

Warrina Domestic and Family Violence
Specialist Services Co-operative Ltd

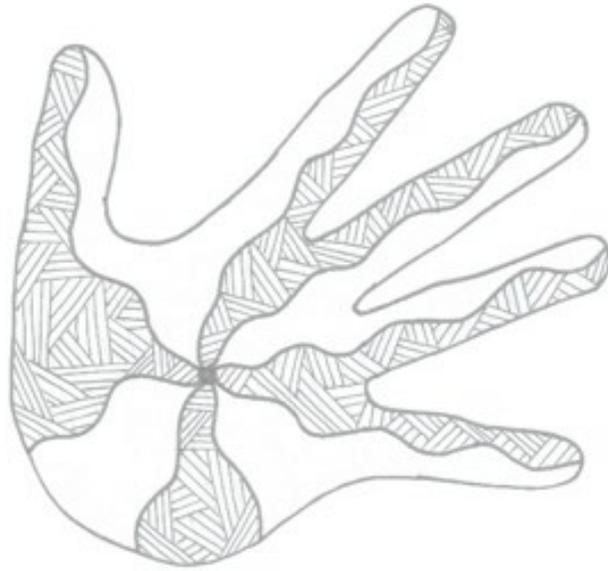


Annual Report
2015-2016

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Cover Art: Warrina Logo designed by CornerPost Consulting

'Hand' Logo created by Marbuck Duroux for the WaTCHIT program



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

Contents

Board of Directors	1
Staff	2
Service Overview	3
Chairperson’s Report	7
Treasurer’s Report	8
Extract from Financial Statements	12
Manager’s Report	26
Specialist Homelessness Services	32
Women & Children’s Refuge – Client Testimonials	35
Rainbow Room	36
Housing Support	38
Goori Outreach	40
CALD Outreach	42
Woman’s Story	45
DFVRE Pathways	46
Women’s Resource and Information Centre	47
Transitional Housing	50
North Coast Women’s Domestic Violence Court Advocacy Service	51
Women and Their Children’s Intervention Team	53
Engage 2 Change	55

Board of Directors

Sandra Heaton	Chairperson
Kylie Bednarz	Treasurer
Wendy Brodbeck	Director
Julie Carey	Director
Zehrina Hajdic	Director
Meena Johnson	Director
Jenny Wiseman	Director (Casual)
Michele Thomas	Secretary (Non-Director)

Staff

Charlotte Manager

Michele Financial Administrator

Specialist Homelessness Services:

Kellie SHS Co-ordinator

Muriel Aboriginal Domestic & Family Violence Caseworker

Jorgette CALD Domestic & Family Violence Caseworker

Siobhan Domestic & Family Violence Caseworker

Pru Child & Family Worker

Anita Domestic & Family Violence Housing Support Worker

Karen DFVRE Pathways Caseworker

Nicky DFVRE Pathways Caseworker

Gaby Relief Domestic & Family Violence Caseworker

Emma Women's Resource & Information Centre Counsellor

North Coast Women's Domestic Violence Court Advocacy Service:

Coffs Harbour Office:

Wendy WDV CAS Co-ordinator

Laraine Assistant Co-ordinator

Janine Court Advocate

Kempsey Office:

Carey Court Advocate

Leonie Court Advocate

Grafton Office:

Carol Court Advocate

Allison and Helen Sessional Court Advocates

Engage 2 Change:

Lou Women's & Children's Advocate

Celeste Domestic & Family Violence Community Educator

Service Overview

Warrina Domestic and Family Violence Specialist Services Co-operative Ltd provides a broad range of client-centred services to women and children who are experiencing, or have experienced, domestic and family violence.

Our mission 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, Family & Community Services, Housing and Health departments, mainstream service providers, other non-government agencies, community groups and past clients, as well as self-referrals.

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

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

Specialist Homelessness Services

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

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

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

Women and Children's Refuge

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

Rainbow Room

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

Housing Support

The Domestic and Family Violence Housing Support caseworker provide specialist outreach support to clients who are homeless or at risk of homelessness, as well as case-management of the Transitional Housing clients.

Outreach Support

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

Aboriginal Support

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

CALD Support

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

DFVRE Pathways

Domestic and Family Violence Response Enhancement (DFVRE) Pathways is a two-year project funded by Family & Community Services to provide after-hours response and flexible accommodation options for women, with or without children, experiencing domestic and family violence.

Women's Resource and Information Centre

The Women's Resource and Information Centre (WRIC) provides a central service hub in Coffs Harbour, with a counsellor, group programs, outreach services, North Coast WDVCS, and Engage2Change all based at one site, allowing seamless wrap-around service delivery.

The philosophy underpinning the WRIC promotes women's access and participation in their communities, increases opportunities, and broadens support networks. Women are supported to address identified needs through individual counselling and case-management, as well as a range of group programs.

Transitional Housing

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

An additional seven 3-bedroom properties are managed under the Housing NSW Transitional Housing Plus program. These properties are medium-term, providing low-cost accommodation for clients as they seek to enter or re-enter the work force.

North Coast Women's Domestic Violence Court Advocacy Service

Legal Aid NSW funds the North Coast WDVCS to provide assistance to women who are experiencing domestic and family violence and are considering legal intervention to ensure their on-going safety and protection. The service operates in Grafton, Coffs Harbour, Bellingen, Macksville and Kempsey local courts, and has offices located in Coffs Harbour and Kempsey, with Grafton staff working from Clarence River Women's Refuge.

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.

In July 2015, the Central Referral Point database was implemented through NSW Police, with WDVCS staff providing follow-up calls to women following a domestic violence incident where police were called.

As the WDVCS funding does not allow for case-management, staff from the service work in close collaboration with the SHS team and other service providers in the region to ensure that clients receive the required on-going support.

Women and Their Children's Intervention Team

The WaTCHIT service, funded by NSW Family and Community Services through the DVPASS program, provided a rapid response following a domestic and family violence incident where police were called, up until June 2015.

With a transition to the Central Referral Point (under the WDVCS) in July 2015, WaTCHIT staff were able to provide some case management, community education, group program delivery, and co-ordinate the WaTCHIT program evaluation, until the closure of the service in May 2016.

Engage 2 Change

The Engage2Change consortium is led by Kempsey Family Support Services (KFSS) and including Port Macquarie Hastings Domestic & Family Violence Specialist Services, delivering a men's behaviour change pilot program across the district.

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



Chairpersons's Report

On behalf of the Board of Directors, I would like to present the Annual Report of Warrina Domestic and Family Violence Specialist Service Co-operative Ltd.

On reflecting what we have achieved as a Board, 2015-2016 has been a year of great moments, successes, and of course the challenging times. I would like to thank and acknowledge all Board members for their pivotal roles which have ensured another successful year. It has been a privilege to work with you all. Thanks to Wendy Brodbeck, Julie Carey, Zehrina Hajdic, Meena Johnson, Jenny Wiseman and Kylie Bednarz. Thanks also to Charlotte, Michele and Kellie for resourcing the Board so well.

Warrina is such a strong and vibrant organisation today. Our organisation has grown enormously over the years and none more so than during 2015-2016. The change and growth of our services is a testament to everyone and I would like to pay a particular tribute to our Manager, Charlotte Young. Thank you Charlotte for your extraordinary leadership qualities, your poise under pressure, your passion to lead and drive the thriving organisation that Warrina is today. Charlotte has given herself to this work for many years and with this experience and dedication to helping women and children who experience domestic and family violence, it is reassuring and comforting that at the helm is a very capable and giving woman. In March this year Charlotte was named Coffs Harbour's International Women's Day - Woman of the Year. An honour well deserved, and a huge 'Congratulations' Charlotte.

Reflecting on the Boards work and achievements this last year, there has been a concentration of many varied aspects, some of which have included but have not been limited to:

- Overseeing of the Co-operative's financial position to ensure adherence to statutory requirements
- Review and implementation of actions as necessary in line with the Strategic and Operation Plan
- Review polices as determined by the Strategic and Operational Plan
- Completed Organisational Risk Assessments
- Completed Organisation Performance Report
- Developed a Governance and Compliance Calendar to June 2017
- Developed a new Organisational Chart of Structure and Roles
- Assist in the development of the website, which looks fantastic and is now up and running
- Made decisions and performed actions as needed to support all services in ensuring Warrina remains a community organisation that does its all to support women and children who face and experience domestic and family violence

A lot of what has been mentioned is a shared process throughout all members of the Board with one of the main administrative functions being the responsibility of our Secretary. In this role is Michele Thomas, who I commend in doing a fantastic job which does ensure the ongoing viability of every aspect of Warrina. Quite a responsibility and a huge thank you to you Michele.

I have had the pleasure of being a member of the Board since 2012. Whilst I have had a lot to learn during these last four years, every moment has been a wonderful experience and as I mention each year, I do feel very proud to be a part of the Warrina team. My time at Warrina has come about through Aunty Helen, also known as Helen Camden, who lost her battle with bowel cancer in 2011. Aunty Helen was a long-standing member of the Co-operative, a Resource Centre volunteer and Chairperson of the Board for many years. Although Aunty Helen had passed when I joined the Board, I feel that she had a very strong influence of my introduction to you all and of course of where I am today. As always, I remain thankful to have had such an amazing woman in my life and also so very thankful that I have been given this gift and opportunity to play my small part in our amazing community.

A final and very important thank you to all staff and volunteers for all that you have done and contributed during the year to help with Warrina's continued successes. This thank you is also extended to our funding bodies - Family and Community Services, Housing NSW, and Legal Aid NSW - and also to those who worked at achieving all that has been donated. All of which are necessary to enable the Co-operative to meet the needs of those women and children escaping domestic and family violence.

I wish everyone a safe and happy Christmas with their family, friends, and loved ones. I am looking forward to a truly wonderful 2017 for Warrina Domestic and Family Violence Specialist Services Co-operative Ltd.

You are all "extraordinary women, doing extraordinary work"!

Sandra Heaton – Chairperson

Treasurer's Report

Warrina faced significant challenges during the 2015-2106 financial year, including the impact of the NSW Domestic Violence Justice Strategy on the Women's Domestic Violence Court Advocacy Service (WDVCAS); changes to maintenance procedures for Transitional Housing properties; the on-going impact of the changes to the Specialist Homelessness Services (SHS); new requirements for child protection; the fourth stage of the SCHCADS Award Equal Remuneration Order; the implementation of the "Engage2Change" Men's Behaviour Change Pilot Project; additional Domestic and Family Violence Response Enhancement funding for after-hours support; setting up of the new Staying Home Leaving Violence program; and a number of changes to staffing within the organisation.

In July 2015, NSW Police began to refer all female victims of domestic violence incidents to the local WDVCAS, through the Central Referral Point database. This has resulted in a significant increase in workload for our WDVCAS team, with no additional funding received in the first half of the year. In January 2016, an additional 20% funding was provided for six months, but this did not come close to matching the extra workload. We anticipate that the rollout of the Local Co-ordination Point, which has been delayed until the new financial year, will address these staffing and funding difficulties.

Also in July 2015, Housing NSW handed over responsibility for maintenance (other than structural work) of Transitional Housing properties to the associated Community Housing providers. Warrina must now set aside funds each year for maintenance reserves, and conduct additional Asset Management work to ensure the properties are maintained to the appropriate standard. This has reduced the amount of funding available for support staffing.

A delay in the hand-over of the Transitional Housing Plus properties to Address Housing has led to increased income for Warrina, but meant the streamlining of administrative processes has not occurred, putting greater workload on SHS and administrative staff.

In November 2015, Family and Community Services conducted a “desktop audit” of the *Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women* SHS, as part of the “on-going review” process. Warrina was found to be compliant in all areas but three, which have since been addressed. The focus has now moved toward reviewing and updating policies and systems to ensure compliance with the SHS Quality Assurance System, due by June 2017.

Staff of the SHS undertook a review of the brochures for the Women & Children’s Refuge and the Women’s Resource & Information Centre. CornerPost Consulting, who developed our new Logo, designed the layout for two beautiful new brochures, providing up-to-date information about the full range of services provided by Warrina. Staff also began working on the content of the new website, also to be designed by CornerPost Consulting.

In late 2015, staff undertook the *Child Safe Organisation* training, and our policies were reviewed to ensure compliance with the changes in legislation and best practice. The Privacy and Confidentiality policy was also reviewed and updated for compliance with the *Domestic Violence Information Sharing Protocol*, as part of preparation for the Local Co-ordination Point under the WDVCS.

The fourth instalment of the SCHCADS Award Equal Remuneration Order (ERO) was implemented in December 2015. The ERO phases in pay increases for staff over eight years.

During 2014-2015, Warrina joined the Engage2Change consortium, led by Kempsey Family Support Services and including Port Macquarie Hastings Domestic & Family Violence Specialist Services, to deliver a 3-year Men’s Behaviour Change Pilot Project in the district. We engaged staff in the Women & Children’s Advocate and Community Educator roles in February and March 2016. Other Warrina staff have also been involved in co-facilitating the “StepUpMate” groups as part of the program.

In early 2016, Family and Community Services approached Warrina with an offer of additional funding under the Domestic and Family Violence Response Enhancement program. This provides additional funding to the SHS program for two years, to improve after-hours response to clients experiencing domestic and family violence. Two additional part-time positions were created, and the project commenced in May 2016.

At the end of 2015, Warrina was invited to pre-qualify for the Staying Home Leaving Violence program for Coffs Harbour. We were called to tender in April 2016, and our success was announced in mid-June, with the program starting in early August.

Family and Community Services have only provided a 1-year contract at this stage, as they are anticipating a renegotiation of all contracts at the end of 2017.

In planning for the new programs, Charlotte and the Board undertook a review of the Warrina's method of sharing management and administrative costs, in order to ensure equity in the distribution of these costs across the organisation's programs. As a result of this review, Warrina has moved to a Management Fee model, in line with standard practice in the not-for-profit sector.

We had many staff changes through the financial year, mostly as a result of the new programs. Michelle left the shared SHS Housing role in October 2016, with Anita taking over the extra days. Ros retired as Refuge Team Leader in September 2015, with Kellie coming on in an expanded role as SHS Co-ordinator. Ruth left the WDV CAS Aboriginal Specialist role at the end of December 2015, with Carey filling in on a casual basis. Leonie and Janine took on additional hours with the WDV CAS in January 2016. Lou left her WRIC Counsellor position to take on the Women & Children's Advocate role with the Engage2Change program, with Karen filling in the WRIC role for a month until Emma came on board in February 2016 as WRIC Co-ordinator. Celeste took on the Engage2Change Community Educator role in March 2016 (and has since taken on one of the Staying Home Leaving Violence roles). Karen moved from casual work into one of the DFVRE "Pathways" roles in May 2016, with Nicky moving from her WaTCHIT role into the other position. Aren left her shared Child and Family Worker position for warmer climes in May 2016, with Pru taking on the additional days.

In the new financial year, we have seen the start of two new programs, and have welcomed Helen (Admin Support); Sarah (Staying Home Leaving Violence); Marsha (Kempsey WDV CAS); Natalie, Carey, Amy, and The Other Helen (WDV CAS Local Co-ordination Point), and Audrey (SHS). We have also bid a teary farewell to Siobhan, who has left us after fourteen years of dedicated work to be with family.

Coffs Ex-Services Club held a Community Crew Sleep-out event in June 2015, raising \$14,000 for Warrina, along with funds for other homelessness services in Coffs Harbour. We thank the C.ex for organising the event, all the volunteers who "slept out", and all of the individuals and businesses who gave money.

Warrina received \$34,536 in donations and fundraising for the year, including a donation of \$20,000 from the Wales Family Foundation; Coffs Harbour Golf Club fundraising of \$3,500; Genesis Fitness Club fundraising of \$2,237; Langlands Real Estate "Trivia Night" fundraising of \$4,145; IGA Community Chest donation of \$2,468; and numerous other donations and collections from Bananacoast Credit Union, Coffs Central, Coffs Collectors Club, Coffs Ex-Services Club, the Country Women's Association, The Edge Real Estate, Key Employment, Marian Grove Craft Group, Park Beach Bowling Club, Patchwork Pals, Quota International, Sawtell Lady Golfers, Service NSW, TAFE NSW, and the general public. The Board and staff at Warrina would like to express our thanks to everyone who has raised funds to help in our work.

The following pages contain extracts from the audited Financial Statements for 2015-2016. The Detailed Income and Expenditure Statements should be read in the light of the following table, which shows true balance of surplus funds (Retained Earnings) after transfers to Reserves, broken down by funding program.

Retained Earnings by Funding Program

	Co-op Funds	SHS	Transition. Housing	Transition. Housing Plus	WDVCAS	WaTCHIT	Engage2 Change	CCCADVF	Minor Grants
2013-14	54,243	1,945	18,856	-	572	10,686		6,369	256
Retained Earnings									
Transfer from/(to)									
Reserves:									
Redundancy	-	-	-	-	(5,212)	(3,459)		-	-
Reserve									
WDVCAS	-	-	-	-	5,000	-		-	-
Safe-room									
2014-15 Surplus/ (Deficit)	10,120	(1,445)	8,369	39,909	(340)	(7,032)		1,484	212
Transfer from/(to)	67,135	-	(27,226)	(39,909)	-	-		-	-
Co-op Funds									
2014-15	131,498	499	-	-	19	195		7,854	468
Retained Earnings									
Transfer from/(to)									
Reserves:									
Redundancy	-	-	-	-	(9,067)	1,102	(7,820)	-	-
Reserve									
TH Maintenance	-	-	(21,537)	-	-	-	-	-	-
Reserve									
2015-16 Surplus/ (Deficit)	52,796	7	21,537	51,787	8,896	(689)	7,954	(143)	2,265
Transfer from/(to)	51,787	-	-	(51,797)	-	-	-	-	-
Co-op Funds									
2015-16	236,081	506	-	-	(152)	608	134	7,711	2,733
Retained Earnings									

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

For more detail, a copy of the full audited Financial Statements can be obtained by emailing admin@warrina.org.au.

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

Kylie Bednarz - Treasurer

Extracts from Financial Statement For the Year Ended 30 June 2016

Statement of Profit or Loss and Other Comprehensive Income

	2016	2015
	\$	\$
Revenue	1,920,917	1,300,764
Depreciation and amortisation	(15,021)	(14,792)
Employee benefits expense	(1,113,314)	(978,637)
Other expenses	(244,004)	(234,836)
Transfer to unexpended grants	(404,168)	(21,222)
Surplus/(Deficit) before income tax expense	144,410	51,227
Income tax expense	-	-
Surplus/(Deficit) after income tax expense	144,410	51,277
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	144,410	51,277

Statement of Financial Position

	2016	2015
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	825,270	517,389
Trade and other receivables	5,746	576
Other current assets	5,309	2,041
Financial assets	190,000	-
Total Current Assets	1,026,325	520,006
Non-Current Assets		
Property, plant and equipment	41,746	56,797
Total Non-Current Assets	41,746	56,797
Total Assets	1,068,071	576,773
Liabilities		
Current Liabilities		
Trade and other payables	129,022	73,381
Employee benefits	171,967	171,332
Other liabilities	405,430	124,060
Total Current Liabilities	706,419	368,773
Non-Current Liabilities		
Employee benefits	28,664	19,422
Total Non-Current Liabilities	28,664	19,422
Total Liabilities	735,083	388,195
Net Assets	332,988	188,578
Equity		
Reserves	85,370	48,047
Retained earnings	247,618	140,531
Total Equity	332,968	188,578

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

Statement of Changes in Equity

	Reserves	Retained Earnings	Total
	\$	\$	\$
Balance at 30 June 2014	44,376	92,925	137,301
Surplus/(Deficit) after income tax expense	-	51,277	51,277
Other comprehensive income	-	-	-
Transfer to/(from) reserves	3,671	(3,671)	-
Balance at 30 June 2015	48,047	140,531	188,578
Surplus/(Deficit) after income tax expense	-	144,410	144,410
Other comprehensive income	-	-	-
Transfer to/(from) reserves	37,323	(37,323)	-
Balance at 30 June 2016	85,370	247,618	332,988

Statement of Cash Flows

	2016	2015
	\$	\$
Cash Flows from Operating Activities		
Receipts from customers	2,181,534	1,425,593
Payments to suppliers and employees	(1,699,236)	(1,205,073)
Interest received	15,583	13,156
Income tax paid	-	-
Net cash provided by operating activities	497,881	233,676
Cash Flows from Investing Activities		
Net proceeds from investments	(190,000)	-
Proceeds from sale of property, plant and equipment	-	(44,510)
Purchase of property, plant and equipment	-	15,000
Net cash (used in)/provided by investing activities	(190,000)	(29,510)
Net increase/(decrease) in cash held	307,881	204,166
Cash at the beginning of the financial year	517,389	313,223
Cash at the end of the financial year	825,270	517,389

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

Detailed Income and Expenditure Statement Co-operative Funds

	2016	2015
	\$	\$
Income		
Donations		
Tax deductible	32,559	10,746
Public collections	3,063	741
Contributions		
Public	-	80
Fees and Charges		
Other fees	1,609	-
Management Fees	189,980	-
Membership subscriptions	-	27
Interest received		
Restricted	15	227
Unrestricted	4,491	5,328
Sundry income	3,189	551
Total Income	234,906	17,700
Expenditure		
Assets purchased <\$5,000	2,485	-
Audit fees	7,250	-
Bank charges	33	-
Board and co-op expenses	1,074	949
Client support		
Services	775	4,227
Consumables	1,225	472
Linen and furnishings	-	600
Computer expenses	935	-
Depreciation		
Motor vehicles	4,915	-
Employee Support and supervision	32	-
Fees and permits	70	501
Fundraising expenses	515	831
Membership fees and subscriptions	564	-
Motor vehicle expenses		
Fuel and oil	1,774	-
Registration	730	-
Insurance	885	-
Postage, freight and courier	155	-
Printing and stationery	1,206	-
Repairs and maintenance	100	-
Salaries and wages		
Annual leave expense	19,157	-
Long service leave expense	4,550	-
Relief wages expense	-	-
Salaries and wages	109,157	-
Sick leave paid	4,550	-
Superannuation	12,706	-
Workers compensation insurance	3,372	-

(continued over)

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

	2016	2015
	\$	\$
Sundry expenses	(6)	-
Telephone	2,337	-
Training and development	1,943	-
Travel and accommodation	25	-
Volunteer costs	100	-
Total Expenditure	182,104	7,580
Surplus before income tax expense	52,802	10,120

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

Detailed Income and Expenditure Statement Specialist Homelessness Service

	2016	2015
	\$	\$
Income		
Unexpended grants brought forward	21,222	-
Grants (State) Operating - Recurrent		
NSW Family & Community Services	634,404	679,343
Grants (Other)		
SACS ERO payment	21,503	13,414
Other Grants	370,000	-
Fees and charges		
Refuge fees – accommodation	32,146	22,368
Refuge fees – laundry and phone	352	647
Other fees	-	7
Interest		
Restricted	5,064	3,480
Sundry income	29	473
Profit/(loss) on sale of fixed asset	-	2,053
Total Income	1,085,720	721,785
Expenditure		
Accounting fees	-	930
Advertising and promotions	335	948
Assets purchased <\$5,000	12,216	23,011
Audit fees	-	3,920
Bank charges	10	38
Brokerage		
Emergency	9,866	2,565
Standard	8,886	6,857
Waiver of fees	10,131	5,079
Less recoupments	(6,529)	(860)
Centrepay fees	110	17
Cleaning	928	847
Client support		
Services	4,624	3,853
Transport	839	1,032
Consumables	15,897	5,064
Cleaning and pest	2,884	3,292
Linen and furnishings	1,561	1,063
Computer expenses	1,168	2,341
Consultancy fees	-	11,565
Consumables	-	6,808
Depreciation		
Building improvements	-	1,251
Motor vehicle	8,962	11,934
Plant and equipment	54	517
Employee support and supervision	972	413
Health and safety expenses	1,823	2,508
Insurance		
General	426	414

(continued over)

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

	2015	2014
	\$	\$
Insurance (cont.)		
Public liability	269	282
Professional indemnity	346	338
Rental properties	1,337	1,292
Volunteers	62	71
Management fees		
Audit	3,447	-
Bookkeeping	17,235	-
Management	70,399	-
Program and policy development	5,171	-
Supervision	17,235	-
Meeting expenses	81	-
Membership fees and subscriptions	20	4,420
Motor vehicle expenses		
Fuel and oil	5,254	7,463
Registration	3,189	4,851
Insurance	3,171	3,272
Other	904	-
Repairs and maintenance	3,157	2,141
Postage, freight and courier	821	1,487
Printing and stationery	2,105	6,598
Publications and information resources	783	145
Rent	12,884	12,936
Repairs and maintenance	4,412	13,609
Salaries and wages		
Annual leave expense	44,702	41,826
Long service leave expense	4,224	6,500
Relief wages expense	23,482	28,988
Recruitment	2,127	1,755
Redundancy provision expense	-	(3,223)
Salaries and wages	331,268	359,407
Sick leave paid	13,447	14,773
Superannuation	38,117	40,560
Workers compensation insurance	10,945	14,327
Security	1,920	1,245
Staff amenities	518	359
Sundry expenses	150	551
Telephone	11,398	16,675
Training and development	9,900	5,315
Travel and accommodation	1,429	8,917
Utilities	8,840	9,954
Volunteer costs	386	124
Total Expenditure	730,298	702,005
Surplus	355,422	19,780
Transfer to unexpended grants	(355,418)	(21,222)
Surplus/(Deficit) before income tax expense	4	(1,442)

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

Detailed Income and Expenditure Statement Transitional Housing

	2016	2015
	\$	\$
Income		
Fees and charges		
Housing client fees	51,041	38,843
Total Income	51,041	38,843
Expenditure		
Assets purchase <\$5,000	590	4,117
Audit fees	-	211
Bad debts expense	687	-
Centrepay fees	57	71
Client support		
Cleaning and pest	1,161	157
Linen and furnishings	-	309
Insurance		
General	26	22
Public liability	18	15
Professional indemnity	21	18
Rental properties	359	249
Volunteers	4	4
Management fees		
Audit	255	-
Bookkeeping	2,552	-
Management	5,104	-
Program and policy development	2,297	-
Supervision	2,552	-
Postage, freight & courier	45	54
Rates and taxes	7,596	-
Repairs and maintenance	3,021	2,907
Salaries & wages		
Long service leave expense	-	319
Salaries & wages	271	19,533
Superannuation	26	1,854
Workers compensation insurance	35	634
Utilities	2,827	-
Total Expenditure	29,504	30,474
Surplus/(Deficit) before income tax expense	21,537	8,369

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

Detailed Income and Expenditure Statement Transitional Housing Plus

	2016	2015
	\$	\$
Income		
Fees and charges		
Housing client fees	82,478	63,473
Total Income	82,478	63,473
Expenditure		
Audit fees	-	345
Bad debt expense	79	-
Centrepay fees	140	137
Client support		
Cleaning and pest	420	-
Insurance		
General	44	37
Public liability	28	25
Professional indemnity	36	30
Rental properties	586	499
Volunteers	7	6
Management fees		
Audit	412	-
Bookkeeping	4,124	-
Repairs and maintenance	2,912	1,006
Salaries & wages		
Annual leave expense	1,731	-
Long service leave expense	360	306
Salaries & wages	17,482	18,781
Superannuation	1,825	1,783
Workers compensation insurance	506	609
Total Expenditure	30,692	23,564
Surplus/(Deficit) before income tax expense	51,786	39,909

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

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

	2016	2015
	\$	\$
Income		
Grants (State) Operating - Recurrent		
Legal Aid NSW	382,177	338,960
Grants (Other)		
SACS ERO payment	13,234	9,316
Interest received		
Restricted	4,472	2,967
Total Income	399,883	351,243
Expenditure		
Assets purchased <\$5,000	4,139	2,685
Audit fees	-	1,927
Cleaning	718	464
Client support		
Transport	-	21
Consumables	811	458
Computer expenses	348	260
Depreciation		
Motor vehicles	1,090	1,090
Health and safety expenses	50	113
Insurance		
General	333	324
Public liability	135	139
Professional indemnity	173	166
Rental properties	609	605
Volunteers	31	35
Management fees		
Audit	1,977	-
Bookkeeping	9,885	-
Management	4,547	-
Meeting expense	-	204
Memberships fees and subscriptions	480	236
Motor vehicle expenses		
Fuel and oil	537	650
Registration	283	270
Insurance	277	270
Repairs and maintenance	87	179
Postage, freight and courier	341	314
Printing and stationery	2,496	2,369
Rent	11,726	11,656
Repairs and maintenance	687	1,125
Salaries & wages		
Annual leave expense	26,095	20,032
Long service leave expense	5,595	3,263
Relief wages expense	388	24,510
Recruitment	-	1,299
Salaries and wages	250,843	210,367

(continued over)

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

	2015	2014
	\$	\$
Salaries & wages (cont.)		
Sessional workers, contractors & consultants	8,647	7,382
Sick leave paid	7,092	5,461
Superannuation	26,857	24,404
Workers compensation insurance	7,473	8,348
Security	413	455
Staff amenities	748	1,195
Telephone	8,130	7,850
Training & development	2,242	1,242
Travel and accommodation	2,901	8,418
Utilities	1,803	1,799
Total Expenditure	390,987	351,585
Surplus/(Deficit) before income tax expense	8,896	(342)

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

Detailed Income and Expenditure Statement Women and Their Children's Intervention Team

	2016	2015
	\$	\$
Income		
Grants (State) Operating - Recurrent		
Women NSW	100,000	100,000
Interest received		
Restricted	813	1,154
Total Income	100,813	101,154
Expenditure		
Advertising and promotions	1,614	-
Assets purchased <\$5,000	-	136
Audit fees	-	547
Business planning, reporting and evaluation	10,000	-
Cleaning	254	423
Client support		
Consumables	-	15
Computer expenses	150	82
Employee support and supervision	73	-
Health and safety expense	3	-
Insurance		
General	54	58
Public liability	34	39
Professional indemnity	44	47
Rental properties	203	121
Volunteers	8	10
Management fees		
Audit	500	-
Bookkeeping	5,000	-
Management	10,000	-
Supervision	5,000	-
Meeting expenses	45	55
Postage, freight & courier	-	15
Printing & stationery	4	352
Rent	2,070	4,104
Repairs & maintenance	152	437
Salaries & wages		
Annual leave expense	4,371	6,209
Long service leave expense	954	1,229
Relief wages expense	8,109	-
Salaries and wages	41,434	77,758
Sick leave paid	1,687	2,449
Superannuation	5,559	7,962
Workers compensation insurance	1,593	2,719
Staff amenities	159	144
Telephone	1,482	2,275
Training and development	718	510
Utilities	228	490
Total Expenditure	101,502	108,186
Surplus/(Deficit) before income tax expense	(689)	(7,032)

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

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

	2016	2015
Income	\$	\$
Grants (State) Operating - Recurrent		
Women NSW	92,864	-
Interest received		
Restricted	728	-
Total Income	93,592	-
Expenditure		
Assets purchased <\$5,000	4,856	-
Cleaning	210	-
Client support		
Services	73	-
Consumables	2,758	-
Computer expenses	364	-
Health and safety expense	18	-
Insurance		
General	50	-
Public liability	32	-
Professional indemnity	41	-
Volunteers	7	-
Management fees		
Audit	464	-
Bookkeeping	2,322	-
Management	9,286	-
Program and policy development	7,893	-
Supervision	2,322	-
Postage, freight & courier	9	-
Printing & stationery	421	-
Rent	2,105	-
Repairs & maintenance	251	-
Salaries & wages		
Annual leave expense	4,045	-
Long service leave expense	600	-
Recruitment	778	-
Salaries and wages	39,238	-
Sick leave paid	1,012	-
Superannuation	3,930	-
Workers compensation insurance	1,027	-
Staff amenities	173	-
Telephone	483	-
Training and development	624	-
Utilities	247	-
Total Expenditure	85,639	-
Surplus/(Deficit) before income tax expense	7,953	-

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

Detailed Income and Expenditure Statement Staying Home Leaving Violence

	2016	2015
	\$	\$
Income		
Grants (State) Operating - Recurrent		
NSW Family & Community Services	48,750	-
Total Income	<u>48,750</u>	<u>-</u>
Expenditure		
Total Expenditure	<u>-</u>	<u>-</u>
Surplus/(Deficit)	<u>48,750</u>	<u>-</u>
Transfer to unexpended grants	(48,750)	-
Surplus/(Deficit) before income tax expense	<u>-</u>	<u>-</u>

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

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

	2016	2015
	\$	\$
Income		
Grants (Other)		
Other minor grants	1,000	1,000
Donations received		
Public collections	331	344
Contributions		
Public	-	1,833
Sundry income	340	-
Total Income	1,671	3,177
Expenditure		
Advertising and promotions	27	480
Client support		
Consumables	1,540	-
Fundraising expenses	247	1,122
Postage, freight and courier	-	91
Total Expenditure	1,814	1,693
Surplus/(Deficit) before income tax expense	(143)	1,484

Detailed Income and Expenditure Statement
Minor Grants

	2016	2015
	\$	\$
Income		
Unexpended grants brought forward	1,576	-
Grants (Other)		
Other minor grants	875	3,389
Donations		
Tax deductible	9,592	-
Total Income	12,043	3,389
Expenditure		
Client support		
Services	7,903	1,118
Consumables	1,832	1,696
Publications and information resources	43	-
Rent	-	364
Total Expenditure	9,778	3,178
Surplus/(Deficit) before income tax expense	2,265	211

Note: This is an extract of the audited financial statements; for a full version, please email admin@warrina.org.au

Manager's Report

The cover of this year's Annual Report is the symbol from our new logo, which was endorsed at the Annual General Meeting in 2015. The symbol is our version of the Murabai tree, which was chosen to remind us all of our connection to the past and the future. The fig tree also embraces a woman and child, symbolising the work we do.

As part of our new branding, the organisation developed a user friendly website that identifies all our services, facilitating access for clients and service providers. Located at www.warrina.org.au, the site provides current information on domestic and family violence, and also allows us to promote Warrina events, such as groups at the Women's Resource and Information Centre. We envisage that the website will increase opportunities for community to be better informed, and therefore able to respond effectively to domestic and family violence.

Another year has passed with Warrina effectively delivering client-centred, trauma-informed services to women and children experiencing domestic and family violence across the district. The "Going Home Staying Home" reforms provided us with an opportunity to consider different and more proactive ways of reaching geographically isolated communities. Outreach services have been expanded in the Nambucca and Bellingen Valleys, with access to CALD Outreach being provided in the Nambucca Valley and fortnightly at the Women's Resource and Information Centre.

Our work with Aboriginal communities has also grown significantly, which is reflected in data across all of Warrina's services. I have been holding ongoing conversations with the Aunties in the Nambucca Valley to identify what they would like to see change in their community. Consistently, they voice their concerns about lack of opportunities for young people. Choices for women and children in the Valley are critically impacted by the lack of available private rentals, resulting in women and children staying in unsafe situations. For Aboriginal women, the importance of staying on Country, being close to family and networks, often overrides their basic need for safety. Warrina's delivery of culturally appropriate services, and respect for these decisions, upholds their choices.

The Women's Resource and Information Centre (WRIC) has provided services, counselling and group work to women in the community. With Lou moving into the Women's & Children's Advocate role with the Engaged2Change program in early 2016, we recruited Emma into the WRIC Co-ordinator role. Emma has proved herself to be a highly effective counsellor and team member. Feedback from service providers reflects she is able to engage with the most resistant and complex clients in a respectful and empowering way.

Staff at the WRIC are supported by a team of volunteers who respond to calls, take appointments and generally resource the staff. This year, across the SHS program, we also hosted two students to undertake placements. Students utilise their learning and are part of an organisation that provides valuable training and experience to potential new workers.

Our strong partnership with Health NSW has resulted in the Sexual Assault Counsellor providing services from the WRIC on a weekly basis. This partnership provides the counsellor with a much more therapeutic space which supports women's and

children's recovery. We also collaborated with New Horizons, with a staff member from that organisation sitting at the Centre, providing direct services to clients and supporting the Warrina teams' understanding of New Horizons services and their limitations.

The North Coast Women's Domestic Violence Court Advocacy Service is to be commended for their outstanding achievements for the year. Wendy's leadership has ensured that her team have not only addressed all areas of their contract within the judicial system, but also the additional work received from the new Central Referral Point database.

Warrina formed the Engage2Change consortium with Kempsey Family Support Services (KFSS) and Port Macquarie Hastings Women's Domestic and Family Violence Specialist Service, in order to apply for the Men's Behaviour Change Pilot Project. This is an exciting new venture, that has resulted in us delivering a proactive and dynamic community education program to the community. Within this program, Warrina staff provide case management and support to female partners or ex-partners of men in the program, and their children. To date, the work being achieved in this area is leading the way across the region and potentially the state, in terms of best practise and ensuring the safety of women and children. To be part of this collaboration, working with partners who have a strong commitment to the gendered nature of domestic and family violence, highlights the importance of working with services that hold the same philosophy and beliefs on domestic and family violence.

In April 2016, we received two years of enhancement funding for the Specialist Homeless Service (SHS) to provide a more robust after-hours response to women and children who could not access the Refuge due to lack of vacancies. This has enabled the SHS to provide women, with or without children, in temporary accommodation to access all of Warrina's services. With the enhancement, we implemented a robust two-tiered on-call system, firstly to maintain support and safety at the Refuge, and secondly to ensure a specialised and immediate response to women and children not accommodated in the Refuge.

Acknowledgment of the quality of Warrina's client-centred service delivery is evidenced by our success in securing The Staying Home Leaving Violence (SHLV) program. We were notified of our success in the tender late in the financial year, with the service officially opening its doors in September 2016. This program will increase our capacity and provide women and children with expanded choices on what is possible in terms of reclaiming a life free of abuse.

Early in the new financial year, we received confirmation of the next stage of the "It Stops Here; Safer Pathways" Reform, which will see the Local Co-ordination Point and Safety Action Meetings sitting with the North Coast Women's Domestic Violence Court Advocacy Service.

The funding for the WATCHIT program ended in 2015-2016. This program can be seen as a precursor, on a much smaller scale, to the Central Referral Point. Our learnings from this program were well evaluated and presented at a forum to local service providers, NGOs and government organisations in May 2016. The evaluation highlighted the effectiveness of contacting victims immediately after a domestic and family violence incident in terms of improving safety outcomes, and the need for a state-wide commitment to a consistent evaluation tool, identifying benchmarks so that data collected informs a broader understanding of issues and informs change.

Congratulations to Leonie, and in particular Nicki, for seeing this program through from beginning to end.

Quality Improvement

The strength of Warrina is the continuum of service that ensures a seamless entry point into a highly specialised domestic and family violence service system. Regardless of the entry point, clients can readily access the appropriate service that has the capacity to address their individual needs whether it be early intervention or crisis.

With our growth and expansion, our monthly “Hub” staff meetings are integral to maintaining clients at the centre of our practice, regardless of which of our services the client is engaged with. Warrina’s innovative service design ensures we provide prevention and early intervention, rapid rehousing, a crisis and transition response, and intensive responses for complex clients. Service provision across all teams is collaborative, with roles clearly defined. The WDVCS providing the access point for the Central Referral Point and services at court. Case management is provided by the SHS staff from the Refuge, the WRIC, and on an outreach basis, as well as by the Engage2Change Women’s & Children’s Advocate, and SHLV. Case management services are consistent across all services with documented case plans, policy and procedures and relevant data collection. We have reviewed our client file storage systems and implemented an accurate record maintenance system.

Recently, a client and service evaluation was undertaken by the SHS team, and the feedback has informed performance improvement. Refuge clients articulated their desire for more informal activities with staff, and as result a weekly schedule has been agreed to in consultation with resident clients. Service providers’ feedback was extremely positive, highlighting their confidence in our service delivery. An area that was raised was in relation to work with mothers and children at the WRIC. We envisage that this will be addressed within our partnership with Interrelate in the delivery of the PARKAS (Parents Accepting Responsibility Kids Are Safe) program in 2017.

Warrina’s holistic approach to service delivery results in all clients being provided with information about their rights and responsibilities, processes for making complaints, and quality service provision that is respectful and appropriate to their cultural spiritual and language needs. Our client charter, which is displayed across all work sites, has been adapted to reflect the needs of women and children who have experienced trauma and abuse. Complaints received this year have predominantly related to tenancy issues within our transitional housing properties. Complaints are addressed immediately and reported to the board on a monthly basis. We actively seek solutions and perceive a complaint as an opportunity to improve service delivery.

Due to changes in legislation, during the year we reviewed our Child Safe Organisations policy, with reviews and safety assessments being undertaken at all work sites. Staff discussed this in depth at a team meeting in order to identify best practice and to minimise risks for staff and clients.

With the SHS’s increased after-hours capacity, and the rollout of SHLV, we also reviewed our Access and Equity, Intake and Assessment, and Workplace Health & Safety policies. Across all service areas we guarantee that clients receive a quality

service that is delivered without discrimination. We employ staff that are reflective of the communities that we work in and have designated positions for CALD and Aboriginal staff acknowledging the disadvantage that minority groups can experience. We respect women's right to self-determine and make their own choices.

With Warrina's rapid expansion over the past 12 months, we have reviewed our practices in relation to human resources, employment and recruitment. Warrina has designated positions for CALD and Aboriginal staff. We actively seek women on our Board of Directors who have the skills and expertise identified within the National Regulatory System for Community Housing and the SHS Quality Assurance System. We also ensure that marginalised groups such as Aboriginal or CALD women are represented on the Board of Directors. Future staff vacancies are now considered in terms of the strategic and business plan when it comes to recruitment. Warrina has sound policies on pre-employment checks, and adheres to fair recruitment and selection processes.

Partnerships and Networking

We are committed to collaborating and working in partnership with other organisations across the district. To ensure transparent processes, we review our partnership and MOUs annually. Currently, the broad range of MOUs we hold include: NSW Police; NSW Family and Community Services; Anglicare; North Coast Settlement Services; New Horizons; Wesley Youth Accommodation Services; Miimi Aboriginal Corporation; Women's Health; and Community Housing Ltd. These agreements support our work together and clearly identify the roles of each party.

This year we have forged strong partnerships with Anglicare and North Coast Settlement Services to ensure CALD clients have a soft entry point into Warrina's services.

We have formed a partnership with Interrelate seeking funding to provide therapeutic group work to mothers and children that have experienced violence and abuse. Research informs us that attachment is affected when children are exposed to violence and the program we will be working on together is the PARKAS program, a Victorian evidenced-based model. We received notification that we were successful with the application, and the program will commence in 2017, addressing the gaps in the service system identified within our partner evaluation.

Lou, the Engaged2Change Women's and Children's Advocate, has supported and advocated for families at Family Conferencing meetings. These conferences have provided Family and Community Services staff with an increased awareness on how the department measures change, and ensures that violence is solely the responsibility of the perpetrator. This has been an empowering process for women and has facilitated cross fertilisation of skills and understanding between our services.

Lou has also been working with the Men's Behaviour Change Network, sharing her experiences and staunch view of what needs to be done collectively to improve or identify best practice when working with men who use violence and how we ensure the safety of women and children. Lou, alongside Heath from KFSS, is working on policy with the Men's Behaviour Change Network, informing current research and practise from an experiential and considered place.

During the year, Warrina auspiced the Heart & Soul Foundation to deliver 'A Stream of Joy', a program funded by Coffs City Council that promotes women's participation and develops their self-esteem. Staff from the SHS also partnered with Coffs Caring Community to deliver a Self-Defence/Esteem course for clients.

We believe in a "warm referral" approach and, with consent, make prior contact with services on clients' behalf. Guest speakers from other services are often invited to attend our Hub meetings and share about their service, in order to facilitate the referral process. Staff from Warrina's services also participate in networks and forums, speaking to the needs of clients, raising awareness on domestic and family violence and homelessness, and seeking solutions to increase client outcomes.

Warrina staff from all programs provide community education and engagement. Staff speak to a range of other services providers, including Mental Health, Interrelate, Wesley Youth Services, TAFE and Neighbourhood Centres, as well as many others. Warrina also provides community education on domestic and family violence to community groups, this year speaking to Day Break Rotary, the Collectors club, Women's Bowling Club, and the View Club. Warrina staff are now delivering the Bystander Program to schools, TAFE, youth services, employment agencies, and community-based organisations, raising awareness and providing participants with skills and strategies on how to intervene safely when one is witness to violence in the wider community setting.

Committees

Staff have continued to be active on a broad range of committees at both a local and state level, advocating for clients on homelessness and DFV issues. These include: the Coffs City Council Multicultural Reference Group; Nambucca Valley, Bellingen, Kempsey and Coffs Harbour local domestic violence committees; housing forums, including the district and operational groups; Family Interagency Group; Mental Health interagency; other local interagency meetings across the district; Staying Home Leaving Violence and Community Partnerships reference group; Coffs City Council focus groups; Groundworks management committee; and YNET, a forum that has provided valuable space for expanding our work with children and young people.

Publicity

Given the coverage in the media on domestic and family violence this past year, I have been required to respond to issues across all forms of media, including local television, newspapers, and ABC radio interviews.

Warrina, in collaboration with the Coffs Coast Committee Against Domestic and Family Violence (CCCADFV) and Zonta, organised the annual White Ribbon and Reclaim the Night events, with me being the spokesperson at the Reclaim the Night event. A requirement of working in this sector is courage and it is always with great pride and humility that I speak to domestic and family violence issues.

I also worked with the Coffs Harbour Health Campus in the production of a video for trainee doctors. All staff were actively involved with other events of significance, Homelessness week, Youth week, Mental Health week, Harmony Day, and NAIDOC week and "Who Ya Gonna Call".

I was very honoured to be named the Coffs Harbour International Women's Day Woman of the Year award in March 2016.

Professional Development

Staff have attended a broad range of professional development. This has included Child Safe Organisation training, Youth Suicide Prevention, Family Law, The Domestic Violence Safety Assessment tool, Men's behaviour change facilitation training, Domestic Violence in Refugee and CALD communities, Sexual Assault in Refugee and CALD communities, First Aid, Refresher training for WDVCS staff, Trauma Informed practice, Red Dust healing. In house staff training; Values and communication, Data.

The Bystander training was provided locally, enabling 4 staff from each of the consortium partners to attend. We also invited staff from Anglicare. This training was extremely powerful and relevant to the work we do and has resulted in a number of requests for the training to be provided to groups.

Professional development for staff supports the ongoing vision of the organisation, the individual's growth, improves outcomes for clients and supports quality assurance. Staff attend regular supervision with service coordinators and undertake an appraisal annually. Not only do staff and management contribute to the goals of the organisation, we also utilise client/service feedback and the voices of cooperative members to inform cyclical improvement and quality assurance.

Conclusion

All those involved with Warrina are to be congratulated on the way we have embraced change over the last decade. We have evolved with each new government direction and policy change to be stronger and more innovative. This evolution though was pre-determined; past Boards and staff had a vision. With strategic planning and a strong platform, Warrina was well placed to be selected as the preferred provider or considered for selective tendering.

I would like to thank the professional group of women who make up our Board of Directors. They give freely of their time and expertise, and have ensured Warrina is a leader in the delivery of specialist domestic and family violence services. I would like to thank Kylie, the retiring Treasurer, for her support over the last two years.

I would also like to acknowledge the staff - their passion and commitment to the women and children they work with is inspiring. As a team of professionals they are well-oiled machine and each is to be congratulated. Helen has joined the administration team and works alongside of Michele, our Financial Administrator. Michele's analytical mind and dedication to detail has ensured the Board are well supported with a governance and compliance calendar reviewed monthly. Thankyou Michele for implementing these structured accountability systems.

The energetic Ros retired last year and I particularly want to recognise her work. She was an advocate for little people and also led the team at the Refuge. Ros was a long-standing and committed team member, always open to sharing and providing support to clients and staff. I wish her well in her twilight years. Kellie has replaced Ros, and she too is proving to be a formidable leader. Aren resigned and we wish her well in the next stage of her career.

It is with the ongoing support of our funding partners that we have the capacity to deliver specialised services across the Mid North Coast. I would like to thank Legal Aid NSW, and Family and Community Services NSW, and Women NSW, for their ongoing contribution and the expertise and guidance provided by the women who lead these departments in times of change.

In closing, I ask us all to think of the murders of women and children, at the hands of their partners in the past 12 months. For us working in this space, it has been challenging hearing of these stories, however we take heart and feel extremely privileged to be part of the lives of women and children living with abuse, that we stand alongside of. Their stories continue to motivate us all. The domestic and family violence landscape has a new horizon, and it is with great hope we look toward the future.

Charlotte – Manager

Specialist Homelessness Services

“The greatness of humanity is not in being human, but in being humane”

~ Gandhi

This year, Warrina’s increasing scale of service provision, offered to our community and beyond, has built an excellent springboard for future growth within the sector. With new team members starting and old team members departing through this year, I take pride in the team’s ability to be flexible, supportive, and to continue to show dedication and commitment to the organisation and the women and children that we work alongside.

The total number of clients supported for the year through the SHS Program is 458, with 81 of those clients accommodated in the Refuge. In comparison to 2014-2015, the length of stay within the refuge has been longer by approximately 10 days, and this is mostly due to the lack of affordable housing within the area and the difficulty of housing single women within this current rental climate.

Within the past year, my focus as the SHS Co-ordinator is to support the team’s professional development, emotional competency when working in trauma, and continue to build on the organisation’s solid foundations and highly commended reputation within the community as a specialist domestic and family violence service. This includes maintaining compliance requirements, in addition to continuous quality improvements as per contractual obligations.

I feel privileged to be working alongside such inspirational women, and would like to acknowledge the spirit of which I was accepted into the team (as I have big shoes to fill); the support and encouragement from Charlotte as our leader and how that inspires me to be the best leader I can be; and most of all, the women and children who share their journeys with us - for it is each and every single one of their stories that propels me to continue such vital work within the sector of keeping women and children safe from violence.

Client Feedback and Evaluations

Client feedback is an integral part of service development and continuous improvement. We have developed several vehicles of seeking feedback around service delivery and client satisfaction.

Charlotte and myself have developed three other surveys that target specific areas of service delivery for measurement. Firstly, a Partnership/Stakeholder survey to seek feedback around our referral processes, positive outcomes, services used and

knowledge of other programs that Warrina provide. The second survey focused on tenants that are occupying our Transitional Housing properties and their satisfaction around property maintenance and follow up, which includes case management support within their tenancies. The third survey focused on the physical and supportive environment for clients in the Refuge.

All feedback that is gathered is compiled into a report to support our evaluation process and review of our service delivery, to identify any potential gaps and to ascertain that we are operating effectively as a client-centred, trauma-informed organisation.

Team Planning

The SHS team planning/building days were held on the 24th and 25th February 2016. The team went to Opal Cove to spend two days planning the focus and work for the year ahead within the SHS services.



The two-day agenda incorporated brainstorming and activities that promoted and enhanced our organisational culture, communication styles and the values and beliefs that underpin what we each bring to the service, and most importantly, to our client groups. With the staffing changes, different roles, and the Going Home Staying Home reforms, it was deemed beneficial to return to our foundations to support us to move towards the future in our service delivery.

The team re-visited our client-centred, strengths-based service delivery through scenarios and a flowchart of the required documentation to allow a streamlined process with our funding agreements and the documentation required for compliance.

Team building challenges included 'My Team Rules', which required each team to plan, develop and follow through on a cooking challenge (which also served as a double purpose for catering). The team were committed and worked extremely well together using communication styles that differed throughout the team, however called for negotiations, co-operation and open communication. We ate at some fabulous pop-up restaurants and the team's feedback was that they enjoyed the activity.

Other areas of focus over the two days included; delegation of portfolios, self-care and vicarious trauma, and Muriel lead a cultural awareness session which allowed discussions around appropriate protocol when working with Aboriginal women and children.

The highlight was an experience in the sector timeline that evidenced over 131+ years of experience between the staff. How incredible to have such an amount of experience and such inspiring women whom work for the organization.

Staff Development

Policy Review: SHS staff have been reviewing policies and procedures in line with our compliance and contractual obligations. A policy is reviewed every team meeting, for the team to open discussion and promote a linkage between theory and practice in relation to policy and procedure.

Mentors in Violence - Bystander Training: Six staff members attended three full days of Train the Trainer. This training was delivered by Griffith University Mentors in Violence Prevention (MVP) queen, Dr Shannon Sprigs-Murdoch. The training focused on gendered violence prevention and how we, as bystanders, can do something about it. All staff that attended the training will collaborate with the Community Educator to deliver this training locally to organisation and community groups.

DVSAT: All SHS staff attended the Domestic Violence Safety Assessment Tool training to become familiar with the risk assessment that police are using in relation to domestic and family violence victims.

Child and Family Team Training During the year, the Child and Family Workers attended Suicide Prevention training, Youth Mental Health First Aid, Positive Parenting Program, and the Family Law Pathways Network Annual Conference – *Children “Court” in the Middle*.

First Aid Training: Several staff members were required to update their first Aid certificates.

Community Engagement

Reclaim the Night: Warrina participated in the Reclaim the Night celebrations, which was a very successful event to raise awareness and address the issue of sexual violence as a human rights issue. This event highlights the importance of women’s services advocating and demonstrating our commitment against violence of any kind towards women worldwide.

White Ribbon Day: Staff were present for both White Ribbon Events held in the Coffs Harbour district. The teams attended the Coffs Harbour Hospital to support their work to become an accredited White Ribbon Workplace. In conjunction the Coffs Coast Committee Against Domestic & Family Violence, we also assisted at the white ribbon pledge signing in the marketplace. Our team takes pride in attending all community events that promote domestic and family violence as an issue, and the services we provide to women and children to live free from violence.

Trivia Night Fundraising: Langlands Real Estate initiated and co-ordinated a fundraising event for Warrina, with the funds going to erect a shed on the refuge property for storage of household furniture and items donated by the community, for our clients to access when re-establishing themselves. Due to the generosity of

Langlands, other local organisations, and the community, we were able to raise enough money to purchase the shed, which will be completed in early 2017.

C.ex Community Crew Sleep-Out: Five staff members participated in the C.ex Community Crew Sleep-Out in freezing temperatures at the Coffs Harbour Stadium. Sleeping in cardboard boxes in the middle of winter certainly gives a sense of the difficult conditions faced by those who live this life of homelessness, day in, day out. Warrina were one of three recipients for the donated money and received \$14,000 from the generosity of the C.ex and the community. Congratulations to all the staff who braved the cold and substandard conditions to commit to both the organisation and homelessness as a social issue.

Data 2015-2016

Total clients		458
Women (presenting unit head)		368
Children/Young People		90
Aboriginal or Torres Strait Islander (ATSI)	21%	96
Culturally and Linguistically Diverse (CALD)	17%	79
SHS Accommodated Clients		81
Total Bed Nights		3,499
Average Length of Stay (Nights)		44
Unassisted Clients		94

Case Mix Matrix

		Low Effort	Medium Effort	High Effort	Total
Going Home (people who are homeless)	Women	7	12	13	32
	Families	18	7	16	41
Subtotal		25	19	29	73
Staying Home (imminent risk of homelessness)	Women	85	61	84	230
	Families	13	15	69	97
Subtotal		98	76	153	327
Total		123	95	182	400

Note: Case Mix Matrix data was not collected for the full year, as the method of allocating and recording the data was still being negotiated. Clients who were not allocated an Effort level have not been included.

Kellie – SHS Co-ordinator

Women and Children’s Refuge - Testimonials

“Before I came, I was anxious being around people but it feels very homely and comfortable. Great staff, very friendly”

“I never wanted to go to the refuge. I was really scared and wasn’t sure what it would be like. It was the best choice I made besides leaving my situation. For me and my children it is a nurturing environment the women that work there put their heart and soul into their work. I am thankful for not just their help but their friendship”

“As a non-English speaking Chinese woman, before I came I was scared, I nearly died with my ex-husband. But when I came it felt exactly like home. Very good for me and my daughter. Make me a new life too. I hope other women and children can have new life too. I am thankful”

“I was frightened at first, never been in this situation before, I was a mess, and those beautiful women of Warrina refuge, are God-sent angels, they go above and beyond their call of duty of your safety, your physical and mental illness is top priority, you are not forced to do anything that the women know you’re not ready for that next little step, we have to remember these women, case managers, careers are handed a broken almost destroyed women and their children suffering from PTSD etc., angry hurt, crazed people and they hold you tight and help you start to repair the damage, join the shattered pieces of their lives back together again, get them on their feet, try and give you back your self-esteem, your self-wealth, and now I have a home... again. Not an easy job, but they're there for they have been where you are and they have made it to have a better life, and they want to share this, their knowledge and skills to help others, be put back together again, I would not be here to rave on, if it wasn't for Warrina, women, they saved me and I am forever grateful to each and every one that was there to help, love you guys, you are angels, in disguise, lol, lots of love ladies, miss you all”

Refuge Clients

Rainbow Room

“We make a living by what we get. We make a life by what we give.”

~ Winston S. Churchill

This year in the Rainbow Room, the Child and Family team have been focused on creating stronger professional relationships with other services, and streamlining our intake process. Throughout the year we have had a consistent client group, which has enabled us to work with children and mothers to set and achieve goals. We have had some major successes this year, which has been a result of hard work and patience.

Client Group

Our client group consists of children in need of intensive support for themselves and their families, as a result of domestic and family violence or other crisis. We work with children in the Refuge and in our Transitional Housing properties, as well providing outreach support to children in the community.

Networking

We continue to work closely with youth services, including Wesley Youth Accommodation Service and the Momentum Youth Services. We have been able to support our teenage clients to successfully get accommodation.

Our relationship with the local public school, Tyalla, has strengthened since last year. We have been able to work closely with the Aboriginal Education Officer and the Principal to maintain attendance and engagement with school. We have supported

mothers to gain a better understanding of the school and what is required, as well as assisting with public transport, including school buses, once the clients exit the Refuge.

This year we have been focusing on the possibility of developing a children's group that would be aimed at approximately 8-12 years. We have been working with staff from the Women's Resource and Information Centre, with guidance from Kellie, to design the group and what it would cover. We have been networking with Interrelate, and they have put forward their plan for a kids group, which we are excited to be a part of.

Pru has been attending the Family Interagency Meetings, which are valuable meetings that provide a great insight into what services are doing and what issues are arising. Pru also attends Youth Mental Health forums and, when possible, the Ynet Meetings.

Refuge

We continue to work closely with the residents to discuss, plan and organise resources. We have spent time talking with them to find out what things they felt would be good to include in the space. The top yard is still a popular space to play. We have seen the bottom yard used less.

We have been working on redecorating the inside the Refuge to be more appealing to young people and a nicer space to be in. We have also had the chance to purchase some more trikes for the children to use. We purchased some new tables for the rainbow room craft area, as we had feedback the tables were a bit small, which discouraged the older children to engage with group activities at the tables. We have purchased a variety of children's toys and a craft box full of supplies for women to spend time with their children in the house after hours. Pru has developed a new information folder that introduces her and explains her role to the mothers and children. In that folder is also useful information, such as maps including close parks and children's play spaces, the rules for the house, and some literature on behaviour and positive parenting.

Creating an environment where the children feel safe, supported and connected with others has been a goal for us as a team. We are continually looking into ways to improve the Refuge for the children and their mothers to support them to reconnect.

Outreach

We continue to see clients and their families after they leave for as long as is required, and remain available as support if they need us. In some cases, we take on outreach clients that haven't been through the Refuge. We have supported many families in the wider community, and we hope to access other areas such as Bellingen and Dorrigo in the future.

Holiday Activities

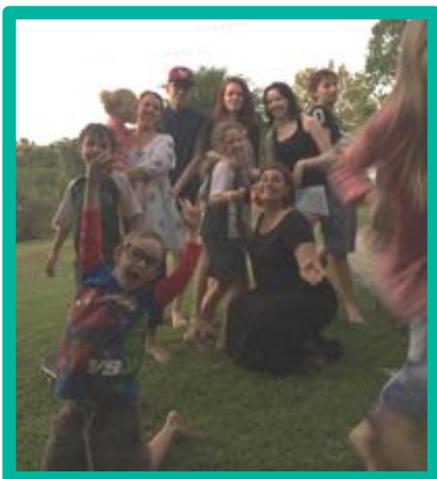
School holidays are our favourite time of year, as we get to spend quality time with families, and reconnect with clients we don't see as often. Some of the things we have done in holidays during the year included;

- Big Banana laser tag, ice skating, toboggan rides and putt-putt golf
- Dorrigo Rainforest
- Spring Loaded and Tabatinga

- Boambee Bay Creek
- Urunga Boardwalk and Park
- Movies and picnics

Farewell

Unfortunately, this year the dream team was split. Aren has relocated to Brisbane to be closer to family. Aren was an incredible co-worker, she had fantastic skills when dealing with mothers. She will be missed. I learned a lot from Aren, and I know families are going to miss her also. These are a few of her favourite photos.



Pru – Child and Family Worker

Housing Support

The majority of the Housing Support role through the year has been taken up with crisis response and addressing immediate needs of the clients, either by referral to other agencies or by use of Warrina's brokerage funds. In recent months, however, many clients have required longer-term case management. Many of our clients need assistance obtaining necessary documentation, such as birth certificates, bank statements, and income statements, as well as submitting referrals and documentation to relevant agencies.

I have noted an increasing demand for immediate assistance from women escaping domestic violence or related trauma, who do not have accompanying children. These clients often have other complex needs, or are financially disadvantaged due to being on Newstart Allowance.

Women with accompanying children, where domestic violence is a presenting issue, are faced with homelessness, often with the perpetrator of violence remaining in the home after separation. Alternatively, both parties may no longer be in the home due to debt and damage to property.

There is also a large group of women who have previously become homeless due to domestic violence and have spent at least six months couch-surfing before coming into contact with a service. These women are not eligible for many of the products that are available to women who present to a service immediately after leaving a

violent relationship; for example, Victims Services immediate assistance payments and Centrelink crisis payments.

Trauma-induced mental health issues continue to be a significant factor for many clients, with many women not fitting the criteria for mental health services available in the area.

Many of the women who present to us for support are victims of family violence where the son is perpetrating the violence against his mother. Quite often, this is accompanied by property damage, which places the women at immediate risk of homelessness.

I have had a few referrals for women whose circumstances have been further impeded by the lack of available housing which allows companion animals. Housing NSW have tried to accommodate the needs of women with companion animals; however, there is a higher demand for houses (as opposed to flats, which usually don't allow animals) and these women are placed on a longer waiting list for accommodation. There are similar challenges for private rentals.

Bowraville Outreach

Bowraville is a small community, and it is important to be flexible and creative in relation to engaging with women who have experienced domestic and family violence.

The Bowraville Hub, which was created set up in 2014-2015, continues; Warrina's Housing Support worker and Goori Outreach worker sit at Miimi Aboriginal Corporation, alongside staff from New Horizons and Wesley Youth Accommodation Service.

The main issue reported back from the Bowraville community is a lack of housing options, and that private Real Estate agents are not offering properties to the community members most at disadvantage. The Bowraville Local Aboriginal Lands Council have a number of properties in the community; however, these are lifetime leases, and it is rare that they become available. Bowraville, Nambucca, Bellingen and Macksville also have limited Temporary Accommodation options. As a result, clients are often sent to Coffs Harbour, which separates them from their strong connections to family and support, and women may return to their partners in order to remain connected to their communities.

Other issues in the community include access to services, transport and cost of living. Additionally, internet and phone coverage can be unreliable, which can make accessing documentation required for service referrals more difficult.

Bellingen Outreach

I attend Bellingen on a monthly basis, offering outreach services based from the Neighbourhood Centre. We have visited various agencies in Bellingen to network and hand out pamphlets. The Neighbourhood Centre has also been liaising with agencies in the Shire to ensure they all know about the service.

During the year, I attended the Bellingen Interagency meetings, and used the opportunity to network with other service providers and promote our services in the community.

Networking

Our partnership with Housing NSW continues to strengthen, which I believe has led to improved access for clients who are homeless and escaping domestic and family violence. The referral pathway to New Horizons Supporting and Securing Tenancies has become clearer and more streamlined, and we view our partnership with them as professional and robust.

We continue to build strong relationships with Nambucca Valley Phoenix, Miimi Mothers Aboriginal Corporation and Nambucca Family Support Service in the Nambucca Valley.

For clients who require an ADVO for their safety, we rely heavily on the established relationships that North Coast WDVCS has with judicial partners.

Anita – DFV Housing Support Worker

Goori Outreach

Ginnagay. First of all, I would like to pay my respects to my Elders both past and present. Thank you for giving me the opportunity to work on this beautiful Gumbaynggirr Country - I am truly blessed.

This year has been another great year to say the least, walking alongside of inspirational powerful women on the journey of a life time.

Gathering is one of the most powerful occasions for woman to become empowered, share stories, inspire and show leadership to our fellow peers and younger generations. Throughout the time the we shared together, the Aunties of Bowraville consistently requested a day of “Healing”.



Working in collaboration with the Elders and implementing their ideas, I advocated on their behalf to Management and Board of Warrina to hold a cultural camp at Valla. The aim was to provide the Aunties with a cultural space to pass on their stories and knowledge to the younger generation. The Aunties at our weekly time together stress the importance of handing down their stories of culture and the Dreamtime.

The weekend at Valla provided an enjoyable space for relaxation, providing information, sharing, and creativity. The group had a session of pampering, making their own face masks and products with natural ingredients. This gave everyone a glowing radiance. Following on from making their natural products, the Aunties had a sensational massage, given by a beautiful woman by the name of Robin. On behalf of the group, I would like to thank Robin for her time and energy. For some of the Aunties, it was their first experience of these types of activities.



Everyone made a unique piece of jewellery and dreamcatcher to take home or give as a special gift to family members.

The Aunties expressed that they would love to have information sessions around women's health, mental health, and drug and alcohol, so that they can better support their families and community. Services such as Galambila Aboriginal Health Service, Health NSW, and Durri Aboriginal Medical Service gave talks on important concerns that were identified by the Aunties.

The greatest benefit of the weekend was for the old girls to connect back to Country and talk to the young ones about connection through story. For me as a Goori Outreach worker and as an Aboriginal woman, these times are not only nurturing, they provide me with some of the greatest experiences in life. Thank you to Warrina's Management and Board of Directors for your continuous support.

Miimi Aboriginal Corporation's Hub venue has seen a significant increase in the number of women accessing our Housing Support and Goori Outreach services. This is because of the confidential setting, supporting women to feel safe to disclose personal information. Warrina is seen by the community as a service that maintains confidentiality and delivers services in a culturally appropriate way. This is because of our long history and visibility in the community spanning over the last two decades.

We have also provided a broad range of resources and materials for Miimi staff to give to clients and the community. We regularly leave nappies and other donated items for distribution to the community.

Working in the community, we have partnered with New Horizons and Wesley Youth Accommodation Services to promote access to housing solutions. These partnerships have resulted in increased demand on Goori and Housing Outreach

services. I believe this is partly due to the increased awareness around domestic and family violence, and the creative options that we are achieving.

We look forward to continuing our sound partnership alongside Miimi staff and working from that space.

I can certainly say that the most important part of my job is seeing these families (women and children) who come through the Refuge knowing there is light at the end of the tunnel. They come to the Refuge knowing they are safe and here they can build a new to life.

The women we work with come from all different walks of life, different values, different beliefs. One thing they all have in common is the hope they hold for their next chapter; their new journey. I too am a survivor, I believe this is part of my journey, to be where I am working today; walking side by side with these women is a privilege.

We all have a client that we would consider a redeemable success story, I have one that will hold a close fond memory for me always. A mother with six children had finally left a violent relationship with her partner of twenty-two years.

The woman had fled and entered the Refuge with her children. Coming from a broken abusive home, it was some time before the family settled. Unfortunately, the three older children were removed from their mother and placed in kinship while staying at the Refuge.

In this time, I worked intensively with mum to build her inner strength, providing her with tools and strategies, supporting her to create a better and safe life for her and her little family.

Mum was successful in obtaining housing and has made a beautiful family home that she is proud of. Slowly the older three children are being transitioned back to mum and their brothers and sister. This is the best Christmas present this family can have; they will be back together, looking forward to new beginnings - a safe, healthier and fuller life for all.

Muriel – Aboriginal DFV Caseworker

CALD Outreach

Our outreach service for women from Culturally and Linguistically Diverse Backgrounds (CALD) provides support groups, case management, and community development activities. Within the support groups there, were a number of activities held to facilitate information sharing, networking, and personal development.

A pampering day was held, led by an expert in relaxation and beauty therapy using natural ingredients. The women reported that they really enjoyed the experienced and finished the day with very useful and practical knowledge. They were able to learn that most of the products we can use to have a beautiful healthy glowing skin are already available in our own kitchens; we don't have to spend a lot of money and worry about our budgets. Natural ingredients such as honey and brown sugar for cleansing, yoghurt and tropical fruits for toning and freshening and coconut oil for

glowing skin are so much cheaper. Health and beauty is something we can incorporate into our daily routine.



Zumba and Multicultural Lunch

We also had Zumba, which the women really were very excited about. Participants said that music and getting physical is very uplifting, helps build confidence and increase motivation, as well as feeling fit. Dancing has also improved body awareness, self-respect, and a feeling of freedom of movement without feeling embarrassed. The group has developed a sense of acceptance of each other; you can feel the joy and happiness and fun in the air. As their facilitator, I am in awe that this group has bonded well, despite the differences in ages and nationalities. It has shown me that differences of cultures is not a barrier, but a rich experience working towards a common goal - achieving equality for women.



Picnic at Urunga

During the school break, we had a picnic in Urunga. It was a great experience for the women to walk the boardwalk, and the fresh air was therapeutic. More awareness of the environment is also becoming a part of the healthy lifestyle we are trying to create within the group.

Throughout the year, we had discussions on power and control, the effects of isolation, and staying healthy mentally and physically. The clients also shared about their experiences in the community and at work. It's very enlightening to listen to them learning assertiveness in their work places and, most of all, how economic independence is playing a big role in their empowerment.



Jorgette with Ingrid Gomez - Burnside Multicultural and Family Worker

During the year, CALD women also accessing the Women’s Resource and Information Centre and other Warrina services. There was been an increase in referrals from Housing NSW, community settlement services, and the Women’s Domestic Violence Court Advocacy Service. We were able to provide case management, and assisted in obtaining permanent residency for some clients through the Domestic Violence Provision.



Harmony Day Festival

Harmony Day celebrated ten years in March 2016. It’s been a great privilege to be a member and a participant of this annual event for a decade. I would like to thank Warrina for supporting me. We had a very enjoyable day at the Botanical Gardens, with lots of performances and display of colourful costumes from different nationalities. Coffs Harbour City Council has given assurance that funding will continue in the future in celebrating diversity in the region.

In May 2016, the first Northcoast Multicultural Health Expo was held at C.ex Club, and Warrina was invited to participate with an information table. The response was very positive, and there was a lot of interest in domestic violence information. I would like to thank Pru and Nikki for assisting with organising and tending the information table.



Northcoast Multicultural Health Expo

As usual, it was another busy year, with some empowering achievements for women. Thank you all for your support, to Charlotte, Kellie, my co-workers, and with appreciation to the Board, on behalf of the CALD women community for your tireless support.

Jorgette – CALD DFV Caseworker

Woman's Story

“ I would like to share a little bit of my story.

My sister and I left Myanmar when we were very young. We left because there was an ethnic and political conflict in our country. My sister and I went to India and lived with my aunt. Our aunt was not good to us. She was very strict and if we did not do what she tells us she would beat us.

When I was in India I enrolled in Theology School. The school was very strict. We were not allowed to have any communication devices, I had to hide my phone because I have to have contact with UNHCR.

While at theology school I met my ex-husband. At first he was very good to me and I feel sorry for him because he had a very sad childhood. One day he told me he loves me. At theology school we were not allowed to have boyfriends. But because I really feel sorry for him I continued my relationship with him even though it was not allowed.

I tried to focus on my study but when I could not see him he started to blackmail me and threatened me that he would tell other students, my parents and aunt. It was the start of a very dark time of my life. I felt so scared and gave in to his sexual demands. I was very young and I did not know what to do. I also did not know that he could also get into trouble at school and I was really scared of him. I got pregnant with him when I was only sixteen and when my aunt realise she treated me even worst. The theology school also did not want me to attend school there anymore. It was really the worst time of my life.

Living with my aunt was so bad. One day, my boyfriend got a job and I thought things will get better. We live together and I thought it was good that I did not have to live with my aunt. But my boyfriend got worst and he wanted me to have an abortion but

I refused, I suffered a lot and have to endure a lot of pain and hopelessness. He did not care. He put me down constantly and tells me he could marry other girls and often he insults me in public and say bad things about me.

I was not well a lot of times during my pregnancy but he did not care at all. He would also get very jealous and would lie to me a lot. He would accuse me of having other boyfriends and sometimes he would hit me and one day he smashed my phone until I could not use it anymore. There was not a day that we don't quarrel.

When our daughter was born, he did not care and he was upset because it's a baby girl. He told his family he is not happy because she is a girl. I had to manage by myself. I was a good wife to him and did what he often asked of me. When we were in India he wanted to gain a refugee status like me and our baby. He was refused many times by UNHCR, but I wrote many times to UNHCR until they accepted him.

When we arrived in Australia his abuse continued, physically, emotionally and psychologically. One day, he tried to strangle me luckily I was able to call my relatives. I was referred to the Women's Resource and Information Centre and I met Jorgette. She helped me settle into my unit and I gained a lot of confidence.

Because of the refuge help and Jorgette also referred me to other services I am able to move on with my life. I also won two scholarships at TAFE. Also she referred me to Marilyn Filewood. She helped me with my divorce and also to have custody with my daughter. I am really happy now. My daughter started school this year and I have also got my driver's license and a car. I have independence and I'm hoping to get a job soon."

Client - CALD Outreach

DFVRE Pathways

The new Domestic and Family Violence Enhancement Response (DFVRE) Pathways program was, and continues to be, developed to reduce gaps in service outside normal working hours, to support women and children when escaping domestic and family violence.

The program commenced in May 2016, and had already provided services to 15 clients by the end of June. As such, it seems we will far exceed the 27 clients in 12 months we have been funded for.

Pathways provides an on-call service 24 hours per day, 7 days a week, to ensure the safety of women and children at their most vulnerable moment.

Referrals are received from Link2Home, NSW Police and NSW Health. Pathways caseworkers provide initial support, including toiletries, food, and other emergency supplies, as well as safe emergency accommodation at various motels in the local area, through our preferred providers.

Clients are also offered individual case management, access to group work and referrals to other services, to support them with all identified needs.

Networking

The Pathways caseworkers advocate for clients and network with other services to access available resources within the local and wider community to promote independence.

Our networks consist of other Warrina services, Housing NSW, Link2Home, Centrelink, New Horizons, local real estate agencies, and other government and non-government agencies within the local and wider community that can support our client base.

Outreach

Pathways support clients to access independent, permanent housing and have access to brokerage that can assist in crisis and beyond with essential needs. We will in some cases access supported housing that becomes available e.g. Address Housing if clients meet the criteria.

Of the 15 clients supported in the beginning of the program, a number have recently been exited the service, having achieved required outcomes.

- One of the families gained independent housing, and with the support of an external referral service, was able to move into the property immediately. The client was successful in starting her own small business soon after.
- One client has recently moved to independent housing, and outreach will continue for approximately two weeks afterwards to ensure access to services are arranged.
- Another client has been approved for a private rental and will be moving to their new property in the next couple of weeks. Outreach will continue for two weeks after moving and will ensure family is linked into local services before closing.
- Finally, another client who was only visiting the area with her partner was able to return to her home town safely and quickly after an incident that left her abandoned, unsafe, extremely fearful and helpless.

Looking to the Future

Karen and Nicky are both very thankful and excited for the opportunity to be involved with the new Pathways program offered by Warrina. We see the service as being of great benefit to women and children who would have otherwise gone without support, and assisting them from homelessness due to domestic and family violence, into safe, secure and permanent accommodation truly prioritises safety of women and children

We would like to acknowledge the support of Warrina's Board, Management, staff, and the funding body, Family and Community Services NSW, for our valued positions.

Karen & Nicky –DFVRE Pathways Caseworkers

Women's Resource and Information Centre

At the Women's Resource and Information Centre (WRIC), we are placed in a privileged position to support women and children at various stages of their experiences with domestic and family violence. We hear repeatedly from many women, that this is the first time that they have spoken about their experiences and the level of fear and isolation that they have been living with. Women who access the service vary from women planning on leaving their abusive partners and are concerned about the safety of themselves and their children, to women who have historically experienced domestic and family violence and are getting support for long-term trauma.

At the WRIC, we have provided several forms of support for women and their children experiencing domestic and family violence, including face-to-face counselling, telephone counselling, information about domestic and family violence to women and other community organisations, and general information about services available in the community. We also view the WRIC as an advocacy and referral point for women to access services that will assist them meet their immediate and longer-term needs. We have made referrals to local services such as Brighter Futures, New Horizons, Housing NSW, Warrina's Outreach workers, Partners in Recovery, Personal Helpers and Mentors Scheme (PHaMS), Joint Investigation and Response Team (JIRT), and Legal Aid solicitors. Referrals to and liaising with Victims Services has also been a large part of the work that we do.

We have been busy receiving referrals from several key sources in the community including Warrina's other services, Galambila Aboriginal Health Service, Legal Aid, private practice psychologists, Coffs Harbour Health Campus Social Workers, Family and Community Services, Family Referral Service, Anglicare, Centrelink, local psychologists, and the Mental Health Unit.

Women's Groups

The Friendship Garden has been regularly attended, offering a safe space for women to gather together, talk about worries, share joys about children and new grandchildren, enjoy being creative in the garden and enhancing skills in managing conflict in a safe way. A few of the women have begun socialising outside of Monday mornings and have had weekly adventures in fishing together. The BBQ has also brought women together in sharing a meal and cooking with produce from the garden.

Heart and Soul Foundation offered our women an eight-week "Enrichment Group". This was a follow-on group from the taster groups in the prior six months. These sessions, in a safe space, offered women opportunities to develop further insights and greater understandings about "self"

Women having connected with each other, increased their confidence in self and trust in other women, have enabled participation in community events such as Women of the World (WoW) and Reclaim the Night. Reclaim the Night is a global women's protest against men's sexual violence held on the last Friday in October each year. WOW holds the core values of honour, respect and connect for all women. We individually come from different nations, have different cultures, stories, concepts, lifestyles and backgrounds.

We offered an opportunity for women who access the WRIC to provide some feedback about future groups and information sessions offered by the WRIC at a morning tea. This was attended by a number of regular clients who access the service and had some rich discussions about the future offerings of WRIC, which we have incorporated into our planning for future groups.

Community events such as the above really create occasions for our women to be present and connected in our community, to capture a glimpse of enjoyment and identity as a woman who is an activist for other women.

Out and About

An information session organised by Legal Aid offered information about the services and advocacy they can offer clients when they have Centrelink issues. Validating the ideas that Information received in a timely way offers our women increased personal power and greater capacity in making informed decisions.

We met with the Community College to hear about opportunities for our women to access certificated courses to build a portfolio for themselves.

We were invited by NSW Health Campus as part of their domestic and family violence training day, which is organised by NSW Health Education Centre Against Violence (ECAV) to share what we know about responses and resources in our area. This is a valuable opportunity to talk about state and national responses as well as the reality of our day to day work.

Once a term we sit with freshly brewed lemon myrtle tea with a group of women who are currently residing in the Mental Health Unit at the Coffs Base Hospital. Amazing conversations happen about recent and past experiences of domestic violence and abuse, the relationship between mental health and domestic violence experiences, our responses and services available to assist.

The White Ribbon event at the Coffs Base Hospital was such a significant event to be part of. We attended with an information table full of resources, affirmations and our wrist bands “Embracing Change”. We had a continual flow of staff and patients speaking about their experiences or others experiences of domestic violence and abuse. Such a rich experience and recognition of the need to talk and be heard, the need to share and learn more about what is available in our community

We were really pleased to be invited to attend Women’s Health week at Coffs Central, organised by the Women’s Health Centre. We shared a table of information with the Mid North Coast Local Health District’s Sexual Assault Service, as we felt our presence together may give voice to sexual assault in domestic violence and abuse as this is so frequently not acknowledged.

We have been having conversations with North Coast Settlement Services in exploring ideas of working together to create ease of access for the CALD women in their service to feel comfortable and safe to come to WRIC. This eventuated into a group of 25 women all attending the WRIC in collaboration with TAFE, Women’s Health Centre and North Coast Settlement Services for a morning tea and a meet and greet with the staff of the WRIC. All women left very happy after picking their own produce from the garden.

As part of WATCHIT evaluation, we participated in a conversation about the strengths of timely referrals of women and their children with WRIC.

Our amazing Volunteers continue to support us in our work as the voices and faces of welcome for women in our community

Working Collaboratively

This financial year has been an exciting year for the WRIC to work collaboratively with other agencies within the community.

The Mid North Coast Local Health District's Sexual Assault Service has been offering an Outreach Clinic at the WRIC to provide an opportunity for women and children to engage with a free specialist counselling service in a safe space away from the environment where they may have had Forensic Medical Examinations at the time of the incident. This partnership enhances our services for women and their children, shifting responses from a medical model to a safe women's and children's space.

A partnership with New Horizons saw a fortnightly outreach clinic being offered from the WRIC in an attempt to reduce the impacts of tenancies at risk and homelessness due to family and domestic violence.

We delivered an information session with Brooke O'Connor, Police Domestic Violence Liaison Officer, about the importance of responses of Treating GP's to domestic and family violence. The Third Year Medical Students currently on placement through University of NSW Rural Medical School were very responsive to the discussion around their obligations and identifying appropriate responses.

The WRIC staff and volunteers look forward to continuing the work of supporting women and children within our community and holding the privileged position of hearing the many stories of strength, resilience and survival. All people involved with the WRIC recognise the significance of walking with a woman and her children down the path of rediscovering themselves and reclaiming their lives after enduring domestic and family violence and acknowledge the honoured place that we are invited into by the women who access the service.

Emma and Lou – WRIC Counsellors

Transitional Housing

Housing availability and affordability are on-going concerns for clients of our services. Warrina manages ten 3-bedroom houses, owned by Housing NSW; three as transitional accommodation for women with children moving between crisis and long-term housing; and a further seven as medium-term accommodation for clients seeking to enter or re-enter the workforce. Together, these properties afford a small number of our clients the opportunity to resolve other complex needs, thereby improving long-term housing outcomes.

The Domestic and Family Violence Housing Support worker from the Specialist Homelessness Services team provides case-management for the clients in these properties. Support includes assisting to access financial, legal, education, employment and other services as required. Staff also incorporate the 'Rent It Keep It' training into the case-management framework, improving clients' capacity to obtain and maintain long-term tenancies.

Data 2015-2016

Transitional Housing	No.	%
Tenancies Started	2	
Tenancies Finished	1	
Vacant 'Untenantable' Days	39	3.6
Vacant 'Tenantable' Days	37	3.4
Vacant 'Other' Days	0	0

Transitional Housing Plus	No.	%
Tenancies Started	3	
Tenancies Finished	4	
Vacant 'Untenantable' Days	45	1.8
Vacant 'Tenantable' Days	51	2.0
Vacant 'Other' Days	0	0

In July 2015, Housing NSW handed over the responsibility for all maintenance (other than major structural work) of the Transitional Housing properties to Warrina. This has reduced the funds available for support staffing, while increasing the workload as staff arrange and supervise responsive and planned maintenance. A new maintenance reporting process was developed, and Warrina engaged Tarrant Building Services to provide responsive and planned maintenance for our properties.

Tarrant Building Services were engaged to provide scoping documents for future maintenance requirements, so that financial reserves could be set aside. Based on these maintenance schedules, Warrina would ideally have set aside approximately \$80,000 in maintenance reserves at the end of June 2016. As we only a little over \$21,000 in surplus funds, the Board chose to set aside this amount, with the plan to top up the reserves with any available program surpluses each year until we meet the full amount. Due to the timeline of scheduled maintenance, it is unlikely that we will fall short funds at any time during the schedule period, and we have had assurances from Housing NSW that they will work with providers to cover any gaps as they arise.

Michele – Financial Administrator

North Coast Women's Domestic Violence Court Advocacy Service

The North Coast WDV CAS operates in the Grafton, Coffs Harbour, Bellingen, Macksville and Kempsey local courts, and has offices in Coffs Harbour, Kempsey and Grafton. We support women at ADVO mentions and hearings, and for domestic violence-related criminal charges matters, as well as with pre- and post- court information and referrals.

As part of the rollout of the NSW Domestic Violence Justice Strategy, a new referral system was implemented from July 2015. NSW Police who attend a domestic violence incident will upload women's contact details onto an electronic platform called the Central Referral Point (CRP). The nearest WDV CAS then receives the referral, and

attempts to contact the woman within one business day, to offer support, information, and referral where appropriate.

This has resulted in a huge increase in workload, with no additional funding received for the first six months of operation. I congratulate all staff on being able to manage this increase whilst maintaining our core business. It was welcomed news to receive news of an additional 18.5% in funding ongoing for four years.

The number of individual clients assisted by the WDV CAS during the financial year increased by 1,041, or 71%. The number of pre-court contacts increased by 2,424, or 457%. We were able to make direct contact with 89% of those clients referred via the CRP.

Data	2015	2016
Individual clients	1,457	2,498
Aboriginal women	330 (22.7%)	555 (22.2%)
CALD women	52 (3.6%)	102 (4.1%)
Women in same-sex relationships	18 (1.2%)	31 (1.2%)
Services provided to women at court	6,007	6,988
Pre-court contact	530	2,954
Post-court contact	1,004	809
Total service events	7,541	10,825

The WDV CAS continue to maintain positive partnerships with the local court staff, police, the police Domestic Violence Liaison Officers, and legal practitioners, including the police prosecutors.

Police Prosecutors Clinics commenced in most of our courts, and will be operating in the remainder in the near future. These clinics have been a very positive experience for our clients; they offer an opportunity for the women to meet with the prosecutor and be informed about court processes and giving evidence prior to the hearing date. The clinics last about three hours and are held on a monthly basis.

WDV CAS Staff have been active in organising and participating in local events and forums across the region, which this year included: NAIDOC week celebrations; '16 Days of Activism to Stop Violence Against Women'; White Ribbon Day events; Partnerships Against Domestic and Family Violence in Port Macquarie/Kempsey Steering Committee for Kempsey Staying Home Leaving Violence and the Engage2Change Consortium; and the local domestic violence committees in Coffs Harbour, Bellingen, Macksville, Kempsey and Grafton.

Staff training for the year included WDV CAS Network Meetings and Core Refresher Training in Sydney, as well as the Domestic Violence Risk Assessment Tool Training.

The next stage of the rollout of the Safer Pathways Reforms will see another 21 Local Coordination Points (LCPs) announced around the state by March 2017. These sites, managed by each local WDV CAS, will implement Safety Action meetings (SAMs) that will see all government departments and NGOs at the table to address women's and children's safety. The SAMs will be held every two weeks, and aim to prevent or lessen serious threats to the safety of domestic violence victims and their children, through targeted information sharing. Members share information to develop tailored, time-specific Safety Action Plans for victims at serious threat.

In August 2016, we received notice that the LCP for the Coffs/Clarence Local Area Command (LAC) is expected to be operational by mid-November 2016. The LCP will cover Coffs Harbour, Grafton, Maclean and Bellingen courts. The LCP is funded for an additional 6.45 staff, including Safety Action Meeting Co-ordinator and Intake and Referral Case Co-ordinator positions.

Port Macquarie WDVCS will host the SAM for the Mid North Coast LAC, which covers Macksville and Kempsey courts.

I would like to acknowledge the fantastic work that all the North Coast WDVCS staff have done this year with such dedication: Leonie and Carey in Kempsey; Carol, Helen and Allison in Grafton; and Laraine and Janine in Coffs Harbour. The further roll-out of the Justice Strategy will continue to impact on our workload, as we are likely to see an increase in referrals from other community agencies to the service when the SAMs commence and information gets out to the wider community.

It is a pleasure to work with all of Warrina's services and projects; it is such a great hub that is not replicated anywhere else. Our partnerships with Clarence River Women's Refuge and Outreach Services and the Nambucca Family Support Services need to be particularly mentioned, as they too have taken on a huge increase in referrals from our service to provide support and case management for the women and children in their community that we are unable to provide. Thank you to Warrina's Board of Directors for their ongoing commitment and dedication. Finally, a huge thank you to Charlotte for her amazing leadership and wisdom that she brings every day.

Wendy – WDVCS Co-ordinator

Women and Their Children's Intervention Team

We wish to pay our respects to the Traditional owners, the Elders past and present, and acknowledge that our services extended through the Land of the Gumbayngirr, Yaegl and Bundjalung Nations.

It is such a privilege to have had the opportunity to work with the WaTCHIT team. We would like to thank all of the amazing women that we have had the opportunity to work with and be mentored by. A particular mention goes to Aunty Elaine Walker, who was an incredible woman and who still has an influence on everything we do.

The objective of the WaTCHIT program was to improve services for women who had reported incidences of domestic violence, and to provide support and referrals to those that required it. The program was initially funded for a one year pilot project, then refunded for a further five years, with a final one-year transition period in 2015-2016.

"The program has improved the relationships between community and police, improving way police handle domestic violence, the questions they ask and the language they use. The WaTCHIT Program has been good in building bridges"

~ Ruth Edwards, Domestic and Family Violence Co-ordinator, Northern Region, NSW Police

WaTCHIT identified gaps in services provision at a local level and worked collaboratively with local service providers to avoid duplication and towards closing those gaps.

We worked hard to develop good working relationships with police, and in particular the Domestic Violence Liaison Officers. Referrals were received weekly from police in the Coffs Clarence Local Area Command, which has a geographical area that includes 17 police stations. For the duration of the program, we received a total of 11,269 police referrals.

Outreach services were delivered to the Nambucca Valley, and we were involved in the Nambucca Valley Domestic Violence Committee. Nicky was also an executive on the Coffs Coast Committee Against Domestic and Family Violence for 12 months. We also facilitated the Kids Can Program, and Nicky was a regular facilitator on the Love Bites Program.

Being situated in the Women's Resource and Information Centre and co-located with the counsellors and the WDV CAS team was a great advantage. Having the one-stop shop under Warrina and established relationships with Clarence Valley, meant we had access to crisis accommodation, court support and counselling services. This made referrals much easier, and we had full confidence that the women were going to be supported appropriately.

Following is an extract from the Evaluation Report prepared by Kerry Grace from Evolve Network:

What changed?

While there are limitations in both the extent and specificity of data that challenge a full assessment of ability to attribute changes, there are indications that WaTCHIT contributed positively to the changes to number of AVO's issued in the Coffs/Clarence LAC. In the 2002-2014 period there was a steady upward trend noted from 853 reported in 2002 to 1141 at the end of the period of interest, representing an increase of 74.7%.

The DVPASS report stated confidently that WaTCHIT had served to raise awareness that violence against women was a crime. Of greater interest to this evaluation however is the population measure (expressed as rate per 100,000 population). This rate when considered across the reporting period placed MNC LAC consistently at the fifth highest or above in the state, behind the Far West and Orana, Riverina, New England and Northern Rivers and Central West LACs. For three of those collection years the rate was calculated to be the third highest. Of note, when comparing the density rate at the population level, the rate of 540.5 in the MNC LAC may seem intractable if viewed in isolation, but when compared to that reported to that experienced in Far West and Orana LAC, 1033.7, the influence of WaTCHIT strategies need careful inspection.

We are proud to have been part of the WaTCHIT team, and thank everyone at Warrina for their support and guidance that ensured the success of our program.

Leonie and Nicky – WaTCHIT Workers

Engage2Change

The ‘Step Up Mate’ program is accredited by NSW Attorney General and Justice department and holds membership with the NSW State Men’s Behaviour Change Network.

The Engage to Change project is a pilot project, funded under the NSW Office of Women through NSW Health for a three-year period. The successful Mid North Coast tender was awarded to Kemspey Family Support Service, the lead agency in a consortium, in partnership with Port Macquarie Hastings Domestic and Family Violence Specialist Service and Warrina Domestic and Family Violence Specialist Services in Coffs Harbour.

“A little step maybe the beginning of a great journey”

I am so blessed to be in the role as Women and Children’s Advocate in the Engage2Change project. Six months into this new world has us introducing the program to the local Coffs Harbour community. Our first 12 week StepUpMate Group (Men’s Behaviour Change program) is nearly completed, with women speaking about some evidence of change in their lives and feeling a little safer in their relationships and greater understandings of the effects of domestic violence and abuse in their lives. We have offered workshops “Respectful engagement with men who have abused” to family focused agencies hoping to enhance referrals. We have much hope for supported funding to be able to offer groups for school-aged children and their mothers to support them in their healing after the trauma experienced together.

Over the next year, the work will be further developed in the region with on-going education and promotion about the project, more StepUpMate groups, and increased opportunities to have conversations with women and their children about life without violence and abuse.

Lou – Women’s & Children’s Advocate

A contingent of Warrina staff undertook Mentors in Violence Prevention (MVP) training on the Bystander Approach, that was delivered by the Director of MVP Australia, Doctor Shannon Murdoch, through Griffith University. Preparation for the roll out of Violence Prevention Workshops across the Coffs Harbour, Bellingen and Nambucca regions has involved research and development phases. Research has been conducted on the theory and background of gendered violence and abuse, the current domestic and family violence climate locally, state-wide and nationally, statistics around perpetrators and survivors of violence and abuse in Australia, and workshop content. The materials generated for community education have included developing data and evaluation collection tools, workshop resources and promotional material. Awareness of the Violence Prevention Workshop was raised within the community following a “Community Champion” article in The Coffs Coast Advocate Newspaper, as well as through notifications in various interagency meetings and direct contact with local services and community groups.

The first Engage2Change Violence Prevention Workshop was successfully delivered in June 2016 to Wesley Youth Accommodation staff in Coffs Harbour. The workshop attendance was high and was very well received by the participants. There was a great amount of engagement with the workshop material and activities. There was also very positive uptake of the intention of the workshop, this is to have the awareness, courage and practical tools to safely intervene when witnessing a violent or abusive situation in the community.

Thanks to Warrina Board and Management for their support in my new role.

Celeste – Domestic & Family Violence Community Educator