

Carrie's
PLACE

ANNUAL REPORT

2022-23

Highlights and Achievements



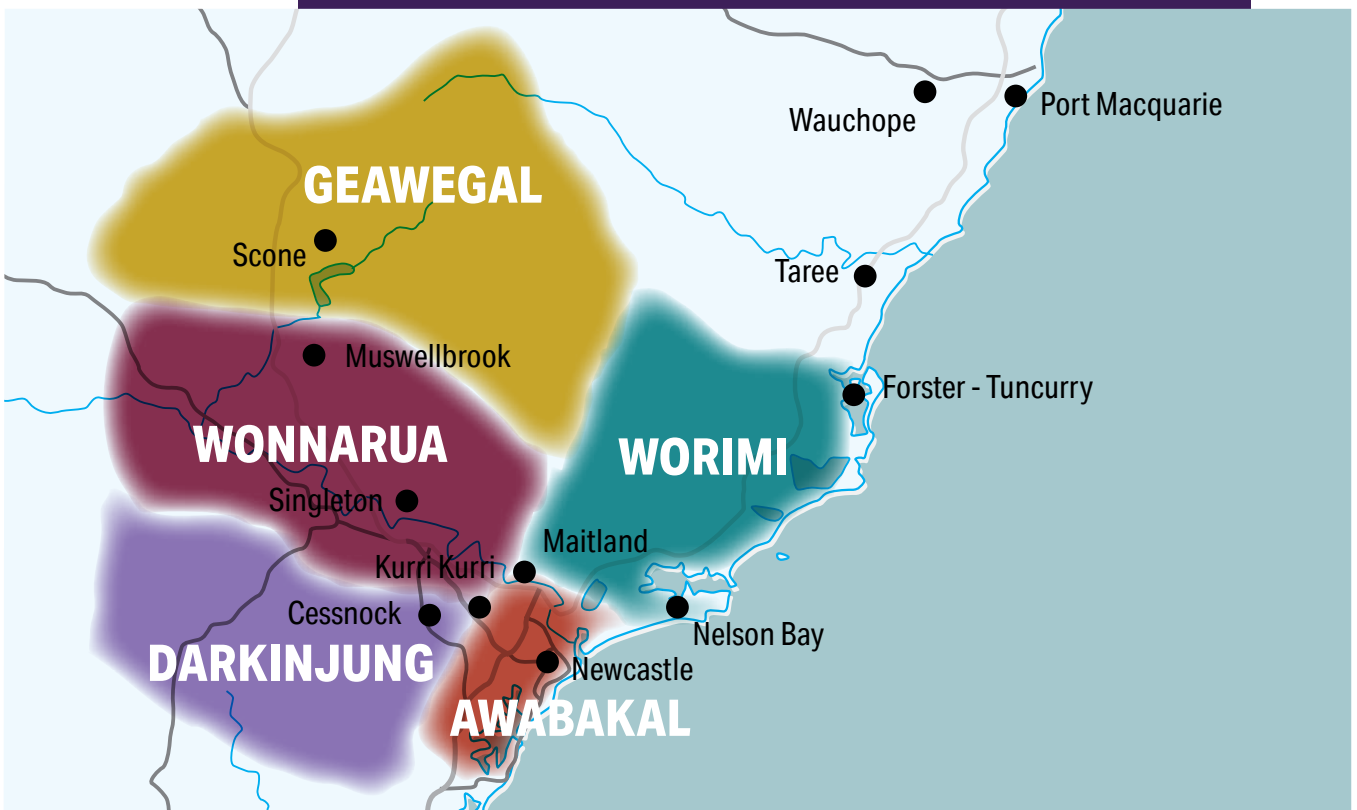
OUR STORY

Carrie's Place is a not-for-profit organisation, that provides a range of services to people experiencing domestic and family violence, and homelessness.

These services are provided across Maitland, Cessnock, Dungog, Port Stephens, and the Upper and Lower Hunter regions. Carrie's Place is named after Caroline Chisholm, a civil rights pioneer and philanthropist, who sought to empower poor and vulnerable women in Australia from her arrival in Australia in 1838.

ACKNOWLEDGEMENT OF COUNTRY

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 those of the future. We acknowledge the stories, connection to country, traditions, and living cultures of Aboriginal people on this land, and commit to building a brighter future together.





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OUR VISION

A community where there is zero tolerance towards domestic 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

ADDITIONAL SERVICES

Outreach Support
Group Work
Emergency and Transitional Accommodation

A message from our Governance Committee Chairperson

It is with great pleasure that I introduce the first Annual Report as Chairperson of Carrie's Place Governance Committee.

In accordance with our mission and purpose, Carrie's Place has continued to deliver outstanding services and support to those in the community experiencing domestic violence and/or homelessness. The Governance Committee thanks all staff, volunteers and members of the community who have been involved in this vital work at Carrie's Place during the past year.

It is an unfortunate fact that the demand for Carrie's Place services has continued to increase in line with the nation's current economic climate and housing shortages. In response, the staff at Carrie's Place have demonstrated their incredible commitment and competence in providing assistance to our community's most vulnerable members. Thank you to all the staff for their tireless efforts.

Thank you, in particular, to our CEO Jayne Clowes. In her 3 years at Carrie's Place, Jayne has built a culture of support, respect and professionalism at Carrie's Place and has focussed on developing the systems and processes required to fulfil Carrie's Place purpose. This achievement was deservedly recognised in the excellent result Carrie's Place received from the Australian Service Excellence Standards accreditation process earlier this year.

Jayne and her team have also focused on building new relationships and strengthening existing ties with partners and stakeholders in the community. Over the past year Carrie's Place has seen an increase in financial and material support from various partners and donors. This welcome support demonstrates the community's respect for the work of Carrie's Place and their trust that Carrie's Place will continue to deliver these excellent services. The Governance Committee and Carrie's Place thank all the donors, supporters and partners who enable our programs to continue through their generous donations and grants.

I would also like to thank the other members of the Governance Committee, who have supported me in my first year as Chair. The Governance Committee is composed of volunteers who give up their time because they believe in the work that Carrie's Place performs. There have been some changes in the membership throughout the year and I acknowledge the dedication and commitment that all members have shown in supporting the vision of Carrie's Place and providing the best outcomes for the community we support. Thank you to those departing members for their time and efforts, and welcome to our new members, with whom I look forward to working in the coming year.

Kylie Nash

Kylie Nash
Chairperson, Governance Committee



CLIENT STORY

Assertive Outreach Case Study

A 29yr old male who was exited into homelessness after a short-term incarceration.

The male attended Soupz On over several weeks and engaged with Carrie's Place Assertive Outreach case manager to complete an application for Social Housing, once this was completed, our Case Manager was able to advocate on the male's behalf to be approved for Priority Housing status, and subsequently was offered a property with Home In Place. The male continues to successfully maintain his tenancy and is linked in with necessary external support services.



A message from our Chief Executive Officer

I am very proud to present the Annual Report for 2022-2023 to highlight the achievements and challenges at Carrie's Place.

As a team, and with input from our stakeholders and Governance Committee Members, we launched Carrie's Place Strategic Plan for 2023-2026, linked with Carrie's Place Values our agreed five priorities are:



Carrie's Place launches this strategy at a time when Australia has been tested in all aspects of health, wellbeing and economic stability. Financial hardship will continue to affect many people, along with the housing crisis and at a time when domestic family violence statistics are unfortunately on the increase. I am confident that the team at Carrie's Place continue to meet the changing needs of our community and find new and innovative ways to support our clients.

This year has seen a spotlight on the escalating housing crisis since the pandemic. Our team remains steadfast in their person-centred approach despite the added challenges of supporting clients without a safe or consistent place to call 'home'. There is a misconception that homelessness looks like people sleeping in hallways and on doorsteps, however there are increasing numbers of homeless people in our community, sleeping in their cars, or in tents, even sleeping on lounges of friends and family as there is simply inadequate housing supply. Our team are seeing not just an increase in the number of requests for support, but also an increase in the complexity of the needs of each individual. The challenges of housing affordability and a tight rental market has also meant that more brokerage funds have been required and disbursed so that tenancies can be established, and/or restored. We are seeing more people seeking support for homelessness, and for domestic violence support. We are seeing many complex cases, as sexual assaults are also on the increase, along with perpetrator non-compliance with AVO's. Despite the impact of

the current crisis, our team are committed and dedicated to support so many vulnerable people. Whilst the future is uncertain Carrie's Place will work collaboratively to partner with our stakeholders to make a difference to people's lives, with a strong commitment to Carrie's Place Vision and Mission.

To continue to be able to strive for higher service standards, Carrie's Place in April went through an assessment process for the Australian Service Excellence Standards (ASES). This process for accreditation took months of preparation, and encouraged us to examine and improve our processes, policies, procedures and our governance. Carrie's Place gained this accreditation with flying colours which also demonstrates our commitment to high quality service provision.

We have continued to engage in government preparations for the Core and Cluster process, managed by the NSW Department of Community and Justice. The Core and Cluster model is notably different from previous "refuge" models, providing self-contained accommodation which is surrounded by the core. In the core, there will be access to services such as counselling, legal assistance, education and employment support. This model becoming a reality in NSW represents a significant investment in best practice accommodation and service provision for people seeking to escape domestic violence. The Carrie's Place team have remained steadfast in this engagement, to hopefully see new refuge accommodation built across our region.

With thanks to numerous donors, successful grants, and dedicated volunteers, we have been able to complete and utilise our Community Hub and Wellbeing area. These spaces will facilitate the comfort, privacy, and safety of visiting clients, as well as the wellbeing of our staff. We have also been fortunate to formalise more corporate partnerships with local businesses, who have not only been generous with their donations, but also their time in providing volunteers for events, and even teams of people to help with the Christmas rush of hampers and gifts for our clients, to hopefully bring some hope in their lives at Christmas time.

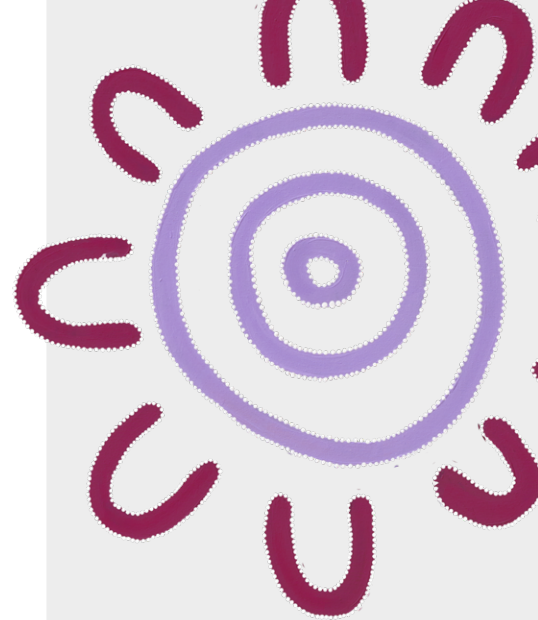
Our Governance Committee have remained engaged in the needs of our organisation throughout the above developments, projects, and challenges. We are grateful for the time and dedication of all our committee members, who volunteer each month to ensure the sustainability of Carrie Place as an organisation.

Lastly but by no means least, my thanks goes out to the Carrie's Place Team for their commitment and dedication for social justice and the support they give to our clients. We have had some small wins this year which demonstrates their passion and resilience for supporting our vulnerable clients, which I am very grateful for, and I value each and every one of the team and the differences they bring to the team.

Thank You.

Jayne Clowes

Jayne Clowes
Chief Executive Officer





2022-2023 Major Achievements

Core and Cluster Funding

We have continued to engage in the process surrounding the Core and Cluster project in Maitland LGA. This year our staff have focussed on engaging with our community and stakeholders in conjunction with The Department of Communities and Justice to ensure that the project design remains strongly aligned with the needs of our community.

Strategic Plan

In 2022 Carrie's Place staff, Governance Committee and Stakeholders, embarked on a process to develop a three-year Strategic Plan. As part of the extensive strategic planning process, the existing vision and mission were tested and endorsed as remaining current, relevant and inspired. In 2023 we had the pleasure of launching the 2023-2026 Strategic Plan, developed in partnership with our workforce and Governance Committee. The plan links directly to the Mission and Values of the organisation and is representative of the commitment that the staff of Carrie's Place have to the projects needed to support clients now, and for the years to come.

ASES

In 2022, Carrie's Place commenced preparation to gain The Australian Service Excellence Standards (ASES) accreditation. ASES is a set of standards and a national quality improvement program that assist community service organisations to effectively manage resources, gain a better understanding of consumer needs, and to improve accountability and reporting. Following the self-assessment and site visit, in April 2023 Carrie's Place achieved 98% compliance in their 1st cycle assessment. The assessors report credited the whole Carrie's Place team for this exemplary result. While we are lifted by this result, we look to not only address the items that bring us to 100%, but we also consider the ways in which we can continue to improve on these results, to the benefit of our clients.



2022-23 MAJOR ACHIEVEMENTS

Community Hub & Wellbeing renovations

The Community Hub and Wellbeing renovation project has been over 2 years in the making, funded by a generous grant from the Foundation of Rural, Regional Renewal Funding (FRRR) for the Community Hub and very generous sponsorship donations from Pitcher Partners, Tomago Aluminum and Job Link. We also benefitted greatly from the generosity of Multiplex and Habitat Lab for all their time and resources to transform our space.

With both project areas now complete, the community hub provides a safe and trauma-informed space for clients to meet with our staff while seeking support. The wellbeing area provides a quiet breakout space for our staff to access at any time, to ensure their continued comfort and well-being that come with the demands of their work.

The staff at Carrie's Place are all so pleased with the spaces created for themselves and their clients, this would not have been possible without the funding and efforts of so many, including our dedicated volunteers, and many generous local businesses who provided their wares and services, at very accessible price points, and some free of charge.

Innovative Program Case Studies

In the previous reporting period these two innovative programs were highlighted as successful opportunities to meet the needs of our community. Now these funding sources have been expended, and the programs completed, results indicate that if funding was available again, the community would benefit from these being reinstated.

PAWS

The PAWS program was funded by a Department of Communities and Justice Grant with a fixed amount of \$15,000.

The Domestic Family Violence (DFV) PAWS grant program was created to support victims of domestic and family violence to leave violent situations without worrying that their pets will be harmed. The PAWS program outcomes increased availability and capability of animal shelters to specifically cater for the animals of people leaving DFV.

Thanks to a partnership with Lochinvar Pet Motel and East Maitland Veterinary Clinic this project was a huge success.

Sadly, this grant was not ongoing and has been fully expended. We are currently exploring alternative funding sources that may allow us to offer these types of assistance in the future.

Employment Pathway Program Grant

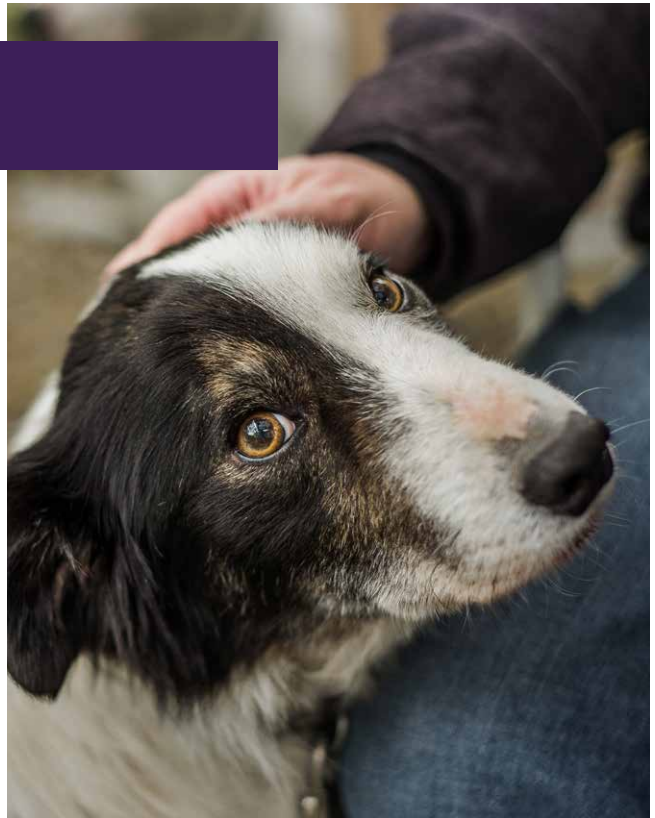
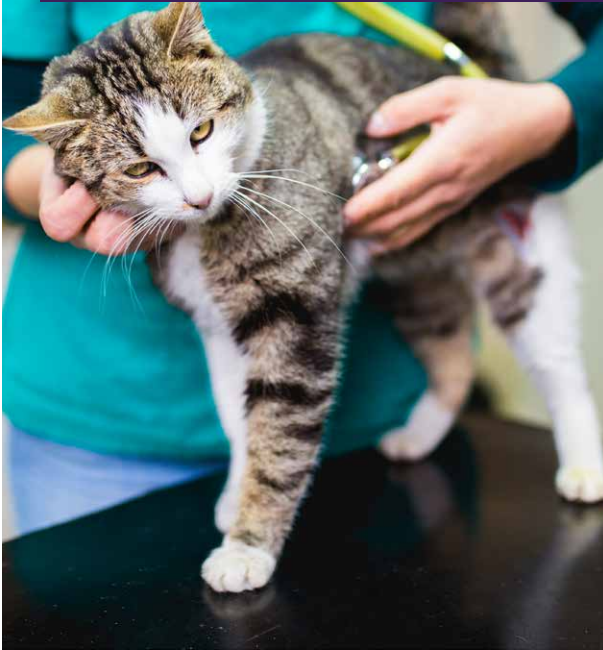
Funding for the Employee Pathway Program grant was expended in 2022. This was a grant application in partnership with Path to Change. This program allowed us to link in clients with opportunities to seek employment, empowering them to take control of their careers and futures. Carrie's Place are currently working with other partnerships that will allow us to relaunch this in the future, and have made this a priority in Our Strategic Plan for 2023-2026.

Assertive Outreach, Cessnock

Our Assertive Outreach services delivered in Cessnock have each year demonstrated the value in delivering tailored homelessness services in a local area, having assisted 221 people this year. This service is delivered in Cessnock thanks to a strong partnership with The Samaritans, and funding received from a Clubs Grant. Community consultation has identified the need to provide assertive outreach services in the Maitland, and Kurri Kurri areas. Carrie's Place are working towards establishing partnerships and funding to make these additional assertive outreach services a reality.



PAWS Grant Program



“

Thank you for being with me in the most stressful time of my life. You helped me and supported me so much and I am so grateful to you and Carrie's Place for being there for me and helping me with accommodation support and mental health support.

”

INNOVATIVE
PROGRAM CASE
STUDIES

Group Work

Carrie's Place have partnered with a number of services to provide group programs to our clients.

DOMESTIC VIOLENCE EDUCATION AND PARENTING COURSES

Bringing up Great Kids: Parenting after Family Violence

Bringing up Great Kids: Parenting after Family Violence is a mindful reflective program that offers support to women who are survivors of family violence in a safe, respectful and reflective space to explore and reclaim their confidence and belief in themselves about their parenting which may have been affected by experiences of threat and violation.

Five women participated in the group facilitated in partnership with **The Benevolent Society** and the venue and child care support were provided by **Maitland Family Support**.

Participants **strongly agreed** with the following statements:

- I liked the service that I received.
- The activities in the program were helpful.
- The facilitators were understanding.
- The facilitators made me feel welcome.
- I have put into practice what I have learnt during the program.
- I felt supported by the other parents who were part of the program.

Would you recommend the program?

"It is amazing and incredibly helpful."

"Best program ever."



Participants notice the following changes in their children since completing the program

"Behaviour, being able to respond to situations."

"Much brighter. We are happy and away from negativity."

"... will use words to express her emotions/frustrations instead of bottling it up."

"Not so emotional and genuinely more happy."

Participants noticed the following changes in themselves

"Resilience, understanding & growth"

"I'm happier, stronger and more sure. I take time for myself."

"Feeling more relaxed and realising I'm not alone going through this."

"I don't dwell on the negative thoughts and words/actions of other people. I am once again finding my self-worth."



Shark Cage

The Shark Cage® framework is based on the concept of Universal Human Rights.

The five-step framework is a way of preventing and understanding violence against girls and women. It draws on a powerful metaphor and multiple psychological modalities for working in trauma informed ways to empower girls and women.

Seven women participated in the program delivered in partnership with **Maitland Family Support**.

*Prior to engaging in the program participants mostly **disagreed** with the following statements:*

- I am able to set boundaries with people in my life.
- I feel connected to my body.
- I am confident that I can recognize a potentially abusive or exploitative person.
- I take time to do things that are important for my wellbeing.

*On completion of the course participants **agreed** with the above statements*

Prior to engaging in the program participants mostly agreed with the following statements:

- I know the difference between a healthy and unhealthy relationship.
- I have a good understanding of the impact of abuse.
- I blame myself for the abuse that has happened to me.
- I believe that I am worthwhile as a person.
- I believe that I have rights as a person.

100%

of participants agreed with the following statements on completion of the course:

I learnt new things.

I will be able to use this new learning to move ahead on my healing journey.



"I feel stronger to keep going."

COMMENTS FROM PARTICIPANTS

"I have 3 daughters and everything I learn from this program I know I can teach them and help them and myself to strengthen boundaries."

"I am hopeful that this program will lay a foundation that I can build on."

"Interactive and informative."

"I learnt it's ongoing work to re-write a person's ability to be stably assertive with their own needs."

"[I learnt to] identify different triggers that may need adjusting where it comes from the thought process that are fact from schemer."

"I love the way you guys run this course."

"Fun."

Indigenous Triple P - Positive Parenting Program®

Indigenous Triple P - Positive Parenting Program® is a parenting program for all families that provides practical answers to everyday parenting concerns. This version of the program is specifically designed for Aboriginal parents.

Two groups were run in early 2023 in partnership with **Maitland Family Support** and **Cessnock Family Support Service**.

Nine women attended across two programs. For the duration of the program, we arranged for childcare for 11 children.

All women completed all sessions of the course.

*Participants agreed or strongly **agreed** with the following statements:*

- I have knowledge to improve my current circumstances.
- I have the skills to improve my current circumstance.
- I have choice and control to improve my circumstances.
- The facilitators listened to me and understood my concerns.
- I am satisfied with the service I received.
- I am better able to deal with the concerns I sought help with.

Comments from clients

"The class was easy going and inclusive. Everyone got a chance to talk."

"Really enjoyed this session. Everyone engaged well."

"It was great. Very understanding."



IT WAS GREAT.
VERY
UNDERSTANDING.





of participants rated the sessions as good or excellent.



Rent It Keep It (RIKI)

Rent It Keep It (RIKI) - Participants learn how to be a good tenant, understand their rights, and responsibilities of renting in the private rental market (or in public and community housing) and increase their chances of successfully securing a rental tenancy.

There were 10 participants in this program delivered in partnership with **Hume Community Housing**, with guest speakers from **First National Real Estate Maitland** and **Hunter Valley Financial Counselling**. Participants were surprised at how much they had never been told about their rights and how much help and support there is out there. All participants received a certificate of completion to help them with housing applications.

Before the session participants rated their knowledge of the topics as fair or average

After the session participants rated their knowledge of the topics as good or excellent

Participants said the following about the program:

"I enjoyed learning about my rights as a tenant and highly recommend these sessions – very very helpful."

"Very informative. Great guest speakers and information packs."





OUTSOURCED GROUP PROGRAMS

Jas Rawlinson

Carrie's Place held two Jas Rawlinson workshops over the last 12 months, with a total of 12 participants.

Jas is an award-winning book coach and speaker, an abuse survivor and advocate. Through storytelling, Jas shared her story and presented her best-selling masterclass: **'Your story is your superpower - how to create global change through your personal story.'** With a focus on mindset, messaging, and self-care, Jas helped participants to understand 'who' they're speaking to as a writer; ways to start safely sharing their story with the world; and how to harness the power of creative non-fiction to banish boring writing, and ways to really bring their writing to life.

These workshops were specifically for women who had experienced domestic violence, and she supported and encouraged them to write their own story in a way that was healing and empowering. Several staff also participated in the workshops to provide support to the women participating who were exploring traumatic events in their life.

Participants had the following to say about the program:

"Inspiring and healing. The workshop helped you take back your power over what has happened in your life and tell your story. Such a fantastic workshop. Everyone got so much out of it. It gives hope."



"OMG what an amazing workshop- after returning home I did experience some emotional hangover from impacts of past trauma - but did the self care things I needed like I do after a meeting - rest and communicate with my case manager from Carrie's Place. Thank you for helping me to truly find myself and help me and my dog build a whole new life.





Got Your Back Sista

Got Your Back Sista facilitated two programs for Carrie's Place clients and both programs ran for six weeks each.

Rebuild and Reconnect

This program was developed by the University of Newcastle to help women rebuild their self-esteem, confidence, and resilience when facing adversity. The program's purpose is to rebuild relationships with friends and family and reconnect with others to form a positive self-identity.

By the end of this program participants were more confident and had a better understanding of their identity and their goals, increased their own emotional intelligence and self-care, identified important family members and understood how to best connect with them. They were also able to:

- examine what a healthy relationship looked like.
- identify any 'red flags'.
- understand the importance of being safe online and creating a positive social network.
- navigate through conflict to form positive and healthy friendships.
- engage positively and confidently with services and organisations they are involved with.
- advocate for their needs, wants and desires.
- participate and develop connections within the group.

Brave and courageous

The 'Brave and Courageous' program is designed for women who have come out of a domestic violence relationship, struggling with new beginnings, and wanting to find the strength they need to make it through hard times, while maintaining their integrity.

Participants explored what it means to show up in life, create boundaries, lean into vulnerability, acknowledge responsibility and accountability, and face challenges with courage.

The goal of this program is to support participants in noticing bravery, building courage, improving self-esteem, ability to move through life with a renewed sense of confidence and resilience, and provide participants with a toolkit of practical life skills and strategies to deal with difficult emotions.

A participant had the following to say about Brave and Courageous:
"It's amazing....Bit more brutal today but loving the healing journey. Thank you so much for connecting me with Got Ya Back Sista and this group as well



OUR REACH



What is brokerage?

Brokerage takes a number of forms but can overall be considered funds expended for goods or services that allows a client to meet their goals or to be safe. Our funding sources determine the types of goods and services that can be purchased or paid for on behalf of a client.

Brokerage funds are used within case management to enable clients to access a range of goods and services they may need to access or maintain accommodation, including addressing issues that make them homeless or put them at risk of homelessness.

CLIENT STORY Advocacy for 5-year ADVO - June *

June had been the subject of serious threats to her life. June was sent an invitation to Raymond Terrace Police Prosecutor Clinic and emailed a hearing booklet. Further phone contact with prehearing information was provided to June before the hearing date.

June was supported at Hearing, but stated she was not going to attend due to ongoing fears and threats to her life. Our worker was able to meet June at the local Police station and provide a safe entry into the safe room.

At the hearing it became evident that the Defendant has a long and significant domestic violence history interstate, and that he had fled from these matters with outstanding warrants.

Our worker advocated for a five year AVO with the Police Prosecutor, to ensure the ongoing safety of June.

The defendant did not attend the hearing citing concerns around the pandemic. Our worker was able to support client in making further reports to police of intimidation. With these additional disclosures, Police had enough evidence to collect him and he was refused bail.

The matter has since been to Court where the defendant pled guilty to all charges, and the five year AVO has been granted with the condition he is not to reside in the local area.

June has since been assisted with further support from our hearing support worker, in accessing Victims Services and referred to the Staying Home Leaving Violence team so she can access home safety upgrades.

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

A BIG thank you!!!

We would like to thank the large number of sponsors, supporters and community donors who have contributed to Carrie's Place.

We would like to make a special mention of the following organisations:





Our Services

STAYING HOME LEAVING VIOLENCE (SHLV) AND SPECIALIST HOMELESSNESS SERVICES (SHS)

The team of Case workers operating under these programs, focus on ensuring interconnection of safety and housing for clients. While our services for domestic violence focus on supporting women and children, our homelessness services support people of all genders with their housing goals.

STAYING HOME LEAVING VIOLENCE (SHLV)

The Staying Home Leaving Violence Service is funded by The NSW Government Department of Communities and Justice and supports Women and Children to remain in their home or a home of their choice after experiencing domestic violence.

Safety Audits are conducted to assess the safety of the home and upgrades including changing locks, security lighting and repairing damaged windows and doors to increase the security of the home.

Women are also provided support in safety planning, information and equipment and up to two years of case management to support women and their children to recover and thrive after experiencing domestic and family violence.

Carrie's Place were successful in tendering for the Staying Home Leaving Violence program to be rolled out in Muswellbrook and the Upper Hunter. This year we have been establishing the program, strengthening relationships in the community and with other service providers, commenced working with clients. Carrie's Place are co-located at Upper Hunter Community Services and have coverage five days per week across the SHLV and WDVCS programs.

The Maitland, Cessnock and Singleton areas have seen a steady increase in referrals and women supported during this period.



314
WOMEN PROVIDED
SUPPORT

416
REFERRALS

Staying Home
Leaving Violence Statistics

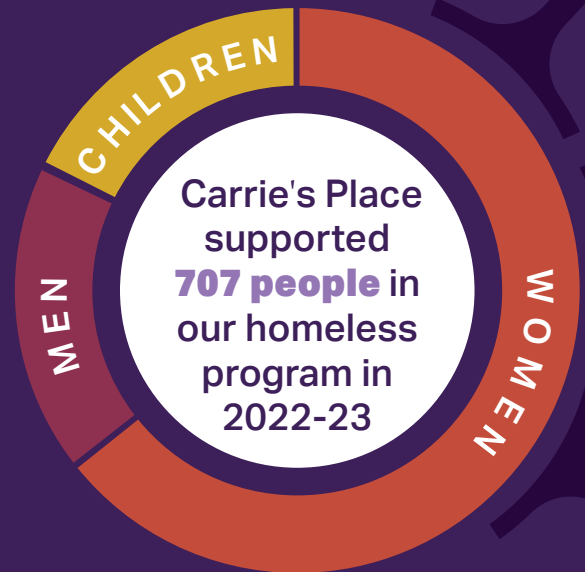
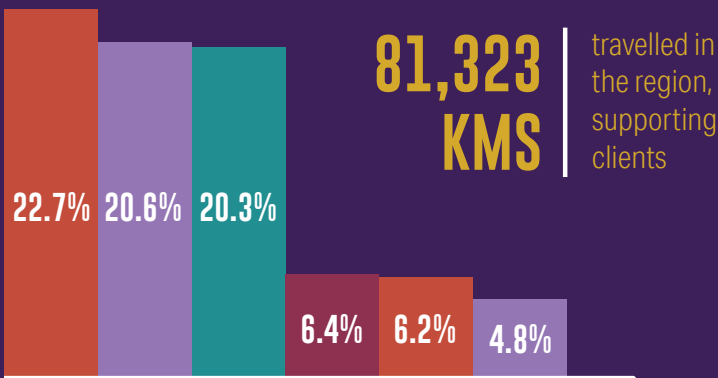
*Maitland, Cessnock,
Dungog and Singleton*

- 416 referrals
- 304 Women provided support
- 359 accompanying children
- 124 safety upgrades
- 22.6% Aboriginal and/or Torres Strait Islander
- 4% CALD

Upper Hunter

- 31 referrals
- 20 Women provided support
- 14 accompanying children

Carrie's Place in Numbers 2022-2023



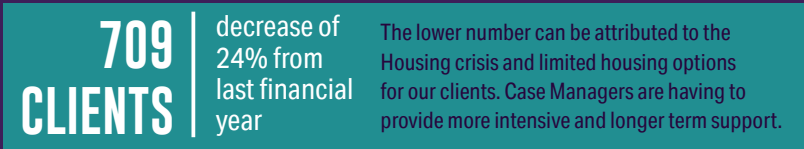
MAIN REASONS FOR SEEKING SUPPORT:

- Housing crisis **22.7%**
- Family and domestic violence **20.6%**
- Inadequate or inappropriate dwelling conditions **20.3%**
- Lack of family/community support **6.4%**
- Housing affordability stress **6.2%**
- Financial Difficulties **4.8%**



520 VOLUNTEER HOURS

Specialist Homelessness Services Statistics



\$75,614.54 spent on brokerage across the Specialist Homelessness Service and Staying Home Leaving Violence services.

\$48,675 Spent on Home Safety Upgrades for Staying Home Leaving Violence clients

REFUGE STAYS ARE 2 - 3 TIMES LONGER

THAN PRIOR TO COVID AND THE HOUSING CRISIS.

- 61% experiencing homelessness and 39% at risk of homelessness. This represents a steady increase over the last 2 years for people experiencing homelessness from a 50/50 split prior to Covid and the Housing crisis.
- Less than 1% of all clients were seeking support due to alcohol, drug or gambling reasons and 2.1% were unemployed.

Assertive Outreach Cessnock

Provided the following supports to people who have previously been disengaged from services:

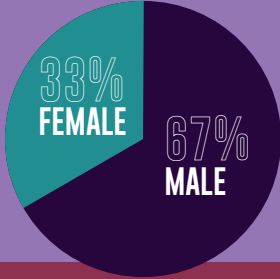
Of the Assertive Outreach Cessnock cohort, 67% were male, 33% were female. 9% of this total were children under 18yrs of age

221 people accessed the Assertive Outreach program.

140 people received information and advice relating to available support.

48 people received items from donations including tents, blankets, food and personal hygiene products.

8 people have been supported into long term housing.



Average age between 30 – 45 yrs.

Staying Home Leaving Violence Statistics

MAITLAND, CESSNOCK, DUNGOG AND SINGLETON

- 416 referrals
- 304 Women provided support
- 359 accompanying children
- 124 safety upgrades
- 22.6% Aboriginal and/or Torres Strait Islander

UPPER HUNTER

- 31 referrals
- 20 Women provided support
- 14 accompanying children
- \$48,675 spent on Home Safety Upgrades for Staying Home Leaving Violence clients

66% of our homelessness clients are women

Largest group is between 25-44 years old

20% of women are 50+ years

WDVCAS STATS

of incidents reported were considered serious threat

956

5624

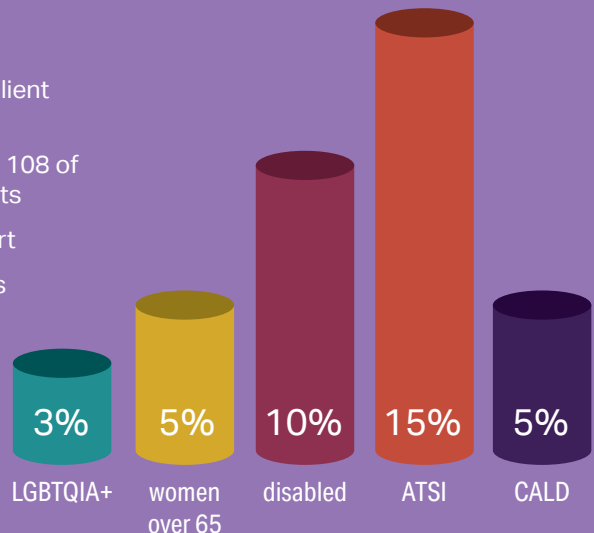
Police referrals

clients supported through case management

43

- ✚ 14713 total contacts for the team with more than 1154 face to face meetings
- ✚ 1080 clients given ADVO/APVO information
- ✚ Hearing Support offered at 8 local Courts, 304 client matters supported
- ✚ 412 Child Protection Assessments completed - 108 of these progressed to DCJ Child Protection reports
- ✚ 2929 Safety Action Meeting instances of support
- ✚ 409 people referred to accommodation services

WDVCAS Client profile



\$41,636.63

spent on brokerage for WDVCAS clients

SPECIALIST HOMELESSNESS SERVICES (SHS)

The Lower Hunter Specialist Homelessness Service is funded by The NSW Government Department of Communities and Justice and delivers services to people who are homeless or at risk of homelessness.

Intake - manage all incoming referrals, provide information advice and referral to other appropriate services.

Outreach

In partnership with the Samaritans Information and Neighbourhood Centre (SINC) Outreach provide support to clients in the Cessnock area. A staff member attends SINC twice weekly providing initial assessment, information, advice referrals and support.

Dungog Outreach Services are delivered from Dungog hospital.

Specialist Homelessness Service (SHS) Statistics

709 clients - decrease of 24% from last financial year

The lower number can be attributed to the Housing crisis and limited housing options for our clients. Case Managers are having to provide more intensive and longer term support.

Refuge stays are 2 - 3 times longer than prior to Covid and the Housing Crisis.

CLIENT GROUP

Young people	71	10%
Single men	94	13%
Single women	399	56%
Families	135	19%

These figures show a slight increase in women and families (2%) accessing support since last financial year.

61% of clients experiencing homelessness and 39% at risk of homelessness. This represents a steady increase over the last 2 years for people experiencing homelessness from a 50/50 split prior to Covid and the Housing crisis.

27.1% Aboriginal and/or Torres Strait Islander

2.68% CALD

709
CLIENTS

MAIN PRESENTING REASONS

WOMEN

- 23.7% Domestic violence - 1.5% increase from last FY
- 22.4% Inadequate or inappropriate dwelling conditions - increased 14.1%
- 22.8% Housing crisis - 6.5% decrease from last FY

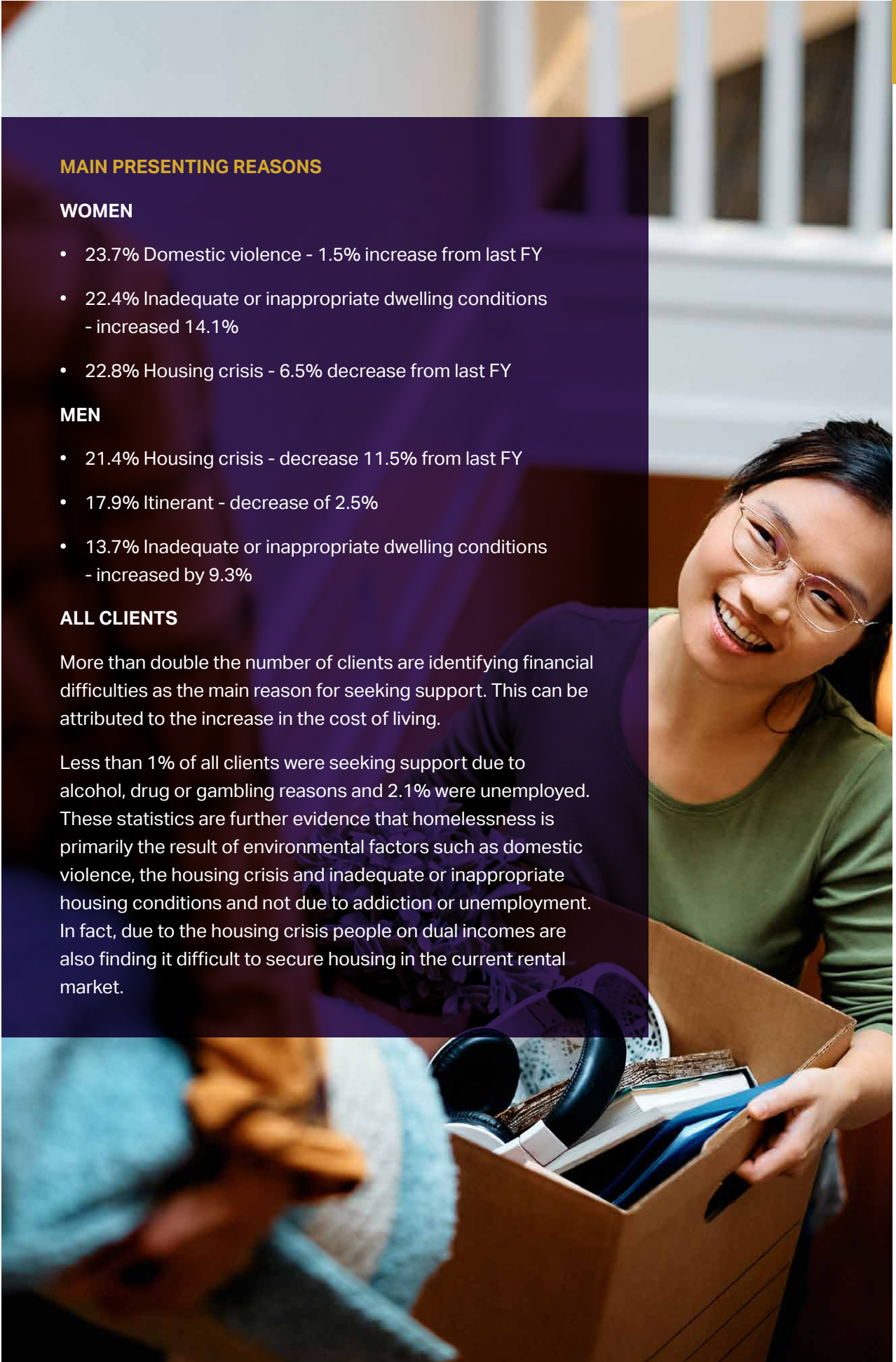
MEN

- 21.4% Housing crisis - decrease 11.5% from last FY
- 17.9% Itinerant - decrease of 2.5%
- 13.7% Inadequate or inappropriate dwelling conditions - increased by 9.3%

ALL CLIENTS

More than double the number of clients are identifying financial difficulties as the main reason for seeking support. This can be attributed to the increase in the cost of living.

Less than 1% of all clients were seeking support due to alcohol, drug or gambling reasons and 2.1% were unemployed. These statistics are further evidence that homelessness is primarily the result of environmental factors such as domestic violence, the housing crisis and inadequate or inappropriate housing conditions and not due to addiction or unemployment. In fact, due to the housing crisis people on dual incomes are also finding it difficult to secure housing in the current rental market.





ACCOMMODATION

Supported Temporary Accommodation

Carrie's Place, in partnership with Hume Housing provides accommodation and case management for people accessing temporary accommodation. This program allows the client to access intensive case management to resolve their homelessness, whilst having the knowledge that they have a safe roof over their head.

Carrie's Place have supported 68 individuals and families within the program, with the majority of clients transitioning into the private rental market, Carrie's Place refuge or other medium-term accommodation.

DVRE (Domestic Violence Response Enhancement) Accommodation

Carrie's Place are funded to provide short term accommodation for women and children who have experienced domestic violence. This funding allows Carrie's Place to provide crisis accommodation for a short period, whilst the family work intensively with our specialist workers to secure long term housing.

Carrie's Place have three properties within our catchment area, and these are each made possible with their own partnership being: East Maitland Bowling Club providing a property in East Maitland, Home In Place providing a property in Cessnock and a private owner providing a house in Dungog.

Over the past financial year, we have accommodated nine families and throughout their stay, families have been able to engage with domestic violence and homelessness support provided by Carrie's Place. These services include court support, referrals to counselling, support to access financial aid and domestic violence education.

CASE STUDY

A 58 year old woman and her three teenage children contacted Carrie's Place to seek support after fleeing a long-term domestic violence relationship.

The family were immediately approved for a DVRE property, meaning they had somewhere safe to stay, whilst working on their next plan. Our specialist case manager worked intensively with the family to draft a safety plan, secure an income stream for the family, as well as linking the family in with much needed counselling services. The family went on to securing a private rental, the children have reengaged with school and mum is slowly rebuilding her sense of identity and self-esteem. Carrie's Place have continued to support Mum through case management and domestic violence education and group work.

68

INDIVIDUALS & FAMILIES

CASE STUDY

Jade* was initially referred by Hume Housing to Carrie's Place Supported Temporary Accommodation (STA) program with her three children, aged eleven, four and three, following an extensive history of domestic violence. Jade resided in STA and engaged with case management support for around one month before being accepted into Carrie's Place Refuge for a longer-term stay.

The family then transitioned into Carrie's Place Domestic Violence Response Enhancement (DVRE) property. Throughout her stay at the DVRE Jade was able to engage in case management support around her housing, mental health, children, and finances. Jade was incredibly resilient throughout this time, prioritising her children while also managing to apply for hundreds of rental properties and dealing with the uncertainty and stress of homelessness.

In August 2023, around 12 months after the family presented for support, Jade and her children were offered a three-bedroom social housing property in East Maitland through Hume Housing.

Carrie's Place were able to assist the family with food vouchers, furnishings, and curtains for the new property. Jade has expressed the relief she feels about never having to experience homelessness again. Jade speaks about the stability she is now able to provide her children, and is ecstatic that she has safe, stable accommodation before her two little ones start school.

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



ASSERTIVE OUTREACH CESSNOCK

Our worker attends weekly for approximately two hours.

In the 2022-2023 financial year, Carrie's Place Assertive Outreach program provided the following supports to people who have previously been disengaged from services:

- 221 people accessed the Assertive Outreach program.
- 140 people received information and advice relating to available support.
- 48 people received items from donations including tents, blankets, food and personal hygiene products.
- 8 people have been supported into long term housing.
- Of this cohort, 67% were male, 33% were female. 9% of this total were children under 18yrs of age. Average age are clients between 30 - 45 yrs.

Carrie's Place is currently exploring funding options to create outreach services in Kurri Kurri and Maitland.

WOMENS DOMESTIC VIOLENCE COURT ADVOCACY SERVICES (WDVCAS)

NSW Legal Aid funds 27 Women's Domestic Violence Court Advocacy Services (WDVCAS) across NSW. The WDVCAS at Carrie's Place provide services across the Hunter and Port Stephens Region.

The increase in service uptake has been substantial for our team, who provide services at two Local Coordination Points (LCP):

HUNTER VALLEY

Cessnock
Singleton
Muswellbrook
Scone
Merriwa
Murrurundi

PORT STEPHENS & HUNTER

Maitland
Dungog
Port Stephens



Each LCP group holds regular Safety Action Meetings (SAMs) fortnightly which are attended by key government and non-government services to share information and develop timely safety action plans to mitigate threats.

Each year the instances of Domestic and Partner Violence flagged as serious increases. In 2022/2023, 956 of the 5624 incidents reported by police, were considered serious. This 17% of threats comprise of concerns that a woman and or her children was at grave risk and urgent action was needed.

SAM CASE STUDY

WDVCAS first engaged with the client in January 2022 after receiving a police referral. The SAM Coordinator made contact where she disclosed ongoing coercive control by her partner, including reproductive control, verbal abuse, animal cruelty, economic abuse and physical and emotional abuse of her eldest child.

The client discussed how she had left the relationship but was 'swept' back into believing he had changed and then found herself locked in with him during COVID. The perpetrator would not allow any of the family to be vaccinated during COVID which further inhibited her chance to leave and decreased her freedoms. The client quickly realised that she needed to leave for her and her children's safety and made a statement to police. They made application for an AVO only but did not include an exclusion order where he would be ordered to leave the home.

The SAM coordinator encouraged the client to write down all the things that had happened with dates and times and make a further statement to police. She fled the home with her children and the perpetrator quickly placed a missing person report with police. However, she finally felt safe and she became vaccinated and was very positive about recovering her life. A referral was made to a local service that continued to provide further supports.

Over the next 16 months, WDVCAS received another 11 referrals from police and the client was mentioned nine times at SAM. She was provided with a collaborative response of support from Police, DCJ, Corrective Services, Health and local NGO services. A new AVO application was made to include further orders to provide protection, including the children added as protected persons for 5 years. The perpetrator was incarcerated for a period of time but eventually appealed the severity of his sentence at District Court. Within a week of his release he breached the AVO. The client continues to attend Hearing matters and is supported by WDVCAS Hearing Support workers. The client states she is so appreciative of the help and support she has received. Discussing the matter at SAM between services has decreased her need to 'retell' her story.

GP Pilot Program

It is estimated that a full time GP may see up to five women per week who have experienced some form of intimate partner violence within the last year (RACGP, 2022). Recognising this, the Federal Government funded six Primary Health Networks (PHNs) across Australia to run a pilot program to support these GP, practice staff and their patients. One of the PHNs selected for this pilot was the Hunter-New England Central Coast PHN who elected to partner with the WDVCSs in the area to deliver the pilot. Carrie's Place is responsible for the Port Stephens-Hunter Valley area.

SERVICES PROVIDED:

- 39 Referrals received
- 11 Practices trained
- 17 practices visited
- Approximately 65 GPs upskilled

As a part of this pilot, the PHN and the WDVCS employed Local Links, specialist Domestic and Family Violence workers, who can provide GPs and practice staff with:

- Access to RACGP accredited training on how to recognise and respond to patients experiencing domestic and family violence
- A streamlined referral pathway where patients are triaged and comprehensively supported,
- Support at secondary consultations with patients experiencing domestic and family violence
- Confidential advice on alternative referral pathways
- Assistance to develop or enhance practice policies and support
- Upskilling GPs and practice staff to conduct risk assessments and safety planning with patients

Hearing Support

The Hearing Support program established in October 2022, has been successful due to increased numbers of women attending hearing days, which has led to more positive results for clients, and improved police prosecutor outcomes.

Hearing support clients are provided with a hearing booklet and an invitation to the police prosecutor's clinic in their specific geographical area before their hearing day. Information is provided on the court process with an open discussion at the clinic prior to hearing. Many clients are otherwise unaware and unprepared for their hearing day and are appreciative of the information and support provided in this program.

Safety is a priority; in our court safe rooms we provide additional support and further referrals/follow up if needed. We support clients during giving evidence, and further obtain results for the client if they wish to leave immediately after giving evidence.



Case Management

Carries Place was successful in receiving a WDV CAS Case Management funding during 2022 Case Management may be offered to WDV CAS clients who present with complex and serious issues that may not see eligibility into other case management programs.

The aim is for case management to be short and goal focused for clients to assist women to navigate their current domestic violence situation and be able to be referred into more stable support services if required. The underlying premise of the case management program is to support a woman to improve her (and any dependent children) safety. Carrie's Place was able to assist 28 clients during the 7 months to June 2023. Referrals were obtained predominately internally from the WDV CAS program as well as a small number from other WDV CAS services.

Case management goals for clients included supporting clients with:

- **Victims compensation**
- **Start safely funding**

- **Homeless Youth Assistance Program (HYAP) funding**
- **Escaping violence applications**
- **Supporting misidentified perpetrators at court**

Case management also can include advocating on behalf of the client to other services including Health, Department of Education, Centrelink and other housing services, assisting with referrals to other services and assisting clients manage their emotions and accessing other services.

Case managers have gained verbal feedback from clients which indicates significant client satisfaction with this program overall. Given the program has been operational for less than 12 months the feedback at this stage is positive with goals achieved in 12 cases. During these formative months, two clients moved out of area, and three returned to their partner and subsequently disengaged from the service. Four case management clients were referred to other services.

CASE STUDY

Daisy* is a 51-year-old woman living in a small regional town of 16,000 people. Daisy has a disability which requires her to see her GP regularly for medication. After being upskilled by the Local Link, Daisy's GP asked whether she was feeling safe at home. Daisy disclosed that she was being financially controlled, emotionally abused and electronically tracked by her partner, John. John had also prevented Daisy from seeing her children who lived with their father and refused entry to Daisy's NDIS supports on several occasions. Daisy's GP asked the practice receptionist to facilitate a call between the GP Local Link and Daisy to prevent John from noticing this call on her phone. During

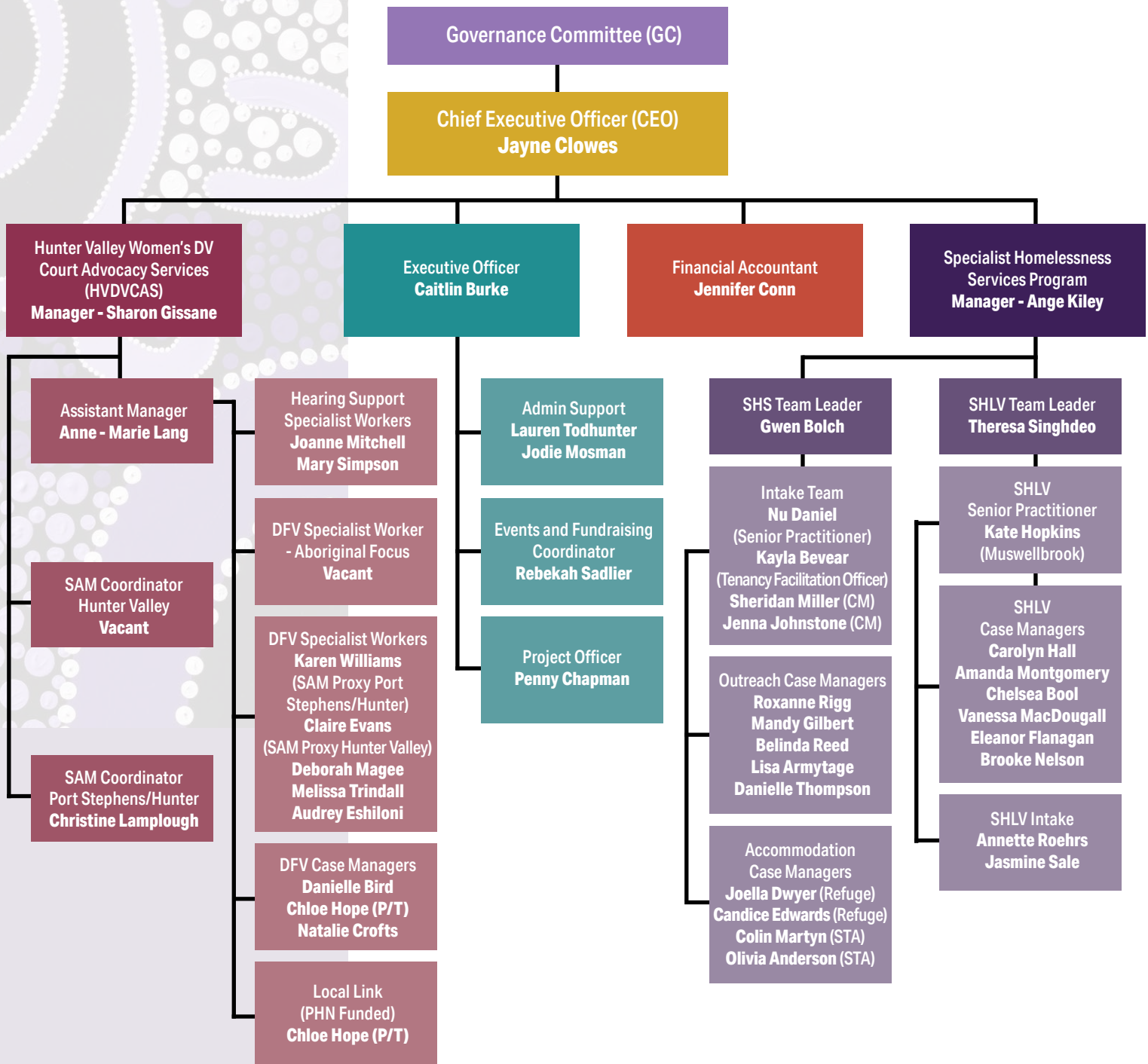
this conversation, Daisy and the Local Link did some initial safety planning, including the implementation of a safe word should John be in the background when the Local Link called.

In the four months following the referral, the Local Link supported Daisy to access a safe phone so that she could communicate without him knowing, apply for public housing, apply for the Rent Choice Start Safely Subsidy, apply for the Escaping Violence Payment through Wesley Mission, apply for the Immediate Needs Support Package through Victims Services, access regular counselling through Victims Services and exit the home and the relationship safely into a Transitional Property where she would be further supported by Upper Hunter Homeless Service to gain suitable and long-term accommodation.

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

Our Team

Carrie's Place Organisation Structure July 2023



EMPLOYEE MILESTONES

This last year has seen a growth in staff employed at Carrie's Place culminating in a team of 43.

Expansion of staff numbers is a result of the growing needs of the community and the strategic direction of Carries Place.

Congratulations to the following staff who have reached significant milestones

10 years of service - Ange Kiley

5 years of service - Annette Roehrs, Danielle Bird and Gwen Bolch.

VOLUNTEERS

Carrie's Place operates with the dedication of not only regular volunteers, but also many volunteers throughout the year for specific fundraising events. Last year Carrie's Place benefitted from more than 520 hours of volunteers, with 386 hours donated by three selfless superstars, who go above and beyond each week to support or staff with any current project.





It Takes a Village

Traditionally the proverb ‘It takes a village’, is centred around an entire community coming together, to raise children, that thrive in a safe and healthy environment. At Carrie’s Place, we have adopted this mindset, as it is everyone’s responsibility to be active in creating a community where there is zero tolerance towards domestic and family violence and homelessness.

Carrie’s Place acknowledge the vital support and contributions that our partnerships and supporters provide - in addition to our funding authorities, corporate and community grants - to support the people in Maitland and the Hunter region. With a collective approach, we can work together to create lasting change and improve the lives of many.

PARTNERSHIPS

First National Real Estate Maitland (Formerly David Haggarty Real Estate)

First National Real Estate Maitland has been in partnership with Carrie’s Place since 2016 and have provided support for over 200 women and families escaping domestic violence, into safe and affordable rental accommodation. This partnership increases our ability to rapidly re-house women, formulate best practice responses around access to housing, reduce comorbidities associated with an extended period homelessness and helps to build the capacity of prospective tenants escaping domestic and family violence, through referrals to education programs such as Rent-It-Keep-It.

The partnership forms a conduit between applicants, case managers and landlords; advocating to reduce stigmas associated with those experiencing domestic and family violence, prioritises rental applications for vulnerable clients, promotes education and positive outcomes for all parties.

This long-term partnership offers vital solutions for our Specialist Homelessness Services.



BEFORE



PARTNERSHIPS

WORK IN PROGRESS



Habitat Lab and Out(fit)

Habitat Lab and Out(fit) continue the development project at our refuge this year, focusing on the refurbished demountable and multi-sports court and teen retreat, which will provide accommodation for an additional family of 3 and much needed space for children to engage in physical activity.



Hume Housing

Carinya is a Hume Housing funded program in partnership with local domestic violence and specialist homelessness services which aims to support women and children who are homeless due to domestic and family violence. Carinya is modelled around Hume head leasing rental properties, each for a three-year period. Hume then subsequently sublease to women and children who are escaping domestic violence for this three-year period. At the end of the period, the client becomes the head tenant and signs a lease with the private property manager/landlord. During this time Carrie's Place have provided case management support to the women and children in the program.

Carinya is an Aboriginal word meaning 'happy home'. The Carinya program aims to provide stable, long-term housing for families to rebuild their home and lives after the impact of domestic and family violence (DFV). DFV is the leading cause of homelessness for women and young people.

The provision of housing and support through the program aims to address people's support needs, build individual capability and capacity, and foster connections to community.

The program is in its third and final year with the current group of clients and four out of five will be able to remain in their property longer term with the lease being transferred into their name. Following are some of the support and outcomes for clients engaged in the program:

- Four participants have enrolled in and/or completed their study.
- Engaged with parenting program.
- Children enrolled in school and pre-school.
- Looking for and gaining employment.
- Working towards getting a license.
- Received culturally appropriate support.
- Support around financial stress and budgeting including financial counselling.
- Intensive support for child with disability and significant NDIS package.
- Child engaged in school and making friends for the first time.
- Relationship with family restored after becoming estranged due to DFV.
- Homelessness Youth Assistance Program (HYAP) funding for child to purchase a bed, bike and accessories, clothing and shoes, home schooling supplies and lawnmower for the household.



East's

One of Carrie's Place's longest standing partnerships has been with East's. This partnership has flourished in a number of ways but none more so than the provision of a property in East Maitland.

Since July 2022, there have been two family units staying at this property. While the overall number of family units supported has reduced in comparison to previous years, the lengths of stays are considerably longer. This can be attributed to the limited availability of private rental properties in the area, and limited social housing properties available to larger families.

Carrie's Place were able to advocate with a local real estate partner to provide one of these families with the opportunity for a short term private lease, to establish their rental history and gain some security for the mother and her children. The four children are now engaged regularly with education and the mother is looking for employment and training opportunities.



The Salvation Army

Carrie's Place Specialist Homelessness Services are proud to partner with community and social housing providers to provide transitional housing options for our most vulnerable clients. One such partnership is with the Salvation Army, 'Salvos Housing' initiative.

Carrie's Place and the Salvation Army have housed 3 women and their children into safe and affordable medium-term accommodation. Carrie's Place hope to build on this relationship and provide much needed transitional accommodation opportunities for our clients.



CASE STUDY

A 40yr old mum of two children aged 12 & 14 contacted our Specialist Homelessness Service for support to secure safe, long term and affordable housing.

The family had been living in a mortgaged property and had no history within the private rental market. Carrie's Place were able to offer the family a room in our Womens and Childrens Refuge for a short-term stay. It became evident that without a rental history, it was unlikely that the family would secure a rental property of their own.

Carrie's Place referred the family to the 'Salvos Housing' initiative. The family was able to stay in the transitional property for a 6-month period, paying rent and gaining a rental history. The family went on to securing a long-term tenancy with a social housing provider. 6 months on the family continue to maintain a successful tenancy, the children are engaged with school and mum has gone on to securing part time work.



PITCHER PARTNERS

Pitcher Partners

This year we welcomed a new partnership with Pitcher Partners Maitland/Newcastle. With their desire to support a local charity and the work we do, Pitcher Partners came on board in February 2023.

Pitcher Partners and Carrie's Place have done so much together this year including:

- a substantial donation towards our wellbeing area for staff,
- an invitation to deliver a presentation at their International Women's Day lunch,
- holding a winter donation drive for pantry items and
- supporting through volunteer work

Carrie's Place are thrilled to have such a productive partnership with Pitcher Partners.



(Michael Minter and Jayne Clowes)

Shimmy Mob Maitland Hunter Valley

Our long-term partnership with Shimmy Mob continued this year, with multiple events being held across May to raise money for Carrie's Place including an Albi Ya Albi workshop and mini hafla. Shimmy Mob use dance to engage with the community, spreading joy and creating change, one shimmy at a time!

We provide our sincerest thanks, for their continued support and dedication to Carrie's Place. Next year Carrie's Place will support them providing a co-branded donations page to help facilitate fundraising.





SPONSORS AND SUPPORTERS

The work that Carrie's Place does would not be possible without the continued support and generous contributions from a large number of corporate organisations, community and church groups and individuals, who donated money, handmade goods and non-perishable food items throughout the year.

We received a great response to our social media requests for help posted throughout the year, and have been able to support many women and families with pantry items, food, kitchen starter packs, clothing, blankets, knitwear, swags, sleeping bags, personal hygiene products, gift cards and in-kind service support.

We are incredibly thankful, as these donations make such a big difference to the lives of the vulnerable people in our community.

EVENTS AND FUNDRAISING ACTIVITIES

During 2022-23 Carrie's Place staff participated in 16 fundraising events and activities, by providing 11 Authority to Fundraise letters, as well as providing community engagement at the events and pre and post social media support: raising a total of \$33,635.02 and much awareness in the community. It is these fundraising contributions that underpin our ability to deliver critical services to assist with keeping families housed, safe and to live free from abuse, in our Maitland and Hunter region.



Gift card donation - All Saints College



Gift packing - Snowy Hydro, UGL Limited and Newcastle University staff

Twelve Days of Christmas 2022

Christmastime is a time filled with excitement and joy, planning, preparing, and shopping. However, for many of our clients, Christmas is often a source of anxiety, worry and struggle to not only provide a roof over their head, but to find the resources to give gifts and prepare a shared meal, because of the impact of trauma they are dealing with.

In 2022, Carrie's Place was met with an abundance of goodwill and donations of hampers, toys, gifts and gift vouchers. With special mention of the continued support from the Susan Roskell Toy Drive and many other generous gift and gift card donations, we were able to bring joy and hope to many families in our care. We received an amazing number of food hampers too, which provided families with some treats to add to the table on Christmas day.

A big shout out also goes to our volunteers Jan, Rick, Mick and staff from Snowy Hydro, UGL Limited and Newcastle University, who gave up many hours to help fill bags of presents for our families, and without your help, we could not have completed this mammoth task.

As this holiday season approaches, where there are increases of domestic violence and homelessness due to financial pressures and housing shortages, we are already hard at work planning on how we can best assist families this year.



Christmas gifts and gift card donation
- Singleton Mazda



Toy donations - Susan Roskell Toy Drive

EVENTS



Christmas hamper donation - Maitland Business Chamber



International Women's Day 2023

International Women's Day (IWD) was full of activity this year, with diverse events and activities taking place across several days. Firstly, we were excited to have a successful submission, to be one of three not-for-profit organisations, that were recipients of the Equal Future Project IWD 2023 breakfast donation, with each organisation receiving \$5,000. Several staff represented Carrie's Place at the breakfast on Friday 3rd March, where we were delighted and intrigued by Guest Speaker, Nova Peris, and her life as an Aboriginal woman in sport and politics.

The following week, Carrie's Place also celebrated IWD over various events such as; attending a movie day with Home In Place, having a stand at the Maitland City Council lunch and Panel Discussion and an internal morning tea event for staff, volunteers and local Police involved in the Safety Action Meeting. Additionally, we assisted two other organisations with their IWD events, celebrating women whilst raising money for Carrie's Place. We would like to thank AGL Macquarie and Maitland Toyota for their contributions and support.



Newcastle Knights

Carrie's Place were given an amazing opportunity this year, by the Newcastle Knights Rugby League, to be a charity partner for the 50-50 Charity Raffle on Mother's Day. It was a huge undertaking, that not only provided excellent local exposure for Carrie's Place but gave us an opportunity to engage with the broader community and raise funds at the same time.

In the leadup to the event, we held a large recruitment drive for volunteers and were successful in having 26 volunteers on the day, made up of staff, partners, family members, friends, Snowy Hydro and UGL corporate volunteers.

We ran a social media campaign to promote our involvement and to sell pre-game raffle ticket, coupled with the massive effort by all, we were successful to sell \$10,296.00 in tickets. We received a donation of \$4,119.43 and we could not have achieved these results without the hard work and dedication of our volunteers. We had a wonderful day together, cemented good relationships and received thanks from people in the crowd who had used our services. We also received a lead to another potential fundraising opportunity for 2024.





Singleton Strikers Ladies Day

Carrie's Place was the charity recipient for this year's Singleton Strikers Ladies Day, nominated by Pure Essence, an ongoing Carrie's Place supporter. The event provided a great opportunity to engage with the Singleton community and to raise awareness of our Staying Home Leaving Violence services in the area. The event also raised money through ticket sales to the catered Ladies area, a raffle and jersey auction after the game. It was a great day, and the first event where we were able to use our Square device to take electronic donations. We also received great interest from the Singleton Strikers Football Club, in developing a more formal Community Partnership in 2024.

Singleton Strikers Team and Jayne Clowes



Carrie's Place staff, Chair and event sponsor Pure Essence



Hunter Region Show and Shine

Carrie's Place were selected for the second year, to be the charity recipient of monies raised from this year's Hunter Region Show and Shine. With the event held in Pokolbin, Carrie's Place received a great opportunity to raise awareness in the Cessnock region and broader community, as there were hundreds of people

participating from across the wider Hunter and Newcastle Region.

It was an excellent, well run family event for car enthusiasts and their families and it was the first event where we were able to use our new branded marquee.

Hunter Region Show and Shine



Carrie's Place staff and volunteers



Maitland Homelessness Summit

This major event was developed by Carrie's Place, Maitland City Council, Hume Housing, First National Maitland, The Samaritans, Homelessness NSW and TAFE NSW. This event was the important first step in local collective response to the current homelessness crisis and interest in this event exceeded all expectations.

The summit committee worked closely with Trina Jones, CEO, Homelessness NSW to create a World Café style consultation executed to engage

and promote discussion on how to make homelessness rare, brief and non-recurring in our local area with the leading themes for solutions including more housing, collaboration, education, funding and resources.

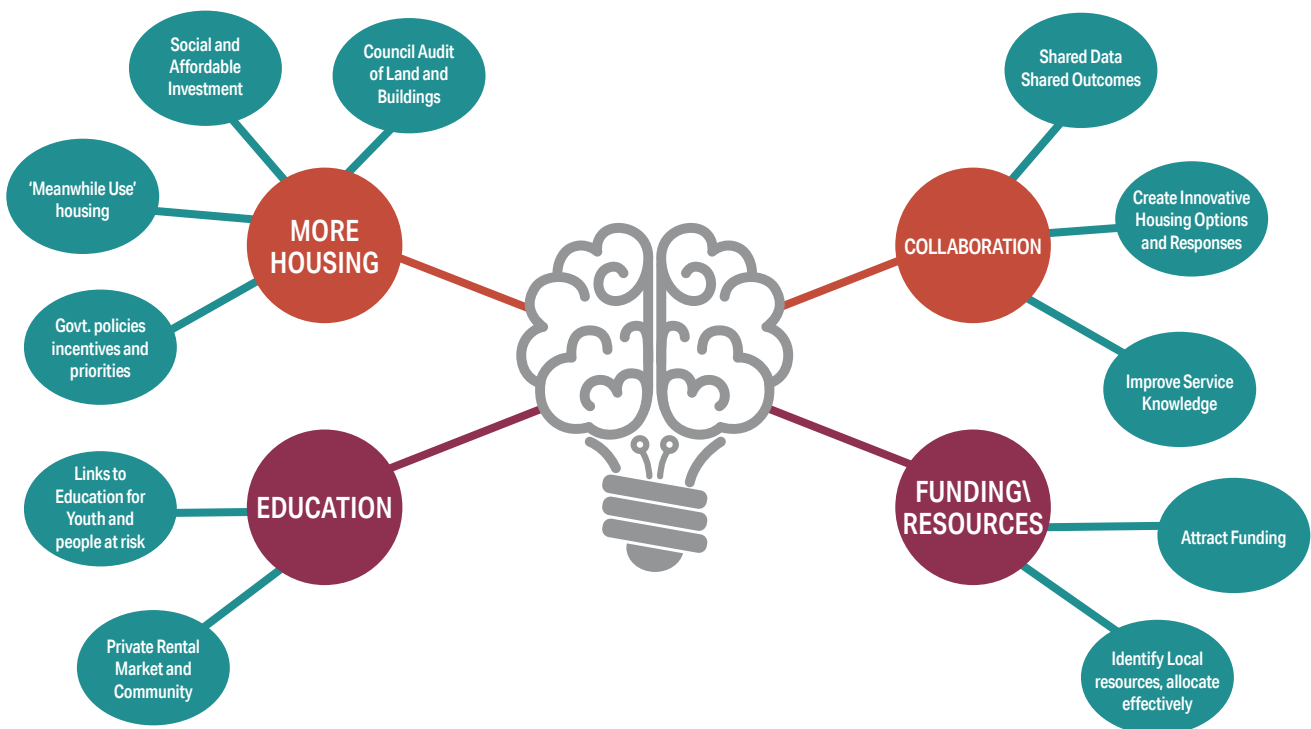
This event had great stakeholder engagement, excellent content with the attendees learning new information and making new connections and received media coverage. The next step for the coordinating group, is to set up a Maitland Housing and Homelessness Action Collective.



EVENTS

Maitland Homelessness Summit

Let's make Homelessness Rare, Brief and Non-Recurring



Reconciliation Week - Staff Cultural Immersion Day

This year, the Reconciliation Action Plan (RAP) Working Group organised a cultural immersion day for staff on the 7th June to celebrate National Reconciliation Week; a time for us to reflect on how we can contribute to create a more respectful Australia. Reconciliation is an ongoing journey which, at its heart, is about

strengthening the relationship between non-Indigenous people and Aboriginal and Torres Strait Islander peoples. Our day took us to the Minimbah Teaching Place in Bulga, where staff came together to connect to country, and experienced making and cooking damper, listening to an Elder storytelling, bushwalk, watch a movie and enjoy a beautiful BBQ lunch with indigenous ingredients.



Grants

This year Carrie's Place have applied for 22 grant opportunities to support many projects.

We have successfully secured grants to the tune of \$44,827 to support various projects and initiatives

22

GRANTS APPLIED FOR

including group work, whitegoods for clients, and much needed items for our refuge. We also were successful in partnering with Out(fit) to secure much needed funds to renovate a demountable at our refuge site in conjunction with a Grant from the Department of Communities and Justice.

Impacts and Outcomes

Sometimes a small change or contribution, can have a profound effect for someone else, and can lead to more significant societal change.

For Carrie's Place, the culmination of all the donations, events, and fundraising activity in 2022-23 has enabled Carrie's Place to deliver more vital services and provide much needed support for women and families, experiencing domestic and family violence, and / or homelessness across the Lower and Upper Hunter regions.

Through funding, grants, monetary and gift card donations, donated pantry, hygiene, clothing and household items and in-kind services; we have been able to help provide temporary housing, food and resources for those fleeing family or domestic violence situations and help to provide specialist community programs for those who've survived domestic violence.

We are truly thankful for the generosity of the Maitland and Hunter communities, and honestly believe that by working together, we can create lasting change.

What's next?

Carrie's Place will be developing the following over the next 12 months to improve community engagement through events, fundraising and partnerships and sponsorships

- Work in unison as a team to the priorities in our 2023 to 2026 Strategic Plan.
- Develop formal sponsorship proposal process to improve event outcomes including clarity, transparency and accountability.
- Implement website improvements to increase visibility and access to fundraising and event information and improve efficiencies with sponsorship and fundraising requests.
- Implement technological innovations relating to the facilitating of co-branded partnerships through collection of donated payments and provide organisations with the tool to measure their fundraising goals and outcomes.
- Develop a 12-month events calendar including internal and external events, in line with the strategic direction and values of the organisation.



carriesplace.org.au