



NORTHSIDE

COMMUNITY SERVICE

EXCEPTIONAL PEOPLE | COURAGEOUS PRACTICE

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COURAGE IN PRACTICE

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Message from the CEO



Simon Rosenberg – Northside CEO

“ We are not an agency that just does things they way we have always done them. We constantly challenge ourselves to better meet community needs, and offer greater choices.

Last year we consulted with staff and stakeholders to develop a new Strategic Plan for Northside, along with these values: **Courage, Integrity, Choice, Innovation, and Collaboration**. I am very proud to introduce our new-look newsletter to you, which is full of stories about those values in practice.

From ‘Courageous staff and little people’ through to our new partnerships with the LGBTI community, you will see what makes Northside special and different.

One of the many things that gets me to work each day is the knowledge of how our staff and volunteers are constantly striving to improve the quality and innovation of our services. We are not an agency that just does things they way we have always done them. We constantly challenge ourselves to better meet community needs, and offer greater choices.

While many agencies talk about ‘hard to reach clients’, we understand that the real issue is ‘hard to access services’. We must bravely and critically examine our own practices to ensure we are delivering effectively, to the people that really need what we can offer.

Increasingly, much of our work is done in partnership; with government policy makers and other service delivery agencies. Such collaborations are the way of the future, as demonstrated through innovations such as the Strengthening Families trial, and the Human Services Blueprint. These are the sort of platforms that change our thinking from the traditional program categories - like Children’s Services or Community Programs - to a much more client-focused approach. I am certain that Northside will be a leader in developing this exciting future.

Beyond the Rainbow and into the Home

For more than 12 months, Northside has been working with the ACT AIDS Action Council (AAC) to improve the aged care experience for older people (65+) living with HIV/AIDS or who identify as Lesbian, Gay, Bisexual, Transgender or Intersex, (LGBTI).

Both Northside and the AAC recognise the underlying effects of trauma and isolation that years of discrimination, exclusion, and estrangement from family and for some criminalisation have caused older LGBTI community members.

While still in its early stages, our work with AAC has already reaped benefits for Northside and our

community members. Individuals who were once isolated from the system are now active contributors to designing services, training and awareness resources for staff working in Aged Care and Home Care settings. LGBTIQ clients are now willingly receiving Home and Community Care (HaCC) services to improve their quality of life.

At Northside, we are really proud of this work. We are privileged to have such wonderful people and partners from the LGBTI community helping us with this journey.

Courage in practice at Northside

Three and a half years ago I was unexpectedly offered the unique opportunity to work on a program at Northside that is known as the quiet achiever of our organisation due to the sensitive nature of the work. The program is called the Northside Women's Supported Accommodation Program (NWSAP) and we offer accommodation and support to women and children escaping domestic violence.

I have had an interesting journey working with the families that have come through the program and it has been the most rewarding experience of my working life. The thing that I find most inspiring and one that often makes me reflect on my own life is the courage shown by the families that come through the program. It is always inspiring to walk the journey with a family after they leave an emotionally charged, volatile and violent relationship and find themselves in a position where they have no choice but to seek help from services such as ours.

Imagine yourself living in a situation where you were physically assaulted, yelled at and put down by your partner. Imagine you were isolated from family and friends and without financial independence. Imagine your situation became so unsafe for you and your children that your only option was to escape with nowhere to go, no knowledge of who could help you and no idea of what your family's future holds. It takes an enormous amount of bravery.

The courage I see daily with families I work with is after they have left the relationship and begun to rebuild their lives and independence. There are many ups and downs after leaving domestic violence and starting your life afresh. It can be extremely frustrating, scary and unsettling.

Despite the uncertainty and the challenges our families experience, they push through and continue to take control of their situation. The wonderful staff who provide the support to our families, create an encouraging and supportive environment allowing our families to choose their future and take the steps they need and want to achieve their hopes and dreams.

There is nothing quite like watching someone grow in confidence, to flourish, make plans, set goals, to accomplish things they never thought possible and ultimately embrace their future. It is an absolute joy and what brings me to work every day. It is a privilege to be part of a program that offers women and children stability, in a safe space and provides opportunities to create a stable, positive, violence free and happy future for their family.

If you or someone you know needs support to access NWSAP clients need to be referred to Northside via FirstPoint. This is a free service for Canberrans who are homeless or at risk of homelessness.

FirstPoint 1800 176 468

Alicia Bros



Stepping Out

The Stepping Out Program is another great example of how our partnerships within the Lesbian, Gay, Bisexual, Transgender and Intersex communities are making a difference.

Stepping Out is a program for same sex attracted women and is delivered by the Aids Action Council in partnership with A Gender Agenda and Northside Community Service.

Women come to Stepping Out because they are interested in making new friends and discussing issues such as, healthy relationships, sexual health, the LGBTIQ community in Canberra, communication,

feeling confident in yourself and legal issues in LGBTIQ relationships. The most recent program finished in June at the famous Tilley's Bar with a speed-networking event where women talked about themselves and what they want from their new life.

The eleven women that attended the June course were a diverse mix of ages and life experiences. All of them fantastic, empathic, interesting women.

The next Stepping Out course will be held over two Saturdays in August. Contact the AIDS Action Council on **02 6257 2855** or email **contact@aidSACTION.org.au** if you would like more information.

Firm Friends of Northside Uncle Jandemarra

Uncle Jandemarra (JD) Wall is a Community Elder of the Monaro region and traditional and contemporary artist.

Uncle JD has been a firm friend of the Northside team for more than three years. He always puts a smile on our face and has provided us with invaluable and fearless advice on how we can make our service and programs better, stronger and unique.

Born in Eora Country (Sydney area), Jandemarra grew up in Darkinjung Country, (Central coast). Twenty years ago he moved to Ngarigo Country (Snowy mountains region) where he liaises with the Traditional Owners and is a caretaker of the Sacred Land.

Uncle JD has a strong belief in community and has been involved in numerous volunteer roles, where he uses each opportunity to bring together all members of the community regardless of culture, beliefs or race. Uncle JD has been involved in many important cultural

events, celebrations and educational workshops with Northside, including:

- cultural visits to Northside's Early Education Centres
- regular radio interviews on Northside's community radio program on 1CMS FM 91.1
- advice and support on Aboriginal culture, our Reconciliation Action Plan and attendance at special events
- tours of sacred places on Ngarigo Country

Northside are very privileged to have such a great friend to support and guide our teams in our practice and our approach.

Uncle JD is available for Aboriginal performance, cultural workshops, Discovery Ranger work and commissioned artwork, including a wide range of wood works – all created traditionally and without the use of power tools.

Enquiries and bookings 0420 658 985

“ He always puts a smile on our face and has provided us with invaluable and fearless advice



Artwork by Uncle JD

Courageous staff and little people

Pyrography Pens. Knives. Rocks. Sticks. Heat guns.

Not a list of items you would usually see children using in a preschool setting, but the Majura Early Childhood Centre preschool room isn't your usual preschool room. The staff have taken a range of their skills and interests, and under very tight supervision, have been encouraging children to explore how these tools can create displays, works of art, delicious salads, and adventurous play.

A heat gun was used to melt crayons and make an autumn collage. Pyrography pens were used to decorate boomerangs, along with ochre, for our Reconciliation to NAIDOC journey.

The children have prepared salads with fruit and vegetables from our very own garden, and cut up the produce themselves in small groups. There are

strict rules around working with knives – they must all be accounted for before anyone can leave the area. They cannot be passed from one person to another, rather placed on the table for the next person to pick up by the handle. Gloves are worn, and only one person can cut at a time. The children develop a respect for the produce, the journey from seed to table, and the potential danger when working with something so sharp.

Rocks and sticks are freely available in our classroom and outdoors. The children understand they cannot throw these items and instead use them to create characters, textured pathways, river beds and identify patterns. Sticks are used to pass messages, for building, weaving and music.

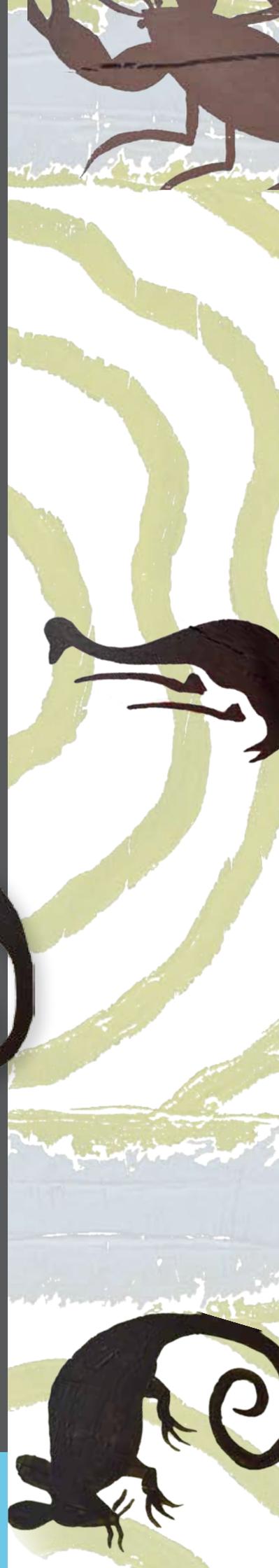
No longer will you hear 'No sticks at preschool!'

Nichola Perry

Northside celebrates National Reconciliation and NAIDOC Weeks

To acknowledge National Reconciliation Week, Northside held a BBQ at our Majura Community Centre, kindly put on by our Majura Mens Shed members. The funds raised from this event were donated to Indigenous Communities Volunteers.

One of our special guests at NAIDOC week celebrations was local artist and friend of Northside, Ceretha Skinner – a proud Gumgaynggirr woman from the Northern Rivers area in NSW. Ceretha has lived in Canberra for 14 years and now calls it home. Ceretha's work is 'new age' - traditional aboriginal design created and then hand printed. We were very excited to unveil two pieces of Ceretha's art which have been purchased by Northside and are on display in the foyer at our head office in Dickson.





Pet Assistance and Wellbeing Service (PAWS)

Many older people are provided with amazing support, friendship and care by furry companions. Our In Home Support team experience these friendships on a daily basis in the homes of our clients, many who have animals that are much loved and cherished.

But what happens when an owner becomes frail or unwell and is unable to care for a pet in the same way they used to?

In-home pet support is a gap in service for the aged and younger people with disabilities in Canberra. For some, especially those who are socially isolated, a pet is their essential daily companion. When they face temporary medical and other crises, a pet may be difficult to manage or relocate in an emergency. With the assistance of Pets and Positive Aging Inc. and Pets Are Wonderful Support (PAWS), Northside will be commencing a pilot program to support these people and their pets.

This pilot program will at first, with the assistance of volunteers, concentrate on assisting pet owners by transporting their pets to vets for health checks, vaccinations, micro-chipping and

de-sexing. Northside will also arrange temporary homes for pets, whilst their owners are in hospital or respite.

Once the program is established, Northside would like to expand pet support with the future view of additional pet services, such as, dog walking, feeding and grooming.

The program will be funded through the NCS Home and Community Care (HACC) program and participants will require an assessment prior to service. There will also be a very low cost fee. If you think you could benefit from this program or you know someone who might, please contact our intake officer on **02 6162 2901**.

Northside acknowledges the valuable contribution volunteers make to the successful operation of our programs. However, we always require additional volunteers to continue to meet the continuing expanding needs of the community. If you or someone you know would like to volunteer, please request an information pack from Human Resources **02 6257 2255**.

Alison King



Mintie

Interesting Facts about the benefits of supporting our clients with pets

Pet owners:

- visit the doctors less often and use less medication
- on average, they have lower cholesterol and lower blood pressure
- recover more quickly from illness and surgery and deal better with stress
- are less likely to be lonely

Venues for Hire

Northside has a range of great venues available for regular and casual hire. All venues include a kitchen, tables and chairs, bathrooms, air conditioning and heating. Free on-site parking is available at all venues as well as access for people with mobility or physical disabilities.



Corroboree Park

Corroboree Park is a heritage listed building located in Ainslie. The hall is suitable for larger functions of up to 100 people.

The function room is suited to smaller functions and can accommodate up to 60 people. It is also equipped with a kitchen and opens up onto the park.



Gungaharra Homestead

The Gungaharra Homestead is located in Harrison and is available for hire by community groups and organisations. It has a medium sized hall, several smaller meeting rooms and a fantastic decked courtyard for use in the summer months. While not available for private functions, the homestead is a perfect venue for all types of activities from community forums to smaller group meetings and classes.



Palmerston Community Centre

Situated in Tiptree Cres, adjacent to local shops and schools the centre is designed for all groups from the local community.

The centre has two spaces available for hire – the function room which caters for up to 80 people and the meeting room which caters for up to 20 people.



Majura Community Hall

Located at the Majura Community Centre in Dickson, the hall is a sizeable venue with high ceilings and parquet flooring.

Additional facilities at this venue include a PA system, lectern and large stage. This venue can accommodate up to 150 people.

Majura Function Room

Located at the Majura Community Centre in Dickson, this is a smaller venue and can accommodate up to 30 people. The function room opens onto a courtyard and BBQ area.

To discuss hire options, availability or to find out more about which venue would best suit your needs please call [02 6257 2255](tel:0262572255) or email venue.hire@northside.asn.au



Northside provides a broad range of quality community programs including:

- children's services
- services for older people and people with a disability
- home support, transport and social programs for seniors
- support programs for young people and families
- women's housing and emergency relief
- social groups
- venue hire for community activities

Would you or someone you know benefit from the support services we provide at Northside? For more information call 02 6257 2255 or visit our website www.northside.asn.au

Follow us on Twitter @northsideACT or Like us on Facebook

 @northsideACT

 Northside Community Service

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