



Samaritans

Compassion Integrity Justice

BELONGING

ANNUAL REPORT 2018-2019



Samaritans Foundation
The social welfare arm of the Anglican Church
in the Hunter, Manning and Central Coast.

SAMARITANS PRAYER



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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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 traditions, the culture and hopes of Aboriginal Australia.

Cover photo: Attendees and volunteers celebrate Samaritans Christmas Lunch in the Park, an event that encourages a true sense of belonging in our community.

A MESSAGE

FROM OUR CEO

“MY ROLE GIVES ME THE OPPORTUNITY TO VISIT OUR SERVICES, TO SPEAK WITH THE PEOPLE WE SUPPORT, AND TO SEE WHAT BELONGING REALLY MEANS.”

Samaritans seeks to always ensure basic human need is provided with dignity and respect. Our services provide safety, food, clothing, shelter and care in times of crisis. It is the more intangible supports that we provide that really make a difference to people's lives – connection, respect and a sense of belonging.

This year's annual report celebrates belonging. But what does it mean to belong?

The Cambridge dictionary provides two definitions: to be in the right place or a suitable place, and to feel happy and comfortable in a situation.

In this report you will hear from Sally, Kristy, Alex, Dorothy and Christine about how Samaritans has provided them with a sense of belonging. Dorothy sums up the experience of many when she says, "the friendship and the caring is there, and we all support each other".

We couldn't do this without the passion of our staff and volunteers, who bring the values of compassion, integrity, and justice to Samaritans every day. The words of our staff member Karen ring true for me, "it's about the relationships".

An important aspect of the work we do is advocating for social change, and one of the most significant of these is true reconciliation with Aboriginal and Torres Strait Islander people. I am extremely proud that we have started our journey towards reconciliation with the launch of our Reconciliation Action Plan in December 2018. We will not achieve belonging until we achieve reconciliation.

My role gives me the opportunity to visit our services, to speak with the people we support, and to see what belonging really means. I hope that when you read the pages of this report, you will get a sense of the valuable work of Samaritans.

These powerful outcomes are delivered by our teams who work hard to support people with a disability, families, young people, children and those who experience homelessness, domestic violence, ill mental health and financial hardship.

I am humbled by the work of our staff and our volunteers and have had the privilege to lead Samaritans across the last year. The stories and outcomes reflected on these pages celebrate this work and remind us all that we can create community, voice and belonging for all.



A MESSAGE

FROM OUR CHAIR

Our people are key to Samaritans. The people we support, our staff, volunteers and supporters. It is with deep respect and admiration that I hear the stories of these people at our board meetings and through my interactions at Samaritans each year.



The Board regularly see our staff and volunteers delivering quality care to people we support to ensure strong outcomes, underpinned by a desire to connect people to their own sense of belonging.

The stories on these pages further illustrate this commitment to foster belonging – people like Christine, giving a home and connection to young people in our Permanency Support Program and Ben, who is working in our Cleaning Service and achieved his Training Certificate.

2018-19 has been an important year at Samaritans with continued growth in our service portfolio. Samaritans commenced the Rural Young Minds Program, a youth complex mental health service commissioned by The Hunter New England Central Coast Primary Health Network. The program aims to meet the needs of young people with, or at risk of, severe mental illness and is delivered in Muswellbrook, Upper Hunter and Liverpool Plains LGAs.

ARAFMI Hunter merged with Samaritans under an auspicing arrangement. ARAFMI continues to provide support for families and carers of people with a mental illness through counselling, workshops and support groups.

Throughout the year, Samaritans deepened its connection with the Anglican Diocese of Newcastle. Our 'Sea of Hands' reconciliation installations were visible across church and school grounds and our Chaplain began a Youth for Justice group aimed at engaging young people throughout the Diocese in social justice issues.

Samaritans 116 services supported 32,977 people. That is over 30,000 people in our region who were assisted with compassion and integrity. These experiences and voices must continue to be heard as we advocate for more just systems and processes. 2019 saw the commencement of Samaritans work to embark on our consumer engagement strategy to further enable this voice.

The Board continues to endorse the important work strengthening Samaritans governance, technology and processes to ensure our future growth, as we navigate much sector change.

On behalf of the Board, I give thanks to those who are a part of Samaritans important work – our supporters, our staff and volunteers, and our partners and funders. Samaritans impact in our community this year is only possible with your support.

“THE STORIES ON THESE PAGES FURTHER ILLUSTRATE THIS COMMITMENT TO FOSTER BELONGING.”

BOARD AND GOVERNANCE

Mrs Jenny Cappellacci

Fr Rod Bower
(resigned 31/03/19)

Mr Robert Buck

Mrs Wendy Cross

Prof Brian English
(retired 16/10/18)

Ms Jill Hall

Prof John Hamilton

Mr Peter Kibble
(appointed 11/09/18)

Mr John Kilpatrick
(retired 16/10/18)

Mr Michael Leach

Ms Virginia Newell

Prof Graham Vimpani

Unless otherwise stated, Board Members were on the board for the full financial year to 30 June 2019.

WHO WE ARE

“

SAMARITANS DELIVERS OUR WORK WITH THE CORE VALUES OF COMPASSION, INTEGRITY, JUSTICE. THESE VALUES SET US APART TO HELP THE VULNERABLE AND DISADVANTAGED IN OUR COMMUNITY TO FIND A SENSE OF BELONGING.

We work in the regions of Newcastle, the Hunter, Central Coast, Mid-North Coast and Central Western regions of NSW. 116 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.



COMPASSION



INTEGRITY



JUSTICE

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 mission

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

OUR PEOPLE



I'M SO LUCKY TO WORK FOR SAMARITANS BECAUSE I GET TO LIVE MY PASSION, AND MY PASSION IS THAT I BELIEVE THAT WE ARE ALL HERE FOR SERVING...IT'S NOT ABOUT THE FINANCES, IT'S ABOUT THE RELATIONSHIPS.

KAREN, SAMARITANS STAFF MEMBER



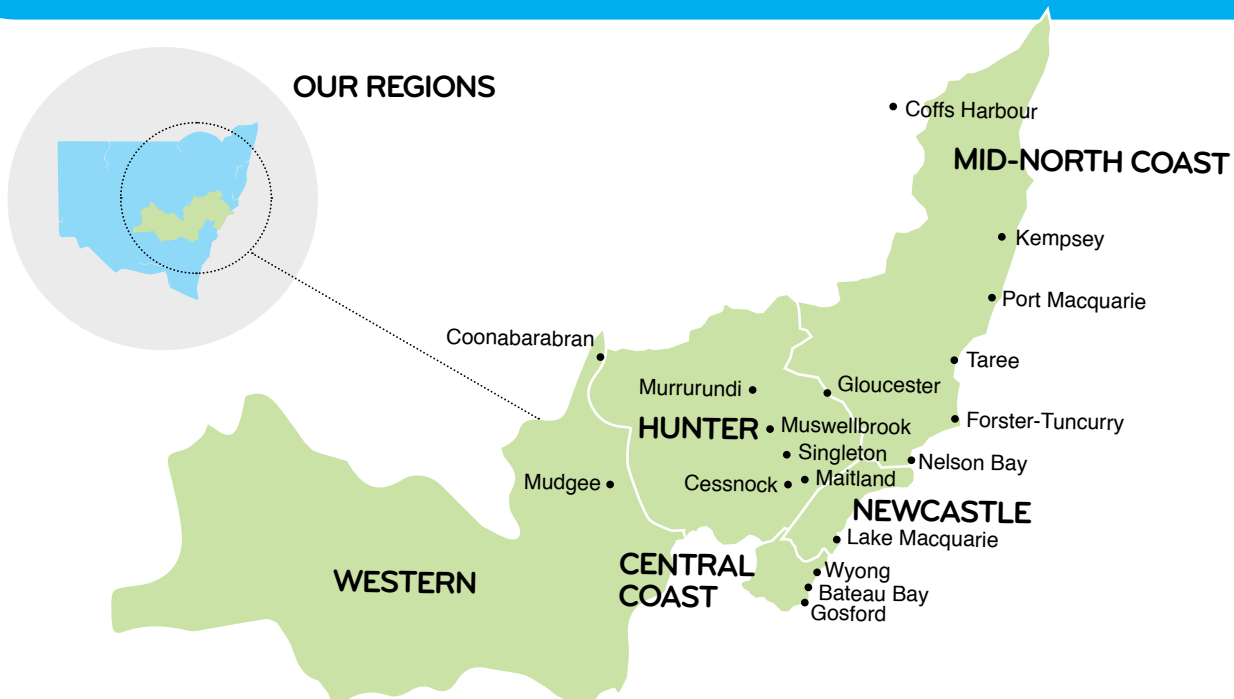
IT'S BEEN A GOOD EXPERIENCE DOING THE TRAINING COURSE SO I CAN BECOME A SUPERVISOR ONE DAY. I CAN TAKE THE SKILLS WITH ME AS I PROGRESS. I VOLUNTEERED WITH SAMARITANS FOR THREE YEARS AND NOW I'VE BEEN WORKING WITH THEM. I WANT TO WORK FOR SAMARITANS FOR A LONG TIME. I'D TELL OTHER PEOPLE LIKE ME TO NOT GIVE UP. KEEP GOING! YOU'LL GET THERE ONE DAY.

BEN, SAMARITANS STAFF MEMBER



I THINK THAT SOME OF THE CORE VALUES THAT SIT WITHIN SAMARITANS SUCH AS INTEGRITY AND ENSURING EQUALITY WITH THE PEOPLE WE WORK WITH IS KEY, AND WE SEE THAT IN OUR PROGRAM WITH PARTICIPANTS...TO ENCOURAGE THEM TO LIVE THEIR BEST LIVES AND MAKING SURE THAT THEY'RE REALLY GETTING THE MOST OUT OF THE SERVICE WE PROVIDE FOR THEM.

KATIE, SAMARITANS STAFF MEMBER





OUR HIGHLIGHTS

WHAT WE DID THIS YEAR

ADVOCATING FOR OTHERS

Samaritans has been speaking up against injustice since our establishment in 1984.

More recently, Samaritans made a commitment to lead impact on social policy through our latest strategic plan.

Samaritans advocacy is informed and driven by the work we do, the people we support, and the experiences of our employees on the ground.

What would the world that Samaritans is advocating for look like?

It would look like justice for First Nations peoples.

Two years ago, Aboriginal and Torres Strait Islander people reached out to the people of Australia with the Uluru Statement from the Heart, providing Australia with a clear way forward to deliver reconciliation.

It would look like a safe and stable home for everyone.

A home is a foundation to build a meaningful and fulfilling life. Too often there are people finding themselves fleeing domestic violence, or exiting institutions or prison, and they have nowhere to go.

It would look like an accessible and inclusive society, where people with disabilities no longer feel disabled by the world around them. This means services are made readily available through the National Disability Insurance Scheme and advocates are funded when a voice is needed to stand up against a situation if it's not right.

It would look like support for children to reach their full potential. All children deserve to participate in early learning, such as day care and preschool and to have the best chance to thrive as they grow. The benefits of early learning are well-documented, yet unfortunately for disadvantaged families their access to subsidised early learning is very limited as compared to other Australians. Our Federal Government must support the 'Early Learning, Everyone Benefits' campaign and their mission to get fair access to early education for all Australian children.

It would look like a society based on equity, where no person is left to live in poverty. The causes of poverty are varied, but fundamentally it requires an adequate welfare payment to support people through tough times. The payments people earn while looking for work and studying, including Newstart and Youth Allowance, are not high enough for people to meet their basic costs of living.

Samaritans will continue to advocate for a more just, fair and equitable society for all.



Staff from Samaritans Information and Neighbourhood Centre attended the NAIDOC Family Fun Day in Cessnock. The event, organised by Kiray Putjun Aboriginal Corporation gave families an opportunity to celebrate NAIDOC Week.



Samaritans HIPPY program and Dalaigur preschool in Kempsey welcomed Luke Hartsuyker MP (now former) as part of Australia's first Early Learning Matters Week.



A new service, Rural Young Minds was launched to bridge the gap between primary and hospital care scenarios for mental health and Samaritans is proud to be a part of the program for young people in our community.



The team from Recovery Point hosted the annual Twilight Fair to celebrate the festive season and to showcase the works and talents of people we support.



Samaritans Raymond Terrace and Nelson Bay Kinship groups hosted a special lunch to celebrate Carers Week and the 11th anniversary of the Raymond Terrace group.



Samaritans launched its Reconciliation Action Plan. The Reconciliation Action Plan commits Samaritans to action for the achievement of reconciliation and is an important part of our investment in our community and the related sustainability of our organisation.



ARAFMI Hunter Mental Health Carers officially joined Samaritans. ARAFMI offers support and counselling for the families and friends of people living with mental illnesses.



The team from Creative Times worked with young people to produce a book of stories, What's Important To Us. The book shares young people's values and dreams illustrated in creative ways.



Samaritans hosted a Cheese For Change event in Cessnock which saw community leaders and local MPs pledge their commitment to take a stand against all forms of domestic and family violence.



Local research launched by Samaritans highlighted the lack of affordable rentals for some of the most vulnerable people in our community. The release of the 2019 Rental Affordability Snapshot highlighted the hardship faced by people looking for housing while on a low income.



As a symbol of reconciliation, rights and respect to mark National Reconciliation Week, Samaritans planted Sea of Hands installations across our regions in Newcastle, Mudgee, Taree and Wallsend.



Disability Accommodation Service, Rainbow Haven encouraged participants to express their experiences and goals through a newsletter they launched which has built connections and inspired a sense of community.



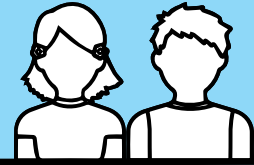
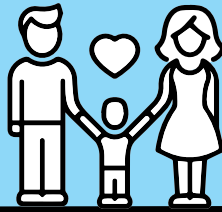
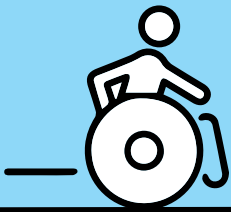
OUR IMPACT

WHO WE SUPPORTED

32,977

PEOPLE

“THIS WAS ACHIEVED
THROUGH THE
EFFORTS OF 841 STAFF
AND 382 VOLUNTEERS
SUPPORTING
116 SERVICES.
WE HAVE 16 FUNDING
BODIES AND 1,207
SUPPORTERS.



1,356

People with
a Disability

1,943

Children and
Families

1,236

Young People



2,322

People facing
Homelessness

705

People in
Post Release
Programs



8,745

Through our
Emergency
Relief

1,664

Experiencing
Mental
Health



980

With Gambling
and Financial
Counseling

14,026

Through our
other Services



I BELONG

empowering individuals



SALLY'S STORY

Sally is supported by Samaritans Therapy and Behaviour Support and has recently moved into a Samaritans Supported Independent Living house. Living independently has been one of Sally's goals.

"When I got the green light, I was told that I had 28 days to decide to move in, and I said 'I want to decide now- I want to move in' and we got the ball rolling," Sally said.

"I felt very happy."

Since working with Samaritans and now having the opportunity to live independently, Sally's carer, Narelle, says that Sally is herself again.



KRISTY'S STORY

From completing her HSC at TAFE to moving out of home and living independently, over the last 12 months, Kristy has been busy achieving her goals. With the help of Samaritans Kaiyu Konnect, Kristy says that not only has she been able to complete her short-term goals, but she has become more confident.

"For most of my teenage years I was struggling with my mental health, but now I've come a long way," Kristy said.

"Everyone at Kaiyu would say that I have changed 200% since I have started- I was really quiet and unsure. With support from the staff and the participants at Kaiyu, I've come out of my shell."



1,278

YOUNG PEOPLE RECEIVED
MENTAL HEALTH SUPPORT
FROM HEADSPACE AND
RURAL YOUNG MINDS




907

PEOPLE SUPPORTED
THROUGH OUR FAMILY
SUPPORT SERVICES, THE
CIRCLE AND BRIGHTER
FUTURES PROGRAMS



1,356

INDIVIDUALS
ASSISTED THROUGH
OUR DISABILITY
SERVICES



“THAT’S JUST
WHAT THEY DO.
WHEN I COME
IN AND THEY
WELCOME ME,
THEY MAKE ME
FEEL BETTER.

ALEX'S STORY

Alex came to Samaritans Information and Neighbourhood Centre (SINC) in Cessnock when he was struggling to find appropriate housing. He had been diagnosed with cancer and had previously visited SINC when he was finding it hard to make ends meet.

“Denise (Samaritans staff member) contacted the Department of Housing for me. I was in a unit where I could hardly turn my wheelchair, but I had to take it because I needed somewhere to live. It took a little while but now I have a two bedroom unit where I can move around and, with the help of Denise and the staff here, I’ve had rails put in the shower and rails around the toilet because I can’t walk at all.

“If Denise doesn’t see me for a while, she rings me to see if I’m ok. That’s just what they do. When I come in and they welcome me, they make me feel better.”



WE BELONG

building communities



RECONCILIATION ACTION PLAN LAUNCH

Samaritans services operate on the lands of the Awabakal, Biripi, Darkinjung, Dunghutti, Gumbaynggir, Kamilaroi, Wanaruah, Worimi, and Wiradjuri nations.

Always was, always will be, Aboriginal land.

December 2018 saw the launch of our Reconciliation Action Plan. Samaritans is committed to making a meaningful contribution to reconciliation with Aboriginal and Torres Strait Islander peoples.

Reconciliation is a process that requires the full support of Aboriginal and Torres Strait Island people. This

means a commitment to listening, learning and acting.

What follows is an excerpt from CEO, Brad Webb's speech delivered at the launch event.

"I recognise that our plan is just the beginning – in fact it is described by Reconciliation Australia as a Reflect plan. A Reflect Reconciliation Action Plan is designed to prepare an organisation for its reconciliation journey. As this journey continues, we will go on to develop plans that will support Samaritans to innovate, stretch, and elevate.

"So today is a milestone, but not an endpoint.

"The final paragraph of the Uluru Statement from the Heart states:

'In 1967 we were counted, and in 2017 we seek to be heard. We leave base camp and start our trek across this vast country. We invite you to walk with us in a movement of the Australian people for a better future.'

"Today on behalf of the Samaritans, and in launching our Reconciliation Action Plan, I accept this invitation. Let's start walking."



1,236

YOUNG PEOPLE SUPPORTED THROUGH ACCOMMODATION, BROKERAGE AND OTHER SERVICES



1,297

PEOPLE SUPPORTED TO LIVE HEALTHIER LIVES THROUGH COALFIELDS HEALTHY HEARTBEAT PROGRAM



204

PEOPLE SUPPORTED THROUGH OUR POST-RELEASE DRUG AND ALCOHOL SERVICES



“WITH THE HELP OF SAMARITANS, I WAS ABLE SUPPORT HIM IN A WAY THAT WAS AS NORMAL AS POSSIBLE - WITH THE LOVE AND THE CARE OF HIS PARENTS STILL BEING IN HIS LIFE AS WELL.

DOROTHY'S STORY

Dorothy approached Samaritans Kinship Care Program almost 12 years ago, when she became the carer of her great grandson. She is still supported by the service to this day. Dorothy says the program has been so helpful over the years as it covers all aspects of having children in care.

“Samaritans supported me right in the very early stages of helping my family when it came to my little great grandson. I was pointed in the direction of the Kinship Carers group, which was just forming here in Raymond Terrace,” Dorothy said.

“It is my second time around being a Kinship Carer and now I have my great grandson. It makes an enormous difference to have the support to come here to talk about our problems and get the help and advice. The first time around I felt so isolated and I didn't know where to turn, but this time the support is there, the friendship and caring is there, and we all support each other.

“With the help of Samaritans, I was able to put a portfolio together, and they steered me in the right direction of the communities and specialists that I might need to look after a child. He was only very young and being a great grandma, I really did need the support of Samaritans.

“I was able to support him in a way that was as normal as possible - with the love and the care of his parents still being in his life as well.

“The programs that we have been offered in Kinship Care have been so helpful. They cover all the aspects of having children in our care; right from the very early stages of a baby, going through the teen years.”



YOU BELONG

creating connections



CHRISTINE'S STORY

For 10 years, Christine has been making a difference in the lives of children and young people through her role as a foster carer for Samaritans Permanency Support Program.

During her time as a foster carer, Christine has cared for over 110 children, ranging from 24-hour placements to caring for children and young people for up to 18 months.

"Foster care was a lifelong dream for me. It was a bucket list, must do thing. I remember telling my high school career advisor that I wanted to be a mum. There was a mother at my

primary school who was a foster carer and she inspired me to pursue this path... it all fell into place," Christine said.

"I would think, 'I'm waiting for the perfect house, the husband, the big car, I'm waiting for life to fall into place'. In reality, it doesn't have to be like that, so I made the phone call.

"Foster care isn't without it's challenges, but it gives you an opportunity to have such a positive influence on the life of a young person who really needs it. The small changes and input that we have in their time with us really do make a big impact.

"Samaritans has been a supportive agency to work with. They've supported me in connecting with fostering peers and I've made some quality friends through the community. Feeling connected with others doing the same things really helps. There's support from other carers and a network around you to assist, to celebrate the successes and help each other through the challenges."



175

CHILDREN SUPPORTED
THROUGH THE
PERMANENCY
SUPPORT PROGRAM



193

CHILDREN IN EARLY
LEARNING CENTRES



668

FAMILIES AND CHILDREN
SUPPORTED THROUGH
CHILD AND PARENTING
SUPPORT, PLAYGROUPS
AND KINSHIP CARE

“

SAMARITANS STUDENT ACCOMMODATION CHANGED MY LIFE - I WENT FROM LIVING ONE HOUR FROM SCHOOL TO TEN MINUTES AWAY VIA A REALLY CONVENIENT TRANSPORT LINK. MY SCHOOL ATTENDANCE HAS IMPROVED BECAUSE I CAN ACCESS SCHOOL EASILY AND MY LIFE IS MORE STABLE.

EBONY'S STORY

Ebony is a 17-year-old who lives at Samaritans Student Accommodation with her ten-month-old baby boy. There came a time in Ebony's life when it wasn't safe for her to live at home anymore. Ebony decided to seek housing on her own where she would feel safe and secure.

She tried various services who were unable to support her. She applied to access housing commission places and was told it was a five to ten year wait on accommodation. "I put in hundreds of applications for rentals anywhere in the Hunter region, but no one would take me. My income was low, I was young, had a baby. I even had a guarantor, but no one was interested in giving me a chance," Ebony said.

This was until Ebony's case worker suggested she apply for Samaritans Student Accommodation. Ebony said she was so happy to move into her two-bedroom apartment.

"It changed my life. I went from living one hour from school to ten minutes away via a really convenient transport link. My school attendance has improved because I can access school easily and my life is more stable," Ebony said.

"I suffer from anxiety and I've been able to sleep at night with my baby in the next room because of the security. There's bars on the windows, a good key system and surveillance. I'm not constantly worried about our safety."

OUR FINANCIALS

THE NUMBERS

The 2018/19 financial results reflect a significant and ongoing investment in information and communication technology (ICT). Investment is being made in technology that will enable Samaritans staff to do their jobs and concentrate on providing high quality supports. This investment is intentional and is essential to ensure future efficiencies throughout the organisation. Efficiency gains are a particular focus for NDIS funded services, but will translate to service efficiency across the entire organisation. Australian Accounting Standards require classification of some of this investment as expenditure, although the benefits will be realised over many years.

11.8%

GRANT FUNDING
INCREASE FROM
2018 TO 2019

\$69_M

REVENUE FOR 2019

CONSOLIDATED REVENUE STATEMENT

	2019	2018
Revenue	69,799,378	67,970,909
Less: Expenses	-71,775,689	-66,449,110
Surplus/(Deficit) for the year	-1,976,311	1,521,799
Other Comprehensive Income	449,732	-68,528
Total comprehensive income for the year	-1,526,579	1,453,271

BALANCE SHEET

	2019	2018
Current assets		
Cash and cash equivalents	11,320,245	11,766,321
Trade and other receivables	2,690,286	3,581,025
Inventories	233,872	1,031
Held to maturity investments	15,167,381	14,415,809
Available for sale financial assets	-	-
Non-current asset held for sale	-	-
Total current assets	29,411,784	29,764,186
Non-current assets		
Available for sale financial assets	3,582,360	3,586,973
Property, plant and equipment	13,584,663	12,523,605
Total non-current assets	17,167,023	16,110,578
Total assets	46,578,807	45,874,764
Current liabilities		
Trade and other payables	9,178,347	7,601,214
Borrowings	-	100,000
Provisions	4,617,135	3,951,767
Total current liabilities	13,795,482	11,652,981
Non-current liabilities		
Provisions	1,549,872	1,461,751
Total non-current liabilities	1,549,872	1,461,751
Total liabilities	15,345,354	13,114,732
Net assets	31,233,453	32,760,032
Equity		
Reserves	11,358,078	10,453,413
Retained profits	19,875,375	22,306,619
Total equity	31,233,453	32,760,032

Full financial reports are available on the ACNC website.



OUR SERVICES

LISTING

A-Z

**"I WISH TO FOLLOW A
CAREER THAT SUPPORTS
PEOPLE WHO ARE IN NEED
AND BE THE VOICE THAT
STANDS UP FOR THOSE
WHO CAN'T BE HEARD."
IZZY**

FUNDRAISING FOR OUR SERVICES

The Bean Counters Ball (BCB) is an annual fundraiser that supports youth and education in the Newcastle region. The BCB has supported Samaritans Student Accommodation since 2011. Since the ball's inception, over half of the \$180 000 raised has gone to support the Samaritans Student Accommodation.

Over the last 12 months, Samaritans extended its partnership with the BCB to help support mentoring programs, establish a tailored financial literacy program and maintain an ongoing collaboration beyond the event. The BCB provides young people in the local region an opportunity for their voice to be heard, including a young person named Izzy (pictured) who has experienced many challenges and hardships that has shaped her understanding of privilege and poverty.

Adolescent Family Counsellor

HUNTER

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

ARAFMI

NEWCASTLE, HUNTER

Offers support and counselling for the families and friends of people with mental illness. ARAFMI has been operating in the Hunter since 1979 and joined Samaritans in early 2019.

Brighter Futures

NEWCASTLE

An early intervention program targeting families who are at risk of entering the child protection system, with children aged 0–8. 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 0–12 and their families.

Coalfields Healthy Heartbeat (CHHB)

HUNTER

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

Financial Counselling

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 for children up to 12 years, which works alongside families to strengthen connections.

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 0–17.

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.

Friendship House & 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

Our Specialist Homelessness Services offer help to women, men and children facing homelessness.

headspace Maitland

HUNTER

A mental health initiative for young people 12–25 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.

OUR SERVICES

LISTING CONTINUED

A circular icon with a light blue background and the letters 'H-Z' in a bold, blue, sans-serif font.

Home for Good

NEWCASTLE

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

Intensive Family Support

CENTRAL COAST

Works alongside families intensively for a minimum of 12 weeks to reduce the risk of children entering PSP (foster care).

Kempsey Community Hub

MID NORTH COAST

Our Specialist Homelessness Services offer help to women, men and children facing homelessness.

Kinship Care and Relative Carers

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.

NDIS

NEWCASTLE, CENTRAL COAST, HUNTER, MID NORTH COAST

Provides quality personalised disability support to local NDIS participants including:

Community Programs

Tailored group and individual activities provided throughout the local community.

Coordination of Support

Liaising and linking people with the right service providers to achieve their NDIS goals.

Individual & Outreach Support

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

Mental Health

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

Supported Independent Living

Accommodation services offering independent living for people living with a disability.

Therapy & Behaviour Support

Specialist assessment and support for communication, living skills and behaviour. Early intervention supports for children and families are offered, as well as assistance for people with a disability.

Permanency Support Program

NEWCASTLE, CENTRAL COAST, MID NORTH COAST, CENTRAL WEST

Offers short and long-term foster care to young people who are not able to live at home. Therapeutic support and case management is also provided to children and young people who are in the care of the minister, living in a residential setting.

Premier's Youth Initiative

NEWCASTLE, CENTRAL COAST

Aims to make a difference in the lives of young people as they leave foster 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.

Recovery Point

NEWCASTLE

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

Rural Young Minds

UPPER HUNTER, NORTH WEST

Is a program for young people aged 12–25 years that have complex to severe mental health concerns.

Samaritans Shops

NEWCASTLE, LAKE MACQUARIE

Pre-loved clothing and bric-a-brac are provided to Samaritans clients and sold at stores in Mayfield, Wallsend, Hamilton and Boolaroo.

Samaritans Early Learning Centres

NEWCASTLE, HUNTER

Two centres in Newcastle and Woodberry provide high quality long day care from 0–6 years.

Student Accommodation

NEWCASTLE

A Foyer-like service in Wickham offering 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.

Start Strong

MID NORTH COAST, CENTRAL COAST, HUNTER

Offers facilitated playgroups with the aim of supporting families knowledge of child development and the importance of early learning in the years prior to school.

Supported Employment

NEWCASTLE, HUNTER

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

Tenancy Resource Services (service closed November 2018)

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 Chaplaincy

Corrective Services Coordinator

Cessnock Gaol

Community Chaplaincy

Juvenile Justice

John Hunter Hospital Chaplaincy

Police Force Senior State Chaplain

OUR SUPPORTERS **Thank you**

Samaritans wouldn't achieve all it does without the support of many. We thank our volunteers, staff, donors, parishes and supporters. Together, we are proud to serve our local communities.

We also acknowledge our major funding partners:

Federal Government Grants

Department of Health

Hunter New England Central Coast
Primary Health Network

NSW State Government Grants

Department of Communities and Justice

Department of Education

Hunter New England Health

NSW Health

NSW Trade and Investment

Other Grants

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Carers NSW

Club Maitland City

East Maitland Bowling Club

Mercy Foundation

Newcastle City Council

The Smith Family

UOM Commercial Ltd



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