MAKING FASD HISTORY:

A MULTI-SITE PREVENTION PROGRAM

NEWCASTLE

Service Provision and FASD in Newcastle: *An Environmental Scan*

NEWCASTLE LDAT make FASD history

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1 Background

1.1 Rationale

This Environmental Scan Report forms a critical component of Making FASD History in the Newcastle Local Government Area. The aim of this scan is to understand the context in which preventative work may occur by describing the local area, population, and the resources available within the community across the service, information, and policy environments.

This report is presented in four sections. Section 1 presents general information about alcohol use, alcohol in pregnancy, and FASD, with a focus on local Newcastle data where possible. Section 2 gives further detail regarding population demographics in Newcastle. Section 3 briefly describes the process undertaken to decide upon project focus areas. Section 4 presents the findings of a detailed service mapping activity in Newcastle and surrounding regions. Services explicitly or implicitly related to treatment and prevention of harmful alcohol consumption, and Fetal Alcohol Spectrum Disorder (FASD) are outlined and synthesised across the project focus areas. Additionally, this document acts as a guide to supplement data collected from interviews and surveys with local services and community.

1.2 Alcohol use in Australia

The number of Australians (aged 14 years and over) consuming alcohol daily has been steadily declining since 2001. Over the last 20 years young people (aged 14 – 24 years) have tended to delay the age at which they first try alcohol. However, the cultural acceptance of alcohol in Australia is widespread. In 2016, 77% of people reported drinking alcohol in the previous 12 months. (Australian Institute of Health and Welfare, 2017).

Lifetime risk

Australian guidelines on alcohol use specify that for healthy men and women, drinking no more than two standard drinks on any day reduces the lifetime risk of harm from alcohol-related disease or injury (National Health and Medical Research Council, 2009).

Single occasion risk

Australian guidelines further stipulate that drinking no more than four standard drinks on a single occasion reduces the risk of alcohol-related injury arising from that occasion for healthy men and women (National Health and Medical Research Council, 2009).

Whilst the proportion of people exceeding the lifetime and single occasion risk guidelines has been steadily declining since 2010 (Figure 1), there are groups within the population that are at considerable risk of alcohol related harm. In 2016 males were more than twice as likely as females to exceed the lifetime risk guidelines (24% and 9.5% respectively). The proportion of males exceeding lifetime risk guidelines has declined in recent years (24% in 2016 compared to 26% in 2013), however the proportion of females exceeding lifetime risk guidelines has remained consistent (9.7% and 9.5%, respectively). Additionally, most age groups have demonstrated declining trends in the proportion of people exceeding lifetime risk guidelines except for those aged 50 years and older (Australian Institute of Health and Welfare, 2017).

In 2016, more than 1 in 3 (36%) people aged 12 years or older engaged in risky single occasion drinking at least once in the past 12 months, consuming 5 or more standard drinks on a single occasion. Males were more likely to engage in this behaviour. Single occasion harms from alcohol are also compounded by geography. People living in Remote and Very remote areas are more likely than people in Major cities to drink alcohol at levels that place them at risk of single occasion harm (37% and 24% respectively) (Australian Institute of Health and Welfare, 2017). Further, Indigenous Australians are more likely to abstain from alcohol than non-Indigenous Australians. Among those who do drink, a higher proportion of Indigenous Australians drink at risky levels compared to non-Indigenous Australians (See figure 2).

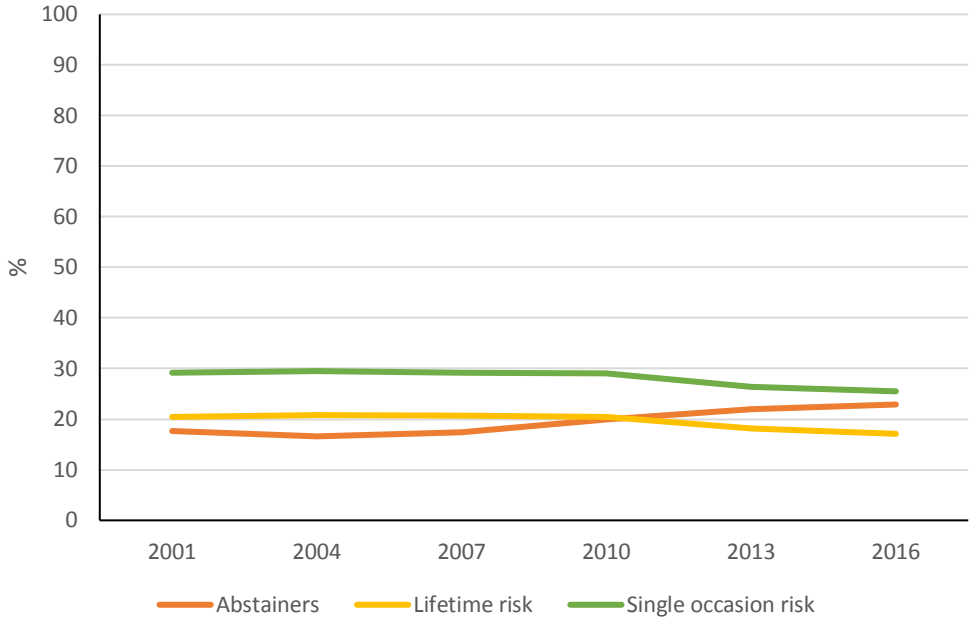

Figure 1. Australians aged 14 years and over exceeding lifetime and single occasion risk guidelines

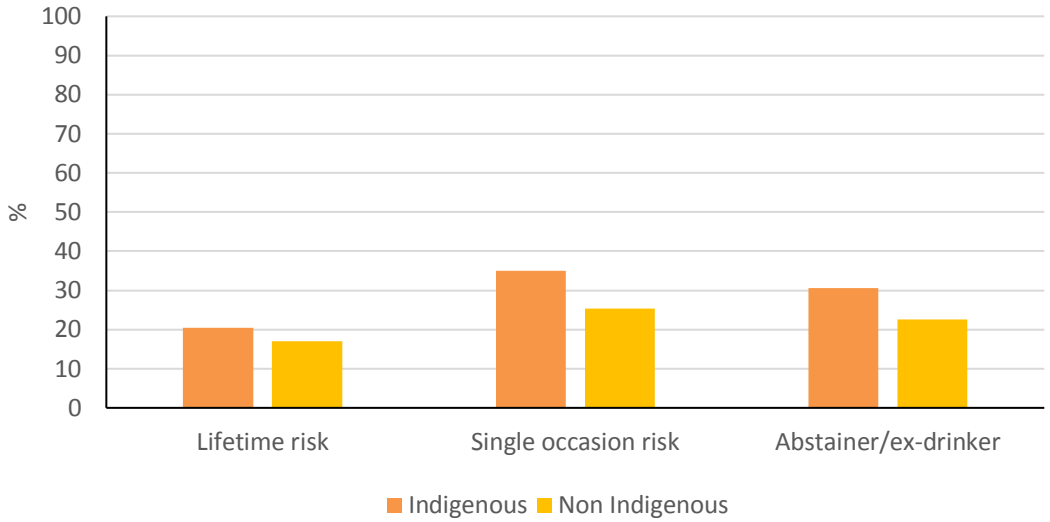

Figure 2. Indigenous and non-Indigenous Australians aged 14 years and over exceeding lifetime and single occasion risk guidelines

1.2.1 Alcohol use in Newcastle

The Hunter New England and Central Coast Primary Health Network report rates of 20.1 per 100 people consuming alcohol at levels considered to be a high risk to health. This is higher than the Australian rate (Hunter New England and Central Coast PHN, 2018).

1.3 Alcohol use in pregnancy

Current Australian guidelines recommend that women abstain from alcohol when planning a pregnancy, during their pregnancy, and when breastfeeding, as no safe level of alcohol consumption has been established (National Health and Medical Research Council, 2009). However, risky drinking practices are widespread amongst Australian women. Half of Australian women consume alcohol before knowledge of pregnancy, and 25% continue to drink upon confirmation of pregnancy (Australian Institute of Health and Welfare, 2017). Further, 50% of pregnancies are unplanned, and there is a strong association between binge drinking and unplanned pregnancy (Colvin, Payne, Parsons, Kurinczuk, & Bower, 2007). Alcohol exposure at any time during pregnancy may result in damage to the developing fetus (ref). This damage causes several harms including miscarriage, stillbirth, pre-term birth, congenital anomalies, low birth weight, and Fetal Alcohol Spectrum Disorder (FASD). FASD represents a range of cognitive, behavioural and physical impairments and is a leading preventable cause of intellectual disability (Khoury, Milligan, & Girard, 2015) (O'Leary et al., 2013).

1.3.1 Newcastle data on alcohol use in pregnancy

In Newcastle, data regarding alcohol use in pregnancy is currently collected through surveys of women who have attended antenatal care with Hunter New England Health. Dr Melanie Kingsland (Program Manager, Hunter New England Population Health) can be contacted for further information about this data collection at melanie.kingsland@health.nsw.gov.au or +61 2 4924 6673.

1.4 What is FASD?

Fetal Alcohol Septum Disorder (FASD) is a diagnostic term for the lifelong physical and/or neurodevelopmental impairments that result from brain damage to the fetus through exposure to alcohol during pregnancy. These impairments are permanent and negatively impact upon the individual's development and quality of life. FASD is preventable and is caused by alcohol damage at any time during pregnancy, including before a pregnancy has been confirmed (Mattson, Crocker, & Nguyen, 2011).

1.4.1 Prevalence of FASD

The prevalence of FASD is difficult to estimate due to under-reporting of cases (Burns, Breen, Bower, C., & Elliott, 2013), the difficulty of diagnosing the disorder generally (Roozen et al., 2016; Symons, Pedruzzi, Bruce, & Milne, 2018) and a possible hesitancy of women to report on alcohol consumption during pregnancy due to fear of being judged or other negative outcomes (Burns & Breen, 2013). However, at risk Australian populations have been identified. FASD prevalence has been ascertained at 194 per 1000 among school-aged Aboriginal children in the Kimberley (Fitzpatrick et al., 2017), and 360 per 1000 among juveniles in detention in Western Australia (Bower et al., 2018). These rates are among the highest in the world.

1.4.2 Diagnosis of FASD

Diagnosing FASD is complex and requires a multidisciplinary approach. Diagnostic terminology for FASD has evolved over time, with categories including fetal alcohol syndrome (FAS), partial fetal alcohol syndrome (pFAS), and neurodevelopmental disorder-alcohol exposed (ND-AE) previously being used (Chudley et al., 2005). In 2016, the Australian Government endorsed the Australian guide to the diagnosis of Fetal Alcohol Spectrum Disorder (FASD) (Bower & Elliot, 2016). Diagnostic categories from this guide are summarised in Table 1 below. FASD is often not detected at birth unless there are distinctive facial and features and / or growth impairments. However, FASD can occur in the absence of these features. FASD is more often evident at key transition times (e.g. when a child reaches school age) (Dudley, Reibel, Bower, & Fitzpatrick, 2015).

Table 1. Diagnostic criteria and categories for Fetal Alcohol Spectrum Disorder (FASD)

Diagnostic Criteria	Diagnostic categories	
	FASD with 3 sentinel facial features	FASD with <3 sentinel facial features
Prenatal alcohol exposure	Confirmed or unknown	Confirmed
Neurodevelopmental domains • **Brain structure/neurology** • **Motor skills** • **Cognition** • **Language** • **Academic achievement** • **Memory** • **Attention** • **Executive Function, including impulse control and hyperactivity** • **Affect Regulation** • **Adaptive behaviour, social skills or social communication**	Severe impairment in at least 3 neurodevelopmental domains	Severe impairment in at least 3 neurodevelopmental domains
Sentinel facial features • **Short palpebral fissure** • **Smooth philtrum** • **Thin upper lip**	Presence of 3 sentinel facial features	Presence of 0, 1 or 2 sentinel facial features

Reproduced from Bower C, Elliott E, on behalf of the Steering Group. Report to the Australian Government Department of Health: Australian guide to the diagnosis of fetal alcohol spectrum disorder (FASD). Perth: Telethon Kids Institute; Canberra: Department of Health, 2016.

1.4.3 Diagnostic services for FASD in Newcastle

The main diagnostic service for FASD in the state of NSW is the CICADA Centre, located at Westmead Hospital in the western suburbs of Sydney, about three hours south of Newcastle. The CICADA Centre provides care and intervention for children and adolescents affected by drugs and alcohol. The CICADA Centre NSW brings together three teams of experts from the Fetal Alcohol Spectrum Disorders Clinic,

Family Service and Adolescent Drug and Alcohol Service at The Children's Hospital at Westmead to assist children, adolescents, families and NSW health professionals to build leadership and research into the prevention of harm to children and adolescents from drugs and alcohol.

For children in the Newcastle local government area (LGA), a FASD diagnostic service is available at the John Hunter Children's Hospital for children under the age of 12 years. Older children are required to attend the Children's Hospital at Westmead. A clinical psychologist, Paul Spencer who is based in Lambton, is registered on the FASD Hub. For adults, it is suggested that GPs consider referring to a neuropsychologist for a cognitive assessment. Further referral is suggested based on the challenges the adult is experiencing (e.g. refer to an adult speech pathologist for speech and language difficulties).

1.5 Making FASD History Newcastle

This project is funded by the Australian Commonwealth Department of Health to implement research informed community health promotion initiatives and workforce education and support. Since 2017, TKI and Mercy services have consulted with the Newcastle Local Drug Action Team (LDAT) who have identified FASD prevention as a health priority. Working with local services and the Newcastle LDAT, this project aims to:

1. Implement community health promotion messages (supported by formative research and an assessment of reach and effect)
2. Increase the capacity of local services to support individuals and families affected by Prenatal Alcohol Exposure (PAE) and FASD.

This approach involves several steps, including:

1. Establishing a governance structure that will facilitate comprehensive and meaningful engagement of partners, stakeholders and communities;
2. Employing a methodology that empowers community partners to co-design, implement and evaluate activities as feasible;
3. Conducting formative research and community scoping to confirm the specific features and implementation processes of the FASD Project;
4. With partners, stakeholders and community groups, designing, piloting, and evaluating FASD prevention and support strategies.

The current report provides a background and context to the proposed work in this project and outlines the current services available in the region, explicitly or implicitly related to prevention of FASD.

2 Newcastle: Geography and Demography

The City of Newcastle is Australia's seventh largest city, located on the mouth of the Hunter River approximately 160km north of Sydney, NSW. It is also the second largest non-state capital city in Australia. The Newcastle LGA is located in the Hunter Valley region and encompasses 187 square kilometers. The LGA consists of 52 suburbs and is bordered by the local government areas of Maitland and Port Stephens in the north, the Pacific Ocean in the east and the local government areas of Lake Macquarie and Cessnock in the west. At the time of the 2016 ABS Census Newcastle LGA had 155,411 residents, 50.7% of whom were female (Table 2, pg. 7) (Australian Bureau of Statistics, 2016c).

The population of the Newcastle LGA is relatively homogenous compared to the population of NSW. According to the 2016 Census, 81.3% of the population of Newcastle was born in Australia, compared to 65.5% of the population in NSW as a whole. The top five countries of birth other than Australia were: England (2.1%); China (excludes SARs and Taiwan) (1.1%); New Zealand (1.0%); India (0.7%); and Philippines (0.5%). Similarly, 84.8% of people in Newcastle spoke only English at home, compared to 68.5% of people across NSW. The top five languages (other than English) spoken in Newcastle were: Mandarin (1.2%); Macedonian (0.7%); Italian (0.5%); Greek (0.5%); and Arabic (0.5%) (Australian Bureau of Statistics, 2016c).

About 3.5% of the population in Newcastle identified as being of Aboriginal or Torres Strait Islander descent, compared with 2.9% in NSW and 2.8% nationally. The median age of the population was 37 which is on par with the state (38) and national (38) medians. The proportion of people never married (40.7%) was higher than state and national proportions (34.4% and 35% respectively) and couples were more likely to be in de-facto relationships (11.6%) compared to those in the state of NSW (9.4%) or nationally (10.4%) (Australian Bureau of Statistics, 2016c).

2.1 Economy

Newcastle is the largest urban centre in the Hunter region. Newcastle's economy is largely based around the health care and social assistance sector (see Table 3), which employs 19.74% of the 102,800 people who work in Newcastle. The occupations of workers in Newcastle are described in Table 4 (page 8). Of the people working in Newcastle, almost half reside locally. An additional 31% reside in Lake Macquarie, with the remaining population of workers living in Maitland, Port Stephens, Cessnock and the Central Coast (REMPLAN, 2019).

The Port of Newcastle is Australia's largest coal export port by volume and a growing multi-purpose cargo hub. In the 2012/13 financial year it handled 150 million tons of bulk cargo, worth $19 Billion. The port precinct hosts a range of ship repair and other port related services on an area of over 700 hectares. Newcastle's Gross Regional Product is estimated at $17.617 billion. Newcastle represents 32.07 % of the Hunter Region's Gross Regional Product (GRP), 2.91 % of New South Wales' Gross State Product (GSP), and 0.95 % of Australia's GRP (REMPLAN, 2019).

Table 2. Characteristics of the Newcastle (LGA) population#

	Newcastle (LGA)	Hunter New England*	NSW	Australia
People	155,411	889,205	7,480,228	23,401,892
Male (%)	49.3	49.2	49.3	49.3
Female (%)	50.7	50.8	50.7	50.7
Aboriginal/Torres Strait Islander (%)	3.5	5.7	2.9	2.8
Median Age	37	40	38	38
Children 0 to 14 years (%)	16.9	18.6	18.4	18.7
Persons 15-24 years (%)	14.5	12.1	12.5	12.8
People aged 65 years and over (%)	15.9	19.5	20.6	15.7
Completed year 12 or above (%)	50.5	38.9	52.1	51.9
Median Weekly Household Income	$1,368	Not calculated	$1,486	$1,438
Median Weekly Personal Income	$660	Not calculated	$664	$662
People per household (average)	2.4	Not calculated	2.6	2.6
Unemployment at March 2019 (%)##	5.3	Not calculated	4.5	5.4
Single Parent Families (%)	18.4	17.8	16	15.8

#Data obtained from Australian Bureau of Statistics 2016 Census results
##Data obtained from Remplan
*Compiled from SA3 and SA4 data to create regional data

Table 3. Newcastle employment by industry

Industry	Newcastle	
	Jobs	%
Health Care & Social Assistance	20,293	19.7%
Education & Training	9,789	9.5%
Retail Trade	8,803	8.6%
Construction	8,230	8.0%
Accommodation & Food Services	7,797	7.6%
Professional, Scientific & Technical Services	7,636	7.4%
Public Administration & Safety	6,660	6.5%
Manufacturing	6,234	6.1%
Transport, Postal & Warehousing	5,602	5.4%
Financial & Insurance Services	4,381	4.3%
Other Services	4,009	3.9%
Administrative & Support Services	3,180	3.1%
Other	10,186	9.9%
Total	**102,800**	**100.0%**

Table 4. Newcastle employment by occupation

Occupation	Newcastle	
	Jobs	%
Professionals	26,487	25.8%
Clerical and Administrative Workers	16,730	16.3%
Technicians and Trades Workers	13,338	13.0%
Community and Personal Service Workers	11,483	11.2%
Managers	10,151	9.9%
Labourers	9,122	8.9%
Sales Workers	8,529	8.3%
Machinery Operators And Drivers	6,263	6.1%
Not stated - Inadequately described	698	0.7%
Total	**102,800**	**100.0%**

Figure 3 shows the median weekly household income for Newcastle LGA ($1,366), is higher than for regional NSW ($1,166), but lower than the NSW median ($1,481). Additionally, the median weekly mortgage repayment in the Newcastle LGA was $410, or 30% of household income. The median weekly rent was $344, or 25.2% of income. This is similar to the cost of housing for both regional NSW and NSW generally (REMPLAN, 2019).

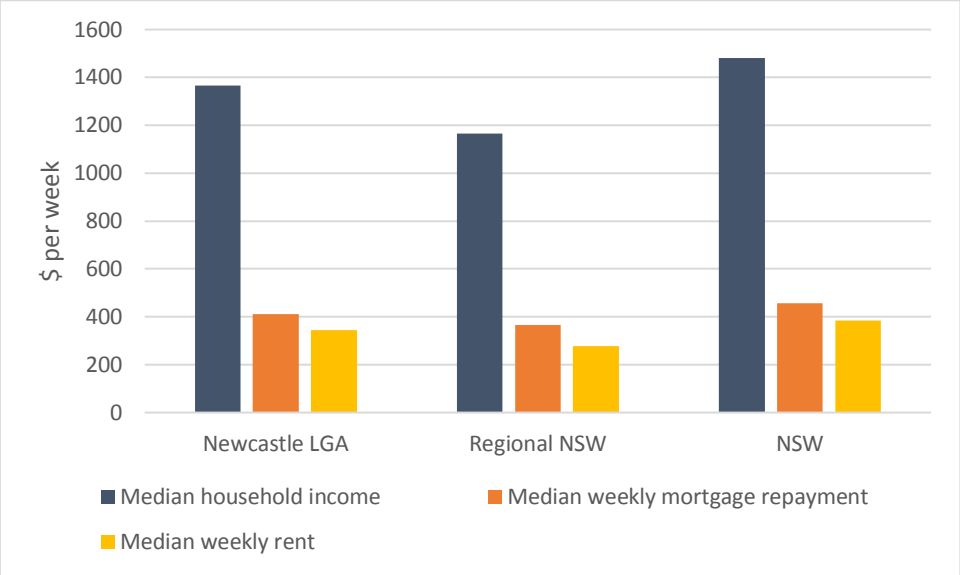

Figure 3. Income vs. Housing Costs – Newcastle LGA and greater NSW

2.2 Newcastle Aboriginal Population

The Awabakal and Worimi peoples are the acknowledged traditional custodians of the land and waters of Newcastle and make up 3.6% of the total population.

The Aboriginal and Torres Strait Islander population of Newcastle has a younger age profile than the general population (See Figure 4). Approximately 30% of the Aboriginal and Torres Strait Islander (ATSI) population were aged between 0 and 14, and 4.6% were aged 65 years and over, compared with 16.9% and 15.9% respectively for the total population in the City of Newcastle.

Of the 3,807 Aboriginal and Torres Strait Islander people aged 15 years and older, living in Newcastle LGA, 1,963 were employed, while 355 were unemployed, giving an unemployment rate of 15.3%. This was higher than the unemployment rate of 7.4% for the total population of Newcastle. Over 39% of Aboriginal and Torres Strait Islander people aged 15 years and over had completed year 12 or above, compared to 52.1% of the general population. Approximately 11% had completed a Bachelor's degree or higher, a much higher rate than for the Aboriginal and Torres Strait Islander population of NSW (6.7%) (Australian Bureau of Statistics, 2016a).

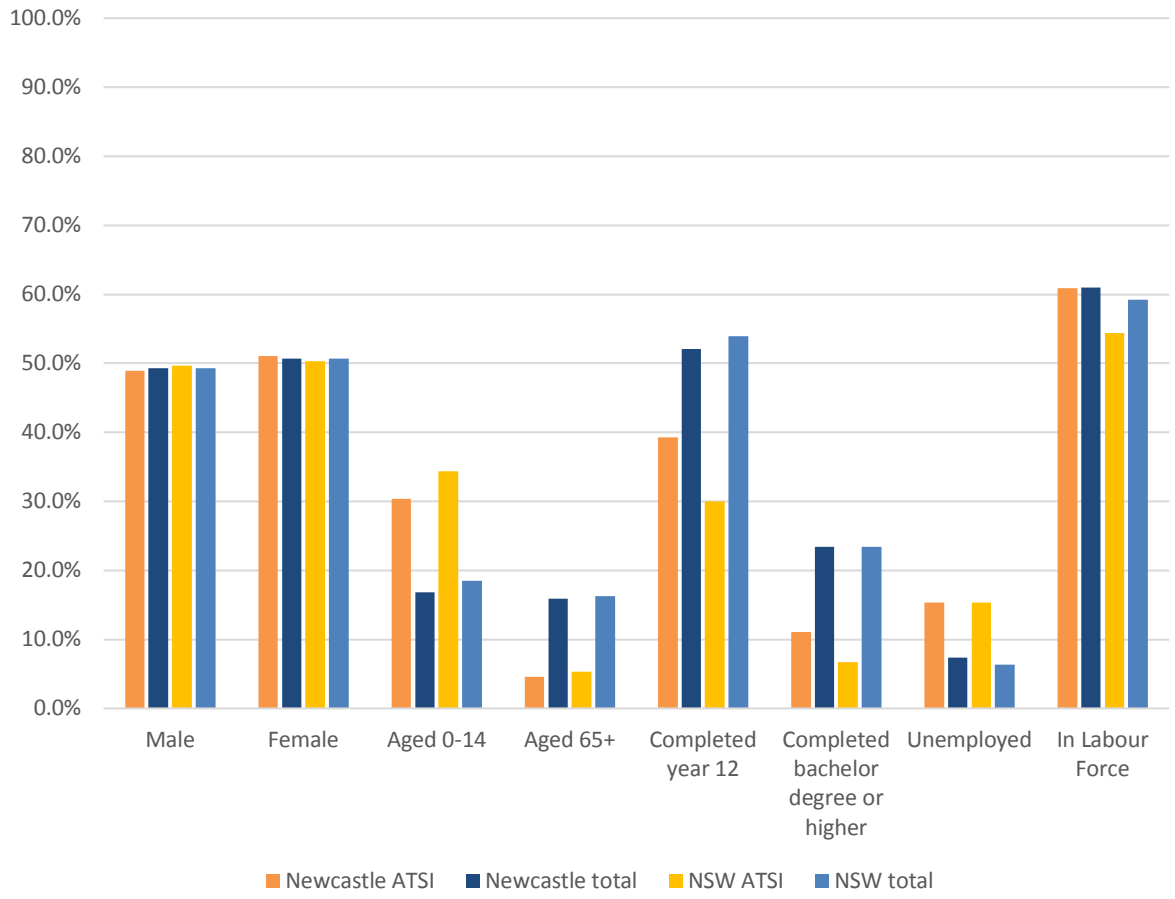

Figure 4. Newcastle Aboriginal and/or Torres Strait Islander population demographics

2.3 Indicators of Disadvantage

The Australian Bureau of Statistics' Socio-Economic Index for Areas [SEIFA] Index of Relative Socio-Economic Advantage and Disadvantage [IRSAD] ranks areas on a continuum from most disadvantaged to most advantaged. In the 2016 IRSAD, Newcastle had a score of 996, though there is significant variation in smaller geographical areas (known as Statistical Area [SA] 1) within the LGA. The lowest-ranked SA1 received a score of 475, compared to the highest-ranked which received a score of 1184 (Australian Bureau of Statistics, 2016b). Results of the Australian Early Childhood Development Census (2018) indicate that children in Newcastle are developmentally at risk in the domain of physical health and wellbeing compared to children in NSW and Australia generally (Table 5).

Table 5. Percent of children developmentally at risk in Newcastle, NSW, and Australia

Location	Number of children	Physical health & wellbeing	Social competence	Emotional maturity	Language & cognitive skills (school-based)	Communication skills & general knowledge
Newcastle	1,862	16.1	12.6	12.6	6.7	16.3
NSW	96,156	13.7	14.3	14.0	7.3	16.1
Australia	302,003	13.0	15.0	15.3	8.9	15.1

3 Focus areas

3.1 Consultations

In late 2017 and the first half of 2018 the Telethon Kids Institute team met in Newcastle with key stakeholders, including the Newcastle Local Drug Action Team, to identify key focus areas and activities to be undertaken by the FASD prevention project team. The consultations were conducted by members of the project team including Dr James Fitzpatrick (Chief Investigator), Kaashifah Bruce (Governance Manager- past), Annalee Stearne (Program Manager FASD Prevention- past), and Dr Tania Gavidia (Senior Research Officer- past). Key stakeholders and community groups were contacted to discuss the focus areas of Making FASD History in Newcastle and a snowballing technique was used to contact additional stakeholders, service providers, and other researchers in Newcastle. Consultation included unstructured one-on-one interviews and group discussions to capture the main concerns related to risky alcohol consumption in Newcastle.

Consultations were held with:

- Newcastle Local Drug Action Team (LDAT): Tony Brown (LDAT Chair), Elvira Johnson (Mercy Services), Professor John Boulton (University of Newcastle), Conjoint Associate Professor Adrian Dunlop (Hunter New England Health District and University of Newcastle), Catherine Norman (LDAT Secretary)
- Miranda Halliday (Hunter New England Central Coast Primary Health Network);
- Dr Henry Murray (Department of Maternity & Gynaecology, John Hunter Hospital);
- Sergeant Debra Rowe (New South Wales Police – Newcastle);
- Ms Helena Hodgson (Network of Alcohol and other Drug Agencies);
- Dr Murray Webber (Department of Paediatrics, John Hunter Hospital); and,
- Prof John Wiggers and Dr Melanie Kingsland (Hunter New England Population Health).

Through these consultations opportunities for activities aligned to the Newcastle LDAT priority areas were identified. Value adding to existing activities within the region was identified as important. It was agreed that the geographical focus of the project would be the Newcastle Local Government Area. As a result of these consultations three focus areas were chosen:

3.1.1 Education sector

Consultations highlighted a number of areas that could benefit from FASD prevention activities. These were as follows:

- Early intervention alcohol education, and FASD awareness, with high school aged students;
- Increasing awareness of FASD in the classroom and support for teachers to address learning problems;
- Addressing the high-risk behaviours of local University students, including harmful and risky alcohol consumption; and
- Increasing awareness of FASD within the University student population.

Consideration was given to the feasibility in the given timeframe, and accessibility of the target group, and local support and engagement. Due to the existing membership in the Newcastle LDAT and

Callaghan (University of Newcastle) CDAT and focus on risky alcohol consumption among university students, Associate Professor Frances Kay-Lambkin in partnership with the Telethon Kids Institute, planned to develop an evidence-based intervention addressing the last two points.

Note on the above: In October 2019 the FASD prevention team were notified by the DOH that it did not wish to focus on university students, but instead broader community based health promotion. Hence, the prevention team will pilot a campaign from New Zealand (Pre-Testie Bestie) amongst women aged 18 – 35 years living in the Newcastle region.

3.1.2 Juvenile Justice Sector

The Newcastle LDAT requested support for a diversionary program where young people suspected of having a cognitive impairment can be diverted away from the traditional criminal justice system into appropriate community-based services. While the development of a diversionary program was considered out of the scope for the current project due to financial and time constraints, development of a referral pathway to access support and diagnostic services for young people in contact with the juvenile justice system suspected of having cognitive impairment and FASD was supported.

The aim of this work is to improve diagnosis and management of young persons with FASD and other cognitive disorders in contact with the Juvenile Justice System in Newcastle to reduce the risk of harm to both themselves and others, and break a cycle of reoffending.

Objectives

1. To map the patient journey for clients with possible undiagnosed neurodevelopmental disorders (including FASD) involved with the Newcastle Juvenile Justice System.
2. Create a referral pathway capable of building the capacity of staff working in the justice space (police, courts, youth justice agencies and affiliated welfare services).

3.1.3 Health / AOD sector

Consultations identified opportunities to contribute to GP education in the area by promoting existing resources (primary prevention). Additionally, the alcohol and other drug sector was consulted given their role in providing services to women who may be experiencing dependence on alcohol, and not access GP care.

The aim of this work is to identify gaps and opportunities for prevention of FASD within AOD services.

Objectives

1. Promotion of GP AUDIT-C resources
2. To identify the key services and types of programs addressing AOD issues for Newcastle residents; and
3. Determine how AOD services and staff work with women at high risk of alcohol exposed pregnancy, identifying gaps and opportunities for future prevention of FASD.

4 Newcastle service system map

4.1 Identifying services

This service system map forms a critical component of the design process to Make FASD History in Newcastle. This map outlines the current services available in the region related (explicitly or implicitly) to treatment and prevention of harmful alcohol consumption, and FASD. This activity is necessary to meet the objectives of each sector in Section 3 above. For example, it allows an identification of services/agencies for (1) health promotion activity, (2) ongoing implementation past the project end date, and (3) co-designers and implementers for referral pathways.

A number of methods were used to identify relevant services in the City of Newcastle local government area. Web searches were undertaken to identify government and non-government organisations operating in Newcastle through existing knowledge of the local area (the project officer has worked in the field of alcohol and other drugs for a number of years), existing databases, government departments and organisational websites.

The City of Newcastle Community Profile and Community Directory were two primary sources of information on economic, geographical and statistical data. The Services NSW website was also instrumental in identifying government departments based in the area.

After website searches had been conducted service providers were consulted to identify in-depth information about the programs they provide. Further information on these services can be obtained from the directory in Appendix 1.

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MAKING FASD HISTORY:

A MULTI-SITE PREVENTION PROGRAM

NEWCASTLE

Service Provision and FASD in Newcastle:
An Environmental Scan

Appendix 1: **Organisation List and Policies**

Prepared by:
Helena Hodgson, FASD Coordinator

This project is funded by the Australian Government Department of Health

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1 Alcohol and Pregnancy

1.1 Drug and Alcohol Services

1.1.1 Hunter New England Central Coast Primary Health Network (HNECC PHN)

Address: Suite 11, 125 Bull Street, Newcastle West, 2302

Phone: 1300 859 028

Opening Hours: 8.30am to 4.00pm, Monday to Friday, Closed public holidays

Description: Funded by the Commonwealth Government the HNECC PHN is a not for profit organisation implemented to improve the efficiency and effectiveness of the primary health care system.

The PHN does not provide direct services. It commissions services in areas of identified need and manages the service agreements with the commissioned organisations to deliver the primary health care programs.

The HNECC PHN region covers 130, 000 square kilometres, and stretches from the QLD border in the north to Gosford in the south, and west past Narrabri and Gunnedah, and incorporates 23 diverse Local Government Areas. It has a population of 1.2 million people who live in small rural and remote villages, in regional towns and in densely populated urban centres.

For more information: https://www.hneccphn.com.au/about-us

1.1.1.1 *Drug and Alcohol Treatment Services*

Psychological counselling referrals: 4926 0529

ITC referrals: 4925 2259.

MHSCC referrals: 4935 3071

Description: Drug and Alcohol has been identified as a key priority health issue with a range of Local Government Areas experiencing greater levels of drug and alcohol harm than state and national averages.

The HNECC PHN has responded to these needs by supporting more integrated responses by commissioning 12 Drug and Alcohol services to address the need for more access to treatment and support where access has previously been limited, particularly pre and post residential treatment programs and identified at risk and vulnerable populations; provision to access, reach and effectiveness of existing services to address ever-increasing demand for treatment; increased service delivery capacity of the Aboriginal Community Controlled Health Sector in providing culturally-appropriate, holistic treatment and support .

HNECC PHN drug and alcohol services in the Newcastle Local Government Area includes Hunter Primary Care's delivery of:

- Psychosocial counselling;
- Integrated team care (ITC); and,
- Mental health service care coordination (MHSCC) for Aboriginal and Torres Strait Islander clients.

For more information: https://www.hneccphn.com.au/programs-resources/drug-and-alcohol-treatment-services/

1.1.2 Hunter New England Local Health District

Address: 670 Hunter Street, Newcastle West, 2302

Phone: 1300 660 059

Opening Hours: 8.30am to 4.00pm, Monday to Friday, Closed public holidays

Description: The Hunter New England Local Health District (HNELHD) is funded by the NSW Ministry of Health and covers a region of 131,785 square kilometres with an estimated population of 920,370. It encompasses a major metropolitan centre, regional and remote communities.

For more information: https://www.health.nsw.gov.au/lhd/pages/hnelhd.aspx

1.1.2.1 *Drug and Alcohol Clinical Services (DACS)*

DACS were set up in to provide a range of community, outpatient and inpatient services, from prevention and early intervention to treatment, referral and continuing care for people aged 16 years and above throughout the Hunter New England region.

The following DACS that relate to the Making FASD History Program are:

1.1.2.1.1 Drug and Alcohol Triage and Referral Service (DATARS)

Self-referral: 1300 660 059

General practitioners: Fax 4016 4661 (referral letter)

DATARS provides telephone intake for clients seeking drug and alcohol services. The service aims to identify the individuals treatment needs, preferences and risks. DATARS then refers the individual based on the information provided during the initial phone contact to the appropriate Drug and Alcohol Clinical Service.

Clients can self-refer by phoning DATARS and general practitioners can refer by faxing a referral letter. Other services can obtain a referral form from DATARS which can be returned either by fax or email, however, consent must be obtained from the client before a referral can be made.

When a clients is referred to a service will go on the waiting list and a clinician will contact them with the next available appointment. Waiting periods vary but are is usually over a two week waiting period to access the services.

DATARS do not refer clients to rehabilitation services as they are not part of the Hunter New England Local Health District and are non-government services. Clients can access rehabilitation service phone numbers by contacting the Alcohol & Drug Information Services (ADIS) on 1800 422 599.

1.1.2.1.2 Alcohol and Other Drugs Information Service (ADIS) telephone services

Phone: 1800 250 015

ADIS provides 24 hour 7 day a week telephone counselling, support, referrals and information for those affected by alcohol or other drugs. ADIS counsellors are trained to work with people who are concerned about their own alcohol and drug use, as well as callers who are concerned about their family or friends. ADIS is a free service which is available to all residents of NSW.

For more information: https://www.health.nsw.gov.au/aod/Pages/contact-service.aspx

1.1.2.1.3 Adult Drug Court Program (DC)

The Adult Drug Court of NSW is a specialist court that addresses criminal offending with underlying drug dependency. DC emerged due to the communities growing disenchantment to the cycle of drug related crime and the inability of criminal justice approaches to provide long term solutions .

The Hunter Drug Court is based in the suburb of Toronto in Lake Macquarie. To be eligible for the 12 month program a person must: be 18 years of age or over and be willing to participate in the program; be sentenced to fulltime imprisonment if convicted; plead guilty to the offence; use prohibited drugs; live in the Cessnock, Lake Macquarie, Port Stephens areas; be referred from the District Court at East Maitland or Newcastle; be referred from the Local Court at Belmont, Cessnock, Kurri Kurri, Maitland, Raymond Terrace or Toronto.

A person is not eligible if they have: a mental health condition that could prevent or restrict participation in the program; been charged with a violent or sexual offence or charged with a strictly indictable supply of prohibited drugs.

Registry staff conduct preliminary eligibility screening based on the person's age, location of residence and referring court. If the number of eligible applicants outnumber the availability of program places a weekly random selection process occurs to determine which applicants are assigned to available places.

The eligible applicant will be remanded in custody for detoxification, assessment and mental health reviews. Participants are given a copy of the details and conditions of the program. An individually tailored treatment plan can include: counselling, drug rehabilitation, home visits, curfews and medication and may require a participant to enter a residential rehabilitation centre, live in accommodation nominated by a participant which is approved by the Court, or in supported accommodation organised by the Court.

After the assessment the offender appears before the DC to enter a guilty plea, receive a sentence that is suspended, and signs an undertaking to abide by their program conditions. All participants are closely monitored by the court. The court can confer rewards or impose sanctions on participants when they either maintain a satisfactory level of compliance or fails to comply with the program.

For the final sentence the DC take into consideration the offender's participation in the program, any sanctions that have been imposed and any time spent in custody during the program when reconsidering the initial sentence at the termination of the program. If appropriate the sentence can be set aside and another sentence imposed, however, the initial sentence cannot be increased. When the court finds that a participant has substantially complied with a program a non-custodial sentence is conferred. The court awards certificates of graduation and of achievement to participants who meet or substantially comply with the standards the court has set (Department of Justice and Attorney General, 2016).

For more information: http://www.drugcourt.justice.nsw.gov.au/

1.1.2.1.4 Community Counsellors

Phone: 1300 600 059 (DATARS)

Provide relapse prevention support post detoxification or assessment to reduce or manage substance use for adults 18 years and over. Outpatient management for persons affected by drug and alcohol use. Counsellors are located in Newcastle, Wallsend, Windale, Raymond Terrace, Singleton, Maitland, Cessnock, Nelson Bay and Toronto.

1.1.2.1.5 Alcohol and Drug Services at Calvary Mater Hospital

Phone: *1300 600 059 (DATARS) or 4914 4796*

Hours: *Monday to Friday, 8am to 4:30pm*

The service is available seven days a week by appointment and based in Edith Street, Waratah. The service provides: information for family and friends of people who have a drug or alcohol issue; outpatient program; detoxification program and illicit drug program.

It involves intensive drug education, support and counselling to help deal with life's pressures by developing coping strategies. Alcohol and Drug Counsellors will work with the patient to develop an individual care plan, clearly outlining achievable goals. Most services are provided in house at the treatment centre.

Referrals can be made by GP, another hospital, specialist, healthcare providers or self-referred.

1.1.2.1.6 Keep Them Safe Whole-Family Team

Address: Officers' Quarters, Ground Floor, 72 Watt Street, Newcastle NSW 2300

Phone: 4964 7100

Fax: 4964 7102

To improve the safety, welfare, and wellbeing of children and young people the KTS-WFT is a shared approach to child wellbeing and aims is to address the needs of families where carers have mental health and/or substance use problems and parenting difficulties.

Referrals are received from community services with KTS-WFT providing, over a six-month period, specialist assessments; case management; specialist groups, family and individual interventions. The KTS-WFT coordinate, link, and network with other support services to ensure that clients can be treated in a holistic manner, and can continue to receive support following the intervention.

For more information:

- https://www.theirfuturesmatter.nsw.gov.au/about-us/other-reforms/keep-them-safe/keep-them-safe-initiatives
- http://www.hnehealth.nsw.gov.au/mh/Pages/Facilities.aspx

1.1.2.1.7 Lakeview Withdrawal Management Service

Phone: 1300 600 059 (DATARS) or 4923 2060.

Twelve (12) bed 5-7 day medically supervised withdrawal management service for alcohol and other drugs within a supportive inpatient setting for adults 18 years and older. The service is located on the grounds of Belmont Hospital, Croudace Bay Road, Belmont in Lake Macquarie. Referrals can be made through DATARS. The services is non-smoking with nicotine replacement available

1.1.2.1.8 Magistrate Early Referral into Treatment (MERIT)

MERIT is a Local Court based program providing services in Cessnock, Maitland, Singleton, Muswellbrook, Raymond Terrace, Toronto and Tamworth local courts. The primary goal is to break the substance abuse-crime cycle by involving defendants in treatment and rehabilitation. The three months program targets eligible adults who have a history of drug and alcohol misuse, are motivated to engage in treatment, suitable for release on bail and who voluntarily agree to participate. It is not an admission of guilt for the offence(s) charged

Appropriate treatments for the participant will vary accordingly, and may include: detoxification, residential rehabilitation, methadone and pharmacotherapies, counselling individual and group, case management and welfare support and assistance and provided prior to pleas being made with the adjournment of court matters until the completion of the program.

Participants will abide by all conditions of bail and the MERIT treatment plan and have the support and guidance of a MERIT Caseworker. Participants are required to appear before the Magistrate during this period, as the Magistrate hearing the case will require an update on treatment progress.

When a participant is non-compliant, MERIT caseworkers will report this to the Magistrate with the possibility of the participant being removed from the program. If removed from MERIT, the participant's matters proceed to plea or hearing. Failure to respond to a drug treatment program will not attract additional charges. If convicted of the offence(s) as charged, any penalty will relate to that offence only.

The completion of the treatment program usually coincides with the hearing or sentencing of the outstanding court matter. A report from the MERIT Team giving information on the defendant's participation in treatment and any further treatment recommendations will be provided to the Magistrate hearing the case. Where possible, a detailed aftercare program will be created to assist in rehabilitation. Sentencing after the successful completion of MERIT varies and takes into account any recommendations for further treatment (NSW Department of Justice, 2014).

For more information:

http://www.hnehealth.nsw.gov.au/dacs/Pages/Drug%20and%20Alcohol%20Clinical%20Services.aspx

http://www.merit.justice.nsw.gov.au/Pages/merit/program.aspx

1.1.2.1.9 Mental Health & Substance Use Service & Unit

Address: McAuley Building, Mater Hospital Edith Street, Waratah, NSW 2298

Phone: 4033 5600

Post withdrawal, comorbidity assessment and outpatient group programs for integrated treatment of mental health and substance use.

1.1.2.1.10 Probation& Parole (P&P) Groups

Fax: 4016 4661 (referrals)

Phone: 1300 660 059

Description: All Community Correction/P&P clients are required to attend a one off hour group prior to being referred to counselling, STP or NCC. The client's P&P officer is required to fax a referral to DATARS on 4016 4661.

1.1.2.1.11 Substance use in Pregnancy & Parenting Programme (SUPPS)

The Substance Use in Pregnancy and Parenting Service (SUPPS) is a specialist collaborative program operating between Drug and Alcohol Services and Maternal and Paediatric Services. SUPPS offer timely interventions before, during and after pregnancy to ensure better outcomes for women and their families affected by alcohol and other drug use. The guiding principle of SUPPS is to provide an accessible service that offers continuity of care.

1.1.2.1.12 Hunter New England Population Health

Phone: Newcastle - 4924 6499

Description: Hunter New England Population Health delivers services that support the development and maintenance of healthy environments, healthy communities and healthy people to protect and promote the health and well-being of people in the Hunter, New England and wider communities.

Services include responding to environmental, emergency and communicable disease threats, and promoting policies, services, environments and behaviours that are conducive to good health. Services

incorporate the principles and strategies of epidemiology, surveillance, health protection, health promotion, behaviour and practice change and research in health behaviours such as smoking, excessive alcohol consumption, inadequate physical activity and poor nutrition, immunisation. The population of over 840,000 live in an area of about 132,845 square kilometres. Cardiovascular disease, stroke, cancer, diabetes, infectious diseases and injury continue to form the major burden of disease.

For more information: http://www.hnehealth.nsw.gov.au/hneph/Pages/HNE-Population-Health.aspx

1.1.3 St Vincent de Paul

Address: 1 Crescent Street, Armidale 2350

Phone: 02 6772 4475

Description: The St Vincent de Paul Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society. (St Vincent de Paul, 2019).

1.1.3.1 *Freeman House*

Phone: (02) 6776 8117

Description: Freeman House provides a therapeutic residential rehabilitation service and community based programs offering intensive support for adults experiencing homelessness and/or addiction both before and after a crisis.

To be eligible for this service individuals must be 18 years and older experiencing homelessness and/or drug and alcohol dependency; have a home setting or social circumstances which are not supportive of non-residential treatment options; Aboriginal and wish to remain in their local area; have co-morbid mental health and alcohol and other drug (AOD) addiction and; people exiting custodial settings.

The service promote positive change which is underpinned by evidence-based case management, creative programming, counselling and other therapeutic interventions aimed at providing an environment which encourages people to take control of their own destiny.

The longer term drug and alcohol rehabilitation service is three to 12 month in duration where clients live on-site and participate in the compulsory elements of the rehabilitation schedule. The schedule consists of individual and group counselling, case management, art and music therapy, mindfulness and meditation sessions, physical activities such as gym, yoga and outings. The groups are aimed at exploring individual thoughts, feelings and behaviours, providing education, assisting the development of personal living skills, self-reflection and personal development. (St Vincent de Paul, 2019).

The service aims to support clients to become more self-sufficient, source employment, education and other services, to reconcile past issues and improve confidence by participating in individual case management, counselling, advocacy and the opportunity to participate in life skills and education groups.

The community support service focuses on harm minimisation strategies with the ultimate goal of abstinence.

For more information: https://www.vinnies.org.au/page/Find_Help/NSW/Housing/Freeman_House_-_Armidale/

1.1.4 Kamira Alcohol and Other Drug Treatment Services Inc.

Address: 86 Louisianna Road, Hamlyn Terrace 2259 or PO Box 284, Wyong 2259

Phone: 4392 1341

Description: Kamira provides an abstinence based residential treatment option for women from across NSW who are experiencing problematic alcohol and/or other drug use, are 18 years and older, pregnant, and/or have dependent children.

Kamira offers a warm, homely and safe environment which is child and family friendly with gardens and outdoor areas for rest and relaxation.

The residential program ranges from 5 to 7 months and has a multifactor (looking at the physical, emotional and social reasons that have led to a woman's alcohol and drug use problems), person centred approach to understanding and treating problematic drug and alcohol use.

Taking a person-centred approach means working collaboratively with each woman to identify her values. These values are used as a base to develop her own program and set her own goals. We support women to address medical, legal, financial, housing and family and relationship issues. Every woman completing the program devises her own recovery plan and is supported to develop the skills that will help her succeed. (Kamira, 2017)

Program content and structure is developed from a trauma informed perspective which focuses on developing skills in mood management to promote clear thinking and good decision making, cognitive behaviour therapy, acceptance and commitment therapy, dialectical behaviour therapy, neuro-sequential model of therapeutics and attachment theory. (Kamira, 2017)

An on-site gym, yoga classes and fitness instruction provided by a personal trainer is available for the women to improve their physical health and well-being with healthy food prepared by a cook.

Children under the age of eight are able to reside at Kamira. Over time it became evident that the children presented with attachment and behavioural problems. Their mothers come from a trauma background or have mental health conditions as well as substance use problems. The children have often lived with traumatic experiences such as domestic violence, neglect and abuse and have parents who were most likely emotionally unavailable to them resulting in attachment difficulties. (Kamira, 2017)

Attachment issues can often present as behavioural difficulties, being withdrawn, emotional regulation problems, sensory integration problems, hyperactivity, PTSD and other diagnosis such as ADHD.

Working on healthy attachment relationships enables the mothers and children to re-connect, strengthen the child's sense of trust and security and set the scene for trauma therapy (play therapy) for the child. An attachment based treatment plan is guided by the initial assessments of the child's socio-emotional development, sensory and regulation preferences, attachment relationship, the child's temperament and the history of the child. To build positive and secure attachment relationships between mothers and children interventions provided include: circle of security group, attachment therapy, parenting skills training and infant massage. (Kamira, 2017a)

Women transition back to the community at the pace of their own recovery plan. The aftercare program offers women telephone support and the opportunity to participate in the group program and see clinical staff.

For more information:

http://www.kamira.com.au/treatment-model.html

http://www.kamira.com.au/mothers--children.html

1.1.5 The Salvation Army

Address: 94 Parry Street Cnr Union Street, Newcastle 2300

Phone: 02 49263466

Description: The Salvation Army Australia is a national Christian movement united by faith and about giving hope where it's needed most.

For more information: https://salvos.org.au/about-us/

1.1.5.1 *Dooralong Transformation Centre, Central Coast*

Address: 1467 Dooralong Road, Dooralong

Phone: (02) 4355 8000

Description: Dooralong Transformation Centre is a residential rehabilitation service situated on a 350 acres rural setting at 1467 Dooralong Road, Dooralong on the Central Coast of NSW, 75 minutes from Newcastle, and 90 minutes' drive from North Sydney.

An AOD Therapeutic Community is provided for 78 men and 36 women and 26 men in an AOD Dual Diagnosis Therapeutic Community.

The recovery-orientated treatment Bridge Program incorporates a range of interventions and recovery therapy models, including: one-on-one case management, cognitive behavioural therapy, 12-Step recovery, and motivational enhancement strategies, spiritual support, recreational activities, health care, family involvement and vocational education and training.

The programs provides a holistic approach to treatment, enabling participants to strive towards physical, mental, emotional, social and spiritual well-being.

This centre also provides Extended Care and transitional housing and a range of pre and post TC supports. (Salvation Army Gosford Corps, 2019)

For more information: https://salvos.org.au/gosford/community-services/dooralong-transformation-centre/

1.1.6 Hunter Primary Care (HPC)

Address: 7 Warabrook Boulevard, Warabrook 2304

Phone: 4925 2259

Description: Hunter Primary Care delivers a range of primary health, mental health and after hours care services.

For more information: https://hunterprimarycare.com.au/

1.1.6.1 *Drug & Alcohol Counselling Services*

Phone: 4925 2259

Fax: 4929 7072

Description: A range of psychological services based on needs, for people age 16 years and over, experiencing mild to moderate substance misuse issues, especially in the early stages to prevent more severe substance misuse problems developing. Services include: cognitive behaviour therapy workbook with telephone support; counselling and brief interventions delivered either face-to-face or over the telephone; aftercare support to focus on relapse prevention; care co-ordination services to ensure people access the right level of care in the community.

Services are free and provided in Newcastle with outreach available in Maitland and Port Stephens.

Patients can self-refer by phone and speak to a drug and alcohol Psychologists or their GP can refer by sending a referral letter and/or if available a completed Mental Health Treatment Plan (not a requirement) to fax number 4929 7072. Referrals are reviewed by a clinician to meet the patient's needs. If the services is unable to meet the patient's needs, they will suggest a more appropriate service.

For more information: https://hunterprimarycare.com.au/drug-alcohol-counselling-services/

1.1.7 We Help Ourselves (WHOS) Hunter Valley – Cessnock

Address: Allandale Road, Nulkaba 2325 or PO Box 628, Cessnock NSW 2325

Phone: 4991 7000

Opening Hours: 9.00am and 4.30pm, Monday to Thursday

Description: WHOS Hunter Valley is a 4 – 6 months residential drug free treatment program based on the Therapeutic Community (TC) model for men and women situated at Cessnock in the Hunter Valley NSW.

WHOS provides evidenced-based therapeutic programs and projects aimed at achieving recovery from alcohol and other drug dependence, incorporating harm reduction and co-existing mental health initiatives for individuals seeking a treatment goal of abstinence.

Phone assessments are conducted by staff and if eligible the client will be required to attend the service for a face to face interview and potential admission. Residents have their own room in a large two storey building with men and women's accommodation and bathroom facilities on separate floors.

WHOS Hunter Valley is funded by the Commonwealth Department of Health and supported by NSW Ministry of Health. To cover costs not provided by funders a fee is required for the first 4 months. After 4 months contributions towards food and accommodation is required.

The TC model means that the community itself, through self-help and mutual support, provides the means for promoting personal change. Residents are encouraged to take responsibility for themselves and build their awareness of the effect their behaviour has on themselves and the community around them. The residents together with the staff participate in the management and day to day operation of the TC community, providing a safe environment.

WHOS integrates other services such as: supported transitional housing, pre-employment skills training, access to educational programs and services, access to medical, mental health and drug and alcohol services, infectious disease and harm reduction projects and initiatives, access to the recovery movement such as community initiated self-help meetings

Residents attend in-house groups covering topics such as: drug dependence education including drug overdose and relapse prevention; social and communication skills, assertiveness skills and self-esteem building; community 'unity' & peer feedback sessions; harm reduction including education on HIV/Hep C as well as CPR information; skills based education (e.g. communications skills, conflict resolution); TAFE run computer skills course. Residents enjoy their free time each day to relax in TV /lounge areas or socialise over the pool table, table tennis or outdoor games, access to exercise equipment, community walks, wellness sessions, activity nights once a week and Sunday special activities.

For more information: https://whos.com.au/locations/cessnock/

1.1.8 Mercy Services

Address: 32 Union Street, Tighes Hill, NSW 2298

Phone: 4961 2686

Opening Hours: 8.30am to 5.00pm, Monday to Friday

Description: The service is funded by the NSW Ministry of Health through the Hunter New England Local Health District and is free of charge to the client.

For more information: https://mercyservices.org.au/about-us

1.1.8.1 *McAuley Outreach Service AOD Counselling*

Provides AOD counselling and support services for parents whose alcohol and/or other drug use has affected family functioning and where there are young children under the age of 12 years. Parents must want to make a positive change in their lives.

The parent must have contact with the child/ren at least once per month if they do not live with their parents. Carers who meet the criteria and have children under the age of 12 are welcome refer.

Counselling is usually provided in Newcastle, Lake Macquarie, Port Stephens, Cessnock, and Maitland Local Government Areas through home visits.

The AOD counselling service assists: clients to address their alcohol and/or other drug related issues; parents to address health issues and needs; in addressing child related issues; in encouraging parents in developing and maintaining a healthy stable lifestyle; setting personal/child-related goals and works towards the realisation of these goals; and links families with existing services.

1.1.8.2 *Bronte House*

Is a drug free residential environment located in Newcastle for women ready to address their own recovery and explore their potential in a supportive and friendly environment where they can grow emotionally, physically and spiritually. The service requires commitment to a 12 Step program of recovery incorporating either Narcotics Anonymous or Alcoholics Anonymous meetings.

Applicants complete a referral from and when a vacancy arises the applicant attends an interview at the house with the existing residents to view the premises, ask questions and meet the other women to determine compatibility.

Residents are responsible for the day to day running of the house, pay fortnightly rent, based on FACS housing rental guidelines, make a contribution to utilities and food costs and follow the house guidelines with support from a part-time worker. The length of stay is medium term and can be up to 12 months and each resident has their own room. There is a policy of no violence, abuse or bullying with any disputes or problem being discussed at weekly house meetings. The women are encouraged to work or study and enjoy their leisure time as they choose. The Bronte House support worker can be contacted on 4961 2686 or 0447 048 560.

1.1.8.3 *Holyoake*

The Pathways to Change Women's Program is designed for women experiencing problems with their drug and alcohol or gambling problems which operates for 2 ½ hours every Friday in Newcastle. The group comprises of eight women, and women can join the 12 week program at any time and continue until they have completed the 12 sessions.

There is no cost to attend the program which aims to: be non-judgemental; listen and discuss as equals; increase the individuals understanding of alcohol/drugs and related behaviours: increase understanding in the dynamics that substances have on the family and on parenting; develop coping skills; develop options and choices empowering them to make their own decisions;.

Each session includes relaxation, education, group discussion and a different topic such as: process of dependency; emotions and stress; personal boundaries; grief and loss; self-esteem; relationships; change, relapse prevention and letting go; embarrassment, guilt and shame; communication; family dynamics and coping behaviours; understanding their behaviours; and self-responsibility.

Participants must contact the worker on 4961 2686 to discuss the program prior to commencement.

For more information: https://mercyservices.org.au/services/aod-support/aod-counselling/

1.1.9 Multicultural Mental Health & Drug and Alcohol

Contact: Dubravka Vasiljevic, Dubravka.Vasiljevic@hnehealth.nsw.gov.au

Description: The Multicultural Health Liaison Officer for Mental Health & Drug and Alcohol Clinical Services provides consultancy, liaison, advocacy, information and multicultural support to health professionals and clients on any cultural or language issue which may arise before, during and after the treatment.

The Multicultural Health Liaison Officer provides regular cultural awareness training to the staff in Mental Health & Drug and Alcohol Clinical Services on language and cultural issues, which may impact on a culturally and linguistically appropriate care delivery as well as policies and procedures relating to use of health care interpreters and consent.

Stigma associated with mental illness and drug and alcohol issues along with lack of knowledge about available services and different attitudes to mental illness are the biggest barriers in accessing services. Community education programs such as Multicultural Mental Health Wellness Program and Youth Wellness program aim to address these barriers.

Hunter Multicultural Community Drug Action Team (MCDAT) is an outreach program which aims to reduce the incidence of drug and alcohol use among culturally and linguistically diverse communities. Confident Communities: A guide to working together with African communities to reduce alcohol-related harm aims to provide guidance to local community groups, health and other organizations in addressing African and other communities' alcohol related issues.

Foetal Alcohol Spectrum Disorder (FASD) education program has been another successful community education program which was delivered to around 150 people from 12 different backgrounds.

For more information: http://www.hnehealth.nsw.gov.au/multiculturalHealth/Pages/Mental-Health-Drug-and-Alcohol.aspx

1.2 Maternal Health Services

1.2.1 High Risk Antenatal Clinic (HRAC)

Description: The HRAC, based at the John Hunter Hospital in Lake Macquarie, is for women with complex psychosocial issues, including drug and alcohol problems. Women with a substance use issues at the time of booking in are referred for a full drug and alcohol assessment in consultation–liaison with the nurse practitioner who will attend the antenatal clinic. Women are then referred for their antenatal care to HRAC.

Women can self-referral or entre through a drug and alcohol services, public antenatal clinics, midwives clinics, antenatal booking-in visit, local hospital emergency departments, community health centres, GPs, referral by family members, and women's health nurses.

The early identification, referral and treatment of substance-using pregnant women can reduce health risks such as overdose, accidental injury, low birth weight, neonatal abstinence syndrome and fetal alcohol spectrum disorder and child protection issues. The service is a multidisciplinary collaboration between obstetric/maternity, drug and alcohol, neonatology and other relevant departments.

To streamline the need to attend multiple appointments a single point of contact antenatal care clinic is conducted every second Tuesday afternoon. To review the progress and care plan of each woman, up to the point of discharge at six to eight weeks postnatally, a multidisciplinary meeting is held prior to each clinic. At the clinic, the plan is discussed with the woman for her agreement and participation in the plan.

Referrals to the social work service are made for comprehensive psychosocial assessments, advocacy, referral and counselling during pregnancy. They can provide assistance with locating crisis accommodation or entry into withdrawal and rehabilitation, as well as information regarding relevant community services.

The perinatal and infant psychiatry team provide initial assessment and follow up for women with ongoing mental health issues that may impact on their parenting capacity (including substance abuse, depression, personality disorder and trauma related conditions). Women may then be referred to an early intervention mental health and parenting services.

For more information:
https://www.health.nsw.gov.au/mentalhealth/programs/da/Documents/review-of-substance.pdf

1.3 Aboriginal Services

1.3.1 Aboriginal Drug and Alcohol Team

The Aboriginal Drug and Alcohol Team provides assessments, information, education, referrals to counselling, consultation with hospitals, local Doctors and Aboriginal Medical Services as well as other health professionals. Strategies are designed to help people minimise harms and make appropriate choices for themselves, their families and their community. A culturally appropriate and sensitive service with staff located in Tamworth, Moree and Cessnock.

For more information:
http://www.hnehealth.nsw.gov.au/dacs/Pages/Drug%20and%20Alcohol%20Clinical%20Services.aspx

1.3.2 Birra-Li Aboriginal Maternal and Child Health

Phone: 4016 4900

Email: HNELHD-Birrali@health.nsw.gov.au

Description: The Birra-Li Aboriginal Maternal and Child Health Service is an Aboriginal Health partnership between Awabakal Aboriginal Medical Service and Hunter New England Health. Birra-Li is a service offered to Aboriginal women or women with Aboriginal partners. Coordination of care, education, and support throughout pregnancy is provided by Birra-Li Health Officers and midwives, and for some designated geographical areas, a Child and Family Health Nurse. The Birra-Li workers can see you in the antenatal clinic, at our outreach clinics, or visit you at home providing individual care during your pregnancy and up to six weeks after the birth of your baby.

For more information: http://www.hnehealth.nsw.gov.au/HavingABaby/birra-li/Pages/birra-li.aspx

1.3.3 Awabakal

Address: Cnr Denison & 38A Samdon St, Hamilton NSW 2303

Phone: 1800 292 225 or 4907 8555

Opening Hours: 8.30am to 4.00pm, Monday to Friday, Closed public holidays.

Description: An Aboriginal community controlled health service aimed at delivering primary health care services, advocacy, and social and emotional support to Aboriginal people and their families.

Services provided include: the treatment of acute illnesses, emergency care, management of chronic conditions, crisis intervention and referral, transport services and a range of community programs and activities.

For more information: http://www.awabakal.org/our-health/medical-service

1.3.3.1 *Maternal and Infants Health*

Description: Provides antenatal GP shared care; infant health, immunisation and blue book health checks; health awareness, nutrition, oral health, hearing and eye health; 715 health checks; ear, nose and throat clinics; community events, education sessions and mums and bubs group.

For more information: http://www.awabakal.org/our-health/maternal-infants-health

1.3.3.2 *Yunna Boolarng (social and emotional well-being)*

Service eligibility requires individuals to: identify as Aboriginal or be/have been a partner/spouse of a person who identifies as Aboriginal; live within the service catchment area: northern border: Bulahdelah, southern border: Morisset, western border: Murrurundi. They must have a primary issue of concern related to: grief, loss and trauma, drug and alcohol misuse, child protection, family and domestic violence, bringing them home/stolen generation.

Referrals are assessed on a case by case basis and must be made with the consent of the individual or from a parent or guardian/carer for children under the age of 16, except in cases where the child at immediate and significant risk of harm from physical injury or sexual abuse. Referrals mandated by courts or the Department of Family and Community Services can be made. The Yunna Boo-larng referral form can be download from the Awabakal website or by contacting the team for a copy. The completed referral form can be submitted by: Email yunnaboolarng@awabakal.org Fax (02) 4961 0497 or by posting to PO Box 323, Wickham NSW 2293.

The team works with children from family violence backgrounds and children who are the descendants of the Stolen Generation. Age appropriate referrals will be made to external services for mental health and drug and alcohol if required.

1.3.4 Muloonbinba Aboriginal Family Support

Address: 12 Bishopsgate Street, Wickham NSW 2293

Phone: 4969 5299

Opening Hours: 9am to 5pm Monday to Friday

Description: Muloobinba Aboriginal Corporation has been established since 1991. The organisation was formed to provide a support service to Aboriginal families and individuals in the Newcastle and surrounding Local Government Areas. Muloobinba is a not for profit, community based organisation that is specific to the needs to Aboriginal individuals and families

Family Support provides support for Aboriginal families/individuals with children between the ages for 0-8 years. The project is delivered in Newcastle & Lake Macquarie Local Government Areas.

The Family Support Project offers the following services:

- Individual support at home, officer or a location that is comfortable for families
- Assist parents/carers with information regarding child development
- Supports parents/carers to develop practical life skills to assist in raising their children
- Information and advice, advocacy and referrals to relevant services
- Structured parenting programs such as Triple P (positive Parenting Program)
- The project assists with short term supports to strengthen families in the community and to enhance relationships with their children
- Advocacy, information, advice and referrals to appropriate services

For more information: http://www.muloobinba.org.au/family-support-project

1.3.5 Warlga Ngurra Women's Refuge

Address: PO Box 277, Wallsend NSW 2287

Phone: 4950 1566

Description: Warlga Ngurra is a Specialist Homelessness Service (SHS). SHS is a NSW government program that responds to people who are homeless or at risk of being homeless.

Warlga Ngurra responds to the needs of the individual person and their particular circumstances, this will include the duration of support and needs. Caseworkers will empower the client to achieve long-term housing while building capacity skills, resilience and connections to health, education and community. Every client will be linked into the possibility of financial counselling and services, consumer choices, legal choices and government. This is achieved through case management and co-ordination.

For more information: https://www.warlgangurra.org.au/

1.4 Support Services

1.4.1 Family Support Newcastle

Address: 67 Turton Road, Waratah 2298

Phone: 4926 3577

Opening Hours: 9.00am - 4.00pm, Monday to Friday by telephone

Description: Services for children, families, and individuals who are experience hardship including: counselling and individual assistance, child development and therapeutic group programs, supported playtime; and support for women leaving domestic violence.

To access this service you must: live in the Newcastle area; have children 0-18, and have difficulties caring for them; financial issues and lack resources; loneliness; mental health issues or domestic or family violence issues.

For more information: https://nfss.org.au/our-services

1.4.2 Hunter Women's Centre

Address: 58-60 Industrial Drive, Mayfield, 2304

Phone: 4968 2511

Opening Hours: Monday to Thursday 9am - 5pm, Friday 9am - 3:30pm

Description: Hunter Women's Centre is a non-government, not-for-profit, community based organisation who provides services to improve the health and well-being of the women in the Hunter.

The centre is run by women for women, has been operating for over 40 years and prioritises services for women who are marginalised, experiencing disadvantage or having difficulty in accessing services elsewhere. Staff at the Hunter Women's Centre are experienced and qualified and work from a holistic perspective and considers all aspects of a women's health and well-being.

Hunter Women's Centre provides a client centred, strengths based and trauma informed counselling service to women. Qualified and experienced counsellors use a number of evidence based therapies, matching therapies to a woman's individual needs, preferences and personality to achieve improved health and personal growth

The Hunter Women's Centre offers a variety of groups and workshops throughout the year that are designed to provide resources, support, information and strategies to support women in addressing issues that might be impacting on their lives. Groups and workshops provide an environment where women can share common experiences and bring about positive change in their lives. The program changes each term and includes topics such as Domestic Violence, Self Esteem, Communication and Assertiveness and Personal Boundaries.

For more information: https://hwc.org.au/service

1.4.3 Nova for Women and Children

Address: PO Box 2080, Dangar NSW 2309

Phone: 4023 5620 (general inquiries)

Description: Nova for Women and Children is the amalgamation of Eva's Project, Lower Hunter Women's Housing and Eastlake's Women's and Children's Refuge. The three women's services operated independently from each other in Newcastle for approximately 25 years until Eva's Project and Lower Hunter Women's housing services amalgamated in July 2008 and in 2014 Eastlake's

Women's and Children's Refuge joined Nova, following the Specialist Homeless Services (SHS) reforms.

Nova prevents women from becoming homeless by offering information, advice, referral and advocacy support to sustain their current accommodation. Staying Home services are available in-home, in community 'Staying Home' centres, and on Nova's mobile outreach unit. Nova also offers post-crisis support to women who have been rehoused to enable them to sustain their tenancy.

Nova will work quickly with women who become homeless, to help identify affordable private rental, social housing or other suitable long-term, sustainable housing, and if required, the provision of safe and supported interim accommodation. Nova will provide case management, will work with other agencies, and link to support such as education and employment, to wrap around the services needed to address individual needs.

Nova for Women and Children provides Interim (Crisis) Accommodation for a period of 28 days for clients who are in crisis. This service is available for women and/or women with accompanying children experiencing homelessness or who have fled domestic or family violence.

Nova for Women and Children provides medium-term accommodation for a period of up to 12 months. Clients are provided with intensive case management using a client centred approach, to work through identified goals, providing post-crisis support, safe accommodation, advocacy and support into safe and affordable long-term housing through collaboration with housing providers, the private rental market and mainstream services.

NOVA for Women and Children provides outreach support to people who are homeless or at risk of homelessness. This support may include one off support to assess and identify needs and support to access services that may be of assistance. Outreach support maybe to assist people to sustain tenancies that are at risk or to assist with finding alternative accommodation if needed. This support can be offered to people renting in the Private Rental Market, in Social or Community Housing.

Nova has partnered with other organisations to provide easy access to their services out in the community.

For more information: http://www.novawomen.org.au/services.html

2 Alcohol and Justice

2.1 Youth Services

2.1.1 The Samaritans Foundation

Address: 36 Warabrook Boulevard, Warabrook 2304 or PO Box 366 Hunter Regional Mail Centre 2310

Phone: 1300 656 336 or 4960 7100

Opening Hours: 9.00am – 5.00pm, Monday – Friday

Description: The Samaritans Foundation is a welfare agency of the Anglican Diocese of Newcastl. Based in Newcastle, Samaritans services are provided to people through 100 locations in the Hunter Valley, Manning and Central Coast Regions. Types of services include: children, youth, family, community development, disability, employment, health promotion, recycling of donated clothing and emergency relief services.

For more information: https://www.samaritans.org.au/charity/

2.1.1.1 *Samaritans Recovery Point*

Description: The Recovery Point is a program that provides practical assistance and support by walking people through the process of re-integration into the community after leaving prison and/or alcohol & drug rehabilitation centres.

Transition is approached one step at a time such as accessing accommodation, setting up a home, help with shopping and cooking.

A case worker will help with assistance in obtaining an ID, such as a birth certificate, accessing services like Centrelink, Legal Aid or health and opening a bank account.

The service provides the opportunity of being engaged in programs for drug and alcohol, grief and loss and alternatives to violence, training/education, social and recreational activities and/or employment.

Referral forms are available through the Recovery Point office by contacting 4922 1553 or 0418 998 745. To ensure pre-release connection with a case worker, referrals must be submitted at least three months or up to 12 months prior to the release date. This will ensure that the case worker can make contact at least three times before release.

For more information: https://www.samaritans.org.au/service/the-recovery-point/

2.1.1.2 *Samaritans Intake and Community Engagement (Link2Home)*

Phone: 4922 1502 or 1800 152 152

Description: Samaritans Intake and Community Engagement assists young people aged 16 to 24 who are at risk of homelessness in the Newcastle & Hunter Valley by providing early intervention community engagement programs by providing information and working with local schools and services at youth events.

Those at risk of homelessness can contact the service on 4922 1502 or 1800 152 152.

For more information: https://www.samaritans.org.au/service/samaritans-intake-community-engagement/

2.1.1.3 *Samaritans Lower Hunter Family Counselling & Adolescent Counselling*

Phone: 4931 1000

Description: This is a Samaritans service that provide safe, confidential and friendly family counselling in Newcastle & surrounds for young people 11 to 21 years and their families to talk through tough times.

This service is based at Hunter headspace in Maitland and is free for people living in Maitland and Cessnock Local Government Areas.

For more information: https://www.samaritans.org.au/service/family-counselling/

2.1.1.4 *Samaritans Reconnect*

Phone: 4014 9380

Description: Reconnect provides support to young people who are aged between 12 and 18 in Newcastle and the Hunter Valley who are homeless or at risk of homelessness and who want assistance with their family relationships.

The young person works with a project worker to help in sorting things out with their family; connect them with training and employment services; help them to stay in school when it gets tough; obtain counselling, set goals provide income support and find somewhere safe to stay if necessary.

For more information: https://www.samaritans.org.au/service/reconnect/

2.1.1.5 *Samaritans Brighter Futures Program (BF)*

Phone: Newcastle: 4014 9300 or Lake Macquarie: 4950 7230

Email: brighterfutures@samaritans.org.au

Description: BF Program works in partnership with other services and operates in the Newcastle and Lake Macquarie Local Government areas to provide intensive and preventative support to vulnerable families with young children up to the age of 8 years and identified as at risk of significant harm from domestic or family violence, drugs and alcohol problems or where one or both parents suffer from mental illness.

The program aims to encouraging positive parenting by building positive interactions within the family and providing parents with strategies in guiding children's behaviours such as establishing routines. Parents also receive advice on preparing healthy & inexpensive meals including healthy school lunches.

For more information: https://www.samaritans.org.au/service/brighterfutures/

2.1.1.6 *Samaritans Community & Youth Development Project*

Address: 32 Brunker Road, Broadmedow

Phone: 4922 1508

Description: Work in partnership with young people (12-25 years) and youth services to: achieve social equity; encourage integration and participation in community life; and to promote the service availability and networking to meet the identified needs of young people.

For more information: https://www.samaritans.org.au/service/community-youth-development-project/

2.1.2 Wesley Mission

Address: 14 Wood Street, Newcastle 2302

Phone: 4915 3684

2.1.2.1 *Wesley Youth Service*

Description: Supports young people facing issues brought about by bullying, violence, family breakdown, poor school attendance, alcohol and other drug use, and homelessness.

The service helps young people connect with services and reconnect with their families. It allows young people to learn about themselves and to maximize their abilities through: anger management techniques, drug and alcohol awareness, one-on-one counselling, family counselling, group sessions with other young people, healthy eating, health and fitness advice, cooking and art activities, strategies for coping with bullying, self-confidence, self-control and self-discipline techniques, and advice on making positive life choices.

For more information: https://www.wesleymission.org.au/find-a-service/teenagers-and-young-adults/youth-centres/

2.1.2.2 *Wesley Keeping Connected & Family Connections*

Description: A program run by Wesley Dalmar at 226A High Street, Maitland which promotes connection between children in care and their birth families through regular, supervised contact times, and safe transport options and encourage positive family and reporting as required.

For more information:

https://www.wesleymission.org.au/about-us/what-we-do/helping-people-most-in-need/foster-care/wesley-keeping-connected/

https://www.wesleymission.org.au/find-a-service/foster-care/what-we-offer/family-connections/

2.1.3 Wandiyali ATSI Inc.

Address: 1 Hague Road, Boolaroo 2284

Phone: 4957 5900

Opening Hours: 9.00am and 5.00pm, Monday to Friday

Description: Wandiyali is a Lake Macquarie based Indigenous community organisation with the aim to 'Keep our Culture Strong' operating throughout Newcastle, Lake Macquarie, Port Stephens and Hunter Region.

An alcohol and other drugs services is available for people that have had their lives affected by drug and/or alcohol abuse. Caseworkers assist through case management, advocating and liaising on behalf of clients or by referring to external service providers as required.

Other services that may be of interest Birriwal Support Service, Brighter Futures, Going Home Staying Home, MST-CAN, Out Of Home Care Children's Services.

For more information: http://www.wandiyali.com.au/services/alcohol-and-other-drugs

2.1.4 Yarnteen College Inc

Address: 71 Prospect Road, Garden Suburb 2289 or PO Box 487, Cardiff 2285

Phone: 4962 5366

Description: The Yarnteen College provides accredited and non-accredited training for Indigenous Australians which focuses on industry areas with potential growth in employment for Indigenous people.

For more information: http://www.yarnteen.com.au/

2.1.5 Mission Australia

Address: Ground Floor, 433 Hunter Street Newcastle 2300

Phone: 04033 4911

Description: A non-denominational Christian charity helping vulnerable Australians to move towards independence.

2.1.5.1 *Youth on Track*

Address: Ground Floor, 433 Hunter Street Newcastle NSW 2300

Phone: 0240334911

Youth on Track is voluntary early intervention scheme, for 10–17 year-olds, that identifies and responds to young people at risk reoffending and long-term involvement in the criminal justice system through a multi-agency approach working collaboratively to ensure consistent and non-duplication of service.

Young people at medium to high risk of offending are referred by police or education to the support service.

Youth on Track operates alongside the existing criminal justice system with young people who may not have committed a serious crime but who exhibit risk factors and have had formal contact with the justice system.

By identifying the criminogenic risks and needs of the young person the service conduct assessments, case management and offence-focused interventions at an earlier point in the cycle.

For more information: https://www.missionaustralia.com.au/services?view=service&id=115

2.1.6 Department of Family and Community Services (FACS)

Website: https://www.facs.nsw.gov.au/families

Description: FACS is the NSW service tasked with the statutory responsibility for executing Government policy to protect children and young people from risk of significant harm.

The service aim is to work with children, adults, families and the community to improve lives and help people realise and reach their potential through early intervention and prevention, targeted support to live safe from harm, sustained support to achieve housing and family stability and Disability Inclusion Action Plans (DIAPs) for people with a disability to have choices and access opportunities.

Parents with the dual diagnosis of mental health and drug and alcohol, co-occurring disorders (COD) or dual pathology

2.1.6.1 *Intensive Therapeutic Care (ITC)*

Is a service system that helps children and young people over 12 years with complex needs who are recovering from severe forms of trauma, neglect, abuse or adversity who are unable to be supported in foster care or require specialised and intensive supports to maintain stability in their care arrangements.

Children and young people are referred to ITC through a Central Access Unit. Short-term Intensive Therapeutic Transitional Care (ITTC) is provided for up to 13 weeks to help children and young people move into less intensive types of care decreasing the time spent in intensive out-of-home care services and help provide pathways to permanent care.

2.1.6.2 *Intensive Family Preservation (IFP)*

IFP is based on an evidence-based family preservation model, targeting families with children aged from birth to 18 years, that teaches problem-solving skills to prevent future crises and prevent unnecessary placement in OOHC . An intensive support period of 3 months includes 24 hour access to a caseworker and is followed by a less intensive individually tailored, multi-faceted service which includes: advice and referral; assessment and case planning; counselling; family focused casework; home visiting; parent support groups and skills focused groups.

For more information: https://www.facs.nsw.gov.au/families (has all Intensive Therapeutic Care, Out-of-home care, Intensive Family Preservation information)

2.1.7 CatholicCare Social Services - Early Intervention Placement Prevention Program (EIPP)

Address: 50 Crebert Street, Mayfield NSW, 2304.

Phone: (02) 4979 1120

Opening hours: Monday - Friday: 9:00 am - 5:00 pm

Description: CatholicCare offers a range of intervention and support activities including individual counselling, information and referral, skill development groups and case work for young people aged 12 to 17 who are at risk and struggling with day-to-day issues and their parents through the EIPPnto prevent issues escalating, to promote family cohesion and support continued school and/or work commitments and living arrangements.

For more information:

http://www.catholiccare.org.au/foster-care/foster-care/

http://www.catholiccare.org.au/services/child-youth-family-services/early-intervention-placement-prevention-program-eipp/

2.1.8 PCYC Newcastle

Address: 28 Young Road, Broadmeadow 2292

Phone: 4961 4493

Opening Hours: 8.30am – 9.00pm, Monday to Friday, 8.30am – 12.30pm Saturday

Description: A partnership between the NSW Police Force and the community to reduce and prevent crime by empowering young people to reach their potential by getting the young person to be active in life, develop their skills, character and leadership.

For more information: https://www.pcycnsw.org.au/programs/police-programs/

2.1.9 Newcastle City Council

Address: 282 King Street or PO Box 489, Newcastle 2300

Phone: 4974 2000

Opening Hours: 8:30am - 5pm, Monday - Friday

Description: The Council is responsible for public facilities and providing community services. It is made up of two parts, the elected Council and administration.

2.1.9.1 *Newcastle Youth Council Committee (NYC)*

Description: NYC was created as forum to for young people (15 – 25 years) to participate, discuss and provide input into local community issues that reflect their interests and raises awareness of young

people's issues. NYC meets monthly between 5pm and 7pm at the Newcastle Regional Library to organise youth activities and provide advice for organisations wishing to develop programs and activities for young people.

For more information: http://www.newcastle.nsw.gov.au/Council/About-Council/Committees/Newcastle-Youth-Council

2.1.10 Youth off the Street – Hunter Valley Outreach

Address: 33 Station Street, Weston 2326

Phone: 4936 1917

Opening Hours: Kurri Kurri Outreach operates every Friday from 5.30pm – 9pm at the Skate Park at Margaret Johns Park, Corner Northcote St and Boundary St., Kurri Kurri and in wet weather from 6.00pm at the Senior Citizens Centre, corner of Barton St and Hampden St, Kurri Kurri.

East Cessnock Outreach operates every Thursday from 3.30pm – 7.00pm at 58 Alkira Ave, East Cessnock

Description: Provide programs and activities that enhance opportunities to develop positive lifestyle choices for young people (12 to 25 years) by treating the young people as individuals and making sure that programs meet their needs and where they can access help. Families are encouraged to get involved with activities taking place between 5 and 10pm.

For more information: https://youthoffthestreets.com.au/programs/hunter-valley-outreach/

2.1.11 Salvation Army Oasis Youth Network Hunter

Address: 67 Cleary St, Hamilton, NSW 2303

Phone: 4969 8066

Opening hours: 9.00 am - 9.00 pm, Monday to Thursday and 10.00 am - 6.00 pm, Friday

Description: The Oasis Youth Support Network is The Salvation Army's major response to youth homelessness in Australia.

Operating from 67 Cleary St, Hamilton, during the hours of 9.00 am - 9.00 pm, Monday to Thursday and 10.00 am - 6.00 pm, Friday, a range of services and assistance is provided to young people aged 12 to 25 years and their families. Offering physical, emotional and spiritual support in a youth friendly environment, Oasis Hunter is staffed by a team of over 20 youth workers, trainers and supervisors who can be contacted on 4969 8066. (Salvation Army 2019)

2.1.11.1 *The Newcastle Bridge Youth & Family (NBYF) program*

Phone: 4969 8066

Description: The Newcastle Bridge Youth & Family (NBYF) program has been designed to help young people aged between 12-25 and their families, within the Hunter Region address barriers or issues relating to drug and alcohol use.

Young people can self-refer or be referred by other agencies by phone, online via the online referral link or by faxing a referral form. Contact is made within 48 hours for an appointment to assess needs and create an individual case plan with a caseworker.

NBYF provides custom designed drug and alcohol education workshops to the community, local high schools, TAFE NSW and other youth services. A drug and alcohol awareness course is also available to young people who have legal matters resulting from substance use. These referrals can be made from

Juvenile Justice, Probation and Parole, Legal Aid or court chaplains. (Salvation Army Oasis Hunter, 2019).

NBYF can offer crisis support, interventions and ongoing follow up to families, parents, husbands, wives, partners or siblings who are suffering the effects of Drug and Alcohol use to support them through this difficult stage. Parent support groups and other family workshops are also run throughout the year.

For more information:

https://salvos.org.au/oasishunter/

https://salvos.org.au/oasishunter/what-we-do/bridge-drug-and-alcohol-support/

2.1.12 Education Court Liaison – NSW Government Department of Education

Description: Providing a pathway for young people to re-connect with their education can lead to life-changing opportunities. The NSW Department of Education's Education Court Liaison Officers provide a pathway for young people appearing before the Children's Court to re-engage with education. Officers understand that young people attending court often have a number of problems, and so work with other agencies to better understand what solution will work best for each young person.

Education Court Liaison Officers meet with young people when they present to a Children's Criminal Court, but are independent of the justice system, child protection system and school attendance programs.

They work closely with schools, TAFEs and other education providers to connect young people into schools or programs, but don't work within individual schools.

What does an Education Court Liaison Officer do?

Education Court Liaison Officers take a personalised approach to each young person and involves:

- talking to young people about their goals, educational needs and interests
- liaising with schools and training providers on their behalf
- helping the young person understand what options are available
- advocating on their behalf to resolve barriers to education, and connect them to support or programs
- facilitating enrolment in schools, alternative education settings and vocational courses.

The program is currently being piloted in six NSW Children's Criminal Courts: Broadmeadow, Campbelltown, Nowra, Parramatta, Port Kembla and Surry Hills.

For more information: https://education.nsw.gov.au/student-wellbeing/attendance-behaviour-and-engagement/education-court-liaison

2.2 Housing

2.2.1 Samaritans Friendship House

Phone: 02 4922 1500

Email: friendshiphouse@samaritans.org.au hfielder-gill@samaritans.org.au

Description: Friendship House is a support program for a two bedroom house, situated in an inner suburb of Newcastle, for men exiting prison. Residents can stay for up to 28 days by paying a $220 upfront cost for 4 weeks rent and refundable key deposit. A licence to occupy must be signed and residents must abide by the house rules. On entering the house residents are provided with a starter pack of toiletries, linen, pillow food and phone vouchers.

Volunteers are rostered to visit the house 5 days a week Monday to Friday to assist the resident work through their goals; discuss issues leaving the decision to the resident; provide information and advocate for the resident in a confidential manner if required or just have a chat. Volunteers have a car to assist to take volunteers to appointments or shopping.

Friendship house does not received government funding and is wholly funded through donations.

For more information: https://www.samaritans.org.au/service/friendship-house/

2.2.2 Samaritans Transitional Accommodation Newcastle

Description: Samaritans Transitional Accommodation Lower Hunter provides support for young people aged 12-24 who are homeless or at risk of homelessness to stay housed or find accommodation.

For more information: https://www.samaritans.org.au/service/samaritans-transitional-accommodation-newcastle/

2.2.3 Samaritans Youth Accommodation Newcastle

Phone: 4955 8358

Description: Samaritans Youth Accommodation Newcastle provides short term accommodation for young people aged 16-19 who are homeless. The service assists the young person to develop the skills needed to maintain a permanent and stable living arrangement. To access the service the young person contacts the Samaritans Intake and Community Engagement service.

For more information: https://www.samaritans.org.au/service/samaritans-youth-accommodation-newcastle/

2.2.4 Wesley Accommodation Services Newcastle

Description: Provides suitable, sustainable, and secure accommodation along with a broad range of support services for people who are homeless or at risk of becoming homeless so that they can live independently.

For more information: https://www.wesleymission.org.au/find-a-service/housing-and-accommodation/

2.2.5 Compass Housing

Address: Suite 1/44 Beaumont Street or PO Box 967, Hamilton NSW 2303

Phone: 1300 333 733

Opening Hours: 9am – 5pm Monday, Wednesday, Thursday, Friday, Tuesday 9am – 5pm

Description: Compass Housing Services (Compass) is a not-for-profit organisation that provides secure and affordable housing for people who are disadvantage including disability group homes, tailored

tenancy services and tenant development initiatives through participatory management, community development.

For more information: https://www.compasshousing.org/about

2.2.6 Path 2 Change (Newcastle Youth Accommodation Services Ltd)

Address: 11 Charles Street, Wallsend

Phone: 4951 2144

Description: Path 2 Change (P2C) is a not-for-profit organisation committed to addressing homelessness by working with the client on the underlying causes of homelessness.

P2C provides a culturally appropriate, inclusive and safe response for people from Aboriginal and CALD backgrounds and the LGBT community,

P2C offers individualised support and case management, allow clients to recognise and utilise their strengths and abilities to reach their full potential.

P2C works holistically with other services to provide advocacy, referral and support for unemployment, domestic violence, mental health issues, drug and alcohol and poverty.

For more information: https://www.path2change.org.au/about/

2.3 Mental Health

2.3.1 Samaritans Headspace Maitland

Address: 73 Elgin Street, Maitland NSW 2320

Phone: 94311000

Opening hours: 9am-5pm, Monday to Friday

Description: This service provides mental, physical and sexual, wellbeing support, information for young people aged 12 to 25 years in Maitland and the Hunter Valley. The mental health services includes psychologists, counsellors and psychiatrists. A doctor is available to discuss physical health issues, sexual health, relationship problems, drug or alcohol abuse plus much more. If alcohol & drug advice is needed the Headspace team are experienced and ready to help.

Headspace Maitland offers community education sessions about headspace, mental health as well as drug and alcohol issues that affect young people 12-25. These sessions are offered to community groups, schools, service providers and clinical services.

For more information: https://www.samaritans.org.au/service/maitland-mental-health-services/

2.3.2 Lifeline Newcastle

Address: 845 Hunter Street, Newcastle West 2302

Phone: 4940 2000 (office)

Opening Hours: 24hrs, 7 days per week

Description: A telephone 24 hour crisis support and suicide prevention services providing self-help information for individuals, friends and family experiencing suicidal thoughts or attempts, personal crisis, anxiety, depression, loneliness, abuse and trauma, stresses from work, family or society can get help by calling 13 11 14.

Lifeline is a national charity and relies on community support.

For more information: https://www.lifeline.org.au/about-lifeline/about-lifeline-overview

2.3.3 Youth Drug and Alcohol Service (YDACS) – HNEkidshealth

Address: Newcastle Community Health Centre, Level 2, 670 Hunter Street Newcastle (entrance off Hunter Street), Newcastle, 2230

Phone: 1800 950 755

Description: The Youth Drug and Alcohol Service (YDACS) is a youth specific drug and alcohol service, that works with young people aged 12 – 18 years of age who need help due to their moderate to severe drug and/or alcohol use. When a young person has a “moderate to severe” substance use problem, the drug or alcohol use may be impacting on their mental health (heightened anxiety, depression, psychosis), attendance at school or work, relationships with family and friends, their overall health (weight loss, sexual problems) and finances (in debt). Although using drugs might seem a good way to feel good and manage some difficult emotions, it can be really risky, leading to ongoing physical and mental health issues and for some people, death.

YDACS is a specialist service that is flexible to an individual young person’s needs. It is a voluntary service that offers drug and alcohol assessment, counselling, treatment & case management for young people and their families. It is understood that all young people come from diverse backgrounds, genders, sexuality, cultures and have their own unique experiences and stories.

YDACS works across the whole of the Hunter New England Health District although they are based in Newcastle. They do this through the YDACS clinic in Newcastle, an outreach clinic in Cessnock and telehealth through the rest of the district. Telehealth is a way that they can work with someone even though we are not face to face. They can also provide advice to services who are already working with a young person where this may be a better way of offering help.

For more information: http://www.hnekidshealth.nsw.gov.au/site/ydacs

2.3.4 Youth Health Team - HNEkidshealth

Address: 621 Hunter Street, Newcastle West 2302

Phone: 4925 7804

Description: The Youth Health Team is a multidisciplinary outreach service consisting of Clinical Nurse Consultants, Social Workers, a Staff Specialist Paediatrician and Administration Officer. The Youth Health Team provides services to young people affected by homlessness, or at risk of homelessness, stressful life situations, physical and emotional concerns, relationship issues including domestic violence, at risk behaviours, sexuality concerns, sexual health issues and chronic illness.

Youth Health Team (YHT) provide a free and confidential health service to young people aged 12-18 years. Its aim is to improve the health outcomes of young people with complex health and social needs.

The target group is young people who are marginalised, disadvantaged or at risk of poor health outcomes, with a particular focus on young people who are homeless or at risk of homelessness.

To be eligible the young person must frequent/live/ work/ study within the Newcastle, Lake Macquarie and Port Stephens areas.

They provide short term intervention that involves youth specific assessment and triage of presenting health issues.

This includes:

- General Health- Medical assessment and treatment with a Paediatrician, linking with other health providers, e.g. General practitioners, dentists, optometrists, follow up on discharge from hospital
- Sexual Health- Education, contraceptive support and advice, STI screening and pregnancy options
- Substance Misuse- Screening, education and referral to Alcohol & Other Drug support and treatment services
- Mental Health - Screen for emerging mental health concerns as part of assessment and referral to mental health services as appropriate. Do not provide mental health counselling support or treatment. This is not a mental health service – referrals for primary mental health issues not accepted.

For more information: http://www.hnekidshealth.nsw.gov.au/site/yht

2.4 Legal Help

2.4.1 Aboriginal Legal Service (ALS)

Address: Level 4, 456-460 Hunter St, Newcastle 2300 or PO Box 222, Newcastle 2300

Phone: 4914 6500

Description: ALS is a non-government service that works with Aboriginal and Torres Strait Islander clients to provide culturally appropriate information and referral, legal advice, court representation and referral to other support services as required.

We assist men, women and children with criminal law; children's care and protection law; family law; assistance with work and development orders; custody notification and provide information and referral in civil law.

For more information: https://www.alsnswact.org.au/about-als/

2.4.2 NSW Department of Justice

Address: Parramatta Justice Precinct, 160 Marsden Street, Parramatta 2124

Phone: 8688 7777

Opening Hours: 9.00am to 5:00pm, Monday to Friday

For more information: https://www.justice.nsw.gov.au/

Description: Delivers criminal and civil legal, court and supervision services by managing courts, justice services, programs to reduce crime and re offending, managing custodial and community-based correctional services, protecting rights and community standards and advising on law reform and legal matters.

2.4.2.1 *Children's Court of NSW, Broadmeadow*

Description: The care of children and young people is a partnership responsibility shared by families, agencies and communities to provide services to meet the needs of children and their families as recognised in the Children and Young Persons (Care and Protection) Act 1998.

The Children's Court is a specialist court involving the care and protection of children dealing with criminal cases, applications for apprehended violence orders, applications for compulsory schooling orders and cases. Located at 19-23 Lambton Road, Broadmeadow the service can be contacted by calling 4915 5200. Opening hours are 9am-1pm, 2pm-4pm, Monday to Friday with no court sittings on Friday of the 3rd week of the month.

Not all cases involving children are dealt with in the Children's Court.

To assist the courts in care and protection matters the NSW Children's Court Clinic was established and is part of the Sydney Children's Hospitals Network located in Parramatta. It provides independent expert clinical assessments of: children and young persons, and/ or the capacity of parents and others to carry out parental responsibility. The Children's Court Clinic Authorised Clinician who prepares the assessment report is available to the court for cross-examination which is an independent report to the court rather than evidence tendered by a party (section 59, the Care Act).

2.4.2.2 *Family Law Courts - Newcastle Registry*

Description: Located at the Commonwealth Law Courts Building, 61 Bolton Street, Newcastle, the Family Court of Australia resolves complex legal family disputes with the goal of delivering effective judicial and non-judicial processes and high-quality timely judgments while respecting the needs of

separating families. The service is open between 8.45am and 4.30pm and can be contacted by calling 1300 352 000.

Matter addressed include: parenting cases that involve a child welfare agency and/or allegations of sexual abuse or serious physical abuse of a child (Magellan cases), family violence and/or mental health issues with other complexities, multiple parties, complex cases where orders sought having the effect of preventing a parent from communicating with or spending time with a child, multiple expert witnesses, complex questions of law and/or special jurisdictional issues, international child abduction under the Hague Convention, special medical procedures and international relocation.

2.4.2.3 *Youth Justice Conferencing*

Description: Juvenile Justice administers youth justice conferences under Part 5 of the Young Offenders Act 1997. Young people are referred for youth justice conferences by the courts or police when the young person has exceeded the maximum number of cautions available or committed offences too serious for warnings or cautions.

Conferencing holds the young person accountable and to take responsibility for their behaviour by bring the offender, their family and supporters face-to-face with the victim/s, their supporters and police to discuss the crime, how people have been affected and to agree on a suitable outcome. This could be an apology, reasonable reparation to victims, and steps to help them desist from further offending by reconnect the young person with their community.

Conferences are facilitated by convenors who live and work in the local communities and contracted on a case by case basis.

Services provided by youth justice conferencing include: administering the youth justice conferencing diversionary legal process; identifying and preparing participants for youth justice conferences; facilitating youth justice conferences; referring victims to support services to assist with the impacts of crime; referring young offenders to services in the community; monitoring outcome plans.

2.4.2.4 *Juvenile Justice NSW (J.J.)*

Description: An office operates from 7 Smith Street (PO Box 248) Charlestown in the Lake Macquarie Local Government Area. The service is open from 8:30am to 5:00pm, Monday to Friday and can be contacted by calling 4902 8600. They provide community-based intervention for young offenders including: alcohol and other drug counsellors, specialist and generalist counsellors, program support officers and general administrative staff.

Community Services prime focus is supervision to assist the juvenile offender meet their legal obligations and proven evidence based community interventions that will reduce and address reoffending and associated behaviours.

Caseworks link juvenile offenders to the support services they need to stay out of trouble and comply with their legal orders. Assessment reports are prepared for courts to determine sentences. Including court directed supervision of those placed on good behaviour bonds, probation, and community service or parole orders.

They support young people with problems seeking bail or remanded in custody, including court ordered bail supervision. This could be through the provision of forensic and psychological testing, assessment and interventions, provision of counselling and developmental programs as an alternative to detention, alcohol and other drug misuse, group work and living skills, finding accommodation, dealing with relationship difficulties, finding employment, developing employment skills, and supporting the young person's return to school.

2.4.2.5 *Custodial services*

Description: Provides geographically appropriate secure care to ensure young people are close to their community and family; case management for those who are sentenced to custody or who are remanded to custody pending the finalisation of their court matters; age and gender appropriate program interventions that address the offending and developmental needs of young people in custody. A range of educational, recreational, vocational, specialised counselling and personal development programs are provided as well as individual case management and a plan for their positive reintegration into their communities.

There are no juvenile justice centres in the Newcastle or Hunter regions.

The Post Release Support Program is a 12-week program designed to successfully re-integrate detainees into the community and reduce re-offend after release.

For more information: https://www.justice.nsw.gov.au/)

2.4.3 Community Restorative Centre (CRC)

Address: 16 Wood Street, Newcastle West 2302

Phone: 4961 4626

Description: CRC assists people involved in the criminal justice system and their families through a range of services aimed at reducing crime and breaking the entrenched cycles of disadvantage, offending and imprisonment.

CRC provides specialist through care, post-release, and reintegration programs for people transitioning from prison back into the community.

2.4.4 Court Support Scheme

Description: CRC's Court Support Scheme (CSS) operates in local courts across the Sydney metropolitan area, Central Coast, Newcastle and Wollongong and is available for defendants, witnesses, victims of crime, and friends and families of those attending court.

Trained volunteers help vulnerable people, the socially or economically disadvantaged navigate the court system and provide information on court processes, where to seek advice and emotional support. CSS volunteers do not offer legal advice and there is no referral or fee required for its service. People are encouraged to seek legal information from the Legal Aid NSW website or the Law Access NSW website. The service is available on list days only, between the hours of 9am and 11am.

For more information: https://www.crcnsw.org.au/services/community-programs/court-support/

2.4.5 Hunter Community Legal Centre (CLC)

Address: Level 2, 116 Hunter Street, Newcastle 2300

Phone: 4040 9121 or 1800 650 073

Opening Hours: Monday 10.00am – 12.00pm Wednesday 2.00pm – 4.00pm Friday 10.00am – 12.00pm

Description: CLC is an independent, not for profit, community legal centre that provides free legal advice by phone or face to face at various outreach locations to disadvantaged people living, working or studying in the Newcastle, Lake Macquarie, Port Stephens, Great Lakes and Hunter Valley regions.

CLC provides community legal education, engages in law reform activities relevant to the needs of its clients. And provides family law advice through family law programs.

For more information: https://www.hunterclc.com.au/home/about-us/

2.4.6 Intellectual Disability Rights Service - Hunter Office (IDRS)

Address: Suite 4B, 1st Floor Hunter Unions Building, 406 – 408 King Street, Newcastle NSW 2300

Phone: 4926 5643

Opening Hours: 9am – 5pm, Monday to Friday

Description: IDRS is a free service for people with cognitive impairment to promote and protect their rights by assisting with legal problems, support persons at police stations and courts, advocacy, support to appeal decisions of the National Disability Insurance Agency, rights education for people with cognitive impairment, peer support and assistance for parents with intellectual disability at risk of losing care of children.

2.4.6.1 *Justice Support*

Description: A free service delivered by volunteer support persons for people with cognitive impairment, who have the legal right to have a support person at the police station or in court, when they have been involved in any type of criminal matter including AVOs as a victim, witness or defendant. To access free legal advice when at the police station individuals can phone 1300 665 908 from 9am to 10pm 7 days a week.

Assistance is provided to ensure that clients understand legal advice, court orders and obligations clients during solicitor meetings, Community Corrections Tribunal appointments, Community Justice Mediation and Juvenile Justice Conferences.

There is no formal application or assessment process to access the services, however to be eligible the client must have a cognitive impairment and live in NSW.

If a support person is not required at the court or police station at team member can be contacted by phone. Depending on the issue support may be sought from a solicitor or the client may be booked in for legal advice, NDIS Appeals team or referral to an external service provider.

The support person can help with: remembering appointments and knowing what to expect; understanding and exercising rights; understanding the options available; obtaining and understanding the legal advice; raising the individual's needs; appropriately contributing to proceedings; understanding outcomes, conditions and consequences, remaining calm and reducing anxiety; completing any paperwork required, and arranging referrals or following-up appointments if required.

To make a referral to IDRS contact the team and provide them with the permission of the person needing the support must be sought and given; information such as full name, name of the opposing party, type of matter, why the person needs to go to court or be at a police station, the names and contact details of the persons family members, advocates, carers or other relevant contacts, date, time and location on which the matter is listed and a summary of the person's ability to communicate and to understand what is being communicated to them. The 'So You Have To Go To Court Kit' is available and includes a 25-minute video.

For more information: https://idrs.org.au/what-we-do/justice-support/

2.4.7 Youth Law Australia

Phone: *(02) 9385 9588*

Opening Hours: *Monday – Friday, 9.30am to 5pm (AEST).*

Description: Youth Law Australia, previously named the National Children's and Youth Law Centre, is a community legal service that helps children and young people and their supporters to find legal solutions to their problems by connecting and empowering them with free legal information and knowledge.

The service make up mostly of volunteers, actively work to help keep children in school, out of trouble and free from bullying, harassment or child abuse, undertakes research, school-based legal education, law reform and policy change on issues such as child marriage, cyberbullying, intimate image-based abuse and child protection information-sharing.

Anyone under 25 years and their advocate can request and receive free confidential legal advice through an online service that is available 24/7.

Youth Law Australia is a member of the Child Rights Taskforce and contributes towards reports to the UN on the state of children's rights observance in Australia.

For more information: https://yla.org.au/about-us/

2.4.8 Legal Aid

Address: Level 2, 51-55 Bolton Street, Newcastle 2300

Phone: 4929 5482

Description: Legal Aid NSW provides legal services to disadvantaged clients across NSW in most areas of criminal, family and civil law. Legal Aid NSW also assists people experiencing domestic and family violence.

Services include:

- free confidential face to face legal advice on most legal issues. Find a Legal Aid NSW advice service near you.
- legal representation for eligible clients, provided through duty services and case grants for ongoing representation
- family dispute resolution services to parties in a family law dispute
- free workshops and webinars for the public and community organisations
- free legal information written in plain English to help people resolve their legal problems
- specialist services for particular groups in the community.

Work in partnership with private lawyers who receive funding from Legal Aid NSW to represent our clients.

Administer funding for a range of community partnership programs.

Take a broader role in identifying opportunities to improve access to justice for our most disadvantaged clients. Contribute to law and policy reform by writing submissions and policy papers on issues that affect our clients.

For more information: https://www.legalaid.nsw.gov.au/what-we-do

2.4.9 NSW Police

2.4.9.1 *Youth Liaison Officers*

Description: The NSW Police Force role in the youth justice system is a vital one. Youth Liaison Officers (YLO) are the administrators of the Young Offenders Act for NSW Police. As part of their duties, they are responsible for delivering cautions and referring children and young people to youth justice conferences.

The Youth Liaison Officer role also involves implementing strategies to reduce juvenile crime including: crime prevention and safety talks at schools, juvenile crime reduction programs; and networking with other agencies. They are the primary point of contact between NSW Police and Juvenile Justice. There is a YLO at each of the 80 Local Area Commands across NSW.

For more information:
https://www.police.nsw.gov.au/safety_and_prevention/your_community/young_people_and_youth_issues/youth_accordian/youth_liaison_officers

2.4.9.2 *School Liaison Police*

Description: School Liaison Police (SLP) are officers who work with high schools to reduce youth crime, violence and anti-social behaviour through a range of school intervention strategies, educational programs and local relationships which model respect and responsibility

SLPs are responsible for forging and maintaining links with all high schools throughout NSW. These officers develop and present programs in conjunction with teaching staff and act as a central point of contact on police, community and school issues. SLPs may provide information, support and guidance on security, intervention strategies and child protection matters relating to the school as well as other issues relating to safety and community responsibility.

For more information:
https://www.police.nsw.gov.au/safety_and_prevention/your_community/young_people_and_youth_issues/youth_accordian/school_liaison_police

2.5 Multicultural Service

2.5.1 Northern Settlement Services International (NSS)

Address: 8 Chaucer Street, Hamilton 2303

Phone: 4969 3399

Opening Hours: 9:00am till 5pm, Monday to Friday

Description: NSS is an independent not for profit organisation providing a range of services in the areas of settlement, aged care, youth and vulnerable migrant and refugee families across the Hunter, Central Coast and New England regions of NSW.

2.5.1.1 *The Early Intervention Program (EIPP)*

Description: Operating in the Hunter region the EIPP aims to reduce the likelihood of migrant and refugee children and young people entering or remaining in the child protection and out-of-home care systems, EIPP provides appropriately targeted child, youth and family support services based on the family and community needs

There are two streams of service delivery. The first is child and family support for families with children aged 0 – 12 years. The second is for youth and family support targeting families with young people 12 – 18 years.

The team provides information, advice and referral; assessment, case planning and case management; home visits; life skills, parenting skills group and parent support groups, multicultural playgroups and playtime groups at various locations such as Warners Bay, Lambton, Waratah, Wallsend and Jesmond.

For more information: https://nsservices.com.au/?page_id=1243

2.6 Out-Of-Home Care (OOHC)

2.6.1 Samaritans Premier's Youth Initiative

Address: 32 Brunker Road, Broadmedow

Phone: 4922 1508

Description: The Premier's Youth Initiative is a pilot program that provides services to young people leaving statutory out-of-home care (OOHC). In the Hunter and Central Coast region, PYI is run by Samaritans in partnership with Path2Change, My Foundations Youth Housing and Youth Connections.

Young care leavers will have access to a personal advisor, education and employment mentoring as well as help to find long-term accommodation. The program assists them to develop strong personal networks and skills to navigate multiple adult support service systems and increase their capacity to manage crises and change as they transition to independence. Poor mental health was identified by the team as a barrier to work and study.

For more information: https://www.samaritans.org.au/news_article/waves-wellness-premiers-youth-initiative/

2.6.2 Wesley Mission Out Of Home Care

Address: (Maitland Office) 226A High Street, Maitland NSW 2230

Phone: 4933 0077

Description: Provides permanent and temporary homes and foster care for children and young people who cannot live at home with their parents.

For more information: https://www.wesleymission.org.au/find-a-service/foster-care/

2.6.3 Department of Family and Community Services (FACS) - Out-of-home care (OOHC)

Description: Children and young people who are unable to live with their own families are placed in OOHC. Foster carers take on the responsibilities of a parent for a period of time, to provide a safe, nurturing and secure family environment for children and young people needing care.

Children and young people stay in care until they're able to safely return home. The length of time in care will vary depending on the situation. If they're unable to return to their birth parents, relative or kinship care may be organised with a member of the child's extended family or someone they know.

Immediate or crisis care are emergency placements that may occur after-hours and on weekends and is for children who need an urgent placement due to a risk to their immediate safety.

Respite care is for parents and carers who require a break from their caring responsibilities for a short periods of time, such as school holidays, weekends or for short periods during the week.

Short to medium-term placements are up to 6 months and have a strong focus on restoring the child with their birth parents or extended family.

Long-term placements are for children who are not expected to return to their family and stays are for longer periods than 6 months.

For more information: https://www.facs.nsw.gov.au/families/out-of-home-care

2.6.4 Barnardo's Australia

Address: 46 Hudson Street, Hamilton 2303

Phone: 4978 9500

Description: Barnardo's has provided services for vulnerable children, young people exposed to physical, emotional and sexual abuse, as well as neglect, exploitation and homelessness and their families to provide a safe home and permanent relationships.

Barnardo's provides a variety of integrated child-focused programs and services at their Children's Family Centres which support families and keep children safe at home.

2.6.4.1 *Out-of-Home Care (OOHC)*

Description: Specialising in open adoption from OOHC, Barnardo's provides temporary short-term foster care for children under 12 years whose families are going through troubles or breakdown; kinship care supports children within their own family or social networks such as grandparents, aunts and uncles and members of the community who take on the care of a child they know; and permanent long term care for children and young people who the Children's Court has permanently separated from their parents. In this situation children and carers are carefully matched to find children a permanent home leading to adoption.

A number of adolescent services are available to young people who are at risk of becoming homeless. These services include care with a family or individual, semi-supported living options and welfare support for those without a family to care for them.

For more information: https://www.barnardos.org.au/get-involved/become-a-carer/types-of-foster-care/

2.6.5 Allambi Care

Address: 28 Fraser Parade, Charlestown 2290

Phone: 4944 5900

Description: Allambi Care provides crisis care, respite care, short or long term foster care. Financial assistance is provided to assist with the expenses of caring for a child or children. On-call support teams are available to the foster carer 24/7. Training is available to prepare foster carers for the caring challenges that lay ahead. In addition to this, ongoing training and support in the forms of voluntary training sessions and talks are offered.

For more information: http://www.allambicare.org.au/services/foster-care

2.6.6 CatholicCare Social Services Hunter-Manning

Address: 50 Crebert Street, Mayfield 2304

Phone: 4979 1120

Opening Hours: 9:00am - 5:00pm, Monday - Friday

Description: CatholicCare is the official social services agency of the Catholic Church in the Diocese of Maitland-Newcastle.

2.6.6.1 *Out-of-Home Care (OOHC)*

Description: Relative or kinship care is a type of care that places a child or young person with a relative or someone they already know. Being cared for by relatives or kin helps children avoid the trauma of being placed in unfamiliar environments.

2.7 Employment

2.7.1 Salvation Army Employment Plus

Phone: 136 123

Description: The Salvation Army Employment Plus provides job seekers with access to training, work experience and a range of support services with the aim of helping people find work to support their well-being.

As a not-for-profit organisation, any profit is directed back into The Salvation Army's social programs.

An in-house Allied Health team provide support and assistance to help job seekers maintain and improve their mental health by addressing depression, anxiety, stress, anger, family issues, drug and alcohol issues, personal development and vocational counselling.

For more information: https://www.employmentplus.com.au/

2.8 Research

2.8.1 ANU College of Law School of Legal Practice

Address: The Australian National University, 5 Fellows Road, Canberra ACT 2600

Phone: 6125 3483 (Option 5)

Opening Hours: 9am – 5pm (Mon – Fri)

Description: The ANU College of Law comprises the ANU Law School and the ANU School of Legal Practice.

Ranked in the world's top 12 law schools with a reputation for excellence in education, research and community outreach.

The law school addresses major legal, social and political challenges with the aim to shape and influence public policy, placing an emphasis on the values of law reform and social justice with expertise in constitutional and administrative law, international law and environmental law.

For more information: https://legalpractice.anu.edu.au/about-slp

2.8.2 University of Newcastle (UoN)

Address: University Drive, Callaghan New South Wales 2308

Phone: 8262 6400

Opening Hours: 9.00am – 5.00pm, Monday to Friday

Description: UoN is ranked in the top 10 Australian universities based on research excellence and contributes to research across multiple discipline areas through its flagship research institutes: the Newcastle Institute for Energy and Resources (NIER); the Hunter Medical Research Institute (HMRI); and Priority Research Centres offering

Newcastle Law School

An international centre for law research that builds upon the clinical work undertaken by the University Legal Centre and collaborative research partnerships in the region, nationally and internationally.

The University of Newcastle Legal Centre (UNLC)

Law students overseen by in-house lawyers offers a range of services to the public, including free legal advice and assistance, representation, law clinics and community education seminars.

Faculty of Health and Medicine

Delivers world-class research and innovation in medicine, public health, health sciences, biomedical sciences, pharmacy, nursing and midwifery. It prioritises and invests in translational research that significantly impacts the health of local and global communities through multidisciplinary and collaborative research clusters and international research.

For more information: https://www.newcastle.edu.au/about-uon/governance-and-leadership/faculties-and-schools/faculty-of-business-and-law/about-us

3 Policy

3.1 Alcohol and Pregnancy

3.1.1 Liquor Act 2007 No 90

Description: The objects of this act are: a) to regulate and control the sale, supply and consumption of liquor in a way that is consistent with the expectations, needs and aspirations of the community; b) to facilitate the balanced development, in the public interest, of the liquor industry, through a flexible and practical regulatory system with minimal formality and technicality; and, c) to contribute to the responsible development of related industries such as the live music, entertainment, tourism and hospitality industries.

For more information: https://www.legislation.nsw.gov.au/#/view/act/2007/90/full

3.1.2 National Fetal Alcohol Spectrum Disorder (FASD) Strategic Action Plan 2018–2028

Description: This plan aims to reduce the incidence and impact of FASD in Australia. This will improve the quality of life for people living with FASD. The Plan identifies 4 national priorities and is for the period 2018 to 2028.

The FASD Strategic Action Plan aims to improve the quality of life for children and adults who have FASD. The Plan is built around 4 key national priorities:

1. prevention
2. screening and diagnosis
3. support and management
4. priority groups and people at increased risk

For more information: https://www.health.gov.au/resources/publications/national-fetal-alcohol-spectrum-disorder-fasd-strategic-action-plan-2018-2028

3.1.3 Guidelines for the Management of Substance Use During Pregnancy Birth and the Postnatal Period

Description: These guidelines support and provide best practice advice to health professionals in the management of drug use during pregnancy, birth and early development years of the newborn.

Reference: NSW Government Health. (n.d.). Guidelines for the Management of Substance Use During Pregnancy Birth and the Postnatal Period. Retrieved from https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2014_022.pdf

3.1.4 Neonatal Abstinence Syndrome Guidelines

Description: This is to provide guidance for the early detection and engagement of the opioid dependent pregnant woman and new mothers with multi-disciplinary team care; the care of the newborn child; postnatal care of both the mother and child; and the care and protection responsibilities of health workers clinically involved in the care of the newborn.

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2013_008.pdf

3.1.5 Nursing & Midwifery Management of Drug & Alcohol Issues in the Delivery of Health Care

Description: This policy directive outlines the required practice of registered nurses, midwives and enrolled nurses when providing health care to all patients admitted to the NSW Health Care system. The purpose of the policy is to ensure that the drug and alcohol use of all patients is recorded so that there can be intervention consistent with the Clinical Guidelines for Nursing and Midwifery Practice in

NSW: Identifying and Responding to Drug and Alcohol Issues. The primary aim is to ensure effective health outcomes for all patients accessing Health Services in NSW.

Compliance with this policy directive is mandatory.

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2007_091.pdf

3.1.6 Nursing & Midwifery Clinical Guidelines - Identifying & Responding to Drug & Alcohol Issues

Description: These guidelines provide nurses and midwives with support and a benchmark for quality drug and alcohol use assessment and care in daily practice.

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2008_001.pdf

3.1.7 Maternal & Child Health Primary Health Care Policy

Description: The Maternal and Child Health Policy is one part of the NSW Health/Families NSW Supporting Families Early package. The package contains policies and guidelines for the identification of vulnerable families from a universal platform of primary health care services. This is through the comprehensive primary care assessment model, SAFE START, and the provision of maternal and child primary health care services including Universal Health Home Visiting. The package is underpinned by the Families NSW strategy, equity and clinical practice principles that include working in partnership with the family and facilitating the development of the parent-infant relationship.

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2010_017.pdf

3.1.8 SAFE START Guidelines: Improving Mental Health Outcomes for Parents & Infants

Description: The SAFE START Guidelines: Improving Mental Health Outcomes for Parents and Infants, outlines the rationale for psychosocial assessment, risk prevention and early intervention. It proposes a spectrum of coordinated clinical responses to the various configurations of risk factors and mental health issues identified through psychosocial assessment in the perinatal period. It also examines the broader specialist role of Mental Health Services in addressing the needs of parents with, or at risk of, developing mental health problems.

For more information: https://www1.health.nsw.gov.au/pds/pages/doc.aspx?dn=GL2010_004

3.1.9 NSW Maternity and Neonatal Service Capability Framework

Description: The scope of the NSW Maternity and Neonatal Service Capability Framework (the Framework) is to provide guidance and support within a safety and quality framework for the provision of maternity and neonatal services at site specific levels. The Framework guides on admission, escalation and back transfer regarding both maternity and neonatal services.

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2016_018.pdf

3.1.10 Perinatal Data Collection Classification Changes Effective from 1 January 2016

Description: This Information Bulletin informs NSW Health public hospitals, private hospitals and independent midwives of changes to the Perinatal Data Collection (PDC) applicable for births occurring on and after 1 January 2016.

KEY INFORMATION

To align with NSW Health's strategic direction and to maintain compliance with national reporting requirements, the perinatal data collection will transition from MDCOS to be reported to EDWARD, NSW Health's enterprise data warehouse. Changes to Perinatal Data Collection will have significant benefits to public and private hospitals, in particularly:

- Changes to data submission method and availability of error reports to facilities on submission
- Changes to the corrected data submission method thus eliminating current manual process.

Perinatal data will be submitted to EDWARD via different sources and is dependent on the submission entity.

- Public hospitals with a maternity unit submit perinatal data directly to EDWARD
- Private hospitals with a maternity information system submit perinatal data to PeriPH prior to PeriPH sending PDC records to EDWARD
- Independent midwives, public hospitals without a maternity unit and private hospitals without a maternity information system will submit perinatal data via secure web based form (PeriForm) to PeriPH and then to EDWARD. Reporting perinatal data for births on or after 1 January 2016 includes the following changes to the data collection:

1. Discontinued data elements
2. New data elements
3. Continuing data elements with changes to data types
4. Continuing data elements with classification changes.

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/IB2017_008.pdf

3.2 Alcohol and Young People

3.2.1 Children and Young Persons (Care and Protection) Act 1998 No 157

For more information: https://www.legislation.nsw.gov.au/#/view/act/1998/157

3.2.2 Children and Adolescents with Mental Health Problems Requiring Inpatient Care

Description: This policy defines the key principles and provides a framework for determining the most appropriate treatment facility for those children and adolescents with mental health problems who require inpatient treatment. This includes admission into the following inpatient units: Specialist Child and Adolescent Mental Health units; Paediatric hospitals and paediatric wards in general hospitals; Adult Acute Mental Health wards; and PECCs (Psychiatric Emergency Care Centre).

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2011_016.pdf

3.2.3 Provision of Services to People with an Intellectual Disability & Mental Illness - MOU & Guidelines

Description: This MOU and the accompanying Guidelines document are a joint agreement committing both NSW & ADHC to work in cooperation to promote a safe and coordinated system of care for people with intellectual disability and a mental illness.

Compliance with this policy directive is mandatory.

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2011_001.pdf

3.2.4 Child Wellbeing and Child Protection Policies and Procedures for NSW Health

Description: The Child Wellbeing and Child Protection Policies and Procedures for NSW Health brings together in a single document the tools and guidance for Health workers to meet their legal and policy responsibilities within the NSW Government Child Protection System.

Every Health worker coming into contact with a child or young person has a responsibility to protect their health, safety, welfare and wellbeing.

Compliance with this policy directive is mandatory.

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2013_007.pdf

3.2.5 Youth Health and Wellbeing Assessment

Description: This guideline presents the current best evidence for conducting a Youth Health and Wellbeing Assessment. It aims to inform practice for healthcare providers to achieve the best possible care in NSW.

This guideline is primarily targeted to clinicians caring for young people (aged 12-24) in a paediatric, adolescent or adult healthcare settings (in both hospital and community health settings). Clinicians are encouraged to take all appropriate opportunities to conduct Youth Health and Wellbeing assessment.

For more information: https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=GL2018_003

3.2.6 Health Assessment of Children and Young People in Out-of-Home-Care (Clinical Practice Guidelines)

Description: The guidelines aim to provide guidance to Local Health Districts and health professionals on the recommended approach to the health assessment process for children and young people in statutory Out-of-Home Care. They reflect NSW Health's approach to the implementation of the National Clinical Assessment Framework for Children and Young People in OOHC (2011).

For more information: https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2013_010.pdf