



Annual Report

2022 - 2023




 admin@molonglo.net.au

 (02) 6297 5827

 www.molonglo.net.au

 Suite 104A, Level 1 Riverside Plaza, 131 Monaro Street, Queanbeyan NSW 2620

 ABN 22 001 977 948

Artwork by Ashleigh Green



WELCOME

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.

Greetings and welcome to Molonglo Support Services Ltd's 2022-2023 Annual Report. We extend our heartfelt gratitude to our esteemed board directors, dedicated staff, committed volunteers, and all our supporters whose invaluable contributions have been instrumental in shaping the success of this year.

Thank you for your unwavering support.

2022 – 2023 AT A GLANCE

We are pleased to welcome Chevelle Grey to our Board of Management and extend our gratitude to Esma Livermore for her valuable contributions over the past several years. Janette Dale, who had been associated with Molonglo for the past eighteen years, concluded her journey with us this year. Janette played diverse roles, including bookkeeper, board member, staff member, and most recently served as the Executive Officer for the past four years.

Additionally, we bid farewell to Julie Hathaway, a dedicated staff member of the WDV CAS service, whose twelve years of service significantly contributed to the growth and success of the WDV CAS.

Throughout the year, Molonglo effectively utilised the extra funding received during the Covid-19 pandemic to address challenges and provide additional staffing and support for our clients.

The Domestic and Family Violence Pet and Animal Welfare Support Grant (PAWS) continued to offer crucial assistance, ensuring victims of domestic violence could leave violent homes safely with their pets.

The Covid-19 Sexual, Domestic, and Family Violence Infrastructure Grant allowed us to refurbish and enhance several areas within our women's and children's domestic and family violence crisis accommodation. Upgrades included a new playground, pergola, office area flooring replacement, painting, and the installation of a higher, more private, and secure Colourbond fence to replace the old wooden boundary fence.

Solar panels were installed at the crisis accommodation to reduce power bills and minimize our carbon footprint.

The Staying Home Leaving Violence program expanded its reach to include the Queanbeyan-Palerang region, commencing operations on September 30, 2022. This program supports women and children who have experienced domestic violence by allowing them to stay and heal in their own homes while the perpetrator is removed.

Molonglo had a remarkably busy year, assisting over 2,500 clients. We successfully completed our first accreditation assessment to meet the Australian Service Excellence Standards (ASES) and underwent the Bi-Annual Housing Compliance to ensure compliance with the National Regulatory Code with the Registrar of Community Housing.

The Monaro-Hume WDV CAS Service expanded its operations to include a Case Management role and participated in the Hearing Support Pilot. Our services, both outreach and in-house programs, continue to expand, contributing to better outcomes for our clients.

We express our sincere thanks to Andrew Herring and the North Herring Lawyers team for their continuous support and assistance throughout the year.

Special thanks to:

- DCJ NSW for funding Louisa Domestic Violence Service and Staying Home Leaving Violence
- Barnardos for collaborating with us as the lead agency for Your Place Housing Support Service
- The Women's Domestic Violence Court Advocacy Program with Legal Aid NSW for funding Monaro – Hume WDVCS
- DCJ Housing NSW for supporting our successful transitional housing partnership for domestic violence
- Registrar for Community Housing
- Land and Housing Corporation
- NSW Police and Domestic Violence Officers and court staff at Goulburn, Queanbeyan, Yass, Cooma, Young, Moss Vale, Bombala, and Crookwell local courts
- All the local, regional, and national services and organizations we collaborate with
- All the dedicated and passionate individuals who support us
- Our clients, who trust us to walk alongside them in their journey.

Warm Regards,

Louise Sailer (Chair)

Julie Abrahams (EO)

ABOUT US

With a rich history spanning over four decades, Molonglo Support Services Ltd (Molonglo) stands as a steadfast not-for-profit organisation rooted in Queanbeyan. Our unwavering commitment lies in providing responsive services that seamlessly align with:

OUR VISION

Everyone living in a safe & secure 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 including support in the safe rooms in the Courts

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.

Staying Home Leaving Violence (SHLV)

SHLV provides women and children victim/survivors of domestic violence (DFV) support to remain safely in their own home or the home of their choice, while the perpetrator of violence/abuse is removed.

SHLV can provide a range of services, including advocacy, emotional support, safety planning, security equipment and long-term case management. This support is confidential, free of charge and not time limited.

The Staying Home Leaving Violence program strives to maintain the safety of women and children by ensuring that they are not forced into homelessness or moved away from their support networks such as family, friends, school, and community.

OUR HISTORY

1979

Queanbeyan Women's refuge 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.

- Queanbeyan Women's refuge was changed to Louisa Domestic Violence Service 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

QPRC and NSW Housing provided a house supporting women, children and teenagers.

- 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

Provided transitional accommodation establishing Gunyah Women's Housing

1998

Our new refuge was officially opened by Louisa Lawson's granddaughter.

2002

Molonglo registered as a Community Housing Provider

2009

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

- Supporting Courts in Cooma, Queanbeyan and Goulburn

2014

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).

- 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

SEWDVCAS included Safety Action Meetings in Queanbeyan (Monaro) and Goulburn (Hume).

2018

Molonglo's office co-located with Your Place and SEWDVCAS upstairs at Riverside Plaza, Queanbeyan

2020

Molonglo celebrates 40 years of operation.

- Introduces Working From Home with first COVID-19 lockdown.
- South Eastern WDVCS changes name to Monaro-Hume WDVCS

2022

Staying Home Leaving Violence (SHLV) program commenced in the Queanbeyan and Palerang region

- SHLV is funded through the Department of Communities and Justice
- Supporting women and children victim/survivors of domestic and family violence (DFV) to remain safely in their own home after perpetrator is removed

STRUCTURE & MANAGEMENT

Legal Structure

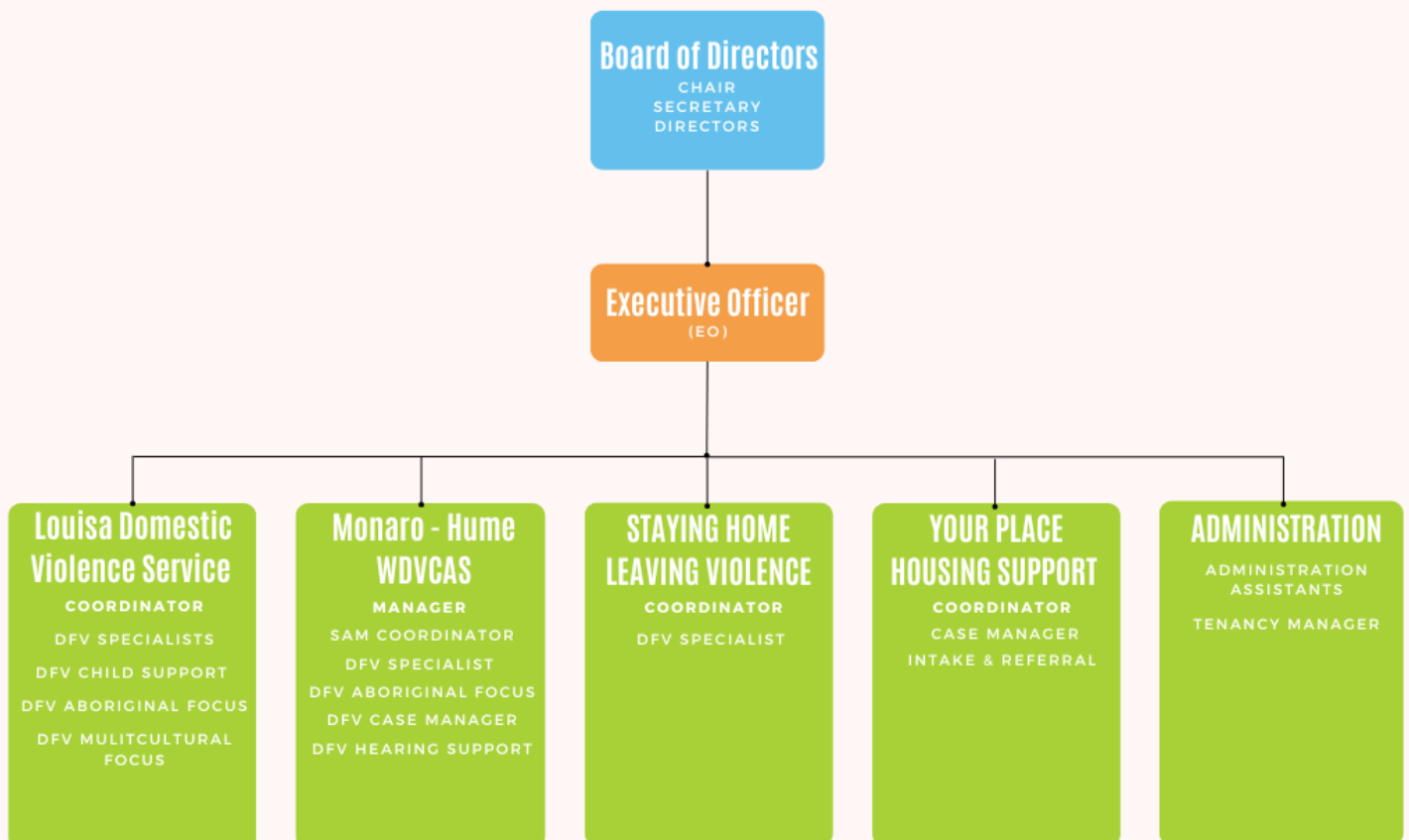
- A Company limited by guarantee complying with the Corporations Act 2001.
- A registered charity regulated by the Australian Charities and Not-for-profit Commission (ACNC).
- A Public Benevolent Institution to relieve poverty or distress for the people we support.

Management Structure

- A dedicated voluntary board strategically steering the organisational trajectory.
- The Executive Officer (EO) adeptly securing resources, funds, and personnel essential for the seamless implementation of the organization's strategic objectives (refer to Objectives and Activities)
- Coordinators and managers adeptly overseeing the teams within each program.
- Ensuring operational efficiency and effectiveness, delivering exceptional community support while prudently managing costs, with a workforce of fewer than 20 employees.

MOLONGLO SUPPORT SERVICES

Organisation Structure



OBJECTIVES & ACTIVITIES

OBJECTIVE 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.

ACTIVITIES

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.

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

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

OBJECTIVE 3

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

ACTIVITIES

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

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

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

OBJECTIVE 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.

ACTIVITIES

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

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

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 Domestic Violence Service (Louisa) provides holistic case management and supports for women, men and children who are impacted by domestic and family violence.

Louisa continues to provide services to our clients such as safety planning, assisting the client to find long term accommodation and referrals for assistance such as counselling, legal advice, immigration and visa advice, financial counselling, medical advice, and children's services.

Louisa provides outreach support to women with or without children, single women, men with or without children. Louisa offers supports to men escaping domestic violence through the court system.

The number of clients Louisa supports has varied from last year to this year, due to ongoing COVID-19 cases. This financial year we supported 261 clients.

Louisa has assisted and supported 22 women and 47 children into longer term housing as follows:

- 9 mothers & 25 children into transitional & social housing
- 1 father & 3 children into transitional housing
- 1 single women into private rental, Yass area
- 3 women & 4 children into private rentals Sydney and Canberra
- 4 mothers & 11 children into public housing Queanbeyan
- 1 single women into public housing Queanbeyan
- 2 women & 4 children into public housing Canberra
- 1 single women into public housing Canberra

Louisa Domestic Violence Service successfully applied for and received "PAWS" Funding. This funding was used by 3 clients who entered the refuge and had nowhere to leave their pets.

NUMBER OF SUPPORT PERIOD DAYS AND AVERAGE LENGTH OF SUPPORT	2023	2022	2021
Total Number of Clients supported	261	260	234
Total number of support period Days	33,398	35,406	33,179
Total number of Support Periods	258	275	251
Average length of support for closed support periods (days)	245.9	178.3	195.3

SIGNIFICANT ISSUES FOR CLIENTS

Housing

Louisa Refuge has capacity to temporarily accommodate six families in crisis, offering safety and support for women and their children who have had to leave unsafe situations and we are generally at capacity year-round.

This year again COVID-19 has made juggling isolation and COVID-19 cases interesting but due to the innovative thinking of our small team we have been able to ensure protocols have been followed, safety continued to be paramount, and families still accommodated safely.

We also have 6 transitional properties that not only accommodate women but also men with children who are escaping Domestic Violence, with these homes providing the client time during the year to apply and hopefully secure long- term accommodation.

Some of the biggest barriers the women face was due to the cost-of-living expenses which are continuing to rise and the lack of affordable housing, which is at an all -time low in the area. Our service has continued to struggle to obtain long-term accommodation for clients who wish to stay in the in Queanbeyan area. During school holidays or a major event in Canberra often temporary accommodation is almost impossible.

Several women have been approved for Start Safely, however, the struggle to utilize the program was to be able to secure affordable private rentals.

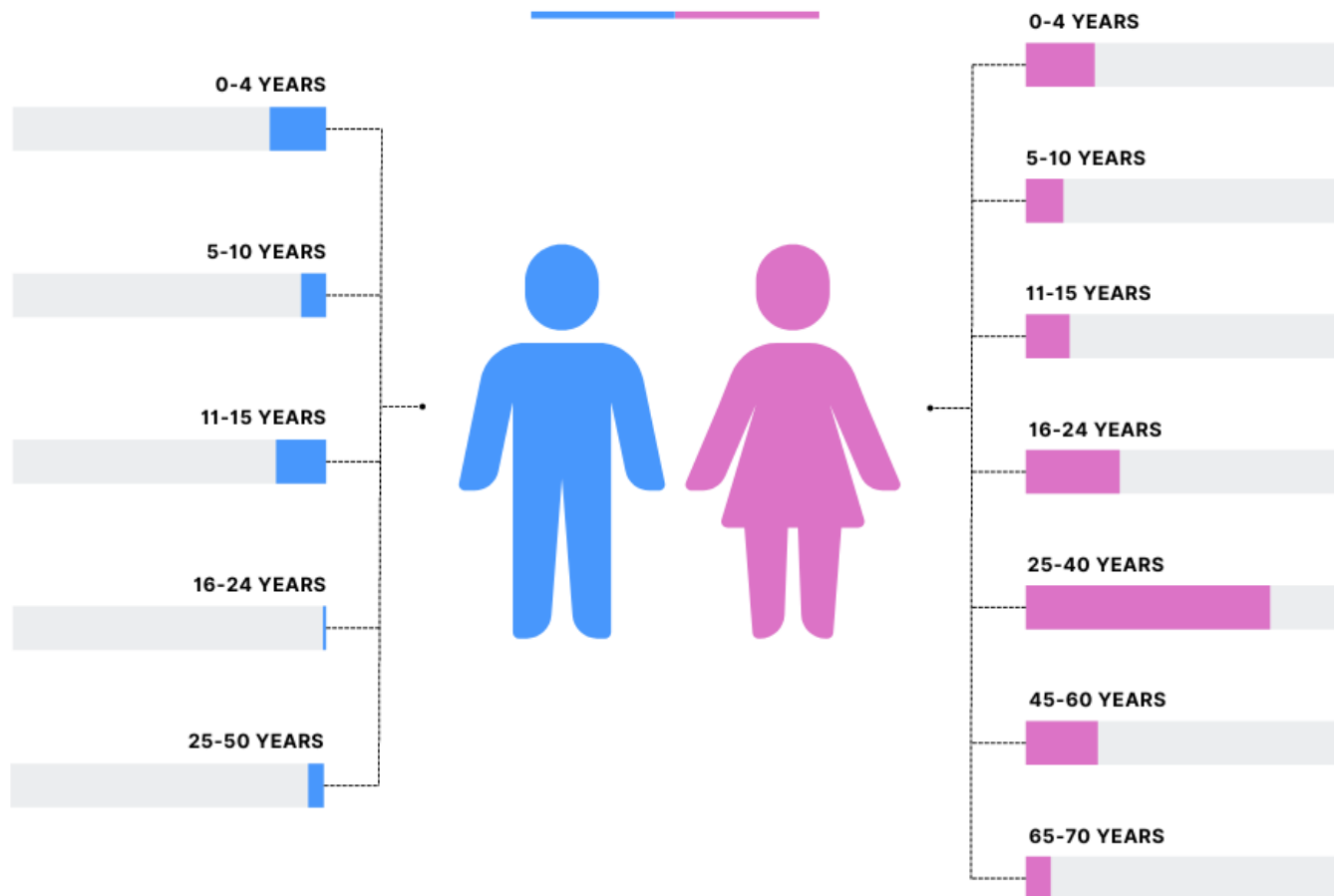
The below data shows a decline in the number of bed nights from the previous year, which reflects the impact of the lack of availability of temporary accommodation (TA).

CRISIS ACCOMMODATION- BED NIGHTS COMPARED TO LAST YEAR	2023	2022
Short Term or Emergency Accommodation	53	45
Total Number of Bed Nights	2,807	3,459

Demographic

The average age group for the clients that Louisa has supported over the past 12 months are females aged between 16 and 45 years old. There has been a total of 90 children under 18 years who we have supported directly or indirectly.

Client by Age & Sex



CLIENT BY AGE & SEX	MALE
0-4 Years	18
5-10 Years	8
11-15 Years	16
16-24 Years	1
25-50 Years	5

CLIENT BY AGE & SEX	FEMALE
0-4 Years	22
5-10 Years	12
11-15 Years	14
16-24 Years	30
25-45 Years	78
45-64 Years	23
65-70 Years	8

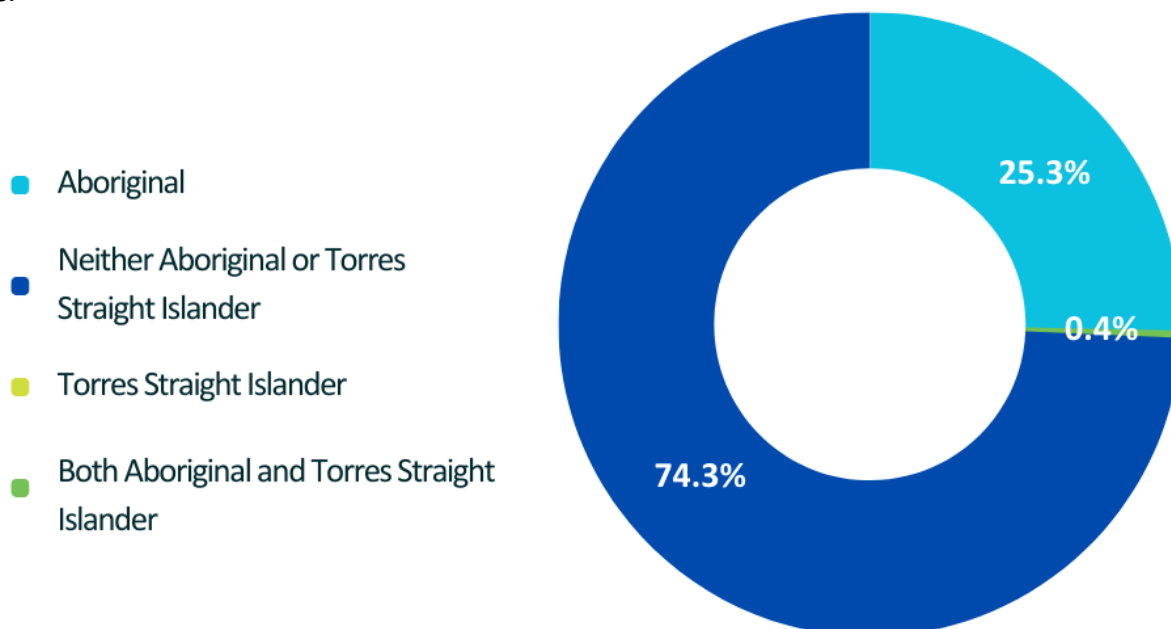
Refuge Upgrade

Louisa Domestic Violence Service have been able to secure tenders to make some much-needed improvements to the refuge itself.

- The children’s playground has now been upgraded making the play area much more inviting and increased utilisation.
- The pergola has been completed this gives protection from the weather in summer and winter weather.
- A new storage shed to store donations and client items.
- All bedrooms have been painted and freshened up for clients.
- All new curtains for all bedrooms.
- New furniture for all bedrooms.
- New outdoor settings for the clients.
- Educational assistance toys for the children.
- New floor coverings have been laid in foyer providing a more inviting space for guests and visitors.

Aboriginal & Torres Strait Islander People

Aboriginal and Torres Strait Islander people are overrepresented, meaning that the number of women reporting domestic and family violence is proportionately higher in Aboriginal communities than non-Aboriginal. 25.3% of clients supported at Louisa identified as Aboriginal people during this year being 5% higher than last year. At Louisa we endeavour to work with our Aboriginal and Torres Strait Islander people in the most respectful way and give the option to work with an identified case worker. All staff are experienced and trained in cultural awareness and endeavour to provide a safe and culturally appropriate service.



	MALE	FEMALE	OTHER	TOTAL	PERCENTAGE
Aboriginal	19	44	0	63	25.3%
Torres Strait Islander	0	1	0	1	0.4%
Both Aboriginal and Torres Strait Islander	16	0	0	0	0%
Neither Aboriginal or Torres Strait Islander	0	0	0	197	74.3%
Total				261	100%

Multicultural

Louisa continues to support clients from culturally and linguistically diverse (CALD) backgrounds with appreciation and sensitivity to their cultural beliefs and practices. Clients dealing with domestic violence often have visa issues and find it difficult to get Centrelink benefits. Sometimes, due to a lack of understanding, their benefits are cancelled due to problems when reporting, so staff accompany clients to Centrelink to assist.

Often due to their visa status some women are not entitled to Centrelink which again makes it very difficult for them to leave a domestic violence situation as they have the fear of not having an income.

There is often a reluctance for women to leave violent relationships because of fear and repercussions from their extended families. Louisa has been able to support these women to access options they didn't know they had.

COUNTRY OF BIRTH	DISTINCT PERSONS
Australia	234
Brazil	1
Belgium	1
Cambodia	1
Canada	1
China (excludes SARs and Taiwan)	4
England	4
Ethiopia	1
Fiji	1
Iran	1
India	3
Netherlands	2
Poland	2
Romania	1
Russian Federation	1
Samoa	1
South Africa	1
Uganda	1
Missing	0
Total	261

Louisa supports and advocates for clients from culturally and linguistically diverse (CALD) background. Recently, Louisa empowered and assisted a Polish client to appeal for her Housing decision. Her application for Start Safely was initially declined as she is a homeowner but could not live in the house with her 4 children. The client was determined to leave the DV relationship but could not afford a rental by herself and the perpetrator would not agree to sell the house. The client felt she was trapped in this two-decade DV relationship.

After a discussion with the client, staff checked if she wanted to appeal as the house is unsafe for her and four children to stay. The client was apprehensive in this decision in the beginning. Through the empowerment, the client eventually decided to appeal. This time, Housing took more factors into consideration and eventually changed the decision. The client was grateful for the support from Louisa and stated the support she received means a lot to her as she did not know what she was entitled to, and not having any family in this country she was feeling very alone. The client had no supports, no family, and no financial supports.

Many cultural and linguistically diverse (CALD) clients have reported financial difficulties, due to daily rising costs (food; petrol; rent; mortgage repayments; low wages growth). Others suffer financial hardship due to the Australian residency waiting period (four years), when clients are allowed to work, but have no access to Centrelink Payments or Housing assistance. DV victims at this stage of their visa application are the most vulnerable, as they cannot access the Start Safely Program or Centrelink payments and often have no other choice than to return to the perpetrator, or face being homeless.

Women's Group

Women's Group has continued fortnightly. Tidbinbilla was amongst these activities. During our visit to Tidbinbilla, the ladies got to see Koalas, and we all got to enjoy a BBQ down in the reserve.

We also had a service visit from Tresillian, a service that provides early parenting advice and support, such as post-natal depression and nutrition. During their visit they provided knowledge on many different topics and answered questions from our clients in relation to parenting and their children.

Women's Group has continued with great success.

Retired Coordinator, Jan Rudd has come on board to run Women's Group fortnightly along with child support. All clients have thoroughly enjoyed the return of Jan. Women's group activities have consisted of dream catcher making and many lunches at the refuge. Due to poor weather conditions, some outings were cancelled.

Activities have been varied and the women are encouraged to have input into activities they enjoy. The most popular activity for the year was Paint Pouring and an excursion to the zoo.

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 nonconfrontational, non-judgmental safe space.

Domestic Violence Responsive Enhancement (DVRE)

The service continues to work well with afterhours outreach, phone support and temporary accommodation, support, and case management with all clients in house and outreach.

In this period through DVRE funding the service has been able to assist 11 women and 13 children and were assisted with, risk assessment – phone support – brokerage – crisis motel accommodation – vouchers to buy food. All women were escaping DV.

Staff continue to supply house residents with masks, sanitizer, and disinfectant cleaning products for the safety of all peoples.

COVID-19 testing packs have been continually supplied to all residents – each resident does a covid test at the end of house meeting each week, this is ongoing for the safety of all residents and staff.

Night staff have been facilitating children’s group activities the women participate and often suggest ideas for ongoing activities.

DVRE assistance is offered to clients by way of crisis accommodation, vouchers to families struggling with food/fuel and other items for children’s school needs.

Louisa assists women with afterhours outreach, phone support and Temporary Accommodation this is through the Domestic Violence Responsive Enhancement Program.

The service continues to work well with phone support and case management with all clients in house and supported on an outreach basis.

Staff regularly check all available rental properties and let the women know what is available and encourage them to apply for properties.

The afterhours intake and assessment rate was lower this year, clients still received the support they were looking for, however with the unavailability of rental properties and the high influx of rents, women were staying in their homes or staying with relatives. It’s been a very scary time for women and children to leave their homes.

INDIVIDUAL WOMEN AND CHILDREN

DVRE	2022-2023	2021-2022
After hours assessment /risk assessment	11	12
Client received after hours intake	1	7
Client received after hours support	5	16
Client received outreach in Temporary Accommodation	8	58
Client received DVRE funded crisis or transitional accommodation	4	13
Client received or directly benefited from DVRE brokerage	10	2
Temporary accommodation purchased with DVRE funding	16	23

Child Support

The Child Support Worker completed the course Domestic and Family Violence: Understanding the Impact on Children. This course explores how power, trauma, and control influence brain development and the behaviours in children, including long term impacts. Through discussions and scenarios, this course helps come up with strategies to support children experiencing domestic and family violence.

Louisa liaised with multiple services to support our clients. Treehouse and Roundabout (service which provides clothing and accessories for women and children escaping domestic violence), both provided services for our in-house and outreach clients. This support included a walker for a 1-year-old client and Treehouse funded cleaning for a family in a transitional property.

Louisa Domestic Violence Service applied for funding through the local Interagency Committee CHING. Louisa was successful with this application and was granted funding for the children and youth of our service to access counselling free of charge. This has been a massive gap in our community, and this funding provides much needed relief for our young clients. With this funding we aim to help 3 children access much needed therapy, as they navigate their life after domestic and family violence. Louisa Domestic Violence Service is sourcing local psychologists to work alongside to provide our children and youth with professional support.

With the refuge being at full capacity, school enrolments were largely seen with many of our young clients being of school age. Childcare was also accessed on behalf of multiple of our in-house families.

Child support delivers school holiday programs, to meet all age groups a popular activity which was the Easter Egg Hunt and Easter Craft. This was held at the refuge in the child support room. The children enjoyed finding the Easter Eggs outside, making Easter Hats with a variety of different crafts and connecting with each other.

The school holiday program is a great way to allow the mums the opportunity to leave the children in care at the refuge whilst they did some self-care for themselves.

The Child Support room is open 4 days a week – offering mum's respite - childcare for mums with appointments – mum's and children to go for a place to play and have a yarn.

Acknowledgement

Louisa Domestic Violence Service are dedicated and supportive of all clients, the team is supportive of each other and work towards best outcomes for all clients.

Louisa staff would like to thank our voluntary Board, our Executive Officer Julie Abrahams, administration staff Julie and Jess, and all who have assisted us to deliver the service to our community and maintain the good reputation Louisa has had over the past forty odd years.

This year we had our accreditation which was all hands-on board to achieve the best outcome – Congratulations to Julie Abrahams as she was the force behind the wheel and worked tirelessly every day and often into the night making sure everything was completed. Thankyou Julie Abrahams we all appreciate all the work you put into us getting 99%. We also like to thank Jess Kociolek who supported and assisted Julie and the team through this process.



Your Place Housing Support Services

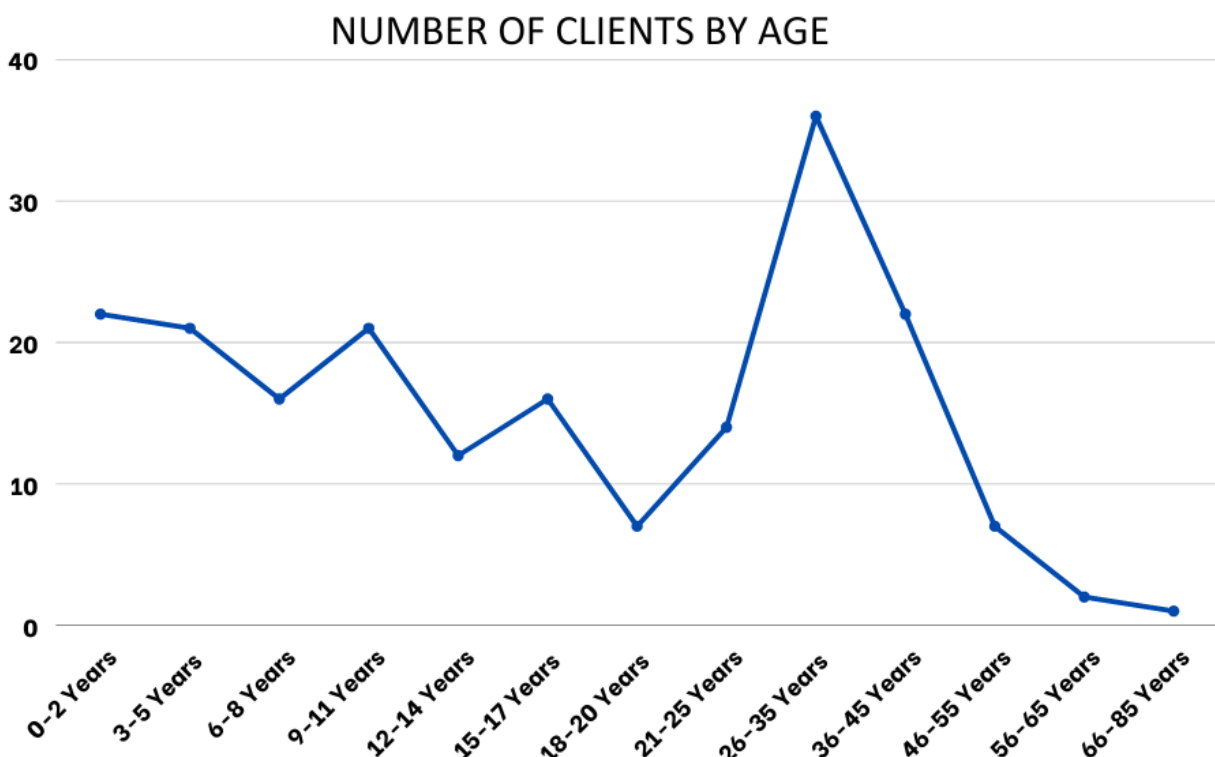
Your Place Housing Support Service (Your Place) is a Specialist Homelessness Service providing support to anyone in the Queanbeyan-Palerang region having housing difficulties. We work to support people who are homeless, and those at risk of homelessness. It is our aim to engage with people prior to becoming homeless.

Your Place is in a subcontract agreement with Barnardos. Molonglo Support Services provide a full-time case manager, an intake manager, a part-time tenancy manager, and a program coordinator who also provides case management.

Your Place continues to work towards changing the lives of so many individuals and families experiencing significant hardships through homelessness. We work collaboratively with several local services to assist clients address barriers that are impacting their day-to-day living.

This year has continued to be challenging with the increasing costs of living, and lack of affordable housing available for clients. This has meant our clients have been accommodated for longer periods in our crisis and transitional properties with longer support periods required. There has been an increasing trend of clients staying with family and friends and a decrease in rough sleeping, this may be due to the Sleepbus operating in Queanbeyan. We have also seen an increase in young mums presenting to the service for assistance.

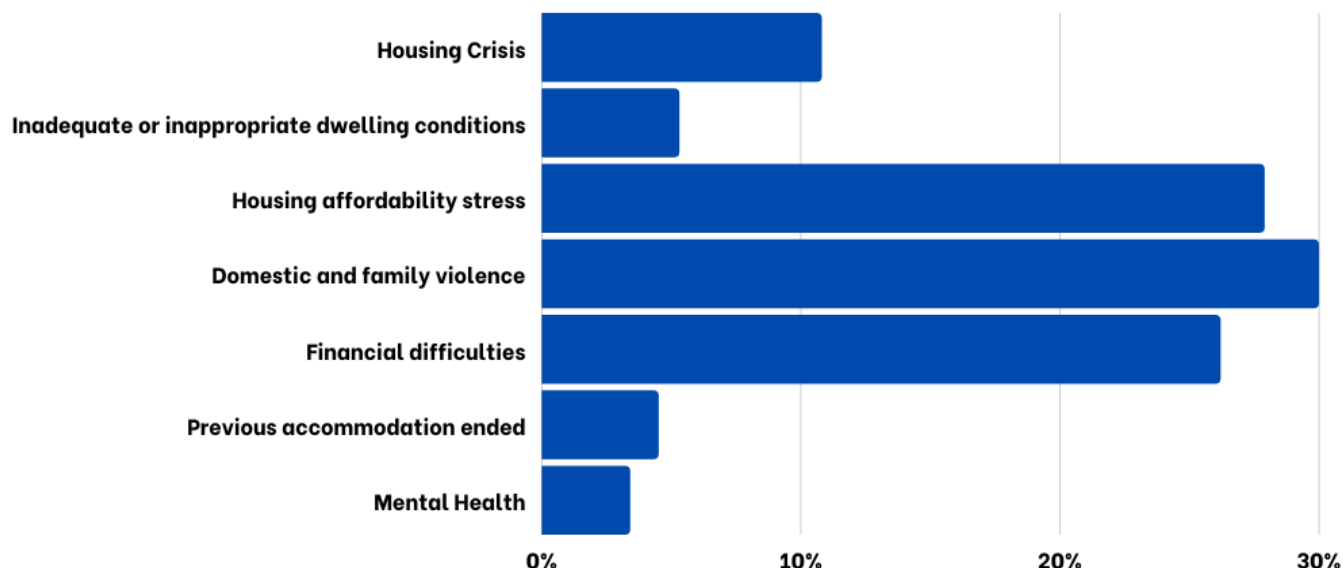
The End Street Sleeping Collaboration commenced in Queanbeyan in early 2023. This group consists of a group of local community and government organisations who believe street sleeping is solvable in the region and everyone has the right to access safe and sustainable housing. Several staff have completed the training to use a survey tool which is entered into shared database called "By-Name-List" (BNL). Participation is voluntary and everyone is asked to sign a consent form specifying how their information can be used to support them.



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. Some clients are reluctant to explore options outside the Queanbeyan/Palerang region for many reasons including stability for children, support networks, service availability and familiarity.

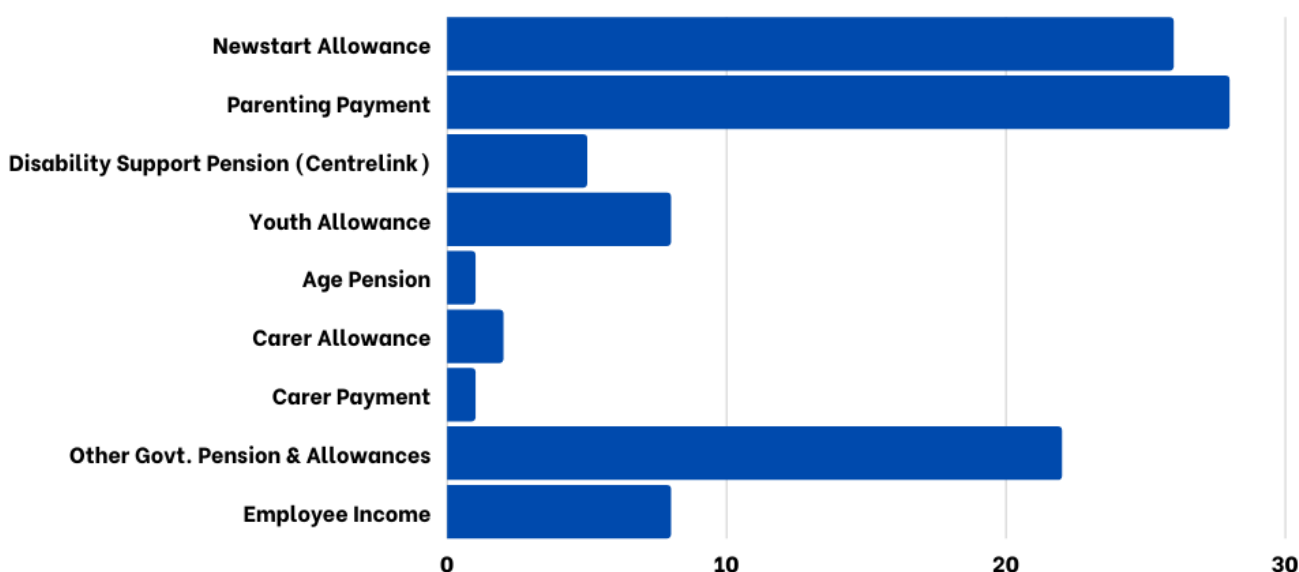
THE MAIN REASONS FOR YOUR PLACE CLIENTS SEEKING ASSISTANCE



Client Support

This year, 197 clients were supported with holistic case management from 1st July 2022 to 30th June 2023. We have seen an increase in the number of clients presenting who are experiencing Domestic Violence (30%) and clients experiencing financial difficulties (26.2%).

CLIENT INCOME TYPE



Referrals are received from numerous agencies, although the number of self-referrals is the highest with 25 clients presenting to the service with no formal referral mostly through word of mouth. We received 13 referrals from Link to Home, 9 from Housing NSW, and 9 referrals from other agencies.

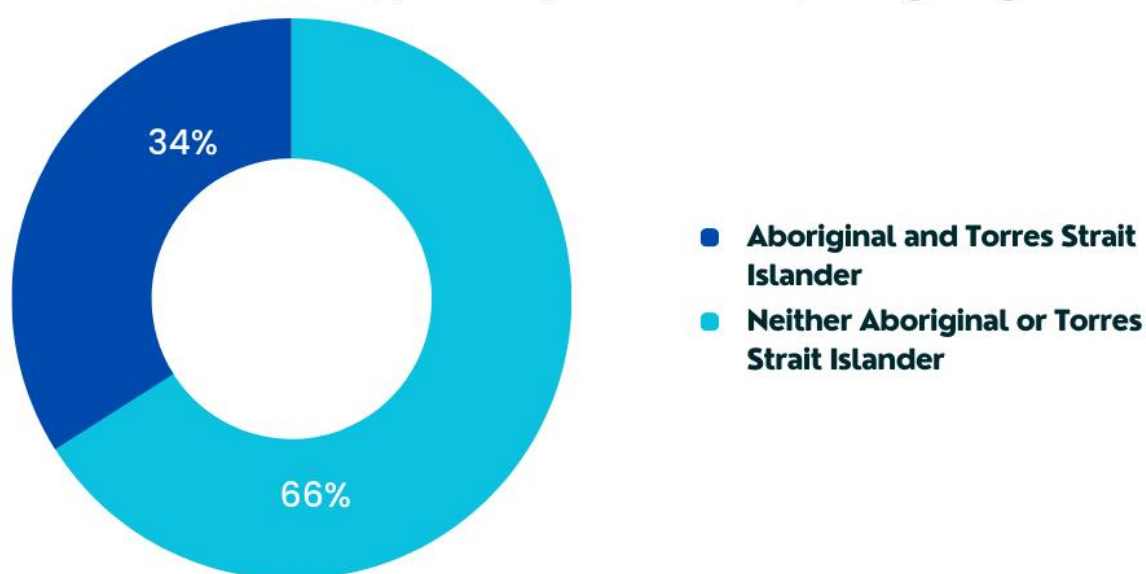
Children

This year 108 dependent children, accompanied by their parents or guardian, were supported due to homelessness. 65 children 17 years and under presenting to the service were school aged, 43 children were under school age. Homelessness causes a significant disruption to children’s education.

Aboriginal and Torres Strait Islander People

Your Place Housing Support Service assisted 67 clients identifying as Aboriginal. A confirmation of Aboriginality is required to support housing applications to be considered for AHO.

Number of clients supported by Your Place reporting indigenous status



Culturally & Linguistically Diverse (CALD)

This year Your Place assisted 14 clients that identified as CALD. 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 advocates for the needs of the clients.

COUNTRY OF BIRTH	FREQUENCY
Australia	183
Ethiopia	1
Germany	1
Ghana	1
Kenya	3
New Zealand	3
Pakistan	2
Philippines	3
Total	197

Accommodation

PEOPLE HOUSED BY YOUR PLACE OVER PAST 12 MONTHS

OUTCOME FOR PEOPLE HOUSED BY YOUR PLACE	2022-2023 FINANCIAL YEAR
Total people housed	42
NSW Housing	6
Private Rentals	7
Community Housing	1
AHO & Other	1
Housed In Queanbeyan	10
Housed In Batemans Bay	1
Housed In Goulburn	3
Housed In Sydney	1
Housed in Braidwood	1
Couples	2
Singles	1
Children	26
Singles with Children	13

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

Brokerage

This year \$8,591.22 in brokerage was provided to assist clients with short term or emergency accommodation, establishing/maintaining a tenancy, accessing external specialist services and other purposes including emergency food and essentials cards for assisting in purchasing everyday necessary items. Clients were encouraged and empowered to be independent and explore alternatives with bond loans and other Housing NSW products. There has 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.

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.

Your Place provides support and assistance to clients in the following ways: -

- Identifying the needs of the client by having a realistic conversation.
- Empower 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.
- Assist 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.

M-H WDVCS is one of 27 funded DV court support services within NSW.

M-H WDVCS covers the southeastern region of NSW from Southern highlands to the Victorian border and west to the Illawarra/Nowra boundary. The program is overseen by Legal Aid NSW – WDVCS. The primary focus and goals of the WDVCS is to aid, assist and provide support to women with or without children that are experiencing violence gain and seek support with referrals and to be provided with safety planning and local court - ADVO court process support. We are funded to service the following local courts within our region: Queanbeyan- weekly, Cooma - 3x a month, Bombala - bi-monthly, Yass – 6-8 days a month, Young - 9 days a month, Crookwell - bi-monthly, Moss Vale - weekly, Goulburn- weekly courts for ADVO list days.

M-H WDVCS was appointed the Hearing Pilot Program in September 2022 which has been extended for an additional year. M-H WDVCS was one of the WDVCS's that successfully secured the WDVCS Case Management program. There has been a lot of movement within the team in the past 12 months including the retirement of long-standing manager Julie Hathaway, and the team being fully staffed - as it stands The team has been fully staffed for over half of the current financial year, and we welcome all of the future endeavors and also the incoming possibilities of possible future program extensions to the program through Legal Aid - NSW – WDVCS, with the support from Molonglo Support services and the board members.

Meet Our Team

Manager/SAM Coordinator: Jessica

Hearing Support Worker: Rayna

Domestic Family Violence Specialist - Aboriginal Focus Worker: Katrina

Domestic Family Violence Specialist: Regine

Domestic Family Violence Specialist: Sally

Domestic Family Violence Specialist: Alicia

Case manager: Donna

Core Program Functions

As the program has been fully staffed for a significant period, the service has been able to complete normal daily operations. The team have successfully met daily KPIs on Central Referral Point (CRP) 1st attempts for new referrals made within 1 business day, 2nd and 3rd attempts made within 5 business days throughout the course of the last year (current reporting period). All allocated courts have been covered and AVO and hearing lists are being attended to (this includes pre, and post court follow-up and support).

After consultation with the team and reviewing workplace practices once being appointed to the team as the new manager, I saw a fantastic opportunity to implement some amazing new changes to increase team

resilience, team support, and the team functioning within the daily operations to mitigate put in place solid staff well-being practices, overall wellbeing and mental health prioritization.

This has occurred by the construction and implementation of practice policies within the team, internal team training and ongoing support, guidance through monthly supervision, debriefing along with the continued 6 weekly external supervision.

I constructed team rosters to cover the following: AVO list days, hearing roster, phone roster, Prosecutor Hearing Clinics, Networking events, community events roster (all staff are allocated a certain day and court on a rotating roster- currently the team rosters operate 5 months in advance).

There has been a considerably noticed positive change within the team including dynamics, efficient teamwork and support, team culture, and the work environment and the team’s ability to address each referral with a strong enthusiasm and attention to detail for safety measures for our clients. Throughout the process of implementing the new changes, there has been a team shift in self-care and wellbeing and solid team support. I look forward to leading the team to any all-program growth, challenges and client support moving to the future for the best of the community’s needs.

Referrals Received

The service has been fully staffed for a significant period during this annual reporting period, and the number of referrals attended to, safety assessments completed, Serious Threat matters addressed - attested to the Teams dedication to providing support, safety planning and referrals to all clients we have come into to contact with during the year.

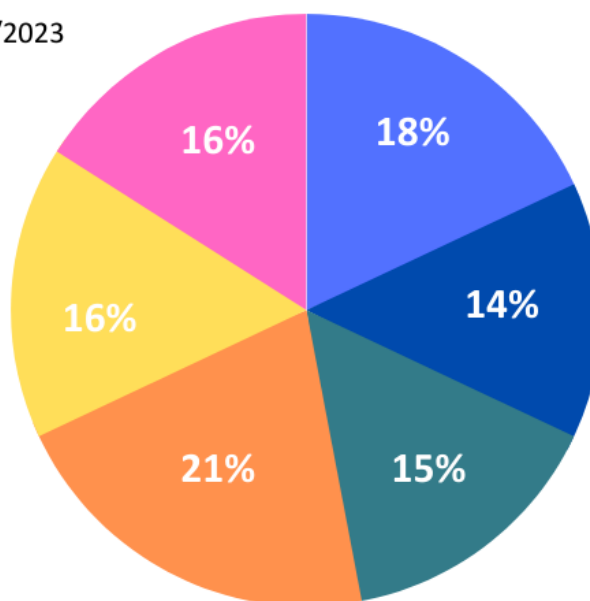
The service has received **2756** referrals for the service for the 2022/2023 year. *(These are clients we have supported after receiving a CRP referral, external referral from another agency or the client has sought assistance herself).*

REFERRALS	2023/2022	2022/2021	2021/2020
Client Referrals	2,756	2,613	2,623

Clients Supported by the Service

Number of clients supported in 2022/2023

- January/February
- March/April
- May/June
- July/August
- September/October
- November/December



The team has successfully contacted and supported: **2107 clients throughout the 2022/2023 year**. That is a significant increase from the **1361 clients supported for the 2021/2022 year**. The team will endeavor to continue to work solidly moving to the new year with enthusiasm and grit to continue to provide support and assistance to all incoming clients that is to a high standard.

I would like to note that since commencing within the manager's role, I have endeavored to ensure the team are accurately capturing post referral contact statistics, in preparation for the incoming change of client management system commencing. This includes commencing transferring from paper client files to electronic files. All staff are attending in a rotating roster the WDV CAS consultation planning meetings with Legal Aid NSW and WDV CAP to ensure our voices are heard. As we are the last WDV CAS to move to electronic filing - our options to provide feedback are only based around our CRP access and what aspects of that system should be moved to the new system.

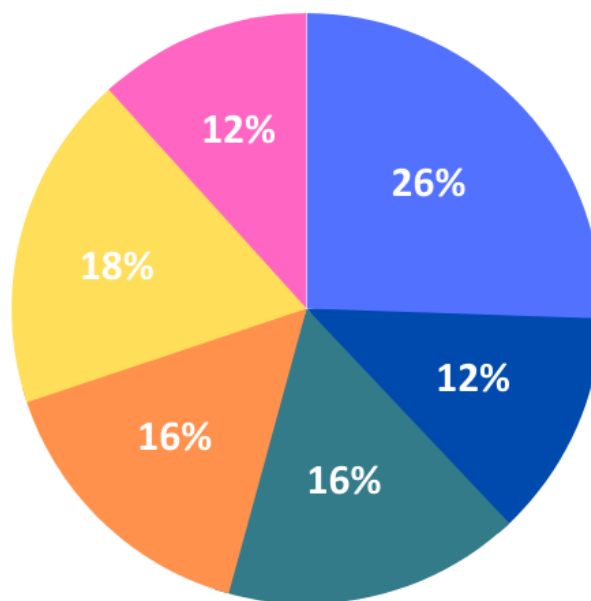
Safety Action Meeting 2022/2023 – Monaro

The Monaro Sam addressed: **282 Serious threat** referrals for the reporting period.

Trends within this period were a significant and consistent increase of severity of harm caused – noted rise in criminal charges against perpetrators charged with grievous bodily harm, intentional choke.

Safety Action Meeting - Monaro

- January/February
- March/April
- May/June
- July/August
- September/October
- November/December



Safety Action Meeting 2022/2023 – Hume

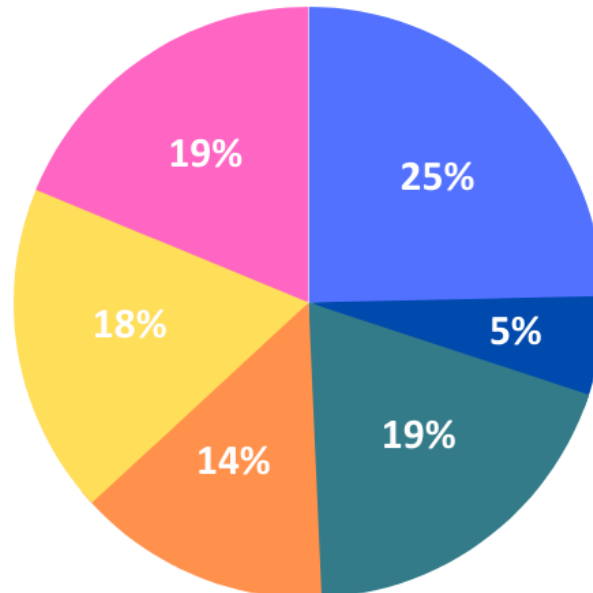
The Hume Safety Action meeting addressed: **426 Serious Threat** referrals for the report period.

Trends within this reporting period were noted by all SAM members; significant choking incidents requiring medical/hospital assistance. Police misidentifying victims as perpetrators and increase in adult/child incidents, Significant victims as perpetrators, and increase in adult child/parent incidents, and increase in adult child/parent incidents, significant increase in financial related DV incident relating to housing/finance pressures due to increases in banking.

The Hume SAM are dedicated in ensuring that women and children are safe and supported to have the risk, immediate danger eliminated.

Safety Action Meeting - Hume

- January/February
- March/April
- May/June
- July/August
- September/October
- November/December



Hume Region Case Study

Sarah is a single mother of 2 (children aged: 1 and 8); she has recently returned to Australia from the USA. She escaped from her ex-husband to an USA nation with significant DV criminal history.

The POI is not permitted to enter Australia but is still emotionally abusing the victim.

The POI has reported multiple reports to the FBI, US homeland security, UN, and the Hague to report the victim and the 2 children have been human sex trafficked to Australia by the victims parents and he is seeking urgent assistance to have the victim and the children returned to the USA and into his care asap.

The AFP and NSW police have been proactive in keeping in touch with the victim, however due to the nature of the abuse and the historical physical abuse to which the victim has a medically diagnosed disability she is finding it very hard to move on.

The victim is very well supported by her parents, she has extension NDIS support.

The victim is also being supported by homeland Security Australia to fast-track international parenting orders, so the children are to remain with the victim.

The FBI have been in contact with the victim and AFP multiple times due to the claims the POI has put forward.

SAM: Police have marked the case as urgent attention and the DV team attend to this matter whenever AFP reports come through.

WDVCAS – have provided counselling support and assistance to the victim alone with additional follow-up calls.

Case Management

The M-HWDVCAS Case Management program has been running for 10 months within the reporting period. Referrals and case managed throughout this time 33 clients ranging from moderate to high needs. Throughout the reporting period we have not required to hold a waiting list, all clients that Donna assessed have been placed onto case management.

Case study provided by Donna

Female 33, 3 children in her care, one child is only weeks old.

POI is 40 years old, and the couple have been in a relationship for 17 years.

Ongoing violence which seems to be exacerbated by the birth of all their children. Female stated that things have gotten worse every time that she has had a baby.

Female is having to pack up the home with a toddler and a baby and move 45 minutes out town. The family do not know anyone in the new town and the children will be forced to move schools. Female has only a couple of supports and no family to assist her. Female was unable to continue to live in the family home without the support of the POI, moving to cheaper accommodation where the POI is unaware of her address.

There has been choking with the most recent incident and in the past, threats to kill or harm with a gun, that belongs to a friend. Serious harm and fatality to animals, sexual assault, which she had been unable to go through within the court space. Very fearful that he would seriously harm her or kill her. POI has sent her a photo of himself in a noose when she attempted to leave in the past.

Female describes the POI as sexually controlling.

Female came through at ST scoring 16/25 on the DVSA. No harm to children. POI is also under investigation from stolen goods, that she reported.

Brokerage given to assist with the move, emotional support, and safety planning. Advocacy with other services and EVP applied for and accepted. Assistance with the Start Safely, Housing and crisis payment.

Ongoing case management.

Hearing Support (Pilot Program)

The team has supported **52** clients under the Hearing Support Pilot Program. The hearing support program effectively supports client pre, during and post hearing matters. The team looks forward to working collaboratively with the police prosecution team, NSW Police DVO team from our covering regions to ensure clients are supported to attend, give evidence relating to the DV incidents in which police have taken out protection orders for the protection of said victims. The program has been extended for a further pilot period of 12 months, which is exciting as in April 2023 the team decided to commence establishing the Prosecutor Hearing Clinics.

The team worked tirelessly with the DVOs from each region, the Local Courts, and the Police Prosecutors to establish and commence running monthly/6 weekly hearing clinics. While attendance is smaller numbers at present, the team and the Police Prosecutors are expecting for attendance numbers to grow (currently commencing Goulburn, Queanbeyan, Moss Vale, to commence in the next few months: Young, Cooma, Yass). Due to the low numbers of DV cases Bombala and Crookwell victims will be invited to either: Goulburn and or Cooma clinics).

The hearing clinics are managed jointly by a team on an ongoing rotating roster. My philosophy for the work is to be shared and not to work solo given the workload is difficult. "More hands less work" our clients then get the best of the team not just an individual worker. This model has been shown to work effectively well at multiple WDVCA's in the state.

DFV – Networking

We currently attend - Goulburn DV Interagency, Young DV Interagency, Snowy Mountains Interagency, Queanbeyan DV Interagency, Monaro Koori Interagency.

We attend bi-monthly court users forums to ensure the court staff, and all accessing the courts are aware of our service, additionally to ensure as WDVCS representatives we are providing best practice to fit the courts we are covering (currently – -Goulburn, Queanbeyan, Cooma, Yass, Moss Vale) – due to distance – Young Local Court, Bombala, Crookwell occur via email updates due to the size of the courts.

Multicultural Client Support

We have supported 98 multicultural clients within the last year - with the appointment of Sally to the team (who can speak 3 alternative languages) we have seen a steady growth from the Sub-Asian community reaching out seeking support, guidance, and direction for seeking tertiary intervention due to word of mouth from client contact.

Sally is a very valued team member and brings a wealth of experience and knowledge and is eager to learn and actively contribute ideas to the team. Moving forward to the next 12months - Sally will commence making strong connections with the multicultural community and commence conducting information sessions and education sessions in partnership with other multicultural agencies around DFV.

Indigenous Client Support

We have supported 178 Aboriginal and Torres Strait islander clients within the last year, Jess, and Katrina work well in ensuring efficient time management is achieved so Katrina is able to attend Networking and community building events.

Prior to Katrina being appointed, I sat in the DFV-AFW role and established solid links with the Queanbeyan Counsellor for the Monaro Koori Interagency (a lot of these members are associated to the Hume Koori Interagency, far west Koori interagency so I was able to build network and links with important agencies to link clients with: Centrelink, NSW EDU, Job link and employment, Aboriginal Lands Council, DCJ-Housing, DCJ-Child Protection.

Work Health & Safety

No major issues to raise. Julie Hathaway attended the working group Work, Health, and Safety Meetings, and I will commence attending moving forward.

Government Policy Matters

The Hearing Support Pilot was extended for an additional 12-month period. The team are excited about this announcement as it further enables support, guidance, and assistance through one of the most difficult processes when DFV is looked at through the justice system.

M-H WDVCS are actively engaging in the feedback sessions to ensure that WDVCS and the University of Wollongong (who are undertaking the evaluation) have the best outcomes and feedback reported back from the regional sites.

Additionally, I will be advocating for M-H WDVCS to be allocated the co-location pilot program for our region to provide feedback during the pilot phase of how necessary and needed the co- location pilot program is for regional services.

Budget

The WDVCS budget for the past 12months has remained in surplus whilst undertaking recruitment for the long-standing vacant role of DFV-AFW. The team was able to undertake a team building activity to strengthen team bonds. The office has had an extension to the office lay-out by 2 additional desks being installed. The EOFY budget has ended with a surplus and the official request to retain the funds will be submitted to WDVCS.

Future

M-H WDVCS like the rest of the statewide WDVCS's are set for a system change/update from November 2023 that has been planned with consultation with the state WDVCS's. A sort of change of the guide relating to administrative tasks - the WDVCS was awarded funds by the NSW Government to implement a brand-new cloud-based system to hold client files, and receive the client referrals from police. The team and I are extremely excited about the commencement of this new program as it will half the administration tasks and enable an increase in networking (enabling an increase in more exposure to the community), it will allow for more time for staff to undertake specialist opportunities etc.: ATSI- Yarning Circles, Women's Group, Multi-Culture Hub Days, specialist training days for community organizations, initiate fund raising, conduct more community engagement and education opportunities.

Additionally, I am advocating to the highest level that M-H WDVCS be named as one of the next selected sites for the incoming Co-Location Pilot program roll-out (where WDVCS staff are located at the Police Station: to aid and assist women seeking to make reports to the police about DFV incidents are supported and provided with trauma informed care.

There is so much to look forward to within the next period for our team. The ladies and I welcome the challenges and upcoming changes with open arms as it will allow for a successful transition to the new operating systems. We welcome the wins, the losses whilst we move through the DFV cycle with ladies we support that require support and assistance.

I am thankful for the opportunity of invitation given by Julie. A to meet you all after my appointment to the Manager at the previous board meeting and look forward to working with you all - to deliver the service program that represents Molonglo Support Services and the WDVCS ethos and values community to a high level.

I would like to thank the management team and the Board of Directors for your ongoing support throughout this year.



Staying Home Leaving Violence (SHLV)

Staying Home Leaving Violence (SHLV) is a program which supports women and children who are experiencing domestic and family violence, to remain safely in their home, or in a home of their choice, free of violence. SHLV provides free confidential support to women and children after they have separated from a violent or abusive partner.

The program can assist clients in the following ways:

- Safety Assessments
- Safety Planning
- Security Equipment
- Advocacy
- Case Coordination
- Case Management
- Emotional Support

Program Implementation

The SHLV program is a new program to the Queanbeyan Palerang region, which commenced on 30th September 2022 and is funded by the NSW Department of Communities and Justice.

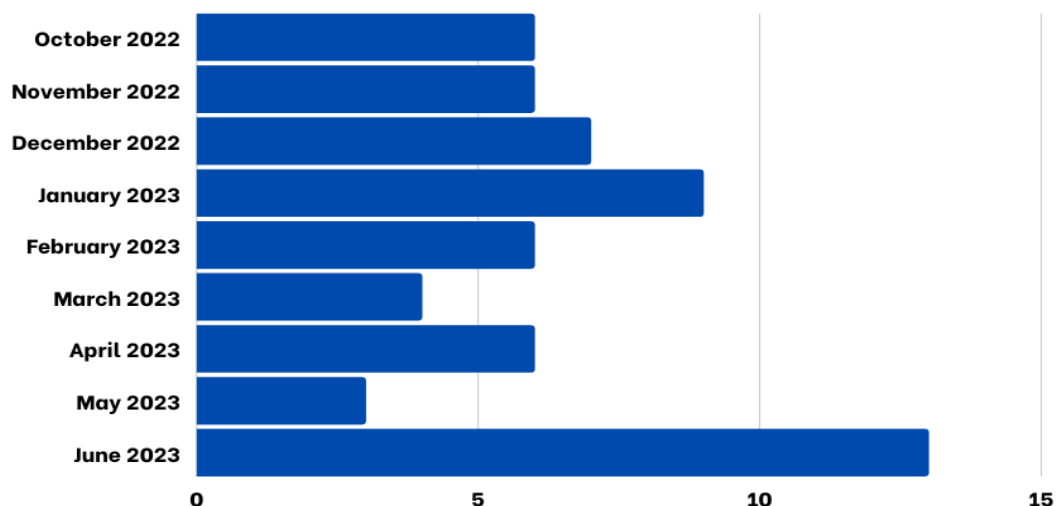
Staffing within the program includes one part-time Program Coordinator, who also provides Case Management, and one part-time Domestic Violence Specialist Worker.

Initially SHLV staff commenced working within the offices of Your Place Housing Support Service, awaiting an office fit out, which was completed on 8th November 2022 and staff moved into the new office space.

SHLV staff focused strongly on developing program operations initially, as well as undertaking relevant training and networking extensively with organisations and agencies within the Queanbeyan Palerang region, to gain a local presence and promote the SHLV program.

Since operation SHLV staff have undertaken Safety Action Meeting (SAM) training and have been involved in fortnightly Safety Action Meetings as of 12th October 2022.

SHLV REFERRALS RECEIVED



Safety Planning & Security Upgrades

SHLV provides Home Safety Audits and security equipment to clients routinely as part of case coordination and case management.

Security equipment provided includes Doorbell Cameras. SHLV also provides wi-fi routers and mobile credit, for clients without internet connection, allowing them to utilise this security equipment.

Additional security upgrades SHLV has provided clients includes the installation of sensor lights, locksmith services to replace existing keys and locks, and providing locks for gates, electrical boxes, internal and external crawl spaces, and mirror window film, to decrease visibility to their home.

Duress Devices

SHLV has 4 M-Care Duress Devices - 3 watches and one pendant, which are available for loan to clients at periods of increased risk. These devices have been made available through the Department of Communities and Justice and include free monitoring of the device.

To date SHLV has provided 11 clients with these devices. In one instance only a day after activation the device was utilise when an DFV incident occurred, and police were able to attend the location and intervene and provide assistance.

Positive feedback around the use of these duress devices has been received by several SHLV clients, which has led SHLV staff exploring the process of making Victims Services applications, so that clients receive funding to purchase similar devices and the cost of payment subscriptions for 12 months device monitoring.

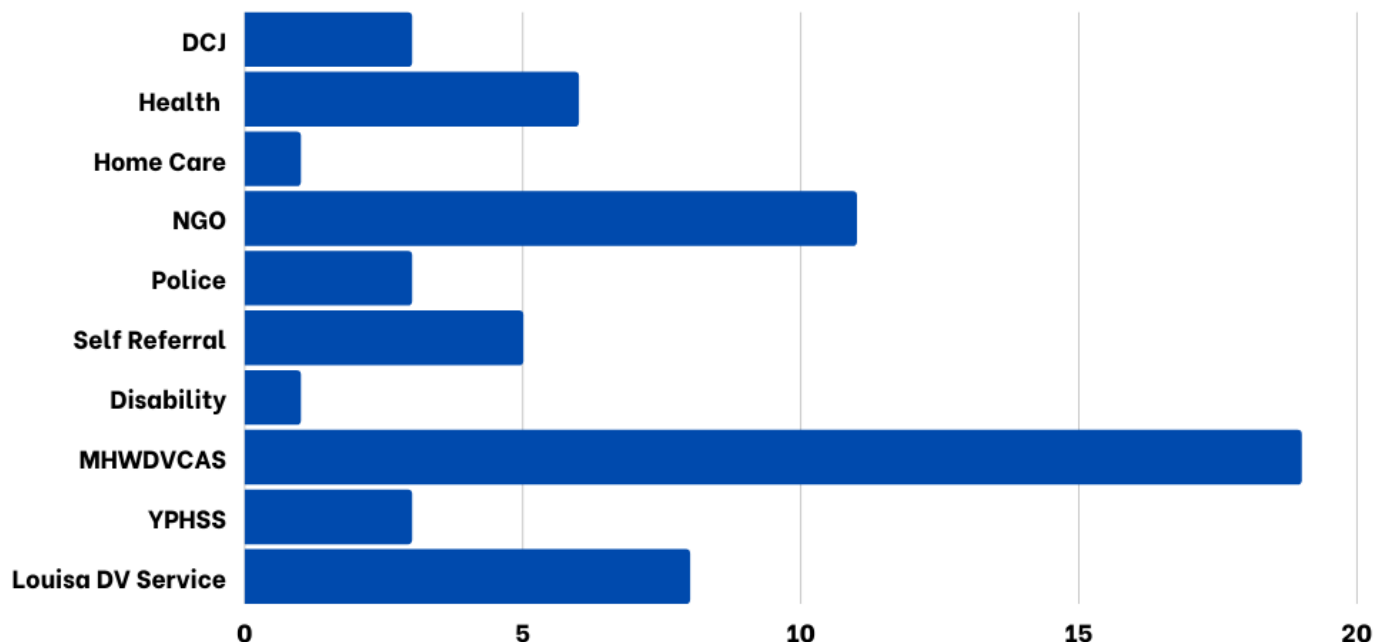
SHLV has also purchased personal duress alarm/whistles and has commenced providing these to clients.

Telstra Safe Connection Phones

SHLV staff have undertaken Safe Connections training and have provided 4 phones to clients, where identified that an additional phone may be beneficial as part of safety planning.

Several of these clients have chosen to utilise these phones in a safe room which they develop, and SHLV has assisted clients in creating this space.

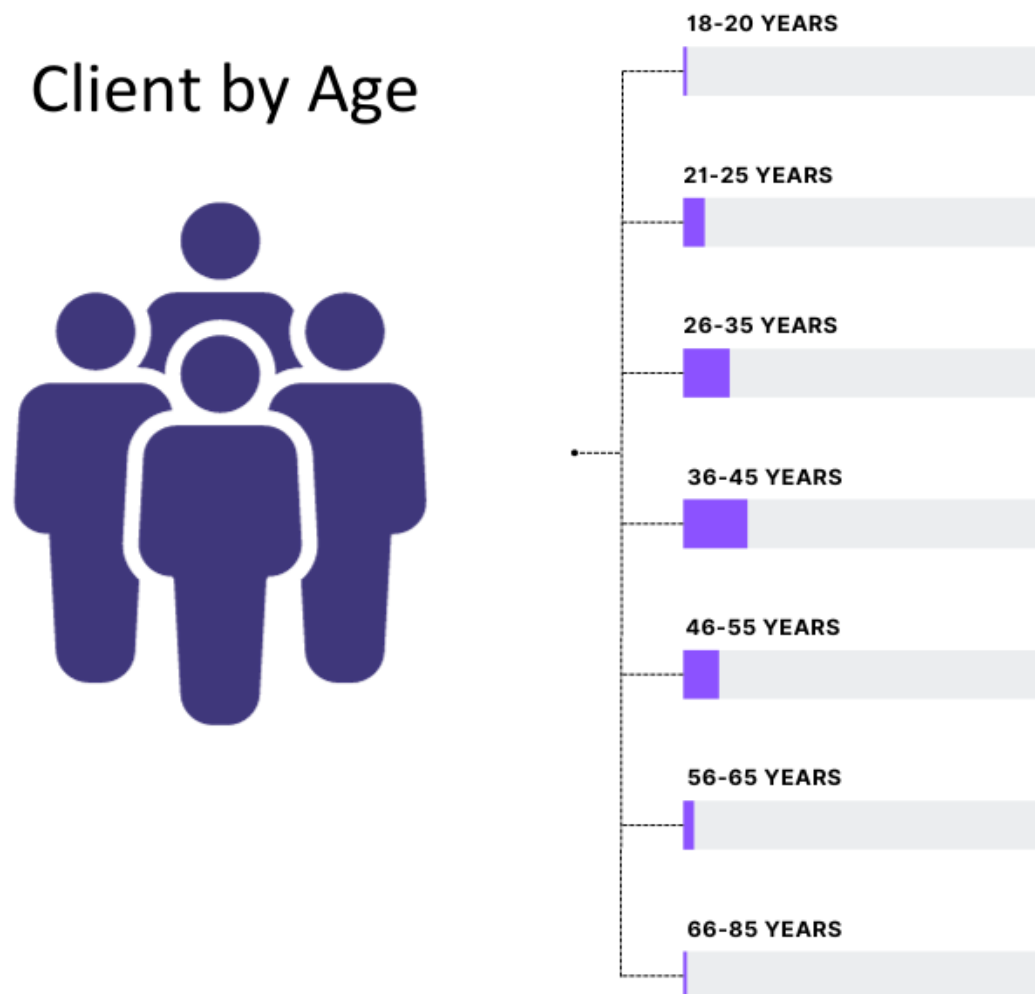
SHLV INCOMING REFERRALS



Home Security Audits

SHLV has consulted and engaged the services of The Salvation Army program, Safer in the Home and private contractor the Protective Group, in order to organise free technology audits, such as home and car sweeps in clients' homes.

Although this free service is no longer available through The Salvation Army, SHLV is seeking to engage ongoing services of the Protective Group, through use of Victims Services funding, and assisting clients with these applications.



Case Management & Case Co-ordination

The SHLV program has capacity for both Case Coordination and Case Management and has assisted 5 clients with Case Coordination and 27 clients with Case Management.

SHLV has assisted clients with sourcing donations such as food and household items, including furniture and clothing. SHLV's brokerage funds has contributed to the cost of clients relocating, replacement keys and locks, the provision of Woolworths Essentials cards, household set-up items, whitegoods and furniture, cleaning and rubbish removal.

Family & Domestic Violence Education

In working closely with clients SHLV staff have provided ongoing information and education about domestic and family violence.

SHLV staff have been able to promote awareness through participating in the 16 Days of Activism Against

Gender-Based Violence, working collaboratively with Monaro Hume Women's Domestic Violence Court Advocacy Service to develop a display at Riverside Plaza in Queanbeyan, 25th Nov – 10th Dec 2022.

As part of this awareness campaign, SHLV distributed 115 posters to local Queanbeyan businesses, promoting the 16 Days of Activism Against Gender-Based Violence. Posters included Molonglo Support Services contacts and information.

SHLV had the opportunity to participate at a local fundraising event, a movie premier, which raised money for Molonglo Support Services and provided an opportunity for SHLV staff to attend as a guest speaker and raise community awareness around Domestic and Family Violence.

The Shark Cage

SHLV staff have participated in a training facilitation program – Shark Cage and are looking forward to rolling out this program in the coming months.

The Shark cage program is a trauma-informed program designed to heal and empower women who have experienced repeated abuse such as family violence and sexual assault.

Staff have liaised with Barnardos Australia to co-facilitate a Shark Cage group program and SHLV is also looking to roll out this program individually with clients.

SHLV Induction & Training Practice Forum 2023

SHLV staff attended the SHLV forum from 13th – 15th March in Sydney. The forum included SHLV sessions around induction training for new staff and best practice training on domestic violence response measures for all staff. Topics include relevant legislative, innovative program delivery and findings from the recent SHLV evaluation. The forum also showcased the work of existing teams and workers. Both staff found the forum valuable and an opportunity to network with other SHLV service providers throughout NSW and share best practice approaches.

Trauma Backpacks

SHLV has commenced specific services to children, providing trauma backpacks to children who have been impacted by family and domestic violence.

SHLV has been able to source some donations for these bags from both Zephyra Education and through the Alannah and Madeline Foundation.

Providing these backpacks has allowed SHLV staff the opportunity positively engage with both the child/ren and mother, to discuss safety and gauge whether services or support for the child could be beneficial, e.g. counselling.

The trauma backpacks include items such as – night light, torch, soft blanket, fidget toys, colouring in items, a soft toy, etc. and age are specific.

ANNUAL GENERAL MEETING

Molonglo Support Services Ltd

Wednesday, 20 September 2023

I acknowledge the Traditional Custodians of this land and pay my respect to their culture, their people, and Elders past, present, and future.

MEETING OPENED: 5:32pm

Present: Carol Willis (phone), Johnny Lange, Tanya Nadin (phone), Louise Sailer (phone), Chevelle Grey (phone), Julie Abrahams, Jessica Kociolek

Apologies: Shaun Bayliss

MINUTES OF LAST MEETING:

Accepted: Tanya Nadin

Seconded: Carol Willis

SERVICE REPORTS:

Accepted: Louise Sailer

Seconded: Chevelle Grey

FINANCIAL REPORTS:

Audited Financial Statements:

Accepted: Louise Sailer

Seconded: Tanya Nadin

Budgets:

Accepted: Louise Sailer

Seconded: Carol Willis

NOMINATIONS:

Chairperson:

Louise Sailer was nominated by Johnny Lange and seconded by Carol Willis

Company Secretary:

Johnny Lange was nominated by Louise Sailer and seconded by Tanya Nadin

Directors:

Carol Willis, Tanya Nadin, Chevelle Grey, Johnny Lange, Shaun Bayliss and Louise Sailer were nominated by Johnny Lange and seconded by Tanya Nadin

Signatories:

Carol Willis, Johnny Lange, Tanya Nadin, Louise Sailer, and Julie Abrahams were nominated as signatories by Louise Sailer and seconded by Johnny Lange

Appointment of Solicitors:

North Herring Lawyers were nominated by Johnny Lange and seconded by Carol Willis

Auditor:

PKF Canberra were nominated by Louise Sailer and seconded by Johnny Lange

Bank Operations:

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

Accepted: Carol Willis

Seconded: Chevelle Grey

GENERAL BUSINESS: Nil

MEETING CLOSED: 5:37pm

FINANCIAL REPORT

Audited Financial Statements

See the attached full audited financial statements.

Donations

We express our sincere gratitude to the generous individuals, community groups, and businesses who support us through financial contributions, including monetary donations and other valuable items. Without the benevolence of these contributors, we would be unable to maintain the elevated standard of support we offer to our clients. A heartfelt thank you extends to our dedicated supporters, whether for your consistent, periodic donations or your invaluable pro bono assistance. Your commitment is truly appreciated.

Canberra Southern Cross Club	Queanbeyan SaCC
J Howell	Rotary Club Jerrabomberra
Langes Auto Centre	Queanbeyan Roos Club
Sage Natural Living Bungendore	J Kamprad
J Duncan	Department of Environment NSW
Lions Club of Queanbeyan	K Linnegar
Safe Shelter	Supporters of the ECCE Film Festival
Zonta	Zephyr Education Australia
Queanbeyan Rotary	Kitchen Garden at Rodneys Pialligo
C3 Church Queanbeyan	Pauline

Molonglo Support Services employees who participated in workplace giving

And to all those who have not been mentioned and those who wish to remain anonymous

Volunteers

Our heartfelt appreciation goes out to our volunteers for their dedicated service. We extend our gratitude to our staff, board members, and volunteers who generously contribute their time during weekends, actively participating in fundraising events, awareness campaigns, and the collection of donations. Your commitment and support are truly invaluable.

Funding

Service	Funder	Amount Received
Louisa Domestic Violence Service	Department of Communities and Justice NSW	\$715,773
Staying Home Leaving Violence	Department of Communities and Justice NSW	\$326,000
Your Place Housing Support Service	Barnardos - Subcontract Agreement	\$496,955
Monaro-Hume Women's Domestic Violence Court Advocacy Service	Legal Aid NSW	\$918,672

Income & Expense Summary

Operating Grants	2,603,383		
Donations	27,351		
Rental Income or Boarding	128,503		
Interest	26,697		
Other Income	29,136		
Marketing Expenses		1,073	
Occupancy Expenses		129,480	
Administrative Expenses		329,599	
Employment Costs		1,818,641	
Other Expenses		277,143	
Profit/(Loss)*			259,134
*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.			

Statement of Income & Expense by Program

Louisa domestic violence service (incl DVRE)

<i>Income</i>	
DCJ NSW Grant Funding	715,773
Income in Advance	60,752
Resident Contributions – Refuge	18,742
Other Income	1,405
Total Income	796,672
<i>Expense</i>	
Administration & General Overhead Costs	167,868
Audit Fees	3,967
Employment and Related Costs	503,136
Insurance	55,174
Postage	81
Provision for Plant & Equipment Replacement	13,400
Repairs & Maintenance	34,803
Telecommunications	8,900
Travel & Vehicle Costs	9,462
Total Expense	796,791
Net Profit/(Loss)	(119)

Your place housing support service

<i>Income</i>	
Grant Funding	496,955
Other Income	1,082
Total Income	498,037
<i>Expense</i>	
Administration & General Overhead Costs	62,808
Audit Fees	3,967
Brokerage	7,874
Employment and Related Costs	340,871
Insurance	50,177
Postage	738
Rent	20,010
Repairs & Maintenance	3,703
Telecommunications	4,706
Travel & Vehicle Costs	6,887
Total Expense	501,741
Net Profit/(Loss)	(3,704)

Monaro-Hume WDVCS

<i>Income</i>	
Grant Funding	610,097
Income In Advance – Opening	79,628
Total Income	689,725
<i>Expense</i>	
Administration & General Overhead Costs	77,260
Audit Fees	3,967
Employment and Related Costs	405,030
Insurance	50,181
Travel & Vehicle Costs	14,066
Motor Vehicle Replacement	24,109
Postage	3,154
Rent & Occupancy Expenses	29,619
Telecommunications	11,125
Total Expense	618,511
Net Profit/(Loss)	71,214

Staying home leaving violence

<i>Income</i>	
DCJ NSW Grant Funding	326,000
Total Income	326,000
<i>Expense</i>	
Administration & General Overhead Costs	57,428
Employment and Related Costs	172,896
Insurance	11,148
Motor Vehicle Replacement	18,114
Travel & Vehicle Costs	2,017
Postage	170
Rent & Occupancy Expenses	19,710
Rent & Occupancy Expenses – Fit Out	41,318
Repairs & Maintenance	2,131
Telecommunications	3,119
Total Expense	328,051
Net Profit/(Loss)	(2,051)

Tenancy

<i>Income</i>	
Tenancy Administration Fee	24,696
Properties Rental Income	125,649
Water Excess Properties	5,126
Mowing contributed by client	2,300
Client Damages repaid	(4,622)
Total Income	153,149
<i>Expense</i>	
Administration & General Overhead Costs	12,852
Employment and Related Costs	52,881
Insurance	8,185
Rates – Properties, Land & Water	35,926
Repairs & Maintenance	47,927
Total Expense	157,771
Net Profit/(Loss)	(4,622)