

# Warrina

Domestic and Family Violence  
Specialist Services  
Co-operative Ltd



Annual Report  
2023 - 2024



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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 the 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
Zehrina Hajdic	Director
Jaeva Shelley	Director
Natalie Smee	Staff Representative
Charlotte Young	CEO (Non-Director)
Helen Aiken	Secretary (Non-Director)







## Introduction of Board Directors

### **Sandra Heaton** – Chairperson

It has been a privilege to be a member of the Board of Directors for some 13 years now and hope to be a part of the wonderful Warrina team for a little while to come yet.

My introduction to Warrina was through my Aunt. Aunty Helen who was Chair of the Board prior to her passing in June 2011. She was an amazing woman who started out in nursing, her heart's mission was to help others. A question she always asked was "what about the children?"

My background is quite varied from finance in the banking industry, to helping set up a financial planning arm of a large accounting group in Canberra to then pursue a career in helping and supporting women through their breast cancer journeys under the wing of the Berlei group. This program was run by 4 of us with a couple of volunteers travelling Australia and was a truly amazing program. Unfortunately, the cost of running such a program was enormous and after a few years it was closed down. I went back into banking in management positions and after a few more years felt the need for something more fulfilling so returned to helping others.

After some training, I ended up moving to Cambodia and taught English conservation in a primary school, an orphanage as well as with my Khmer family at my home in Kampong Thom. What a fantastic time it was, I believe that whilst I was teaching others I was learning a lot about myself. After 18 months away I returned home to be carer for Aunty Helen. Feeling a bit lost after her passing I was again thinking, well what are you going to do now? Some more training and back into finance and administration work, which I have truly enjoyed for some 11 years now. My next plan is to enjoy more time away in my mobile home with my little furry friend called Rufio and continuing to enjoy life.



**Meena Johnson – Treasurer**

Meena Johnson has dedicated over two decades to supporting vulnerable communities, particularly in the homelessness sector. Since 1999, she has worked tirelessly to assist individuals facing homelessness and housing insecurity. Meena currently serves as the Program Manager of Wesley Youth Accommodation Service, where she manages a Specialist Homelessness Service (SHS) across Coffs Harbour, Bellingen, and Nambucca Valley, providing vital assistance to children and young people who are homeless or at risk of homelessness.

In addition to her operational role, Meena has held a position on the Warrina's Board of Management since 2009 and currently serves as Treasurer, demonstrating her financial acumen and leadership within the organisation. Her dedication and impact were recognized in 2018 when she was nominated for the International Women's Day Woman of the Year Awards. Meena's contributions reflect her unwavering commitment to creating pathways to stability and hope for young people in need.



**Julie Carey - Director**

Julie Carey is a proud Gumbaynggirr and Bundjalung woman. She is a mother of 4 and grandmother of 10 beautiful grandchildren.

Julie has been the Director of Kulai Preschool Aboriginal Corporation for the past 3 decades and advocates for quality early childhood education. She is also on the NSW Advisory Board for the Secretariat of National Aboriginal and Islander Child Care (SNAICC) a national peak body, Aboriginal community-controlled organisation that works to improve outcomes and opportunities for Aboriginal and Torres Strait Islander children and strengthen the capacities of families across Australia. Julie is passionate about developing collaborative and open partnerships with services that lead to better outcomes for the whole community and strives to empower children and families in accessing and networking with appropriate services that support their overall health and well-being.



## **Vigeeta Chauhan – Director**

Vigeeta Chauhan is the Regional Manager for Settlement Services International (SSI) Humanitarian Settlement Program (HSP) in Coffs Harbour and surrounding areas. In this role she is responsible for the settlement of new Australians (clients) into the region and guiding a team of case managers and housing officers assisting clients with the transition into the community through housing, employment, and education.

Vigeeta is passionate about supporting new Australians to find their place within the Coffs Harbour community, helping people to transition from refugee experiences and becoming independent members of the community. Coming from an immigrant background herself she knows how challenging it can be in a new country not being able to speak the language. Domestic violence is also a taboo in many cultures and is often not spoken about. Thus, she feels by joining the Warrina family she can empower women and children to live a free life of violence and abuse. Vigeeta feels that educating women from CALD (Culturally linguistic diverse backgrounds) about domestic violence reporting, is vital to overcome their past experiences and bring safety and healthy relationships.



## **Zehrina Hajdic – Director**

Zehrina is an experienced board member, having served in many types of organisations in different roles. With over 20 years of experience in housing industry and leadership, Zehrina brings a wealth of knowledge in organisational governance and leadership, which significantly strengthens the strategic oversight of Warrina. Zehrina has a deep commitment to supporting women's rights and advocating for survivors of domestic violence. In addition to her professional expertise, Zehrina has a strong personal dedication to addressing gender-based violence and empowering women. Zehrina has worked with various community organisation and have been an advocate for policies that support the safety and wellbeing of women and children.





**Jaeva Shelley** - Director

I am a registered psychologist and board approved supervisor, providing therapy to individuals and families, as well as clinical support to organisations and psychologists in the Coffs Harbour region. For over 10 years I have worked in a range of community services roles in the Coffs Coast and have worked closely with women and children experiencing domestic and family violence. I work through a trauma informed lens and recognise the profound impact that domestic and family violence has on women, children, their families, and their communities. I believe strongly in the right of all women and children to be safe and free from violence. I am proud of the work that Warrina and the incredible staff do in our community to protect and empower women, children, and families.



# Staff

## Management & Administration

Charlotte	CEO
Michele	Financial Administrator
Helen	Administration

## Specialist Homelessness Services (SHS)

Pru	SHS Co-ordinator
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Jacqueline	Team Leader, Crisis Intervention Domestic & Family Violence Caseworker
Bianca	Intake Domestic & Family Violence Caseworker up to Sep 2023
Cassie	Domestic & Family Violence Caseworker up to Oct 2023
Diana	Housing Specialist Domestic & Family Violence Caseworker (DFVRE)
Eve	Migrant & Refugee Domestic & Family Violence Caseworker
Kareena	Domestic & Family Violence Caseworker
Katie	Domestic & Family Violence Caseworker
Nourah	Migrant & Refugee Domestic & Family Violence Caseworker
Sam	Domestic & Family Violence Caseworker Aboriginal Focus
Talea	Children & Young People Specialist Caseworker
Tess	Children & Young People Specialist Caseworker

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

Wendy	WDVCAS Manager (Coffs Harbour)
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Laraine	WDVCAS Assistant Manager (Coffs Harbour)
Natalie	Safety Action Meeting Co-ordinator (Coffs Harbour)
Leonie	Family Advocacy Support Service (FASS) (Coffs Harbour)
Helen W	Safety Action Meeting Co-ordinator (Grafton)
Bec	Domestic & Family Violence Specialist (Coffs Harbour)
Carrie	Domestic & Family Violence Specialist (Grafton)
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)
Tash	Domestic & Family Violence Specialist, Aboriginal Focus (Coffs Harbour)

Jaide	Sessional Court Advocates (Grafton)
Alison	Sessional Court Advocates (Grafton)





## Staff continued

### Men's Behaviour Change programme, Safer Futures (SF)

Renee	Safer Futures Co-ordinator
Charna	Women & Children's Advocate
Doug	Safer Futures Men's DFV Intervention Worker
Frank	Safer Futures Group Facilitator
Hazel	Safer Futures Men's DFV Intervention Worker
Jeremy	Safer Futures Group Facilitator
Joanne	Safer Futures Group Facilitator
Talea	Women & Children's Advocate
Thomas	Safer Futures Men's DFV Intervention Worker

### Staying Home Leaving Violence (SHLV)

Jo	SHLV Team leader
Kate	SHLV Caseworker
Kristen	SHLV Caseworker up to Oct 2023
Skye	SHLV Caseworker







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





## 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 is committed to supporting clients from diverse cultural backgrounds. To facilitate this, identified Aboriginal and CALD (culturally and linguistically diverse) positions are nominated 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 NSW Department of Community & Justice 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, as well as 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 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 NSW Land & Housing Corporation, 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 individually as well as 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 is to be utilised as 2 independent units with the Children's dedicated space will be positioned within the refuge.

### **Aboriginal Support**

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

### **CALD Support**

An identified immigrant 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 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 length and eligibility criteria. These housing options offer a medium transitional solution and with case management, the aim being to secure long term housing.



## Coffs-Clarence 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 been funded to provide case-management to their clients considered at serious threat and who 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). Legal Aid rolled out a Hearing Support pilot project for twelve months from November 2023, providing Warrina funding for one additional worker.

The WDVCAS operates in Grafton, Coffs Harbour and Maclean local courts, and has offices located in both 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 as well as other service providers. Staff conduct safety assessments using the common assessment tool, offer access to financial compensation and counselling, assistance with security, and costs of relocation, as well as referrals to other specialist services in the community.

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





## Safer Futures

The **Safer Futures** men's behaviour change program, is an Accredited program that 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.

Funding was received in 2023 for the **Tailored for Change** program, developed for specialised groups aimed at clients with cognitive impairment.



## Staying Home Leaving Violence

The Staying Home Leaving Violence (SHLV) program is funded by NSW Department of Communities & Justice 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

The 2023-2024 Annual Report is an opportunity to formally say thank you on behalf of the Board of Directors, to everyone working in their particular area and service of Warrina Domestic & Family Violence Specialist Service Co-operative Ltd. Your individual contribution matters to us all and also matters to the overall successes that Warrina can celebrate whilst ultimately helping those experiencing domestic and family violence.

An enormous thank you to the Board of Directors who provide their time and skills voluntarily. A lot of work has been achieved around providing assistance, guidance and strong decision making throughout the year whilst ensuring Warrina continues to be in good financial health, fulfilling our strategic planning objectives and compliance requirements. A particular thank you to Michele Thomas; Financial Administrator, Helen Aiken; Secretary, Meena Johnson; Treasurer and Natalie Smee; Staff Representative, who's roles have their additional demands which help to drive great results.

Additionally, I give a sincere thank to the CEO, Charlotte Young for her professionalism, leadership and dedication, despite the pressures of her role. Details of the way in which Warrina nurtures business, our community partnerships as well as Warrina's achievements is provided in Charlottes report.

For something different in this year's report, the Board have been asked to share a photo and a brief biography. An addition to better acquaint readers with our team and what we all bring to the table, at our monthly meetings as well as the many other occasions when our discretion and support is required. Ultimately, we are here to support Warrina and all staff, in every way that we can and we are more than happy to share our stories with our readers.

The Board extends a most important thank you to our funding bodies, Department of Communities and Justice (DCJ) and Legal Aid NSW. A thank you also to those organisations and individuals who support so generously throughout the year with donations.

A huge congratulations for the amazing results during the recent Australian Service Excellence Standards (ASES) compliance audit. A testimony to the overall fantastic organisation that Warrina is!!!

The Board wishes everyone a safe and happy year and we look forward to working with you again into 2025.

Sandra Heaton – Chairperson



## Treasurer's Report

Warrina faced new and ongoing challenges during the 2023-2024 financial year, including significant increases to expenses; changes to the SCHCADS Award; changes to funding arrangements and new tranches of funding; changes to staffing within the organisation; and accreditation and other regulatory requirements.

The annual change in CPI to June 2023 was 6.0%. The National Wage Case increase from 1<sup>st</sup> July 2023 was 5.75%. The indexation on funding ranged from 0% to 5.75%, with an average of 5.00%. The inadequate funding of cost increases has an ongoing impact on our ability to maintain service delivery across the organisation.

The SCHCADS Award Equal Remuneration Order (ERO) implemented wage increases over nine annual increments from 2012 to 2020. Although the state government funded some portion of the cost increases for some programs, we are still lobbying to have the Commonwealth government guarantee their portion of the funding on an ongoing basis.

The ongoing wages costs for the organisation are further impacted by changes to Superannuation Guarantee rate, which will increase by 0.5% per annum from 1<sup>st</sup> July 2021 until it reaches 12% on 1<sup>st</sup> July 2025. Despite sector lobbying these increases have not yet been funded.

From 1<sup>st</sup> July 2023, a change to SCHCADS Award requires any "remote" work outside of ordinary hours to be paid at overtime rates, with a minimum engagement period of 15 minutes to 1 hour depending on circumstances. This has had a significant impact on the cost of maintaining the On-Call response for the SHS program, which has not been funded. Warrina has implemented a phone-tree system in order to try to limit the number of after-hours calls to the On-Call worker.

The 2023-2024 Workers Compensation Insurance WIC rates increased from 4.610% to 5.35% for Residential workers, and from 2.49% to 2.89% for Non-residential workers. After the Claims Performance Adjustment and applicable discounts, the overall rate increased from 2.4% to 3.39%. The 2024-2025 rate has increased again to 4.4%. These rates will continue at a high level due to an ongoing claim.

In response to the Management Review undertaken in 2023, three new staffing positions were implemented during the financial year - Corporate Services Manager (since changed to Finance & Governance Co-ordinator), SHS Team Leader, and SHLV Team Leader. These additional positions provide a more robust organisational structure, and have been funded through additional income, adjustments to staffing allocations, and a reduction in management fees.

There were many other staff changes through the financial year. We began the year with a total of 35 staff (including full-time, part-time and casual positions). Ten new staff came onboard during the year, six staff left, and two staff changed from casual to part-time, leaving us with 39 staff at the end of June. Staff turnover for 2023-2024 was 16%, and a number of positions were vacant for long periods during the year.

Both DCJ and Legal Aid have recently changed their assets purchasing policy. Service providers must now seek permission to purchase assets over the contract limit (\$2,000 for our DCJ contracts and \$30,000 for our Legal Aid contracts), and all assets must be fully expensed in the year of purchase. This proved useful in expending some

surplus funds prior to the end of the financial year for the purchase of three new vehicles, but will have a significant impact on the budget moving forward, as assets were usually amortised over several years. Equipment leasing is not a viable option as the funding agreements are usually shorter than the lease periods available. One solution may be for Warrina to purchase the asset and apportion costs to the services via internal leasing arrangements.

Unexpended SHS COVID-19 ad-hoc funding of \$89,004 from June 2020 was carried forward and expended in 2023-2024 to provide additional staffing hours and assist with the high demand for direct financial support to clients (brokerage).

The balance of \$136,647 in unexpended Children & Young People Specialist Worker funding was carried forward from 2022, providing additional specialist staffing to support the SHS program. In January 2024 the sub-program was extended with an additional \$327,500 (to be expended by June 2025), and a further two-year extension to June 2026 was signed in June.

The WDV CAS, FASS and Case Management programs had a combined total of \$98,402 in unexpended grants at the end of June 2023. Legal Aid permitted the retention of \$35,000 for expenditure in 2023-2024, and the balance of \$63,402 was returned to the funding body in November 2023.

Legal Aid rolled out a Hearing Support pilot project for twelve months from November 2023, with funding for one additional worker.

In early 2023, Safer Futures received \$100,000 from DCJ to implement new reporting tools over 18 months. An additional \$49,200 was received for the Tailored for Change program, for specialised groups aimed at clients with cognitive impairment.

DCJ permitted 2022-2023 unexpended grants from the SHLV program to be carried forward, adding \$66,584 to the 2023-2024 budget and allowing for additional brokerage support and the purchase of a new vehicle.

The SHLV contract was extended to June 2025, including the \$150,000 expansion implemented in 2021-2022. The Commonwealth 'Keeping Women Safe in Their Homes' funding has been extended on an ad-hoc basis, with indexation.

The final work from the \$360,000 Domestic and Family Violence Infrastructure Grant Program was completed in November 2023. The grant allowed the creation of two new self-contained units in the former Rainbow Room building at the Refuge. The program suffered significant delays and cost over-runs, which are expected to be covered by Homes NSW via Community Housing Ltd.

Warrina continues to auspice the Coffs Coast Committee Against Domestic & Family Violence (CCCADFV). The small grant which previously sustained the program is no longer available, so once the retained surplus is expended Warrina will absorb the costs.

Throughout the year, we held various short-term investments and were able to increase our interest earnings by 240% over the prior year.

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 2023 sleepout saw several Warrina staff in attendance, and we received \$30,000 from the event in August. The June 2024 sleepout was equally successful, raising a further \$30,000 which was received in the July just past. We thank the C.ex for

organising the events and for their financial support, all the volunteers who “slept out”, and all of the individuals and businesses who gave money.

CommBank Staff Foundation donated a generous \$10,000 in December 2023. In August 2023 StreetSmart provided a donation of \$5,000 for tenancy support. Magic Ceramic Group raised \$2,067 through a fundraiser in December 2023, and in January 2024 Lilly Pilly Early Learning Centre raised a further \$725.

Warrina also received over \$25,405 in other donations, philanthropic grants and fundraising for the year, including donations from Bananacoast Credit Union Community Saver Program, Coffs Harbour Bridge Club, Coffs Harbour Bypass Action Group, Country Women’s Association, Dorrigo Coffee Club, Red Cross Woolgoolga, Ritchies IGA Community Benefits Program, Sawtell Lady Golfers, The Uniting Church Coffs Harbour, 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.

Financial acquittals and reports were submitted as required throughout the year including: the annual budget and 6-monthly reports for WDVCS; the annual grant acquittals for all programs; the annual National Regulatory System for Community Housing Small Provider compliance assessment; the Australian Charities and Not-for-Profits Commission Annual Information Statement; and the Fair Trading Co-operatives Annual Return.

In November 2023, Legal Aid introduced a new client data system for the WDVCS program which caused significant disruption for the team during the implementation phase. DCJ also implemented a new contracting platform in April 2024, which has caused some delays in the payment of funding and access to documentation.

Throughout the year changes to Single Touch Payroll reporting requirements were introduced through the Xero accounting system, requiring some additional work to maintain compliance.

Helen spent several months collecting evidence for our 3-year Australian Standards of Excellence in Service accreditation audit, which was completed in October 2024. We were assessed as 97% compliant and are now in the process of finalising the ‘Action Plans’ required for re-accreditation, due in March 2025.

Over the last few years, the finance team have made a number of attempts to implement a tailored payroll and HR solution. The complexity of the SCHADS Award has made this difficult, compounded by the changes to remuneration of remote work; but we are excited to now be on the verge of introducing a new system that will reduce workload on staff, improve accuracy, help us to meet our ongoing compliance requirements.

We have had a number of new and extended funding contracts for the new financial year. DCJ offered a 2-year contract for New Frontline and Community Workers, funding a single CALD position. Legal Aid increased the WDVCS funding to provide for an additional worker and extended the Hearing Support funding to the end of June 2025. The Safer Futures contract has been extended for 2 years to June 2026, and we are waiting on news of an extension to the Tailored for Change program. DCJ have also flagged that the SHLV contract is likely to be extended to June 2026, in line with the rest of the DCJ contracts.

The following pages contain extracts from the audited Financial Statements for 2023-2024. A full copy of the audited Financial Statements can be obtained by emailing [finance@warrina.org.au](mailto:finance@warrina.org.au). The Detailed Income and Expenditure Statements should be read in light of the following table, which shows balance of surplus funds (Retained Earnings) after transfers to Reserves, broken down by funding program.

### Retained Earnings by Funding Program

	Co-op	SHS	WDVCAS	Safer Futures	SHLV	Other	Total
<b>Balance at 01/07/2022</b>	912,768	407,216	79,413	-	40,504	92,277	1,532,177
2022-23 Surplus/(Deficit)	89,562	(181,459)	50,597	167,036	45,258	(25,246)	145,747
Trf from/(to) Reserves	-	-	(31,703)	(17,833)	-	6,654	(42,881)
Trf from/(to) Co-op	14,642	-	-	-	-	(14,642)	-
<b>Balance at 30/06/2023</b>	1,016,972	225,757	98,307	149,203	85,762	59,042	1,635,043
U/X Grants Returned	-	-	(63,404)	-	-	-	(63,404)
2022-23 Surplus/(Deficit)	101,899	101,989	3,913	(77,899)	(65,290)	12,355	76,967
Trf from/(to) Reserves	-	-	(38,780)	(12,198)	-	-	(50,978)
Trf from/(to) Co-op	70,257	-	-	-	-	(70,257)	-
<b>Balance at 30/06/2024</b>	1,189,128	327,746	37	59,106	20,472	1,140	1,597,630

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

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

Meena Johnson - Treasurer





# Extracts from Financial Statement For the Year Ended 30 June 2024

## Statement of Profit or Loss and Other Comprehensive Income

	Note	2024 \$	2023 \$
Revenue	2	4,512,890	4,073,651
Interest revenue calculated using the effective interest method	2	64,946	27,056
Administration expenses		(216,852)	(242,196)
Brokerage expenses		(217,496)	(210,410)
Depreciation and amortisation		(195,586)	(85,944)
Employee benefits expense		(3,274,881)	(2,951,170)
Finance costs		(3,108)	(3,574)
Occupancy expenses		(361,773)	(225,929)
Other expenses		(231,172)	(235,737)
Funds repaid to funding bodies		(63,404)	-
<b>Surplus/(deficit) before income tax expense</b>		<b>13,564</b>	<b>145,747</b>
Income tax expense	1(a)	-	-
<b>Surplus/(deficit) after income tax expense attributable to members</b>		<b>13,564</b>	<b>145,747</b>
Other comprehensive income for the year, net of tax		-	-
<b>Total comprehensive income for the year attributable to members</b>		<b>13,564</b>	<b>145,747</b>

Note: This is an extract of the information contained in the audited financial statements.  
To obtain a full version, please email [finance@warrina.org.au](mailto:finance@warrina.org.au)

## Statement of Financial Position

	Note	2024 \$	2023 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	4	2,584,666	2,800,571
Trade and other receivables	5	12,405	8,846
Other current assets	6	61,689	4,084
<b>Total Current Assets</b>		<b>2,658,760</b>	<b>2,813,501</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	7	29,915	43,543
Right-of-use assets	8	26,205	38,752
<b>Total Non-Current Assets</b>		<b>56,120</b>	<b>82,295</b>
<b>Total Assets</b>		<b>2,714,880</b>	<b>2,895,796</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables	9	182,330	173,807
Lease liabilities	10	27,317	39,472
Employee benefits	11	644,674	565,127
Other liabilities	12	-	259,301
<b>Total Current Liabilities</b>		<b>854,321</b>	<b>1,037,707</b>
<b>Non-Current Liabilities</b>			
Employee benefits	11	28,925	4,019
<b>Total Non-Current Liabilities</b>		<b>28,925</b>	<b>4,019</b>
<b>Total Liabilities</b>		<b>883,246</b>	<b>1,041,726</b>
<b>Net Assets</b>		<b>1,831,634</b>	<b>1,854,070</b>
<b>Equity</b>			
Reserves	13	234,005	183,027
Retained earnings		1,597,629	1,635,043
<b>Total Equity</b>		<b>1,831,634</b>	<b>1,818,070</b>

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## Statement of Changes in Equity

	Note	Reserves	Retained Earnings	Total
		\$	\$	\$
<b>Balance at 01 July 2022</b>		<b>140,146</b>	<b>1,532,177</b>	<b>1,672,323</b>
Deficit after income tax expense		-	145,747	145,747
Other comprehensive income		-	-	-
Transfer to/(from) reserves		42,881	(42,881)	-
<b>Balance at 30 June 2023</b>	13	<b>183,027</b>	<b>1,635,043</b>	<b>1,818,070</b>
Surplus after income tax expense		-	13,564	13,564
Other comprehensive income		-	-	-
Transfer to/(from) reserves		50,978	(50,978)	-
<b>Balance at 30 June 2024</b>	13	<b>234,005</b>	<b>1,597,629</b>	<b>1,831,634</b>

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## Statement of Cash Flows

	Note	2024	2023
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		4,651,436	4,317,233
Payments to suppliers and employees		(4,747,613)	(4,157,616)
Interest received		64,946	27,056
Interest paid		(3,108)	(3,574)
<b>Net cash (used in)/provided by operating activities</b>	14 (b)	<b>(34,339)</b>	<b>183,099</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of property, plant and equipment		(121,156)	(28,444)
<b>Net cash used in investing activities</b>		<b>(121,156)</b>	<b>(28,444)</b>
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>			
Repayment of lease liabilities		(60,410)	(72,549)
<b>Net cash used in financial activities</b>		<b>(60,410)</b>	<b>(72,549)</b>
<b>Net (decrease)/increase in cash held</b>		<b>(215,905)</b>	<b>82,106</b>
Cash at the beginning of the financial year		2,800,571	2,718,465
<b>Cash at the end of the financial year</b>	14 (a)	<b>2,584,666</b>	<b>2,800,571</b>

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## Detailed Income and Expenditure Statement Co-operative Funds

	2024	2023
	\$	\$
<b>Income</b>		
Donations		
Donations - Tax deductible	34,885	14,708
Donations - Non Tax deductible	2,793	-
Contributions		
Trusts and corporations	35,520	44,629
Management fees	543,882	549,291
Other fees	-	100
Interest		
Restricted	690	746
Unrestricted	40,542	14,128
Sundry income	3,105	-
<b>Total Income</b>	<b>661,417</b>	<b>623,602</b>
<b>Expenditure</b>		
Accounting fees	6,240	15,758
Advertising and promotions	4,732	254
Assets purchased (under contract limit)	5,815	4,158
Audit fees	13,100	12,000
Bank charges	92	22
Board and co-op expense	3,228	2,553
Business planning, reporting and evaluation	998	-
Brokerage		
Standard	(3,056)	26,694
Cleaning	161	1,756
Client support		
Services	-	1,200
Consumables	795	-
Computer expenses	64,400	81,408
Consultancy fees	5,000	35,000
Depreciation		
Motor vehicle	4,896	4,896
Plant and equipment	4,499	12
Right of use	11,490	10,427
Donations	4,496	-
Employee support and supervision	699	2,394
Fees and permits	1,773	77
Fundraising expense	202	-
Health and safety expenses	106	-
Insurance		
General	1,663	1,489
Professional indemnity	202	181
Volunteers	24	22
Interes - Leases	893	298
Meeting expenses	223	-
Membership fees and subscriptions	2,233	3,673
Motor vehicle expenses		
Fuel and oil	2,420	2,005
Registration	929	880
Insurance	997	967
Other	5	-

## Detailed Income and Expenditure Statement (Cont.)

### Co-operative Funds

	2024	2023
	\$	\$
Motor vehicle expenses (cont.)		
Repairs and maintenance	1,440	1,005
Lease	192	-
Postage, freight and courier	160	139
Printing and stationery	3,837	3,075
Rent	1,523	800
Repairs and maintenance	3,997	346
Salaries and wages		
Annual leave expense	(1,702)	(15,308)
Long service leave expense	6,420	(4,780)
Recruitment	16,196	-
Salaries and wages	332,692	297,425
Sick leave paid	750	(3,284)
Superannuation	35,908	29,954
Workers compensation insurance	10,026	8,910
Staff amenities	459	935
Sundry expenses	231	2
Telephone	6,334	4,665
Training and development	1,798	1,988
Volunteer costs	-	45
<b>Total Expenditure</b>	<b>559,516</b>	<b>534,041</b>
<b>Surplus/(Deficit) before income tax expense</b>	<b>101,901</b>	<b>89,561</b>

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## Detailed Income and Expenditure Statement Specialist Homelessness Services (SHS)

	2024	2023
	\$	\$
<b>Income</b>		
Unexpended Grants Brought Forward	225,652	407,108
Grants (State) Operating - Recurrent		
NSW Department of Communities and Justice	1,064,062	1,017,024
Grants (State) Operating - Non-Recurrent		
NSW Department of Communities and Justice	327,500	-
Grants (Other)		
SACS ERO payment	31,040	30,611
Donations		
Donations - Tax deductible	500	-
Fees and charges		
Refuge fees – accommodation	41,822	29,548
Refuge fees – laundry and phone	504	217
Interest		
Restricted	2,156	1,963
Sundry income	-	2,787
<b>Total Income</b>	<b><u>1,693,236</u></b>	<b><u>1,489,258</u></b>
<b>Expenditure</b>		
Advertising and promotions	4,610	2,149
Assets purchased (under contract limit)	28,741	11,479
Bad debts expense	5,132	9,110
Business planning, reporting and evaluation	2,395	-
Brokerage		
Standard	51,351	47,014
Waiver of fees	4,821	5,684
Less recoupments	(1,565)	(2,314)
Centrepay fees	23	9
Cleaning	66	99
Client support		
Services	3,841	2,322
Transport	3,395	2,795
Consumables	22,872	17,892
Cleaning and pest	12,244	18,376
Linen and furnishings	9,394	12,865
Computer expenses	1,265	102
Depreciation		
Assets fully expensed	53,187	-
Motor vehicle	2,746	4,885
Right of use	3,678	8,487
Employee support and supervision	9,882	13,022
Fees and permits	1,236	-
Health and safety expenses	4,159	2,504
Insurance		
General	4,738	4,525
Professional indemnity	485	474
Volunteers	56	57
Interes - Leases	121	424
Management fees		
Accounting & bookkeeping	42,981	48,843
Audit	6,140	6,978

## Detailed Income and Expenditure Statement (Cont.)

### Specialist Homelessness Services

	2024	2023
	\$	\$
Management fees (cont.)		
Management & governance	61,401	69,775
Employee support & supervision	12,280	13,955
Program development, planning & quality assurance	30,700	34,888
Training and development	6,140	6,978
Meeting expenses	1,025	126
Motor vehicle expenses		
Fuel and oil	4,251	4,061
Registration	7,274	4,111
Insurance	5,501	4,940
Other	-	532
Repairs and maintenance	3,575	2,017
Postage, freight and courier	212	311
Printing and stationery	10,434	7,863
Publications and information resources	169	1,892
Rent	1,404	2,781
Repairs and maintenance	16,299	6,784
Salaries and wages		
Annual leave expense	15,535	3,581
Long service leave expense	5,721	6,891
Recruitment	408	1,112
Salaries and wages	750,879	713,771
Sessional workers, contractors and consultants	-	1,546
Sick leave paid	(2,288)	9,403
Superannuation	79,818	71,479
Workers compensation insurance	41,054	27,230
Security	3,139	2,815
Staff amenities	1,081	990
Sundry expenses	90	192
Telephone	12,268	12,791
Training and development	4,350	23,219
Travel and accommodation	4,107	415
Utilities	10,774	9,380
<b>Total Expenditure</b>	<b>1,365,595</b>	<b>1,263,610</b>
<b>Surplus</b>	<b>327,641</b>	<b>225,648</b>
Transfer to unexpended grants	(327,500)	(225,652)
<b>Surplus/(Deficit) before income tax expense</b>	<b>141</b>	<b>(4)</b>

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

	2024	2023
	\$	\$
<b>Income</b>		
Unexpended Grants Brought Forward	10,000	79,510
Grants (State) Operating - Recurrent		
Legal Aid NSW	1,290,909	1,220,718
Interest		
Restricted	15,424	7,327
<b>Total Income</b>	<b>1,316,333</b>	<b>1,307,555</b>
<b>Expenditure</b>		
Advertising and promotions	1,884	511
Assets purchased (under contract limit)	15,173	11,932
Business planning, reporting and evaluation	2,322	-
Brokerage		
Standard	41,629	53,415
Cleaning	2,875	4,352
Client support		
Transport	357	214
Consumables	565	183
Computer expenses	828	243
Donations	-	1,000
Employee support and supervision	2,025	4,582
Fees and permits	670	550
Health and safety expenses	269	53
Insurance		
General	5,250	4,556
Professional indemnity	470	412
Volunteers	55	50
Management fees		
Accounting & bookkeeping	45,182	44,556
Audit	6,455	6,365
Management & governance	64,545	63,652
Employee support & supervision	12,909	12,730
Program development, planning & quality assurance	32,273	31,826
Training and development	6,455	6,365
Meeting expenses	1,139	900
Motor vehicle expenses		
Fuel and oil	244	310
Registration	710	727
Insurance	1,081	928
Other	-	2
Repairs and maintenance	357	893
Postage, freight and courier	11	11
Printing and stationery	9,615	10,260
Publications and information resources	1,178	173
Rent	24,021	22,577
Repairs and maintenance	4,512	5,251
Salaries and wages		
Annual leave expense	9,488	13,710
Long service leave expense	(1,057)	18,864
Recruitment	1,191	1,316
Salaries and wages	839,164	786,204

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

	2024	2023
	\$	\$
Salaries and wages (cont.)		
Sessional workers, contractors and consultants	12,483	12,416
Sick leave paid	(4,891)	16,193
Superannuation	92,154	82,694
Workers compensation insurance	25,464	25,001
Staff amenities	2,177	2,017
Sundry expenses	-	91
Telephone	13,160	11,830
Training and development	4,943	3,064
Travel and accommodation	4,120	1,746
Utilities	2,845	2,601
<b>Total Expenditure</b>	<b>1,286,300</b>	<b>1,267,326</b>
<b>Surplus</b>	<b>30,033</b>	<b>40,229</b>
Transfer from/(to) reserves	(29,992)	(18,935)
<b>Surplus/(Deficit) before income tax expense</b>	<b>41</b>	<b>21,294</b>

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## Detailed Income and Expenditure Statement Family Advocacy and Support Service (FASS)

	2024	2023
	\$	\$
<b>Income</b>		
Unexpended Grants Brought Forward	10,000	-
Grants (State) Operating - Recurrent		
Legal Aid NSW	139,411	136,500
Interest		
Restricted	1,265	179
<b>Total Income</b>	<b>150,676</b>	<b>136,679</b>
<b>Expenditure</b>		
Advertising and promotions	188	54
Assets purchased (under contract limit)	1,635	4,256
Business planning, reporting and evaluation	266	-
Brokerage		
Standard	7,370	772
Cleaning	294	429
Computer expenses	120	60
Employee support and supervision	186	230
Fees and permits	80	-
Health and safety expenses	7	7
Insurance		
General	479	412
Professional indemnity	54	43
Volunteers	6	5
Management fees		
Accounting & bookkeeping	4,879	4,778
Audit	697	683
Management & governance	6,971	6,825
Employee support & supervision	1,394	1,365
Program development, planning & quality assurance	3,485	3,413
Training and development	697	683
Motor vehicle expenses		
Fuel and oil	327	22
Registration	602	-
Insurance	451	-
Postage, freight and courier	-	136
Printing and stationery	495	1,015
Rent	2,356	2,225
Repairs and maintenance	205	688
Salaries and wages		
Annual leave expense	5,902	2,003
Long service leave expense	579	952
Recruitment	-	305
Salaries and wages	91,698	58,982
Sick leave paid	1,676	427
Superannuation	10,095	6,199
Workers compensation insurance	2,780	1,304
Staff amenities	227	169
Sundry expenses	2	-
Telephone	1,418	1,264
Training and development	211	374
Travel and accommodation	302	684

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

	2024	2023
	\$	\$
Utilities	347	270
<b>Total Expenditure</b>	<u>148,481</u>	<u>101,035</u>
<b>Surplus</b>	<u>2,195</u>	<u>35,644</u>
Transfer from/(to) reserves	(2,160)	(6,650)
<b>Surplus/(Deficit) before income tax expense</b>	<u>36</u>	<u>28,994</u>

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## Detailed Income and Expenditure Statement

### Women's Domestic Violence Court Advocacy Service - Case Management

	2024	2023
	\$	\$
<b>Income</b>		
Unexpended Grants Brought Forward	15,000	-
Grants (State) Operating - Recurrent		
Legal Aid NSW	239,408	226,390
Interest		
Restricted	1,951	297
<b>Total Income</b>	<b>256,359</b>	<b>226,687</b>
<b>Expenditure</b>		
Advertising and promotions	321	89
Assets purchased (under contract limit)	-	6,896
Business planning, reporting and evaluation	452	-
Brokerage		
Standard	19,828	5,269
Less recoupments	(626)	-
Cleaning	294	429
Client support		
Transport	183	151
Consumables	428	162
Computer expenses	-	20
Depreciation		
Assets fully expensed	29,691	-
Employee support and supervision	622	613
Health and safety expenses	7	7
Insurance		
General	590	501
Professional indemnity	92	72
Volunteers	11	9
Management fees		
Accounting & bookkeeping	8,379	7,924
Audit	1,197	1,132
Management & governance	11,970	11,320
Employee support & supervision	2,394	2,264
Program development, planning & quality assurance	5,985	5,660
Training and development	1,197	1,132
Motor vehicle expenses		
Fuel and oil	378	62
Registration	602	-
Insurance	451	-
Other	11	-
Printing and stationery	329	1,581
Rent	2,355	2,224
Repairs and maintenance	205	1,052
Salaries and wages		
Annual leave expense	817	2,822
Long service leave expense	805	2,139
Salaries and wages	136,476	101,050
Sick leave paid	1,678	2,194
Superannuation	15,025	10,621
Workers compensation insurance	4,127	2,239
Staff amenities	246	169

## Detailed Income and Expenditure Statement (Cont.)

### Women's Domestic Violence Court Advocacy Service - Case Management

	2024	2023
	\$	\$
Telephone	2,090	1,563
Training and development	648	820
Travel and accommodation	79	-
Utilities	347	270
<b>Total Expenditure</b>	<b>249,684</b>	<b>172,456</b>
<b>Surplus</b>	<b>6,675</b>	<b>54,231</b>
Transfer from/(to) reserves	(6,628)	(6,118)
<b>Surplus/(Deficit) before income tax expense</b>	<b>47</b>	<b>48,113</b>

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## Detailed Income and Expenditure Statement

### Women's Domestic Violence Court Advocacy Service - Hearing Support

	2024	2023
	\$	\$
<b>Income</b>		
Grants (State) Operating - Recurrent		
Legal Aid NSW	79,876	-
Interest		
Restricted	431	-
<b>Total Income</b>	<b>80,307</b>	<b>-</b>
<b>Expenditure</b>		
Advertising and promotions	100	-
Business planning, reporting and evaluation	141	-
Employee support and supervision	99	-
Insurance		
General	84	-
Professional indemnity	29	-
Volunteers	3	-
Management fees		
Accounting & bookkeeping	2,796	-
Audit	399	-
Management & governance	3,994	-
Employee support & supervision	799	-
Program development, planning & quality assurance	1,997	-
Training and development	399	-
Salaries and wages		
Annual leave expense	5,985	-
Long service leave expense	227	-
Salaries and wages	53,465	-
Sick leave paid	2,175	-
Superannuation	5,883	-
Workers compensation insurance	1,682	-
Sundry expenses	1	-
Training and development	40	-
<b>Total Expenditure</b>	<b>80,298</b>	<b>-</b>
<b>Surplus/(Deficit) before income tax expense</b>	<b>9</b>	<b>-</b>

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## Detailed Income and Expenditure Statement

### Safer Futures

	2024	2023
	\$	\$
<b>Income</b>		
Unexpended Grants Brought Forward	149,200	-
Grants (State) Operating - Recurrent		
NSW Department of Communities and Justice	465,300	440,000
Grants (State) Operating - Non-Recurrent		
NSW Department of Communities and Justice	-	149,200
Donations		
Donations - Tax deductible	4,000	5,000
Interest		
Restricted	1,702	576
<b>Total Income</b>	<b>620,202</b>	<b>594,776</b>
<b>Expenditure</b>		
Advertising and promotions	1,809	6,730
Assets purchased (under contract limit)	3,165	8,275
Business planning, reporting and evaluation	1,093	-
Brokerage		
Standard	2,270	1,733
Cleaning	-	127
Client support		
Services	124	-
Transport	610	480
Consumables	1,858	1,245
Computer expenses	55	387
Consultancy fees	7,440	380
Depreciation		
Plant and equipment	1,487	1,389
Right of use	30,467	16,252
Employee support and supervision	6,916	3,753
Fees and permits	80	80
Health and safety expenses	907	437
Insurance		
General	1,506	898
Professional indemnity	221	139
Volunteers	26	17
Interes - Leases	1,078	1,296
Legal Fees	-	1,548
Management fees		
Accounting & bookkeeping	21,508	15,400
Audit	3,073	2,200
Management & governance	30,725	22,000
Employee support & supervision	6,145	4,400
Program development, planning & quality assurance	15,363	11,000
Training and development	3,073	2,200
Meeting expenses	19	-
Motor vehicle expenses		
Fuel and oil	48	42
Postage, freight and courier	126	930
Printing and stationery	4,772	9,875
Publications and information resources	2,353	3,171
Rates and taxes	53	30

## Detailed Income and Expenditure Statement (Cont.)

### Safer Futures

	2024	2023
	\$	\$
Rent	3,840	3,642
Repairs and maintenance	115	3,590
Salaries and wages		
Annual leave expense	6,996	21,838
Long service leave expense	1,583	6,724
Recruitment	94	45
Salaries and wages	323,119	225,142
Sick leave paid	4,069	8,086
Superannuation	33,966	22,543
Workers compensation insurance	9,764	6,049
Security	-	1,007
Staff amenities	168	528
Sundry expenses	(2)	-
Telephone	4,167	2,803
Training and development	10,242	9,006
Utilities	2,410	322
<b>Total Expenditure</b>	<b>548,901</b>	<b>427,740</b>
<b>Surplus</b>	<b>71,301</b>	<b>167,036</b>
Transfer to unexpended grants	(58,553)	(149,200)
Transfer from/(to) reserves	(12,198)	(17,833)
<b>Surplus/(Deficit) before income tax expense</b>	<b>550</b>	<b>3</b>

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## Detailed Income and Expenditure Statement Staying Home Leaving Violence

	2024	2023
	\$	\$
<b>Income</b>		
Unexpended Grants Brought Forward	66,584	21,326
Grants (State) Operating - Recurrent		
NSW Department of Communities and Justice	439,465	233,453
Grants (State) Operating - Non-Recurrent		
NSW Department of Communities and Justice	-	186,394
Donations		
Donations - Tax deductible	500	-
Interest		
Restricted	626	580
<b>Total Income</b>	<b>507,175</b>	<b>441,753</b>
<b>Expenditure</b>		
Advertising and promotions	2,423	173
Assets purchased (under contract limit)	9,844	-
Business planning, reporting and evaluation	901	-
Brokerage		
Standard	95,474	58,726
Cleaning	91	1,756
Client support		
Services	3,954	-
Transport	351	90
Consumables	5,018	260
Computer expenses	185	50
Depreciation		
Assets fully expensed	38,277	-
Right of use	15,168	15,369
Employee support and supervision	2,764	3,554
Health and safety expenses	128	72
Insurance		
General	1,711	1,359
Professional indemnity	182	140
Volunteers	21	17
Interes - Leases	1,015	440
Management fees		
Accounting & bookkeeping	15,381	15,441
Audit	2,197	2,206
Management & governance	21,973	22,059
Employee support & supervision	17,579	17,647
Program development, planning & quality assurance	17,579	17,647
Training and development	2,197	2,206
Meeting expenses	137	12
Motor vehicle expenses		
Fuel and oil	519	366
Registration	1,979	669
Insurance	1,782	567
Other	9	-
Repairs and maintenance	1,613	459
Postage, freight and courier	53	50
Printing and stationery	4,837	2,974
Publications and information resources	150	-

## Detailed Income and Expenditure Statement (Cont.)

### Staying Home Leaving Violence

	2024	2023
	\$	\$
Rent	1,550	792
Repairs and maintenance	288	346
Salaries and wages		
Annual leave expense	7,825	2,738
Long service leave expense	(280)	778
Recruitment	754	1,296
Salaries and wages	188,501	176,829
Sick leave paid	440	(5,743)
Superannuation	20,582	18,607
Workers compensation insurance	5,853	4,663
Security	3,603	2,587
Staff amenities	594	885
Sundry expenses	1	-
Telephone	4,235	3,244
Training and development	5,199	1,861
Travel and accommodation	943	1,978
Utilities	301	-
<b>Total Expenditure</b>	<b>505,881</b>	<b>375,170</b>
<b>Surplus</b>	<b>1,294</b>	<b>66,583</b>
Transfer to unexpended grants	-	(66,584)
<b>Surplus/(Deficit) before income tax expense</b>	<b>1,294</b>	<b>(1)</b>

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

*To obtain a full version, please email [finance@warrina.org.au](mailto:finance@warrina.org.au)*

## Detailed Income and Expenditure Statement Coffs Committee Against Domestic & Family Violence

	2024	2023
	\$	\$
<b>Income</b>		
<b>Total Income</b>	-	-
<b>Expenditure</b>		
Advertising and promotions	67	-
Meeting expenses	980	-
<b>Total Expenditure</b>	1,047	-
<b>Surplus/(Deficit) before income tax expense</b>	(1,047)	-

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

*To obtain a full version, please email [finance@warrina.org.au](mailto:finance@warrina.org.au)*

## Detailed Income and Expenditure Statement SDFV Infrastructure Grant

	2024	2023
	\$	\$
<b>Income</b>		
Grants (Other)		
Other minor grants	259,301	360,000
Other fees	52,992	-
Interest		
Restricted	155	1,051
<b>Total Income</b>	312,448	361,051
<b>Expenditure</b>		
Consultancy fees	-	14,687
Repairs and maintenance	299,046	100,699
<b>Total Expenditure</b>	299,046	115,385
<b>Surplus</b>	13,402	245,666
Transfer to unexpended grants	-	(245,666)
<b>Surplus/(Deficit) before income tax expense</b>	13,402	-

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

*To obtain a full version, please email [finance@warrina.org.au](mailto:finance@warrina.org.au)*



## CEO's Report

At Warrina we have the privilege to work alongside a diverse and experienced group of people all striving to deliver services that are grounded in evidence. We know that stopping violence and abuse is everyone's responsibility. Preventing violence against women and children is challenging work that calls upon our individual values, passion and a firm belief in a gender equal future. I commend the staff and Board for their determination and see this years' work as testament to Warrina's commitment to reducing violence and abuse in our community and holding perpetrators accountable for their behaviour.

Warrina began as a Woman and Children's Refuge without any formal funding, founded by a group of women who recognised the need for women and children to have a safe place to escape violence and abuse and to also provide a supportive space to recover from their experience. Today, some 45 years later, we have grown, along with the recognition that domestic and family violence, which was historically hidden behind closed doors, is a community problem. A problem, or epidemic for want of a more reflective word, that results in at least one woman a week being murdered at the hands of her current or ex-partner across Australia.



Domestic Violence prevention Month, May 2024

Warrina has continued to expand her services in order to meet the increasing demands of our community. The increased visibility of domestic and family violence has resulted in both state and federal governments committing to increases in funding necessary to support service provision. Specialist Homeless Service (SHS) has seen continuation of the domestic violence after hours funding. The Children's and Young People's (CYP) funding has been extended following pilots around the states. The refuge now has access to two independent units for women with children who are challenged with communal living and teenagers who require access to spaces conducive to completing their studies. This unit also increases access for teenage boys who at times choose not to enter the refuge with their mothers, as it may not be a space that they feel comfortable in. The other unit is disability accessible or available to women with newborn babies who are immune compromised. The units have increased the capacity of the refuge to accommodate larger and more complex families.

Coffs Clarence Women's Domestic Violence Court Advocacy service also expanded services offered to women experiencing domestic violence. Provision of case management and the Family Court Advocacy service ensures an integrated and holistic service.

Staying Home Leaving Violence, (SHLV) whilst the funding has not increased for the programme, has continued to see demand that exceeds the KPI's set by the service agreement. Fortunately, the government has implemented emergency violence payments which can be used to support security upgrades and relocation costs for victim survivors. Women can access these payments on their own behalf without being attached to a service. It is hoped the SHLV program will receive additional funding either in the new financial year or as part of the 2026 recommissioning for the program. Within SHLV the case management provided supports independence and the capacity to increase safety of women and children. Considering that Staying Home Leaving Violence has not had the benefit of increased funding, despite the increases in demand, the team are to be commended for the collaboration with other services in our community. Recognising the complexities of this work, a team leader position has been created overseeing the day-to-day delivery of service provision and providing support and debriefing for staff.

Safer Futures (SF), with a new initiative of a program designed for men who have an acquired brain injury or are on the neuro diversity spectrum, has extended its reach into the arena of men who use violence within their intimate relationships. The demand for men's behaviour change programs which are properly accredited, continues to see consistent referrals to this program and has resulted in a significant wait list for entry into groupwork.

A new management structure has been implemented to sustain the exponential growth of Warrina's services. We have employed a Finance and Governance coordinator to work alongside Michelle and Helen within the administrative finance team. This expanded structure recognises the demands and additional administrative

workloads that have come about due to the growth of the organisation. The compliance and accreditation requirements have also contributed to the increased workload of this team. We are scheduled to a review of our ASES accreditation at the end of this calendar year. Early this year we were also required to undertake our biannual accreditation as a Housing provider. Both of these processes drive a robust review of our organisational policies and the gathering and uploading of required evidence for review, a very onerous and laborious task. The Operation Managers position being vacant for some time, has placed additional pressure on the management arm of the organisation. Recruitment is set to re-commence shortly.

Staff have been actively involved with a diverse range of community forums and inter-agencies, advocating for clients as well as raising the profile of domestic and family violence across our community. The local Domestic Violence Committee, which Warrina auspices, organised several events throughout the Sixteen Days of activism event. We saw Police join with the community to have their nails painted orange at the Thursday markets; the Big Banana glow orange to mark the event, unfortunately due to inclement weather the annual Reclaim the Night march was cancelled. Activities throughout Homelessness week saw Warrina staff participating in an event at Pete's Place as well as early morning breakfasts at Blue Sky.



Sixteen Days of Activism





Jess Hill Workshop

Staff participated by sleeping out on a cold June night at the stadium, in the annual sleepout, organised by the C.ex club. This event provides us with a substantial donation that is utilised for the benefits of Warrina clients. We received a number of donations from local community members and the Silver Sirens conference that I spoke to who donated the entry fee to Warrina. Staff have provided community education and talks to Men's Rotary and Sawtell Rotary, groups that support us, amongst the many other community groups that support us.



NAIDOC Health Forum

I would like to acknowledge the support from our funding bodies, Department of Communities and Justice who fund SHLV and the Specialist Homeless Service. We thank Nicole for her support and assistance with the grant that supported the build of the cottages at the refuge, a project that encountered many challenges along the way.

Legal Aid NSW fund WDVCS and I would like to recognise the advocacy they made for services across the state that have resulted in increases to funding for this programme.

To our Board of Management who provide oversight and governance to all our services, thank you. The skill set these women bring has supported the vision of Warrina, 'To support women and children to live free of violence and abuse.' Each of them hold a unique perspective and together they strengthen the fabric of Warrina. Their commitment to service delivery underpinned by best practice, the wellbeing of staff, transparency of decision making and their timely responses to staff who have reached out to them individually, supports us with ongoing stability and a sense of unity.





My greatest accolade goes to all the staff, with particular mention of Michele and Helen, our financial and administrative team, who more behind the scenes have ensured accounts are paid , staff are paid and compliance is demonstrated and met. The SHS team who operate in a crisis driven arena, with little opportunities for clients to access the private rental market due to limited income and housing affordability, I honour the work you do on a daily basis. The team at WDV CAS who overcame a challenging environment this year with the expansion of their services and the roll out of a new data base, hats off to you. The SHLV team, who have worked down a staff member for a lot of the year, their creativity and partnership work in addressing the complex needs of women at risk in the community. The Safer Futures team who not only support men thorough a change process, but the women who have or are still in a relationship, holding true to the safety of women and children as paramount in all we do.



Core & Cluster meeting with Housing and the Coffs Harbour Council

The stability and experience provided by the leaders in these teams, Renee, Wendy and Pru drives Warrina towards best practice as well as provides staff with a place to work with women and children experiencing domestic violence and abuse in a holistic and integrated model.

Warrina's work to prevent violence against women is critical if we are to see meaningful change in the number of women and children exposed to domestic and family violence in our community

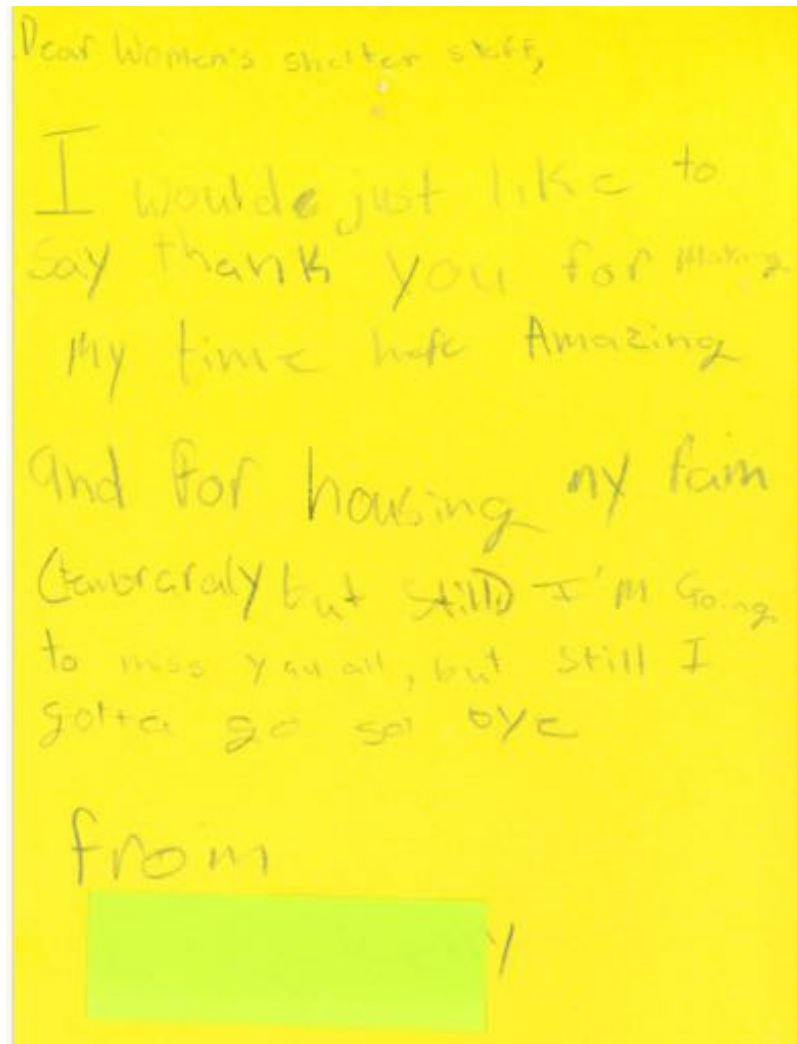
Until every woman and child lives free from violence our work continues. We applaud and thank the victim survivors who have spoken out and shared their experiences while living with trauma that is a direct result of violence against women. Together we can continue to build a future where all women and their children can live without fear of violence and where equality and respect are the cornerstones of our community.



Charlotte – Chief Executive officer



## Specialist Homelessness Services (SHS)



As I reflect on another impactful year at the Women and Children's Refuge, I would like to extend my heartfelt gratitude to our CEO, leadership team, and board of management. Your unwavering support and vision have been instrumental in guiding our efforts. I would also like to thank the board for endorsing the new team leader roles that were rolled out this year, which leads me to thanking my colleague and team leader, Jacq Vella for all her hard work and support. Jacq and I are co-writers of this year's annual report. None of this important work would be possible without the dedication of our exceptional team of caseworkers, whose compassion and expertise make a profound difference in the lives of those we serve. I also want to acknowledge the brave and courageous women who seek our help; their strength in reaching out for support inspires us daily and drives our commitment to creating a safe and nurturing environment. Together we are making a meaningful impact, and I am grateful for each and every one of you.



### Homelessness Week 2023

In July we participated in National Homelessness week, held from 7-13th of August. This year the theme was 'It's time to end homelessness'. We met with other SHS providers and organisations to plan a community day at Brelford park for Wednesday the 9th. It took weeks of planning but overall was a great success. Warrina organised to have a hairdresser come and give free haircuts (see photo). We had Warrina merchandise and our popcorn machine. We were able to network with other key stakeholders as well as communicate with those people experiencing homelessness.



### NAIDOC 2023

This year the NAIDOC theme was 'For our elders'. This year Warrina purchased themed T-shirts this year from local Aboriginal Artist and business, One Mob Radio. On Wednesday the 5th of July staff attended the Aboriginal Health NAIDOC forum at the Coffs Harbour racing club. It was another opportunity for the SHS team to network with other agencies and strengthen relationships. (photo)



On the 8th of July a variety of Warrina employees and board members attended the local NAIDOC Ball run by One Mob Radio. The theme this year was 'Blak and White' (photo). Warrina purchased an extra table of tickets that was donated back to Kulai Preschool, as a way for us as an organisation to say thank you and show appreciation for the work that all the staff at Kulai do for the local Aboriginal community.



### **Community engagement**

Reflecting back on the year, the SHS team's dedication to community education has been invaluable in raising awareness about domestic and family violence (DFV). Throughout the year, they have been frequently called upon to engage directly with the community, to deliver critical DFV education sessions in diverse settings. These include collaborations with groups like the Woolgoolga View Club, Tursa Employment, the Women's Health Centre, and healthcare providers such as Macksville and Coffs Hospitals in both the Emergency Department and Midwifery units.

By stepping beyond the traditional settings the team has reached individuals and communities who may otherwise lack access to such resources. These sessions not only inform participants but empower them to recognise signs of DFV and encourage active intervention when safe to do so. The impact of this outreach cannot be understated; it strengthens a collective responsibility to call out DFV and fosters a more informed, supportive community.

The SHS teams' openness to engage with these groups deserves recognition, as it contributes significantly to breaking cycles of violence and supporting community resilience through education.

## 16 Days of Activism Against Gender-Based Violence

On Monday 25 November 2023 we commemorated the International Day for the Elimination of Violence Against Women, launching the **16 Days of Activism Against Gender-Based Violence**. This annual campaign, runs through 10 December (World Human Rights Day), rallying people globally to address violence against women recognised as a persistent violation of human rights and to advocate for safer, more supportive communities.

In partnership with the Coffs Coast Committee Against DFV our team actively participated in planning and hosting community events throughout this critical week. A highlight was our involvement in the **Orange Nails Campaign**, an initiative that drew attention to DFV's impacts and promoted allyship in calling out violence. Held at the Coffs Mall we engaged with community members and local police, painting nails orange to symbolise solidarity with DFV survivors and commitment to change.



The event not only raised awareness but also fostered a visible display of community support, reminding everyone that standing against DFV requires collective action. Through events like these SHS reinforces its dedication to education, awareness, and collaboration, ensuring the message of the 16 Days of Activism resonates within our community.



## **Real estate and Temporary Accommodation providers lunch**

In October SHS partnered with the Coffs Coffs Housing Partnership group to coordinate an appreciation lunch for real estate agents, landlords, and temporary accommodation (TA) providers. We played an integral role in planning and execution of this successful event, aimed to bring together key stakeholders who directly support individuals experiencing homelessness.

The lunch was both a platform for expressing gratitude and an opportunity to highlight shared successes, particularly with mutual clients who have benefitted from stable housing solutions. It provided a forum for real estate and TA professionals to hear firsthand the positive impacts their support has had, fostering stronger ties and encouraging ongoing collaboration.

With approximately 50 attendees the event not only recognised the vital role these partners play in housing security but also allowed us to build new, more personal connections within the real estate community. Plans are underway to expand next year's event, aiming to broaden engagement and celebrate an even larger network of housing allies.

In November 2023, the SHS team attended Warrina's Annual General Meeting (AGM) along with board members and other Warrina program teams. This gathering is a valued opportunity for our team to connect, share insights, and align with our broader mission alongside fellow staff and leadership. Engaging in the AGM allows us to strengthen relationships across programs and reflect on our collective achievements.

## **Coffs Coast Youth Worker & Engagement Awards**

In collaboration with Wesley Mission, Blue Sky Community Services, and Groundworks Youth & Family Hub, the Warrina SHS team was thrilled to establish the first Coffs Coast Youth Worker & Engagement Awards held on December 9th 2023. This event, a result of months of dedicated planning, was created to celebrate and recognise individuals and groups making a profound impact on youth within our community.

The awards aimed to provide a meaningful platform to honour the tireless contributions of youth workers and advocates, acknowledging the significance of their role in fostering resilience, empowerment, and support among young people. The Committee designated eight award categories to reflect the diverse nature of youth work:

- The Zena Keidge Community Empowerment Award
- Waruuguma (Protect) Award
- Youth Event of the Year
- The 'Ally' of the Year
- Volunteer of the Year
- Creativity & Innovation Award
- Inclusion Award

- Youth Worker of the Year

The ceremony was a beautiful celebration of local commitment, showcasing the positive difference these dedicated individuals and organisations make within the youth sector. This recognition event not only highlighted the value of community-based youth support but also inspired ongoing dedication across the sector.



December was a busy period for us, as usual, with lots of Christmas events and community engagement opportunities. Gamumbi preschool in Toormina and Kooli Preschool in Coffs Harbour both partnered with Warrina to supply hand-painted artworks to be used as gift wrapping paper. The children at these centres enjoyed painting and decorating the gift wrap in the spirit of celebrating Christmas and the paper was used to wrap gifts for Warrina clients who accessed our Christmas pop-up shop.

## Argyll Street Community Fun Day 2023

In December the Warrina SHS team collaborated with key agencies to bring the Argyll Street Community Fun Day to life, an event led by Mission Australia Housing to foster community spirit and celebrate the holiday season. With our close proximity to the area, we were eager to participate, setting up a stall and donating Christmas hampers that were raffled off to benefit community members. The day was filled with joy as residents gathered to enjoy the festivities, and our team had the opportunity to connect with locals in a relaxed, engaging setting. This informal interaction helped break down barriers, making it easier for those who may have been hesitant to reach out to us for support. We look forward to joining in and contributing to this meaningful event again next year.



The Christmas pop-up shop was held in the Anglicare group space under Warrina's head office and was a huge success. Presents for the shop were donated by members of the community and businesses in the area such as the CEX Club, Coffs Blinds and Awnings, BCU Bank, Faith Family Day Care and Lifehouse Church. The refuge was inundated with calls offering donated gifts for Christmas, vouchers and other supplies for the families we support during the holiday time.

In mid-December, our team participated in the end-of-year celebration at the Coffs Yacht Club, a well-deserved opportunity to pause and acknowledge our accomplishments as a whole organisation. This event offered a chance to step back from the demands of frontline work, which can be challenging and intense, and to appreciate the impact of our efforts over the year. It was a lovely evening, where we could relax, celebrate each other's dedication, and share in the successes we've achieved as an organisation. Moments like these are invaluable for recharging and reconnecting before the year ahead.



The SHS team coordinated this year's Children's Christmas Party event which was held at The Playhouse in Coffs Harbour. The event catered for approximately 60-80 children plus their parents, siblings and care-givers. It was fun-filled and enjoyed by all who attended - especially when Santa made an appearance! Big thanks to all the team for their tireless efforts to make these events memorable, accessible and fun for everyone.



## **Completion of two self-contained units at refuge**

In November, 2023 the refuge officially added two new self-contained units to our refuge layout. The old external “rainbow room” was gutted and renovated into two separate self-contained units as part of a staged renovation plan for the current refuge site.

The rear unit, named “Aunty Elaine’s”, contains two bedrooms (one with queen bed, the other with two sets of single bunk beds) plus a small study or nursery to accommodate a larger family. The front unit, named “Roz’s Unit” is a studio containing a queen bed and a set of single bunk beds. This unit is fully wheelchair accessible, designed to accommodate a woman or family with particular mobility needs.

Upon completion of the units we furnished them and our first family to stay in Aunty Elaine’s unit was a woman with two young children (1 & 3 yrs old) who needed refuge accommodation to escape violence deemed at serious threat to their safety. The family relocated from the Nambucca Valley to our refuge and was able to safely seek help and protection from police and then return to their home a short time later. We then had a family of six move in needing support due to domestic violence and lack of housing options for a larger family unit in the Coffs Harbour region. Roz’s unit has housed multiple families with varied needs so far, including a woman with physical disabilities due to stroke and her two children.

## **Coercive Control Forum - Port Macquarie**

In February this year, six SHS staff attended the BlueSky Community Services Coercive Control Forum held in Port Macquarie. The forum was community led and tailored to our region and the challenges faced in our local community. It included guest speakers both educational and inspirational providing a broad spectrum of knowledge and expertise on coercive control and new legislation and law surrounding it. This was a wonderful opportunity for team bonding and staff development rolled into one and the SHS team are very grateful to Warrina for supporting this training and educational experience for us.

## **"No More" Rally at Coffs Harbour**

This year, my colleague Tess and I joined with others to bring the national "No More" Rally, organised by the ‘What Were You Wearing’ organisation, to our own community in Coffs Harbour. This Indigenous, youth-led, not-for-profit organisation is dedicated to ending sexual violence across Australia, and we were inspired to contribute to this vital cause locally. Unsure of the turnout, we anticipated around 100-200 attendees, however on the day of the event, over 2,000 people gathered at the Coffs Harbour Jetty foreshore to stand in solidarity. Attendees, including people of all ages and families, created powerful placards and signs, demonstrating the



community's shared commitment. The event included moving speeches from Tess, myself, and others, followed by a symbolic walk along the grassed area and out onto the Jetty. The atmosphere was both powerful and deeply emotional, with feedback such as, "Such fantastic and emotive words... powerful to be there with my daughter and walk with so many members of the community" underscoring the day's impact. This rally was a profound reminder of our community's dedication to creating a safer future.



### **Domestic and Family Violence Prevention Month - One Mob Breakfast**

In May, to mark Domestic and Family Violence Prevention Month, SHS organised the One Mob Breakfast in collaboration with New Horizons. This event provided a meaningful morning of connection and awareness-raising, and it was a valuable opportunity for us to work closely with New Horizons and Pete's Place. The breakfast fostered community support and highlighted the importance of collaboration in addressing and preventing DFV.

## **CEX Sleepout Appeal: Raising Awareness and Essential Funds for the Homelessness Community**

This year, our organisation once again joined the CEX Sleepout Appeal, an impactful event dedicated to raising funds and awareness for individuals experiencing homelessness. Together with Adele House, we shared the funds raised, approximately \$30,000 going to each organisation directly supporting our service delivery. These essential contributions allow us to continue providing resources and services for those facing housing insecurity.

The Sleepout offers a humbling insight into the daily challenges faced by those without a stable place to call home. Participants spent the night outdoors, experiencing the discomfort and vulnerability that accompanies homelessness. This year's experience became especially memorable as heavy rain arrived around 3 a.m., flooding our cardboard shelters. Despite the discomfort this brief glimpse into homelessness only reinforced our commitment to addressing this critical issue.

We are deeply grateful to everyone who participated in the event and to those who fundraised or donated to this essential cause. Their generosity and empathy make a significant difference, and we look forward to joining the Sleepout again next year with the same enthusiasm and dedication.



As we close another remarkable year at the women and children's refuge and outreach program, I am filled with gratitude for the dedication and resilience of our incredible team. Their unwavering commitment to supporting and empowering our community has been nothing short of inspiring. I extend a special thank you to our upper management and leadership team, whose guidance and encouragement have been instrumental in our success. A heartfelt thanks goes to Helen and Michele for their invaluable support and to Sheree, whom we warmly welcome. Together, we look forward to continuing our mission, impacting lives, and building a stronger, safer community for all.

### **Shark Cage - Katie**

The Shark Cage Program is built on a framework to teach a way of preventing and understanding violence against girls and women. It draws on a powerful metaphor and multiple psychological modalities for working in trauma informed ways to empower girls and women. Warrina facilitated 3 sessions this financial year, with the first Dorrigo based group running lead by SHS Jacq and CYP Tess, allowing Warrina to connect with a demographic often underserved. Term 2 brought another first with Shark Cage After Hours being run in Coffs Harbour with SHS facilitators Diana and Jo, enabling a target group of women to attend and learn outside of business hours who otherwise would miss out on the opportunity. The feedback from term 3's Group, facilitated by Jacq and Katie, was outstanding with a large portion of the group finishing through to the final session, particularly enjoying the mural activity below. This financial year saw roughly 30 women supported through the Shark Cage Group Program facilitated by Warrina. There is growing interest and need for group work as a service support for women who have experienced domestic violence in the Coffs Harbour community with roughly half of all SHS referrals asking for more information about groups that are currently being offered.





## Culturally and linguistically diverse specialist DFV worker

This year, we received an increase in referrals from the CALD community, highlighting the growing need for specialised support for culturally and linguistically diverse clients. One example of a great outcome involved a client who experienced severe domestic violence, including coercive control and physical abuse from her partner. With our assistance, she was able to safely leave the abusive relationship. We helped her navigate the complex immigration system and secure financial support. Ultimately, she was relocated to Sydney, where she could access a larger Filipino community and begin rebuilding her life. We received the following message from the Department of Home Affairs, highlighting the positive outcome:

*“Dear Nourah,*

*Please be advised that \*\*\*\*\*’s permanent Partner (subclass 801) visa was granted earlier today; therefore, she is now an Australian permanent resident. I wanted to personally thank you and Warrina Domestic & Family Violence Specialist Services for your exceptional dedication and support in assisting \*\*\*\*.*

*We are immensely grateful for your expertise and your commitment with taking our referral, understanding her vulnerabilities, and assisting her with reporting the domestic and family violence that she experienced to the police, supporting her with leaving along with every other form of advocacy and support. This has undoubtedly eased the journey for \*\*\*\*\* to obtain permanent residence in Australia.*

*Thank you again Nourah for all your work and dedication.*

Pru – Specialist Homelessness Services Co-ordinator

Jacq – Team Leader Specialist Homelessness Services

## Children & Young People (CYP)

This year the Specialist Children and Young People’s Domestic and Family Violence Worker continued to work alongside the caseworkers that have clients in the house to provide support and advocacy to the children and young people living with us at Warrina Womens’ and Childrens’ Refuge.

Some key moments of this year included the addition of our wonderful chickens. The maintenance and care of the chickens did take us a little while to get used to, the absolute joy and connection they bring to the children living with us is contagious. Although the responsibility of the chicken’s care falls with staff, the children and young people have loved learning about what they eat, saving their

scraps, checking their food and water and collecting the fresh eggs every day. Caring and connecting with animals brings great therapeutic calm and healing love. We are loving these new additions to the refuge.



Pru with Julia Gillard.

After losing a playground in the back yard to the elements we replaced it with this wonderful swing set that includes a sand pit and cubby house. Thanks Jacq Vella for all those hours of building assistance.



Swings built

We partnered with Toormina Preschool and Gamumbi Early Childhood Education Service over Christmas. Toys were chosen and donated, and the children worked hard to create beautiful wrapping paper for us to use. This was well loved and valued over the gift giving season, with many women choosing this paper after the story being told.



Toormina Preschool and their donations

Bishop Druitt College donated an amazing number of toys for Warrina to use for Christmas. The school community kindly communicated with us about the things our client's need/want and then families were encouraged to purchase things to donate. These donations not only provided such valued gifts for Christmas but also for children having birthday's while living at the refuge. We thank them for this respectful and inclusive approach to donating and are looking forward to continuing this collaboration in the future.





BDC and some of their donations

We also received Christmas present donations from BCU and from Coffs Blinds and Awnings.



BCU Christmas donations



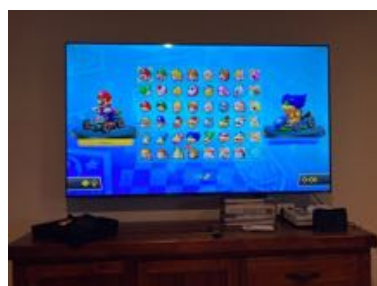
Coffs Blinds and Awnings donations

All these donations and more were compiled into the second year of our Christmas 'Shop'. We collated all the donations into one room which was open for a week. Each table was filled with gifts of a similar value and each carer that came through was able to use their allocated tokens to choose gifts for each of their children. This was a massive amount of work in the planning and execution of this, though the dignity and joy that came with autonomy and choice was worth so much. Thank you, Katie, for all your unwavering support and attention to detail, it made this much more enjoyable.



Christmas Shop

Back at the refuge activities were run throughout the year with children and young people in the house regularly. Making playdough, afternoon colouring in, video game challenges, group craft activities and so much more. This is an enjoyable part of the work we do and holding intention and care during this work informs our case management.





## Different activities we engaged in

We celebrated many birthdays at the refuge. Utilising our wonderful jumping castle, plenty of Woollies mud cakes, icy poles, hot dogs, great tunes and company!



Probably the most impactful part of this year was the wonderful opportunity I was given to create the Rainbow Room 2.0. The shed in the back yard that was previously used for furniture storage donations was lined with ply and then I was supported in collating learning, ideas and experience to build a fully customised space.

I spent time in the space, ordered flat packed furniture chosen for a specific purpose and then had many people assist in building it all. My vision was to create a space that is easy to manage, not overly cluttered, filled with carefully selected resources, homely and bright and I drew from my understanding of creating a trauma sensitive space.

I combined the Montessori concept of a 'yes' space (a space where a child is supported to engage with adults saying yes more than no), Steiner's love of natural, high-quality, open-ended resources, and my previous years' experience of working face to face with children living at the refuge.

I intentionally prioritised quality over quantity with choosing resources. This allows children and their carers to have regular access to things like, pencils that provide deep rich colours and good quality paper that allows for creative expression, while also encouraging taking care of the things we have and less stuff makes tidying up much easier too.

I chose two of the brightly painted cupboard doors from the previous Rainbow Room and had them installed on the wall in the space, creating new space while acknowledging the valuable and deep ties to the past was important to me.



Rainbow Room 2.0

Once the space was complete, we had the absolute joy of opening it to the children living here then. We started a daily afterschool club where every afternoon staff are in the Rainbow Room with planned activities on offer for children to choose to engage with. These activities include multiple art and craft activities. Carefully chosen books that include mental health, trauma, fun and learning. A daybed with cushions and blankets for calm anchoring of the room. A small home corner which includes a play kitchen, table and chairs. Toys including animals, dinosaurs, cars, trains, dress ups, puzzles and board games. Priority was given to things that are enjoyed by all ages, can work together and are easy to store and tidy up after use.

The first group of children that used the space created a list of rules for us all to follow, chose a wall to dedicate to their artistic creations and have helped us in shaping the activities on offer as they discuss their interests and things they'd like to try. We really couldn't have done this without them, their voice and their excitement and passion. I'd like to thank them all, their input has greatly improved the functioning of the space that will carry on for years into the future.



Beading and babies in the Rainbow Room.

This year we also welcomed Talea Knight to the team, her openness, professionalism and kind approach has been a really valuable addition to the children focused team.

I'd like to thank Pru, Jacq and the entire SHS team for your trust, support and encouragement as I created this new form of the Rainbow Room. I am honoured to have had this opportunity, and your authentic, consistent and supportive leadership has meant I thoroughly enjoyed this process.

Thank you

Tess – Children and Young People Specialist Worker

## Housing Support

### HOMELESSNESS, TRAUMA and THE HOUSING WORKER

As the Housing Specialist worker I often see three things that repeatedly emerge, DV, Homelessness and Trauma.

**In Australia, the single biggest cause of homelessness is domestic violence (DV).**

As the Housing Specialist worker I utilise a trauma-informed housing approach that prioritizes respect, choice, and empowerment for clients. I encourage clients to build a rental history, learn tenancy skills, address past housing debts, work on their health, safety, education, employment and childcare.

Transitional housing is not just about providing accommodation; it is a comprehensive support system that helps address the needs of DV survivors. It is a pathway to independence, safety, security, positive mental health and overall well-being.

My focus is on changing the talk, focusing on not what the client doesn't have, but what they can achieve by dismantling the barriers to homelessness and guiding clients towards secure, long-term affordable housing.

Warrina manages seven three-bedroom transitional accommodation properties through Women's Housing Ltd. The Women's Housing Plus program offers medium-term, low-cost housing for clients who are employed or studying, with regular lease reviews, with a maximum stay of five years. Clients are supported to move towards securing their own long-term tenancies. Two clients are on their way to completing a Bachelor Degree at SCU University, whilst another client has completed her post graduate Degree. Other clients have secured meaningful employment and some have established successful businesses.

Warrina also manages five Community Housing Limited properties, providing case management support to women leaving crisis or short-term accommodations into medium term housing. Unfortunately, the current housing crisis has caused negative impacts on the timely transition from these tenancies and the usual maximum of an 18 month period has had to be extended. Fortunately however Warrina was able to acquire a 5<sup>th</sup> CHL property in Nambucca Heads this year.

Warrina also supports one transitional housing property through Mission Australia.

As the housing worker I have established good relationships with real estate agents and temporary housing providers.

I also work in an outreach capacity with some clients focusing on housing outcomes and in particular, clients that are elderly. Older Australians increasingly experience rental stress, amid the increasing costs of housing and renting. Unfortunately women in this group of older Australians continue to experience major traumas, such as Domestic Violence, breakdown of marriage, the death of a partner or the development of an illness. This together with a lack of savings and a proportionally lower superannuation balance than the equivalent male population, contributes to increased rental stresses.





The Biggest morning Tea

As the housing worker, I consider myself to be fortunate to be able to work in the three areas that deeply interest me; homelessness, mental health well-being, and domestic and family violence.

My work aligns deeply with my personal values, focusing on the emotional and psychological well-being of vulnerable women and children. My hope is that this dedication will help to contribute to the recovery of those special women that I am able to support.

*Below is an excerpt of feedback from a client.*

*“It's only been a few short months from the start of contact with Warrina support services, but the genuine weekly contact and care given to me has been exceptional, each one professional and talented.*

*Once again, I would like to express my deep gratitude and appreciation, meeting me at my point in need”*

Diana - DFV Caseworker & Specialist Housing Support



## Coffs-Clarence Women's Domestic Violence Court Advocacy Service

The Coffs-Clarence WDV CAS provides safety planning, information and referral as well as court advocacy services to women who are experiencing domestic and family violence. We receive referrals mostly from the police, as well as from government and non-government agencies via an electronic platform. This reporting period we received approximately 3,451 referrals which is an average of 288 a month. It is difficult to know if this figure is completely accurate, as we have had a change in electronic platforms in November last year. The new platform is still being adjusted and not able yet to produce accurate reports for the data that is being entered, so it is currently a work in progress and not what we had hoped for.

This year we have discovered two new amazing women who have joined an equally amazing team. Welcome to Tasha in the Aboriginal focus worker position in Coffs Harbour and Carrie who has joined Helen in Grafton as the Specialists D&FV Specialist worker.



Legal Aid have advised that all WDV CAS throughout the state have received an increase to our ongoing funding to acknowledge the huge increase in our workload over the years. This has been a long time coming. The Coffs-Clarence will receive funding for an additional 35 hour a week position commencing July 2024. The hearing support pilot is funded to the end of financial year 2025. The pilot will be evaluated,

and based on that review, it is envisaged that recommendations will be made to State Government to request funding on an ongoing basis.

There has been a number of new developments in the sector this year.

- Change to the bail laws to better protect victims in serious domestic violence matters. Whilst this has attracted a lot of media attention and political grandstanding, and yahoo!!!! look what the government are doing to increase safety for women and children, in reality this is NOT the case, it will apply to those charged with offences, in the context of intimate partner relationships, that carry a maximum penalty of 14 or more years jail. So this is not going to affect many, if any, of our matters in local courts.
- Introduction of the Coercive Control Legislation throughout NSW. In the Coffs-Clarence we have not had any cases arise as yet, however I believe there are some pending throughout the state.
- The launch of the “Empower You” app developed by NSW Police. This app allows victim-survivors to verbally record their account of incidents in the diary function, provides a link to [Charmed and Dangerous](#) as well as contact details for local services.

## Family Advocacy Support Services (FASS)

### **Family Law Advocacy Support Service: Leonie**

As we have a new electronic platform for the WDV CAS services, it is not yet possible to provide any accurate data for this reporting period. The new system was implemented in November 2023 and some data and client information was transferred from the old platform to the new, but not all. What I can confirm is Leonie is providing incredible support to many women in the Coffs Harbour area and we have prioritised Leonie’s workload to only providing support to clients that have current matters before the Family Law court. Face to face meetings are now by appointment only. Leonie was getting a number of referrals from services just to refer for Legal advice. Leonie is now providing services with contact details for the Domestic Violence Unit with Legal Aid; the Early Intervention Unit and the local Legal Aid office so that clients can get that advice directly. Leonie has attended dinners with the Family Law Practitioners Association which is held every circuit. It is attended by local and visiting solicitors/barristers, the Senior Judicial Registrar and the presiding Family Law Court Judge. This has been a really good opportunity to network and continue to strengthen those relationships. More solicitors are now open to Leonie attending their offices with clients when they need to attend appointments or have virtual court matters/mediation.



## WDVCAS Case Management

### Case Management: Jodie and Jo

Our role within the WDVCAS team is to offer case management support to women who have been referred through at 'Serious Threat'. However, we do often take clients who have received a 'Threat' rating, if our work colleagues recognise that there is a need for ongoing support.

The range of supports offered to the women include but not limited to; advocacy to maintain tenancies, linking with Mission Australia Housing for Start Safely, referrals to connect with counsellors and wellbeing services (including referrals for children), submitting applications to access the EVP program and Victims Services, developing financial resilience through financial counselling and brokerage support, linking in with Legal Aid and other legal services, advocacy around AVO conditions, security upgrades and safety planning, Domestic and Family Violence (DFV) education, referrals to parenting and DFV programs. Jo has also been trained to facilitate the Shark Cage program and sometimes runs the program one on one with her clients when they are unable to attend a group program.

Our caseloads are often dictated by the highs and lows that come along with supporting women through DFV however we have capped the total number at 14 to ensure that a good service is provided. The 14 is made up of clients with a high/medium and low need. Despite this cap, we have not had to turn anyone away and all new referrals that come to us from the referral team or SAMS co-ordinator are responded to within a day or two, so the women are not left feeling like there is a gap in services and safety concerns are addressed ASAP.

The average length of time of case management support depends on the individual woman's need, the women on average are supported for a length of 3 to 5 months.

A trend that has emerged over the past 12 months is that women who have been case managed then closed are often reaching out again. This can sometimes be months later, as DFV can often last for years even after separation, or to simply inform us how they (and their children) are doing. This contact is welcome as it demonstrates our service is supportive, productive and we are achieving rapport with the women.

Working collaboratively with other services in the community is sometimes key to achieving successful outcomes for our clients.

A story that we wish to share in regard to a collaborative approach for one woman's safety is as follows:

*Jessica \* had ended the relationship with the perpetrator of violence and had come through on the SAM. After dis-heartening court results where he was granted bail, Jessica was no longer willing to report to Police regarding further breaches as she feared for her safety moving forward if she reported again with a similar result. Jessica was however happy for a breach report to come from another person/ service as long as she*

*didn't need to give a statement. Only a day or so after bail was granted Jessica disclosed that he had climbed onto the roof of the building next door and jumped onto the veranda at her block of units to attempt to gain access to her home. Jessica resides in a Mission Australia property and there are cameras at the unit block. We worked with Mission Australia Housing and the DVLO to access the camera footage and the Police were able to arrest him for breach of AVO. The perpetrator received a custodial sentence for the breach.*

## Local Co-ordination Point

### **Coffs Harbour Safety Action Meeting Coordinators (SAM) - Nat**

The Coffs SAMs are held every fortnight at the Coffs Harbour Police Station. Attendees at the meetings are Police, SAM Coordinators, local government agencies and non-government service providers. The aim of the SAM is to prevent or reduce serious threat to the safety of women and children experiencing domestic & family violence, male victims are also presented at the SAM and are supported by The Family Centre.

The SAM initiative requires a SAM Coordinator to provide secretariat duties to ensure the smooth running of the SAM. The SAM coordinator is responsible for making contact with women who have been assessed at "Serious Threat" by NSW police through the use of the Domestic Violence Safety Assessment Tool (DVSAT). In addition, external agencies can refer victims/survivors to a SAM if they have assessed them at 'Serious Threat', either through completing the DVSAT or using their own professional judgement.

The meetings are chaired by Detective Chief Inspector Guy Flaherty who orchestrates the running of the meetings extremely well, keeping members focused and on task. Mr Flaherty continually asks members to dig deep to offer Safety Action Plans that will reduce the risk to victims/survivors discussed at the table and will lead by example in committing to many actions for police to undertake.

The SAM highlights exceptional collaboration and information sharing between all the services and has provided a platform for constructive, informative and a wrap-around response to victims/survivors of domestic and family violence. The trust between SAM members has fostered a multi-faceted approach that enhances support systems for victims/survivors.

Furthermore, the SAM continues to develop positive 'Safety Action Plans' for victims/survivors impacted by domestic & family violence. SAM members demonstrate ongoing initiative and dedication when exploring and contributing to safety planning and risk reduction.

It's encouraging to hear the SAM members discuss creative and flexible ways in which they can support SAM clients and reduce the intake and assessment pressure through supported referral pathways. Many victims/survivors have received a very quick response to service delivery and therefore, prior to the next SAM many of the required actions have already been completed or are well under way. This

demonstrates that the response to victims/survivors on the SAM is immediate in addressing safety concerns and reducing risk.

Organisations and services that attend the SAM regularly:

- NSW Police
- Warrina Domestic & Family Violence Specialist Services
  - Representing – SHLV, Women’s refuge and outreach, Safer Futures MBCP & Women and Children’s Advocate.
- WDVCAS
- Department of Education
- Mid North Coast Local Health District (Mental Health, Drug & Alcohol, Child & Family and general health including ED)
- Mission Australia Housing
- Department of Family & Community Services (Child Protection)
- NSW Justice – Community Corrections
- New Horizons
- The Tweed Family Centre (representing male victims)

It is an honour to be working within a cohesive and supportive team (Internally and externally) in delivering the SAM on a fortnightly basis. The background, experience and knowledge of all team/meeting members brings exceptional professionalism and ethical practice. All involved have embraced this initiative with a dynamic, creative and enthusiastic approach. We look forward to future learnings and professional development in working towards building safety for all victims/survivors.



Painting donated by artist [Tori Ann Donnelly](#), presented at the [Coffs Harbour Safety Action Meeting](#)

**Clarence Valley SAM Coordinator: Helen**

2023/2024 has been an extremely busy year in the Clarence. Police referral for both “At Threat” and “Serious Threat” have increased exponentially which has also produced a flow on effect of increased Court matters at both Grafton and Maclean Courts. Clarence SAM has once again been a very successful rapid response service with all involved who attend the fortnightly meetings. The professional partnership with Clarence Police has achieved positive results for women and families regarding DVO’S, Applications to Vary ADVO’S as well as providing Welfare Checks and AVO Compliance Checks when requested.



**Community Engagement:**

Tash organized a stand for Warrina at the recent Aboriginal Health and Community forum (formerly the “Who Ya Gunna Call” forum). This was well attended by service providers and thank you to staff from all services across Warrina for attending and assisting at the stall.

Mel is attending the “Older Persons Abuse Prevention Collaborative”. A group that meet monthly and has recently produced a community directory for older people and their carers/families to be able to access appropriate services. There are planned forums for carers and families throughout the Coffs Coast being developed.

Helen and Carrie attend the Domestic Violence Committee meetings in Grafton on a regular basis. The main focus of the DV Committees are around community awareness campaigns including the 16 Days of Activism and Naidoc celebrations.





Training for staff included:

- All staff attended an online forum facilitated by The Women’s Legal Service on Coercive Control and the legislation that will commence in July.
- Working from a trauma informed perspective;
- Safe and Together 4 day Core training;
- ECAV 4 day Core training working with women experiencing domestic violence;
- Essential skills in Men’s Behaviour Change Programs;
- Supervising Case Management
- Introduction to WDV CAS work;
- Domestic Violence Informed Documentation and Language
- Foundational for Shark Cage program
- Wesnet- for survivors of tech abuse
- Foundations for working with complex trauma



I want to acknowledge all of the Coffs-Clarence WDV CAS team that work so tirelessly to provide women experiencing domestic violence with specialist, trauma informed support and advocacy. Laraine, Nat, Helen, Bec, Mel, Georgie, Tasha, Lorraine, Carrie, Jodie, Jo and Leonie all make up the most amazing team. They are all such strong advocates ,constantly challenging the patriarchy on so many levels and working tirelessly to improve the lives for our women and children.

Wendy – Coffs-Clarence WDV CAS Manager



*'The willingness to show up changes us, it makes us a little braver each time'*

Brene Brown

As I reflect on the past 12 months, I can only smile at the growth of our program and the outcomes we have achieved in that time. To observe the members of my team commit themselves with curiosity and compassion to the work, our clients and each other has been inspiring. We have all grown and strengthened both individually and as a collective.

To my team Charna, Doug, Tom, Hazel, Talea, Jeremy and Jo – I am privileged to walk alongside of you in your journey of inner reflection and growth, both professionally and personally. I am most proud that you embody the beliefs we aim to offer our clients in this work in the way you carry yourselves as practitioners, teammates and members of the greater Warrina organisation.

I hope that you know and see your value. This work is no easy task, and yet you show up lean in and commit to seeing light in the dark. Thank you to you all.





## **Safer Futures Men's Behaviour Change Program**

*'I didn't think this would help me as much as it has in my relationship with my partner, but also my children and my everyday life' –*

*2024 Safer Futures Participant*

The Safer Futures Men's Behaviour Change Program (MBCP) offers an opportunity for men to learn more about their use of harmful behaviour in relationships. Through engagement with the program men explore their choice to use violence and abuse towards women and the impact of their behaviour on them. They also learn ways to be a safe and respectful partner, father, man and community member. By engaging in group-based learning, men have an opportunity to experience a positive and safe space to build their strengths and focus on their own behaviour. Men are also supported to understand how equality in relationships is not just possible it is essential, and it is a choice.

In our program, the safety of women and children is our priority, so our Women & Children's Advocate offers support to women who have a current or former partner in our program. The space that Charna provides women is invitational and allows them the autonomy so that participation is their choice. We honour the insights she offers our work as practitioners so that a women's experience of DFV remains at the centre of Safer Futures.

During the financial year we have received 143 referrals for men to engage in the Safer Futures Program. 101 of these referrals accepted the opportunity to attend an intake and assessment meeting to explore their readiness for this journey. 58 of these men completed their intake, assessment and pre-group requirements and proceeded to a group space. Of the 4 groups we delivered during the financial year, 19 men completed all requirements of the full group program. There are also currently 16 men engaged in the group-work phase of their journey across the two groups currently being delivered.

These numbers are reflective of the challenging and often confronting nature of the work we are doing with men using violence. We are at times presenting an alternate reality to men, a version of relationships that has not yet been observed by them due to their own experiences as children in homes where violence and abuse was embedded. For those men, engagement with our program can initially feel like the rug has been pulled out from underneath them. Offering compassionate accountability means that men who commit to this journey are seen for their own trauma but encouraged to examine the choices they now make that harm others. For some men, this journey of reflection and inner examination is not yet one they are ready to take, and they may disengage at any stage along our engagement continuum. For some, they start to learn in half to three quarters of the way through the program and they choose to return and re-commit themselves to the invitations we offer. We acknowledge that a man's journey towards non-violence is a life-long one that only he can choose to start and maintain.

Once men engage in their first intake meeting, an internal referral is activated to our Women's and Children's Advocate. Charna provides an incredibly respectful and safe space allowing women to have visibility and choose to access support. The work she does is focused on promoting safety, wellbeing, autonomy and empowerment for women who are impacted by a participant's choice to use violence and abuse in their relationship. Charna has compiled a report that follows this outlining the profoundly important work she has engaged in over the past year.

### **Safer Futures – Tailored for Change Project**

***'(I) Learnt to value everyone's perspective. Used to be my way or the highway. Now I can see everyone has something to offer and everyone's opinion matters'***

*2024 Safer Futures Tailored for Change Participant*

This year our team extended their minds and practice skills to develop and deliver a trial modified program for men with living with cognitive impairments to access the learnings our program offers. We worked closely with an amazing local occupational therapist, Luisa Eckhardt, from *iThrive Occupational Therapy* to identify and implement reasonable adjustments to our program. With her guidance we reviewed the way we undertake intake and assessment, along with the way we deliver our existing MBCP and options for a tailored version of the program, supporting accessibility for participants presenting with additional needs. This opportunity also revealed how vital extending this knowledge base is to increase the safety of women and children who are or have experienced DFV from a man living with a cognitive impairment.

As part of the project, we delivered two existing Safer Futures MBCP groups with limited adjustments designed to support men participating in those groups that had disclosed during intake they lived with either ADHD, ASD, PTSD or a brain injury. These men identified they had experienced some impacts when learning new things, such as issues with memory recall, concentration and/or trying to learn something new. We also delivered a trial tailored Safer Futures MBCP group with increased adjustments for men who during their intake also identified they lived with a condition, however the disclosed impact on their learning was such that they would be best supported in this adapted space as the nature of their impairment may result in disruption to their journey or another man's journey in a group space.

As part of this project, we also developed resources to support sensory regulation during learning and visuals to support integrated processing of information delivered as part of the curriculum of Safer Futures. Charna developed and produced a beautiful Women & Children's Advocacy brochure for women who are offered this support to have a clear understanding of what support they can access if they choose to. Our efforts resulted in growth for our program, our team and the community through our interactions with other stakeholders.

At the completion of the grant period, we were advised that our funding for this project would be extended a further 2 years. We now look forward to the opportunity to continue this necessary research and development to strengthen our tailored Safer Futures MBCP for people living with cognitive impairments, to increase their access and engagement in the long term. We also look forward the opportunity

to contribute to the wider knowledge base of working with users of violence living with a cognitive impairment and the experiences of the women and children in their lives, so that as a sector we can grow and continue our work to end DFV in our community.

I would like to thank Luisa – to you we are grateful for your patience, wisdom, enthusiasm and abundant positivity to support our innovation in this space, and we look forward to the privilege of continuing this collaboration over the next 2 years.

### **Community Engagement Highlights**

Throughout the year our team continued to work on raising the profile of the work we do within the community, along with engaging our stakeholders in collaboration and service integration.



The visit from the Sydney Swans

This year our team was again invited to present at the *Mid North Coast DFV is Everyone's Business Community Conference*. Charna, Tom and I delivered a 1.5-hour presentation at the online conference held during the *16 Days of Activism*. The conference was broadcasted live and had participants from across the mid-north

coast ranging from Taree to Lismore. The focus of discussion was *'Working as a Collective to End Men's Use of DFV'* so we showcased the Safer Futures MBCP and discussed the many collaborative ways of working our team engages in to enhance service delivery to our participants as well as maintain safety for the women and children in their lives. Tom also spent some time discussing his development of a community led and developed in-language resource for Yazidi men to consider accessing support if they are being harmful in their relationships. It was a powerful opportunity, and we received positive feedback about the session.

Safer Futures also hosted training again from the NSW Health Education Centre Against Violence, being the *'Essential Skills in Facilitating Men's Behaviour Change'*. Our team collaborated with ECAV staff and promoted the opportunity throughout the mid-north coast, then hosted this training within our community at the Coffs Harbour CEX Club. Eighteen people from a wide variety of government and non-government agencies attended the three-day training program. This commitment is a positive indication of the ever-growing energy within our community to offer safe spaces and effective responses to men using violence. It also provides our program with opportunities to canvass for further potential facilitation team members.

During the year, I was elected to hold one of the positions of Co-Chair of the NSW Men's Behaviour Change Network. This an advisory body to support best practice development of practitioners and programs across all providers of men's behaviour change interventions in NSW. The NSW MBCN is comprised of providers who are accredited and/or working towards full accreditation and we meet monthly either through a larger network meeting or through a variety of specialised smaller communities of practice. As one of the co-chairs to the network I collaborate with staff from No To Violence to design and deliver the bi-monthly NSW network meetings, where we facilitate opportunities to share insights, discuss new ways of working and promote best practice that supports members to reach and maintain the minimum standards for Men's Behaviour Change practice in NSW. The tenure for the position is 2 years and it has already provided such an important and valuable opportunity as a practitioner and for our program.

Additionally, our team attended numerous forums, committee meetings and stakeholder engagement opportunities throughout the year sharing information about our program and our enthusiasm for the work. This has included the Coffs Coast Committee Against DFV and the Coffs Family Interagency meetings, the Coffs Harbour Local Court Users forum, Coffs Harbour Rotary Club, Coffs Coast International Women's Day Breakfast, Family Pathways Network Annual Conference, Community Corrections Day Breakfast. We have also engaged in service introductions at Interrelate, Mission Australia Allocations team, Uniting Burnside – Brighter Futures and Family Support teams and the Coffs Harbour Community Neighbourhood Centre.





Additionally, we participated the CSNSW DFV Framework Consultation Process meetings, the Coffs Harbour Family Pathways Network Service Speed Networking, consultation meetings on how MBCPs are addressing Sexual Violence, and the Workforce Strategy consultations. Finally, our team met with the Honourable Jodie HARRISON – Minister of Domestic and Sexual Violence Prevention and my all-time favourite team the Sydney Swans (a definite highlight for this Swannies fan!)

It has been quite the year, and I would again like to thank my wonderful team. I would also like to thank those who make our work possible, Charlotte your leadership is both empowering and inspiring, I have valued your guidance, support and encouragement throughout this year. Michele and Helen, the wheels of our organisation would not turn without you. Thank you always for the support you provide in the background. You are valued and appreciated.

Renee – Safer Futures and Fixed Address Co-ordinator





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

*I feel so blessed to be part of Warrina.*

I would like to acknowledge our coordinator Renee who continues to do an incredible job, the time you dedicate to us, every day you go above and beyond to support and guide us all and it does not go unnoticed, and it is deeply valued and appreciated.

Charlotte thank you from the bottom of my heart for always being there for me to debrief and guide me, I really cherish our conversations and the time you give to me.

To my Safer Futures colleagues, working alongside you all is an absolute honour, I know in every conversation you have, you hold the women and children's safety paramount, and you never lose sight of why we do what we do and for that I am not alone in thanking you all.

To my Warrina colleagues thank you so much for the valuable time you give me whether we are case-collaborating, case coordinating, having risks and safety conversations or if you're just being there for me in general it is so appreciated, and I do not take you or our time for granted.

It is such a privilege to be able to walk alongside the women and children, as our program is invitational and 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 create a safe, non-judgemental empathetic space and working from a trauma informed, client centred approach I am confidently able to meet them where they are at in their journey of life which is always enhanced by my 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 Men's Behaviour Change Program MBCP.

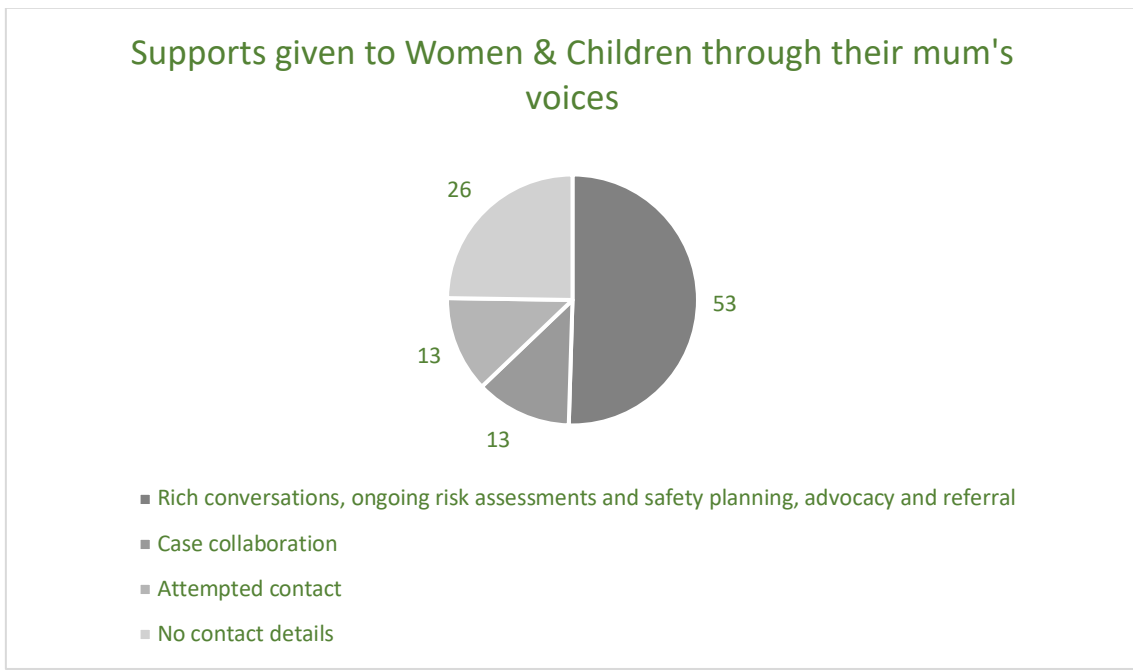
### **Safer Futures Men's Behaviour Change Program:**

This year I received 71 referrals from the men's intakes which ultimately gave me the names of 105 women which consisted of 28 current partners, 73 former partners, 3

mum's and a sister and through their voices 177 children and of these women 2 were pregnant.

The chart shows the break down of supports given to the women and through their voices the voices of their children.

I also continued to walk alongside 15 women and their children whose partners/former partners have previously been involved in Safer Futures groups, meeting them where they were at with support or referral moving forward.



**Positive feedback from clients:**

*“I just want to thank you for all your support and guidance, I truly appreciate you walking alongside me and helping me through such a devastating time in my life. You are an earth angel, and I am so grateful that we got to cross paths”*

*“I just wanted to express my deepest gratitude & appreciation to Charna for the continuous & endless support she has given me these past 6 months or so.*

*The work she put in for me, whether it was phone calls or paperwork, she always made the time to get it done no matter what.*

*Honestly, I don't think I would've gotten through these toughest of times emotionally & mentally if she didn't come into my life.*

*She is truly a special person & I am so grateful for everything she has done for myself & my little one”.*

Charna – Women & Children's Advocate



## Staying Home Leaving Violence

*“It is impossible to harm others without harming yourself.”*

MEG SCHAFFER, *The Wishing Game*

Like all the other teams within our organisation of Warrina Warriors, the Staying Home Leaving Violence program achieves solid results every year, every day. Our work focuses on helping women and children to remain living in their own home or home of their choice free from abuse and violence. We endeavour to empower those families with whom we work to move towards safety, dignity and independence.



This year Warrina made the decision to add a Team Leader to SHLV. Jo was honoured to be offered this opportunity and commenced in the program on the 5<sup>th</sup> March 2024 having formerly worked on Warrina’s SHS team for 6 years. Her hope and vision is to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative leadership style

Throughout the past year SHLV responded to 200 incoming referrals. June 2024 was an impressive month, 27 referrals in 31 days. Not quite one per day, but not far off that. I know it’s the same across all of our programs.

SHLV have supported clients with

- Safety planning and risk assessment
- Security upgrades
- Provision of phones
- Vouchers
- Victims' services payments
- Escaping Violence payments
- Referrals for counselling supports, legal support and financial counselling
- Vouchers
- Advocacy with housing, health, education, police
- Court support
- Mediation support
- Emotional support
- Payment of rental arrears , storage fees and day care fees
- Bond cleans and
- Wheelchair hire

Outcome	Total	
	Number	Percentage
Information / Referral only	32	16.00%
Case Management	85	42.50%
Case Co-ordinated	59	29.50%
No Services Provided	23	11.50%
Missing	1	0.50%

*“I know I've said it but I'm honestly forever grateful for how much you've helped, listened and believed me. You truly are the difference ♥.”*

**R.W.**

**Case Study:**

Jane’s Journey to Safety and Empowerment

Jane was referred to Staying Home Leaving Violence by Interrelate and received intensive case management support for 18 months. Upon her initial engagement, she was assessed to be at imminent risk, leading to the provision of a Personal Safety Device (SOS) and a comprehensive safety plan. This included a safety audit of her living situation, resulting in the installation of security cameras at her new home to enhance her safety and that of her children.

During her time in case management, Jane received approval for Victim Services Counselling for herself and her children, along with financial assistance for childcare fees. This support was crucial as she navigated the complexities of family court

proceedings. Through regular sessions with her case manager, Jane was able to recognize the cycle of abuse she had been enduring. This led to her establishing healthy boundaries which significantly contributed to her ability to protect herself and her children from further harm.

Today, Jane and her children are living free from the violence and fear that once overshadowed their lives.

*Name has been changed for confidentiality*



*SHLV's new vehicle, helping us go places to support our clients*

### ***Safety planning and Security Upgrades***

SHLV provides Home Safety Audits and security equipment including installation to clients routinely as part of case co-ordination and case management.

Security equipment we provided this year included the installation of sensor lights, locksmith services to replace locks and keys, installation and brokerage of security



cameras, doorbell cameras, dashcams and the provision of padlocks for gates and electrical boxes.

### **Duress Devices**

SHLV has 8 M-care Duress Devices – which are available for loan to clients at periods of increased high safety risk.

This year SHLV provided **10** clients with a device.

A combination of positive feedback and liaison with SHLV services in the Hunter and Central Coast LGA'S led to SHLV purchasing further duress devices in the form of Standby U shields through the Standby U foundation. These SOS devices combine the strength of human connection with the power of technology to create a safe and secure way for women at risk to be connected to family and friends when their safety is jeopardised. 'Standby U Practitioners' will work alongside our staff and participants to support the development of the Shield Plan that sits alongside their Safety Plan.

SHLV have also purchased personal duress alarms and have commenced giving these out to clients.

### **SHLV client feedback**

*“I want to thank you for you clear headed approach to everything that feels a mess to me and your clear & succinct way of prioritising & explaining!”*

*“Kate, it's been so good to run things by you. It really helps me considerably.”*

C.C.

*“Thank you so much for taking this as seriously as I have! I do appreciate it and seeing it from [my child 's and my] perspective your help has been amazing. X”*

A.D.

*‘Thank you so much for coming to meet me today. For the first time in weeks I picked up kids and I didn't feel like a failure. You're so easy to talk to, and I'm sorry for repeatedly interrupting, but it was the first time I felt heard. I know my friends believe me, but half the time I have to comfort them afterwards, so it feels counterproductive at times.*

*Thank you, thank you, thank you. I feel words are inadequate, but you truly made me feel validated today ‘*

B.D

We will end by saying that we are honoured that woman chose to share their stories with us! As a team we feel that as well as celebrating our successes it's important to acknowledge the relentless demand for Warrina DFV services and the strain that places on each of us. On any given day in SHLV we only have 2 staff including our team leader. This is hard but important work and we need more, mostly human, resources.

Warrina SHLV Team

Jo – SHLV Team Leader  
Kate – SHLV Caseworker  
Skye – SHLV Caseworker

