



Harbour

Refuge & Support Services

ANNUAL REPORT
2024-2025

Acknowledgment of Country

In the spirit of reconciliation, Harbour Refuge and Support Services acknowledge the Wardandi people of the Noogar nation who are the traditional custodians of the land on which we work. We pay respect to the Elders past and present. We also recognise that sovereignty of the land was not voluntarily ceded and we acknowledge the Wardandi people's continuing cultural connections to land, sea and community.

Honouring Victim Survivors

We wish to acknowledge the bravery of the survivors of family and domestic violence with whom we have partnered in your journey of escape and recovery. Our resolve to create a future without violence is strengthened by your courage and spirit. We extend our love to those who did not survive and the friends and family members who have lost loved ones to this crime





Contents

About Us

Learn about our
organisation and its
mission

Executive Reports

- Chairperson 's Report
- Treasurer's Report
- CEO Report

Our Service Delivery

- Impact of our work
- Spotlight on Financial
Counselling Program

Our Wonderful Supporters

Recognising those who
make our work possible

About Us

Harbour Refuge and Support Services (also known as South West Refuge Inc) have been providing services to women and children who have or who are experiencing domestic violence for over 30 years.

Our approach is client led, and the team of advocates undertake risk assessments, safety planning, advocacy, referrals, court support and assistance with obtaining family and domestic violence restraining orders. Our services are delivered across the southwest region and include;

- Advice, advocacy, safety planning and referrals
- Emergency relief
- Transitional accommodation
- Specialised advocacy and support
- Outreach services
- Financial Counselling
- All related and incidental services in connection with any of the above.

Vision

A world where all women and children live free from Family & Domestic Violence

Mission

To provide comprehensive support, safety & resources for women & children affected by Family and Domestic Violence. Fostering recovery through empowerment and self determination.





Our Values

Healing from trauma with support of counselling, access to medical and legal advice.

Advocacy for your supports including the provision of emergency relief, access to crisis payments, housing or accommodation.

Resilience to rebuild personal capacity through education and awareness and bolster self-determination.

Belonging through restoring shattered connections after isolation from friendships, family and community.

Optimism for a future without violence and moving forward leveraging on our specialised support.

Upliftment in your self-confidence and building self-care

Responsibility of your life's new journey



Executive Reports

Our Board of Directors



Nerida Pickup
Chairperson



Krystal Laurentsch
Deputy Chair



Carina Roney
Treasurer



Dr Alex Hugman
Secretary



Dr Amanda Sabel
Board Member



Matina Aitken
Board Member



Maria Scott
Board Member



Shae Phillips
Board Member



Craig Durkee
Board Member

005

Sub Committee Members

We kindly thank our board sub committees and work health & safety representatives.

Finance committee

- Carina Roney – Treasurer
- Nerida Pickup
- Ali White

Risk & Quality Committee

- Krystal Lauretsch (Chair)
- Shae Phillips
- Maria Scott
- Ali White

Work Health & Safety Committee

- Maggie Simms
- Briana Clatworthy
- Laura Johnson
- Cheryl Trevena

Fundraising Events Committee

- Marg Garrett (Chair)
- Briana Clatworthy
- Ali White
- Laura Johnson
- Julie Carsen



Chairperson's Report

Following my appointment to the Board in 2015, It has been a privilege to serve as Board Chair since November 2024. The past 12 months have marked a period of significant transformation, growth, and renewed energy across our organisation—and I am incredibly proud of what we have achieved together.

During the year, we farewelled three Board members: Nicole Frayne, Emma Fiegert, and Dr Amanda Sabel. Each contributed meaningfully to our organisation, and we extend our sincere thanks for their dedication and service.

We welcomed five new members: Maria Scott, Krystal Lauretsch, Matina Aitken, Craig Durkee, and Shae Phillips this year. Each brings a wealth of experience, diverse perspectives, and a shared passion for our cause. Their appointments reflect our ongoing commitment to building a dynamic and inclusive Board—one that is well-positioned to govern effectively, engage meaningfully with stakeholders, and support the ongoing implementation of our Strategic Plan.

This year, the Board has actively engaged in reviewing and implementing our Strategic Plan with a clear focus: to elevate our service offerings and expand our impact. A key priority has been the diversification of our asset and income streams, with the ultimate goal of increasing accommodation capacity for women and children escaping family and domestic violence.

I am pleased to report a significant milestone in this regard. We received approval to convert one of our owned assets into additional refuge beds, specifically designed to accommodate larger families and/or those with children living with disabilities. This initiative directly addresses a previously unmet need and represents a tangible step forward in our mission to provide safe, inclusive, and responsive refuge services.





I would also like to take this opportunity to acknowledge Ali and her exceptional team at Harbour. The work they do each day with our clients is nothing short of inspiring. It is challenging, often confronting, and emotionally demanding—but their unwavering commitment, compassion, and professionalism shine through in every interaction. Their dedication to helping clients recover and rebuild from the trauma of family and domestic violence is deeply valued and admired throughout the South West.

As Chairperson, I feel an immense sense of pride to be part of an organisation that is so values-driven and client-focused. To our clients—thank you for placing your trust in us. We see your strength, and we are honoured to walk alongside you on your journey of healing and growth.

Finally, I extend my heartfelt thanks to my fellow Board members—past and present—for your time, energy, and unwavering dedication. And to Ali and her team—thank you for sharing our passion, our commitment, and our vision for delivering the very best support to women and children across the South West.

Nerida Pickup
Chairperson



Treasurer's Report

The audited financial statements show that South West Refuge Inc. ("Harbour") had a small surplus of \$13,771 for the 2024/25 financial year compared to the surplus of \$390,153 last financial year. The total income this year was \$2,582,961 and the expenses were \$2,569,190 to give the net surplus of \$13,771.

The total income this year is \$134,983 less than last year. A large part of this decrease, and the main driver of the substantial surplus position last year, relates to real estate that was generously gifted to Harbour last year at a price \$385K below its market value. Without this unexpected non-monetary gift Harbour would have had a small surplus last year being comparable to the net position this year. Excluding this amount overall revenues have increased this year when compared to last year, with that increase being largely attributable to increased Government Funding and rental income.

The expenses this year are \$241,399 more than last year. The increase largely reflects increases in salary and wages and other employment related expenses, increased client related expenditure, increased maintenance costs, increased accounting and other consultants fees and increased interest expense associated with Harbour's new loan.

The government funded Main Grant for the Refuge increased by \$354,744 this year. This was a very welcomed increase compared to previous years. With mandated wage rises and other costs increasing we do still continue to actively source non-Government funding such as grants, donations and fundraising initiatives to continually improve service standards and maintain our various premises. Continued gratitude and appreciation goes to all our generous donors and community support which is pivotal to the services we provide.

The individual Job Profit & Loss Statements for government funded Main Grant and Safe at Home programs are as follows: Main Grant net position of \$NIL for 2024/25 (net position of \$NIL for 2023/24), and Safe at Home programs net deficit of \$19 for 2024/25 (surplus \$1,312 for 2023/24).

The individual Job Profit and Loss Statements for the offsite rental accommodation programs are as follows: Department of Housing and other leasehold rental units net surplus of \$2,853 for 2024/25 (surplus \$39,311 for 2023/24), and freehold rental homes net surplus of \$26,020 for 2024/25 (deficit \$37,498 for 2023/24).

The Balance Sheet as at 30 June 2025 continues to show a sound position with the ability to pay liabilities when they fall due. Our Total Equity as at 30 June 2025 was \$2,243,289. Our liquidity is in a positive position where Current Assets exceed Current Liabilities by \$99,337.

The current assets include \$253,117 in Cash, which has increased since the beginning of the year by \$60,031. Non-current assets reflect an uplift in value for two of our freehold properties which were revalued to reflect fair market values at year end. That increase in property value was credited to the Asset Revaluation Reserve of \$427,157 in Equity in the year end Balance Sheet.





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 sixth year as the appointed Treasurer of the board and I would like to thank in particular the CEO Ali and my other fellow finance committee member Nerida for your invaluable assistance and continued support. Thank you also to my other fellow board members.

Carina K Roney
BComm, MAppFin, CA
Treasurer



CEO Report

Sharing a disclosure of domestic violence with someone you have just met requires significant trust. In normal circumstances the trust would be built over time and include the exchange of confidences which cement the bond of trust between two people.

It is a trust where we can feel safe to discuss all manner of our fears, wishes and gripes knowing the person we are talking to will not betray us and will keep our secrets safe.

Every day at Harbour, victim survivors share their disclosures of harm with a member of the Harbour team, whom they have just met and the courage it takes for them to do so is not underestimated by the team. This simply would not occur unless the client has been made to feel worthy, believed and supported.

I feel very privileged to work in this organisation alongside our empathetic, caring and non judgemental staff. Those same team members who work on the frontline of a very confronting and challenging service response and who stand beside our clients and champion their rights to be safe in their own community, hold the Person Using Violence to account through advocacy within the legal processes and help create a new future without violence for every client they support.

I thank the team for who they are and what they do each day knowing it would not be possible without their professionalism and kindness. Our 2025 year has been eventful in preparation of our refuge extension which we are still on track for opening by July 2026. We offer our thanks to the City of Bunbury for zoning approval and we have moved into a planning phase of building refurbishment.

We introduced a number of improvements this year including our sturdy new chicken coop in the refuge garden which has finally put a stop to our escapee hens. As a result of receiving a number of grants, we purchased a replacement fleet vehicle and were able to paint a number of fabulous wall murals for the playground and Child Advocacy area.

Our social media, event and partnership activities have been exceptionally active and successful in bringing about educational awareness of domestic violence and we acknowledge the work and talent of our in house star Briana. As always I am in awe of how hard everyone works to get things done and behind the scenes in a supporting role I pay tribute to Laura, our Business Support officer who actually does “think of everything”

Whilst demand continues to outstrip our capacity to offer accommodation or support across our region, Harbour has placed a strong strategic focus on advocacy in the 2026 year to meet the demand.

I could not have completed such a successful year without the support of the Board and I offer my appreciation for their support and preparedness to listen when I need an ear.

I thank you in earnest.

Ali White
Chief Executive Officer





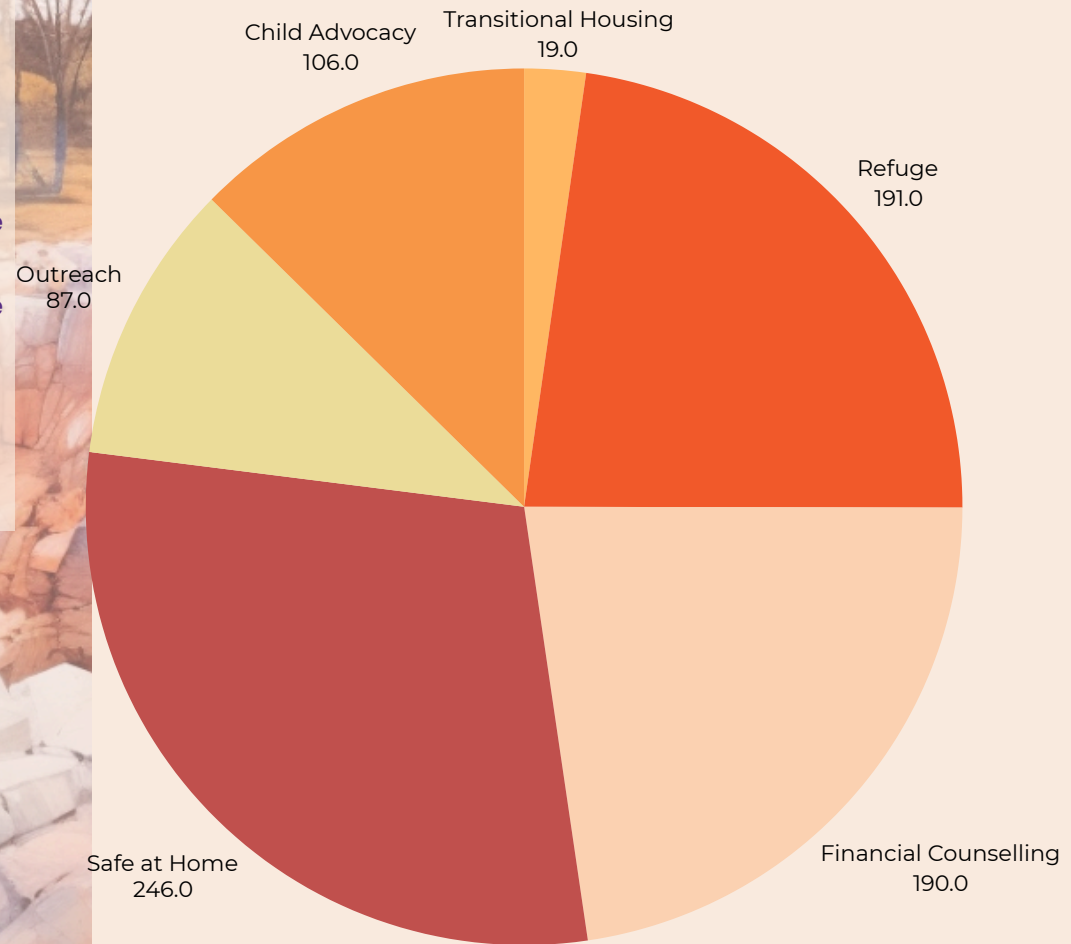


Service Delivery

Service Delivery Statistics

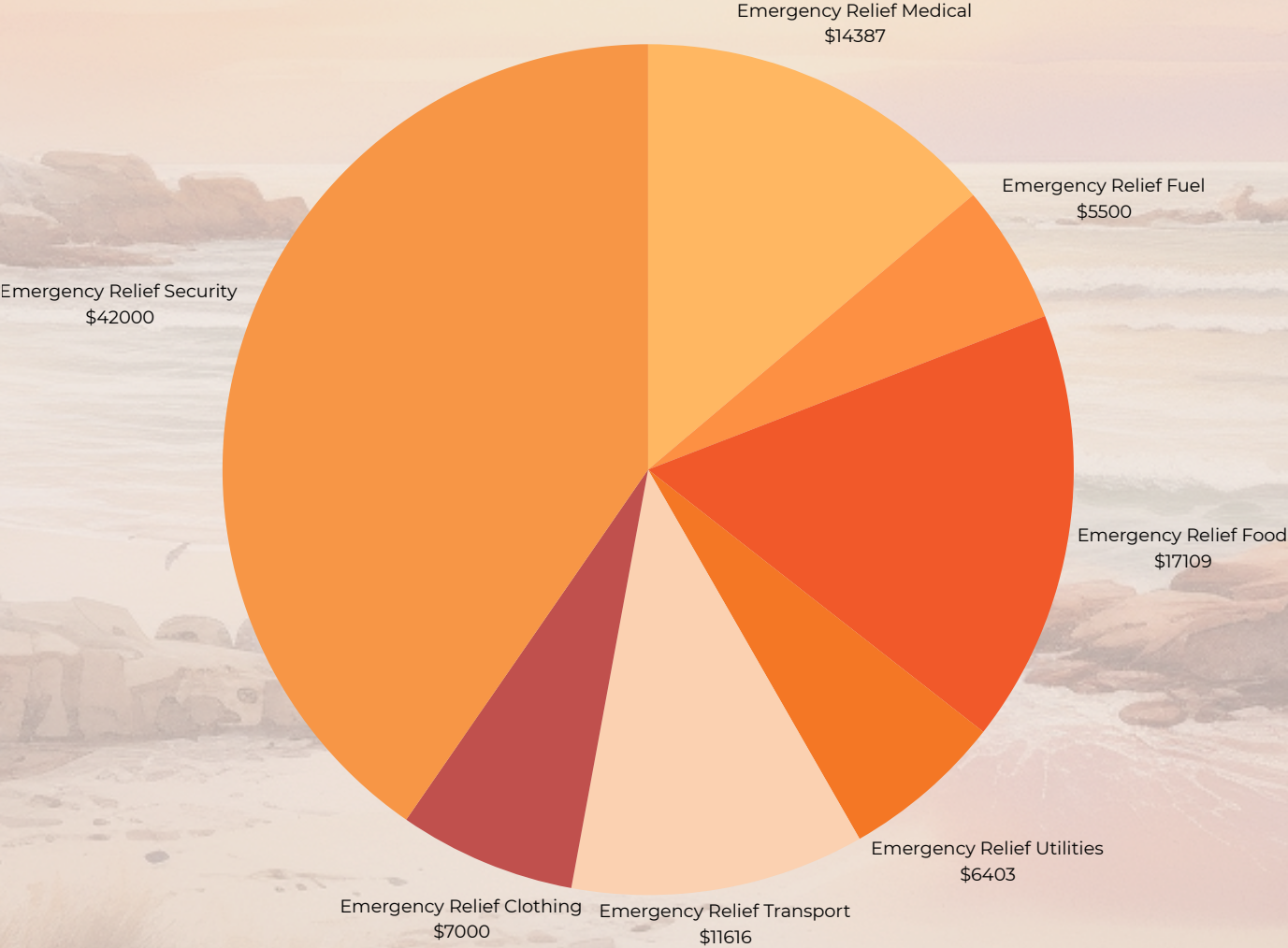
Client Numbers

During the year we received calls for assistance from 1,410 survivors seeking support. We were able to support (191) in the refuge, Safe at Home (246), Mobile Outreach (87) and Financial Counselling (190) and (106) in our Child advocacy program. We had to turn away 817 women with children as we did not have the accommodation available or the staffing capacity to support them. We housed 19 families in our Transitional Housing.



Emergency Relief

\$104,015 was spent on Emergency Relief and brokerage to purchase essential items for clients. Emergency Relief is a key support need of our clients as many have little personal belongings or access to funds to purchase essential items.





Wrap Around Supports

The Harbour team recognize that each client is placing their trust in us to support them at one of the most uncertain and sometimes terrifying time of their lives. Many will share information with a Harbour staff member that they have never shared with anyone. Some will worry that they may be judged for not leaving earlier, not believed or blamed for being in the situation they are in. Some will consider the violence is their fault, that they need to be more understanding and some will downplay the violence.

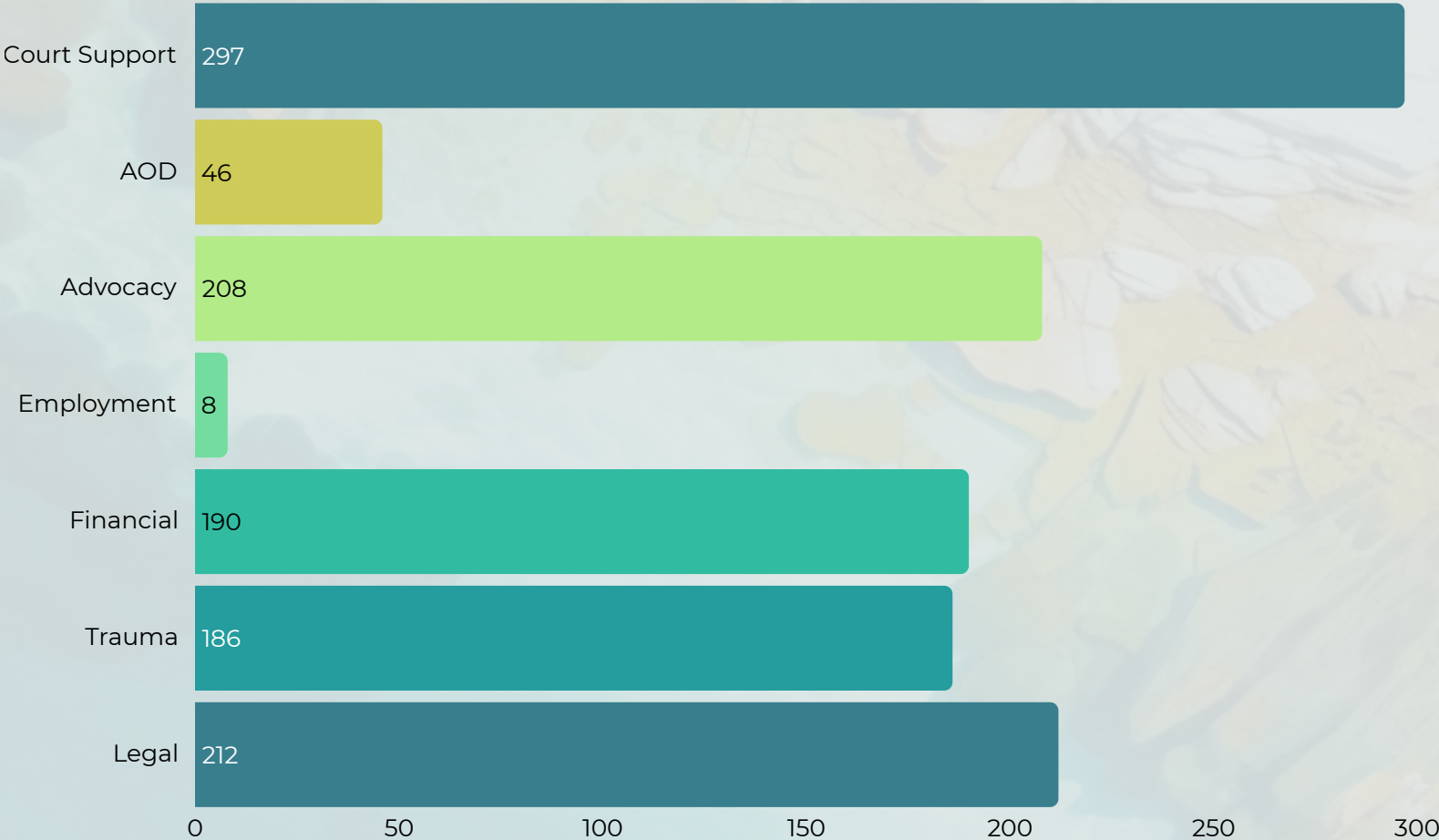
At Harbour we take the approach that all disclosures are truthful, and we know that many of these women have been living in a constant state of hypervigilance trying to keep themselves safe by learning the signs that may lead to an eruption of the violence.

When these signs appear they will respond by taking whatever action they can to avoid or reduce the likelihood of an eruption of violence where they or their children might be harmed. In Harbour's experience, victim survivors strive to "keep the peace" to stay safe by a silent compliance in behaviours such as being agreeable to the PUV's wishes, keeping a low profile and removing any likely triggers that may ignite an incident.

This exhausting cycle of hypervigilance leaves an impact across a victim survivor's mental health causing anxiety, depression and constant fear. To cope some may turn to alcohol, prescription medication or illicit substances. The impacts of family and domestic violence require a holistic case management response which are unique to each client.

It is therefore an integral aspect of Harbour's service model that referrals to other wrap around services occur which enable a clients recovery and build self determination, resilience and healing. The graph below highlights the most common referral types in the 2024/2025 year.

Wrap Around Supports



Shining a Spotlight on Harbours Financial Counselling program

Harbour's Financial Counselling service is available to women accessing any of Harbour's services. The exclusivity on access is intentional to ensure victim survivors are not subjected to long wait times before receiving this specialised support. Harbour recognises that when a victim survivor reaches out for help, we must respond swiftly to interrupt the control over her finances by a Person Using Violence (PUV) and build her defences to prevent further abuse.

Financial Counselling in the context of family and domestic violence differs from generalist Financial Counselling approaches in that it requires the practitioner to have a comprehensive understanding of the complexities of family and domestic violence and why and how this type of abuse can occur.

It is important to understand how the victim survivors fear of the Person Using Violence (PUV) has exacerbated the financial control over her. Financial Counselling in these dynamics requires the practitioner to not only understand the financial habits, literacy and capacity of the victim survivor but to also explore how much involvement and coercion the PUV has had in the control of her financial matters.

Harbour's Financial Counselling not only focusses on credit repair but also on building the victim survivors financial capacity to reduce her dependence on the PUV for financial decision making.

Economic abuse occurring within domestic violence highlights common themes of identity theft, fraud and credit defaults of which she may have little or no knowledge but will be ultimately held responsible.

When she has left the relationship, the PUV will often be trying to encourage her to return and express remorsefulness, agrees to stop harming her and get help. She is extremely vulnerable at this time to the continued strategy of pleading with her to return and therefore timely intervention is critical to interrupt the Cycle of Violence.



Less visible impacts from economic abuse occur when a victim survivor incurs court imposed fines arising from non payment of essential registrations such as a driving license, ambulance cover or vehicle registration. This often occurs because the control of funds rests with the PUV resulting in a victim survivor accruing unpaid debts or formal judicial charges.

Harbour's Financial Counselling program, along with Harbours other programs is also a registered Work Development Permit Scheme Sponsor enabling people who are in financial hardship to reduce their fines when meeting with our Financial Counsellor.

It is not uncommon for some clients to have multiple fraudulent listings, and each creditor has to be contacted and challenged on the process used to identify that the person applying for credit was actually the person linked to the ID. This work takes considerable time and then follows a case for consideration of a debt waiver.

In the 2024-2025 period, Harbours Financial Counselling service supported 180 women who accessed Harbours services. The value of debts and financial assistance totalled \$258,506.53.

Whilst the numerical value of this assistance is impressive and speaks to the value of Harbours Financial Counselling Service, we must also focus our efforts on building financial resilience by upskilling our clients to create a future pathway based on sound financial decisions and safe financial practices.

We must continue our advocacy work with lending institutions to bring awareness of economic abuse within domestic violence so they may implement barriers of prevention.





**Our wonderful
supporters**

Our Wonderful Partners and Supporters

We wish to acknowledge and thank our Funders and Grantors for supporting the ongoing operation of Harbour Refuge and Support Services .

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, The National Plan to End Violence against Women and Children 2022–2032 and the Aboriginal and Torres Strait Islander Action Plan and Implementation.

Funding Bodies

Australian Government
Department of Social Services

Government of Western Australia: Department for Communities:

- Child Protection & Family Support
- Homelessness
- Prevention of Family and Domestic Violence

Department of Justice –Criminal Property Confiscation Grants Scheme

Department of Primary Industries and Regional Development

Lotterywest

- Emergency Relief

The Centre for Women’s Safety and wellbeing



Corporate Giving Partners

We wish to Acknowledge out Corporate Giving Partners Retravison, Good2Give, Benevity and the DV Collective. Your generosity has made a life changing impact within our region and to the women and children escaping family and domestic violence.

Members

We Value our Members who support the purpose, vision and values of our organisation and act as Ambassadors of Harbour Refuge and Support Services spreading the message of awareness and support those experiencing family and domestic violence within our communities.



Community Organisational Partners

Thank you to our agency partners who we work with to provide wrap around services for our clients

South West Community Legal Centre
Southern Aboriginal Corporation
Circle Green Community Legal
South West Women's Health Information Service
Waratah Support Centre
Bunbury Community Mental Health
Department Housing Bunbury
Richmind
Coordinated Response Service
Foodbank
St Boniface Cathedral
Doors Wide Open
RSPCA Pets in Crisis
Accordwest
Centrecare
The Hudson Road Family Centre

Milligan
Clear health Psychology
Tuart House
Communicare
Thread Together
Housing Choices
Domestic Violence Response Team
Health By Nurture
Just Home Margaret River
The intown Centre
Pregnancy Assistance
South West Aboriginal Medical Service
South West Drug and Alcohol Service
Margaret River Community Resource

A Big Thank you Organisational Donors

- Bethanie Christian Fellowship
- Bunbury Men of Song
- Bunbury Regional Prison
- Westnet
- Bunbury Forum
- Nations Church
- Highway Hotel
- Bunbury Runners Club
- Froth Brewery
- Bluebird Childcare
- DV Collective
- Synergy Spirit
- Don Punch MLA
- Paradise Day Spa
- Woolworths Plaza- Bunbury
- Infrabuild
- Country Women's Association -Eaton
- Bianca Turri Photography
- St Boniface Cathedral
- Woolworth Dalyellup
- Harmonic IT
- Donnybrook CWA
- Brunswick Red Cross
- Dardanup Lions Club
- Australind Arts Club
- Thread Together
- AMD Accountants
- Brisco Consulting
- Coles Park Centre
- Tronox
- Anglican Parish Boyanaup

- Australind Red Hat
- The Body Shop Bunbury
- Hidden Beaute Studio
- Exemplar Crossfit Bunbury
- Mortgage Choice
- Albermarle
- Leschenault Progress Association
- Bunbury Farmers Market
- Dreambuilders Church
- Starts at 60 Group Bunbury
- Friends with Dignity
- MGIB
- Womens Interest Groups Inc
- Cuppa Tea girls
- Capel Lions Club
- Specsavers Eaton
- Specsavers Bunbury
- Iluka Resources
- Zonta Club Eaton
- Lions Club Eaton
- Advanced Auto Solutions
- NAB Bunbury
- Streetsmart
- Global Diagnostics
- Dalyellup College, Block C
- Terry White Chemist Bunbury
- Bunnings Bunbury
- Health by Nurture
- TWCM Eaton
- Coles Dunsborough
- TWCM Eaton

- Dorsett Retail
- Tonic by the Bay
- Swings & Roundabouts
- Woolworths Dunsborough
- Main Roads Bunbury
- White Ribbon Group
- Essential Collective
- Marq Wines
- Windance Wines
- Soup Van
- William Barrett & Sons
- Southwest Womens Health Information
- Donnybrook Community Resource Centre
- Corrine's Soaps
- Southwest Provisions
- Forrest Products Commission
- New You Aesthetics
- ORA Foods
- Rienna Health Products
- Margaret River Crossfit
- Totally Sound
- Fuller Co Op
- Howard Park Wines
- Vestrum Bunbury
- Toyota Bunbury
- Brunswick Men's Shed
- St Joesphs P& C

A Big Thankyou

to all our individual donors who generously contributed time, goods & money to support our work over the year.

- Leanne & Warren Shirley
- Tracey Jackson
- Lisa Robertson
- Janelle Tucker
- Samantha McClurg
- Carol Reid
- Helen Helmsley
- Dr Amanda Sabel
- Kay Bowyer
- Donalíe Haynes
- B. Watson
- Maureen Smith
- Clare Simms
- John Frankham
- Brett Shortland
- Nola Shawcross
- Kym Cockin
- Margaret Giumell
- Kimberley Lewis
- Tracy Kent
- Dahlia Alkhyari
- liz foster
- Fay Lewis

Tracy Rickman
Anna Phillips
Monique
Ashlee Madaffari
Tasha
Ellen Drpich
Kelly Bevis
Geoff Cook
Debbie West
Keith & Trish Howe
James Runka
Janet Travers
Dayna Garnie
Alex Hugman
Deb Walker
Joanne Atherton
Darren Walters
Maureen Smith
Margaret Doyle
Annette Byrne
Cailin Lilly
Robert Namesstrik

- Amy Howard
- Tracey Pitchers
- Trish Rose
- Linda Hill
- Yvonne & Lisa Last
- Renae Taylor
- Tiffany Mitchell
- Sahra Miller
- Timothy Shand
- Dan Davis
- Debbie Thorpe
- Alecia Bestill
- Julia
- Fay Lewis
- Liz Woodfield
- Katrina Bogdanoff
- Jenny Harrison
- Lynne Markham
- John Jury
- G Scott
- Rachel Craven
- Chris Csillag
- Maree Goulden





