



Samaritans

*Compassion Integrity Justice*

2010

ANNUAL REPORT

25 YEARS OF HELPING THE COMMUNITY



Samaritans Foundation – Diocese of Newcastle

THE SOCIAL WELFARE ARM OF THE ANGLICAN CHURCH IN THE HUNTER, MANNING AND CENTRAL COAST

*Compassion Integrity Justice*

ALMIGHTY GOD, WHOSE SON, JESUS CHRIST, CARED FOR THE NEEDS OF ALL PEOPLE, BLESS THE WORK OF THE SAMARITANS FOUNDATION. GRANT US THE UNDERSTANDING AND RESOLUTION TO HELP CREATE A JUST SOCIAL ORDER; DEEPEN OUR CONCERN FOR ALL IN NEED AND USE US SO THAT ALL MIGHT HAVE FULLNESS OF LIFE. WE ASK THIS THROUGH JESUS CHRIST OUR LORD. AMEN.

Samaritans Prayer



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# A Message from the Chair



**The Right Reverend  
Peter Stuart**  
Assistant Bishop of  
Newcastle  
Board Chair

SAMARITANS IS DRIVEN BY THREE CORE VALUES – COMPASSION, INTEGRITY AND JUSTICE. THESE PRINCIPLES, WHICH ARE DEEPLY CONNECTED WITH THE CHRISTIAN FOUNDATION ON WHICH THE AGENCY IS BASED, ARE NOT SIMPLY WORDS ON A WEBSITE OR IN A PUBLICATION. THEY ARE KNOWN AND EMBRACED BY EVERYONE ASSOCIATED WITH THE WORK WE HAVE UNDERTAKEN FOR OVER TWO DECADES.

Samaritans lives by these values as it seeks, by word and action, to make a difference in people's lives, especially in the lives of men, women and children who are the most vulnerable in our community.

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Our greatest celebration within Samaritans occurs whenever we see a person's life changing for the better. Whether this is a result of the caring support of our staff in childcare, the bonds of friendship made between people living in the same house, a young person finding their feet or a person living with a disability making the choices they want to make.

We have a deep commitment to ensuring quality in our services and we strive to improve. This annual report shows a range of services and initiatives. Among the words and numbers there are stories of people for whom Samaritans has been an important partner for all or part of the year.

The vision that we have for a more just and fair society is shared by many. We are grateful for the confidence that the State and Federal Government place in us. We look forward to greater regional funding over the next few years and changes which streamline the relationship between government and non-government agencies. We are grateful for the many sponsorships and donations from industry, parishes and individuals.

Samaritans is not a static agency. It changes and adapts in response to the needs in this region. In the coming twelve months the agency will be looking at new opportunities, partnerships and initiatives to expand support for families and individuals, in housing, employment, community participation and mental health.

I celebrate the work undertaken by the Board, the CEO, the Senior Management Team, Staff and Volunteers. Each of us is grateful to the people who have turned to Samaritans for support, for the privilege of being part of their lives.

**The Right Reverend Peter Stuart**  
Assistant Bishop of Newcastle  
Board Chair

IN OUR 25TH YEAR SAMARITANS CONTINUES TO GROW, BUILDING PARTNERSHIPS AND COMMUNITY CONNECTIONS THAT OFFER OUR CLIENTS THE BEST POSSIBLE SUPPORT. WITH OVER 160 SERVICES AND 530 STAFF, SAMARITANS IS ABLE TO CARE FOR THOSE IN NEED IN OUR LOCAL COMMUNITY.



# Chief Executive's Report



Cec Shevels  
Chief Executive

WE LIVE AT A TIME OF EXTRAORDINARY AFFLUENCE IN AUSTRALIA, THANKS TO THE MANY BENEFITS GLOBALISATION AND A HEALTHY ECONOMY HAS DELIVERED TO US. AIR FARES, CLOTHING, FURNITURE, WHITEGOODS, HOLIDAYS, TVS, COMPUTERS HAVE ALL FALLEN IN PRICE AND MOST OF US HAVE BENEFITED FROM THESE CHANGES TO SOME DEGREE.

However, the people Samaritans supports in our broad service network continue to struggle on low incomes and with lack of opportunities. The affluence has not been shared equally across our community.

We can recognise this in our emergency relief centres where we continue to support some 1000 families each month, a similar level as we had in the early 1990s. Yet this was a time of recession when we experienced an unemployment rate of 17%.

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We are experiencing a significant growth in homelessness across the region, partly triggered by the high cost of rental accommodation and Samaritans is particularly concerned at the damage this causes to children and young people. People with disabilities continue to dream of a world where human rights are promised and delivered.

Our prisons in NSW are bursting; Aboriginal numbers have increased to about 1 in 4 inmates. In Juvenile Justice Centres the statistics are even more alarming. Child protection notifications and children in need of out of home care continue to grow and urgent policy changes are needed, including increased early intervention with families and children.

Despite these challenges, Samaritans services bring hope to those who feel the world has passed them by.

Our children's services and Brighter Futures program sustain children in their development and support the family unit in a practical way. Our youth services assist children and young people to continue at school and TAFE. If family breakdown does occur, our services are there to provide accommodation and a way forward. The people with disabilities who we support are taking more control over their lives and living life to the best of their ability.

Our chaplains provide friendship and acceptance to people in prison and we have improved support when people leave prison so they can find a home and a job. Our partnership with a local Aboriginal agency, Wandiyali, gives us the opportunity to work towards reconciliation in a practical way.

We are exploring exciting new opportunities to provide appropriate accommodation and support for homeless young people to continue and complete their education. People with mental illness are finding work in our cafe, catering and lawn mowing services.

Our services bring hope to people in need. We really believe that all people across our regions deserve the opportunity to participate in and contribute to community life. Our services reflect this belief.

A social welfare agency is all about people and this is where we excel. I acknowledge the wonderful committed contribution of our Board members, volunteers and staff in ensuring that Samaritans is an agency which really makes a difference.

## Board and Governance

Samaritans is the caring and social justice arm of the Anglican Diocese of Newcastle and reports annually to the Diocesan Synod.

The function of the Board is to collectively ensure the delivery of Samaritans objectives, to uphold its Mission, Vision and Values, to set Samaritans strategic direction and to ensure the organisation is managed in a sustainable and ongoing manner.



### Samaritans Senior Management Team

**L-R:** Mr Cec Shevels – Chief Executive, Ms Lynne Graham – Director Client Services RN, BaSocSc, MBA,  
Ms Vivian Hayles – Director Corporate Services BaApSc, M Mktg, MBA, Ms Cheryl Price – Director Finance B.Comm, MBA, FCPA.

### Samaritans Board Members

Chair, Bishop Peter Stuart (all subcommittees) from March 2009

Mr John Kilpatrick (Remuneration Committee)

The Rev'd Canon Keith Dean-Jones (Remuneration Committee)

Dr Graham Vimpani (Quality Assurance and Evaluation Committee)

Mrs Wendy Cross (Treasurer, Finance, Audit and Risk Management, Remuneration Committees)

Professor Brian English (Quality Assurance and Evaluation Committee)

Mrs Helen Duncan (Compliance and Governance Committee)

The Venerable Stephen Pullin (Finance Committee)

Mrs Patricia Korsman

Mr John O'Connor (Audit and Risk Management Committee)

Mr Robert Caddies (Compliance and Governance, Audit and Risk Management Committees)

Professor Trevor Waring (Compliance and Governance Committee)

# What Samaritans Does

Samaritans provides services for young people, children, families and those with disabilities in the Hunter, Manning and Central Coast Regions.

Samaritans encourages people to become valued members of their community by exploring their talents, strengthening skills and relationships and developing solutions which meet their specific circumstances and needs.

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Those experiencing disadvantage are supported with a range of assistance including food, clothing, vouchers and referrals through to accessing emergency, transitional or permanent accommodation.

Samaritans works with people to gain employment and supports families through the provision of quality childcare services.

Samaritans is committed to making a public stand for the rights of those marginalised in our community and aims to build on and enhance the assets and strengths of the communities within which we work.





### Our Mission

We seek to provide unconditional support to people in need and to promote social and economic policies that alleviate human suffering.

### Our Vision

For communities where there is love, peace, justice, reconciliation and dignity for all people, where there is care for the vulnerable and their environment and where each individual has the opportunity to contribute and participate fully in community life.

### Our Core Values

Compassion

Integrity

Justice

### Philosophy

The Samaritans Foundation believes that people presently experiencing disadvantage have the right, equally with others, to fully participate in and contribute to community life. Samaritans seeks to express God's care to all people through promoting acceptance, justice, reconciliation, peace and dignity for all.

# Our Strategy and Objectives

This year Samaritans finds itself in a critical period of our organisational history. In our 25th year we must respond to the global economic crisis while feeling the effects of increasing competition in the welfare sector. The following strategic imperatives aim to address these issues.

## Mission, Vision and Leadership

We will promote Samaritans as a leading regionally based agency, influencing government to recognise the role of local partnerships and services in resolving regional issues.

## Quality Caring Services

Samaritans will deliver high quality caring services based on evidence based best practice.

## Organisation Development

We will promote Samaritans Mission, Vision and Values across the agency promoting our concern for employee and volunteer health and wellbeing and recognition.

## Partnerships

Samaritans will build on its unique strength as a regional agency by strengthening partnerships right across our community through a community development approach.

## Innovation and Sustainable Growth

Samaritans will expand its support to strengthen families and individuals to achieve housing stability, employment, sustainable relationships, positive mental health outcomes and enhanced opportunities to contribute and participate fully in community life.

## Resource and Risk Management

Samaritans will invest resources to develop and enhance systems and capacity to collect, collate and disseminate the information required to tell Samaritans shared stories and achieve our aims.

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SAMARITANS IS COMMITTED TO DEVELOPING EFFECTIVE PARTNERSHIPS WITH COMMUNITY SECTOR AND CORPORATE PARTNERS. THE COMMONUNITY CAMPAIGN SAW SAMARITANS PARTNER WITH THE SALVATION ARMY, WESLEY MISSION AND LOCAL BUSINESSES TO ENCOURAGE COMMUNITY MEMBERS TO DONATE NON-PERISHABLE FOOD TO THE THREE AGENCIES IN THE LEAD UP TO WINTER. OVER TWO TONNES OF FOOD WERE DONATED BY THE LOCAL COMMUNITY IN RESPONSE TO THE FOOD APPEAL.



# A Snapshot of Samaritans Services

Samaritans continues to provide a wide diversity of services with 166 services and outlets, 530 paid staff, over 600 volunteers and an annual revenue of \$32 million. Samaritans provided services for 612 individuals with a disability or their carers, supported 657 young people who were homeless or at risk of homelessness, worked with 718 families, provided 1254 children with family or in home care, long day care or preschool services and worked with over 15,547 young people in outreach, case work, school groups or after school programs.

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Samaritans new programs or those that received increased funding or development activities included:

## Monet's & Samaritans Lawn and Garden Care

On the 1st of July 2009 Samaritans took over the former Hunter Joblink programs of Monet's and Banksia and have successfully transformed them into businesses offering work to over 35 people with a diagnosed mental illness.

## Headspace Central Coast

Samaritans took over the lead agency/auspice of headspace Central Coast providing mental health and wellbeing support, information and services to young people and their families.

## Windale Cottage

Samaritans was the recipient of a benevolent grant which included the provision of a renovated cottage at Windale and the employment of a 3 day week position to undertake community development and drug and alcohol counselling. A number of other services are also run from The Cottage including emergency relief.

## Brighter Futures

Brighter Futures moved to the old Toronto Fire Station building. The Minister for Community Services, Linda Burney, officially opened the "Fire Station" in November 2009. This service continues to operate and provide valuable interventions to families living in the Newcastle / Lake Macquarie area.

## Friendship House/Home For Good

Samaritans integrated these initiatives into the one service in order to better position the agency for future funding.

## Financial Counsellor

Our emergency relief work has been strengthened by funding received to employ a financial counsellor and increased funding for services supporting families at risk of homelessness.



I MOVED TO NEWCASTLE IN 2004 AND HAVING SCHIZOPHRENIA AND OCD, I WAS ONLY JUST COPING WITH A UNIVERSITY BACHELOR'S DEGREE, WITH THE STRESS OF WORKING AS WELL.

I STARTED WORKING AT MONET'S AND MY TASKS INCLUDED GETTING OUT A REGULAR NEWSLETTER, DOING THE MENU CHANGES AND OTHER ADMIN TASKS. I WAS NOW IN MY 40S AND FELT THAT MANY OF LIFE'S DOORS HAD PROBABLY CLOSED TO ME. HOWEVER, THAT WAS PROVED TO BE INCORRECT, BECAUSE IN 2008 I WON THE UNIVERSITY AND FACULTY MEDALS FOR MY MINI-THESIS IN FRENCH. IT WAS A TERRIFIC SHOCK TO FIND OUT THAT I WAS COGNITIVELY COMPETENT, AFTER ALL THOSE YEARS OF ANTIPSYCHOTICS!

I ENJOY MY WORK AT MONET'S, AND CREDIT IT NOT JUST WITH PAYING MY TELEPHONE BILL EVERY MONTH, BUT WITH KEEPING STABILITY IN MY LIFE, BY ALLOWING ME A WORK OUTLET AS IT WERE. CURRENTLY I HAVE A MASTERS IN FRENCH ON DEFERRAL FOR A YEAR AND I HAVE RECENTLY BEGUN AN ASSOCIATE DIPLOMA IN LIBRARY AND INFORMATION SCIENCE.

*Simon, Monet's Staff Member*

# A Snapshot of Samaritans Services cont

## Tenancy Support Service Mid North Coast

Samaritans in the Manning Valley was granted 1.7 million dollars to deliver services in an effort to reduce and prevent homelessness in the region. The Tenancy Support Service Mid North Coast provides help for young people, women escaping domestic violence and families that become homeless. It provides both brokerage and case management support to those at risk of or those already homeless.

## Grandparents as Parents

Samaritans received a year's extension to the funding of the Samaritans Kinship Care and Grandparents as Parents Program.

## Christmas Lunch In The Park

Over 700 guests attended the 2009 Samaritans Christmas Lunch in the Park, an increase from 500 the year before, showing that the need is great among our local community.

## Supporting Children with Additional Needs

Due to the success of the Samaritans SCAN program the agency was chosen to administer the Mid North Coast SCAN until December 2011.

## Samaritans Parents as Teachers

Brighter Futures received funding for the Samaritans Parents as Teachers (PAT) program which offers support to parents and their children aged 0-6 years. Operating from the beginning of 2010, the PAT service has already offered support to 159 parents looking after a total of 186 children.

## Maitland Young Parents' Project

The Maitland Young Parents' project was funded again as a result of solid partnerships, service delivery and client outcomes.

## Leisure Links

This new program is for older people with a disability, living in the Hunter and Central Coast. Programs can be designed to provide support for people either individually or through group support.

## Recycling

Throughout the year, Samaritans provided in-kind support to people in need to the value of \$8,696. Samaritans retail stores operate at Cardiff, Cessnock, Gosford, Hamilton, Maitland, Mayfield, Nelson Bay, New Lambton and Wallsend, providing quality recycled goods to 132,790 paying customers and resulting in a gross income of \$873,459 for the year. A move away from donation bins to a system where donations taken directly to shops has proven to be more cost effective for the agency and a popular alternative for both donors and shop volunteers.

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Christmas Lunch in Park



Maitland Young Parents' Project

A NUMBER OF THE YOUNG PARENTS HAVE FORMED AND MAINTAINED SOME VERY COHESIVE FRIENDSHIPS FROM ATTENDING PLAYGROUP AND HAVE USED THESE FRIENDSHIPS AS INFORMAL SUPPORT NETWORKS. THIS HAS INCREASED THEIR SELF-ESTEEM AND THEIR COMMUNITY INVOLVEMENT. A NUMBER OF THE YOUNG PARENTS HAVE RE-ENGAGED WITH EDUCATION OR MANAGED TO SECURE PART-TIME EMPLOYMENT.

*Angela Enderby, Young Parent Support Worker*

KINSHIP CARE SUPPORT IS FIRSTLY AN INFORMATION AND REFERRAL SERVICE FOR PEOPLE WHO ARE THE PRIMARY CARERS OF THEIR GRANDCHILDREN. THE GRANDPARENTS ARE ENCOURAGED TO ATTEND SUPPORT GROUPS, MEET WITH OTHER CARERS AND RECEIVE EMOTIONAL SUPPORT.

THE RELATIONSHIPS FORMED THROUGH THIS GROUP HAVE GROWN INTO GREAT FRIENDSHIPS AND SOCIAL ACTIVITIES FILL THE CALENDAR SUCH AS THE ANNUAL CAMP WHERE OVER 50 PEOPLE GATHER TO RELAX. WITH OVER 7000 CHILDREN IN OUR REGION WHO ARE RAISED BY THEIR GRANDPARENTS, THIS PROGRAM IS ESSENTIAL IN OFFERING BOTH THE GRANDPARENTS AND CHILDREN SUPPORT.



# Our achievements in numbers



**5,654**

attendances by young people at youth group or after school activities.

**120**

clients and their families assisted through respite care.

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**700**

local families assisted at the Combined Charities Christmas Warehouse.

# 11,870

families or individuals assisted through Emergency Relief providing assistance in vouchers and food.

## youth services

**14** placements for young people through Out of Home (Foster) Care.

**657** young people provided with, or supported to find, accommodation.

**835** occurrences of service to young people seeking information, referral, accommodation, emotional support and material aid. 497 of these young people were specifically at risk of or experiencing homelessness.

**5,654** attendances by young people at youth group or after school activities.

## children's services

**866** children were cared for through Family Day Care and In Home Care services.

**298** children attended two Long Day Care Centres in Newcastle and Woodberry.

**718** families assisted through parenting programs, childcare and sustainable home visiting support and the Grandparents as Parents program.

**388** children with additional needs assisted to access pre-school, occasional care and vacation care services.

## employment services

**35** people with a diagnosed mental illness provided with employment and educational assistance.

## community services

**11,870** families or individuals assisted through Emergency Relief providing assistance in vouchers and food.

**9,736** enquiries or visitors through the Neighbourhood Centre.

**24** residents provided with post prison accommodation support.

**6** previously homeless men had housing sourced.

**236** families who care for their grandchildren participated in peer support groups.

**76** individuals educated on healthy eating, the benefits of physical activities and advice on smoking cessation.

## disability services

**63** clients were provided with accommodation in 16 group homes.

**154** clients were provided with educational, vocational or social activities.

**120** clients and their families assisted through respite care.

**111** clients supplied with outreach support services.

**164** older carers of people with a disability offered respite options and support packages.

## did you know?

**104,725** customers served through the doors of Samaritans Retail Shops.

**629** volunteers over all programs.

**700** local families assisted at the Combined Charities Christmas Warehouse.

# Partnerships

Samaritans strongly believes in partnership and works with many networks in the wider community in order to achieve the best possible outcomes for our clients.

We work in partnership with government, non-government organisations and local businesses.

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## Volunteers

Samaritans recognises that our volunteers are a valuable human resource, without whom services to clients would be curtailed. Samaritans supported over 600 volunteers working across 42 or more services, teams or locations. Samaritans says thank you to its many volunteers as they are a core part of our organisation, essentially “People Helping People”.

## Parish Partnerships

Samaritans is committed to the continued development of parish partnerships. We aim to use the strengths of Samaritans to assist parishes to provide services in their own local communities and provide opportunities for local people to come together to provide solutions to local needs.

By combining our interests, efforts and skills we are able to engage and serve more effectively. The broad areas of community connection that enhance local ministry and partnership opportunities between Samaritans and parishes include:

- Support provided by parishes to Samaritans services through material and monetary donations as well as volunteers for Samaritans services.

- The use of Church owned property by Samaritans for its services.
- Support, resourcing and training provided by Samaritans for parish based local community ministry projects.

## Chaplaincy

In order to provide benefits to clients and strengthen connections within the community a number of Diocesan chaplains are employed by Samaritans.

These include the “Home for Good” prison chaplaincy service and other prison and juvenile justice portfolios as well as hospital chaplaincies.

The Samaritans Chaplain, Fr Peter Tinney, worked to develop relationships between individual volunteers and local congregations as well as Samaritans staff. This provided opportunities for ministry and care for Samaritans staff and clients.

The Spirituality and Justice retreat for staff also continued to evolve, bringing new facilitators and new participants to explore values and reflect on the connections between justice, spirituality and the work of Samaritans.

THE GREATER TAREE REGION HAS SOME OF THE HIGHEST LEVELS OF HOMELESSNESS IN THE STATE, WITH BUREAU OF STATISTICS DATA SHOWING THAT 82 PEOPLE WERE HOMELESS IN THE REGION IN 2009.

IN MID 2009, A NEW SAMARITANS EMERGENCY RELIEF (ER) CENTRE FOR THE MANNING WAS OPENED. THE BLUE CROSS ER RUNS SOLELY THROUGH DONATIONS FROM THE PARISH AND COMMUNITY AND HAS SEEN MUCH SUCCESS IN THE REGION SINCE ITS BEGINNINGS.

THROUGH PARTNERSHIPS WITH THE PARISH AND OTHER ORGANISATIONS IN THE REGION, COMMUNITY EVENTS HAVE BEEN ORGANISED AND THE REGIONAL DEVELOPMENT COUNCIL IS WORKING TO DEVELOP COMMUNITY CONNECTIONS.



# Support Services

Samaritans Head Office is home to departments that support the work of our many services.

## Finance

The Finance Team provides financial, property and motor vehicle support services to the organisation as well as managing insurance claims, taxation, investment issues and external auditing processes.

## Information Technology

Samaritans has an Information Technology team to assist all services with their IT needs.

## Human Resources, Payroll & Administration

Key activities for Human Resources this year were Occupational Health and Safety, preparing for and implementing Award Modernisation as well as Leadership Development and Recruitment and Selection. This year, HR filled 170 roles across all services and central office.

## Occupational Health, Safety and Well-being

Occupational Health and Safety is of primary importance at Samaritans. Over the past financial year, our OH&S performance has improved with a 46% reduction in the number of staff incidents.

## Community Relations

The Community Relations department oversees marketing and fundraising activities of the organisation. The focus has been on strengthening the awareness and knowledge of the Samaritans brand to external stakeholders. Internally, the department provides a range of resources and support for services such as graphic design, media support and marketing collateral.

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## Staff Recognition

**Roger Bosmans**  
Area Co-ordinator CS Manning  
10 Years

**Jean Coles**  
ELOH Singleton Support Worker  
10 Years

**Shiralee Coss**  
ELO Tinonee Senior Worker  
10 Years

**Kathryn Dews**  
ELO Support Worker Telopea  
Warabrook 10 Years

**Allen Greedy**  
Cleaner SELCN  
10 Years

**Tim Hawes**  
Co-ordinator Creative Times/  
Reconnect 10 Years

**Eithne Healy**  
Case Worker The Hub  
10 Years

**Julie Hodge**  
Senior Programmer,  
Support Co-ordination Newcastle  
10 Years

**Pauline Lyall**  
Case Worker Central Coast  
10 Years

**Dianne Skaines**  
ELO Support Worker Mt Hutton  
10 Years

**Claudine Small**  
Case Worker Youth Service  
Manning  
10 Years

**Craig Williamson**  
Client Services Manager,  
ELO HMNC  
10 Years

**Gail Bragg**  
Upper Hunter Nurse  
15 Years

**Raylee Ling**  
SINC Cleaner  
15 Years

**Carol Ford**  
Area Co-ordinator  
ELO Central Coast  
20 years



“ART FROM THE HEART” WAS A UNIQUE PARTNERSHIP BETWEEN THREE LEADING ORGANISATIONS OFFERING SERVICES TO THOSE WITH A DISABILITY IN THE HUNTER. ARTISTS FROM SAMARITANS ASSET PROGRAM HAD THEIR ARTWORKS DISPLAYED AT THE EXHIBITION ALONG WITH OTHER SAMARITANS CLIENTS WHO PARTICIPATED IN WORKSHOPS.

WAYNE FROM SAMARITANS IS PICTURED WITH HIS ARTWORK TITLED “BEING TOGETHER”. HE SAID, “I COME TO THE ART WORKSHOPS TO TRY SOMETHING NEW. I ENJOY COMING HERE; IT GIVES ME SOMETHING TO DO ON SATURDAY. WHEN I PAINT I FEEL GOOD INSIDE, I FEEL HAPPY AND I RELAX. I ENJOY WORKING WITH OIL PASTELS AND MY FAVOURITE COLOURS ARE ORANGE AND RED.”

*Wayne, Art From the Heart Participant*

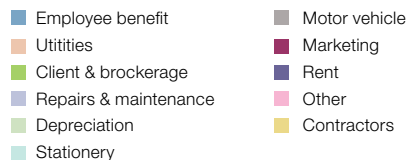
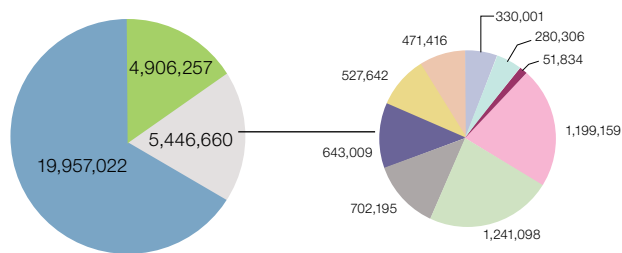
# Financial Reports and Grant Funding

Total revenues increased by \$2.8m from 2009 to 2010, primarily from grant income due to new services commencing. Investment income dropped significantly from 2009, by some 30%, due to the impacts of the global financial crisis. Total revenue for 2010 is recorded as just over \$32m.

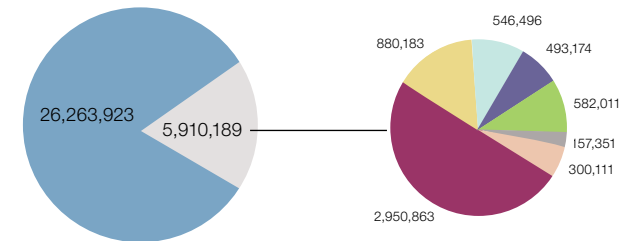
The reportable surplus for 2010 is \$1.9m. However, of this figure, \$1.6m is represented by income received from funding bodies and allocated for capital expenditure, largely real estate. In other words, the income of \$1.6m shows in the income statement, but the expenditure which matches it appears in the balance sheet. Although this is correct accounting treatment, it can appear to be misleading. Samaritans' underlying surplus without the distorting effect of the capital is just over \$200,000.

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## Samaritans 2010 Expenditure



## Samaritans 2010 Revenue



## Balance Sheet as at 30 June 2010

	2010	2009
<b>Current assets</b>		
Cash and cash equivalents	8,508,115	10,226,536
Trade and other receivables	1,095,880	1,160,024
Inventories	88,940	133,316
Held to maturity investments	1,305,052	1,239,581
Available for sale financial assets	289,225	0
<b>Total current assets</b>	<b>11,287,212</b>	<b>12,759,457</b>
<b>Non-current assets</b>		
Available for sale financial assets	2,043,562	2,093,177
Property, plant and equipment	11,661,656	9,803,588
<b>Total non-current assets</b>	<b>13,705,218</b>	<b>11,896,765</b>
<b>Total assets</b>	<b>24,992,430</b>	<b>24,656,222</b>
<b>Current liabilities</b>		
Trade and other payables	10,641,584	12,321,700
Borrowings	260,000	280,000
Provisions	329,708	290,612
<b>Total current liabilities</b>	<b>11,231,292</b>	<b>12,892,312</b>
<b>Non-current liabilities</b>		
Provisions	626,082	631,721
<b>Total non-current liabilities</b>	<b>626,082</b>	<b>631,721</b>
<b>Total liabilities</b>	<b>11,857,374</b>	<b>13,524,033</b>
<b>Net assets</b>	<b>13,135,056</b>	<b>11,132,189</b>
<b>Equity</b>		
Reserves	2,114,255	1,712,353
Retained profits	11,020,801	9,419,836
<b>Total equity</b>	<b>13,135,056</b>	<b>11,132,189</b>

# Samaritans Services Listing

## Youth Services

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### Central Coast

#### Headspace Central Coast (New 09/10)

– a mental health initiative for young people offering both clinical support to young people and their families and early intervention activities.

#### Central Coast Youth Outreach Team

(SORT) – works with young people aged between 14 and 24 specifically targeting teenagers who are homeless or at risk of homelessness, providing one-on-one support, advocacy and referral.

#### Early Intervention and Activities (EIA)

Service – provides a variety of supervised activities after school and during school holidays for young people aged between 10 and 18.

#### Wyong Youth Crisis Accommodation

(Stepping Stones) – crisis accommodation provided to young people for up to three months who are homeless or at risk of homelessness.

### Newcastle/Lake Macquarie

**Better Futures SPACE** – provides a range of programs and community services to students at Callaghan College campuses in Waratah, Jesmond and Wallsend according to needs identified by the school.

**SPACE Lake Macquarie** – support of a facilitator to run girls and boys groups for targeted young people.

**Community Youth Development Project (CYDP)** – provides information, advocacy, training and professional development opportunities to local youth services.

**Creative Times** – an innovative early intervention program offering group work and individual support services to young people aged 7 to 13 and their families in Newcastle and Lake Macquarie.

**Creative Times Reconnect** – provides community and school-based group work programs to young people aged between 12 and 18 and their families experiencing relationship problems.

**Early Intervention and Activities (EIA) Dropzone Mobile Youth Activities Team** – an early intervention program providing a variety of supervised activities for young people aged between 9 and 18.

**Hunter Youth and Family Support** – provides casework and group work in isolated and disadvantaged communities to young people aged between 12 and 17 years.


**Lake Macquarie Youthlinx** – an early intervention program providing positive peer supports, guidance and activities to young people aged between 11 and 16 and their families in the Lake Macquarie area.

**Out of Home Care (OOHC)** – foster carers offering short to long-term accommodation for young people with intensive needs.

**The HUB Casework Team** – provides one-on-one outreach support and advocacy to young people aged between 16 and 21 who are homeless or at risk of homelessness. Utilises GITS brokerage to provide young people access to psychological and wellness services, transportation costs for learn and earn programs in the community and general goods and services.

**Westlakes Early Intervention Activities Team** – an early intervention program providing a variety of supervised program and activities for young people aged between 9 and 18 in the western Lake Macquarie area.

**YouthDirect (formerly Youth Information and Referral Service)** – a drop-in and/or telephone service providing information, referrals and access to electronic communications to young people 12 to 25 and families.



I CAME TO HUNTER HEADSPACE THINKING THAT IT WOULD BE LIKE EVERY OTHER SERVICE I HAD EVER BEEN TO, AND THAT I WOULDN'T FIT IN OR GET THE HELP I NEEDED. THAT WAS ABOUT FIVE MONTHS AGO AND SINCE THEN I HAVE NOT ONLY OVERCOME MY ANXIETY, BUT FOR THE FIRST TIME IN MY LIFE I HAVE MADE SOME REAL FRIENDSHIPS WITH TEENAGERS WHO ARE JUST LIKE ME.

*Billy (aged 19)*

## Lower Hunter

**Adolescent Family Counsellor** – provides individual, group and family therapeutic counselling; case management and family mediation and restoration services to young people aged 11 to 21 in the Lower Hunter Area.

**'Back on Trac' Youth Accommodation and Outreach Service** – provides medium to long term accommodation to young people aged between 12 and 18, who are homeless or at risk of homelessness. Samaritans Youth Housing Options Maitland (SYHOM) provides accommodation for up to 11 young people aged between 16 and 21 through 3 separate accommodation options and outreach support for up to 12 months.

**Better Futures SPACE (Maitland)** – provides a range of programs and community services to students at school campuses according to needs identified by the school.

**Cessnock Youthlinx** – an early intervention program providing positive peer support, guidance and activities to young people aged between 11 and 16 and their families in the Cessnock area.



**Creative Futures** – an innovative program in the Cessnock area offering group work and individual support services to young people in grades 5 to 8 and their families.

**Hunter headspace** – a mental health initiative for young people offering both clinical support to youth and their families and early intervention activities.

**LEAF Reconnect** – provides support to young people aged between 12 and 18 who are homeless or at risk of homelessness and want assistance with family relationships.

**Maitland and Dungog Young Parents Support and Outreach Services** – engages young parents and their children by providing group activities, day program, support and referral to other services.

**Maitland and Dungog Youth Development Project (YDP)** – provides information, advocacy, training and professional development opportunities to local youth services.



**Port Stephens Early Intervention Program (PSEIP)** – providing support to young people aged between 12 and 18 who are homeless or at risk of homelessness and want assistance with family relationships and alternative accommodation options.

## Taree/Manning

**Open Door Youth Refuge** – crisis accommodation for up to three months, provided to young people who are homeless or at risk of homelessness.

**Taree/Forster Accommodation Brokerage** – provides emergency accommodation and case management to young families who are homeless, helping them find suitable and affordable housing.

**Taree Outreach/Pioneer Villas** – provides early and crisis interventions, mediation and family support to young people experiencing or at risk of homelessness.

PSEIP HAS RECORDED 33 YOUNG PEOPLE THIS YEAR THAT CAN BE DESCRIBED AS "LIVING ROUGH" WITH NO KNOWN BED FOR THE NIGHT. FOR SOME YOUNG PEOPLE THIS MEANS SLEEPING ON STOCKTON BEACH. OF THESE 33 YOUNG PEOPLE, RECORDS SHOW THAT 12 OF THEM HAVE SECURED ACCOMMODATION INDEPENDENT OF SAAP SUPPORT. THIS IS AN EXCELLENT RESULT FOR BOTH THE YOUNG PEOPLE AND FOR THE SERVICE.

*Glenda Betty, PSEIP*

I SPOKE TO A 22 YEAR OLD CLIENT ONE MORNING WHO DISCLOSED THAT ENDING HIS LIFE LAST NIGHT NEARLY BECAME A REALITY, BUT KNOWING THAT SAMARITANS MAY BE ABLE TO HELP HIM FURTHER, HE OPTED FOR SLEEPING ON A TRAIN FOR THE NIGHT UNTIL THE BRUNKER ROAD OFFICE WOULD BE OPEN SO HE COULD CONNECT WITH PEOPLE HE TRUSTED.

THROUGH THE WORK OF A GREAT TEAM, BY THE AFTERNOON, THE YOUNG MAN WAS ON HIS WAY TO CENTRELINK TO OBTAIN STATEMENTS HE NEEDED TO PUT HIS LIFE BACK IN THE RIGHT DIRECTION.

I AM VERY PROUD TO BE SURROUNDED BY SUCH A SUPPORTIVE TEAM, IT IS DAYS LIKE THESE MAKE ME FEEL VERY LUCKY TO BE ABLE TO BE A PART OF SO MANY PEOPLES LIVES IN SO MANY DIFFERENT WAYS.

*Shelly, Youthdirect Worker*

# Disability Services

## Central Coast

**Active Linking Initiative/Community Based Activities (ALI/CBA)** – provides community access, skills building and recreational activities for people living in licensed residential centres and supported accommodation.

**Central Coast Respite Services** – adjoining properties Jiliby and Killara provide respite accommodation and activities to people with a disability over the age of 18 for one week every four months.

**Enhanced Living Options (ELO) residential services** – group homes in Bateau Bay and Warnervale for people with a disability, supporting the development of living skills and providing advocacy and assistance.

**Leisure Links (NEW 09/10)** – a program for older people with a disability, living in the Hunter and Central Coast.

**Support Coordination for Parent Carers** – this service provides respite options and packages for older carers of people with a disability.

**Supported Independence Program (SIP)** – provides skills-building activities and support for people with a disability, promoting independence through activities that support and develop skills for daily living and community access.

## Newcastle/Lake Macquarie

**Adult Skills, Support, Education Services and Training (ASSET)** – day programmes providing support, education and training for school leavers with a disability in Mayfield and Bonnells Bay.

**Leisure Links (NEW 09/10)** – a program for older people with a disability, living in the Hunter and Central Coast.

**Enhanced Living Options (ELO) residential services** – group homes in Adamstown, Cooranbong, Gateshead, Mt Hutton, Warabrook and Thornton for people with a disability, supporting the development of living skills and providing advocacy and assistance.

**Newcastle Accommodation Outreach (NAO)** – provides support to people with a disability who are living in their own homes in Newcastle.

**Newcastle Community Living Support Unit (CLSU)** – provides support to people with a disability who are living in their own homes and one-on-one support to people living in Samaritans group homes in Newcastle.

**Supported Independence Program Hunter (SIP)** – provides skills-building activities and support for people with a disability, promoting independence through activities that support and develop skills for daily living and community access.

## Support Coordination for Parent Carers

– this service provides respite options and packages for people older carers of people with a disability.

## Hunter/Mid North Coast

**Adult Skills, Support, Education Services and Training (ASSET)** – day program providing support, education and training for school leavers with a disability in Maitland and Taree.

**Enhanced Living Options (ELO) residential services** – group homes in Cessnock, Muswellbrook, Singleton, Taree, Raymond Terrace and Salamander Bay for people with a disability, supporting the development of living skills and providing advocacy and assistance.

**Leaving Care** – one to one support to young people leaving the care of the Minister wishing to establish an independent life.

**Singleton and Muswellbrook Outreach** – provides support to people with a disability who are living in their own homes in Singleton and Muswellbrook.

**Raymond Terrace Outreach** – provides support to people with a disability who are living in their own homes in Raymond Terrace.

FOR THREE YEARS I HAVE BEEN RECEIVING SUPPORT FROM THE SAMARITANS SUPPORTED INDEPENDENCE PROGRAM. THEY PROVIDE ONE-ON-ONE ASSISTANCE WITH SKILLS BUILDING AND COMMUNITY ACCESS PROGRAMS AND I ALSO PARTICIPATE IN A MEN'S GROUP EACH FRIDAY WHICH ENABLES ME TO DEVELOP MY INDIVIDUAL SKILLS AS WELL AS A SOCIAL NETWORK THAT WOULD NOT BE POSSIBLE IF I WERE TO BE CONFINED TO MY HOME.

I HAVE ALWAYS LOVED ATTENDING THE OUTINGS OF A FRIDAY AS THEY HAVE ALLOWED ME TO REGAIN INVOLVEMENT IN SOME OF THE ACTIVITIES THAT WERE SO DEAR TO ME PRIOR TO MY ACCIDENT.

IF I WERE ABLE TO, THERE ARE ASPECTS OF MY LIFE THAT I WOULD DEARLY LOVE TO CHANGE, BUT I WOULD NOT WISH TO ALTER THE SUPPORT THAT I AM FORTUNATE TO BE RECEIVING FROM THE SAMARITANS FOUNDATION.

*Alvin, SIP*

## Children's and Family Services

**Brighter Futures** – an early intervention program targeting families with children 0 to 8 years and providing a range of co-ordinated interventions in the areas of parenting programs, childcare and sustainable home visiting support.

**Parents as Teachers (New 09/10)** – an early intervention program offering support to parents and their children aged 0 to 6 years through play groups and support groups.

**Family Day Care** – registered carers provide quality childcare in a family-based environment 7 days a week, 24 hours a day to children in Cessnock, Singleton and Dungog areas.

**In Home Care** – registered carers provide child care services to families in their own home.

**Samaritans Early Learning Centre (ELC), Newcastle** – provides high quality long day care for up to from birth to six years.

**Samaritans Early Learning Centre (ELC), Woodberry** – provides high quality pre-school education for children aged between 3 and 5 years.

**Supporting Children with Additional Needs (SCAN)** – provides children with additional needs to access pre-school, occasional care and vacation care services in the Hunter and Central Coast.

**Supporting Children with Additional Needs (SCAN) Mid North Coast (New 09/10)** – provides children with additional needs to access pre-school, occasional care and vacation care services.

WE WERE RECENTLY ABLE TO OFFER A CHILD CARE POSITION TO A LOVELY LADY AND HER GRANDDAUGHTER. THE GRANDMA HAD FULL CUSTODY OF HER GRANDDAUGHTER AFTER DOCS ANNOUNCED THAT THE CHILD'S MOTHER AND FATHER WERE NOT FIT TO TAKE CARE OF HER. THIS HAPPENED OVER A YEAR AGO AND GRANDMA JUST NEEDED A BREAK TO DO HER OWN THING ONE DAY A WEEK. SHE ALSO LOOKS AFTER HER DISABLED BROTHER AND CARES FOR HER VERY ELDERLY MOTHER. THE GRANDMOTHER WAS VERY GRATEFUL FOR THIS POSITION AND BROUGHT SOME FLOWERS TO THE CENTRE. SHE SAID, "THANK YOU FOR HELPING ME AND KEEPING ME SANE AS I JUST NEED A BREAK BEFORE I MELT DOWN." THE GIRL HAS NOW BEEN AT OUR CENTRE FOR 3 WEEKS AND HAVE BOTH SETTLED IN VERY WELL. THEY ARE A PLEASURE TO HAVE AT OUR CENTRE.

*Sam Kulupach Samaritans Early Learning Centre Woodberry*





FEELING ISOLATED AND STRUGGLING WITH FINANCIAL AND MENTAL HEALTH ISSUES, A MOTHER, MONICA, APPROACHED THE PARENTS AS TEACHERS TEAM. WORKERS SPENT TIME WITH MONICA AND LISTENED TO HER STORY AND HER IDEAS ABOUT THE FUTURE. MONICA TALKED ABOUT HER VISION OF HAVING A STABLE ENVIRONMENT FOR HER AND HER YOUNG CHILDREN, FOR DEPRESSION TO NOT HAVE SUCH A HOLD OVER HER LIFE AND TO MEET PEOPLE AND NOT FEEL SO ISOLATED. FROM THESE DISCUSSIONS, MONICA RETURNED THE NEXT WEEK TO PLAYGROUP AND TALKED ABOUT HOW SHE HAD MADE CONTACT WITH A DOCTOR AND WAS VISITING A PSYCHOLOGIST TO TALK ABOUT HER DEPRESSION. MONICA HAD ALSO BEEN IN TOUCH WITH OTHER SERVICES AND NOW WHEN MONICA VISITS PLAYGROUP SHE TELL US HOW SHE 'FEELS CONNECTED', LIKE A WEIGHT HAS BEEN LIFTED OFF HER SHOULDERS.

*Kim Gleeson, Parents as Teachers*

# Community Services

## Funded

**Cessnock Community Shed (with Two Bishops' Trust)** – a community garden providing opportunities for unemployed people to be mentored in a range of skill building activities and labour market training programs such as horticulture, furniture and small motors restoration.

**Coalfields Healthy Heartbeat (CHHB) Cessnock** – a programs aiming to reduce the incidence of heart disease by educating the community through Quit Smoking campaigns, healthy eating and physical activity programmes. This also includes a tobacco cessation project.

**Samaritans Information and Neighbourhood Centre (SINC Cessnock)** – a community centre offering information, support, emergency assistance and centre-based activities, with 15 visiting services using the centre on a regular basis.

**Commonwealth Financial Counselling Program (ER New 09/10)** – funding received to employ a financial counsellor and increased funding for families at risk of homelessness.



Cessnock Community Shed and Garden

**Kinship Care** – peer support groups and community forums for grandparents raising their grandchildren at Gorokan, Morisset, Cessnock, Fennel Bay, Charlestown and Mayfield. Parish coordinated groups operate at Raymond Terrace and Harrington.

**Tenant Participation Resource Scheme** – provides accommodation support for young people, women escaping domestic violence and families that become homeless.

**Tenancy Support Mid-North Coast (New 09/10)** – provides accommodation support for young people, women escaping domestic violence and families that become homeless in the Manning.

## Partially or completely funded by Samaritans

**Parish Community Ministry Advisor (1)** – identifying opportunities for parishes in the Newcastle Diocese to contribute to local community ministry initiatives.

**Community Development Worker (1)** – addressing issues of homelessness with residents of a caravan park on the Central Coast.



Emergency Relief Centre worker

**Disaster Recovery (7 teams)** – trained volunteers provide assistance in case of flood, fire or other disasters. Teams in Bateau Bay, Wyoming, Cessnock, Maitland, Nelson Bay, Newcastle, and Lake Macquarie.

**Emergency Relief (ER) Centres (11 centres)** – provide immediate emergency assistance to people in our community experiencing financial hardship. Assistance includes support with food, utility bills, pharmacy requirements, clothing and referral to other agencies. Services are provided at offices located in Adamstown, Cessnock, East Maitland, Gorokan, Mayfield, Morisset, Taree, Teralba, Toukley, Windale and Wyoming.

**Friendship House** – provides transitional accommodation, friendship and assimilation assistance for men exiting correctional facilities.

**Stibbard Close** – long-term accommodation for men who have previously been homeless.



Disaster Recovery Volunteers

## Chaplaincy

**Samaritans Chaplaincy** – provides chaplaincy services; care, support, spirituality and values exploration for staff, their families, and some clients. Develops links and relationships between Samaritans activities and projects and local congregations and parishioners to support partnerships and volunteering in Samaritans.

**Whitebridge School Chaplaincy** – provides chaplaincy services and support to members of the Whitebridge High School community.

**Home for Good Community Chaplaincy Project** – provides support to persons exiting correctional services by linking them with volunteer mentors in the community and their peers.

**Corrective Services Coordinator** – manages chaplaincy services and spiritual care for Corrective Services NSW.

**St Hellier's Muswellbrook** – provides chaplaincy services and spiritual care to inmates and staff.

**Cessnock Gaol** – provides chaplaincy services to inmates and staff.

**Juvenile Justice** – provides chaplaincy services to juvenile offenders and staff at Frank Baxter Detention Centre.

**John Hunter, Royal Newcastle and Rankin Park Hospitals** – provides chaplaincy support to patients and their families and staff members.

**Calvary Retirement Community and Northern Coalfields Community Care** – provides chaplaincy services to residents and staff.

## Recycling

**Recycling Stores (9)** – pre-loved clothing and bric-a-brac are provided to clients or sold at stores in Cardiff, Cessnock, Gosford, Hamilton South, Maitland, Mayfield, Nelson Bay, New Lambton and Wallsend.

## Business

**Monet's (New 09/10)** – A cafe restaurant offering individual support programs for people with a primary diagnosed mental condition that require supported employment and training.

**Samaritans Lawn and Garden Care (New 09/10)** – provides one-off and routine lawn maintenance and cleaning services to businesses while supporting employment and vocational training for people with a mental disability in the Hunter.



Monet's Restaurant staff member



Samaritans Lawn and Garden Care



Samaritans Retail Stores Volunteer

# Celebrating 25 Years

*People helping people in need*

From modest beginnings and big dreams, the Samaritans Foundation has become one of Australia's largest regional welfare agencies – working with the people of our region, for the people of our region.

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For 25 years, when people of the Hunter have been in need, Samaritans has been there. The original vision of Samaritans was that it was to be parish based and people centred. The Rev'd Stephen Williams was the man charged with finding a way to make that vision a reality.

The Rev'd Stephen Williams, Samaritans Director 1984-1985, said, "We were very determined to make it happen and we were blessed to have very dedicated people behind the project. It was a big job because a lot of people needed help. But I could not have imagined we'd be where we are in 2009."

In 1986 the Rev'd Dr Barbara Howard became the second Director of Samaritans and the next two years were devoted to fundraising efforts which saw an increase in several new programs.

As Samaritans reputation was growing throughout the years, so too was the support of the community. But with that came extra demands. Emergency Relief had become a vital service to the community with 1,200 requests for assistance, 145 Christmas hampers and 294 Christmas gifts distributed in 1988.

Today Samaritans provides more than 100 services helping an estimated 60,000 people every year and has a significant presence across the Hunter, Manning and Central Coast. Samaritans has over 500 paid employees 600 volunteers.

Samaritans is not about statistics – it is about people helping people in need. Samaritans continues to work towards the vision of communities where there is love and peace, justice, reconciliation and dignity for all people and where each individual has the opportunity to contribute and participate fully in community life.

## A brief history



**1984**

Samaritans is set up with Director, the Rev'd Stephen Williams on October 14.



**1986**

The Rev'd Dr Barbara Howard becomes Director and oversees growth.



**1989**

Newcastle earthquake devastates the city and Samaritans work increases.



**1991**

Cec Shevels joins the agency and youth and disability services grow.



**2002**

The inaugural Christmas Lunch in the Park is held.



**2007**

Samaritans plays a vital role in disaster recovery to the Storms and Floods that devastate Newcastle.



**2009**

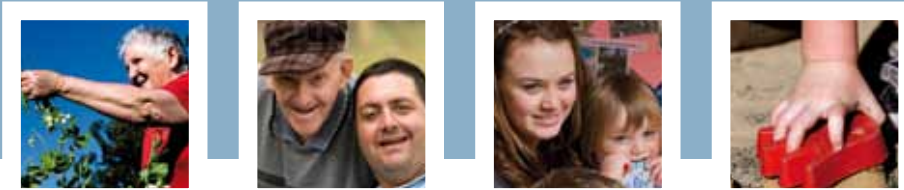
Celebrating 25 Years!



TO CELEBRATE SAMARITANS 25TH ANNIVERSARY A NUMBER OF ACTIVITIES TOOK PLACE. PARISH CELEBRATIONS WERE HELD, INVITING PEOPLE TO SHARE THEIR STORIES OF COMMUNITY MISSION AND MINISTRY. THE EVENT CELEBRATED WHAT HAS BEEN AS WELL AS THE FUTURE SHARED MINISTRIES TO BUILD INCLUSIVE, JUST AND COMPASSIONATE COMMUNITIES.

STAFF MEMBERS WERE TREATED TO A TRAVELLING CONFERENCE IN 2009 THAT AIMED TO UNPACK THE COMMUNITY DEVELOPMENT PRINCIPLES AS WELL AS CELEBRATE SAMARITANS STRENGTHS AND FUTURE.

A COMMUNITY PICNIC WAS ALSO HELD IN OCTOBER, AN OPPORTUNITY FOR SAMARITANS CLIENTS, STAFF, FAMILY AND FRIENDS TO GATHER AND CELEBRATE THE GROWTH OF THE AGENCY. HUNDREDS OF PEOPLE ENJOYED A DAY OF FUN WITH ENTERTAINMENT, OLD FASHIONED PICNIC GAMES AND A CELEBRATION OF OUR VOLUNTEERS.



# Samaritans

*Compassion Integrity Justice*

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Information in this report relates to the financial year ending 30 June 2010 and the activities of  
Samaritans Foundation – Diocese of Newcastle (ABN 38 574 464 524)  
Samaritans Enhanced Living Options Central Coast Pty Limited (ACN 098 658 836)  
Samaritans Enhanced Living Options Hunter Mid North Coast Pty Limited (ACN 098 658 792)  
Samaritans Community Services Hunter Mid North Coast Pty Limited (ACN 098 658 818)  
Samaritans Enhanced Living Options Newcastle/Lake Macquarie Pty Limited (ACN 131 340 111)

Samaritans is committed to sustainability  
The paper used is PEFC certified and has the below credentials

