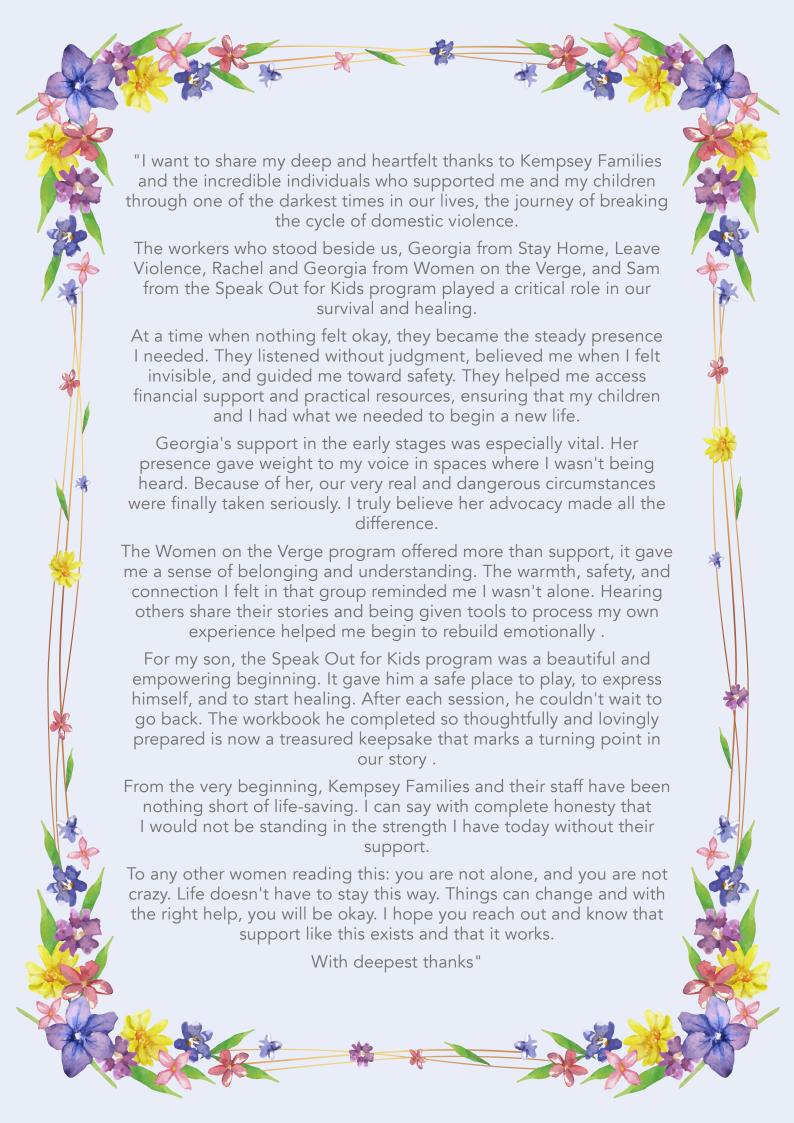




We acknowledge and pay our respects to the Traditional Custodians on whose land we walk, work, and live. Always was and always will be Aboriginal Land.

FRONT COVER: Flowers from the '16 Days of Activism Against Gender-Based Violence, Riverside Vigil' coordinated by Kempsey Families Inc. and the KDVMC



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### **Acronyms and Abbreviations**

AOD	Alcohol and Other Drugs		
ATSI	Aboriginal and Torres Strait Islander		
AVO	Apprehended Violence Orders		
CALD	Culturally and Linguistically Diverse		
CAPO	Coalition of Aboriginal Peak Organisations		
DCJ	Department of Communities and Justice		
DFSV	Domestic, Family and Sexual Violence		
Durri ACMS	Durri Aboriginal Corporation Medical Service		
DVO	Domestic Violence Orders		
E2C	Engage2Change		
ECAV	Education Centre Against Violence		
FXBC	Fuji Xerox Business Centre		
ICD	Interagency Case Discussion		
ICM	Intensive Case Management		
ICT	Information, Communication and Technology		
КВНАС	Kinchela Boys Home Aboriginal Corporation		
KDVMC	Kempsey Domestic Violence Monitoring Committee		
KFI	Kempsey Families Incorporated		
KNC	Kempsey Neighbourhood Centre		
MBCPs	Men's Behaviour Change Programs		
MNCLC	Mid North Coast Legal Centre		
MNCLHD	Mid North Coast Local Health District		
MOU	Memorandum of Understanding		
MRS	Men's Referral Service		
NTV	No To Violence		
PABX	Private Automatic Branch Exchange		
PARVAN	Prevention and Response to Violence, Abuse and Neglect		
PIMHS	Perinatal Infant Mental Health Services		
PoE	Power over Ethernet		
RSSF	Risk, Safety and Support Framework		
SAM	Safety Action Meeting		
SFCW	Specialised Family Caseworker		
SHLV	Staying Home Leaving Violence		
SO4K	Speak Out 4 Kids		
SPG	Supported Playgroup		
SWR	South West Rocks		
TEI	Targeted Early Intervention		
TINT	Tuning in to Teens		
WCA	Women and Children's Advocate		
WH&S			





# Chairperson's Report

Yawayi, dhangude. Hello and welcome to the Kempsey Families Inc (KFI) Annual Report.

I have great pleasure in presenting this report on behalf of the KFI Management Committee.

We are fortunate to live, work and play on beautiful Dunghutti country and I pay my respects to the traditional owners, the custodians, and the keepers of the stories for more than 65,000 years; and to those who will be the custodians in the future. From the mountain to the sea, always was and always will be Aboriginal land.

New expanded funding has increased the coverage of the Staying Home Leaving Violence (SHLV) and Men's Behaviour Change programs (MBCPs) that now extend across the lower Mid North Coast. The National Partnership Agreement successful tender funding has provided two new positions in the Nambucca Valley and Kempsey, one worker sits each day in Macksville and provides domestic, sexual, and family violence support and the other worker sits in Kempsey and is for the same role, but as a trainee from Dunghutti country.

Recommissioning for all Targeted Earlier Intervention (TEI), SHLV and MBCP will unfold during 2025-2026. Without the support from the Department of Communities and Justice (DCJ), none of these programs would be available.

Complimentary to the funding KFI receives are the new MOUs with NSW Health (Nurturing Connections) and Community Housing. Both government bodies are integral to the success of our programs with information sharing, other collaborations and positive outcomes for mutual clients.



KFI is a respected service in the community and is supported by a number of community organisations – Nambucca RSL has donated toiletries for our families; all three Rotary Clubs have given monetary donations; the SWR Friendly Patchers continue to donate beautiful, handcrafted quilts and toiletries bags to distribute to our families and the Business Women's Network, Gladstone Art Gallery and Lilli Pilli Ladies also fundraise for the service. This support enabled KFI to go that extra mile and provide those welcome personal 'extras' that can mean so much.

KFI continues to be in a solid financial position, able to meet all its pecuniary obligations in full and on time.

KFI is the organising force behind It's OK on the Macleay, a fabulous celebration of diversity in the community. KFI also attended the 16 Days of Activism Against Gender-Based Violence flower vigil organised by the KDVMC at Riverside Park to remember and recognise the losses experienced from domestic violence.

As an organisation, KFI understands the need to support students who have chosen community work as their chosen career. To this end, we welcome students to the service to experience firsthand the variety and complexity a career in this area can bring. It is also an opportunity for staff to engage with students moving through the education system.



The service has also welcomed the Mayor, Kinnie Ring, our State MP Michael Kemp, and Hon Jodie Harrison MP, minister for women, seniors and the prevention of domestic violence and sexual assault, to the service to meet and greet staff and see and hear firsthand the great work done. The service also retains a respectful relationship with Police.

All three sites look very smart following a lick of paint; some building works for WH&S obligations and the security systems on all premises have been updated.

As with any service we see staff come and go, however, this year we were very sad to see our beloved Aunty Maddie decide it was time to sit back and smell the roses. On a personal note, Aunty Maddie has been someone I have known about for as long as I have been in Kempsey. She has been a champion for her people, women, and children. We were delighted when she joined KFI, bringing with her a wealth of knowledge about child protection and community. We miss you Aunty Maddie and wish you well.

I would like to thank all the staff for their continued commitment to providing the amazing support and service to the community under the steady guidance of June along with Kirsten as Finance and HR Manager. I would also like to thank the Management Committee, Beris, Jude, Liv, and Janel for their ongoing diligence and skilful support.

Navelle Moulton

Chairperson Kempsey Families Inc.





# **Executive Officer's Report**

I would like to acknowledge the Traditional Custodians of the Dunghutti Nation and remind all that sovereignty was never ceded. Always was and always will be Aboriginal Land.

In this reporting period, Kempsey Families Inc. continued providing supports and services in the local community with a reach into the Nambucca Valley and Port Macquarie with Staying Home Leaving Violence, Men's Behaviour Change programs (intensive case management and access to group sessions) and the newly funded domestic, family and sexual violence caseworkers in Nambucca Valley and Kempsey (ATSI trainee) under the National Partnership Agreement. The service continues to expand across five sites providing a continuum of support options for the whole family unit.

During this reporting period the focus was on the introduction of the now implemented Coercive Control Laws and recent changes to the Leaving Violence Payment (LVP). Navigating this with clients is complex and fraught with uncertainties.

The cost-of-living crisis continues and pressure on people/families already experiencing difficulties, is exacerbated by the added increased cost of fuel, food, and insecure housing with a marked increase in people facing uncertain tenure or experiencing homelessness.

This report provides a snapshot of key achievements and program uptake and outcomes over the reporting period of 2024-2025. It demonstrates our reach across the Mid North Coast and evidence how we continue to engage communities whilst advocating and working towards social change in our community.

Kempsey Families Inc. will continue to work professionally yet with compassion to meet and if possible, exceed the needs of this diverse community, walk with clients on their journey, amplify the voices of those with lived experiences and work to include their experiences in future planning.









#### During this reporting period:

- The Kempsey Families Management Committee and Executive Team maintained a focus on the review, update and implementation of the suite of Kempsey Families Policies and Procedures, including DV leave, working from home, Child Protection, and conflict of interest.
- The Management Committee remained stable with the continuation of the same committee this year, bringing their wealth of experience, knowledge and insights to the overall benefit of the service. The next area of focus will be to revisit and update the Kempsey Families Strategic and Risk plans.
- Kempsey Families welcomed Tyesha back from parental leave in the newly funded DFSV trainee ATSI caseworker role. A critical issue for women/families in the workforce is childcare availability.
- Georgia B was hosted to complete a 500-hour Charles Sturt University work placement for her Bachelor of Social Work. She is now employed permanently in the Men's Behaviour Change team and the Supported Playgroup (SPG).
- Sam moved into the Executive Assistant role and facilities in SpeakOut4 kids and the Supported Playgroup.
- Sadly Tasha, our finance officer started and then after a few months had to relocate out of area.
- After fifteen years in programs with both women, children and men within KFI, Lisa took on a role with Corrections, which can only strengthen partnerships across agencies.
- Staying Home Leaving Violence was joined by Evelyn who then took up the offer to work in the newly funded National Partnership Agreement funded DFSV caseworker based in Macksville and is collocated with Lifetime Connect.
- Emily undertook her first social work 500-hour placement and Terry joined us for a 200-hour placement for his Community Services Diploma through TAFE. Both students are now employed in the local community.
- I met with Hon Jodie Harrison MP, minister for women, seniors and the prevention of domestic violence and sexual assault, to discuss the solution to the decimating rates of domestic violence.
- I also met with Michael Kemp to project face to face TAFE courses at a local level and the newly elected Mayor Kinne Ring to talk about all things Kempsey.



Dropped into Kempsey Families
Incorporated to learn about their
services and discuss a lack of TAFE
courses in Kempsey. For many, the only
option is to travel or study online, which
comes with barriers like limited
transport, no access to childcare, or not
having a quiet, safe space at home to
focus.

We also spoke about Community
Justice Centres and how they help
people mediate tough situations.
Kempsey Families plays a great role in
supporting vulnerable people and acting
as a trusted referral pathway for the
whole family.







Professional highlights during this reporting period were:

- I reached my ten-year anniversary as Executive Officer of Kempsey Families Inc and looking back at the growth stability and expansion of the service during this timeframe.
- Attending the Wesnet Technological Abuse Conference in Melbourne which highlighted the increase in domestic violence related abuse online and ways to combat it in an everchanging landscape.
- Coordinating the refurbishment of the new property, Teneden, painting, new verandas, air conditioning and yard work to enhance the capacity for working with men who use violence. This space is inclusive, welcoming and provides a venue to run the men's Engage2Change group and provide intensive case management for men with a range of support options. The space also provides a women and children's advocate (WCA) and support options to participants partners and/or ex partner and children.
- Aunt Maddie (staff) and Uncle Neville kindly took all staff on a "magical mystery tour" including childhood
  memories and schooling at Burnt Bridge with many stories and insights of life on the mission back in the 60's
  and 70's. They then supported us to go pipi catching at Richardsons Beach then hosted a BBQ at Crescent
  Head. For all at KFI this was an incredible privilege and experience and segued to Aunt Maddie's retirement a
  few months later after 35 years working in the DV sector for local families, especially the children and their over
  representation in the Child Protection system and resultant removals from their families.

In closing, I would like to acknowledge and honour Aunt Maddie for her dedication to community, her experience, dignity and wisdom in the face of discrimination, hate speech and the never-ending removal of children from their families. We met as teenagers at Kempsey High School in the mid 70's and reconnected 40 years later, both working in the DV sector in Kempsey. Kempsey Families was so fortunate that Aunt Maddie finished her paid work here yet her work in community continues......

Thank you for being you.

June Wilson

Executive Officer Kempsey Families Inc.

"If you want to change the world, start by making people feel safer" STEPHEN PORGES



## Our Purpose, Vision and Values

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.

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

Promote collaboration

Work respectfully

Act with integrity

Champion client rights

Prioritise safety

Values diversity, equity and inclusion



#### 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.

### **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.



# Staying Home Leaving Violence

Rachel M, Jodie, Georgia W, Evelyn & Siobhan

The Staying Home Leaving Violence (SHLV) program is a specialised domestic and family violence service that supports women and their children experiencing Intimate Partner Violence (IPV). Our core objective is to reduce the risk of further harm and help prevent homelessness by supporting women to remain safely in their own homes.

SHLV operates on an empowerment-based, client-centred model that supports women in making informed choices in their own best interests. Our approach actively addresses systemic inequality by providing accessible information and practical options, recognising that women possess the strengths and capabilities to determine what is best for themselves and their families.

We are deeply committed to trauma-informed, inclusive practice within a feminist framework.

Our team brings specialist knowledge and a comprehensive understanding of the complexities and





dynamics of IPV. We acknowledge the heightened risks women face when navigating IPV, and we implement case management strategies that include regularly updated safety planning. These plans are responsive to key transition points such as court proceedings or changes in family law arrangements.

SHLV delivers services across the Kempsey Local Government Area, including surrounding coastal villages, Bellbrook, and other remote communities. We also extend our support to the towns such as Macksville and Bowraville and have recently commenced support in the Port Macquarie area where we are situated at the Community Housing Ltd office.

SHLV provides DV education and assist the training of other service providers, including the local liquor accord, providing education and understanding of DV and Bystander training. SHLV were invited to speak at a community legal forum on emerging issues in DV and invited to assist DCJ with program specifications to help further understanding of the needs of women, children and program needs.

#### The SHLV Team

**Rachel M** is the co-ordinator of the SHLV program, bringing leadership and sector experience to the role. Rachel chairs the Kempsey Domestic Violence Monitoring Committee (KDVMC) and is a member of the consultative committee for Domestic Violence NSW (DVNSW). Rachel is an active participant in the Safety Action Meeting (SAM), a co-ordinated local initiative focused on reducing serious threats to victim-survivors through targeted interagency information sharing.

**Jodie** transitioned into the domestic violence sector after completing a Diploma in youth work, where she discovered a strong interest in justice. She has worked



as a SHLV caseworker for four years and provides relief coordination for the SHLV program. Jodie serves as the main proxy for SAM and brings experience in supporting clients with the mental health impacts of domestic violence. She also leads the delivery of the Love Bites program in the Kempsey area and organises training of new facilitators from various services, schools, and organisations.

**Georgia W** is a valued member of the SHLV team, well known for her ability to build trust and strong rapport with the women she supports. This strength is vital in her one-on-one work with clients, often guiding them from leaving unsafe environments through to achieving long-term safety and stability. Georgia began her career with a Diploma of Community Services and is now pursuing a Bachelor of Human Services, further deepening her knowledge and commitment to women's rights and advocacy.

**Evelyn** joined SHLV team and brings steeped knowledge with her master's in counselling and her cultural affinity with the Asiatic coastal community. Evelyn case managed clients for SHLV from February 2024 to November 2024. Following this, she transitioned to a role supporting clients as a Domestic, Family and Sexual Violence Caseworker in the Nambucca Valley.

**Siobhan** joined the SHLV team in February 2025 after completing a Diploma of Counselling. She brings a strong passion for supporting and empowering women to make their own informed choices, reflecting her

commitment to the values of healthy relationships. Based in Port Macquarie, Siobhan works as a caseworker and attends local domestic violence meetings. She is also trained as a SAM proxy and is currently coordinating this year's 16 Days of Activism campaign on behalf of the KDVMC.



- Ask Lois: Family Law Amendment Act 2024: Property
   & Other Changes
- AVOs and coercive control
- Combatting Economic Coercive Control: What Practitioners Need to Know
- Combatting Technology Assisted Coercive Control: What Practitioners Need to Know
- Domestic Violence conference- DVNSW conference 'Past, present and Future'!
- DV NSW conference at Sydney
- Emerging Minds & MHPN on Understanding and Responding to Childhood Suicidal Ideation
- e-Safety & Your Clients Legal Rights for Community Workers
- Family Law Amendment Act 2024: Property and

- Other Changes
- Love Bites Senior- trauma-informed training
- MC Tenants Advice & Advocacy Service Changes to Tenancy Laws workshop
- Misidentification and AVO defendants
- NAPCAN- Tuned in Modules
- Safety Action Meeting Training
- Understanding & Responding to Family Violence and Sexual Assault
- Understanding AVO's
- WESNET
- Women on Temporary Visas Experiencing Domestic & Family Violence
- Working with LGBTQ+ People Impacted by Coercive Control







# SHLV Providing Education & Training

- 16 Days of Activism river side vigil.
- Emerging issues in dv guest speaker for CLSMNC
- Liquor accord DV education and bystander training Macleay RSL
- Love Bites
- NAIDOC
- Nambucca RSL staff education on D.V.
- SHLV coordinator training
- SHLV practice guidelines with Carolyn DCJ (program specifications)

### **Key Statistics**

Number of Incoming Referrals

Number of Clients

95

74

	TOTAL	
OUTCOME	Number	Percentage
Information / Referral Only	20	21.05%
Case Management	59	62.11%
Case Co-ordinated	15	15.79%
No Services Provided	1	1.05%





#### **Client Feedback**

"I have absolutely loved working with the people at Kempsey Families, they have truly shown me how to use my voice and given me so much strength and advice that I will use now forever ... thanks again xx".

"Just wanted to touch base, say thank you and let you know how it all went. I know the children and I have a long road to go but I am so grateful for the safety, love and warmth that I feel with my family during the next part of stressful journey continues with court proceeding."

"Thank you for all you did on your end to apply, support and assist."

"Thank you for all you do not just for me but for all the women you are currently working with. You make such a difference in the empowerment to take back our lives."

"I feel very blessed and secure in the strength I have around my mind against my ex-partner, and I am certain it all started with the support from you and Kempsey families empowering me to back myself and stand against my domestic violence relationship experiences with him."

### **Case Study**

#### Client Report: Jenny and Daughter Sarah (Age 3)

Jenny, diagnosed with schizophrenia, fled a domestic violence situation in Sydney and relocated to Kempsey Shire with her daughter, Sarah, seeking safety and support. Upon arrival, she presented to Kempsey Families in distress, supported by her sister-in-law.

Jenny expressed fear that the perpetrator would follow her and attempt to gain custody, using her mental health diagnosis against her. She initially stayed with her sister-in-law before securing private rental accommodation within two weeks, with practical assistance from Kempsey Families, including housing applications, financial support, and essential household items.

To support Sarah's development and Jenny's wellbeing, childcare placement was arranged within four weeks. Both engaged in Kempsey Families' playgroup, promoting community connection and routine.

Jenny later navigated family court proceedings initiated by the perpetrator. With determination and support, she was granted full parental responsibility.

Jenny now lives independently and remains committed to providing a stable, safe environment for her daughter.



# **Supported Playgroup**

### Trudy, Wendy G, Katerina, Paul, Sam, Georgia B and Kade

The Red Shed Supported Playgroup Team during 2024-2025 all brought a vast wealth of knowledge to the Supported Playgroup, in supporting all the families who attended each week. The Red Shed Supported Playgroup is also well supported by the wider KFI team for the set up/pack up each week, which is so very much appreciated.

The Supported Playgroup regularly have internal students from Universities and TAFE NSW who assist at the Supported Playgroup throughout the year.

The Supported Playgroup at the Red Shed provides a safe environment for families to come together to build strong connections with other families and the wider community.

The Supported Playgroup promotes early childhood development and provides children opportunities to explore, play and interact with other children and adults while still having their parents/carers there for support.

The families who attend the Playgroup are very welcoming and supportive to all new Playgroup families

The Supported Playgroup has a diverse range of CALD families who attended during 2024-2025 including ATSI, Filipino, Finnish, German, Indian, Lebanese, Māori, South African and Taiwanese families.

The children and families are provided with a wide variety of activities each week including many sensory play activities and crafts. The Supported Playgroup

staff are continuously researching for new and exciting activities for the children and their caregivers to participate in. Many of the activities provided at the Supported Playgroup use affordable items and ingredients which can be found at home – this helps encourage our families to do these activities again at home with their children. The Playgroup staff get a lot of feedback from our families who replicate the activities at home. Playgroup staff encourage our families to bring new ideas and craft activities to try at the Supported Playgroup with the other families. These weekly activities that are provided enhance relationships and social interactions, for the children and their caregivers, and other Supported Playgroup participants. Morning Tea is provided for the families attending the Supported Playgroup.

The Supported Playgroup have guest speakers from other services/organisations who attend the Playgroup for informal discussions and information sessions at different times throughout the year.

The 'The Red Shed Kempsey Supported Playgroup' Facebook page is regularly updated with informative information for families as well as promoting other services/organisations and community events.

The backyard area at Kempsey Families Inc. is continually improving and being updated which is noticed by the families, visitors, and other service providers/organisations. These ongoing upgrades are continually enhancing the backyard where the Supported Playgroup is held and has created a very inviting, safe and beautiful play area.





### **Key Statistics**

- 30 Playgroup Sessions
   (6 sessions cancelled due to flooding/wet weather)
- 59 Families Attended
- 90 Children attended
- 18 ATSI Families attended
- 32 ATSI Children attended

### **Agency Collaboration**

#### **Nurturing Connections NSW Health**

During 2024-2025 (beginning in August 2024) Nurturing Connections attended the Kempsey Families Supported Playgroup. Jo (Perinatal Lived Experience Peer Support Worker) from Nurturing Connections attended the Supported Playgroup on a regular basis and made many connections with families who attend. Some of the other Nurturing Connection Staff members would also attend with Jo from time to time.

Nurturing Connections is a community program that can support families to thrive. Nurturing Connections consists of a small, caring team who can help families manage the many feelings and challenges faced as a caregiver. Nurturing Connections do this by:

- working with your strengths to help build a stronger bond between you and your child
- nurturing your mental health and your child's emotional wellbeing
- helping you guide your child's development through play
- connecting you with other parents, playgroups and programs.

#### **University of Newcastle Speech Pathology**

Megan (Supervising Speech Pathologist) with Ava and Sophie (both fourth year speech Pathology Students) from the University of Newcastle attended the Supported Playgroup for 8 weeks in early 2025 to informally observe children and build connections with the families who attend. Megan, Ava and Sophie discussed the needs and concerns that were identified during their interaction with the children so a formal assessment and report could be written. This was to assist families in applying for NDIS applications and referrals to external services for additional support for the children and their caregivers. There were many referrals made from this collaborative partnership to NSW Health Speech Service, Early Connections, NDIS applications and other supports services/organisations.

The Supported Playgroup is a gateway for external support opportunities to strengthen families and community









engagement. The Supported Playgroup helps build friendships, support networks, and reduce social isolation for many of the families who attend. The Supported Playgroup has made many referrals internally to Kempsey Families Inc. programs, with also connecting families to external services and organisations in the wider community including Centrelink Social Worker, Early Connections, GP's/Paediatricians, Legal Aid/Legal Centres/Solicitors/Lawyers, Kempsey Shire Library, Kempsey Hippy Program, Kempsey Neighbourhood Centre, NSW Health including Picnic Program, Nurturing Connections and many other programs that sit in the NSW Health Service, Pathfinder's Family Connect and Support, Preschools and Family Day Care, St Vinnies Welfare, Salvation Army and more.

The Supported Playgroup receives many referrals throughout the year including self-referrals via incoming phone calls, walk-ins to KFI, the website online referral process, internally from other KFI programs/staff and directly from other services/organisations like DCJ, NSW Health, Legal Aid, Community Service Agencies, local preschools and local schools.

### **Interagency Meetings**

Trudy attended fortnightly Safe Start meetings at Kempsey Health Campus and sporadically attended the ICD (Interagency Case Discussion) meeting with DCJ.







### **SPG Families Feedback and Quotes**

"Red Shed Playgroup provides a great environment for social, physical and emotional development."

"Thank you for providing a midweek chance for connections for Mums and Babies."

"Red Shed is a wonderful Playgroup. Very welcoming. Great group of mums and educators. We have been coming for many years. Great outdoor setting and I love the sharing/caring hand me downs."

"The best playgroup in Kempsey! Safe, Fun, inclusive. We love Red Shed and look forward to it every week."

"We love the Red Shed Playgroup. The staff are so lovely and interactive with the kids. There are so many activities. Best Playgroup in Kempsey."

"Kids love coming to Playgroup, making friends and doing the activities. Love coming every week."

"We love coming to Playgroup. The staff are always fantastic, friendly and helpful. They set up a variety of amazing resources each week to excite the kids. It's our favourite day of the week."

"This is the best Playgroup I've been to in Kempsey – Thank you."

"Playgroup is the highlight of my daughters' week. She has made many friends here and enjoying playing."

"Red Shed is amazing. I always feel welcome and leave feeling so supported and the kids have a blast. Thank you all!"

"Playgroup is the best thing that has happened to me. Best group of staff too."

"Very thankful to have this Playgroup especially in Kempsey. No other Playgroup have gate! To help child not run-away" (CALD mum).

"Playgroup is awesome for kids and adults to make friends and have support that's priceless. We especially love Wendy."

"Trudy makes delicious scones. My son loves the Red Shed."

# Specialised Family Caseworker and Speak Out 4 Kids Coordinator

### **Specialist Family Caseworker**

Rachel C

(Young people focus) for vulnerable young people aged 12- 17 years and their families

Support and case management for vulnerable young people aged 12- 17 years. This includes their parents/carers and families in the conversation.



Rachel C, Ekaterina, Sam, Paul, Wendy, Georgia W, Georgia B, Emily



**Kiddy Katz** program for children impacted by DFV aged 5-8 years.

**Kidz Group** program for children impacted by DFV aged 8-12 years.

**Women on The Verge** program for women who have experienced DFV.

SpeakOut4Kidz (SO4K) supports women and children impacted by domestic and family violence, creates smooth referral pathways for further support and provides a safe, inclusive, and fun environment.

- Small group work sessions during school terms
- Information about the impacts of domestic and family violence on children
- Help connecting to other community organisations and programs
- Support for women who have experienced domestic and family violence
- · Referral pathways to ongoing support if required











### **Key Statistics**

SO4K & Specialised Family Caseworker (SFCW) role:

- 124 referrals in
- 86 engaged
- 38 uncontactable
- 32 identified as ATSI

### **Agency Collaboration**

- KFI including:
  - SHLV
  - ICM
  - SPG
  - E2C
  - Young Parent Worker
  - Family and Parenting Caseworker
  - Community Engagement Worker.
- Equine Guardians
- WHIN Program
- Pathfinder
- Schools as Communities
- Education (local schools)
- Kempsey Neighbourhood Centre
- DCJ
- Healthy Minds
- Local Counsellors and Psychologist
- Mission Australia
- Uniting
- Samaritans Foundation
- headspace
- Burrun Dalai

- Lifetime Connect
- Home Start
- KDVMC
- Community Housing Ltd
- WDVCAS
- Centrelink
- Social Workers
- Community Health Clinic
- Community Dental
- Aboriginal Community Health Workers
- Durri ACMS
- Local GPs
- PCYC
- YP Space
- Local Police
- Youth Liaison Officers
- RISE program
- Shine for Kids

### **Interagency Meetings**

- Youth Network Meetings
- Interagency Case Discussion Meetings
- Community Service Interagency Meetings
- It's Ok on the Macleay Network Meetings
- Kempsey Domestic Violence Committee Meeting
- 16 Days of Activism Speaker/ Workshop MNC Forum
- Child and Family Interagency Meeting

### **Professional Highlights**

A significant professional highlight this year was attending the 16 Days of Activism conference in Coffs Harbour, where I had the opportunity to organise and collaborate with other domestic and family violence organisations. Together, we developed and delivered a workshop focused on the critical importance of placing children at the centre of our domestic and family violence work.

A rewarding aspect of my work has been creating safe and inclusive environments where children feel comfortable sharing their experiences. Ensuring they understand they are not alone and that it is acceptable to discuss difficult and frightening experiences within appropriate settings has been central to my practice. Witnessing children develop their capacity to express themselves through identifying and articulating their emotions and feelings continues to be incredibly fulfilling.

Another meaningful professional achievement was having the privilege to participate in Circle of Security training in Sydney. This experience deepened my understanding of attachment theory and equipped me with valuable strategies for repairing relationships with children following disruptions. The training emphasised our role as the "bigger, wiser, stronger, kind" presence that children need during these crucial moments of reconnection and healing.

Within the SO4K space, particularly in my work with women impacted by domestic and family violence, a significant professional highlight has been observing participants in the "Women on the Verge" program as they articulate how validated they feel in their experiences. It is profoundly meaningful to witness their growing understanding that they are not alone in their journey, and the authentic connections formed through the program are truly inspiring. Over the weeks, I have the privilege of watching these women become increasingly comfortable and open, gradually rebuilding their self-confidence and rediscovering their inherent self-worth. This transformation is both humbling and deeply rewarding to witness.









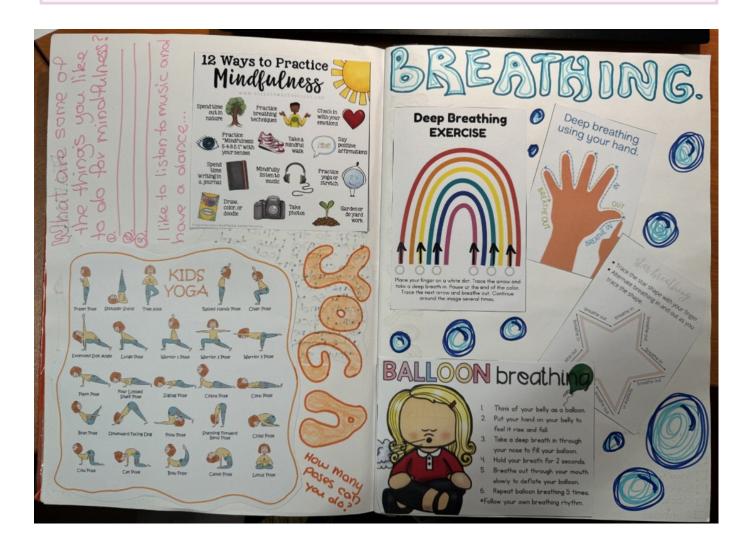
#### **Testimonials or Feedback**

#### Women on the Verge

- » I am grateful to be standing even though I'm tired and I'm grateful to be heard and know I'm not "crazy".
- » I'm grateful to have access to groups like this through the darkness, it makes me feel not alone.
- » I'm grateful for the group and meeting new people who have helped me along this journey

### Kidz Group

- » I can't believe there are other kids that have had similar experiences as I have.
- » I love coming to group and I don't want it to end. Can't the group go for longer?
- » I feel like you guys care about me.





# Family Caseworker and Parenting Facilitator

### Wendy G

Family Caseworker, Parenting Facilitator, Support Worker at Supported Playgroup and Team Member of SO4K

### **Group Work**

#### **Triple P (Positive Parenting Program)**

- One on one intensive parenting with mother over four consecutive weeks to reduce risk of DCJ involvement.
- KFI collaborated with Macleay Vocational College, Ginda Barri Mums and Bubs to offer a combined Women on the Verge and Triple P group for young mums. Planning sessions were conducted with first session planned for October 2024. Unfortunately, due to unforeseen circumstances at the College, the program did not go ahead. Plans to progress in second half of 2025.
- Collaboration continued with Regen from Mission Australia, Coastal Connections Child & Family Support Worker. Regen and Wendy facilitated a Triple P group in West Kempsey in early 2025.

#### **Tuning in to Teens (TINT)**

- Emotional intelligence program for parents and carers of young people.
- Collaboration continued with headspace in Kempsey. Thankyou once again to Annette and her team.
- Pearl, Annette and Pip from headspace and Wendy cofacilitated various groups at headspace. A KFI university placement student, Emily, was able to participate. These groups were held from July 2024 to May 2025.
- Wendy provided an information session to the Samaritans Kempsey Women's Refuge staff regarding possible facilitation of this group with Refuge staff.
- One on one with a female and her caseworker. English was not the clients first language.
   Four weeks in planning with caseworker and assistance from Tuning in to Teens in their provision of hard copy program resources in participants language.



- Thank you to Regen from Mission Australia and Kinchela Boys Home Aboriginal Corporation (KBHAC) for interest and planning from March 2025 of an adapted Tuning into Teens group for KBHAC community members. This planning included weekly guest speakers with topics pertaining to gathering information, advice and resources for the care of teenagers. Thank you to Bert from KBHAC for support of Regen and Wendy during the facilitation of each session. Two sessions were held in May 2025 at Many Rivers Family Violence Prevention Legal Service, however due to the flooding in Kempsey and the devastation to KBHAC premises the remaining sessions were cancelled. Plan to continue in late 2025.
- Wendy attended an online facilitator group supervision session with TINT in 2025 to gain strategies, awareness of new video and program changes and information for continuing development with facilitating the Teens Program.



#### Casework

35 clients have been referred for casework support, some of which involved long term support. Listening, non-judgement, encouragement, praise, empathy and follow up information and support are all integral in the provision of casework to our families. Wendy appreciates that these same values are provided to her professional development, debriefing and self-reflection from KFI Management and colleagues.

Wendy supported at Kempsey Families Supported Playgroup each Wednesday in school terms. Working with the Supported Playgroup team was enjoyable and rewarding. Children have lots of fun and look forward each week to new sensory experiences. Staff were available for discussions, resourcing and provision of information for adults attending.

Supported Playgroup was also offered as a safe, fun and inviting first meeting point for casework. This allowed parents and carers to become familiar with the services provided through KFI and casework.

Wendy assisted with one-on-one support for children aged five to eight years at two eight-week groups for Speakout4kidz in this reporting period.

### **Agency Collaboration and Referrals**

#### **Referrals Received:**

- Self-referral
- ICD Meetings
- KFI-Website
- SHLV
- SPG

- SFCW
- WDVCAS
- DCJ
- Safe Start Meetings
- NSW Health including Child and Family Health.

#### **Referrals/Advocacy Out:**

INTERNAL

- SPG
- SHLV

#### **EXTERNAL**

- Mission Australia
- Kempsey Neighbourhood Centre
- Lawyers
- WDVCAS
- DV Financial Support Services
- DCJ
- St Vincent de Paul
- Samaritans
- Sheri Foster
- Psychologists

- SFCW
- SO4K
- Counsellors
- Victims Services
- Housing
- Grief supports
- NDIS-Blue Sky
- YP Space
- Headspace Kempsey
- Salvation Army
- Autism Spectrum



### **Training/Conferences**

- 'Small Talk' Training, Sydney, conducted by FaMs.
- Autism Workshop at KFI with a client to support her child.
- Coercive Control Training Session.
- 16 Days of Activism Attendance at Conference, Coffs Harbour, conducted by Blue Sky.
  - -Support to KFI staff member's presentation of SpeakOut4Kids.
- Education Day conducted by Hastings/Macleay Child and Family Health.
- Triple P Information Session.

# Interagency Meetings & Community Events

- Safe Start
- ICD
- Burrun Dalai NAIDOC Family Fun Day
- 16 Days of Activism Riverside Vigil
- 'Big Day Out', Fun Day for International Day of People with Disability - conducted by Kempsey Shire Council. Representing KFI and assisting with lunch delivery
- Headspace Lunch for partner agencies
- Service drop including flyers for upcoming KFI groups, Collaborative Parenting Groups and KFI information together with KFI staff
- 'Welcome Event' a celebration of Kempsey Shire's essential workers held at Kempsey RSL facilitated by Regional Development Australia
- Nurturing Connections
   Information Session conducted
   by MNCLHD-PIMHS-Nurturing
   Connections Team
- It's Ok on the Macleay Planning Meetings
- Wear it Purple Day Celebrations at KFI
- Dalaigur Children's & Community Day, Kempsey Racecourse









### **Professional Highlights**

Worked together with KBHAC and Regen from Mission Australia to present a parenting program to KBHAC families. Regen and Wendy received the following feedback from Bert at KBHAC:

"It was nice to work with you [Regen] and Wendy, supporting our indigenous families and providing positive parenting programs for better communication and building respectful positive relationships for our nieces and nephews in community".

Thank you to Megan from Mission Australia for her support and assistance with provision of Tuning in to Teens with a female whom English was not her first language. Wendy enjoyed learning from participant what was working and not working for her and how to meet her needs. Examples included utilising videos that display emotions, videos with long explanations being too difficult to follow in English and finding specific information in participants language to assist her with parenting challenges. The participant and Megan also taught Wendy how to adopt translating apps. Megan and Wendy utilised role plays quite well and with a few laughs with participant following script from her handout.





### Case Study - Good News Story

Kerry was referred to Wendy's support program through the Playgroup Coordinator for consideration of casework support regarding kin care of her grandchildren.

Wendy identified many of Kerry's strengths including resilience and the ability to overcome and create positive change in own life. Kerry is respectively assertive and proactive with implementing and following through with the services and medical needs for her three grandchildren, which unfortunately, were neglected before coming into her care.

Kin carers face many emotional hurdles which are connected to their own children and Kerry, and Wendy had conversations about Kerry's grandchildren coming first and the placing of boundaries on other people connected to her grandchildren. Also, how having children come permanently into Kerry's life is a huge

change for herself and the children. Wendy's role has been one of honouring Kerry's commitment and lots of encouragement to keep on going. The positive advances in the children's behaviour, physical and mental health were a privilege to witness throughout the time Wendy was supporting this family.

Together, Kerry and Wendy organised or attended lawyers' appointments, Child and Family Health, referral to Kempsey Families Supported Playgroup, Tresillian, Health Specialised Programs, having fun at Playgroup, varied information when requested such as specific diagnosed conditions, OT's, Speech Pathologists, Paediatricians and Child Care options. However, often by the time Wendy sent information to Kerry she'd have already completed her own research and had the children booked into whatever their needs were. It was an honour to witness the growth in Kerry and her grandchildren.

### **Testimonial from Kerry**

"It was invaluable for me to have Wendy's knowledge and experience with the foster care system in learning how to navigate care of kids with trauma. I was unfamiliar with how to cope with all that. It was just helpful to have an ear and not advice, just someone to hear you spill out.

Playgroup has been wonderful for my grandchildren who had no social skills with other children before attending. Playgroup has been instrumental in showing them how to interact with other children. Thank you to all the Playgroup staff."



# National Partnership Agreement – Domestic, Family, and Sexual Violence Caseworkers

### Evelyn & Tyesha

In November 2024, Kempsey Families Inc was successful in securing funding for two new roles and expanded further into the Nambucca Valley, with Evelyn taking on the role of Domestic, Family, and Sexual Violence (DFSV) Program Caseworker.

Tyesha returning form parental leave, was the newly appointed DFSV trainee ATSI caseworker for the Kempsey community. Tyesha commenced the role in March 2025 and in this period of reporting is undergoing training and mentoring by DFV specialist caseworkers at KFI.

Evelyn is collocated with the Lifetime Connect team in Macksville. This has been a supportive team environment that has assisted for client referrals and community collaboration.

Evelyn and Tyesha have attended various community events, workshops and interagency meetings, building rapport with local stakeholders, representing Kempsey Families and promoting the Men's Behaviour Change programs and Staying Home Leaving Violence across the Nambucca and Macleay Valleys.

# Community Events & Interagency Meetings

- Coercive Control Workshop hosted by Jaanymili Bawrrungga Aboriginal Corporation (JB)
- Why is DV so prevalent in society today community forum.
- Nambucca Valley Family and Children's Interagency Meeting
- Nambucca Valley Domestic Violence Working Group
- Kempsey Domestic Violence Monitoring Committee
- 16 Days of Activism events Riverside Vigil
- Yuwa Nyinda Dream Academy on Dunghutti Country
- It's OK on the Macleay

### **Key Statistics**

- 19 women supported in this report period
- 28 children





- 15 clients identify as ATSI
- 3 clients identify as CALD



### **Agency Collaboration**

- Lifetime Connect
- Jaanymili Bawrrungga Aboriginal Corporation
- Anglican Church
- Police Domestic Violence Liaison Officers
- Uniting
- Salvation Army
- Action Church
- Regional Development Australia

- Durri ACMS
- CAPO Forum
- NSW Health in-service Maternity
- Close the Gap Consultations
- PARVAN online ATSI sessions
- Staying Community Leaving Violence ATSI Community Consults (DCJ & Police)



### **Professional Highlights**

From an academic background in Taiwan to her master's in counselling and now a DFSV caseworker in Australia, Evelyn is navigating her new career as much as her new life here on the Mid North Coast. The language and cultural differences pose both challenges and the joy of being surprised by new things, which keeps Evelyn on purpose and happy. Evelyn will continuously strive to grow and be a better person so she can be most effective in supporting her clients.

It has been both a privilege and a pleasure to be part of the Nambucca Valley community. Evelyn feels like she has met the kindest and most community-minded people in the sector! Evelyn is so grateful for the opportunity to be of service here.



### **Good News Story**

Evelyn commenced casework with Jenny in October 2024. Jenny's ex-partner, Clayton, had an incident with her and Jenny's mother, Lisa. The police issued an AVO to protect Jenny, her two children and Lisa.

Jenny grew up 'parenting' her mother. Clayton has a drinking problem; this was his way of numbing his trauma from a driving accident many years ago. Clayton pushed that experience down and never sought any support.

Despite their respective challenges, the parents have both shown a strong commitment to prioritising the well-being, safety and development of their children. From the start of Evelyn and Jenny's work together, Jenny expressed her wish to remove her children from the AVO because she preferred her children to have regular contact with their father. Jenny had an unwavering belief that Clayton would never hurt his children, and she is the only client Evelyn has had to date who manages co-parenting with the expartner without any difficulties, as he was just as keen to be there for his children.

With the support from WDVCAS, a variation to the current AVO was sought. The aim was to remove restrictive conditions so that Jenny and Clayton could co-parent with fewer barriers.

Evelyn attended court in Macksville with Jenny. At the time, Clayton was in the Courtroom, he was called upon to speak to the Magistrate.

The Court granted the AVO variation as requested. This meant that Clayton and Jenny could now communicate directly with each other and no longer needed to arrange a parenting changeover through a third party.

#### Sharing this client's case for three reasons:

Firstly, in retrospect, exposure to potential risk by attending the Court without prior knowledge that Clayton would be there.

Secondly, Jenny consistently prioritised her children's safety and needs to maintain their secure attachment to their father.

Thirdly, this was a first in terms of attending court with a client and achieving a positive outcome for them. It also involved utilising the service system effectively, supporting the client to reach their identified goals, and keeping the children's safety front and centre.







# Engage2Change and Intensive Case Management



Wendy A, Lisa, Julie, Jordan, Kade, Georgia B, Ulla, Bert and Laura

Engage2Change (E2C) group work and Intensive Case Management (ICM) are the suite of Men's Behaviour Change Program's (MBCPs) offered by Kempsey Families in the integrated "whole of family model" developed over many years. While supporting men who choose violence, it is still primarily focused on the safety of women and children impacted by their current or ex-partners use of domestic violence. It provides support to men who have used abusive or controlling behaviours toward their partners, ex-partners or family members, helping them work toward change and build healthy, respectful relationships. The program also supports the partners or expartners of participating men by offering advocacy, safety planning, ongoing support, and referrals through the Women and Children's Advocate (WCA), starting from the initial Intake and Assessment process.

E2C and ICM facilitators have successfully held the male participants in the space of accountability and responsibility.

This group work is a 19-week process that includes:

- Intake and Assessment (pre group) 4 x 1-1.5hr sessions
- Group Program 12 x 2.5hr group sessions
- Safety and Accountability Planning (post group) 3 x 1-1.5hr sessions.

Safety planning, referral and advocacy has been provided to the partners/ex-partner/s and their children through our Women & Children's Advocate.

The ICM program provides men with longer term support for access points to support services, with the goal of staying out of the criminal justice system, and to reduce risks to women and children. This is done with referrals, advocacy, case coordination and referral of women and children to the WCA.

In 2024–25, Kempsey Families facilitated MBCPs in Kempsey and Nambucca Valley. The NSW MBCPs Practice Standards and Compliance Framework provide quality assurance measures, including clear boundaries and guidelines around course content, risk assessment and management, facilitator training, clinical supervision, and more

The E2C facilitation team continues to use the Program and Resources Manual, making minor adaptations for specific groups based on the diversity of participants and feedback from partners or ex-partners. We have now received and implemented a reviewed and updated manual that incorporates the Risk, Safety and Support Framework (RSSF), along with additional resources and links to ongoing training.

The RSSF is now embedded within the program, and the accompanying suite of documents is used daily in our work with men, women, and children. The team continues to attend training and RSSF meetings to ensure their knowledge and skills remain current. The E2C team also continues to use InfoShare (the DCJ database) daily for data collection, alongside our client

information system, Insightly, for case notes.

Feedback from men exiting E2C group work indicated that they were able to identify key skills and knowledge gained from the group to support their relationships and families. Participants reported improvements in:

- applying strategies for better communication and emotional expression.
- recognising when they are becoming heightened and/or frustrated.
- understanding empathy and how to apply it in their relationships.
- acknowledging the impacts of their violent behaviours on both partners and children.

Many participants expressed a desire for ongoing support, such as continued contact with E2C either with ICM or to complete MBCP again. All participants are referred to the Men's Referral Service (MRS) and MensLine for further support.

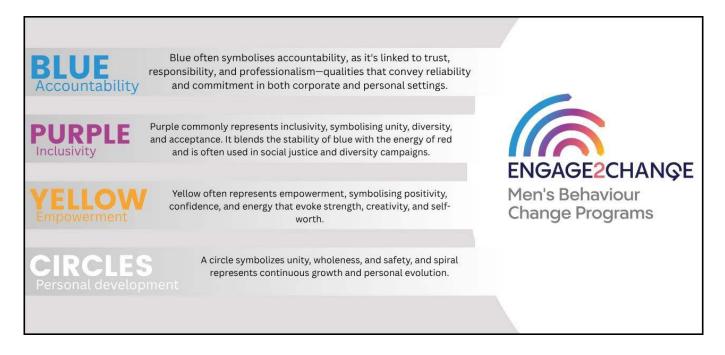
The women who connected with the WCA reported that they appreciated the support, information, and referrals provided. Some shared that they now have a greater awareness of the support services available within the community and a better understanding of the different types of domestic violence.

#### **Testimonials**

"Over the last 12 weeks I feel more confident and empowered and I know that it's okay to report things without feeling guilty" - WCA Support User

"My support person was lovely very welcoming and understanding I could not recommend her enough she deserves a raise" - WCA Support User

E2C has recently undergone a rebrand and the continuation of ICM. E2C engaged a local designer to create a new logo and brochure that reflects the program's evolving identity.



### **Key Statistics**

During the 2024-25 period E2C received 65 male client referrals:

- 36 engaged in the intake process
- 15 commenced group work
- 12 men completed the E2C group program
- 9 men completed Safety and Accountability plans
- 36 men received ICM
- 25 women and their children connected with the WCA



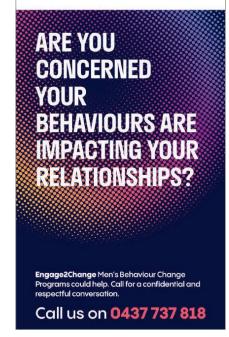
### **Agency Collaboration**

#### The E2C team collaborates with and receives referrals from:

- NTV
- ECAV
- KFI services
- MRS
- Community Corrections
- DCJ
- AOD Services
- Many Rivers
- Durri ACMS
- Lifetime Connect
- Interrelate
- First Nations Services
- Self/family referrals
- Courts
- Police and Legal representatives

- Community Housing Ltd
- The SAM
- KNC
- Mission Australia
- Samaritans
- Headspace
- NSW Health
- Housing
- KDVMC
- MNCLC





### **Interagency Meetings**

#### Representatives from the E2C team regularly attend the:

- Kempsey Interagency Meeting
- KDVMC Meeting
- They also attend the:
- Men's Behaviour Change Network meetings
- NTV Communities of Practice
- NSW Regional, Rural and Remote Providers Forum
- Child and Family Interagency Meetings
- 16 days of Activism working group
- NTV Policy Advisory Network

### **Professional Highlights**

- Completing the MBCP Compliance process with DCJ
- Attending MNC Bluesky forum to present on KFI MBCP
- Implementing RSSF
- NTV Conference (virtual)
- Host local ECAV MBCP training at CUC for 19 participants
- Implementing Safety and Accountability process
- Community Events Love Bites, It's OK on the Macleay, NAIDOC,16 Days of Activism and Yuwa Nyinda Dream Academy and Homeless Connect Week



#### **Recruitment This Year**

- Georgia B Intake Assess Facilitation Worker
   Other Staff:
- Wendy Coordinator
- Julie WCA
- Lisa Senior MBC practitioner
- Jordan Intake/Facilitator/ICM
- Kade (KFI) Observer

- Ulla Contract Facilitator
- Bert Contract Observer
- Laura Contract Observer

### **WCA Case Study**

Michelle (not their real name) connected with the WCA in June 2024 after their ex-partner was referred to E2C. The ex-partner was assessed as not being ready for group work and offered ICM support but did not engage. Despite this, Michelle continued to connect with the WCA and gain support.

Michelle had a history of domestic violence with two men who they had three children with. Michelle also disclosed a historical sexual assault while still a minor.

Michelle expressed that they wanted to move out of the area to get away from their ex-partners and was on the wait list for housing. Michelle became homeless when their lease ended and moved in with their elderly grandparents. The father of two of their children started breaching the DVO and Michelle told the WCA that they were feeling unsafe and had lost confidence in the police to keep them and the children safe. The WCA made a Risk of Harm Report to DCJ due to potential significant risk to the children. The WCA also made a referral to Community Housing Indigenous support program Services Our Way, informing of the increased risk and advocated for the family's safety. Within three months Michelle was offered housing in her priority area.

The WCA had weekly contact with Michelle and within this time a great rapport was built. Michelle was supported with safety planning for them and the children and for extended family members due to potential risks for them. The WCA was able to make multiple referrals and apply for financial support on Michelle's behalf. Referrals were made to the Safety Action Meeting (SAM), the Escaping Violence Program, Victims Services, Services Our Way, Prosecutors Clinic, playgroup and KFI's Domestic, Family and Sexual Violence caseworker in Nambucca Valley.

The WCA felt that Michelle's historical sexual assault was never appropriately dealt with by police or by the professionals who supported them. The WCA felt that Michelle should have received compensation and made an application to Victims Services with Michelle. To do this the WCA advocated to gain evidence from Michelle's counsellor and the Kempsey Police Domestic Violence Liaison Officer. When the application was rejected, the WCA supported Michelle to appeal this decision and to apply for the original statement she made 13 years previous via freedom of information. At the time of writing this case study, Michelle was still awaiting an outcome.

During support, the WCA observed that Michelle's self-worth and confidence had grown. This was evident when Michelle contacted police and advocated for their family's safety following the DVO breaches.

Michelle is still in contact with the WCA and has given feedback on the women's survey that she is more confident and feels more empowered because of the support she received.



### **ICM Case Study**

This case study focuses on James (not their real name) who was referred to our service due to domestic violence-related offences involving their ex-partner, the mother of their three children.

James identified that they wanted to be a better person when they first engaged with E2C. However, they initially struggled to recognise the impact of their behaviour on both their ex-partner and their children. James found it difficult to understand that, regardless of their perception of their actions, their responses were not acceptable and were indirectly harming their children.

James also faced complex personal challenges. James was dealing with ongoing health issues following a workplace injury two years prior, which had left them unable to work. James began self-medicating with illicit substances to manage their pain. Additionally, James identified as illiterate, which created significant barriers in understanding and communicating with health professionals. James often felt misunderstood by medical staff and reported feeling dismissed or labelled as "window shopping", they also were not happy with medications that were prescribed as they made them feel very sick.

James was deemed not suitable for group work however, ICM would be a beneficial support pathway. Through ICM, James was assisted in booking specialist appointments and transport to attend them. Given James's disability and communication difficulties, the ICM worker also accompanied James to appointments, providing advocacy and ensuring their voice was heard by healthcare providers and that James understood the medical jargon.

As a result of this support, James reported a significant improvement in managing their pain with appropriate medication. This has enabled them to return to work in a limited capacity. James's improved health and work engagement has positively influenced their self-esteem and overall wellbeing, allowing them to lower their stress and better care for their children.

Throughout their participation in the MBCP, James was encouraged to reflect on their beliefs around shared parenting. James initially believed that their ex-partner was turning the children against them, and they responded by doing the same in return. The ICM worker took this opportunity to challenge these views and engage in ongoing conversations with James to help them see how their behaviour was emotionally harmful and detrimental to the children and their development, not to the other parent.

In a recent appointment, James shared that their relationship with their ex-partner had significantly improved, and they are now co-parenting more effectively. James reported that their ex-partner has recognised the changes in them, which has led to more frequent and positive contact with their children.

James remains actively engaged with E2C and continues to receive ongoing support through the ICM program.



# Information Communication and **Technology and Project Support**

#### Glen

The Information Communication and Technology (ICT) and Project Support role has achieved some positive outcomes in the 2024/25 financial year.

Global and Australia Wide Cyber Security threats increased again in 2024/25 to become one of the most significant ICT challenges, with serious data breaches occurring within Australia, including high level government departments.

To mitigate these threats our Office365 security, internal CISCO firewall and desktop Malware software have all been upgraded further during 2024/25, and there have been no reportable breaches of any of our internal or external ICT systems in the last financial year.

### **ICT and Project Support**

ICT, Project Support and assistance is being provided onsite, as well as via email/phone/remote desktop control to all Kempsey Families (KFI) staff for a broad range of hardware, software and system issues, along with ongoing project support for all our various project teams.

#### **BUSINESS PHONE BUNDLE**

PHONE NUMBER AND CALLS INCLUDED



















### **New Uniden Voice over Cloud Phone System**

In Oct/Nov 2024 KFI started planning to migrate our legacy Private Automatic Branch Exchange (PABX) phone system over to a Voice over Cloud System. Quotes we received from Uniden and a local provider Fuji Xerox Business Centre (FXBC) in Coffs Harbour, but the Uniden offering was chosen for being more cost effective with simple setup and ongoing management.

The existing phone numbers were ported away from Telstra to Uniden, and all staff handsets were installed in early June 2025. Monthly call fixed call costs are equivalent to those previous costs with Telstra; however, we now have a lot more added functionality and flexible options for operation.

Uniden EVOC2 Is the only handset built to work directly with the VOCPhone cloud phone system simply plug and play. USB Wi-Fi, Bluetooth, Gigabit, EHS Headset Support, HD Audio, Power over Ethernet (PoE), On Screen Labels, 3 Way Calling.

One of the immediate benefits was to be able to include the Men's Behaviour Change Programs team members at Eden St and specialist DFSV Caseworker at the Lifetime Connect Office at Macksville to our internal phone system.

#### **Features**

- Power over Ethernet (PoE)
- Dual gigabit Ethernet ports
- 2.8" colour LCD screen

- 12-line identities
- 7 DSS keys with LED light
- Built in Bluetooth (for headset)



#### **Staff Intranet**

In early January 2025 a new secure Staff Intranet website was launched that offers all staff a way to complete a range of Finance and HR forms online with a professional approvals process.

Staff can now lodge Time in Lieu Forms, Personal Leave Requests and VISA Card Approval Requests as well as their Weekly Timesheets online, with easy but secure online interface.

Administrative approvals have a clear audit trail with full approval history available.

Feedback on the new Staff Intranet has been very positive with aims to expand its use further into the future.

#### Website

The KFI website is regularly being updated with new content, events and modifications to forms such as the referral forms and client feedback forms.

The KFI website includes several sophisticated online referral and feedback forms, employment information, client FAQ's, an event calendar, online donations, as well as detailed information about each of our programs and about the organisation.

Overall feedback on the KFI website continues to be very positive from both staff, clients and other agencies.

### **Training/Conferences**

- Ongoing Office365 training via Microsoft Office365 Support (Online)
- Information Security sessions x 2 DCJ resource for contracted service providers (Online)
- Remote attendance of Wesnet 6th Technology Safety Summit (Melbourne)
- Staff training on the Internal Intranet

### **Ongoing WHS and Risks**

Ongoing and increased Cyber Security Risks due to foreign actors targeting Australian businesses. Use of AI with little guidance available.



## **Team Development**

Kempsey Families is committed to fostering a culture of ongoing professional development for all staff, volunteers, and management. Access to relevant training, conferences, and information sessions is essential to maintaining a healthy learning environment and ensuring our teams stay current, informed, and equipped to meet, and exceed our clients' needs and expectations.

Kempsey Families supports and encourages studies external to work roles with one staff member completing their Bachelor of Social Work and another completing their Bachelor of Psychology. Kempsey Families has four staff undertaking sector relevant university studies:

- Bachelor of Psychology x1
- Master of Psychology x1
- Bachelor of Human Services x2



#### **Continued Professional Development**

- 2024/25 Taxation & Payroll Training
- A Multidimensional Approach to Responding to Family Violence
- Accelerate Your Tender Bids & Proposals with AutogenAl
- Applying the NSW Rish Safety and Support Framework in Men's Behaviour Change practice- Risk and Safety Management and Case Planning
- Ask Lois: Family Law Amendment Act 2024: Property
   & Other Changes AVOs and coercive control
- Bachelor of Psychological Science
- Certificate of appreciation- Dalaigur Pre-School 60th Anniversary
- Circle of Security Facilitator
- Coercive Control Workshop
- Coercive Control: NGO Training for the Domestic and Family Violence Sector
- Combatting Economic Coercive Control: What Practitioners Need to Know
- Combatting Technology Assisted Coercive Control: What Practitioners Need to Know Domestic Violence conference- DVNSW conference 'Past, present and Future'!
- Cyber security- DCJ use of the Threat Intelligence Platform and completion of cyber awareness survey
- DFV is Everyone's Business Forum
- DVNSW- Past, Present and Future 50 Years Conference
- Emerging Minds & MHPN on Understanding and Responding to Childhood Suicidal Ideation
- Ending Coercive Control and Family Violence
- e-Safety & Your Clients Legal Rights for Community Workers
- Essential Skills in Men's Behaviour Change Programs
- Family Law Amendment Act 2024: Property and Other Changes
- Family Law Myth Busters Event
- First Nation Child Removal Class Action Investigation
- Introduction to Child Protection and Mandatory Reporting in NSW
- Legal Issues & Domestic Violence & Family Violence for Community Workers

- Lucy's Project 2024 Conference
- Mandatory Reporting Workshop
- MC Tenants Advice & Advocacy Service Changes to Tenancy Laws workshop
- Misidentification and AVO defendants
- Motivational Interviewing: Helping People Change
- NAPCAN-Tuned in Modules
- No to Violence Conference 2024: Leading Radical Change- A call to action to end men's family violence
- NSW Risk, Safety and Support Framework
- Pandora Social Entrapment Model: Working Effectively with Victim Survivors
- Portable Long service leave scheme: What It Means for Community Services Sector Chat
- Positive Partnerships Online Parent/Carer Workshop-Diversity of Autism
- Premium Calculation Webinar- Simplifying Workers Compensation
- Safeguarding Your Mission: Microsoft 365 Security & Compliance for Nonprofits
- Safety Action Meeting Training
- Skills in Working with Male Family Violence: Virtual Training
- Smalltalk Evidence-Based Parenting Strategies
- Suicide Prevention Workshop
- Tax Roadshow
- Taxation and Payroll Training
- Trauma Responsive Love Bites Respectful Relationships Education Facilitator Training Senior Program (Years 10-12)
- Tuning in to Kids/Tuning in to Teens
- Understanding & Responding to Family Violence and Sexual Assault
- Understanding AVO's
- Understanding Redundancy vs Termination
- Webinar- Indigenous methodologies
- WESNET Technology Safety Summit
- Women on Temporary Visas Experiencing Domestic & Family Violence
- Working with LGBTQ+ People Impacted by Coercive Control

# **Strategic Partnerships**

Without formal and informal partners at a local, regional and state level the services Kempsey Families Inc. provide would be lacking. Developing and maintaining an integrated and professional support system is pivotal to positive outcomes for clients and therefore the community.

A big thank you to all the people and agencies we work cohesively and closely with over the past reporting period.

- NSW Health Nurturing Connections
- Kinchela Boys Home INC
- Durri AMS
- headspace
- Kempsey Neighbourhood Centre
- Department of Communities and Justice
- No To Violence
- MBCP Network
- Community Housing Ltd
- Kempsey DVMC
- Kempsey Shire Council
- Mission Australia
- Tafe NSW
- University of Newcastle
- Southern Cross University
- DV NSW
- Pandora Enterprises
- Resolution Network
- Melville High School
- Kempsey High School
- Macleay Valley Vocational College
- It's OK on the Macleay Committee
- NSW Police
- Lead the Macleay
- Lifetime Connect
- Safety Action Meeting Committee
- Blue Sky Community







- People with Disabilities Australia
- Kempsey Childresn Services
- Country Women's Association
- Patina PTY LTD
- Legal Aid
- NSW Corrections
- Mid North Coast Legal Centre
- Education Centre Against Violence
- Milli Hill Meats
- Coles
- St Vinnies
- Lifeline
- Jaanymili Bawrrungga Aboriginal Corporation
- Rape and DV Line
- Salvation Army
- Beris (wellbeing sessions)
- Burrun Dalai
- WDVCASS
- Samaritans Housing Foundation
- NEAMI







# **Community Events**









#### **Love Bites**

The Love Bites program continues to be a key initiative in delivering respectful relationships and violence prevention education to young people across the Kempsey region. Throughout the 2024–2025 financial year, we collaborated with a range of local stakeholders including NSW Police, local health services, Aboriginal organisations, school staff, and domestic and family violence specialists. These partnerships have been critical in ensuring culturally safe and effective delivery.



#### **Kempsey High School**

On the 5th and 6th of September 2024, we delivered the full Love Bites program to Years 10 and 11 at Kempsey High School. The sessions included activities on respectful relationships, consent, and types of abuse. The students were engaged and responsive throughout, and the school provided lunch, creating a welcoming environment for all.

As part of the art component, students created messages on canvas reflecting their learnings. These artworks will be reviewed, and six will be selected for display on banners in the main street of Kempsey to raise awareness around domestic and family violence. Students were excited about this opportunity to contribute to a public campaign.

#### **Melville High School**

Love Bites was delivered to students at Melville High School on the 11th of November 2024. The students engaged well throughout the day, participating in discussions, activities, and personal reflection.

The creative component included painting canvases with messages from the program, chalk drawings on concrete, and making message-based bracelets using beads. These hands-on activities provided inclusive ways for all students to express their learning. Common themes in the artwork included: Say No to DV, Consent is Key, and Everyone Deserves Respect.







#### Macleay Vocational College (MVC)

We then went to MVC on the 29th and 30th of April 2025, delivering the program across two days to allow smaller group sizes and a more personalised experience. Engagement levels were high, with the staggered format offering better access for more students.

The following week, we ran the art session, where students worked in small groups to produce themed artworks. Some groups focused on consent, others on active bystander behaviour, and others explored different types of abuse. The depth and creativity demonstrated by the students were outstanding, and feedback from school staff was overwhelmingly positive.

#### **Love Bites Senior Training**

In April 2025, we hosted the Love Bites Senior trauma-informed facilitator training at the Kempsey Country Universities Centre (CUC). The training was attended by 20 participants, including 15 new facilitators. The senior program offers trauma-informed, age-appropriate content for older adolescents and places a strong focus on healing, empowerment, and protective behaviours.

We look forward to presenting the new Love Bites Senior program in local schools later this year. This program offers a deeper level of engagement for students and strengthens our ongoing work in respectful relationships education.

#### **Funding and Support**

This year's program delivery was made possible in part thanks to the Kempsey Shire Council, which awarded a grant to support sustainability and expansion. This funding helped us deliver flexible program models, purchase art supplies, provide refreshments, and support school partnerships across the region.

We also acknowledge the continued contribution of our trained facilitators and partner organisations, who are essential to the ongoing success and reach of Love Bites.



# **Our Management Committee**

In this reporting period, the Management Committee of Kempsey Families Inc. provided the strategic and forward planning insights, guidance, and support to the Executive Officer and Finance Manager to ensure all the governance, financial accountabilities, wellbeing and reporting, industrial and HR requirements are met and reviewed as required. The Management Committee has focussed on the complete review and upgrade of the Kempsey Families Policy and procedures and included new and emerging policies to ensure the integrity and professional standards of the service. During this financial year, the Management Committee supported and participated in:

- The planning and reviewing of the current Strategic Plan (2020-2025) to ensure the projection and direction for the future sustainability and growth of Kempsey Families is guaranteed. To ensure equity and inclusion are considered in all decisions, exceed practice standards and accreditation processes, and map a sustainable future in an often hostile and competitive funding environment.
- Supporting the Executive Officer to continue to develop and implement new or emerging policies including work from home, separation from work, conflicts of interest, DV Leave, data storage and safety and risk in the ever-changing cyber security environment.
- Supporting the continuation of Kempsey Families
  wellbeing processes for staff and management
  including wellbeing sessions (Tai Chi and drumming),
  bi yearly offsite excursions, clinical supervision
  monthly and implementing a new EAP provider.

- Bi-monthly meetings with online options to ensure support to the Executive Team in strategic direction, cyclical maintenance, employment and other HR and IR matters.
- The capital works being undertaken at the newer property, Teneden, including painting, new verandas, yard work and internal refurbishment to provide a safe and welcoming space for men in the community.
- Monitoring and guiding the update to the fleet of vehicles needed by Kempsey Families Inc. programs and staff.
- Providing insights and support with sensitive HR matters that require compassion, dignity and inclusion in all matters pertaining to staffing and recruitment.
- Supporting the external evaluation and update of all Policies and Procedures for Kempsey Families Inc.
- Commenced recruitment for new member to the Management Committee following relocation of Ro Stirling-Kelly.



Narelle has been Chairperson for twenty years and brings deep insight and oversight 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 and family violence skillset, governance, leadership, and management. Narelle is an enthusiastic advocate for social justice, inclusion, human rights, and a safer, sustainable future for young people and evidence this as Chairperson of Macleay Valley Vocational College.



**Beris** has been with the committee for eight years and brings an impressive mix of skills to both the service, staff, clients and the committee with her background, insights, and generosity of nature. Beris's background is in counselling, education and union action and brings these passions to our overall service and staff. Beris provides bi-weekly wellbeing support to all staff and specialises in drumming, Shibashi and ACT therapy.





Liv has been with Kempsey Families Inc. for five years. Olivia is the Executive Lead of Arts Mid North Coast. Olivia's work is informed by the principles of social justice and driven by a firm belief in the ability to bring positive change and well-being to the wider community via art and creative expression. Her master's in management brings to Kempsey Families theoretical concepts and learnings with the balance of compassion, integrity, and professionalism.



**Jude** is a local woman from a long-term farming family with a passion for supporting those in need and a deep love of this community. Jude has been with the management team for over four years now. Her NSW Health background informs support options for families in need of interventions in smoother referral pathways. Jude volunteers at Kempsey Families one day per week and is the Chair of the local Lilli Pilli Ladies that raises funds for the community at a local level, with a focus on cancer research and young children impacted by trauma.



Janel Manns joined the Kempsey Families Management team three years ago. Janel identifies as a proud disabled woman, driven by a strong passion for social justice, human rights, advocacy, and empowerment of people with a live experience of disabilities. In January 2023 Janel left TAFE to assume the position of lead trainer, facilitator and adding project management recently in her role with People with Disability AU. As a child survivor of one of Australia's historic medical model disability institutions, Janel has a fierce lived experience and understanding of the power and impact of advancing options and choices for women and girls with disabilities; essentially addressing the silent endemic of domestic, family/carer and sexual violence, abuse, and exploitation that plagues women and girls with disability.



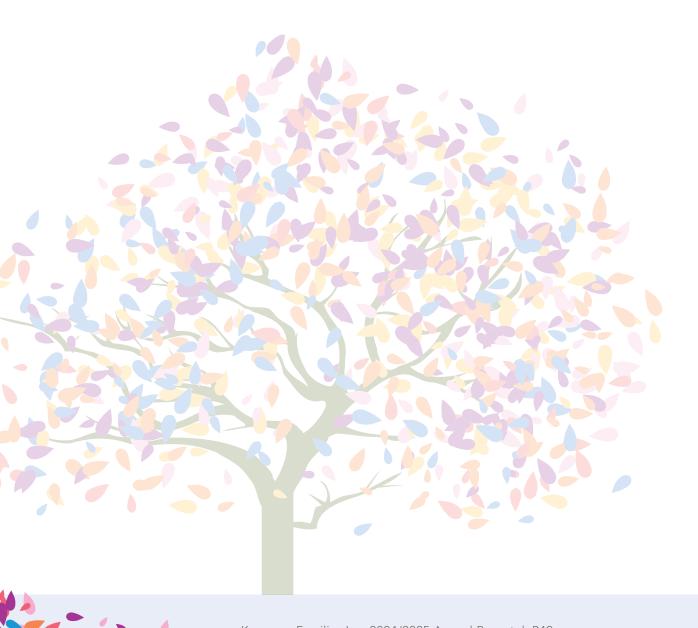
### Finance and HR Team

#### Kirsten

The 2024/2025 Financial Report will be tabled as an Annexure on the day of the 2024/2025 Annual General Meeting.



The full details of the Kempsey Families Inc. Financial Report can be obtained through the ACNC.gov.au website, as well as the public viewing option at the Kempsey Families Inc. website www.kempseyfamilies.org.au





# Organisational Chart

Updated January 2025

# Management Committee

Finance and Administration

**Executive Officer** 

Office Coordinator

Accounts and HR

Finance Manager

**Executive Team** 

It's OK on the Government Agencies Macleay

Non-Government

Agencies

**DV Monitoring** 

Peak Bodies

**External Partnerships** 

Committee

Love Bites

Internal Programs

Domestic Violence Support for Women and

NPA Domestic, Family and Sexual Violence Kempsey and Nambucca Valley Staying Home Leaving Violence Mid North Coast

Community and Families

Family/Parenting/Groupwork Community Engagement Supported Playgroup SpeakOut4Kids

Men's Behaviour Change Programs

Women and Children's Advocate Intensive Case Management Engage2Change

Kempsey and Nambucca Valley



Executive Assistant

ICT / Program

Support

Staff Wellbeing

Volunteers / Students

# 2023/24 Annual General Meeting Minutes

Date: 19th December 2024

Time: 11:00am

Venue: Kempsey Families Inc.
Minute Taker: Georgia Boschke

Attendees: Georgia Boschke, Jude Saul, Julie Wright, Jodie Hodges, Jordan Dolezal, June Wilson, Kade Simpson, Lisa Carmady, Auntie Madeline Donovan, Narelle Moulton, Rachel Cunliffe, Rachel May, Sam

Porto, Trudy Woodward, Wendy Gane

Acknowledgement of apologies

Moved: Olivia Parker, Seconded: Beris Derwent

Aunty Maddie Donovan - Welcome to Country – Dunghutti Nation

Adoption of 2023/2024 Kempsey Families Inc. AGM Minutes

Moved: Beris Derwent, Seconded: Kirsten Overeem

- Kempsey Families Chairperson Narelle Moulton: big thank you to Kempsey Families staff in supporting clients and the community this year.
- All staff help create an inclusive, safe service for the whole community.
- Thank you for continuing to create and integral, specialised service that supports all family members who are affected by or using violence.
- This year Kempsey Families created a strong connection with DCJ and other services in the community.

Please see the AGM report for Kempsey Families Chair full report.

Approval of Chair Report

Moved: Paul Reinbott, Seconded: Auntie Madeline Donovan

June Wilson (Executive Officer) spoke to her report briefly and key points were:

- Thank you to all Kempsey Families staff, volunteers and students for your dedication and commitment to the clients we support.
- Thank you to the Kempsey Families Management Committee, I have so much respect for you all for your abilities to support the service, staff and myself.
- Thank you, Ro Stirling-Kelly, for being on the

Zoom: Beris Derwent, Janelle Manns, Kirsten Overeem, Olivia Parker

Apologies: Andrew - YP Space, Angie and Bianca - Kempsey RSL, Alex Wyatt - Kempsey Shire Council, Georgia Whyte, Glen Schaefer, Heloisa De Castro Cardoso - Domestic Violence Office, Laura Larcomb, Matt Phillips - Police Domestic Violence Office, Melanie Kallmier- Mid North Coast Legal, Pete O'Reilly- MNC Police Crime Manager, Ro Stirling-Kelly, South West Rock Friedly Patchers.

Management Committee for 4 years and sharing your insights and knowledge with us all, we wish you that best with your move to Sydney.

- This was a relatively stable year, where we saw
  the community supporting us in so many ways.
  Thank you to South West Rocks Friendly Patchers,
  Kempsey Rotary, Elders RE, Durri ACMS, Centrelink,
  KDH Mental Health team, Business Women's
  Network and Gails Gals.
- This year Kempsey Families have had the opportunity to plan to move into Port Macquarie with our SHLV program and be more present in Nambucca Heads with funding from NPA for more DFSV support.
- Thank you, Percy and Sue, for all your hard work behind the scenes.
- Moving into next year let Kempsey Families get stronger.

Please see the AGM report for Kempsey Families Executive Officer (EO) Report.

Approval of the EO Report

Moved: Auntie Madeline Donovan, Seconded: Olivia Parker

EO to table the financial report on behalf of Kirsten Overeem (Finance Manager) and the KFI Management Committee

Audited Special Purpose Financial Report – financial report is tabled fully signed and finalised with the Management Committee representatives.

I request that the Kempsey Families Inc. Audited Annual Special Purpose Financial Report for the year ended 30 June 2024 be accepted and moved as true and accurate record of all financial accountabilities.

Moved: Julie Wright, Seconded: Olivia Parker



Chair reports Kempsey Families is in a financially sound position.

Moved: Julie Wright, Seconded: Olivia Parker

Appointment of Kempsey Families Inc. Auditors for 2024 -2025

Northcorp Accountants and Financial Services: 10-12 Short Street Port Macquarie

Moved: Beris Derwent, Seconded: Janel Mann

Sam Porto is the Returning Officer for today's AGM.

All Kempsey Families Management committee members positions declared vacant, and the nominations are:

Chairperson: Narelle Moulton

Moved: Beris Derwen, Seconded: Jude Saul

Vice Chairperson: Beris Derwent

Moved: Narelle Moulton, Seconded: Olivia Parker

Treasurer: TBC at KFI MC meeting in February 2025

Moved: Seconded:

Secretary: TBC at KFI MC meeting in February 2025

Moved: Seconded:

Management Committee Member: Olivia Parker

Moved: Judy Saul, Seconded: Narelle Moulton

Management Committee Member: Janel Manns

Moved: Olivia Parker, Seconded: Beris Derwent

Management Committee Member: Judy Saul

Moved: Narelle Moulton, Seconded: Beris Derwent

Final acknowledgements and many thanks to all staff, volunteers, students and Management Committee members by the Kempsey Families Chair and wishing you all safe and peaceful festive season and hope we all have a great break.

an have a great break.

Meeting closed at 11:18am



# **Acknowledging Our Supporters**

Without supports to support the support services we provide, we would be limited in those extra things we are able to do.

Kempsey Families Inc, would like to acknowledge all the big and small people and groups that support us in any given year, in no particular order:

- Local Rotary Clubs x 3
- Lilli Pilli Ladies
- South West Rocks Friendly Patchers
- Durri AMS
- Kempsey Centrelink
- Kempsey Business Women's Network
- Gladstone Art Gallery
- CWA Kempsey and Gladstone
- South West Rocks Laundry
- Sheridan Linen
- Gayle Burns and her friendly fund raisers

- Nestle
- Stuarts Point Pharmacy
- Kempsey Shire Council
- John Unwin (toymaker)
- Kempsey RSL
- Nambucca Heads RSL
- Percy
- Jude
- Sue
- Jason Jason Taylor Plumbing

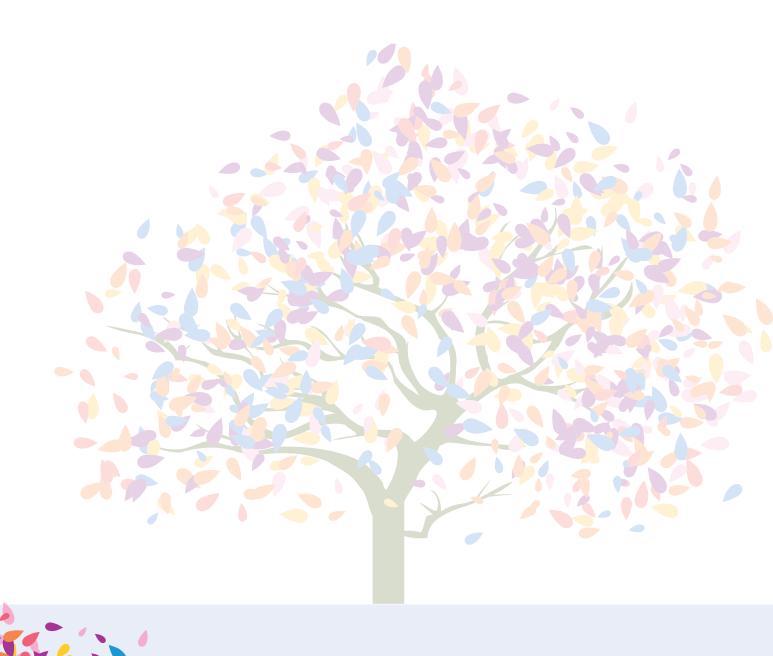








# **Notes**





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#### FIND US ONLINE

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https://facebook.com/kempseyfamilies

