

Warrina

Domestic and Family Violence

Specialist Services

Co-operative Ltd



Annual Report

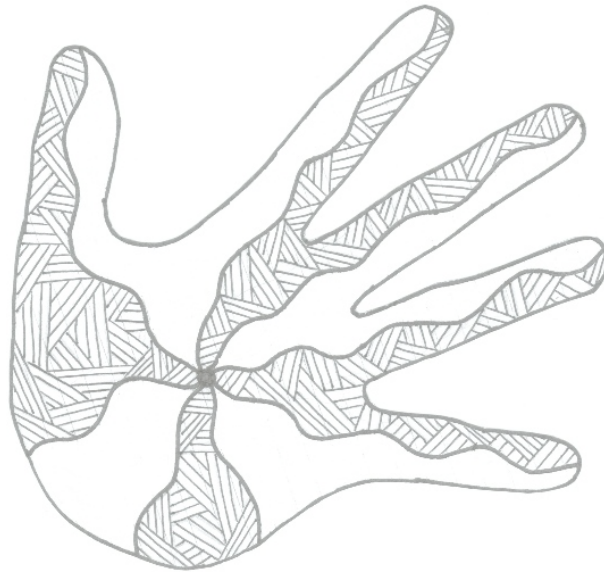
2022 - 2023



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Cover Art: Warrina Logo designed by CornerPost Consulting

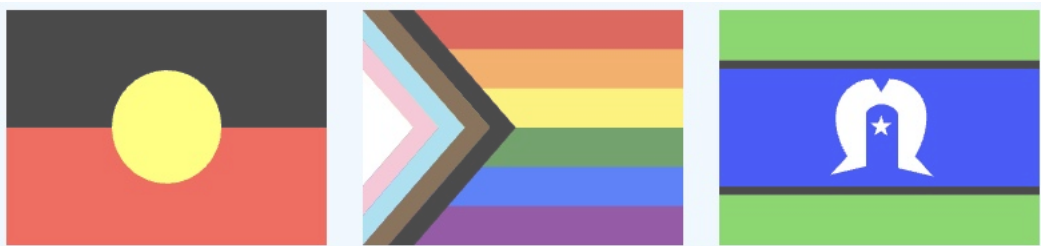
‘Hand’ Logo created by Marbuck Duroux for the WaTCHIT program



Warrina Domestic and Family Violence Specialist Services Co-operative Ltd, acknowledges the traditional owners of the land on which we work and live, the Gumbaynggirr people and their continuing connection to land and community.

We pay our respects to the Elders past, present and emerging for they hold the memories, the traditions and the culture of Aboriginal and Torres Strait Islander people across this nation.

This is and will always be Aboriginal Land.



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Board of Directors

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





Staff

Management & Administration

Charlotte	CEO
Taren	Operations Manager, up to 10/02/2023
Michele	Financial Administrator
Helen	Administrative Support Worker

Specialist Homelessness Services

Pru	SHS Co-ordinator
Bianca	Intake Domestic & Family Violence Caseworker
Cassie	Domestic & Family Violence Caseworker
Diana	Housing Specialist Domestic & Family Violence Caseworker (DFVRE)
Eva	Aboriginal Focus Domestic & Family Violence Caseworker
Jacqueline	Crisis Intervention Domestic & Family Violence Caseworker
Josephine	Domestic & Family Violence Caseworker (DFVRE)
Katie	Domestic & Family Violence Caseworker
Nourah	Migrant & Refugee Domestic & Family Violence Caseworker
Tess	Children & Young People Specialist Caseworker

North Coast Women's Domestic Violence Court Advocacy Service

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



Staff continued

Men's Behaviour Change programmes, Safer Futures / Fixed Address

Renee	Safer Futures/Fixed Address Co-ordinator
Charna	Women & Children's Advocate
Doug	Safer Futures Men's DFV Intervention Worker
Frank	Safer Futures Group Facilitator
Taren	Safer Futures Group Facilitator
Hazel	Fixed Address Case Worker
Thomas	Fixed Address Case Worker
Helene	Fixed Address Case Worker

Staying Home Leaving Violence

Taren	SHLV Co-ordinator
Kate	SHLV Caseworker
Kristen	SHLV Caseworker
Skye	SHLV Caseworker







www.warrina.org.au

Warrina now has a wonderful re-vitalised new Website. Designed by a professional team and guided by our staff at Warrina to offer a safe, quicker and easier flow around the pages to find the services or information the user needs.

Referrals can be sent directly to Warrina via an easy-to-use button. Movement around the site, to our services, resources, contacts, important information and other provider details, is enhanced by quick button links, direct links to email addresses and phone contacts.

There is still the 'Quick Exit' that will take you back to the blank search page, for the user's safety. Always remember to clear your browsing history if searching for domestic violence information or contacts, as this history may have the potential to compromise your safety.



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 (SHS)

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.

The 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 consider the children's cultural background and particular family circumstances. The rainbow room has been transitioning over the financial year into a new space. The existing building will be utilised as 2 independent units and the Children's dedicated space will eventually be positioned within the refuge.

Aboriginal Support

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

CALD Support

An identified migrant and refugee caseworker position is maintained at the Refuge, with the worker also providing individual and group CALD Outreach services in Coffs Harbour and Nambucca.

Crisis Support

Counselling and 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.

Housing

Warrina works with Women's Housing company, Community Housing Limited and Mission Australia to provide housing solutions within the Coffs Harbour and surrounds. These properties vary in lease lengths and eligibility criteria. These housing options offer a medium transitional solution and with case management, the aim to secure long term housing.



North Coast Women's Domestic Violence Court Advocacy Service

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

The WDVCAS has recently been funded to provide case-management to WDVCAS clients considered at serious threat and are unable to access other case management services in the community. The WDVCAS has also received Federal funding to provide support to women who are navigating the Family Law system through the Family Advocacy Support Service (FASS).

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 to provide clients with information, advocacy, support, and referrals. Where resources allow, support is also provided at ADVO hearings or domestic violence-related charge matters.

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.

Staff respond promptly to referrals from police via the Central Referral Point (CRP) platform and other service providers. Staff conduct safety assessments using the common assessment tool, offer access to financial compensation and counselling, assistance with security, the costs of relocation and referrals to other specialist services in community.

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



Safer Futures / Fixed Address

The **Safer Futures** men's behaviour change program provides an opportunity for men to learn more about the impact of their own behaviour, in taking responsibility and being a safe man. Their journey of change can be strengthened by engaging in learning with peers which can happen in our groupwork sessions.

The 'Women & Children's Advocate', is able to offer support to partners and ex-partners while men are in the programme.

The **Fixed Address** program is a Domestic and Family Violence Innovation program. 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 was responsible for providing intensive case management support to clients within the Coffs Harbour area. Caseworkers provided 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.



Chairpersons's Report

On behalf of the Board of Directors, I welcome all to the 2023 Annual General Meeting of Warrina Domestic & Family Violence Specialist Service Co-operative Ltd.

A thank you to the Board of Directors; Meena Johnson, Julie Carey, Zehrina Hajdic, Kerry Grace,

Vigeeta Chauhan, Staff Representative Natalie Smee, Secretary Helen Aiken, Financial Administrator Michele Thomas and Chief Executive Officer Charlotte Young. We have many responsibilities and duties and I congratulate everyone for their time and dedication in ensuring Warrina is meeting all its obligations and supporting all our Services who are at the forefront of helping those women and children who experience domestic and family violence.

As with many businesses, the past 12 months has been another extremely busy year. The pressures of staff vacancies and the need to continue with ongoing projects has led to a continued focus on developing and implementing strategies to assist in every way possible. The health and well-being of all staff is continually monitored through our meetings. There has been the tabling of ideas with careful thought and consideration of possibilities of what can be done to provide appropriate assistance and support. Another strategy to assist Warrina, which has seen considerable growth over the past few years, was working with Michelle McFadyen of Michelle McFadyen Consulting, providing a Structure Review, "Structuring for Success". A three month project of review and analysis of documentation in addition to workshops, face to face and online meetings and online surveys. It was a pleasure working with Michelle and a huge thank you for all the support in what was a considered and thoughtful project. The Board reviewed the recommendations, having regard to the findings and observations and has adopted a preferred Corporate Structure which is felt will align with Warrina's ongoing viability and success.

The Board has the responsibility for the overall Governance of Warrina as a not-for-profit organisation which demands a vigilant and meticulous approach to every aspect of Warrina's services, which can be time-consuming and complex. The financial viability of Warrina is an important process of our monthly review and note that we continue to be in good financial health to fulfil our operating objectives and continue to ensure compliance with our funding bodies.

As always, we extend a thank you to our funding bodies, 'Department of Communities and Justice (DCJ)' and 'Legal Aid NSW' and also to all those organisations and individuals who support so generously to Warrina. The funding and generosity helps Warrina to grow and create further opportunities for our clients. A big part of this generosity is provided by way of the CEX and the annual

“sleepout”. Hats off to everyone who attended and represented Warrina this year, particularly considering the “wintery” timeline as is the case each year. Fantastic effort.

On behalf of The Board, a final and very important thank you to all staff and volunteers for all that you have done and contributed during the year to help with Warrina’s continued successes. We are looking forward to a great year ahead for Warrina and playing our part in strategic planning, providing a high level of oversight and accountability, reviewing and approving budgets and expenses and ensuring compliance with legal and ethical standards.

Many thanks everyone!

Sandra Heaton – Chairperson



Treasurer's Report

Warrina faced new and ongoing challenges during the 2022-2023 financial year, including several changes to staffing within the organisation. Recognising the opportunities for growth for Warrina, we undertook a full organisational review and introduced a professional development plan to support the emerging partnership with Housing Plus to build a Core and Cluster refuge in Coffs Harbour. The build is being negotiated with Council and should commence in the coming months. This is an exciting time for Warrina and our community as the existing refuge is old and not purpose-built for clients who have experienced violence and abuse. This new build will ensure accessibility for women and children with disabilities and allow for each client to have their own independent living space. Office spaces will be available for external agencies to provide services on site to clients.

Covid 19 is still a consideration at the refuge and staff maintain a vigilant approach to assessing clients who will reside at the refuge. Staff are supported to isolate when they are exposed or test positive and are able to work from home where suitable.

We relinquished the rental of the downstairs room at HQ from Anglicare in June 2023, as the need for physical distancing is no longer required and we now have the use of the rooms next door.

The balance of unexpended COVID-19 ad-hoc funding provided by DCJ and Legal Aid in 2020 was again carried forward into the 2022-23 financial year. This funding has been used to assist with the high demand for direct financial support to clients (brokerage), and additional staffing hours. The remaining funding approved to be carried into 2023-2024 is as follows:

SHS/DVRE COVID \$89,004 pre-approved to June 2024.

SWCYP \$136,647 approved as per Letter of Variation to be acquitted in June 2024.

SHLV \$45,258 pre-approved to June 2024.

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 2022, and setting up the new programs has kept everyone very busy in recent months.

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. Safer Futures was successful in securing a grant to adapt the change program to a model that will support working with men who experience neurodiversity. We anticipate a model that will deliver the program content, one to one if they are not group ready.

The Commonwealth 'Keeping Women Safe in Their Homes' funding for the SHLV program continues to be funded from July 2021 for a four-year commitment until June 2025.

We have continued to partner with Anglicare at the Lilypad's. The lease and agreement with Anglicare will be concluded in February 2024. The sleepout which staff participate in provides the financial resources to support tenants with their tenancy. It is timely that this partnership is coming to an end given our pending work with Housing Plus.

Our work with Creatio (Client Relationship Management) was put on hold until we had staff on board to progress this work. We will be recommencing this work together prior to Christmas. This work will increase efficiencies across the organisation and will reduce duplication.

The Capital Grant of \$360,000 from the Domestic and Family Violence Infrastructure Grant Program to overhaul the Refuge was received. The build has commenced which will create two self-contained units in the existing Rainbow Room building. We had hoped to create a new child support space inside the Refuge, along with five bedrooms each with ensuite. However, building cost increases and difficulties in engaging builders has meant we will not be able to achieve the renovation internally in the refuge. The shed has been lined which will create a therapeutic and fun space for kids to play in. We look forward to the completion of the units as they have specific target groups, which we have historically been challenged with accommodating at the refuge. One unit is designed for a woman or child in a wheelchair with an accessible bathroom; the other, larger unit is to be available for mothers with teenage children who often struggle maintaining their studies with the hustle and bustle at the refuge. The units will be ready for occupation at the end of 2023.

Warrina continues to auspice the Coffs Coast Committee Against Domestic & Family Violence (CCCADFV).

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 increases by 0.5% per annum from 1st July 2021 until it reaches 12% on 1st July 2025. The sector is continuing negotiations for funding to cover these increased expenses, which impact our ability to retain current staffing levels.

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 in 2023 - 2024.

All financial acquittals and reports were submitted as required throughout the year, including 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.

Early in 2023 Taren, the Operations Manager, resigned. I would like to acknowledge Taren's work with Warrina, she came to us full of ideas and enthusiasm. As a result of her work at Warrina, we can credit her and Renee with our success in the Men's Behaviour Change space. Taren had woven herself into the fabric of Warrina and she leaves a hole in the tapestry that makes up Warrina.

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. The June 2022 sleepout saw several Warrina staff in attendance, and we received \$30,000 in August 2022 from that. The June 2023 sleepout was chilly, but 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 donated funds.

Toyota Material Handling donated a generous \$5,000 in April 2023, and in June we received \$3,000 from Axis IQ, and \$5,000 from the owner of the Safer Future office.

Warrina also received over \$24,336 in other donations, philanthropic grants and fundraising for the year, including donations from Bananacoast Credit Union Community Saver Program, Coffs Harbour Golf Club, Country Women's Association, Patchwork Pals, Ritchies IGA Community Benefits Program, Sawtell Lady Golfers, St John Paul College, 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 2022-2023. A full copy of the audited Financial Statements can be obtained by visiting our website www.warrina.org.au/about/ 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

	WDVCAS								
	Co-op	SHS	WDVCAS	FASS	Case Management	Fixed Address	Safer Futures	SHLV	Other
Balance at 01/07/2021	815,846	31,967	6,951	-	-	74,377	-	19,152	84,812
2021-22 Surplus/(Deficit)	104,732	375,249	93,481	-	-	2,100	-	21,352	(72,086)
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	79,413	-	-	74,367	-	40,504	17,910
2022-23 Surplus/(Deficit)	89,562	(181,459)	(39,280)	35,646	54,231	(11,611)	167,036	45,258	245,666
Trf from/(to) Reserves	-	-	(18,935)	(6,650)	(6,118)	6,654	(17,833)	-	-
Trf from/(to) Co-op	14,558	-	-	-	-	-	-	-	(14,558)
Balance at 01/07/2023	1,016,888	225,757	21,198	28,996	48,113	69,411	149,203	85,762	249,018

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 2023

Detailed Income and Expenditure Statement Co-operative Funds

	2023	2022
	\$	\$
Income		
Grants (Other)	-	14,545
Donations - Tax deductible	14,708	39,049
Donations - Non Tax deductible	-	430
Contributions		
Trusts and corporations	44,629	56,000
Management fees	549,291	429,765
Other fees	100	25
Interest		
Restricted	746	720
Unrestricted	14,128	2,549
Total Income	623,602	543,083
Expenditure		
Accounting fees	15,758	11,280
Advertising and promotions	254	1,567
Assets purchased (under contract limit)	4,158	-
Audit fees	12,000	11,450
Bank charges	22	9
Board and co-op expense	2,553	1,442
Business planning, reporting and evaluation	-	3,596
Brokerage		
Standard	26,694	10,293
Cleaning	1,756	1,738
Client support		
Services	1,200	-
Computer expenses	81,408	2,171
Consultancy fees	35,000	-
Depreciation		
Motor vehicle	4,896	4,896
Plant and equipment	12	1,063
Right of use	10,427	9,124
Employee support and supervision	2,394	1,943
Fees and permits	77	77
(continued over)		

Detailed Income and Expenditure Statement (Cont.) Co-operative Funds

	2023 \$	2022 \$
Health and safety expenses insurance	-	473
General	1,489	1,567
Professional indemnity	181	285
Volunteers	22	39
Interest - Leases	298	712
Meeting expenses	-	16
Membership fees and subscriptions	3,673	2,304
Motor vehicle expenses		
Fuel and oil	2,005	1,865
Registration	880	852
Insurance	967	948
Repairs and maintenance	1,005	255
Postage, freight and courier	139	140
Printing and stationery	3,075	1,010
Publications and information resources	-	18
Rent	800	804
Repairs and maintenance	346	99
Salaries and wages		
Annual leave expense	(15,308)	4,871
Long service leave expense	(4,780)	10,160
Recruitment	-	354
Salaries and wages	297,425	295,922
Sick leave paid	(3,284)	5,895
Superannuation	29,954	29,624
Workers compensation insurance	8,910	9,515
Staff amenities	935	554
Sundry expenses	2	3
Telephone	4,665	3,807
Training and development	1,988	5,237
Travel and accommodation	-	376
Volunteer costs	45	-
Total Expenditure	534,041	438,354
Surplus/(Deficit) before income tax expense	89,561	104,729

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

	2023 \$	2022 \$
Income		
Unexpended Grants Brought Forward	407,108	31,854
Grants (State) Operating - Recurrent		
NSW Department of Communities and Justice	1,017,024	931,412
Grants (State) Operating - Non-Recurrent		
NSW Department of Communities and Justice	-	407,108
Grants (Other)		
SACS ERO payment	30,611	62,676
Fees and charges		
Refuge fees – accommodation	29,548	29,208
Refuge fees – laundry and phone	217	417
Management fees	-	191
Interest		
Restricted	1,963	1,267
Sundry income	2,787	-
Total Income	1,489,258	1,464,133
Expenditure		
Advertising and promotions	2,149	900
Assets purchased (under contract limit)	11,479	6,305
Bad debts expense	9,110	4,543
Bank charges	-	10
Brokerage		
Standard	47,014	51,997
Waiver of fees	5,684	3,283
Less recoupments	(2,314)	(1,272)
Centrepay fees	9	21
Cleaning	99	1,203
Client support		
Services	2,322	1,245
Transport	2,795	3,979
Consumables	17,892	12,450
Cleaning and pest	18,376	5,597
Linen and furnishings	12,865	5,441
Computer expenses	102	802
Depreciation		
Motor vehicle	4,885	6,579
Right of use	8,487	652
Employee support and supervision	13,022	5,115
<i>(continued over)</i>		

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

	2023	2022
	\$	\$
Health and safety expenses	2,504	7,864
Insurance		
General	4,525	3,795
Professional indemnity	474	318
Volunteers	57	44
Interest - Leases	424	51
Management fees		
Accounting & bookkeeping	48,843	35,829
Audit	6,978	5,118
Management & governance	69,775	51,184
Employee support & supervision	13,955	5,118
Management fees (cont.)		
Program development, planning & quality assurance	34,888	40,947
Training and development	6,978	5,118
Meeting expenses	126	99
Motor vehicle expenses		
Fuel and oil	4,061	3,122
Registration	4,111	4,064
Insurance	4,940	4,567
Other	532	36
Repairs and maintenance	2,017	3,007
Postage, freight and courier	311	274
Printing and stationery	7,863	2,757
Publications and information resources	1,892	-
Rent	2,781	4,230
Repairs and maintenance	6,784	12,029
Salaries and wages		
Annual leave expense	3,581	(2,129)
Long service leave expense	6,891	6,766
Recruitment	1,112	598
Salaries and wages	713,771	625,069
Sessional workers, contractors and consultants	1,546	-
Sick leave paid	9,403	4,048
Superannuation	71,479	59,241
Workers compensation insurance	27,230	37,007
Security	2,815	1,314
(continued over)		

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

	2023	2022
	\$	\$
Staff amenities	990	429
Sundry expenses	192	99
Telephone	12,791	11,853
Training and development	23,219	4,675
Travel and accommodation	415	1,177
Utilities	9,380	8,280
Volunteer costs	-	182
Total Expenditure	<u>1,263,610</u>	<u>1,057,030</u>
Surplus	<u>225,648</u>	<u>407,103</u>
Transfer to unexpended grants	<u>(225,652)</u>	<u>(407,108)</u>
Surplus/(Deficit) before income tax expense	<u>(4)</u>	<u>(5)</u>

*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
Women's Domestic Violence Court Advocacy Service

	2023	2022
	\$	\$
Income		
Unexpended grants brought forward	79,510	7,048
Grants (State) Operating - Recurrent		
Legal Aid NSW	1,220,718	1,122,015
Grants (State) Operating - Non-Recurrent		
Legal Aid NSW	-	52,317
Grants (Other)		
SACS ERO payment	-	35,063
Interest		
Restricted	7,327	2,313
Total Income	1,307,555	1,218,756
Expenditure		
Advertising and promotions	511	350
Assets purchased (under contract limit)	11,932	6,501
Brokerage		
Standard	53,415	18,168
Cleaning	4,352	5,544
Client support		
Transport	214	22
Consumables	183	86
Computer expenses	243	691
Depreciation		
Motor vehicle	-	2,527
Donations	1,000	-
Employee support and supervision	4,582	2,544
Fees and permits	550	-
Health and safety expenses	53	4,826
Insurance		
General	4,556	3,616
Professional indemnity	412	350
Volunteers	50	48
Management fees		
Accounting & bookkeeping	44,556	40,498
Audit	6,365	5,785
Management & governance	63,652	57,854
Employee support & supervision	12,730	5,785
Program development, planning & quality assurance	31,826	46,283
Training and development	6,365	5,785
Meeting expenses	900	197
<i>(continued over)</i>		

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

	2023	2022
	\$	\$
Motor vehicle expenses		
Fuel and oil	310	498
Registration	727	735
Insurance	928	862
Other	2	863
Repairs and maintenance	893	-
Postage, freight and courier	11	152
Printing and stationery	10,260	6,251
Publications and information resources	173	-
Rent	22,577	20,315
Repairs and maintenance	5,251	7,258
Salaries and wages		
Annual leave expense	13,710	6,078
Long service leave expense	18,864	15,792
Recruitment	1,316	242
Salaries and wages	786,204	719,981
Sessional workers, contractors and consultants	12,416	9,747
Sick leave paid	16,193	(1,634)
Superannuation	82,694	71,787
Workers compensation insurance	25,001	23,067
Security	-	3,950
Staff amenities	2,017	1,237
Sundry expenses	91	-
Telephone	11,830	11,133
Training and development	3,064	4,875
Travel and accommodation	1,746	5,299
Utilities	2,601	2,069
Volunteer costs	-	209
Total Expenditure	1,267,326	1,118,226
Surplus	40,229	100,530
Transfer to unexpended grants		(79,510)
Transfer from/(to) reserves	(18,935)	(21,020)
Surplus/(Deficit) before income tax expense	21,294	-

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 Family Advocacy and Support Service

	2023	2022
	\$	\$
Income		
Grants (State) Operating - Recurrent		
Legal Aid NSW	136,500	-
Interest		
Restricted	179	-
Total Income	136,679	-
Expenditure		
Assets purchased (under contract limit)	4,256	-
Advertising and promotions	54	-
Brokerage		
Standard	772	-
Cleaning	429	-
Computer expenses	60	-
Employee support and supervision	230	-
Health and safety expenses	7	-
Insurance		
General	412	-
Professional indemnity	43	-
Volunteers	5	-
Management fees		
Accounting & bookkeeping	4,778	-
Audit	683	-
Management & governance	6,825	-
Employee support & supervision	1,365	-
Program development, planning & quality assurance	3,413	-
Training and development	683	-
Motor vehicle expenses		
Fuel and oil	22	-
Postage, freight and courier	136	-
Printing and stationery	1,015	-
Rent	2,225	-
Repairs and maintenance	688	-
Salaries and wages		
Annual leave expense	2,003	-
Long service leave expense	952	-
Recruitment	305	-
Salaries and wages	58,982	-
Sick leave paid	427	-
<i>(continued over)</i>		

Detailed Income and Expenditure Statement (Cont.) Family Advocacy and Support Service

	2023	2022
	\$	\$
Superannuation	6,199	-
Workers compensation insurance	1,304	-
Staff amenities	169	-
Telephone	1,265	-
Training and development	374	-
Travel and accommodation	684	-
Utilities	270	-
Total Expenditure	101,035	-
Surplus	35,644	-
Transfer to unexpended grants	(6,650)	-
Surplus/(Deficit) before income tax expense	28,994	-

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Detailed Income and Expenditure Statement WDVCAS Case Management

	2023	2022
	\$	\$
Income		
Grants (State) Operating - Recurrent		
Legal Aid NSW	226,390	-
Interest		
Restricted	297	-
Total Income	226,687	-
Expenditure		
Advertising and promotions	89	-
Assets purchased (under contract limit)	6,896	-
Brokerage		
Standard	5,269	-
Cleaning	429	-
Client Support		
Transport	151	-
Consumables	162	-
Computer expenses	20	-
Employee support and supervision	613	-
Health and safety expenses	7	-
Insurance		
General	501	-

Detailed Income and Expenditure Statement (Cont.)
WDVCAS Case Management

	2023	2022
	\$	\$
Professional indemnity	72	-
Volunteers	9	-
Management fees		
Accounting & bookkeeping	7,924	-
Audit	1,132	-
Management & governance	11,320	-
Employee support & supervision	2,264	-
Program development, planning & quality assurance	5,660	-
Training and development	1,132	-
Motor vehicle expenses		
Fuel and oil	62	-
Printing and stationery	1,581	-
Rent	2,224	-
Repairs and maintenance	1,052	-
Salaries and wages		
Annual leave expense	2,822	-
Long service leave expense	2,139	-
<i>(continued over)</i>		
Salaries and wages	101,050	-
Superannuation	10,621	-
Workers compensation insurance	2,239	-
Staff amenities	169	-
Telephone	1,563	-
Training and development	820	-
Utilities	270	-
Total Expenditure	172,456	-
Surplus	54,231	-
Transfer to unexpended grants	(6,118)	-
Surplus/(Deficit) before income tax expense	48,113	-

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Detailed Income and Expenditure Statement
Fixed Address

	2023	2022
	\$	\$
Income		
Grants (State) Operating - Recurrent		
NSW Office for Women's Policy	160,000	110,000
Interest		
Restricted	209	125
Total Income	160,209	110,125
Expenditure		
Advertising and promotions	465	2,092
Assets purchased (under contract limit)	6,045	-
Brokerage		
Standard	24,325	9,853
Cleaning	635	500
Client support		
Services	1,576	1,457
Transport	493	145
Consumables	732	686
Computer expenses	406	20
Depreciation		
Right of use	12,706	8,784
Employee support and supervision	803	756
Health and safety expenses	20	146
Insurance		
General	343	297
Professional indemnity	50	33
Volunteers	6	5
Interest - Leases	1,013	685
Management fees		
Accounting & bookkeeping	5,600	3,850
Audit	800	550
Management & governance	8,000	5,500
Employee support & supervision	1,600	4,400
Program development, planning & quality assurance	4,000	4,400
Training and development	800	550
Meeting expenses	-	372
Motor vehicle expenses		
Fuel and oil	28	33
Postage, freight and courier	219	-
Printing and stationery	4,979	421
<i>(continued over)</i>		

Detailed Income and Expenditure Statement (Cont.)
Fixed Address

	2023	2022
	\$	\$
Publications and information resources	1,133	377
Rates and taxes	10	-
Rent	2,390	229
Repairs and maintenance	4,580	28
Salaries and wages		
Annual leave expense	1,702	1,807
Long service leave expense	788	1,182
Recruitment	515	152
Salaries and wages	71,045	48,188
Sick leave paid	724	2,201
Superannuation	7,113	4,816
Workers compensation insurance	1,418	1,549
Security	403	-
Staff amenities	180	159
Telephone	1,126	786
Training and development	2,728	1,015
Utilities	321	-
Total Expenditure	171,820	108,024
Surplus	(11,611)	2,101
Transfer from/(to) reserves	6,654	(2,111)
Surplus/(Deficit) before income tax expense	(4,957)	(10)

Note: This is an extract of the information contained in the audited financial statements.

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Detailed Income and Expenditure Statement Safer Futures

	2023	2022
	\$	\$
Income		
Grants (State) Operating - Recurrent		
NSW Department of Communities and Justice	440,000	-
Grants (State) Operating - Non-Recurrent		
NSW Department of Communities and Justice	149,200	-
Donations - Tax deductible	5,000	-
Interest		
Restricted	576	-
Total Income	594,776	-
Expenditure		
Advertising and promotions	6,730	-
Assets purchased <\$5,000	8,275	-
Brokerage		
Standard	1,733	-
Cleaning	127	-
Client support		
Transport	480	-
Consumables	1,245	-
Computer expenses	387	-
Consultancy fees	380	-
Depreciation		
Plant and equipment	1,389	-
Right of use	16,252	-
Employee support and supervision	3,753	-
Fees and permits	80	-
Health and safety expenses	437	-
Insurance		
General	898	-
Professional indemnity	139	-
Volunteers	17	-
Interest - Leases	1,296	-
Legal Fees	1,548	-
Management fees		
Accounting & bookkeeping	15,400	-
Audit	2,200	-
Management & governance	22,000	-
Employee support & supervision	4,400	-
Program development, planning & quality assurance	11,000	-
<i>(continued over)</i>		

Detailed Income and Expenditure Statement (Cont.)
Safer Futures

	2023	2022
	\$	\$
Training and development	2,200	-
Motor vehicle expenses		
Fuel and oil	42	-
Postage, freight and courier	930	-
Printing and stationery	9,875	-
Publications and information resources	3,171	-
Rates and taxes	30	-
Rent	3,643	-
Repairs and maintenance	3,590	-
Salaries and wages		
Annual leave expense	21,838	-
Long service leave expense	6,724	-
Recruitment	45	-
Salaries and wages (cont.)		
Salaries and wages	225,142	-
Sick leave paid	8,086	-
Superannuation	22,543	-
Workers compensation insurance	6,049	-
Security	1,007	-
Staff amenities	528	-
Telephone	2,803	-
Training and development	9,006	-
Utilities	322	-
Total Expenditure	427,740	-
Surplus	167,036	-
Transfer to unexpended grants	(149,200)	-
Transfer from/(to) reserves	(17,833)	-
Surplus/(Deficit) before income tax expense	3	-

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Detailed Income and Expenditure Statement Staying Home Leaving Violence

	2023	2022
	\$	\$
Income		
Unexpended grants brought forward	21,326	-
Grants (State) Operating - Recurrent		
NSW Department of Communities and Justice	233,453	223,172
Grants (State) Operating - Non-Recurrent		
NSW Department of Communities and Justice	186,394	207,720
Interest		
Restricted	580	497
Sundry income	-	13,259
Total Income	441,753	444,648
Expenditure		
Advertising and promotions	173	219
Assets purchased (under contract limit)	-	2,363
Brokerage		
Standard	58,726	76,002
Cleaning	1,756	1,513
Client support		
Services	-	16
Transport	90	70
Consumables	260	1,199
Computer expenses	50	210
Depreciation		
Motor vehicle	-	2,017
Right of use	15,369	11,527
Employee support and supervision	3,554	1,879
Health and safety expenses	72	281
Insurance		
General	1,359	844
Professional indemnity	140	123
Volunteers	17	17
Interest - Leases	440	899
Management fees		
Accounting & bookkeeping	15,441	14,335
Audit	2,206	2,048
Management & governance	22,059	20,478
Employee support & supervision	17,647	16,383
Program development, planning & quality assurance	17,647	16,383
Training and development	2,206	2,048
<i>(continued over)</i>		

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

	2023	2022
	\$	\$
Meeting expenses	12	-
Motor vehicle expenses		
Fuel and oil	366	375
Registration	669	677
Insurance	567	597
Repairs and maintenance	459	937
Postage, freight and courier	50	52
Printing and stationery	2,974	1,410
Publications and information resources	-	2,474
Rent	792	1,992
Repairs and maintenance	346	94
Salaries and wages		
Annual leave expense	2,738	5,051
Long service leave expense	778	3,019
Recruitment	1,296	136
Salaries and wages	176,829	195,274
Sick leave paid	(5,743)	5,210
Superannuation	18,607	19,490
Workers compensation insurance	4,663	6,279
Security	2,587	-
Staff amenities	885	534
Telephone	3,244	3,776
Training and development	1,861	4,005
Travel and accommodation	1,978	1,060
Total Expenditure	375,170	423,296
Surplus	66,583	21,352
Transfer to unexpended grants	(66,584)	(21,326)
Surplus/(Deficit) before income tax expense	(1)	26

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Detailed Income and Expenditure Statement
Coffs Coast Committee Against DFV

	2023	2022
	\$	\$
Income		
Contributions		
Trusts and corporations	-	40,492
Total Income	<u>-</u>	<u>40,492</u>
Expenditure		
Advertising and promotions	-	2,000
Business planning, reporting and evaluation	-	2,600
Client support		
Services	-	34,987
Management fees		
Accounting & bookkeeping	-	1,417
Audit	-	202
Management & governance	-	405
Meeting expenses	-	356
Total Expenditure	<u>-</u>	<u>41,967</u>
Surplus	<u>-</u>	<u>(1,475)</u>

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

	2023 \$	2022 \$
Income		
Housing client fees	75,673	-
Total Income	<u>75,673</u>	<u>-</u>
Expenditure		
Brokerage		
Standard	-	4,108
Less recoupments	(10,908)	-
Centrepay fees	151	128
Client support		
Consumables	110	-
Cleaning and pest	1,519	1,925
Depreciation		
Right of use	11,519	77,936
Interest - Leases	103	2,201
Management fees		
External	3,045	4,341
Rent	57,316	11,802
Repairs and maintenance	1,474	1,504
Utilities	11,344	9,787
Total Expenditure	<u>75,673</u>	<u>113,732</u>
Surplus	<u>-</u>	<u>(113,732)</u>

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

	2023	2022
	\$	\$
Income		
Grants (Other)		
Other minor grants	360,000	-
Interest		
Restricted	1,051	1,080
Total Income	361,051	1,080
Expenditure		
Consultancy fees	14,687	-
Repairs and maintenance	100,698	-
Total Expenditure	115,385	-
Surplus	245,666	1,080
Transfer to unexpended grants	(245,666)	-
Surplus/(Deficit) before income tax expense	-	1,080

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CEO's Report

Reflecting on the achievements of Warrina Domestic and Family Violence Specialist Services over the past year leaves me with a sense of great optimism and hope for the coming years. Warrina currently has 30 employees and an organisational structure that required review given the expansion of services and the impact this has had on current staffing and particularly on administrative and financial functions. In addition, a key position, the Operations Manager, became vacant early in 2023 providing us with the opportunity to undertake a thorough review of our structure and what we required to support all staff and improve benefits to clients. With that in mind, Warrina has undertaken a corporate structural review which identified the need for a more robust financial and administrative management arm. It was also recommended to review the position description for the Operations Manager and other leadership roles to ensure clear lines of delegation and reporting mechanisms.

Within the review a workforce development plan was also undertaken as Covid taught us that a workforce can very quickly be eroded and in fact decimated by the fear of serious illness. There is still a lot of work to be undertaken to see the recommendations come into being, however there is a very clear plan with the timelines achievable in the coming twelve months.

Continuous Improvement

Warrina secured a grant to ensure our IT capabilities were safe and complied with confidentiality requirements. We engaged a skilled woman who considered our processes and systems, following from her work it was agreed to undertake digital transformation with a company called Creatio who will work with us for three years. This is still a work in process as it requires staff to undertake training on the system. We anticipate there will be great benefits reducing duplication and cost savings once we are all competent and confident with the system. The challenge for us all, is progressing with the work that needs to be undertaken to achieve our goal. The staff who make up Warrina are passionate and committed to women and children who experience abuse, and their clients are their priority given safety is paramount in all aspects of our work.

Future Directions

We know 'Core and Cluster' is coming to Coffs Harbour, Warrina has partnered with Housing Plus who will build a purpose-built refuge with Warrina providing the support services. This is such a vital expansion of our services given the incidence of DFV compounded by the housing crisis in our community. The design of the building has been agreed to however we are still needing to secure a site that complies with council regulations.

This expansion of our SHS services and the staff that will be employed to fill the positions will be a driver in our workforce development plan. The North Coast WDV CAS has also had an expansion with caseworkers now making up that team. This has been a recognised need by Legal Aid NSW and has alleviated the constant pressure for that service and the women who work on that program. Additionally Safer Futures, our Men's Behaviour change program was also successful in securing a small grant to develop strategies for working with men who experience neurodiversity.

Warrina has maintained a high profile within the community. As the leading DFV service we have been called to respond to issues that are not only local, but also at a state and federal level. Nat, Pru and I have spoken to the ABC radio, MMM and other local radio stations on the housing crisis, inappropriate comments made by the press and the fact that Coffs Harbour often tops the state for DFV incidents. It is important to note that many women do not come to the attention of the police, so we know the incidence of DFV in our community is considerably higher than the data reflects.

Donations

A large number of staff participated in the annual Sleepout hosted by the CEX club. This year Nicole, our contract manager from DCJ joined the Warrina Warriors and slept out at the stadium. We raised \$30,000 from the event. To date we have been using those funds to support The Lily Pads. The Lily Pads are units owned by Anglicare which provide our clients with transitional accommodation. Often, they are women who have difficulty accessing the private market for a myriad of reasons and therefore the support provided by the housing worker, Dianna, is intensive and often she is there daily. In acknowledging the Warrina Warriors who slept out on that cold June night, your commitment to our clients and ability to put aside your own family is inspiring, and warrants accolades all round.



We have had high staff turnover in the past twelve months, partly as a result of Covid for staff who are immunocompromised, Mayliann ended her traineeship, and sadly Taren the Operations Manager resigned early in January leaving a hole in the fabric of Team Warrina. At times throughout this year, Warrina services have not had a full contingent of staff, I would like to acknowledge how the Warrina teams provided their best endeavours in providing quality services to all women and children coming through our doors. In the context of the housing crisis, I take my hat off to the staff supporting women in the tight housing market. At times it has been a challenge, and in fact soul destroying, that the lack of affordable housing results in women and children living in unsafe and frightening situations as they have limited affordable options for housing. Our partnership with Mission Australia and Community Housing Ltd has resulted in some women moving into the private housing market.

In 2021 we were successful in securing a grant to undertake converting the Rainbow room into two separate units. This project will be near completion at the end of October providing accommodation to women with disabilities and mums with children who struggle in the communal environment because of neurodiversity. There will be a space for the children as we have lined a double garage which will be utilised by the children and mums at the refuge for craft and fun activities.

The SHLV team has had a steep learning curve, tackling the data, which had a number of errors that had come about in the past 12 months. The team has undertaken data training and we now look to a future where data extraction reflects all the work they do.

Each Warrina service has exceeded its KPI's this past financial year. I want to thank each of the staff for their passion and hard work in achieving this outcome. Together, they have worked tirelessly and professionally to achieve the best possible outcomes for clients. The women who lead Warrina's services, WDVCS, Safer Futures, SHS and SHLV have guided their team to excellence this year. I want to thank Wendy, Renee and Pru for their strong leadership and perseverance in the past twelve months. We rely heavily on our administration team, Michele and Helen, they deserve a special mention for they keep us on task ensuring we are within budget and comply with our individual financial responsibilities.

In recognising the difficult work, we all do, the Board have prioritised staff wellbeing as an agenda item at Board meetings. Staff have come up with creative and practical ideas to support not only their own wellbeing but that of the organisation. Sadly, time is our enemy and again with clients taking priority it is often hard to balance wellbeing when we are speaking to the safety of women and children. I would like to thank the Board for their commitment to Warrina, their time, expertise and understanding of the target group. Their wisdom and guidance hold Warrina in good stead with a sound plan for our future work.

I would like to thank our funding bodies, Legal Aid NSW for their foresight in expanding the services of The North Coast WDVCAS to ensure that women have access to wrap-around support within the judicial system. DCJ and in particular the SHS and SHLV Contract Manager, Nicole' for all her support in the past twelve months. Nicole not only participated in the Sleepout she was also instrumental in navigating the challenges with the build at the refuge.

The coming twelve months bring an exciting time for Warrina and our community. The commencement of a purpose-built crisis refuge, with each client having their own independent unit, office spaces for external providers to provide services to clients on site is going to bring about positive change that supports recovery for survivors.

The expansion of the WDVCAS services and the pilot being implemented by Safer Futures to work with men who experience neurodiversity, are also opportunities to provide a greater continuum of support to women and children experiencing violence and abuse

Domestic and Family Violence continues to thrive in Australia, with statistics still accounting for one woman a week being murdered at the hands of her ex-partner. Government must maintain the focus on this alarming social problem with adequate funding of support services. Services that are targeted and include men and boys in the solution.

The safety of Women and children is paramount in the work we do. I would like to acknowledge the courage of these women in making very difficult choices, I honour their experience and say how privileged we are to walk alongside of them in the journey of recovery from domestic and family violence, for their voices Drive to the change we are all aiming for.

Charlotte – Chief Executive officer



Specialist Homelessness Services (SHS)



As I reflect on my tenth year at Warrina, it is with a heart full of gratitude that I extend my sincere appreciation to each member of our esteemed board, my dedicated colleagues and Charlotte.

The achievements and successes we've accomplished over the past year are a testament to the collective efforts, unwavering commitment, and vision that define our organisation. The guidance, wisdom, and strategic direction provided by the board and management have been instrumental in shaping our path forward, and I am grateful for everyone's tireless dedication to our mission.

To my team, you are the driving force behind our accomplishments. Your passion, expertise, and collaborative spirit have consistently propelled us toward excellence. Together, we've navigated challenges and celebrated triumphs, forming a dynamic team that is at the heart of our achievements.

Looking back over the past 12 months there are some notable memories as an individual team and a collective, I wanted to share. Being able to celebrate NAIDOC together in July 2022 was a wonderful experience, it is not often we get to share in celebration together and this event was particularly enjoyable. A special mention to a co-worker who is no longer with us, Zena was a huge advocate for the Aboriginal community in this area and also worked very closely with young people experiencing hardship. Losing Zena was a very difficult time for our Organisation and the broader community. She will be forever remembered as the fierce woman she was and her tireless contribution to the community services sector and the young people she worked with.



NAIDOC Ball July 2022

Moving on from the loss of a co-worker is a difficult task, it was motivational to see the impact Zena had on community and brought a closeness to those who knew her, especially us working in the industry of helping vulnerable people. Being able to come together for events and meetings allowed us to heal as a collective.

After a tumultuous 6 months, the SHS team participated in a group healing workshop called We Al-Li. We Al-Li provides a Culturally Informed Trauma Integrated Healing.

Approach CITIHA to training for individuals, families, communities and organisations. We spent time as a team engaging in tasks and activities to help us build a deeper understanding of ourselves and the challenges we face as a team and in the sector. It was a valuable day that I was so grateful to be a part of.

After a delay in moving forward with the previous grant applied for the capital works to convert the Rainbow room into two separate independent living units, that would allow us to accept referrals for women living with disability and accommodate a larger family, women with teenagers and children who require more independent spaces. We began non-structural demolitions around March 2023. Since then, lots has progressed, and we are looking forward to the completion of this additional housing solution by the end of 2023. Our hope is to name the two cottages after two previous Warrina Warriors. Ros's' cottage and Aunty Elaine's cottage.



We here at the Women and Childrens' refuge are very appreciative of community donations. They enable us to fund extra things for the women in the house such as opportunities for women and their children to reconnect after leaving DFV. We are able to use community donations to provide play activities and wellbeing sessions with residents of the refuge.

A big thank you to all those staff members who attend the CEX Community sleepout, and acknowledgment to those in community who raise funds for our service.

As we move ahead into the future, let us continue to build upon the foundation we've established, embracing new opportunities and challenges with the same unity and determination. Our collective commitment to Warrina's Mission is what sets us apart, and I am honoured to be a part of this incredible journey with each and everyone connected to Warrina.

Thank you for the steadfast guidance, and thank you colleagues, for your unwavering dedication. Here's to another year of collaboration, growth, and success.

Lots of gratitude,

Pru – Specialist Homelessness Services Co-ordinator

Crisis Intervention

The Crisis Intervention worker role was created in late 2021 due to an identified gap in service accessibility within the SHS service, to women still partnered or living with the perpetrator of violence needing support to safely end the relationship and/or leave the home. Warrina experienced an increase in referrals for women entangled in a violent relationship but unsure of their options, needing support to make safe plans about their future. The Crisis Intervention worker walks alongside women in these circumstances with safety planning, case management, crisis counselling, referral to appropriate supports, domestic violence education and exit strategies. The main aim of this role is for women to access support early to plan carefully and safely to leave the relationship and avoid homelessness, displacement, falling below the poverty-line or experiencing further trauma on their journey.

The Crisis Intervention worker supports women with domestic violence psycho-education, information on available supports and services and knowledge about options and pathways in their local area. Statistically, women and children are at greater risk during the period they end or leave the 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 received over the past 12 months were:

- women seeking support for the first time in their lives with minimal understanding of domestic violence, abuse and control tactics,
- women in complex situations with varied intersectionalities,
- women requiring a high level of confidentiality and covert support due to either themselves or their partners being heavily engaged and known in their local community.

In the wake of COVID-19, 2022-2023 was a challenging year for the Coffs Harbour community. The rental market crisis continued, and we experienced higher than usual homelessness rates and consequently domestic & family violence occurrence. As government health restrictions eased and our communities opened up again, this enabled Warrina case workers to move freely in an outreach capacity and reach more vulnerable women through community awareness and engagement events. I would like to whole-heartedly thank the SHS Coordinator Prudence Young for her endless support and commitment to her team over the past year which continues to inspire and motivate us in the work we do. Her perseverance and passion sustained the SHS team in staying focussed, look after ourselves and continue to provide high quality specialist services to the women and children on the Mid-North Coast to live a life free from violence.

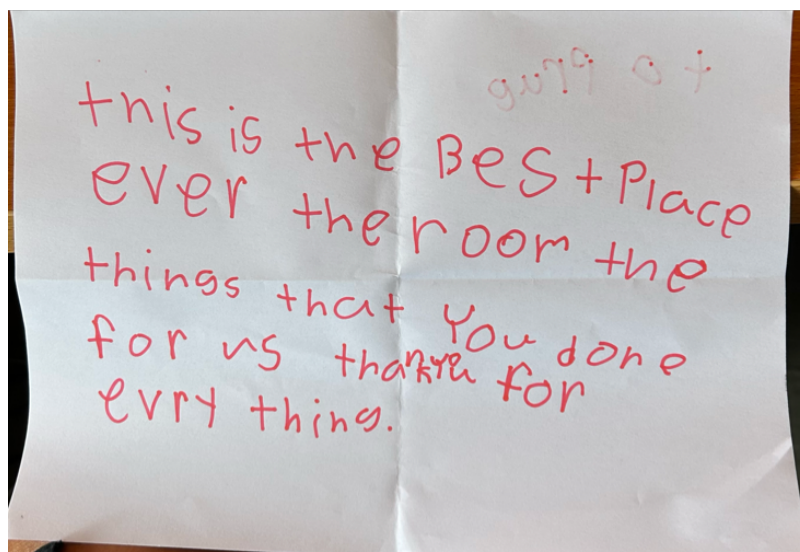
Jacqueline – Crisis Intervention Worker

Children & Young People



This year our team at the refuge reaped the benefits of a strong commitment to challenging and confronting internal hard work. Our trauma exposure and burn out symptoms were finally lifting post COVID-19 and the exacerbation of the rental crisis. We as a team undertook vast and deep internal, communal, and professional journeys in order to process, make sense of and in time heal as a collective. We are now stronger, more efficient, and thoroughly enjoying our work alongside each other with a well-developed sense of how to support ourselves and each other through our challenging work. I would like to take this opportunity to thank Pru, Charlotte and the board for their commitment to us as a team throughout this time.

The Children and Young People (CYP) funding was able to assist us in employing a specific childcare/support worker for the Christmas school holidays. She helped us run a school holiday program which involved taking a group of kids to Spring Loaded and she ran other programs in the house too. We utilised some grant money to purchase some gift cards for the cinema, treetops, the plaza and the childcare/support worker was able to take the children staying in the refuge to do really fun things and give the parent's a break. The feedback from this was really positive. The children all enjoyed being able to get out and enjoy themselves.



I continued to work closely with Jo, our wonderful In House Worker, we were able to work together to wholistically support women and their children through their healing journey's. We each bring unique skills, we collaborated in new ways, learned new skills which have proven to benefit not only our clients but us as a team immeasurably. Thank you Jo, for your continued support and commitment, the work you do isn't unnoticed, and I am grateful to have the opportunity to learn from you. We've got this.

My main passion and focus are on assisting mums to reconnect with their children after their experience of violence, as studies have shown us many times that this is one of the first things affected. I also was able to provide quality childcare to allow parents to attend important appointments. This part of my work, the connection time through celebrating Halloween, birthdays etc brings me so much joy.

I have solidified my foundational Shark Cage skills by running two terms of the program this year alongside Jacq. I also have completed my Shark Cage for Young Women training and fingers crossed, I will be running the program at Orara High for young women attending that school in term four 2023.

Losing the Rainbow Room has been a difficult transition this year however, Jo and I have worked to improve the play areas and the outdoor space to make up for the lost (for now) space. We have purchased an easier to manage toy system for the refuge, some swings for the back yard, some wonderful chickens and prioritised adding in a well needed pop of colour throughout the refuge! It looks wonderful.



Tess – Children and Young People Specialist Worker

Culturally & Linguistically Diverse (CALD) Support

Over the past year, my engagement with the culturally and linguistically diverse (CALD) community has been deeply rewarding. My involvement in the women's multicultural groups held every Thursday at the Cavanagh Centre has been instrumental in fostering awareness about domestic and family violence (DFV). By building connections within the community, I have contributed to diminishing the stigma surrounding discussions on these critical issues.

The weekly gatherings have served as a platform for open conversations about DFV. Through these conversations, we have witnessed a transformation in understanding healthy relationships and recognising the rights each individual holds within the protective framework of Australian law.

Recently, I had the privilege of participating in the Humanitarian Settlement Program Network Meeting, where issues concerning the CALD community in Coffs Harbour were discussed. During this event, I delivered a presentation shedding light on the challenges faced by our CALD community within Warrina. These challenges include:

- **Sensitivity and Cultural Norms:** The cultures represented among CALD individuals often encompasses varied norms, beliefs, and attitudes towards family dynamics. Some cultures may discourage seeking external assistance for family issues, creating a barrier for those experiencing DFV to seek help.
- **Language Barriers:** Effective communication is essential for accessing support services. Language barriers can inadvertently isolate CALD individuals, making it difficult for them to articulate their needs or understand the resources available, exacerbating their isolation.
- **Awareness Gap:** Many CALD individuals lack a comprehensive understanding of their rights and the legal protections offered in the context of DFV. Addressing this gap with culturally tailored information on support services, legal rights, and avenues of assistance is imperative.
- **Social Isolation:** Newcomers to the community, often find their social networks limited to their own cultural community. This isolation hinders their ability to seek help, driven by concerns of judgment.

Despite the sensitivity associated with reaching out to DFV services, it's worth noting that Warrina actively engages with CALD clients on an individual basis. Notable successes include the transformation of two CALD clients from refuge residents to independent housing occupants over the past year. Presently, we continue to provide refuge to a third CALD client, extending our commitment to providing a safe space.

As someone relatively new to this role, my enthusiasm and dedication to raising awareness and assisting women in breaking free from violence stem from my personal background growing up in the Middle East. Looking ahead to the next year, my aspirations encompass addressing the challenges more comprehensively and offering support to women from diverse backgrounds.

Nourah – CALD DFV Caseworker

Housing Support

For me, there is no better feeling than knowing that a woman and her children are going home to sleep in a safe and secure home tonight.

Domestic and family violence (DFV) is one of the main reasons that women and children leave their home. For people escaping DFV, having fast access to secure, stable housing is critical in order to gain safety and wellbeing.

The Housing role 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 case management goals. Women are supported to access financial assistance, legal aid, education, employment and counselling. The worker also provides practical assistance where necessary, examples of this assistance include access to transport and court support.

The Housing worker is responsible for the management of 7 x 3-bedroom houses as transitional accommodation properties through Women's Housing Ltd. The Women's Housing Plus program provides medium-term, low-cost accommodation for clients who are either working or studying. Leases are reviewed every 3 months with a maximum stay of 5 years. The focus is on improving the clients' capacity to obtain and maintain long-term tenancies as well as achieving personal wellbeing goals and ensuring ongoing safety and security.

The Housing role is also responsible for the management of 5 x Community Housing Limited properties and providing case management support to women who are leaving either crisis or short-term accommodation. Community Housing Limited and Warrina DFVSS are closely partnered to ensure that there is a smooth transition to more permanent housing over an 18 month period.

The Housing Worker also manages 7 x short term leases in Coffs Harbour, referred to as the "Lily Pads", owned and managed by Anglicare North Coast. 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. For some clients, there is a positive transition to long term

housing solutions, however, for many recipients of SHS assistance, there is unfortunately little change in their housing situation over the time in which they receive support.

One of the reasons for this is that finding a private rental is problematic in the current tight market where there are other barriers such as competition from other prospective tenants. Other factors include the resistance and past trauma that impacts a woman in her ability to move forward in finding housing solutions. As the housing worker, I strongly believe in a trauma-informed housing approach which incorporates giving our clients respect, choice and empowerment.

If there is open communication and engagement with the woman, then they are able to build up a rental history, learn new tenancy skills, address past housing debts, work on their health, safety, employment, child-care and other case management goals. If approved, women at the Lily Pads are able to utilise the Start Safely Subsidy to help them access a subsidized rent on their unit.

Below is a snip-it from a testimonial written by a woman who had left a DV relationship with her children, sharing how her journey from homelessness to stable and long term housing has come to fruition. This family was accommodated first in the refuge, then housed at the Lily Pads, and have now successfully transitioned into permanent long term social housing.

‘Warrina women’s and children’s services have given myself and my three young children the opportunity of a safe and stable new beginning.

From being able to have the outlet of the refuge to get myself and the children out of an abusive relationship was something I’m ever so grateful for, then to having the opportunity to have the Lily Pad unit to start to build the confidence to start a new healthy life, still with the day to day support of Warrina, is truly amazing.

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.

We are now living in a long-term housing, loving our new start and having all the fun and joy we so desired before.

I would like to thank Warrina Women’s and Children’s services for the support and compassion, it is very much appreciated.’

I would be remiss not to express my extreme gratitude to Cassie a co-worker, who has assisted me greatly in the housing role this year. A year which was personally difficult for me. It made me realise how fortunate I am that I work in such a

supportive team environment, where we all work closely towards shared goals for our women and support each other in the process.

My role as a Specialist Housing officer at Warrina is not without its difficulties', however, when I see the positive changes that safe and secure housing makes in the lives of women and their children, then I realise why I love doing this role.

Diana - DFV Caseworker & Specialist Housing Support



North Coast Women's Domestic Violence Court Advocacy Service

This financial year has been the busiest we have ever experienced. We have provided services to 2,008 individual women and received 3,054 referrals from the Central Referral Point.

DV NSW has submitted to treasury a significant increase in WDV CAS baseline funding to accommodate for increases in service demand. There has been no increase since 2009 with all of the extra requirements, service demand and how annual funding does not keep up with Consumer Price Index (CPI) and the Equal Remuneration Order (ERO) etc. So, fingers crossed.

The NSW Government has announced \$1.6 million to expand the existing Hearing Support Pilot to cover all WDV CAS and all courts in NSW. Our service has always provided hearing support to clients within our current funding; however, it has become near impossible to maintain, with the Coffs court having another fulltime court to manage along with the overall increase in referrals. The 12-month pilot will commence on the 1st of November 2023.

A Client Management System is being developed for the WDV CAS. It will be similar to the CIMs currently used by SHS services. We are in the consultation and training stage now with the expectation that it will be operational in October this year. This system will replace the WDV CAP data-base, the Central Referral Point (CRP) platform and paper files. So, no more triplication...

Legal Aid is seeking approval to recontract existing WDV CAS providers after 30 June 2024, the end of current contract. This would mean that there would not be a competitive tender process. Legal Aid are also clarifying if the recent announcement about 5-year contract via DCJs and if that will also apply to WDV CAS.

Legal Aid have been negotiating with the Department of Justice to try and get the WDV CAS's access to Justice Link. This would mean that we could go online and get court outcomes directly. Currently we are required to use a template to provide matter numbers, the clients full name and the defendants full name and email to NSW courts. The results are sent back 2 to 3 days later. This system is obviously time consuming and a significant delay for clients to learn of what is happening for their matter. If there is anything urgent, we are able to find out through the local courts or the DVLO on the same day. So hopefully, we will have access in the near future. There are some privacy and legal issues that are to be addressed before it will be rolled out. The WDV CAS's have been trying to get access to Justice link for 20 years now. It will make such a difference to our practice and clients when this magic finally happens.

The addition of the Family Advocacy Support Service (FASS) and 2 case work positions has already greatly improved outcomes for clients and expanded services for the wider community. Leonie is the sole worker in the FASS position and Jodie and Jo have taken up the 2 case worker positions within the WDV CAS.

The FASS is a specialist family violence service that provides legal and social support to clients affected by family violence in the family law courts. This includes people who have experienced family violence, people who are alleged to have committed family violence, and other family members who may be impacted by family violence (e.g. grandparents).

The FASS comprises a partnership between Legal Aid NSW duty lawyers and social support workers. Lawyers provide duty services to clients to assist with their family law and family violence issues. Legal Aid NSW's Early Intervention Unit and Domestic Violence Unit provide legal assistance to clients on a duty basis.

In the WDV CAS context, case management refers to longer-term, more intensive support for women experiencing domestic and family violence who are at serious threat of further harm and/or have complex needs, for a period of up to six months. Case management can be provided for a longer period in limited circumstances.

WDV CAS Caseworkers provide a specialist, trauma-informed and strengths-based model of service to WDV CAS clients. WDV CAS Caseworkers cannot receive referrals from external services. They can only provide case management to existing WDV CAS clients that are not able to be referred to another case management service.

Training, Forums and Community

Trauma informed care.

Safe and Together Core training.

WDV CAS Network Forums

Presentation to Community Service Cert IV students.

Presentation to Corrective Services

Co- facilitated "Shark Cage" program

WDVCAS DATA:

The data following, includes data from the CRP and data from court matters where we are supporting clients through the court process. This does not include the FASS client data.

Our Clients:

Data is indicating that we provided services to 2,008 individual clients this year compared to 1,709 last financial year.

- 331(20%) clients identified as being indigenous
- 98 (5.68%) from a CALD back ground.
- 106 (5.6%) clients reported having a disability.
- 28 (1.3%) Clients identified as LGBTIQ+.
- 981 women or 50% of our clients did not have any children in their care.

Age of our clients:

Age: 0-15	12	(0.6%)
16-24	283	(14 %)
25-34	437	(21.8%)
35-44	492	(24.5%)
45-54	314	(16%)
55-64	180	(9%)
65-74	69	(3.4%)
75-84	26	(1.3%)
Over 85	11	(0.2%)
Not stated:	184	(9.1)
Total:	2,008	

Where we referred to:

We made 257 referrals for housing assistance; 278 referrals for counselling; 177 for Legal Assistance for Family Law; 95 referrals to a mental health provider; 1,046 referrals to Victims Services for either counselling and/or financial support.

We welcome Lorraine who was previously with the SHLV team. Lorraine is a great addition to this amazing team and brings so much experience and knowledge of the complexities of trauma and family violence.

I would like to congratulate and acknowledge all of the team for their passion and commitment to the women and children in our community. All staff certainly go above and beyond in providing all available resources to support women and children in their recovery from domestic and family violence. So huge thank you to Laraine, Nat, Helen, Bec, Mel, Georgie, Lorraine, Leonie, Jodie, Jo and Carrie.

Wendy – Coffs-Clarence WDVCS Manager

WDVCAS Clarence Valley

The Clarence has seen a significant increase in service delivery to women and their families over the past year. Police referrals have increased dramatically from no offence detected to the more serious charge matters. Due to the increase of referrals from Police, this has had a huge flow on effect regarding an increase in women requiring support at both Grafton and Maclean Court. Due to this growth, support to women for Hearings has also risen. Referrals for ongoing support/case management and Victim Services applications has increased exponentially.

Unfortunately, the floods that displaced so many families and others in the Northern Rivers are still impacting women and their families with access to support services and the huge demand for affordable tenancies, this then flows onto Temporary Accommodation demand and also women and their children's access to refuge accommodation. There has also been an increase of women and children having to live in cars or camping indefinitely in Caravan Parks, National Parks and State Forests.

Strong partnerships have been maintained with Police and other services which has enabled SAM to continue to deliver positive outcomes and to address serious safety issues and develop Safety Actions Plans (SAP) that have a positive impact on the safety of women and their children who are at serious threat.

All member that attend SAM provide actions in creating a SAP when needed, examples of these include education liaising with school counsellors for follow up with children, Community Corrections providing release dates concerning perpetrators and revocation of parole and correction orders, DCJ following up with child protection issues and housing, Health and Mental Health providing information, NGO'S providing case management and Police focusing on victim protection, perpetrator monitoring and apprehension. Unfortunately, due to renovations at the Grafton Police Station, Clarence SAM lost the use of the meeting room, however another was found at the New School of Arts South Grafton which suits the needs of the SAM regarding confidentiality, IT and best of all no hire charge.

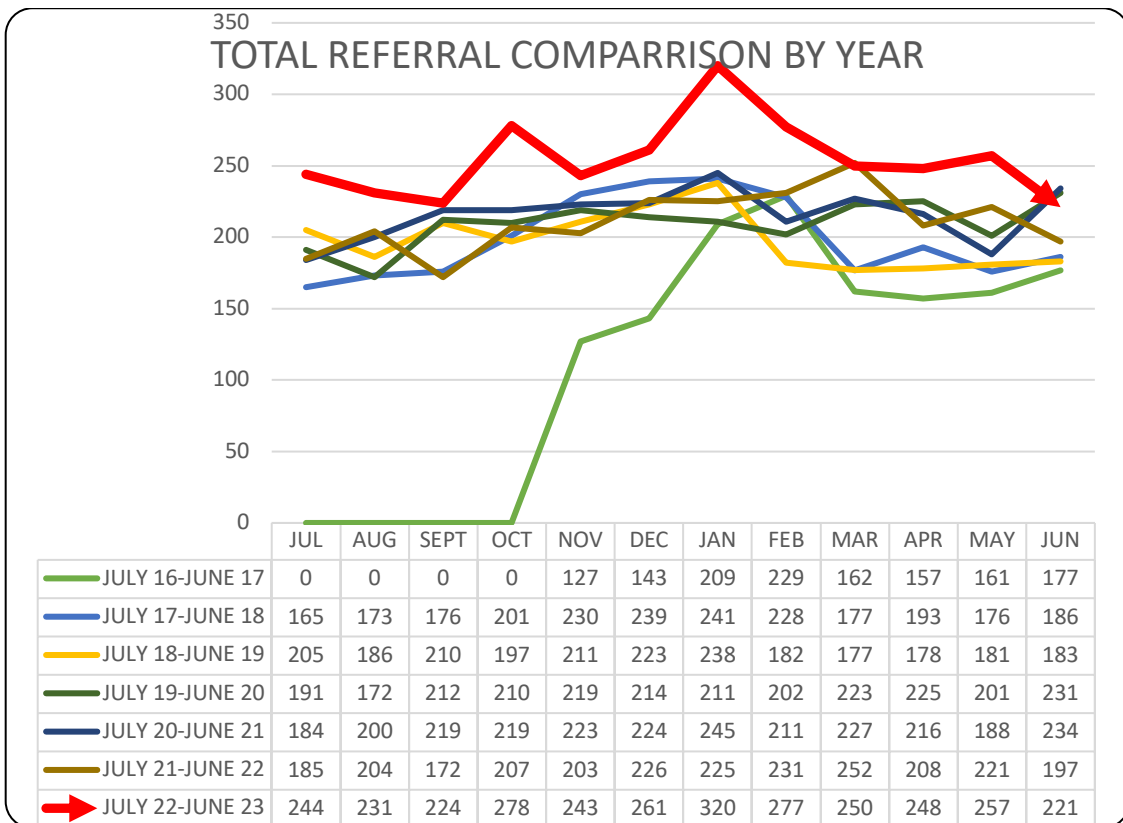
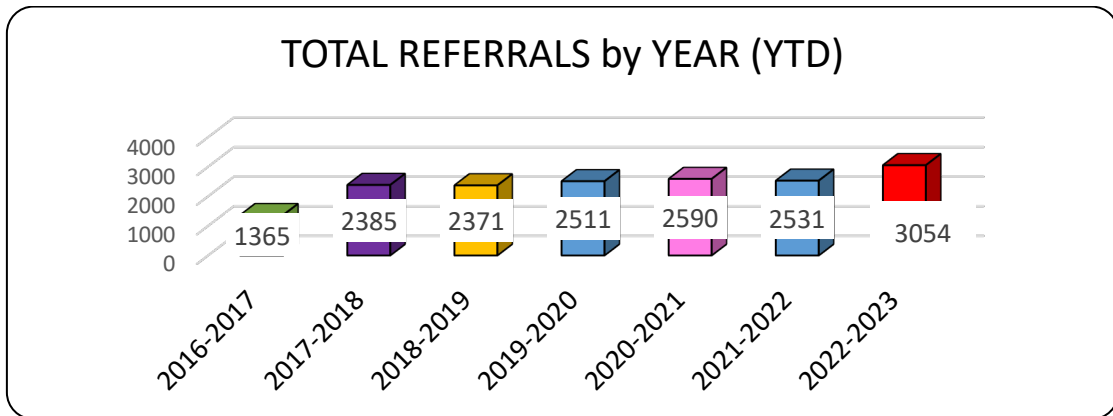
There was a staff change at the Clarence office and I would like to welcome Carrie who will be fulfilling the role of Domestic Violence Specialist worker. I'm sure Carrie will be a very positive asset to the Coffs-Clarence Team.

Helen – Safety Action Meeting Co-ordinator Grafton

Local Co-ordination Point

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

The LCP has seen a significant increase in the number of CRP referrals received in the 2022-2023 period from all the proceeding years. From 2,531 referrals in 2021-2022 to 3,054 referrals in 2022-2023. See graphs below.



The LCP is not alone in experiencing an increase in demand for services. It is understood that the residual impact of COVID, natural disasters, the current housing crisis, and the increases in cost of living is increasing the need for support and assistance for individuals and families within our community. The same circumstances are being reflected on a national and global level. Locally, access to

affordable housing continues to be impacted by the flooding in the Northern River and the highway bypass commencing in Coffs Harbour.

Corresponding to the increased need, the demand for all community services has increased.

Many services including government and non-government services are stretched with this increase in demand for services. Services and individuals can struggle as they are, at times, unable to assist in a timely or adequate manner to meet the rising needs. The pressures placed on individual staff to meet this increase in demand with no increase in resources is impacting on the health and wellbeing of staff. This seems to be creating several staffing issues across the service network. Many people seem to be off on leave and others left trying to plug the gaps best they can.

Coffs Harbour has been operating with one full time Domestic Violence Liaison Officer (DVLO). There are two designated positions. The DVLO can be called out onto the truck due to staffing issues and competing priorities. This has meant that LCP staff have at times not been able to speak with a DVO regarding safety concerns. The ability to work together with police to safety plan has reduced. Clients may not be able to be offered the same level of support they once were. This can be stressful for all people involved. The needs and demands are often compounded and can snowball.

Despite the increasing demands WDVCAS/LCP team continue to work together and support each other and other services and their staff to provide essential service to our clients. The Coffs-Clarence WDVCAS continues to meet funding obligations and maintain a high-quality service to meet the needs of women and children experiencing domestic violence.

Natalie – Safety Action Meeting Co-ordinator

Bec – Domestic & Family Violence Specialist Worker

WDVCAS Case Management

Two new positions (WDVCAS case worker roles) kicked off within the Coffs WDVCAS space in October 2022. Since this date we have supported 44 women and 38 children. Most referrals come through the SAM coordinator and also through WDVCAS when identified. The average length of case management time with each person is approximately 4 months. The people we support come from various backgrounds. Some figures include; 22% First Nations women, 9 % multicultural background and 2 % disability. The ages have spanned from 18-70 years.

Our primary areas of focus within the support we provide tend to be safety planning (security upgrades when needed) and repair after leaving DFV. Repair after leaving DFV can be significantly varied depending on each individual. We aim to be led by the people we work with in this process. Common areas of repair include emotional and psychological healing, restoring/ decreasing financial impact and accessing housing

programs to secure accommodation or address outstanding housing concerns. We also provide hearing support at Court when needed and advocacy with other services including the Police.

We have developed relationships with many stakeholders we regularly work with since commencing in our roles. These stakeholders include Mission Australia Housing, a local trades service who assists with security upgrades, Wesley Mission- The escaping Violence Program and the Financial Counsellor, the Police/ DVLO, Life House Pantry, Victim Services counsellors, the Coffs Harbour Sexual Assault Service and many more.

I would also like to acknowledge that within Warrina, we have an abundance of skilful and educated work colleagues and we often draw on their specific knowledge to enhance our case management practices.

In the first term of 2023, Jo co-facilitated the Shark Cage Program with Jacq from SHS Warrina. This is an incredible 8-week program guided by a practical framework. The framework addresses vulnerability and re-victimisation in women who are victims of sexual assault and/ or domestic violence. The program provides deeper insight into the gendered nature of DFV and through education and practical skills it aims to reduce risk of re-entering DFV relationships and minimises/ eradicates the shame and self-blame some people feel after leaving DFV.

Finally,... you want a good news story I hear you say?! Well, we have many but here's one.

“A woman I have been supporting since December last year, who fled DFV with four young children, managed to promptly secure a new rental in her preferred area. Security cameras were installed to enhance protection and they were able to commence rebuilding their lives in such a short period of time, from this stable foundation. The success of this family is mostly attributed to the mother who demonstrated such strength and focus during the early steps of recovery. She often reports how well her children are doing, how much more settled they are in their home away from the perpetrator. However, the impact of DFV is always significant and so much work is required for deeper repair. Most of her children have exhibited behavioural challenges at school and we provided some advocacy for these children, to assist the school to have a better understanding of their behaviour and encourage a supportive approach. We also referred the children to Victim Services counselling and linked them in with therapists. The mother continues her own counselling journey and has engaged in part time employment. She often expresses immense gratitude for Warrina, for all the support and care she has experienced and believes she could not have recovered well without our support”.

The feedback we often receive is that recovery from DFV would be much slower and more challenging without the intensive support of DFV specialist caseworkers. Women are very grateful for our services and I believe it is absolutely essential. We are very proud and appreciative to work for this fabulous service.

Jo & Jodie – WDVCS Case Management Workers

Family Advocacy Support Services (FASS)

From when this role commenced in October 2022, FASS has received 70 referrals. Most of these referrals have come from Legal Aid, but other referrals have been received in-house from our WDVCS and other Warrina Programs.

Out of these referrals, there have been 7 First Nations Women, 10 from a Multicultural background, 3 who have a Disability and 1 from the LGBTIQ Community. Some of these women already have an AVO in place, some have been supported after their referral to FASS (either by FASS or WDVCS), to attend the police station to provide statements. Not all are successful in obtaining an AVO.

FASS has established a great relationship with the solicitors at Coffs DVU (Jane & Hollie) and also the Family Law Solicitors within Legal Aid. There is one local private firm in particular that have been really open to FASS supporting their clients.

FASS offers support in the way of referrals to programs like Shark Cage, Circle of Security, Parents not Partners, ongoing Case Management, Victims of Crime Applications & EVP Applications.

Most of the initial court appearances are by way of Microsoft Teams and then face to face for the final hearings. Court Support is offered to clients whether they are attending a matter virtually or in person. Other support is offered in the way of assisting clients with completing paperwork and providing updates to the court on the Client's engagement.

I am really proud to be a part of the WDVCS team (once again) and have been loving the FASS role. It goes without saying that the collaboration with my colleagues has been invaluable. My aim is to continue this collaboration, strengthen the relationship we already have with the Legal Profession and build a rapport with other Legal Practitioners, so our clients get the best outcomes in the safest way possible.

Leonie – FASS Co-ordinator



Men's Behaviour Change Programmes (MBCP)

'It's time to talk about a Safer Future for you, your family and our community'.

This financial year we were able to offer our community a more integrated service with both group and individual case management support for men using violence and abuse in their relationships. As the year progressed, I watched our team go from strength to strength in this work and a model of intervention that is responsive to the myriad of complexities this work with men who chose to use violence brings to the space. This integrated way of working was further strengthened by our ongoing commitment to a coordinated community response to domestic and family violence in Coffs Harbour.

Safer Futures – Men's Behaviour Change programme

'I appreciate the opportunity you have given me to go forward with better coping mechanisms and a better understanding of my place as a man and a father, partner and as an individual. Thanks guys'

2023 Safer Futures Program Participant

The Safer Futures men's behaviour change program provides an opportunity for men to learn more about the impact of their behaviour, taking responsibility and being a safe man.

A man's journey of change can be strengthened by engaging in learning with his peers in our groupwork sessions and this space can provide a positive place to build their strengths, focus on his own behaviour rather the behaviour of others and understand how they can be safer in their relationship.

In Safer Futures, safety is our first priority, so women who have a current or former partner in our program are offered support for themselves and their children. We value the work of Charna, our Women and Children's Advocate, and honour the lens she brings to support us centring the women's experience of violence and abuse in the delivery of the Safer Futures MBCP.

During the financial year we have received 113 referrals for men to engage in the Safer Futures Program. 62 of these referrals accepted the opportunity to attend and intake and assessment meeting to explore their readiness for this journey. 33 of these men proceeded to the group space and so far, we have had 7 complete the group program, with 7 more due to complete the current group in the near future.

The Safer Futures MBCP is a rigorous space of compassionate accountability and whilst there are many complex reasons why a man does not continue till the completion of group, what surfaces most is his lack of readiness to take account for his behaviours and reflect on the beliefs that drive them.

Through provision of Safer Futures, Charna our Women's and Children's Advocate provided visibility and support to promote the safety and wellbeing of the 46 women and 88 children impacted by the choice of these men to use violence and abuse. This demonstrates the incredible potential of offering wrap around services to domestic and family violence in our community, along with the compassionate and dedicated work of Charna to support these women.

Safer Futures – Adapted for Change Project

As we approached the end of the financial year, we received positive news that we had been successful in our application for a grant to explore how we can best tailor our Safer Futures MBCP to meet the needs of people living with a cognitive impairment.

During the delivery of our program, we observed that around 37.5% of men identified they lived with a cognitive impairment or were neurodiverse and shared that this can impact their cognitive processing in a learning space. This is an opportunity to enhance not only access to Safer Futures program itself but differentiate our delivery in a way that offers the learning in a more accessible way to a greater cross-section of our community. This focus will also include how to adjust resources and support for Women with a cognitive impairment who are being supported by Charna in her capacity as Women & Children's Advocate. We have already met with an Occupational Therapist and representatives from the Justice Advocacy Service and we are in the process of arranging time with the Brain Injury Rehabilitation Unit at the Hospital to seek their feedback and wisdom supporting people with a Cognitive Impairment.

Renee – Safer Futures and Fixed Address Co-ordinator

Fixed Address – Case Management Support

During the past financial year, Fixed Address received 31 referrals and engaged with 23 men on an ongoing basis. Through provision of this service, this program provided visibility and support to promote the safety and wellbeing of the 39 women and 48 children impacted by the choice of these men to use violence and abuse. This could not be possible without the safe space that Charna, our Women and Children's Advocate, offers to those women impacted by men's choices to use hurt and harm.

The housing support component of this program provided transitional accommodation support to a client navigating homelessness that was impacting his challenging relationship with alcohol and provided space to build his capacity for change. Support was also provided to clients to secure long-term tenancies with a social housing providers or mainstream housing, and we have provided temporary accommodation support for men to increase their safety and the safety of women and children in their lives.

During this period, the funding for this program was based on a trial initiative and this trial ended as of June 2023. As such the program ended and all clients that were accessing this support were safely transitioned to other supports.

Whilst we were saddened by the ending of this program, we celebrate the successes of the work that was undertaken whilst we had this opportunity within our organisation and our community. Many men were able to access valuable support to stabilise their risks, and many women who would have otherwise not accessed support were able to be offered the opportunity to have their immediate needs met and commence their healing journey whilst the family was visible within our service system. We are committed to continuing our search for ways to re-fund intensive case management for men using violence in their relationships.

The Strong Aboriginal Men Program

During the year continued our support of the *Strong Aboriginal Men* program to be delivered in our community. The two passionate facilitators from NSW Health's Education Centre Against Violence (ECAV) Penn Molloy and Ivan Clarke attended on two occasions during the year and offered a safe space for Aboriginal men to explore their own experience of abuse and build their understanding around how their trauma can impact their choices and their use of harm in relationships.

The intention of the program is to offer Aboriginal men a culturally safe space to identify their own pathway to healing, recovery and change. We received 19 referrals for the workshops and had 7 men engage over the course of the program.

These later workshops were facilitated at the home of the *Happy Boxes Project* at Toormina, which was a beautiful and more culturally appropriate location. Whilst we had 8 men register for this series of workshops, 3 men attended the program over the course of the 3 days. During their time in Coffs Harbour, Penn and Ivan recorded a radio session with Lochie and our Zena Keidge on OneMob radio which is now a podcast on their site (see link here <https://onemobradio.com.au/about/4018-2/> under 'SAM Program').

Coffs Harbour Men's DFV Interventions Community of Practice

This year we continued our facilitation of the Coffs Harbour Men's DFV Intervention Community of Practice (CoP), celebrating the third year of its presence in our local service sector. 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 several meetings, each focusing on a focal area that intersects with this work,

including a fabulous presentation by Carol Fear, Social Worker with the MNC Brain Injury Rehabilitation team.

The CoP continues to be a positive space for community collaboration and service integration, whilst also raising awareness around the complex layers of men's use of violence and abuse in relationships.

Community Engagement Highlights

Our team continued to contribute to raising the profile of the work we do within the community in many ways this year. During the year, Charna and I presented the 'Ask Me Anything' session for Men's Behaviour Change during at the 2022 DFV is everyone's business Community Forum for the 16 Days of Activism. We presented alongside Wendy, the program co-ordinator for the Engage2Change MBC Program in Kempsey. This question-and-answer style panelled presentation was a positive opportunity to offer service providers and community members with more information about the work we do and increase the visibility for the program in our community.

We received positive feedback about the presentation, it was a valuable collaboration opportunity with our partner agency in the region and enhanced not only the understanding of other workers about the work we do, but also invites service providers to refer men to our services and engage in a collaborative process with regards to men and their families.

During the year Charna and I were also invited to facilitate a segment of the *Graduate Certificate in Facilitating Men's Behaviour Change* delivered by ECAV. The session was focused on complex case management with men using violence and was for 2 hours. I believe this reflects the quality of work that we have engaged in over the years of the Fixed Address program and the value we now have in the Men's Behaviour Change sector.

The session was well received with positive feedback, including from the Course Coordinator who noted that the industry experience we had shared had been valuable not only to the learning journey of the students in the cohort but also to his own lens of case management. I acknowledge that this powerful response is a result of the strong collaborative relationships of our team.

As the year came to an end our team attended the Coffs Harbour CEX Community Sleepout to raise money and awareness for people experiencing homelessness in our community. The team rallied together to navigate the frosty night with other members of the Warrina team. It was a positive and meaningful experience for all. We acknowledge the challenges of those who do not have a safe home to sleep in and hope that we contribute to future positive outcomes by committing ourselves to the work we do.



To my team, who have over the year expanded and grown from the inside out. I am grateful for your commitment to this space, to each other and to the men, women, and children who we strive to see have a safer future. The work we do is challenging and together we carry the often-heavy weight with each other and the wider service sector by the way we respect and support each other. The change we want to see in our community and in the lives of those we work with, I see you embody in the work you do and for this as your coordinator I am proud and energised.

Renee – Fixed Address and Safer Futures Co-ordinator

Women and Children's Advocate

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

This financial year has gone in the blink of an eye which is hard to process as it has been one of the busiest years of my life being employed as a Women and Children's Advocate. I settled into my new office space, all whilst watching the programs go from strength to strength.

Renee you are a pure inspiration, congratulations of becoming our coordinator, you're doing an incredible job, the time you dedicate to us, always being there, supporting, mentoring, and guiding us is amazing and very much appreciated and valued.

Charlotte and Taren thank you from the bottom of my heart for always being there for me to debrief and guide me in my journey.

To my Safer Futures/Fixed Address colleagues it is such a special space we have created, your work is always with the women and children's safety and well-being

being paramount in your conversations with the men you work with and for that I am not alone in thanking you all.

I feel so blessed to be part of Warrina, I know I'm situated in a new space, but I don't feel my connection with any other part of Warrina has changed. Please know when I phone, email or message, I acknowledge the time you spend with me, and it is very much appreciated.

It is such a privilege to be able to walk alongside the women and children, as both programs are invitational, their first contact with me is over the phone, a stranger, introducing themselves and a program which involves their current or former partner. Being able to provide a trauma informed, client centred response to the survivors needs and decisions is continuously enhanced by ongoing professional development.

Sometimes this is the survivor-victim's first time accessing a specialist DFV service. It is with this role I can advocate, support, offer rich conversations/counselling to the women and children through their mum's voices, validation of their lived experience, continual safety planning and risk assessment, case collaboration, referrals to specialist counselling and other services. Achieving positive outcomes for partners and former partners of men who choose to use violence, independent of whether the user of violence attends/completes Safer Futures MBCP or stays engaged in the Fixed Address Program.

Positive feedback from clients:

"I am so grateful to have Charna walk alongside me and my children, providing a safe space for us all, no pressure or pushing, letting me lead the way when I was ready".

"Charna was caring, she is the absolute right person for her role as she cares about the women. I felt very supported by her".

Positive feedback from a stakeholder:

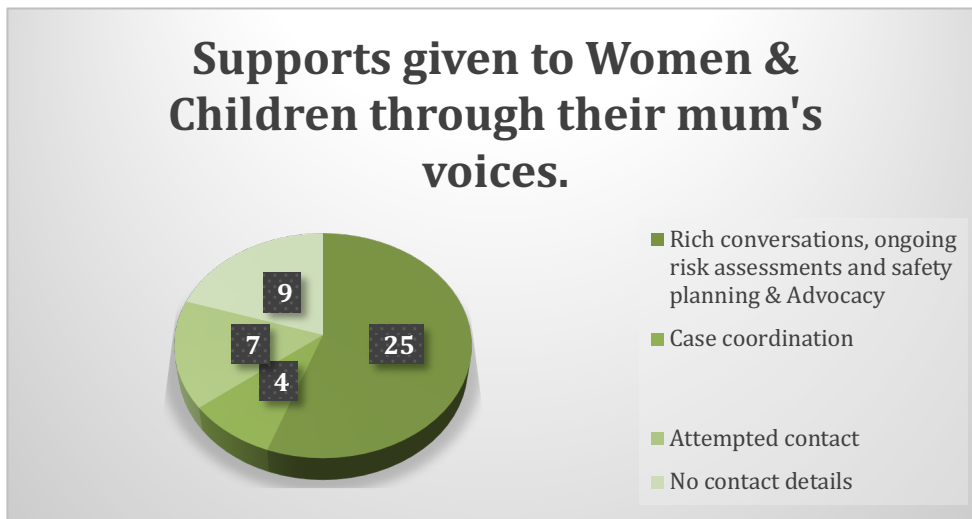
I received a letter of appreciation from Jessie Henry, NDIS Support Coordinator at Livable Coffs Harbour. This letter expressed her gratitude for our collaboration and support and is attached.

Client engagement

I continued to walk alongside 8 women and their children whose partners/former partners have previously been involved in programs meeting them where they were at with support or referral moving forward.

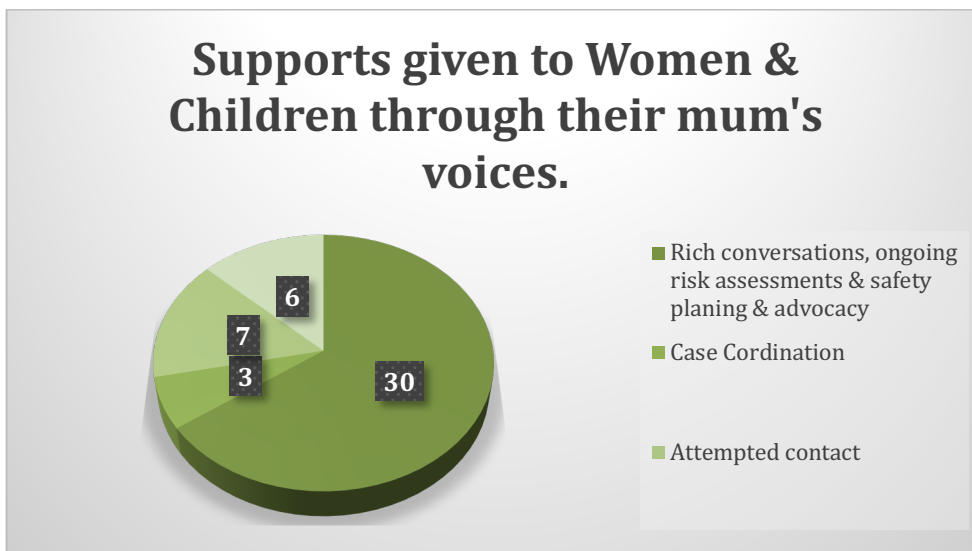
Safer Futures Men's Behaviour Change Program:

I received 45 referrals for women who had been impacted by the use of violence of men in the Safer Futures program, which then included their 86 children and 2 babies on the way.



Fixed Address Program:

I received 39 referrals for women who had been impacted by the use of violence of men in the Fixed Address program, which then included their 46 children and 2 babies on the way.



Staying Home Leaving Violence

Warrina's Staying Home Leaving Violence program experienced something of a reshuffle about this time last year, and there is now a completely different group of people sitting at Head Quarters on Grafton Street. With that in mind, the new team would like to acknowledge the hard work and dedication of our predecessors Jo R, Lorraine and Zena (who we miss very much). We still receive positive feedback from women they supported! Just one example:

“Jo and Jacq pulled me out of the ditches of hell! They pulled me up, and pushed me up and

... worked their magic” to help me get to the good place I’m in now.

“I start my first teaching job tomorrow”.

VOICE OF FORMER SHLV CLIENT

Historically, the scope of Warrina's SHLV program hasn't warranted a dedicated coordinator. The program had some supervision by Taren, during her time as Operations Manager, and Taren wrote the annual SHLV report last financial year. This report has been pulled together by Kristen, Skye and myself (Kate). Skye moved to SHLV in October 2022 from the Intake role she shared with Bianca before that. I came across to HQ in October 2022 after a short time with SHS, and Kristen joined us in April this year. Since then, we've been working under Charlotte's steady guidance – no mean feat on her part, given the heavy demands of the CEO position.

Our team is made up of relative DFV newbies and the learning curve has seemed near vertical at times, but we hit the ground running. Each of us brings complementary experience and transferable skills – Skye with her background in youth work, Kate from a DV peer support role, and Kristen from family preservation work. Again, we want to acknowledge the ongoing time, knowledge and support we receive from the wider Warrina family – as they patiently field random questions, offer sage advice, give us safe space to debrief and bring the essential humour that keeps us going.

“Thank you”!

I believe we are steadily evolving into a strong, supportive team of caseworkers with a focus on growing our skills and experience, and determination to deliver the best service we can. I think our client engagement backs this up.

I can't write about SHLV without mentioning Warrina's incredible Intake Worker Bianca! Listening to Bee work is an inspiration and an education, as she really hears huge story, after story, after story for so many women and their kids – validating their experiences, holding them up, talking them down, giving them hope and support and her calm reassurance in the worst kind of moments. We love and admire Bianca and feel very lucky that she still shares space with us a few days every week.



CLIENT ENGAGEMENT

The brand new SHLV flyer from our funders at DCJ DFV Victim Support describes the program as “a free service that helps women and their children to leave a violent relationship and stay safely at home”. That short statement encompasses a long, diverse list of ways that we work with women and children to provide this vital service.

This last financial year the range of options for assistance, and where needed and wanted, wrap around support for our clients have included (but is not limited to) –

- Home security audits
- Provision of security cameras and other practical home security upgrades – sensor lights, lock changes, stronger doors/door frames, safe rooms, etc.
- Allocation and support of mCare personal duress alarms, or SOS devices.
- Financial assistance from:
 - NSW Victims Support Scheme
 - Federal Escaping Violence Payment, managed by Wesley Mission in NSW
 - Red Cross
 - Friends with Dignity.
- Housing support from:
 - Mission Australia Housing
 - Community Housing Ltd
 - Aboriginal Housing

- Therapeutic support from local psychologists, counsellors, an art therapist, and so on.
- Interrelate – family counselling, FDR and mediation services, and supervised Child Contact.
- Legal Aid – cross AVO support, Family Law, disability law, and
- Mid North Coast Legal
- Various private Family Law firms
- Centrelink
- NSW Health
- Coffs Harbour Sexual Assault Service
- Coffs Harbour Women’s Health Centre
- Lifetime Connect
- New Horizons
- Momentum Collective
- Tenants’ Union of NSW
- Additional Child Care Subsidy
- Work Development Orders
- Financial counselling
- Australian Dental Health Foundation

And of course, internal referrals to:

- Coffs/Clarence WDVCAS and FASS for court, family law and much other support
- Coffs Harbour Safety Action Meeting (SAM) Coordinator for clients assessed At Serious Threat;

As well as coordination with:

- Mid Coast WDVCAS and
- referral to the Port Macquarie SAM,

for clients living in the Nambucca Valley and surrounds.

AREA of SERVICE PROVISION

Over the last 12 months SHLV have engaged with clients - in their homes and communities, as well as at the office, from all over our catchment, including Dorrigo, Bellingen, Bonville, Urunga, the Northern Beaches and Woolgoolga. As well as supporting women, their families, and coordinating with other support services in the Nambucca Valley and Bowraville, making good use of additional 'Keeping Them Safe' funding received by SHLV across the state in 2022/23.

SHLV DATA

From CIMS 2022/23 KPI Report

TOTAL SHLV clients = 133

+ Clients case managed = 80

+ Clients case coordinated = 53

From hello@warrina for 2022/23

TOTAL SHLV allocations = 68

+ SHLV allocations by month - see table.

SHLV allocations from hello@warrina - 2022/23 month by month:							
MONTH		MONTH		MONTH		MONTH	
July 2022	9	October	4	January 2023	2	April	7
August	9	November	9	February	4	May	7
September	5	December	4	March	3	June	5

DATA from mCare Digital

Clients allocated SOS personal duress alarm = 18

DCJ funds the purchase and monitoring of personal duress devices for all SHLV programs across the state.

WARRINA CHRISTMAS “SHOP”

In December last year Warrina ran a Christmas “shop” where caseworkers arranged a safe, private time slot for clients to come, browse a whole mess of Christmas treasure and choose presents for their children, no cost. Taren drove this festive in-house initiative. Anglicare donated their lovely big meeting space downstairs at HQ, and a lot of Warrina staff put in a huge effort to cram the room to the rafters with toys and books, clothing and games, and a range of other items donated by so many individuals, businesses and organisations from our generous community.

Staff helped wrap gifts, mind littlies, and encouraged Mum to include a few gifts for herself! Most of my clients couldn’t quite believe this was really happening for them, and that they had so much choice. It was a pretty special time of sharing and joy and brightness for everyone involved.

TRAINING and COMMUNITY SERVICE NETWORKING

Ongoing training to deepen our understanding of, and ability to respond to the complex impacts of domestic and family abuse and the corrosive subtlety of coercive control is a priority for the SHLV team. As are continuing professional development and maintaining and building our connections within the DV sector and with other essential services.

Over the last 12 months we have undertaken training in the following areas:

- CORE topics included - SHLV CIMS User, SAM, child protection, Start Safely and Victim Services financial assistance, and Cultural Safety training.
- EXTENSION training areas included – suicide prevention, stalking, strangulation, tech-facilitated abuse, and men’s behaviour change.

Kate – SHLV Caseworker

SHLV INDUCTION TRAINING and PRACTICE FORUM – Sydney, 13th, 14, & 15th March 2023

Skye and Kate took part in the 3-day Staying Home Leaving Violence Forum, at the Ridges Hotel in Sydney in March 2023. This comprehensive event provided a foundational experience, focusing on key issues related to domestic and family violence, fostering collaboration with key service partners, an overview of case management specific for SHLV caseworkers, and cultivating culturally sensitive approaches when working with First Nations people.

We attended targeted breakout sessions that addressed critical aspects of the SHLV program, such as enhancing engagement during the intake process, effectively

managing DFV disputes and cross AVOs, and implementing safety audits and risk assessments, with valuable insights and best practice shared by fellow SHLV services. And we joined the networking afternoon, which was a great opportunity to connect with other SHLV team members from all over the state. This more social time allowed us to exchange resources and information, and enhance interagency connections, which will ultimately lead to more collaboration and a stronger collective impact.

As we engaged with other SHLV service providers, we were inspired by their profound focus on prioritizing the mental health and wellbeing of children and young people within families experiencing domestic violence. This has underscored the importance of expanding our own knowledge and allocating resources to better serve the holistic needs of the children and young people referred to our service.

By attending the Staying Home Leaving Violence Forum, Kate and Skye gained invaluable insights and expertise (as well as several conference kilos!) which will undoubtedly contribute to the continued growth and effectiveness of our services in addressing domestic violence and supporting those in need within our community.

Skye – SHLV Caseworker

SHLV ABORIGINAL CASEWORKER

Hi, my Name is Kristen, and I am writing to express my heartfelt gratitude for the opportunity to work with Warrina Staying Home Leaving Violence as an Aboriginal caseworker over the past four months. It has been immensely rewarding experience to be a part of such a vital organisation and to contribute to the safety and well-being of Aboriginal women and children in the community.

During my time at Warrina, I have had the privilege of working alongside the strong and resilient women of the community, providing support and assistance to help them stay safe at home, free from domestic violence. As an Aboriginal caseworker my role has revolved around enabling women experiencing domestic and family violence to remain securely in their own homes or the home of their choice.

I have been deeply inspired by the courage and determination exhibited by the women I have had the honour to assist. Witnessing their resilience and strength in the face of challenging circumstances has motivated me even further to make a positive impact in their lives and contribute to the betterment of the local community.

Through case management, safety strategies, and unwavering support, I have witnessed positive transformations in the lives of the women we have worked with. Each step taken towards a safe and nurturing environment has been immensely

gratifying, reinforcing the importance of the work we do at Warrina Staying Home Leaving Violence.

The opportunity to be a part of such a dedicated team and to serve the community has been a significant highlight of my professional journey. The work we do here holds immense meaning, and I am proud to contribute my skills and passion to this noble cause.

As I continue to grow in this role, I remain committed to making a difference in the lives of those we support. The trust placed in me by the women and children of the community fuels my determination to uphold the values and mission of Warrina Staying Home Leaving Violence.

I am eager to continue my efforts in empowering and supporting the Aboriginal women and children of the community, fostering and environment free from violence and filled with hope.

Kristen – SHLV Caseworker

SHLV CLIENT VOICES

*“Hi ...,
WOW!! Thank you so much! When I opened the email I burst into tears. It is such a huge support for me and the boys and I hope you know how amazing it is!
Thank you so much!!”*

J.H.

*“Hi ...,
I can't thank you enough for all of your help it means more to me than you will ever know.
It's been pretty tough the last few years but what you guys have done for me is just amazing and I wish there was more I could do to thank you. You guys do amazing things for people who are at probably at one of the lowest points in their life and it's just incredible the support you guys offer
Again thank you.”*

C.M.

*“Oh my god , thank you so much. I am about to cry no one has ever done anything like this for me. You don't even know how deeply I really do appreciate you it hey! So I thank you
again.”*

C.D.

*“Hi ...,
I'm overwhelmed by your kindness..
I had the babies here yesterday but got a bit emotional when I read your email. I started replying but nothing sounded right.*

I just can't thank you enough. When you have been in a dark place for years but keep smiling and pushing it to one side, something like this can be a huge relief and your kindness has really touched my heart, and emotions flood out.

*Thank you so so much,
Kind regards”*

T.L.

“Thank you so much for absolutely everything! You’re a gem and so valuable in making positive change for DV, I’m so grateful and honestly appreciate you, your hard work, knowledge and continued support!

A.J.

