege to listen to parents' responses to carefully



crafted questions that help them explore the terrain of their parenting lives, navigating their way from where they are in parenting their children to where they want to be.

Circle of Security Parenting

In May 2019 I trained to facilitate the 'Circle of Security Parenting' program (COSP) with Bert Powel, Bert is one of the founders of the Circle of Security. I conducted this training via zoom and as a result I am currently registered as a COSP facilitator. This is an exciting prospect for me as the program pulls together decades of attachment

research, delivering this to parents via a simple graphic design to make the everyday coming and going within relationships easy to see. Once seen the circle of security can be discussed using language, all its own. Another thing that excites me about this program is its relevance to parents of infants, creating the potential for this parenting intervention to take place as early as possible in the development of any parenting difficulties. And once understood the circle can be applied to all relationships across our lifespan. I look forward to developing my skills facilitating this new program in 2020/21.



Young Parents - Megan

Key Statistics

- » 14 Referrals
- » 6 of the 14 were existing clients from last financial year
- » 2 of the 14 identify as ATSI
- » 1 of the 14 identify as CALD
- » 5 children identify as ATSI
- » 2 children identified as CALD
- » 13 active clients

Referrals in

Child and Family Health & Family Health, Interagency Case Discussions, 'Safestart' NSW Health, Domestic Violence Court Advocacy Service (DVCAS), Building Strong Foundations (Aboriginal Child and Family Health)

Referrals out

Early Childhood centres, Centrelink, Real Estates, Community Housing, 'Safestart' NSW Health, Kempsey Families Speak Out 4 Kids Women's Group, Supported Playgroup, Group Triple 'P' program, Speak Out 4 Kids, Maternity, Hearing Specialist, General Practitioner, Immunisations, Psychologist, National Disability Insurance Scheme, Early Connections, Paediatrician, Education, Legal Aid, Financial Counselling.

Client identified needs

Domestic and family violence, impacts from domestic violence including damages to property, risk of homelessness, financial debts, emotional wellbeing for children and adults, adult and child Psychology, Family Law, tenancy issues, pregnancy, Child and Family Health, medical needs, NDIS, education, early childhood, Police, Probation and Parole restoration, Centrelink, Medicare and child care subsidy payments, formal diagnosis of children with additional needs.

Agency collaboration

YP space, Psychologist, Community Health Child Psychologist, Staying Home Leaving Violence (SHLV), Legal Aid, NSW Police, National Disability Insurance Scheme agency, Maternity- antenatal, 'Safestart' NSW Health, Interagency Case Discussions, Kempsey Neighbourhood Centre, Real Estates, Department Home Affairs/Immigration, Department of Communities Justice, Burrun Dalai, Child and Family Health Nurse, Building Strong Foundations, Centrelink, Paediatrician, Community Housing, Victims Services.

Case study

A young male carer was referred in from Uniting Burnside with his two young nephews aged 2 years, and one 8 months old in his care, as part of a family arrangement. The young male carer accepted support and completed the intake process. The presenting issues were housing, childcare (childcare subsidy), Parenting payments, Family Tax Benefit and Medicare payments, Department Communities Justice advocacy, Child Psychology, NDIS, Paediatrician, Family Law.



Casework

Phone advocacy and appointments arranged with real estates for rental applications. Support was offered to complete the forms and submit the identification required electronically. Phone advocacy with Childcare Centres, to secure an enrolment for older child. Support letters were provided to assist with the application for a thirteen-week Childcare subsidy, as the carer was not receiving any Centrelink payments for the children at the time. Continuous Centrelink advocacy with a Social Worker regarding applications for Parenting Payment and Family Tax Benefit; made difficult as the children did not have Birth Certificates. Through comprehensive support and advocacy with Birth Deaths and Marriages, the Birth Certificates were obtained. This intensive process taking place over a period of two weeks, working closely with the Centrelink Social Worker to add the children's details onto the carer's Medicare card. Supported the Carer through a critical incident when the mother of one of the children fled with a child. Intensive collaboration with the Department of Communities Justice around the child's safety with the outcome of the child being returned a week later, also conducting advocacy with Family Law around this incident. Phone appointments secured with a Child Psychologist, with assessments carried

out via email advocacy, and collaboration with the Psychologist when necessary for the child and carer. Diagnosis complete and Paediatrician appointment to be attended to. Advocacy with NDIS regarding therapies and equipment for the child.

The casework provided for this client was intense and during the peak time of COVID 19. The client was assisted to secure a rental property through advocacy conducted with the Real Estate's Property Manager. Casework continued via phone and email, with support in place from other agencies. Flexibility was provided in casework, given the shift work requirements of the client, support being offered via phone and support from home. Given the challenges around providing intensive casework during COVID 19, this client received all the necessary support and advocacy required to achieve goals.

Interagency approach

- 'Safestart' NSW Health- attendance via email for over 3 months given the impact of COVID 19; only recently attending again in person.
- Interagency Case Discussions meeting- continues to operate via email only given the impacts of COVID 19.
- Client meetings- occur via three-way chat or facilitated via email.

Supported Playgroup

- Trudy, Megan, Lilli, and Rachel C

Key Statistics

- » 27 sessions provided
- » 39 Families attended
- » 18 of the 39 Families identified as ATSI
- » 58 Children attended of the 39 families
- » 32 of the 58 Children identified as ATSI

The Supported Playgroup at the 'Red Shed' provides a safe environment for families to come together for building strong connections with other families, and the wider community. The Supported Playgroup is comprised of a diverse range of families, all being very welcoming and supportive to the new Playgroup members that attend each week.

The Playgroup Team for 2019/20 consisted of Trudy, Megan, Lilli, and Rachel C, who all bring a vast wealth of knowledge to the Supported Playgroup, in support of the Families who attend.

The Supported Playgroup promotes early childhood development, providing children opportunities to explore and play. Interaction with other children and adults is key, while still having their parents/carers close by for support. The children are provided with a wide variety of activities each week including crafts and sensory play. There is also a healthy and nutritious morning tea provided each week.

Playgroup is a gateway for external support opportunities, with the aim to strengthen families and consolidate community engagement. The Supported Playgroup promotes building friendships, supportive networks, with the focus to reduce social isolation for many of the families who attend. The Supported Playgroup has made many internal referrals here at Kempsey Families Inc, also connecting families with other services/organisations in the wider community.

Families were provided with the opportunity to attend four swimming lessons at the local swimming pool, with great success 25 families attended. This was offered by the Staff from 'Schools as Community Centres' (SACC) and at no cost to the families. Funding for this initiative was provided under the 'Their Futures Matter' strategy which focuses on parents under 25 years. The swimming teachers were qualified 'OZ Swim' teachers. Parents and Carers were given the opportunity to swim and interact with their child(ren) during each lesson, with support from Playgroup/SACC Staff members. The families gained a variety of water and safety skills throughout these lessons. It was remarkable to see how the children improved each week with their swimming skills, and water safety abilities.

The past year has been very busy with the Supported Playgroup being greatly impacted by the COVID 19 virus. Staff had no choice but to shut down the Supported Playgroup for thirteen sessions during this time. Staff devised safe ways of keeping in regular contact with the Supported Playgroup Families, delivering a variety of 'Art and Craft Packs' to family's homes. Staff also enhanced support via 'The Red Shed – Kempsey Supported Playgroup' Facebook page, posting ideas around craft activities, sensory activities, and suggestions around cooking ideas for the families to try at home. Playgroup also had to cancel one session due the Bushfires, and two sessions due to wet weather.





Rachel M, Michelle, and Lucy

Key Statistics

- » 1889 total recorded contacts
- » 305 distinct contacts
- » 90 of the 305 contacts identified as ATSI

Staying Home Leaving Violence (SHLV) has had several changes, challenges, and opportunities this year. Shelley the former SHLV Coordinator left for a sea change in November 2019. Shelley having a decade of experience as the SHLV Coordinator, 'so big shoes to fill'; Shelley left a detailed rubric that allowed us to continue to operate at a high level, meeting clients, funding, and reporting requirements.

COVID 19 has impacted the service, program, women, and children in many ways. As we know domestic violence had increased while in social isolation and as part of the control, women were unable to contact domestic violence services other than using e-technology. This has created several challenges around developing safety plans. Kempsey Families SHLV received additional funding to meet some of these challenges. With some of the additional funding SHLV were able to acquire additional security systems for women at high risk.

Lucy became a member of the SHLV team following her 500 hours of university field placement for a Bachelor of Social Work. Lucy showed that she can connect and empathise with people, which is of paramount importance working within this program. Lucy also demonstrated thorough and timely processing skills that makes her an asset in data management, victims of crimes advocacy and being clear and transparent in her accountability. Lucy developed an over the phone safety assessment that assisted with home security auditing during COVID 19.

Michelle's knowledge of Law and her connections has been valuable when matching the right Solicitor with a client,

Michelle has been able to navigate the complexities of Family Law that is often used by perpetrators to continue controlling behaviours. Michelle's knowledge in this area aiding to remove some of the barriers faced by women in the law system.

Collaboration with services and programs

There was a sudden decision to change the process around applications to Victims Services, that would adversely and negatively impact women and children. SHLV were able to gain the support of our Local Member 'The Honorary Melinda Pavey- MP' Parliament of NSW, and 'Federal Member Pat Conaghan -MP' Member for Cowper, Parliament of Australia, who supported SHLV and their constituents with advocacy and directly contact. The decision makers suspended the change; meaning that services can still provide the documentation directly to V.S. rather than the onus being on women to provide evidence.

SHLV have a good working relationship with the Women's Domestic Court Advocacy Service (WDVCAS) Local Coordination Point (LCP), and Safety Action Meeting (SAM) where Police Domestic Violence Liaison Officers (DVLO), NSW Health, Housing, Department of Communities and Justice, Hastings/Liberty Services, Kempsey Family Referral Service (FRS) and Corrective Services work together to keep women safe.

Programs within Kempsey Families have contributed into wholistic support for women and children who use the SHLV program.



Case study

Natalie, 48 years, 4 children.

Natalie was referred to SHLV by 'Momentum' in Tweed Heads following a violent assault by Natalie's ex-partner Peter, resulting in Peter being arrested by Police. Peter later received Bail with a condition not to leave QLD.

SHLV case managed alongside 'momentum' to relocate Natalie and the children to Kempsey, as Natalie's Mother resides locally and is a strong support for the family. SHLV provided practical support with removal of Natalie's belongings, and supporting with applications for housing products such as 'Start Safely' through Housing Pathways. Natalie was also assisted with financial support through advocacy and linkage with Centrelink.

When Natalie and the children fled Peter attempted to follow, after being released on Bail. Consequently, Peter was arrested crossing the QLD/NSW Border, Police having to deploy road spikes to stop the

vehicle. Due to ongoing safety concerns, SHLV developed a safety plan. Natalie, the children, and Natalie's parents were all accommodated in a local Caravan Park, making it more difficult for Peter to locate them.

SHLV reimbursed some of the money that the family used for their emergency accommodation by giving them fuel and vouchers. SHLV staff offered both practical advice and emotional support by providing psychoeducation information to the whole family, thereby the grand/parents were able to understand and provide support to Natalie and the children, thus understanding the need for safety plans.

SHLV continues to provide welfare checks to Natalie, and upon Natalie securing housing SHLV will conduct a safety assessment and following safety upgrade. SHLV will also assist in referring and advocating for Natalie regarding Family Law when relevant.

Positive feedback

"I am 51 years old, my whole life I have experienced abuse, this is the first time anyone has listened to me".

"This service has meant so much to me and has been the support I really needed".

"I am really thankful for you, and what you guys can do for me".



Lisa, Lilli, and Rachel C

Key statistics

- » 14 women attended 'Women's Group'
- » 19 Children attended 'Kidz Group'
- » 12 Children attended 'Kiddy Katz Group'
- » 13 clients identified as Aboriginal

Due to COVID 19 and the mandatory shut down, our 'Term 1' groups finished early, sadly we were unable to continue with 'Kidz Group' and the 'Kiddy Katz' groups planned for 'Term 2'. Identified, was the extra pressure that this would place on families and how they would cope while in lock-down at home. Whilst staff worked from home, the 'Speak Out 4 Kids' team kept in regular phone contact with Families, providing a connection to discuss feelings around anxiety, worry also providing a 'safety line' if required.

The team developed a 'Children's Workbook' and 'Craft Pack', as well as a 'Tool-kit for Parents'. The 'Children's Workbook' included instructions for eighteen craft activities, eight sensory activities and four scavenger hunts. Also provided was a 'Resource Bag' including Scissors, Glue, Pipe-cleaners, Glitter, Stickers, a Scrapbook, Colouring Pencils, Paper Bags, Paddle-pop Sticks, Balloons, Playdough, Straws, Bubble-wands, Water-beads and much more.

There was a lot of positive feedback received regarding the packs, many of the Mum's informed us that it gave them some peace and a way to connect as a Family. There was feedback on the 'Tool-kit for Parents' around it being a great resource, providing information on phone support services such as 'Lifeline' and the 'NSW DV Hotline'. Also provided was how to access online resources like 'ABC Kids', free online movies and documentaries. The team thought it beneficial to also include mindfulness activities for Mum's and Children and the NSW Government information around 'Coping and Parenting During a Crisis'.

As 'Term 2' approached, several women identified they would be interested in attending an online version of 'Women's Group'. As a result, the team developed a 'Women's Group Pack', delivering them to client's homes prior to group commencing. These packs included a folder with handouts that they would normally receive in whilst group, and a 'Self-care Bag'. This resource included Scented Bath-salts, Candles, Potpourri, mindfulness activities and information on the importance of self-care. Similarly, to the 'Kidz Group Packs' there was hope around bringing the experience of group into the client's home.

Case Study

We first met Jess after a recent separation from a violent partner. Jess presented to services stating that she wanted to get off drugs and, to reclaim her life. Jess was now living with her Mother, Siblings, and her own Children. Jess identified ongoing 'power and control' from her Mother around Jess's parental rights and responsibilities and hoped that attending 'Speak Out 4 Kids' groups would help connect them, whilst regaining independence from Jess's Mother. The intake and assessment process identified that Jess was quite Anxious about meeting new people and attending appointments and groups. It was discussed and agreed that Jess's Case Worker would attend 'Women's Group' with Jess, to feel more supported. Jess identified a long history of drug abuse and domestic and family violence, from an ex-partner and Jess's family. Jess explained that there was a time when she had felt she hit "rock bottom" and as a result self-placed her children in the care of her Mother.





Jess stated that she wanted to gain extra parenting support to help with getting her children back into her care. Jess continued her sobriety and to educate herself about domestic violence and the impacts that it has on children.

In the first few weeks of Women's group, Jess appeared to be withdrawn, and having disassociated from her trauma seemed unaware of the language she was using, and how that impacted others. Over the following weeks Jess began to be more mindful of herself and her experiences, we observed a transformation in Jess's appearance and overall mindset. Jess reported that when she was at group, she felt safe to share her story and was excited to be connecting with "good people". Each week Jess's progress was discussed with her case worker, how Jess's identified needs could be met. In 'week 4' of group, it had to be cancelled due

to COVID 19, which was very disappointing for Jess, so we continued with supporting Jess remotely. During this time, Jess was housed and gained the confidence needed to become a full-time parent to her two children. Once restrictions lifted, we made two home visits to Jess and the children, dropping off 'Craft Packs' and information around 1:1 session on boundaries. The team helped Jess develop a plan for when her mother would contact or drop in un-invited. Weekly check-ins were conducted with Jess to continue to support her with this plan. During this time Jess would often express interest in returning to 'Women's Group'.

The 'SO4K' team and Jess's Case Worker expressed feeling so proud of how far Jess has come, and all the hurdles that she has overcome to get to where she is now. Jess displays confidence in her abilities, and we are all excited to see her continue to grow.



Wendy, Ashleigh, Ian, and Paul

During 2019-2020 period of the Engage2Change program (E2C), Women and Children's Advocates, Ashleigh, Lou, Charna and Sharon provided advocacy and support to 114 women and 77 children. There were 153 male clients referred. 130 completed the intake process and 45 commenced group work. 27 completed the E2C group with at least 10 out of 12 sessions attendance record. Community Education involved 6 sessions, with a total of 74 participants, across areas such as TAFE, Neighbourhood Centres, Community College and University Students.

E2C Facilitators were Ian, Muriel, and Kelli in Coffs Harbour, with Mik, Claire and Wendy in the role of Observer/Trainee Facilitator. In Nambucca and Kempsey Facilitators were Ian, Lisa and Paul, with Jess and Patrick in the role of Observer/Trainee Facilitator. E2C Group was cancelled in March 2020 in Week 3 at Nambucca and Coffs Harbour due to COVID 19 restrictions. Women and Children continued to receive safety planning, advocacy and support from the Women and Children's Advocate's. The participants in those groups were held in the space through the offer of weekly phone calls and check-ins, with some change to work and ongoing risk reviews. New clients who were assessed as ready for group were added to a waitlist for contact when the next group date was available. (August 2020)

The Engage2Change Program primarily focuses on the safety of women and children. It offers support to men who have used abusive and controlling behaviours towards their partners or family members, to change their behaviour and build healthy and respectful relationships. Referrals come in from the Men's Referral Service, Magistrates Early Referral Into Treatment Program, Community Corrections, Dept of Communities and Justice, Self/family, courts and legal representation, Community Housing, Safety Action Meetings and other services.

The Mid North Coast Consortium (MNCC) now runs E2C Men's Behaviour Change programs in Port Macquarie, Kempsey, Nambucca Heads and Coffs Harbour. The new Practice Standards and Compliance Framework for NSW MBCP registration have created a space for setting much needed program quality assurance measures, including boundaries and guidelines around course content, risk assessment, review and management, facilitator training and clinical supervision. The E2C team and MNCC, with professional consultant, created a new 'Program and Resources Manual' that is now being used and adapted across the MNCC.

A working party also undertook the process of satisfying the compliance requirements for accreditation and MNCC was successful in becoming registered providers of MBCP across the MNC.



Case Study

Brody self-referred to the E2C program and was staying in Nambucca Heads with a friend at the time, after having been excluded by an Apprehended Domestic Violence Order from his family home after a serious physical assault on his partner. There were some serious risk indicators already flagged with Brody, the Women & Children's Advocate (WCA) contacted the ex/partner immediately. The ex/partner was keen to engage with the WCA and explained that she had not previously accessed a domestic violence service for support. When the WCA explained her role, the ex-partner said she had recently read Rosie Batty's book and related to Rosie's story of abuse, realising the danger she and the children were in. The ex-partner identified the cycle of violence that she had been experiencing for years, saying she would be happy to accept the support offered.

The E2C team, communicating around risk review and management offered

support to the ex-partner and the children through safety planning, and advocacy. The role of the WCA was crucial in this case providing a domestic and family violence trained specialist support person, who advocated with further referrals to, and in communication with other specialist services. The WCA referred the ex-partner to the domestic and family violence service in her own area who provided ongoing case management, after the perpetrator completed the E2C group. The WCA also made a referral to the Safety Action Meeting (SAMs), Women's Domestic Violence Court Advocacy Service (WDVCAS) and Staying Home Leaving Violence (SHLV), who provided a service response to the ex-partner and the children, through a safety upgrade to the home. These services continued to work with the ex-partner and the children after the E2C program was completed. The ex-partner said she felt empowered, supported, and truly believed herself and the children had a right to live free of violence.

Gemma, Ashleigh, and Paul

The Fixed Address program seeks to directly engage with men perpetrating violence to increase the safety of women and children, and reduce resultant homelessness among women and their children as the priority. The funding to implement Fixed Address was announced in August 2018 by former NSW Minister for the Prevention of Domestic Violence and Sexual Assault, Pru Goward, under the Women NSW Innovation funding (second round).

The Mid North Coast Consortium consists of three non- government organisations who have worked in the domestic violence sector for over thirty years and bring a depth of knowledge and expertise to the drivers of and responses to domestic violence. Kempsey Families Inc. as lead agency, Warrina Domestic and Family Violence Specialist Service and Liberty Domestic and Family Violence Specialist Services.

The Fixed Address concept was borne from the early evaluations of the Men's Behaviour Change Pilot that quickly identified challenges and complexities that impacted men's capacity to fully commit, continue or retain their place in the twelve-week 'Men's Behaviour Change groups'. Also, the lack of coordinated or case managed work with men engaging to change violent behaviour with issues outside their use of violence, was not addressed nor supported by any one agency. The program challenges collusion and invites men to develop non-abusive and non-

controlling behaviour of equality and respect to their current, former, or future partners, and family members.

The Mid North Coast Consortium formalised a partnership with Community Housing Limited to provide the housing for the four sites across the coast. This is a new and exciting partnership and we welcome the expertise of Community Housing Limited. The uptake by Community Housing Limited in this innovative model we believe, has the potential to be applied across a range of locations, communities and settings and we will look to the evaluations to support this. Community Housing access is often not the priority nor achieved, yet the suite of services in Community Housing Limited are fully utilised to secure private rental or head lease properties.

The Fixed Address program addresses the aims of the 'National Plan to Reduce Violence against Women and their Children 2010 – 2022' and the 'NSW Domestic and Family Violence Blueprint for Reform 2016-2021'; of holding perpetrators accountable. Reducing Apprehended Domestic Violence Order (ADVO) breaches, expanding Men's Behaviour Change interventions, and providing accommodation for perpetrators to reduce immediate re-offending. The program explores new ways to engage men in respectful, targeted ways that aim to decrease the risk to women and children and reduce the burden on the homelessness sector.

Women and Children's Advocate

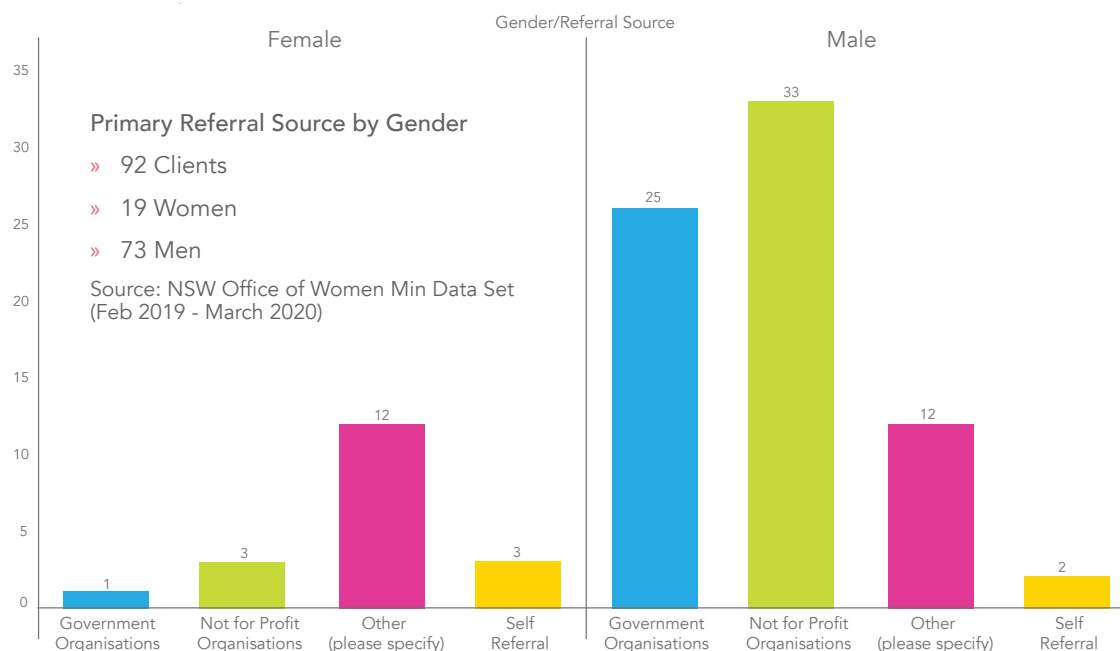
The Women and Children's Advocate provides case management support for women, children, and extended family members who have experienced violence or at risk of; offering one-on-one support and appropriate referrals with access to brokerage to enhance safety. The need for a designated and specialised domestic and family violence advocate for Women and children, in a case worker capacity was identified almost immediately.

The women and children's advocate works closely with the 'Fixed Address' caseworker, conducting constant re-assessments of risk factors, and assisting with the direction of individualised case plans for 'Fixed Address' participants, and their families.

Women identified that support felt safer to consider, when a partner or ex-partner was being supported by Fixed Address.

Early Outcomes and Data

Referral Source by Gender



ICT/Project Assistant

Glen

The 2019/20 financial year has been the busiest to date for the ICT/Project Assistant role, with the organisation undergoing a range of changes in staffing, and associated program growth. The impact of COVID-19 added additional demands on the ICT/Project Assistant role, with support required to transition from 'on-premises' to 'cloud-based' services. Also required was the intensive support to assist staff to work remotely, while still securely sharing documents and working in teams.

In addition to this intensive transition phase the ICT / Project Assistant completed:

Windows 10

Kempsey Families have now reached an important milestone with all staff laptops now using Windows 10 as the organisations default computer operating system.

New iPhones – Apple IOS 13.6

New iPhones have been setup and deployed to all staff. Apple updates were also installed, and default apps and accounts were setup for email, Zoom, Microsoft Teams and Office365.

As part of this process updates to the asset register have been completed to reflect the new equipment allocations, and registry of the new device details.

COVID -19 Response

The COVID-19 lockdown COVID-1-initiated a range of changes to the IT systems which were rapidly deployed to minimise any downtime, and to facilitate and support staff, allowing them to work from home safely and securely.

Kempsey Families Inc. new standard desktop operating environment includes:

- Windows 10 with all privacy options enabled.
- Malwarebytes anti-virus/malware protection
- Office365 with Outlook, Word, Excel, PowerPoint, OneNote
- Microsoft OneDrive and Office365 Teams
- Google Chrome
- Printer Drivers (Sharp/Brother)
- Secure Wi-Fi Setup (#21 and #19)
- Adobe Acrobat Reader

Men's Behaviour Change Compliance Registration

On 20th May Kempsey Families received notification that we had full compliance for 'Engage2Change', our Men's Behaviour Change Project. This was a pleasing result after a lot of work going into the application process. The ICT/Project Assistant was heavily involved with the requested supporting information included in the application process. Support continues for the MBCP team, and the consortium partners for 'Insightly'; the data collection/case management database and reporting system. Kempsey Families have received positive feedback from NSW Office of Women regarding the quality of the reporting data we are sending them.



Fixed Address Presentation

Kempsey Families presented at the 'Working with Men to End Family Violence Conference', on the 24th & 25th June 2020. The ICT/Project Assistant role alongside staff, designed and developed a PowerPoint presentation for the Fixed Address project. This PowerPoint presentation will remain a useful resource for the Fixed Address team into the future.

Collaboration and Partnerships

Ongoing ICT/Project support provided to Warrina and Liberty for 'Engage2Change' and 'Fixed Address' programs.

Online Meetings and Forums

Weekly Team Staff Meetings, including 'Shibashi' - wellbeing sessions

Remote ICT one-on-one support meetings (Voice/Chat)

NSW Domestic Violence Conference (Online)

Professional Development

Microsoft Office365 Self-Training via

Microsoft Online Support

Microsoft Office365 Teams administration and configuration

Microsoft OneDrive administration tutorials

Ubiquiti and CISCO Webcasts



Mid North Coast Consortium - Operational Review 2020

Team Development

Kempsey Families is committed to ensuring an ongoing supportive environment, with access to opportunities for all the team. The ability to undertake relevant, appropriate, professional development and training, ensuring we are current, informed, and able to meet the complex nature of each role and individualised client needs.

Conferences / Meetings

- NSW Men's Behaviour Change Network Forums
- MBC Compliance Framework Forum
- NSW Aboriginal Child & Family Conference
- Institute of Public Accountants Training – Best Practice in NSW for Paying Employees
- Bi-Annual Conference – National Older Women's Network
- DV NSW Conference Presentation
- ECAV Forum– Working Together to Address Domestic & Family Violence and Child Safety
- People with Disability Australia -Project and Advisory Group – Building Access for Women with Disability to Domestic & Family Violence Services
- Staying Home Leaving Violence Regional Interagency Meeting

Professional Development

- Bachelor of Law
- Bachelor of Social Work
- Bachelor of Social Work
- Graduate Certificate in Men's Behaviour Change
- Graduate Certificate in Men's Behaviour Change
- Graduate Certificate in Men's Behaviour Change
- Diploma of Youthwork

Training Sessions

- Introduction to Vicarious Trauma online eLearning
- Working with Men to End Family Violence Live Stream Training
- Mental Health Professional Network- Aboriginal Children and the effects of Intergenerational Trauma
- Blue Sky – Mental Health and Wellbeing online workshop
- Circle of Security Facilitator Training
- ECAV Practical Skills in Responding to People who experience Domestic & Family Violence
- Men's Behaviour Change – Individual & Group-work Interventions
- Mental Health First Aid Training
- First Aid Training – 'SkillsLink' Community College
- Australia Wide Taxation and Payroll Training
- Victims NSW – Open Forum and Presentation
- Red Dust Healing Workshop
- ECAV – Skills in working with male Family Violence
- ECAV Workshop – Essential Skills in Men's Behaviour Change Programs
- The Neurobiology of Addiction in Young People Workshop
- Foetal Alcohol Spectrum Disorder Workshop
- Centre for Community Welfare Training – Domestic and Family Violence: Understanding the Impact on Children
- Institute of Public Accountants – Accounting update for Not for Profits



Strategic Partnerships / Interagency

Kempsey Families Inc. has formal and informal partnerships at a local, regional, and state level and these include the following strategic and community partnerships and Inter-agencies.

Mid North Coast Consortium:

Engage2Change and Fixed Address

SHLV, CPADFV, Engage2Change and Fixed Address Steering Committee which includes: programs from Kempsey Families Inc., Warrina DFVSS, Liberty DFVSS, Women's Court Support, Health, Department of Communities and Justice, Community Housing Ltd, Police, Family Referral Service and Specialist Homeless Services and SAM.

NSW MBC Network

Community Housing Limited

Education Centre Against Violence

No to Violence

DVNSW Peak

Kempsey Place Plan

Lifetime Connect – Nambucca Valley

Kempsey Neighbourhood Centre

DCJ - Child and Family Interagency

Benevolent Society – Communities 4

Children Advisory Committee

Safety Action Meetings (SAM)

Kempsey Shire Council

Kempsey TAFE

Domestic Violence Monitoring Committees (Kempsey and Coffs Harbour)

Kempsey Healing Committee

KPMG

Inter-Agency Case Discussions - DCJ

Child and Family (NSW Health) Interagency for high risk maternal health clients

Kempsey Vocational College

Healthy Minds - Health/Medicare initiative that provides remote psychologist sessions for clients

Legal Aid

Baylin's Gift

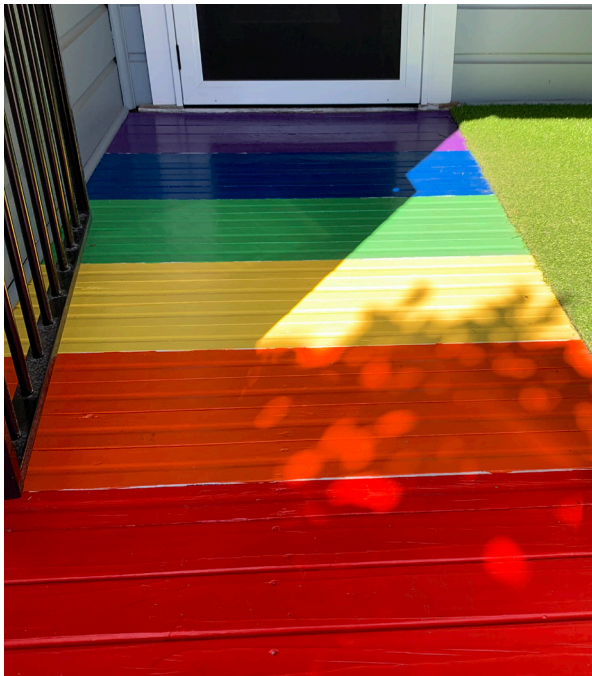
Kempsey Interagency

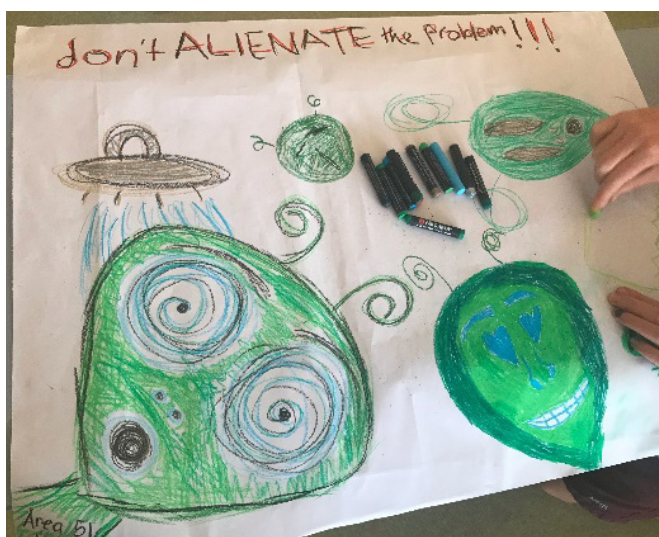
People with Disability Australia

Kempsey Mental Health

Community Development and Events

- 16 days of Activism Against Gendered Violence
- NAIDOC Celebrations
- It's OK on the Macleay
- R U OK Day
- Wear it Purple Day
- 'Lovebites'
- Mid North Coast Consortium
- Wear it Red Day







Our Management Committee

In this reporting period the Management Committee of Kempsey Families Inc. provided the strategic overview and mechanisms to support the Executive Officer and Finance team to ensure all the sound Governance, Financial Accountabilities, Reporting, Industrial and HR requirements were met and exceeded. The Management Committee continuously ensures the WH&S and Cyclical maintenance initiatives are rigorously reviewed and where needed, improvements or updates negotiated.



Narelle Moulton has been Chairperson for over fifteen years and brings a deep insight and history about this community to the service. Narelle is actively involved in a range of local events, initiatives, and committees; Narelle has a strong advocacy background, domestic family violence skillset, Governance, Management including NGO specialisation. Narelle is a passionate advocate for social justice, inclusion, human rights, and a future for young people.



Beris Derwent has been with the committee for three years and has been the TAFE Counsellor for over thirty years now. Beris brings an impressive mix of skills to both the service, staff, clients and the committee with her background, insight's, and generosity of nature. Beris is a long-term member of the Teachers Federation and brings that passion to our services employment practises. Beris has trained most staff in drumming and performed with the team at last year's 'It's OK on the Macleay' celebrations. Beris provides weekly 'Shibashi' to staff via Zoom, promoting well-being, connectivity and calm spaces during COVID -19 period. Beris offers staff and management compassion, humour and is a keen listener.



Jennifer Clarke has been with the management team for four years and is currently Vice Chairperson/ Secretary. Jennifer has long history in both the community and NSW Health. Jennifer brings to our service a solid background in Governance, Aged Care Management, Disability Advocacy and is a past Health professional. As a local woman, she is also heavily involved in the 'Its OK on the Macleay Committee highlighting young people and gender diversity, and acceptance. Jennifer is an avid photographer, and published Author.



Vanessa McNeilly holds the Treasurer position for Kempsey Families Inc. Vanessa is a local Solicitor with her own practise who has been with the service in a management capacity for over four years, with a year break and return in this reporting period. Vanessa brings her ongoing Governance expertise, Legal insights, and belief in the rights of all to be safe and secure. Vanessa has deep commitment to this community and ensures as a local businesswomen and community member, clear and professional boundaries that are needed in small regional communities.



Nancy Pattinson joined our committee last AGM to provide an insight and awareness of the wider community, including South West Rocks. Nancy as a local, younger Aboriginal woman has a perspective and view from another generation and culture, that will inform our focus and decision making into the future. Nancy brings a creative, and cultural perspective which is imperative if we are to be truly inclusive and open in our interactions and service provision across the Macleay.

Sadly, two committee members left us to take on new chapters in their lives; Shey Langridge to undertake further studies, and Kay Parkes after ten years with the service due to work commitments.

On behalf of Kempsey Families Inc, thank you for all the support provided and good luck with new ventures.

Finance Team

Kirsten Overeem – Finance Manager

Desly Hickson – Finance Officer

Finance Report

The 2019/20 Financial Report will be tabled as an Annexure on the day of the 2019/20 AGM, November 12th 2020.



The full details of the Kempsey Families Inc. Financial Report can be obtained through the [ACNC.gov.au](https://www.acnc.gov.au) website, as well as for public viewing on the Kempsey Families Inc. website www.kempseyfamilies.org.au



2018/19 Annual General Meeting Minutes

Date: 9th October 2019

Meeting Commenced: 11:40am

Venue: Kempsey Families back garden -21 Verge Street, Kempsey, NSW, 2440

Attendees: Beris Derwent- KF Inc MC, Wendy Atkins- KF Inc. MBC, Lisa Harris- FLPN, Anne Parkinson- DCJ, Deb Kuhn- Kempsey Place Plan, Shelley Baker- SHLV, Rachel May (Laird)- SHLV, Michelle Mayhew- SHLV, Kirri Hawes- KF Inc Kay Parkes - KNC, Rebekah Elsley- CHL, Nancy Pattison- Community, Narelle Moulton- KF Inc MC, Lilli Madden - KF Inc. SO4K, Jen Clarke -KF Inc MC, Gemma Taylor- KF Inc. Paul Reinbott- KF Inc., June Wilson- KF Inc. (EO), Shane Moore- Kempsey Place Plan (DCJ), Ashleigh Howe- KF Inc., Donna Stace- KF Inc

Apologies: Nav Navratil-Clarence Refuge, Pauline Brown- Family Referral Service, Renee Haigh- My Supports, Shey Langridge KF Inc MC, Megan Dunbar- KF Inc, Trudy Woodward- KF Inc, Lisa Carmady- SO4K's, Glen Schaefer- KF Inc, Vanessa McNeilly Community, Charlotte Young- Warrina Domestic Family Violence Specialist Service, Kelly Lamb- Liberty Domestic Family Violence Specialist Service, Mark Bunting- KF Inc, Barbara Maynard- Community Housing Limited, Ian Robinson- KF Inc, Shirley Kent KNC, Julie Priestly- YP Space, Karen Hall KF Inc MC

Minutes: Gemma Taylor Returning Officer: Shane Moore

Agenda

1. **Acknowledgement of Country-** Narelle Moulton

2. **Apologies-** tabled and accepted

3. **Adoption of Minutes of 2017/18 AGM** -tabled and accepted

Moved: Kay Parkes Seconded: Jennifer Clarke - All in favour

4. **Business Arising-**

-Madeline Donovan unable to be a part of the Management Committee last year due to commitments in her current role in the Nambucca Valley.

5. **Chairperson's Report-** (Pg. 6-7) in addition, Narelle wanted to give a big thank-you on behalf of the Management Committee to Percy our grounds keeper and handy man who works hard at keeping the grounds and properties maintained.

-Report tabled and accepted

Moved: Beris Derwent Seconded: Shane Moore - All in favour

6. **Executive Officer's Report-** (Pg. 8-17) tabled and accepted

Moved: Kay Parkes Seconded: Beris Derwent- All in favour

7. **Treasurers and Auditors Report-** (Pg. 66-67) due to Karen Hall absence Kirri Hawes

(Finance Manager) tabled report.

Moved: Jennifer Clarke Seconded: Wendy Atkinson- All in favour

8. **Election of Executive Committee- Shane Moore declared all positions vacant and tabled the nominations.**

- Narelle Moulton nominated as Chairperson

Moved: Jennifer Clarke Seconded: Beris Derwent

- Jennifer Clarke nominated as Vice Chairperson

Moved: Narelle Moulton Seconded: Beris Derwent

- Mignonn Kay Sandra Parkes (AKA Kay) nominated as an Ordinary Member

Moved: Narelle Moulton Seconded: Beris Derwent

- Sheryl Langridge (AKA Shey) nominated as an Ordinary Member

Moved: Narelle Moulton Seconded: Jennifer Clarke

- Beris Derwent nominated as an Ordinary Member

Moved: Jennifer Clarke Seconded: Narelle Moulton

- Vanessa McNeilly nominated as an Ordinary Member

Moved: Narelle Moulton Seconded: Kay Parkes

- Nancy Pattison nominated as an Ordinary Member

Moved: Narelle Moulton Seconded: Kay Parkes

The positions of Secretary and Treasurer will be elected at the next general meeting of Kempsey Families Inc. Management Committee (December 2019 date tbc)

9. **Other Business**

-Karen Hall has decided to step down from Management Committee. Narelle as Chair thanked Karen for her six years of service to Kempsey Families. The vacancy for Treasurer will be discussed at the first Management Committee Meeting. - Welcome to Nancy Pattinson and Vanessa McNeilly as new members of the Management Committee

- Narelle invited all present to join for a light lunch in the gardens

10. **Confirm Date for next General Meeting of the Committee 2019** - TBC either Tuesday 3rd December 2019 or Thursday 5th December 2019

11. **Meeting Closed:** 12:10pm

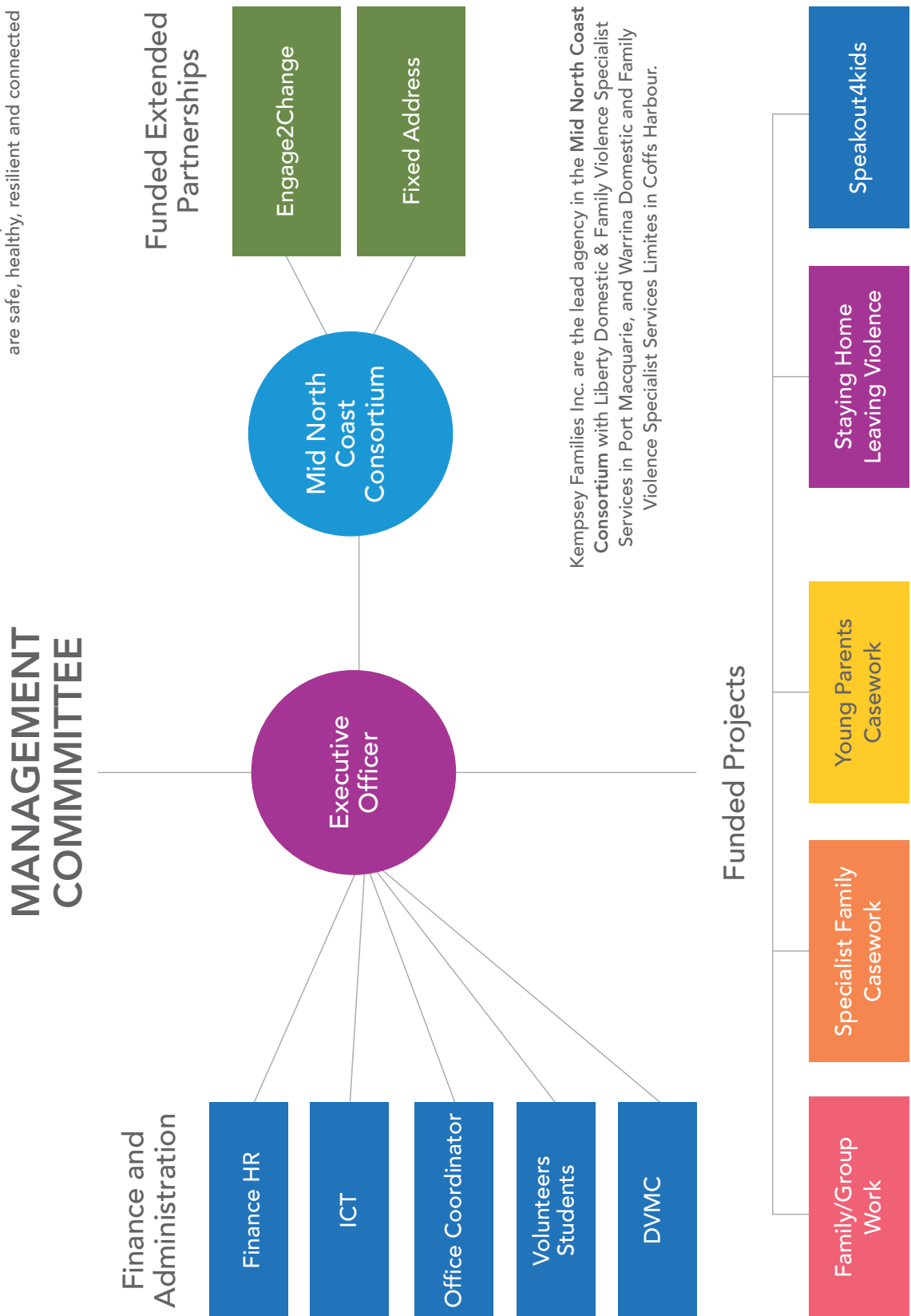
Staff, Management and Community



Organisational Structure Updated August 2020

Our Vision

A safe, equitable and inclusive society where children, families and communities are safe, healthy, resilient and connected



Acknowledging Our Supporters and Partners

Kempsey Families Inc. Specialist Support Services Inc. relies on a range of supports, organisations, networks, and funding sources to continue to provide the programs, projects, and services we offer. It is this generosity and commitment that enables KF to continue do this work and offer these supports to children, young people, women, men, and families/ caregivers.

- Department of Communities and Justice
- Women NSW
- Benevolent Society
- DVNSW Peak
- NSW MBC Network
- Kempsey Shire Council
- Warrina Domestic Violence Specialist Cooperative
- Liberty Domestic Violence Specialist Service
- Community Housing Limited
- Kempsey Neighbourhood Centre
- Coffs Harbour Neighbourhood Centre
- Lifetime Connect
- Burrin Dalai OOHHC and Family Support
- Schools as Communities
- Kempsey TAFE
- Family Referral Service
- NSW Police
- Family Investment Model
- Kempsey Place Plan
- Mission Australia
- NSW Health
- Kempsey Vocational College
- Melville High School
- Kempsey High School
- St Paul's College
- Vocational College
- Kempsey Adventist School
- Kempsey Children's Services
- Country Women's Association
- Healthy Minds
- Durri AMS
- East Coast Lawyers
- Legal Aid NSW
- Probation and Parole
- Baylin's Gift
- Homestart Kempsey
- Kempsey Healing Committee
- People with Disability Australia
- Uniting Burnside
- James (Percy) Kennedy
- Judy Saul (volunteer)





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www.engage2change.com.au

FIND US ON FACEBOOK

 [kempseyfamilies](https://www.facebook.com/kempseyfamilies)

