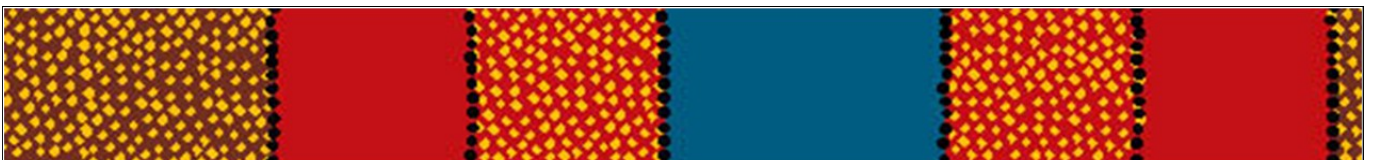




Together With  
The  
Community  
ABORIGINAL FAMILY SUPPORT SERVICES

# Annual Report 2009 – 2010





### ***Vision***

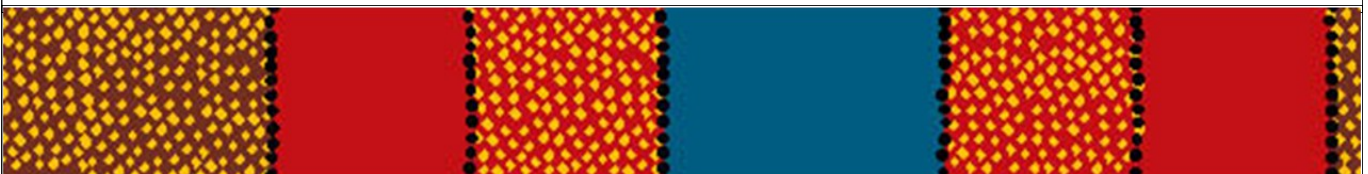
"Together with Aboriginal Communities, we will create opportunities with families to ensure safe and culturally strong futures for our children and young people."

### ***Mission***

Aboriginal Family Support Services acknowledges the diversity of Aboriginal communities and ensures that all services are innovative, creative and healing-based.

Through strong leadership Aboriginal Family Support Services influences change in policies and service delivery in all areas of capacity building within Aboriginal families and communities.

We maintain that our Aboriginal heritage is beyond value and no child should be deprived of its richness.



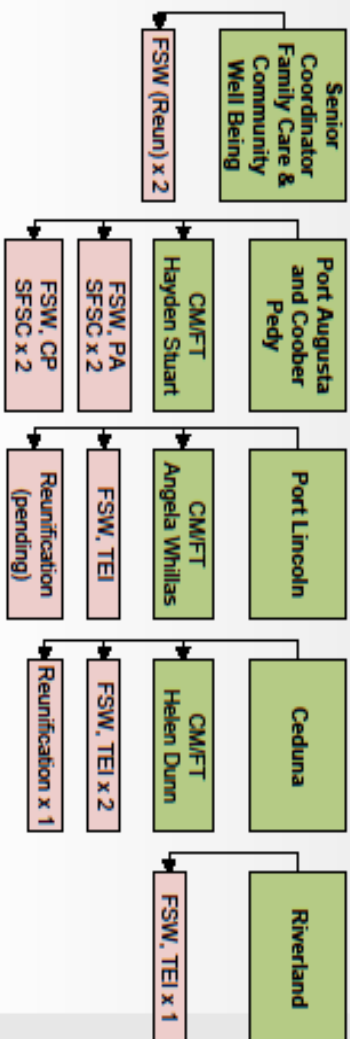
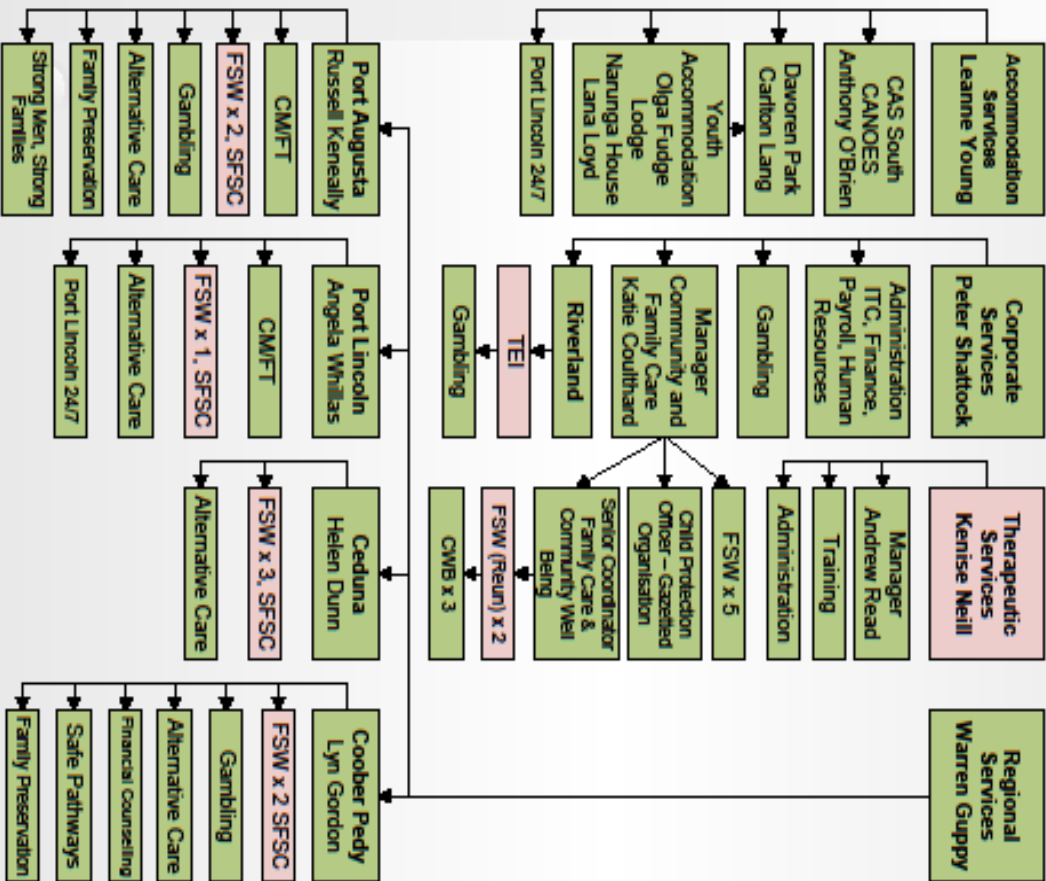


**AFSS Board**

**CEO Sharron Williams**

**Operational**

**Therapeutic Services**



**LEGEND**

- Therapeutic
- Operational
- FSW → Family Support Worker
- Reun → Reunification Program
- CM/FT → Case Manager Family Therapy
- SFSC → Stronger Families, Safer Children
- TEI → Targeted Early Intervention
- CMB → Community Well Being
- CAS → Crisis Accommodation Services
- CANOES → Crisis Accommodation Northern Emergency Option Service

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**AFSS Board of Management  
2009 – 2010**



**Yvette Varcoe  
Chairperson  
(Picture unavailable)**



**Margaret Nelson  
Vice Chairperson**



**Kym Mitchell  
Treasurer**



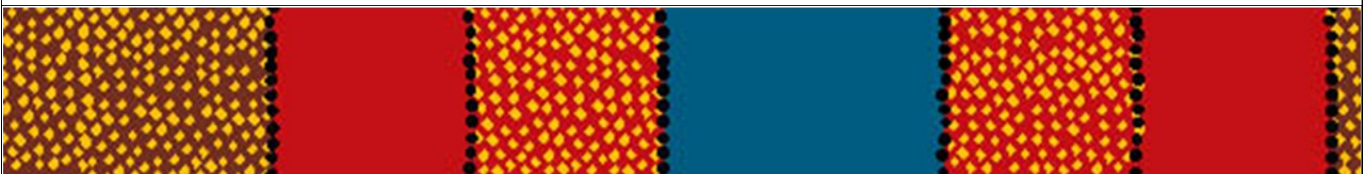
**Audrey Taylor  
Secretary**



**Lucy (Waniwa) Lester  
Executive Committee  
Member**



**Wayne Rigney  
Executive Committee  
Member**



## MESSAGE FROM CHIEF EXECUTIVE OFFICER SHARRON WILLIAMS



AFSS starts the new Financial year with a solid base and have achieved our funding allocations on the appropriate program outcomes.

We have employed staff for the new TEI and Reunification programs and are all participating in the Stronger Families, Safer Children training program run by Sharon McCallum.

As our services grow and extend into the more therapeutic fields, we need to be developing the capacities of our staff delivering these services, we have employed a Training Officer, George Laughton a Larrakeyah man with an extensive training background to work with the staff and Managers across the programs to provide the staff with the necessary skills to deliver these services.

AFSS has been successful in winning the tender for the Eyre Western Alternative Care service to enable us to deliver placement services in the Pt Lincoln, Ceduna and Yalata areas and employ an additional Manager and 3 Family Support Workers. AFSS was successful in obtaining the Accommodation House contract in Pt Lincoln and the official opening of the Pt Lincoln office was held on 27 May, 2010. I would like to take this opportunity to thank the AFSS Staff at Pt Lincoln, Senior Manager's and Board Member Wayne Rigney for their participation in the launch.

Due to our rapid expansion, a restructuring of the Management Team is currently being put into place. This will be in the form of an additional level of Management – Senior Managers. This will streamline programs, and allow for better management of the programs and greater supervision of staff within the individual programs. Also as a part of the restructure, AFSS have employed a full-time HR Manager.

As we are growing in staff, AFSS is looking to better allocate space on the ground and first floors of our office in Waymouth St, to accommodate staff for the programs, this also means reviewing our telephone systems to link all regions to be more cost effective.

The Management team will be running workshops to look at our Agency Policies, and assess how they meet the legal, cultural aspects of AFSS's requirements. When the policies are completed, they will be presented to the AFSS Board of Management for sign off.

We have also been busy with developing funding submissions for the provision of Parenting – Life Skills Programs. We have tendered for 3 locations, Pt Lincoln, Pt Augusta and Elizabeth for a period of 3 years.



As a part of AFSS ongoing commitment to our young people in care, we are considering the possibility of taking on the services of Aspiritivegroup to provide Teen Life Coaching for our young people who have had difficult or complex life histories. Aspiritivegroup will work with the children and staff to ensure that this investment benefits the future of our young people in care.

In 2006 AFSS undertook to develop an Agency Strategic Plan, this is due for revision in 2011. The Senior Management Team and I have started to revise our 'strategic direction' with a series of workshops facilitated by Paddy O'Toole, Associate Dean, Flinders University, who has assisted other NGO's with this process and comes highly recommended.

Our aim is to have our New Strategic Direction completed by the end of June 2010 and to be available by August/September 2010.

The ICP (Federal Funding Group) have asked us for a small project that could be funded by them. We were able to propose Sisters with Voices a project in Coober Pedy that allows an AFSS facilitator to work with a group of Aboriginal Women, to develop skills and confidence to work with the younger women, to develop and sustain their community.

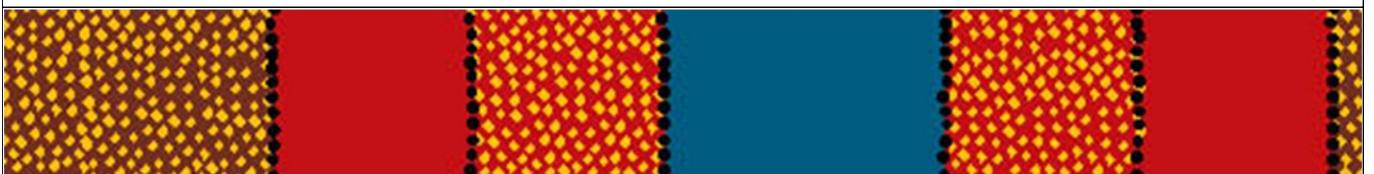
AFSS has also been approached by Sisters of St Joseph (SOSJ) to undertake a joint project with them called *Good Grief* a predominately main stream program of grief and loss, but would like to provide the program to Aboriginal people in remote and isolated communities.

AFSS will apply for funding, to provide the necessary elements in order to deliver the program to the communities. AFSS staff will also be trained to deliver the program through our service areas – a 'win-win' situation all around.

The next Financial year looks like another busy year for AFSS with various programs and projects planned to achieve our aims and goals with, and for the Aboriginal Community.

I would also like to take this opportunity to acknowledge and thank the Staff at AFSS for their ongoing commitment to the Agency.

**Sharron Williams**  
**Kurna/Narungga Woman**





***Joanne Warren is the artist who painted the Image on the left for the front cover of AFSS “Stronger Families ~ Safer Children” Manual.***

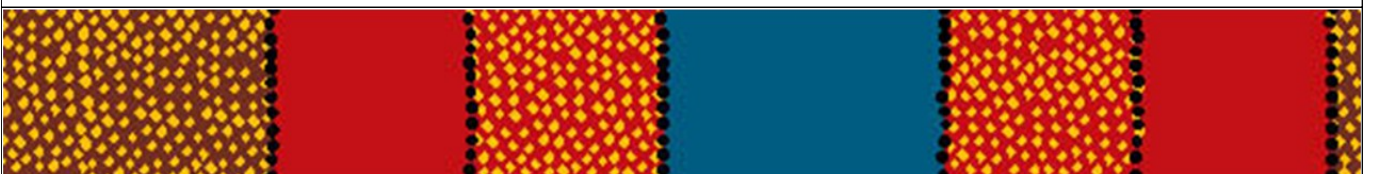
*I am Joanne Warren from the Arrabunna tribe , and our country is in the North east side of Leigh Creek up to Coober Pedy and across to Oodnadatta , down across towards Marree. My Mum and Dad moved from Marree in 1982. My Dad was transferred on the railways from there when I was 12 years old . We all lived at Stirling North with my 5 Siblings, one sister and 4 brothers and a niece my parents cared for from two weeks of age.*

*Also I have older siblings from both my Mum and Dad’s first Marriages. On my Dads side , two sisters and four brothers, on my Mum’s side there is four brothers and one sister, But we are all equal as one (Brothers and Sisters ) no step siblings , we all get together for family gatherings as often as we can .*

*I have lived in Port Augusta for most of my life and have had all my children here. I have four children, three boys and one girl. While my home is in Port Augusta my children and I go back to visit the old places up around Marree, Oodnadatta and other places when we can.*

*The story in the painting is about a Mother, Father and Children meeting with other families in a safe place with branches and bush tucker in the area. The dots represent different places and tribes, and the footsteps taking different steps and walking together in different places.*

*I completed this painting while working in AFSS in the “Stronger Families Safer Children” Program. The painting represents the healing place and journey families make to provide safety and care for their children.*



## **Aboriginal Family Support Services – Regional Services Senior Manager—Warren Guppy**

AFSS continue to provide a range of services to Aboriginal communities across regional South Australia.

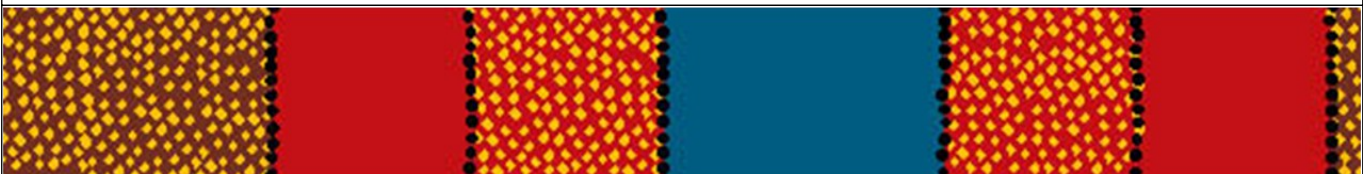
The Port Augusta office has been operational for many years and is central in the provision of services to the diverse Aboriginal communities who either live in or visit Port Augusta.

The Coober Pedy office has expanded and has also established itself as a central agency in service provision in both Coober Pedy and Oodnadatta. The addition of Financial Counselling allows AFSS's to provide a more holistic service to many of its clients.

Offices in both Ceduna and Port Lincoln have now come on-line and are already establishing themselves as a central agency in the child protection and family preservation area, particularly in relation to Aboriginal children and their families.

Key partnerships and collaboration with Families SA, Uniting Care Wesley, Centrecare, and other agencies involved in child protection and family preservation, assist to ensure that AFSS's services are relevant to the local community and are not duplicating existing services.

\*\*\*\*



### **Port Augusta Office (Northern Country) ~ Manager, Russell Keneally**

AFSS is focussed on ensuring Aboriginal children and young people can achieve their goals. AFSS does this by ensuring that through our programs and through the provision of foster carers that children and young people grow up in safe, culturally sensitive and supportive environment.

The Port Augusta office continues to deliver high quality client focussed services to the region. Staff remain committed to providing AFSS programs that support Aboriginal people to protect and preserve their families.

The Port Augusta Alternative Care worker continues to provide an excellent support service to carers that is above and beyond the requirements of our service agreement. Our Case Manager and Targeted Early Intervention and Family Preservation Workers are also valued members of the Port Augusta team. Their cultural knowledge is invaluable in the work that AFSS does with families and communities. Part of their work includes attendance at Family Care Meetings and advocating on behalf of clients to other services.

AFSS Port Augusta staff were very active members of the Port Augusta 2010 NAIDOC organising committee which presented a very full week of activities. The most innovative of those activities was organising the NAIDOC march on the Friday before school finished which enabled students to march. AFSS also successfully nominated one of our long term foster carers for a 2010 NAIDOC award.

As Manager of the Northern Country office I would like to thank the staff for their passion and commitment in making a difference in the lives of the people we serve.

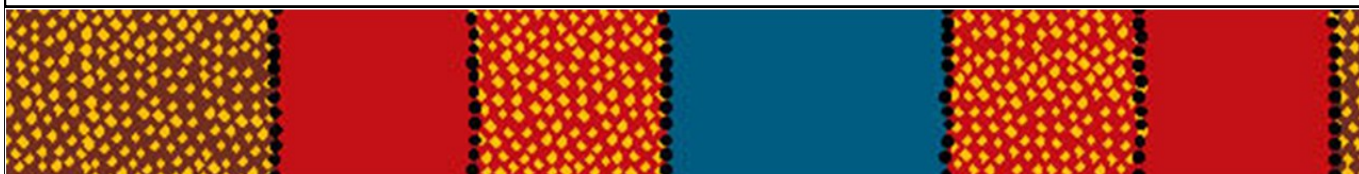
#### **Alternative Care**

The Port Augusta office continues to provide placement options for the northern country region which includes Port Augusta, Whyalla, Port Pirie and other areas. Our Alternative Care worker has established and maintains outstanding relationships with our carers and their families, mainly due to her passion for the position.

AFSS (Northern Country) currently have 15 carers who provide committed care options for Aboriginal children. AFSS are eternally grateful to our carers for their ongoing support and commitment to ensuring children in our region have safe environments in which to live.

The Alternative Care worker and other AFSS staff have also assisted in identifying suitable families that can be assessed for Relative Care (Families SA) and general carers to increase the number of carers available in our region.

In partnership with Families SA and United Care Wesley we treated our carers to a Pampering Day at the Port Augusta Yacht Club. This involved Tai Chi followed by meditation, hand massages, manicures and designer nail painting. Inclusive was a lunch accompanied by light music and a whole lot of mingling with staff and carers. Managers of all services in attendance also presented gifts and certificates to acknowledge how appreciative we are of what the carers do for the children that they look after through foster care.



As part of an ongoing partnership with Uniting Care Wesley, Families SA and AFSS, the Carers Forum invited two child psychologists to present on child behaviour and attachment issues. The presentation received a positive response, questions were asked and discussions around carers' individual concerns took place.

The Family Preservation Worker has been involved with two clients during this reporting period. Both clients were difficult to engage and presented only when they required urgent assistance. Furniture was purchased for one client to establish her new accommodation. This client was also assisted to attend child access visits in Adelaide. In partnership with the Ranges Youth Centre, the Family Preservation Worker is working closely with the parent to ensure her child receives the best possible outcome.

### **Emergency Relief**

Due to its central location and the number of transient people that come to Port Augusta for various reasons, the office is constantly approached for emergency relief funds for clients who are experiencing hardship. The office receives allocated funding annually and is responsible for allocating these funds through an assessment process with clients. Reasons for requiring assistance vary from moving to the area for court proceedings, unplanned visitors to places of residence, to not being able to pay urgent utility bills. Clients cannot access the service more than once in a six month period. A total of 92 clients were assisted with emergency relief during the reporting period.

### **Stronger Families, Safer Children**

#### ***Reunification Program***

Intensive Reunification is a program that supports and assists in the reunification of parents and children who have been separated through notifications to Families SA. Notifications can result in children being removed from harm, neglect and abuse in or out of the family home. The Intensive Reunification Program involves referrals from Families SA and aims to assist clients to address the issues that led to the removal of their children. This might involve supporting and referring clients to agencies who can assist with drug and alcohol issues, parenting skills or mental health issues.

The Intensive Reunification program also coordinates in partnership with Families SA to provide regular access with parents/carers and children to keep families connected and culture strong.

Relationship between Families SA and AFSS continue to develop but requires a lot of work and commitment by both agencies. Partnerships include:

- regular partnership meetings between Families SA, AFSS and Uniting Care Wesley
- ongoing communication – including email, phone contact and face to face meetings
- regular contact between AFSS and Families SA staff to address client issues as they arise

Commencing in April 2009, the Program has received few referrals



**Targeted Early Intervention (TEI)**

Clients are referred by Families SA to the TEI program based on assessments conducted by Families SA. Criteria for referring to the TEI Program include the identification of families (that Families SA have been involved) who are likely to benefit from intervention aimed at addressing ongoing issues of neglect and abuse. In some cases the identification of neglect may be mild and intervention is introduced to deal with issues before they escalate.

The TEI Program provides practical and structured in-home assistance, parenting skills development, links to other services in the community, life skills training and referrals to appropriate supports and programs.

Over the last few months, TEI referrals have increased and the quality of the referrals have been appropriate for the TEI Program. As it is still a new program it has taken much hard work and many meetings with Families SA to build positive working relationships. This includes:

- regular partnership meetings between Families SA, AFSS and Uniting Care Wesley
- ongoing communication – including email, phone contact and face to face meetings
- regular contact between AFSS and Families SA staff to address client issues as they arise.

Networking and referrals to other service providers in the community has also allowed the Family Support Worker to provide ideas and information on other programs that could be developed / offered by other service providers for the community to help support TEI clients and other families with similar needs and support requirements.

Since the commencement of Stronger Families Safer Children Program in April 2009, 10 Targeted Early Intervention referrals that have been received, involving 22 children.

\*\*\*\*



## **Cooper Pedy Office ~ Manager, Lyn Gordon**

### **Alternative Care**

The aim of the program is to source potential carers within the communities of Cooper Pedy and Oodnadatta (Aboriginal & non-Aboriginal) that may be interested in being carers for children whom for one reason or another, have been removed from their birth parent/s.

Carers may wish to be short term, long term, respite or emergency care providers. AFSS are required to assess prospective carers to ensure that they are suitable for the placement of children in need.

As an agency, AFSS endeavours to place children with extended family or community members, where possible, to ensure that their culture is not lost and that the Aboriginal Child Placement Principle is upheld. The role of the support worker is to support the Carer, offer training, maintain contact with the Carer, and ensure that the placement is still a viable option for the Carer and/or the child/ren

While AFSS actively seek foster carers, the sensitivity of the information required for an assessment can sometimes result in applicants withdrawing from the process.

Notwithstanding, AFSS Cooper Pedy have recruited 4 foster carers and provided relevant training which has included Child Safe Environment, Senior First Aid, Kid Safe, Alternative Discipline Methods, Child Development (stages & impacts) and child nutrition programs.

Carers also attend events and activities including: Foster Carers Week, Child Protection Week (Kid's Day), a Foster Carers Christmas Party, an International Women's Day activity and Opalfest.

### **Family Preservation**

This program works with families that are united but at times struggle with such things as family violence, gambling, hygiene, alcohol abuse and/or simply need some advice with home skills such as cooking and cleaning. The families are at crisis point, often with the imminent threat of having their children being removed by Families SA. The families are/can be referred to a Financial Counsellor or another service provider as identified by the support worker or by other members of the family.

The program has offered in-home support to clients referred (by themselves or a service provider) to reduce or eliminate involvement from the child protection agency, Families SA. The support has been varied but has included house cleaning, hygiene, cooking, home routines, building self-esteem and positive child rearing practices.

AFSS Cooper Pedy has 4 registered Carers (2 in Cooper Pedy & 2 in Oodnadatta) and 4 potential Carers in the process of being assessed. During the reporting period AFSS Carers provided 4 respite placements, 3 long-term placements and 9 emergency placements with respite and emergency placements totalling 46 nights.



### Safe Pathways

The overall aim of Safe Pathways is to offer programs and information that will support women, men and children to make sustainable changes towards a more positive, violence free life. Safe Pathways offers the following programs to increase awareness and reduce the incidence of family violence in communities.

- Laugh Out Loud
- Strong Women, Strong Community
- Men's Program
- Girls Active group
- Tjitji Tjuta Inkanyini Pukulpa Playgroup (Small children playing together)
- One-on-One clients
- Referrals

Not all programs are offered in both communities e.g. Strong Women Strong Community, Men's Program, Girls Active Group and the Playgroup are not offered in Oodnadatta.

### Active Girls Group

The Active Girls Group is delivered on Monday afternoons – during School Term only. There are 14 girls attending regularly which include 5-6 Aboriginal girls, who have reengaged with the program. The group is activity based and the girls who attend are in the 11-13 age range. This has helped to make the group cohesive and with similar interests. Safe Pathways was formally introduced earlier in the girls program. As time has progressed workers have been able to gain the trust of the girls involved which has led to greater levels of acceptance from the group as a whole. AFSS led the group for Greek dancing which proved very successful. The girls decided they would like to present a dance at a school assembly.

Partners in the delivery of the Active Girls Group include the Red Cross Healthy for Life Program, SAPOL, Coober Pedy District Council, Child Links, Coober Pedy District School and United Care Wesley.

For the group to continue, a replacement is needed for the school staff member who is on leave for the rest of the year. AFSS has stepped in as the lead partner in reaching girls of this age group and beyond.

Fourteen girls have attended on a regular basis, with 41% being Aboriginal girls and all girls in the 11-13 age range. Current activities include beach volley ball, Greek dancing, Photo Shoot, Food Cents, Healthy for Life, Greek cooking, lawn bowls and an end of term party.



### ***Tjitji Tjuta Inkanyini Pukulpa Playgroup (Small children playing together)***

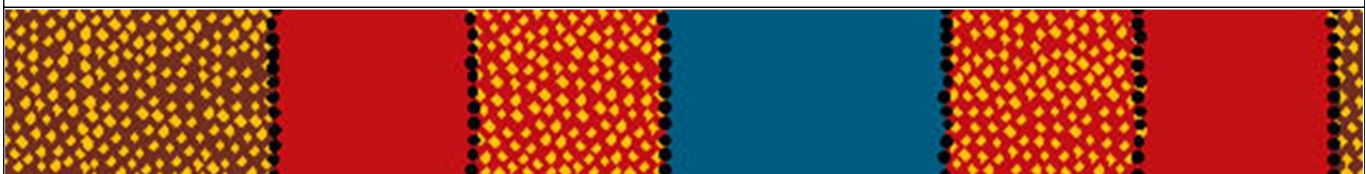
The playgroup provides an opportunity for parents and care givers to build their relationship with their children in a supportive environment, increase their parenting skills and confidence and develop social networks. It assists parents and caregivers with children aged from birth to five years of age to play and bond with their children and interact with other adults. The interaction between mother /carer and child is important for early bonding and attachment. Playgroup sessions provide a safe, nurturing and child friendly environment. Playgroup in some instances could be a place of refuge for some women and their children.

The children engage in a range of activities and are encouraged to think and express themselves. The emphasis is on emotional, personal and social development so that children have a sense of security and fun. Praising and encouraging the children to develop confidence and self esteem is utilised by workers to model behaviour for parents who attend with their children. The playgroup is supported by 4 agencies – AFSS, Child Care Links, Umoona Community Council and Child and Youth Health, with other support services visiting occasionally. These agencies provide information and referrals for participating families to health and community services.

Highlights include kids learning about routines such as packing up toys, washing hands before sitting down to have fruit and lunch - this helps them develop good hygiene practices. The activities have provided an avenue for children and parents to develop a sense of family identity. Activities are designed to develop motor skills and facilitate age appropriate development. Some of these activities have included:

- family photos and picture frames activities designed to identify family connections
- learning about dental hygiene included making fruit kangaroos, teeth brushing demonstrations and a visit from a visiting dentist, promoting the idea of looking after our teeth and gums to both child and parent
- a session on safety involved a first aid demonstration. The parents and children worked well together on making safety booklets called About Me, which included safe places, safe people and safe bodies. The learning outcome was to promote awareness of safety and secure environments for children and parents
- a four week program on respect, self esteem and resilience. The main activity was based on a body outline of each of the children which they decorated with material glued on for clothes and hair. Through this activity the focus was to address the whole child –body, mind, emotions and culture.

The outcome is to make children and parents/caregivers aware of the importance of keeping a strong healthy body (respecting our bodies). To encourage children to have an awareness of self and to encourage parents/caregivers in their role as nurturers through modelling the importance of words and how they can shape outcomes in their children's lives. To promote the importance of culture through songs in language and story time. To help children identify different emotions and feelings and to express themselves through play and dress up in order to encourage resilience and self esteem.



Parents and caregivers have been sharing ideas and encouraging each other. The responsibility to prepare lunch, clear away toys and help supervise each other's children has been shared. The playgroup has also been a bridge for parents to have access visits with their children whom they no longer have custody of. This has proved very fruitful on a number of occasions and parents have actively participated in activities with their children and it has given families an opportunity to take family photos together which helps strengthen family identity and connection.

Outcomes include regular participation by 42 children and 31 adults participating regularly (including parents, grandparents, aunts and other extended family and Carers.) Over 14 local service providers and organisations have also participated throughout the program.

### ***Men's Program***

The Men's Program engages with men to assist in increasing their awareness of the impact of family violence. The program is also offered so men can gain a greater understanding of the importance of their role as a dad and as a positive role model.

The program engages men in activities that have an awareness and educational component, where AFSS and other local services address a range of topics including drug and alcohol issues, mental health, family violence and child and youth health. AFSS works with Families SA, SAPOL, the Courts Administration Authority and many other local service providers in Coober Pedy to deliver the program.

The *Guys Group* was established after some of the men attending the School Holiday Program identified the need for a forum where they could discuss issues. Many identified being angry all the time, mainly due to what was happening within the family home (violence and arguing) and they felt powerless to address this. As a result of consultations with other service providers and programs, it was agreed that the Guys Group would be established and jointly facilitated by several agencies. These include AFSS, youth workers and the sports and recreation worker from Council, SAPOL and the Saints Football Team.

One focus is on sports activities as a means of releasing anger, addressing self control and increasing self esteem.

The Men's worker is currently working with 10 males, assisting them to understand the impacts of their drinking and violence on their family, themselves and the community. Five of the men have been self referrals and there have been two referrals from SAPOL, one referral from Families SA and two referrals from Umoona Community Council.

Outcomes have included three yabbing trips (18 men), two weekend trips (7 men), three cultural trips (29 men), discussions on anger management, alcohol and other issues (79 men), men's activity day (46 men – inclusive of health checks) and average fortnightly attendance at the Guys Group (10).



Two of the men involved in the program have now been drug and alcohol free for over 6 months. This is an excellent outcome and has broader benefit for their families and the Community.

### ***Sisters with Voices***

Sisters with Voices is presented in Coober Pedy and Oodnadatta. Local Aboriginal women were consulted for their input and advice on the proposed content and it was from their involvement that the program was developed. AFSS felt strongly about ensuring the concerns of local Coober Pedy and Oodnadatta women were reflected in the program content.

Essentially a mentoring program for older women, Sisters with Voices enables older Aboriginal women to mentor younger women to make positive changes in their life. The focus is on series of workshops on smarter parenting, and wellbeing programs to build the capacity in women to make informed decisions on issues affecting them and their families.

AFSS Cook Street office is adorned with items the women have made through their involvement with the program and include painted canvas' that brightens up the office as well as everyone' day. Attendance by women to the Cook Street office also ensures access to promotional materials and pamphlets, which are displayed in a way that participants can take them without it being a shame job.

The program is presented once a week between 10.am and 12.30pm to ensure participants can attend during school hours and - if required - they can still go home in time to make lunch or pick up children who have been in child care.

A special visit was made to Oodnadatta so the women there have input into the program and express their concerns and what they wanted to talk about. The 25 women that turned up for the introduction were very vocal about the issues that hurt their community.

The Women's shed in Oodnadatta, is run and maintained by the local women. They have a sense of ownership and are proud of the activities that have been held in the shed. The Oodnadatta women are strong minded women who have a close bond with their town and community. AFSS have been working in Oodnadatta for over 2 years and are always welcome - many a time the Oodnadatta women threaten to let our tyres down so we can stay another day.

Outcomes for Oodnadatta include attendance by approximately 12 to 26 women to each program session with an average of 20 participants. The program has had a total of 36 participants, which is 18% of the Oodnadatta population. The participants encourage others to come along and often share stories about their relationships which assist other participants to share and grow.



Outcomes for Coober Pedy include participation by 9 women for the duration of the program, with an additional 15 casual participants expressing an interest in attending the full program. Other highlights include participants working together for the first time, exchanging ideas and working on both short and long term goals.

### **Financial Counselling and Emergency Relief**

The program offers support to families and individuals who are experiencing a crisis and/or are not coping well (mainly due to financial reasons). It can offer financial support (for food only) fuel (under extreme circumstances), baby items (formula & nappies) and non-financial services including support letters for housing, letters to banks regarding identification, account balances, income management issues etc, advocacy and referral to clients in need, financial information and budgeting.

Achievements include assisting over 250 people (some were multi-users) in this program, through a variety of methods. The program offers a high level of services (as can be seen by the statistics below) to all community members and is adaptable enough to cater for all requests either by direct service provision or by referrals to other service providers.

Outcomes include 28 housing support letters, 122 phone assistances (37 using the service more than once), 31 referrals to other services, 24 budgeting sessions and 20 advocacy outcomes (Housing SA, Umoona Community Council, Centrelink, Banks, Health, APY Lands service providers).

\*\*\*\*\*



## **Port Lincoln Regional Office ~ Manager, Angela Whillas**

2010 saw AFSS open an office in Port Lincoln and introduce Crisis Accommodation, Alternative Care, Targeted Early Intervention and Reunification programs to the community.

The house at Poonindie was taken into AFSS care in December 2009 and has had responsibility for the care of 3 youth since. AFSS have successfully transitioned one client into relative care (remaining in Port Lincoln) and are in the process of relocating another client to Adelaide with a brokerage package from Baptist Care.

### **Alternative Care**

The Alternative Care program is currently in the midst of recruiting carers with 1 carer registered, 1 awaiting assessment and 9 carers in progress with a target of 11 carers being registered by the end of the year. Alternative Care in Port Lincoln has dealt with 29 referrals with a placement occurring for 14 of those referrals. These placements included referrals to the house.

### **Stronger Families, Safer Children**

#### *Targeted Early Intervention (TEI)*

The Targeted Early Intervention Program has received 1 referral and AFSS is working with this family to sustain full time care of their toddler. AFSS staff have worked in partnership with Housing SA, West Coast Youth Services, Families SA and Centacare to find the family permanent housing and with Port Lincoln Aboriginal Health Services in relation to health, social and emotional wellbeing issues. This family are expecting another child in December and AFSS's involvement with this family will continue.

### **Reunification**

The Reunification Program has received 1 referral but this has been closed as the staff were unable to engage the family. This closure is also linked to the transition of the client from the house to relative care and reunification is no longer required.

AFSS Port Lincoln continues to build and maintain collaborative partnerships with Families SA and other service providers in Port Lincoln. As a new service in Port Lincoln, AFSS is yet to achieve maximum operating capacity.

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## **Ceduna Regional Office ~ Manager, Helen Dunn**

### **Alternative Care**

The Alternative Care program has been operating in Ceduna for just over 10 months. The Alternative Care worker has completed assessment training and is now liaising with 21 potential carers in Ceduna and Yalata. Assessment of carers is a lengthy process and a number of assessments are well under way. AFSS are represented at monthly foster carer forums in Ceduna along with Families SA and Centrecare. This forum provides agencies with an opportunity to discuss any issues that may have come up throughout the month and assist to provide a supportive network for workers and foster carers.

### **Stronger Families, Safer Children**

#### ***Targeted Early Intervention (TEI)***

AFSS's Targeted Early Intervention program in Ceduna has been operational since September 2009. The Program employs 2 TEI workers who have been with the Program since it started.

Over the past year the TEI Program has dealt with 9 referrals with 5 of those referrals being closed. Reasons for closure of cases included minimal engagement of clients, relocation of clients outside of Ceduna and the removal of children.

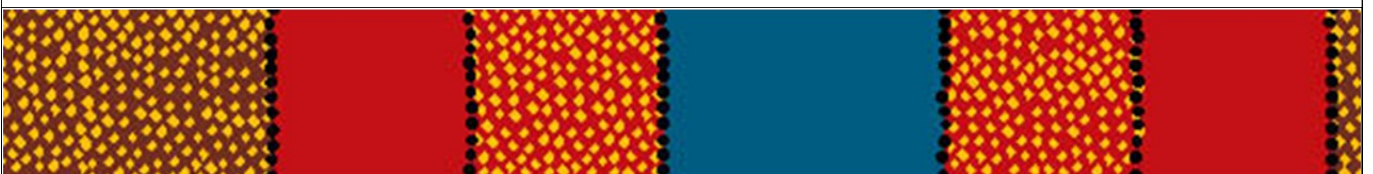
### **Reunification**

Likewise, AFSS's Reunification Program has been operational in Ceduna since September 2009. Employing 1 Family Support Worker the Reunification Program also received its first referral in September 2009. The Program has one Family Support Worker in Ceduna.

During the 2009-2010 period the Reunification Program has had 5 referrals and 3 closures. Reasons for closures include successful reunification of children with their families on the one hand, and the inability of clients to reach the goals set within agreed timeframes. AFSS Ceduna are currently in the final stages of closing 2 cases due to successful reunification.

Some of Ceduna's current cases have clients who are based in Yalata. At times it can be extremely difficult to progress these cases particularly when the community is dealing with sorry or other cultural business.

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## **Youth Accommodation Services Acting Senior Manager, Teresa Taggert**

My role of Acting Senior Manager of AFSS Accommodation Services puts me in the position of working along with the Managers of these Services; i.e.

- Davoren Park House,
- YASS (Youth Accommodation Support Services,
- Accommodation Services, at Cross Road and Bulford Rd. And our Non-Family Based
- Emergency Care, House at Poonindie, Pt Lincoln.

The Accommodation Services provides emergency accommodation and support to children and young people ages 0-17 who have been placed under the Guardianship of the Minister. The Accommodation Services focuses on providing high quality care in a safe, secure and culturally suitable environment with an emphasis on teaching children and young people various living skills, facilitating access to educational, cultural and recreational activities and programs and support and assistance for children and young people across various life domains.

Accommodation Services always has and continues to remain focused on helping to achieve positive outcomes for the Children and Young People who reside at the houses. Providing a safe, secure, friendly, warm and culturally suitable place for children who currently have no other living arrangement is the core of what we do.

Since the beginning of this reporting period and the implementation of a Senior Management line, Accommodation Services, YASS, Davoren Park and the newly formed House in Poonindie have come together to consolidate as AFSS Accommodation Support Services. All Managers have worked to streamline procedures, share insight and expertise and unify the Accommodation Services stream.

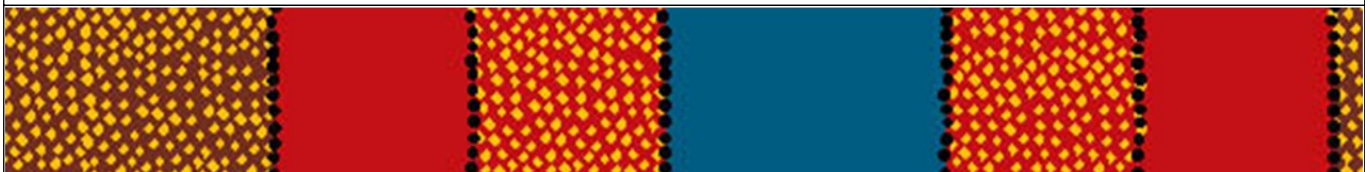
While each Manager continues to be responsible for the Management of their respective programs this change has instilled a greater sense of 'team' as a Management group. This has also led to Manager's feeling more supported. The programs have been brought together in the way they have to achieve greater consistency and enhance overall service delivery.

Some of the procedures that our Management group have workshopped and consolidated include:

- Written Recording
- Client Files
- Intake, Exits & Referrals

The service has come a long way and much credit must be given to the teams working on the coal face and providing the care and support to the Children to create the warm and nurturing environments that both the accommodation houses have become renowned for.

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## **Davoren Park House Accommodation Service ~ Manager, Carlton Lang**

The Davoren Park house was set up under the Accommodation Services banner in late 2008. The house was formerly a Housing SA double unit, and has been customized for accommodation purposes. Originally a sibling group of 6 children resided at the house, but in May 2010, the oldest of the children transitioned to the supported accommodation facility Marni Wadli.

The remaining 5 children are supported by a staff contingent of:

- 9 Fulltime AM/PM support workers.
- 4 Part/Time Night Shift workers
- 2 mentors
- Approx 20 casual workers

The plan is to transition the children to a residence in a more appropriate area, comprising of a carer couple with the rollout of an ancillary support network. This would include professional workers to assist during busy periods. A financial package for the proposed carers is being prepared by the department currently, so that the couple can concentrate their efforts on the running of the house, and supporting the children's many and varied needs.

The biggest hurdle for the children has been the negative influence that their parents have had on their progress. At every opportunity they have endeavored to thwart the good work done at the house by feeding detrimental information and instructions to the children at every opportunity. Both parents are now in custody, their mother pleading guilty to the charges against her, and the children's step father currently in court, having denied the charges against him.

The last 12 months have resulted in the children becoming more accepting of the fact that they are in care, due mainly to the devotion of the coal face workers. The workers at the house have built a strong rapport with the children, and this has been reflected by the obvious improvement in the children's behaviors.

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## **Youth Accommodation Support Services (YASS ) Manager, Lana Lloyd**

The Youth Accommodation Support Services (YASS) operates two Units within the metropolitan area, Olga Fudge Lodge and Narungga House.

Currently we have 4 residents and 2 children at Olga Fudge Lodge and 2 residents at Narungga House. This week a long term resident of 12mths moved out of Narungga House to live independently. Whilst this young man was in our service the staff worked extensively with him.

The young person worked with his Key Worker to map and plan out his life goals. This is written into a case plan and placed in the young person's file. The Worker and the young person work on this plan daily and review it with the YASS Coordinator every two weeks, just to make sure they are all working in the right direction.

When working with young people we make sure that culturally sensitive practices and principles are included in their case plans, such as;

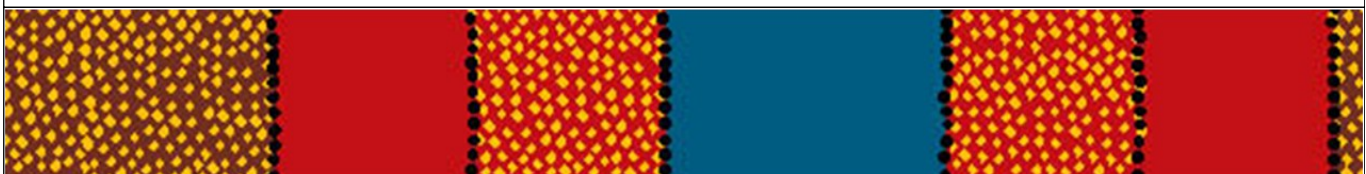
- Kinship and Family,
- Social/Community Status
- Interdependence and Community
- Ceremonies and Celebrations
- Language and Communication, Traditional Language, Urban Language, & Non- Verbal Language
- Networks and Supports,
- Concepts of Time
- Gender Issues       AND
- Cultural Ways of Seeking Help

When young people start to map out their goals and identify the problems impacting their lives such as legal, health and finances they can start to address these issues one step at a time with the support and guidance of their Key Worker.

In December our service will be making significant changes to our service delivery and when these changes occur we will be able to provide the above case management to youth that are not residing within our accommodation and will also be able to continue providing our support when clients leave our accommodation.

With these changes we are hoping that we may be able to help young people avoid becoming homeless and for those that have been through our service continue our support so they may sustain their independence, therefore reducing the number of young people being homeless.

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## Non-Family Based Emergency Care, House,~ Pt Lincoln Manager, Angela Whillas

The 24/7 house at Poonindie was taken into our care on December 22<sup>nd</sup> 2009 and has had the responsibility of care for 3 Young People for the majority of this period.

We have successfully transitioned one client into relative care and he remains as part of the Port Lincoln community.

The process of another Young Person relocating to Adelaide with a brokerage package from Baptist Care has begun and should be completed by Christmas. He is being provided with a furnished house, full case management support and re-enrolment in Christies Beach High School. He will initially be spending time between Adelaide and Poonindie to assist with his transition but it's expected that he will be there full time by Christmas.

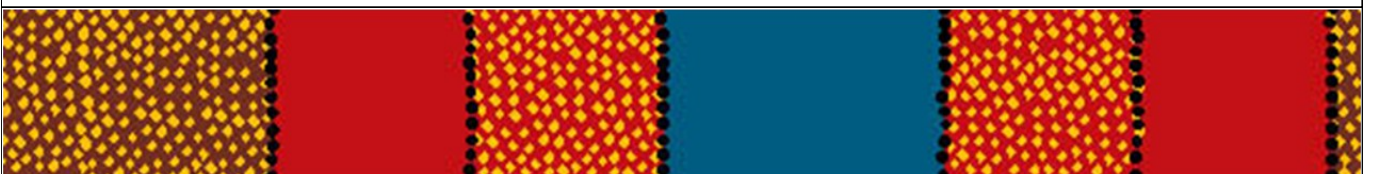
We are currently in the process of finding another suitable residence to continue this program as the lease hasn't been extended beyond 2010. Recent discussions and correspondence with Housing SA to secure a 6 bedroom house within Port Lincoln have taken place and we are confident of having a successful outcome prior to Christmas.

The 2 boys still in our care, a 14 year old and 16 year old have been over represented ('frequent flyers') in the Youth Justice system, however, their behaviour has improved significantly in the last 6 months and their appearances in court much less often. They are both on Suspended Detention Orders that will expire mid December 2010.

The 14 year old Young Person has had a stay at Magill Detention Centre and we are finding that the local Police are keen to blame him for most crimes around Port Lincoln. He attends school on a part time basis and we are working with FSA to have him enrolled in **ICAN** (Innovative Community Action Networks) which is a DECS program that works to create tailored education programs and environments for students who are struggling with mainstream education.

We feel confident that the staff and the environment that has been created for these Young People have contributed significantly to the obvious improvement in their behaviour.

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## **Accommodation Services Cross Road Plympton & Bulford Rd Elizabeth North Houses Manager, Anthony O'Brien**

The last few months have been a productive time for Crisis Accommodation Services and has seen some exciting changes.

We have recently changed our structure to include 2 Lead Support Workers as opposed to 1 Coordinator working between both houses. This has been very successful. Both are settling in well with these roles.

At Elizabeth North we have now relocated to new premises after Housing SA did not extend our lease at the previous address. The new property is a large 6 bedroom house, newly built and directly opposite a large park which is not far from the previous address. We are still currently in the process of setting up the house however the layout of this house is certainly one that will help us to provide a better service.

The younger siblings who have been with us at here now for nearly 2 years have also started a transition phase with new carers, which is by all reports going extremely well.

This is comforting to know given the length of time these children have been with us. We also have another young child (2 years) who has recently been placed under a long-term order and whose case worker has very recently sourced full-time carers so a transition phase will soon begin.

At Cross Rd we have recently increased our contracted capacity which means we are now able to provide placements to four Children or Young People. Currently, Cross Rd is at capacity with 2 siblings who are both going through the process of re-unification with their father.

This year there has been a large focus on staff development and training opportunities particularly on the subject of child development, attachment theory, relationship and connections. We have just completed a series of workshops with the Gowrie Training Centre who have provided us with training in these areas with a particular focus on appropriate support for younger children in accommodation services, (ages 1-5).

We have also put a lot of energy into establishing new networks and partnerships to have a collaborative approach to developing programs within the community that create opportunities and promote better outcomes for Children in care. Most noticeably is the joint work we have done with the '**CREATE Foundation**' and the development of a 'welcome bag' which is a resource we can give to Children and Young People entering the care system (particularly for the first time).

We have also set up links with '**Kumangka**' and we work very closely with them on a number of programs for the Young People at the house.

We have just completed a round of recruitment of casual staff whom are in the process of completing shadow shifts. This is very important to ensure we maintain staffing levels that are sufficient to cope with the unique needs of the Crisis Accommodation Services.

It has been an exciting time for the program and what has been a very productive year.

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## Corporate Services

### Senior Manager, Peter Shattock

The Corporate Services area incorporates the administrative support functions of:

- Finance & Administration
- Human Resources
- Payroll
- Accounts Payable/Receivable
- Information Technology (IT) Support
- Archiving
- Management Administrative Support
- Contract Management & Reporting

The Agency has grown considerably with additional programs and Contracts gained leading to additional staff, financial administration and Contract Acquittal/reporting. New programs and Service Agreements were established, including the Alternative Care (Foster Care) service for the Eyre & Western region and the Crisis Accommodation Service in the Port Lincoln area.

AFSS successfully tendered for membership to the National Homelessness Strategy Preferred Provider Support Panel, which provides the ability to tender for the Homelessness tenders due for release early in the new financial year.

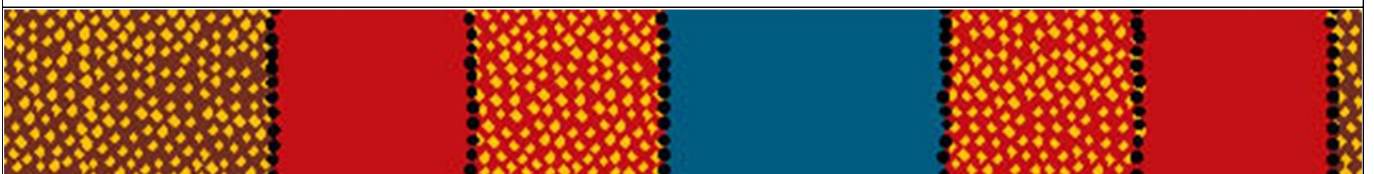
A significant development during the year was the creation of a position for a Manager, Human Resources which was timely given the introduction of the new National Employment Standards, as well as the transition to the new employment Award that supersede the main employment Awards for the staff. A large amount of work was undertaken in preparing for the transition to ensure that all requirements of the new Award and National Employment Standards were met.

Under the Service Agreements, AFSS is required to gain accreditation in some form of Quality Management System. The Office for Problem Gambling developed a set of Service Standards that Gambling Help Service which AFSS was required to adopt during the year. AFSS is working toward this accreditation using an Action Plan that was established following an external audit.

AFSS also enrolled in the Service Excellence program, which is the overarching Quality system offered by the SA Government that meets the minimum accreditation requirements. This will be a process that will be undertaken over at least 12 months and which will become part of the everyday business and operation of the staff and the organisation.

Several IT-related projects were undertaken during the year, including :

- the upgrade of telephone systems in the regional locations, Cross Road Program house and Waymouth Street that should drive cost savings and provide improved communication;
- development of a new Client Relationship Model that will be used to record information about our programs to assist with statistical reporting, as well as ensuring the important family and genealogical information of clients is recorded rather than being carried in staff members' memory.



Processes and procedures are being continually reviewed and improved within the Finance & Administration area, particularly as the amount of paperwork through this area continues to increase in line with the growth of AFSS. System upgrades are planned for Payroll to help keep pace with technology and the growth being experienced.

The process of scanning our paper records to create electronic archives continues with the majority of previous years' records almost complete. This will free up physical storage space, remove the risk of loss through fire or degradation and make recovery of information much easier.

The need for Management Administrative Support has grown in line with the increased number of program managers. The support team works together with the Receptionist to provide a seamless service to the Managers to ensure they can remain focussed on direct program needs.

The addition of the new programs and services during the year significantly increased the reporting and contract management requirements and a Finance & Reporting Officer position was created to focus on these aspects. This will ensure that reporting back to funding bodies is timely and well-researched. The position also works closely with each Manager on the financial performance of each program.

The Management team is extremely grateful for the work undertaken by the Corporate Services area, most of which happens out of sight but is vital to the ongoing success of AFSS.

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## Family and Community Care Manager, Katie Coulthard

The Family and Community Care team provides the following culturally sensitive programs:

- Community Wellbeing
- Family Care (Reunification)
- Recruitment and Assessment of Family Based Carers
- Community Care (Alternative Care)
- Gazetted Organisation Role

### COMMUNITY WELLBEING

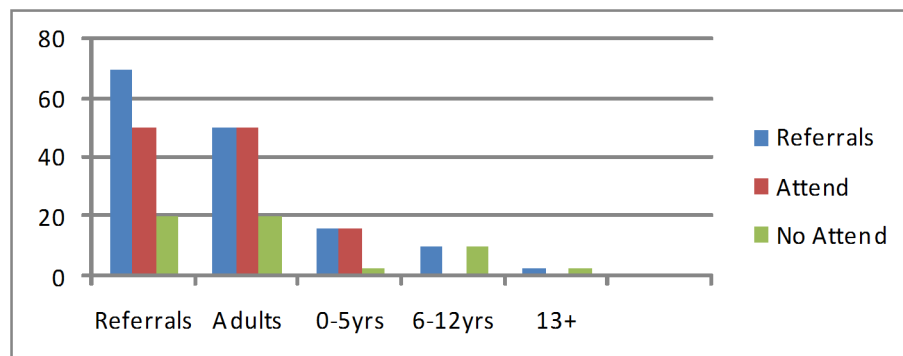
Community Wellbeing is an early intervention initiative designed specifically for Aboriginal families and individuals to provide training and education around parenting and raising children. The programs are based at our program house at 503 Cross Road, Plympton South.

Our services and programs are implemented to strengthen the parent and child relationship, to value Aboriginal child rearing practices, to acknowledge culture and respect, to enhance social skills and supports for families and individual who are isolated with the goal to keep families together, and works as a vehicle for independence and positive change for Aboriginal families and individuals.

Over this period of time, the Community Wellbeing program has delivered the following programs:

- Strengthening Nunga Families (10 week program that delivers topics that address individual needs within a group setting, which was reviewed and updated during the year)
- Homemaker (focuses on daily responsibilities, promoting a safe and healthy lifestyle, within a group and/or home setting)
- Community Assistance Program (working in partnership with Anglicare's The Magdalene Centre)
- Child Adult Play (7 week program, where participants will be encouraged to set up play, for and with their children at home, using basic household items available in most homes.)

The following data reflects attendance within this timeframe:



### FAMILY CARE (REUNIFICATION)

The Family Care program is aimed at reunifying children in 'out of homecare' with their birth parent, siblings, extended family or best outcome. Reunification services provided by AFSS program may range from identified training and support to specialised programs and services externally brokered to provide intensive and on-going work to support and assist families with safe and positive reunification.

During the year, the service transitioned to the Stronger Families, Safer Children model which included the introduction of the AFSS-developed Aboriginal Case Management model.



From July 2009-June 2010 13 families and 73 children were referred for Reunification. Nine of these sibling groups were successfully reunified with their parents or relative carers. Although challenging and progresses one step at a time, successful outcomes are rewarding. AFSS program house is often used for access visits as it is a friendlier and less intimidating venue than offices or shopping centres.

**COMMUNITY CARE**

The Community Care team was very active in recruiting Aboriginal families as registered Foster Carers. Various media were used, including advertising in the local Messenger Newspapers, physical presence within the community to hand out flyers at community events and meetings, and placing posters in local shopping centres, services and other community organisations.

Approximately 75% to 80% of queries received were generated by the Messenger advertisements and of and of these, 60% were specifically for providing respite.

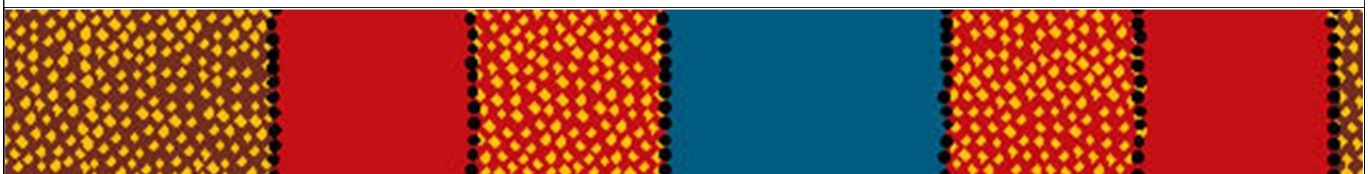
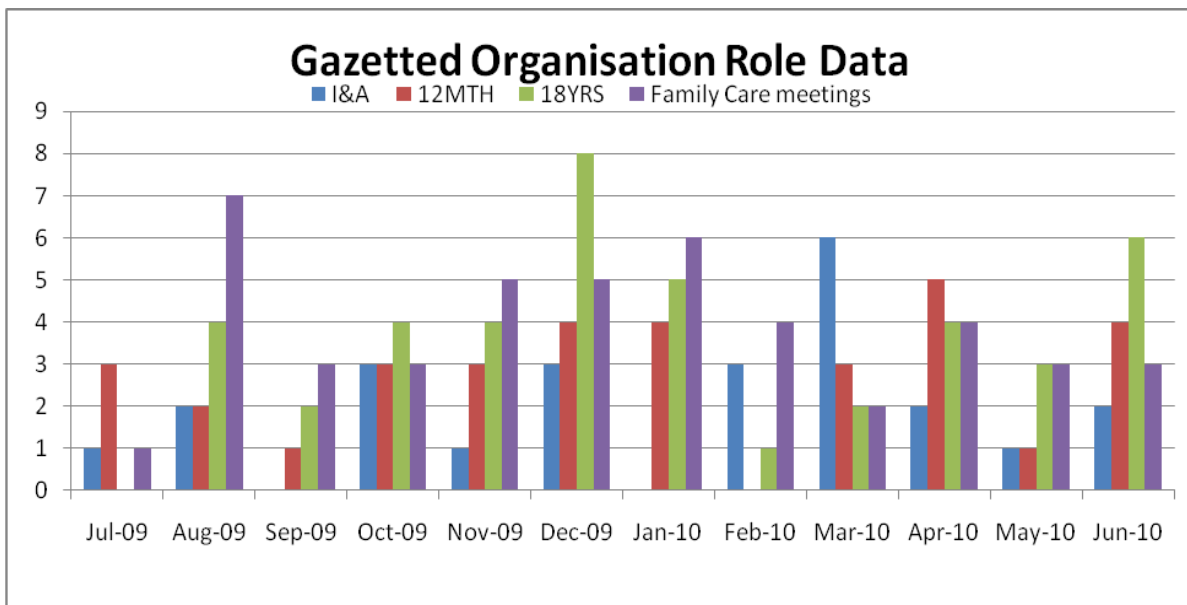
The Community Care team worked hard providing support to Foster Carers, who have continued to provide placement options for children despite often exceeding their preferred numbers . On behalf of children placed in their care, we express our gratitude for the care, commitment and co-operation shown by Foster Carers.

During “Carers’ Week” AFSS was pleased to demonstrate appreciation to our Carers by providing them with an opportunity to relax and get to know other Foster Carers at a luncheon held at Café Primo. Carers and their families were invited to a Christmas picnic at *Penfield Model Engineers Society*. Children of all ages joined with Carers and families for some Christmas spirit with Father Christmas making a visit to give out some early Christmas presents.

**GAZETTED ORGANISATION**

As a Gazetted Organisation under the Children’s Protection Act, AFSS provides cultural representation and advice where decisions about an Aboriginal child’s residence are being considered. AFSS staff attend Family Care Meetings and provide input and comment on Family Court Applications.

The data below shows the number of times AFSS provided input for Investigations and Assessments (I&A), Family Court Applications for 12-month and 18-year Guardianship of the Minister orders and Family Care meetings attended.

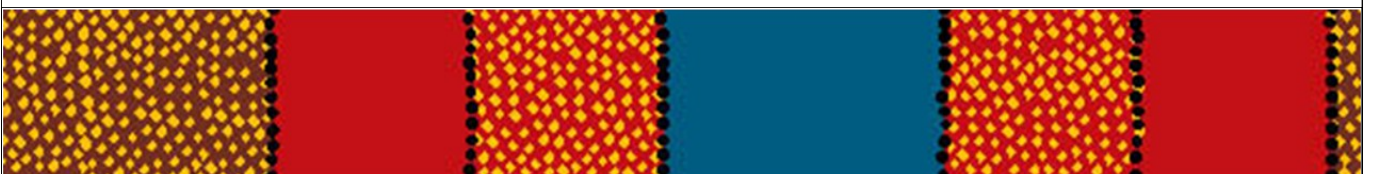


The process of Families SA File Reviews is valuable in the continued updating of information about Aboriginal children in Short Term and Long Term placements with AFSS carers. It is also important in updating information about Aboriginal children in non-Aboriginal placements with other foster care agencies. AFSS will be more closely involved in this process, which at present is undertaken by Families SA and their Principal Aboriginal Consultants.

**SUMMARY:**

On reflection, this year has been extremely busy and productive, with many new challenges and projects developing along the way. We would like to thank the staff for their support, dedication and commitment to the program areas. I would like to thank the CEO, Sharron Williams, the Management team and the AFSS Board for all their support.

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## **Therapeutic Programs, Services & Interventions Senior Manager, Kenise Neill**

After a period of rapid growth in AFSS services, the opening of new offices in regional and remote SA and an increased awareness that many Aboriginal children and families were falling through an ever widening gap where help and support was not making a difference. This situation resulted in AFSS restructuring our organisation and a new therapeutic and training management stream being created. This restructure began in October 2009 and continues to evolve as AFSS grows as we continue to be challenged to meet the needs of our communities.

The key change and focus for all of AFSS is that our services and programs will now plan a healing and trauma recovery response in service delivery. It is our understanding that it is important for families and communities to be provided the time, space and resources, to heal at their deepest level. Children, families and communities need this for lasting change to happen.

For too long support services for families while well meaning, have only identified and planned to address the symptoms. The causal factors lie beneath the surface undermining the family's and community's ability to provide and maintain safety and care for themselves and their children. We believe these causal factors include loss of role and identity in men and the abandonment and rejection by family and community in women.

We understand the trauma suffered by Aboriginal people is often a direct result from colonisation policies including the forced removal of Aboriginal children from their families over generations. It has become increasingly apparent that trauma recovery needs to be a focus when providing services to address child protection issues.

Today's emerging policies such as permanency planning and concerns for the child's primary attachment continue to result in the removal of children from their family, country, cultural and community. This individualistic approach where the child's needs are considered outside of the context of their family, cultural, community and country does not acknowledge the complexity of factors that impact on the child's longer term needs and the dire circumstances for future generations.

It is our belief that once children have lost their family, country, community and culture it is impossible to find a substitute. Children are still being removed from parents who long to remain connected and are open and willing to work hard to change their lives. For example, children are removed because parents are very young and cannot manage extended family and community factors that impact on their child's safety and wellbeing.

Somehow child protective services need to manage children's safety while supporting parents to make the changes in regards to family and community issues impacting on their ability to provide a safe environment for their children. Many agencies and the community need to work in partnership to keep children safe.

All of the above has brought us to the place where we believe a more holistic family, community and culturally appropriate response to the needs of children has to happen. Families are not so broken they can only be repaired separately, and in fact, separating children from their parents and family only results in another generation of traumatised children and adults who will struggle over generations into the future.



## Healing Centre

In June 2010 AFSS began the process of establishing a residential Healing Centre to enable children to remain in the care of their family while working to address child protection concerns. The program will provide intensive family preservation and restoration service for families. It will be AFSS role to facilitate the healing process by providing a range of wrap around services in a family driven case management model.

## Stronger Families Safer Children Program

Stronger Families Safer Children (SFSC) has been operating since April 2009. We have staff working with families in Adelaide, Port Augusta, Port Lincoln, Berri, Ceduna and Coober Pedy. As this program is unique in that we are an Aboriginal organisation providing a statutory child protection service to Aboriginal children and families we developed our own model of practice.

Extensive training has been provided to all staff employed in this program both internally and externally. The Department of Families and Communities (DFC) has provided training in the Homebuilders' Model, Motivational Interviewing, Attachment, Orientation to Disability, Cultural Awareness and finally a workshop to help staff to understand the structure of DFC.

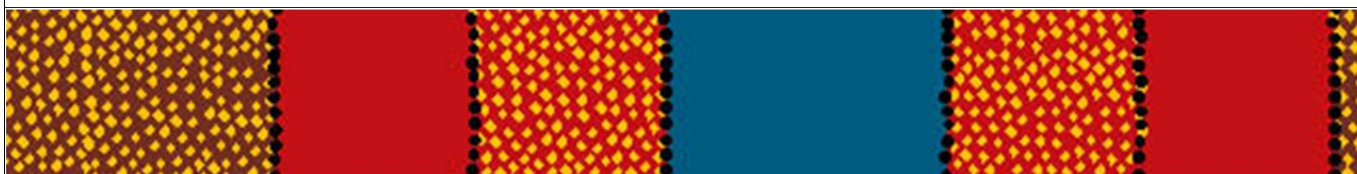
AFSS has provided 6 weekly training forums for all staff members in case management and case work, model implementation and service delivery. The practice forums have been facilitated by Dr Sharon McCallum, an expert in child protection with many years experience working for and in Aboriginal communities.

The forums concentrated on analysing case work and case management, reflecting on practice, monitoring use of our model of practice, assessment of safety and management of risk. In order to work effectively we have also focussed on developing working partnership with Families SA and understanding roles and responsibilities of AFSS's working structure. Time and space is given to debriefing in each practice forum to support staff to manage the emotional impact of specific incidents that have occurred in the course of their work.

The training that has been offered internally by AFSS has been responsive to the families we have been working with and directed by the specific educational and practice needs of workers in SFSC. We have provided training in areas including understanding the impact of traumatic events on brain development of children, stages of fear experienced by victims of domestic violence, motivational interviewing, cycles of violence, crisis theory and having a working knowledge of social work theories relevant to practice.

Training in micro skills is currently being researched to be provided for staff in the future. Referrals to the program have been low with AFSS having capacity to accept more referrals. Families SA have reported many reasons for not referring families to our program including staff shortages and turn over, closing cases without action, lack of knowledge of the program and its benefits and inability to identify appropriate referrals.

AFSS has worked to develop a positive partnership with Families SA to improve working relationships and to increase referrals. There has been a commitment by AFSS and Families SA staff to meet regularly and to work through the many and varied problems as they have arisen.



Partnership building with AFSS and Families SA remains pivotal in providing a quality service. AFSS is committed to being respectful and forming relationships that will result in positive outcomes for Aboriginal children, families and communities.

AFSS has a good working relationships with most Families SA staff and offices in the regional areas but this does not mean we are not in a position to challenge where and when it has been considered necessary.

In fact, we have found that having challenging and difficult conversations in the context of honest and respectful professional relationships are more effective. We have worked hard to address any relationship issues that have arisen in our work.

In August 2009 a Training Facilitator was employed by AFSS to fill a gap in the area of training and training development processes across our organisation. While the requirements of the role is extensive one specific area needing attention is reviewing and standardising all of the programs we deliver for AFSS clients and staff.

Our Training Facilitator has worked extensively in all areas in AFSS, and in particular has contributed to the development of our Stronger Families Safer Children Program, facilitated workshops in behaviour management for staff in Crisis Accommodation Services and acquired culturally sensitive resources for children in the area of protective behaviours.

Primarily, it is AFSS role to provide the resources and services that children, families and communities need to heal, develop and grow.

We are committed to do what we need to ensure that children's bonds with their parents, family, community, country and culture must be at the centre of all that we do.

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## **Gambling Help Service ~ Co-ordinator, Gambling Help Service Tony Lawrence**

The Aboriginal Gambling Help Service 'Safe Bet' Intervention Program is designed to provide information and intervention processes to minimise the harm of uncontrolled gambling to the individual and their families.

It provides information through the running of activity-based programs over a 12 week duration, with the emphasis on harm minimisation which can then in turn lead to working with an individual in a one-on-one situation to provide all necessary support.

The program has grown enormously from its initial beginnings in 2007 where we were only providing the service in the Northern and Far North region.

After approaches from our funding body that identified regions of concern, we have in the last twelve months, expanded to now have Community Development Workers not only in Port Augusta and Coober Pedy, but also in Adelaide, Murray Bridge and Berri. These workers are able to provide hands on service to those in the local community as the need arises.

Over the past 12 months we have been able to provide the following services to the respective local communities:

- Established links and worked one on one with 29 community members who presented with, or had family members with gambling issues;
- Conducted 117 contacts with these community members to provide support, encouragement, advocacy and referrals to outside agencies;
- Had in excess of 250 casual contacts with community members to discuss various aspects of gambling related issues and its affect on the community;
- Had involvement in over 15 community based events throughout the regions, enabling us to provide information on problem gambling support opportunities.

Two workers were fortunate in travelling to New Zealand in March to attend the International Symposium of Indigenous Problem Gambling, where presentations were made from workers covering indigenous populations in Australia, New Zealand and Canada. It was interesting to note that the issues around gambling in these areas mirrored those experienced by our service here in South Australia.

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