



# 35 years of community support

Annual Report  
2019-2020

**Samaritans**



Almighty God, whose son,  
Jesus Christ, cared for the  
needs of all people, bless the  
work of 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.

Acknowledgement of Country

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 image:** Young person supported through Samaritans youth programs as she decorates a sign for a Samaritans stall at a community event.

Contents

Who we are	04
Our regions	05
A message from our Chair	06
Our impact	07
Our people	08
Our highlights, events and milestones	10
Our stories	14
Our voice	19
Our finances	21
Our services	24
Thank you	27
Become a supporter	27

# Who we are

## At Samaritans, we believe in helping people. Unconditionally.

As an agency of the Anglican Diocese of Newcastle, Samaritans was borne from the desire to help people through their tough times. Since our beginnings in 1984 with a small group of passionate Anglican parishioners in the Hunter region, we have since grown in reach to support tens of thousands of people each year across the east coast of NSW.

This past year, we have had more than 100 services operating across the Central Coast, Newcastle, Hunter, Mid North Coast and Central Western regions of NSW.

Our work reaches people in their early years of life through our services in foster care, family support and preservation, and in our Early Learning Centres.

Our disability support and mental health programs empower people to live fulfilled lives, and our service supporting people facing domestic violence, homelessness and other crises are essential pillars in our communities.

Samaritans is here for everyone. People are diverse, and so are we.

## 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 values

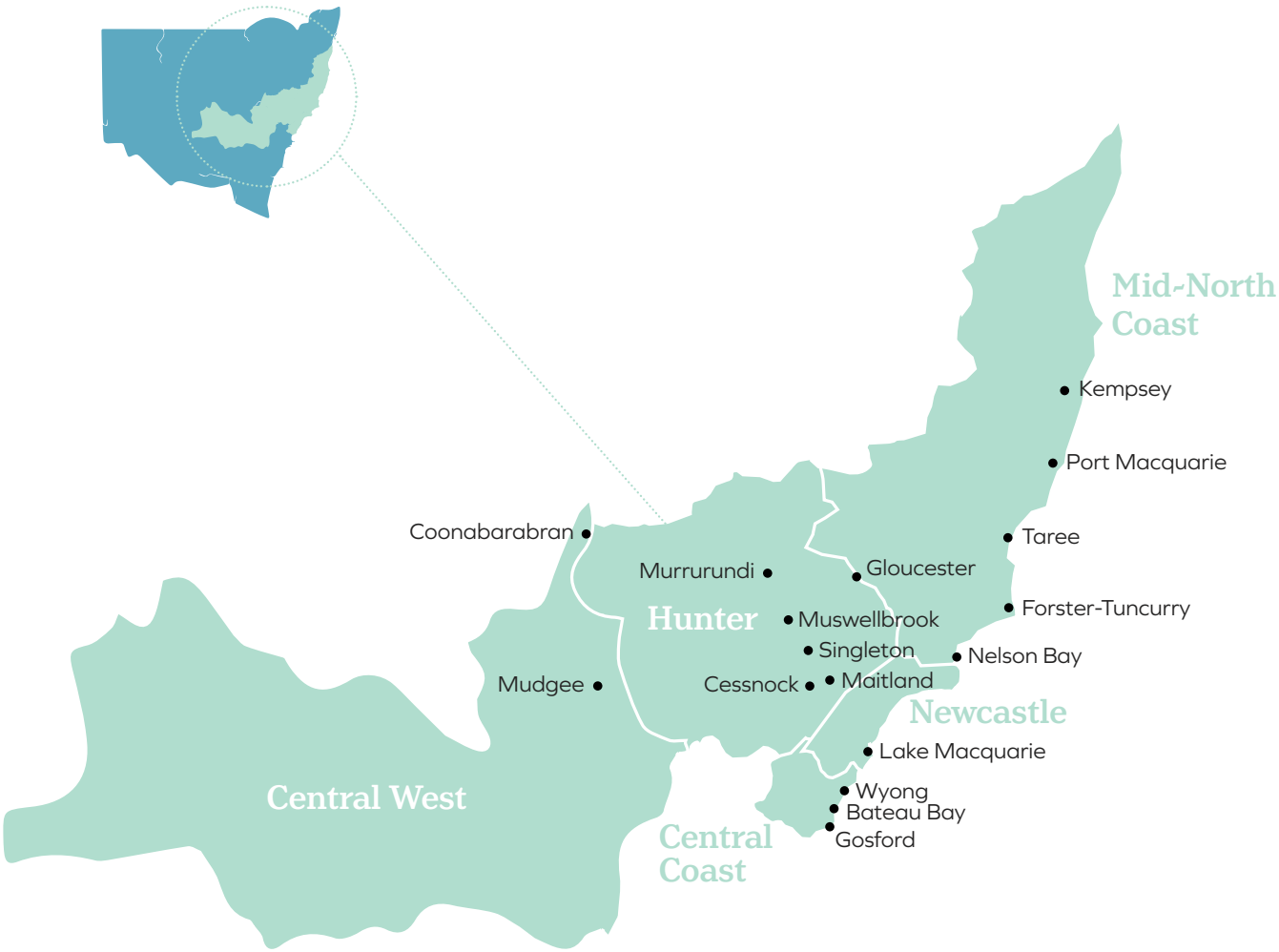
Our core values of Compassion, Integrity and Justice underpin all that we do.

## Our identity

As an agency of the Anglican Diocese of Newcastle we also share the mission, vision and values of the church.

- Vision – People flourishing because of what we do inspired by the way of Jesus.
- Mission – Nurturing vibrant ministry in parishes and regions, alleviating human need and addressing injustice, investing in children and young people, supporting clergy, staff and volunteers, and participating in the world as global citizens.
- Values – Compassion, Integrity, Justice, Faith, Courage, Wisdom.

# Our regions



# A message from our Chair

## Bishop Peter Stuart

I am sometimes asked what I see when I walk into a building. Do I see the colours? Do I see the way it is built or the maintenance that needs to be done? Do I see the pictures on the wall? When I walk into a building, I see the people! Grey hair, coloured hair, no hair! Walking with sticks, sitting in a chair or darting from place to place! I see the people – first nations people and later arrivals, people from many lands and those whose families once called the United Kingdom their home.

In November, we gathered key people from the agencies, schools and parishes belonging to the Anglican Church in the NSW Hunter and Central Coast regions.

At that leader’s consultation, we said “we will see the people!”. We affirmed again, “that the people we serve will be at the centre of our work!”

This approach is inspired by the way of Jesus! It comes from his command and teaching to ‘love our neighbours as ourselves’. We know that Jesus had great compassion on people who were hurting, wounded or dispossessed. We know that he went out of his way to attend to people in need and welcome those who were isolated. As a faith-based organisation, we can do no less than this!

A big part of placing people at the centre of our work is making sure we know people’s stories. To laugh and cry with them; to learn from their wisdom and delight in their experience. People matter! It’s also about hearing their aspirations and goals. To see and share with them what the future can bring!

Our leaders’ consultation was the first in many years and was the first since the Diocese changed its governance structures in October. Anglicans in this region have recognised that, if we are to offer our best and be sustainable over the long-term,

we must make decisions differently. We’ve decided that our success will come from all parts of this region’s Anglican Church working together rather than by themselves. Building on the good things of the past, we’re committed to making a difference for people and doing this for many years to come. We’re investing in our clergy, staff and volunteers and we’re centring our work around the people we serve –

- assuring them of their safety;
- celebrating diversity;
- healing the hurt of the past;
- providing high quality spiritual and pastoral care; and
- along the way, living the way of Jesus.



## Our board

Samaritans is governed by the Board of the Newcastle Anglican Corporation.

- Bishop Peter Stuart
- Mr Robert Buck
- Mr Mark Hedges
- Ms Michelle Jarvie
- Ms Lyn McEwan
- Ms Helen Murray
- Mr Wayne Russell
- Ms Lee Shearer
- Mr Richard Turnbull
- Prof. Graham Vimpani AM
- Ms Fiona Williams
- Bishop Charlie Murry
- Bishop Sonia Roulston

# Our impact

This year, Samaritans has supported 24,324 people in need in our communities, this includes...





# Our people



“A good feeling experience for me while working with Samaritans was supporting Rob, Ricky and Julie to move into their new house. The emotion and the joy I have personally felt supporting these guys is something I will always

remember. The family unity that the three of them have is beautiful, they all have their own personal strengths and skills. This is what brings out the best in them and why it works as well as it does.”

**Kelly**  
Staff, Disability Support

“I love my role, the workplace culture and this company is the most inclusive I have ever worked in.”

**Kate**  
Staff, Youth Support



“Being at home I was more isolated, but I’ve made friends here. It’s worked out really well for me, and I think a lot of us are the same. We’ve met other people it’s been really good.

All the customers are so nice. It’s the same people coming in all the time, it’s terrific. They love coming in and knowing your name – they find a closeness in knowing your name. Then they feel comfortable telling you how they feel. They tell you a lot of the stuff going on in their life or their family, sometimes they’ve got no one to share it with. It’s good to hear their stories and what they’ve been doing. For some, we might be the only people that person has to chat to on that day. So we always make time.”

**Marilyn**  
Volunteer, Samaritans Shops



“I’m just a little cog in a big wheel. I try to keep in mind the biblical story of the mustard seed. The very smallest of seeds that grows into a very big tree. Of course there are times when I feel gratified that I have been able to contribute to lightening the load for someone and more importantly to give them hope.”

**Rosemary**  
Volunteer, Kinship Care peer support



“I’ve been here now for nearly 20 years and I like the people around me and the work that I do. I started as a Disability Support Worker and ran a great art program which I loved, then I started helping out with the Fleet team too. At one point I’d do the morning art program, change from my dirty paint clothes into a collared shirt and clean jeans to go work in the Fleet team, then in the afternoon go back and clean up from the art program. I’ve been working full time in Fleet for about eight years now, it was hard stepping back from disability work, I do miss it, but I’ve got a pretty big responsibility now and I’m lucky to work somewhere flexible so I can shuffle work around care needs for my son.”

**Mick**  
Staff, Fleet

“It’s such a joy to see the excitement and smiles on the people attending the lunch. I always go out of my way to chat to anyone sitting on their own. Everyone has a story to tell and I just love hearing those stories.”

**Hilton**  
Christmas Volunteer





# Our highlights, events and milestones



**Samaritans hosts local MPs for Early Learning Matters Week**  
02.09.19

Samaritans welcomed our local Federal members, Member for Newcastle Sharon Claydon and Member for Paterson Meryl Swanson to our Early Learning Centres in Newcastle and Woodberry, as part of Australia’s second Early Learning Matters Week, a national initiative of the Early Learning Everyone Benefits campaign.



**Samaritans receives Highly Commended Award in Partnership**  
11.09.19

Samaritans was awarded a Highly Commended Award in Partnership at the Anglicare Australia Conference held in Perth, for our collaboration with the Bean Counters Ball in support of our service housing students at risk of homelessness.



**Newcastle locals walk for wellness at Samaritans ARAFMI Mental Health Wellness Walk**  
19.10.19

The day was filled with joy and friendship as locals came together to show their support to those living with mental illness and their family, friends and carers.

The 1.5km walk from Pacific Park culminated with a community event at Civic Park, featuring live music, cultural dancing, circus workshops, refreshments, BBQ, market stalls, activities and information on mental health.



**Samaritans Coonabarabran team helps bring together town for Family Fun Day**  
19.09.19

Samaritans and the other agencies on the local Little People Task Force brought together more than 150 children and their families for a Family Fun Day. The day aims to provide families with activities to help parents support their children’s development in areas including communication skills and physical health and wellbeing.



**Samaritans support during Black Summer bushfire season**  
11.11.19

Samaritans Disaster Recovery team was stationed on the Mid North Coast in partnership with Chaplaincy Australia, the Salvation Army and the Red Cross to assist people and families in the community who were impacted by the Black Summer bushfire.



**Samaritans celebrates International Day of People with Disability with music and dance video showcase**  
03.12.19

A video produced by Samaritans ASSET All Stars was presented to Samaritans Senior Support Workers to celebrate International Day of People with Disability. The video showcases the music and dancing skills of the group.





## Samaritans celebrates 35 years: For All People

19.12.19

In 2019, Samaritans celebrated 35 years of service to the local community. Across the year, we asked staff, volunteers, people we support and other supporters to come together to share Samaritans story in our video, For All People.



## Locals celebrate Christmas with a smile

25.12.19

On Christmas Day almost 2000 people attended Samaritans lunches in Wyong, Singleton and Newcastle.

The day was full of joy and magic as locals came together to enjoy a meal as one big family.

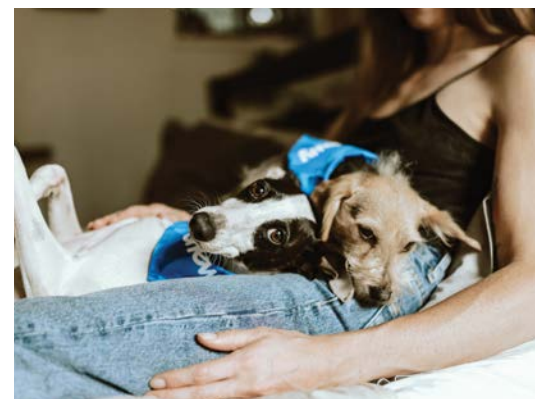
## Samaritans signs National Communications Charter

06.02.2020

Samaritans signed the Life in Mind National Communications Charter (The Charter), to guide the way we talk about mental health and suicide.

The Charter is a resource and uniting document for people in the mental health and suicide prevention sectors, government, organisations and community groups.

Samaritans is committed to destigmatising mental health, and encourages everyone, whether they have experienced mental illness or not, to recognise the importance of looking after our mental health and wellbeing.



## Samaritans releases new research on local rental affordability amidst COVID-19 crisis

30.04.20

Local research released by Samaritans highlighted the lack of affordable rentals for some of the most vulnerable people in our community. The release of the 2020 Rental Affordability Snapshot highlighted the hardship faced by people looking for housing while on low incomes.



## Samaritans Information and Neighbourhood Centre moves to a new office

18.06.20

Samaritans Information and Neighbourhood Centre (SINC) moved to a new office in Vincent Street, Cessnock, offering additional space and access for locals. SINC is a vital community centre that provides information, support, emergency assistance, centre-based activities and more.



## Samaritans shoppers help to collect essential items when COVID-19 pandemic hit

31.03.20

A taskforce of Samaritans staff, who were working from home due to COVID-19 restrictions, collected essential items to assist our frontline staff and people we support. The distribution of these goods to our vital services allowed staff to remain with the people we support and to keep them safe during the pandemic.



## In My Blood It Runs film screening for National Reconciliation Week

03.06.20

To mark National Reconciliation Week with a COVID-safe event, 130 Samaritans staff watched the film In My Blood It Runs and joined the film makers for a virtual Q&A.



# Our stories

## Kylie's Story Emergency Relief, Newcastle

Homeless in the 1990s and helped by Samaritans Emergency Relief centres, Kylie got back in touch with us this year and shared what life is like now.

"I was 16 when I moved out. I'd had enough.

Mum was an alcoholic and self-destructive, and while I didn't suffer any physical abuse, I'd call it general neglect.

This was the 1990s and I didn't have anywhere to live. I went from one temporary housing situation to another, renting rooms and garages, with a brief time sleeping rough on the beach. I didn't have a phone nor a permanent address. I knew if I didn't ask for help, I wouldn't finish high school and my situation would've got much, much worse.

I visited Samaritans Emergency Relief centres several times, mostly to get tins of food.

Having to repeat year 12 due to unstable living arrangements, in my final year of high school I found out I was pregnant. This was a significant turning point in my life. I realised then I had to sink or swim. When you have this little baby in your arms, you've got to go above and beyond to make sure they're ok.

By the grace of God I got into university, I got a rental for myself and started studying at the University of Newcastle. But I couldn't afford to stay on at university while working a minimum wage job and paying childcare fees, so I left.

Fast forward to today and I'm in my 40s, I have a husband and three kids and I'm back at uni.

I'm currently doing a Bachelor of Social Work (Honours); my passion has always been for human rights and social justice.

I'm going to help a system that is broken and needs all the help it can get. I'm living the dream."

### TRIGGER WARNING

Readers are advised the following pages contain stories that reference domestic and family violence and the abuse of alcohol/other drugs.



## Rebekah's story Women's Refuge, Mid Coast

After experiencing domestic violence at the hands of her ex-partner, Rebekah was faced with finding somewhere safe to live in an expensive private rental market and with no recent rental history.

When Rebekah found her way to Samaritans she was able to find immediate support and a path into housing that would help her family with a more safe and stable future.

This is Rebekah's story, in her own words.

"It was a very controlling relationship. There were calls to the police.

He was never violent to the kids, but I got worried that one day it would be my last day. So I knew I had to make a decision. I knew I had to leave.

When I eventually got away with my three kids, no real estates would give me an opportunity because I had no recent rental history.

I spent a month at my mum's house but my sister's family lived there as well and there just wasn't any stability.

Someone told me to go see Samaritans, and I did. I've never been to those sorts of places in the past. It was a big step, and it really opened my eyes.

I couldn't believe how much support I was given. I don't think people realise how much empowerment Samaritans gives people.

When I got into the women's refuge I didn't know what to expect. But I felt so supported and welcome. It's really changed life for me and the kids. It's given us our lives back.

In my past relationship I was very isolated, I had no support. I know how it feels to have nobody. Now, since I've left, there is so much more peace.

We just moved into a transitional house for nine months, which will help me build up a rental history, and then Samaritans will help me look for a private rental or get into social housing. It's a good stepping stone.



When I've rented [in the private market] in the past, way back, it was hard. Once rent and electricity comes out and I buy food, I didn't really have anything left over.

I know so many people waiting for social housing. Housing is just hard altogether.

We need more support systems in place because it's hard for people to reach out for help. It's a real issue on the Mid North Coast.

I see the difference in my kids now that we have our own stable home. It builds better families, I've seen it from my own experience.

The kids are happy. Very happy. They are a lot more at ease and peaceful. Even just their self-esteem, everything has changed.

With the way my life was before, if I hadn't reached out to Samaritans for help I don't know if I'd be here today."

### SUPPORT

If this story has raised concerns for you, support is available 24 hours a day, 7 days a week, through Lifeline on 13 11 14 or the National Sexual Assault, Domestic Family Violence Counselling service 1800RESPECT on 1800 737 732 or Kids Helpline on 1800 55 1800.



# Our stories

## Suzanne enjoys her first dolphin cruise Disability, Central Coast

Suzanne is supported by Central Coast Community Programs and was recently supported to go on a dolphin cruise.

Rebecca Sonter was the support worker who supported Suzanne during the cruise.

“I can't even put in words how great it was to see Sue so happy and excited over something – it even made me shed a tear when she wasn't looking.

When we first got on the boat she cried happy tears repeating 'I really can't believe this'. Then when she saw the first dolphin her face lit up and she started cheering and said it was the best day of her life. It was just so wonderful, such a great idea.”



## Josh’s Story Post Release Support, Newcastle

Out of jail and committed to getting his life back on track, Josh found Samaritans Recovery Point: a service offering various support programs focused on recovery and wellbeing.

Josh offers an insight of what drove his drug addiction and how he has stayed clean and out of prison for 16 months.

“Everyone looks at a person using drugs as just a junkie but really they're only using drugs to mask the pain of what they've been through in life. My Mum was a heavy user, she died from it. Dad died from the drugs as well. I started at a very young age and kept going downhill getting worse and worse.

I've spent seven out of the last 10 years in and out of prison. I was in jail for a range of things, like stealing, all related to drugs. I never lasted more than six months out. This time I did good, I was released 16 months ago and it's the longest I've been out. I finished my parole, it's the first time I've done that. I feel better for it.

Before I went into jail, I was in the mindset of “I've got nothing to lose”, but now I have everything to lose. I could go back to jail and lose everything I've got and have to start again. I've got so far now, it's not what I want to happen. It's not a life to live and I realise that.

When I came out, Samaritans gave me a lot of help and support with everything. Getting off drugs, doing the programs and helping me get a house and get back on my feet - and to stay on my feet.

I've seen lots of people come through here [Samaritans Recovery Point], some of them I'd say are beyond help, but they've done a couple of group programs, spoken to the workers here and they come off everything and they do fine – they do well. It does help coming to these programs. Especially for people who don't have any support in the community.



I still come to Recovery Point to see what everyone's up to and see if anyone else needs help. I remember what it was like when I first got out.

I don't really think about using or going back to that lifestyle anymore. It's more going to TAFE and doing the right thing, working, stuff like that.

I saw what using did to my parents and I don't want to go down the same path they did.”

**SUPPORT**  
If this story has raised concerns for you, support is available 24 hours a day, 7 days a week, through Lifeline on 13 11 14 or Family Drug Support on 1300 368 186.



## Jenny's Story

### Disability, Hunter

Jenny has been living at Samaritans Koala House for over nine months. Koala House is one of our many Supported Independent Living homes, which offers people with a disability tailored accommodation with as much or as little support as they need.

Jenny loves living at Koala House for the location, the quiet neighbourhood, her comfortable room, and above all, the support of Samaritans staff and the company of her fellow housemates.

"I just love living here. I really enjoy it. My room is so comfortable, the neighbourhood is quiet and I enjoy going for walks. The staff make me feel so comfortable and I just like it very much. Jen [Samaritans Senior Support Worker] is such a nice lady. I love people and I love just talking."

## Chris Jackson

### Chaplaincy, Central Coast



For Spiritual Care Week 2019, we spoke with local chaplains from our Chaplaincy Peer Network to learn more about their unique roles in our community.

Here we have featured Fr Chris Jackson, Chaplain at Frank Baxter Juvenile Justice Centre.

"In our place – it's a detention centre – it's like a prison and there's barbed wire and it's harsh and it can be quite confronting. The chapel space is quite different to that. It's softer and there's colours and there's bean bags and a chance to sit down and have a cold drink and biscuits because that's how human beings connect. We sit down, and we share food, and we talk about little mundane everyday things and often that leads to a more profound and deep and meaningful conversation. Providing hospitality is about recognising the other person as valuable for who they are and not come in with agenda and not come in with purpose and set terms for the conversation. It's saying that I just want to enjoy this time with you and offer who I am and for me to listen to who you are. Whether that's over a Tim Tam or a chocolate milk – our young guys love having that space in our centre."



## Kastor's Story

### Youth Homelessness Services, Newcastle

Kastor is a student living in Samaritans Supported Accommodation and during Anti-Poverty Week this year, they lent their voice and experience to advocate to government for better support for people on low incomes.

"I'm on Youth Allowance at the moment, and I never have any money left at the end of the fortnight. All I'm buying are the basics. At one point I was left with \$10 a week to buy food. We're expected to pay rent, we're expected to have internet so you can study, pay transport costs and then taking care of yourself, making sure you're clothed, fed, that sort of stuff. It's hard. I know people who have only had food the first week after they're paid, then there's just no money left.

We're also expected to get a job on top of this. For a lot of us, we don't have a car, we don't have the money to get driving lessons with and we don't have enough money to save up to get a car, or a vehicle of any kind which severely hinders your chances of getting a job. You get stuck.

If you're on Youth Allowance or you are on Newstart (currently known as "JobSeeker"), there is pretty much nowhere to live that's affordable, outside of youth accommodation, and the Samaritans building I live in now."

# Our voice

Our belief in social justice means we stand up for what is right and are not afraid to amplify the voices of people in our society who go unheard.

This year, Samaritans has worked to locally boost important campaigns that aimed to improve the lives of the people we support. Here is a snapshot of our activities.

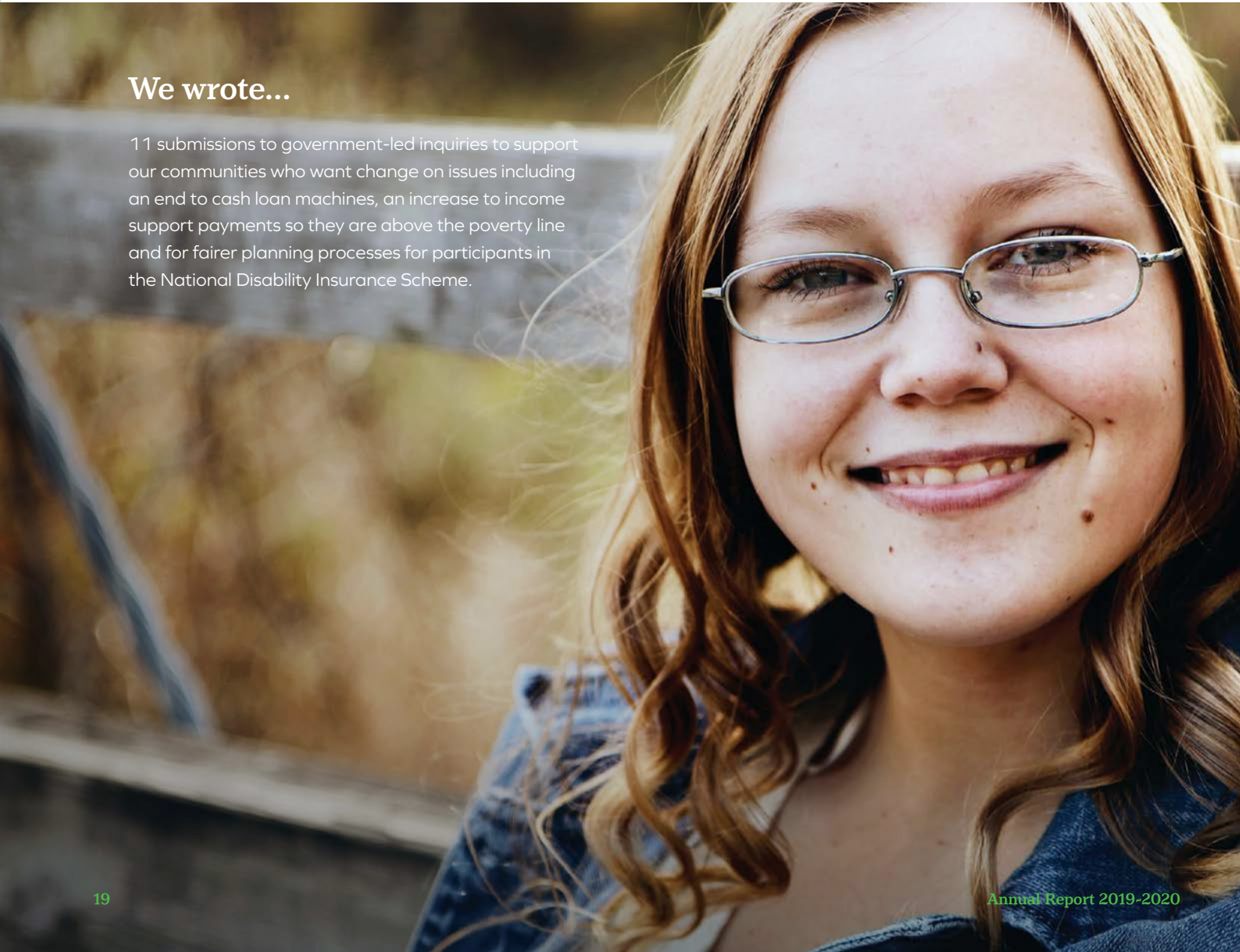
## We marched...

...with our community in support of NAIDOC Week. Members from our Executive Team and the Samaritans Reconciliation Action Committee joined the Newcastle Community NAIDOC March from Honeysuckle to Newcastle Foreshore.



## We wrote...

11 submissions to government-led inquiries to support our communities who want change on issues including an end to cash loan machines, an increase to income support payments so they are above the poverty line and for fairer planning processes for participants in the National Disability Insurance Scheme.







## We signed...

...petitions and charters that proposed important and necessary change to systems that need to better support our communities. This included calls to protect Aboriginal and Torres Strait Islander children's right to live in culture, to better protect and support people with intellectual disability during the COVID19 pandemic, to raise the age of criminal responsibility in Australia and to support children in the foster care system beyond the age of 18.



## We welcomed...

...our local Federal MPs to our two Early Learning Centres for Early Learning Matters Week. Showcasing the benefits of early learning is key to this campaign, which asks our Federal Government to ensure children get the best start in life.

## We committed...

....to continually stand alongside the people we support in their determination to change systems that keep people on the margins.

# Our Finances

	2020	2019	Difference 20-19
<b>Revenue</b>			
Fee for Service	35,173,856	32,643,659	2,530,197
Government Grants	34,233,467	33,508,927	724,540
Appeals, bequests and donations	627,645	873,231	-245,586
Rental income	1,272,334	1,222,656	49,678
Interest income	573,509	813,077	-239,568
Net gain on disposal of PPE	324,382	218,646	105,736
Foreign currency transactions	-32,334	-	-32,334
Sundry income	241,316	519,181	-277,865
Totals	\$72,414,175	\$69,799,377	2,614,768
<b>Expenditure</b>			
Employee benefit	59,136,617	55,543,352	3,593,265
Client & brokerage	4,374,236	4,393,336	-19,100
Depreciation	2,445,390	1,482,674	926,716
Interest expense on lease liabilities	97,155	-	97,155
Motor vehicle	783,960	788,772	-4,812
Rent	981,393	1,569,020	-587,627
Contractors	3,364,145	3,681,896	-317,751
Utilities	1,232,198	1,101,234	130,964
Repairs & maintenance	926,415	846,579	79,759
Stationery	356,682	380,405	-23,723
Marketing	169,029	8,9270	79,759
Bad debt impairment loss	111,525	148,606	-37,081
Other	2,097,816	1,750,544	347,272
Totals	\$76,076,561	\$71,775,688	4,300,873
Surplus / Deficit	-\$3,662,386	-\$1,976,311	-\$1,686,075
Other comprehensive income	-\$915,385	\$449,732	-1,365,117
Total comprehensive income for the year	-\$4,577,771	\$1,526,579	-3,051,192

Total revenue for the 2020 financial year was \$72mil which represents an increase of \$2.6mil or 3.75% from 2019. This was largely due to an increase of \$2.3mil in Supported Independent Living Income provided by the National Disability Insurance Scheme. This increase is due to individual participant funding plan increases and a reduced number of vacancies in the facilities that Samaritans operates. Additional funding of \$725k received from the Primary Health Network accounts for a significant portion of the increased Government Grant income.

The reported deficit for the 2020 financial year is \$4.57mil, an increase of \$3.05mil from the prior year. Employee benefits expenditure has increased in the current financial year by 6.47% due to the growth in the number of employees required to fulfil our commitment to the people in the community that we support and care for. A change in the Accounting Standards has resulted in an increase in the reported depreciation expenditure which is partly offset by a decrease in reported rental expenditure. Other expenses also increased due to additional subscription costs relating to the roll out of new information and communication technology.



### Balance Sheet

#### Current Assets

	2020	2019
Cash and cash equivalents	12,701,514	11,320,245
Trade and other receivables	2,721,508	2,690,286
Inventories	70,804	233,872
Held to maturity investments	14,963,144	15,167,381
Available for sale financial assets		
Non-current asset held for sale		
Total current assets	30,456,970	29,411,784

#### Non-current Assets

Available for sale financial assets	3,042,066	3,582,360
Property, plant and equipment	13,601,714	13,584,663
Right of use assets	3,928,461	-
Total non-current assets	20,572,241	17,167,023
Total assets	51,029,211	46,578,807

#### Current liabilities

Trade and other payables	11,836,705	9,178,347
Borrowings	-	-
Provisions	5,046,546	4,617,135
Lease liabilities	767,785	-
Total current liabilities	17,651,036	13,795,482

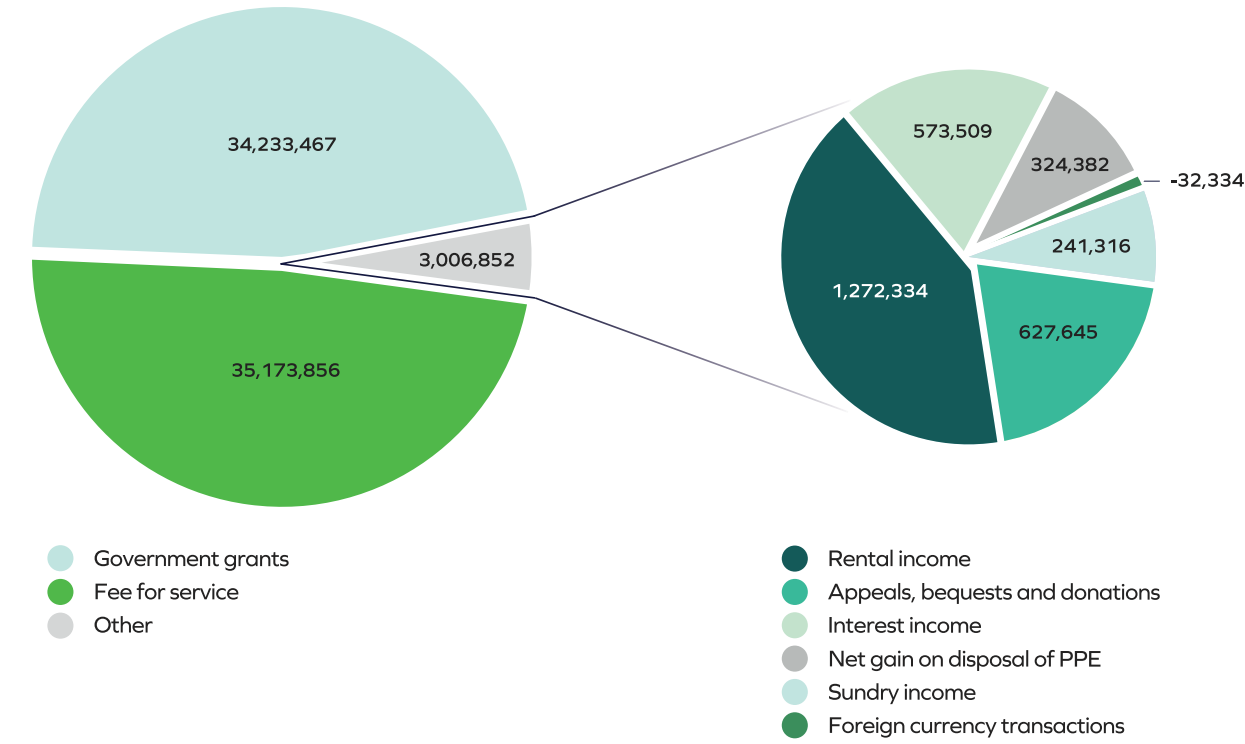
#### Non-current liabilities

Provisions	1,688,074	1,549,872
Lease liabilities	3,224,587	
Total non-current liabilities	4,912,661	1,549,872
Total liabilities	22,465,514	15,345,354
Net assets	28,465,514	31,233,453

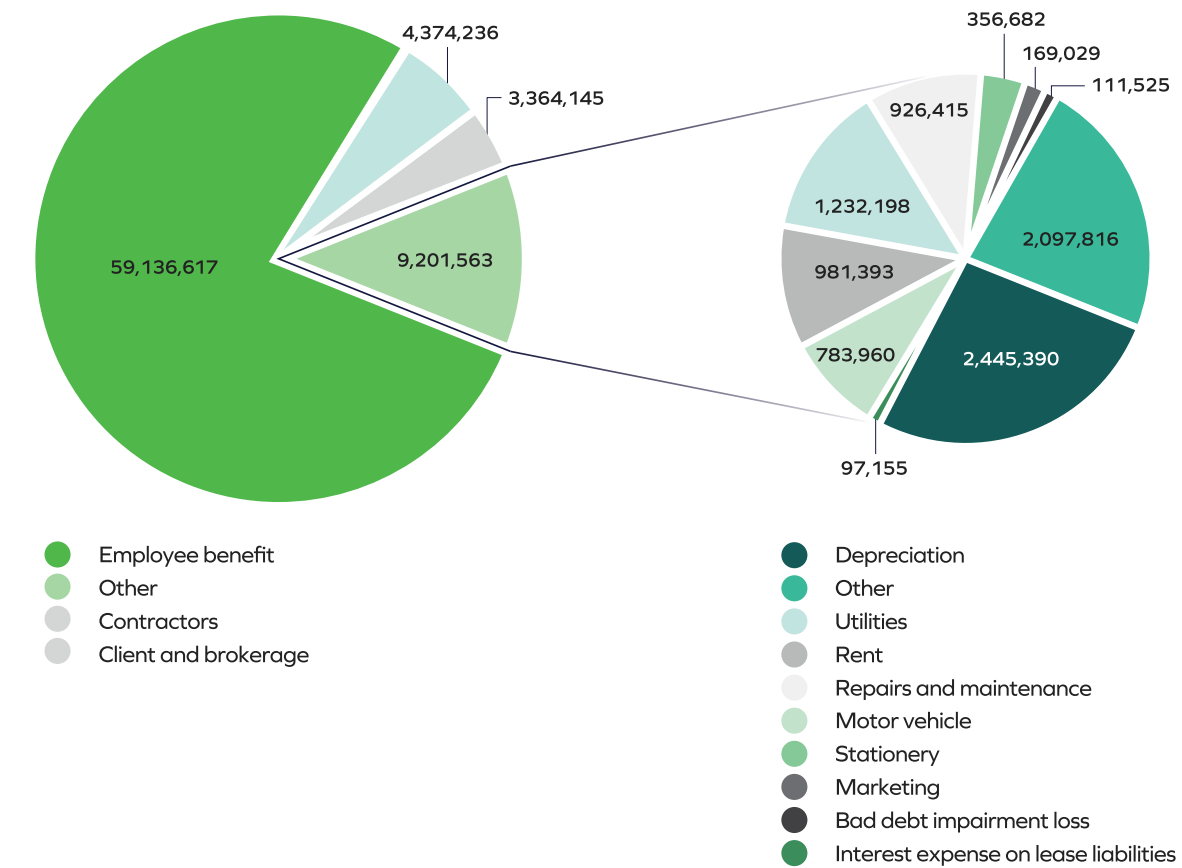
#### Funds

Reserves	11,103,473	11,358,078
Accumulated Surplus	17,362,041	19,875,375
Total Funds	28,465,514	31,233,453

### 2020 Revenue



### 2020 Expenditure





# Our services

## 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.

## Alcohol and Other Drugs Counsellor

NEWCASTLE, LAKE MACQUARIE, PORT STEPHENS, MAITLAND, DUNGOG, CESSNOCK

Provides support to young people in the Hunter region who are impacted by drugs and/or alcohol use.

## ARAFMI

NEWCASTLE, HUNTER

ARAFMI Hunter Mental Health Carers offer 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 to 8 years. A range of coordinated interventions are provided in the areas of parenting programs, childcare and sustainable home visiting support.

## Care Navigation

CESSNOCK, TAREE

A program to help people achieve their health and wellbeing goals through one-on-one support.

## Cessnock Neighbourhood Centre

CESSNOCK

Samaritans Information and Neighbourhood Centre (SINC) supports the Cessnock community by offering information, support, emergency relief and centre-based activities.

## Children and Parenting Support (CAPS)

CENTRAL WEST, NEWCASTLE

Early intervention and prevention program that builds families/carers capacity to ensure relationships with their children, and their children's wellbeing, is improved.

## The Circle (in collaboration with BENSOC C4C)

CENTRAL COAST

A community approach to supporting early childhood and wellbeing from birth to 12 years old.

## 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.

## Commonwealth Financial Counselling Program

NEWCASTLE, HUNTER

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

## Disaster Recovery (six 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.

## Emergency Relief Centres (nine 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.

## 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 'Gambling Help' 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.

## Kinship Care

NEWCASTLE, CENTRAL COAST, HUNTER

Support for kinship carers including case work, training and workshops and peer support groups.

## Great Lakes Manning Homeless Support Service

MID NORTH COAST

Offers help to women, men and children facing homelessness.

## headspace Cessnock

HUNTER

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

## headspace Maitland

HUNTER

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

## Home Instruction Program for Preschool Youngsters (HIPPY)

MID NORTH COAST

A two-year program supporting parents and carers to help children make a successful transition to school and beyond.

## 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.

## Homeless Youth Assistance Program (HYAP)

NEWCASTLE, HUNTER, LOWER MID NORTH COAST

A brokerage and support service for the community sector supporting young people aged 12-15 years.

## Intensive Family Preservation

CENTRAL COAST

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

## Kaiyu Kconnect

LAKE MACQUARIE

Community based mental health service for adults living with a mental illness.

## Kempsey Community Hub

MID NORTH COAST

Offers assistance to women and children facing homelessness.

## Margaret Stibbard Close

NEWCASTLE

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

## NDIS and Disability support

NEWCASTLE, CENTRAL COAST, HUNTER, MID NORTH COAST

Provides quality personalised disability support to local NDIS participants including:

### Coordination of Supports

Provides people with an NDIS plan support to ensure they are receiving the right supports, plan for their future and help as needs and circumstances change.

### Personal and Home Care

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

### Supported Independent Living

Homes that offer people living with a disability a welcoming environment where they can receive the support they need.

### Social and Recreational Activities

Tailored group and individual activities provided throughout the local community.

### Therapy and Behaviour Support

Specialist assessment and support including speech therapy, behaviour support, occupational therapy and psychology.

### Child and Family Support

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

### Supported Employment

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

## Permanency Support Program

NEWCASTLE, CENTRAL COAST, MID NORTH COAST, CENTRAL WEST

Offers short and long-term foster care to young people until they are able to return to their family.

## Psychosocial Support

MID NORTH COAST

Provides support to people living with a severe mental illness to build their life skills and work toward achieving their recovery goals.



# Our services

## Reconnect

NEWCASTLE, HUNTER

Provides support to young people who are homeless or at risk of homelessness.

## Recovery Point

NEWCASTLE

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

## Rural Young Minds

UPPER HUNTER, NORTH WEST

Mental health wellbeing support to youth 12-25 in rural areas.

## Samaritans Cleaning Service

NEWCASTLE, HUNTER

A commercial and residential cleaning company responsible for cleaning offices and homes in the Newcastle and Hunter region. The service provides employment for people who, due to a range of disabilities, face barriers to gaining and retaining employment.

## 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 (SELC)

NEWCASTLE, HUNTER

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

## Start Strong

MID NORTH COAST, HUNTER, CENTRAL COAST

Support for the educational engagement of children from birth to six years.

## Student Accommodation (Wickham)

NEWCASTLE

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, HUNTER

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

## Tailored Youth and Family Support

NEWCASTLE, LAKE MACQUARIE, CENTRAL COAST

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

NEWCASTLE, MAITLAND, HUNTER

Short-term and transitional accommodation for young people aged 16 – 24.

## Youth Engagement Officers

NEWCASTLE, MAITLAND, DUNGOG

Provides support for young people aged 12 – 17 and their families to connect with local services, education and resources to meet their individual goals.

## 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 and Assistant Chaplain  
Central Coast  
Corrective Services Coordinator  
Cessnock Gaol  
Juvenile Justice  
John Hunter Hospital Chaplaincy  
Police Force Senior State Chaplain

# Thank you

## Samaritans acknowledges the following funding bodies for 2019/2020.

Government Grants:

- Department of Health
- Hunter New England Central Coast Primary Health Network
- Healthy North Coast (Primary Health Network)
- Department of Social Services
- Department of Communities and Justice
- Department of Education
- Hunter New England Health – NSW Health
- Central Coast Local Health District – NSW Health
- Urban Growth NSW
- NSW Treasury
- Office of Responsible Gambling

Other Grants:

- Benevolent Society
- Brotherhood of St Laurence
- Newcastle City Council
- The Smith Family
- Orana Arts on behalf of Regional Arts NSW and Create NSW
- Woolworths and Landcare
- Newcastle Permanent Charitable Foundation
- Foundation for Rural and Regional Renewal
- Ulan Coal Mine (Glencore)
- Maitland City Council

# Become a supporter

## Join our donor community

For a family living in poverty, a young person experiencing homelessness or someone leaving prison and trying to get their life back on track, your donation can change their life.

## Become a corporate supporter

As a business, your support means more people in our local communities have an opportunity to thrive. You can partner with Samaritans to fund a program, sponsor an event, join payroll giving or offer in-kind donations.

## Contribute as a volunteer

Your time is one of the greatest gifts you can give. If you are passionate about making a difference in your local community, consider becoming a volunteer with Samaritans.

Learn more about all of these opportunities at [samaritans.org.au](https://samaritans.org.au)





# Samaritans

36 Warabrook Boulevard, Warabrook NSW 2304  
PO Box 366, Hunter Region Mail Centre NSW 2310  
[mail@samaritans.org.au](mailto:mail@samaritans.org.au)

 02 4960 7100

[samaritans.org.au](https://samaritans.org.au)

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)