



2021-2022

Annual Report

Acknowledgement of Country



South West Refuge Inc acknowledges the Wardandi people of the Noongar nation the traditional custodians of the land on which we work and we pay our respect to the Elders past and present. We acknowledge and respect their connections to land, sea and the community.

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About Us:

South West Refuge Inc has been supporting women and children who have or who are experiencing family and domestic violence for over 30 years with advocacy, information, crisis accommodation and other practical support to remain safe from further harm and homelessness. Our services are delivered across the South West region and include:

- advice & referrals
- emergency relief
- short term crisis accommodation
- transitional accommodation
- specialised advocacy & support
- outreach services, including: financial counselling, Safe at Home, and Mobile Outreach

Our Vision

That women and children are safe from domestic and family violence, and empowered to fulfil their potential within the community.

Our Mission

To provide effective local responses to domestic and family violence.

Our Values

Safety

Prioritising the safety of our clients & workforce within our community.

Empowerment

Influencing self resilience, confidence, and accountability for self direction.

Respect

Giving due regard for others' feelings, wishes, or rights.

Equality

Valuing diversity & preserving equality in status, rights, or opportunity.

Nurturing

Providing practical and emotional support and care to inspire hope for the future.

Excellence

Adapting our practiced, skills, knowledge and commitment to meet recognised industry and regulatory requirements.

Our Board

Chair - Mrs Marg Garrett

Deputy Chair - Mrs Nicole Frayne

Secretary - Dr Alex Hugman

Treasurer - Mrs Carina Roney

Director - Dr Amanda Sabel

Director - Ms Nerida Pickup

Director - Dr Alex Hugman

Director - Kate Ausden (Oct 2020 - May 2020)

Director - James Runka

The Board's Role

The Board of South West Refuge Inc fulfil their legal, ethical and functional responsibilities through policy development, maintaining a diverse skill mix of Board Members, training and development and self evaluation of the Board Member performance.

The Board



Mrs Marg Garrett

BOARD CHAIRPERSON

Board Member since 2011

Margaret (Marg) has been a trusted Board member since 2011, offering her community skills in leadership, governance, education, learning and development, human services, and management.

Her roles in teaching, support services, behaviour management, counselling and protective training have made her the ideal Chairperson for the South West Refuge. Marg is constantly giving back to her community, through the Rotary Club of Bunbury, the Uniting Church, Lifeline and the Whyalla Aboriginal Reconciliation Network.

As well as her wealth of experience in human behaviour roles, Marg has also completed a Grad Diploma in Educational Counselling, a Diploma of Teaching (Secondary), and a Cert IV Workplace Training and Assessment qualification.



Dr Alexandra Hugman

BOARD DIRECTOR

Board Member since 2020

Alexandra joined the Board of Directors in May 2020, after being a Board Member of NSW Uniting Church Board of Education, the Bunbury Waratah Board, and the Secretary Member of the Roseville Uniting Church.

Alexandra (Alex) has also used her skills in ESL to educate teams for Relationships Australia and Chatswood Multicultural Centre.

We're very fortunate that Alex made the move to Western Australia - she previously worked in the Eastern states, both as an Accessibility Coach at Macquarie University, and a Director of UniServe Science at Sydney University. She also worked as Assistant Principal at Armadale Christian College.

Alex's qualifications include being a Doctor of Science Education, an MSc in Education Management, NVQ in Training Trainers, and a Cert IV in ESL Education.



Mrs Carina Roney

BOARD TREASURER

Board Member since 2019

Carina brings with her 30 years worth of knowledge in tax law, accounting and finance, and has been a member of CAANZ for over 20 years. She is a Chartered Accountant, and carries a Bachelor of Commerce degree and a Masters in Applied Finance.

As if that isn't impressive enough, Carina is currently employed by Virgin Airlines, focussing on financing and leasing of the aircrafts. Her previous experience working in senior management at QANTAS, combined with her legal learnings has lead to her mastering contract review, negotiation, research, financial risk assessment, government submissions and advisory functions.

Carina has been on the Board of St. Brigid's School, Collie, and has been the Vice Chair of Management Committee for Collie Early Education Inc. When residing in Sydney, she volunteered for St Vincent de Paul, offering services in bookkeeping and home visit assistance, and was also on the Management Committee for the SVDP 'Youthreach' Initiative.



Ms Nerida Pickup

BOARD DIRECTOR

Board Member since 2015

Nerida has been offering her skills and experience to the South West Refuge for five years, being on both the Board, and the Finance Sub-Committee.

With over 31 years in finance and business banking, Nerida is the perfect fit for the Refuge's financial management and reporting systems and plans.

Nerida is also constantly giving value back to her community, be it through community fundraising, volunteering for Riding for the Disabled, or running Governance Workshops.

The Board

The Board



Dr Amanda Sabel

BOARD DIRECTOR

Board Member since 2019

Amanda boasts 20 years of medical experience, bringing invaluable knowledge and skills to the women at the South West Refuge. Amanda's qualifications include General Practitioner-Obstetrician, MBBS, FRACGP, DRANZCOG, completing Advanced Mental Health Training, and having been a GP Trainer and an Advanced Life Support Instructor.

Her studies and work have taken her from Australia to the UK, South Africa and Malaysia, where she worked as a medical officer for a marine conservation project. As well as that, Dr Sabel also volunteered four months of her time in a Romanian orphanage.



Mrs Nicole Frayne

BOARD DEPUTY CHAIRPERSON

Board Member since 2019

Nicole is a health professional with a Bachelor of Pharmacy, and also an accreditation with the Australian Association of Consultant Pharmacy. Nicole is also a credentialed Diabetes Educator, having worked as a Diabetes Management Specialist and a consultant Pharmacist.

Her experience also includes being on the Australian Institute of Company Directors and completing the Not for Profit Governance Training. Nicole's role as the Vice President of the Australian Diabetes Educator Association put her in great stead for the Deputy Chairperson at the South West Refuge.



James Runka

BOARD DIRECTOR

Board Member since 2021

James joined the Board in 2021 and is also an active member of the Fundraising Events Committee. As a strong advocate for South West Refuge, James is continually seeking opportunities to raise awareness of family and domestic violence locally and attract fundraising for the organization.

James has had an extensive career in operating family and community services in his hometown of Jasper, Canada and his experience working in roles in education and employment in Perth have provided him with extensive experience and skills across Advocacy, Counselling, Human Service management and leadership.

The Board



The Finance Committee

The Finance committee is a subcommittee with finance and financial risk expertise who review the financial reporting, financial transparency and budget accountability including the audit and all asset and financial planning activities related to our service.

The Risk Committee

The Risk committee assists the Board to exercise due care and diligence in its governance role who assess the risk context(s) of the organisation across its services and ensure the effectiveness of the risk management framework.

The Fundraising Events Committee

South West Refuge Inc (“SWR”) has established a Fundraising Events Committee to assist the Board in fulfilling its responsibilities in relation to financial viability of the organization and maintenance of its positive public image.

Chairperson's Report 2022



Mrs Marg Garrett

BOARD CHAIRPERSON

Board Member since 2011

A successful organization in this modern world must be flexible.

SW Refuge Inc has shown this in the past year through the work of the Board and in the organizational and day-to-day functioning of the programs. For the Board, that flexibility has included having remote access to meetings through Zoom and allowing members to access meetings but remain isolated when needing to do this. The re-location of our outreach services has allowed appropriate plans to be realized to keep staff and clients safe during COVID outbreaks while also building relationships with other agencies. CEO Ali White's emphasis on up-skilling and staff support will continue to build skills and job satisfaction for our staff. Our staff continue to provide top-quality service for our clients and we are grateful for their work. I am pleased to continue to work with Ali White as CEO as she brings her considerable skills so capably to the management of our services.

We have established a Fund-Raising Sub-Committee of the Board which is actively planning a wide variety of events over the next 12 months.

This fundraising sits alongside the Corporate Giving program that Ali White has capably managed. We are grateful to have been chosen as one of the charities of Synergy Spirit for the last 12 months. This has brought regular financial and other donations. Despite being unable to receive physical donations for a number of months, we have continued to be blessed by so many individuals and companies through significant donations and the provision of services to women and children involved with SW Refuge. We could not continue to meet the many needs of our clients without this support which sits alongside the funding we receive from Child Protection and the Commonwealth. For the first time in years, we have an ongoing Government funding commitment for the next 5 years!

In November each year a community march and gathering to raise awareness about Family and Domestic Violence on White Ribbon Day is growing in community support. SW Refuge Inc continues to take a leading role in the organization of this day.

I would like to pay tribute to each of the Board members. We were joined by James Runka at the AGM in 2021. His contribution as well to the Fund-raising Sub-Committee is appreciated. I am very thankful for the skills and knowledge that Carina Roney, as Treasurer, and Nerida Pickup bring to the Finance Sub-Committee. Nicole Frayne's attention to detail is appreciated as is her role as Vice Chairperson. Dr Alex Hugman's willingness to take on the role of Board Secretary has been warmly welcomed. The knowledge and insight that Dr Amanda Sabel brings to the Board have proved useful many times. We were saddened to receive the resignation of Kate Ausden during the year when she moved from Bunbury to Perth. Each of these Board members plays an invaluable role in the governance of SW Refuge Inc. Thank you all.

Mrs Marg Garrett

BOARD CHAIRPERSON

CEO Report



Ms Alison White

CEO

Non-Director Role

COVID 19 once again interrupted our lives with the lifting of the state border in March however we were well prepared to meet the challenges in infections, having had time to learn from our interstate neighbours.

Unfortunately, the numbers of women and children in flight from family and domestic violence seeking accommodation or services from South West Refuge increased by nearly 30% this year and 340 women and children had to be turned away due to the refuge having no accommodation available.

Similarly in the Outreach Team, the Safe at Home program supported a whopping 243 clients which is 143 over their annual funded limit. We were therefore delighted to hear that this program now receives additional funding in response to the demand.

Whilst the mobile outreach initiative was a time limited contract which supported 93 women and children in the community. At the time of writing this Annual Report I had received fabulous news that it will be continued for a further twelve months. This reinvestment is critical in the south west and we thank our funders for their continued support of our service.

Our additional good news this year was to receive a \$37,000 Lotterywest grant which will be used to support the many women and children who receive services from South West Refuge to be provided with the basic essentials of food, clothing, toiletries and medical assistance.

The local community of donors comprising of individual, groups and businesses vested South West Refuge with \$69,856 in monetary donations as well as personal items, food, furniture and vouchers. Your generosity is overwhelming and appreciated and we could not do the work we do without your continued support.

I want to thank the staff of South West Refuge for their resilience, continued commitment to delivering a high standard of service to our clients and their enduring compassion and good humour despite working in a very challenging environment.

As we close on another incredible year, I offer my heartfelt thanks to the Chairperson Marg Garrett who is always on standby when I need advice, reflection or another perspective and the Board who continue to offer their expertise and time voluntarily so South West Refuge can deliver on its Vision to ensure that women and children are safe from domestic and family violence, and empowered to fulfil their potential within the community.

Ms Ali White

CEO

Our Year: Strategic Plan Progress Report: 2018–2023

Strategic Asset Improvement Stages 1-4 Rating: Exceeded

As our major refurbishment was completed in 2021, we identified additional items to improve the building and equipment. We installed a commercial dishwasher in the kitchen, finished decorating the internal courtyard, installed split system room heating in each of the refuge rooms, added additional outdoor clotheslines and a new outdoor playgym for the children.

Safety and Staff Wellbeing Rating: On Target

Our staff wellbeing activities were met with a 100% attendance at Clinical Supervision and we added immediate family members to our Employee Assistance Program.

Our staff survey of the 2021/22 year achieved an 80% response rate with an overall satisfaction rate of 74.26% which was 3.5% higher than in 2020.

No workers Compensation or Lost Time Injury over the 2018-2022 period.

Business Structure Review: Exceeded

Our service delivery framework has exceeded our expectations in responding to our safe house Tenants with a designated resource of the Business Support Officer and Outreach worker. The implementation of the Lead Advocate role in the refuge has provided staff with the opportunity to utilise their skills in leadership and management activities and the functions of accountancy and payroll are more clearly delineated enabling greater efficiency.

Service Outcome Development and Measurement: On Target

Eight staff have now been trained in the Safe & Together model and our policies and procedures.

The response rate of Client survey returns has achieved 68% with an overall satisfaction rating of 73.67%.

100% Contractual compliance achieved in service delivery audit.

Our Year: Strategic Plan Progress Report: 2018–2023

Social Innovation - Hackathon Partnerships:

Our actions in this strategy have included a heightened activity of domestic and family violence awareness through the community with local speaking engagements by the CEO and other staff in the past twelve months.

- Speaking at TAFE, Synergy Spirit, and DV Summit
- Increased profile on social media
- White Ribbon Day - involvement in planning and march
- Expansion of the Corporate Giving program
- DV Outreach Peer and Education Groups
- Radio and other news media activities



Our People

22 Staff and 8 Volunteers

South West Refuge workforce remains at 22 staff consisting of 13 Refuge Advocates, 1 Child Advocate, 2 corporate staff, three Safe at Home Coordinators, one Outreach worker, Financial Counsellor and CEO.

We said goodbye to three staff and the refuge structure introduced a Lead Advocate role with staff enjoying the opportunity to upskill to perform leadership tasks within their role.

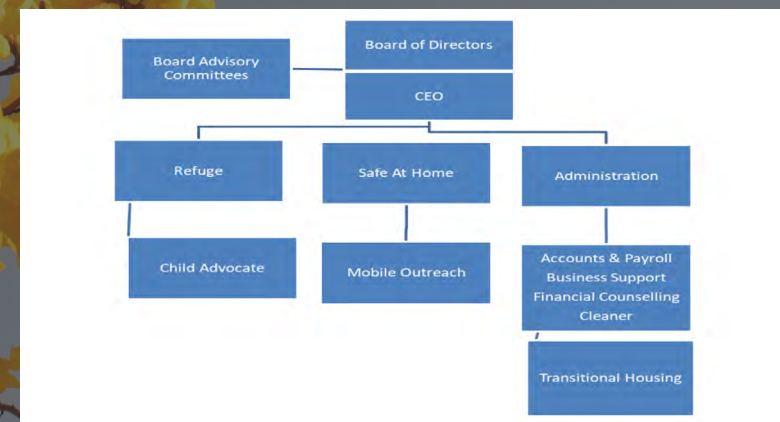
Our turnover last year was 13.63% which was much lower than the previous year and a further three staff achieved a Long Service milestone of greater than 8 years tenure.

Our volunteers include our Board Members who come from diverse industry backgrounds bringing skills and experiences that enable us to develop policy and practice that is inclusive and contemporary.

Professional Development is critical for staff to obtain and maintain skills to perform their role. Throughout the year, Professional Development included the following;

- Safe & Together Training
- DV Network Training
- Trauma & Positive Behaviour Support
- The Trauma Window
- Occupational Health & Safety Representative Course
- Tech Safety - Westnet

Our staff wellbeing activities included 100% attendance of regular Clinical Supervision and access to Employee Assistance for themselves and immediate family as required.

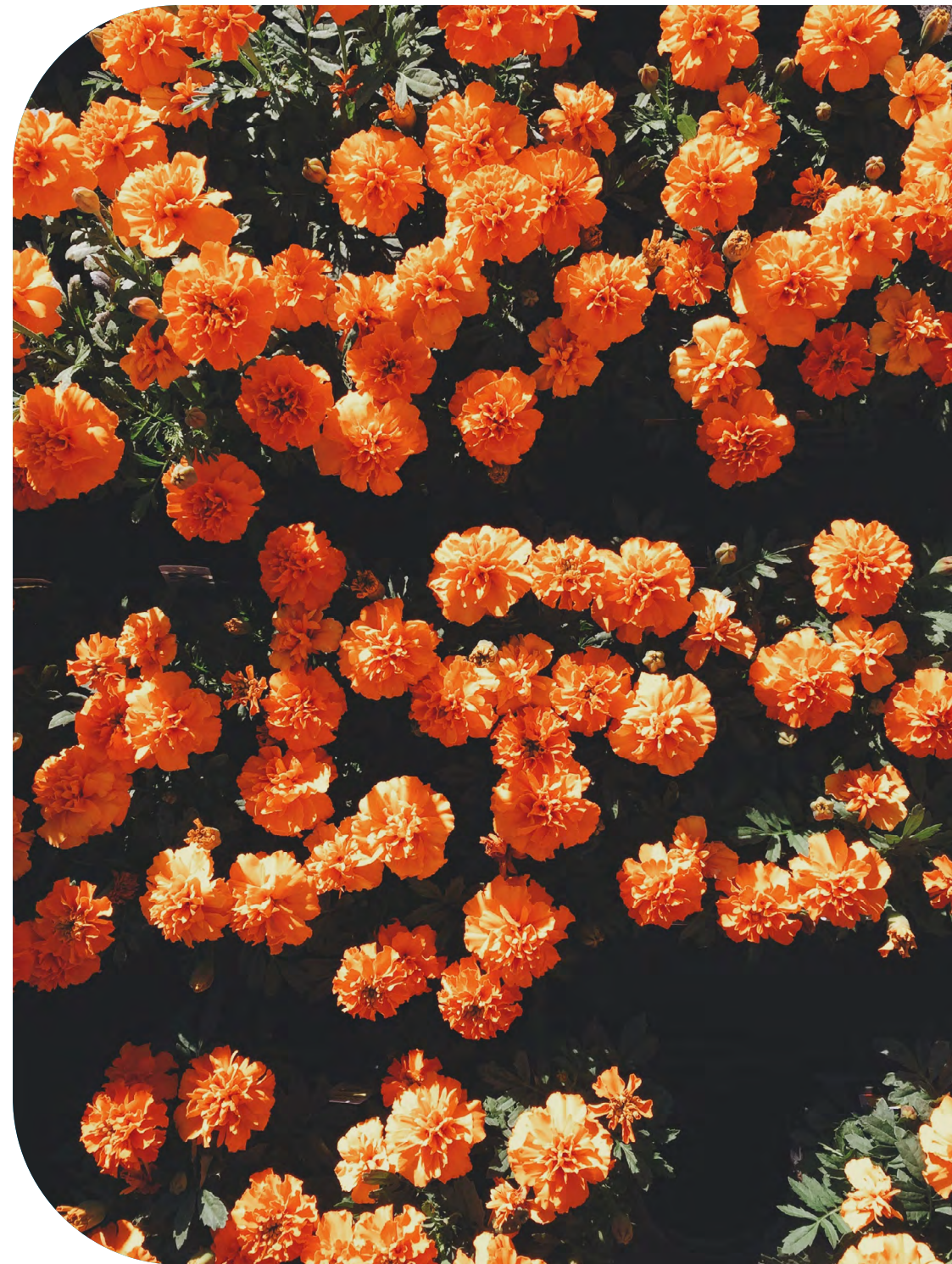


Our Partners

We wish to acknowledge and thank our Funders and Grantors for supporting the ongoing operation of South West Refuge Inc.

Our capacity to meet additional demand during the COVID-19 emergency period and beyond was enhanced through the receipt of funds from the following government agencies and Grantors.

Thank you, your continued support will help us to join with other family and domestic violence services and agencies to meet the strategic objectives of the “Path To Safety” Western Australia’s strategy to reduce family and domestic violence 2020-2030 and the National Plan to Reduce Violence Against Women and Children 2010-2022.





Funding Bodies

- Australian Government: Department of Social Services
- Government of Western Australia: Department for Communities:
 - Child Protection and Family Support
 - Housing
- Lotterywest
 - Emergency Relief

Members

We value our Members who support the purpose, vision and values of our organisation and as Ambassadors of South West Refuge Inc spread the message of awareness, hope and support within our communities.

Community Organisation Partners

We wish to acknowledge our organisational partners who we work with to provide wrap around services for our clients.

- South West Community Legal Centre
- Southern Aboriginal Corporation
- South West Women's Health and Information Service
- Department of Communities - Child Protection
- Waratah Support Centre
- WA Police
- Foodbank
- The Family and Domestic Violence Response Team (FDVRT)
- Anglicare Financial Counselling
- Circle Green Community Legal Centre for Womens Safety & Wellbeing
- St Vincent De Paul
- Good Samaritans
- St Boniface Cathedral
- The Intown Centre
- Doors Wide Open
- Pregnancy Assist
- Pets In Crisis
- South West Aboriginal Medical Service
- Accordwest
- South West Drug and Alcohol Service
- Department of Communities - Housing
- Centrecare
- South West Emergency Care Children (SWECC)

Service Delivery

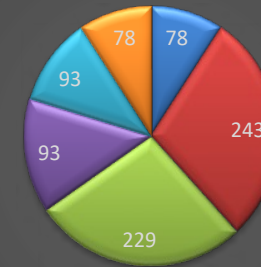
South West Refuge received 1,513 requests for assistance in the 12 months to June 30th, 2022.

On 340 occasions South West Refuge could not offer accommodation to a woman and her children as there was no accommodation available. This number represents just over double from the previous year.

A total of 550 clients were assisted by South West Refuge for assistance in the last 12 months, representing a 29.75% increase from the previous year.

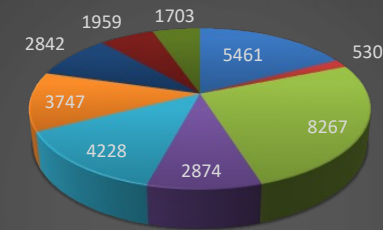
\$31,611 was spent on Emergency Relief to purchase essential items for clients. Emergency Relief is a key support need of our Clients as many arrive with little or no personal belongings or funds to purchase essential items.

Clients



- Safe House
- Safe at Home
- Refuge
- Financial Counselling
- Mobile Outreach
- Child Advocacy

Emergency Relief



- Food/Fuel
- Transport
- Clothing
- Vehicle Repairs
- Court fees or copies of document costs
- Medical
- Fees
- Toiletries
- Infant items

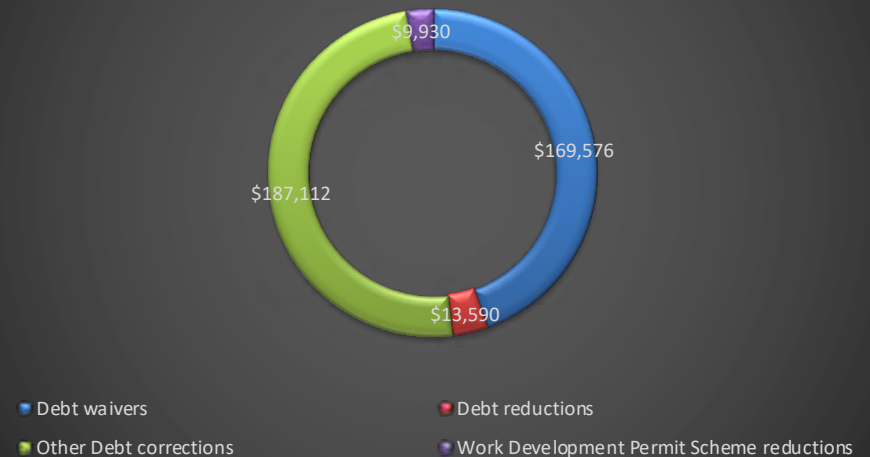
Service Delivery (cont)

Our Financial Counselling service delivered a whopping \$380,208.07 in debt reduction, waivers or debt negotiation with lenders.

Significantly, much of this debt had been accrued due to financial abuse by perpetrators.

The South West Refuge Financial Counselling is a key service for clients who not only benefit from debt reduction but also by ensuring they are receiving all the correct income, learning how to manage expenses on a limited income and even cooking for a family using money smart methods and ingredients.

Financial Counsellor



Organisational Donors

A huge thank-you!

A massive thank you to our donors and sponsors and to all our individual donors who generously contributed time, goods and money to support us in our work over the year.

Bunbury Forum
DREAMBUILDERS Church
Nations Church
Anglican Church of Australia
Bunbury Runners Club
MGIB
Synergy Spirit
Specsavers-Eaton
Don Punch MLA
Specsavers-Bunbury
Southern Lock & Security
Boyanup Anglican Op Shop
Crocs-Bunbury
Simcoa Operations
Dolphin Discovery
Highway Hotel
Paradise Day Spa
Iluka Resources
Maker & Co
MGM Bulk
Spencer Family Medical

Minderoo
Tronox Pigment Bunbury
Newmont Boddington
Apex Radiology
Gravity Dalyellup
Nola Marino MP
Woolworths Plaza - Bunbury
Streetsmart
Zonta Club-Bunbury
Lions Club Eaton
Our Lady of Lourdes
Moshi Moshi
Regis Aged Care
Advanced Auto Solutions
Caf-fez Bunbury
Main Roads Bunbury Department
St Boniface Cathedral
Ride Against Domestic Violence
Buckingham Family Butchers Post
Backstop Foundation
Global Diagnostics

Harmonic IT
One Direction Church
Dardenup Senior Citizens
Rethink Marketing
Donnybrook CWA
Terry White Chemist
Australind Art Club
Commonwealth Bank - Bunbury
Womens Interest Group
Waratah Support Centre
Ingenia Gardens
ARB Corp Ltd
Wespine
Brunswick Red Cross Unit
Donnybrook Football Club
Catholic Education Office
Bunbury Cathedral Grammar
Dardenup Lions Club
Richardson Family Foundation
Southern Cross Austereo

Individual Donors

A huge thank-you!

Thank you to all our individual donors who generously contributed time, goods and money to support us in our work over the year. Your donations directly support the women and children who use our services and we could not help them without your support.

Tracey Jackson
Dayna Garnie
Annette Whitelaw
@ Good2Give donors
K Balhorn
Judy Old
Trish Howe
Rob Namestrik
Judith Chapman
Sandra Limon
James Hayward
Laura Mitchell
Natalie Howe
Dayna Garnie
Amanda Sabel
Rose Voce
Carol Reid
Megan
@ ecmautoelectrical
Simon Arnold
Maryanne Phillips
Mackenzie Quarrill
Kate Plant
Rhonda Woods
Wayne Byron
Dee Williams
Mary Fedele
Janet Travers

DJ Lidster
Nerida Pickup
Linda Campbell
James Tarrant
Dearna Stojansek
Dave G
Kloe Bertolini
Ashlee Bishop
Rochelle Read
Mark Timoney
Emma Jones
Peter Cirillo
Teneale Delo
Louise Bunker
M Scott
K Martella
Donna Gmeiner
Heather Coleman
Paul Osborn
Paula Mathieson
Liam Sciesinski
Geraldine Ross
Jessica Morre
Kirsty Gera
Rhona Dyer
Chris Isard
Robin Lonsdale
Sharron Smith

Elizabeth Capan
Michelle Smallman
Naomi Andrijasevic
Kelly Benjamin
Stephanie Cushen
Melanie Brown
Grace Otto
Clare Stockman
Dario Peagno
Nick Jacob
Peter McKay
Mark Radford
Fiona Meiklem
Mark Timoney
Emma Livesay
Ashley Davidson
Nicole Teh Harris
Ying Han Tan
James & Bernadette
Keliher
Ashless Bishop
David Roper
Toby Muir
Anna Brandsma
Darren Hodkin

Greg Deangelis
Anthony Price
Tim McCauliffe
Aimee Gelmi
Amanda Mills
Annette Byne
Ann Dunstall
Anna Brandsma
Anthony Price
Aoife McGreal
Ashley Bishop
Ashley Davidson
Audrey Sully
Audrey Watson
Bernadette Butler
Bianca Fletcher
Brooke Proctor
Carolyn Haigh
Cassie Fry
Chloe Perhard
Chris Lucas
Corrine Smith
Dana Smith
Dave G
Dot Hanrahan

Dwayne Buswell
Elaine Scholz
Eleanor Yates
Elle Reid
Fiona Hinds
Garry Hatch
Gina Miles
Gwyn Graham
Isabella Harvey
Issy & Emma
@ Milligan House
James Holburn
June Suckling
Joanne Atherton
Justin Obal
Kaye LB
Kiera Balhorn
Kym Peters
Liz & Stephen Foster
Maja & Jerome
Maree Courtney
Mark Monaghan
Mark Lombardo
Mark Norris
Mel Gardiner

Michael Finn
Robyn Sidebottom
Erin Giudici
Naomi Andrijasevich
Noelene Gardener
Rhonda Woods
Rob Murie
Rochelle Read
Roma Butler
Russel & Greg
Cornerson
S McPherson
Sian Tiltman
Simon Arnold
Stephanie Cushen
Suzette Lube
Tahnee Nesbitt
Pauline Kelly
Tia Read
Tyler Darrell
Valerie Rowe
Zetta McCormack
Ying Han Tan

Treasurer's Report 2022



Mrs Carina K Roney

BComm, MAppFin, CA, CNZ

Treasurer

The audited financial statements show that South West Refuge Inc. had a net surplus of \$52,496 for the 2021/22 financial year compared to a surplus of \$178,956 last financial year. The total income this year was \$1,864,260 and the expenses were \$1,811,764 to give the net surplus of \$52,496.

The income this year is \$26,112 less than last year. This decrease is attributable to the accounting recognition of grants. The amount of grants received in advance before the end of the last financial year and brought forward and recognised as income this year is \$63,748 less than the corresponding amount recognised last financial year.

This year's result does, however, also reflect increases in income as a result of increased in Government Funding, increased utilisation of the Refuge's short term safe house rental accommodation and an upswing in donations and fundraising events. We are very appreciative of the continued community support in these economically and socially challenging times.

The expenses this year are \$100,348 more than last year. The comparative increase is largely due to increased salary and wages and other employment related expenses.

The Government funded Main Grant for the Refuge increased by \$32,988 this year. With mandated wage rises and other costs increasing we continue to rely on non Government funding such as grants, donations and fundraising initiatives to maintain our service standards. Continued gratitude goes to all our generous supporters.

The individual Job Profit & Loss Statements for government funded Main Grant and Safe at Home programs are as follows: Main Grant, net deficit of \$248 for 2021/22 (deficit \$20,857 for 2020/21), and Safe at Home program net deficit of \$4,154 for 2021/22 (deficit \$28,113 for 2020/21).

Treasurer's Report (cont)



Mrs Carina K Roney

BComm, MAppFin, CA, CNZ

Treasurer

The individual Job Profit and Loss Statements for the offsite rental accommodation programs are as follows: Housing commission provided Rental Units net deficit of \$97 for 2021/22 (deficit \$18,433 for 2020/21), and owned Backstop Units net surplus of \$9,327 for 2021/22 (net deficit of \$65,993 for 2020/21).

The Balance Sheet as at 30 June 2022 continues to show a sound position with the ability to pay liabilities when they fall due. Our Total Equity as at 30 June 2022 was \$1,420,937. Our liquidity is in a healthy position because Current Assets exceed Current liabilities by \$853,201 and the assets include \$1,027,386 in Cash.

Our main Government funding continues to be from the Department of Communities (Child Protection & Family Support) funded by both the State and Federal Government. This funding has been secured to 30 June 2027.

As per AMD Chartered Accountants Auditor's Report the ongoing operations of the Refuge and ability to continue as a going concern is dependent on the continued receipt of this funding.

This has been my third year as the appointed Treasurer of the board and I would like to thank in particular the CEO Ali, administration support staff and fellow finance committee members, Nerida and Margaret, for your invaluable assistance and continued support. Thank you also to my other fellow board members.

Mrs Carina K Roney

TREASURER