

Redfern Waterloo Pathways to Prevention Project
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Aunty's Place

Contact details	Location: 46 George St Redfern NSW 2016 Phone: 9690 1511 Fax: 9690 1677 Email: auntys@tpg.com.au
Year established	Members of the Aboriginal community identified a need to re-establish a place for Indigenous women that was previously on the Block, provided by the Department of Health. With the assistance of the Redfern Foundation, premises were found and a Community Development Worker commenced in January 2002.
Operating hours	9.30 am –5pm Monday –Friday Weekend – social gathering May look at extending hours for particular projects
Main target groups	Families, with the primary focus on Indigenous families. Currently focusing on developing programs for families with children aged 0-5, but in the longer term will extend work to all age groups including adolescents.
Services/Programs	<p>The service provides a safe environment for mothers, and aims to strengthen families and prevent children being taken away. As the agency is in the developmental stage, it is focusing on identifying needs and gaps and on building relationships with other local agencies. At this stage, it provides:</p> <ul style="list-style-type: none"> ▪ drop-in services (information, referral, advocacy and support to women to access other services); ▪ a supported play group (in collaboration with BinyaGurung Aboriginal Early Childhood Service); ▪ assisting other agencies to develop culturally appropriate services. <p>Future plans include:</p> <ul style="list-style-type: none"> ▪ a more intensive 6 week play group program incorporating health education and visits to other services; ▪ postnatal support (possibly using Karitane model of home-based mothercraft support); ▪ activities such as a yoga program which build peer support, self esteem and well being; ▪ programs with young people including approaches which develop youth leadership.
Usage pattern	Given the agency is so new, no data is yet available.
Staffing	1 Community Development Worker – full-time; 1 Family Support Worker – 25 hours
Financing	The Redfern Foundation currently funds the 2 positions and maintenance of the building.

Benevolent Society (Central Sydney Scarba Service + Home-Start Program)

Contact details	Location: 153-155 Cope St Waterloo 2017 <u>Scarba</u> Ph: 9310 3788 Fax: 9310 5966 henrietta@bensoc.asn.au <u>Home-Start</u> Ph: 9310 5855 Fax: 9310 5955 homestart@bensoc.asn.au
Year established	Scarba 1995; HomeStart 1993
Operating hours Main target groups	8.30am – 5pm Monday to Friday <u>Scarba</u> : Families with children 0-12 at high risk. <u>Home-Start</u> : Parents with children under 5 (with a focus on the first 12 months) who are ‘low’ risk, especially first-time parents facing particular difficulties such as coping with a disability (parent or child), multiple births, limited family/social support, or post natal depression. <u>‘The First Five Years Program’</u> (Benevolent Society program in its developmental stage) – families with children 0-5 years.
Services/Programs	<u>Scarba</u> : Tertiary child protection with referrals accepted from DoCS where confirmed cases of abuse/neglect. Long-term work with families including risk assessment, ongoing support, counselling, home visiting, individual work with children and play therapy; linking to other services; group programs such as for women and children who have experienced domestic violence; financial help for school camps/recreation or practical needs (eg cots, clothing). Current project to run circus skills program for children 6-12 years over 3 school holidays, in collaboration with other local agencies. <u>Home-Start</u> : Volunteer home visiting service - volunteers (who must be parents themselves) are trained and supported to work with a family to provide social support; assist families to access community support, and increase parenting skills (for example, helping with issues around play). <u>First Five Years Program</u> :The Benevolent Society is currently developing early intervention programs, with a focus on child care settings, increased volunteer home visiting, and increased group work programs such as supported playgroups and parenting programs.

Usage pattern	<p>In 2001, <u>Scarba</u> worked with worked with 37 families (77 children and 55 adults). Of the children, 22% were under the age of 12 months and 54% under 5 years. At any one time the service works with 17-25 families (all regular clients). 85-90% come from Redfern/Waterloo.</p> <p><u>Home-Start</u> supports 13 families. The catchment area includes the eastern suburbs, the inner city and parts of the inner west. It is not currently servicing any families living in Redfern or Waterloo.</p>
Staffing	<p><u>Scarba</u>: 1 manager – full-time; 3 caseworkers – FTE; 1 family worker – 20 hours.</p> <p><u>Home-Start</u>: 1 coordinator – full-time; 1 worker – 16 hours; varying numbers of volunteers (currently one volunteer living in Redfern/Waterloo).</p>
Financing	<p><u>Scarba</u>: Annual operating budget \$381,500</p> <ul style="list-style-type: none"> ▪ primarily Central Sydney Area Health Service funds ▪ some non-recurrent funds from the Benevolent Society (for camps, brokerage, car costs, etc); ▪ some non recurrent funds from South Sydney Council for circus skills program. <p><u>Home-Start</u>: Annual operating budget \$103,000</p> <ul style="list-style-type: none"> ▪ DoCS (CSGP) \$72, 000 ▪ Benevolent Society \$31,000 <p><u>‘First Five Years’</u>: \$10,000 non-recurrent funding from the Families First Program (NSW Government) for ‘Play Power’ – workshops with families, professionals and volunteers in how to read and play with young children.</p>

Binya Gurung Ante-natal and Early Childhood Service

Contact details	Location: Social Work Department, King George V Hospital, Missenden Rd Camperdown 2050 Phone: 9515 8465 Fax: 9515 7262
Year established	The service was previously part of the early childhood centre (Murawina) located on 'The Block'. The position was transferred to the Health Department's early childhood service in 2000.
Operating hours	8.30am – 5pm Monday to Friday
Main target groups	Indigenous families with children aged 0-5 years.
Services/Programs	<p>The aim is to provide continuity of care for Aboriginal mothers and carers – from the antenatal period through to the time the child turns five years old. Services include:</p> <ul style="list-style-type: none"> ▪ visits (generally occurring a week after birth, at 4 weeks, and at other intervals that align with baby immunisation protocols); ▪ linking clients into specialist health clinics and community services to meet particular needs (in areas such as housing, financial assistance, child protection, legal, domestic violence, substance abuse, parenting difficulties); ▪ advocacy ▪ health promotion. <p>The service is currently working with Aunty's Place to develop group support and education programs (for example, a play group for Indigenous mothers in conjunction with).</p>
Usage pattern	<p>Around 80 clients per month, of whom 80% come from the Redfern/Waterloo area.</p> <p>Approximately 100 Indigenous babies are born annually in the area. The service attempts to see all of these women over the course of the year, as well as community clients referred by other services. It also caters to hospital patients who are Indigenous people from other regions.</p>
Staffing	2 Aboriginal Health Education Officers – full-time
Financing	NSW Health Department

Centacare

Contact details	Location: 165 Bridge Rd Glebe NSW 2037 Phone: 9660 2044 Email: nadiamessih@centacare.aust.com
Year established	<u>Parenting Program</u> : 1990 – 91 (under the auspice of Mercy Alms until 2002) <u>Parentline</u> : 1994
Operating hours	<u>Office hours</u> : 9 am – 6pm Monday to Friday <u>Parenting programs</u> are mostly run Monday to Wednesday mornings, but there is flexibility to run programs at other times. <u>Parentline</u> operates Monday to Saturday (with a message service)
Main target groups	Parenting support and programs – disadvantaged families with children aged 0-12. Parentline (see below) – parents with children up to 18 years.
Services/Programs	<u>Parenting support and programs</u> including: <ul style="list-style-type: none"> ▪ a weekly informal drop-in coffee morning and parent/child play, where parents can talk to the workers about parenting problems on a one-to-one basis and learn how to play with their preschool children; ▪ linking/referring parents to other parenting resources and support groups; ▪ one-to-one work with parents who are struggling; ▪ subsidised child care in community child care centres. <p>The service is planning to develop culturally appropriate programs for Indigenous and Asian communities.</p> <p>Parentline: Telephone counselling and information service for parents with children up to 18 years.</p> <p><u>School counselling</u>: At nominated Catholic schools – currently only Mt Carmel Primary School, Waterloo.</p>
Usage pattern	<u>Parenting services and programs</u> : Total of 87 parents in April-June 2002 <ul style="list-style-type: none"> ▪ Around 60% regular (more than one course) ▪ Around 75% live in Redfern/Waterloo ▪ Around 10% Indigenous parents/carers

	<u>Parentline</u> : Statewide service. Employs an Indigenous counsellor who is liaising with communities in Redfern / Waterloo. Many calls are received from this area.
Staffing	Parenting support program – 2 part-time Co-ordinators (total: 50 hours per week)
Financing	<ul style="list-style-type: none"> ▪ \$103,000 per annum from the Family Relationships Services Program (Commonwealth Department of Family and Community Services) – for the parenting support program ▪ Parentline funding is provided by DoCS

Connect Redfern

Contact details	Location: Redfern Public School, George Street, Redfern 2016 Ph: 9319 3207 Email: jofletch7@yahoo.com
Establishment	Connect Redfern was established in June 1995 and is part of the 'Schools as Community Centres' program which jointly funded initiative of four NSW Government Departments – Training & Education (the lead agency that administers the program), Health, Housing and Community Services. It aims to: <ul style="list-style-type: none"> ▪ influence the planning and integration of service delivery to better meet the needs of families with young children, with a focus on the years prior to school; ▪ to support families with children from birth to eight years, with a view to ensuring that children have a healthy and positive start to school; ▪ to strengthen communities through inter-agency collaboration and community participation in decision-making processes relating to the provision of services.
Operating hours	9am – 5pm Monday to Friday
Main target groups	Families with children aged 0 to 8 years
Services/Programs	A range of activities aimed at supporting families and children including: <ul style="list-style-type: none"> ▪ providing information to increase community awareness of existing services, including the production of a regularly updated service directory ▪ working with other organisations and agencies to develop more appropriate and effective services, especially those with a prevention and early intervention focus ▪ actively linking families to supports and services ▪ running a quarterly Early Childhood Forum to provide professional peer support for workers in the area.
Usage pattern	Although Connect Redfern is active in supporting existing and new services in Redfern and Waterloo, it is not itself a direct service provider.
Staffing	1 Facilitator – full-time
Financing	Annual average budget: Salary of worker, plus \$10,000 per annum.

The Fact Tree Youth Service

Contact details	Location: 703 Elizabeth St Waterloo NSW 2017 Phone: 9319 2708 Fax:9319 7584 Email: facttree@vipper.net.au
Year established	1990 (previously part of The Factory Family Support Service)
Operating hours	Office: 10am – 6pm Monday to Friday Drop in: Monday and Friday 3pm – 6pm, Tuesday 3pm – 8pm; Wednesday and Thursday 3pm – 9pm; Saturday 1pm – 6pm; Sunday (fortnightly) outings.
Main target groups	Young people aged 11 to 25 (predominantly 11 to 19)
Services/Programs	<ul style="list-style-type: none"> ▪ Drop-in program (including arts and craft, pool table, play station, cooking classes, videos, BBQs, computer/internet) ▪ School holiday program and camps (for example, learn to surf, sports, excursions) ▪ Courses (such as DJ'ing, learn to drive, video and music) ▪ Counselling ▪ Youth employment and training assistance ▪ Outreach (for example, to schools and refuges) ▪ School programs (such as legal rights, bullying, sexual health)
Usage pattern	<p>On any given day:</p> <ul style="list-style-type: none"> ▪ around 40 young people in drop-in program; ▪ 10 – 20 young people receiving counselling services; ▪ 70 young people on books for employment program. <p>Of the total drop-in membership of 185, around 50% are aged 14 or under. Of those seeing the adolescent and family counsellor, about 30% are under 14; whereas very few of the drug and alcohol counsellor's clients are in this younger age bracket.</p> <p>Almost all young people participating in the drop-in program are from the immediate area. About 50% of those who use the counselling service (which covers the whole South Sydney area) live in Redfern/Waterloo.</p>
Staffing	6 full-time positions: executive officer; program coordinator; drug and alcohol counsellor; adolescent and family counsellor; Indigenous worker; employment officer.

Financing	Annual operating budget: \$300, 000 (approximately). <ul style="list-style-type: none">▪ NSW Health Department – 2 positions;▪ Supported Accommodation Assistance Program – 1 position SAAP;▪ Department of Community Services (CSGP) – 3 positions.
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The Factory

Contact details	Location: 67 Raglan St Waterbo Ph: 9698 9569 Fax: 9310 4141 Email: factory@tig.com.au (Poet's Corner Preschool is located at 55 Morehead St, Waterloo)
Year established	Around 1976
Operating hours	Office hours: 9am – 5pm Monday – Thursday Before and after school care: 7.30 – 9.30 am and 3.30 – 6pm Monday –Friday
Main target groups	Children aged 0-12 and their families in Redfern/Waterloo/Alexandria area, particularly people living in public housing / high socio-economic disadvantage
Services/Programs	<ul style="list-style-type: none"> • Family support – crisis and longer term case work, ‘recreational therapy’ program (such as yoga, tai chi, and art classes), play group, and parenting program (in collaboration with Centacare) • Toy library • Preschool – “Poet’s Corner” • Before and After School Care for children 5-12 (with breakfast and afternoon tea) • Vacation Care for children 5-12 • Auspice for ‘Kids Speak’ (<i>see separate profile</i>) • English classes for adults
Usage pattern	<ul style="list-style-type: none"> • Family Support: 30 clients at any one time • Preschool: licensed for up to 25, currently has around 16 (fluctuates) • B&ASC: licensed for up to 45, daily 12 in the morning, 35 afternoon (45 children registered) • Vacation care: licensed for up to 45, but current limit of 20 (due to capacity of bus for excursions) <p>All users are from local area. Overall, around a third are Indigenous people, and around a third are from non-English speaking backgrounds.</p>

Staffing	<p>Co-ordinator (30 hours), Family support worker (28 hours) Bookkeeper (8hours) After school care: Coordinator and two assistants (30 hours each) Preschool: Teacher/Director, special needs worker, Indigenous worker Kids Speak: Coordinator (3 days), Outreach worker (2 days), 3 casuals (3 hours)</p>
Financing	<p>Average annual grant income \$270,000</p> <ul style="list-style-type: none"> • Neighbourhood Centre /Family Support: DoCS \$100,000 • Vacation Care: DoCS • Kids Speak: DoCS and Premier’s Department Partnership Project • Before and after school care: FaCS

Inner Sydney Regional Council for Social Development

Contact details	Location: Waterloo Town Hall, 770 Elizabeth St Waterloo 2017 Phone: 9698 7461 Fax: 9318 0852 Email: regcouncil@ihug.com.au
Year established	1974
Operating hours	9.30am – 5pm Monday to Friday After hours work/meetings as required
Main target groups	Non-government organisations and communities in 7 LGAs – South Sydney, City of Sydney, Leichhardt, Woollahra, Waverley, Randwick and Botany
Services/Programs	<p>The ISRCSD has three main roles:</p> <ul style="list-style-type: none"> ▪ to resource and support other funded NGOs in its catchment area (including through the production of a quarterly magazine, <i>Inner Voice</i>); ▪ to work on key social issues and concerns affecting the well-being of these communities; ▪ to undertake specific projects that will benefit the communities. <p>Current specific projects include:</p> <ul style="list-style-type: none"> ▪ providing a Regional Tenants' Resource Service over a large area of inner and northern Sydney; ▪ running the Housing Communities Assistance Program (HCAP) on the Redfern and Waterloo estates; ▪ working to improve the access of 'special needs' groups to the Home and Community Care Program.
Usage pattern	N/A because not a local community centre or an individual service delivery agency.
Staffing	5 full-time staff – Director; HCAP worker; regional tenants' resource worker; HACC Development Officer; administrative officer.
Financing	Average annual budget: \$350,000 approximately

Kids Speak

Contact details	Location: The Factory, Raglan Street Waterloo Phone: Ph: 9698 9569 Email: factory@tig.com.au
Year established	1999/2000 – as a collaborative project between government and non-government agencies involving The Factory, Connect Redfern, St Saviour’s Anglican church, the Police Citizens Youth Club, the Department of Housing, the Department of Community Services, South Sydney Council, and (initially) the Department of Sport and Recreation.
Operating hours	Family Fest activities: Fridays 3.30 – 5.30pm Outreach/follow -up support:
Main target groups	Children aged 5 to 12 and their families, with special focus on isolated families not connected to formal community services.
Services/Programs	<ul style="list-style-type: none"> ▪ Family Fest – a ‘family gathering’ on Friday afternoons (usually on Waterloo Green) with sports, games and food for the children and a free raffle of a fruit and vegetable tray at the end of the afternoon for the parents/carers. ▪ Arts and Crafts Program – run by and at the Police Citizens Youth Club. ▪ Linking parents/carers and children to other services, through direct contact with them at the Family Fest and (now) through an outreach worker who provides follow-through support.
Usage pattern – Client/User Numbers – Occasional/transient clients?	<p><u>Family Fest:</u> Average attendance fluctuates.</p> <p><u>Arts and Crafts:</u> Attracts between 10 and 30 children per session.</p> <p><u>Outreach/Follow -Up component:</u> No pattern as yet as very new component.</p>
Staffing	<p>Until recently, the only specific staff person was the 10 hour arts and crafts teacher with other staff being drawn from the collaborating agencies or working on Family Fest in their own time.</p> <p>Newly acquired funds have allowed for the employment of a Coordinator (3 days), Outreach worker (2 days), three casual staff (3 hours)</p>

Financing	1999 – a one-off grant of \$35,000 from the NSW Department of Community Services 2000 – a \$10,000 ‘tide over’ grant while the Premier’s Partnership Project considered an application. 2000/01 – \$17,000 from Premier’s Department Partnership Project 2002/03 and 2003/04 – \$66,500 per year from the Premier’s Department Partnership Project.
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Lloyd McDermott Rugby Development Team

Contact details	Location: Rm 313 Sports House, Wentworth Park, Wattle St Ultimo 2007 Phone: 9660 8894 Fax: 9660 8128
Year established	1992
Operating hours	9am – 5pm Monday to Friday Substantial amount of out-of-hours work
Main target groups	Young Aboriginal people, aged 14 to 19. The organisation's original aim was to provide opportunities for Aboriginal boys to play rugby union, and to improve their access to other life opportunities through rugby. It has now broadened its vision to work with girls as well as boys, and to cover a wider range of sports (golf, ten pin bowling and netball).
Services/Programs	<ul style="list-style-type: none"> ▪ brokers school and university scholarships for boys and young men (currently 8 private school scholarships and 2 university scholarships); ▪ organises national sporting events; ▪ runs 'skill sessions' at schools; ▪ conducts 'development camps' for young people which transmit life skills as well as sporting skills; ▪ works with a private consultancy group to run 4 day residential leadership courses for promising young people; ▪ manages a hostel to provide accommodation for young men moving to Sydney for work; ▪ conducts specific projects (for example, currently undertaking a crime prevention project in conjunction with ATSIC focused on three communities – Redfern/Waterloo, Campbelltown and Mt Druitt).
Usage pattern	The service has assisted around 2,000 Aboriginal young people over the past seven years.
Staffing	1 Executive Officer – full-time; 1 book-keeper – part-time once a fortnight; 3 interns a year from Boston University – each working four days a week for 9 weeks.
Financing	Average annual budget : \$300,000 - \$350,000 approximately. Receives core funds from: <ul style="list-style-type: none"> ▪ ATSIC (recently reduced by \$120,000), ▪ NSW Department of Sport and Recreation;

	<ul style="list-style-type: none">▪ Commonwealth Department of Education, Science and Training;▪ Commonwealth Department of Employment and Workplace Relations. <p>Also seeks donations and sponsorships, and one-off project grants (such as the current \$60,000 from ATSIC as the first stage of the crime prevention project).</p>
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Mudgin-gal Women's and Children's Centre

Contact details	Location: 231 Abercrombie St, Chippendale Ph: 9319 2613 Fax: 9319 6053 Email: office@mudgin-gal.org.au
Year established	1992
Operating hours	9.30am – 5pm Monday to Friday
Main target groups	Aboriginal women and children who are in crisis
Services/Programs	<ul style="list-style-type: none"> • Information, support and referral for women in crisis (including domestic violence, homelessness, financial and legal); court support • Drop in service with facilities including shower and clothes washing/drying machines, clothing pool, kitchen for tea/coffee, community noticeboard, telephone • Social support through women's gathering day • Information days re services and health education sessions • "Healing Project" for Aboriginal women who were abused as children, which includes 6-8 four day workshops for women with sessions on domestic violence, anger management, child sexual assault and spiritual healing • Two crisis accommodation flats (but only one operating because of staff constraints).
Usage pattern	Around 80 women and children per month (may include the same women more than once). Most service users live in the local area, but there is a significant number of women who come from other parts of NSW / interstate.
Staffing	1 Coordinator – 30hours; 1 Community Support Worker – 21hours. Healing Project (until Jan 2003): project worker (28hours), project assistant (20hours)
Financing	Average annual budget: \$70, 000 (from DoCS) Healing Project: Casino Community Benefit Fund

Redfern Legal Centre

Contact details	Location: 73 Pitt Street Redfern NSW 2016 Phone: 9698 7277 Fax: 9310 3586 Website: www.rlc.org.au
Year established	1977
Operating hours	9am – 8.30 pm Monday to Thursday 9am – 5pm Friday Have evening advice session four nights a week, staffed by volunteer solicitors and others.
Main target groups	People who live and work in the Local Government Areas of Sydney, South Sydney, Botany and Leichhardt.
Services/Programs	<p><u>Core work:</u> General legal advice and assistance, community legal education and law reform.</p> <ul style="list-style-type: none"> – The two highest volume areas in the centre’s legal practice are tenancy and family law (not including DV). – The main areas of community legal education are credit and debt, victim rights and compensation, police powers/public space issues, and drugs policy. <p><u>Specialist services/programs:</u></p> <ul style="list-style-type: none"> ▪ Inner Sydney Tenants Advice and Advocacy Service ▪ Credit and Debt Legal Service ▪ Women’s Domestic violence Court Assistance Scheme ▪ Students’ Representative Council Legal Service (operates as a branch of RLC) ▪ Drugs Policy Project. <p><u>Other areas of special expertise:</u></p> <ul style="list-style-type: none"> ▪ Criminal law ▪ Employment law, including unfair dismissals ▪ Physical and sexual assault matters ▪ Victims compensation, particularly for sexual assault ▪ Complaints against police
Usage pattern	<p>In 2000 – 2001:</p> <ul style="list-style-type: none"> ▪ 4001 instances of providing information and referral ▪ 1,574 instances of face-to-face advice ▪ 191 instances of telephone advice <p>By its very nature, the centre has a high percentage of one-off or occasional services. However, people can remain ‘clients’ for a significant period of time and are often repeat clients.</p>

Staffing	The centre has 10 full-time and 6 part-time staff. It also relies heavily on volunteer lawyers and legal assistants (law students and community members). There are usually around 70 active volunteers at any one time. All receive training and are supervised by a staff member.
Financing	<p>Annual operating budget: \$800,000 approximately.</p> <ul style="list-style-type: none"> ▪ Commonwealth AG's Community Legal Centres Funding Program – for core work ▪ NSW Department of Community Services and NSW Department of Fair Trading – for credit and debt work ▪ NSW Department of Fair Trading – for the tenancy service ▪ Students' Representative Council, Sydney University – for the student legal service ▪ South Sydney Council – in-kind support (community worker and concessional rent). <p>The centre also receives specific project funds from a variety of sources at different time.</p>

Redfern Occasional Child Care Centre

Contact details	Location: 55 Pitt St Redfern NSW 2016 Phone: 9310 2336 Email: rocc@sscc.nsw.gov.au
Year established	1995. Until May 2002, the centre was managed by an independent management committee but (at its own instigation) is now a service of South Sydney Council.
Operating hours	9am-4pm Tuesday to Friday
Main target groups	Children aged 0-6 years, with priority given to residents of South Sydney Council particularly: <ul style="list-style-type: none"> ▪ low income earners ▪ single parents ▪ non-working families ▪ families at risk ▪ families who find it difficult to access other forms of child care ▪ Aboriginal and Torres Strait Islanders and families from Non-English speaking backgrounds.
Services/Programs	Provides 'occasional' child care in which informal activities are balanced with a structured program. The weekly program is flexible to meet the particular needs/interests of the children attending and includes all areas of development such as language, music, movement and dramatic play, stories, and fine/gross motor skills. The Department of Community Services has recently provided project funds for a worker to provide particular support to Aboriginal families and children but the position has not yet been filled.
Usage pattern	The Centre is licensed for a maximum of 28 children a day, with the average attendance between 16 and 20 (down from an average of 26 a day before Council became the manager and enforced the fees policy). A total of 31 children currently use the service, with around 60% being 'regulars' (attending consistently at least once a week). 80% come from the local area (South Sydney). Approximately 50% are single parents, 25% are Aboriginal and Torres Strait Islanders, and 25% are of non-English speaking background.

Staffing	1 Director – full-time; 1 trained child care worker – 30 hours; 2 untrained child care workers – 30 hours (Note: There is currently only one untrained worker while the centre is operating below capacity)
Financing	<p>Annual operating budget: \$170,000</p> <ul style="list-style-type: none"> ▪ Commonwealth fee relief and parent fees – \$104,000 ▪ NSW Department of Community Services – \$37,000 ▪ Commonwealth Department of Family and Community Services – \$14,000 ▪ Council – \$10,000 and in-kind support including electricity, rates, phone, stationery, management services

St Vincent de Paul

Contact details	Location: 125 Pitt St Redfern 2016 Phone: 9698-9864 Fax: 9690 1724 Email: vinpitt@hotmail.com
Year established	1985
Operating hours	9.30am – 4pm Monday to Friday. After hours - counselling by appointment and some group programs
Main target groups	Disadvantaged individuals and families
Services/Programs	<ul style="list-style-type: none"> • Individual counselling (crisis, financial, drug and alcohol, gambling) • Living skills programs • Group work with men who are violent, women who are victims of violence and their children • Information, referral, assessment and advocacy • Drop-in • Emergency assistance • ‘Hey Dad’ Parenting program (occasional only, when additional funding available) • Work in schools (for example, talks to students re domestic violence and issues facing migrants/refugees, and working with school counsellors).
Usage pattern	<p>Approximately 60% of those accessing the counselling and group programs are regular clients.</p> <p>Approximately 50% of all clients are of non-English speaking background.</p> <p>Clients are drawn predominantly from the local area, with about 5-10% from out-of-area for specialised services.</p> <p>A noticeable increase in the last 6 months of people with mental health and/or substance abuse issues.</p>
Staffing	1 Coordinator – full-time; 1 Community Worker; – full-time; 4 Counsellors – part-time (FTE staffing: 2.5 workers); Volunteers – 120 hours per week.
Financing	Annual operating budget: \$130,000. Of this, the DoCS Community Services Grants Program contributes \$80,000.

The Settlement

Contact details	Location: 17 Edward St, Chippendale 2008 Ph: 9698 3087 Fax: 9318 1008 Email: rgstringer@thesettlement.au.com
Year established	1891
Operating hours	<u>Office hours</u> : 10am – 6pm Monday to Friday <u>After school care</u> : 3pm – 6pm <u>Youth program</u> : 6pm –9pm Monday and Wednesday (now have funding to extend program to Friday nights and Saturdays)
Main target groups	Children and young people aged 5 to18, mainly from Aboriginal families living on the ‘Block’
Services/Programs	<ul style="list-style-type: none"> • After school care for children aged 5-12, including homework support • Vacation care for children aged 5-12 (primarily excursions) • Youth group, with activities including food preparation, sport, videos and outings • Case work with young people 12-18 (practical support and advocacy) • Cultural camping program for young people, including drug education and recreational activities with 4-6 camps run per year • Transition to Work Program (for young people aged 15-25) • Own six houses which are made available to low income families (administered by South West Inner Sydney Housing Cooperative)
Usage pattern – Client/User Numbers – Occasional/transient clients?	<ul style="list-style-type: none"> • Youth group: 10-25 young people attend (approximately 5-10 aged 14 or under) • Children’s program: 15-30 (up to 40 in vacations) • Cultural Camps: around 12 (need to keep numbers fairly low) <p>Most are regular participants and live in Redfern, Waterloo, Surry Hills and Marrickville (but have links to family who live in the area)</p>
Staffing	6 full-time staff – Coordinator, 2 youth workers, 2 child care trainees, 1 ‘transition to work’ position 2 part-time staff – CDEP child care workers

Financing	Average annual budget: \$600,000 approximately <ul style="list-style-type: none">• Cultural camps – Health Department• Coordinator, youth workers, vacation care - DoCS• Enhancement funding to extend youth programs to weekends - Redfern Waterloo Partnership• After school care - FACS• Transition to Work program and homework centre – NSW Dept of Education and Training
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The Shop Women's and Children's Centre

Contact details	Location: 133 Morehead St Waterloo NSW 2017 Phone: 9699 9036 Fax: 9319 0682 Email: theshop133@hotmail.com
Year established	1988
Operating hours	9am-4pm Monday to Friday
Main target groups Services/Programs	Women with children aged 0-5 years <ul style="list-style-type: none"> ▪ Case work, crisis counselling and advocacy ▪ Information and referral ▪ Court support scheme ▪ Regular parenting skills program (Triple P - managing children's behaviour and looking after yourself as a parent) ▪ Classes in topics such as English, cooking, sewing, and computers (with child care provided) ▪ Playgroup and excursions ▪ Immigration agent
Usage pattern	Clients are predominantly drawn from the immediate area (walking distance) Approximately 85% of clients have a non-English speaking background, and around 5% are Aboriginal.
Staffing	1 Coordinator/case worker – full-time; 1 NESB caseworker/immigration agent – 28 hours. Casual child care workers are provided by TAFE when programs are being run for mothers.
Financing	Annual operating budget: \$165,000 Of this: <ul style="list-style-type: none"> ▪ DoCS Community Services Grants Program: \$155,000 ▪ South Sydney Community Council: \$10,000

South Sydney Police and Community Youth Club (PCYC)

Contact details	638 Elizabeth Street Redfern NSW 2016 j.bedwell@bigpond.com.au
Year established	1953
Operating hours	3.30pm – 8.30pm Monday to Friday In addition: <ul style="list-style-type: none"> ▪ The centre remains open until 10.30pm on Friday for Twilight Basketball, late night photography excursions and Street Dance. ▪ It is open until 10.30pm on Monday and Tuesday when it is used by an Irish dancing school teaching around 140 children. ▪ Local schools use the centre on two days a week for sports and cultural activities. ▪ South Sydney Council has just booked the club for one morning a week for women’s activity classes.
Main target groups	Children and young people aged 5 to 18, with a particular focus on 8 to 12 year olds.
Services/Programs	The current regular program of activities includes: <ul style="list-style-type: none"> ▪ Learning centre and arts/crafts/photography activities (Monday to Saturday) ▪ Dance classes and basketball (Wednesday, Friday and Saturday) ▪ Nutrition/cooking program and recreational sport (Saturday) ▪ School holidays (multi-skilling programs and cultural and sporting activities). <p>Staff are also involved in Juvenile Conferencing and organise a joint community Christmas Dinner. Other activities have also been offered at various times including personal development workshops, computer skills and swimming classes. Some young people are also given opportunities such as achieving coaching accreditation (through DSR) or attending Rotary Youth Leadership Development courses.</p>
Usage pattern	Average attendance at each program is 30 to 40 children, with between 100 and 200 using the centre daily. Slightly more girls than boys attend (attracted particularly by the arts and craft and the dance activities). Many community groups use the centre for local activities and functions.
Staffing	1 Manager (police officer) – full-time; 1 arts and craft teacher – 10 hours. Approximately 40 rostered volunteers (including one virtually full-time). Note that the standard staffing level in the 56 other PCYCs in the state is 2 police officers. South Sydney PCYC has always had difficulty in attracting and keeping candidates for the second position.

<p>Financing</p>	<p>Annual operating budget: approximately \$100,000 required each year (not including program costs)</p> <p>The known sources of funds each year are:</p> <ul style="list-style-type: none"> ▪ The NSW Police Service – salary of the coordinator/manager ▪ Membership fees – currently 310 paid-up members (most paying \$10 per annum) and 390 ‘exempt’ members. <p>All other funds (including those for basic operating expenses such as cleaning and electricity) have to be raised each year, either through donations or specific project funding.</p> <p>The specific project funds received to date for 2002 are:</p> <ul style="list-style-type: none"> ▪ NSW Attorney General’s Department – \$30,000 (for the Aboriginal cultural program – a one-off grant flow-on from the previous year) ▪ NSW Department of Sport and Recreation – \$10,000 (for sporting activities) ▪ Kidspeak (funds for the arts and crafts program and coordinator). <p>The NSW Department of Housing owns the land on which the centre was built (with funds raised by the community).</p>
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South Sydney Youth Service

Contact details	Location: Cnr Elizabeth and Allen Streets Waterloo 2017 Phone:9318 0539 Fax: 9318 3878 Email: ssys@zip.com.au
Year established	1972
Operating hours	9.30 – 5.30 Monday to Friday Also operates an after-hours service, Streetbeat (<i>see separate profile</i>)
Main target groups	Young people aged 12 to 25, with a particular focus on: <ul style="list-style-type: none"> ▪ Aboriginal and Torres Strait Islanders ▪ young people with poor mental health or a mental illness ▪ young people in the juvenile justice system; ▪ young people with poor educational achievements; ▪ young homeless people; ▪ young people who are parents themselves (especially young mothers).
Services/Programs	A wide range of services and programs including: <ul style="list-style-type: none"> ▪ generalist counselling and practical support for young people (and their families, when possible or appropriate) ▪ a ‘dual diagnosis’ program for those with both drug and mental health problems (in partnership with the Richmond Fellowship); ▪ a crime prevention/juvenile justice/post-release support program; ▪ ‘Waratah’ – <i>see separate profile</i>; ▪ ‘Streetbeat’ – <i>see separate profile</i>; ▪ an arts-based educational program for unemployed young people with poor literacy and numeracy skills; ▪ housing assistance, especially for young people with mental health problems; ▪ ‘Youth Matter (s)’ – a collaborative project of community organisations and community members aimed at reducing drug use among young people; ▪ specific projects (such as the production of comics on key issues affecting young people, in conjunction with Streetwise; and parenting workshops, in conjunction with Centrelink, Reconnect Surry Hills and the Come-In Centre at Paddington).

Usage pattern	<p>The organisation provides support and services to approximately 400 young people a year:</p> <ul style="list-style-type: none"> ▪ 80% live in the Redfern/Waterloo area; ▪ 75% are Aboriginal or Islander; ▪ around 30% fall into the 12 – 14 year age bracket; ▪ in about 50% of cases, the service also works with the family. <p>In terms of the breakdown under specific programs:</p> <ul style="list-style-type: none"> ▪ dual diagnosis: around 70 young people a year and their families; ▪ unemployed program: around 120 young people; ▪ Streetbeat: 5,000 ‘pick-ups’ a year; ▪ juvenile justice program: around 70 a year; ▪ generalist counselling: around 80 a year (including their families where possible); ▪ Streetbeat counsellor (mainly for Aboriginal youth, many in the younger age bracket): around 20 to 30 young people at any one point in time; ▪ school program: 35 a year (8 at one time); ▪ young people who are parents themselves: around 30 a year (3 or 4 at any one point in time).
Staffing	<p>7 full-time staff: 1 Director/Counsellor; 3 mental health workers; 1 juvenile justice worker; 1 Waratah worker; 1 Streetbeat counsellor.</p> <p>7 part-time staff: 2 Waratah workers; 2 mental health workers; 2 education workers; 1 administrative officer.</p>
Financing	<p>Average annual budget: \$500,000 approximately</p> <p>Major regular funds include:</p> <ul style="list-style-type: none"> ▪ \$120,000 from the National Illicit Drugs Strategy (Commonwealth Department of Family and Community Services) – for the dual diagnosis program; ▪ \$120,000 from the NSW Drugs Summit – for Streetbeat; ▪ \$77,000 from the NSW Department of Juvenile Justice – for the juvenile justice program; ▪ \$80,000 from the NSW Education Department – for Waratah; ▪ \$45,000 from the NSW Department of Community Services – for the Director/Senior counsellor position.

Streetbeat Intensive Support Program

Contact details	<p>Streetbeat is a joint initiative of the NSW Police Service, South Sydney Aboriginal Resource Corporation and South Sydney Youth Service.</p> <p>The transport component is located at South Sydney Aboriginal Corporation, 180 George St Redfern 2016 Phone: 9319 4428 Email: SSACRC@all.com.au</p> <p>The Casework and Counselling Service is located at South Sydney Youth Service, cnr Elizabeth & Allen Sts Waterloo 2017 Phone: 9318 0539 Fax: 9310 3878 Email: office@southsydneyyouth.net</p>
Year established	<p>The bus service was originally established in 1995, running out of NSW Police Headquarters.</p> <p>The casework and counselling component resulted from the NSW Drug Summit, which recommended that intensive services needed to be provided for Aboriginal young people in Sydney's inner city. The integrated Streetbeat service began in 2001 (and is funded for a 3 year period).</p>
Operating hours	<p>Bus: Thursday 10pm - 3am; Friday/Saturday 10pm - 4am Casework and counselling service: Monday – Thursday 9.30am – 5pm</p>
Main target groups	<p>Bus: Young people aged 8-18 with particular emphasis on Aboriginal young people Casework and counselling service: Aboriginal young people aged 12-18 and their families/extended families</p>
Services/Programs	<ul style="list-style-type: none"> ▪ The Streetbeat Bus offers a ride home or to another safe place to young people who are on the streets late at night to protect them from harm and to reduce the chance of them being involved in risky or criminal behaviour. It is staffed by a driver/youth worker and one volunteer worker each shift and provides support and information to young people and, where necessary, makes referrals to the caseworker/counsellor. The bus operates in the inner city, the eastern suburbs, and parts of the St George and inner west areas. ▪ The caseworker/counsellor works intensively with Aboriginal young people and their families during the day, providing practical support, advocacy and emotional support (short and long term). The service involves significant outreach work (especially on the “The Block” in Redfern), home visits, and accompanying the young person to appointments. ▪ In conjunction with the Koori Links to Learning worker at South Sydney Youth Services, an ongoing support group for Aboriginal grandmothers who are caring for their adolescent grandchildren has been

	<p>established.</p> <ul style="list-style-type: none"> ▪ Other projects have included girl's camps to the Aboriginal Women's Healing House, a literacy group and school holiday programs.
Usage pattern	<p><u>Bus</u>: Current monthly average number of service users is 235. More than 90% are Indigenous, and at least 60% are aged 14 or under. Not all live in Redfern/Waterloo but they have strong connections to the area. Most are regular users.</p> <p><u>Caseworker and counselling service</u>: The worker has a caseload of 20 to 30 young people at any point in time (some intensive, others not). Around 40% are aged 14 or younger, and 97% are Indigenous. Approximately three-quarters live in Redfern/Waterloo;.</p>
Staffing	<p>1 Manager (transport component) – 28hours; 2 paid drivers – casual; 1 caseworker/counsellor (28hours). Volunteers from other agencies and community members help on the bus. (Community organisations are able to use the bus during the day in return for their help.)</p>
Financing	<ul style="list-style-type: none"> ▪ NSW Department of Gaming and Racing (Casino Community Benefit Fund) – \$55,000 (until Feb 2003) ▪ DoCS (Getting it Together Scheme) – \$120,000 per year (until 2004) to cover caseworker, drivers, brokerage funds.

Waratah Education Centre

Contact details	Location: The School operates from Waterloo Neighbourhood Centre, 95 Wellington St, Waterloo The workers are based at South Sydney Youth Service, cnr Allen and Elizabeth Sts Waterloo Ph 9318 0539 Fax: 9310 38778 Email: ssys@zip.com.au
Year established	2001
Auspice	South Sydney Youth Service
Operating hours	The school currently operates three days a week (school terms)
Main target groups	Aboriginal high school aged children aged 12-15 living in the South Sydney area. Priority is given to young people who have not attended school for some time and as a result have poor literacy and numeracy skills
Services/Programs	The service provides an alternative/transitional educational program for Indigenous young people who are not attending mainstream education. The program focuses on numeracy / literacy (two days a week) and life /social skills (one day a week) The program also includes breakfast and a communal lunch, sport and some excursions.
Usage pattern – Client/User Numbers – Occasional/transient clients?	The program can cater for up to 8 young people. The service has a partnership agreement with Cleveland Street High School and is currently only able to take young people from this school.
Staffing	Coordinator – full-time; Life Skills Officer – 3 days; Administrative Assistant – 10hours In addition, Cleveland St High School donates the services of an Aboriginal teacher.
Financing	NSW Dept of Education and Training (Koori Pathways, Links to Learning) – \$ 80,000

Waterloo Girls Centre

Contact details	Location: 133 Morehead St Waterloo NSW 2017 Phone: 9698 2915 Fax: 93180682 Email: waterloogirls@nlc.net.au
Year established	1979
Operating hours	Office hours: 1pm –7pm Tuesday to Friday Programs: 4pm – 7pm Tuesday to Friday
Main target groups	Girls aged 11-18 years living in Waterloo
Services/Programs	<ul style="list-style-type: none"> ▪ drop-in centre – with home work support, craft, jewellery, video night, computer access; ▪ one major arts based project per year; ▪ school holiday excursions; ▪ fashion design / craft activities, and a stall at a local market for girls to sell their products; ▪ Koori Girls Peer Education Project.
Usage pattern	On average, between 4 and 12 girls attend each session. There are 6 or 7 girls who are very regular attendee's and about 20 occasional participants. All come from the immediate area.
Staffing	Coordinator – 21 hours Youth/project worker – 9 hours
Financing	Annual operating budget: \$66,000 (approximately) Of this: <ul style="list-style-type: none"> ▪ DoCS grant: \$36,000 recurrent (covers 20 staffing hours and a small amount of operating costs). ▪ Specific funds are sought each year to cover additional costs and special projects. Currently the centre receives \$30,000 for these purposes.

Wunanbiri

Contact details	Location: Belmont St Alexandria Ph: 9319 5712 Fax: 9699 9418
Year established	Around 1975
Operating hours	8am – 4pm Monday to Friday during school terms
Main target groups	Children aged 2-6 and their families, predominantly Aboriginal children
Services/Programs	<p>Preschool child care, with transport provided to and from the centre. Programs include:</p> <ul style="list-style-type: none"> ▪ a health and nutrition program which addresses needs of Aboriginal families, providing all food - breakfast, a cooked meal and fruit; ▪ fortnightly visits by a doctor and health worker from the Aboriginal Medical Service (AMS) to do health checks and provide information to parents; ▪ hearing assessment checks conducted at least 3 times a year by the AMS and Australian Hearing Program, with follow-up organised if hearing problems are identified.
Usage pattern	<p>The centre is licensed for 40 children, and current enrolment is around 26 (full and part time). High usage by single parents and young mothers.</p> <p>Most live in Redfern / Waterloo, although the numbers from this area are declining with the changes to The Block.</p>
Staffing	5 staff – full-time; 1 bus driver/handyperson – part-time.
Financing	<p>Average annual budget: \$200,000 approximately</p> <ul style="list-style-type: none"> ▪ DoCS – 90% of the government funding received ▪ Department of Education Science and Training – supplementary assistance for Aboriginal children ▪ Parent fees

Youth Matter

Contact details	Location: 180 George St, Redfern Ph: 9698 8450 Fax: 9690 0021 Email: rosmcdonald@iprimus.com.au
Auspice	South Sydney Youth Service, but the Project Steering Committee is comprised of a consortium of agencies (youth services, education, DoCS, Premiers etc).
Year established	May 2001 (The project is funded for two years.)
Operating hours	5 days a week - flexible for weekend and evening meetings, excursions, events
Main target groups	Young people aged 12-25, their parents and carers, and residents of the Redfern-Waterloo community
Services/Programs	<p>Youth Matter is a collaborative project between services and community members, aimed at reducing drug risk and harm amongst young people. The project is using a community development approach to:</p> <ul style="list-style-type: none"> • deliver training in community leadership skills to young people and other community members; • develop innovative and sustainable initiatives that help families and young people make positive changes in their own and their community's lives; • build partnerships between service providers and community leaders and improve the way that (government and non government) services work together.
Usage pattern	A total of 63 people attended the first leadership training program, with approximately 20 people attending each week (12 people attended at least two-thirds of the sessions, making them eligible for a Certificate of Attainment). This year community leadership training is targeting young people.
Staffing	1 Project Officer – full-time
Financing	FaCS (Family and Community Networking Initiative) – \$200,000 over two years. Within this, \$40, 000 is allocated to fund community development initiatives determined by the community.