

Annual Report

2024-25 HIGHLIGHTS



Vision

Many tracks, one road, sustaining community

Strategic priorities

- 1) Connection to community
- 2) Progressive and planned growth
- 3) Influence and leadership

Our values

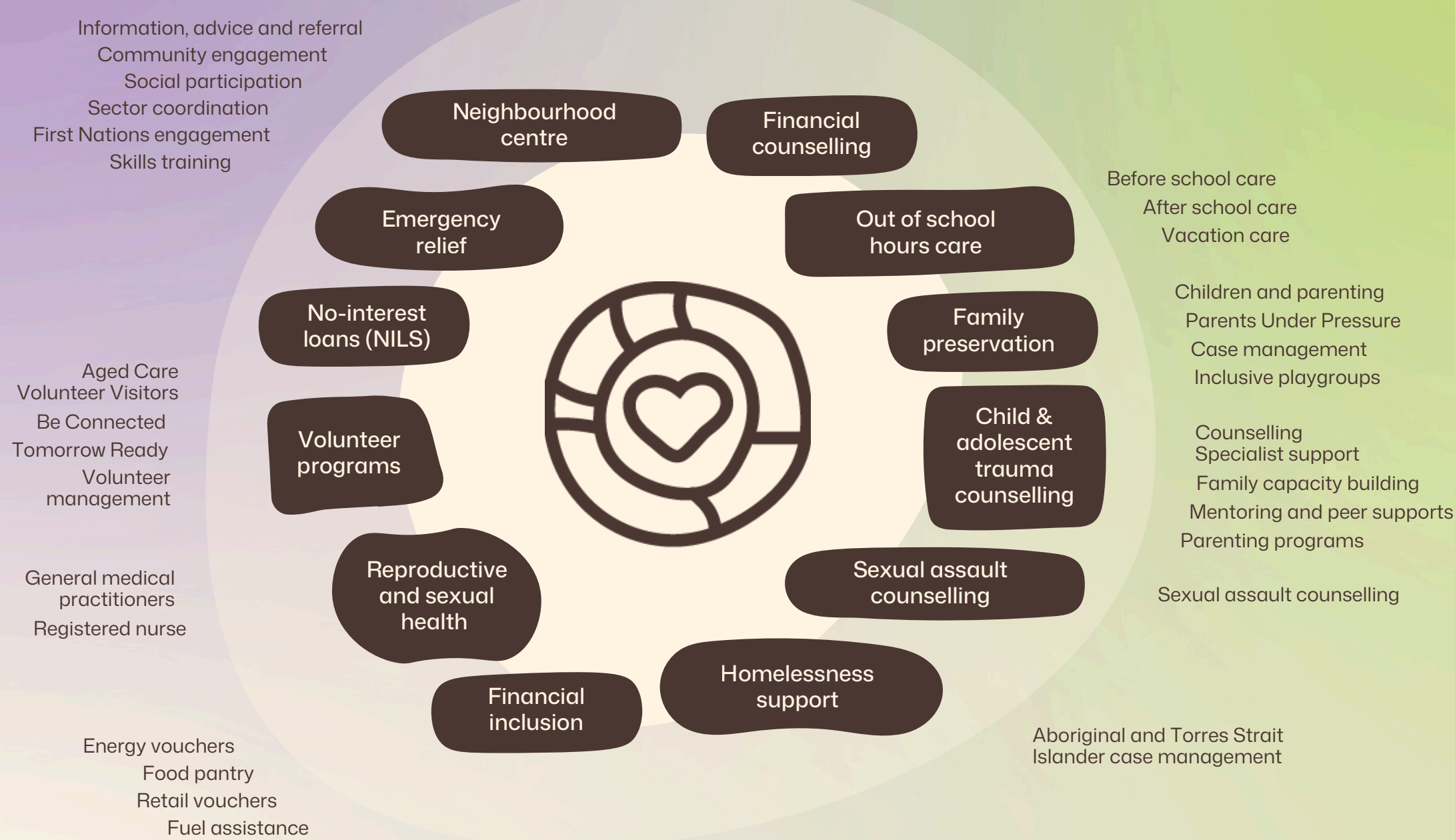
Integrity

Respect

Inclusion

Compassion

Wrap around services



Our partners

Financial Counselling

- Northern Rivers Housing
- Murwillumbah Community

Emergency Relief

- FoodBank
- SecondBite
- Fareshare
- Byron Community Centre
- Murwillumbah Community
- Kyogle Family Support

Student Placements

- Edith Cowan University
- Griffith University
- Indigenous Allied Health
- James Cook University
- NSW TAFE
- Southern Cross University
- University Centre for Rural Health
- University of Canberra
- University of New England

Financial Inclusion Network

- Amplify Black Women
- Anglicare
- Centre for Women's Economic Safety
- Combined Pensioners and Superannuants Association
- Energy and Water Ombudsman NSW
- Financial Counsellors' Association of NSW
- Financial Rights Legal Centre
- Good Shepherd ANZ
- Homelessness NSW
- Mob Strong
- NSW Council of Social Service
- NSW Economic Abuse Reference Group
- Older Women's Network
- Redfern Legal Centre
- Salvation Army
- Smith Family
- St Vincent de Paul Society
- University of Newcastle
- University of NSW
- Youth Action

Tomorrow Ready

- Ballina Shire Council
- Beacon Strategies
- Country Women's Association
- Hastings Neighbourhood Centre
- HART Services
- Hunter Volunteer Centre
- Kyogle Together
- Lismore City Council
- Mullumbimby CORE
- NSW Reconstruction Authority
- Resilient Lismore
- Richmond Landcare
- Sector Connect
- Tweed Shire Council
- Volunteer Central Coast

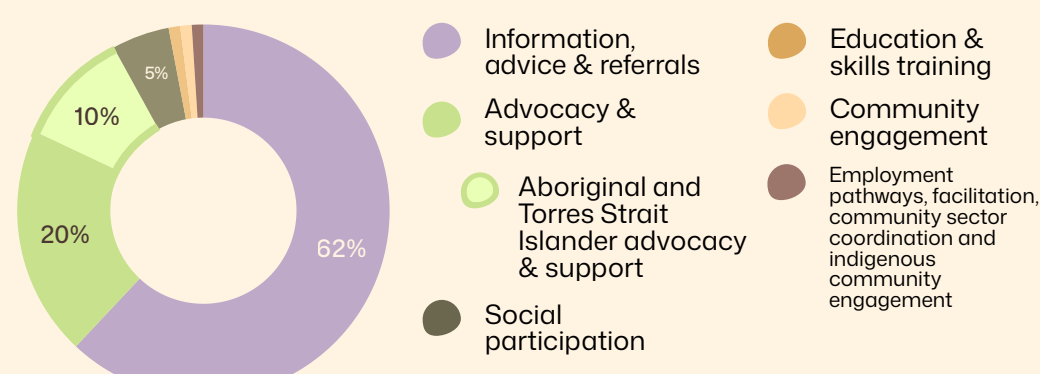
Our people

- 42 permanent members of staff
- 19 casual members of staff
- 15 volunteers and students

Our impact

Neighbourhood centres

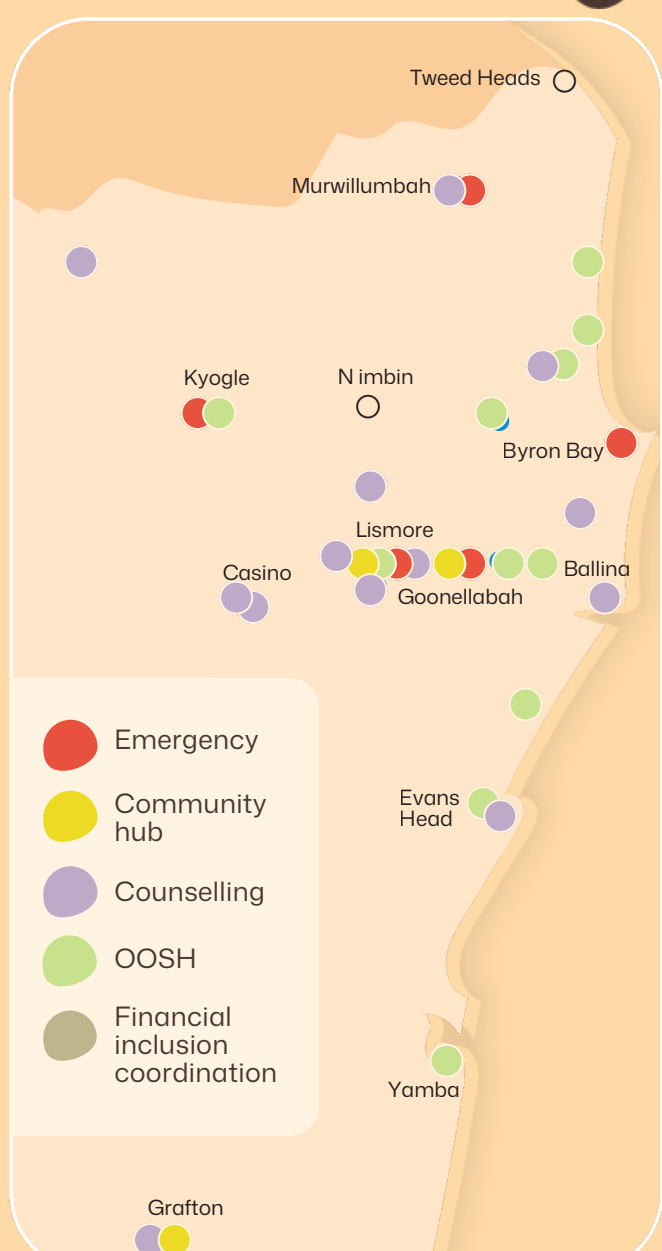
3,968 people received support
3.4 avg sessions per person
13,491 occasions of service



35% experienced a disability
31% identified as Aboriginal or Torres Strait Islander
27% experienced homelessness or were at risk of it

Community sector coordination: 18 sector meetings
Facilitate student pathways: 7 student placements

Our locations



Sexual health and family planning

1,921 reproductive health clients
1,142 contraceptive care clients
1,047 STI tests conducted
845 pregnancy & fertility clients
460 gender affirming care clients

Child and adolescent trauma counselling

262 counselling sessions
500 occasions of service
50 children were supported
16 group sessions were held
24% identified as Aboriginal or Torres Strait Islander
>50% were affected by domestic, family and sexual violence

Financial counselling

501 new clients contacted
396 new cases were opened
65% were women
65% earned <40k per year
26% were single

Out of school hours care

740 children involved
14 service locations
290 excursions & workshops
39 service teams
92% of families received a child care subsidy
9% identified as Aboriginal or Torres Strait Islander

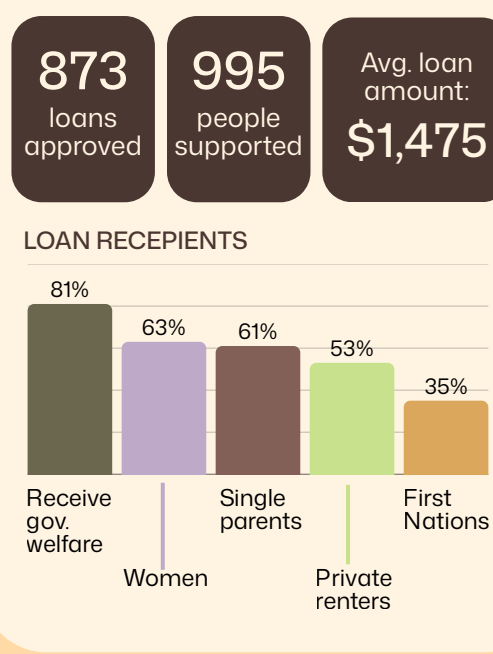
Specialist homelessness service

233 people received support
52% experience homelessness
64% not in stable housing
100% identified as Aboriginal or Torres Strait Islander
36-45 was the most common age range of people supported

Reaching Out Sexual assault service

273 occasions of support
107 people supported
33% Aboriginal or Torres Strait Islander
58% women
>50% affected by DFSV

No-interest loans (NILS)



Child, family and parenting support

42 people received support
12 workshops delivered
36% Aboriginal or Torres Strait Islander

Services include:

- Family preservation intensive case management
- Parenting workshops and communication education
- Accredited Parents Under Pressure (PUP) Therapy

Emergency relief

1,185 people supported
8,011 occasions of service

Energy payment assistance (EAPA)

161 counselling sessions
\$59,850 in vouchers dispersed

Volunteering and social inclusion

214 volunteers
139 people supported by volunteers
24 volunteer-involving groups supported

Programs include:

- Aged Care Visitor Volunteer Scheme
- Tomorrow Ready spontaneous volunteers
- Be Connected digital inclusion and mentorship

Operational teams

Business support

Childrens services

Executive team

Counselling and case management

People and culture

Service delivery

Health, economic and social inclusion

Continuous improvement

INTERNAL GROUPS AND COMMITTEES

Clinical governance

Reconciliation action

WHS and disaster management

People and culture

Quality improvement cycle

- 1) Plan and design actions
- 2) Analyse and review evidence
- 3) Take action and measure results