



Samaritans

Compassion Integrity Justice

Together

Annual Report 2017-2018



Samaritans Prayer

Together we pray

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.

Compassion | Integrity | Justice



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We work together across the regions of

Newcastle, the Hunter, Central Coast, Mid-North Coast and Central Western regions of NSW. Over 100 services support children, youth, people living with a disability or with mental health concerns, parents, families and those who are homeless throughout these communities. Samaritans encourages people to have a voice and be offered choice as we recognise all people are valued members of their community. Samaritans also engages in advocacy to promote justice, reconciliation, peace and dignity for all in our community, no matter what their circumstance.



Samaritans acknowledges the Traditional Custodians of the lands on which we work; the Awabakal, Biripi, Darkinjung, Dunghutti, Gumbaynggirr, Kamilaroi, Wanaruah, Worimi and Wiradjuri nations. We pay our respects to the Elders past, present and future for they hold the memories, the traditionals, the culture and hopes of Aboriginal Australia.



Together we deliver our work with values of **Compassion | Integrity | Justice**

These core values set us apart to help the vulnerable and disadvantaged in our community.

Our mission

We seek to provide unconditional support to people in their needs and to promote just social and economic policies.

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.





A message from our CEO

It was my privilege to be Samaritans Acting CEO during this reporting period. The theme of our new three-year Strategic Plan is 'For All People'. It sets an exciting agenda for us to collectively make a difference to the community we serve.

What strikes me when I reflect on our annual report is the power of collaboration.

The achievements over the past year have all been made possible by working together. Together with our staff, supporters, funding bodies, parishes, and more importantly the communities we serve.

Our report focuses on what we have achieved together. It is hard to nominate a single example so I encourage you to read these pages.

I am excited about what lies ahead for Samaritans and I look forward to working with our supporters, staff, volunteers, board, community partners, and the Anglican Diocese of Newcastle to deliver our vision.

Thank you for your support.

Brad Webb

(pictured on left)

A message from our Chair



Across 117 different services, supporting 37,144 people during the year - it's impressive what people can achieve when they **come together** through the work of Samaritans.

Our staff, partners, supporters and the people we support work together to achieve individual and collective goals.

I have the privilege to Chair the Board and see the achievements of the organisation as well as the outcomes Samaritans delivers for the people we support.

This year we witnessed services like the Premier's Youth Initiative begin and heard about the way 60 young people can thrive when they receive support through this program.

We saw the joy that 250 volunteers bring to members of the community who they connect with on Christmas Day as they provide Christmas Lunch.

We endorsed the opportunity to open another Samaritans shop in Boolaroo, to ensure all in our community have access to affordable goods and a place to connect.

The stories on these pages, like those of Natalia and Chontelle, are only possible because together we work to provide unconditional support for those in need.

This year we welcomed new board members Robert Buck, Jill Hall and Michael Leach and were guided by Brad Webb as our Acting CEO.

It's clear that Samaritans has grown significantly over 34 years. This year we have encouraged continued growth under the direction of our new three-year Strategic Plan. We have also committed to important projects strengthening Samaritans governance, technology and processes to ensure our future growth and success.

We continue to navigate significant sector change but Samaritans remains true to its vision of being a voice and providing for all those who are vulnerable. In 2018, the diversity of our service portfolio highlights this commitment but it is what links us together, the real care and compassion for anyone in need, that is at the heart of our organisation.

Jennifer Cappellacci

Board and governance

Board members active in the 2017/18 financial year:

Ms Jennifer Cappellacci

The Reverend Ruth Brand (To Aug 2017)

Mr Robert Buck (Appointed Sept 2017)

Mrs Wendy Cross

Professor Brian English

Ms Amanda Evans (To Jan 2018)

Mother Moira Evers (Nov 2017 – Feb 2018)

Ms Jill Hall (Appointed May 2018)

Professor John Hamilton

The Reverend Christopher Jackson (To Aug 2017)

Mr John Kilpatrick

Mr Michael Leach (Appointed May 2018)

Ms Virginia Newell



Our staff and volunteers

"What pulled me to Samaritans over other organisations was its mission, vision and values. They aligned with me personally and with how I wanted to view the world."

Tammie, Samaritans Staff Member



"To be invited to work with families and see results and change for them when they've been at their lowest point is so rewarding. Every day we see families becoming more connected as they progress through Samaritans program. The child's wellbeing and safety improves, and family relationships transform."

Jackson, Samaritans Staff Member



"Samaritans volunteers and staff have always been so supportive and have provided a great environment to work in. The confidence instilled in me during my time at the retail stores encouraged me to put myself forward for new challenges."

Gabi, Samaritans Retail Store Volunteer



Highlights of our year

Premier's Youth Initiative Launched

July 2017 Samaritans began delivering a pilot program that supports young people leaving the care of the Minister. The aim of the program is to assist young people leaving care to transition to an independent adulthood.

Freedom House Opening

July 2017 Funding was received from Corrective Services NSW to expand Samaritans post prison support services to include two properties in Waratah and Wyong. The properties provide 12 weeks accommodation and 12 weeks outreach and aftercare.

Boolaroo Retail Shop Opening

August 2017 Samaritans opened a retail shop in Boolaroo. The new shop was officially opened by Mayor Kay Fraser on behalf of Lake Macquarie City Council, who was joined by staff, volunteers and community members to celebrate the occasion.

Anglicare Awards: Mid North Coast Early Childhood Early Intervention

October 2017 Samaritans Early Childhood Early Intervention Program was awarded Highly Commended for Excellence at the National Anglicare Awards.

Newcastle Early Learning Centre 20th Anniversary

November 2017 Samaritans Early Learning Centre celebrated its 20th Anniversary of providing childcare on the Darby Street site to local families. Children, families, community partners and dignitaries gathered to mark the occasion with a Teddy Bear's Picnic.

Staff Celebration

November 2017 Staff came together to collaborate on the development of the strategic plan and to recognise and celebrate achievements of the year.

Strategic Plan Launched

March 2018 Samaritans launched a three-year Strategic Plan based on five pillars of strategic intent that will guide our objectives and initiatives.

Family Finding Bootcamp

March 2018 Samaritans hosted the world-leader of the Family Finding model, Kevin Campbell, to upskill local agencies and practitioners to locate and engage relatives of children who are living in foster care.

Youth Week Event - Hamilton South

April 2018 Free food, competitions and workshops were among the activities on offer at the Hamilton South Community Hall as Samaritans celebrated Youth Week.

Sea of Hands

May 2018 Samaritans joined with community partners in the grounds of Christ Church Cathedral to plant a Sea of Hands in recognition of Reconciliation Week.



Together we
supported
37,144 people

This was achieved through the efforts of:

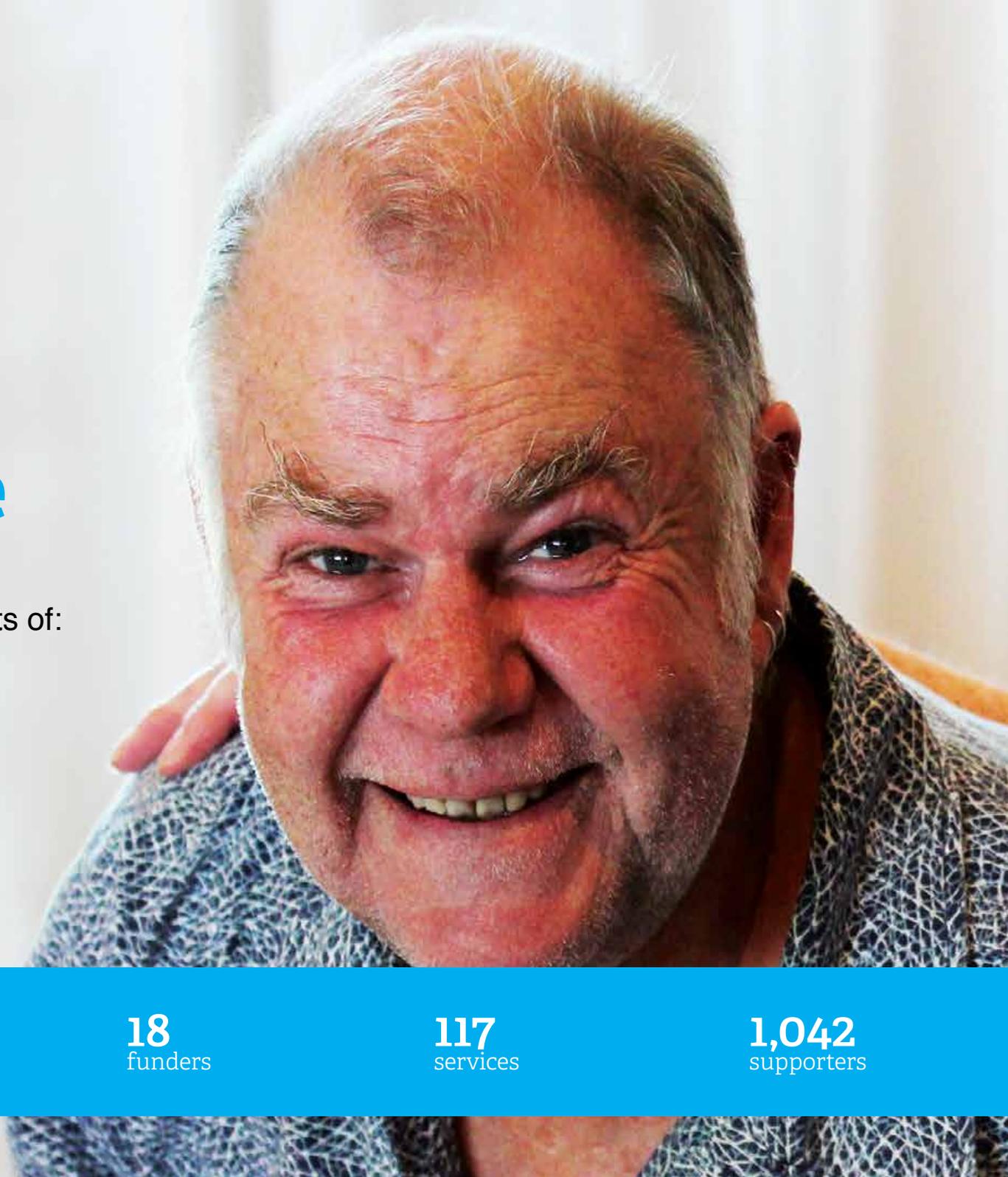
816
staff members

422
volunteers

18
funders

117
services

1,042
supporters





Together we delivered outcomes for the people we support

Disability

967
people assisted
through our services

Youth¹

2,041
people assisted
through our services

Emergency Relief²

13,012
people assisted
through our services

Children , Families & Early Learning³

3,297
people assisted
through our services

Post Release Support

244
people assisted
through our services

Gambling and Financial Counselling

501
people assisted
through our services

Other Services⁵

12,878
people assisted
through our services

Homelessness⁴

2,788
people assisted
through our services

Mental Health

1,416
people assisted
through our services

¹Excludes youth accommodation and mental health ²Includes Christmas support
³Excludes NDIS services ⁴Includes youth accommodation ⁵Includes Cessnock
Neighbourhood Centre, Coalfields Healthy Heartbeat, Tenancy Resource and
Grandparents as Parents.

Together we support families

A new start for Natasha and her family

In an unhealthy relationship for many years, Natasha describes her marriage as a place filled with darkness.

“His drinking and behaviour kept getting worse. One night as I was cooking dinner he started yelling at me. It was rare for it to happen in front of our two kids.”

Natasha describes the look on her daughter’s face as the reason she made the decision to leave that night. Natasha’s family lived out of state and she didn’t know where to go, so she called Samaritans.

“They helped me with finding a home. They connected me to a support group full of amazing women in similar situations. They also provided counselling for my daughter.”

What I like about Samaritans is that it’s a team. I don’t have to tell my story ten times. They all know our story and they work together. It makes a huge difference.”

Hope for Megan and her two children

Megan is a mum of two children who have both been supported by Samaritans in Taree with early intervention disability services.

“I have two wonderful children who have been supported by Samaritans for the last twelve months. They have been able to access a range of programs including speech pathology, occupational therapy, core supports, music and art therapy. They love Samaritans and it’s made such a difference to our lives.

“Samaritans has given me hope,” Megan said.



172

children supported through the Permanency Support Program

260

children in Samaritans Early Learning Centres

11,512

people provided with Emergency Relief assistance



“They helped me with finding a home. They connected me to a support group full of amazing women in similar situations. They also provided counselling for my daughter.”

Strengthening communities together

Christmas at Samaritans

1,500 plates of food. A truck full of presents. 250 volunteers. Not your average Christmas Day lunch!

The annual lunch is free and ensures that people in the community who may feel isolated or are experiencing hardship can enjoy Christmas Day.

The 2017 lunches in Newcastle and Central Coast saw over 1,500 people in attendance, with an additional 250 volunteers involved on the day to make it a memorable occasion for everyone.

Samaritans Christmas Lunch events are an opportunity to celebrate inclusion, bringing people together and sharing community and festive spirit. No one should be alone or unable to celebrate on Christmas Day

The event is made possible through the generosity of the local community and businesses.

Creating safe spaces for young people

Samaritans is the lead agency for the Maitland youth mental health service headspace. Each headspace centre has a Youth Reference Group (YRG) to promote the centre and advise on programming. One Maitland YRG member, Theo, is a vocal supporter of the need for safe spaces for the LGBTIQI community.

“A safe space for me is somewhere that can bring a sense of calm to people dealing with sensitive or personal issues as well as support and comfort. I think being around people similar to you brings a sense of home and community; it makes you feel loved and accepted as well as that security in knowing you’re not going through anything alone.

“I never really engaged with the safe spaces around me until about a year and a half ago when I came to headspace Maitland. I think I was a bit too proud; when I needed help I never tried to find it because I thought I could brave it on my own.

“Now when I go to the meetings at headspace I feel supported and loved and like I don’t have to have a mask on for anybody.”



232

young people and parents/carers supported through Adolescent and Family Counselling

498

fathers participated in Samaritans Engaging Fathers' groups

2,000

people provided with tenancy support



“**1,500 plates** of food. A truck full of presents. **250 volunteers.** Not your average Christmas Day lunch!”

Together we empower individuals

Natalia's Story

Natalia is a 17-year-old, completing her HSC at St Paul's Booragul where she is a House Captain for the school.

"When I was seven years old, I was placed with a foster carer because it wasn't safe to live at home anymore. My mum has always struggled with drug and alcohol addiction and I spent much of my childhood in and out of family refuges".

When Natalia was thirteen, she wasn't able to live with her foster carer anymore and spent her early teenage years couch surfing with friends.

With the support of friends, Natalia found a placement at Samaritans youth refuge in Maitland where she was able to be linked up with funding, a case worker and a circle of support.

"I was very fortunate that Samaritans was able to find me a permanent place to stay at the Student Accommodation service in Wickham," Natalia said.

Natalia is one of the young people deemed at risk of homelessness who lives in Samaritans Student Accommodation at Wickham.

"I was so excited that I would have a place for myself, and that I wouldn't have to worry about where I might be sleeping at night, or if I would be safe. Because of Samaritans, I have a home."

Chontelle's Story

Chontelle has been supported by Samaritans Post Release services for eight years, following her release from prison. She was struggling with finding somewhere to live as well as all the other things that go with starting your life from scratch.

"I was in and out of jail, using drugs; we just wandered the streets in despair when we were homeless, and that went on for about five years. It's not an easy life.

"Your heart aches when you don't have a family. When you walk past a house being homeless you can smell the home cooked meals, but you know you have to go to a shelter to eat," Chontelle said.

"When you can't stand on your own two feet, you need support. Helen (from Samaritans) never gave up on us, she never closed the door. Samaritans has helped us out so many times, given us so much support and even love - Samaritans was a big part of changing my life."

We've come a long way and we're really happy where we are. I've been clean for two years and I'm getting my life back.

"I've got my son, we've got a home. My partner has just got a job. God's been amazing. I've started going to Church and everything we've got now we really appreciate because we'd been homeless for so long."



1,087

young people in Newcastle and the Hunter provided with accommodation support

1,184

young people received mental health support from headspace

190

people supported through Recovery Point after leaving prison



“I was so excited that I would have a place for myself, and that I wouldn’t have to worry about where I might be sleeping at night, or if I would be safe. **Because of Samaritans, I have a home.**”

Natalia

Photo courtesy of: Simone De Peak, Newcastle Herald

Our finances

Total revenue for 2018 is recorded as \$68mil. Total revenue increased by \$2.9mil or 4.5% from 2017. Revenue increased in Community Services funded programs including Premier's Youth Initiative, Permanency Support Program (Out of Home Care) and Intensive Family Support.

The reportable surplus for 2018 is \$1.45mil, with net assets increasing by \$1.45mil.

A copy of the full audited financials is available on request.

Grant Funding Received 2017/2018

	Amount
Federal Government grants	
Department of Health	1,548,791
Headspace National Youth Mental Health Foundation Ltd	903,503
Total	2,452,294
NSW State Government grants	
Carers NSW	29,041
Corrective Services NSW	1,076,640
Department of Education	222,179
Department of Education and Communities	2,170,978
Department of Education and Training	1,378,045
Department of Family and Community Services - Aging, Disability and Home Care	1,907,767
Department of Family and Community Services - Community Services	21,665,184
Dept of Premier & Cabinet	11,000
Hunter New England Health	322,198
NSW Ministry of Health	344,035
NSW Trade and Investment	241,090
Total	29,368,157
Other grants	
Benevolent Society	181,250
Brotherhood of St Laurence	200,149
Maitland City Council	6,500
Newcastle City Council	909
The Smith Family	59,000
Total	447,808
Grand total	32,268,259

Balance Sheet 2017/2018

	2018	2017
Current assets		
Cash and cash equivalents	11,766,321	11,448,732
Trade and other receivables	3,581,025	1,783,976
Inventories	1,031	1,031
Held to maturity investments	14,415,809	14,015,556
Available for sale financial assets	-	0
Non-current asset held for sale	-	0
<i>Total current assets</i>	<i>29,764,186</i>	<i>27,249,295</i>
Non-current assets		
Available for sale financial assets	3,586,973	3,833,839
Property, plant and equipment	12,523,605	12,948,744
<i>Total non-current assets</i>	<i>16,110,578</i>	<i>16,782,583</i>
Total assets	45,874,764	44,031,878
Current liabilities		
Trade and other payables	7,601,214	7,650,049
Borrowings	100,000	120,000
Provisions	3,951,767	3,601,575
<i>Total current liabilities</i>	<i>11,652,981</i>	<i>11,371,624</i>
Non-current liabilities		
Provisions	1,461,751	1,353,493
<i>Total non-current liabilities</i>	<i>1,461,751</i>	<i>1,353,493</i>
Total liabilities	13,114,732	12,725,117
Net assets	32,760,032	31,306,761
Equity		
Reserves	10,453,413	8,862,343
Retained profits	22,306,619	22,444,418
Total equity	32,760,032	31,306,761

Consolidated Revenue Statement

	2018	2017
Revenue	67,970,909	65,056,589
Less: Expenses	-66,449,110	-62,222,237
Surplus/(Deficit) for the year	1,521,799	2,834,352
Other Comprehensive Income	-68,528	132,877
Total comprehensive income for the year	1,453,271	2,967,229

Service listing A-Z

Adolescent Family Counsellor

HUNTER

Provides individual, group and family therapeutic counselling, case management and family mediation and restoration services to young people aged 11 to 21.

Brighter Futures

NEWCASTLE

An early intervention program targeting families, who are at risk of entering the child protection system, with children aged 0 to 8. A range of coordinated interventions are provided in the areas of parenting programs, childcare and sustainable home visiting support.

Children and Parenting Support (CAPS)

CENTRAL WEST, NEWCASTLE

Works with young parents and their children by providing group activities, day programs as well as support and referral to other services.

The Circle

CENTRAL COAST

Works alongside established community activities to provide support and additional services for children aged 0 to 12 and their families.

Clinical Services Unit (CSU)

NEWCASTLE, CENTRAL COAST, MID NORTH COAST, CENTRAL WEST

Provides clinical advice and tailored support to Samaritans services as well as individuals, families and other partnering agencies.

Coalfields Healthy Heartbeat (CHHB)

HUNTER

A program aiming to reduce the incidence of heart disease by educating the community through quit smoking campaigns, healthy eating and physical activity programs.

Commonwealth Financial Counselling Program

NEWCASTLE, HUNTER

Financial counselling supports people facing financial difficulties by providing a free confidential and independent service.

Community Youth Development Project (CYDP)

NEWCASTLE, HUNTER

Provides information, advocacy, training and professional development opportunities to local youth services.

Creative Times

NEWCASTLE

An early intervention and prevention program, which works alongside families to strengthen connections.

Disability Services (NDIS)

NEWCASTLE, CENTRAL COAST, HUNTER, MID NORTH COAST

Provides quality personalised disability support to local NDIS participants including:

Accommodation and Respite

Supported Independent Living Accommodation and respite care provided in a tailored environment.

Personal and Home Care

Staff provide flexible care within the home of the people we are supporting.

Independent Living Skills

Skill development support provided in the home and community.

Social and Recreational Activities

Tailored group and individual activities provided throughout the local community.

Mental Health

Support skills development, social inclusion, work readiness and assistive technology programs.

Behaviour Support

Specialist assessment and support for communication, living skills and behaviour.

Child and Family Support

Early intervention and therapy supports for children and young people with a disability and their families.

Disaster Recovery (6 teams)

NEWCASTLE, HUNTER, CENTRAL COAST

Trained volunteers provide assistance in case of flood, fire or other disasters.

Drumbeat

NEWCASTLE, CENTRAL COAST

A program delivered through schools to promote social and emotional development through music and rhythm.

Early Intervention and Activities (EIA)

NEWCASTLE, CENTRAL COAST

Provides case planning, parenting assistance and skills development to families with children aged 0 to 17.

Service listing A-Z continued

Early Childhood Early Intervention

MID NORTH COAST

Offers NDIS support to children aged 0 to 12 and their families, as well as NDIS planning process for children aged 0 to 7.

Emergency Relief Centres (9 centres)

NEWCASTLE, CENTRAL COAST, HUNTER, MID NORTH COAST

Provides 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.

Family Day Care (service closed 30 June 2018)

HUNTER

Registered educators provide flexible quality child care in a family-based environment.

Financial Counselling for People Affected by Problem Gambling

MID NORTH COAST, HUNTER

Works with people experiencing financial pressure due to problem gambling to develop a workable budget and strategies for managing debts.

Friendship House and Transitional Supported Accommodation

NEWCASTLE

Provides transitional accommodation, friendship and assimilation assistance for men exiting correctional facilities.

Gambling Counselling

MID NORTH COAST, HUNTER

Part of the NSW 'gamblingHELP' initiative, Samaritans gambling counselling offers therapeutic counselling and referral to those affected by gambling. This support can extend to personal, relationship, grief and trauma counselling.

Getting it Together Scheme

NEWCASTLE, HUNTER

Brokerage for young people and their families who have a history of alcohol and/or drug use.

Great Lakes Manning Homeless Support Service

MID NORTH COAST

Offers help to women, men and children facing homelessness.

headspace Maitland

HUNTER

A mental health initiative for young people 12 to 25 offering both clinical support to youth and their families and early intervention activities.

Home Instruction Program for Preschool Youngsters (HIPPY)

MID NORTH COAST

Works with children and their families/carers in Kempsey to recognise and support the needs of their children to achieve better learning outcomes.

Home for Good

NEWCASTLE

A program supporting the re-entry of people into the community after leaving prison. This program incorporates Friendship House and Community Chaplaincy.

In Home Care

NEWCASTLE, HUNTER

Registered Educators provide in home care services to families in the child's own home. Flexible options available.

Intensive Family Support (IFS)

CENTRAL COAST

Works alongside families intensively for a minimum of 12 weeks to reduce the risk of children entering the Permanency Support Program (foster care). Referrals only received from the Department of Family and Community Services.

Kempsey Community Hub

MID NORTH COAST

Offers assistance to women and children facing homelessness.

Kinship Care

NEWCASTLE, CENTRAL COAST, HUNTER

Parish-coordinated/hosted peer support groups and community forums for grandparents raising their grandchildren, and relative carers.

Margaret Stibbard Close

NEWCASTLE

Long-term accommodation for men who have previously been homeless.

One Point Project (ended July 2017)

NEWCASTLE

Promotes community participation through organised events and activities in Hamilton South.

Service listing A-Z continued

Out of Home Care Residential

CENTRAL COAST, MID NORTH COAST,

Provides holistic therapeutic support and case management to children and young people who are in the care of the minister, living in a residential setting.

Permanency Support Program

NEWCASTLE, CENTRAL WEST

Offers short and long-term foster care to young people who are not able to live at home.

Premier's Youth Initiative

NEWCASTLE, CENTRAL COAST

Aims to make a difference in the lives of young people as they leave out of home care and transition to independence.

Reconnect

NEWCASTLE, HUNTER

Provides counselling, group work, mediation and practical support to young people, who are at risk of homelessness, and their family to break the cycle of homelessness.

The Recovery Point

NEWCASTLE

Provides practical assistance and support to people who are leaving prison and/or drug rehabilitation centres to reengage with the community.

Samaritans Shops

NEWCASTLE

Pre-loved clothing and bric-a-brac are provided to Samaritans customers and sold at stores in Mayfield, Wallsend, Hamilton and Boolaroo (opened August 2017).

Samaritans Early Learning Centre (ELC)

NEWCASTLE, HUNTER

Two centres in Newcastle and Woodberry provide high quality long day care from birth to six years.

Samaritans Student Accommodation

NEWCASTLE

A foyer-like service model based in Wickham offers integrated support and accommodation for young people who are homeless or at risk of homelessness and wanting to continue their studies.

Samaritans Youth Accommodation

NEWCASTLE, HUNTER

Provides short-term accommodation for young people in crisis, medium-term accommodation options and outreach.

Specialist Homelessness Services

NEWCASTLE

Provides case management, support, referral and short to medium term accommodation for young people in crisis.

Supported Employment

NEWCASTLE, HUNTER

Offers supported employment in cleaning for people with a disability to gain practical experience.

Tenancy Resource Services

NEWCASTLE, HUNTER, CENTRAL COAST

Provides support and advocacy for tenants who are in social housing.

Women's Refuges

MID NORTH COAST

Two refuges in Kempsey and Taree provide crisis accommodation and outreach to women and their children.

Chaplaincy Services

Samaritans Chaplain

Corrective Services Coordinator

Chaplain, Cessnock Correctional Centre

Chaplain, Frank Baxter Juvenile Justice Centre

Chaplain, John Hunter Hospital Chaplaincy

Principal Police Chaplain, NSW Police



Thank you

We thank everyone who has donated or volunteered their time and resources to Samaritans. Samaritans could not achieve what we do without the support of our volunteers and donors.

We also acknowledge our funding partners:

Commonwealth Government

Department of Education

Department of Health

Department of Social Services

State Government

Corrective Services NSW

Department of Family and Community Services - Aging, Disability and Home Care

Department of Family and Community Services - Community Services

Department of Premier and Cabinet

NSW Department of Education

NSW Department of Industry

NSW Health

Other

Carers NSW

Benevolent Society

Brotherhood of St Laurence

headspace

Hunter New England Local Area Health Network

Maitland City Council

Newcastle City Council

The Smith Family



Samaritans

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Samaritans Foundation – Diocese of Newcastle (ABN 38 574 464 524)

Samaritans Community Services Hunter Mid North Coast Pty Limited (ABN 30 098 658 818)

Samaritans Enhanced Living Options Central Coast Pty Limited (ABN 34 098 658 836)

Samaritans Enhanced Living Options Hunter Mid North Coast Pty Limited (ABN 23 098 658 792)

Samaritans Enhanced Living Options Newcastle/Lake Macquarie Pty Limited (ABN 41 131 340 111)

Samaritans Housing (ABN 70 614 051 641)

