



Harbour

Refuge & Support Services

**Annual Report
2023 - 2024**



Acknowledgment of Country

In the spirit of reconciliation, Harbour Refuge and Support services acknowledge the Wardandi people of the Noongar nation who are the traditional custodians of the land on which we work. We pay our respect to the Elders past and present. We also recognise that sovereignty of this 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 with 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.





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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 family and 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 south west region and include;

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

Vision and Mission

Vision

A world where all women and children live free from Family and 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



Nicole Frayne
Chairperson



Emma Fiegert
Deputy Chair



Carina Roney
Treasurer



Dr Alex Hugman
Secretary



Nerida Pickup
Board Member



Dr Amanda Sabel
Board Member



Kristen Lilly
Board Member

Finance Committee

- Carina Roney - Treasurer
- Nerida Pickup
- Nicole Frayne Ex Officio
- Ali White



Fundraising & Events Committee

- Marg Garrett - Chair of Committee
- Charlene Sephton
- Kristen Lilly
- Ali White
- Laura Maslin
- Julie Carson

Chairperson's Report

As a Board who are committed to ensuring our service is both sustainable and accountable to our stakeholders we have been making great strides in meeting our strategic objectives. Central to our governance is ensuring our Board capability is at its optimal capacity in terms of matching Board Member skills with our organizational objectives. This year the Board have embarked on coaching and training activities so we can expand and apply this knowledge and fulfil our strategic achievements. Our meeting format has changed to focus more time on evaluating our progress on our objectives as well as learning from our CEO Ali how the operational challenges of the work the staff perform may be supported through the Board decision making process.

Our Board skill mix is sufficiently evenly weighted to enable us to understand the breadth of activities we must consider however we are acutely aware that Board succession planning is critical to ensure that Harbour is not distracted from its strategic course by changes to the Board. On this note I must announce my step down from the role of Chairperson and Board to devote time to other matters and hand over the reigns to the Deputy Chairperson Emma Fiegert who I have no doubt will very competently fulfil the role of Chairperson until the October Annual General Meeting.





My time on the Board with Harbour has been incredibly rewarding and I have learned so much from my Board colleagues and I thank you all for your commitment, fellowship and contribution to our Board discussions. The 2023-2024 year has been incredibly exciting with a threefold increase in property assets and a very successful year of donations and Fundraising. I am absolutely certain the momentum of growth will continue for Harbour and I am thrilled that I was a part of this exciting journey.

Since joining the Harbour team in 2019 I have often been told how strongly our staff value the work they do with their clients each day and how important it is to them. Whilst it is a very challenging and sometimes confronting work the staff give their unwavering commitment to the task of assisting and supporting clients to recover and rebuild from the trauma of family and domestic violence.

As Chairperson I feel a great sense of pride at being associated with an organization with such a committed and values driven workforce who strive to offer all our clients the highest standard of care and support. To our clients I thank you for placing your trust in our hands and know you will continue to flourish after finding support with our team. If you are experiencing family and domestic violence, please contact Harbour and let us know you need help, we are waiting for your call.

Finally, I extend my thanks to Ali and the team of staff who do what they do with passion, commitment and professionalism.



Nicole Frayne

Treasurer's Report

The audited financial statements show that South West Refuge Inc. ("Harbour") had a surplus of \$390,153 for the 2023/24 financial year compared to the small deficit of \$8,729 last financial year. The total income this year was \$2,717,944 and the expenses were \$2,327,791 to give the net surplus of \$390,153.

The income this year is \$704,583 more than last year. A large part of the increase and the main driver of the overall surplus position relates to real estate that was generously gifted to Harbour at a price \$385K below its market value. Without this unexpected non-monetary gift Harbour would have had a small surplus of around \$5K. We are so very grateful to our very generous donor.

The additional properties will go a long way in assisting our families in need. This balance of the increase in revenue reflects increases across the board in Government Funding, grants, rental income, donations and fundraising events. The expenses this year are \$305,701 more than last year.

The increase reflects increases in salary and wages and other employment related expenses, marketing and advertising costs associated with Harbour's new branding, increased client related expenditure, and additional depreciation and other property related expenses.



The Government funded Main Grant for the Refuge increased by \$191,486 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 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 2023/24 (surplus \$412 for 2022/23), and Safe at Home programs net surplus of \$1,312 for 2023/24 (deficit \$6,811 for 2022/23).

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 \$42,920 for 2023/24 (deficit \$14,712 for 2022/23), and freehold rental homes net deficit of \$37,580 for 2023/24 (deficit \$11,186 for 2022/23).

The deficit in our freehold rental accommodation this year is largely attributable to three new properties Harbour acquired during the year with initial vacancies and property spend.

The Balance Sheet as at 30 June 2024 continues to show a sound position with the ability to pay liabilities when they fall due.

Our Total Equity as at 30 June 2024 was \$1,802,361. Our liquidity is in a positive position where Current Assets exceed Current Liabilities by \$37,208. The assets include \$193,086 in Cash, which has decreased significantly since the beginning of the year due to the acquisition of three properties. These new properties are instead reflected as increased Non Current Assets.

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 fifth 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

For Harbour, 2024 has been a year of sharing the work we do each day with our community. It has included providing awareness, education and information on domestic violence on our new website, the GoTransit platform and on the radio to show how as a community we can be active bystanders and support someone we know experiencing this type of harm.

We released our new trading name which reflects our expanded service footprint and developed a Prospectus to invite the local community who have been the backbone of support to our service to learn how they may continue to partner with us.

We were also the beneficiary of a very generous donation of a property from a member of our community. This property will be utilised for clients who are homeless as a result of domestic violence and need some intensive support as they rebuild their lives. This gift will continue to benefit many more local women and children in our community.

Our community of donors allow us to provide each and every woman and child, practical support at the most terrifying and desperate time of their lives.

The donations enable us to provide food, clothing, perhaps transport to seek medical attention, remove tracking devices from their vehicle or give them a new phone.

While they are with us we work with them to achieve their goals and your donations help them to purchase items as they move from the refuge into a new home such as furniture, school fees, school books, bags or uniforms. Harbour rely on the generosity of our donors to provide these items.

This year the number of donors to Harbour has nearly doubled acting like a soft cushion for our clients to land on. We absolutely could not do what we do without them.





The year has seen the highest rate of homicides from domestic violence, 11 more than in 2023. We saw a 23% increase in the number of clients we supported across our programs and a 27% increase in the number of calls for assistance. We also had to refer 421 women to other services due to no accommodation being available.

If we are to make a lasting impact to stop domestic violence in our community, our focus on primary prevention education on the gendered drivers and attitudes and beliefs which make domestic violence a feature of our community is imperative.

Our commitment to preventing violence against women and children will be applied in our new workforce and community education program which will be provided to workforces, community groups and individuals living in our community to make our region a safe place to live.

I want to extend my appreciation to the Board for their unwavering support and guidance and to the staff who come to work each day and perform miracles.



Ali White

Chief Executive Officer



Service Delivery

Our Service Delivery Statistics

During the year, we made significant strides in assisting survivors and individuals in need. Here's a breakdown of our service delivery:

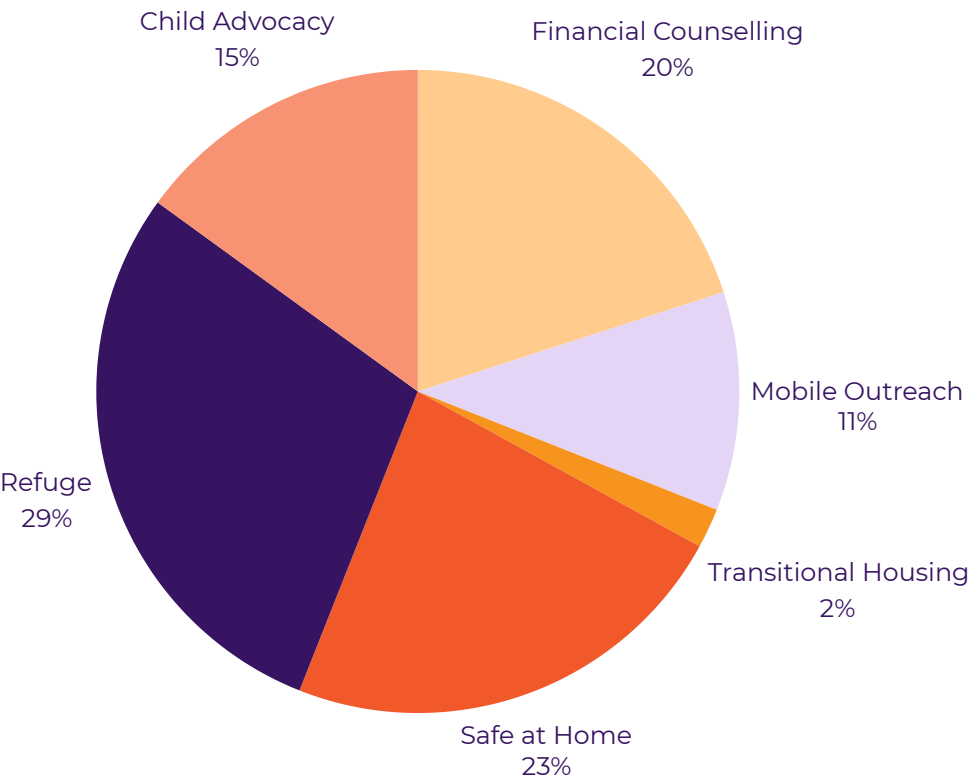
Calls for assistance received	1, 524 survivors
Accommodation provided	230 individuals
Assisted through other programs	441 individuals
Unable to accommodate	421 women with children

Our Safe at Home, Mobile Outreach, and Financial Counselling programs played a crucial role in supporting 441 individuals. However, despite our efforts, we regrettably could not offer accommodation to 421 women and their children due to lack of availability.

We also housed 16 families in our Transitional Housing and 118 families received specialised Child Advocacy services.

An increase of **35 %** of women seeking assistance from Harbour occurred in the last 12 months.

Clients



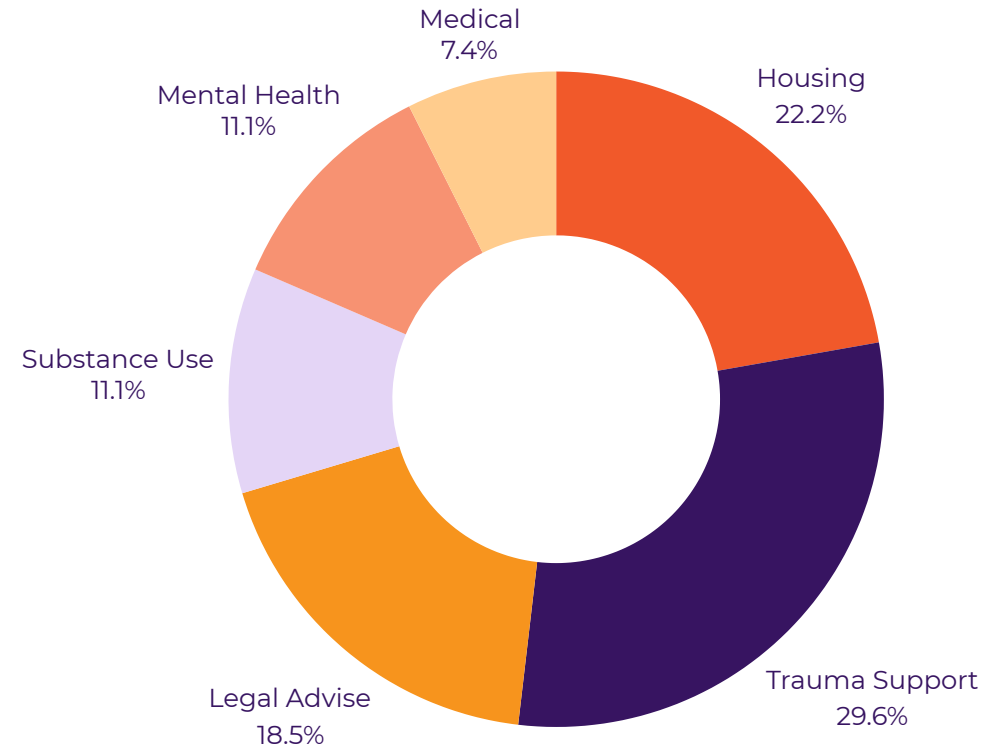
Referrals

Women who have experienced domestic violence are at a significantly higher risk of experiencing a wide range of mental health conditions such as PTSD, Emotionally Dysregulation Disorder, anxiety, depression and thoughts of self harm including suicide.

As the cycle of violence includes periods of remorse and apology with promises to stop (the Honeymoon period) , the violent outbursts follow a after period of tension building. This cycle means women are constantly anticipating the next outburst and have little control over their environment or physical safety.

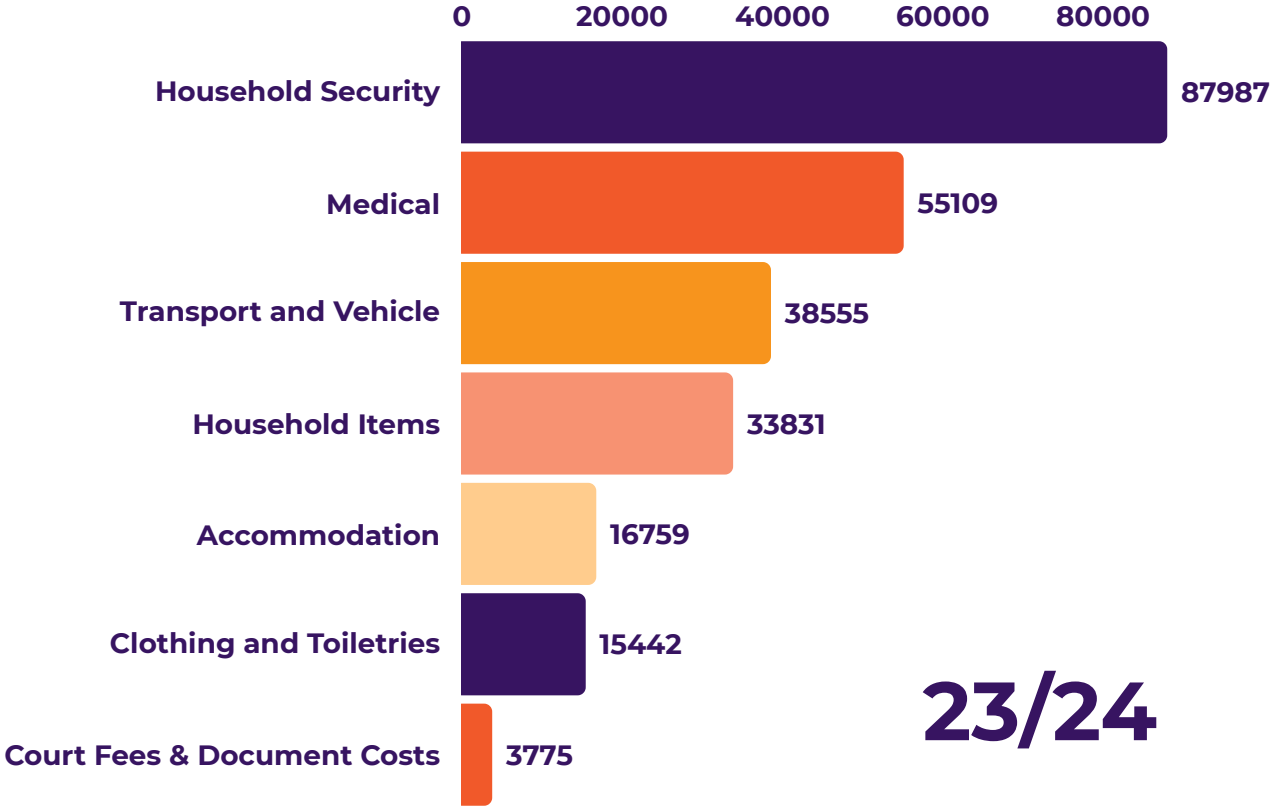
The constant hypervigilance impacts on mental and physical well-being. In an attempt to cope with the constant pressure of keeping themselves and their children safe from the threat of harm, isolation and surveillance of their movements and communication, some may rely on alcohol or drugs to self soothe creating a dependency that remains after they have left the relationship.

Many are homeless as a result of the violence and may have to find alternative housing, new schools and employment so referrals to specialist services by the Advocates are a key component of working with women who have experienced family and domestic violence so they receive the support they need to recover and rebuild their life.





Emergency Relief

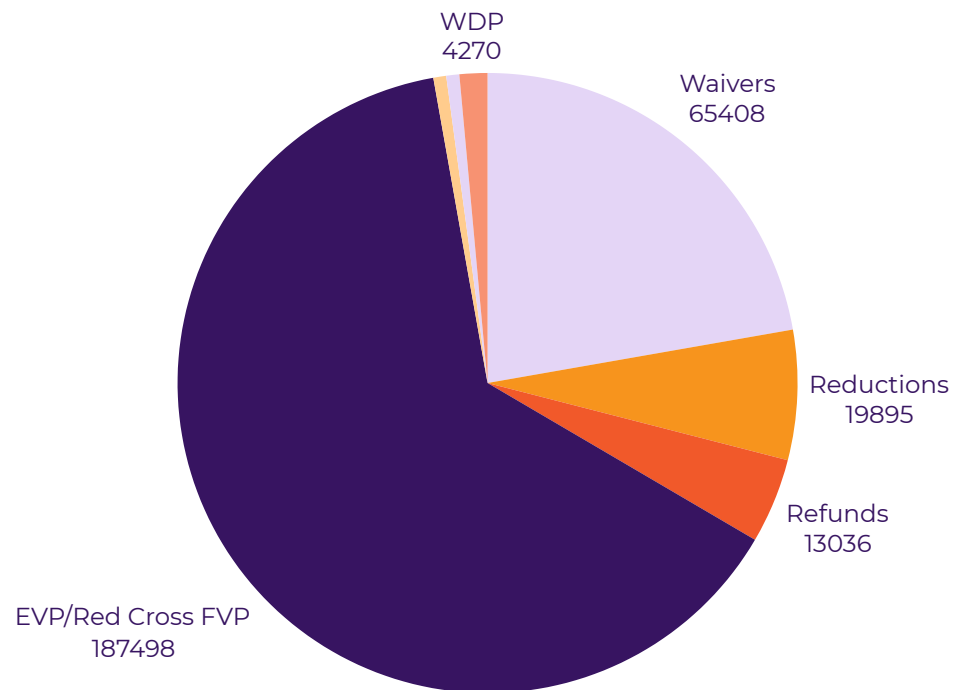


\$251,458 was spent on Emergency Relief and brokerage to purchase essential items for clients. Emergency Relief is a key support need of our Clients as many have little personal belongings or access to funds to purchase essential items.

Financial Counselling for Domestic Violence Survivors

Financial counselling services play a crucial role in supporting survivors of domestic violence as they work to rebuild their financial lives.

Financial Assistance & Debt Outcomes



Reasons for Seeking Assistance

1 Financial Repair and Recovery

The main requests are primarily seeking financial repair and recovery. This can include dealing with the debts, managing the transition to single income, lack of access to funds, and to begin money planning to be able to cover the costs of living and financial commitments going forward.

2 First-Time Financial Control

For some clients this can be the first time they have full financial control, for others they have always tried to maintain financial control however have been challenged by another person's financial behaviours.

3 Escaping Violence Payment (EVP)

There is a decrease in the number of clients seeking support around specific debt negotiations, especially around utility, telecommunication and ByNowPayLater (BNPL) debts since the introduction of the Escaping Violence payment (EVP) Clients are choosing to utilise the EVP funds as a faster option to reduce the financial stress of unpaid and overdue accounts rather than wait for or engage in negotiations.

1 Credit Report Review

Credit Repair is an emerging area of assistance. As online lending is fraught with challenges in adequate identification processes this is an all too easy method to perpetrate financial abuse. All women are encouraged to access their Credit Reports to check for incorrect listings or fraudulent activity as a person's credit history can have a significant impact on their financial future.

2 Advocacy and Negotiation

For some women the listings can present a reminder of the abusive relationship which remain visible and have the potential to impact their economic participation and financial mobility for up to 5 years. There can be multiple contacts with a creditor to bring a negotiation, complaint or request to a resolution. This reporting period has seen an increase in Credit Repair activities, this includes significant advocacy and negotiation instances when Creditors are being contacted and requested to remove negative credit listings that have been incurred due to fraud or resulting from financial abuse.

3 Financial Literacy Education

Financial literacy education will remain an important component of each Financial Counselling session. This builds knowledge around old debts, debt recovery, debt repair, complaints, hardship options, grants and services, financial products, financial decision making and managing money.



Spotlight on the Safe at Home Program

Harbour's Safe at Home program provides an in-home outreach service for women victim survivors and their children living in the family home when the perpetrator of violence is no longer residing there. The program has been operating since 2010 and is so successful that recent boosts in funding for additional support to women to meet the increasing demand have meant that in the past 12 months we have supported 189 women. As one of the busiest Safe at Home providers, this is more than three times the number of woman per year the program was initially intended to support at any one time.

Comprehensive Support for Survivors

1

Intensive Case Management

The Safe at Home program provides intensive case management of survivors who have experienced violence including support to apply for a violence restraining order, support to attend court and receive information on the process of a hearing, receive a home security audit and where required an upgrade in home security, community and home safety planning in the event of a perpetrator arriving at the home.

2

Risk Assessment

Working collaboratively with the Family and Domestic Violence Response Team, Safe at Home workers are skilled and specialised practitioners who undertake risk assessments to provide an individualised service keeping the victim survivor at home thereby protecting them from harm and homelessness. Supporting victim survivors in the family home does sometimes pose inherent risks and Safe at Home workers need to assess the level of risk of harm to the victim survivor.

3

Safety Planning

By assessing the perpetrator's behaviour through the eyes of the victim survivor and using the information shared between the Family and Domestic Violence Response Team such as whether there are any breaches of a Family Violence Restraining Order by the perpetrator, or have there been any threats to harm the victim survivor, Safe at Home workers can assess the risk of harm to the victim survivor and discuss alternative or additional options to safeguard family safety such as greater home security, a duress alarm or perhaps a GPS tracker for the perpetrator.

4

Referrals and Additional Support

Augmenting their work, Safe at Home workers provide referrals to services that might assist the victim survivor in her recovery such as counselling for financial, trauma, substance use or for other matters such as legal expertise for family law matters, tenancy, child health and any other identified services or supports.





Impact and Accountability

Perpetrator Accountability

Importantly, the Safe at Home program also places accountability on the perpetrator for using violence. He is removed from the home and the home becomes the protected place.

Preventing Displacement

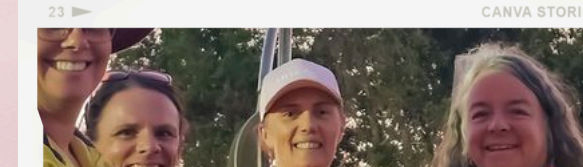
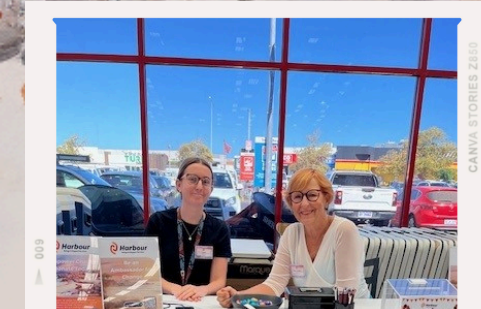
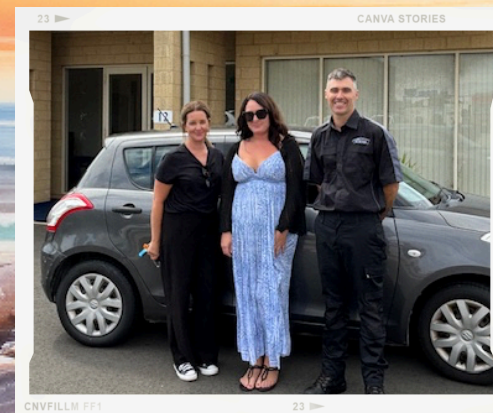
It prevents the victim survivor and any children from the distress of leaving their home, their community and their way of life and perpetrators are forced to confront the impacts of their choices.

Increased Support

Recent boosts in funding for additional support to women to meet the increasing demand have meant that in the past 12 months we have supported **189** women. As one of the busiest Safe at Home providers, this is more than three times the number of woman per year the program was initially intended to support at any one time.



Our Wonderful Supporters



Our Wonderful Partners and Supporters

We extend our heartfelt thanks to our partners, members, corporate giving partners, community organisation partners, and individual donors. Your generosity and support make a significant impact on the lives of women and children escaping family and domestic violence.

Funding Bodies and Corporate Giving Partners

Government Funding

Australian Government:
Department of Social Services

Government of Western
Australia: Department for
Communities: - Child Protection
and Family Support - Housing

Department of Justice-Criminal
Property Confiscation Grants
Scheme

Lotterywest: - Emergency Relief

Corporate Giving Partners

We wish to acknowledge our
Corporate Giving partners
Synergy Spirit, & Retravisoin and
Good2Give, 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

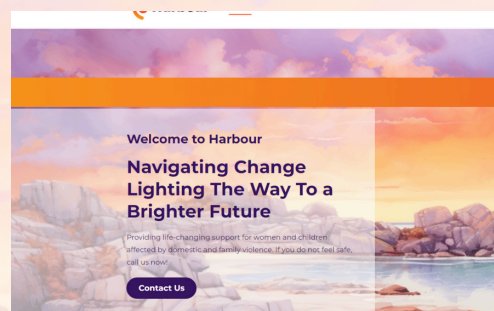
We value our Members who
support the purpose, vision and
values of our organisation and
as Ambassadors of Harbour
Refuge and Support Services
spread the message of
awareness and support for those
experiencing family and
domestic violence within our
communities.

Highlights of the Year



New Brand

Rolled out our new Brand across multiple channels and platforms using various advertising collateral.



New Website

Successfully launched our new website with positive feedback from community and survivors.



New Prospectus

Developed a new prospectus that led to new partnerships.



Events

Hosted successful fundraising events, including raffles and mother's day photo shoot.



New Partnerships

Formed new strategic partnerships to enhance our service delivery and support network.



Radio Campaigns

Successfully launched three radio campaigns to raise awareness and support.



Bus Advertising

Formed new strategic partnerships to enhance our service delivery and support network.



Harbour Song

Created and launched our very own song, spreading our message of hope and resilience.