

Annual General

Report 23/24

*Women's Crisis
Support Service Inc.*





Educate
Advocate
Empower

Acknowledgement to Country

We acknowledge and pay respects to all First Nations People across Australia, who are the custodians of the land and of the oldest continuous living culture on Earth.

We honour First Nations Peoples' ongoing connection to sea, waterways, and Country. We pay respects to Elders past and present, and to the children who are their leaders of tomorrow. We also acknowledge the leadership role First Nations People have played in addressing Domestic and Family Violence in our communities.

www.wcssi.org.au

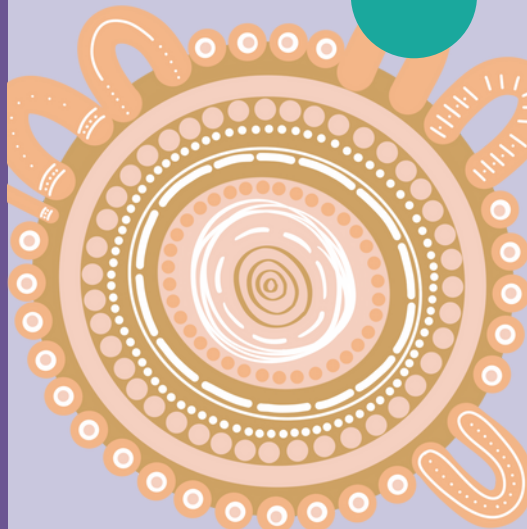


Be You
Everyday

Women's Crisis Support Service Inc works with women who have experienced Domestic and Family Violence. We can visit you in your own home or meet you in the community.

We offer a range of groups to help support your recovery and empower you to transform your life. We also offer safe emergency accommodation to women escaping domestic violence which is accessed through DV Connect on 1800 811 811.

#loveyourself



The Mobile Support team delivers community-based Domestic and family Violence support to women in the Ipswich region.

- We offer case-managed services including Safety Planning and Risk Assessment
- Advocacy and Referral options
- Assistance with DV based tenancy issues
- D&FV Education
- Health and Well-being groups
- Assistance with Domestic Violence Orders

#notnownotever

Women's Crisis Support Service Inc.

Women's Crisis Support Service Inc. Management Committee welcomes you

A message from

The President

On behalf of the Women's Crisis Support Service Inc Management Committee, I am delighted to present our Annual Report for 2023 - 2024. Our focus continues to centre on delivering strong governance and providing strategic guidance to ensure the responsiveness and sustainability of the organisation.

This past year WCSSI delivered on its promises made in last year's report:

- Completion of the scheduled Human Service Quality Framework maintenance audit and we are happy to report no non-conformities were identified.
- Review of mobile support program referral processes introducing measures to ensure clients are responded to in a timely manner when services are in high demand. All referred mobile support clients were contacted within 24 hours of receiving a third-party referral.
- WCSSI continued to strengthen collaborative opportunities with like-minded organisations achieving better client outcomes. Partnerships and collaborative practises have enabled WCSSI to maintain an average length of stay (TSAP) to under 16 weeks and delivery of DFV mobile support services at full capacity all year round.
- Increase promotion of WCSSI programs externally, raising our profile and positioning the organisation as the leading local provider of housing, Domestic and Family Violence and Women's Support Services. WCSSI participated in many community events including Crossroads in the Park, Care Coordination Team, Local Level Alliance and Combined Women's Refuge Group.
- Delivery of the 'Connecting Women' Program (at The Pink Door) to the wider community, fostering the physical and mental health and wellbeing of women. WCSSI seen an increase in referral to the program including increased attendance at workshops, drop ins and women groups.



We secured **four grants** this year, Gambling Community Benefit Grant, Shephard Family Foundation Grant administered by Australian Community Foundation, QLD Gives and a DFV Brokerage Grant. The grants enabled the organisation to invest in a new vehicle, provided training opportunities for staff, delivery of wellbeing workshops for women and emergency financial relief.

I extend my personal thanks to the members of the Committee, Di, Sophie, Cathy, Kellie and Hilda. Quality governance is only possible with the knowledge, skills, and life experience of each individual member, thank you for so generously sharing yours with WCSSI.

The staff are to be commended in their ability to continue to provide a caring and quality service to women and children in need. They have done this whilst adapting to an increasing workload, and varied obligations.

As we look towards the next twelve months, we remain committed to our vision. We will continue to innovate, collaborate, and adapt to the evolving needs of women in our community. The organisation is in a strong financial position. Our donations income and grants have all increased quite a lot in the last six months. The national conversation that is focusing on women's safety and our experience of domestic violence has been instrumental in this progress. As an organisation we have really focused on being a part of this conversation and keeping the narrative on track.

Tracey Amos

President

The Pink Door
CONNECTING WOMEN

THE SHARK CAGE

Human Rights Training for women

The Shark Cage is an eight week course and aims to decrease women's vulnerability to abuse by increasing awareness of their basic human rights and teaching them how to enforce these rights using simple strategies that can be used in any situation.

The program is based around a metaphor that the world is an ocean and has lots of diverse sea creatures in it. Most fish in the sea are friendly and respectful, and there are also sharks in the ocean who choose to hurt friendly fish. We will support you to renovate your shark cage to help keep those sharks at bay!

The Shark Cage will help women:

- Set and maintain boundaries
- Understand healthy relationships
- Develop skills to communicate assertively
- Learn self-care skills and be kinder to themselves
- Increase connections to their feelings and sense of self-worth
- Decrease any feelings of self blame
- Create an awareness of the impacts of abuse
- Gain the ability to recognise an untrustworthy person
- Meet new people in their community

WCSSI

Looking Deeper



Last year we identified our target areas that we will focus on in the 2023/24 year and we have worked toward creating change in these key areas to support our strategic opportunities in the following year and into the future.

Client Response Times

WCCSSI operates under the DJAG Investment Specifications and accompanying Service Agreements which outlines expectations of service delivery. Our goal is to contact referred clients within one business day, and for shelter vacancies to be filled immediately ensuring continuity of service delivery and the best outcomes for women and their children.

Networking & Peer Support

We will continue to collaborate with other community organisations and departments to maintain the relationships we have with local services supporting our holistic approach to client care and our commitment to reputation preservation.

Stakeholders

Our team recognises and understands the importance of clear and consistent communication with all stakeholders in client service delivery, organisational governance and employee participation. We actively work together to ensure all stakeholders have timely and accurate information.

Community Presence

The Pink Door will be the primary focus on building our community presence in the coming year and will be the contact point for women in the community who are not active clients of WCCSSI. Our team is committed to attending and participating local community activities to cement our place with the public to alleviate social isolation, and offer services to build capacity and skills.

Social Connections

WCCSSI is providing opportunities for all women to connect with other organisations and local women to target improved quality of life, learn new skills, and develop social and life skills. We offer social outings, structured and informal groups, sharing of meals and stories and making friends.

Human Services Quality Framework

We successfully completed the HSQF Maintenance audit this year, and the auditor provided the team with different learning opportunities through her view of the organisation and our shared interpretation of the framework. The process has strengthened our governance and streamlined many service delivery processes.

Manager's Report

I am honoured to present the annual Service report, reflecting on the achievements, challenges, and progress made by Women's Crisis Support Service Inc. over the past year. It is with great pride that I share the impact we have collectively made in empowering, supporting and housing women in our community.

At WCSSI, we acknowledge each woman's journey as their own and we only guide support in what they want to see happen in their lives. We offer choice and work in a collaborative way to bring the best outcomes for them. We provide equity and equality in our service modelling, and we make sure we tailor the program around the women who come to the service, we are not a one size fits all.

All programs service delivery exceeded the expected outputs of our funding body. The support has not been without its challenges, an ever-increasing demand for our mobile support and temporary support accommodation programs has put some enormous pressure on the organisation as has the ever-changing complex needs of our client target groups. Additionally, the service provided additional support service at The Pink Door facilitating workshops and group work.



- The service continued to receive the additional enhancement funds and received a brokerage grant provided from the QLD State Government. The funds have been invaluable as we continued to support clients experiencing financial hardship through the housing crisis.

The Management Committee underwent some changes to its members but otherwise remained constant. Their support and consistent contribution to the organisation was unwavering throughout the year. I thank them very much for their continued dedication to the service and support to myself.

The WCSSI team attend the annual Remembrance and Candle Lighting Ceremony in Tulmer Place.



I would like to extend my gratitude to all the staff members who have made significant contributions to WCSSI throughout the year. Their dedication, hard work, and unwavering commitment have played a pivotal role in the success and growth of the organisation. Your tireless efforts in supporting and empowering women in various capacities have not gone unnoticed. Your contributions do make a lasting impact on the lives of countless women. Thank you all for playing your part in the team and for continuing to strive towards our mission. This year we farewelled long time employees Makaita and Christine, wishing them all the very best in their future endeavours. We welcomed Jemma back to the team.

Our many funders, volunteers and financial supporters have all made a significant impact and without every one of them WCSSI would not have functioned as well as it did throughout the year. Thank you.

I would like to take the time to honour the experiences of the victims-survivors WCSSI has supported throughout the year. No woman, child or person should ever have to endure domestic and family violence in any form. We acknowledge their bravery and strength it takes to strive for a safer and brighter future.

Thank you all for your continued support of Women's Crisis Support Service Inc.

Cathy Johns

Manager



Temporary Supported Accommodation Program

In the last twelve months, more than forty percent of families seeking emergency accommodation expressed they were not of Australian heritage. Supporting culturally and linguistically diverse women experiencing domestic violence presents significant complexities due to intersecting cultural, linguistic, and systemic barriers. Cultural norms around gender roles, family structures, and honour may influence how domestic violence is perceived and whether it is reported. Language barriers can impede clear communication, making it difficult for victims to access support services or convey the severity of their situation.

Additionally, individuals may fear stigmatisation within their communities or face distrust of authorities due to previous negative experiences, migration trauma, or legal uncertainties. These challenges necessitate culturally sensitive practices that prioritise trust-building, confidentiality, and an understanding of the client's unique cultural context while ensuring safety. In collaboration with other services, the TSAP team have supported five women to obtain appropriate visas.

Positive

Housing Outcomes

- 1 supported accommodation
- 4 social housing properties
- 7 entered private rental through AHI
- 4 secured private rentals
- 2 joined long-term transitional model
- 1 supported return to New Zealand

Professional

Development

- Victim Assist QLD
- Intimate Partner homicide
- Staying in a Tenancy
- The Power of Understanding Patterns of Coercive Control
- An Introduction to Human Rights
- Location, Location, Location
- Keeping Women Safe in a Digital World
- Learning Exchange – Homelessness Services and Private Rentals
- Understanding Stalkerware
- Wesnet Core Training

Financial

DV Assistance

- 20 women access Escaping Violence Payment
- 9 Red Cross Applications
- 17 Victim Assist Applications
- 39 access Emergency Relief Food cards
- 9 obtained Centrelink payments

Community

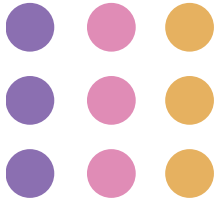
Events & Network

- Crossroads in the Park
- DV Remembrance Day March and Candle lighting Ceremony
- Drug Arm Grand Opening
- Head to Health Information session
- Ipswich Service Integration Group
- CWRG Peer Support Meetings
- Ipswich Housing & Service Integration



SIMTARS

The team at SIMTARS provide the most wonderful gift baskets to our clients on every special occasion. These are always packed with quality self-care items to pamper themselves.



Partnering

in the Community



Bringing Up Great Kids is an evidence-based program focused around building positive and nurturing relationships with your children.



WCSSI and Gailes Community House partnered this year to deliver the program and we have lots of exciting joint adventures in the coming year.

Bringing Up Great Kids



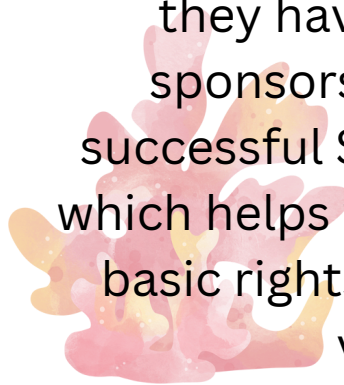
SLEEP SAFE

Sheridan SleepSafe programs provides linen and towels to homelessness services to help support the basic human right of a 'safe place to sleep.'

The SleepSafe donations save WCSSI around \$5,000 per year which enables us to direct those funds to other resources for our clients.



WCSSI partnership with Rotary grows stronger each year and they have continued the sponsorship of the wildly successful Shark Cage program which helps women enforce their basic rights and recover from violence.



the **SharkCage**®

Kenmore
Rotary



Human Services

Quality Framework

The review process for our maintenance audit begins with a pre-assessment to help the auditor understand our organisation, and how we are working toward meeting the HSQF requirements.

Documents and evidence includes a combination of:

- Operational policies, procedures and guidelines for service delivery and human resource management
- Strategic policies and plans
- Governance and committee plans and minutes
- Risk management
- The organisational structure
- Compliance with service agreements and legislation, regulations, local laws and departmental obligations

All Department of Justice and Attorney General Office for Women funded programs are subject to audit scrutiny and both staff and clients are interviewed during the process. This provides a more thorough understanding of how our services are delivered and provides opportunity for all parties to actively contribute to the continued success of our the organisation and securing funding into the future.



Our Accomplishments

We actively track client demographic data to gain a better understanding of who seeks our support. This helps us make decisions to improve the outcomes of all women who access our programs.

Shelter

Client
ENGAGEMENT

95

Outreach

Client
ENGAGEMENT

299

Bed
NIGHTS

8,261

Brokerage
ASSISTANCE

32%

Counselling
SERVICES

13

Immigration
SUPPORT

13

Cultural
HERITAGE

27%

First Nation
ENGAGEMENT

13%

Financial Statement

Statement of Financial Position 30 June 2024

Income \$1,112,752

● DJAG Funding (Incl. Enhancement)	\$994,640
● Rent & Outgoings	\$81,097
● Other (Incl. Interest)	\$20,054
● Donations	\$16,961

Expenses \$1,067,127

● Wages and Superannuation	\$764,808
● Insurance & Audit Fees	\$30,421
● Operational Expenses (Incl. Maintenance)	\$178,187
● Client Support Services	\$93,711

Assets \$732,853

● Property, Plant & Equipment	\$278,257
● Cash & Cash Equivalents	\$427,123
● Other Current Assets	\$430
● Non-current Assets	\$27,043

Liabilities \$227,946

● Trade & Other Payables	\$92,357
● Provisions	\$1,009
● Lease Liabilities	\$13,060
● Non-current Liabilities	\$14,069

Treasurer's *Financial Report*

The Financial Audited Report has been prepared by Mr Neil Harding of Carbon Ipswich. We are pleased to announce that WCSSI has complied with all their financial and performance reporting obligations with respect to all funding received and all services were delivered according to contractual obligations.

WCSSI will be able to meet its financial obligations in coming financial year and the full Audited Financial Report is available at the Annual General Meeting. This report is also submitted to the relevant funding bodies and the Australian Charities and Non-profits Commission.

Charities that are reporting entities and prepare General Purpose Financial Statements must report key management personnel remuneration in their financial reports in accordance with Australian Accounting Standards AASB 124, this equates to \$117,393.94. We look forward to the continued financial success of the organisation.



OzHarvest delivers fresh produce to our clients who may not otherwise be able to access fresh food weekly



Affordable Housing Initiative



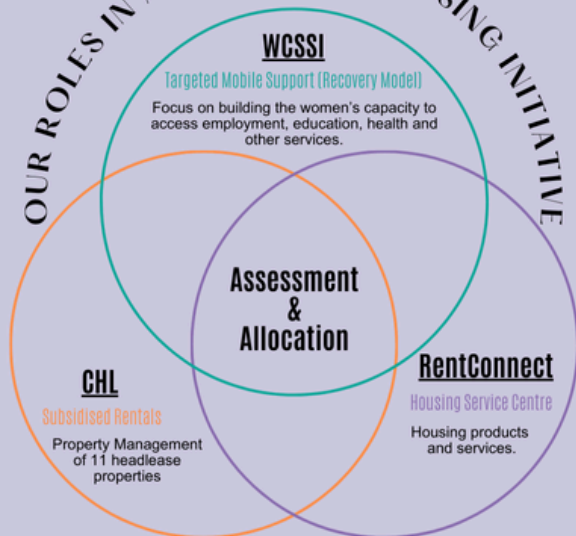
In conjunction with Community Housing Limited and Rent Connect, WCSSI delivered the Affordable Housing Initiative. The program offers a longer-term housing option for women transitioning from the Temporary Supported Accommodation Program. As house and rental prices continue to increase, initiatives like this are having a positive impact on the lives of many women who find themselves in a first-time situation with homelessness.

This year, the three organisations developed an initiation plan, streamlining the program to ensure the AHI program was implemented, maintained and reviewed in the most appropriate manner and according to each provider's service agreement.

Outcomes

- Supported twelve families in the past year
- Seven successfully secured long-term housing solutions
- Five maintained or commenced employment
- Four remain in program from previous year
- One unsuccessful tenancy

OUR ROLES IN AFFORDABLE HOUSING INITIATIVE



WWW.WCSSI.ORG.AU



A client stated "The AHI program has met beyond my support expectations by giving me weekly support visits in the home."

Acts of Kindness

By completing random acts of kindness you will instantly boost your self-esteem and confidence.

Let someone
ahead of you
in a line

Hold a door
open for
someone

Smile or give a
wave to a
stranger

Give a
compliment to
someone

Help someone
before they
ask

Bake
something for
someone

Donate to a
charity

Lend a book to
a friend

Prepare a meal
for a family

Donators

Ladies Lounge Group

- June Rice
- Rita and the Springs
- Ladies Lounge Group
- Oz Harvest
- Ross - Zephyr Education
- Sam - Centrelink
- Donna Cavanagh & Owen Smith
- Annette Spillsbury - St David's Parish
- Wesnet - Safe Connections Program



Mark and Donna Bramwell • Anne Martin –Gretta Joy Gift •
•Dr Alison Scandrett •Pauline Freed •Watson and Christine
Young •Martin Grabert •David Kearney & Mary Kearney
•Rhiannon Hetherington

•Masonic Queensland Lodge #2 •Hand Heart Pocket
•Sheridan •Australian Communities Foundation •The
Shepherd Family Foundation ••Challenge DV •Rotary Club
Kenmore •Rotary Club Karana/Bellbowrie •SIMTARS
•Zephyr Education •RizeUp •Friends with Dignity •Walker
Pender Group •RSL Ipswich Sub-Branch •Pro Drive Driving
School •Country Quilt Co & Sew n' Sews •

RQW Art



We Acknowledge

DJAG Office for Women and
Violence Prevention - Dept of
Housing & RentConnect
- Services Australia
Gambling Community Benefit Fund



Women's Advocate & Support Program



We are pleased to report significant advancements within the Mobile Support Team this year, particularly in our capacity to provide Domestic and Family Violence case management services to women in the Ipswich community.

Key Developments:

Increased Capacity: Our team has successfully expanded its capacity, enabling us to assist a greater number of women seeking DFV Case Management.

Strategic Collaboration: Through our partnership with DVAC, we have been able to accept referrals from their waitlist, specifically those from the Queensland Police Service (QPS). This collaboration has not only reduced DVAC's waitlist but also allowed us to provide immediate assistance to women in crisis.

Diverse Demographics: We have observed an increase in the diversity of women we support, particularly among senior and culturally and linguistically diverse (CALD) populations.

Referral Growth and Immediate Support: There has been a significant increase in referrals, and we take pride in maintaining a policy of no waitlist, which allows us to offer timely support to all individuals in need.

Referral Sources: We will soon have the capacity to receive Mobile Support referrals through QHIP via DV Connect, further enhancing our outreach and support capabilities.

Conclusion: The Mobile Support Team continues to evolve and expand, ensuring that we meet the needs of vulnerable women in our community effectively and promptly.



Thank you for kind, caring, thoughtful and insightful interactions.

everyone did a amazing job with helping me through tough times

Just having assistance with commencing where to start with moving forward within my community/ where to find future activities or services has been very helpful and greatly appreciated. It's helped give confidence to approach services.

Everyone is so helpful, it would be really traumatic for me to come out from this situation, if these ladies were not there ..i am asking help from God.. God send these angels👼..Thank you everyone

Client Feedback

I felt our case worker went way and beyond giving us support and helping us in areas to make us feel safe and was there to talk to when I needed her. Thank you.

I know I would not have been able to do any of the things I achieved without your help and I am so appreciative to have had the opportunity to work with you

**I AM STRONG AND I CAN
OVERCOME CHALLENGES**

Long term housing has helped me and my family with the recovery of the past domestic violence helping us start a new life.

"It was the most safest place I have been to so far. All staff was wonderful & kind."

So comfortable and offered a safe space. The resources available to me that were recommended I had no idea about and they just handled it all for me while I continued to try and navigate through a difficult situation. I am so grateful for their help. I very like what they are helping me.

**Thank you for
listening and being
there for me**

A Great Year

The annual Children's Christmas Party is always a great day. We enjoy face painting, activities, water play and a shared lunch.



The Gambling Community Benefit Fund is Queensland's largest one-off grants program and we were the recipient of a grant to replace our bus.

It was wonderful to be able to Pay-it-forward in the community this year. We were lucky enough to have excess hampers from our very generous donations so we shared them with a local space to provide meals to little ones.





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