

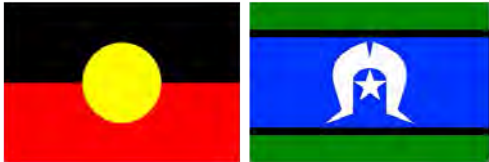


# ANNUAL REPORT 2016

**noffs™**

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Noffs acknowledges the traditional custodians of the land on which we live and work and pay our respect to the Elders both past & present.







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# A year at a glance



**Our book "Breaking the Ice" is a bestseller**



**We've helped thousands of young people off ice**



**Our residential centres have helped hundreds of young people**



**QLD Street Unis have helped thousands of young people**



**We've supported thousands of young people after residential treatment**



**We've helped hundreds of homeless young Australians**

# PRESIDENT'S REPORT



It is with great pleasure that I present the Ted Noffs Foundation Annual Report 2016.

In another year of amazing achievements for Noffs there was a particular highlight – we have embarked on a novel approach to bringing the issue of drug use to the forefront of Australians' thinking. CEO Matt and the team have written a book! Called "Breaking The Ice", the book examines historical facts around methamphetamine use, analyses the real ice situation in Australia and provides parents with practical advice about a range of topics from talking about drugs to your children to what to do if they are using. It has become a bestseller with over 5,000 copies sold. Matt is already talking about a sequel!

Among the other notable accomplishments this year have been the launch of a new adolescent methamphetamine treatment service in Goulburn, the establishment of a new mobile Street University in Ashfield and a counselling service for Juvenile Justice clients at Liverpool Street University, the opening of an Op Shop in Marrickville and the re-opening of our facility in Civic, ACT following the 2014 fire.

In keeping with our belief that we should be proactive in advocating for a better deal for young people and for services where and when they are needed, we have maintained a very high media profile with many newspaper articles and television appearances featuring our senior staff. Noffs is now the "go to" organisation when the media want a comment on current hot issues about young people and drugs. We do not take this role lightly and will always promote the need for evidence and good science rather than morality and scare tactics in the formulation of drug policy.

My sincere gratitude goes to my fellow Governing Committee members Jamie Prell, Toni Makkai, David Pocock and Mandy Noffs for continuing to champion the Noffs cause and giving generously of their time and expertise to ensure that we remain at the forefront of the youth services sector.

As always, great thanks are due to the management team and staff for continuing to run a thriving, caring and effective operation. Thanks also go to our many volunteers for dedicating their time to improving the range of opportunities available to Australia's young people.

A handwritten signature in black ink, appearing to read 'Frank Hansen'.

Frank Hansen APM





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# CEO'S REPORT



This has been perhaps our most exciting year in recent times. At the urging of HarperCollins Australia, we wrote and published a bestselling book "Breaking the Ice." We toured the book across the country speaking to families and communities about how Australia could be addressing the methamphetamine issue.

2016 also saw a further expansion of our services. I am especially proud of our Queensland Street Universities who have seen some 3000 young people over the past 2 years - many of whom have had issues with ice. Here's the really impressive part - there has been a significant reduction in ice use amongst that cohort of young people - an astounding effort in such a small amount of time.

We've opened up new online enterprises and op shops in locations like Marrickville. We've worked closely with governments on various issues. In fact, just recently we began discussions with government on how to separate drug presentations from hospital emergency departments.

Whether it's frontline programs, national policy or advocacy - we have been there at the forefront of it in 2016. It is my hope that we can continue that success in 2017. Of course, none of this would be possible without our people - some 120 staff across the country. They come to work prepared to change lives. How do we do what we do? It is our people. I would also like to thank our board - Frank Hansen, Toni Makkai, Jamie Prell, David Pocock and Mandy Noffs for their guidance and unwavering support this year.

Finally I would like to thank the young people who we dedicate our working lives to. All of our efforts are for you - so that you may find a flourishing life.

A handwritten signature in black ink that reads "Matt Noffs". The signature is stylized with a large, looped 'M' and a cursive 'Noffs'.

Matt Noffs





## OVERVIEW

The Ted Noffs Foundation is a charity that supports young people and their families who are experiencing the challenges of alcohol and drug misuse, poor mental and physical health, criminality and social disadvantage and exclusion.

We enhance and evolve the family of humanity by forging new ways of engaging and working with young people and their communities to improve the social inclusion of all.

## HISTORY

Our organisation was founded in 1970 by the great Australian humanitarian, Reverend Ted Noffs and his wife Margaret Noffs. During their remarkable careers of pioneering initiatives for young people, the Noffs established Sydney's first crisis centre in 1968, set up the first Drug Referral Centre in Sydney in 1967, co-founded the Aboriginal Affairs Foundation in 1962 and co-founded Lifeline in 1963.

Ted's son, Wesley and his wife Amanda Noffs took over the foundation after Ted suffered a stroke. Wesley and Amanda worked alongside academics to create the country's first drug and alcohol rehabilitation centre for adolescents known as PALM. The community and government immediately supported the idea and the work of Noffs Foundation spread across Australia.

The Foundation continues the legacy today by providing essential services for young people and their families, including the Street University, a pioneering initiative starting in 2009.

All of our services are based on leading research and are continually evaluated.





## OUR MISSION

### **Opportunities For Young People**

To create opportunities for young people facing adversity through educational, entrepreneurial, social and clinical programs/projects and connect them back into the community, in a healthy way.

### **Connected Families**

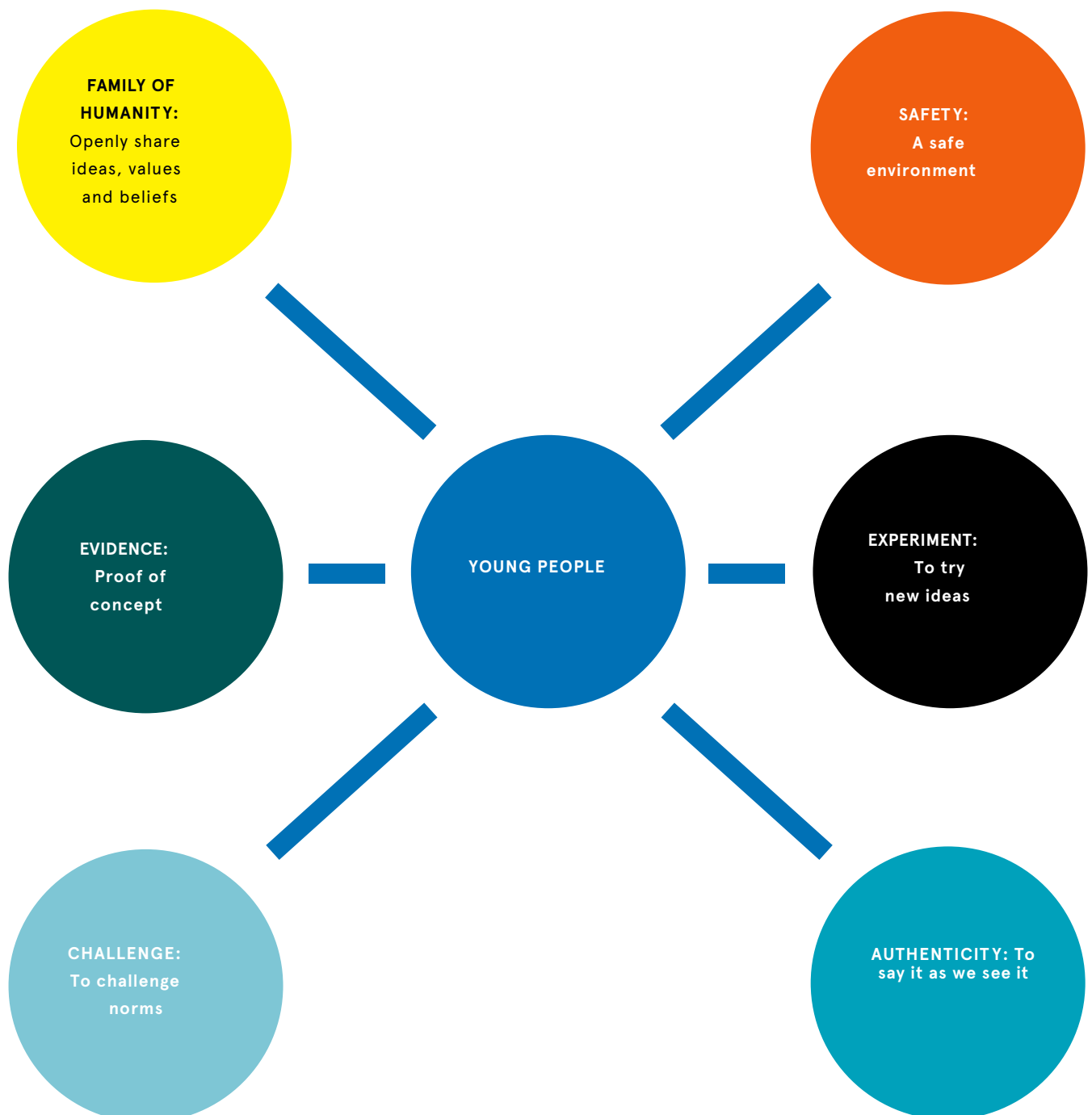
To assist young people and their parents develop healthy communication and mutual respect.

### **Engaged Staff**

To create a workplace that inspires and empowers our staff to work with young people.

## OUR VALUES

We have a set of beliefs that drive our culture and priorities to provide the framework in which decisions are made. They also determine how we work with our clients, stakeholders, partners and colleagues.



## OUR APPROACH

Hooks, Brakes, Cranes And Trains Theory

### Hooks

Creating spaces for engaging marginalised young people from all walks of life.

### Brakes

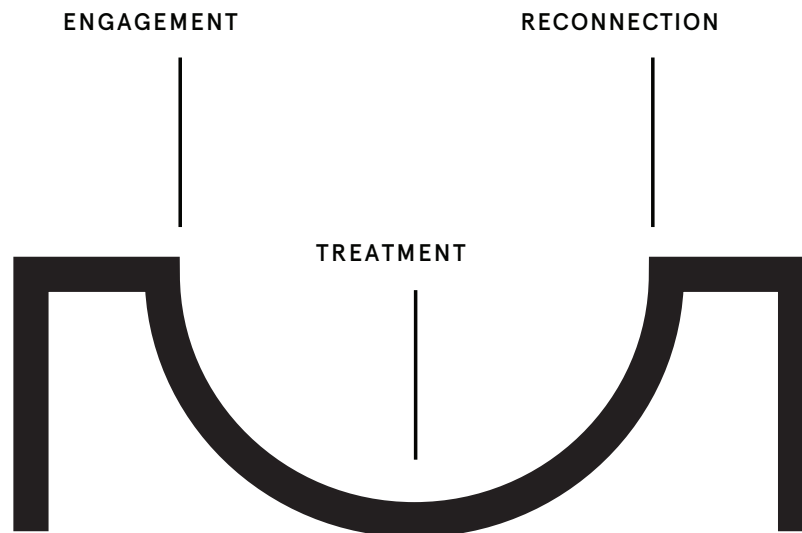
Help resolve an issue that is preventing a young person from realising their potential.

### Cranes

Create opportunities to support a young person get out of a current problematic situation and into a healthier one.

### Trains

Create pathways for young people to begin their life journey.



This diagram was designed by Noffs staff and our research partners at UNSW to create a visual image of our work. We actualise our vision by engaging, treating and re-connecting those young people who are at risk of or do slide into the dip.





## OUR SERVICES

### **STREET UNIVERSITY (LIVERPOOL, MT DRUITT, ASHFIELD & CANBERRA)**

The Street Universities can be considered the engagement phase of the TNF continuum of care. They provide workshops and activities that incorporate creative use of art, music, dance, theatre, multi-media, writing, life skills development and technology and design in a highly visible, youth-friendly venue. They also deliver vocational and educational workshops and bridging programs to further education. The Street University movement has as its primary aim the re-connection with the community and cultivation of social inclusion of young people. Its strength lies in its capacity to engage and motivate disadvantaged young people and its ability to provide them with the material and social support needed to actualise ideas and ambitions.

### **PROGRAM FOR ADOLESCENT LIFE MANAGEMENT (PALM) (SYDNEY & CANBERRA)**

PALM is a residential treatment program for young people to address drug and alcohol, mental health, family dysfunction and criminality issues. The service provides a holistic, intensive, multi-disciplinary, residential treatment program staffed by professionals specifically trained in dealing with trauma, challenging behaviours and complex needs. The program offers counselling, family therapy, group work, vocational/educational modules and recreational activities.

### **CONTINUING ADOLESCENT LIFE MANAGEMENT (CALM) (SYDNEY & CANBERRA)**

CALM is the aftercare module for clients who have participated in the PALM program and offers a range of community-based therapeutic services including individual and family counselling, life skills development and educational and vocational programs. A key component of CALM is the use of "facebook" to maintain open communication with clients and provide ongoing support as well as information and resources on health and lifestyle issues.

### **TED**

TED is an online system developed by TNF to manage the data, research and client management requirements of both residential and non-residential services. It is a comprehensive tool that enables real time management of clients from any location. It is a bespoke design and allows for adaptation to diverse needs and changes in service models or funding requirements. Its versatility has been widely acknowledged and it has been funded by the Department of Health and Ageing for implementation across six NGOs external to TNF.





### **GETTING IT TOGETHER SCHEME (WESTERN SYDNEY)**

This Indigenous-specific program operates in Western Sydney and provides an early intervention service, one-to-one counseling and facilitates small group workshops. The program uses a range of practical and effective methods such as fishing, bushwalking, sports and swimming activities to engage and build trust with Indigenous young people. It uses this therapeutic relationship as a basis for addressing issues the young people would normally be reluctant to discuss.

### **GENERAL COUNSELLING PROGRAM**

All Ted Noffs Foundation facilities offer general drug and alcohol and mental health counselling services to young people and their families. A specific position has been established to provide outreach services to the Nepean and Hawkesbury regions. The counsellor in this program has developed partnerships with a range of local youth services and government agencies and is able to use their facilities to provide specialised counselling for young people in the area. Other Foundation programs are happy to provide outreach to a range of health and welfare services on request.

### **NOFFS QUEENSLAND**

Noffs Queensland is a counselling and case management based service located in south eastern Queensland for young people aged 12 – 25 years. Clients are offered evidence-based treatments that cater for drug, alcohol and mental health issues. The primary focus of the clinicians in the Queensland Service is to comprehensively assess all clients referred to the service, develop an individual treatment plan and provide brief intervention (6 – 8 sessions) to support clients achieving their goals.

### **TAKE HOLD (CANBERRA)**

Take Hold has three components: mentoring, life skills and social enterprise. The attraction of volunteers to mentor is still showing strong expansion indicating the level of support from the Canberra community for the program. Take Hold is being asked to expand its life skills component primarily due to its impact within the organisations it is currently servicing. The areas of expansion are to apprentices and vulnerable high school students.









### **YOUTH HOMELESSNESS SERVICES (EASTERN SUBURBS & INNER CITY, SYDNEY)**

As part of the NSW Government's Going Home Staying Home reforms, Noffs has entered into two partnerships in the South Eastern Sydney and Sydney Districts to provide specialist homelessness services. These services mean that young people have access to the right support locally, when they need it and before they reach crisis point. Noffs provides post crisis support to help keep young people housed, and will provide targeted strategies for young people exiting Out of Home Care, and those with complex needs. This service has a strong focus on responses for Aboriginal young people and is accessible to young people from culturally and linguistically diverse backgrounds.

### **PATHWAYS GOULBURN REGION**

Pathways Goulburn Region is a partnership with Directions Health Services to deliver treatment and support services to young people and adults with a substance abuse issue. Services are provided in a non-judgemental and respectful manner that also recognises the need for localised solutions by providing enhanced access to treatment, and by delivering a model that is responsive to regional and rural areas. The service includes case management, counselling and group therapy based on an individual treatment plan.

### **DEADLY DREAMING PROGRAM (WESTERN SYDNEY)**

The Deadly Dreaming Program delivers a series of school-based workshops aimed at bolstering the art and cultural aspects of the Aboriginal and Torres Strait Islander community with the view of addressing youth disengagement. The workshops achieve this by supporting participants to maintain connection with culture, appreciate heritage and reconnect with Elders within the community.

## THE YEAR IN HIGHLIGHT

“Breaking the Ice” book was launched and was a bestseller, selling more than 5000 copies.

Noffs has had a strong presence in the media with coverage including topics around the book, Ice & other drug use as well as community involvement.

Increased focus on research and training, with every unit receiving face-to-face training & clinical forums running once every quarter.

### **NSW:**

Launched our Christmas gift-wrapping service in Westfield Eastgarden for the first time and raised \$10K.

PALM Sydney had 125 entries and enjoyed 19 leaving ceremonies during this period. A further 17 young people received ‘significant’ treatment after being in PALM for six weeks or more before leaving.

1,944 groups were run at PALM Sydney as well as 1,134 counselling sessions.

CALM Sydney supported 102 clients to re-enter school or increase their school attendance. 35 clients were supported in enrolling in TAFE, and skilled training courses. 13 clients obtained trade-specific cards, 20 commenced employment for the first time and 3 started an apprenticeship. 82 clients also did some form of volunteer or work experience.

Record number of young people was successful in obtaining medium term transitional housing for 12-18 months in the local Eastern and Inner city areas through YHS. This has helped with reconnecting the young people to their families and to receive AOD treatment in the community.

YHS has had successes in maintaining and establishing a strong presence in over 20 local schools in the Eastern and Metro areas, running specialised groups and one-on-one counseling.

Street University Ashfield (sponsored by Wests Ashfield Leagues Club) collaborated with Inner West Council to officially launch Darrell Jackson Gardens Skate Park in Summer Hill.

Street University Liverpool held a launch of their refurbished facilities on 30 June 2016

National Youth Week saw a number of our youth employed with our local council. These projects provided part-time and temporary employment for many of our young artists and performers.

In April 2016, eight young people got the opportunity to meet and discuss entrepreneurial ideas with Sir Richard Branson as part of The Noffs Foundations partnership with Virgin for the Young Entrepreneur Seminars in April 2016.







Oakley Australia partnered with The Noffs Foundation and approximately 30 young people got the opportunity to work closely with the Oakley team on design and screen printing techniques.

16 "Made in Mount Druitt" videos were produced in response to the SBS series "Struggle Street" and achieved 55,492 views

Bring It On Dance event: 5,000 school students (crews coming from Street University Mount Druitt won 1st and 2nd place)

#### **ACT:**

Street University ACT moved back into Civic and had over 1000 youths come into our space since reopening our doors in October 2015.

CALM ACT worked closely with an average of 86 young people per month. And ran over 87 groups with over 406 young people around building Vocational and Educational capabilities. CALM also conducted a total of 182 individual counselling sessions with young people.

CALM team had over 1,600 client contacts during this period, and completed 9,224 treatment events

Street University ACT ran over 154 workshops in the year with 1,402 young people participating.

ACT CO-OP worked closely with an average of 104 youth per month and ran 111 groups around drug and alcohol information and support with over 1,249 participants.

Take Hold ACT supported 334 young people experiencing or at risk of homelessness, ran 151 groups with 1478 in attendance, completed 17,364 treatment events and supported 43 active mentor/mentee matches.

We have had 4 young people living in the 350 House in the 5 months since it has opened. Every young person that has come through the house has reported that it was useful to his or her journey.

PALM ACT had 110 young people admitted into the residential ACT PALM program throughout the year.

PALM ACT was part of an ABC TV exposé on ICE addiction and the great work that Noffs had done supporting young people through their detox and transition back into the community.







## QLD:

Southport moved into a new location which boasted bigger, better premises.

Noffs invited to speak at small select group to Federal Treasurer Minister Scott Morrison and Federal Assistant Minister for Innovation and Member for Longman, Wyatt Roy.

Caboolture Police has called for an expansion of Street University.

Logan Street University's young people met the Queensland Premier, the Hon Anastasia Palaszczuk, and presented the 'Make it Louder' event in partnership with Inala Youth Service.

Logan Street University's Union represented Noffs at National Child Aware Conference in Brisbane as guest of Queensland Child & Family Commission.

"You should be proud. You were one of the only groups in the room standing when the focus was shifted to properly engaging young people in organisational processes and decision making. Something that I am sure everyone noticed." Benjamin Knight, Senior Advisor | Policy and Community Resources, Queensland Family & Child Commission

## Social Enterprises:

Pop – up Op Shop store opened in Marrickville with great involvement from the local community

Randwick warehouse and Surry Hill stores received major renovations donated by Mirvac. This essentially created more space for sorting clothes for Surry Hills and more selling floor for the warehouse

Op shops have taken on a larger role in selling Gideon and Street University Clothing. The amount of Street Uni t-shirts in the Surry Hills and Newtown stores has increased.







All Street Universities enjoyed another positive year, seeing over 20,000 young people and running close to 18,000 workshops and counselling sessions. Proving to be an integral part of the youth community.



## Billy had enrolled in a University degree in sound production

### Case Study - Billy

Billy, a 21 year-old male, was referred to Noffs QLD for counselling from probation and parole. He presented to his first appointment, however appeared ambivalent about his drug use. At this point, he chose to withdraw from counselling.

Several months later, Billy presented back for counselling at the request of probation and parole. His substance use had increased and he had experienced an overdose on MDMA and alcohol. During his counselling experience, he explored drug information, education and motivation for change. Harm minimisation strategies were also developed for his cannabis use. The counsellor worked with him to develop a relapse prevention plan and he set goals of abstaining from MDMA and alcohol, whilst still continuing to smoke cannabis on occasion. He presented regularly for 6-8 counselling sessions

Following 2 more months, he re-contacted Noffs via social media to address his growing cannabis use. On this occasion, he self-referred with no intervention from probation and parole. Motivational interviewing was used to support and resolve his ambivalence around his cannabis use. He was able to use this counselling intervention to put in place strategies to reduce, and subsequently control his cannabis use to a level which he felt was manageable.

Noffs were also able to support Billy in gaining employment during this period, with him also reporting a significant increase in motivation and self-confidence. When Noffs staff last communicated with Billy, he had maintained his reduction in cannabis use and had enrolled in a university degree in sound production.





"You all seem to get me,  
you are not like all the  
others who make me feel  
judged..""

#### Case Study – Jemma

Jemma was in a state of crisis when she was first referred to YHS in late 2015. She had recently left her family home and was couch surfing with a friend. Her daughter, Amy, was being cared for by her mother and her long term partner had recently become incarcerated.

To deal with this immediate crisis, Noffs assisted Jemma to stay in short-term temporary accommodation and quickly organised a referral into an appropriate refuge. For the next few months Noffs workers engaged in an intensive casework/counselling approach. The primary focus was on life skills and assisting Jemma to look after herself, Amy, and her new property. During this time, counselling focused around exploring past traumas, current self-identity, goal setting, mood management, self-regulation, and coping skills. She was progressing and making significant gains during this period.

After a month, her partner and the father of Amy re-entered into a relationship with her. It quickly became clear that this was a domestic violence relationship with Jemma presenting with injuries and Amy appearing quite distressed during visits. It became more difficult to engage with her, and when appointments did occur she appeared unwell and the condition of her property began to decline.

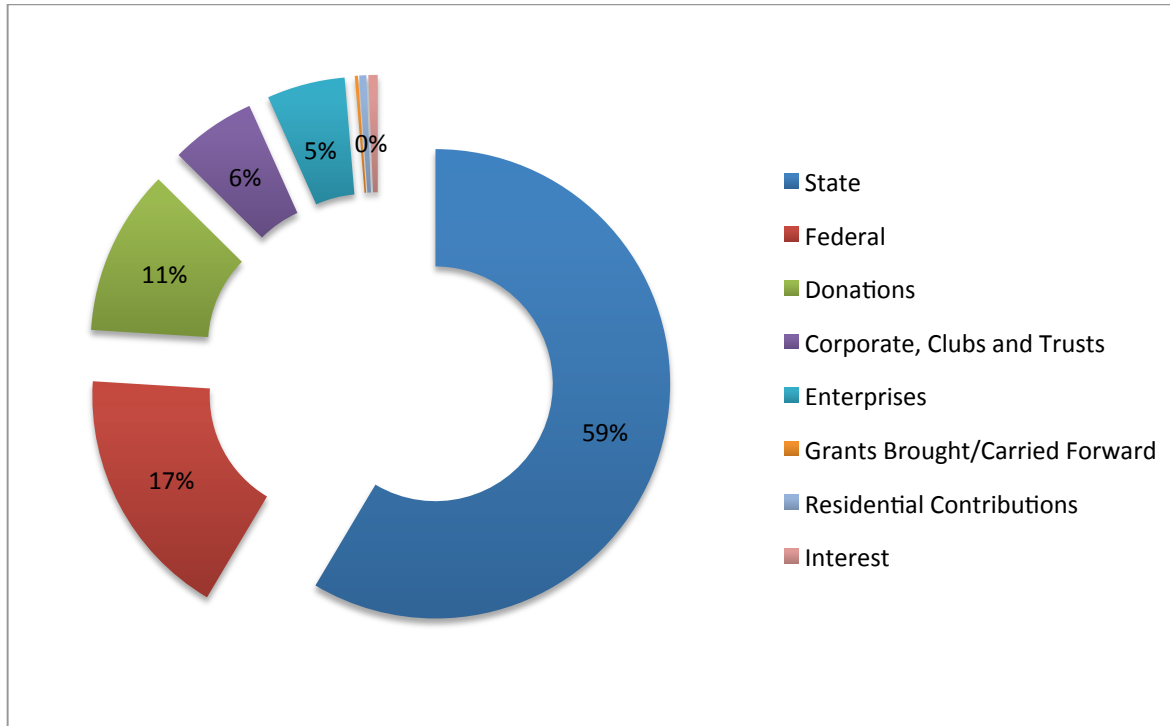
Noffs workers further increased their support to assist with a care plan, working closely with another government agency. Through counselling, she began to develop greater drug refusal skills and also fostered more appropriate methods of self-regulation and mood management, this was evident in consistent negative urine tests.

Shortly after Christmas, Jemma and her partner's relationship culminated in a hostage situation. Once Jemma and Amy were able to escape and contact the police, she immediately called her Noffs workers. Noffs supported her through the process of laying criminal charges, provided immediate trauma counselling, and took her to a safe family member's house. Her treatment plan shifted to focus around family relationships, domestic violence, psychoeducation, communication as well as parenting skills.

She began to become more self-reliant attending fortnightly parenting classes. Noffs connected her with services that supported domestic violence survivors with longer-term accommodation options. There was significant case coordination behind the scenes with several services involved and it was necessary to have constant communication to ensure all parties were operating towards the same goals, whilst still providing distinct support.

Jemma is currently living out of the area of Noffs service, her Noffs counsellor started discussing with her the need to access a local counselling service. Although initially resistant, she is beginning to come around to the idea. However, her condition for referral is that she stays within the Noffs organisation. She said, "You all seem to get me, you are not like all the others who make me feel judged. You help young people and you're just so easy to talk too".

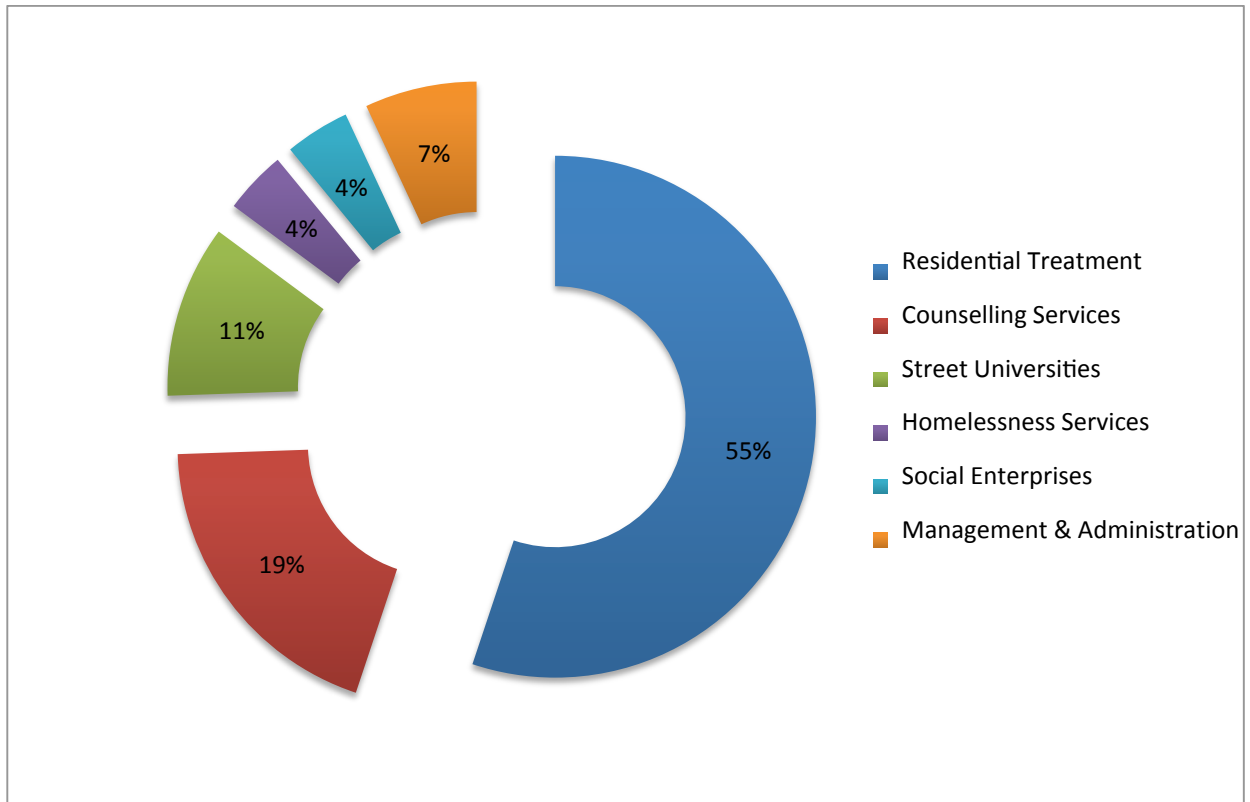
## REVENUE



Item	\$
State	5,814,982
Federal	1,731,359
Donations	1,135,443
Corporate, Clubs and Trusts	583,961
Enterprises	534,084
Grants Brought/Carried Forward	21,335
Residential Contributions	47,786
Interest	63,399
<b>Total</b>	<b>9,932,349</b>



## EXPENDITURE



Item	\$
Residential Treatment	5,086,083
Counselling Services	1,783,271
Street Universities	986,195
Homelessness Services	359,767
Social Enterprises	370,035
Management & Administration	640,631
<hr/>	
Total	9,225,982





## He approached and reconnected with CALM to identify his current situation

### Case Study – Bob

In November 2015, Bob accessed the Noffs services at The Street University, Mt Druitt, through the mentoring program for Aboriginal young people - GITS. Bob's drug use and crime was getting out of hand and his counsellor referred Bob to PALM.

He presented to PALM, homeless, heavily entrenched in crime and using large amounts of drugs including ice. Bob had no family connections due to breakdown in family relations, and his family reportedly had a history of drug use. He has disengaged from school with the highest level of completion being year 8. Furthermore, he presented with complex mental health, with self-harm and suicidal ideation with a past attempt.

During his stay in PALM, he struggled and was discharged on a few occasions. CALM worked with Bob during those times of crisis, trying to find him accommodation through local services and also helped him with re-admission into PALM.

Bob struggled with his mental health while at PALM and had to be admitted to hospital. Once back at PALM, he worked with his counsellor on his AOD use, mental health and family relationships. PALM and CALM were able to connect Bob to a specialised mental health service in the area where he was able access more support specific to his needs. He engaged well with all the community connections and the longer he stayed in PALM, the more his mental health started to show significant signs of improvement.

Once Bob decided to leave PALM, CALM worked with him to find a stable place he could live, while still working on his AOD treatment in the community and completion of his CALM goals. CALM was able to help him move in with his brother with whom he had started to reconnect while in PALM. His brother was very supportive and is also a positive male role model. As a result of Bob's time with his brother he was able to reconnect with other family members and repair damaged relationships. He completed all his requirements with Juvenile Justice and did not engage anymore in criminal behaviour. With Bob's good work in the community, CALM wanted to give him an acknowledgement ceremony at PALM; although he did not finish PALM, he had continued his AOD treatment.

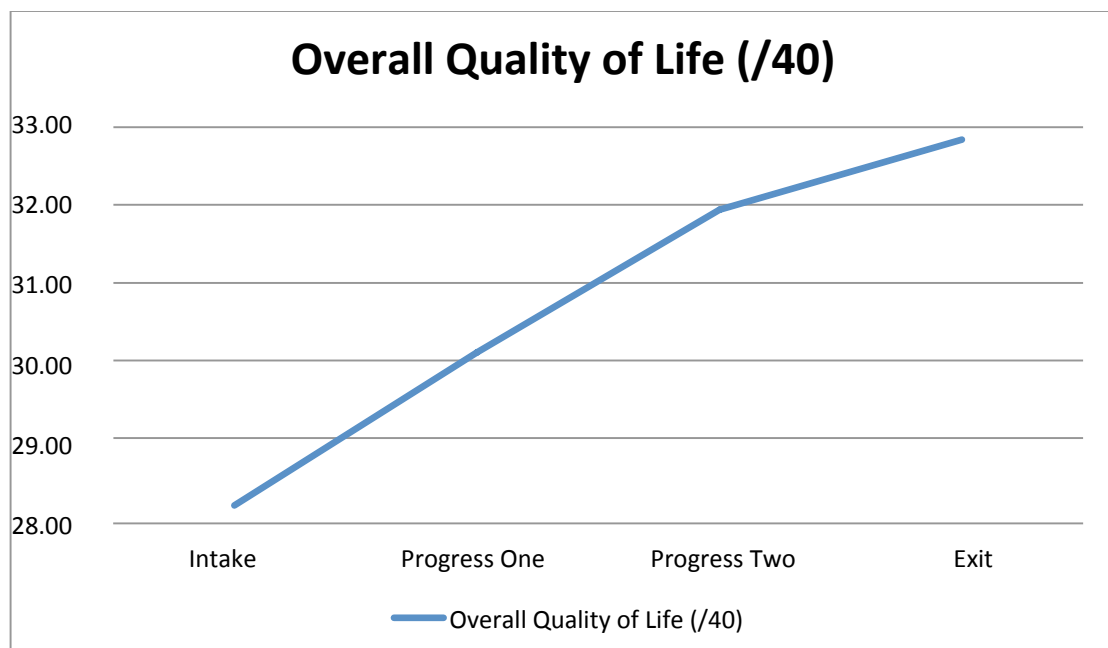
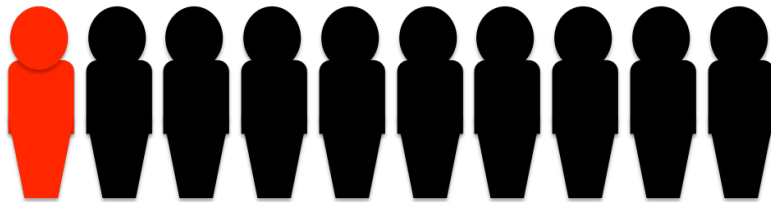
Unfortunately, Bob had a falling out with his brother and he moved in with his aunt who had her own problems with drugs. This was not a good environment for him and he started using again. As a result of Bob's lapse, he approached and reconnected with CALM to address his current situation. CALM was able to find him crisis accommodation as he waits for his transitional housing.

Overall, Bob has come a long way and has been showing signs of major improvement and growth.

4 in 10 young people have suicidal thoughts on entering PALM.



After receiving treatment, this number drops to 1 in 10.

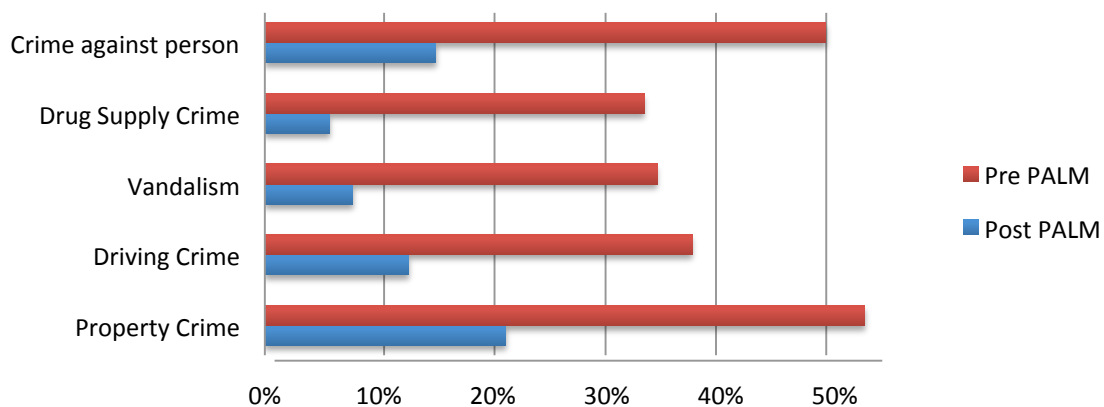


WHO's Quality of Life Scale, which indicate clearly an increase overall and across the four domains.

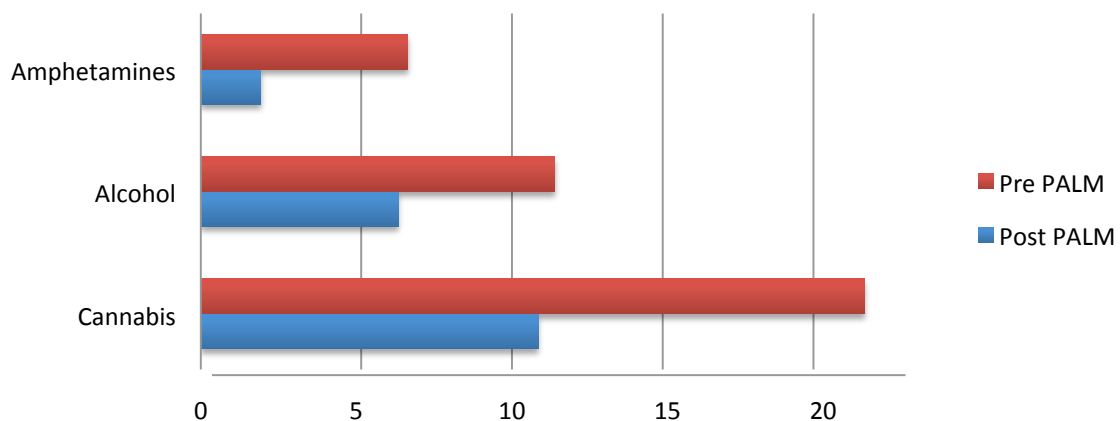


90% of clients reported that PALM helped them deal with their problems and 93% would tell a friend in similar need of help about PALM

### Reduction in client involvement in crime - PALM ACT



### No. of days of drug use in a month - PALM Sydney



# Thank You

We would like to take this opportunity to thank all of our supporters, donors, partners, staff and volunteers who have played such a big part in our journey to where we are today. We owe our success to you and you should be so proud of what we have achieved so far.





# Ted Noffs Foundation Locations

**PALM Sydney – Randwick**

148 Avoca Street  
Randwick NSW 2031

**CALM Sydney /  
Going Home Staying Home**

206a Alison Road  
Randwick NSW 2031

**Street University Liverpool**

1 Speed Street  
Liverpool NSW 2170

**Street University Mt Druitt**

11 Cleeve Close  
Mt Druitt NSW 2770

**Western Sydney Outclients / Arts /  
Schools Program**

11 Cleeve Close  
Mt Druitt NSW 2770

**Community Connectedness  
Program**

11 Cleeve Close  
Mt Druitt NSW 2770

**Queensland Outreach**

7/29-31 King Street, Caboolture 4510  
1/4 Goodyear Street, Southport 4215  
4G/21 Station Road, Logan Central 4114

**Pathways Goulburn**

23-25 Montague Street  
(Access via Marima Medical Clinic)  
Goulburn NSW 2580

**Pathways Murrumbidgee**

201 Tarcutta Street  
Wagga Wagga NSW 2650

**PALM ACT – Watson**

350 Antill Street  
Watson ACT 2602

**CALM ACT**

23 East Row  
Canberra ACT 2601

**Community Outreach Out  
Client Program CO-OP ACT**

350 Antill Street  
Watson ACT 2602

**Street University – ACT**

23 East Row  
Canberra ACT 2601

**ACT Mentoring & Life Skills**

23 East Row  
Canberra ACT 2601

**Noffs Op Shop Randwick**

4 Elizabeth Street Randwick  
NSW 2031

**Noffs Op Shop Newtown**

461 King Street Newtown  
NSW 2042

**Noffs Op Shop Surry Hills**

4/423 Elizabeth Street Surry  
Hills NSW 2010

**Noffs Op Shop Pop Up  
Marrickville**

3/359 Illawarra Road  
Marrickville NSW 2204



[www.noffs.org.au](http://www.noffs.org.au)

1800 151 045