

PSFaNS is a safe space for all. We are committed to inclusion across race, culture, ethnicity, gender, religion, and ability. PSFaNS advocates for services, projects and resources to inform, support and empower the individuals or groups that are being disadvantaged.

PORT STEPHENS
FAMILY AND
NEIGHBOURHOOD
SERVICES

ANNUAL REPORT 2025-2026

ACKNOWLEDGEMENT OF COUNTRY



We at Port Stephens Family and Neighbourhood Services acknowledge the Traditional Custodians of the land on which we work and live. We recognise the **Worimi** Peoples continued connection to this land and we pay our respect to Elders past, present and emerging.

OUR LOGO

The artwork for the leaves on our tree in our logo was designed by local Aboriginal artist **Tom Croft**.

The fingerprint design symbolises identity, belonging, and the unique connection each person has to Country, Culture, and Community.

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Building caring, healthy and inclusive communities across the Port Stephens Region

ABOUT US

Port Stephens Family and Neighbourhood Services is an incorporated not for profit organisation providing community services in the Port Stephens LGA.
We offer support and information services that include Child, Youth & Family Counselling and Casework, Homelessness Services, limited Transitional Accommodation, Neighbourhood Centre Drop In, Parent's & Carer's Groups, Children's and Young People's Groups, Domestic Violence Support including Safe Houses, Aboriginal Culture Groups, Playtime Groups, Outreach Programs, Financial Assistance, Financial Counsellor, Home to School Mentoring, Youth Centre and more.
Port Stephens Family and Neighbourhood Services is an amalgamation of Port Stephens Family Support Service and the Raymond Terrace Neighbourhood Centre; both centres delivering service to the Port Stephens Community since 1987.
Proudly funded by the Department of Communities and Justice, Department of Social Services, Indigenous Advancement Strategy and Hunter New England Primary Care.

PSFaNS is a strong advocate for social wellbeing in our local community and has formed close partnerships with various government and non/government agencies with similar objectives. These partnerships give opportunity to enhance outcomes and social conditions in the community particularly in respect of vulnerable groups and individuals.

BOARD OF MANAGEMENT

Another year has passed, and the demand for our services continues to grow. Across Port Stephens, we are seeing more individuals and families facing homelessness, financial hardship and domestic and family violence, often with limited options for support. Our staff continue to respond with compassion and determination, despite the ongoing challenges of limited funding and resources.

This year has seen significant progress towards the opening of Aunty Colleen's Place, Port Stephens' first core and cluster refuge for women and children escaping domestic and family violence. This much-needed facility represents years of advocacy, planning and collaboration, and will provide new opportunities for women and children to find safety, stability and hope for the future. With the opening anticipated in September 2026, we are incredibly proud to see this important project moving closer to becoming a reality.

One of the most heartening aspects of this journey has been the overwhelming support we have received from our community. From generous donations and offers of practical assistance to volunteering, professional advice and services sharing their expertise and resources, the response has been extraordinary. People from all walks of life have stepped forward, each contributing in their own way to help bring Aunty Colleen's Place to life. This generosity is a powerful reminder of the compassion and community spirit that exists across Port Stephens, and we are deeply grateful to everyone who has played a part.

While this is a major step forward, we know there is still much work to be done. The need for safe housing, early intervention and accessible support continues to far outweigh the resources available. We remain committed to advocating for the people in our community who need these services most.

I would like to acknowledge our dedicated staff, who continue to show up every day with care, resilience and an unwavering commitment to the people they support. Their work is not always easy, but the difference they make in people's lives is immeasurable.

To our volunteers, donors, community partners and the many generous people across Port Stephens who continue to stand alongside us, thank you. Your kindness, generosity and willingness to help make so much of our work possible, not only through the development of Aunty Colleen's Place, but across the many programs and services we deliver every day.

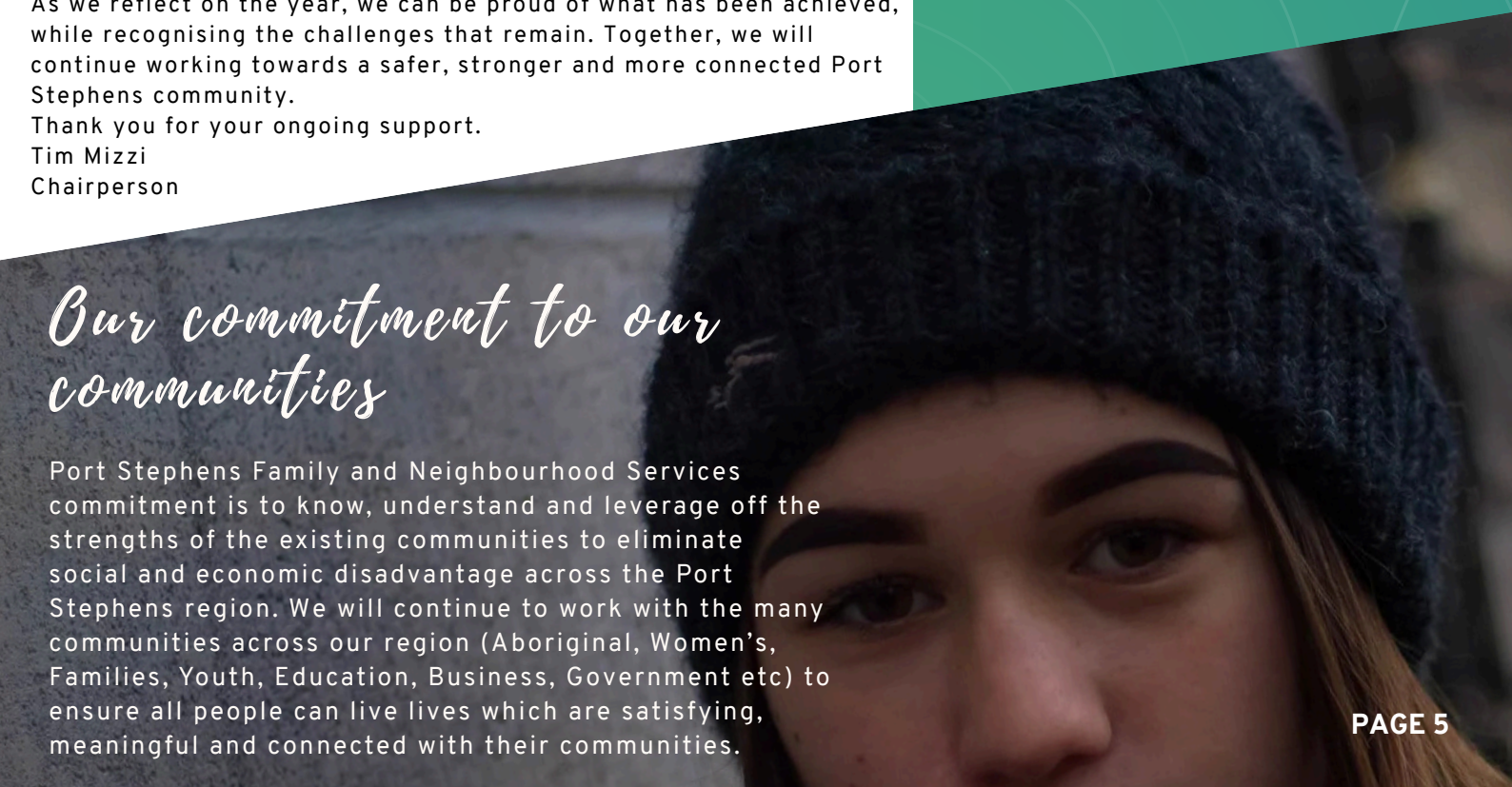
As we reflect on the year, we can be proud of what has been achieved, while recognising the challenges that remain. Together, we will continue working towards a safer, stronger and more connected Port Stephens community.

Thank you for your ongoing support.

Tim Mizzi

Chairperson

CHAIRPERSON	Tim Mizzi
VICE CHAIRPERSON	Giacomo Arnott
SECRETARY	Helen Smyth
TREASURER	Chris Baguley
MEMBERS	Bronwyn Leary Nicki Saroca Glenys Francis



Our commitment to our communities

Port Stephens Family and Neighbourhood Services commitment is to know, understand and leverage off the strengths of the existing communities to eliminate social and economic disadvantage across the Port Stephens region. We will continue to work with the many communities across our region (Aboriginal, Women's, Families, Youth, Education, Business, Government etc) to ensure all people can live lives which are satisfying, meaningful and connected with their communities.

OUR VISION

A just community that includes and acts

OUR PURPOSE

Working with and for the communities of Port Stephens to eliminate social disadvantage



OUR VALUES

We believe in:

COMMUNITY

We acknowledge that the Port Stephens area is made up of many communities. We believe that building communities in ways that acknowledge and respect differences is the key to building healthy and inclusive lifestyles. Creating opportunities to link up communities to address social and economic disadvantage is our focus.

COURAGE

We take risks. We believe all good things that we have come to value in our communities have been born out of courage and follow through. We won't ridicule ideas and like to encourage everyone to give it a go. Redressing social and economic disadvantage needs us all to be courageous.

CREATIVITY

We encourage and value creativity. We are open to learning and like to encourage all of us to think out of the box. We are always aware of available resources and look to sharing what we have with others. We value new ideas and would like others to expand on ours.

RESPECT

For us, this means being honest. Empathic. Allowing time to listen and speaking and acting positively. We aim to "practice what we preach" and always follow through on what we have committed to. We support communities to accept each other's differences and work together at points of shared needs.

A look back...

HOW MUCH DID WE DO?

Groups and Programs

- **4** x Tuning in to Kids Programs;
- **3** x Tuning in to Teens Programs;
- **4** x Women Speak Programs;
- **2** x Rent It to Keep It Programs;
- **6** x Playtime groups weekly;
- **5** x after school groups weekly;
- **2** x weekly Art Therapy groups (young people and adults);
- **1** x weekly Youth drop in;
- **1** x Youth LGBTQIA drop in once a fortnight;
- **3** x Women's Multicultural Groups;
- Youth school holiday day camps;

Client Engagement

- Child, Youth & Family Team - **1019** children, young people and families accessing support;
- Child & family Team (Tilligerry) - **147** children and families accessing support;
- **580** people accessed our Homelessness service and an additional **418** people given information and/or referrals;
- **11** transitional properties - this financial year providing transitional accommodation for **15** adults (including **6** young parents in our Young Parent Transitional Program), **5** young people and **14** children.
- **2** safe houses- 1 x short term and 1 x 3 month crisis. This financial year has seen **11** women and **10** children (in short term) and **2** women and **3** children (in the 3 month). Unfortunately due to the housing crisis it is increasingly difficult to secure accommodation post crisis stays and stays are often longer.
- **836** clients accessing Staying Home Leaving Violence Program (which included **447** children);
- **1242** people accessed ERF (some more than once)
- **3834** people accessed our Neighbourhood Centre (some more than once).

Financial Assistance

- **25** x Work & Development Orders with **$22,796** in credits applied;
- **$170 370** of Emergency Relief vouchers;
- **$11 000** for Energy account payment assistance scheme vouchers (with more available as needed);
- **$2764** of Hunter Water PAS Vouchers;
- **$6750** of assistance for PSC council rates;
- **800** Second Bite hampers given out;
- **514** Oz Harvest hampers were given out;
- **268** Grocery hampers given out;
- **100** Christmas foodbank hampers given out;
- 350 Christmas gift packages for children and young people were given out;
- **49 x** Wesnet Telstra Pre-Paid phones given out to families escaping DV;
- **23** x phones for youth in DV given out;
- **$1000** Wesnet Uber Credit for women and children escaping Domestic and Family Violence;
- **250** dignity bags given out;
- **300+** trauma backpacks given out to children and young people;
- **50** school backpacks given out
- **110** pairs of winter pj's given out to families;
- **27** x free 12 month Optus SIM cards given out to clients experiencing DV and homelessness;
- **31** free car seats given out to parents/carers;

Staff and Partners

- **23** full time staff & **16** part time staff (2-4 days per week);
- **11** x social work student placements;
- **35** x visiting services regularly used our rooms for training, access visits, meeting clients with a total of **372** x individual uses of our rooms;
- Manage **4** Facebook and **3** Instagram pages to engage with community.

A look back...

HOW MUCH DID WE DO?



Partnerships, Auspice & Refuge

- **2** x Safe Houses for Families escaping DV;
- Hosted **4** x Prosecutors Clinics;
- Partnership with Hunter Water enabling us to negotiate reductions in rates for homeowners/mortgagees;
- Partnership Friends with Dignity and Share the Dignity to furnish/stock homes for women leaving DFV, provide school bags with school items, dignity bags for women;
- Partnership with WeCare Connect for children and young people's clothing and supplies;
- Partnership with Headspace for outreach at the Neighbourhood Centre;
- Partnership with Centrelink Community Outreach for payment support;
- Partnership with St Johns Anglican Church for weekly food hampers;
- Partnership with Raymond Terrace Rotary for food help and household donations;
- Partnership with Hunter Valley Project for financial counselling;
- Partnership with ATO for tax help;
- Partnership with Hume Housing for DFV support;
- Partnership with Health for onsite Pediatrician;
- Partnership with ALS for onsite legal support;
- Partnership with Northcott for onsite Early Childhood NDIS;
- Auspiced and chaired Port Stephens DV Committee;
- Continued preparations for the September 2026 opening of Aunty Colleen's Place Women and Children's Refuge, including facility fit-out, development of policies and procedures, and community consultation and engagement.

PSFaNS is an evidence informed service. We deliver evidence based practice. Staff participated in individual and group supervision and case reviews in keeping with our commitment to reflecting on and developing practice. **In 2025-2026 staff were trained in:**

- ☑ **Coercive Control**
- ☑ **Trauma informed Practice**
- ☑ **Child Protection**
- ☑ **Child Development**
- ☑ **First Aid**
- ☑ **Installation of Child Restraints**
- ☑ **Infection Control**
- ☑ **Safety Planning**
- ☑ **Suicide and Self Harm Prevention**
- ☑ **And much more...**

WHAT DIFFERENCE DID WE MAKE?



A snapshot of our evaluations

- **90%** of parents/caregivers reported that since attending Playtime they have learnt of a service, resource or activity in the community for children and families
- **89%** of families reported that they learnt new things about positive parenting in our parenting programs
- **87%** of families improved in parent/caregiver warmth and empathy towards their child/ren
- **83%** children at school entry age had participated in formal early childhood education at least two sessions a week for at least a year prior school
- **84%** of young people said their most important goal was achieved in counselling/ casework
- **89%** referring services reported that PSFaNS is responsive to community needs
- **91%** referring services found the staff at PSFaNS to be helpful, friendly and knowledgeable
- **93%** of Staying Home Leaving Violence clients said because of the service I feel safer
- **100%** of Staying Home Leaving Violence clients said because of the service I feel my children are safer
- At the start of Women Speak, **93%** of participants blamed themselves in various degrees for the abuse that happened to them. By completion of the program, this number reduced to **18%**.
- **100%** of Women Speak participants said they now knew the difference between a healthy and unhealthy relationship on completion of the program.

ADVOCACY AND POLICY DEVELOPMENT



Sue speaking at the PHN Brain Injury Launch. A proud moment for PSFaNS, with Sue speaking at the PHN Brain Injury Launch, highlighting the importance of recognising and responding to brain injuries experienced by victim-survivors of domestic and family violence.
Federal Member for Paterson, Meryl Swanson MP, expressed her pride that this important initiative originated within her electorate, and particularly through the work of our service. Her acknowledgement recognised the role PSFaNS has played in identifying a critical gap in support and helping bring together the partnerships needed to address it.
The initiative represents an exciting step forward in improving awareness, access to specialist care and long-term outcomes for women impacted by domestic and family violence.

The Development of Port Stephens Refuge. Continued preparations for the September 2026 opening of Aunty Colleen's Place Women and Children's Refuge, including facility fit-out, community consultation and the development of operational policies and procedures. This involved collaboration with other specialist domestic and family violence refuges to share knowledge, draw on established best practices and ensure our policies and service delivery approach aligned with sector standards, while meeting the unique needs of our refuge and the women and children it will support.



Purple Friday. It was so incredible to see so many clubs proudly involved in Purple Friday. Jo visited Nelson Bay Golf Club and Soldiers Point Bowling Club's displays and offer support and thanks to their commitment. Every purple display, purple shirt, conversation, and show of solidarity helps raise awareness and sends a powerful message - domestic and family violence has no place in our community.



DFV Training Modules. Assistant Manager Ann Fletcher delivered training with the Nelson Bay Golf Club (NBGC) management team on Domestic and Family Violence (DFV), exploring how they can support their staff, patrons, and guests. We love having the opportunity to offer training sessions and the commitment NBGC showed to supporting staff, club members and guests, and the wider community in helping to end DFV is truly inspiring.



Advocacy for Start Safely Subsidy. The current situation re start safely rent subsidy is of great concern and hugely impactful for women and children. Our service via the Hunter DFV Consortium is currently advocating to the ministers and HOMES NSW

PARTNERSHIPS



PSFaNS is a strong advocate for social wellbeing to its local community and has formed close partnerships with various government and non/government agencies with similar objectives. These partnerships give opportunity to enhance outcomes and social conditions in the community particularly in respect of vulnerable groups and individuals. PSFaNS advocates for services, projects and resources to inform, support and empower the individuals or groups that are being disadvantaged.

Active Fitness Medowie
AGL Hunter
Anytime Fitness Raymond Terrace
Bakers Delight Raymond Terrace
Bannisters Port Stephens
Belgravia Leisure
Birri Li Aboriginal Birthing Service
Boomerang Bags Boomerang Park
Bunnings Heatherbrae
Capital Chemist Raymond Terrace
Centrelink
Club Lemon Tree
Coles Medowie
Commonwealth Bank Raymond Terrace
Department of Communities and Justice NSW – safer together
Department of Defence PAC NSW
Dowling Property Raymond Terrace
Financial Counselling Hunter Valley Project Inc
Fingal Bay Sports Club
Friends With Dignity
Harvey Norman Port Stephens
Headspace Newcastle
HIPPY Australia
Hume Housing
Hunter Heroes
Hunter New England Health Child & Family Team
Hunter New England Health Young Parent Network
Hunter New England Health First Steps Parenting
Hunter Region No Interest Loans Scheme (HRNILS)
Hunter New England Health Child & Family Team
Hunter New England Health Young Parent Network
Hunter New England Health First Steps Parenting
Hunter Region No Interest Loans Scheme (HRNILS)
Hunter River High School
Hunter Tenants Advice & Advocacy Service
Innovative Computer Solutions
Irrawang High School
Irrawang Public School
Juvenile Justice
Karuah Local Aboriginal Land Council
Lakeside Leisure Centre
Legal Aid
Lions Club of Raymond Terrace
Little Beginnings Medowie
Medowie Family Clinic
Medowie Pre-Junior Guides
Motto Farm Auto
Motto Farm Motel
Murray Consulting Solutions
Nelson Plaza Clinic
Newlife Church
Nextra Newsagency Raymond Terrace
NSW Police Domestic Violence Liaison Officers
NSW Police Force
Oz Harvest
Panthera Group
PCYC
Port Stephens Council
Port Stephens Domestic Violence Committee
Port Stephens Examiner
Port Stephens Home Schooling Group
Port Stephens News of the Area
Port Stephens Police
Quirky Quilters Group
Ramada Resort Shoal Bay
Raymond Terrace Bowling Club
Raymond Terrace Laundrette
Raymond Terrace Men's Shed
Raymond Terrace Public School
Raymond Terrace Senior Citizens
Regional Australia Bank Tea Gardens
Rotary Club of Raymond Terrace
R&R Property
Salt Ash Home Schooling Group
Salvation Army Raymond Terrace
SecondBite
Service NSW
Share the Dignity
St John's Anglican Church
Survivors R Us Inc
Susan Roskell Toy Drive
Tanilba Bay Fire Brigade
Tanilba Bay Public School
Terrace Central
Terry White Tanilba Bay
The Backpack Venture
The Learning Terrace
The Mutual Bank Raymond Terrace
Thouwalla Family Centre
Warlga Ngurra
We Care Connect
Wesnet

VISITING SERVICES



PSFaNS collaborates with other services to enable community to access multiple supports in one location.

Services available at PSFaNS via visiting services providing free services to community are:

- Financial Counselling
- Legal Advice
- Help with Centrelink
- Youth Mental Health Counselling
- Free birth Certificates
- Counselling and women's services
- Tax help
- Young Parents Network
- Parenting Programs
- Early Childhood NDIS
- Paediatrician
- Early Childhood Health checks (via Playgroups)

FINANCIAL COUNSELLING HUNTER VALLEY PROJECT Inc

centrelink

HUNTER COMMUNITY LEGAL CENTRE INC.

headspace National Youth Mental Health Foundation

ABORIGINAL LEGAL SERVICE NSW/ACT ltd

NSW GOVERNMENT Health

Northcott

interrelate relationship experts since 1926

DONATIONS & COMMUNITY

Thank you































- Bayway Village Croquet Club
- Boomerang Bags
- Bunnings Port Stephens
- Coles Medowie
- Capital Chemist
- Dowling Real Estate
- Educationall
- Friends with Dignity
- Givit
- Got Your Back Sista
- Grill'd Charlestown Square
- Harvey Norman Port Stephens
- HBC Social Club
- Heart and Soul
- Harm Minimisation Service
- Kate Washingtons Office
- Kristi McVee
- Lions Club of Raymond Terrace
- Medowie Mums
- Mutual Bank of Raymond Terrace
- Nelson Bay Golf Club
- Nextra Newsagency
- NRL Knights Community Team
- NSWNMA John Hunter Branch
- Overflow Church Medowie
- Port Stephens News of the Area
- Port Stephens Packaging
- Raymond Terrace Arts & Crafts
- Raymond Terrace Bowling Club
- Raymond Terrance Men's Shed
- Rotary Club of Raymond Terrace
- Salamander Early Education
- ServiceNSW Raymond Terrace
- Share the Dignity
- Squares for comfort
- Susan Roskell Toy Drive
- Trefoil Guild Girl Guides
- WeCare Connect
- + many individual community members...

SERVICE STAFF 2024-2025



Manager
Sue Pollock

Assistant Manager
Ann Fletcher

FINANCE & ADMIN

JACARANDA AVE
Finance & Admin Manager
Max
Reception & ERF
Clare
Reception Support
Julianne

PHILLIP ST
Reception & Admin
Caitlin
Facilities & Resources
Rachel
Admin & Operations
Jo

SHS

Team Leader
Kylee
Senior Caseworkers
Adrian
Intake
Emily
Caseworkers
Jess S
Blake
Emily
Charlotte
Sharif

ABORIGINAL PROGRAMS/ HIPPY

Team Leader
Rachel
HIPPY
Angelique
Sarah M
Nina

DFV

Team Leaders
Ellen
Sarah Q
Senior Caseworker
Barbara
Rebecca
Caseworkers
Kadina
Amanda
Charna
Kristiana
Children's Casework Support
Karen

CHILD, YOUTH & FAMILY

Team Leader
Andrew
Senior Caseworkers
Amy
Danielle (TFN)
Mardi
Kelly
Sarah W
Caseworkers
Liz
Jordyn
Julia
Nichola
Louise (TFN)
Children's Group Assistant
Kye (TFN)

ACP REFUGE

Team Leader
Ellen
Kylee
Senior Caseworker
Clara
Caseworker
Kristiana
Casework Support
Angelique

VOLUNTEERS

Our work would not be possible without the dedication of our incredible volunteers. They give their time and energy in so many ways. Assisting our Emergency Relief team, preparing food for schools and groups, supporting our children's and youth programs, gardening, and much more.
Your commitment, generosity, and hard work allow us to deliver exceptional support and services to our community. For this invaluable contribution, we want to say a big and heartfelt thank you.



TEAM HIGHLIGHTS



International Women's Day - We were honoured to spend International Women's Day with so many incredible women from our community.
The morning began with a beautiful Welcome to Country by Aunty Michelle, followed by a stunning violin performance by Celeste. We shared delicious food by Indulge This, creativity, laughs, and even painted plant pots together.
We were also proud to launch our Healing Tree, a special artwork created by women in our Art Therapy Group.
Days like this remind us how inspiring the women in our community truly are. Happy International Women's Day.
This event was supported by grants from Port Stephens Council and Australia Post.



Hosting the Domestic and Family Violence Prosecutors Clinic - In July PSFaNS hosted the Domestic and Family Violence Prosecutors Clinic. This clinic provides an opportunity for women, who are navigating a very tough time in their life, to hear directly from the Police Prosecutor and Police about how the court process works and what their experience might be like.

We want them to know they matter and that we are here to support them. Food is one way we show this...



Wear It Purple Day - our team proudly joins the Wear it Purple movement by donning purple to show our support for rainbow young people. By standing together, we send a clear message that every young person deserves to feel safe, celebrated, and respected for who they are and who they are becoming.
What began as a student-led response to the heartbreaking loss of young lives to bullying and harassment has grown into a powerful international movement of love, visibility, and acceptance. We're proud to be part of a day that shines a light on inclusion and reminds young people that they are never alone.
💜 Be proud. Be you. You are celebrated.



Hunter Homeless Connect Day - a highlight on the community calendar, growing bigger and better each year. Our service has proudly participated for over a decade, and our stall is always a favourite— well known for its beautiful hand-knitted scarves, beanies, and blankets generously made and donated by our wonderful local community. The event is a valuable opportunity to network with partner services, connect with clients from across the Hunter, and provide information and referrals in a welcoming and supportive environment.



Refuge - Excitement is building as the Core and Cluster refuge for women and children get ready to open.
The Core and Cluster refuge model promotes independent living by providing self-contained accommodation next to a 'core' of support, offering access to services such as counselling, legal assistance, education, and employment support.

TEAM HIGHLIGHTS



Tilly Legends PJ Party - These Tilly Legends celebrated the FWD pyjama delivery in style with a fun-filled PJ Party during group. The day was filled with laughter, excitement, and a wonderful sense of togetherness as everyone showed off their new pyjamas.



Delivering Training in the Community - PSFaNS Assistant Manager Ann Fletcher delivered training with the Nelson Bay Golf Club management team on Domestic and Family Violence (DFV), exploring how they can support their staff, patrons, and guests.

We loved connecting with the Nelson Bay Golf Club team, their commitment to supporting staff, club members and guests, and the wider community in helping to end DFV is truly inspiring. We're looking forward to continuing this partnership and building safer, stronger communities together.



NAIDOC Week Event and Stall - PSFaNS had a stall at the Street March and Fun Day for this year's NAIDOC week. The team joined the community to celebrate this year's NAIDOC Week theme, "50 Years of Deadly."

The day begun with the community street march from Raymond Terrace Court House to , followed by a free family-friendly Fun Day featuring:

- Music and dance
- Welcome to Country
- Smoking Ceremony
- Free BBQ
- Activities and our community stall



Multicultural Group - Back by popular demand, we introduced a new Women's Multicultral monthly group after a successful one-off event.
Women and children from many cultural backgrounds came together to share yummy food, laughter, and friendship.
It is such a joyful group, and we look forward to it every month!



Youth Week - Youth Week is one of our favourite times of the year! We absolutely love seeing the fun, the energy, and all the amazing community involvement. Our Youth Team continues to blow us away with their creativity and passion!



SUCCESSFUL SMALL GRANTS

NSW Gov School Holiday Break
Youth Team Spring Holiday activities
$4,723.00

AGL Hunter Community Fund
PSFaNS for Emergency Food & Clothing Relief
$4,000.00

NSW Gov 16 days of Activism Grants
For PS DV Committee 16 Days activities
$4,932.00

Port Stephens Council Vibrant Spaces
Painting Phillip St Buiding front
$5,000.00

PS Council Community Event Development Fund
IWD celebration
$3,000.00

NSW Gov School Holiday Break
Youth Team Summer Holiday activities
$4,485.50

ORG Infrastructure Grants
The Deck upgrade
$54874.19

PS Council Community Support Fund
3 new lounges for Tilligerry Family Network playgroup
$6,000.00

Westfund Community Grants
AED for Refuge

PSFaNS is proudly funded by the Department of Communities and Justice, Department of Social Services, Brotherhood of St Lawrence, Indigenous Advancement Strategy and Hunter New England Primary Care.

NSW GOVERNMENT Communities & Justice

PRIMARY HEALTH NETWORK

Brotherhood of St Laurence
Working for an Australia free of poverty

Australian Government
Department of Social Services

NSW GOVERNMENT Premier & Cabinet



COMMUNITY REVIEWS

★★★★★

“They are are really good with the kids and such great help with everything and great to talk to when in a bad spot or just need help with anything they are always there for u”.

★★★★★

If they can help they will. Ive needed there help a couple of times over the past few years. Very understanding and easy to deal with. If you need help pop on in im sure you will be blown away with the help they offer. The best people who actually care about us locals.

★★★★★

This is the best playgroup I have attended. Interaction with the children and parents is exceptional.

★★★★★

“Thank you Clare & staff, first time in my life I have ever had to use services like this & the food hamper that Clare put together helped me through the in between jobs”.

★★★★★

Always Wonderful,Caring people.

★★★★★

The men's health worker has helped me through probably the toughest time in my life great all round team very friendly and helpful. Very large variety of community programs and services here.

★★★★★

Thank you for making me feel welcome. It’s hard to ask for help, and I am not one that usually asks, but I felt comfortable and was amazed by all the support!

★★★★★

They great people who work there and they try there best at helping people in need

★★★★★

Amazing people very kind and helpful

★★★★★

have been involved with Port Stephens support for over five years going to play groups, culture groups and even parenting advice groups. All the staff have always been amazing 👍👍👍👍👍