



Artwork by local Queanbeyan
artist Carolyn Brooks

Molonglo Support Services
Fundraising Card



ANNUAL REPORT 2020 - 2021

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WELCOME

Welcome to our 2020-2021 Annual Report. Molonglo Support Services Ltd (Molonglo) would like to thank our voluntary board directors, staff, operational volunteers, funders and supporters for their continued support throughout these unprecedented times. We would like to acknowledge the contribution to the organisation by Louise Sailer, who has temporarily resigned from the Board and is planning to return to us as Chair again early next year.

COVID CHALLENGES

This year we were challenged once again with the COVID-19 pandemic and incorporated our response in our business continuity plans for preventing and responding to any positive cases. At the time of writing this report NSW and ACT are in lockdown, imposing new ways of working for frontline staff and supports for people requiring safety and support escaping domestic and family violence and homelessness.

In response to the ongoing pandemic, we changed our IT infrastructure enabling staff to work from home and remain in close communication with each other and stakeholders through Microsoft Teams. Our sites and offices became COVID Safe, introducing QR codes with Service NSW for logging attendance of staff and visitors. Additional supports were provided to staff through their external supervision sessions and Employee Assistance Program and staff supporting each other. DCJ provided extra funding towards PPE, sanitiser, extra staffing and client supports.

During lockdown and at the height of COVID-19 in 2020, the majority of staff worked from home or worked in teams to mitigate risk of the whole team becoming affected if there was an outbreak. Services continued to meet the needs of clients and there was an increase in referrals for Domestic Violence services once lockdown lifted. Training went online providing an increase in access for staff without travel requirements.

PROJECTS & ACTIVITIES

We successfully tendered for awarded a grant from Dept. Planning Industry and Environment for \$232,530 from Land and Housing Corporation (LAHC) to upgrade two transitional properties and two crisis units. The project was achieved within a few short months.

Awarded PAWS grant for \$13,490 to support pets of women escaping domestic violence.

To further support the safety of women, children and men, Molonglo signed an agreement with Everyman to provide support for the (ex)partners of victims wishing to access behavioural change programs.

Monaro-Hume WDVCS increased catchment within NSW covering both Monaro and Hume Police Districts and commenced a new service agreement with Legal Aid NSW.

In conjunction with Queanbeyan Housing Action Committee (Q-HAC), brought Sleepbus to Queanbeyan for safe sleeps for people who would otherwise be sleeping rough for example on the streets, in the bush, on a couch or in a car. Due to Covid the bus was delayed by almost 12 months. Mayor Tim Overall and Molonglo Patron Nicole Overall welcomed the bus into Queanbeyan-Palerang along with many local people and the Monaro Veterans Motorcycle Club.

After 15 years we said farewell to Brendan Martin who provided us technologically challenged with kind and encouraging IT support. Brendan introduced and implemented considerable progressive changes to the organisation over this period.

THANK YOU

- Department of Communities and Justice NSW, for funding Louisa Domestic Violence Service
- Barnardos for the Joint Working Agreement as lead agency for Your Place Housing Support Service
- The Women's Domestic Violence Court Advocacy Program with Legal Aid NSW, for their funding of Monaro – Hume WDVCS
- The Women's Legal Centre (ACT Region), for their fortnightly legal outreach sessions at Your Place Housing Support Service
- Department of Communities and Justice Housing NSW (Queanbeyan) for their support in our successful transitional housing partnership for domestic violence
- NSW Police and Domestic Violence Liaison Officers and court staff at Goulburn, Queanbeyan, Yass, Cooma, Young, Moss Vale, Grenfell, Bombala and Crookwell local courts
- Local, regional and national services and organisations we work alongside
- All of the dedicated and passionate people that support us
- People who trust in us to walk alongside them in their journey

Warm Regards,

Carol Willis (Chair) & Janette Dale (CEO)

ABOUT US

We acknowledge the traditional custodians of the lands on which we work, and we pay our respects to the Elders past, present and future for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people.

Molonglo Support Services Ltd (Molonglo) is a not-for-profit organisation based in Queanbeyan for over 40 years and is committed to delivering responsive services that align with:

Our Vision

Everyone living in a secure and safe environment

Our Mission

To support people experiencing difficulties due to homelessness and domestic and family violence by providing responsive interventions and crisis support

Our Core Values

RESPECT

We act with kindness and respect, providing a friendly, safe confidential environment.

EMPOWERMENT

We treat people equally, with dignity and compassion, understanding an individual's right to make their own life choices.

EXCELLENCE

We are dedicated to providing an accountable, reliable and high-quality service.

COLLABORATION

We partner with our clients in their care and work collaboratively with other services to support them.

INTEGRITY

We are honest, trustworthy, and accountable in our work and relationships.

Our Aims

To increase safety and reduce harm arising from domestic and family violence by providing holistic early intervention, outreach, crisis and court advocacy support services.

To support people experiencing difficulties due to homelessness or at risk of homelessness by providing early intervention and crisis support services.

To build a strong organisation by remaining relevant, responsible and viable in a changing and challenging environment.

To be an employer of choice by attracting high calibre, motivated, diverse and resilient staff and providing a healthy, safe and stimulating work environment

OUR PROGRAMS

Louisa Domestic Violence Service

Louisa is a residential and outreach service based in Queanbeyan that provides:

- Early intervention and outreach support for people experiencing domestic and family violence to stay safely in their own home
- Secure crisis accommodation for women with or without children escaping domestic and family violence
- Supported accommodation for families, men and women with or without children through the Tenancy Service
- Assistance to find long term housing
- Emotional support, information relating to domestic and family violence, and referrals for financial, legal, health, education and employment matters
- Support for children experiencing trauma and stress due to family or domestic violence
- Childcare, parenting support, group work and school holiday activities for children

Your Place Housing Support Services

Your Place in partnership with Barnardos Australia, provides:

- Referral and support service to anyone in Queanbeyan Palerang Region experiencing housing difficulty
- Collective solutions for immediate and long-term housing difficulties
- Support through the process with practical and emotional support
- A focus on strength-based case management plans alongside clients
- Close connections with local support agencies to provide integrated case coordination
- Supported accommodation with the Molonglo Tenancy Management with access to some limited crisis and transitional accommodation in Queanbeyan

Monaro-Hume Women's Domestic Violence Court Advocacy Service (M-H WDVCAS)

M-H WDVCAS assists women and children to obtain legal protection from domestic violence by delivering quality information, advocacy and referral services including:

- Consistent, effective and timely threat assessments, safety planning, case coordination, referrals and other support to women and their children
- An integrated and timely response to women assessed at "Serious Threat" by working collaboratively with government and non-government partners through Safety Action Meetings
- Information, advocacy, referrals and support for women experiencing domestic violence throughout the Court process

Tenancy Services

Molonglo manages 13 properties which provide crisis and transitional accommodation in Queanbeyan.

- Properties are maintained to a high standard
- Link residents with appropriate supports to sustain their current and future tenancies
- Provides access to social groups and activities

OUR HISTORY

Molonglo Support Services (Molonglo) started as a safe place for women and children to escape abuse in the home.

Although many changes have occurred to meet the needs of our community, providing services to those who have experienced abuse, homelessness and poverty is just as relevant and challenging today as it was at the beginning.

1979	<p>Louisa Women's and Children's Services was founded by a group of local women inspired by the ideas of feminism and women's rights that began to take hold in the late 1960s.</p> <ul style="list-style-type: none">• The women's refuge was named after Louisa Lawson, Australia's first female journalist and mother to poet and writer Henry Lawson• Leslie Norris (Snow), Helen Bridges and three other women negotiated two semi-detached cottages with Queanbeyan City Council (now QPRC) for a peppercorn rent of \$1, later being demolished for the entrance of Rutledge Street carpark
1984	<p>QPRC and NSW Housing provided a house supporting women, children and teenagers.</p> <ul style="list-style-type: none">• Originally self-funded, with help from various charities, it began to attract piecemeal government funding.• An initial \$10,000 grant was funded by the Department of Youth and Community Affairs, being part of the International Year of the Child• Later funded under Supported Accommodation Assistance Program (SAAP)
1987	<p>Provided transitional accommodation establishing Gonyah Women's Housing</p>
1998	<p>Our new refuge was officially opened by Louisa Lawson's granddaughter</p>
2002	<p>Molonglo registered as a Community Housing Provider</p>
2009	<p>Expanded to provide court support to develop a closer working relationship with police, courts and legal systems establishing South Eastern Women's Domestic Violence Court Advocacy Service (SEWDVCAS) funded by Legal Aid</p> <ul style="list-style-type: none">• supporting Courts in Cooma, Queanbeyan and Goulburn
2014	<p>NSW Government's Going Home Staying Home reforms included funding to replace SAAP by Family and Community Services (now NSW Department of Communities and Justice).</p> <ul style="list-style-type: none">• Molonglo included services to support men escaping domestic and family violence assisting with accommodation options for families or anyone over 24 years.• Molonglo Women's and Children's Services changed its name to Molonglo Support Services to reflect support for both men and women• Louisa Women's Refuge changed its name to Louisa Domestic Violence Service to incorporate an outreach program and court support for men experiencing domestic violence• Gonyah Women's Housing ceased and Molonglo refocused support into a new tenancy program for Louisa and the newly established Your Place Housing Support Service (Your Place)• Your Place partnered in a joint working agreement with Barnardos Australia to support families who are homeless and single people over 24 years who are homeless
2017	<p>SEWDVCAS included Safety Action Meetings in Queanbeyan (Monaro) and Goulburn (Hume).</p>
2018	<p>Molonglo's office co-located with Your Place and SEWDVCAS upstairs at Riverside Plaza, Queanbeyan</p>
2020	<p>Molonglo celebrates 40 years of operation. Introduces Working From Home with first COVID-19 lockdown. South Eastern WDVCS changes name to Monaro-Hume WDVCS</p>

STRUCTURE AND MANAGEMENT

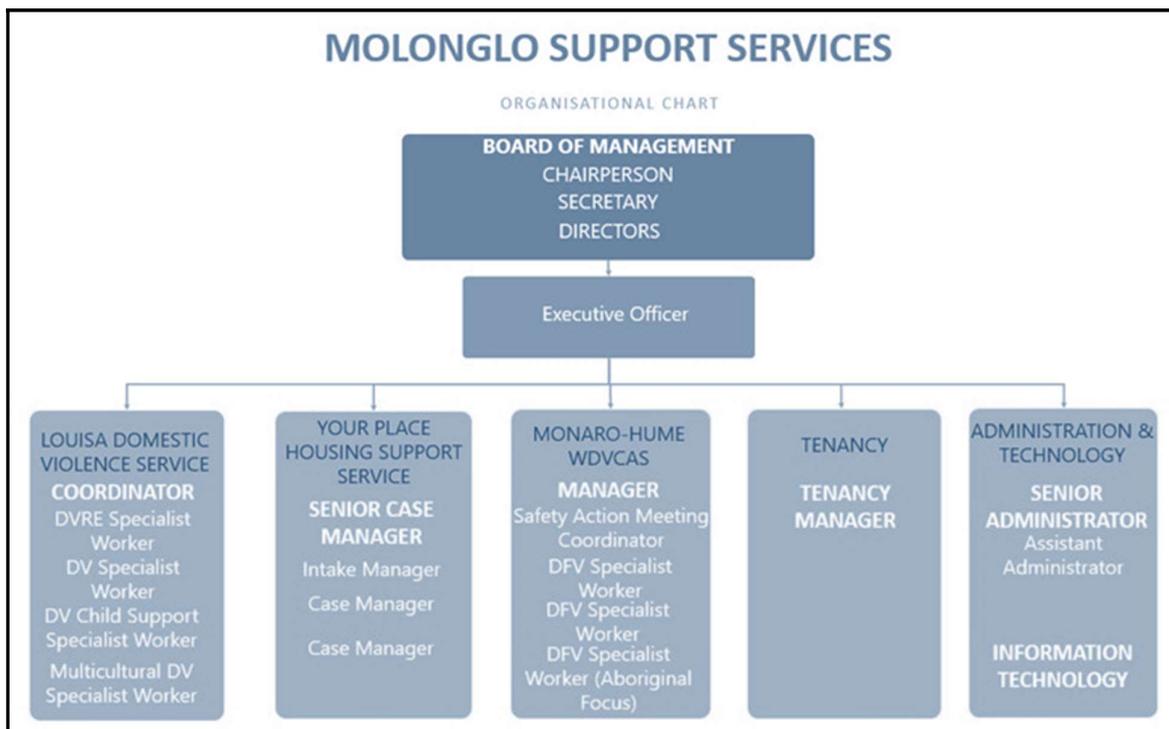
LEGAL STRUCTURE

- a Company limited by guarantee complying with the Corporations Act 2001
- a registered charity regulated by the Australian Charities and Not-for-profit Commission (ACNC)
- a Public Benevolent Institution to relieve poverty or distress for the people we support

MANAGEMENT

- a voluntary board driving the strategic direction of the organisation
- the Executive Officer (CEO) enabling the organisation to obtain the resources, funds and personnel necessary to implement the organisation's strategic objectives (see Objectives and Activities)
- coordinators and managers guiding each program's team
- operating efficiently and effectively providing excellent support to the community while keeping costs to a minimum and employing under 20 staff

ORGANISATIONAL CHART



OBJECTIVES AND ACTIVITIES

Aim 1: To increase safety and reduce harm arising from domestic and family violence by providing holistic early intervention, outreach, crisis and court advocacy support services

1.1 Provide immediate intervention to women and children experiencing domestic violence to enable them to move, to remain in their family home or be safely rehoused

1.2 Provide support to women before, during and after court procedures to obtain domestic violence protection orders

1.3 Coordinate the Safety Action Meetings/Pathways and for Monaro and Hume Local Coordination Points

Aim 2: To support people experiencing difficulties due to homelessness or at risk of homelessness by providing early intervention and crisis support services

2.1 Provide crisis accommodation for women and children and transitional accommodation to women, men and children and support to gain government and private rental options

2.2 Provide support, case management care coordination services and access stable housing

2.3 Manage transitional community houses, crisis units and a women's and children's refuge through a Tenancy Service

Aim 3: To build a strong organisation by remaining relevant, responsible and viable in a changing and challenging environment

3.1 Maintain high standards of governance, management and organisation performance

3.2 Manage risk and respond effectively to changes in government policy, community expectations and client needs

3.3 Ensure Molonglo has the financial resources to support a high quality and responsive service and is fully accountable for funding provided by government and other partners

Aim 4: To be an employer of choice by attracting high calibre, motivated, diverse and resilient staff and providing a healthy, safe and stimulating work environment

4.1 Recruit, train and retain high calibre staff and support them to deliver a continuous improving service based on Molonglo values

4.2 Ensure staff well-being is and is seen by the staff to be the foundation of Molonglo with staff safety a priority

4.3 Support a workplace culture that values high staff satisfaction and celebrates the uniqueness of the Molonglo workplace and its long history of achievement

SERVICE REPORTS

Louisa Domestic Violence Service

Louisa offers life changing support for women, children and men escaping domestic violence. Our services are available 24/7 either in the crisis centre (women and children's refuge) or within our transitional properties or our equally important outreach program.

Our small team of workers work hard to offer unique services for victims of domestic violence personalising services to individual needs both practical and emotional. All people referred to us have an outcome, even if we are unable facilitate their immediate needs, we make appropriate referrals.



When it comes to abuse you believe there is no way out. There is always help. There is always a way out (Rev Donna Malay)

Throughout the report we mostly refer to women as they make up the greatest proportion of our domestic violence victims requiring support, however, it must be acknowledged that we also support male victims of domestic violence and the impact of domestic violence on these males cannot be minimised. During the last financial year we supported a number of fathers and children, along with single men via our outreach service.

The crisis centre can house six families offering a haven of comfort and support for women and their children who have had to leave unsafe situations. We also support 6 out of Molonglo's 9 transitional properties, where our families are supported into long term accommodation and can stay until they can secure affordable housing. As with the families in the refuge, we work closely to assist in moving forward safely. Most of our clients were female between 26-35 years as shown below in diagram 1. Diagram 2 shows an increase in bed nights provided in the refuge with less individual clients were included compared to last year due to reduced movements with Covid-19.

STATISTICS

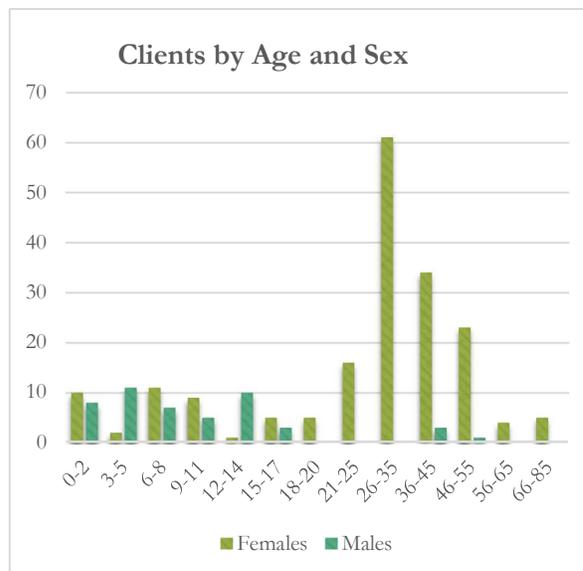


Diagram 1: Number of clients assisted by age and sex, majority female 26-35 years

Crisis Accommodation - Bed nights compared with last year		
	2021	2020
Short Term or emergency accommodation	56	68
Total number of bed nights	2,765	2,549

Diagram 2: Emergency accommodation and bed nights over 2 years

Number of Support Period Days and Average Length of Support	2021	2020	2019	2018
Total number of clients supported	234	145	188	158
Total number of support period days	33,179	18,782	27,176	21,258
Total number of support periods	251	149	202	169
Average length of support for closed support periods (days)	195.3	227.3	212.1	15.5

Diagram 3: Number of clients supported period days and length of support over 4 years, significantly more in 2021

SIGNIFICANT ISSUES FOR CLIENTS

Housing

At one stage, in the refuge, we had fifteen children and six mothers: 21 homeless people. If the male partner or perpetrator were required to leave that is potentially 6 homeless compared to 21. There are 28 Staying Home Leaving Violence programs across NSW, however none are provided in the Queanbeyan-Palerang region. We are working towards changing this. The program is run by support agencies and supported by the Police where the perpetrators leave the property if the victims are safe to stay safely in the home with support. We have always assisted and continue to assist with safety plans for those who are reluctant to leave relationships for several reasons.

Affordable housing is the biggest contributing factor for our clients in moving forward. Several women are approved for start safely, however, struggled with women securing private rentals to utilize the program. We have had women secure private rentals, outside of real estates, through private landlords on social platforms. Our relationship with NSW Housing continues to be beneficial for our women as we continue to place families in our partnership properties.

Devices

We raise our client's awareness of the risk that mobile phones and the internet can have on their safety. Without realising, if they continued to stay on an internet or phone plan paid by their ex-partners they are at greater risk of being tracked and computers being compromised. A case of computer hacking (interstate) by an ex-partner allowed him to have access to all her documents including emails, as well as remotely accessing all information including when she was on the computer. All phone messages were able to be viewed "in a cloud/vault". The extent of the perpetrator's access was intense, even blocking emails as they were trying to be sent.

Accessing Services

When women leave relationships, many are unaware what services are available to them. An area they have difficulty with is accessing Centrelink and their entitlements. Often, they have left the family home without paperwork (such as birth certificates) and sometimes it's just too overwhelming for them. We advocate on their behalf and assist with gathering relevant paperwork. Most women are not aware that they are entitled to a crisis payment if leaving a violent relationship.

Often the children must change schools and we also assist with this. It is generally a meeting with the principals to explain about permanent addresses and temporary accommodations. We assist with sourcing uniforms and all their school needs. We know the importance for the children not to be stigmatised due to their circumstances.

Stacey's story

Stacey's is a pseudonym and not her real name to protect her privacy.

It was a quiet Saturday afternoon. Our relationship had been strained and he was angry every day, but I could not have foreseen what would happen.

Our first ten years were amazing apart from an incident where he spat at me, and another time he broke a glass door in a temper. He was remorseful on both occasions. The rest of the time he seemed perfect, a wonderful partner a great dad. We were very happy. Those ten years proved to be my undoing. That was the life I wanted to return to and thought we could. I believed with help and maybe some counselling we could get back there.

He always found the time to send me a text to say I had overspent his money and he was locking the card. This was his favourite form of financial abuse. I would never know when he would lock the credit card. I would go to the counter with my groceries only to be told there was a problem with the card. People must have thought I had stolen it. At one local shop, she even came outside and wrote down my registration. It was the worst humiliation. Once I went out with a woman I had just met for lunch and hoped to be friends. I went to pay, and the card was rejected. She reluctantly paid and I had to take her back the money first thing in the morning. Automatically I said, "oh my husband has locked the card", "do you have a gambling issue?" she asked. How deep was my embarrassment? I wanted the ground to open and swallow me. On another occasion I had to drop off the car to be fixed and had to go all day just having their water, I could not go anywhere or even buy a drink even though I was working and earning a good wage.

Another time I bought eleven articles of clothes for only \$127 at end of season sale. It was amazing value. That was less than \$11 per item and it included a lovely coat. He went ballistic. Money was no option for his spending. I later found out to go away his girlfriend he spent over a \$1,000 on clothes for himself before he went. That was without flights, presents and accommodation. For over a year, I would have \$100 per week put in our everyday account. From this, I would need to pay for everything from getting my hair done, clothes, gifts for family and friends. Most of the time I just spent it on grocery items because it was the only access to money. I would need to ask if I wanted to spend any other money. After I got depressed, I would not spend anything at all in that period. When my mood lifted a little, I would engage in normal spending. On that fateful Saturday afternoon, it began with a phone call from whom I now know was his girlfriend. "Your husband is cheating on you with another woman. I thought - wrong number crazy girl.

He had come in and got ready to go out, to meet his friends. I was stinging from having found the stuff on the phone. I planned to confront him when I figured out what my plan would be. He was so angry about the spending, I decided I would ask him now. "You are cheating, I read the texts". He went to the bathroom with his phone intending to delete them.

"Stop, no point deleting them I have already read them" I grabbed the phone from him. He grabbed it back and pushed me hard back on to the bed. Our struggle began over the phone in the bedroom but that is not where it stayed. I heard him screech and I knew he was getting uncontrollably angry. He shoved me back into the garage then knocked me over hard and I hit the garage floor. The phone was underneath me behind my back. He tried to pull my arm, causing scratches in my armpit and on my arm. He began punching me and I felt my arms getting sore, I received a punch in the side of my eye. I did not feel anything because of the adrenaline rushing through my system. It never hurts at the time, only afterwards.

I could feel him biting me on the chest and I remember wondering if I would end up with any bruising. He was sitting on top of me, causing me to feel squashed and struggling to breathe, then I thought I am going to die. I did not bruise easily, often a punch would occur, and there would be nothing visible.

He was raging now. I think I called out help and lost consciousness.

My grandson (only 13) had heard and seen what was happening. Afterwards he said he wondered whether he should hit his grandfather with a frypan, but thankfully opted to call the police. Shortly after the police arrived. My shirt was shredded my jeans were torn and filthy.

I recall saying to them he cheated on me. My husband quickly said, "We were fighting over the phone, look, she scratched me". He pointed out a scratch on his arm. The police took us to separate areas. After speaking with both of us, they said no charges could be laid as it was mutual because both of us were being violent. I was astounded. I may have scratched him at some point, but he had been pummelling and biting me; hardly equal. They asked me had it happened before, I lied and said, "No, this is the first time". Even then, I had begun to protect him.

I was severely concussed. The police wanted me to go to hospital, but I did not want my grandson staying there by himself. I did not understand why they gave me the domestic violence service card and asked him to stay somewhere else for the night; if they thought it was not domestic violence, but mutual violence. I went to the service the next day. They were horrified no charges had been laid. By this time, the bruising on my eye and arms and all over my body had begun to show. I was surprised; it must have been bad to leave bruises on my normally bruise resistant body. The domestic violence worker rang the local police, and I was soon on my way to the station to make a statement. That was the first assistance from the staff of many to come. I was very grateful to have them by my side in the process, I was by myself when I had to be stripped for photographs it was so humiliating and the tears just flowed.

I wondered why I had not rung police myself before; God knows I had many opportunities. I just kept making excuses for him, but they had now run out. I decided I was going to support their intervention and ensure that I pressed charges. When we went to court, he rocked up in thongs and a pair of shorts and t-shirt. The judge repaid his disrespect by giving me a five-year protection order. He cleaned out our bank account, took most of our belongings from home and changed the locks. I was left then from being a joint homeowner, multiple business owner, money in the bank to being homeless, moneyless, (he locked me out of all accounts and needing to go on Centrelink. I had to couch surf with family. I could not even get personal things or belongings. He had the lot, and I was told only the courts could sort out our property which could be a long process.

I had become entirely dependent on him and was technologically behind. DV staff helped me come to grips with My Gov and Centrelink. I attempted to do Centrelink myself, it had been a month and I still had not been able to access the online, also because of assets and money in the bank which he blocked. Staff helped me negotiate Centrelink and get my payment.

He recently went to court. His sentence was a \$1,000 fine (nothing in comparison to our/his immense wealth) and no conviction recorded, he pleaded guilty so at least I did not have to be a court witness. I wondered if he walked up to a guy in the pub, pushed him over, tore his clothes, punched him repeatedly, bit him a couple of times sat on him until he lost consciousness, if his sentence would have been harsher. Of course, it would, but then that is another man. At some level, it is a lesser offence to hit your wife, than a stranger in a pub. I think it should be greater because everyone knows it is not a one off, and if you cannot be safe in your own home, where you can be safe.

The staff have been amazing as I am still fearful. Because I had a suicide attempt, he said he would kill me. make it look like suicide if I took all his money. I do not want his money, just my share of our money. I know how to keep myself safe. The staff have helped me with a safety plan and organised me to go back to the police about the threat. With our money, he is living in a beachfront apartment enjoying the fruits of our labour. I am homeless on Centrelink. The staff are helping me with my Victims Compensation claim and anything else I need. I am so grateful for the service and the wonderful staff who work there. They have nursed me through my grief and loss and supported me as I find new freedom moving forward hopefully into a happier life.

CHILD SUPPORT

The Child Support Room at Louisa is a haven for all in-house children, as well as their mothers. It gives them both a chance to relax and really enjoy each other's company, to re-connect, whilst encouraging Mother's to interact with their children. Due to domestic and family violence it is the children who are often "silently affected". It is proven that this is detrimental to the ongoing development of the child. It is crucial to "re-establish" the right connection, communication with your child, no matter what age, of the right way of living – free of domestic and family violence.

We offer the women respite daily as the Child Support Room is open in the morning and in the afternoon from Monday to Thursday. We offer comfort and support to alleviate separation anxiety from the young children when their mothers are having respite.

The Child Support Room is a safe and caring environment for the children. The children have enjoyed an array of indoor and outdoor fun activities that stimulates the senses. Through play it offers the mother's an opportunity to remember how important their relationship is with their child / children despite what is currently their situation and the reasons why they are at our service. Strengthening their bond and investing time with their child / children is fundamental, for the development of the child.

Breaking the cycle of Domestic and Family Violence is at the forefront of our minds when working with mothers and their children. Therefore, forever praising the child and offering encouragement building their self-confidence and self-esteem which unfortunately for some is very low. In Child Support we teach every child that "education is the key". Through education the children learn that domestic and family violence are not "the norm" of everyday life. Education will offer each mother and child the opportunity to make "good choices" in their future. Education is an opportunity for each child to break a poverty cycle as well. Through dedication and diligent study at school and using that same work ethic in their everyday lives, will give the children an opportunity to have a good education and therefore a good life.

We connect families to other services in our community as well as the ACT, as they branch out to the neighbouring areas surrounding Canberra. Once connected to these services it empowers the women to make contact themselves later, if they are in need.

To sum up for this year in Child Support we have supported many families from diverse backgrounds and cultures either in-house or outreach clients who needed support, and without

judgement whilst encouraging and empowering the women to make good choices not only for themselves, but for their children as well.

WOMEN'S GROUP

On a weekly basis women within the house and outreach clients get together to share an activity. Activities have been varied and the women are encouraged to have input into activities they enjoy. The most popular for the year were sewing, pamper days and various crafts. The regular get togethers allow the women to socialise in an environment in which they feel comfortable, it also allows the women who are less confident and have anxiety to be themselves in a non-confrontational, non-judgmental setting.

MULTICULTURAL PEOPLE

Women from culturally and linguistically diverse (CALD) backgrounds are particularly vulnerable to domestic and family violence due to the language barriers, religious or cultural beliefs about the gender roles. The cultural and linguistically factors, along with economic and social factors associated with resettlement in Australia has heightened the challenges and barriers for women from CALD background to escape domestic violence.

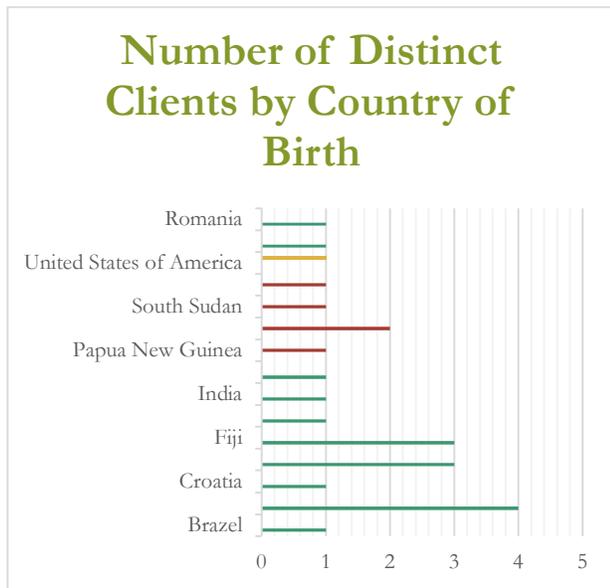


Diagram 4: Clients supported from country of birth

Whilst LDVS is committed to supporting women and children from CALD backgrounds to live free from violence, there are several barriers identified while supporting this disadvantaged group.

LDVS worked with clients holding cultural beliefs that separation and divorce are considered as stigmas and violence against women has been normalized. These types of beliefs lead to a significant barrier for the victims to seek support. LDVS understands the beliefs were formed through their culture, demonstrates great empathy, and adopts a culturally sensitive approach to make clients feel heard and

understood. Gradually, with LDVS' support, the clients understand that to live free from violence is a basic human right.

LANGUAGE BARRIERS: Clients who are non-English speakers show more vulnerability when escaping domestic violence. Although the presence of an interpreter can help to overcome the language barrier, some of the clients are very hesitant to disclose sensitive information with the presence of the third party. They also have limited access to the support and resources available due to the low proficiency of English.

ABORIGINAL PEOPLE

19% of clients identified as Aboriginal and Torres Strait Islander Peoples. As Aboriginal and Torres Strait Islander people often live in tight knit communities, the whole community can be affected by family violence. It can lead to 'Community depression' which comes from a shared sense of shame, despair, demoralization, and hopelessness.

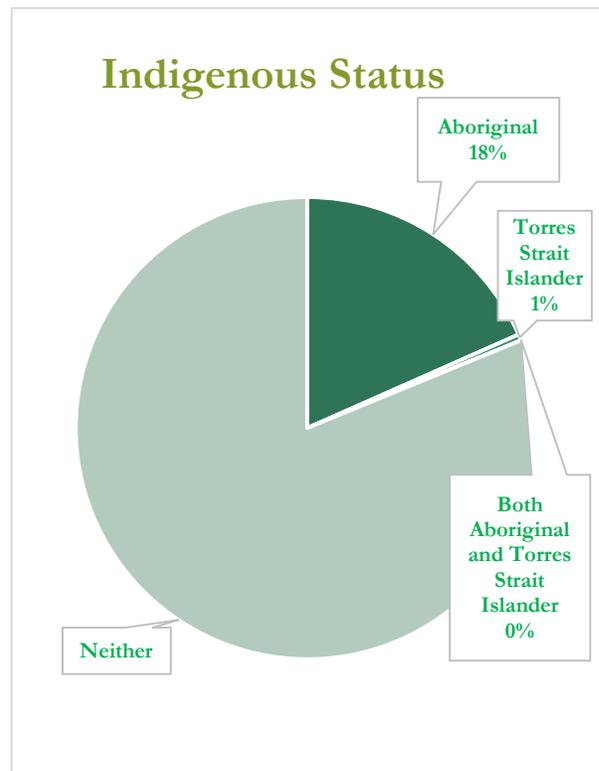


Diagram 5: Percentage of Louisa clients by indigenous status

DOMESTIC VIOLENCE RESPONSIVE ENHANCEMENT (DVRE)

DVRE program responds to clients after business hours. The DVRE specialist worker can help women and children with food vouchers, clothing and sometimes transport to move to a safe place.

Benefits include:

- Response in person to victims of DFV

- Assist with finding suitable accommodation if there is none available in the refuge
- Assistance with mothers and children in the refuge at meal and bedtimes
- Provides someone to talk to about needs and requirements assisting day staff in better service
- Help fill out paperwork as the need arises
- Meets with clients to address issues that may arise in the refuge
- Makes the women in the refuge feel safer at night
- Able to ensure security measures are in place at night for women's safety

Individual women & children		
DVRE	2020 - 2021	2019 - 2020
After hours assessment /risk assessment	21	26
Client received after hours intake	16	24
Client received after hours support	22	30
Client received outreach in Temporary Accommodation	5	4
Client received DVRE funded crisis or transitional accommodation	14	8
Client received or directly benefited from DVRE brokerage	4	17
Temporary accommodation purchased with DVRE funding	1	1

Diagram 6: DVRE clients supported after hours

Our devoted team continue to expand in their expertise and are grateful for the support of our volunteer board, our executive and admin team along with staff from our other Molonglo services, donors, and other service providers. Together we were able to provide the high level of supports that we have achieved.

Jan Rudd
Coordinator

Your Place Housing Support Service

Your Place Housing Support Service (Your Place) is a Specialist Homelessness Service providing support to anyone in the Queanbeyan-Palerang region having housing difficulties. We support people who are homeless and engage with people to avoid becoming homeless. Your Place is in a Joint Working Agreement between Barnardos Australia and Molonglo Support Services. We are a small team consisting of a full-time case manager, an intake and referral officer, a part-time tenancy manager, program coordinator and a part-time worker from Barnardos.

This year has been a challenging yet satisfying year for the service. We continue to change the lives of so many individuals and families experiencing significant hardships through homelessness. We work collaboratively with several local services to assist the client to address all non-vocational barriers that are impacting their day-to-day living. We have seen an increase in the number of clients that have moved from other geographical locations in the hope of being housed in a timely manner. The lack of knowledge regarding the housing process and expectation can be challenging for all parties. It can be disheartening for the clients who may have uprooted their entire family and made significant changes to be housed closer to family.



We uphold our values and respect our clients, acknowledging that all journeys are unique. We have seen an increase in the number of clients that have succumbed to drug and alcohol use to manage day-to-day stressors. In this situation we empower our clients and assist in taking the steps to engage with the appropriate services in addressing the issues. We have many successful outcomes in housing people whether it be in the private rental market and/or social and community housing.

As identified last year a local need for a sustaining tenancies program was required and are pleased that there has been a program established. Although we were unsuccessful in obtaining the contract, we are now able to refer people into the program to assist clients in sustaining a successful tenancy and receive ongoing support once they have been housed.

LOCAL ISSUES

Queanbeyan has become a high demand area for public housing and with a lack of private rentals there are not enough housing options to meet the requirement in the area. Many clients are not willing to explore options outside the Queanbeyan/Palerang region for many reasons including stability for children, support networks, service availability and familiarity.

There is a need for further education, particularly for temporary accommodation providers and real estate agencies around mental health and substance use issues that are impacting the community. Several clients have been banned from utilising temporary accommodation because at times their mental health affects their behaviour. A client may require immediate assistance from a medical professional and the opportunity may be missed leaving the clients vulnerable and at risk of harming themselves or others. Education and awareness of issues could support providers.

There has been an increase in the number of clients affected by drug use with a high number of single parents becoming drug dependent. Residential rehabs are considered so far away besides the ACT and with long waiting lists. We are seeing women with children becoming extremely vulnerable to the drug ICE. Although there is the local drug and alcohol service that provides counselling, we believe it would be beneficial to have a residential rehab within the area that accommodates the needs of the clients. With long wait lists and out of area services the clients lose motivation and the determination to take the necessary steps required to address their drug use

CLIENT SUPPORT

Diagram 7 shows, every year for the past 5 years the service has had well over our contracted target client number of 217. This year, 288 clients were supported (see Diagram 10). Holistic case management has been provided by staff. We have seen an increase in the number of clients experiencing significant mental health challenges due to situational challenges

Referrals from numerous agencies, showed an increase in the number of self-referrals with 68 clients presenting to the service with no formal referral mostly through word of mouth. From the 288 clients assisted, 46.5% of clients had presented to the service within a week of becoming homeless. There was an increase in clients experiencing domestic and family violence, 5.7% in comparison to 2019-2020 reporting 2%.

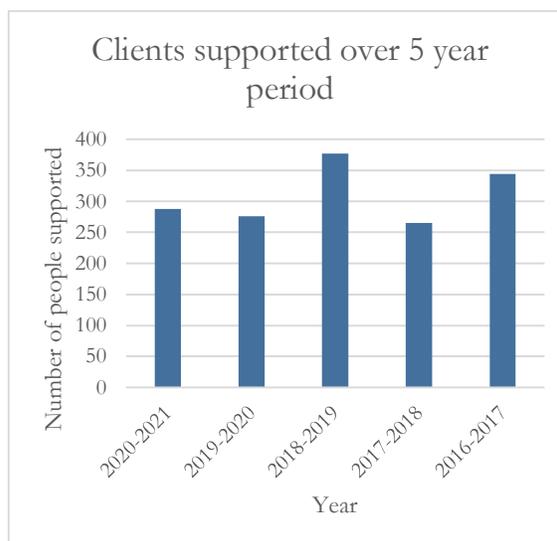


Diagram 7: Number of clients supported over the past 5 years by Your Place

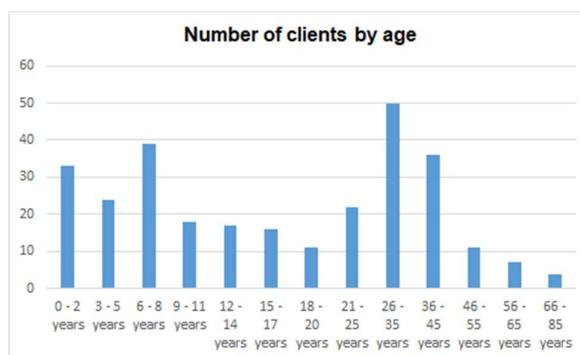


Diagram 8: Number of clients supported over this year by Your Place by age

The main reasons for Your Place clients seeking assistance:

- Housing Crisis (e.g. eviction) 14.0%
- Inadequate or inappropriate dwelling conditions 24.2%
- Housing affordability stress 36.9%
- Domestic and family violence 5.7%
- Financial difficulties 1.3%
- Previous accommodation ended 5.7%

CHILDREN

This year 149 children, accompanied by their parent/s or guardian, were supported due to homelessness, compared to 104 last year.

113 children presenting to the service were school aged as per Diagram 8 above: homelessness causing significant disruption to children's education.

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

Your Place Housing Support Service assisted 82 clients identifying as Aboriginal; 23 were children. 3 families had been housed into properties through the Aboriginal Housing Office (AHO) where a confirmation of Aboriginality is required to support these housing applications.

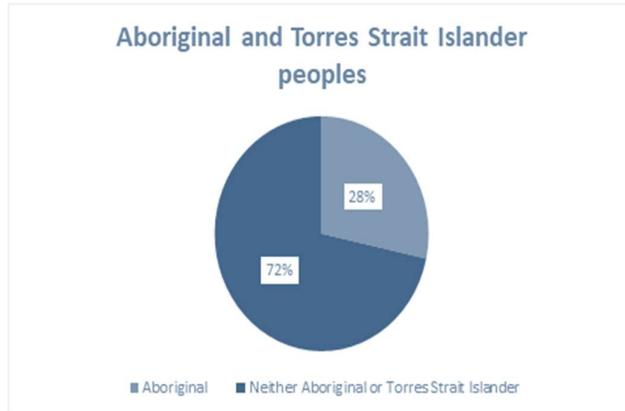


Diagram 9: Number of clients supported by Your Place reporting indigenous status

CULTURALLY AND LINGUISTICALLY DIVERSE (CALD)

This year Your Place assisted 36 clients that identified as CALD where 4 required the assistance of an interpreting service. We respect people and their cultural identity, understand the importance of being aware of cultural protocols and apply culturally specific knowledge in our case management practices. An interpreting service is provided where necessary and advocate for the needs of the clients.

Number of Distinct Clients by Country of Birth		
	Frequency	Percentage
Australia	265	92.0%
Argentina	2	0.7%
Brazil	1	0.3%
China (excludes SARS and Taiwan)	2	0.7%
England	1	0.3%
Hungary	1	0.3%
India	2	0.7%
Ireland	3	1.0%
Italy	1	0.3%
New Zealand	5	1.7%
Philippines	4	1.4%
United States of America	1	0.3%

Total	288	100%
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Diagram 10: Number of clients supported by Your Place reporting CALD status

ACCOMMODATION

PEOPLE HOUSED BY YOUR PLACE	2020-2021
TOTAL PEOPLE HOUSED	32
NSW HOUSING	12
PRIVATE RENTALS	3
COMMUNITY HOUSING	0
AHO AND OTHER	2
HOUSED IN	
• QUEANBEYAN	17
• BUNGENDORE	0
• CAPTAINS FLAT	0
• ACT	0
• RURAL/REGIONAL NSW	3
COUPLES	3
SINGLES	11
CHILDREN	14
SINGLES WITH CHILDREN	11

Diagram 11: People housed by Your Place over past 12 months

Your Place housed fewer people this year as a result of Queanbeyan/Palerang being a high demand area, and client reluctance to explore alternative locations. This results in less housing available, and a longer wait list.

BROKERAGE

This year \$16,936 was provided to assist clients with the five payment types shown in Diagram 12. This was less than last year, however, we found that with the COVID-19 supplement and the extension of temporary accommodation with Housing NSW clients were not dependent on financial assistance.

Clients were encouraged and empowered to be independent and explore alternatives with bond loans and other Housing NSW products. The financial hardship was evident when the Covid-19 supplement had ended. There had been an increase in assistance required for food and petrol.

Clients repay a minimal amount over an agreed period to enable us to provide further assistance to other clients.

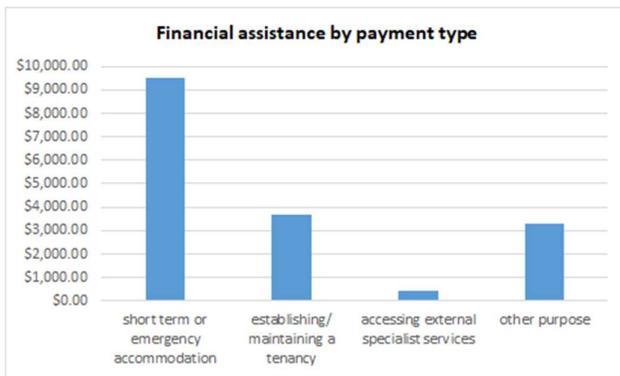


Diagram 12: Amount of financial support / brokerage provided to clients by payment type

Your Place supports single parents with children that have issues with drug use and mental health. In addition to assisting people through the housing process we also assisted people into residential rehabs to address substance use issues, whilst continuing to advocate and support them through the housing process and navigating their way through many systems. Your Place assists in breaking the cycle of homelessness by addressing all complexities and challenges that could be a barrier to a client's ability to establish and maintain housing stability.

How Your Place assists clients

- Identify the needs of the client by having realistic conversation
- Empower the clients by motivational interviewing and establishing realistic goals
- Negotiation on behalf of the clients
- Ensure the appropriate documentation is provided
- Demonstrate a picture of what was happening for the client at the time
- Ensure documentation identifies the barriers and challenges
- Assisted with abiding by mainstream processes of Housing NSW and private rentals

At Your Place, we believe that everyone has the right to live a life free from risk of harm, we understand the importance of stability and a home being the foundation necessary to be able to move forward and live in a dignified way.

Following the adjustments made in terms of the service delivery during the Covid-19 Pandemic, staff had returned to the office this had been a challenge with the fear associated with interacting within the team and client interactions. Your Place were not provided with additional funds to provide PPE for staff. Although, Safety measures were implemented with routine cleaning after appointments, maintaining social distancing sign in sheets and logging in utilising the QR codes. Questions were asked in relation to the health

and wellbeing of clients prior to entry and staff were advised to stay home if unwell. Covid testing was a requirement with the slightest of symptoms and evidence of negative results are mandatory.

Gemma Bell
Coordinator

Tenancy Management

COVID -19 AND ITS IMPACT IN TENANCY

The 2020/2021 financial year finds tenancy once again functioning on occasions under lock down situations with contactless leases and inspections. During such times responsive maintenance is partially suspended. All urgent repairs, essential services such as smoke alarm testing and WHS incidence response however are being attended to as normal.

Strict home visit procedures are adhered to by contractors. Both the tenant and the contractor are contacted by the tenancy manager on the day of scheduled appointment and a check list of relevant questions asked prior to giving final go ahead to attend. All contractors must wear a mask and gloves indoors and adhere to social distancing.

It is inevitable that during lock down tenants face challenges in regard to their commitments to a Transitional supported Accommodation with Molonglo Support Services. The ability to attend viewings of rental properties grinds to a halt. The flow on effect could slow down the process of transitioning through the service to more permanent housing.

Many tenants have commented on the emotional strain of home schooling. Some clients with special needs children have found services / activities / home help services cancelled only to compound already stressful situations. Those that have been laid off work have had rent reviews conducted by Molonglo Support Services to recalculate rent and avoid financial difficulties to our clients.

NATIONAL REGULATORY SYSTEM COMMUNITY HOUSING

Molonglo Support Services has just recently concluded the Tier 3 Compliance Return for the 2019 /2020 financial year. Several sections of this return focus on performance outcomes in Tenancy. The tenant eviction rates, tenant satisfaction survey, property condition, non-urgent maintenance timeframes were trending well above required thresholds for Community Housing Standards.

The Service performed well regarding quick turn arounds for reletting properties and consequently the levels of forgone rent for properties while untenanted were well within acceptable thresholds. Rent arrears was also trending well

due to implementation of tighter procedures in debt recovery and quick action.

There was a slight under performance in the area of occupancy rate/ property turn over. Of the 12 properties only 7 during the 2019 / 2020 financial year showed exiting tenants. Some of these properties had multiple tenants in the space of 12 months. However, of the remaining other 5 properties these retained the same tenant for longer than legislated timeframes.

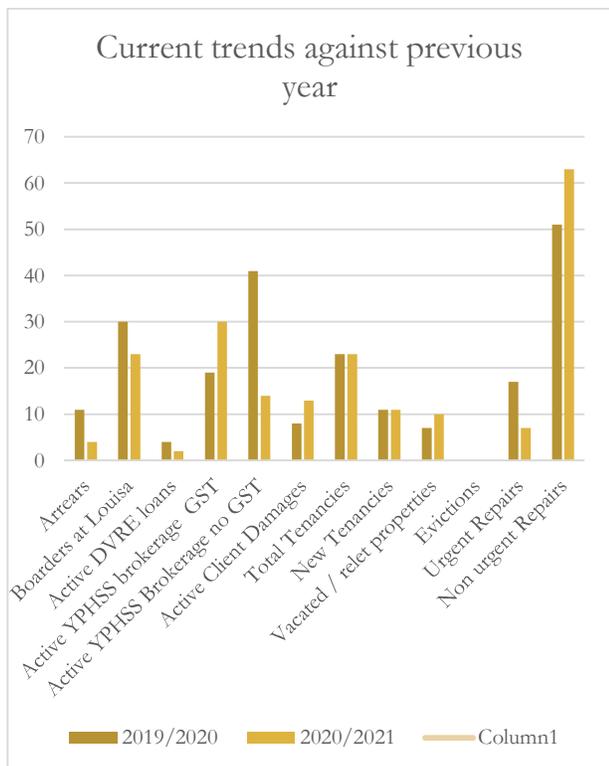
Standard timeframes for Transition houses for Community Housing are usually 12 – 18 months. Due to a lack of available properties in social housing and private rentals, five properties experienced longer term tenants up to 2 years. In fact, several reasons contribute to the growing tendency for clients staying longer than expected timeframes:

The main factor is the slowing trend of available properties for Molonglo Support Service tenants to transition out into the housing sector.

Properties that become vacant can often have a long turn around period where upgrades and repairs take place.

The increasing complexities of client need and longer requirement for successful tenancy and/or case management.

Molonglo Support Services performance trends in 2020/2021 in evictions, tenant satisfaction, occupancy rate and property turn arounds are once again well within high to acceptable tolerance levels. All urgent and responsive repairs were conducted within Community Housing guidelines timeframes.



A comparison of this year's performance outcomes by activity against previous year

LAHC – CHP CAPITAL WORKS PROGRAM

A successful tender for CHP capital works allowed Molonglo to upgrade four properties within the space of 4 months. This included internal and external painting, new vinyl flooring, kitchens, bathrooms, ensuites and fencing. Two of these properties tested positive for asbestos in the bathrooms and one in the kitchen flooring. With asbestos removed it was revealed that water damage over the years had caused structural concerns to the joists in bathrooms. These were replaced where necessary, and plumbing brought up to Australian standards.

The grant was adjusted to include these additional costs as well as to reflect the amount of asbestos that eventually was removed. Accommodation costs of tenants to be off site during upgrades was also included. This variation in tender delivered \$236,974.56 (inc GST) for capital works and \$20,182.69 for contingency.

Benjamin Wood (Project Manager, CHP Capital Works Program – Housing Programs) and his team were impressed with the timely delivery of projects as well as documentation, photos and reimbursement invoices from Molonglo Support Services. This is a testimony to the efficiency of our administration team at Molonglo Support Service and as such should hold us in good stead for any future Tenders in Capital Works.

Tania Talbot
Tenancy Manager

Monaro-Hume Women's Domestic Violence Court Advocacy Service



Monaro-Hume WDV CAS (M-H WDV CAS) receive most referrals from the Police in the Monaro and Hume Police Districts after they have attended a domestic violence incident. Referrals are also received for women from NSW Health, DCJ Child Protection and NGO's. We have one business day to attempt to contact the referred clients and five business days to make three attempts at contact. Our team talk with clients on the phone to discuss their situation and their safety, make appropriate referrals, discuss safety

planning, Apprehended Domestic Violence Orders (AVOs) and the court process, child protection issues.

During our conversation with clients, we work through the 25 questions of the Domestic Violence Safety Assessment Tool (DVSAT): a tool used to assess their current level of threat. When women answer, 'Yes' to 12 or more questions on the DVSAT, the risk to their safety is deemed to be at 'serious threat' and placed on the Safety Action Meeting (SAM) Agenda.

SAM's are held across the state as part of the NSW Governments Safer Pathway initiative. Safety Action Plans includes actions to be taken by services, not victims. Victims and perpetrators do not attend the SAM and actions raised are generally short-term immediate actions aimed at reducing threat to the victim and their family.

WDVCAS also provide support to clients at court for AVOs. Since July 2020 M-H WDVCAS were allocated a further 5 courts and now our Court supports include Bombala, Moss Vale, Crookwell, Young and Grenfell.

With the additional courts we received extra funding for one new team member: a designated Domestic Family Violence (DFV) Specialist Aboriginal Focus Worker (AFW) Position.

In July 2020 we welcomed Nete to our team as DFV AFW. The position promotes time in Community engaging with women and services as well as working within the team to meet our service agreements.

With only three Domestic Family Violence Specialist workers on the team and our Safety Action Meeting (SAM) Coordinator, it has been challenging providing support at all courts as well as attending the Safety Action Meetings (SAM's). Frequently courts in Young, Moss Vale and Cooma occur on the same day as SAM's, taking the entire team out of the office for most of the day.

We were fortunate to employ an extra DFV Specialist Worker, Miranda, for 12 months. Miranda commenced mid-April, quickly making a significant difference, and alleviating the stress of providing court support at each of our delegated courts as well as being able to attend meetings in the Southern Highlands.

The team at M-H WDVCAS are committed to providing support and advocacy to increase the safety and empowerment of women and their children to achieve their goals. Our workload can be intense at times, and I thank the team for their dedication to their work and their commitment to providing outstanding service and support to our clients.

Changes in legislation earlier this year were well received by all. The amendments that came into effect 27th March 2021 to the Crimes (Domestic and Personal Violence) Act were:

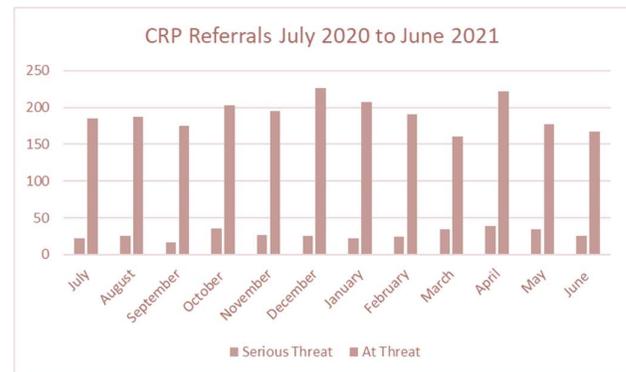
- *Extend the definition of 'intimidation' in section 7 to include behaviour which causes a reasonable apprehension of harm to an animal belonging to or in the possession of a person or a person with whom they have a domestic relationship with.*
- *Clarify in section 36(c) that the prohibition relating to destroying or damaging property of a protected person which*

is taken to be specified in every apprehended domestic violence order, extends to harming an animal; and

- *Require an ADVO made under section 39 to continue for a period of two years after the person's term of imprisonment ends or for another period specified by the court.*

INTAKE AND REFERRAL

M-H WDVCAS have received 2785 referrals; most via the Central Referral Point which continues to increase steadily each year and over the past 12 months an increase of 22% compared with 2019/2020 reporting period. We also received 56 self-referrals and/or referrals from NSW Health, other government departments and non-government organisations.



CLIENTS

M-H WDVCAS have supported 1369 women from 01/07/2020 – 30/06/2021, an increase of 21%. Of these women, 133 identify as Aboriginal or Torres Strait Islander and 86 multicultural. We have accessed telephone interpreter services for 13 clients to ensure complete understanding. Since we now have an AFW we have seen an increase in Aboriginal clients engaging with our service and this figure will increase in the future as our AFW is able to spend more time out in community: a very positive factor. The main age of clients is in the 25 – 44 years age range and there has been a 3% increase in young people since 2019/2020 reporting period.

Molonglo Support Services were successful in gaining a Domestic and Family Violence Pet and Animal Welfare Support (DFV PAWs) grant this year, through Department of Communities and Justice making it possible for WDVCAS to assist clients fleeing domestic violence by providing brokerage for their pets to be accommodated safely while they access crisis accommodation.

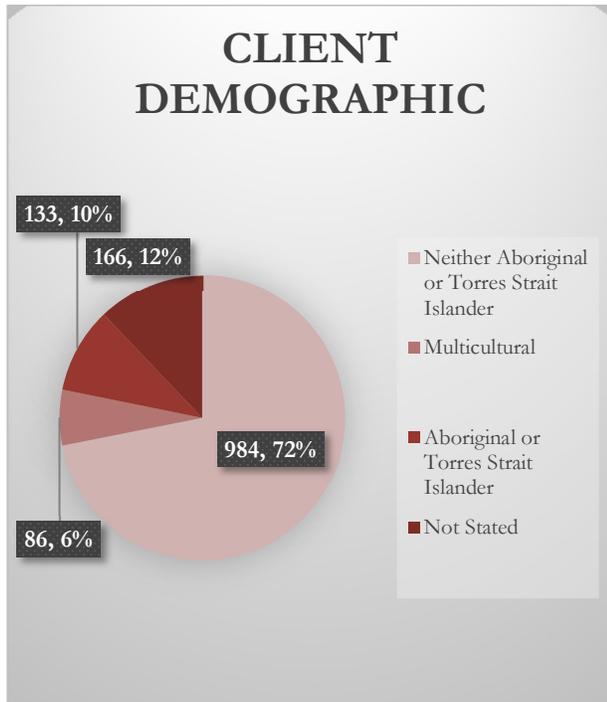
Of the clients surveyed, M-H WDVCAS received 100% positive feedback, clients stating that they felt supported, that our knowledge helped to navigate the system, made them feel more comfortable and eased their minds.

Some feedback from our clients:

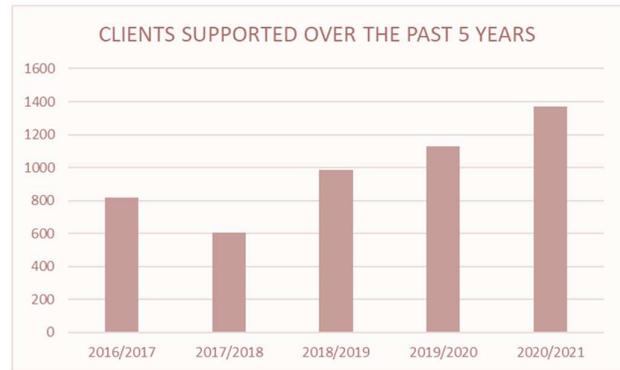
'I cannot thank you enough for your kindness, support and advice today. Made the world of difference to sit in a safe space and not feel threatened in court. Going into the court room with him was still horrendous, but far less than waiting in

there for the whole time. Thank you again - you provide an amazing service.'

"Thank you so much for your support ... I really can tell that you care about my safety and wellbeing. Thank you for contacting me and keeping me informed even when you haven't received any further information to give me, just updating me was very much appreciate and I didn't feel like I was just another victim."



Client referrals are generally warm referrals, where we provide the referrer with adequate, appropriate information to enable them to work with the client without the need for her to re-tell her story. This works well for both the client and the service provider as they will be equipped with the information necessary to understand the client's needs before engagement. Most referrals are to accommodation providers for example a women's refuge, NSW Housing, counselling services, Victims Services and Department of Communities and Justice Child Protection.



CASE STUDY

Alice (pseudonym) lives in rural NSW and has an elderly dog that she loves very much. She has remained in an unhealthy relationship with her partner and endured ongoing domestic violence for many years.

Alice feared that if she fled the relationship, she would not be able to take her dog with her due to temporary and crisis accommodation not having facilities for pets.

Recently, Alice had experienced physical and verbal abuse by her partner and the police were alerted. When they attended, they recommended Alice to go to a crisis accommodation in a nearby town. Alice stated she feared her pet would be harmed by her partner if she left them behind.

The police arrested her partner, informed Alice he would appear in court the next day to apply for bail and expressed fears for her safety if she were to remain at the property. M-H WDVCS received the referral for Alice from NSW Police the next morning and one of our team contacted her.

Alice was very fearful for her pet's safety if she was to leave him behind and not prepared to leave without him. M-H WDVCS were able to arrange for her pet to be accommodated, accessing PAW's funding to pay for the pet's care, so she could access crisis accommodation.

Alice remained in crisis accommodation for several weeks before moving into her own rental property and collected her dog returning safely back to her.

Alice was extremely grateful for her pet's care and lives in a private location where she feels safe. Having access to PAW's funds and being able to accommodate pets has made a significant difference in the way we can support women to leave a violent relationship.

COURT SUPPORT

M-H WDVCS provide face to face support for clients who are attending court for AVO applications. We cover Local Courts in the Monaro and Hume Police districts: Bombala, Cooma, Queanbeyan, Yass, Goulburn, Crookwell, Moss Vale and Young (Grenfell is not currently an operational court). Most courts provide a designated "safe room" for our client's safety and to feel more at ease than they would remaining in the main waiting area. Crookwell and Bombala have no safe rooms and

we do our utmost to maintain the safety of our clients by remaining close to Sheriffs and Court staff.

At Court we discuss the ADVO conditions and explain what may constitute a breach of these orders, ask questions around client safety, and inform women they can request to vary the ADVO to make it stronger, if necessary.

COVID restrictions in the latter half of 2020 forced us to modify support when clients and workers were unable to attend court. We maintained phone contact with clients whose AVO was due at Court, to discuss the conditions on the AVO and ensure it is strong enough to protect them. Where clients indicated they would like variations to the AVO, our team contacted the Domestic Violence Liaison Officer (DVLO) and advocated for the changes on the client's behalf, working extremely well during an extraordinary period.

M-H WDV CAS regularly attend court user forums at each of our courts to update court users, discuss changes in court practices and to raise any relevant issues. M-H WDV CAS maintain strong relationships with Court staff, Police Prosecutors and Police, working closely with the Domestic Violence Officers (DVO) attached to each police district.

The safe rooms at Cooma and Queanbeyan have had significant upgrades over the past 12 months and clients have commented on the "feel" of the rooms being warm and welcoming. We received government funding for saferoom enhancements and commissioned an Aboriginal Artist, Una, to paint artwork that would enhance cultural safety for our Indigenous clients. The artwork has certainly added to the friendly feeling of the rooms.



Picture: Artwork for saferooms by Unique Creations

ABORIGINAL FOCUS WORKER

As part of my role as AFW, I have joined forces with other organisations to help organise NAIDOC celebrations. The NAIDOC working party met every fortnight to organise and prepare for our community celebrations. I have worked closely with Trisha Williams - Chief Executive Officer -Ngambri Local Aboriginal Land Council, Skyan Fernando - Aboriginal Health Worker – Queanbeyan Hospital, Keith Brandy -Aboriginal Community Liaison Officer for Queanbeyan-Palerang Regional Council, Kellie Strawbridge -Campbell Page - Helping Hands Program and Deanne Pikula – Customer Service – Coles.

Sadly, due to COVID most of our events we had planned for NAIDOC have been postponed, however our flag raising ceremony and BBQ breakfast went ahead. Considering the extremely cold weather and COVID we had quite a few people turn up. The QPRC Mayor - Tim Overall and Aboriginal Elder - Aunty Matilda House joined Trisha, one of the members of the working party to raise the flags.



I have been attending the Monaro SAM, alongside our SAM coordinator and feel I have been able to learn from her and have my input towards what I feel is best for our Indigenous clients.

I have built a professional relationship with the DVO's and become very familiar with other people from relevant organisations and what services they can offer to best support our clients.

Although our office is flat out, I have been able to network with well-known organisations in and around Queanbeyan that cater to the Indigenous community including

- Grand Pacific Health, who run a Mum's and Bubs group which I am invited to attend.
- The Yurana Centre – CIT Reid,
- Your Place Housing,
- Louisa Women's Refuge,
- Ngambri Local Aboriginal Land Council,
- Skyan - The Aboriginal Health worker at Queanbeyan Hospital,
- Winnunga Nimmitjyah Aboriginal Health Service,
- and some officers from NSW Police.

I attended Love Bites Respectful Relationship Facilitator Training and look forward to future Love Bite events as I am a strong believer in working with kids to educate and prevent domestic and family violence.

Most importantly, I have built a rapport with my Indigenous clients and believe I have gained the trust of the Indigenous community. We are seeing more Indigenous women engage since I have started and most, when asked if they identify, are glad to speak with me.

SAFETY ACTION MEETINGS (SAM's)

Safety Action Meetings aim to prevent or lessen serious threats to the life, health or safety of domestic violence victims and their children. By sharing information, members put together a comprehensive picture of each victim's situation and develop a Safety Action Plan based on this picture.

SAM's promote information sharing between service providers for victims rated at 'serious threat' to prevent domestic violence homicides, disability, or injury as result of DFV. It is a process to reduce threat and increase safety of victims and their children by services committing to actions and targeted information sharing.

Stakeholders share information to build a comprehensive picture of a victim's circumstances and needs to develop a Safety Action Plan – a list of targeted, time-specific actions developed at a Safety Action Meeting to prevent or lessen a serious threat to the life, health or safety of a domestic violence victim and their children.

Safety Action Plans include actions for service providers, not victims. A client on the SAM agenda will not be removed from the agenda where actions are yet to be completed. The Local Coordination Point is one of a network of local services providing victims of domestic violence with threat assessment, case coordination and referral to a Safety Action Meeting if necessary.

Women's Domestic Violence Court Advocacy Services (WDVCASs) host Local Coordination Points for women victims in NSW, and Victims Services NSW hosts a Local Coordination Point for male victims.

SAM's in both the Monaro and Hume districts continue to run well and are held fortnightly in both areas. Over the past 12

months there have been 387 clients at serious threat who have been placed on the SAM agendas.

M-H WDVCAS continue to maintain strong relationships with members attending SAM's which include representatives from Police, Health, Housing, Community Corrections, Education, Child Protection and NGO's.

IN RECOGNITION OF OUR TEAM

M-H WDVCAS is a small, dedicated, conscientious friendly team of women who work tirelessly and diligently towards increasing the safety of women and children. The team are positive and adaptable and modified the way we work to encompass the fluctuating conditions and circumstances during the past year.

THANK YOU

The team at M-H WDVCAS would like to thank Molonglo Support Services' voluntary Board, our hard-working Executive Officer and dedicated administration team, who are always there to help, and all of the women who have placed their trust in us to support them at a difficult time in their lives.

Julie Hathaway
Manager

ANNUAL GENERAL MEETING

Molonglo Support Services Ltd
Wednesday, 22 September 2021

*We acknowledge the traditional custodians of the lands on which we work and live,
and pay our respect to Elders past, present and future.*

MEETING OPENED: 5.42pm

PRESENT: Carol Willis, Johnny Lange, Tanya Nadin, Esma Livermore (phone), Shaun Bayliss, Janette Dale, Jan Rudd, Julie Abrahams

APOLOGIES: Nil

MINUTES OF LAST MEETING:

Accepted: Esma Livermore

Seconded: Johnny Lange

SERVICE REPORTS:

Accepted: Tanya Nadin

Seconded: Johnny Lange

FINANCIAL REPORTS:

Audited Financial Statements:

Accepted: Esma Livermore

Seconded: Johnny Lange

Budgets:

Accepted: Tanya Nadin

Seconded: Carol Willis

NOMINATIONS:

Chairperson:

Carol Willis was nominated by Tanya Nadin and seconded by Johnny Lange

Company Secretary:

Johnny Lange was nominated by Carol Willis and seconded by Tanya Nadin

Directors:

Carol Willis, Tanya Nadin, Esma Livermore and Johnny Lange were nominated by Carol Willis and seconded by Johnny Lange

Signatories:

Carol Willis, Johnny Lange, Tanya Nadin, Janette Dale and Julie Abrahams were nominated as signatories by Carol Willis and seconded by Esma Livermore

Appointment of Solicitors:

Herring & Associates (now North Herring Lawyers) were nominated by Tanya Nadin and seconded by Carol Willis

Auditor:

PKF – Di Bartolo, Diamond, Mihailaros were nominated by Carol Willis and seconded by Tanya Nadin

Bank Operations:

Molonglo Support Services Ltd will continue to use National Australia Bank in Queanbeyan.

Accepted: Carol Willis

Seconded: Tanya Nadin

GENERAL BUSINESS:

Janette Dale thanked the board and staff for their commitment and hard work throughout the past the year in continuing to support Molonglo Support Services and acknowledged the importance of the organisation within the community. Carol Willis also thanked Louise Sailer for her contribution and support in her time as a Director/Chairperson for Molonglo Support Services.

MEETING CLOSED: 5.46pm

OUR FINANCES

AUDITED FINANCIAL STATEMENTS

- See full audited financial statements in separate file

DONATIONS

We are grateful to the generous people who support us financially through donations of money and other items. Without such individuals, community groups and businesses we could not deliver the high level of support we provide to our clients. Thank you also to our wonderful supporters for your regular or one-off donations or pro bono support.

BDCU	Precision Metals
Beth Dunn	Queanbeyan Bowling Club
Canberra Southern Cross Club	Queanbeyan Library for Sleepbus
CWCA	Queanbeyan Physiotherapy
Donation tin at Wild Rose Organics	Queanbeyan Rotary Club
G McAlpine	Raiders Gungahlin
G McClean	Rotary Club
Isabella Gardens Retirement Village	Sally
J Duncan	Shemaine Gossips Bungendore
J Howell	Soroptomist International ACT & Monaro
J Kamprad	Woden View Club
J Lane	Molonglo Support Services Employees through
John Nicholls	Workplace Giving
Langes Auto for Sleepbus	And to all those who have not been mentioned and
Lions Club of Queanbeyan	those who wish to remain anonymous
	Snow Foundation

VOLUNTEERS

Thank you to our volunteers:

- Beverley Henman
- Beth Dunn
- Kellie Strawbridge
- Margaret Hands

Thank you to our staff, board members and volunteers who donate their time on weekends to attend fundraising events and raising awareness campaigns and collect donations.

FUNDING

Service	Funder	Amount Received
Louisa Domestic Violence Service	Department of Communities and Justice NSW	\$533,230
Domestic Violence Responsive Enhancement	Department of Communities and Justice NSW	\$167,476
Your Place Housing Support Service	Barnardos in Joint Working Agreement with Molonglo	\$449,342
South Eastern Women's Domestic Violence Court Advocacy Service	Legal Aid NSW	\$563,387

INCOME AND EXPENSE SUMMARY

DESCRIPTION	REVENUE	EXPENSES	EARNINGS
Operating Grants	2,054,052		
Donations	52,628		
Rental Income or Boarding	144,683		
Interest	8,005		
Other Income	70,950		
Marketing Expenses		2,010	
Occupancy Expenses		354,058	
Administrative Expenses		241,223	
Employment Costs		1,429,476	
Other Expenses		211,023	
Profit/(Loss)*			92,528

*Molonglo Support Services Ltd is a registered charity regulated by the Australian Charities and Not-for-profit Commission (ACNC) and any "profits" are fed back into the service to support people. All figures are ex-GST.

INCOME AND EXPENSE DETAILED STATEMENTS BY PROGRAM/GRANT

LOUISA DOMESTIC VIOLENCE SERVICE

	<i>Comparison with last year</i>	
	2020-2021	2019-2020
<i>Income</i>		
DCJ NSW - Recurrent Funding	533,229.91	516,978.54
DCJ NSW Non - Recurrent		2,469.90
COVID-19 Additional Funding (Adv Grant)		59,692.00
Unspent COVID Grant in advance carried over to next f/yr	58,812.00	(58,812.00)
Resident Contributions	20,950.00	22,796.03
Insurance Reimbursements/Other	743.83	402.86
Total Income	613,753.74	543,527.33
<i>Expense</i>		
Bookkeeping Fees	5,196.70	9,356.10
Accounting Software Subscription	604.78	
Computers/Laptops	6,443.96	
Phones purchased	1,202.05	543.64
Office Furniture	966.36	
Audit Fees	3,483.33	3,090.91
Bank Fees including credit card fees	276.40	396.32
Compliance	96.99	
Cleaning Services non rental properties	10,575.00	10,840.00
Cleaning Supplies	1,463.79	86.62
Sanitation Expenses	1,817.59	1,950.99
Shredding sensitive documents	53.90	34.05
Brokerage	2,360.22	
Child Support Program	2,465.40	1,797.17
Other Client Focused Programs	318.75	
Women's Group Program	8,227.23	2,040.05
Parking (client support)	26.00	106.92
Crisis pantry/client kitchen	1,838.86	1,142.98
Bedding	1,563.53	2,630.91
Toiletries incl paper	424.61	256.86
Server/domain/user subscriptions	2,361.62	426.36
Computer consumables	822.70	2,673.40

Depreciation Motor Vehicles	6,283.14	8,160.00
Depreciation Plant & Equipment	5,334.78	6,980.00
Employment Support and Supervision Costs	2,981.76	
Health and Safety	5,054.11	5,816.90
Insurance – General Business Package	1,097.45	3,688.59
Insurance – Cyber Liability	2,300.15	
Insurance – Public Liability Business Package	2,104.18	
Insurance – Professional Indemnity	691.66	
Insurance – Volunteers	47.33	
Loss on sale of assets	3,392.35	
Management Fee	58,409.07	20,933.00
Tenancy Admin Fee	21,021.33	
Meeting Expenses		252.06
Membership/Subs/Library Exp	716.04	1,282.00
MV Fuel and Oil	762.71	1,581.03
MV Repairs & Maintenance	1,747.65	1,292.69
MV Insurance	2,351.38	2,259.94
MV Registration	2,378.23	2,369.20
Postage, Freight and Courier	206.50	110.43
Printing and Stationery	3,576.73	1,175.23
Publications and Information Resources	84.53	
Repairs & Maintenance	9,774.46	2,934.13
S&W Annual leave expense	12,591.34	(55.87)
S&W Long Service Leave expense	9,454.32	(904.73)
S&W Recruitment Expenses	3,280.33	1,295.63
S&W Superannuation	24,976.88	31,626.17
S&W Workers Compensation Premium	28,228.96	25,454.55
S&W Permanent Staff	267,348.05	335,617.66
S&W Casual Staff	10,633.17	4,735.88
S&W First Aid Allowance	904.12	833.56
S&W On-Call Afterhours	17,926.90	14,000.00
S&W Leave Loading 17.5%	3,673.32	2,954.08
Security Expenses	1,101.90	2,117.78
Staff Amenities	1,057.11	369.04
Telephone	7,926.53	9,344.98
Internet	1,299.87	1,224.88
Centrepay Fees		21.60
Training Workshop Fees	69.00	2,400.00
Conference Fees	90.91	
Provision Replacement MVs	25,000.00	
Airfare/Train/Bus		419.94
Mileage Reimbursed		29.64
Electricity/Gas	15,286.72	15,834.06
Total Expense	613,753.74	543,527.33
Net Profit/(Loss)	0.00	0.00

DVRE – Domestic Violence Responsive Enhancement

	2020-2021	2019-2020
<i>Income</i>		
COVID-19 Additional Funding (Adv Grant)	(25,190)	25,190.00
DVRE Funding (Adv Grant)		270,750.54
Unspent funds carried over to next f/yr	41,470.94	(41,470.94)
Grant in advance carried over to next f/yr	151,154.53	(151,154.53)
Brokerage recovered	(1,699.77)	3,059.66
Client damage repaid	40.00	
Interest Income		1,735.72
Total Income	165,775.70	108,110.45
<i>Expense</i>		
Brokerage	6,250.49	4,614.95
Employment Support and Supervision Costs	600.00	
Health and Safety	250.00	

Management Fee	8,719.70	
Server/domain/user subscriptions		40.82
Computer consumables		367.36
S&W Annual leave expense	1,347.24	2,839.48
S&W Long Service Leave expense	1,592.15	5,021.30
S&W Superannuation	12,253.48	9,822.69
S&W Workers Compensation Premium		6,296.93
S&W Permanent Staff	122,937.84	56,744.26
S&W Casual Staff		8,795.88
S&W On-Call Afterhours	9,358.82	12,000.00
S&W Leave Loading 17.5%	1,685.82	937.68
Telephone	510.16	628.20
Centrepay Fees		0.90
Total Expense	165,775.70	108,110.45
Net Profit/(Loss)	0.00	0.00

TENANCY MANAGEMENT

	2020-2021	2019-2020
<i>Income</i>		
Properties Rental Income	136,607.26	135,079.48
Water excess properties	5,794.52	4,103.67
Mowing contributed by client	3,202.61	2,110.45
Client Damage repaid	(3,323.19)	12,875.21
Insurance Reimbursements	1,100.00	
Tenancy Administration Fee to cover shortfall	21,021.33	
Maintenance costs reimbursed	500.00	
Transfer to reserves/maintenance	25,467.52	-25,467.52
Total Income	190,370.05	128,701.29
<i>Expense</i>		
Bank Fees including credit card fees		23.49
Bedding	367.59	
Server/domain/user subscriptions	1,850.00	2,850.00
Depreciation	9,334.70	6,821.00
Health and safety	12.73	
Insurance - Rental Properties	16,125.68	6,909.55
Loss on sale of assets	792.34	
Rates - Properties Land & Water	32,099.23	29,601.24
R&M Properties Grounds	5,565.45	5,600.00
R&M Properties Responsive	19,573.98	19,441.48
R&M Properties Cyclic	34,228.73	9,823.80
S&W Annual leave expense	8,246.37	
S&W Long service leave expense	8,736.28	
S&W Superannuation	4,357.01	3,922.26
S&W Permanent Staff	47,945.05	40,442.93
S&W Leave Loading 17.5%	158.59	1,393.03
Centrepay Fees	852.30	749.69
Training Workshop Fees		140.62
Airfare/Train/Bus		802.02
Mileage Reimbursed	124.02	180.18
Total Expense	190,370.05	128,701.29
Net Profit/(Loss)	0.00	0.00

YOUR PLACE HOUSING SUPPORT SERVICE

	2020-2021	2019-2020
<i>Income</i>		
Barnardos Australia	449,342.29	438,594.24

Other – Non recurrent funding Barnardos	22,160.69	
Brokerage recovered	8,792.20	15,212.77
Rent Choice Youth Income		5,000.00
Total Income	480,295.18	458,807.01
<i>Expense</i>		
Bookkeeping Fees	2,110.82	9,626.36
Accounting software subscription	604.91	
Advertising and promotion	876.81	
Computers/Laptops	1,119.09	
Phones purchased	1,003.14	
Office Furniture	1,876.35	
Audit Fees	3,483.34	3,000.00
Bank Fees including credit card fees	536.52	426.90
Compliance Fees	9.00	
Cleaning Services non rental properties	3,460.50	3,190.00
Cleaning supplies	1,019.67	
Shredding sensitive documents	44.90	34.08
Brokerage	18,983.56	22,172.38
Other client focused programs	255.00	
Parking (client support)		6.36
Crisis pantry, client kitchen, saferoom	63.17	239.27
Toiletries including paper	237.06	
Server/domain/user subscriptions	1,976.62	308.22
Computer consumables	246.06	1,610.09
Depreciation Motor Vehicles	4,702.93	
Depreciation Plant & Equipment	1,639.97	17,214.00
Employment support and supervision costs	2,426.64	
Health and Safety	4,286.75	5,223.33
Insurance - General Business Package	1,097.49	2,075.36
Insurance – Cyber Liability	2,300.14	
Insurance – Public Liability Business Package	2,104.19	
Insurance – Professional Indemnity	691.67	
Insurance – Volunteers	47.34	
Management Fee	22,065.11	20,933.00
Meeting Expenses	61.41	191.18
Membership/Subs/Library Exp	676.01	809.37
MV Fuel & Oil	69.49	
MV Repairs and maintenance	369.55	
MV Insurance	518.93	
Postage, Freight and Courier	77.46	104.01
Printing and Stationery	1,680.93	999.45
Publications and information resources	84.54	
Rent office	18,500.02	17,023.13
Repairs & Maintenance office	1,265.94	1,706.78
S&W Annual leave expense	8,906.87	2,808.33
S&W Long Service Leave expense	10,484.27	111.79
S&W Recruitment Expenses	589.03	630.53
S&W Superannuation	25,163.95	26,676.24
S&W Workers Compensation Premium	28,228.97	24,545.45
S&W Permanent Staff	280,875.16	281,382.33
S&W Casual Staff	2,929.89	4,284.56
S&W First Aid Allowance	904.12	833.56
S&W Leave Loading 17.5%	4,136.78	2,950.40
Staff Amenities	1,097.12	175.48
Telephone	7,112.74	6,616.33
Internet	744.29	681.81
Conference fees	90.91	
Mileage Reimbursed	18.72	36.66
Electricity	6,439.27	7,651.75

Total Expense		480,295.18	466,278.49
Net Profit/(Loss)		0.00	(7,471.48)

Monaro-Hume WDVCS

	2020-2021		2019-2020	
	Monaro-Hume WDVCS	Monaro-Hume Covid Funding	South-Eastern WDVCS	Local Coordination Point (LCP)
<i>Income</i>				
Legal Aid Funding	563,387.40		268,817.20	178,272.53
COVID-19 Additional Funding (Adv Grant)		27,294.62	27,294.62	
Other - Non recurrent funding			63,400.00	
Unspent funds carried over	25,344.12		(14,389.68)	(10,954.44)
Grant in advance carried over	90,694.62		(90,694.62)	
Insurance Reimbursements			2,916.20	
Total Income	679,426.14	27,294.62	257,343.72	167,318.09
<i>Expense</i>				
Bookkeeping Fees	4,200.78		4,318.32	
Accounting and software subscription	604.69			
Advertising and Promotion	1,132.72		285.00	
Brokerage		881.14		
Computer/laptops	2,119.09			614.55
Phones purchased	1,031.14			362.63
Office furniture	4,636.40	615.45		2,342.69
Audit Fees	3,483.33		2,000.00	909.09
Bank Fees including credit card fees	270.32		63.07	
Compliance fees	9.01			
Cleaning Services non rental properties	2,740.50		2,375.00	
Cleaning supplies	95.06			
Shredding sensitive documents	95.90		34.07	
Saferoom enhancement extra funding	2,456.31			
Crisis pantry, client kitchen, saferoom	1,050.36		473.03	
Toiletries incl paper	110.84			
Server/domain/user subscriptions	2,182.61		156.12	140.90
Computer consumables & IT Support	4,029.20		3,891.09	134.15
Depreciation Motor Vehicle	4,591.62			
Depreciation Plant & Equipment	1,436.52		765.00	
Employment Support and Supervision Costs	4,441.64	1,300.00	260.00	260.00
Health and Safety	3,180.18	653.81	5,695.35	453.75
Insurance - General Business Package	1,097.48		1,681.01	
Insurance – Cyber Liability	2,300.16			
Insurance – Public Liability Business Package	2,104.19			
Insurance – Professional Indemnity	691.67			
Insurance – Volunteers	47.33			
Management Fee	45,649.00		13,225.00	8,760.00
Meeting Expenses	111.95		223.80	150.58
Membership/Subs/Library Exp	556.06		550.45	
MV Fuel and Oil	974.61		482.91	
MV Insurance	524.16			
Postage, Freight and Courier	381.60		71.98	
Printing and Stationery	3,185.41		843.04	803.19
Publications and information resources	84.52			
Rent - Office	18,499.94		17,023.01	
Repairs and maintenance	1,823.22	1,760.00	1,618.99	
S&W Annual leave expense	1,612.68		(34.13)	
S&W Long Service Leave expense	4,345.33		(1,572.25)	
S&W Recruitment Expenses	219.30		1,141.72	
S&W Superannuation	33,787.71	1,877.10	13,217.92	13,636.20

S&W Termination Payments			10,733.90	
S&W Workers Compensation Premium	28,228.98		24,090.91	
S&W Permanent Staff	343,329.17	19,667.12	138,098.86	132,054.69
S&W Leave Loading 17.5%	4,040.58		2,414.24	1,076.57
Staff Amenities	873.01		174.58	355.17
Telephone	6,027.15		3,239.20	2,696.66
Internet	744.24		681.80	
Training Workshop Fees	540.00	540.00	(80.00)	200.00
Accommodation	109.09			244.55
Airfare/Train/Bus			60.55	(194.35)
Mileage Reimbursed	1,440.97		3,460.01	2,317.07
Electricity	5,148.79		5,176.13	
Total Expense	552,376.52	27,294.62	257,098.86	167,318.09
Net Profit/(Loss)	(245.00)	0.00	244.86	0.00

Q-HAC (Queanbeyan Housing Action Collective)

			2020-2021	2019-2020
<i>Income</i>				
Grant Q-HAC Sleepbus Project			33,712.20	37,457.27
Fundraising Q-HAC for Sleepbus			30,050.00	47,187.44
Total Income			64,212.20	84,644.71
<i>Expense</i>				
Q-HAC project expenses				118.64
Q-HAC payments to Sleepbus			40,000.00	84,507.27
Management Fee			250.00	
Total Expense			40,250.00	84,625.91
Net Profit/(Loss)			23,962.20	18.80

PAWS Grant for 2021 & 2022

			2020-2021
<i>Income</i>			
Grant DFVPAWS			13,490.91
Total Income			13,490.91
<i>Expense</i>			
Brokerage			1,163.63
Total Expense			1,163.63
Net Profit/(Loss)			12,327.28

Land and Housing Corporation Capital Works Funding

			2020-2021
<i>Income</i>			
Grant LAHC CHP Capital Works Program			232,531.39
Total Income			232,531.39
<i>Expense</i>			
Contingency – temporary accommodation			10,346.80
Property Upgrade (4 properties)			222,184.59
Total Expense			232,531.39
Net Profit/(Loss)			0.00