

Warrina Domestic and Family Violence Specialist Services Co-operative Ltd



Annual Report
2021-2022

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Cover Art: Warrina Logo designed by CornerPost Consulting

‘Hand’ Logo created by Marbuck Duroux for the WaTCHIT program



Warrina Domestic and Family Violence Specialist Services Co-operative Ltd acknowledges the traditional owners of the land on which we work, and their continuing connection to land and community. We pay respects to them and their cultures, and to elders past and present.



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Board of Directors

Sandra Heaton	Chairperson
Meena Johnson	Treasurer
Julie Carey	Director
Zehrina Hajdic	Director
Kerry Grace	Director
Jacqueline Vella	Staff Representative
Charlotte Young	CEO (Non-Director)
Helen Aiken	Secretary (Non-Director)

Staff

Management & Administration

Charlotte	CEO
Taren.....	Operations Manager
Michele	Financial Administrator
Helen A	Administrative Support Worker

Specialist Homelessness Services (SHS)

Pru.....	SHS Co-ordinator
Nourah/Jorgette	CALD Domestic & Family Violence Caseworker
Eva/Miriam/Rhiannon	Aboriginal Domestic & Family Violence Caseworker
Jacqueline.....	Crisis Intervention Caseworker
Leonie	Domestic & Family Violence Caseworker
Jo	Domestic & Family Violence Caseworker (DFVRE)
Diana.....	Domestic & Family Violence Caseworker, Housing Specialist
Tess	Child & Family Caseworker
Hazel	SHS Caseworker
Zena	SHS Child & Youth Caseworker
Mayliann	Traineeship SHS

Coffs/Clarence Women's Domestic Violence Court Advocacy Service (WDVCAS)

Wendy.....	WDVCAS Manager (Coffs Harbour)
Laraine	Assistant Manager (Coffs Harbour)
Natalie	Safety Action Meeting Co-ordinator (Coffs Harbour)
Mel	Domestic & Family Violence Specialist Worker (Coffs Harbour)
Georgie	Domestic & Family Violence Specialist Worker (Coffs Harbour)
Bec	Domestic & Family Violence Specialist Worker (Coffs Harbour)
Jodie	Domestic & Family Violence Specialist Worker (Coffs Harbour)
Amber	Domestic & Family Violence Specialist Worker, Aboriginal Focus (Coffs Harbour)
Helen W	Safety Action Meeting Co-ordinator (Grafton)
Leonie	Domestic & Family Violence Specialist Worker (Grafton)
Jaide	Sessional Court Advocates (Grafton)
Alison	Sessional Court Advocates (Grafton)

Engage 2 Change (E2C)

Charna	Women & Children's Advocate
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Fixed Address

Renee.....	Fixed Address Caseworker
Doug	Fixed Address Caseworker
Charna	Women & Children's Advocate

Staying Home Leaving Violence (SHLV)

Hazel	SHLV Caseworker
Lorraine	SHLV Caseworker
Joanna	SHLV Caseworker
Zena	SHLV Caseworker
Skye	SHLV CaseWorker
Bianca	SHLV CaseWorker
Mayliann	Traineeship SHLV

Service Overview

Warrina Domestic and Family Violence Specialist Services Co-operative Ltd provides a broad range of client-centred services that aim to reduce the incidence and impact of domestic and family violence on women and children.

We support women and children to understand and recover from the effects of violence and abuse. We work with our communities to promote respectful relationships and to recognise and reject all forms of violence.

Our vision is to empower and support women and children to live free of violence and abuse.

As a leading provider of support services for women and children in the region, Warrina receives referrals from the NSW Police, Community & Justice, Housing and Health departments, mainstream service providers, other non-government agencies, community groups and past clients, as well as self-referrals.

The organisation employs a group of highly skilled and dedicated staff, who have developed strong partnerships with other service providers and community members. Formal referral mechanisms have been developed to enable our teams to work co-operatively with each other, as well as in collaboration with other service providers, to provide a flexible integrated service response.

Warrina has a commitment to supporting clients from diverse cultural backgrounds. To facilitate this, identified Aboriginal and CALD (culturally and linguistically diverse) positions are maintained within the teams, and services tailored to the needs of different cultural groups.

Specialist Homelessness Services

The Specialist Homelessness Service (SHS) is funded by Community & Justice NSW to provide services across the Coffs Harbour, Bellingen, and Nambucca Local Government Areas.

Staff use a trauma-informed case-management model, providing individual counselling, advocacy, referrals, and group-work; and work with clients to improve safety, to access and maintain long-term accommodation, and to address other, often complex, needs.

The therapeutic relationship established between caseworker and client is respectful of the client's need to be in control of decisions that affect their lives, and the supports they may require. Clients are seen as expert in their own lives, with staff working alongside them to develop their case plan.

Women and Children's Refuge

The Women and Children's Refuge, situated in a building supplied by Housing NSW, provides safe and secure crisis accommodation for single women and women with children who are escaping domestic and family violence.

Rainbow Room

The Rainbow Room is a dedicated space at the Refuge where the Child and Family team work with children, both alone and alongside their mothers. Staff support the children to make sense of their experiences of domestic and family violence, and to enhance the mother-child relationship. The team are trained in age-appropriate play and therapeutic intervention techniques, which take into account the children's cultural background and particular family circumstances.

DFVRE

Domestic and Family Violence Response Enhancement (DFVRE) began in 2016 as a two-year project funded by Family & Community Services to provide after-hours response and flexible accommodation options for women, with or without children, experiencing domestic and family violence. The project has been extended and is now incorporated into the annual funding.

Aboriginal Support

An identified Aboriginal caseworker position is maintained at the Refuge, with regular scheduled Goori Outreach services also provided in Bowraville and Nambucca.

CALD Support

An identified Culturally and Linguistically Diverse (CALD) caseworker position is maintained at the Refuge, with the worker also providing individual and group CALD Outreach services in Coffs Harbour and Nambucca.

Outreach Support

Case-management is delivered to geographically isolated communities by appointment. Additionally, follow-up support is available to clients exiting the accommodation services, allowing complex issues to be addressed as they arise, and promoting long-term positive outcomes for clients.

Crisis Intervention

The Crisis Intervention role was a newly at Warrina within the SHS team. This role was created due to an identified gap in service provision, within the SHS service, to women still partnered or living with the perpetrator of violence and needing support to safely end the relationship and/or leave the home. The Crisis Intervention worker assists women in these circumstances with safety planning, case management, short-term crisis counselling, referral to appropriate supports and exit strategies.

Housing

Housing NSW supplies three 3-bedroom properties in Coffs Harbour through the Transitional Housing program. These properties are available for women with children, for up to 18 months, while long-term accommodation options are sought.

The property and tenancy management of these properties has been handed to Community Housing Ltd in September 2019, with Warrina continuing to provide case management and support.

We also partner with Women's Housing which provides long term housing to women with children, who are either earning or learning. These tenancies' can be up to 5 years.

This year again, we utilised the funds raised at the Annual Sleepout to collaborate with Anglicare. Anglicare have units in Coffs Harbour which has provided much needed housing options for clients. The funds raised enable us to contribute towards electricity, water and Bond loans.

Coffs -Clarence Women's Domestic Violence Court Advocacy Service

Legal Aid NSW funds the Coffs - Clarence Women's Domestic Violence Court Advocacy Services (WDVCAS) to provide assistance to women who are experiencing domestic and family violence. Our service provides information, threat assessment and safety planning and support at court.

As the WDVCAS funding does not allow for case-management, staff from the service work in close collaboration with other teams in Warrina, as well as other service providers in the region, to ensure that clients receive the required on-going support.

Women's Domestic Violence Court Advocacy Service

The WDVCAS operates in Grafton, Coffs Harbour and MacLean local courts, and has offices located in Coffs Harbour and Grafton.

Staff attend the courts on Apprehended Domestic Violence Orders (ADVO) "list" days and criminal charge hearing days to provide clients with information, advocacy, support, and referrals.

WDVCAS staff work closely with the Police Domestic Violence Liaison Officer, the Police Prosecutor, and other legal professionals to ensure that ADVO conditions are appropriate to the client's needs.

Local Co-ordination Point

Staff respond promptly to referrals from police via the Central Referral Point (CRP) database, and other service providers; conduct safety assessments using the common assessment tool; and offer support, information, and referrals.

The LCP staff respond promptly to referrals from police via the Central Referral Point (CRP) database, and other service providers; conduct safety assessments using the common assessment tool; and offer support, information, and referrals.

Safety Action Meetings (SAMs) are held on a fortnightly basis and include attendance from relevant government agencies and non-government service providers, to develop Safety Action Plans for women assessed as being at serious threat of harm.

Engage 2 Change

The Mid-North Coast Consortium, led by Kempsey Families Inc and including Liberty Domestic & Family Violence Specialist Services, delivers the Engage2Change men's behaviour change pilot program across the district.

In Coffs Harbour, Warrina partners with Kempsey Families to deliver the Men's Behaviour Change program "Step Up Mate", aimed at men who want to stop using violent and controlling behaviour. Warrina employs a Women & Children's Advocate, who offers information, advocacy and support to the women and children whose partners are part of the program; as well as a Community Educator, who provides presentations or learning circles to students, agencies and community groups about domestic and family violence and its impacts.

In 2018 the Consortium was successful in securing an enhancement to enable expansion of services into Nambucca, Kempsey and Port Macquarie.

Fixed Address

The Fixed Address program is a Domestic and Family Violence Innovation program, funded by Women NSW for a three-year contract from July 2018 to be delivered by the Mid-North Coast Consortium.

The service aims to explore new approaches to engage men in respectful and targeted ways of changing violent behaviours, with the aim of decreasing the risk of violence towards women and children.

Warrina is responsible for providing intensive case management support to clients within the Coffs Harbour area. Caseworkers provide support and advocacy to access appropriate referral pathways, and accommodation through Community Housing Ltd or other housing sources, thereby reducing the burden on the homelessness sector.

Staying Home Leaving Violence

The Staying Home Leaving Violence (SHLV) program is funded by Community & Justice NSW to provide services in the Coffs Harbour Local Government Area. The program commenced in October 2016.

SHLV supports women who are ending a violent relationship to remain safely in their own homes. Caseworkers conduct safety assessments, implement safety improvement plans for the home, and work alongside clients to develop case plans to improve social, health, economic and legal outcomes for women.



In February this year we lost a very precious soul, a dear friend and colleague. Roz joined Warrina in August 2000 having previous been employed at the Grafton Women's Refuge. Roz worked with Warrina in different roles starting in the Child Support role at the Refuge. What an amazing advocate Roz was for the kids and how much those kids loved Roz. Roz would attend the children's workers conferences and was involved in state-wide lobbying for improved services for kids and for children's voices be heard by Government. Roz implemented great changes within our Refuge so that children were not invisible, and they were supported as individuals with their own experiences of domestic violence and trauma.

Roz was instrumental in the development and state-wide training for Love Bites, a program delivered in High Schools promoting healthy relationships, as her experience and wisdom highlighted that children are our greatest vehicle for change.

Roz did try and retire a couple of times, the first time in 2015. Warrina got her back for 4 months to step into the Coordinator's role at the Refuge in January 2017. Then she retired. Then WDVCS lured her back in 2019 where she worked with us until her final retirement in July 2021... Roz was the happiest little Christmas Elf you would ever meet, and we will all be thinking of her especially at Christmas time. The whole street will be alight with the amazing show that Roz and Laraine and the family put on every year. Only this year the most wonderful little elf will be missing. We all send Laraine our love to you Laraine an equally amazing woman.

Our Vision

'To empower and support women and children to live free of violence and abuse. We support women and children to understand and recover from the effects of violence and abuse. We work with our communities to promote respectful relationships and to recognise and reject all forms of violence'.

Guiding Principles & Values

Equality, We live in a society that is dominated by patriarchal ideas and systems. Domestic and family violence is understood through a gendered lens that identifies unequal power in many relationships. Our intention is to redress gender inequities in our client group.

Justice, Violence against women and their children is a breach of human rights. The safety of women and their children is central in all responses. Rights and entitlements are advocated for within all agencies we work with.

Respect, Warrina respects the rights of women, children and young people to make their own decisions and choices for themselves. We recognize that every woman's experience is different.

Diversity and Equity, We recognize and embrace the richness in diversity of women, children and young people and acknowledge that this shapes their experiences of domestic and family violence and abuse.

We encourage all women and their children to access any of the services of Warrina. We seek to reduce any barriers to accessing services. Access to services are available to women regardless of race, age, ability, sexual orientation or gender identity. We provide specialist services for Aboriginal women, women from culturally and linguistically diverse backgrounds, LGBTIQ community, women with additional needs, older women, children and young people.

Responsive and Flexible, Warrina offers a diverse range of confidential and culturally appropriate services for women and children experiencing domestic and family violence. Services are offered in safe and supportive environment and are mindful of each client's needs, rights and choices. Information is also made available for friends, family and the wider community.

Inclusive, Warrina maintains a commitment to encourage all clients and stakeholders to participate in the decision-making process. We maintain this commitment and connection with stakeholders through local and State conferences, representations on numerous interagency groups, forums, staff training and feedback systems with other service providers and groups such as Aboriginal and Torres Strait Islander, LGBTIQ communities and Child Support Groups. Warrina takes pride in offering a best practice service and this is informed by seeking the voices of women, children and young people through consultation and evaluation processes.

Education, Warrina is committed to continuous quality improvement through opportunities and provision of professional development for staff and the Board members to ensure our practices are accountable, ethical, specialized and evidenced based.

We develop partnerships that raise community awareness and understanding of domestic and family violence, that promote women and their children's safety and hold men accountable for their choices to use violence and abuse.

We support whole of community responses that do not tolerate violence against women and their children and work toward eliminating this social issue. We continue to hold the men who use violence and abuse accountable for their choice of behaviour.

We promote and share our understandings of gendered violence and abuse as we hold attitudes to account. We promote women and their children to be provided space to be heard, valued, and validated around their experiences of domestic and family violence and abuse.

Chairpersons's Report

As I reflect on the year that has gone by, I am also thinking of the year ahead particularly now that we have reached a more relaxed approach to the pandemic and constantly reviewing work practices, in an endeavour to continue to keep everyone safe and well. What years we have endured, but I believe we are strengthened by it.

An enormous thank you to the Board of Directors who provide their time and skills voluntarily, assisting Management to continue the work towards best practice opportunities, whilst maintaining Warrina's excellent community reputation. We have had our challenges this past year as we do every year and as a Board our approach is always to provide that of a fair, consistent and transparent approach, endeavouring to continue our move forward as determined by the policies and codes of practices that we have all had a part in creating.

It was wonderful to be a part of and to congratulate everyone again on achieving the Australian Service Excellence Standards (ASES) Accreditation. A tremendous effort by everyone in achieving Certificate level. This achievement, as mentioned in a confirmation email received from Human Services was a culmination of hard work and dedication by the people within our services to create a quality organisation. What a fantastic achievement Warrina Team!

The Board of Directors extends a thank you to our funding bodies, 'Department of Communities & Justice (DCJ)' and 'Legal Aid NSW' whose funding is essential in providing the services Warrina provides, to assist those families affected by Domestic and Family Violence in our community. We also wish to thank all those organisations and individuals who support Warrina so generously.

Thank you again everyone. A short and sweet report this year, but just to finally give an enormous shout out to you all for the incredibly amazing work you do and achieve each day. It is an absolute pleasure to be a part of the Warrina Team and I know I say this on behalf of all the Board of Directors. In whatever aspect/service you are involved in at Warrina, you are held in very high esteem by what is achieved to assist these women and families move safely into the next chapter of their lives.

I wish you all the very best for a wonderful Christmas and here's to a fabulous 2023 for Warrina.

Please stay safe and stay well.

Sandra Heaton – Chairperson

Treasurer's Report

Warrina faced new and ongoing challenges during the 2021-2022 financial year, including the ongoing impact of COVID-19, changes to funding arrangements and new tranches of funding; accreditation and regulatory requirements; and a number of changes to staffing within the organisation.

COVID-19 continued to impact on the work of the organisation through the year. Ongoing limitations to face-to-face interactions impacted client work, team engagement, supervision, and recruitment. As Health Orders relaxed, incidents of COVID in the Refuge caused emergency closures, with clients provided off-site accommodation using COVID funding. Staff were supported to isolate when they were exposed or tested positive, they were able to work from home where suitable.

We continued to rent the downstairs room at HQ from Anglicare, providing quiet and accessible space, and allowing for appropriate physical distancing.

The balance of unexpended COVID-19 ad-hoc funding provided by DCJ and Legal Aid in the 2020 was carried forward into the 2021-2022 financial year. This funding has been used to assist with the high demand for direct financial support to clients (brokerage), additional staffing hours, and upgrade of computer and communications equipment. Further COVID-19 ad-hoc funding was received from DCJ and Legal Aid during December 2021 and January 2022, and has been carried forward into the 2022-2023 financial year.

In June 2021, the Mid-North Coast Consortium gave notice that the Engage2Change program had been funded through 2021-2022, with the contract to be renegotiated through this period.

The Fixed Address funding, also funded via the Consortium, was extended for two years to June 2023 when Women NSW introduced a new model for the other partners of the Consortium.

DCJ provided \$36,393.94 in Commonwealth 'Keeping Women Safe in Their Homes' funding for the SHLV program in 2021-2022, the final year of a three-year commitment. In June 2021, DCJ announced a state funding boost for the SHLV program of \$150,000 per annum for four years, beginning July 2021.

The two-year "Breaking Free" program, funded by the Office of Responsible Gambling, ended in September 2021. The Office was impressed by the quality of the program delivery and offered to fund the program again; however the management team were focused on other changes in the organisation and put the negotiations on hold.

In July 2021, Taren negotiated the lease with Anglicare to extend the Lily Pads program to include all seven units in the complex, with an increase to the tenant rent to make the program self-funding. Some unforeseen expenses of the program were covered out of donation funding, and direct support costs were covered out of the SHS COVID-19 program in line with the DCJ funding agreement.

Warrina continues to auspice the Coffs Coast Committee Against Domestic & Family Violence (CCCADFV). In March 2021, the C.Ex Club managed a fundraising ball organised by the Committee. Proceeds and an additional ClubGrant totalling over

\$40,000 were received in July 2021, and were remitted to Blue Sky Community Services in May 2022 to fund delivery of the Lovebites program in the area.

In June 2021, DCJ provided \$40,000 from the Social Sector Transformation Fund, with a further \$13,000 received in October. This funding enabled us to engage a consultant to conduct a full review of our information technology systems in mid-2022. This has resulted in the identification of a Client Relationship Management system which is currently being customised for our purposes.

Taren submitted a grant application in April 2021 for \$360,000 from the Domestic and Family Violence Infrastructure Grant Program. The submission was to overhaul the Refuge, creating two new self-contained units in the existing Rainbow Room building, create a new child support space inside the Refuge, along with five bedrooms each with ensuite. Due to difficulties in engaging builders and obtaining materials, the work has been delayed until later this year.

The SCHCADS Award Equal Remuneration Order (ERO) implemented pay increases for staff over nine annual increments from 2012 to 2020. As these increases were not adequately funded during the implementation period, staffing hours were reduced to balance the budget. Since the implementation was completed, the sector has had to lobby the government at State and Federal level to continue that funding.

The ongoing wages costs for the organisation are being further impacted by changes to Superannuation Guarantee rate, which will increase by 0.5% per annum from 1st July 2021 until it reaches 12% on 1st July 2025. The sector is negotiating for funding to cover these increased expenses, which impact our ability to retain current staffing levels.

Helen continued to work with Charlotte, Taren, and the rest of the staff towards compliance with the Australian Service Excellence Standards (ASES). A small grant was provided by Homelessness NSW to fund the work. Site visits were conducted by an external assessor in November 2021, and accreditation was achieved the same month.

Michele began the Year 3 compliance check for the National Regulatory System for Community Housing Small Provider registration in June 2021. The Determination of full compliance was issued in September 2021. The Year 4 compliance check was completed by Helen in May-June 2022, with some recommendations to be implemented by the next review date.

Financial acquittals and reports were submitted as required throughout the year, including: 6-monthly reports for Breaking Free, WDVCS, Engage2Change and Fixed Address; the previous financial year grant acquittals for all programs; the annual Australian Charities and Not-for-Profits Commission Annual Information Statement; and the Fair Trading Co-operatives Annual Return.

We had many staff changes through the financial year. We engaged Mayliann as a Trainee in the SHLV team in July 2021, and Miriam joined the SHS team soon after. Joan who had been working in the WRIC role, departed in September. In February 2022 Leonie re-joined the WDVCS team to great fanfare, but we bid a sad farewell to Miriam from the SHS team. Zena joined the SHLV team in March, just before Jorgette celebrated her retirement. Rhi also left the SHS team for new adventures in April. In May, Jodie joined the WDVCS team, and Doug joined Engage2Change/Fixed Address. Eva joined SHS in June, just as Nourah left us for a stint of unpaid leave (now

returned). Bianca and Skye came on board to provide intake to the SHS and SHLV teams near the end of June.

In October 2021, the state government announced an expansion to the Core and Cluster program for the development of new crisis accommodation and support services for women and children escaping domestic and family violence. Through the year, Charlotte worked in partnership with Housing Plus and submitted an initial tender in October 2022.

In April 2022, Taren and Renee put together a tender for funding to replace the Engage2Change program. The tender was successful, and DCJ granted a two-year contract starting July 2022 for an expanded Men's Behaviour Change group program called Safer Futures. Due to the tight timeframe of the tender, there was a rush to find a suitable office, and we were lucky to lease the office next door to HQ for the program.

Meanwhile, Wendy had been in negotiations with Legal Aid for the new Family Advocacy and Support Service, funded from July 2022. This funds one full-time position to work with clients at the Family Court. In addition, Legal Aid funded two new WDVCS Case Management positions from July, setting up the new programs has kept everyone very busy in recent months.

Coffs Ex-Services Club runs the Community Crew Sleepout event in June each year, raising funds for Warrina and other homelessness services in Coffs Harbour. A COVID-safe sleepout was held in June 2021 with several Warrina staff in attendance, and we received \$31,000 from the event in August. The June 2022 sleepout was equally successful, raising a further \$30,000 which was received in the August just past. We thank the C.ex for organising the events and for their financial support, all the volunteers who "slept out", and all of the individuals and businesses who gave money.

The Board of HighLow Markets contacted us to offer an very generous \$10,000 donation in August 2021 to assist with the impacts of COVID on the community. St John Paul College Year 12 students held a fundraiser at the end of 2021 and raised \$12,380.

Warrina also received over \$42,099 in other donations, philanthropic grants and fundraising for the year, including donations from Bananacoast Credit Union Community Saver Program, Country Women's Association Glenreagh, Jetty Plumbing, North Coast Basketball fundraiser, Older Women's Network NSW, Patchwork Pals, Piccolo to Go, Quota International, Ritchies IGA Community Benefits Program, the Uniting Church in Coffs Harbour, a very generous personal donation from Coffs Harbour resident Norma Mc Connell and individual donations via the GiveNow and My Cause websites, and directly to Warrina. The Board and staff at Warrina would like to express our thanks to everyone who has raised funds to help in our work.

The following pages contain extracts from the audited Financial Statements for 2021-2022. A full copy of the audited Financial Statements can be obtained by visiting our website www.warrina.org.au/whats-on or emailing admin@warrina.org.au. The Detailed Income and Expenditure Statements should be read in the light of the following table, which shows balance of surplus funds (Retained Earnings) after transfers to Reserves, broken down by funding program.

Retained Earnings by Funding Program

	Co-op Funds	SHS	Breaking Free	WDVCAS	Fixed Address	Engage2 Change	SHLV	Other
Balance at 01/07/2020	754,798	289,220	28,916	19,829	74,376	66	34,733	57,275
2020-21 Surplus/(Deficit)	13,190	(257,253)	(4,132)	(7,336)	1,163	9,652	(15,581)	36,042
Trf from/(to) Reserves	-	-	-	(5,542)	(1,163)	4,850	-	-
Trf from/(to) Co-op	47,858	-	-	-	-	-	-	(47,858)
Balance at 01/07/2021	815,846	31,967	24,784	6,951	74,377	14,569	19,152	45,459
2020-21 Surplus/(Deficit)	104,732	375,249	(24,819)	93,481	2,100	2,650	21,352	(49,917)
Trf from/(to) Reserves	-	-	-	(21,020)	(2,111)	(2,626)	-	-
Trf from/(to) Co-op	(7,810)	-	-	-	-	-	-	7,810
Balance at 01/07/2022	912,768	407,216	(35)	79,413	74,367	14,593	40,504	3,352

Note: This information is not part of the audited financial statements.

I would like to thank Charlotte, Michele, Helen, all of our staff, our volunteers, and my fellow Board members, for their dedication to our Co-operative and its clients through this very trying year.

Meena Johnson - Treasurer

Extracts from Financial Statement

For the Year Ended 30 June 2022

Detailed Income and Expenditure Statement

Co-operative Funds

	2022	2021
	\$	\$
Income		
Grants (Other)	14,545	-
Donations - Tax deductible	39,049	21,145
Donations - Non Tax deductible	430	6,000
Contributions		
Public	-	441
Trusts and corporations	56,000	-
Management fees	429,765	368,873
Interest		
Restricted	720	736
Unrestricted	2,549	6,114
Sundry income	-	108
Government stimulus	-	50,000
Total Income	543,058	453,417
Expenditure		
Accounting fees	11,280	8,219
Advertising and promotions	1,567	1,544
Assets purchased <\$5,000	-	7,593
Audit fees	11,450	11,450
Bank charges	9	56
Board and co-op expense	1,442	1,650
Brokerage		
Standard	10,293	500
Business planning, reporting and evaluation	3,596	-
Cleaning	1,738	251
Computer expenses	2,171	2,286
Consultancy fees	-	428
Depreciation		
Motor vehicle	4,896	4,896
Plant and equipment	1,063	1,644
Right of use	9,124	3,976
Donations	-	1,300
Employee support and supervision	1,943	1,398
Fees and permits	77	418
Fundraising expense	-	300
Health and safety expenses	473	20
Insurance		
General	1,567	832
Professional indemnity	285	135
Volunteers	39	18
Interes - Leases	712	22
Meeting expenses	16	-
Membership fees and subscriptions	2,304	2,271
Motor vehicle expenses		
Fuel and oil	1,865	1,441
Registration	852	866
Insurance	948	150
Repairs and maintenance	255	333
Postage, freight and courier	140	130
Printing and stationery	1,010	1,741
Publications and information resources	18	15
Rent	804	6,204
Repairs and maintenance	99	618

continued over)

Detailed Income and Expenditure Statement (Cont.)

Co-operative Funds

	2022	2021
	\$	\$
Salaries and wages		
Annual leave expense	4,871	15,788
Long service leave expense	10,160	11,050
Recruitment	354	-
Salaries and wages	295,922	296,577
Sick leave paid	5,895	4,123
Superannuation	29,624	28,181
Workers compensation insurance	9,515	13,216
Staff amenities	554	555
Sundry expenses	3	3,062
Telephone	3,807	6,293
Training and development	5,237	1,265
Travel and accommodation	376	474
Total Expenditure	438,354	443,289
Surplus/(Deficit) before income tax expense	104,704	10,128

Note: This is an extract of the information contained in the audited financial statements.
To obtain a full version, please email admin@warrina.org.au

Detailed Income and Expenditure Statement

Specialist Homelessness Services

	2022	2021
	\$	\$
Income		
Unexpended Grants Brought Forward	31,854	289,107
Grants (State) Operating - Recurrent		
NSW Department of Communities and Justice	931,412	711,156
Grants (State) Operating - Non-Recurrent		
NSW Department of Communities and Justice	407,108	183,882
Grants (Other)		
SACS ERO payment	62,676	58,364
Contributions		
Trusts and corporations	-	1,100
Fees and charges		
Refuge fees – accommodation	29,208	22,383
Refuge fees – laundry and phone	417	346
Management fees	191	-
Other fees	-	50
Interest		
Restricted	1,267	2,527
Sundry income	-	815
Total Income	1,464,133	1,269,730
Expenditure		
Advertising and promotions	900	4,687
Assets purchased <\$5,000	6,305	15,101
Bad debts expense	4,543	5,158
Bank charges	10	-
Brokerage		
Standard	51,997	60,681
Waiver of fees	3,283	3,669
Less recoupments	(1,272)	(2,169)
Centrepay fees	21	10
Cleaning	1,203	1,263
Client support		
Services	1,245	483
Transport	3,979	4,892
Consumables	12,450	18,024
Cleaning and pest	5,597	4,911
Linen and furnishings	5,441	-
Computer expenses	802	916
Consultancy fees	-	4,546
Depreciation		
Motor vehicle	6,579	7,713
Right of use	652	-
Employee support and supervision	5,115	4,402
Fees and permits	-	443
Health and safety expenses	7,864	641
Insurance		
General	3,795	3,424
Professional indemnity	318	355
Volunteers	44	46
Interest - Leases	51	-

continued over)

Detailed Income and Expenditure Statement (Cont.)
Specialist Homelessness Services

	2022	2021
	\$	\$
Management fees		
Accounting & bookkeeping	35,829	27,618
Audit	5,118	3,942
Management & governance	51,184	39,492
Employee support & supervision	5,118	3,942
Program development, planning & quality assurance	40,947	31,536
Training and development	5,118	3,942
Meeting expenses	99	621
Membership fees and subscriptions	-	317
Motor vehicle expenses		
Fuel and oil	3,122	3,465
Registration	4,064	4,017
Insurance	4,567	4,238
Other	36	1,190
Repairs and maintenance	3,007	2,113
Postage, freight and courier	274	1,034
Printing and stationery	2,757	5,003
Publications and information resources	-	646
Rent	4,230	5,428
Repairs and maintenance	12,029	219,362
Salaries and wages		
Annual leave expense	(2,129)	4,461
Long service leave expense	6,766	(9,589)
Recruitment	598	716
Salaries and wages	625,069	605,736
Sick leave paid	4,048	1,698
Superannuation	59,241	53,515
Workers compensation insurance	37,007	44,204
Security	1,314	3,907
Staff amenities	429	619
Sundry expenses	99	189
Telephone	11,853	13,206
Training and development	4,675	13,154
Travel and accommodation	1,177	-
Utilities	8,280	7,257
Volunteer costs	182	1,701
Total Expenditure	1,057,030	1,237,876
Surplus	407,103	31,854
Transfer to unexpended grants	(407,108)	(31,854)
Surplus/(Deficit) before income tax expense	(5)	-

*Note: This is an extract of the information contained in the audited financial statements.
To obtain a full version, please email admin@warrina.org.au*

Detailed Income and Expenditure Statement Breaking Free

	2022	2021
	\$	\$
Income		
Unexpended grants brought forward	24,784	28,915
Grants (Other)		
Responsible Gambling Fund	7,030	63,274
Interest		
Restricted	47	401
Total Income	31,861	92,590
Expenditure		
Advertising and promotions	-	349
Assets purchased <\$5,000	-	345
Brokerage		
Standard	15,903	3,291
Cleaning	94	70
Client Support		
Consumables	-	193
Computer expenses	-	18
Consultancy fees	-	95
Depreciation		
Right of use	652	-
Employee support and supervision	-	123
Fees and permits	-	45
Health and safety expenses	-	5
Insurance		
General	226	214
Professional indemnity	10	32
Volunteers	1	4
Interest - Leases	51	-
Management fees		
Accounting & bookkeeping	176	1,582
Audit	35	316
Management & governance	352	3,164
Employee support & supervision	35	316
Program development, planning & quality assurance	281	2,531
Training and development	35	316
Motor vehicle expenses		
Fuel and oil	7	55
Insurance	-	42
Other	-	2
Repairs and maintenance	-	44
Postage, freight and courier	10	64
Printing and stationery	87	754
Publications and information resources	177	-
Rent	42	3,242
Repairs and maintenance	-	172
Salaries and wages		
Annual leave expense	892	1,053
Long service leave expense	95	485
Salaries and wages	10,956	41,495
Sick leave paid	105	311
Superannuation	1,089	3,945
Workers compensation insurance	332	1,785

continued over)

Detailed Income and Expenditure Statement (Cont.)

Breaking Free

	2022	2021
	\$	\$
Staff amenities	29	144
Telephone	223	675
Training and development	1	529
Total Expenditure	31,896	67,806
Surplus	(35)	24,784
Transfer to unexpended grants		(24,784)
Surplus/(Deficit) before income tax expense	(35)	-

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Detailed Income and Expenditure Statement
Women's Domestic Violence Court Advocacy Service

	2022	2021
	\$	\$
Income		
Unexpended grants brought forward	7,048	19,926
Grants (State) Operating - Recurrent		
Legal Aid NSW	1,122,015	1,047,260
Grants (State) Operating - Non-Recurrent		
Legal Aid NSW	52,317	-
Grants (Other)		
SACS ERO payment	35,063	32,609
Interest		
Restricted	2,313	3,651
Sundry income	-	3,872
Total Income	1,218,756	1,107,318
Expenditure		
Advertising and promotions	350	3,854
Assets purchased <\$5,000	6,501	10,633
Brokerage		
Standard	18,168	13,467
Cleaning	5,544	4,883
Client support		
Transport	22	250
Consumables	86	1,031
Computer expenses	691	565
Consultancy fees	-	1,137
Depreciation		
Motor vehicle	2,527	3,566
Employee support and supervision	2,544	2,400
Fees and permits	-	363
Health and safety expenses	4,826	374
Insurance		
General	3,616	4,074
Professional indemnity	350	360
Volunteers	48	47
Management fees		
Accounting & bookkeeping	40,498	37,795
Audit	5,785	5,399
Management & governance	57,854	53,993
Employee support & supervision	5,785	5,399
Program development, planning & quality assurance	46,283	43,195
Training and development	5,785	5,399
Meeting expenses	197	15
Membership fees and subscriptions	-	360
Motor vehicle expenses		
Fuel and oil	498	106
Registration	735	702
Insurance	862	814
Other	863	-
Postage, freight and courier	152	219
Printing and stationery	6,251	9,647
Rent	20,315	19,490
Repairs and maintenance	7,258	7,297
<i>continued over)</i>		

Detailed Income and Expenditure Statement (Cont.)
Women's Domestic Violence Court Advocacy Service

	2022	2021
	\$	\$
Salaries and wages		
Annual leave expense	6,078	4,900
Long service leave expense	15,792	4,384
Recruitment	242	2,656
Salaries and wages	719,981	711,461
Sessional workers, contractors and consultants	9,747	10,862
Sick leave paid	(1,634)	4,828
Superannuation	71,787	64,464
Workers compensation insurance	23,067	31,834
Security	3,950	108
Staff amenities	1,237	1,108
Telephone	11,133	12,726
Training and development	4,875	6,043
Travel and accommodation	5,299	-
Utilities	2,069	2,470
Volunteer costs	209	50
Total Expenditure	1,118,226	1,094,728
Surplus	100,530	12,590
Transfer to unexpended grants	(79,510)	(7,048)
Transfer from/(to) reserves	(21,020)	(5,542)
Surplus/(Deficit) before income tax expense	-	-

*Note: This is an extract of the information contained in the audited financial statements.
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Detailed Income and Expenditure Statement

Fixed Address

	2022	2021
	\$	\$
Income		
Grants (State) Operating - Recurrent		
Women NSW	110,000	116,765
Interest		
Restricted	125	380
Total Income	110,125	117,145
Expenditure		
Advertising and promotions	2,092	785
Assets purchased <\$5,000	-	2,752
Brokerage		
Standard	9,853	9,036
Cleaning	500	70
Client support		
Services	1,457	-
Transport	145	111
Consumables	686	629
Computer expenses	20	36
Consultancy fees	-	195
Depreciation		
Right of use	8,784	-
Employee support and supervision	756	702
Fees and permits	-	45
Health and safety expenses	146	9
Insurance		
General	297	311
Professional indemnity	33	62
Volunteers	5	8
Interest - Leases	685	-
Management fees		
Accounting & bookkeeping	3,850	8,385
Audit	550	430
Management & governance	5,500	4,303
Employee support & supervision	4,400	3,443
Program development, planning & quality assurance	4,400	3,443
Training and development	550	430
Meeting expenses	372	225
Motor vehicle expenses		
Fuel and oil	33	5
Insurance	-	42
Repairs and maintenance	-	44
Postage, freight and courier	-	128
Printing and stationery	421	1,207
Publications and information resources	377	-
Rent	229	3,342
Repairs and maintenance	28	172
Salaries and wages		
Annual leave expense	1,807	4,101
Long service leave expense	1,182	707
Recruitment	152	-
Salaries and wages	48,188	47,889
Sick leave paid	2,201	1,684
Superannuation	4,816	4,553
Workers compensation insurance	1,549	2,118

continued over)

Detailed Income and Expenditure Statement (Cont.)

Fixed Address

	2022	2021
	\$	\$
Staff amenities	159	145
Telephone	786	950
Training and development	1,015	13,485
Total Expenditure	108,024	115,982
Surplus	2,101	1,163
Transfer from/(to) reserves	(2,111)	(1,163)
Surplus/(Deficit) before income tax expense	(10)	-

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Detailed Income and Expenditure Statement
Men's Behaviour Change Pilot Program - Engage 2 Change

	2022	2021
	\$	\$
Income		
Grants (State) Operating - Recurrent		
Women NSW	167,017	163,687
Interest		
Restricted	-	2,905
Sundry income	191	320
Total Income	167,208	166,912
Expenditure		
Assets purchased <\$5,000	11,719	13,042
Business planning, reporting and evaluation	3,642	1,726
Brokerage		
Standard	1,977	7,949
Cleaning	789	632
Client support		
Services	100	422
Transport	192	256
Consumables	702	890
Computer expenses	536	859
Consultancy fees	953	166
Employee support and supervision	704	214
Fees and permits	-	45
Health and safety expenses	129	38
Insurance		
General	388	447
Professional indemnity	50	53
Volunteers	7	7
Legal Fees	1,805	-
Management fees		
Accounting & bookkeeping	5,846	5,729
Audit	835	818
Management & governance	8,351	8,184
Employee support & supervision	6,681	6,548
Program development, planning & quality assurance	6,681	6,548
Training and development	835	818
Meeting expenses		-
Motor vehicle expenses		
Fuel and oil	-	2
Insurance	-	42
Repairs and maintenance	-	44
Postage, freight and courier	144	12
Printing and stationery	6,184	819
Rent	2,860	3,745
Repairs and maintenance	328	601
Salaries and wages		
Annual leave expense	3,473	1,473
Long service leave expense	2,725	(6,855)
Recruitment	-	45
Salaries and wages	79,190	86,865
Sessional workers, contractors and consultants	-	4,074
Sick leave paid	2,330	(4,175)
Superannuation	8,001	7,088
Workers compensation insurance	2,812	4,078

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Detailed Income and Expenditure Statement (Cont.)
Men's Behaviour Change Pilot Program - Engage 2 Change

	2022	2021
	\$	\$
Staff amenities	341	109
Telephone	2,098	1,789
Training and development	900	1,901
Utilities	250	212
Total Expenditure	164,558	157,260
Surplus	2,650	9,652
Transfer from/(to) reserves	(2,626)	4,850
Surplus/(Deficit) before income tax expense	24	14,502

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Detailed Income and Expenditure Statement

Staying Home Leaving Violence

	2022	2021
	\$	\$
Income		
Unexpended grants brought forward	-	34,509
Grants (State) Operating - Recurrent		
NSW Department of Communities and Justice	223,172	217,199
Grants (State) Operating - Non-Recurrent		
NSW Department of Communities and Justice	207,720	35,456
Interest		
Restricted	497	429
Sundry income	13,259	195
Total Income	444,648	287,788
Expenditure		
Advertising and promotions	219	1,063
Assets purchased <\$5,000	2,363	7,677
Brokerage		
Standard	76,002	62,469
Less Recoupments	-	(1,579)
Cleaning	1,513	168
Client support		
Services	16	-
Transport	70	-
Consumables	1,199	481
Computer expenses	210	55
Consultancy fees	-	295
Depreciation		
Motor vehicle	2,017	2,730
Right of use	11,527	-
Employee support and supervision	1,879	444
Health and safety expenses	281	247
Insurance		
General	844	563
Professional indemnity	123	93
Volunteers	17	12
Interest - Leases	899	-
Management fees		
Accounting & bookkeeping	14,335	8,843
Audit	2,048	1,263
Management & governance	20,478	12,633
Employee support & supervision	16,383	10,106
Program development, planning & quality assurance	16,383	10,106
Training and development	2,048	1,263
Meeting expenses	-	11
Motor vehicle expenses		
Fuel and oil	375	399
Registration	677	646
Insurance	597	523
Repairs and maintenance	937	569
Postage, freight and courier	52	125
Printing and stationery	1,410	2,453
Publications and information resources	2,474	409
Rent	1,992	16,334
Repairs and maintenance	94	412
<i>continued over)</i>		

Detailed Income and Expenditure Statement (Cont.)
Staying Home Leaving Violence

	2022	2021
	\$	\$
Salaries and wages		
Annual leave expense	5,051	(7,332)
Long service leave expense	3,019	(5,694)
Recruitment	136	250
Salaries and wages	195,274	124,573
Sick leave paid	5,210	(4,212)
Superannuation	19,490	11,095
Workers compensation insurance	6,279	5,508
Staff amenities	534	347
Telephone	3,776	2,120
Training and development	4,005	1,372
Travel and accommodation	1,060	-
Utilities	-	20
Total Expenditure	423,296	268,860
Surplus	21,352	18,928
Transfer to unexpended grants	(21,326)	(18,928)
Surplus/(Deficit) before income tax expense	26	-

*Note: This is an extract of the information contained in the audited financial statements.
To obtain a full version, please email admin@warrina.org.au*

Detailed Income and Expenditure Statement Coffs Coast Committee Against DFV

	2022	2021
	\$	\$
Income		
Grants (Other)		
NSW Office for Women's Policy	-	1,800
Donations		
Tax deductible	-	9,000
Contributions		
Trusts and corporations	40,492	25,000
Total Income	40,492	35,800
Expenditure		
Advertising and promotions	2,000	9,421
Business planning, reporting and evaluation	2,600	-
Client support		
Services	34,987	-
Fundraising expense	-	27,231
Management fees		
Accounting & bookkeeping	1,417	1,288
Audit	202	184
Management & governance	405	368
Meeting expenses	356	-
Total Expenditure	41,967	38,492
Surplus	(1,475)	(2,692)

*Note: This is an extract of the information contained in the audited financial statements.
To obtain a full version, please email admin@warrina.org.au*

Detailed Income and Expenditure Statement

Lily Pads

	2022	2021
	\$	\$
Income		
Contributions		
Trusts and corporations	-	20,000
Donations		
Tax deductible	102,126	39,340
Total Income	102,126	59,340
Expenditure		
Brokerage		
Standard	4,108	-
Centrepay fees	128	12
Client support		
Consumables	-	1,065
Cleaning and pest	1,925	2,296
Depreciation		
Right of use	77,936	-
Interest - Leases	2,201	-
Management fees		
Accounting & bookkeeping	-	700
Audit	-	100
Management & governance	-	200
External	4,341	2,130
Rent	11,802	48,400
Repairs and maintenance	1,504	641
Utilities	9,787	-
Total Expenditure	113,732	55,544
Surplus	(11,606)	3,796

Note: This is an extract of the information contained in the audited financial statements.
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Detailed Income and Expenditure Statement Social Sector Transformation Fund

	2022	2021
		\$
Income		
Unexpended grants brought forward	38,000	-
Grants (Other)		
Other minor grants	13,000	40,000
Total Income	51,000	40,000
Expenditure		
Assets purchased <\$5,000	10,538	-
Computer expenses	4,477	-
Consultancy fees	35,250	-
Management fees		
Accounting & bookkeeping	455	1,400
Audit	65	200
Management & governance	130	400
Total Expenditure	50,915	2,000
Surplus	85	38,000
Transfer from/(to) unexpended grants	-	(38,000)
Surplus/(Deficit) before income tax expense	85	-

Note: This is an extract of the information contained in the audited financial statements.
To obtain a full version, please email admin@warrina.org.au

Detailed Income and Expenditure Statement SDFV Infrastructure Grant

	2022	2021
	\$	\$
Income		
Interest		
Restricted	1,080	-
Total Income	1,080	-
Expenditure		
	-	-
Total Expenditure	-	-
Surplus	1,080	-

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CEO's Report

It is my great privilege to work alongside the highly skilled and professional women who make up team Warrina. When reflecting on the past twelve months and the impact of covid on the fabric of our organisation, what stands out is the way the teams pulled together, to ensure women and children living with domestic and family violence were able to access a quality service that ensured their safety.

The sound management and vision provided by the Board has ensured that Warrina is regarded as expert in our work with women and children escaping DFV across the region.

I would like to acknowledge our funding partners who are integral to our work, Legal Aid NSW and Department of Communities and Justice. To our community who have supported us over the past twelve months with donations both financial and practical, we say thank you.



Generous donation received from a local Coffs Harbour resident, Norma Mc Connell

In Australia today one woman a week is still killed at the hands of their current or past partner. The work Warrina undertakes addresses a myriad of actions required to keep women and children safe supporting them in making choices that fit their unique story.

This year we dissolved the consortium delivering men's behaviour change programs. Meeting compliance and becoming a registered program provided us with the accreditation to apply for a program overseen and delivered by us. We were successful in securing the funding for this program and we welcome Doug who works alongside of Renee. Charna also continued to deliver her work in the Women's Advocacy space. The consortium continued to have oversight of Fixed Address which compliments Safer Futures, our men's behaviour change program.

We have been successful in securing funding to expand the WDVCS services which will provide case management to women accessing the Family Lawcourt, a time of greatest risk for women living with violence and abuse.

In September 21 the WRIC counsellor resigned. What we had noticed throughout COVID was the need for women, still in relationships, to have someone walk alongside of them, providing information and support in a timely way. Jacq from the SHS team took on this role, meeting women at HQ away from the WRIC. Without the valuable and professional team of volunteers who supported the staff at the Resource centre we would not have been able to provide the continuum of service we are so proud of. Thank you to each of you. In the coming months the centre will be renamed Women's Advocacy centre, reflecting the work of the WDVCS. Covid did teach us to pivot and throughout this time we responded and managed situations that provided clients with a range of access options that supported their participation in processes and conversations. We did this as a team creating a seamless experience for women requiring our services throughout lockdown. In particular, the SHS team who managed the complexities in a residential setting and their concerns for their own families.

We secured a grant to review and update our IT systems and as a result have engaged the services of an external provider who is going to build a system that guarantees confidentiality and the means for our systems to communicate with each other.

In March this year we secured ASES accreditation, I would like to acknowledge the work Helen undertook, reviewing and distributing policy for comment and ultimately endorsement. Helen is very tenacious and her ability to prepare documents for accreditation is outstanding. This work has ensured a true cyclical review/development plan is in place with consistent policy review and participation of staff and board.

Thank you to Michele for her work in ensuring we maintain our compliance as a housing provider and her diligence and expertise in the financial arena.

To each of the service coordinators Pru, Wendy and Taren, your leadership and guidance is exemplary. I often hear in the corridors of Warrina, I wouldn't work anywhere else, I love my job and I'm passionate about the work I do. I am humbled to be part of such a team.

This year the fabulous Jorgette left us to take up a more exciting role Jorgette has been at Warrina for over thirty years, she represented Warrina on many state-wide committees always loudly putting forward the needs of the CALD community in rural areas. Her clients often approach me asking will she come back? It is Jorgette's turn to fly, and it was with sadness we said goodbye to her.

Roz, who has had numerous roles at Warrina, a true multi-skinner, left this earthly plane and departed for greener pastures. We were left shattered by the news and still today expect her to turn up, because its Christmas, her favourite time of the year. Roz would go to auctions and garage sales on her days off, seeking out things that would make a difference in client's lives. Her commitment to children cannot be measured and we miss her.

Roz was a true Warrina Warrior.

The fabric of Warrina is made up of the Board, staff and the community. Our strength comes from the experience of the women and children living with abuse. We honour their journey in our work, strive for their safety and we hope that this coming year we do not see, even one Australian woman murdered in any week of the year, at the hands of their current or former partner, as a result, of domestic and family Violence.

Charlotte – CEO of Warrina



Strategic Plan 2022 - 2024

Our Vision and Purpose are central to the Strategic plans of Warrina and serve to guide our operational planning, development and ongoing implementation of all our programmes.

Vision and Purpose

To empower and support women and children to live free of violence and abuse.
We support women and children to understand and recover from the effects of violence and abuse.
We work with our communities to promote respectful relationships and to recognise and reject all forms of violence.

About Us

For almost four decades, Warrina has been providing services and support to women of our region, within the communities of Coffs Harbour, Bellingen, Nambucca and the Mid North Coast. Warrina came about as the result of a group of women needing to support and provide a 'safe haven' for other women subjected to domestic violence.

At Warrina, our hope is for all women to be involved in healthy and positive relationships with their loved ones. We recognise that each and every woman has an individual experience, and we are here to care for and support all women.

We offer numerous programs within our local communities with the shared goal of enabling women and children to live safely and free of abuse and violence.

Strategic Objectives and Goals

Warrina has identified five key areas essential to prioritise over the next three years, to enable our vision, progress our purpose and achieve ongoing viability and sustainability of Warrina as a whole. Strategies identified to achieve our goals will be further detailed in our annual Operational plans.

Enhancing Services

To maintain and improve the organisation's best-practice model of integrated support services for women and children experiencing domestic and family violence.

Enabling Growth

To ensure that the organisation's structure is robust and responsive to growth opportunities.

Responsive to Changes

To ensure that the organisation is strategically placed to respond to changes in legislation, government policy and funding arrangements.

Sustainable Practices

To ensure support to staff that maintains physical and mental wellbeing. Ensure operational practices enhance community, develop strong relationships, and reduce impact on the environment.

Financial Stability

To develop the organisation's financial capacity to support best practice service delivery and optimum staffing levels.

Enhancing Services

1. To maintain and improve the organisation's best-practice model of integrated support services for women and children experiencing domestic and family violence

- Promote inclusiveness within the services by creating a physical and cultural environment that is safe and comfortable for clients and staff from diverse backgrounds
- Review trends in service demand and develop strategies for addressing identified gaps in service delivery
- Ensure that the organisation's service teams work co-operatively together and with other service providers to ensure the best use of resources and level of support to clients
- Ensure the training needs of staff are addressed with reference to compliance with legislative obligations and program guidelines
- Recruit staff from diverse backgrounds to ensure that the teams adequately represent the diversity within the community, and the range of skills required within the teams
- Engage in meetings, forums, reviews and promotional activities to enhance service delivery, promote the organisation's services and increase community awareness

Enabling Growth

2. To ensure that the organisation's structure is robust and responsive to growth opportunities

- Develop and implement a robust management structure that supports planned and responsive growth
- Monitor and review the organisation's staffing structure to respond to changes in service demand

Responsive to Changes

3. To ensure that the organisation is strategically placed to respond to changes in legislation, government policy, and funding arrangements

- Monitor and manage the impact of government reforms and legislative changes
- Achieve and maintain accreditations and registrations as required to best position the organisation as a preferred provider
- Ensure that all aspects of the organisation's processes and procedures are guided by current research and evidence-based practices
- Maintain promotional materials and resources that reflect the full scope of the organisation's services and activities

Sustainable Practices

4. To ensure support to staff that maintains physical and mental wellbeing. Ensure operational practices enhance community, develop strong relationships, and reduce impact on the environment

- Ensure that all aspects of the organisation's processes and procedures are guided by current research and evidence-based practices
- Review and adopt available technology to support efficient work practices in management, administration, and service delivery

Financial Stability

5. To develop the organisation's financial capacity to support service delivery

- Reviews of the organisation's use of assets and funding with regard to the maximisation of financial and social return
- Develop medium- to long-term plans for investment of sizable donations in order to provide the best outcome per \$ for clients

Operation Manager's Report

The last 12 months has been a turbulent time for our service, with many challenges and changes thrown at us. There will never be an adequate way to express how strong and brave our team has been, as they faced these challenges, so all I can say is thank you for your strength and courage through the storms.

Once again, we grew as a service in numbers and programs, and much of the year was spent tendering and getting ready to implement more services so we can meet the growing needs of our community.

There was a lot of uncertainty and personal challenges, but we came together.

Nothing this year was simple or ordinary. Hailstorms took out three suburbs in Coffs Harbour causing over a year's worth of damage and homelessness, Covid-19 infections came to us in waves, shutting the refuge down on two occasions and the housing crisis somehow morphed into a housing emergency. Demand for services followed this trend with unprecedented referrals and an increase in complexities.

The Christmas/ New Year's period was like nothing ever before experienced, with our city becoming bottle necked with travellers stuck here attempting to cross to the QLD border-that seems like another life ago now. What it meant at the time was that for over 3 weeks, there wasn't emergency accommodation available, but somehow, the team worked around the clock and came up with creative solutions to ensure women and children could find safety.

We achieved great success in finding transitional and permanent solutions for housing issues in amongst a very bleak rental landscape. With the support of the C. EX Club and our partnership with Anglicare, we managed to continue to house women at the Lily Pads as an 'over-flow' from the refuge. So far, we have housed over 50 women and children in this accommodation. We are now observing that we are also building community and connections for these clients and this approach has given us great learnings as we prepare to tender for Core and Cluster.

Warrina was also able to demonstrate our growing expertise in the Men's Behavioural Change (MBC) space. Fixed Address continued to exceed expectations, and we were successful in securing the Men's Behaviour Change Program in our own right- rebranding as "Safer Futures". This name really represents the ethos of the program and Warrina's commitment to our community. It is an exciting time for our organisation as we grow our compliment of services to ensure we are tackling the issue of violence against women and children from every angle.

The intake model continued to grow and change in response, and by years end, the result is a specialised service response that has become the front door to Warrina case managed services (SHS and SHLV). This has enabled case workers in both programs to better manage the demand and pressures whilst ensuring clients receive a service response quickly.

The demand for services in the SHLV program also continued to grow. SHLV is an essential part of a family's journey to recovery as they navigate a pathway to freedom and safety in a physical and emotional sense. The capacity to walk alongside women over the long-term is something unique to SHLV, and the clients consistently feedback the difference it made. This team particularly faced challenges as we struggled to fill case work positions, which resulted in gaps and high caseloads. The dedication of the case workers to their clients never wavered despite this.

As always, our community partnered with us. We supported the implementation of the LHD's Adult Survivors Project, worked with Council on the Homelessness and Refugee Action Plan, participated in the Love Bites Steering Committee, and worked with our SHS partners to reimplement the Housing Partnership Group. Warrina also continued to represent our clients' rights to safety at the Safety Action Meetings (SAM) (Coffs/ Clarence and Mid Coast) and Youth Action Meeting, the trial of which extended this year. The 16 Days of Activism Conference occurred online again, with Warrina contributing and assisting to drive this successful event with Blue Sky Community Services at the lead.

Overall, seeing the back of this year is fantastic. Having said that, I am grateful for the lessons learnt and outcomes gained from a lot of hard work and perseverance. I am humbled by the resilience of the teams and the fact we are all still sticking by each other and our clients. Here we are united, and our commitment to our shared values is unbreakable.

Women and children are safer, and lives are full of hope and potential in large part because of how our case workers walked besides them.

Taren – Operations Manager

Specialist Homelessness Services

I would like to take this opportunity to acknowledge that we work on Gumbaynggirr country, and value First Nations willingness to share their culture with us.

We are committed to the implementation of practical action to overcome the social, economic and educational inequalities that are experienced by First Nations people.



The past twelve months have been difficult for the SHS sector and this team, after the two years of the COVID 19 pandemic and the lasting impacts that had on our clients and the community. Despite the challenges the SHS team continue to work tirelessly to support and advocate for our clients. I am beyond proud of this team and our accomplishments over the past financial year.



Warrina Women and Children's Refuge had unfortunately lost some workers over the year for a variety of reasons. Jorgette our CALD specialist caseworker has decided to pass the reigns on and finished up her time with Warrina after over 30 years with us. This was a big loss but the team were also happy to see Jorgette step away and spend time with her family and time in her garden. We are forever grateful for her wisdom that she was able and willing to share with us when it came to working with women from CALD backgrounds. This meant Nourah has taken on the role of Specialist worker for immigrant and refugee women.

Working with our First Nations women and elders, Rhiannon and Miriam, our Goori caseworkers brought enthusiasm and creativity to the role but sadly have moved on with Miriam moving further afield to work in Sydney. Warrina was then joined by Eva, who is now working with First Nations women and children and has done extremely well at engaging with the Valley, particularly at Bowraville.

We were privileged enough to have Hazel join our team, she came from the SHLV and had a wealth of knowledge and ability to remain calm in the chaos. We are grateful for the wisdom she brought.



Mayliann, Warrina's first trainee has also come to spend some time in the SHS team and I would like to acknowledge her for all the work she has done. She is extremely creative and has a willingness to help anyone in the team, I wish her the best of luck for her future endeavours.



Over the year we have been fortunate to receive a number of different kinds of donations. These donations are utilised to help support our clients. Christmas time is exceptionally wonderful, as lots of community members and businesses reach out to support us. We enjoyed being able to create a memorable Christmas for our clients.



Warrina had developed a relationship with NSW TAFE students from the Baking unit and had an assortment of bakery goods provided from the classes to provide to our clients. Warrina continues to develop partnerships with a variety of organisations, businesses and groups, to continue to provide quality donations to those in need. We are looking forward to the new website to improve our donations system so we can ensure we are being as sustainable as possible.



In November I collaborated with other SHS coordinators and Caseworkers in this region to create a short video to highlight the processes and procedure that SHS Refugees experience and undertake to ensure the best outcome for clients. I also worked alongside Taren, Naomi and Jenna to create the domestic and family violence flow chart – 5 R's. I have been developing my professional network and continue to work on improving our relationship with other stakeholders.



This year we have been working on improving our processes and systems within the workplace. We are looking forward to the new website and hopeful this will improve access to information for our service.

As a team we have enjoyed the opportunity to get back into community, following the previous years of restrictions due to Covid. Staff have attended a number of sector events, training and development. The SHS team are committed to staying up to date with relevant training and I commend them on their commitment to ongoing professional development.



I would like to finish by recognising my team and thanking them for their commitment to this work and their resilience. I feel honoured to work with you all and appreciate your uniqueness, kind hearts and openness. Thank you for continuing to turn up even when things have been tough and with the tremendous time and energy this job takes.



I sincerely appreciate all that each of you do.

Pru – SHS Co-ordinator



This past year was a challenge for us all, moving through the multiple stretching and growing of all the COVID restrictions, lock downs and everything else that came along with that. As a team we really had to work hard to pull together and get through some tough days. Staff shortages, sickness and many changes have really pushed us this year. We are working hard to overcome this and appreciate the support provided by Warrina with regards to this.

The rainbow room hasn't had a lot of use this year, the looming major renovations and COVID restrictions meaning we weren't able to utilise the space to its potential.



I did get to provide childcare for a ten-week block to allow clients to attend the Shark Cage program, The parent's brought the children to the rainbow room and then returned after completing their session. This was such a joy, the children made friends, engaged in creative play, ate snacks, and rested when needed. Providing this space for these children weekly was so meaningful for us all. It provided us with a beautiful opportunity to get to know each other, learn about our interests and work together, with siblings connecting and caring for each other.

I completed some amazing training this year, really leveling up my skill set and helping me to fall into some more confidence in my job. I completed the Safe and Together training which improved my note taking and understanding of perpetrators behaviour on a deeper level. I attended workshops on Child Safe Organisations, supporting the development of children with neurodiversity and continuing to support and advise my caseworkers in advocating for the small people they are also

supporting. Together we completed school enrolments, childcare enrolments, school advocacy and referrals to early childhood early intervention. It's a real honour for me to work alongside such experienced and passionate case workers and clients. We really are so lucky.



The mud kitchen and outdoor play space built last year was loved by many children.

It's worth noting here though that our team has withstood so many storms this year and it's truly felt here. We are experiencing burnout on a level I've never experienced before, and the team is doing an amazing job trying to hold everything together and is continuing to provide an amazing service to our clients, but this has come at a cost. A price we are still paying.

I look forward to saying goodbye to this year, to engaging with We-Ai Li, building, and repairing with my amazing team and the building work and renovations at the refuge opening a new chapter for us here at SHS and for the rainbow room and Child and Family Worker.

See ya later 2021-2022.



Tess – Child and Family Caseworker

Refuge In-House Caseworker

I moved from the role of Intake and assessment officer to Refuge DFV caseworker in February 2022. At this time the decision was made that we would have a sole worker in the refuge with support of the Child and Family worker. The objective of this decision was to:

- Provide a more consistent purposeful, intensive case management approach to the women and children'
- to provide a greater sense of clarity to clients,
- a more trauma informed approach, avoiding the retelling of the womens' stories,
- to provide a better sense of stability, as previously information wasn't always passed over consistently
- to have a greater presence in the space.

Prior to this, our workers had also had to case manage outreach clients which meant workers were constantly torn between their responsibilities. Resulting in stress for both clients and staff which had a direct impact on well-being.

My vision in this role, is for women and children to feel supported throughout their stay and to have established connections to housing, food, employment, education, health and wellness supports within the community, in order to obtain stability, security and safety.

Throughout their stay with us we aim to educate and empower women about their rights, the use of power and control, what a healthy relationship looks like verses an unhealthy relationship, the importance of self-care, building a tool-box of strategies and ideas to help with well-being, with the aim of preventing re-victimisation. A few of our refuge clients have voluntarily participated in the Shark Cage Program, which provided us with a shared language to talk about their trauma and ongoing associations with their perpetrators.

During the time frame of February to the end of June it became increasingly difficult for refuge clients to obtain safe affordable housing options therefore the average stay for women increased well beyond the timeframe of 12 weeks. Three of our 6 rooms were occupied by the same clients from April through to September. We managed to get through the financial year with no outbreak of Covid in the refuge due to our excellent risk mitigation policy and the ongoing compliance of staff and clients.

I look forward to the opportunity to continue in my role as house worker for the next 12 months, growing and expanding the opportunities that we can provide for our clients.

Each family that walks through the door is unique and has their own story. I am confident that with the support of management and a flexible work environment that I can tailor our service to meet their individualised needs.

Staff Experience Highlights

I just wanted to share a good news story!

Last week, Jacq resurfaced the long standing (but often pushed to the side) idea that bikes at the refuge would provide women with free transport, and exercise etc.

I originally thought we would just find some second-hand ones somewhere, however there weren't many around at all. So I figured these women deserve the best, so why not aim high... I rang Rainbow cycles and casually asked if they knew where we could get a couple of good quality bikes for the refuge? They said they would have a look and get back to me next week.

I got a call today from Glenn saying they have two brand new bikes they would like to donate to the refuge, they're light weight, easy to use and they are amazing!

We are stoked, now women staying with us have a form of transport, so wonderful.



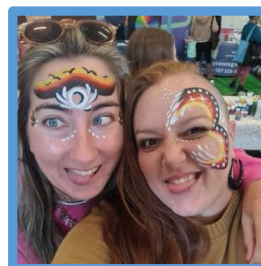
Goori Outreach Special moments

Giinagay ladies,

Last week we had an awesome week down in Bowra. On Wednesday I ran a skincare and dream board for teens in Bowraville at the Youth Hub with Virginia Jarrett. The Youth hub has now moved to the Grants Hall in the main street & Thursday was lucky to have Miriam and May come with me to Bowra and we put on a dream board and skincare workshop for the women. The Bowra women advertise the event and unfortunately at the start no one showed up lol **koori time!** So we went out on the streets and invited some elders and women. It worked really well. We are thinking of sticking posters in the street in future. Both really nice days and thinking the Bowra women really enjoyed it. Looking forward to running more workshops in Bowra. The Three Elders take women out on the country to do traditional fishing, cooking and camping and would love to work with us to get some women out on country soon. We also had the lovely Happy Box donate beautiful skincare/facial products to the women. Happy Boxes is a local business that sends care packages to Aboriginal women in remote communities.



Miriam, Rhiannon and Mayliann – Aboriginal DFV Caseworkers and Trainee



Crisis Intervention

The Crisis Intervention worker was a newly created role at Warrina within the SHS team, starting end of 2021. This role was created due to an identified gap in service provision, within the SHS service, to women still partnered or living with the perpetrator of violence and needing support to safely end the relationship and/or leave the home. Warrina created the Crisis Intervention role to assist women in these circumstances with safety planning, case management, short-term crisis counselling, referral to appropriate supports and exit strategies. The idea was that women can access support early to plan carefully and safely to leave the relationship and hopefully avoid having to enter homelessness, falling below the poverty-line or experiencing further trauma as a result.

The Crisis Intervention worker supports women with domestic violence education, information on available supports, services and knowledge about options and pathways in the local area. Statistically, women and children are at greater risk when leaving an abusive relationship – due to this, the Crisis Intervention role requires a different case worker skill set to understand and safely work with women and children during this time. The majority of referrals, for this crisis intervention service, were women seeking support for the first time and often with only a basic understanding of domestic violence or a belief that there was no way out for them.

2021-2022 was a very tough year for the Coffs Harbour community with the continuing rental market crisis, environmental disasters striking and COVID-19 wreaking havoc on our sense of wellbeing, connection to community and available supports. Despite this, whilst always following the lead of the client, the Crisis Intervention role has successfully helped many women safely leave the home or have the perpetrator of violence excluded from the home, receive support from police and other government organisations, enter the private rental market, relocate and begin rebuilding their lives – free from violence.

Jacq – Crisis Intervention Worker

Housing

Domestic and Family Violence Housing Support 2022

The Housing worker, helping unravel the trap of DV and homelessness.

Women and children who flee and experience Domestic and Family violence abuse, are often forced to leave their homes with nowhere to go and often with little to no personal belongings. Domestic violence is a primary cause of homelessness for women and families. There is strong evidence of the negative connection between domestic violence and homelessness. Many women and children are trapped between domestic violence and homelessness. Housing instability and a lack of safe and affordable housing options heightens the risks for women experiencing domestic violence.

The past year has been not without its challenges when COVID 19 came to visit us. Directly and indirectly, the coronavirus 2019 (COVID-19) pandemic has had huge ramifications for housing systems and for individuals' housing security.

Domestic and family violence was surging amid COVID-19 lockdowns and rental availability was at its lowest. Appropriate housing response was also complicated by the increase in unemployment. Throughout the COVID pandemic there was increased need to support women, with intensive emotional and practical support.

The 'Housing' role at Warrina, aims to break down the barriers to homelessness and assist clients with a clear housing pathway into secure and long-term affordable housing. The housing worker has the responsibility to advocate on behalf of families with other agencies and Government Departments, to achieve positive outcomes. The Housing role aims to assist women to access financial assistance, legal aid, education, employment, and counselling. The role also helps to provide clients with other practical assistance where necessary, such as with transport, court support and assisting in the client's development of a safe and productive life.

The Housing role incorporates the management of 7 x 3-bedroom houses as transitional accommodation properties through Women's Housing Ltd. The focus of the program is for women with children to move from crisis accommodation in the

refuge or temporary accommodation, to transitional housing with a long-term goal of permanent housing.

The Women's 'Housing Plus' program provides medium-term, low-cost accommodation, for clients who are either working or studying, with the view to full time employment. It is hoped that this transition will assist women to eventually be able to afford maximum rental in private or social housing properties. The aim of the program is to give these women and children the opportunity to resolve complex needs and trauma by providing them a stable housing environment. The focus is on improving the clients' capacity to obtain and maintain long-term tenancies.

The Housing role also incorporates the management of 3 x Community Housing Limited properties, providing case management support, generally to women who are leaving the refuge or emergency accommodation. The close partnership between Community Housing Limited and Warrina DfVSS, enables women and children to stay safe and protected in their homes and later on transition to more permanent housing.

Warrina DfVSS also manages 7 x short term leases in Coffs Harbour, purchased by Anglicare. We have nick named these units the "Lily Pads" as they are perceived as a launching pad for women away from fear and homelessness, into safety and housing. Rather than putting these properties into the hands of Real Estate agents, Anglicare North Coast had chosen to privately manage the properties, in order to provide a more holistic approach to the tenant. Anglicare and Warrina work closely in recognising that there is a housing shortage for vulnerable women fleeing domestic violence. The women at the Lily Pads are given a chance to build a rental history, to learn new tenancy skills and to address past housing debts. These women are able to utilise the 'Start Safely' Subsidy to help clients with affordable rent commitments. There is also a new play area at the front of the units for the children, giving the mums free time to safely connect with the other women there and for the children to enjoy themselves in safety. Since its inception, there have been over 60 women and children who have been housed through this project.



Warrina staff have worked to reconstruct the gardens for the Lilly Pads, with extra special thanks to Zena for the beautiful succulent garden she lovingly created for the women and children to enjoy.



Below is a testimonial from a client at the Lily Pads, who had left a DV relationship and was a resident at the refuge on 2 occasions, transitioning to the Lily Pads and soon to have a secure housing and employment outcome.

“Warrina Women’s and Children’s services, have given myself and my three young children the opportunity of a safe and stable new beginning...”

We were able to get accommodation at the refuge, where the children loved the outdoor equipment. After a short stay there, we were given the opportunity of short-term accommodation through the Lily Pads which we are very grateful for.

Without the help of these lovely ladies, I don’t know if I would have the strength and support to be able to start this safe new chapter for my children and myself.

We now have begun this new chapter of our lives with confidence of safety and security and have been able to make grounding decisions within our lives.

I’m also very grateful for an opportunity to be nominated for a pilot program between Warrina Women's and Children's services and Community Care Options for an employment opportunity to work in disability services and to gain secure housing through this program.

I would like to thank Warrina Women’s and Children’s services for the support and compassion they have given me”

I cherish my role as the Specialist Housing officer at Warrina, because safe and secure housing leads to women making significant changes in their lives and the lives of their children, enabling these women and children to heal and to build a better life.



Diana – DFV Caseworker (Housing Support)

Coffs/Clarence Women's Domestic Violence Court Advocacy Service

The Coffs-Clarence WDVCS provides information, referral, safety planning and court advocacy services to women experiencing domestic and family violence. Our service operates within the Coffs/Clarence Local Area Command and covers Coffs Harbour, Grafton and Maclean courts.

Great news has been forthcoming this year. After significant advocacy from our peak, now DVNSW, the WDVCS has had an increase in funding for case management and the expansion of the Family Advocacy Support Service (FASS). Our service has been funded for 2 case workers at 32 hours per week and the FASS at 35 hours per week. There has been so much demand from clients that have moved into the Family Law system that have requested support. It has been very difficult to decline the request for support, knowing how complex and traumatic this system is. So, this is truly a welcomed addition for our service and more importantly our clients. We welcome Leonie into this exciting new position. The case management positions will be prioritising clients assessed at serious threat when other referral pathways for case management are not available. Welcome to Jodie and Jo, who will be working closely with Nat as the SAM Coordinator.

Training and Forums:

Laraine and I attended a 2-hour session with other WDVCS services from selected areas to provide feedback to the NSW Audit Office in relation to NSW Police and domestic and family violence. This is an independent audit that are looking at police planning, resourcing, training and the effectiveness of policing for DV victims.

The feedback was not really favorable regarding the police and rightly so. The police responses that the clients are getting is inconsistent, unprofessional and mostly victim blaming. There does not seem to be any consideration about the history between the parties, usually no investigation to see if there were any other witnesses, and absolutely no understanding of trauma. The report was released in April 2022 and there were no surprises there. It will be interesting to see if any of the recommendations will be implemented.

Most training has been online and very limited face to face has been offered. Mel did attend advanced counselling in Ballina and 4 staff attended the Legal Aid forum in Sydney. Whilst I acknowledge the benefits of face to face training, it is really difficult for some staff to attend training particularly if it is in Sydney. I have been advocating with Legal Aid to offer alternatives for staff that are unable to travel because of family responsibilities. As noted, accommodation and air travel can be really expensive as well, so it continues to disadvantage regional, rural and remote communities. Most staff have been completing the Safe and Together training which is equivalent of 5 days. This is done online in self-paced learning with

applicants having 12 months to complete. Amber has completed the Mental Health First Aid training which was 2 days face to face. All staff have completed Ask Lois and Wesnet webinars to keep up to date with latest legislation and technology.

Police and Domestic Violence Officers (formerly DVLO's) Coffs Harbour

In Coffs Harbour there has been a lack of consistency and DVO hours since the changes in the DVOs positions. This has had a huge impact on client safety and made the work of our staff incredibly stressful and frustrating, when we have enjoyed such great partnerships in the past. Our service is addressing these issues as they arise on the local level but are considering further action if not rectified. Unfortunately, there has been a big change in leadership within NSW police and the focus on domestic and family violence is no longer a priority. This can obviously have a trickle on effect that is becoming very apparent on the ground level.

The police response in general, in particular from the Coffs Harbour police is disturbing. On many occasions we are hearing from the DVO and/or Officers in charge that there are “conflicting stories”, the accused denies the assault, “it’s her story against his” ...resulting in no action or charges. This is distressing for the client and highlights the total lack of understanding and care from police. It appears that sometimes police will not charge unless there is an independent witness and video evidence. We are hearing more and more from the clients about these types of scenarios and victim blaming comments.



Clarence WDVCS – Grafton and Maclean Court

The past year has been at times extremely challenging with ever increasing court matters in both Grafton and Maclean. Covid 19 restrictions were still in place, limiting the number of people allowed in the Court room, safe room and mask wearing required at all times. To further impact the Court process, we had the catastrophic floods that displaced many people within the Clarence and the Northern Rivers, the floods impacted the Courts and created an enormous backlog of matters and hearings that caused ongoing issues.

Court staff at both Grafton and Maclean were very supportive and accommodating to all issues and enquires. Clarence DVLO SENCON Steve Pope has been extremely supportive both with the Court process and also with client matters. Steve was always available to discuss AVO'S, Court matters, follow up outcomes and also discuss any issues with victims, or issues with Police. Partnerships with both Prosecutors strengthened, and plans were discussed to resume Prosecutor Clinic's at both Courts later in 2022. Client attendance was at times limited due to Covid 19 restrictions or ill health, clients were always kept promptly updated with the Court process and outcomes.

Local Co-ordination Point & the Clarence Safety Action Meetings

Another year of issues, challenges and some success! Once again mother nature provided a challenging year to both the LCP, SAM and all support services in the Clarence Valley. Issues of the lack of services and the huge housing issues, still persist within the Clarence.

Very noticeable has been the much-improved response by Clarence Police regarding DV incidents, DVSA's and including children as PINOPS on AVO'S, including the correct conditions on Orders where warranted. Clarence Police are also very helpful and respond directly for any information wanted regarding incidents, AVO'S and defendants bail/bail refused circumstances.

The CRP was constant, and all contactable clients were supported with providing prompt information, appropriate referrals to services for ongoing support/case management and advocacy. Victims were supported with Victim Services applications for counselling, recognition payments and the Immediate Needs Support Packages.

By working together, the Clarence SAM managed to overcome all the challenges of the past year and provided those clients on the SAM agendas with victim focused safety action plans that provided both victims and their children the opportunity to move forward and to feel safe. Partnerships at the SAM with the SAM Coordinator, SAM members and the Police have gone from strength to strength even though at times faced with issues of the pandemic, floods and increased client numbers due to a large number of displaced people from the Lismore/ Northern Rivers area.

Helen SAM Coordinator Clarence

Community Engagement:

This has been really difficult to plan this financial year with the COVID restrictions seriously impacting what is able to be implemented. Amber has been invited into communities at Baryulgil and Mulabugilmah which are remote communities north of Grafton. This has not been possible because of Covid restrictions and Sorry business. A partnership is being developed with a new legal service in Grafton at Gurehlgam called Many Rivers. Amber will travel with Many Rivers staff to these communities to provide monthly outreach, in the near future.

WDVCAS DATA:

The data following, includes data from the CRP and data from court matters where we are supporting clients through the court process.

Our Clients:

Data is indicating that we provided services to 1,709 individual clients.

- 321(19%) clients identified as being indigenous
- 97 (5.68%) from a CALD back-ground.
- 96 (5.6%) clients reported having a disability.
- 12 Clients identified as LGBTIQ+.
- 788 women or 47% of our clients did not have any children in their care, this has been consistent for many years.

Age of our clients:

Age:

0-15	7 (0.4%)
16-24	244 (14.2%)
25-34	374 (21.8%)
35-44	395 (23%)
45-54	280 (16%)
55-64	155 (9%)
65-74	73 (4.2%)
75-84	29 (1.7%)
Over 85	3 (0.2%)
Not stated:	149 (8.7)
Total:	1,709

At Court Service Events:

ADVO mentions: 2,491
Criminal Charges mentions: 2,582
ADVO Hearings: 241
Criminal Charge Hearings: 328

Where we referred to:

300 referrals for housing assistance;
250 referrals for counselling; 113 for Legal Assistance for Family Law;
92 referrals to a mental health provider;
55 to GP's;
the big winner for the year was Victims Services who received 758 (recorded) referrals for either counselling and/or financial support.

Local Coordination Point: (LCP) and Referrals via the Central referral Point (CRP).

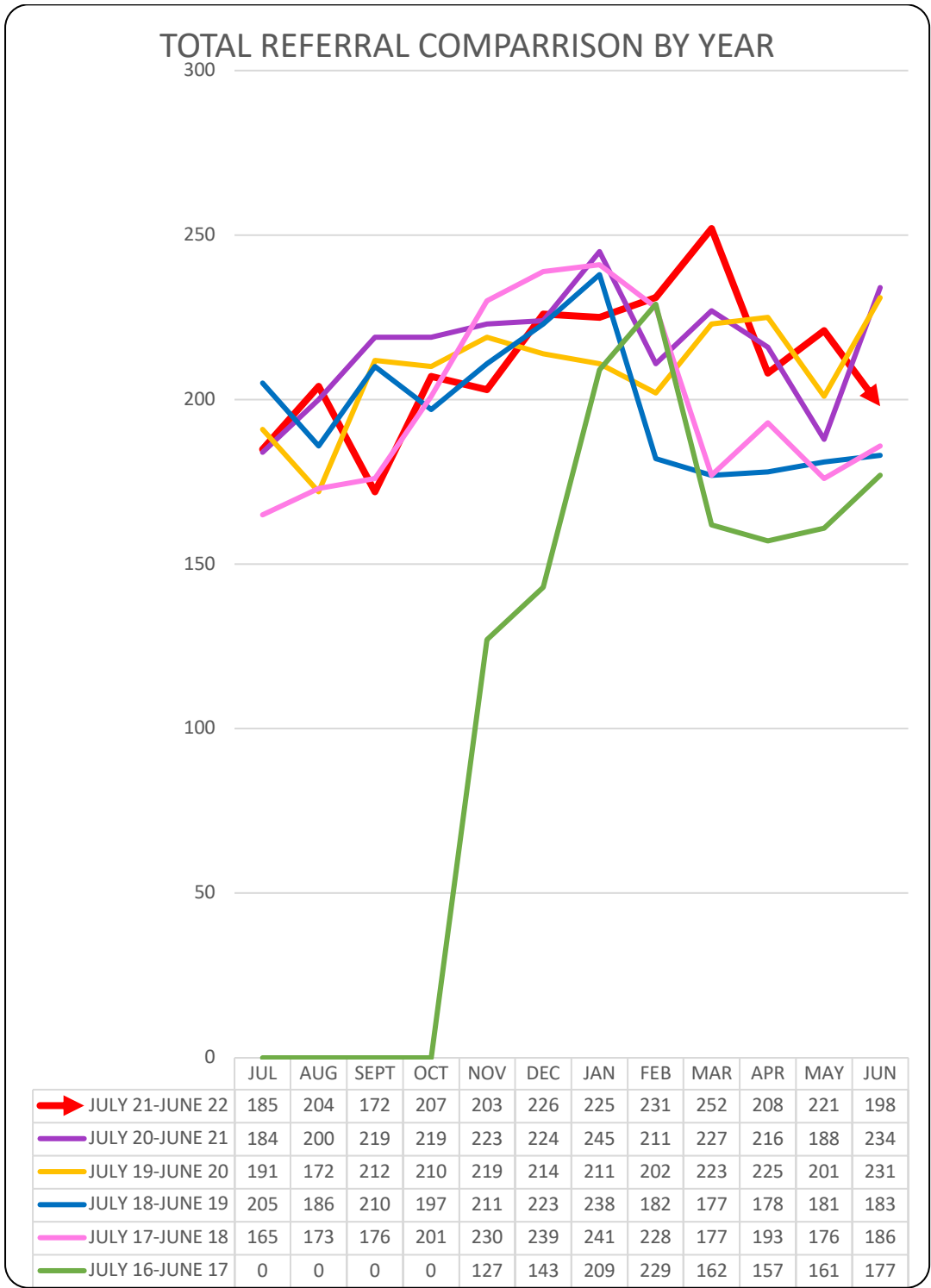
- Number of referrals: 1,335

We have developed and utilise our own spreadsheet regarding CRP referrals.

Referrals Jan-June 22:

	Count of MONTH
SERIOUS	141
SERIOUS NON CRP	21
SERIOUS REGRADED	50
THREAT	1121
THREAT NON CRP	2
Grand Total	1335

Non-CRP are external referrals where CRP referrals has been created.



It appears that COVID and floods have impacted on the amount and pattern of referrals being received. For example, March has a significant spike in the 3 years during COVID times. Prior to COVID March was a relatively quiet month. Potentially this could correlate with the start of the school and working years and the economic pressures families have experienced.

- Number of 'serious threat' referrals

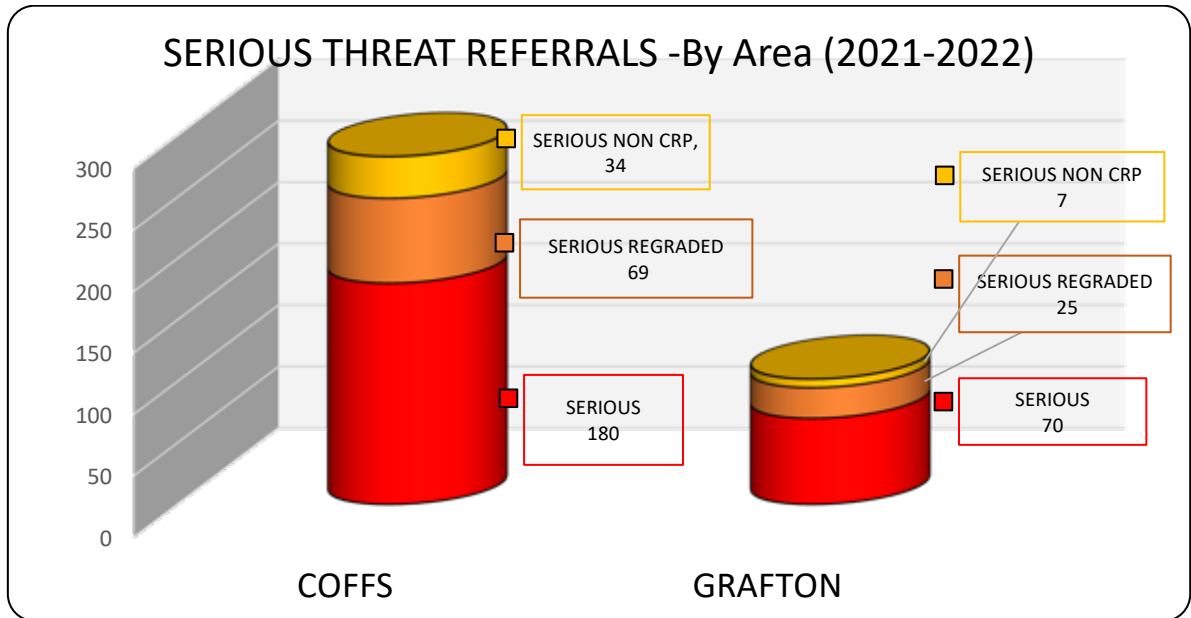
There were :

212 serious threat referrals in the Jan-June 22 reporting period.

141 referrals were received assessed as at Serious threat by police

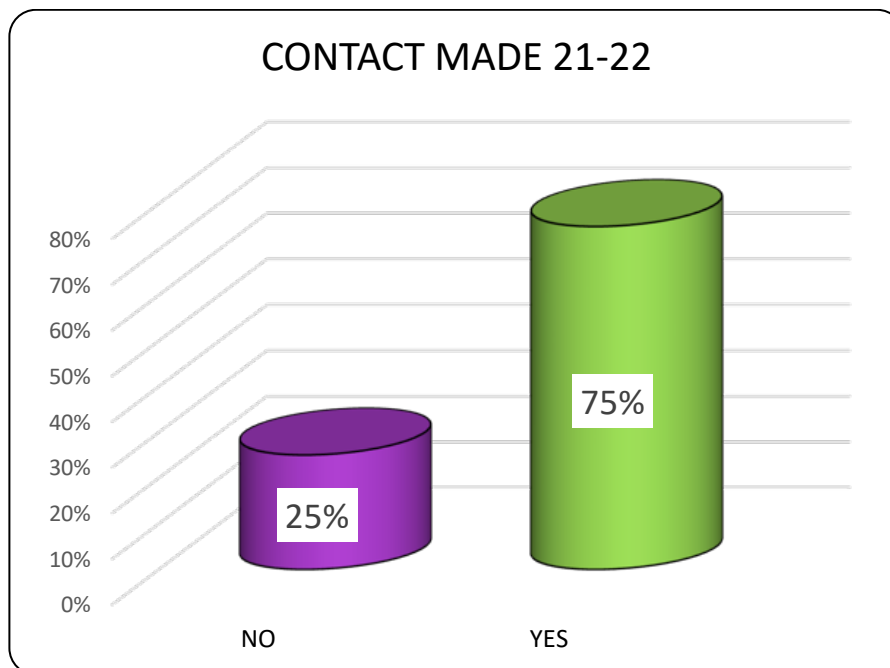
50 referrals were regraded to at ST by LCP, and

21 at ST external non-CRP referrals



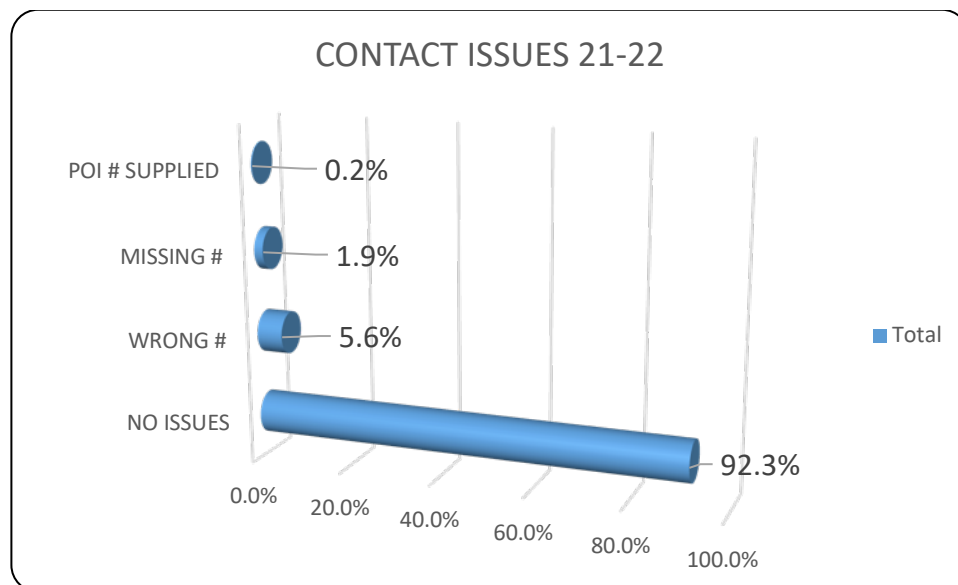
- Contact attempt timeframes and methods

The quality of referrals received impacts on the ability to make contact and offer support.



- CRP processes

Quality of Police CRP referrals: LCP has found that in this reporting period, there are a greater quantity than usual of referrals with quality issues regarding contact details. Issues of concern are that there are no contact details at all for the PINOP. This then results in seeking these details from the DVO, which delays the process in contacting clients and in this reporting period; we have been advised that there are no contact details at all for many of these referrals or police provide an incorrect number, in some instances the contact number is for the POI.



In 7.7% of referrals received there are incorrect contact details provided.

In the cases of incorrect contact details being provided, LCP first check CAS records for alternative numbers, then email DVO seeking alternative numbers. 3 attempts at contact are then made ,if an alternative number was able to be provided.

In the 21-22 period there was 20 deleted referrals received, 13 incorrect referral and 20 reallocated referrals, a total of 53 referrals. The quality of referrals received impacts on the ability to make contact and offer support.

I would like to acknowledge the truly amazing work from all of the WDV CAS team. I am always seeing and hearing the conversations and interactions with clients that reflects the compassion, commitment and professionalism that staff have for our clients.

The dedication of the WDV CAS team to their clients, each other and the principles of Warrina ensure the women who come through our door are provided with services of excellence that are unique to each of them, promoting their safety.

Wendy – WDV CAS Co-ordinator

“The secret of change is to focus all your energy, not on fighting the old, but building the new”.

~ Socrates

To be a Women & Children’s Advocate is a role I feel so blessed to have, it’s an integral part of both, The Fixed Address Program and E2C Men’s Behaviour Change Program.

It’s an invitational program, client centred and responsive to survivors needs and decisions.

Sometimes this is the survivor-victim’s first time accessing a specialist Domestic & Family Violence service. It is with this role I am able to advocate, support, offer rich conversations and counselling to the women and to their children, through their mum’s voices, validation of their lived experience, continual safety planning, risk assessment, case collaboration, referrals to specialist counselling and other services. Achieving positive outcomes for partners and ex-partners of users of violence, independent of whether the user of violence attends or completes Men’s Behaviour Change Programme (MBCP) or stays engaged in the Fixed Address Program.

The last twelve months have been challenging in regard to Covid-19 still being so present in our community and surroundings, we were so well supported in our roles, being able to navigate working from home, caring for our loved ones and most importantly caring for ourselves, whilst still creating a safe space for our clients.

This is my final Annual report as a Women & Children’s Advocate for The Men’s Behaviour Change Program working alongside Facilitators in Kempsey under the consortia.

This year I worked on my professional development by attending trainings and webinars listed below:

Training:

- Breaking barriers: transitioning to telephone counselling for practitioners.
- Completed Safe & Together training
- SAMS online training
- Working with families and friends impacted by substance abuse
- Working with Adult survivors of child sexual abuse.
- Embedding therapeutic practice to support women through family violence.

Webinars:

- Financial abuse
- Child protection webinar “Every child in every community needs a fair go”
- Immigration series Family reunion
- Immigration series SHEV pathways
- Immigration series Partners visas
- Immigration series Domestic violence and Immigration
- Immigration series New Zealand citizens
- Immigration series Carer’s visa
- How to support clients with Centrelink problems
- Disability access and working with clients with a disability
- Launch of Australia’s First National Survivor Advocate Program
- DCJ regarding supports to victims of violent crimes NSW
- Separating debt, practical steps to support your clients
- Homeless client’s Compassionate solutions to problematic behaviours
- Exploring Shame Launch webinar
- Listen up! Hear from young people about their understanding of Domestic Violence
- Domestic & Family Violence by Healthy North Coast

I am fortunate to be part of the Women and Children Advocate’s Community of Practice and Men’s Domestic & Family Violence Interventions Community of practice to be the voice of the Women & Children in that space.

It was an honour to be present at two forums where I was able to represent Warrina and also had the pleasure of watching and listening to my daughter speak and represent today’s youth.

- Focus on the future through mentoring program held by Older Women Network
- 2022 Youth Forum at Mission Australia

Positive feedback from a client outside program funding:

“This statement is written in respect of Ms Charna Golsby, whom I was most fortunate to have assigned as my support person in August 2021 when I found myself the victim of domestic violence at the hands of my husband.

Her initial visit to me whilst I was recovering in Baringa Hospital was a much-needed lifeline, in the midst of my confusion and upset.

From the beginning of my last year of trauma and upset, Charna has been by my side, physically and emotionally. She has provided strong, caring support to me both in terms of practical advice, information and personal encouragement whenever needed. She always followed through with any promises and was very attentive to checking in with me regularly.

Charna has attended police appointments and court appearances with me on numerous occasions, which made otherwise difficult and daunting occasions much less intimidating. Her calm, knowledgeable assistance was much appreciated every time, whether or not she was able to help achieve the positive outcome we sought.

Whenever required, Charna organised for me to speak with relevant services and also acted as my nominated advocate to ease the path through a myriad of 'government requirements', which has resulted in my access to several entitlements under the Domestic Violence guidelines which have been extremely beneficial to me in rebuilding my life.

Most recently, Charna negotiated on my behalf to have locks changed to make my now-permanent home secure and safe, following the departure of my husband against whom the police have taken out an ADVO.

I am very pleased to be able to supply this summary of Charna's professional and empathetic manner in carrying out her duties and responsibilities. I feel very blessed to have had her alongside me over the past 12 months."

Men's Behaviour Change Program:

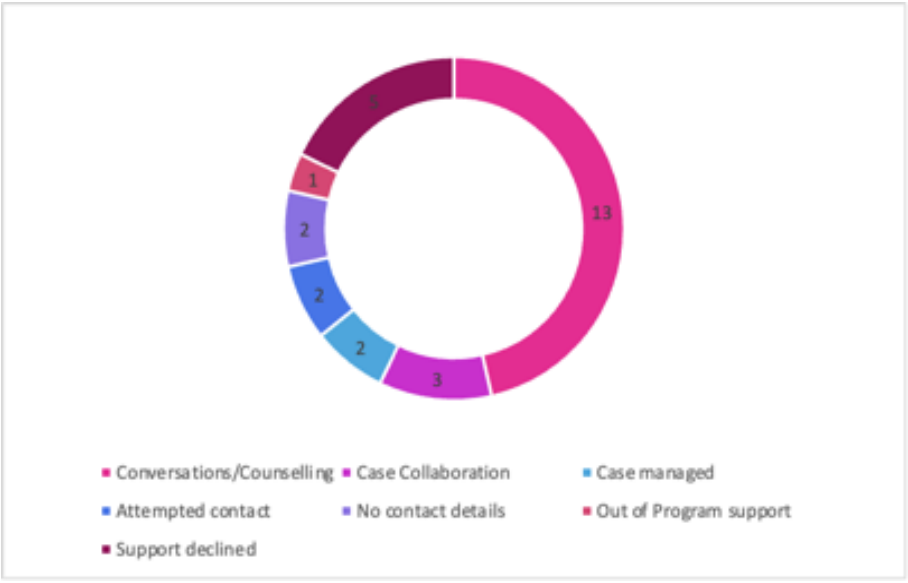
I received 28 referrals in the E2C space consisting of 15 Current Partners & 13 Former Partners. With these referrals came the voices through their mums of 46 children with whom I was able to provide support, advocacy at school and referrals for counselling.

The risk and safety updates are emailed every Monday to the facilitators of the program, I go on call every Wednesday night if I am required to respond to a risk identified at group.

I receive feedback every Thursday after the group, so I can have conversations with current/former partners before the following week.

I appreciate all the conversations and collaboration I have with MBCP workers.

Types of Support provided to the Women:

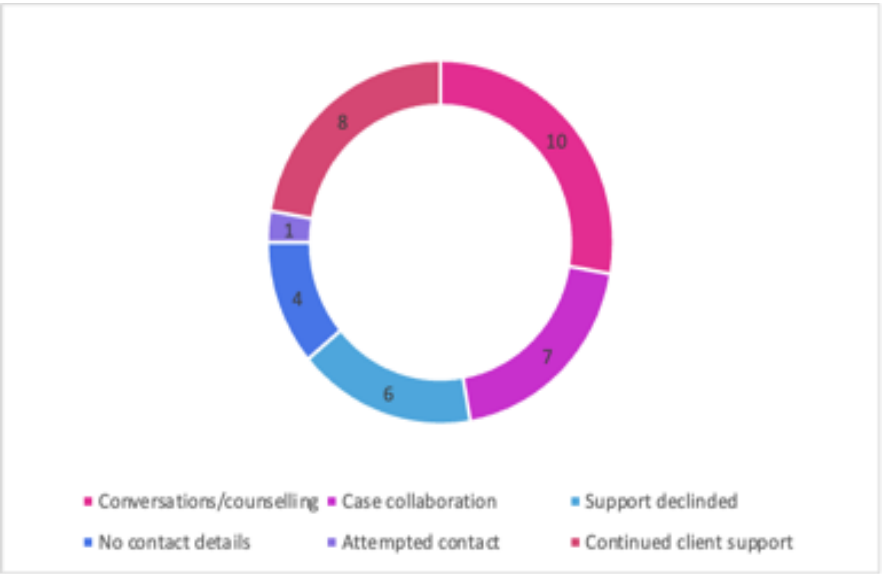


Fixed Address Program:

I have truly valued working alongside Renee, the priority of the women and children’s safety has always been paramount in our conversations, collaborations, risk and safety discussions.

Renee, the endless support and time you have given me has been so much appreciated.

Throughout the financial year I received 28 referrals for current and former partners, mums and 40 children whilst continuing to walk alongside 8 women and their children when the men are no longer engaging in the program.



Client's positive feedback:

“SO I NEED YOU TO KNOW THAT YOU HAVE DONE SO MUCH TO HELP OUR FAMILY BE BETTER PEOPLE ALL ROUND I COULD NOT OF DONE HAVE THE THINGS YOU GAVE ME STRENGTH FOR SO FROM THE BOTTOM OF MY HEART I THANK YOU YOUR A SPECIAL ONE OF A KIND LADY xoxo”



The Shark Cage Program:

The Shark Cage Program Metaphor was developed by [Ursula Benstead](#) from Victoria.

Shark Cage Program outcomes for women:

Increase knowledge of healthy & unhealthy relationships,

Increase capacity to set boundaries,

Increase skill in assertive communication,

Increase awareness of the impacts of abuse,

Decrease any feelings of self-blame for abuse,

Increase ability to for self-care & kindness,

Increase connection to feelings,

Increase sense of self worth,

Increase connection to body,

Increase belief in entitlement to human rights,

Increase ability to recognise a potentially abusive or exploitative person.

(Taken from The Shark Cage Program Website).

In the financial year Warrina was able to provide and facilitate two groups to the community.

The first group I was able to co-facilitate with Joan (WRIC Counsellor/Coordinator), what started as us all being able to sit together eventually transitioned into zoom due to challenges around Covid-19. This did not create any barriers for the women in the group, which was amazing to see, the program, still continues to impact us in incredible ways, such a rich experience to walk alongside these women in their journey of healing.

In the second group, I was given the opportunity to co-facilitate with Jacq (Crisis Intervention worker) & Jo (In house refuge worker), we all supported each other, definitely a team effort, as Covid-19 and illnesses were still causing havoc in our world.

We had three women attend, showing immense inner-strength and commitment to the weekly group, also navigating illnesses within themselves and children. This created such a unique bond amongst the women, they certainly were there for each other and formed special friendships. The Shark Cage model is built on the theoretical foundation of a human rights approach, it was a privilege to walk alongside women on their journey of understanding about their rights and building their skills for future balanced and healthy relationships.

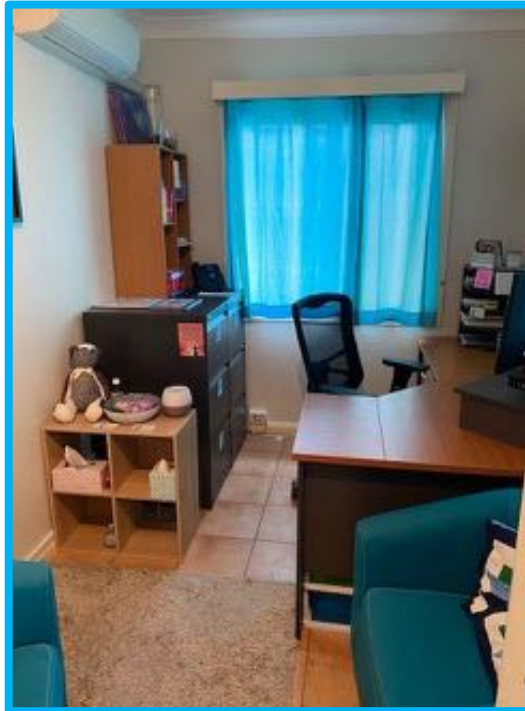
Women who attended the group gave us positive feedback about the educational components of the course, helping them to understand the cycle of abuse, the impacts of violence and the importance of self-care and building support structures in their lives. Women enjoyed meeting in person and forming new connections with women in similar circumstances to theirs, sharing a non-judgemental space and exploring their journeys forward with the support of educated specialists in the field of domestic violence.

Thank you to Charlotte and Taren for your endless support, guidance and mentoring throughout the year. It has been very much appreciated and valued



End of an era, farewell leaving the office space situated at the WRIC

It has been amazing working alongside all the beautiful staff at the WRIC, thank you for always being there for me, supporting me, and mentoring me to be a better version of myself.



Charna– Women & Children's Advocates

Fixed Address

'We are far more than our current set of circumstances... only if we dare to dream...'

This year we dared to dream with a vision to foster our commitment to innovation and best practice in the work we do. We aimed to provide greater opportunities for men to take account of their choice to use DFV. To build their capacity to live more ethical lives so that we can reduce if not eliminate the harm from homes in our community. I believe we have reached for the stars and gone beyond this year with our efforts culminating in the successful tender for our own Men's Behaviour Change Program – *Safer Futures*. With our focus on increasing responsivity to program engagement, offering both individual and groupwork based options for men seeking change, we see a greater potential for a safer future for men, women, and children in our community.

Fixed Address Case Management Support

During the past financial year, Fixed Address received 40 referrals and engaged with 27 men on an ongoing basis. This has been a steady continuation of the engagement with men on the previous financial year illustrating the ongoing need and strength of the program in our community. And with this continuity of solid numbers, we have been able to provide visibility and support to enhance the safety of the 76 partners, ex-partners, mothers, and children impacted by the choice of these men to use violence and abuse. This incredible reach reflects the safe space that our Women and Children's Advocate, Charna creates and maintains for those impacted by men's choices to use hurt and harm in their relationships.

Our transitional accommodation support has seen clients strengthen their journey towards change, building capacity and securing long-term tenancies with a social housing providers and mainstream housing. Other clients have successfully secured and transitioned to stable accommodation with our support, and we have provided temporary accommodation support for men to increase their safety and the safety of women and children in their lives.

'He would not have gotten there... if not for your encouragement and help and being there for him and being so kind and caring for that we are both so grateful to you'.

(Feedback of a woman regarding a man who from working with our program resolved his homelessness, commenced study and work, significantly increased his mental and physical health, and regained financial stability)

This year we have also continued our commitment to extend our support to men seeking to reduce their use of harm in relationships through several different opportunities at both a local, regional, and state level. This has resulted in some fabulous highlights for our program and profile of Men's Behaviour Change within our community.

The Strong Aboriginal Men Program

During the year we sponsored the *Strong Aboriginal Men* program to be delivered in our community by two amazing and passionate facilitators from NSW Health's Education Centre Against Violence (ECAV) Penn Molloy and Ivan Clarke. The program involves a series of three sets of three workshops aimed to explore Aboriginal men's own experience of abuse and seek to understand how their trauma can impact their choices and their use of harm in relationships. The program is intended to offer Aboriginal men a culturally safe space to identify their own pathway to healing, recovery and change.

The first set of three workshops was opened by a smoking ceremony and the days were reported by facilitators to have been a positive experience for all men attending. Each man was also provided an opportunity to speak with our program

and support was offered where suitable to address barriers they were currently experiencing.

The remaining two series of workshops will be delivered in the new financial year, and we are all energetic not only about the opportunity for Aboriginal men to sit in this space and explore their own strengths but also how they can contribute to strengthen their community in Coffs Harbour.

DFV is everyone's business Community Forum - 2021

During the year we had the honour of meeting Matt Brown, of the She Is Not Your Rehab movement. Our program along with the Warrina DFVSS Operations Manager, arranged for Matt to present at the annual 'DFV Is Everyone's Business' online forum held in November. We had engaged with the working group to support the organisation of the 2-day online forum, which consisted of a multitude of speakers from community services located across the Mid Coast. On the day we had an opportunity to speak with Matt prior to him commencing his presentation. Matt shared his story and his wisdom on healing from trauma as a road to change so that an individual's pain is transformed rather than being transmitted through DFV. The following day we sat and moderated half of the day of the forum chat to respond to incoming questions and comments by viewers of the forum. In all it was a fabulous two (2) days and feedback received from the post forum survey was extremely positive.

Coffs Harbour Men's DFV Interventions Community Of Practice

This year we have continued to facilitate a Men's DFV Intervention Community of Practice in Coffs Harbour strengthening our collaboration opportunities in the local community service sector and enhancing the visibility and accessibility of both our programs and the profile of men's behaviour change work. Throughout the year we facilitated seven (7) meetings with a variety of guest speakers from local agencies providing their specialised knowledge and experience in working with men on risk factors such as financial stress, alcohol and drug abuse and mental health. The CoP has been a positive medium to increase community collaboration and service integration, whilst also raising awareness around the intersections of these complexities and the use of violence and abuse in relationships by men.

Safer Futures Men's Behaviour Change Program

As we approached the end of the financial year, we received exciting news of being awarded the tender to deliver the group Men's Behaviour Change Program in Coffs Harbour and we commenced processes to have this program up and running come 1 July 2022. The program will rebrand the Engage 2 Change MBCP to the Safer Futures Men's Behaviour Change Program and will be a greater combination of group and individual sessions to consolidate the program curriculum and support the learning of men in that space more effectively. Processes are also in place to establish a new workspace which will be situated close to HQ without being within it. We are very excited about this new chapter and look forward to sharing the journey with our community.

On reflection of the past year, it is apparent how far we have come and how great we have grown and in growing our work, we have grown our team also welcoming a new member Doug to our team. We have maintained a firm commitment not only to the work we do with men but also to raising the profile of that work in our community and beyond. It has been a challenging and rewarding year working in this space and I have thoroughly enjoyed navigating this with Charna, Doug, the wider Warrina DFVSS team and our other community partners. We look forward to bringing the Safer Futures MBCP to life and increasing our capacity to invite men into safe spaces for accountability, self-reflection and change so that our community and those within it can enjoy a safer future free from hurt and harm.

Renee – Fixed Address Caseworker

Staying Home Leaving Violence

Voice of A Survivor:

"I would like to give a heartfelt thank you to especially jo and the staff at warrina domestic services.

I have been so privileged to work with such an amazing team. With out the love and support from both jo and the Warrina team I would not of been able to recover from the trauma that myself and my children have experienced over the last 2 years.

You all truly do amazing work with your clients. With the support from your service I have been able to learn how to put boundaries and keep those boundaries in place with my abuser.

I have been able to recover significantly faster from engaging in your services.

The personal support is amazing that this essential service provides.

I have been empowered not just as a woman but as mother. I have been empowered that my experiences were not just in my head that the abuse was real and that the behaviour from our abuser was inappropriate.

Myself and my children have learnt we don't have to accept or tolerate the abuse and disrespectful type of behaviour from anyone.

You all have helped me to show my children what healthy boundaries are and how everyone should be treated with respect and love. And most importantly love myself!!

I can never express how grateful I am for your services and support. I have no doubt that you all will continue to help other women just like me and help to change and build a better life for your clients and their children. Free from fear, abuse and denigration.

Love to you all !! Especially you jo!!!"

This feedback was received by a client who had been supported by SHLV over several years. Highlighting the clients voice and experience in the annual report gives more of an indication of the strength and value of our program and case workers than any number or statistic. All through the year, women told us what a difference we made to their lives. Our role in enabling their strengths and capacity is life changing.

Having said that, numbers tell an important story this year. SHLV supported 88 clients, 70% received case management and 30% received case coordination. This exceeded our contracted client numbers which the below comparison table shows.

	Contracted Numbers	Actual Numbers
Case Managed Clients	40	62
Case Coordinated Clients	15	26
Total	55	88

This was primarily the work of two dedicated case workers and represents a mammoth effort as recruitment this year was exceptionally difficult across the sector. There were a number of staff changes across Warrina as we struggled to fill service gaps. I thank both Jo and Lorraine for their dedication.

This year, SHLV was provided with additional funding to formalise our extension to the Bellingen and Nambucca Valley which is also demonstrated in the numbers. The statistic continually shows high demand for services in this area, and the funded enabled explore new ideas.

We transitioned to a new SOS provider, and the devices is far superior to any others we have received in the past. We also tested and transitioned to new security devices and cameras and continued to adapt to the ongoing weaponization of technology.

I would also like to thank Hoppy's All Trade for their continued support of SHLV since it came to Coffs Harbour. This year was also one that was quite demanding for the building trade, but by and large, they were able to respond to urgent work orders which increased the safety of women and children.

To end, another story from a client, who showed exceptional bravery in her journey to safety and freedom.

Voice of A Survivor:

"The team at Warrina gave me and my children our life back.

I felt safer knowing I had someone at Warrina supporting me."

Taren – SHLV Co-ordinator



