



# Pathfinders Services and Programs Guide

*Developing thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance.*



[www.pathfinders.ngo](http://www.pathfinders.ngo)



**Pathfinders** is a not-for-profit organisation and a registered Australian charity at the forefront of providing advocacy, support and services for disadvantaged communities. We have operated in the North-West and Northern Tablelands regions of NSW for over 30 years and have recently expanded our reach to the Mid North Coast.

Our focus is on addressing the complex challenges and issues within the social care landscape. We facilitate foster care, out-of-home care, homelessness services, family referral services and supported independent living for young people.

We carry out additional functions such as delivering tailored services for Aboriginal and Torres Strait Islander people, providing support services for people with disability, and offering early education programs and training programs for young people.

Pathfinders plays an important ongoing role in supporting families, in-

dividuals and children to overcome various social issues. By taking risks to help those at risk, we are making sure no one is left behind.

#### **Vision**

The Pathfinders vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies.

#### **Mission**

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

*'In the spirit of reconciliation Pathfinders acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past, present and emerging and also extend that respect to all Aboriginal and Torres Strait Islander peoples today.'*

Pathfinders Ltd is a not-for-profit company operating across the New England North West and Mid North Coast regions of New South Wales.

ABN 64 146 004 524

#### **Pathfinders Head Office**

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215 Beardy Street,  
Armidale NSW 2350  
(02) 5775 9800

admin@pathfinders.ngo

#### **Out of Home Care Services**

109 Jessie Street,  
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(02) 5775 9800

fostering@pathfinders.ngo



**Foster Care and Out of Home Care Services**

Designated service providing care, support and education to young people living in Out of Home Care.

**Specialist Homelessness Services**

Support services for anyone that is homeless or at risk of homelessness, including a women's and children's refuge and supported accommodation services for young people.

**Family Connect and Support**

Assisting families and young people who do not meet the statutory threshold for child protection intervention but would benefit from accessing support to address current problems and prevent future escalations.

**Inverell Family Youth Support Service**

Focuses on developing family environments that value, nurture and protect children. Inverell Family Youth Support Service provides a broad range of family support, adolescent and Aboriginal and Torres Strait Islander services.

**Support Your Path - NDIS**

Provides short-term accommodation, specialist disability accommodation and community engagement services.

**Pathfinders National Aboriginal Birth Certificate Program**

Birth Certificate Program provides free birth certificates to Aboriginal and Torres Strait Islander people, to support improved wellbeing, employment and social outcomes.

**Pathfinders Aboriginal Early Years Program**

Provides Aboriginal children between the ages of 2 and 6 years with access to quality preschool and school education. Lead by a team of local Aboriginal facilitators.

**The Momentum Program**

Integrates three services into one cohesive program, addressing key barriers for Aboriginal and Torres Strait Islander people to improve employment rates and advance well-being.

**Tilbuster Station Armidale**

Support disadvantaged young people, by providing a range of agricultural, horticultural and trade skills programs such as crop and vegetable production, animal husbandry, beef cattle production, fencing, welding and building construction.

**Pathfinders Annual Pumpkin Run**

Pathfinders Pumpkin Run provides support to vulnerable people and communities with donations of pumpkins to local nursing homes, soup kitchens and charities that use the produce to cook hot meals for those in need.

*Pathfinders operate a broad suite of programs, projects and services aiming to improve the quality of life and wellbeing for children, youth and families within the communities we service.*



## Out of Home Care Services

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### **Supporting children and young people to find their Path**

Pathfinders Out-of-Home-Care Services provide support to young people that require assistance living out of home. Depending on their age and needs Pathfinders offers different programs:

- Foster Care (under 18 years)
- Residential Care Program (12 -18 yrs)
- Supported Independent Living (18 – 24 yrs)
- Interim Care Model (9 – 14 yrs)
- Emergency Placement (12 - 18 yrs)

### **Foster Care**

Pathfinders are committed to providing a supportive environment in the out of home care sector specialising in providing both foster care and kinship care. We have been supporting families for over 20 years with dedicated and passionate staff who are committed to the welfare of children, young people, and their carers. We are currently supporting over 130 carers across NSW and QLD. We pride ourselves on being flexible in our approach while ensuring that our foster carer and kinship care families have the support and guidance they need throughout their care journey and beyond.

*Pathfinders is committed and passionate about community engagement and development, and assisting every individual to become a valued and contributing member within the communities in which they live.*

Pathfinders work closely with the Department of Communities and Justice, local support services and professionals. We provide flexible training opportunities, dedicated case management and ongoing support for our carers so they feel supported and confident in their role.

### **Non Placement Support**

The Non Placement Support Service (NPSS) is a fee for service program offering a range of services including Supervised Birth Family Contact, Transport, Youth Mentoring, Respite and staffing for Alternative Care Arrangements enable children and young people, aged between 0 to 18 years who are living in Out of Home Care, to interact with their parents and families in a safe and supportive environment. If you would like to access any of our services, please email [npss@pathfinders.ngo](mailto:npss@pathfinders.ngo) and our team will provide you with a quote.

### **Out of Home Care – Residential**

Our residential care program offers a place for the young person to live with the support of care staff, 24 hours a day. Care staff aim to provide all residents with trauma-informed care via a therapeutic approach. Through our delivery of the program, Pathfinders creates long-term, consistent and caring environments in which we help young people develop good health, safety, cultural and community connection, and emotional development and learning.

### **Supported Independent Living**

The program helps to create a smooth transition to adulthood by providing young people with the opportunity to experience independent living with personalised support. It also equips them with important skills and knowledge for

living self-sufficiently. Our caseworkers and mentors provide intensive support to young people.

### **Rose Villa – a new Pathfinders Supported Independent Living facility**

Rose Villa is a new independent living facility development located 4km outside of Armidale, New England.

The upgraded facility will have the capacity to house ten to thirteen young people who will each have their own unit. It will offer 10 units, one 3-bedroom residence and one fully self-contained unit. A combined kitchen, dining and recreational lounge area has been installed and alterations have been made to facilitate disability access to one of the units. The facility is scheduled to open in 2023.

### **Interim Care Model (ICM)**

The Interim Care Model (ICM) refers to a model where young people aged between 9 and 14 can receive short-term care at a designated property for three to six months.

Pathfinders owns and operates an ICM property located 15 minutes from Armidale. The property includes a spacious family home. The large backyard offers residents the opportunity to interact with different types of animals, get their hands dirty in the veggie garden or harness their creativity in the woodwork shed. Our ICM property is the only one of its kind in NSW.

### **Short-Term Emergency Placement**

Short Term Emergency Placement (STEP) is a 13-week emergency placement program for young people aged 12 to 18 years. The placement is tailored for children and young people with high needs

who cannot be immediately supported in foster care, kinship/relative care or intensive therapeutic care. STEP facilitates a 1:1 care arrangement for the young person. Pathfinders currently operate STEP houses in the following locations: Coffs Harbour, Inverell, PortMacquarie and Tamworth. We are also building capacity in other service areas.

### **Mentoring**

Pathfinders' qualified support workers can provide mentoring for children and young people in Out of Home Care. Our mentors work on specific goals identified by their caseworkers.

Mentors are matched to the particular needs of the child or young person, which can cover a wide range of topics. They can provide support with everyday living skills, budgeting, shopping, meal preparation, employment skills, learning to drive, connecting to culture, future planning, confidence and self-esteem building, sport or leisure activities, homework or any other areas of education that need attention.

### **Therapeutic Care Team**

Children and young people are often affected by trauma in Out of Home Care, the level of impact depends on the severity and duration of the trauma, the support received and the child's personality and age. Even when the threat has gone, the brain may stay in a constant alarmed state. Children can show signs of trauma in situations they find stressful.

The Therapeutic Care team supports our staff and carers by providing them with the training and tools they need to provide support and care for children and young people in a way that builds their resilience and helps them to heal.

# Specialist Homelessness Support Services

*Pathfinders Specialist Homelessness Support Services is the delivery of specialist homelessness services through the Going Home Staying Home reforms, with an increased focus on providing early intervention and access to the right support.*



## Armidale Youth Homelessness Support Service

Provides an outreach service to young people aged 16-24 who are homeless or at risk of homelessness and require support to improve their living circumstances or overcome barriers that may be affecting their ability to find a safe place to stay.

Support is provided for young people so they can learn the living skills they need to live independently. When young people reach their goals of living independently, we can assist their transition into a supported accommodation setting or a tenancy through social housing or a private rental.

## Inverell and Glen Innes Specialist Homelessness Support Service

The Pathfinders Inverell and Glen Innes Specialist Homelessness Support Service (IGHSS) assists families, single men and women, and young people aged 16 and over.

Support services include assistance with finding stable accommodation and maintaining a tenancy, case management services, and support for those experiencing domestic and family violence. We can also facilitate access to

financial support programs, advocacy, and making connections with local service providers to overcome barriers that may be impeding their ability to find stable housing.

## Pathfinders Armidale Youth Refuge

Crisis accommodation is available for young people aged 16-24 who are homeless or at risk of homelessness. The Armidale Youth Refuge provides short-term emergency accommodation for up to four young people at a time. The Refuge provides an environment where young people can work toward their goal of independent living or family restoration.

## Inverell Women and Children's Refuge

We provide crisis accommodation to women and children who are experiencing or escaping domestic and family violence. After-hours crisis support is available 24 hours a day 7 days a week. Accommodation and support is provided to individual women aged 18 years and over and women with children.

The refuge is set up to ensure residents' safety and well-being are both supported and provides support until they can live independently or find alternative safe accommodation.



## Armidale Youth Refuge

PO Box 1052  
Armidale, NSW 2350  
0419 567 641  
youthrefuge@pathfinders.ngo

## Inverell Women and Children's Refuge

PO Box 1052  
(02) 6722 3502  
outreachSHS@pathfinders.ngo

## Inverell & Glen Innes Homelessness Support Service

3 Glen Innes Road,  
Inverell, NSW 2360  
(02) 67208888  
0438 741 263 - Glen Innes  
outreachSHS@pathfinders.ngo

# Family Connect and Support

## Family Connect and Support

In partnership with Social Futures, Pathfinders deliver the Family Connect and Support (FCS), to assist children, young people and their families who do not meet the statutory threshold for child protection intervention but would benefit from accessing support to address current problems and prevent future escalations.

The new FCS streamlines access for families, referrers, and service providers, providing consistency across the state while maintaining local-level flexibility. When connected to the service you are met

with a responsive, professionally trained FCS Worker who connects clients with the right services and supports they need to tackle the issues affecting families. They take time to listen and assist each client to identify their needs. FCS welcomes families from all cultures and backgrounds, lands, and communities.

Family Connect and Support is funded by the NSW Government, as a part of the Keep Them Safe action plan to improve the safety and well-being of children in NSW. Pathfinders FCS operates on the Mid North Coast, Monday to Friday during business hours.



## Family Connect and Support

**Coffs Harbour Office**  
26 Gordon Street,  
Coffs Harbour, NSW 2450  
1800 327 679  
mncfcs@pathfinders.ngo

**Kempsey Office**  
51 Smith Street,  
Kempsey, NSW 2440  
1800 327 679  
mncfcs@pathfinders.ngo

**Taree Office**  
140A Victoria Street,  
Taree, NSW 2430  
1800 327 679  
mncfcs@pathfinders.ngo

# Inverell Family Youth Support Services

## Inverell Family Youth Support Service

Inverell Family Youth Support Service (IFYSS) Provides a broad range of family supports such as advocacy; skills development parenting, living skills, relationships, self-esteem and coping skills, interagency information, referrals, courses and information workshops on various aspects of family life, financial planning and the rental market, and group work development in prevention and diversion for young people at risk. IFYSS employs an Aboriginal Family Workers who work with parents and

carers of children aged 0 to 12 years covering various issues relevant to raising children. Adolescent Support Workers work with 13- to 25-year-olds on a range of issues including education, bullying, family matters, vocational training, and living skills development.

## Bunbun Supported Playgroup

IFYSS educators facilitate a weekly play group that focuses on providing support to Aboriginal and Non-Aboriginal families to improve developmental outcomes for local children in Ashford NSW before attending preschool and /or school.



## Inverell Family Youth Support Service

3 Glen Innes Road,  
Inverell, NSW 2360  
(02) 6720 8888  
ifyss@pathfinders.ngo

# Support Your Path Disability Support Service

**Pathfinders is committed to assisting people living with a disability to enjoy a full and connected life within their local community.**

Pathfinders homes will be shared accommodation, mostly with 2 other people with support workers to assist when needed. Pathfinders will support individuals to live independently, meet their goals, be active in their local community and stay connected to friends and families. People who live in our homes will receive day-to-day support with tasks

including community participation, cleaning, cooking, and assistance with personal care and everyday life. Our disability housing will offer sustainable, affordable options that are maintained to a high standard, ensuring the continued support of our current participants and any future participants.

Planning is underway for new property development within Armidale, Tamworth, Coffs Harbour commencing in late 2023/24.



*Pathfinders staff assisting with cooking and serving soup at the Uniting Church, Coffs Harbour during Pathfinders 2022 Pumpkin Run.*

## Support Your Path Disability Support Service

26 Gordon Street,  
Coffs Harbour, NSW 2450  
0475 401 780  
syp@pathfinders.ngo

## Pathfinders National Aboriginal Birth Certificate Program

26 Gordon Street,  
Coffs Harbour, NSW 2450  
02 5775 9800  
0429 684 488  
PNABC@pathfinders.ngo



# Pathfinders National Aboriginal Birth Certificate Program



PNABC is an Aboriginal and Torres Strait Islander program that aims to redress this issue by conducting sign-up days in towns and areas where there are significant numbers of Aboriginal and Torres Strait Islander people who don't have birth certificates.

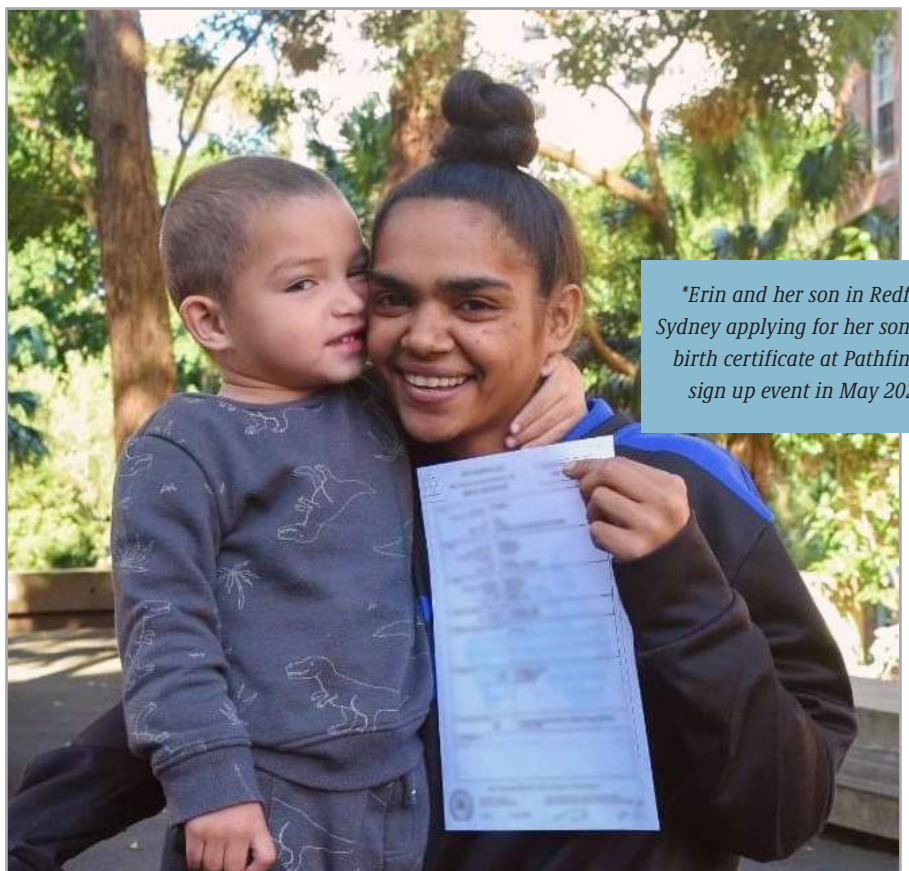
Without a birth certificate, First Nations people are excluded from many of life's important moments – driving a car, applying for a job, enrolling in school and sport, opening a bank account, voting, and accessing government services.

As of 1 August 2023, the program has supported more than 19,000 applicants with birth registration and birth certificate applications with the support of NSW Births Deaths and Marriages.

Led by our Aboriginal and Torres Strait Islander team, the PNABC has built a culture of trust and accountability, with participants reporting a high level of confidence in our ability to deliver the birth certificate program. Our strong reputation, experience, and established stakeholder relationships and networks within Indigenous communities have made us a leader in this field.

## UNICEF Australia

In 2022 Pathfinders gained support from UNICEF Australia the world's leading children's charity. UNICEF Australia is able to bring unique expertise in this area, leading programs to register births in countries across the world and supporting them to improve their birth re-



*\*Erin and her son in Redfern Sydney applying for her son's first birth certificate at Pathfinders sign up event in May 2022.*

gistration practices. UNICEF Australia's decision to partner with Pathfinders and this program is based on UNICEF's global commitment towards achieving the Sustainable Development Goals by 2030.



## Crowdfunding

After launching a crowdfunding campaign in 2022 to support the program Pathfinders have received donations from right across Australia and around the world from more than 3000 people. With the support received through Chuffed.org the program has been able to continue while we continue work on lobbying The Australian Government for permanent funding.

# Pathfinders Aboriginal Early Years Program

Pathfinders Aboriginal Early Years (AEYP) Program is a service to provide Aboriginal children between the ages of 2 and 6 years with supported access to quality preschool and school education. Our goal is to make the transition to school as successful as possible for the child and their family.

Our emphasis is to get the children in to a formal structured Early Childhood setting, with emphasis on children attending either preschool or Long Day Care. If needed our facilitators can work on a one-on-one basis with the child and their family to make the transition in to the Early Childhood Education system fun with minimal issues. Our faci-

litators provide support and referrals to local support services to ensure all children are ready for school when the time comes.

The role of our AEY facilitators is to support the child and their family on their educational journey and to ensure that their educational experience is a positive one. Our facilitators are still available in an ongoing capacity after the child has entered preschool or school to respond to any of the families concerns.

The program is delivered in Inverell, Ashford and Tingha, Armidale, Walcha and Uralla, Gunnedah, Quirindi, Narrabri and Wee Waa NSW.

## Momentum

**Assisting every individual to become a valued and contributing member within the communities in which they live.**

Funded by the NSW Government, the Momentum Program supports Aboriginal and Torres Strait Islander people living in Northern NSW with essential support to help participants overcome common obstacles to securing employment.

Employment is critical to the health and prosperity of Aboriginal and Torres Strait Islander people. For all Australians, employment offers social and economic benefits that flow to individuals, families, communities and the economy as a whole.

The Momentum consortium consists of Real Futures, Pathfinders and ACE Community Colleges. Pathfinders provide participants with birth registration and birth certificate application support, ACE Community Colleges delivers driver education services to meet the drivers licence outcomes of the project, and Real Futures provides holistic job readiness, job placement & post-placement support.

Launched in 2022 the project aims to engage and support 2,000 participants. The program is delivered across Northern NSW with participants signing up at roadshow events held at Aboriginal Community Centre and Local Aboriginal Lands Council facilities.

### Pathfinders Aboriginal Early Years Program

**Armidale Office**  
Suite1, Level 1, 215 Beardy Street,  
Armidale NSW 2350  
0427 412 638  
aeyp@pathfinders.ngo

**Inverell Office**  
3 Glen Innes Road,  
Inverell, NSW 2360  
0438 421 854  
aeyp@pathfinders.ngo



### Momentum

26 Gordon Street,  
Coffs Harbour NSW 2450  
0418 809 205  
momentum@pathfinders.ngo



# Tilbuster Station Armidale

## Tilbuster Station

Gifted to Pathfinders by a private benefactor, it was their wish that the property be used for child and youth development, and the support of families.

The property is used as a venue to continue and expand upon the work that Pathfinders does with at risk youth and local families. Through this generosity, Pathfinders is working to turn this property into a multi-functional youth and family centre. With long and short-term plans for renovations and construction.

With specifically designed vocational and rural skills programs, disadvantaged young people are year round participating in a range of agricultural, horticultural and trade skills programs such as crop and vegetable production, animal husbandry, beef cattle production, fencing, welding and building construction. Programs are designed to enhance the self-esteem, skills and work readiness of young people and to instil the values of belonging, mastery, independence and generosity.

Creating opportunities for young people to contribute to society through meaningful activities and employment is a core philosophy in our service delivery.

## The Marie Delaney Training and Education Centre

The training and education centre provides an all-weather workshop and training facility that allows us to enhance

and expand our vocational and rural skills programs. Pathfinders conduct multiple education, training and cultural programs for young people, their friends and family, and the community at the centre during the year.

## Pathfinders Pumpkin Run

The Pumpkin Run delivers pumpkins grown at Tilbuster Station to local nursing homes, soup kitchens and charities who use the produce to cook hot meals for those in need. The Pumpkin Run is an important project, it supports the work Pathfinders' does with at-risk youth and local families. Young people gain work experience and a strong sense of community.

Through the Pumpkin Run, each year we have seen many tonnes of pumpkins and produce that have been grown and harvested by our Out of Home Care children and young people and subsequently donated to provide healthy hot meals for people in need right across NSW.

## Tilbuster Station

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Armidale NSW 2350  
(02) 5775 9800  
admin@pathfinders.ngo

Pathfinders Pumpkin Run  
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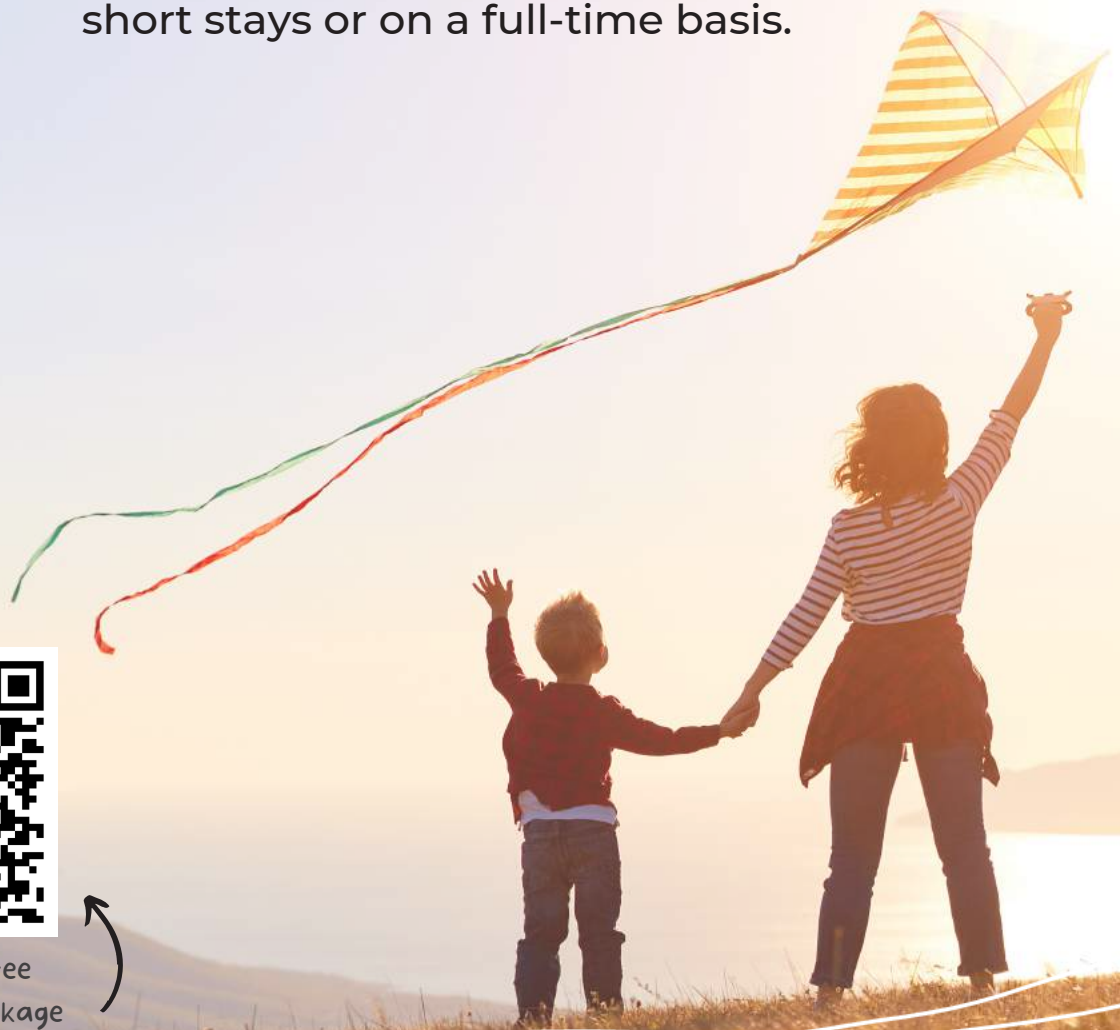


*Pathfinders Pumpkin Run team and young people delivering pumpkins to the Koori Kitchen in Lismore, NSW after the 2022 Northern Rivers devastating floods.*



# Make a Difference BECOME A FOSTER CARER

Pathfinders urgently need more foster carers. We are seeking applications from individuals, couples and families who can provide children with safe, nurturing and loving homes for short stays or on a full-time basis.



Download a Free  
Information Package



**"Help a child find their path, with Pathfinders"**

Contact us  
to start your journey...



**1800 314 199**

www.pathfinders.ngo