

Welcome book

Wesley Child, Youth & Family Services
Newcastle, Dungog, Lake Macquarie and Central Coast





'We're proud of who we are, and our identities make us unique. Just like an ecosystem where everything works together, we should support each other and celebrate our diversity. When we come together, we build a community that is powerful and beautiful as the world around us'.

First Nations Art workshop participants at Waratah High on their artwork collaboration with Alejandro Lauren, 2024.

Wesley Child, Youth and Family Services

Newcastle, Dungog, Lake Macquaire and Central Coast

Welcome

If you are checking these documents out it means you have been through our intake process for either individual case work or for one of our group programs.

We are working to reduce our impact on the earth so we are providing these documents electronically however we can produce printed and large print versions if needed.

If you or someone you know could benefit from that please let us know. Our contact details can be found at the end of this document.

This booklet is separated into different sections that align with the various types of work we do. This is so we can streamline our processes, and you can easily skip to what is relevant for you or if you like, take the time to read about all our work.

We hope your experience with Wesley Child, Youth & Family Services is helpful to you, and those you care for, at whatever stage of life you are.

Kaia Ireson
Acting Program Manager
Child, Youth & Family Services



Our office locations

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Our youth programs

Young Healthy Minds Service

Who it's for

Providing services in Newcastle, this non-clinical support program is for children and young people up to 18 years of age who may be at risk of developing mental health challenges. It is especially designed for young people in need of early intervention to encourage resilience and emotional wellbeing.

Age group: 0–18

Service Area: Newcastle Local Government Area (LGA)

Eligibility: Young people who are at risk of developing mental health challenges.

Welsey Youth Humanitarian Project

Who it's for

This project supports children and young people who have experienced displacement and arrived in Australia as refugees, humanitarian entrants, or those with a refugee-like experience.

Age group: 0–18 years.

Service area: Newcastle and Lake Macquarie LGA

Eligibility: Individuals or those with refugee-like experience who have left their home countries under refugee or humanitarian circumstances.

'Kath I passed my drivers test this morning. I want to thank you for all of the effort, support and funding you and your organization have poured into me. I honestly couldn't have done it without you. You are making differences for young people such as myself. You are providing equity and opportunities for young people who are disadvantaged and I thank you from the bottom of my heart. You have made a difference. I will think of you every time I am driving around because you helped make that happen and because of this contribution my siblings will be on time to school, we won't have to be home at 5 due to buses after school or arriving home wet from the rain, I will be able to take my mother to appointments and drive her around so she is not exposed to the discrimination she is consistently exposed to on public transport. I really really appreciate all that you've done for us.'

– Driving Program Client



Family focused services

Newcastle & Dungog Child, Youth and Family Support

Who it's for

The Newcastle and Dungog Child, Youth and Family Support service is available to young people and their families who are at risk of vulnerability.

Age Group: 0–18 years

Service Area: Newcastle and Dungog Local Government Area (LGA)

Eligibility:

Children, Young people and families who need additional support
Parents and carers with children aged 0–12 years seeking to strengthen relationships with their children.

Families who feel isolated, under-resourced, or need extra support
Families aiming to enhance parenting skills and confidence.

Westlakes Family Support

Who is it for

Families with young children who live or attend school in the westlakes area of Lake Macquarie.

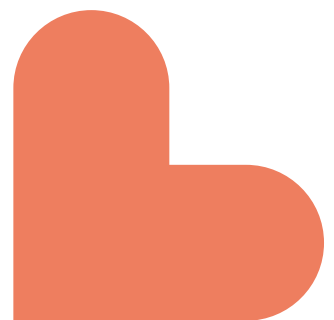
Age Group: Children 0–12 years and their parents

Service Area: Westlakes area of Lake Macquarie

Eligibility:

Parents and carers with children aged 0–12 years seeking to strengthen relationships with their children.

Families who feel isolated, under-resourced, or need extra support.
Families aiming to enhance parenting skills and confidence.



'Thank you for the wonderful course (Circle of Security). Everything I learnt from the course has been so helpful with the arrival of my second baby and supporting my eldest child during this transition.'

Alcohol & other drug support for young people

Wesley Youth Alcohol & Other Drugs Education

Who it's for

The Wesley Youth Alcohol and Other Drugs program provides up-to-date drug and alcohol education and information through evidence based programs that can be run in schools or community groups.

Age Group: 12-24 years and the community and services that support them.

Service Area: Newcastle and Maitland

AOD education for young people

Our team will work with schools and services to provide tailored AOD education to young people in a group setting.

Community education

Wesley Youth AOD works in collaboration with services and agencies to provide education, resources and safe spaces at community events.

Tailored AOD training for agencies and services

Wesley Youth AOD are also able to tailor free programs for services, agencies and school staff who work with young and are looking for education on this topic.

Wesley Youth Alcohol & other drugs casework

Who is it for

Our Alcohol and Other Drug Program is designed for teenagers and young adults seeking to improve their overall health and wellbeing. We aim to empower young people to navigate life's challenges and make healthy choices.

Age Group: young people aged 12-24 years

Service Area: NSW Central Coast

Support length: 12 week support period

Wesley Youth AOD casework is also a Work Development Order provider.



Individual & family support

Many of our services will support young people one-on-one and this can look different for each person. Sometimes we won't know until we hear what you want.

When working with young people our team will support them to reach their individual goals and plans. We appreciate the input of parents, guardians, teachers and others however we will be guided by the individual as much as we are able.

We follow the same basic principle when we support the whole family. This is often referred to simply as 'Family Work'. In this instance the support may be really brief as we support you to find the right services for your family as a whole or individuals within it. It may also be more complex, and we will work on a support plan for every family member.

Outcome Stars

Outcome Star is the tool we use for our assessments. It is a conversation tool that your caseworker will use to talk through what is going on for you, what things are going well, what is tricky and what you would like support with.

There are many stars but the one we use the most is My Mind Star. We have included a copy of the My Mind Star later in the booklet so you can see what we are talking about and you can share where you are at with your loved ones if you want to.

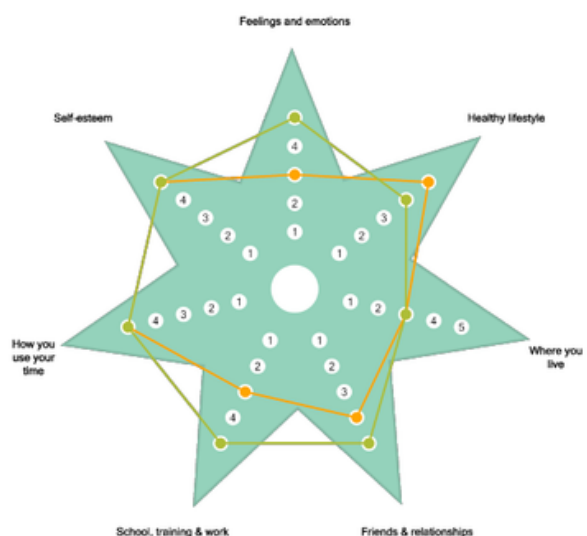
Regular attendance at sessions is really important for your progress.

If you miss too many sessions we may discuss closing or pausing supports until you are ready.

We normally close after 3 missed sessions.

What if things get worse?

You may also be worried about what happens if things get worse for yourself or the young person you are supporting. We have included a list of places you can contact if this occurs but you can always talk to the allocated case worker who can help you.



The casework process

Sometimes its helpful to know what is coming up

Intake

Intake the processing of the referral that has been made by or for you. It might mean we make some extra phone calls to people who know you, with you, or your parent/guardians consent.

Assessment

We use an assessment tool called Outcome Stars Basically its a conversation we will have about how you are going with everything from friends and family to school

Sessions

Our regular sessions are where we engage with you to work through what you need or want to achieve. We look at your goals and together work out how we get to them.

Different services have different time limits, but we hope you never feel rushed.

Sessions can take place at home, at school and in some cases out in the community. When and where this occurs will be discussed as part of intake.

Reviews

Reviews happen every 3 months. We look at the last star you did and see how things have moved. Sometimes things go back and forth here, this is part of how it works.

Referrals to other services

If there are any other needs that come up during our time with us we can help find you the right services for example:

- Financial counselling
- Clinical services
- Housing support
- Emergency relief

Close

We can end our time together whenever you want. Sometimes if you are younger your parents or care givers might also get some say.

Coming back

You can re refer any time. using the same process as before or by contacting your worker.

We can't promise that you will be able to be seen straight away or that you would get the same worker, but you are always welcome back.

'Wesley has helped my daughter through so many issues and I've seen the difference in her which I'm so proud of'

Group programs

for children, young people and families

We run a lot of groups in all our programs in schools, the community and in partnership with other local services.

The programs we run ongoing are listed on the next page.

To simplify the process we have made one registration and consent. The consent is very similar to the one we have in casework.

There is a copy of that consent later in this book so you know what you have signed up for. And remember you can change this whenever you want, just let us know.

Program we can run*

For Alcohol and other Drugs

- Preventure AOD program
- Our Futures AOD program
- Break the Stigma AOD program

For Children

- Seasons for growth
- Peaceful kids
- Rage
- Love bites

For Parents

- Tuning into teens
- Tuning into kids
- Circle of Security
- 1,2,3 Magic and Emotional coaching
- Parents Under Pressure

*based on facilitator availability and program specifications



Ongoing programs & groups

For further information contact our Intake on 4915 3680

Learn & Grow Dungog

A playgroup for pre school age children and their care givers in Dungog and surrounds.
@Dungog Primary School Hall
9:30- 11:00 Tuesdays
during school term- check with us or the school for exact running dates

Woodrising playgroup

A playgroup for pre school age children and their care givers in lake Macquarie.
@ Woodrising Neighbourhood Centre
9:30-11:30 Thursdays
during school term- check with us exact running dates.

Parenting Programs

Our family workers in Dungog and Westlakes, Lake Macquarie offer parenting programs most terms.

Contact Intake to see what is running next.

Group programs include :

- Circle of Security
- Bringing up Great Kids
- 1,2,3 Magic & Emotion Coaching
- Tuning into Kids
- Tuning into Teens

Baby Group Westlakes

A group for babies under 12 months and their care givers. Meet other kids and parents without the bigger kids around.

9:30-11:00 Wednesdays
Speers Point Primary school
during school term- check with us or the school for exact running dates



Multicultural Youth Group

3pm-5pm
Wednesdays
A social group for young people who are part of the multicultural community.
Please call for location

Multicultural Youth Sports Group

3:45-5pm
Thursdays
A sports group for young people who are part of the multicultural community.
As activities are subject to change please call for location

Important documents

During intake you sign and see lots of documents. We have included that information here for you to refer back to.

Rights and responsibilities

A brief overview of what you are responsible for while with the program and what your rights are.

Consent forms

- Individual support
- Group work

My Mind Star example

We will create a Star that shows where you are at the start of your time with us. Over time we review this and you will be able to map how you are progressing.

My Mind Start Journey of change

Your worker will talk you through the journey of change. We include this in here so you and your care givers can both see that these steps are all completely normal and we all go through them.

***If you
change
your mind
about your
consent
please let
us know
and we will
update
your
records.***



Your rights & responsibilities

Your Rights

Wesley Child & Family and Wesley Youth Services are extremely client-focussed.

That's why as our client, we want you to know you always have the right to:

- make your own decisions and participate in decisions that affect you
- be treated with dignity and respect, free from any discrimination, harassment or abuse
- be heard
- receive a quality service that meets your needs, provided in a safe manner that meets relevant professional or industry standards
- be fully involved in setting your own goals and action plan
- receive clear information about the range of service options available and how you can access them
- have any complaint heard and dealt with fairly
- express your opinions and offer suggestions freely
- an interpreter if you need one.

Your Responsibilities

As a client of Wesley Child & Family and Wesley Youth Services, you have your own set of responsibilities to the service. These responsibilities dictate that you must always:

- make your needs known, whether this be by asking questions or providing us with information to help us assist you
- not discriminate against staff or other clients in any way
- treat other people, including staff and other clients, with care and respect
- respect the privacy and confidentiality of other clients and staff members
- be an active participant in developing your action plan then follow through on these actions
- take responsibility for the results of your own decisions and actions
- keep appointments or call if you are unable to attend
- provide a safe environment for staff who visit you in your home, including not smoking while your caseworker is present, and restraining pets
- tell appropriate staff if you are not happy with the services that you are receiving or the manner in which they are being provided
- tell us if you do not wish to continue with the service

Your personal information

All our clients are entitled to confidentiality and privacy.

As such, we will make you aware of all information being recorded about you, ask permission to share this information with any other service, and inform you of any circumstances in which we are legally required to waive confidentiality arrangements.

We also make sure all our records are kept in a confidential, secure space.

Individual consent form

Wesley Dalmar form

Early Intervention Child, Youth and Family Consent



Client Name

Wesley Mission complies with the National Privacy Principles established under the Privacy Amendment (Private Sector) Act 2000.

To provide services to assist you, Wesley Mission may be required to disclose your personal information to third parties, i.e., other community-based organisations or Commonwealth, State and Territory government agencies.

Wesley Mission is funded by the Federal and State government to deliver this service, and as such, we are obliged to collect statistical data regarding your family situation and the services provided. Your name and address are not included.

- ☐ I/We understand all information on this form will be kept strictly confidential and will not be shared with any person outside this centre without my permission unless there are significant concerns in relation to the safety welfare or wellbeing of myself and seeking parental approval may place me at further risk under the Children and Young Persons (Care and Protection) Act 1998
- ☐ I/We understand that the **Children and Young Persons (Care and Protection) Act 1998** requires certain professionals, referred to as "Mandatory Reporters", to make a report to Child Safety if they form a reasonable suspicion that a child has suffered, is suffering or at risk of suffering significant harm.
- ☐ I/We understand that the information regarding myself and my family is compiled and kept securely in an online Wesley Client Management System and only Wesley Mission staff have access. I understand that I am entitled to request access to information held by Wesley Child, Youth and Family Services about myself and may ask for amendments to be made to any information that may be incorrect or out of date.
- ☐ **Yes** ☐ **No** I/We give permission for myself and/or my child/youth to be photographed whilst participating in this service. I/We understand by giving permission these photos may be used to promote the service on social media pages & Wesley Mission, in publications such as reports to funding bodies or other organisations and may be accessible to the general public.
I/We also understand once these images are shown to the general public (for example over the internet, social media etc) it can become an uncontrolled image and accessible to anyone. If you are unsure or require further information about our request, please ask for an explanation from our staff.
- ☐ I/We consent to my child/youth to participate in Wesley group activities, where this has been discussed with me first.
- ☐ I/We understand there may be cases where a Wesley staff member needs to transport my child and that this will only occur in Wesley vehicles and give permission.
- ☐ I/We give permission for all personal information required for the service or for groups to be used and stored in the Data Exchange Tool.
- ☐ I/We are willing to take part in surveys and research if requested.
- ☐ I/We are willing to be on a mailing list to be advised of future activities, groups, and community events.

I, [Parent/guardian name] give consent for my child/young person to attend this program.

Signature [Parent/guardian name]

[Date]

OR

- ☐ I, [Parent/guardian name] understand that I can give verbal consent for my child/young person to attend this program and my name will be added to this form indicating that I gave verbal permission on the date listed below.

Verbal Consent given to: [Worker's name and signature]

[Date]

Group consent form

Wesley Dalmar form

Child Youth and Family Youth group participant registration



Wesley Mission complies with the National Privacy Principles established under the Privacy Amendment (Private Sector) Act 2000.

To provide services to assist you, Wesley Mission may be required to disclose your personal information to third parties, i.e., other community-based organisations or Commonwealth, State and Territory government agencies.

Wesley Mission is funded by the Federal and State government to deliver this service, and as such, we are obliged to collect statistical data regarding your family situation and the services provided. Your name and address are not included.

- ☐ I/We understand all information on this form will be kept strictly confidential and will not be shared with any person outside this centre without my permission unless there are significant concerns in relation to the safety welfare or wellbeing of myself and seeking parental approval may place me at further risk under the Children and Young Persons (Care and Protection) Act 1998
- ☐ I/We understand that the **Children and Young Persons (Care and Protection) Act 1998** requires certain professionals, referred to as "Mandatory Reporters", to make a report to Child Safety if they form a reasonable suspicion that a child has suffered, is suffering or at risk of suffering significant harm.
- ☐ I/We understand that the information regarding myself and my family is compiled and kept securely in an online Wesley Client Management System and only Wesley Mission staff have access. I understand that I am entitled to request access to information held by Wesley Child, Youth and Family Services about myself and may ask for amendments to be made to any information that may be incorrect or out of date.
- ☐ **Yes** ☐ **No** - I/We give permission for myself and/or my child/youth to be photographed whilst participating in this service. I/We understand by giving permission these photos may be used to promote the service on social media pages & Wesley Mission, in publications such as reports to funding bodies or other organisations and may be accessible to the general public.
I/We also understand once these images are shown to the general public (for example over the internet, social media etc) it can become an uncontrolled image and accessible to anyone. If you are unsure or require further information about our request, please ask for an explanation from our staff.
- ☐ I/We consent to my child/youth to participate in Wesley group activities, where this has been discussed with me first.
- ☐ I/We understand there may be cases where a Wesley staff member needs to transport my child and that this will only occur in Wesley vehicles and give permission.
- ☐ I/We understand that information may be shared between other agencies or third parties for the purposes of facilitating services and group activities and I consent to the relevant information being shared.
- ☐ I/We am willing to take part in surveys and research if requested.
- ☐ I/We give permission for Wesley Mission to use my details for data purposes.
- ☐ I/We am willing to be on a mailing list to be advised of future activities, groups, and community events.

Young Person Consent

I, have read the above conditions and understand the terms of joining the group and would like to be included in the group program

Signature [Young Person]

[Date]

Parental Consent

As the Parent/ Guardian listed above, I give consent for my child/youth to attend this program.

Name and signature [Parent/guardian name & signature]

[Date]

OR

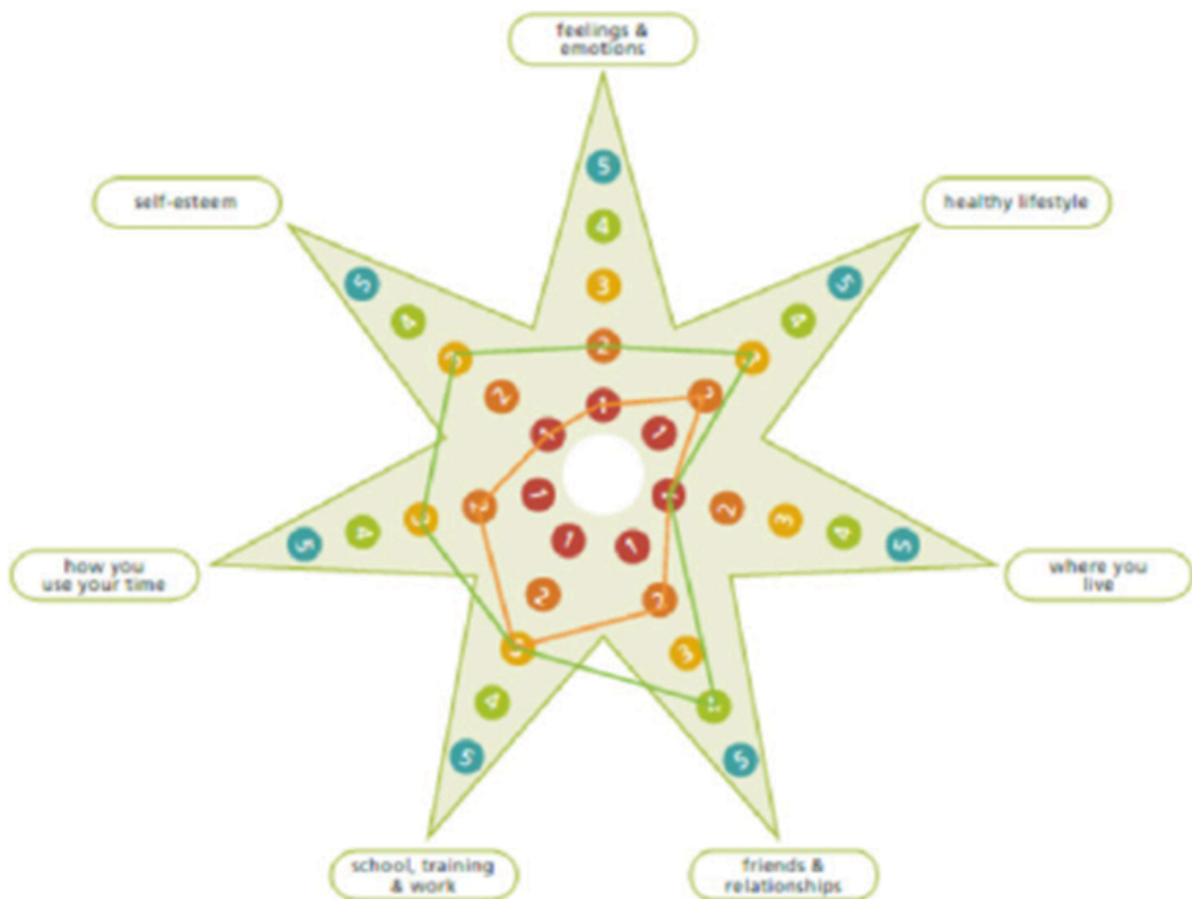
- ☐ I, [Parent/guardian name] understand that I can give verbal consent for my child/youth to attend this program, and my name will be added to this form indicating that I gave verbal permission on the date listed below.

Verbal Consent given to: [Worker's name and signature]

[Date]

Outcome Star

This is an example of a My Mind Star. Different programs use different stars.



My Mind Star™ © Triangle Consulting Social Enterprise Ltd | www.outcomesstar.org.uk



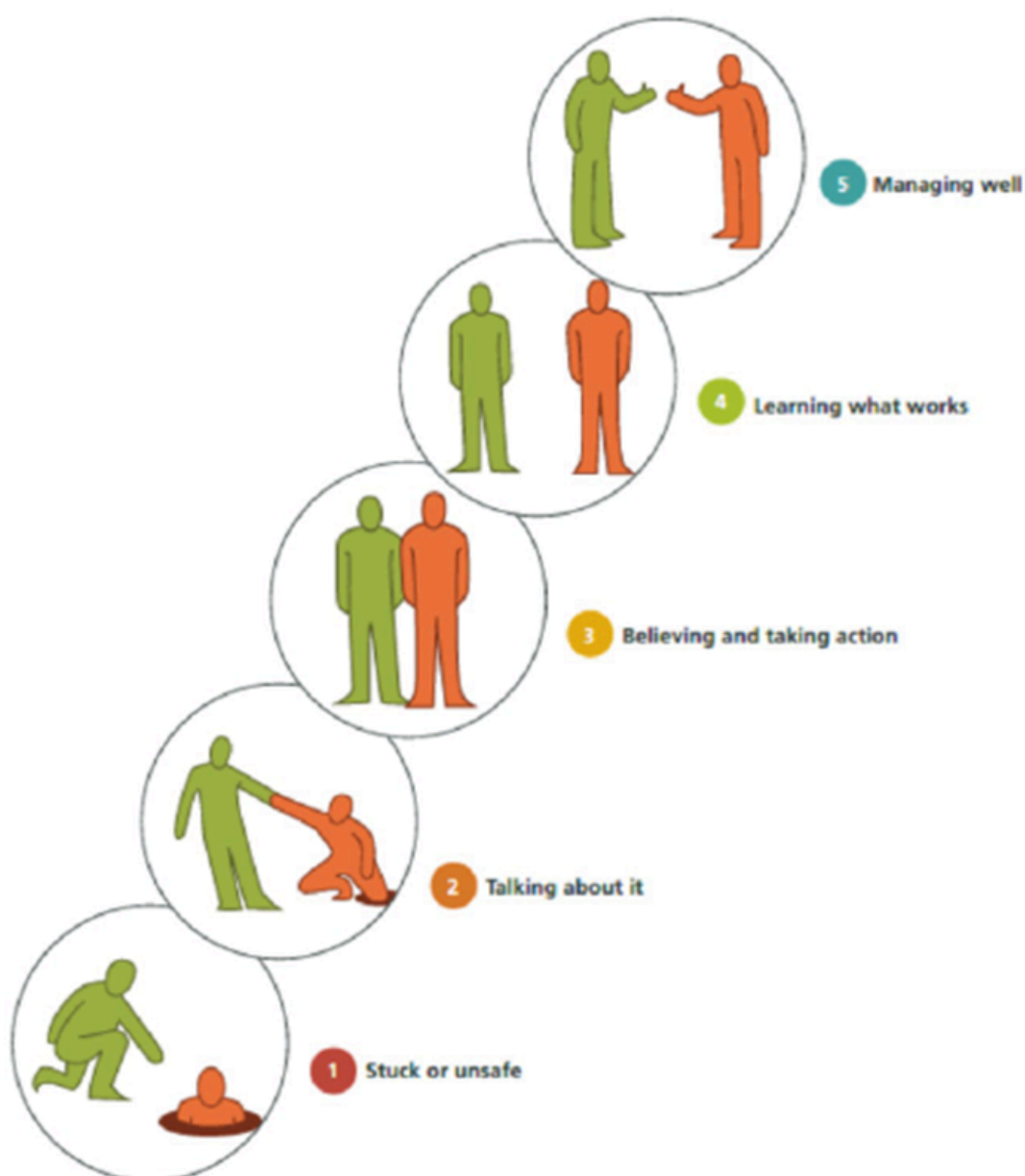
The journey of change

This is an example of the *journey of change* in My Mind Star.
We acknowledge that this is going to be a different road for everyone.

My Mind Star™

The Outcomes Star for young people's mental health and well-being

The Journey of Change



My Mind Star™ © Triangle Consulting Social Enterprise Ltd | www.outcomesstar.org.uk



Other free services in our area

Youth



Youth services like ours:

Tailored Youth & Family Services-Samaritans
4942 5275

Awabakal
1300 174 908

Margaret Jurd Youth Service
4951 7314

Multicultural Neighbourhood centre Youth Support
4965 5291

Family

Family Connect and Support – Benevolent Society
1300 006 480

This is the first port of call if you have no idea where to go, think of them as the front door to service support.

Awabakal
1300 174 908

The Canopy @ Jesmond Neighbourhood Centre
4950 2365



Family Support Newcastle
4926 3577

Catholic Care Child, Youth and Family (Maitland, Dungog, Gloucester)
4015 2800

Hunter Family Outreach Project (Newcastle, Port Stephens, Maitland, Cessnock and Lake Macquarie)
4921 5758

Financial counselling: Wesley Samaritans
1300 827 638
4993 3400



Housing

Link 2 home
1800152 152

NOVA for Women and Children
1800 679 654

Jennys place
4927 8529

Warlga Ngurra
4950 1566



Domestic & Family Violence

Staying home leaving violence @Newcastle Family Support
4926 3577

Jennys place
4927 8529

Got your back Sista
4989 2777

Hunter Women's Centre
4968 2511

Other help lines

LifeLine
13 11 14

Lifeline chat – call or text
0477 131 114

Beyond Blue
1300 22 4636

Gamble Aware
1800 858 858

Youth Drug & Alcohol Clinical services
1300 660 059

Kids helpline
1800 55 1800

13YARN
13 92 76

Suicide call back service
1300 659 467



What if things get worse?

Clinical Mental Health Services

Things change and sometimes you need additional supports. Here are some of the places we work alongside that provide services that may be useful to you if things get trickier for you or someone you care for.

We all work along a continuum with early intervention services like us at the start then all the way up to the hospital system. If none of these places work for you we encourage you to keep looking and trying places until something works for you.

Visit your GP

First step is to visit to your General Practitioner. They can make recommendations and referrals for where to go next.

Many other services will require a Mental Health Care plan to proceed.

headspace 4929 4201

headspace is a early intervention clinical service offers young people aged 12–25 with short term support for mild-to-moderate difficulties.

This is usually after you have seen a GP.

- mental health & counselling
- alcohol & other drug services
- general health
- education and employment.

Mental Health Line/CAMHS 1800 011 511 Mental Health Line

NSW Health's 24/7 statewide phone service which links people with NSW Health mental health services. It is a free service.

The mental health professional on the call will ask you questions to understand your needs and recommend appropriate services.

This service can refer you to the Child, Adolescent Mental Health Service (CAMHS) who are specialists in working with child and youth people with higher level needs.

Hospital 000 Ambulance

If you have immediate concerns for the life of your child, young person or yourself please call 000 or attend your local emergency department.

Feedback & Complaints

Let us know what you think

There are many ways for you to give feedback on our service

- Call us on 4915 3680 and ask to speak to our manager.
- Send feedback through Wesley's website 'Contact us' page under compliments and complaints
- Scan below to take you to our team feedback survey to tell us how we have gone.



Complaints

If you have a complaint about our programs, services or team we would love to discuss it with you directly.

Please contact us on the number above to make an appointment or email cyfservices@wesleymission.org.au





Contact us

220 Pitt Street, Sydney NSW 2000
PO Box A5555, Sydney South NSW 1235
(02) 9263 5555
dalmarenquiries@wesleymission.org.au

CEO and Superintendent: Rev Stu Cameron
ABN 42 164 655 145
Wesley Mission is a part of the Uniting Church in Australia.

We acknowledge the Traditional Custodians of the land on which we work. We pay our respects to their Elders – past, present and future generations – and to all Aboriginal and Torres Strait Islander Peoples and Communities.

www.wesleymission.org.au