



Women's
Crisis Support
Service inc.



20

20

ANNUAL REPORT



TABLE OF CONTENTS

We acknowledge the traditional custodians of the land on which WSCCI is located. We pay our respects to elders past, present, and emerging.



**RENEWING HOPE &
TRANSFORMING LIVES
SINCE 1977**

The Women's Crisis Support Service was proudly inducted into the Queensland Government's DFV Prevention Honour Roll. We are honoured to be the first Domestic Violence shelter inducted into the Community Organisations section of the roll.

Not Now, Not ever, Together.

1	ABOUT
04	What We Do Best
06	The Team
2	REPORTS
08	Presidents Report
10	Managers Report
12	Financial Report
13	Demographic Report
14	Statistics
16	Covid 19
17	Zephyr Education
3	WHAT'S NEW
18	The Shed
20	Bunnings Warehouse
21	Strategic Plan
22	Donations
4	REASON TO THRIVE
24	Equestrian Assisted Learning Womens Group
25	Marverick Program
26	Client Feedback

WHAT WE DO BEST

ACCOMODATION
SAFETY
SUPPORT



WCSSI staff connect each day with women from all different walks of life. Regardless of who we are working with, the programs we deliver to women, children and young people have one thing in common; they aim to help individuals feel valued, connected and strengthened, and have hope for the future.

WCSSI shelter and mobile support program provides immediate accommodation and a range of supports, including domestic and family violence safety planning, court support, assistance to access affordable housing, medical and counselling referrals, legal assistance referrals, police and court assistance, and health and well-being programs through community facilitators.

Working collaboratively with other service providers, we use a strengths-based approach to address challenges in a woman's life. This leads to improved relationships, better life choices and enhanced personal confidence and mental wellbeing.

Our women's shelter provides wrap-around support services and is a safe and secure place to stay. It's success relies on the dedicated and skilled staff that tirelessly advocate and support the vulnerable women and children who call our shelter home each year.

Our Mobile Support Program receive many self and third-party referrals, primarily from women who are seeking help to better understand domestic violence, to develop Safety Plans and to rebuild their lives as they recover from the consequences and trauma that domestic violence and or homelessness has had on their lives and the lives of their children.

Within the first 24 hours of entering the shelter or engaging with the mobile support program, each woman is assigned a DV Case Manager who assists them to access all the supports they need to start the recovery from leaving an abusive relationship.

The ultimate goal of the Case Manager is to set a woman on the path to financial independence, social inclusion and a new future free from violence and the risk of homelessness.

“The feeling of warmth and pride when a person says they feel like part of the WCSSI family is the reason so many of us do the work we do.”

When first meeting with WCSSI some women are highly suspicious of who we are, why we are here and, particularly, why do we want to help? They fear rejection from others, feeling inadequate for having to seek help or resentful and angry that they have been referred to us.

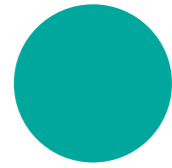
Our role is to be there for them and devote the time in creating trust. As a team we show that we honour their trust by being predictable and dependable, creating an environment which is immediate, honest, open and consistent. The feeling of warmth and pride when a person says they feel like part of the WCSSI family is the reason so many of us do the work we do.

As a team we have made a commitment to:

- Continue to grow, develop and to refine our approach to case management practices
- Expand and develop community partnerships to offer the best pathways to positive outcomes.
- Discover new ways of doing things to meet the challenges outside of our control.

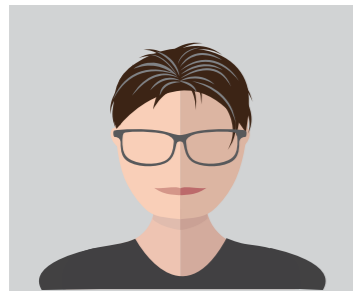
We don't always succeed, however we will always ensure that our focus is where it needs to be at any given time – on the person who has put their trust in us to help them to achieve a brighter future.

DV Case Managers



THE TEAM

Teamwork is the ability to work together toward a common vision



CATHERINE JOHNS
MANAGER

Cathy has 16 years experience supporting women and children experiencing Domestic & Family Violence. Service focused Manger with strong commitment to the needs of women and children with DFV, mental health and homelessness. She enjoys reading & fishing in her spare time.

For the past five years has held an executive positions on the Combined Women's Refuge Group.

“ Domestic and Family Violence is easy for people to ignore, as it often happens without any witnesses or bystanders may not want to get involved.

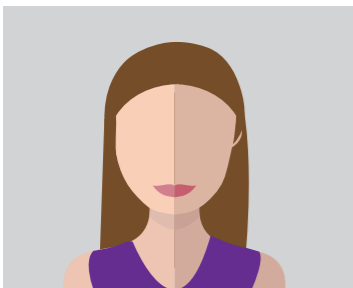
Although, by publicly speaking out against Domestic and Family Violence, together we can challenge attitudes towards violence against women and children in the home and show that DFV is a crime and should not be acceptable.



KELLI LYNAM
DV CASE MANAGER

Kelli has over 20 years progressive experience in Human Services within Domestic Violence, working with families in crisis, mental health and homelessness.

“ The right time is all the time to have the conversation about Domestic Violence.



CHRISTINE WHITE
DV CASE MANAGER

Christine has been with the service for more than ten years and is currently part-time. She enjoys coming to work as there is always something different everyday. Her area of specialty is accommodation services and locating safe, sustainable tenancies for our client as they depart.

“ Always expect the unexpected



THERESA URAYAYI
DV CASE MANAGER

Theresa is a service focused domestic violence case worker with a strong commitment to serving the needs of vulnerable women and children within our community.

“ Every women is a survivor not a victim.



MAKAITA NGOVE
DV CASE MANAGER

Makah holds a degree in Human Services and has been with WCSSI for many years. She is currently part-time and is our cultural specialist. She also works with our clients who have complex immigration cases.

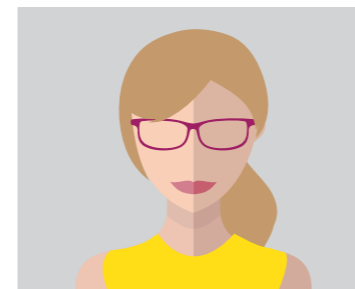
“ Your future is created by what you do today, not tomorrow.



ALLANA RILEY
DV CASE MANAGER

Allana has worked with women and children for 18 years and has enjoyed the challenges that this work brings. The work of supporting women to find a new path in life is one she will cherish for life. In her spare time Allana loves to garden, and loves finding new and rare plants to grow. She finds that connecting with the earth is a great stress reliever.

“ Let us do without hesitation what is good for the hands. -Frederic Ozanam



JEMMA CLEMENT
DV CASE MANAGER

Jemma is part time with the CAP program. She holds a Cert III and Diploma in Community Service and Intensive Therapeutic Trauma Care, and a background working with Families and Children as well as Young people in the juvenile justice system.

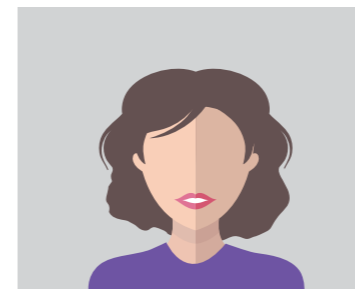
“ When people experience trauma or severe life stressors, it is not uncommon for their lives to unravel. My great passion is bringing positive healing and comfort to people, who include children, adults and families, to find healthy perceptions of themselves and to strengthen their relationships and daily lives any way I can.



LISA HADE
RELIEF DV CASE MANAGER

Lisa has extensive experience across the DV sector and has been our relief for the last year. She also has a paralegal background with vast knowledge across both areas. In her spare time she loves to spend time with her animals.

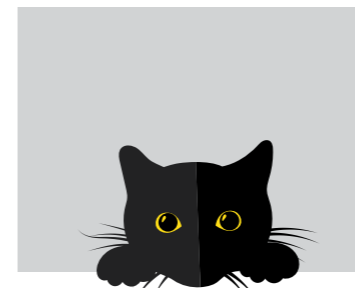
“ You don't always need a plan. Sometimes you just need to breathe, trust, let go, and see what happens.



BRENDA EDEN
OFFICE ADMINISTRATOR

Brenda has more than a decade experience in the Financial Services sector, has an Early Childhood qualification and is a Justice of the Peace (Qual). She is an undergraduate Human Services student majoring in Community Development and Indigenous Studies. As a survivor of Domestic and Family Violence she strives to make change in other people's lives.

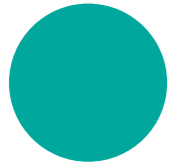
“ Empowering women to regain their dignity is the most rewarding part of my role. I am honoured to be a part of their journey.



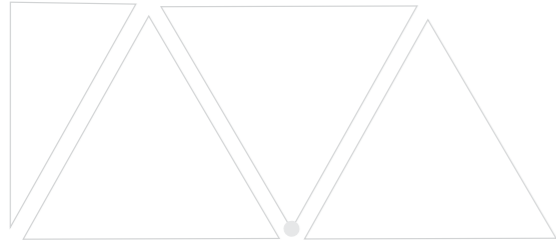
VALENTINE
THERAPY SUPPORT WORKER

Valentine was rescued by the Shelter staff many years ago. She resides in the office and spends her day lazing in the sun. Valentine is not a 'people' person and struggles with her role as a Therapy aide!

“ Don't be ashamed of your story it will inspire others.



PRESIDENT REPORT



It is with great satisfaction and pride on behalf of the Management Committee of WCSSI to provide an overview of the organisation's programs along with the various successes during the 2019-2020 period as well as reporting on our financial performance within the Annual Report. As you read this report, I am hopeful you will capture our vision to end domestic and family violence and homeless for all women and children. This is what drives every decision we make in the organisation.

WCSSI commenced the Strategic Planning process in 2019 to ascertain where we can be most effective in this time of change. We assessed how to best position the organisation to continue unmet need in the community. The Strategy 2020-2025 will focus on investing in areas and delivering outcomes that are in line with our core values and demonstrate that we are the best at delivering services consistent with the framework expectations, to build our business and to provide our clients with the best possible new start in life.

Compliments must go to Cathy as Manager of WCSSI in leading the organisation, and the WCSSI staff over the past twelve months. WCSSI has a committed team of nine who consistently deliver support to those in need within the Ipswich region.

“ Vision to end domestic and family violence and homelessness for all women and children – Our vision drives every decision we make in the organisation.

On behalf of the Management Committee, I would like to thank the WCSSI team for the dedicated empathic care of the clients they support on a daily basis, empowering them towards a better, more fulfilling future.

It is through the never-ending dedication of our staff, the leadership and commitment of our Management Committee, funding from the Department Child Safety, Youth and Women and properties supplied by Department of Housing and Public Works, as well as the incredible generosity of our donors that all our effort was made possible.

As we do every year, we invite you to continue to support us by attending an event, organizing a fundraising activity with your friends, staying in touch with us via email and phone or organizing an awareness activity at your work or school

MANAGEMENT COMMITTEE

- COMMITTEE PRESIDENT
JAN SNEWIN
- COMMITTEE TREASURER
KIM SCHIEMER
- COMMITTEE SECRETARY
TRACEY AMOS
- COMMITTEE MEMBER
DIANE SUTHERS



Once again, the Shelter operated at capacity throughout the year, making a difference in the lives of 46 women and 54 children who engaged with our service. Our Mobile Support service supported 37 women.

HSQF CERTIFICATION

The Human Services Quality Framework (HSQF) is the quality assurance framework for assessing and promoting improvement in the quality of human services. Organisations funded to deliver human services under service agreements are required to operate under the framework standards.

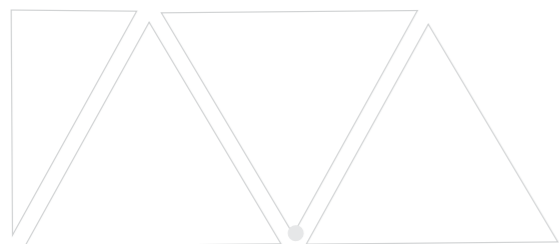
The assessment process measures the performance of service providers against the standards which cover the core elements of human service delivery. This is a continuous improvement framework which supports the participation of the people who use the services. It maintains important safeguards while streamlining quality requirements.

WCSSI commenced the Framework auditing process in 2018 with a self-assessment and then moved into formalising the process through a full review of all governance policies and procedures. This took almost twelve months to assess and approve through both staff and management committee participation.

While the Service Delivery policies were updated, this is still a work in progress as these documents also will fall in line with the upcoming release of the Domestic and Family Violence Practice Standards and the current Human Rights Act.

Women's Crisis Support Service Inc. officially gained Certification against the Human Services Quality Framework for the provision of Domestic and Family Violence Service Streams on 29th November 2019.

MANAGER REPORT



What an extraordinary year 2019/2020 has been! I have had the pleasure of working alongside an inspiring bunch of people who work together to improve the lives of women and children experiencing Domestic and Family Violence. Our staff have joined their joint motivation and effort to achieve extraordinary things this year. Thanks also to our President, Janette Snewin and the rest of our highly committed Management Committee who volunteer their time year-round to ensure the highest quality of governance.

I can't talk about the success of WCSSI without acknowledging the strength of the women and children we support. We have listened to the stories of many brave women and children this year, who have made the choice to leave violent relationships and seek a better life for themselves and their families. Leaving an abusive relationship without the security of employment, a place to live or the means to get by takes courage and a desire to strive for a safer and brighter future.

Our team has supported women and their children to access education, employment pathways and long-term places to call home – free from violence and filled with love and respect. People have shared their stories with me about living for many years on the streets, sleeping rough and being unable to access the most basic affordable housing. They have had to deal with physical and mental health issues, addiction, limited income and no family support.

When we can support someone in these circumstances to overcome such complex issues and settle into a home our team feel so proud of what we can achieve. The successes are highly satisfying but we know there is much more work to do if we are to end homelessness and domestic and family violence.

We have continued to strongly advocate and champion the right to safe and affordable housing. Raising awareness of homelessness, housing affordability and domestic and family violence and keeping the issues at the front of the local community and on the political agenda.

Looking ahead to 2025 and beyond is filled with possibilities and opportunities. Over the past 12 months, the team and I have deliberated what will be required of our organisation, this community and our society to meet future demands on our organisation. I know one thing for sure: we must continue to grow, to innovate and to test out new ideas that address the issue of domestic and family violence and homelessness.

In February, WCSSI applied for funding via the Gambling Community Benefit Fund. We were recently notified that we were successful with our grant. Stay tuned for an exciting makeover of the outdoor area at the Shelter!

This has been a year of developing and redefining relationships and connections for WCSSI. I have had the chance to continue friendships with long-standing supporters:



“ Our team has supported women and their children to access education, employment pathways and long-term places to call home – free from violence and filled with love and respect.



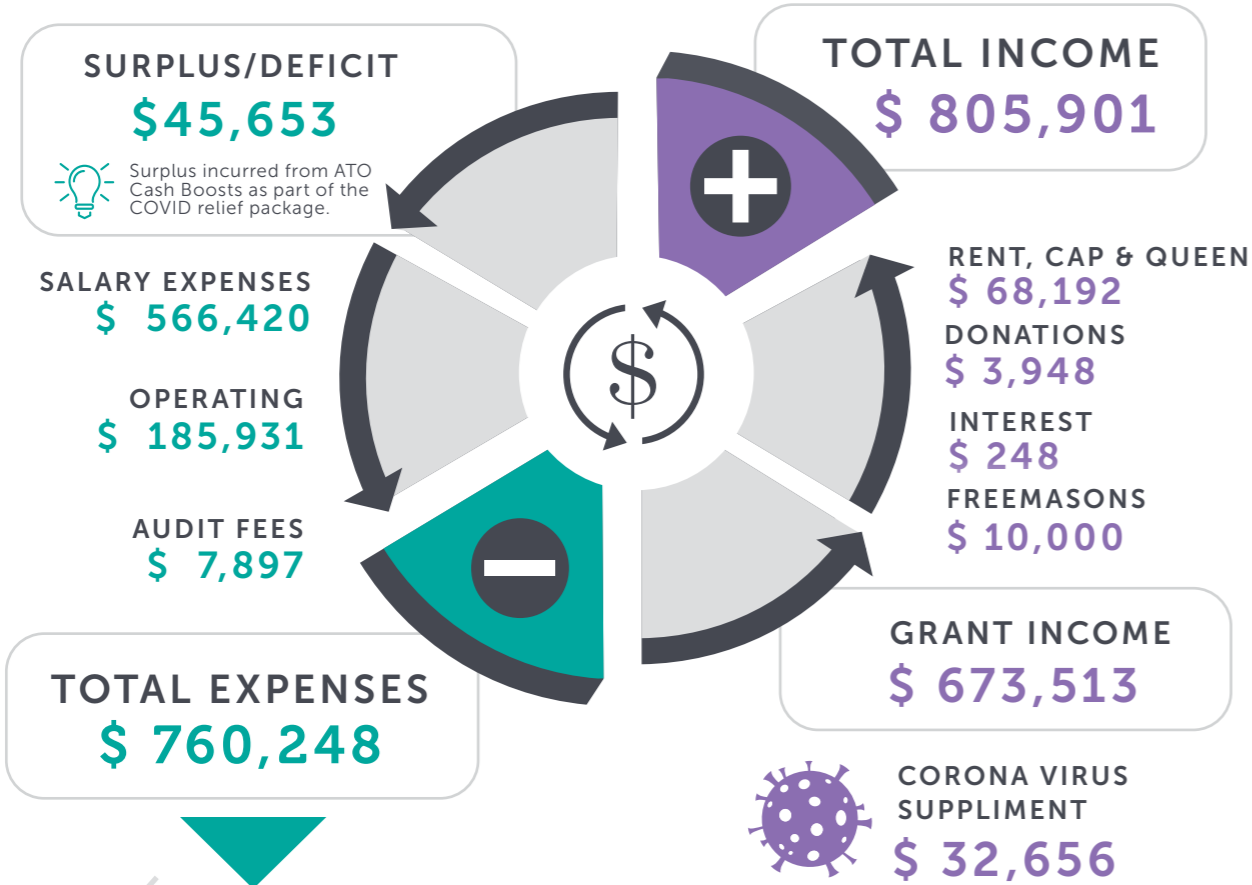
- Freemasons & Hand Heart Pocket,
 - Zephyr Education,
 - Brigidine College,
 - June Rice,
 - Moggill Uniting Church Community Centre,
 - Country Quilt Co and Sew & Sews,
 - Mark and Donna Bramwell,
 - Donna Cavanagh & Owen 'Oggy' Smith,
 - SIMTARS,
 - Rita & The Springs,
 - RizeUp,
 - Friends with Dignity,
 - Lee Mackenzie,
 - CEO Challenge & MinterEllison,
- and built relationships with new partners and donators within community.

This year we welcomed new partnerships with "Reason to Thrive", OZ Harvest and Bunnings. I will continue to work with our staff, supporters and community to build trust and connection in the coming year. I'm very proud of our team of people for all that we have achieved this year.

THANKS TO ALL OF YOU!



TREASURER'S REPORT



//////
 We are pleased to announce that the organisation complied with all financial and performance reporting obligations with respect to all funding received. All services were provided according to our contractual obligations. The audited financial report was prepared by Mr. Neil Harding from Harding Martin Chartered Accountants.

I can report with confidence that the Women's Crisis Support Service Inc. will be able to meet its financial obligations in the new financial year. A full copy of the audited financial report for the organisation will be available at the Annual General Meeting and the report will be submitted to relevant funding bodies and the Australian Charities and Non-profits Commission.

DEMOGRAPHIC REPORT



**CLIENTS
REQUIRED
INTERPRETERS**



**WOMEN
WERE OVER
45YRS OLD**



**CLIENTS
WERE
EMPLOYED**

WE SUPPORTED

137

WOMEN AND CHILDREN

46

Women in Crisis Accommodation Program

37

Women in Mobile Support Program

54

Children in Crisis Accommodation Program

4

Women were provided outreach in motels



83 WOMEN



54 CHILDREN



WE PROVIDED

85888

NIGHTS OF ACCOMMODATION

1

3 Bedroom Share House



1

Long Term Transitional House



3

Medium Term Transitional Houses



5

2 Bedroom Crisis Accommodation Units



HOUSING OPTIONS



72,000 Women sought homelessness services due to domestic & family violence



On average, 8 Women a day are hospitalised after being assaulted by their partners

33 WOMEN

Disclosed diagnosed mental health conditions

97 DAYS

Average length of stay. An increase in average stay resulted in fewer families in the shelter

21 CLIENTS

Identified as Aboriginal or Torres Strait Islander

INCREASE IN DIAGNOSED DISABILITIES



10%

Targeted awareness of Women's rights and access to assistance

DECREASE IN CLIENTS



31%

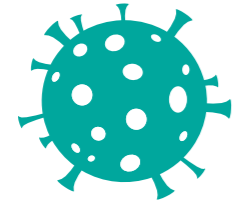
Due to environmental factors and complex immigration and health needs

INCREASE IN NIGHTS OF ACCOMMODATION



3.8%

More efficient exit processes means beds are available earlier



COVID-19

Service Delivery, funding arrangements and the social landscape changed immeasurably in a very short time by the COVID-19 Pandemic.

The Coronavirus outbreak brought unprecedented changes and challenges to the Domestic Violence sector as a whole and as our nation grappled economic damages, community isolation and social distancing, the refuge sector needed to implement more creative practices and diversify service delivery to ensure the ongoing safety of the women and children we are committed to protecting.

Working from home with limited staff onsite meant more telephone support for our clients and dividing our team to ensure that if we were to experience a virus outbreak, we would still have staff that were able to work. This was an exhausting experience and we learned valuable lessons about the way we deliver services and the individual needs of our clients.

The core purpose of why we do what we do has not changed and we will continue to need support to reach more women and children in need. The Queensland Government provided financial relief where it was needed and our

organisation had the ability to support our most vulnerable clients with the additional funds provided by the department in our greatest time of need.

While the pandemic gave us acute challenges that we never thought possible, our dedicated group of donators still supported us any way they could and the staff commitment never wavered which created a stronger team to continue our work.



Our very dear friends Jamila and Leo delivered meals to our clients with no income when the Emergency Relief outlets closed at the height of the pandemic.

GRETTA JOY GIFT



This year we had the pleasure of meeting Gretta's mum, Anne Martin. It was wonderful to meet Anne for the first time and share some of the stories of women who have benefitted from the generous gift bestowed in her daughter's name. We thank you for your continued support and look forward to continuing our relationship for many years to come.



WCSSI is proud to be a distributor of safe phones provided to clients through the Telstra/WESNET Safe Connections Program.

During 2019 & 2020, 24 women received phones that enabled them to stay safely connected after being impacted by domestic violence.

ZEPHYR EDUCATION

Zephyr Education continues to provide the children supported by WCSSI with all necessary school uniforms, swim packs, schoolbooks and stationery, drink bottles and lunch boxes to help them feel safe, cared for, and enthusiastic about going to school.

In addition this year the Zephyr team went above and beyond for our clients by providing new laptops and additional resources that assisted our families with online schooling during the pandemic.

We would like to say a big thank you to your team and a special thank you to Isabella, Lynne, Jo and her hubby for organising and delivering donations and goods to the shelter. We are forever grateful for all your support and assistance.



For five years the Queensland Lodge #2 has collected donations which are matched by Hand Heat Pocket, the Charity of the Freemasons. Watson and Cliff have generously given their time to support us and are only ever a phone call away if we require any assistance. The pandemic has prevented much contact this year but we know they are still ready and willing to help. Their annual contribution ensures we do not have to rely on second hand bedding and linen for the accommodation program. We are so grateful for their ongoing support.

WHAT'S NEW



THE SHED



This year we embarked on a project to set up an on-site food bank for our families to access fresh fruit and vegetables and non-perishable food on a weekly basis to minimise their weekly grocery bill.

We are fortunate to receive weekly deliveries of food rescued from commercial outlets by OZ Harvest. We can't thank you enough for the continual weekly support providing wholesome foods to the women and children accessing our programs.

Every Thursday our clients wait for the big Yellow Van to arrive. Our ladies with no income who are on visas are extremely grateful, the delivery enables them to access fresh produce and food without the use of an emergency relief agency.



“ This is amazing, it helps me save on my weekly Woolies bill!

“ It's so good to have fruit and vegetables on hand when we need them!

“ Tell OZ Harvest - Thank you! Thank you! Thank you!





Theresa, our local Bunnings "In the Community" Coordinator, kindly donated shelving and storage crates to deck out 'The Shed' and our storage room. The Bunnings team also donated a custom built handpainted cubby house and play equipment for one of the transition properties.

We have more exciting projects in the pipeline which Bunnings will get on board with and provide advice and products to help us achieve our goals.



How women and children have benefited from the program:

- Enabled women to have time to heal from their DFV experience without out the added financial expenses
- Immediate access to food and emergency products when arriving at the refuge without any finances or belongings
- Women with no/limited income (due to visa restrictions) have access to food and clothing
- Women maintain their dignity, by not having to ask for continuous handout as they can access program as needed
- Enables women to save for their bond and rent to move into long term, sustainable accommodation

Thank you for your contribution and making this project such a great success!

STRATEGIC PLAN 2020-2025

OUR VISION

For every women and child to live without fear in an environment free of violence.

OUR PURPOSE

Is to work with women and their children to live a life free from domestic and family violence. We provide holistic services that include support, education, and safe accommodation.

OUR CONTRIBUTION

Caring staff with relevant skills to deliver quality services with positive outcomes for all clients.

OUR OBJECTIVES



We will be sustainable and competitive in a changing climate

- Strong governance with evidence-based practice
- Grants and tenders
- Environmental care, succession planning and toolkit building



Our focus will be upon continuous improvement of our services

- Improve feedback collection process - client, peer and organisational data
- Enhance Service Delivery and update available resources



WCSSI will improve community awareness and its public presence

- Social Media strategy
- Local networking
- Community awareness
- Educational resources and toolkits



Our policies and procedures are compliant and reflect best practice

- Legislative and Standards reviews
- Policy reviews in line with HSQF audit
- Strong leadership with ongoing training



The staff are valued and WCSSI is committed to grow its people

- Increase staff network
- Create common language and common understanding
- Access to professional development

DONATIONS

Our generous community supporters also provide non-perishable food to families, as well other expensive and inaccessible items, such as toiletries, diapers, clothing, and formula for babies.

“Discover the joy of giving and you will discover the reason for living.”

CHRISTMAS HAMPERS

SPONSERED BY HELPING SUPPORT MINDS



- Owen Smith and Donna Cavanagh
- Mortgage Choice Ipswich
- First National Ipswich
- Glen Smith at The Vintage Advantage
- 12RNDS Flinders View (GYM)
- Debbie and Scott Wadwell
- Ipswich Sub Branch RSL
- Ipswich Women’s Social Group Supporting Local Charities
- Ipswich Relay For Life
- Jenny and Lee Phillips
- Marilyn Glover
- Tac and Maureen Furnell
- David and Vanessa Cain
- RAAF Base Amberley
- Ipswich Community



BRIDIGINE COLLEGE

STAFF AND STUDENTS



Throughout the year, our Enterprise Education students created mini businesses and held a number of stalls which raised over \$600. These funds were used to purchase gift cards to add to the overflowing cosmetic gift packs to bless the clients. Students gathered during their lunch breaks to assemble packs also wrote letters of encouragement to accompany the gifts.



BOONAH ORGANISATION

FOR SUSTAINABLE SHIRE



Donation of non-perishable food for “The Shed”.

GOOD 360

PAY IT FORWARD



Donation of Body shop products.

SACRED HEART SCHOOL

\$172.85 DONATION



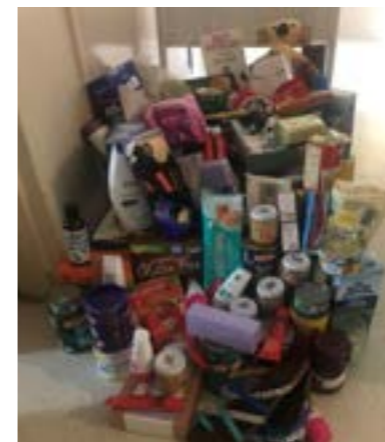
Thank you to Lexi Meinhardt and Mia Ward for facilitating the fundraising activity.

SIMTARS

REDBANK TEAM



Donation of our Mother’s Day gift bags, Easter treats, Christmas hampers, and blanket drive.



REASON TO THRIVE

EQUESTRIAN ASSISTED LEARNING WOMEN'S GROUP



Our service had the honour of being invited to attend the EAL women's group, that was attended each Friday morning by a group of selected women, along with one member of our staff. It is agreed amongst us, that we have all been witness to the transformational beginnings of a new life, free from domestic and family violence.

The horses have been a large catalyst toward these new beginnings, due to the incredible healing power of this beautiful animal. Women, although nervous and unsure upon attending the first session, usually leave laughing and chatting with each other.

The women have remarked at how empowered and strong they feel after working with a horse, and how beneficial it has been to come together and socialise with women who have experienced similar challenges to themselves. Our groups are often made up of women from many social and linguistic backgrounds, as well as women who experience a disability.



All have commented on the improvement in their wellbeing, the lift in their self-confidence and the overall benefit of committing to a program such as this. They have commented that they will remember this experience as a highlight of their lives.

WCSSI would like to say a big thank you to Julie, Michelle and Amanda for their perseverance, dedication and compassion that they have shown to the women and young people and advocate strongly for the program to attract the high regard it deserves.

MAVERICK PROGRAM






Designed especially for young people at risk of becoming or have already become disengaged from formal education.

We have had the pleasure to be invited to participate in the Maverick program on a Saturday morning. The result has been amazing to say the least. Feedback from the parents have been continuous and full of praise. The young people attending have excelled and have opened up to new things, making friends with confidence and socializing with peers beyond any previous norms. I have witnessed, our young people going from strength to strength each week during the course of the program.

WCSSI staff have been informed that one particular young person whom showed signs of anti-social / introvert behaviours and eating disorders is experiencing a more positive outlook and participated in his first sleepover with a friend, he is enjoying hanging out with his peers and going out to eat in public settings and is trying new things that would not have been an option before he started the Maverick Program with Reason to Thrive. Another young person that attended the program has re-entered mainstream school and is doing well with her studies. She reconnected with her friends after suffering a lack of confidence and self-worth.

Across Mobile Support and the Crisis Accommodation Program we have worked closely with the following organisations and departments to ensure all clients receive a responsive and holistic service.

- | | | |
|---|--|---|
| 
IN COMMUNITY INC
IPSWICH HOUSING & SUPPORT SERVICE INC
FACC & KUMMARA
DOMESTIC VIOLENCE ACTION CENTRE (DVAC)
CHURCHES OF CHRIST HOUSING
MISSON AUSTRALIA
LOCAL MEDICAL CENTRES
LEGAL AID
WOMEN'S LEGAL SERVICE
CENTRELINK | 
DEPARTMENT OF CHILD SAFETY, YOUTH & WOMEN,
DEPT OF HOUSING & PUBLIC WORKS,
DATSIP, DIBP
SILKSTONE & RACEVIEW STATE SCHOOLS
BREMER STATE HIGH SCHOOL & BUNDAMBA SECONDARY COLLEGE
KALEIDOSCOPE KIDS CHILD CARE
IMMIGRANT WOMEN'S SUPPORT SERVICE
REFUGEE AND IMMIGRATION LEGAL SERVICES | 
IRASI
MENTAL HEALTH SUPPORT SERVICES
FLORESCO CENTRE
POPPY CENTRE
STARHS PROGRAM
MERCY FAMILY SERVICES
REGIONAL DOMESTIC VIOLENCE SERVICES
RENT CONNECT
KOONGOORA, WINDANA, CHISOLM, MCLEOD & WIDER REFUGEE SECTOR |
|---|--|---|

CLIENT FEEDBACK

“ PLEASE DESCRIBE YOUR EXPERIENCE WITH WCSSI

“

Thank you so much for everything you've done for my kids and I from the bottom of our hearts. God Bless you all my prayers goes out to you and every woman out there, Again, thank you for making us welcome and very homely. I wished we didn't have to go. We were getting really comfortable. Keep up the great work.

“

I have had a great experience with WCSSI. The support and help from everyone here has been phenomenal. We are very sad to be leavng.

“

My experience with WCSSI is a loving generous people and a supportive people and they are very coooperative people, and a hard working people.

“

Great. Extremely helpful and caring. The women helped me out more than I could ask for. Thank you.

My experiance here gave me my confidence back I felt so loved. The team here gave me my permission back to be myself and to give this world another go, a good one too. They are such comitted and hard working gorgeous Women & I love and thank you all.

“

I have had a good experience where I built up my confidence about myself in any decision I make. WCSSI help me to bring back hope and give me a strength to live another life and start a new life again.

“

“

The experiance I've had with WCSSI has been more than anything I could ask for. From the day I moved in until today the staff and other tenants have been lovely during our stay. We are more then happy with everything.

“

Enjoyed working with the service. The horse course was the highlight of the support as I learnt from them.

“

Overall I have had a very positive experiance. Theresa has been very helpful with advocating and supporting me with housing, DV and mental health. Out of all the services I have worked with this year, WCSSI has been the most helpful.

“

You made my life just a bit easier to handle. A big thank you.

“

So supportive they have been the family I felt we didnt have.

“

Really loved being here, will miss everyone, they are like Mum's and look after you.



FUNDED BY

Queensland
Government

