



Annual Report 2021-22

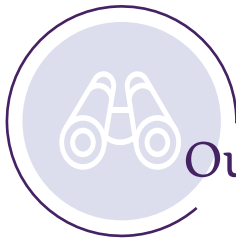
Highlights and
Achievements

What's inside

About Carrie's Place	2
Chair Report	4
CEO Report	5
Our Footprint	6
Meet Our Governance Committee	7
Our Year in Review	10
Our Values	11
Our Dedicated Workforce	12
Our Management Team	15
Our Clients	17
Staying Home Leaving Violence	18
Specialist Homelessness Services	20
Assertive Outreach	24
Women's Domestic Violence Court Advocacy Services	25
Formal Partnerships	28
Team Highlights	32
Our Corporate Sponsors and Supporters	38
Our Donors.....	42
What's next?	43

About Carrie's Place

Carrie's Place is a not-for-profit organisation that provides a range of services to support people experiencing domestic and family violence and homelessness in the Maitland, Cessnock, Port Stephens and the Upper and Lower Hunter regions. Carrie's Place is named after Caroline Chisholm, a legendary civil rights pioneer who empowered poor and vulnerable women in 19th century Australia by fostering independence and resilience.



Our vision

A community where there's zero tolerance towards violence and homelessness.



Our mission

To increase the number of families in the Maitland and Lower Hunter area, who are housed, safe, and live free from abuse.



Our purpose

We provide person-centred, culturally appropriate programs that aim to empower vulnerable people who may have experienced domestic violence and other forms of trauma and abuse.



Our values

Growth and Change, Inclusive and Accessible, Authentic, Socially Just and Safe, Teamwork.



Our services

Specialist Homelessness Services, Women's Domestic Violence Court Advocacy Services, Staying Home Leaving Violence

Carrie's Place acknowledges the traditional custodians of the lands on which we provide our services including the Wonnarua, Worimi and Awabakal Nations. We pay our respects to the Elders past, present and to those of the future. We acknowledge the stories, traditions and living cultures of Aboriginal people on this land and commit to building a brighter future together.

Chair Report

On behalf of the Governance Committee, thank you to all those involved with Carrie's Place over the past 12 months.

Carrie's Place continues to experience increased demand as a result of COVID-19. The needs of our community are the most significant they have ever been. Despite the increased work, thank you to the amazing staff of Carrie's Place who continue to provide exemplary service delivery to those in our community experiencing domestic violence and as well as those experiencing and/or at risk of homelessness. We thank you for this and your continued commitment to Carrie's Place despite the difficulties of the past 12 months which included home schooling and caring for your own families during unprecedented times. It is the tireless and committed work by our staff that makes Carrie's Place the wonderful organisation it is.

Thanks in particular to our CEO, Jayne Clowes. In under 2 years with Carrie's Place, the Governance Committee have witnessed significant (and necessary) changes to ensure our longevity in the community. We see how hard you work each and every day and thank you for your ongoing commitment.

Over the last 12 months Jayne has focused on, amongst many things, new internal systems to better support staff, re-vamp of our refuge - client spaces and office as well as the Strategic Plan for Carrie's Place. We are grateful for staff and stakeholder participation in this process.

Thank you to all our supporters who assist in funding our programs through grants or donations. In particular, thank you to those

organisations, mentioned in this report, who continue to provide support and assistance to Carrie's Place as we seek opportunities to support our community in innovative and exciting ways. We are very grateful for your continuing donations and partnerships.

Finally, I would like to pass on my deepest appreciation to my fellow members of the Governance Committee, both past and current. Every single one of who donates their time and expertise for the betterment of our community. The demands on the Governance Committee have been significant at times and I thank you for your commitment.

This is my final Annual Report as the Chairperson for Carrie's Place as I will be stepping down following the Annual General Meeting. I have had the absolute privilege of working with the team of Carrie's Place for the past three years. All of whom are deeply committed to the purpose and vision of the organisation. It has been an honour to be a part of Carrie's Place, but it is time for someone different to step into the role.

Thank you for the past three years. I have greatly enjoyed and expanded my skills/ knowledge during this time. I encourage others in our community to volunteer for Carrie's Place - it also may well be the most rewarding thing you'll ever do!



Alex Longbottom

Alex Longbottom

Chair, Governance Committee

CEO Report

It gives me great pleasure to present Carrie's Place Annual Report 2022. I hope you find this an interesting read.

This year at Carrie's Place has been an incredibly busy year with navigating the challenges and complexities of COVID-19. Our dedicated and attentive team have worked hard to support our clients through a global crisis that had an enormous effect on our whole community.

The NSW housing crisis is still having a massive impact on our service provision, and the difficulty of supporting our client's chances to secure a safe property to call 'home'. However, despite the challenges of this year, Carrie's Place was able to achieve strategic and operational goals including expanding our footprint of service provision, introducing, and embedding Carrie's Place core values into our everyday practices, policies and procedures and our service provision. Our core values guide all our attitudes, behaviours and beliefs.

In November we launched our Reflect Reconciliation Action Plan, which signifies our formal commitment to reconciliation, by strengthening our relationships with Aboriginal and/or Torres Strait Islander peoples, by valuing heritage, justice and equity for all Australians. This is also a genuine commitment for providing a safe and culturally appropriate response to Aboriginal and Torres Strait Islander peoples, ensuring diversity in our workforce, and by representing our community we support.

We also welcomed some new management positions into the team which is an exciting investment into our future growth.

Another BIG thank you to our supporters, sponsors and donors for whom we are so grateful, you all make a difference with your generosity and support from our local community.

My sincere appreciation goes out to our dedicated workforce and volunteers at Carrie's Place. Thank you for your commitment in what was another big year, working through high numbers of referrals and managing the complex environment. You will hear more from some of our long-term staff later in the report.

I would also like to take this opportunity to extend my sincere appreciation to the Governance Committee, especially Alexandra Longbottom our Chair. Alexandra stands down this year, after fulfilling her three-year term on the Governance Committee. It is with extremely heart felt wishes to say thank you Alexandra for your commitment to the Organisation, and we will all miss you.



Jayne Clowes

Jayne Clowes

CEO

Carrie's Place in 2022

Our footprint



Where we work

The Carrie's Place Head Office is in East Maitland, NSW. We also deliver services in Port Stephens, Cessnock, Singleton, Dungog and the Upper and Lower Hunter regions. Our footprint has expanded significantly in the past 43 years.

How we operate

Carrie's Place is an Incorporated Association made up of elected committee members, and all our activities and operations are guided and directed by our Governance Committee. We'd like to thank everyone who has served on this committee over the years and contributed to the strength and growth of the organisation.

Meet our Governance Committee



Alexandra Longbottom

Chair

joined Carrie's Place Governance Committee in 2019 after having volunteered with Carrie's Place conducting legal advice clinics for our clients. Alexandra was admitted as a lawyer in 2014 and currently works in private practice.



Robyn Blackwell

Vice-Chair

has more than 30 years experience working and volunteering in the community sector, including youth affairs, child care, aged care and services for women. Robyn has worked across the private, public and not-for-profit sectors as a management consultant and more recently as a General Manager in aged care.



Jess Salvador

has a background in early childhood education and now works as a strategic planner in local government. Jess is the chairperson of the Hunter Region Domestic Violence Committee and is passionate about advocating for vulnerable members of our communities to ensure they receive the support they need to thrive.



Ceci Brieva

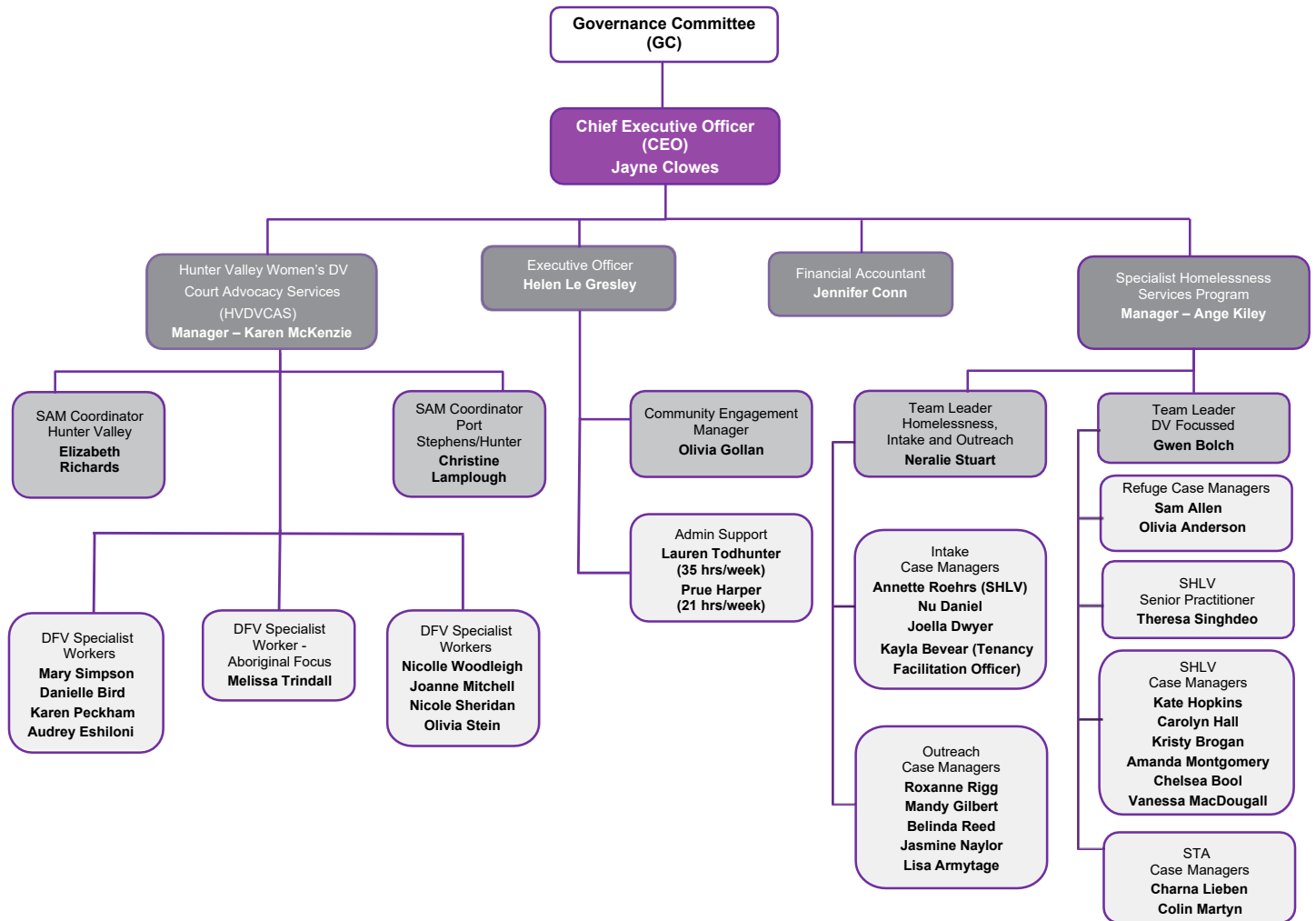
started her career at Carrie's Place, working in SHLV and the refuge. Ceci joined the Governance Committee in 2020 and now works as a hospital social worker in the areas of oncology and palliative care. Ceci has a Bachelor of Social Work (Hons) and a Masters in Counselling.



Emilie Wiggers

currently works in local government focussed on community development in the areas of mental health, homelessness and multiculturalism. Emilie brings more than 10 years of experience to the board of Carrie's Place after working with anti-poverty campaigns and not-for-profit organisations in mental health, disabilities and migrant and refugee settlement.

Carrie's Place Organisational Structure



Our year in review

The Highlights

- 286 clients supported through Staying Home Leaving Violence (SHLV).
- 934 clients supported through Specialist Homelessness Services (SHS).
- 2278 clients supported through Women's Domestic Violence Court Advocacy Services (WDVCAS).
- 73 clients supported through the Path 2 Change program.
- "REFLECT" Reconciliation Action Plan developed and launched.
- SHLV expansion into Singleton and Dungog LGA's.
- Purchase of adjoining office space to create our Community Hub.
- New mural and healing garden at Carrie's Place Refuge.
- New website to better promote our services and resources.
- Carrie's Place core values agreed and launched.
- Success in a number of grant applications, ranging from Club Grants, to continue our much-valued assertive outreach programs, transformation grants to improve our IT Infrastructure, a Community Building Partnership grant to assist with our Community Hub refurbishment and a Stockland CARE Grant to enhance our new reception area.

The Challenges

- The COVID-19 pandemic and associated physical and mental health effects on clients and staff continue to be a major challenge. Like all other organisations, Carrie's Place needed to operate within Public Health Guidelines which meant that our services needed to be flexible and reactive to rapidly changing policy.
- The deepening housing crisis has put increasing pressure on our case management team in their efforts to support our clients to find affordable, long-term housing solutions, and lead to an increase of 30% in referrals to Carrie's Place.
- The rising cost of living meant that our clients were in need of more urgent support for basic household necessities.
- Maitland LGA remained the fastest growing regional city in NSW which meant that the demand for our services, including affordable housing options, continued to increase with the rising population in our footprint.
- Our sector continues to be one of the most confronting social problems we face as a society. On average, one woman a week murdered by her current or former partner in Australia last year. In the last census 116000 Australians were officially classified as homeless and the most common reason for homelessness continues to be domestic and family violence.

Our values

The development of core values at Carrie's Place was an initiative to foster our collective culture and sets us on a clear path towards achieving our vision and mission. In 2021 our team established the following values and accompanying images. These core values will guide our attitudes, behaviours



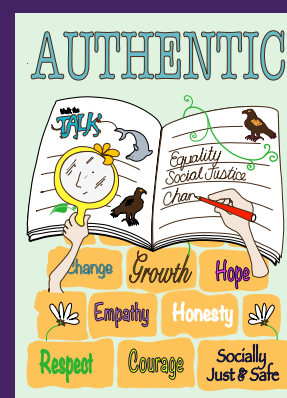
Growth & Change

We believe in the power of learning, change and growth. We support our clients and each other through the challenges and emotions that come with change.



Inclusive & Accessible

We respect all by creating an inclusive and accessible organisation based on individuals diversity of ideas, backgrounds, heritage, and experience.



Authentic

We demonstrate the courage to be authentic and invite our clients and community to walk with us in authenticity and integrity in all we do.



Socially Just & Safe

We recognise that safety is a human right and we strive to create and support safe places and behaviours.



Teamwork

We achieve what individuals can't by working collaboratively in an environment of mutual trust and respect.

Our dedicated workforce

Our Carrie's Place Team now has over 40 employees and all of their work in this challenging sector is highly valued by our clients, our community and Carrie's Place Management. A significant percentage of our team have dedicated more than 5 years to Carrie's Place, and we want to take this opportunity to celebrate their very important contributions to the organisation.



Elizabeth Richards

is the Safety Action Meeting Coordinator for the Hunter Valley. Elizabeth really values this position because it means women experiencing domestic and family violence have somewhere to reach out to, which for some maybe the first time they have been given the opportunity to discuss their experiences. Elizabeth said that Carrie's Place makes a difference to the lives of many because women can access the support they need to make choices for their recovery. Elizabeth has made some lifelong friends with her colleagues at Carrie's Place, and she knows they share a passion for addressing the serious consequences of domestic and family violence.



Sam Allen

is a Refuge Case Manager who values the connection and friendships that she has made working at Carrie's Place. Sam believes that the commitment and authenticity of the Specialist Homelessness Services team means a supportive work environment where there is a dedication to client support. Sam's highlights from Carrie's Place include achieving great outcomes with clients that seem near impossible, moments that bring tears of happiness and a real sense of purpose and accomplishment.

Roxanne

is an Outreach Case Manager and values working at Carrie's Place because of the commitment to achieving positive outcomes for all clients. Roxanne loves working within the homelessness sector as it means dealing with some of the most complex problems within the community – “we don't just put a roof over someone's head but work with clients to build their capacity”. Roxanne has really enjoyed linking in with SoupzOn in an Outreach capacity because it means giving more clients access to our services. Carrie's Place have committed to putting staff wellbeing in the forefront which shows that the staff are valued as people with vital skills and knowledge.



Anette Roehrs

is an intake Case Manager for the Staying Home Leaving Violence service who loves being able to address social injustice and support clients to access services that they may not know about. One of the highlights of Anette's time at Carrie's Place was attending the Domestic Violence NSW conference in Sydney because it meant meeting like-minded women working towards equality in this challenging sector. In the time Anette has worked at Carrie's Place she has seen a lot of change – including a big move to the new office space and the significant expansion of the Specialist Homelessness Services program.



Mandy Gilbert

is an Outreach Case Manager who values what Carrie's Place can achieve by working collaboratively as a team; sharing individual skills and knowledge to achieve positive change for our clients by empowering them to have a voice. Mandy feels that she is part of an amazing team at Carrie's Place who are dedicated, compassionate individuals committed to social justice and social inclusion. Mandy has also seen a lot of change in her time at Carrie's Place and said the Dare to Lead professional development and changes to the culture of organisation are positive steps for the future.



Karen Peckham

is a Domestic and Family Violence Specialist Worker with the Women's Domestic Violence Court Advocacy Services and thinks it is a privilege to lead women to safety with compassionate and respectful support. Karen's highlights of working at Carrie's Place include the comradeship she has shared with past and present colleagues. The work at Carrie's Place can be extremely challenging and having the continued support from inspirational colleagues is invaluable. Karen also said that being a part of the growth and expansion of Carrie's Place has been another highlight but probably the best part of her work is receiving verbal and written feedback from clients. "It is very humbling to know that women who are experiencing the trauma of domestic and family violence can find the courage to reach out with a thank you often leaves us in awe."



Theresa Singhdeo

is a senior Staying Home Leaving Violence practitioner at Carrie's Place who values being able to provide women and children with safety and freedom from violence so that they can be supported to achieve their goals and make positive changes to their lives. Working with clients can sometimes be challenging, but when case management allows clients to grow, become empowered and have the capacity to do things like achieving a university degree, this is a highlight! Working at Carrie's Place means supporting women who are dealing with very complex and challenging situations and during her time with Carrie's Place Theresa has seen women achieve positive outcomes over and over again. The team has grown significantly since Theresa commenced, with the organisation becoming a stronger service to the community through effective leadership, new programs and a cohesive workplace.



Amanda Montgomery

is a Staying Home Leaving Violence Case Manager who values the support and generosity of the Carrie's Place team. "Carrie's Place does very meaningful work because we share our skills, knowledge and contacts to support our clients". Amanda has really enjoyed the times when the team have all spent time together outside of the office for events and special occasions. Amanda has seen significant changes in her time at Carrie's Place, including management, which has meant improvements around the office, expansion in worker numbers, expansion into the space next door and expansion in the geographical areas covered by our programs.

Our management team



Jayne Clowes
CEO

Jayne joined Carrie's Place two years ago after a career in different sectors, including state and local government and the not-for-profit sector. Jayne is implementing her experience as an executive, strategic leader to embed the core values of Carrie's Place across the organisation. Jayne continues to be inspired by the dedication, resilience, and commitment of the Carrie's Place workforce and is often humbled by the support of the local community. Jayne is looking forward to the Carrie's Place Strategic Plan being finalised in the coming financial year after an inevitable Covid delay.



Ange Kiley
Homelessness Services Program Manager

Ange has a background in Community Development and extensive experience across the gamut of Carrie's Place services. Ange came to Carrie's Place over ten years ago and now manages a team of 20, highly qualified and dedicated staff. Her passion for working with women and children who have experienced domestic and family violence has grown and now includes a deeper understanding and compassion for homelessness. Ange feels privileged to be part of so many client and staff stories and she looks forward to continuing to deliver and improve the important services that Carrie's Place offers the community.



Karen McKenzie

Domestic Violence Program Manager

Karen has worked as a program manager at Carrie's Place for 7 years in both the Specialist Homelessness Service and Specialist Domestic Violence Programs. She is an adaptive and consultative leader who has a focus on integrity. She has seen frequent change in the sector and values working for a community led and supported organisation such as Carrie's Place as it gives her an opportunity to support emerging and existing community needs. Karen has a passion for supporting women and families to achieve independent and safe futures.



Helen Le Gresley

Executive Officer

With over 20 years of experience as a community psychology practitioner, Helen is committed to enabling resilient, safe and healthy communities through the implementation of evidence-based programs that promote human rights and social justice. Her management experience spans a number of sectors including not-for-profit, community development, private enterprise, secondary and tertiary education, and local government. As an Executive Officer at Carrie's Place, Helen is passionate about delivering efficient, effective, and compliant support within an inclusive, strengths-based and participatory framework.

Our clients

We encourage our clients to provide feedback about the services they received. Here is a snapshot of some comments received this year:

"I applied for over 400 properties, so it was tough getting knocked back each time, it really brought me down, the support I got from Hume Housing and Carries Place was second to none. Hume Housing was the first organisation I spoke to and then I received more support from Jasmine at Carrie's Place, together they were amazing. Jasmine kept me inspired to keep applying for properties and not give up, and I know the person at Hume was doing all she could to find us a home. They worked as a team to keep me constantly supported. Now I feel safe and secure, and these relationships make me feel I am not alone."

"Thank you so much for your invaluable support and advice. I have been fortunate enough to have a wonderful team of people around me and you are certainly one of the people that I could not have done without. You have a high level of understanding of the situation Sam and you were always reliable and supportive. Your perspective on the dynamics of family violence and the continuation of it even after separation is very well-informed and holistic. I am so very grateful to have had the benefit of your wisdom, and I am certain that your other clients now and in the future will feel the same."

"I just wanted to extend my warmest thanks for your help and support, referral letters, face to face consultation and general empathy, understanding and kindness throughout my recent journey of separation from my partner due to DV, then having to move house and move forward with my life. Your help and efforts were extremely valuable and appreciated! Life is going along well and I am grateful for all the help I have received from Carrie's Place and other agencies."

"I can't thank you enough, I am so happy I have been crying all day and cannot wait to share the news with the kids that after 3 long hard years we are finally going to have our own home again. You are amazing! Without your help and the support of Carrie's Place, I would still be searching. I am going to surprise the kids. They are going to be so happy. I am so excited to have a place to call home for Christmas this year. Thanks again!."

"After a very difficult couple of years ... then the flood, it was so awesome today to laugh as much as we did. I've never witnessed such a champion for the people as you Mandy... I wanted to express my great appreciation to all involved. Especially you Mandy. I am forever grateful and will never forget this day. Again a massive thanks Mandy. It was such a pleasure to meet you."

Staying Home Leaving Violence (SHLV)

Established in 2010, the SHLV program is funded by the NSW Department of Communities and Justice and provides support to women who have experienced domestic or family violence. The goal is to help these women live in a home of their choice, free of violence. Domestic and family violence situations are often very complex – and through SHLV, Carrie's Place are able to offer legal, financial, practical, emotional and psychological support.

Our SHLV program expanded into Singleton and Dungog this year and the extensive work of our Carrie's Place Case Management Team has already had a profound impact on the lives of people experiencing domestic and family violence. Across the Singleton and Dungog areas, Carrie's Place have provided almost 80 hours of case management time to 14 different families this year. The Dungog and Singleton SHLV services operate out of Singleton Family Support Centre and Dungog Hospital respectively. The program was supported by the Bloomfield Group with \$7500 donated to purchase IT equipment to allow for Case Managers to work remotely from these locations.



SHLV Statistics 2021-22

- 286 clients (Women) – 8% increase from last year
- 82 safety audits
- 71 safety upgrades
- 82.6% of clients are in the 18 – 55 age group
- 27% of clients are Aboriginal and/or Torres Strait Islander – up 6.5% from last year
- 19% of clients are Culturally and Linguistically Diverse (CALD) – up by 250% from last year
- Of significant note is that 404 children have accompanied these clients/women – up by 28.7% from last year

Case study

Daisy* was referred to the Carrie's Place Staying Home Leaving Violence (SHLV) program in April 2022 from our Women's Domestic Violence Court Advocacy Service after discussion at a Safety Action Meeting.

Daisy is a 29-year-old woman who shares 4 children with her abuser. The relationship had been on and off for over 13 years and was characterised by physical, verbal, psychological and emotional abuse. At the time of the referral to SHLV, Daisy had 6 previous police referrals since 2018 and she had appeared on the Safety Action Meeting agenda twice before. On two occasions, her abuser served a custodial sentence for domestic violence offences against Daisy. Safety Action Meetings are attended by key government (including NSW Police) and non-government services with the aim to share targeted information to develop tailored, time-specific safety action plans to reduce threat.

Daisy cares for her 4 children who have disabilities and mental health issues. At the time of her referral Daisy had lost her job because her abuser had been harassing her employer over the phone. With Case Management support through the SHLV program, Daisy was awarded an Immediate Needs Support Package, counselling and a Recognition Payment from Victims Services NSW. She was also able to secure an Escaping Violence Payment to purchase bedroom packages for the children and other essential furniture for her home, including a new fridge and a dining room table.

Daisy was also supported by the SHLV Case Manager to apply for a Homeless Youth Assistance Program payment which allowed Daisy to purchase essential school supplies, bedding and clothing for her children. The SHLV Case Manager was also able to secure Daisy childcare and after school care – Daisy has since recommenced work. Daisy's children have also been referred for counselling with a child psychologist and the family have been linked with the Family Advocacy Support Service.

*Names have been changed to protect the privacy of our clients.



Specialist Homelessness Services (SHS)

The Carrie's Place SHS team support women, men, children, and families who are homeless, or at risk of losing their home.

Funded by the NSW Government Department of Communities and Justice, Lower Hunter SHS supports people in a whole range of ways – from providing crisis and transitional accommodation, to advocating with real estate agents and landlords.

Currently, our accommodation includes:

- Carrie's Place refuge, which can accommodate up to six large families at a time. Clients are provided with onsite, intensive support including parenting, mental health, financial and material aid with the ultimate goal to transition into medium to long-term accommodation.
- Transitional accommodation: we have five units for single women in partnership with Compass Housing and a three-bedroom home in partnership with Pacific Link Housing in the Maitland area. Women and families can stay in these properties for up to 12 months and receive case management support whilst building a rental history to increase their
- Domestic Violence Response Enhancement (DVRE): we have properties to provide short-term accommodation for clients at high risk of domestic violence, one in Cessnock (provided in partnership with Compass Housing), one in Maitland (provided in partnership with EASTS Bowling Club) and one in Dungog (provided by a generous community member). Here women receive intensive support to stay safe and are supported into medium to long-term accommodation.
- Supported Temporary Accommodation: delivered in partnership with Hume Housing, our temporary accommodation facility can accommodate up to three families and two single people or couples at a time. We provide intensive support to find medium to long term accommodation.



SHS Client numbers:

8.7% increase since last year

847
in 2021



934
in 2022

- Notably, the number of people who are homeless as opposed to being at risk of homelessness has increased by 19%
- The Cessnock area has been hardest hit with an increase of up to 30% in demand for SHS support in this area.

Individual case management is provided to all Carrie's Place SHS clients and this includes support around achieving long term accommodation, emotional and financial support, interagency referrals and applications, parenting support, NDIS support, mental and physical health support. Our Case Managers are highly skilled and assist clients to overcome barriers that have resulted from domestic violence and trauma.

Outreach services have been part of the Carrie's Place service delivery since 2014. We do this in partnership with Samaritans Information and Neighbourhood Centre (SINC) in Cessnock– with Carrie's Place staff attending SINC twice a week to provide initial assessments, information, advice, referrals, and support. We also provide valuable outreach services to Maitland Neighbourhood Centre. Last year, we were also delighted to reach an agreement with Hunter New England Health to deliver our outreach services from Dungog Hospital, which continues to help us reach vulnerable people in our footprint.



Client groups

- Single women - (520) 55.8%
- Families - (157) 16.8%
- Young people - (133) 14.3%
- Single men - (121) 13%

Main presenting reasons for seeking support from SHS:

- 30% Housing crisis
- 19.3% Domestic violence



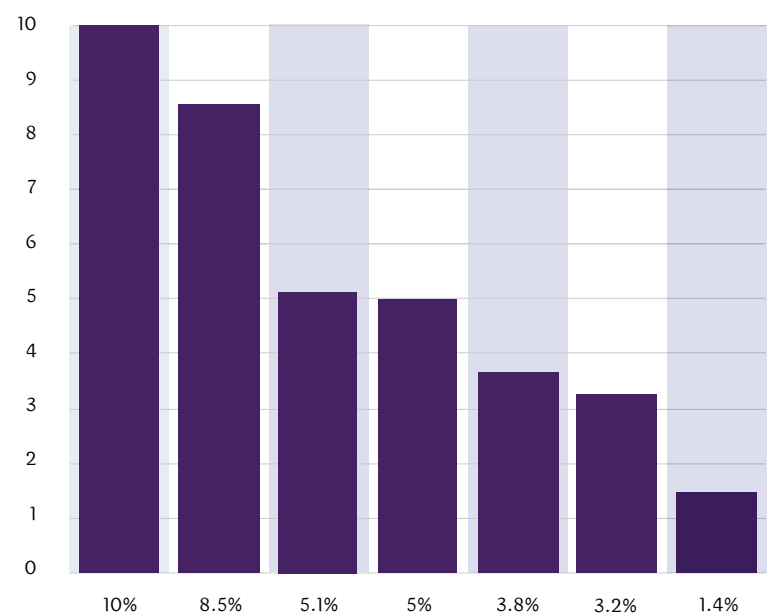
27.4% of clients were Aboriginal or Torres Strait Islander



2.7% of clients are culturally and linguistically diverse

Housing crisis has taken over for the first time as the main presenting reason ahead of Domestic Violence for seeking homelessness support. This does not mean that the prevalence of Domestic Violence has decreased, as we are aware that many women are staying in unsafe households due to limited or no other safe alternatives being available.

Other reasons for seeking assistance



- 10% of clients reported financial difficulties
- 8.5% Mental health issues
- 5.1% Relationship of family breakdown
- 5% Previous accommodation ended
- 3.8% Medical Issues
- 3.2% Unemployment
- 1.4% Drug problem or substance use

Case study - Refuge Case Study

Kim* and her 4 children were referred to our service on Christmas Eve 2021, after fleeing long term domestic violence from a regional area, and being homeless for 2 years. The family were immediately offered a room in our Temporary Supported Accommodation, before transitioning into our Women and Children's Refuge.

The family spent the next 6 months at Carrie's Place Refuge. The client tirelessly applied for over 200 private rentals, whilst supporting her children to re-engage with school and seek support for her own mental health and that of her children. Despite being consistently declined for private rentals, the client continued to work closely with Carrie's Place staff to source, safe and affordable housing for the family.

Carrie's Place staff supported the family with accommodation, emergency relief, food, assistance, rental applications and advocacy. Kim said that "knowing someone was there to walk alongside her", made it easier for her to keep moving forward, in what seemed a hopeless situation. In August 2022, the family were successful in securing a long-term rental. Not only does the family now have a home, but they have been able to reunite with their pets, that had been staying with friends whilst the family were experiencing homelessness. The client and her children are feeling very positive about what their future holds, and grateful for the support from the Carrie's Place team.

*Names have been changed to protect the privacy of our clients.



Assertive Outreach

Carrie's Place work with SoupzOn in Cessnock, who provide meals several times per week to people who are sleeping rough. Carrie's Place staff attend SoupzOn weekly to provide initial assessment, information, advice referrals and support – with follow-up support provided by SINC.

Our Assertive Outreach Program is continuing to fund essential items for our clients – including sleeping bags, tents, phones and food vouchers from Cessnock Leagues Club.

The Carrie's Place Assertive Outreach team supported more than 285 people this year, which is a 19% increase from the previous year.

Case Study

John* and Anne* had become homeless after the rising cost of living meant they could no longer afford their rental property. They had been sleeping in their car until it was stolen and this meant they needed to couch surf, sleep on the street or set up a tent in the bush.

Our Carrie's Place Assertive Outreach case manager initially worked with John and Anne to get a medical assessment completed with a GP. This had been difficult to achieve without the support of a case manager to advocate for them and to provide assistance with reaching appointments and filling out complex forms.

John and Anne eventually completed a rental diary with the support of their case manager and started applying for rental properties. A support letter for priority housing was sent by the Carrie's Place case manager to Compass Housing who offered John and Anne a property. John and Anne have signed the lease and are very relieved to have found an affordable home.

*Names have been changed to protect the privacy of our clients.



Women's Domestic Violence Court Advocacy Services (WDVCAS)

The NSW Government, through Legal Aid funds oversees 27 Women's Domestic Violence Court Advocacy Services (WDVCAS) operating across NSW. Carrie's Place is responsible for delivering WDVCAS services in the Hunter region. The 2021-2022 period has been the second year of our four-year funding agreement, with expanded service coverage to Port Stephens LGA.

We provide services via two WDVCAS Local Coordination Points (LCPs), which align with local police districts: Hunter Valley LCP (which covers Cessnock, Singleton, Muswellbrook LGAs and the Upper Hunter Shire areas of Scone, Merriwa, and Murrurundi) and Port Stephens-Hunter LCP (which covers Maitland, Dungog and Port Stephens LGAs).

Safety Action Meetings (SAMs) are held fortnightly for both our LCPs and are attended by key government and non-government services with the aim to share targeted information to develop tailored, time-specific safety action plans to reduce threat. This year, 576 of the 5006 DFV incidents referred from police were flagged as "serious threats", with indicators that the woman and/or her children's life, health or safety was at grave risk due to domestic and family violence, and urgent action was needed to prevent or lessen this threat.

A further 44 referrals received from external services/support networks were flagged as "serious threat" and discussed at a SAM.

The Impact of Carrie's Place WDVCAS in 2021-2022

This year we received:

- 5006 referrals from NSW Police of DFV incidents involving a female victim-survivor.
- 75 referrals from other services/support networks.
- 35 self-referrals from women experiencing DFV.

From these referrals, our team contacted and supported 2278 women.

1135 of these women identified having children under the age of 16 years in their care.

A total of 2370 children under 16 years old were impacted by DFV incidents.

Breakdown of clients



13%

Aboriginal and/or Torres Strait Islander



10%

Living with a disability



3%

Culturally and Linguistically Diverse



1%

LGBTQIA+

Services provided

65	Hearing preparation and information
295	At court – mention and hearing support
368	Court process information
410	Child protection assessment
439	After court information/referral
1035	ADVO/APVO information provided
1082	Advocacy
1085	Safety assessments – DVSAT
2017	Safety Action Meeting – information, preparation, and follow up
4530	General and other service information and referrals
11,326	Total services provided over a 12 month period



Clients were referred to

1%	Mental health services
3%	GP & Health Services
4%	Court services
5%	Legal
6%	Accommodation options
6%	Counselling
7%	Community support service
8%	Police
9%	Victims services
10%	Other
14%	Helpline / app / online assistance
27%	General referral information
6328	Total referrals made



Case Study

Tara* had lived through a history of domestic violence with her partner however most instances of violence went unreported.

Tara was initially contacted by WDVCS after a police referral following an incident where her partner held her down by placing his arm against her neck following an argument. Tara was quite reluctant to disclose the DFV which had been occurring throughout the relationship because she was frightened for her safety, the safety of her kids, her economic stability, and the security of her home. Her partner, who is the father of her 2 young girls, had consistently made Tara feel that she was not able to survive without him and that she was not capable of bringing up two children as a single parent. Tara was herself a child who had lived with DCJ Child Protection involvement, and consequently she had significant fears of having her children removed from her care. This was one of the major reasons Tara was so hesitant to call the police to report the violence. Tara was living in a private rental with her partner, who paid the rent and household maintenance as he was in full time employment. When Tara challenged the behaviour of her partner, he would gaslight her and make her feel like she was mentally unwell.

After Tara was a subject on two Hunter Valley Safety Action Meeting agendas, she started to build a rapport with a WDVCS Case Manager at Carrie's Place. Tara became less guarded regarding the child protection issues as she came to understand that it was her partner's behaviours that placed her children at risk, and that with support Tara and her children could live free from the violence.

After their separation, Tara's partner went to great lengths to intimidate Tara by way of his Family Law solicitors who continued to demand Tara let him see their children, despite the child protection concerns and Tara not having receiving her own legal advice. Tara was referred to Harpers Legal who supported her to apply for Legal Aid and who are now representing her.

The Safety Action Meeting was able to highlight the services that collaborated to help Tara and her children to be free from violence. The services that assisted in this process were WDVCS –initial contact and court support , Upper Hunter Specialist Homelessness Services – assistance with Start Safely app and safety audit, Home in Place Community Housing who fast tracked the Start Safety application, Upper Hunter Family Support who assisted with Legal Aid application and who linked her in with regular counselling, and DCJ Child Protection who referred Tara to Brighter Futures. Brighter Futures continue to provide Case Management and Tara says that having regular support has assisted her to rebuild her self-esteem. Tara's goal is to believe in herself so that she can survive and thrive without her ex-partner in her life.

*Names have been changed to protect the privacy of our clients.

Formal Partnerships

Hume Community Housing and Carinya Program

Carrie's Place clients continued to access Hume's Temporary Accommodation Program plus, specialist domestic violence support so they can remain safely housed and secure stable housing in the longer term. Hume Housing's Carinya program, where Hume Housing takes responsibility for a client lease for up to three years has had a profound impact on several Carrie's Place clients.

In last year's annual report, our Carinya story focused on Karen*, who had managed to secure a home through Hume. With secure housing, Karen has successfully managed the complex needs of her family, including her son who with NDIS support is now communicating his needs verbally, dressing independently and attending a pre-kindergarten program two days a week. Karen has reconnected with her family and since having her son's needs met, she is feeling empowered to start training for a career in the aged care sector. The safety of a home through Hume's Carinya program is the foundation for this success.

* Names have been changed to protect the privacy of our clients.



Home in Place

Our partnership with Home in Place has continued to be very important in the past 12 months. Home in Place opened an office in Cessnock last year and that means we can collaborate more closely and effectively to support our Cessnock clients through outreach services.

Home in Place continues to provide critical accommodation in the form of transitional housing, short-term accommodation and affordable housing, as well as delivering housing products for disadvantaged people who have difficulties sourcing adequate housing.

We're very appreciative of our relationship with Home in Place as we can work together to support clients into sustainable accommodation.

Out(fit)

Out(fit) is affiliated with The University of Newcastle and is a collective of volunteers drawn from the architecture and build environment professions who undertake community specific projects in the Newcastle, Hunter and greater NSW Region. Out(fit)'s work on Carrie's Place refuge upgrades, including the healing garden and new playground has been invaluable and our partnership is one we value deeply. Out(fit) have also been integral in Carrie's Place submission of funding grants and design for the transition of our demountable building into self-contained accommodation.

The Salvation Army

We have partnered with The Salvation Army to provide a 3 bedroom home in the Branxton area to support women and children experiencing homelessness. This transitional property offers a family the chance to start a new life with a safe place to live. The following case study is a great example of what can be achieved.

Michelle* was in a Domestic Violence relationship for 2 years where Michelle experienced extreme physical abuse and constant threats of being shot by her partner. During this time Michelle sent her children Ben* and Sarah* to live with their father in the Maitland area to keep them safe.

Michelle found the courage to leave after an assault occurred and police attended and assisted Michelle to enter a refuge. Michelle knew she was ready for a new life and needed to have her children back with her so decided to move to Maitland. Michelle's sister had given her a list of organisations which may be able to support Michelle to start a new life, after looking at websites Michelle decided to reach out to Carrie's Place.

Michelle said "Carrie's Place helped me straight away, they were amazing, I arrived at the Refuge with only the clothes I was wearing and the Case Managers were so welcoming and supportive."

Michelle stayed at the Carrie's Place Refuge before moving to a bedsit unit managed by Home In Place. With continued support from Carrie's Place case managers, Michelle was eventually supported to move into a transitional property with her kids. This property is managed by The Salvation Army and fully furnished by Rize Up. With this property and the ongoing support from her Case Managers, Michelle could provide a safe home for herself and her children.

"We have never been so happy, my kids have a smile from ear to ear everyday and we have a safe home for the first time in a long time, working with Carrie's Place has really opened my eyes, I never knew these supports were available where people really cared, I have my very own Case Manager who answers all my questions and helps me work on my goals of finding a safe home. My Case Manager even calls just to check in on me."

* Names have been changed to protect the privacy of our clients.

Carrie's Place Program Innovations

Kickstart

This program was created in response to clients struggling to compete in the rental market especially during COVID-19 and Maitland being the fastest growing city in NSW. With some additional Covid funding from the Department of Communities and Justice, the Kickstart program was created with our local Real Estate Partners, with particular support from Marvel Realty and Haggerty's First National.

The Kick Start Program gives Carrie's Place the capacity to pay rent in advance for our clients to secure a property. Clients are supported with case management to sustain the tenancy and thus gain a good rental history for future applications. The program benefits everyone involved and Carrie's Place are keen to see it continue. In the very competitive rental market, this program means that Carrie's Place clients have a chance to secure a long-term home.

PAWS

Through securing a Domestic and Family Violence Pet and Animal Support (DFVPAWS) grant, Carrie's Place have been able to support several families into secure housing, along with their treasured pets. Carrie's Place have partnered with local organisations like East Maitland Veterinary Clinic and Lochinvar Pet Motel to provide these crucial services.

This year, Carrie's Place supported a family of 3 into a long term tenancy, and through the DFVPAWS funding were able to purchase the family a dog kennel, bed, collar, lead, water bowl and winter coat. By having the pet at the property, the family's sense of safety was increased, enabling the family to focus on their new tenancy and their ongoing recovery.

Path 2 Change (Your Story, Your Future)

The collaboration between Carrie's Place Domestic and Family Violence services and Path 2 Change (P2C) was called Your Story, Your Future and offered supports for women, to remove barriers to educational goals and develop skills and qualifications for employment opportunities. This program assisted women with resume writing, cover letters, interview support, clothing, brokerage and training for employment.

The Your Story, Your Future Program worked with women in a focused, client lead manner. Each participant was able to direct the pace and level of support they needed. Consideration of other competing life factors was also considered to optimise success. Your Story, Your Future looks at all aspects of participant needs when providing support. Carrie's Place referred 52 women to the Your Story, Your Future program in the 2021/22 period and there were many success stories, including the one on the following page.

Case Study

Meg* was referred to Your Story, Your Future program late in 2021. When Meg commenced in the program with casual and limited hours positions and was actively seeking alternate options to ensure greater financial stability for herself and family. Meg succeeded in gaining a short-term contract, on top of maintaining the original position. With a positive attitude and a willingness to get started on a new life Meg was keen to share her interest and passion for business. Meg had an idea, had done extensive market research and enlisted the assistance of others to confirm the business was viable.

“I was able to seek out and arrange a meeting with a volunteer business mentor, who offered advice, connections and knowledge of business on the local and national stage.” The mentor has provided Meg with valuable information, direction and advice to support the set up and commencement of the business venture.

Carrie’s Place and P2C have both contributed to Meg’s success through brokerage for items and essential training for Meg. Within a short time, Meg has developed a website, made industry contacts, set up accounting structures and investigated additional training options that will provide added skills and capacity to the business. This all happened within a few months while Meg continued to be a single mother, work 2 casual positions & manage the challenges of COVID-19!

* Names have been changed to protect the privacy of our clients.



Team Highlights

REFLECT Reconciliation Action Plan Launch

Carrie's Place are proud to have launched our first REFLECT Reconciliation Action Plan (RAP) in 2022. The RAP aims to build and strengthen our relationship with local First Nations communities.

CEO Jayne Clowes said, "This is a formal commitment to reconciliation, by strengthening our relationships with Aboriginal and Torres Strait Islander peoples, by valuing heritage, and valuing justice and equity for all Australians." The REFLECT Reconciliation Action Plan is another way for Carrie's Place to affirm our key drivers of diversity, inclusion and respect. As an organisation we work closely with the local Aboriginal and Torres Strait Islander community and respectfully acknowledge Indigenous Australians past and present as the Traditional Owners and custodians of the land on which we live and work.



Shark Cage Training

The Shark Cage Framework was developed by Melbourne psychologist, Ursula Benstead and includes a Five Step framework as a way of preventing, understanding and healing from violence against girls and women. It is based on the concept of Universal Human Rights and draws on a powerful metaphor and multiple psychological modalities for working in trauma informed ways to help women interrupt patterns of abuse in their lives and in ways that empower girls and women and challenge victim blaming.

A significant percentage of Carrie's Place staff attended a professional development seminar, delivered by Ursula Benstead, at Murrook Educational Centre in June 2022. Carrie's Place are now actively involved in delivering the Shark Cage framework which helps professionals, and their clients understand their rights, increase awareness of abusive behaviours and prevent revictimization.

WDVCAS Safe Room Naming

An important initiative to emerge from the Carrie's Place WDVCAS work is the naming of Safe Rooms at Singleton, Muswellbrook, and Cessnock courts in Wonnarua language. In Muswellbrook the safe room is called Kinakan which means a large white rock lily. In Cessnock, the room is called Kama, which means protect and in Singleton the safe room is called Miruma, which means take charge of / to take care of / to watch over / to save from harm. Carrie's Place staff were also involved in ensuring that a Welcome to Country sign is also on the wall of the safe rooms.



The MacKenzie March - march to end domestic violence

Representatives from Carrie's Place joined protesters marching in Newcastle following the death of 21-year-old Mackenzie Anderson in Mayfield in March 2022. An estimated crowd of up to 1000 people marched from Newcastle Museum to Nobbys Beach to remember women who have been killed through acts of violence in Australia this year. It was a very powerful event that saw likeminded agencies and individuals call loudly for an end to domestic violence.

International Women's Day

To celebrate International Women's Day 2022 Carrie's Place recognised the hard work, dedication and commitment of our team by hosting a breakfast at the Deck in Lovedale with special guest speaker Dr Kcasey McLoughlin. As you can see from the photo, it was a special, team building event.

Dr McLoughlin shared reflections and thoughts on breaking biases in our communities, workplaces and large systems such as education, media and law. Kcasey is an advocate for the legal rights of women and other marginalized groups on the local, national and global stage.



NAIDOC Week

This year we celebrated NAIDOC Week by learning about Aboriginal Art and cultural expression through art with Wonnarua Woman and artist Saretta Fielding. We presented our own story in personal art pieces and also worked on how Carrie's Place story could be represented in the form of an Aboriginal artwork. The subsequent feature artwork by Saretta speaks to our REFLECT Reconciliation Action Plan which was launched in November.



White Ribbon Day

White Ribbon Day this year for Carrie's Place was an excellent collaboration with the support of Newcastle Flower Markets, Kloster BMW and the Floral Design School. Sonoma Baking Company provided a great morning tea at Dixon Park.



Advocacy and Policy Development

Carrie's Place often have the opportunity to discuss the needs of our sector with policy makers. Here are a few of those moments from the past twelve months.*

1.

November 2021 – Jason Clare MP, Shadow Minister for Housing and Homelessness Services and Meryl Swanson MP, Federal Member for Paterson, Shadow Assistant Minister for Defence visited Carrie's Place. Discussions included how to alleviate housing pressures leading to homelessness and how Carrie's Place support people who are escaping domestic violence. Jason and Meryl shared aspects of Labor's policy on these issues and discussed local data on Housing and Homelessness across the



2.

December 2021 – WDVCS Manager, Karen McKenzie attended Charlestown Bowling Club along with NSW Shadow Minister for Prevention of Domestic Violence and Sexual Assault, Jodie Harrison MP. Charlestown Bowling club presented Carrie's Place with \$3130 as part of their fundraising efforts to support local charities.



3.

February 2022 - Carrie's Place attended a round table discussion with Senator Jenny McAllister, Shadow Assistant Minister for Communities and the Prevention of Family Violence; Sharon Claydon MP, Federal Member for Newcastle; Meryl Swanson MP, Federal Member for Paterson and Shadow Assistant Minister for Defence; and Managers/key staff from Domestic Violence and Homelessness Services from the Newcastle and Hunter; to discuss issues facing the sector and the lack of safe accommodation for women and children fleeing domestic violence. Attendees shared their experiences as frontline services, outlining the impact on staff and the women and children we support with the additional challenges of managing COVID-19 for staff and clients.



4.

May 2022 - Meryl Swanson MP, Federal Member for Paterson and Shadow Assistant Minister for Defence, Senator Jenny McAllister, Shadow Assistant Minister for Communities and the Prevention of Family Violence, and Dan Repacholi MP, Member for Hunter. Before the last federal election, Carrie's Place had the chance to hear about how Labor planned to address the housing crisis and domestic and family violence in the Hunter if they were elected. This included pledging extra money for crisis accommodation and building an extra 30,000 social and affordable houses across the country.



* Please note positions correct at time of visit.

Carrie's Place Infrastructure Developments

New website www.carriesplace.org.au

Kis Creative worked tirelessly with us to develop our new Carrie's Place website which was launched in January 2022. We are very proud of the story it tells of the history of Carrie's Place service provision in the region. We wanted the website to be both an information platform for clients who may need support and a point of reference for those wanting to support Carrie's Place. Carrie's Place are very grateful to Kis Marketing for their expert guidance.

New Office Space / Community Hub

With financial support from the local community, Carrie's Place purchased the unit adjoining its current East Maitland office space in 2021. We have been making progress in this space by creating a fit-for-purpose reception area, group facilitation room, client pantry, kitchenette, three client resource rooms and a small office for our intake team. We are calling this space our Community Hub and it is already playing a key role in triaging and supporting our growing number of clients and their families. Local architecture firm, Haptic Studio, provided pro bono support to help Carrie's Place develop a trauma-informed interior design concept that is starting to take shape thanks to a range of local businesses who have donated their time and material.

Refuge

The demountable building behind the Carrie's Place Refuge is being transitioned into self-contained accommodation for a whole family. With the help of Out(fit), Carrie's Place secured a COVID-19 Sexual Domestic and Family Violence Infrastructure Grant through NSW Government. We are collaborating with Out(fit) to manage this project and we are currently working our way through the approvals process to ensure the new space meets accessibility guidelines.

Out(fit) also worked with us to create a Healing Garden and a new toddler play area. These projects were funded by a Paul Ramsey Foundation grant. Some money from this grant has also been allocated for acoustic amelioration for the demountable building.

A new mural at the Carrie's Place Refuge was also designed in consultation with clients.

Our Corporate Sponsors and Supporters

Multiplex

We reported last year that Multiplex Constructions chose Carrie's Place as their charity of choice during the new Maitland Hospital build. Their massive fundraising effort raised more than \$300,000 for Carrie's Place. We have quarantined this money, and are making plans to put it towards bricks and mortar for a presence in the Cessnock LGA. We would also like to thank Multiplex for their help with the construction work in the Carrie's Place Community Hub and office space.

Bloomfield Group

Carrie's Place provide Staying Home Leaving Violence services out of Singleton Family Support Centre and Dungog Hospital respectively. The program was supported by the Bloomfield Group to purchase IT equipment to allow for Case Management to work remotely from these locations. The investment of \$7500 by the Bloomfield Group has meant that the SHLV program can support families to remain safe and recover from the trauma of domestic and family violence for several months.

Haptic Studio

Haptic Studio, a local architectural firm in the Maitland regional area, has provided pro-bono support to develop a trauma-informed interior design concept. Trauma-informed design is grounded in an understanding of, and responsiveness to, the impact of trauma, that emphasises physical, psychological, and emotional safety for clients, and creates opportunities to rebuild a sense of control and empowerment. Thank you Haptic Studio for helping Carrie's Place in the design of our client spaces!

HVGM & Stone Italiana

We are also very grateful to Hunter Valley Granite & Marble for donating their time to remove the old, and install a new, bench top in the reception area of our new Community Hub. Stone Italiana were incredibly generous with their support of this project as well – gifting us the beautiful stone piece for the benchtop.

Stockland CARE Greenhills

Carrie's Place received a substantial grant from Stockland CARE Greenhills for greening the Community Hub. The added plant life in the reception area of the Hub already complements the natural, soft tones and is in keeping with the trauma-informed design.

Jennings Print

As always, Carrie's Place are deeply appreciative of the team at Jennings Print who have been supporting us for many years. The work they do for us means we can reach our clients effectively and keep our community informed about our services. Jennings donate their printing services to us which is a major cost saving for our business that is ultimately passed on to our clients.

EASTS Bowling Club

East Maitland Bowling Club have been generous supporters of Carrie's Place for a number of years. This year they provided Carrie's Place with a Club grant to finish our meeting room in our head office. Easts also provide a family home which is used to support women and children who are at high risk due to Domestic and Family Violence. This property has supported 6 women with 21 accompanying children this year which has allowed them to commence recovery from Domestic Violence and move on to longer term accommodation.

Haggarty Real Estate

Alex Haggarty, from Haggarty's First National Real Estate was awarded the \$5000 Good Neighbour Award at a conference in Bangkok in May 2022. This award recognises real estate agents who make their communities a better place to live, work and raise a family. Alex donated the proceeds of this award to Carrie's Place and we have set this money aside for furnishings at our new demountable accommodation at Carrie's Place Refuge. Thank you so much, Alex!



Kis Creative

Kis Creative are responsible for our website, our social media management and our new logo design. Kis' dedicated, responsive and sensitive approach to working with the Carrie's Place profile and vision is greatly appreciated. Carrie's Place looks forward to continuing this partnership with the team at Kis.

Pillow Talk

Pillow Talk have consistently supported us with new soft furnishing and bedding for our clients. These donations are a much-appreciated boost for families moving into accommodation after experiencing domestic and family violence and/or homelessness. Receiving these periodic, substantial donations from Pillow Talk means that material support of our clients is enhanced which is incredibly beneficial for their healing from trauma.

Habitat Lab

We are also incredibly grateful to Habitat Lab who were introduced to Carrie's Place through our partnership with Out(fit). Habitat Lab completed pro bono building work at the Carrie's Place Refuge and our head office in East Maitland. Thank you Habitat Lab!

MULTIPLEX

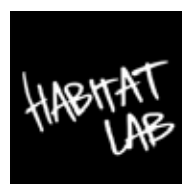
THE
Bloomfield
GROUP

Hapt'c



**KIS
CREATIVE**

Pillow Talk 



Our Community Sponsors and Supporters

We are very grateful for the enormous amount of support we receive from the local community. This kind of community support means we can bring joy to the lives of our clients in many different ways. We have decided to include a spotlight on the Shimmy Mob this year.

Shimmy Mob

We cannot begin to describe the amazing efforts of the Shimmy Mob Maitland Hunter Valley who raised a massive \$2517.40 at the Shimmy Mob Day in May and the fundraising Hafla hosted by Hunter Shimmy Sisters on the 25th June 2021.

Hunter Shimmy Sisters enjoy supporting each other to do their best and to meet new challenges. Some of the group enjoy taking their dance to a wider audience and often perform at community events throughout the Hunter Valley... Getting dressed up is half the fun of bellydance :-)

Thank you, Lucinda Waters, and everyone involved – your support is very much appreciated and Carrie's Place looks forward to continuing this partnership with such a wonderful community group. Also a big shout out to Sweet Moments by Design who donated incredible cupcakes that were auctioned at the Hafla – some of which were enjoyed by staff at Carrie's Place!



The Butterfly Effect

Paying it forward at Carrie's Place – “The Butterfly Effect”.

An initiative that makes donating more meaningful, ‘The Butterfly Effect’ Appeal was launched in April 2022. Our Butterfly Effect donation platform allows donors to contribute on behalf of another person, with a Carrie's Place gift certificate to print, or share electronically, provided on confirmation. These donations have a lasting impact across our whole community.

Our Donors - thank you to the following donors for your support in 2021/22

Carrie's Place is a local charity and we are generously supported by staff, volunteers and other donors. These donations are used to fund emergency relief for our clients who may need food, toiletries or other vital consumables. We have tried to capture the names of all our donors below – apologies to anyone we have missed. At times, donations are received anonymously or sometimes the donor is difficult to identify. Thank you!

Our Donors

- Adam Evans
 - Alana Parrott-Jolly
 - Alison Burke
 - Amber Clarke
 - Andrea Borserio
 - Anne Oconnor
 - Annie Demerley
 - Australian Red Cross
 - Mrs Kendall Harrison
 - Bev
 - Beyond Bank
 - Bronwyn Green
 - Café Napoleon – Warners Bay
 - Caroline Faucher
 - Cassandra Fitzsimmons
 - Cassandra Oaks – Signature Gardens Line Dancing
 - Catherine Brogan
 - Christine
 - Club Charlestown
 - Danielle Heazlewood
 - Desilee Howard
 - Douglas Giles
 - Dungog CWA
 - Elizabeth Dodd
 - Emily
 - Emma Judd
 - Emma Woodcock
 - Evelyn Wood
 - Fiona Pickard – Ling
 - Gareth Hudson
 - Geraldine Roe
 - Hannah from Outfit
 - Hills Solicitors
 - Hunter Prelude
 - Hunter Regional Coles
 - Holly Wilson
 - Janina Baron
 - Jelena Vukas
 - Jenna Vickers
 - Jennifer Smith
 - Jenny Aitcheson
 - John Millburn
 - John Sharpe
 - Karen Fogg
 - Karla Thresh
 - Kathleen Stuart
 - Katie McCool
 - Katrina Mentis
 - Kendall Harrison
 - Kenneth Wosman
 - Kerry Patterson
 - Kiri Irving
 - Kis Creative
 - Kristi Pritchard-Owens
 - Lisa Duhig – Lochinvar Rovers Football Club
 - Lodge Hunter United 246
 - Madeleine Neely
 - Maitland Cancer Appeal Op Shop
 - Maitland CWA
 - Maitland Ladies Probus
 - Maitland Seventh Day Adventist Church
 - Maree O'Reilly
 - Margaret Godfrey
 - Margaret Muse
 - Mark Bergamo
 - Matthew Tranter – Tranter Lawyers
 - Maxi Save
 - Michelle & Gerry Studencik
 - Michele Sandersons Anderson
 - Montana Lawler
 - Newcastle Flower Market/Kloster BMW
 - Nicholas O'Brien
 - Norm and Lee
 - Patrick Enright
 - Priscilla Chapman
 - Rebecca Mantakoun
 - Rebecca Southern
 - Regional Coles
 - Rize Up (Newcastle)
 - Rotary Club
 - Sarah Davis & Nicole Lightfoot
 - Sharon Roberts
 - Shimmy Mob
 - Simon Beveridge
 - St James Anglican Church Morpeth
 - Stephen Rowe
 - Sunnyfield Disability Services (Kurri Hub)
 - Tahlia Brewer
 - The Lancaster Family
 - Thomsen Reuters
 - Woolworths Team Members
 - Zara Tyers
- Additional funding from Legal Aid NSW has been received to expand the Hunter Valley WDVCS Team, with case management and hearing support positions.

What's next?

- New logo launch in August 2022 – watch out for our refreshed logo launch.
- Completion of the Community Hub – we are in the final stages of creating our Community Hub.
- Formal partnerships with local clubs and community groups – continued schedule partnerships with local clubs, community groups and corporate sponsors.
- Strategic Planning – Carrie's Place will launch our 3 year strategic plan in summer of 2022.
- ASES Accreditation – work is ongoing for Carrie's Place to gain our ASES accreditation in 2023.
- Additional funding from Legal Aid NSW to expand the HVWDVCAS team with Case Management – additional funding by legal aid to expand our HVDWCAS team including case manager roles and hearing support specialists.





Domestic Violence and Homelessness Services

carriesplace.org.au