



Highlights and achievements

ANNUAL REPORT

ABOUT US

Carrie's Place is a not-for-profit community organisation that provides a range of culturally appropriate programs for people experiencing domestic and family violence and homelessness.

Carrie's Place mission is to increase the number of families in the NSW Hunter Region who are housed, safe, and living free from abuse. This is achieved by providing person-centred programs aimed at empowering vulnerable people who may have experienced domestic violence and other forms of trauma or abuse.

Carrie's Place works with individuals and local communities to address the issues of domestic violence and homelessness, by providing holistic services to build capacity, inclusion and resilience. Our services include Hunter Valley Women's Domestic Violence Court Advocacy Service, Staying Home Leaving Violence program, Specialist Homelessness Services, Transitional Accommodation, Supported Temporary Accommodation, Outreach Homelessness Supports and the Women and Children's Refuge.

Carrie's Place was established in 1979, set up by a group of local women who advocated for women experiencing domestic violence. Thanks to the efforts of these women and the generosity of community donations, Carrie's Place was able to purchase a property in Maitland which became a women's refuge to support its first clients.

Carrie's Place service footprint has expanded significantly and the organisation is recognised as an example of "best practice" in the specialist homelessness and domestic violence sectors. The organisation employs over 50 staff with specialist skills to assist people to move forward with their lives with independence, safety and security.

Carrie's Place offers a variety of groupwork programs in the community to increase the awareness of the impacts of domestic violence and further develop skills, knowledge and self-confidence to enable participants to overcome barriers to maintaining healthy relationships and independence.

Carrie's Place is well connected to the community and collaborates with a diverse range of services across the region to strengthen the collective response to domestic and family violence and build capacity for early intervention and prevention activities.

WITH SPECIALIST SKILLS

**OVER 50
STAFF**

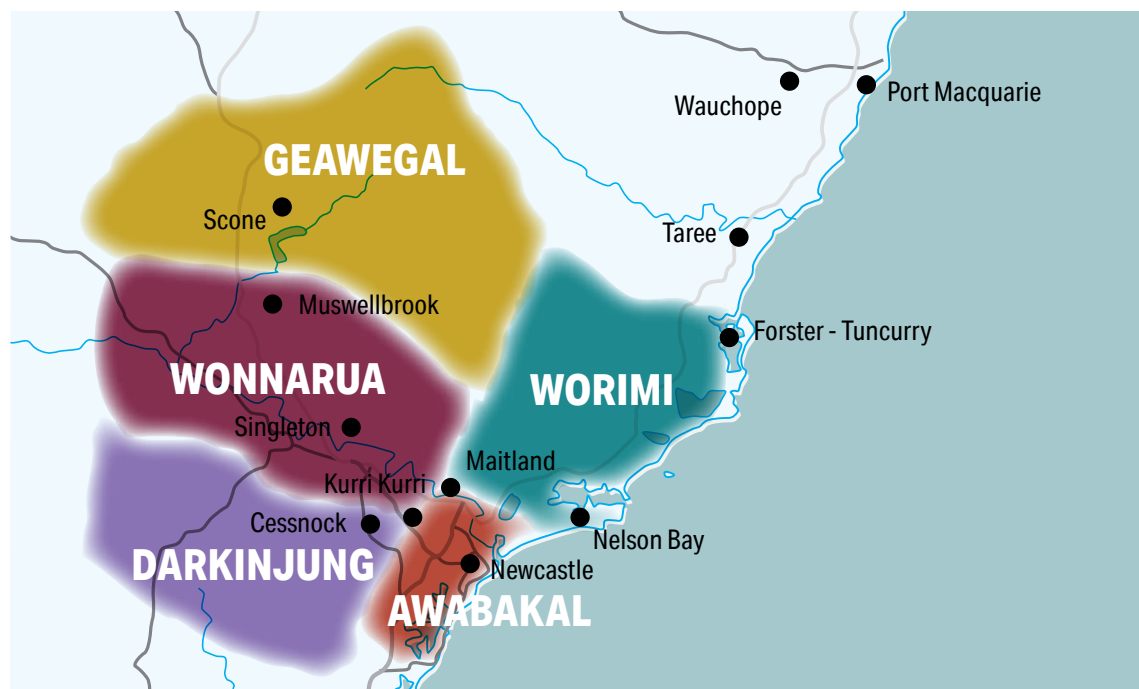
Acknowledgement of Country

*Nginyan marrungku parrany wiyany Wanarruwa,
miirumalikany parra anyi parraykupa
ngaatjany nginyan marrung wiyany
Ngarrakay parranypa yurakaykal,
pangaykal ngaatjany kumpakal*

**'We acknowledge the Wonnarua people,
traditional keepers of this land,
and we pay respects to
their Elders past
present and emerging .'**

Acknowledgement provided by Bec Bell,
Aboriginal Focus Worker HVWDVCAS

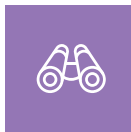
With permission from Aunty Sharon Edgar-
Jones, Wonnarua Traditional Custodian.



CONTENTS



About us	2.
Acknowledgement of Country	3.
Contents	4.
Mission, Vision and Values	5.
Governance Committee Report	6.
CEO Report	8.
Major Achievements	10.
Core and Cluster Maitland	10.
Hearing Support Pilot Program Funding Extension	10.
Upper Hunter Staying Home Leaving Violence Program	10.
Refuge Demountable Refurbishment	10.
Brush With Kindness	11.
Maitland Assertive Outreach	12.
Kurri Kurri Outreach Service	12.
Wellbeing Sistas Group	12.
Successful Grants	14.
Groupwork	16.
In-house Facilitated Programs	16.
Outsourced Group Programs	20.
Group Work Partners	21.
Our Reach	22.
Brokerage	23.
Thank You	24.
Sponsors and Supporters	24.
Fundraisers, Donors and Supporters	25.
Services	28.
Staying Home Leaving Violence Program	28.
Specialist Homelessness Services Program	30.
Accommodation	32.
Carrie's Place in Numbers 2023-2024	34.
Services Cont'd	36.
Assertive Outreach	36.
Women's Domestic Violence Court Advocacy Services	38.
Hearing Support Pilot Program	42.
Primary Health Network GP Pilot Program	44.
Safety Action Meetings	46.
Our Team	48.
Employee Growth and Capacity Building	50.
Volunteers	51.
It Takes A Team	52.
In the Spotlight	53.
Special Mentions	54.
Key Engagement - Events and Campaigns	56.
What's Next?	65.
Reconciliation Action Plan Update	66.



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

GOVERNANCE COMMITTEE REPORT

Welcome to the 2024 Annual Report from Carrie's Place Governance Committee.

Throughout 2024, in response to increasing demands on their services, the team at Carrie's Place have continued to provide service of the highest quality to fulfil the mission of the organisation, which is to increase the number of families in the Maitland and Lower Hunter area who are housed, safe, and live free from abuse.

Last year Carrie's Place implemented a three-year strategic plan to ensure the continuous improvement of the organisation with an emphasis on ensuring staff are supported as they provide service excellence, as well enhancing the organisation's reputation and engaging with our various stakeholders.

Despite the continuing challenges in the operating environment, our Chief Executive Officer, Jayne Clowes, and the team have maintained their focus on implementing the strategic plan. The success of this effort is evidenced by the increase in donations from the community and the establishment of new partnerships with community and business organisations. However, the real impact of this difficult

work is probably best understood in the feedback provided by former clients, who have described how important and, in some cases, life-changing the support they received from the team was to them.

Carrie's Place has also been successful in receiving more funding to provide additional services during the year, which is recognition of the organisation's capability to maintain and expand the delivery of much-needed services and support to the community.

None of these achievements would be possible without the dedicated and hard-working team at Carrie's Place and, on behalf of the Governance Committee, I express our gratitude and appreciation to our CEO Jayne Clowes and all of the team and volunteers.

Thank you also to all the donors, supporters and partners whose donations and grants enable our programs and activities to continue. This generosity and kindness has an enormous impact on the success of Carrie's Place services.

I would also like to thank the other members of the Governance Committee. We commenced the year as a committee of new members and have focussed on developing our understanding of Carrie's Place throughout the year. It is a privilege to serve on the Governance Committee and be able, in a small way, to support the team at Carrie's Place. I look forward to working with the Committee in the coming year as Carrie's Place continues to deliver its outstanding services.



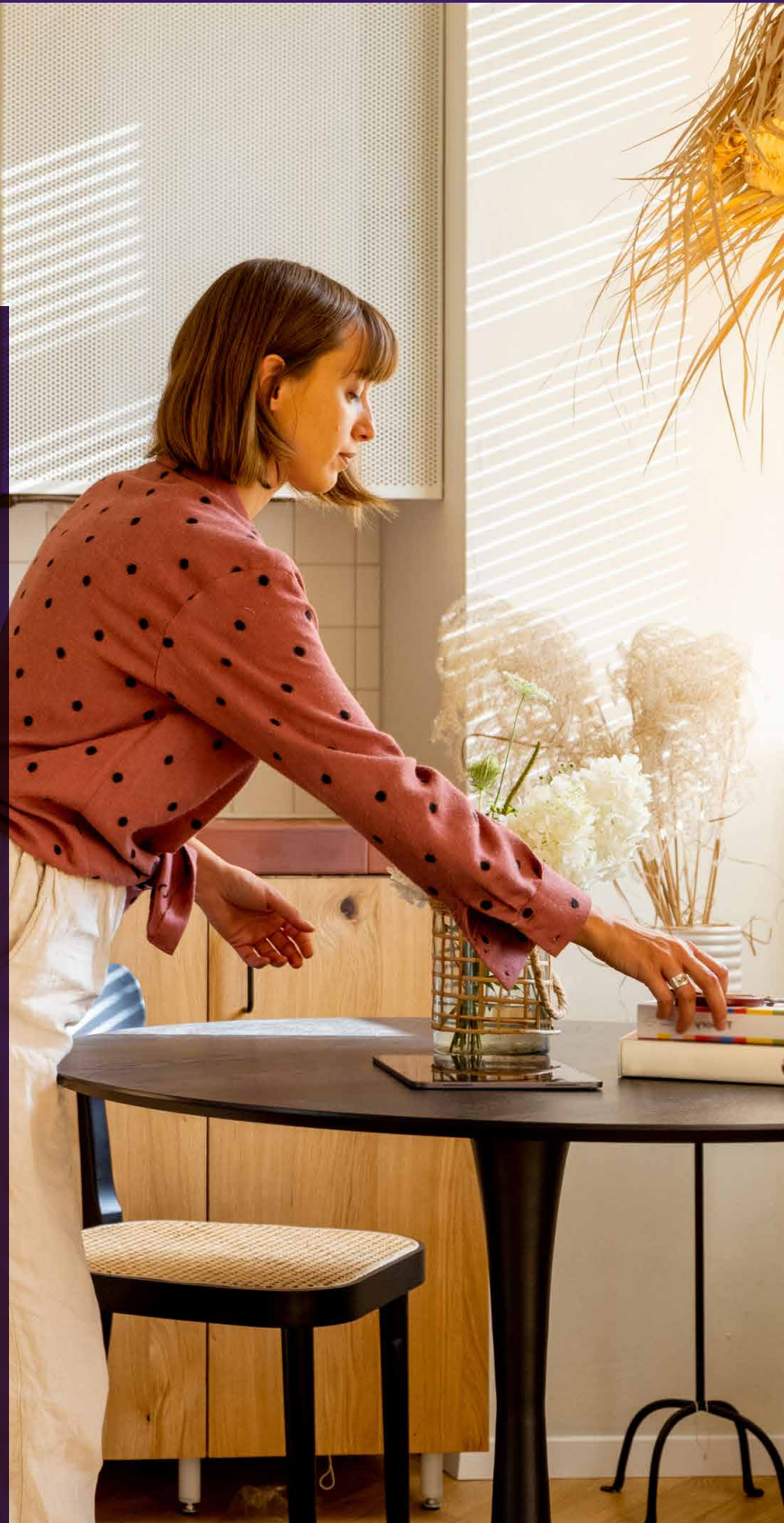
Kylie Nash
Governance Committee Chair



Case Study

STAYING HOME LEAVING VIOLENCE PROGRAM

Kirsty was referred to Carrie's Place in July 2022 and has been engaged in SHLV case management since this time. At the time of referral Kirsty was in a significant amount of rental arrears and was also repaying a Centrelink debt that was incurred during an abusive relationship involving financial control. Kirsty's Case Manager supported Kirsty to engage in tenant advocacy and with a tribunal hearing, which resulted in Kirsty being able to remain in her tenancy and engage in a repayment plan rather than becoming homeless. Ongoing case management supported Kirsty to keep to the repayment plan and maintain that tenancy. Following advocacy by Kirsty's Case Manager with Centrelink, a Centrelink debt that Kirsty had been struggling with since her son was a baby was able to be wiped and Centrelink refunded the money Kirsty had already paid. These monies enabled Kirsty to substantially clear her rental arrears and allowed a housing transfer that Kirsty had been hoping for to a safer neighbourhood. Kirsty has now obtained employment and has engaged with a Counsellor for support. Kirsty continues to be case managed as she is continuing to experience domestic violence from her 15-year-old son who has been referred to a youth service for support. Kirsty has been supported to obtain an ADVO for protection against her son's behaviour, as well as supporting Kirsty to get her son involved with a young offender's program and look at alternative schooling options to support her son to change his behaviour.



CEO REPORT

As always it gives me great pleasure to present Carrie's Place 2024 Annual Report.

Carrie's Place has been incredibly busy this year, with many, many challenges for the team, however despite these challenges the team have accomplished many achievements and outcomes to be proud of.

The spotlight has been on the escalating housing crisis, as well as higher cases of domestic family violence. Last year 63 women were murdered due to domestic family violence in Australia and around 6,000 women were hospitalised. Carrie's Place are seeing many more complex cases, as sexual assaults are on the increase, along with people presenting with significant mental health problems. We need an investment in community attitudes and behaviours through community education and early intervention programs. Addressing the drivers of gendered violence is key to stopping it before it starts. It is the 50th Anniversary of the Domestic Violence Sector which serves as the first ever opportunity in Australian history for Australians to become part of the change that is needed. Our hope is that 50 years from now domestic and family violence will be part of our history and not our future.



The ongoing 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.

Despite these challenges the team have remained steadfast under the constant pressures and are committed to providing support to our vulnerable clients. We ensure that we work collaboratively with our partner agencies to make a difference to people's lives with a strong commitment to Carrie's Place Vision and Mission.

Carrie's Place has celebrated so many achievements this year. The organisation has been successful in tendering for a new specialised Core and Cluster, which is very different to the refuge type model. This model will provide self-contained, secure accommodation for women and children escaping Domestic Family Violence, as well as facilities for counselling, group work, employment support and legal assistance. This new specialised unit should be online by September 2025.

We have also expanded our assertive outreach programs in Maitland in partnership with MUNCH and Kurri-Kurri in partnership with Kurri Kurri Community Services, this has been possible with some excellent fundraising efforts by members of the community and successful grant applications.

The team have been focusing on delivering many groupwork programs in partnership with Family Support Services across our footprint. This has been possible with funding for a Carrie's Place Groupwork Coordinator and some great partnerships.

Last year Carrie's Place for the first time held an International Women's Day Brunch at Maitland Town Hall, with a theme of *"Empowering Changemakers, women and girls, through storytelling, innovation and technology."* Tickets sold out within days and 130 people attended the event. This was a huge success and a great community event. A very proud

moment for me as I walked into the room that morning, where the team had worked so hard to put on an absolutely great event, raising Carrie's Place profile and our commitment to raising the awareness of the prevalence of domestic violence in the community.

Carrie's Place has focused on a campaign this year with "It Takes a Team" seeking new partnerships and sponsors in our community with local sporting clubs to promote zero tolerance towards violence. This year we welcomed a great new partnership with Maitland District Netball Association which has been a great success and assists Carrie's Place to continually raise domestic violence awareness and the work that Carrie's Place do to support vulnerable people.

In June this year Carrie's Place also hosted a visit from Her Excellency the Honourable Margaret Beazley AC KS, Governor of New South Wales. Part of the visit included the Governor meeting a client of Carrie's Place, who spoke about her lived experience of domestic family violence. The Governor was impacted by the visit and thanked the team for the excellent work that they do for the community.

In 2023, Carrie's Place Governance Committee had quite a high turnover and as a result we recruited new members. My thanks to the Governance Committee for their engagement in the needs of the organisation. I am very grateful for the commitment and dedication of all the committee members, old and new, as they give up their valuable time to ensure the sustainability of Carrie's Place and for putting their trust in me as CEO.

My special thanks goes out to all our generous sponsors, supporters, volunteers and donors. Your help and assistance means that Carrie's Place can support additional clients, and provide food parcels and those essentials that many of us take for granted. We could not do it without your help and assistance, especially with the huge upward trend in domestic violence incidents. A basic human right is to be safe and secure.



Last, but by no means least, I want to give a special shout out for a team that I am so very proud of. The Carrie's Place workforce, whatever role you do in the organisation, your contribution is enormous and you always give over 110%. I am always humbled by your commitment and determination to keep our vulnerable clients safe. We have lost some long-term staff this year, which is always difficult, but we have also managed to recruit some great new team members which brings more diversity and fresh ideas into the team

Jayne Clowes

Jayne Clowes
Chief Executive Officer

2023-2024 MAJOR ACHIEVEMENTS

CORE AND CLUSTER MAITLAND

The Development Application has been approved and an application for the construction certificate has been lodged with Maitland City Council. Construction is anticipated to commence in September 2024 and completion date for the project estimated to be July to August 2025.

HEARING SUPPORT PILOT PROGRAM FUNDING EXTENSION

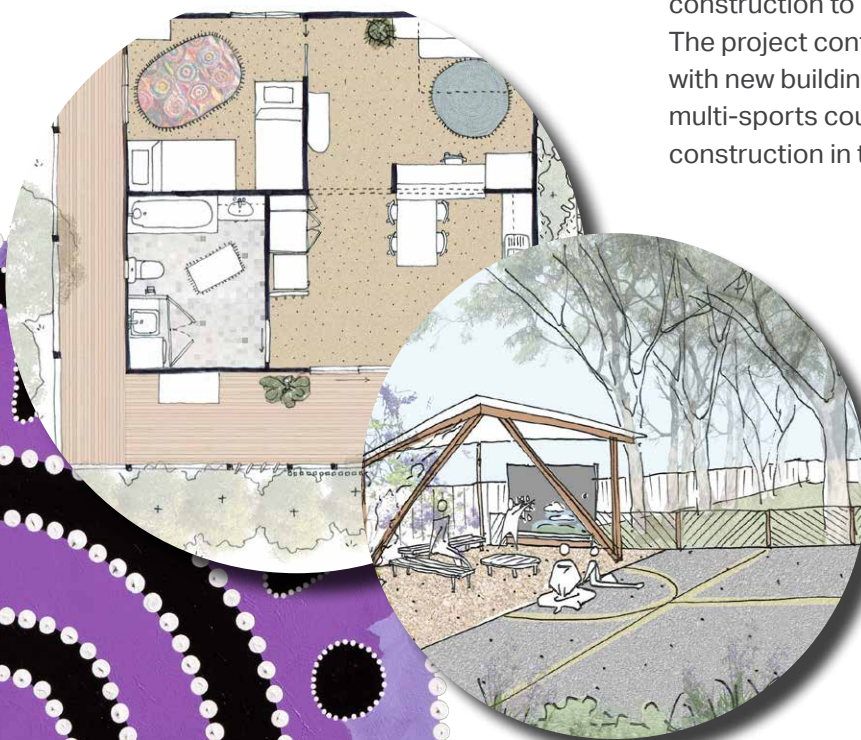
Carrie's Place received an extension to the funding provided by Legal Aid for the Women's Domestic Violence Court Advocacy Services Hearing Support Pilot Program to 30 June 2025. The success of the program is demonstrated by the increased number of women attending court hearing days which has led to more positive results for clients and improved police prosecutor outcomes.

UPPER HUNTER STAYING HOME LEAVING VIOLENCE (SHLV) PROGRAM

Carrie's Place has delivered the SHLV Program in the Upper Hunter for the second year and exceeded our funding targets for client case management. We have continued to build on existing partnerships and engage with new partners, including a forum to increase the knowledge of services and receive feedback for continuous improvement. In the coming year the program will focus on reaching the more rural and remote communities in the area, including attending Scone court and running groupwork programs for women and young people around healthy relationships and behaviours.

REFUGE DEMOUNTABLE REFURBISHMENT

This project is still in progress as work was required to make the building accessible for people with disabilities prior to construction approval. At the end of the financial year the project was well on track for construction to be completed by December 2024. The project continues to be managed by Out(fit) with new building partner, Struktura Group. The multi-sports court and teen retreat will commence construction in the near future.



BRUSH WITH KINDNESS

Our women and children's refuge received a much-needed lift with the bedrooms given a fresh coat of paint. Habitat for Humanity coordinated this as part of their Brush with Kindness program.

The work was undertaken over three days with two teams of volunteers from the Newcastle Permanent Building Society and one day with Net Modular. These organisations funded the project with paint donated by Dulux.



2023-2024 MAJOR ACHIEVEMENTS

MAITLAND ASSERTIVE OUTREACH

Carrie's Place have been attending MUNCH, a service delivered by Maitland Uniting Church that provides meals to people who are homeless or in need, twice per week. Carrie's Place services are funded by community donations and fundraising efforts. We are working towards providing laundry facilities onsite.



KURRI KURRI OUTREACH

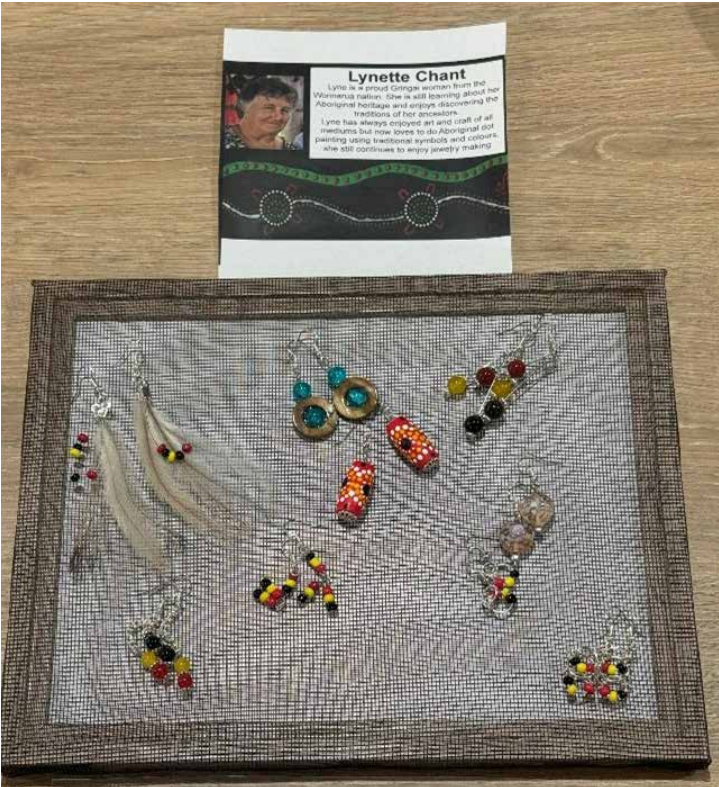
Carrie's Place have been attending Kurri Kurri Community Centre on days that emergency relief food packages are provided to people in need. Staff have built good relationships with volunteers and staff at the centre. We have been providing education about Homelessness and DV whilst providing outreach services so that staff and volunteers can provide support on the days that Carrie's Place staff are not onsite. Staff have provided TICA checks to ascertain if clients have been placed on the list which can be a barrier to securing a property in the private rental market. They have also provided referrals to other services.

WELLBEING SISTAS GROUP

In 2024, Carrie's Place entered a Memorandum of Understanding with Kiray Putjung Aboriginal Corporation to support their commitment to Aboriginal and Torres Strait Islander women facing challenges such as domestic violence, mental health, homelessness and isolation. Our Aboriginal Focus Worker, in collaboration with the Chair of Kiray Putjung Aboriginal Corporation, provides a weekly support service to the Wellbeing Sistas Group, formally known as Wellbeing Warriors. Programs such as these are vital for recovery and healing after domestic violence and other trauma events. For diverse groups, reconnecting with cultural identity also significantly impacts positive mental health outcomes.



WELLBEING SISTAS GROUP



2023-2024 MAJOR ACHIEVEMENTS

Successful Grants



East Maitland Bowling Club Club Grant (\$2,500)

East Maitland Bowling Club supported Carrie's Place to purchase a number of electronic computer tablets with stylus pens for the Community Hub enabling Carrie's Place staff to conduct paperless interviews with clients and automate workflows and referrals to partner organisations.



Foundation for Rural Regional Renewal (FRRR) - Strengthening Rural Communities Program (\$9,860)

Carrie's Place were awarded funds for groupwork to facilitate healing and recovery from domestic and family violence exacerbated by the COVID-19 pandemic. The funds were to reconnect clients, reduce social isolation and foster resilience through therapeutic wellbeing sessions for women.



APA Group - Kurri Kurri Lateral Pipeline Project Community Grants Program (\$4,925.75)

Carrie's Place were able to use these funds to support clients to take part in professional development training, as well as facilitate therapeutic and wellbeing groupwork sessions for clients.



Maitland City Council - Annual Community Grant (\$4,000)

Carrie's Place were awarded funds towards the upgrade of security cameras to our Maitland-based Supported Temporary Accommodation and Refuge sites. The installation of these devices ensures additional security measures for Carrie's Place clients temporarily residing in these facilities.



Glencore - Hunter Valley Operations (HVO) Community Grant (\$5,000)

Funds were used to support the purchase of new whitegoods and appliances. Specifically a fridge, heat-pump and basic kitchen appliances including an air-fryer and microwave for our Supported Temporary Accommodation site.



Nous Group - Community Partnership Scheme (\$45,000)

The Nous Group, an international management consultancy, completed a project totaling an investment of \$60,000 (\$45,000 awarded from the Nous Group and a \$15,000 contribution from Carrie's Place), to conduct a high-level social venture feasibility study of a proposed organisation coffee van social enterprise. Carrie's Place worked with the Nous Group for a period of three months and were delivered the results of a market and environmental scan, feasibility report and financial models and considerations for implementation of the venture.



Commonwealth Bank

CommBank Staff Foundation Community Grant

(\$10,000)

Jenny Jackson, a local resident and employee of CommBank, nominated Carrie's Place for its 2023 grant round in which we were successful and awarded the funds to facilitate groupwork for clients across Cessnock, Maitland and the Singleton areas. The groupwork programs delivered included Shark Cage, Circle of Security Parenting program and Black Box parenting.



The Mutual Bank - Sponsorship Request

(\$4,000)

The Mutual Bank supported Carrie's Place through sponsorship to purchase a number of electronic computer tablets with stylus pens for the Community Hub to enable Carrie's Place staff to conduct paperless assessment information gathering with clients and enable automated workflows and referrals to partner organisations.



NSW Premier's Department - Local Small Commitments Allocation

(\$11,000)

Carrie's Place was able to supply and install the remaining security cameras at the refuge accommodation site. Door locks were also upgraded to the rear entry door of the Carrie's Place head office which included a card reader and intercom for additional security for staff and clients.



CommBank Grant



HVO Grant



Mutual Bank - 2024 Golf Day



Rotary Club Maitland

GROUPWORK

Throughout 2023-2024, Carrie's Place worked collaboratively with several partner organisations to deliver a range of group programs.

These programs sought to increase community connectedness, improve mental health outcomes, educate participants about the complex dynamics of domestic and family violence and inform them about their rights as a tenant and as a human being. In total, 91 participants were involved in Carrie's Place groupwork activities during the past year.

91

participants were involved in Carrie's Place groupwork activities during the past year.

IN-HOUSE FACILITATED PROGRAMS

Shark Cage

Created by psychologist, Ursula Benstead, Shark Cage® is an eight-week program that explores the common types of abuse that women experience and how this abuse is a violation of human rights.

Shark Cage aims to increase a participant's knowledge of healthy and unhealthy relationships, their capacity to set boundaries and develop their assertive communication skills.



“

THE PAST IS IN THE PAST,

I am here in the present,
And they can't hurt me now

”

“

HAVE FINALLY CUT CONTACT

and really holding
boundaries that I don't think I
could have done without the help
from you both (facilitators)
and the program

”



GROUPWORK

IN-HOUSE FACILITATED PROGRAMS

Inner Strengths

Inner Strengths is a six-week program for women who have experienced domestic and family violence. It is an amalgamation of Shark Cage and a 2016 original program by Carrie's Place also entitled Inner Strengths. This program aims to help participants understand the impact of gender roles and stereotypes, the dynamics of domestic and family violence and the impact that this abuse has on their mental health and their children.

In 2023, Carrie's Place collaborated with Cessnock Family Support to deliver the Inner Strengths program. Participants indicated that they felt that their understanding about the cycle of violence, the different types of abuse, the impact it has on children and the services available to them had increased by completing the program. They also stated that "feeling safe within the group space" and "connecting with others" was the most enjoyable part of the program for them.

Wellbeing Sistas

Wellbeing Sistas aims to support Aboriginal and Torres Strait Island women to improve social connectedness and provide education about unhealthy relationships, tenant rights and parenting support. The group fosters community engagement and supports participants to reconnect with their cultural identity which positively impacts mental health and self-esteem and empowers them to access culturally safe community supports.

Wellbeing Sistas also acts as a creative outlet for the women with them participating in jewellery making and weaving throughout the duration of the program.



“
was a
great course.”





Rent It Keep It Program

Circle of Security

Based on Bowlby's attachment theory, Circle of Security proposes that attachment problems in infancy and early childhood increase the probability of emotional dysregulation and psychopathology later in life. As such, this six-week program aims to create lasting change in the relationship between a child and their caregiver through the formation of a secure attachment base.

In 2023 - 2024, Carrie's Place facilitated a Circle of Security group in partnership with Cessnock Family Support Service.

Participants had the following to say about the program:

- When asked what they enjoyed most about the group, one participant said, "learning about the circle and seeing that in everyday life."
- When asked what they enjoyed most about the group, another participant said, "learning positive strategies to improve my parenting" and felt that it "was a great course."
- All of the participants felt that they were listened to and better able to deal with the concerns that they sought help with.

Rent It Keep It

Rent It Keep It is a one-day program for people experiencing homelessness or whose tenancy is at risk. This program aims to help participants understand their rights and responsibilities as a tenant and connect them with other services, including real estate agents, public housing providers, tenancy advocates and financial counsellors.

In 2023-2024, Carrie's Place, in collaboration with Hume Housing, has presented the Rent It Keep It program to 41 participants.

GROUPWORK

OUTSOURCED GROUP PROGRAMS

Your Story is Your Superpower – Re-writing shame into strength and adversity into advocacy

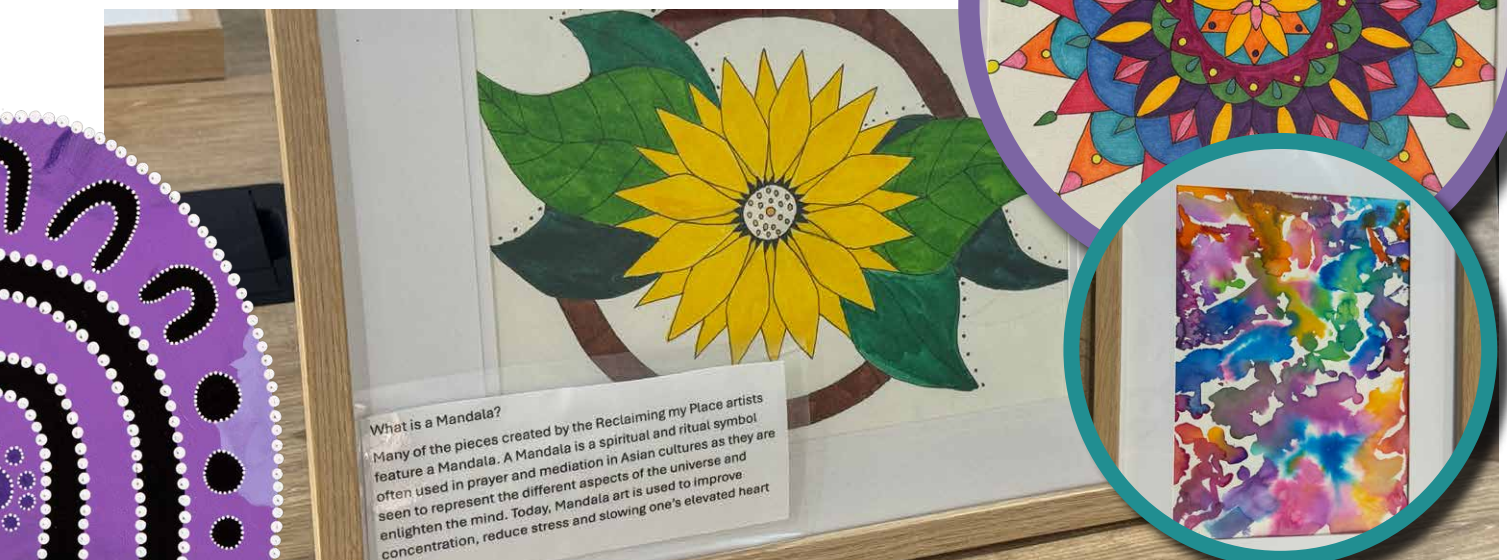
'Your Story is Your Superpower' is a four-hour workshop hosted by award-winning keynote speaker, author and domestic and family violence survivor and advocate, Jas Rawlinson. In this workshop, participants learn why the best stories come from 'imperfect' writers, understand how to balance vulnerability and self-care, create connections with other women and receive guidance from the facilitator to begin writing their story.

Carrie's Place clients and staff attended this workshop. Participants enjoyed the "intimate nature of the group" (small group of seven participants) and agreed that the activities undertaken during the workshop were helpful. The majority of participants indicated that their knowledge had increased because of the workshop and one participant noted that they had learnt "the importance of sharing with others and [acknowledged] what you can learn from other women."

Reclaiming My Place

Reclaiming My Place is an eight-week, arts-based program delivered by the University of Newcastle's Centre of Excellence for Equity in Higher Education (CEHEE) in collaboration with community-based services such as Carrie's Place. This program introduces women to different forms of art to help them build confidence and identify possibilities for further study. Reclaiming My Place is also unique in that it treats both workers and participants as 'artists,' thus removing the pre-existing power imbalance.

In 2024, CEHEE and Carrie's Place partnered to deliver Reclaiming My Place to the Maitland community. Both Carrie's Place staff and clients completed this program which creates safe, supportive spaces for gentle reflection where there is no agenda to 'fix' something in the participants, allows for positive learning/educational experiences, and exposes practitioners to new forms of practice.



Pathways To Empowerment

Created by the Zahra Foundation, Pathways to Empowerment is a nine-week program focused on connecting women to their community and providing educational opportunities to identify their skills, strengths, values and interests and apply this learning in accordance with their personal action plan. The program also hosts guest speakers from TAFE NSW and Dressed for Success and supports women to access a financial counsellor.

During this reporting period, three women completed the Pathways to Empowerment program.



GROUPWORK PARTNERS



**MAITLAND
FAMILY
SUPPORT**

Cessnock Family Support
Service Inc.

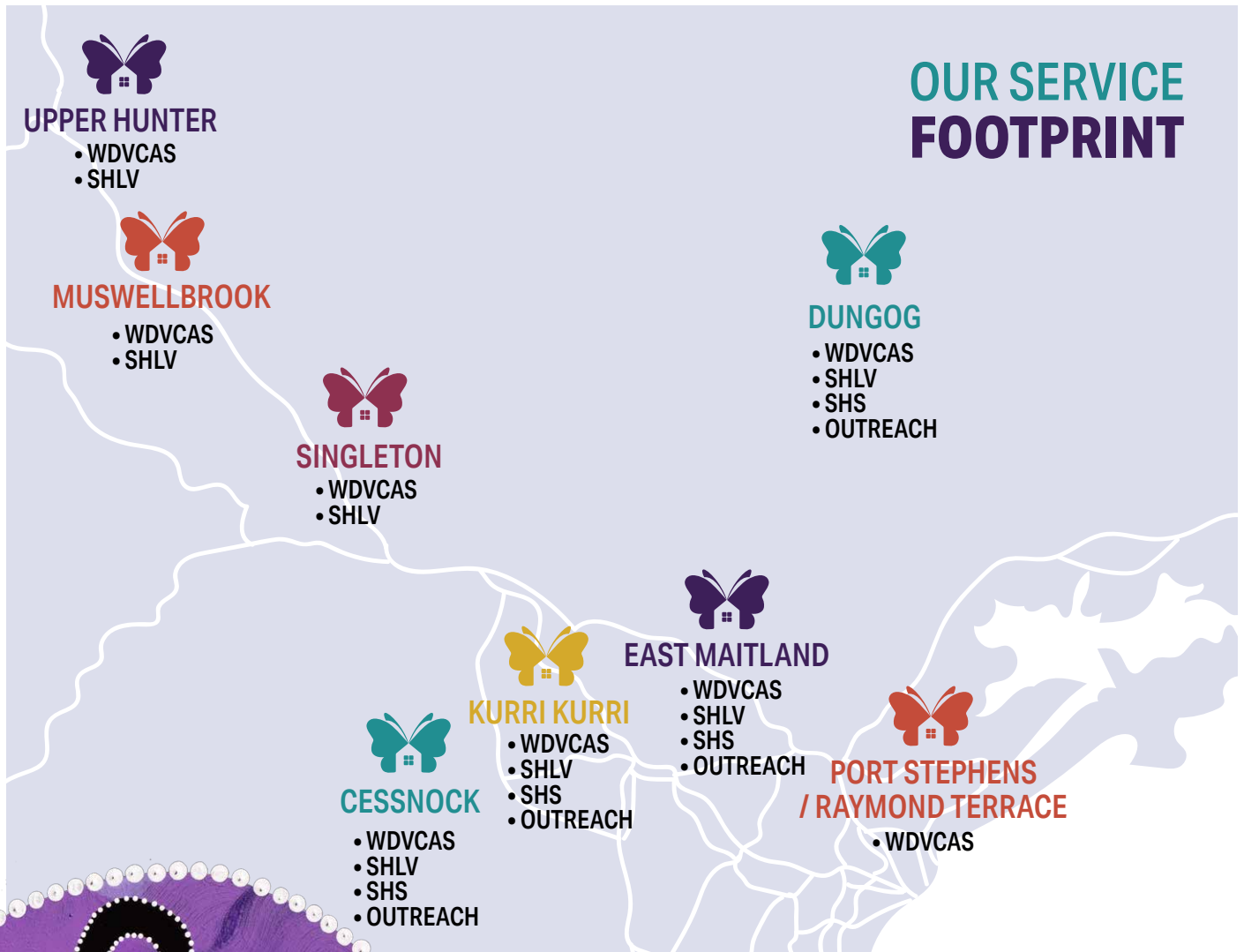


**Kiray Putjung
Aboriginal Corporation**



OUR REACH

OUR SERVICE FOOTPRINT



BROKERAGE

Brokerage funds are used within case management to enable clients to access a range of goods or services to meet their goals or to be safe. Carrie's Place funding sources often determine the types of goods or services that can be purchased or paid for from brokerage funds.

We rely on donations and other grant funding to enable us to support clients outside of these identified funded items. Carrie's Place clients were supported with over \$210K in brokerage to purchase household goods, cover removalist costs and provide essential services and goods during the past year.

Carrie's Place clients
were supported with over

\$210k
IN BROKERAGE



2023-2024 SPONSORS AND SUPPORTERS

Thank You

We would like to thank the many sponsors and supporters who have contributed to Carrie's Place and make special mention of the following organisations:



FUNDING PARTNERS



Communities
& Justice

Legal Aid
NEW SOUTH WALES

HOUSING PARTNERS

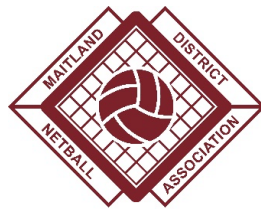


Home
in Place

Housing Plus



COMMUNITY SPORTING PARTNERSHIPS



SPONSORSHIPS - FINANCIAL, IN-KIND AND EVENTS



FUNDRAISERS, DONORS AND SUPPORTERS

Carrie's Place would like to acknowledge the many organisations that have supported our activities during the past year and would like to thank the **many individual donors and community members that donate funds and non-monetary items** to enable us to provide much needed support for our clients.

ABCARE Disability
Airds of Lochinvar
Aldi Maitland
All Saints College
Allambi Care
Allianz
APS Foundation
ARTC
Ashton Gardens
Aus Cycling
Bolwarra/Largs Rural Fire Brigades
Bernie's Bar Newcastle
Boydell's
Calvary Shared Services
Centrelink Cessnock
Cessnock City Council
Cleaner to your Door
CNC Child Family Health Nurses
CommBank
Daracon Group
Domayne
Double Take Café
Double Take Café
Dungog High School Library
East Coast Water Blasters
East Maitland Junior Rugby League
East Maitland Vet Clinic
Ezy Trail Campers
Flick Beresfield

Generate Church Singleton
Goldsprings
Habitat for Humanity
Happy Hookers
Hills Solicitors
Hinton Hornets
Hunter Power Projects
Hunter Region Show and Shine
Hunter Region Street Machine
Hunter River Dragon Boat Club
Hunter River High School
IGA
Jets Teddy Bear Toss Collection Day
John Hunter Hospital Outpatients
John Milburn (Musician)
Joplin Lawyers
KKLP
Kookaburra Korner
Kurri Early learning Centre
Kurri Kurri Community Centre
Linuwel School
Little Miracles Rutherford
Living Hope Church of Christ Maitland
Lochinvar Pet Motel
Lodge Hunter United
Mai Wel
Maitland Baptist Church Rutherford OOSH
Maitland BMX Club
Maitland Lower Hunter NDIS
Maitland Patchwork Quilters
Maitland Region Society of Artists
Maitland Seventh-day Adventist Church
Maitland Toyota
Margaret Johnson Foundation
Maxi Save Chemist
McEwan & Partners
MCG Quantity Surveyors
Montgomery Homes
My Plan Support Raymond Terrace
NDIS Connection
NET Modular
Net Modular
Niki Gee Pipe Lining & coating
North United Wolves Football Club

Northcott NDIS Service
Our Lady of Lodes Tarro
Paterson Public School
Pillow Talk Rutherford
Pour House Maitland
Pre op Clinic
Prelude Australia
Premier Fitness
Pure Essence
RIZE Up
Rotary Club of East Maitland
Rotary Club of Greenhills Maitland
Rotary Club of Maitland Sunrise
Rutherford Technology High School
Rydges Hunter Valley
S.R. Horder Monumental Masons
SAS Newcastle
Sexton Bus Company
Shimmy Mob
Signature Gardens- Line Dancers
Singleton Mazda
Singleton Strikers
Snap Fitness
StEPS (Hunter New England Health)
Sunnyfield Disability Services
Tarro Meats
Teal Café
Tenambit Butchery
Tenambit Football Club
Tenambit Morpeth Probus
The North Rothbury Community
The Vintage Community
The Windsor Castle
Thornton Discount Pharmacy
Thornton Public School
Tranter Lawyers
Uniting Church East Maitland
Uniting Women
Walker Grange
Wallalong Preschool
Waratah Public School
Water Worx
Woolworths Maitland
Zonta District 24



Case Study

STAYING HOME LEAVING VIOLENCE PROGRAM

Tammy self-referred to Carrie's Place when she approached staff at a community event held in Muswellbrook and engaged in case management support for a period of six months. Through case management, Tammy was supported to pursue victim's compensation and escaping violence payment to assist her in establishing herself independently.

Working with her Case Manager, she was able to improve her knowledge of domestic family violence and was able then to make decisions and plan for her ongoing wellbeing. During this time Tammy decided to relocate from the home where she felt unsafe, reconnecting with her support systems interstate and she was supported to connect with interstate DFV services for her ongoing support.

SERVICES

Staying Home Leaving Violence Program

The Staying Home Leaving Violence (SHLV) program 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.

Clients are provided support in safety planning, including assessment of the safety of the home and upgrades where required to increase security, and up to two years of case management to support recovery from the impacts of domestic violence.

Highlights for the SHLV Team this year included clients speaking at the inaugural Carrie's Place International Women's Day event about their lived experience and how the groupwork programs have complemented the case management support received from our service. Another highlight included a client sharing her story with the NSW Governor General when she visited Carrie's Place.

In establishing and operating the SHLV program in the Upper Hunter region, the Carrie's Place team has met with Upper Hunter Community Services and the Hunter Park Family Centre at Muswellbrook to share what SHLV can offer to local clients and to learn more about the other services available for clients in the local area. The SHLV team also attended the Muswellbrook Picnic in the Park to provide community members with resources, information and education around domestic violence. Outreach initiatives in the Singleton area are also continuing to support the local community.

The SHLV team have continued to work on engaging clients and keeping waiting lists low. The team have brainstormed ideas and implemented innovative, pro-active initiatives, including sending check-in texts to clients on the waiting list, referring clients to tenancy support if this is needed and trying, where possible, to complete initial appointments in person to encourage engagement.

757 SHLV REFERRALS

SHLV STATISTICS

Maitland, Cessnock, Dungog, Singleton

- 671 referrals
- 337 women provided with support
- 176 children also listed as clients
- 323 children associated with the adult client (in addition to those listed as clients)
- 25% Aboriginal and/or Torres Strait Islander clients
- 6.5% CALD clients

Upper Hunter

- 86 referrals
- 35 women provided with support
- 40 children also listed as clients
- 50 children associated with the adult client (in addition to those listed as clients)
- 34.5% Aboriginal and/or Torres Strait Islander
- 5% CALD

There has been a steady growth of referral numbers in all geographical areas where the SHLV program is supporting women and providing services. We have also seen a significant increase in the level of risk with the clients coming through, and an increased number of women who are seeking support to plan escape/exit. Some examples of the high risk and good outcomes achieved by the SHLV program include:

Carol who was supported through Family Law and Criminal Court proceedings. At her final case management appointment Carol advised that she has secured employment with the Department of Education and is now exercising and is going to begin salsa dancing. Carol scored 5 for the four questions of the Outcome Rating Scale (ORS)* and shared with her Case Manager how good she was feeling.

** The Outcome Rating Scale (ORS) includes questions about client wellbeing and relationships and is undertaken periodically throughout the support period to demonstrate their recovery progress.*

Kaylene is 75 years old with spinal injuries and osteoporosis. She also sustained a hip injury due to domestic violence perpetrated by her son which required a hip replacement. Her hip and mobility continue to impact her life. Kaylene's son incurred fines upwards of \$5,000 when he used her motor vehicle without her consent and she was very anxious about these fines. Kaylene's Case Manager advocated with Services NSW and had these fines expunged.

Rhonda was with the perpetrator when she initially engaged with Carrie's Place, requiring support with an exit strategy. Rhonda successfully left the perpetrator and secured a private rental.

Layla self-referred and required support and assistance with a carefully planned exit strategy. Layla's Case Manager provided support and a successful and carefully planned exit strategy was prepared.



SERVICES

Specialist Homelessness Services Program

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

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

MAIN PRESENTING REASON

- Financial difficulties has almost doubled in frequency from 4.8% last FY to 8.4% this FY; and quadrupled from the prior FY (1.9% in FY21-22).
- Housing affordability stress has risen from 6.2% last FY to 9.8% this FY.
- Domestic and Family Violence has remained relatively steady at 20.6% last FY and 19.8% this FY, and 19.3% in FY 21-22; however relationship / family breakdown has doubled from 1.1% last FY to 2% this FY.
- 41.8% of support periods were closed due to clients' immediate needs / case management goals being met whereas last FY this was the case for 36.9% of support periods. Over the last three years there has been a steady but small increase in the number of clients being closed due to being referred to another SHS FY21-22 was 8.4%, FY 22-23 was 9% and this FY was 10.2% .

FINANCIAL DIFFICULTIES
HAS ALMOST
DOUBLED

HOUSING
AFFORDABILITY
STRESS HAS
RISEN TO 9.8%



SPECIALIST HOMELESSNESS SERVICE STATISTICS

- 642 total clients case managed (decrease of 9.5% from last financial year due to staff shortage)
- 425 new referrals
- 29.3% Aboriginal and/or Torres Strait Islander
- 3% Culturally and Linguistically Diverse (CALD)
- 58.9% families
- 7.3% couples without children
- 32.2% lone people
- 10.9% young people
- 27 clients had been in a psychiatric facility in last 12 months
- 67 clients had been in hospital (excluding psychiatric) in last 12 months
- 4 clients had been in a disability support facility in the last 12 months
- 13 clients had been in a rehabilitation facility in last 12 months
- 25 clients had been in an adult correctional facility in last 12 months

A number of clients had been in psychiatric, rehabilitation or correctional facilities in the week prior to presenting to Carrie's Place for assistance, demonstrating the complexity of issues that clients needing accommodation are experiencing.

- 9% of clients had not had a permanent address in over a year
- 160 clients had been sleeping rough or in non-conventional accommodation at some point in the month prior or during the period that Carrie's Place was working with them

Almost one quarter (24.8%) of clients had a support period of longer than 14 weeks (similar to last year where 27.9% of clients formed this group) whilst the majority of clients (43.1% had a support period of greater than 2 weeks up to 14 weeks. This group increased from the previous year percentage of 31.1%. One quarter (25.1%) of clients had a support period of 1–7 days. Based on these statistics it can be seen that Carrie's Place has had a reduced number of clients being able to have their service needs met within 7 days, and more clients requiring greater than 2 weeks (and up to 14 weeks) of case management. Overall, the average length of support periods has increased from 91.4 days last financial year to 99.8 days this financial year. This has grown substantially from FY 2021-22 when it was 70.9 days. Carrie's Place was unable to assist 745 individual people.



SERVICES

Accommodation

SUPPORTED TEMPORARY ACCOMMODATION (STA)

In partnership with Hume Housing, Carrie's Place provides accommodation and case management for people accessing temporary accommodation. Clients are able to access intensive case management to resolve their homelessness whilst being safely housed. The majority of clients transition from temporary accommodation into the private rental market, Carrie's Place refuge or other medium-term accommodation.



CARRIE'S PLACE REFUGE

Our Women and Children's Refuge provided accommodation for 16 families, including 32 children and 8 single women. Of these, 8 families, 16 children and 3 single women identified as Aboriginal, and 1 family and 2 single women identified as CALD. Whilst at the Refuge the residents receive intensive support to address their medium to long-term housing needs and support to address barriers to achieving this. Staff provide support with parenting and living skills whilst at the Refuge and have facilitated cooking and after school programs to promote independence.

DOMESTIC VIOLENCE RESPONSE ENHANCEMENT (DVRE) ACCOMMODATION

Carrie's Place are funded to provide short-term crisis accommodation for women and children experiencing domestic violence, whilst the family work intensively with our specialist workers to secure long-term housing.

Through partnerships with East Maitland Bowling Club, Home in Place, the Sisters of Saint Joseph of the Sacred Heart, the Bloomfield Group and a private owner, Carrie's Place has been able to utilise seven properties for crisis accommodation during the past year.



OUR REFUGE PROVIDED ACCOMMODATION FOR

16

FAMILIES

CARRIE'S PLACE IN NUMBERS

Staying Home Leaving Violence **STATISTICS**

**MAITLAND
CESSNOCK
DUNGOG
SINGLETON**



337

Number of women provided with support:
11% increase from last FY

176

Number of **CHILDREN** also listed as clients

323

Number of **CHILDREN** associated with the adult client

Does not include the 176 children above

SHLV had an allocated key worker for



**UPPER
HUNTER**

Number of **INCOMING REFERRALS**

86

(This is more than **DOUBLE** last year – 2.7 times as many)

Number of women provided with support

35

Number of **CHILDREN** also listed as clients

40

Number of **CHILDREN** associated with the adult client

50

Does not include the 40 children above

SHLV

had an allocated key worker for **55 CLIENTS** of whom:

5% Culturally and Linguistically Diverse (CALD)

34.5% Aboriginal and/or Torres Strait Islander

167

WOMEN ATTENDED PROSECUTOR CLINICS

• **23 Prosecutor Clinics**

conducted across 5 areas
Raymond Terrace, Cessnock, Singleton, Maitland and Muswellbrook.

• **434 women** supported by Hunter Valley DVCAS at court.

Hunter Valley DVCAS Hearing Support **STATISTICS**

DVCAS SAMs referral statistics
TOTAL 1 JULY 2023 - JUNE 2024

SAM Site	Serious Threat	Threat	Grand Total
Hunter Valley Female	361	1947	2308
Port Stephens-Hunter Female	646	3060	3706

Specialist Homelessness Service **STATISTICS**

People with Support Period current in FY

425

642

9.5% decrease

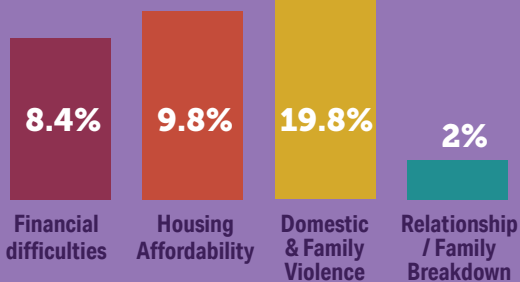
from last FY – positions in the team not filled due to WC

Number of individual unassisted people
745

People who had a Support Period opened in last FY (ie new referrals)

Total Brokerage paid to client:
\$64,884.76

REASON FOR PEOPLE SEEKING ASSISTANCE



FINANCIAL DIFFICULTIES has almost doubled in frequency from 4.8% last FY to 8.4% this FY and quadrupled from the FY prior (1.9% in FY21-22) **HOUSING AFFORDABILITY STRESS** has risen from 6.2% last FY to 9.8% this FY (this has yo-yo'd a bit being at 7.3% in FY 21-22 but is at its highest this year). **DOMESTIC & FAMILY VIOLENCE** has remained relatively steady at 20.6% last FY and 19.8% this FY and 19.3% in FY 21-22 however **RELATIONSHIP / FAMILY BREAKDOWN** has doubled from 1.1% last FY to 2% this FY (it was 2% in FY21-22 also).



had a support period of longer than 14 weeks

43.1% of clients had a support period of greater than 2 weeks to 14 weeks

One quarter (25.1%) of clients had a support period of 1-7 days

We have had a reduced number of clients being able to be provided a service to meet their needs within the 7 days, and more clients needing more than 2 weeks and up to 14 weeks of case management.

The average length of support periods has increased from 91.4 days last FY to 99.8 days this FY and grown substantially from FY 2021-22 when it was 70.9.

COMPLEXITY OF ISSUES

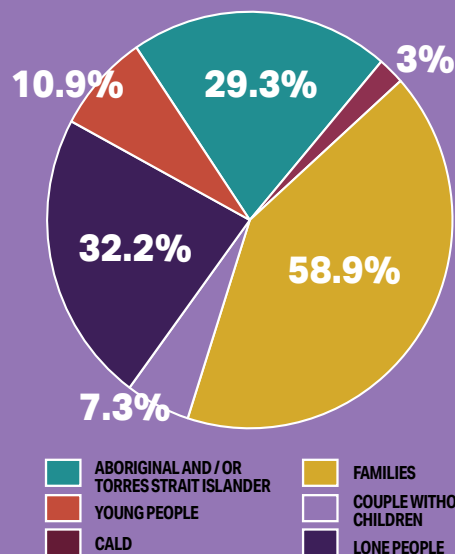
Impacting clients needing accommodation.

- 27** clients had been in a psychiatric facility in last 12 months
- 67** had been in hospital (excluding psychiatric) in last 12 months
- 4** had been in a disability support facility
- 13** in a rehabilitation facility in last 12 months
- 25** clients had been in a adult correctional facility in last 12 months.

IN THE WEEK PRIOR TO PRESENTING

- 2** clients had been in a psychiatric facility
- 2** clients had been in a correctional facility
- 2** clients had been in a rehabilitation facility

CLIENT PROFILE 23-24



DVCAS PHN GP Pilot Program **STATISTICS**

Total referrals for both portals:
6014

- **19 formal practice visits** and 30 informal drop-ins conducted.
- **41 referrals** received across the Port Stephens/ Hunter Valley areas.

SERVICES

Assertive Outreach

MAITLAND MUNCH OUTREACH SERVICE

MUNCH is a free food service operating in Maitland that provides a two-course dinner service, catering for up to 80 people from Maitland and surrounding areas twice per week. Carrie's Place staff attend this service on a weekly basis and provide material aid including toiletries, dry store food, blankets, clothes, and other items for attendees to take as they need.

Carrie's Place staff have distributed swags to people who are rough sleeping and assisted people to apply for housing and other support that they have not previously been aware of

Attendees have the opportunity to chat with Carrie's Place staff and seek information and advice about supports and services in the area. They can also request to meet with Carrie's Place staff on an individual basis to have a more in-depth discussion about their support needs. Those who meet Carrie's Place service criteria are triaged via our regular intake process.

For attendees who do not qualify for support from Carrie's Place, information is provided to them to assist them in connecting with appropriate support services. Attendees may also be referred to other services by our Intake team.

Carrie's Place staff also assist during food service at this community outreach activity, providing a great opportunity to build community relationships and spark conversation. Over the last twelve months Carrie's Place staff have attended MUNCH 76 times for approximately 1.5 hours each time. This outreach activity was made possible from a golf fundraising day conducted by Stuart and Dunn.



Case Study

MUNCH

John is an elderly gentleman with possible dementia. He is a UK citizen and has been in Australia and living in a hotel for many years. Carrie's Place staff first met John at MUNCH where they referred him to our SHS Outreach Team for case management due to his declining health and mental health concerns. Whilst supporting John, he was found to be hoarding items in his hotel and required financial support due to issues with his UK pension being reduced, meaning he could no longer afford rent at his hotel.

One of our Carrie's Place Case Manager's has done a brilliant job connecting him to a free agency that allows non-Australian residents to return home at no charge to them. Carrie's Place has also supported John to clean out his room and donate items back to the MUNCH Program. Our Case Manager is currently working with Hope Church to get John connected with a UK Church who can support John on his return home to the UK.

DUNGOG OUTREACH SERVICE

Carrie's Place attends Dungog on a fortnightly basis to provide specialist homelessness support to clients who may not be able to access supports due to distance.

Our staff member is based at Dungog Hospital and also attends the Dungog Community Centre and Dungog Showground to connect with potential clients, particularly those who are sleeping rough.

Carrie's Place staff provide information and advice, advocacy, and case management support to clients in this region, as well as keeping local community contacts up to date with information on other available supports.

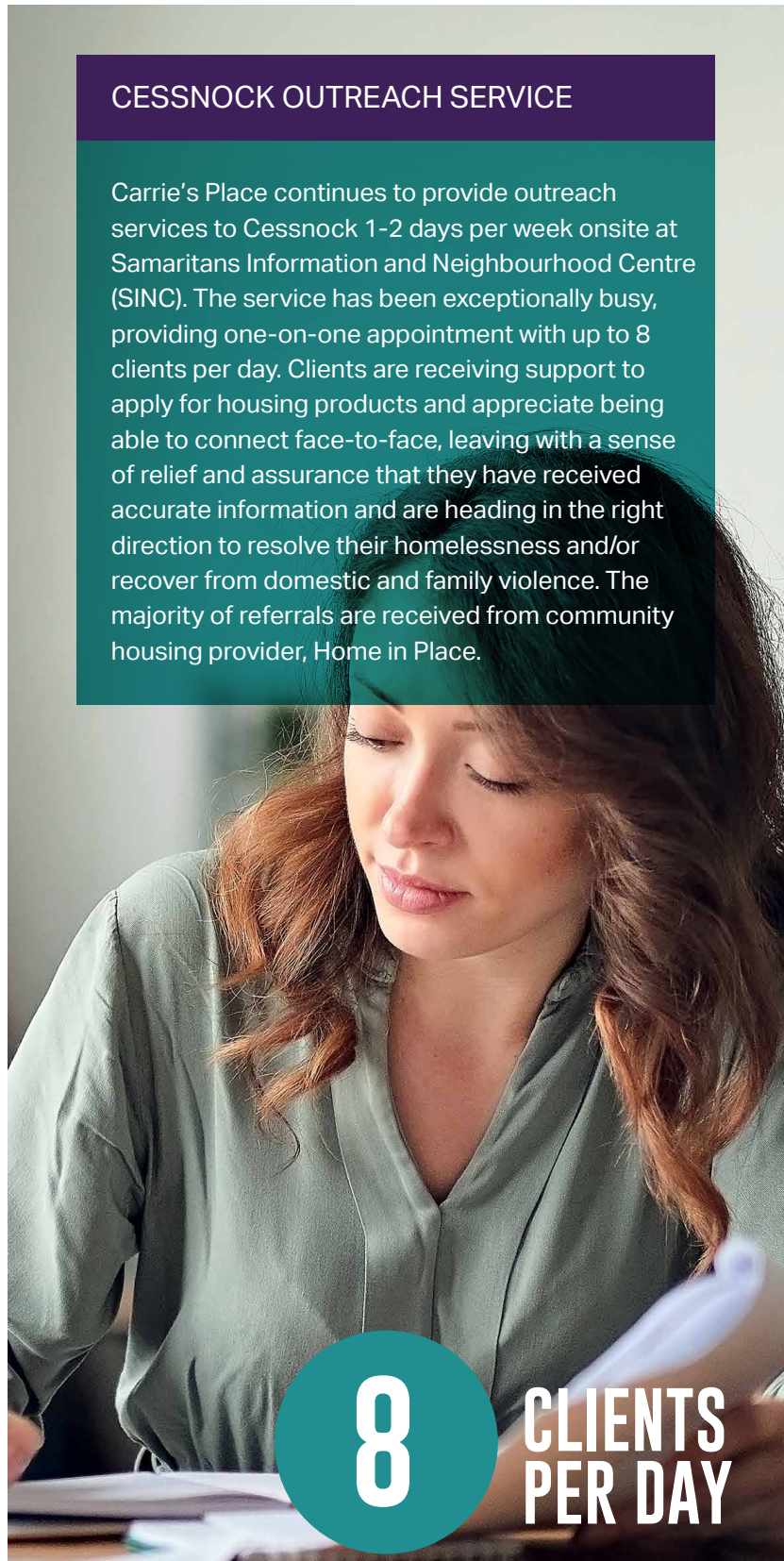
Carrie's place has a Domestic Violence Response Enhancement (DVRE) property in Dungog which is a short-term transitional property to assist women and children escaping domestic violence. We work closely with families in our DVRE property to ensure they are in a safe environment for them to start to rebuild their lives.

This year Carrie's Place has built great connections within the Dungog community including Dungog Community Centre, Dungog Shire Council, Dungog Hospital, Dungog Show Committee, Dungog SES and Home in Place. Our Carrie's Place staff member joined with some of these organisations to organise a NAIDOC event for the Dungog community.

We work closely with families in our DVRE property to ensure they are in a safe environment for them to start to rebuild their lives.

CESSNOCK OUTREACH SERVICE

Carrie's Place continues to provide outreach services to Cessnock 1-2 days per week onsite at Samaritans Information and Neighbourhood Centre (SINC). The service has been exceptionally busy, providing one-on-one appointment with up to 8 clients per day. Clients are receiving support to apply for housing products and appreciate being able to connect face-to-face, leaving with a sense of relief and assurance that they have received accurate information and are heading in the right direction to resolve their homelessness and/or recover from domestic and family violence. The majority of referrals are received from community housing provider, Home in Place.



SERVICES

Women's Domestic Violence Court Advocacy Services

The Women's Domestic Violence Court Advocacy Service (WDVCAS) at Carrie's Place provides services across the Hunter Valley and Port Stephens regions, including co-ordination of regular Safety Action Meetings (SAMs) which are attended by key government and non-government services, to share information and develop safety action plans to mitigate threats to clients.

Carrie's Place WDVCAS team members attended the WDVCA Forum which was held in Sydney in June. The forum presented stimulating panel discussion on topics such as children as victim-survivors, best practice in the courts, GPs and DFV, and inviting men into the conversation and provided an opportunity for attendees to hear from impactful lived experience advocates.

WDVCAS case management provides a wide range of supports to clients, including:

- Addressing immediate needs.
- Providing brokerage.
- Support throughout the court process.
- Addressing legal needs (criminal and/or family law).
- Advocating for clients with police, DCJ, the courts, and Corrections.
- Addressing housing needs including emergency accommodation, debts and arrears, relocation support, and advocacy with private and social housing.
- Connecting to a wide range of other services and supports which meets the client's needs.
- Sourcing grants, scholarships and subsidies applicable for clients.
- Completing Victims Services and Escaping Violence Payment applications.
- Providing transport.
- Sourcing counselling and connecting clients with other emotional support and wellbeing options.
- Connecting identified clients with Aboriginal case workers and culturally safe supports.
- Working with CALD clients; supporting them with Visa and immigration needs.
- Groupwork.
- Improving client understanding of domestic and family violence via educational literature and offering DFV specific workshops in-house and in partnership with other services. Childcare needs are also catered for during most of our groupwork terms.
- Increasing feelings of safety through safety planning and safety upgrades.
- Increasing general wellbeing by supporting clients to escape from and/or address their experience of DFV.
- Linking clients via referrals to additional services to ensure ongoing support in the wider community.
- Empowering clients to have self-determination/ agency to support clients to make meaningful and sustainable changes that create a sense of renewed hope and safe futures free of domestic family violence.

Case study

WDVCAS

**Jenny was referred for case management from a DFV Specialist Worker following referrals made to the service by NSW Police in December 2023. Jenny stated that she had experienced 5 years of unreported psychological, emotional and physical abuse perpetrated by her husband, and was concerned that his behaviours were escalating. The DFV specialist completed some initial safety planning with Jenny. Jenny decided that she would like to flee the home and exit the relationship, and a referral was made to WDVCAS case management for further support around this.*

In the lead up to her exit, Jenny's WDVCAS Case Manager contacted the local police and the Domestic Violence Liaison Officer and developed additional safety plans, numbers and words to be shared with her safe family and friends.

With the support of her Case Manager, Jenny successfully obtained a rental property for her and her three children. Jenny was also supported with applications for Start Safely, Escaping Violence Program, Victims' Services Counselling and the Immediate Needs Support Package payment for security upgrades, and to make further reports to the police. From these further reports, an interim AVO was granted to protect Jenny and her children.

Shortly after her exit, a referral was made for Jenny to have a free family law session to arrange future mediation. Meanwhile, Carrie's Place case management sought a local charity service to provide new clothes, bedding, and school supplies for Jenny's 3 children, as well as other small household items and toys / activities for the children.

Jenny's three young children have complex disabilities that often leave Jenny out of pocket for specialist appointments. An increase in challenging behaviours from Jenny's children following the separation was experienced, with one child being diagnosed with PTSD because of the domestic and family violence. Ongoing regular face-to-face counselling for Jenny and her children, funded by the Victim's Services Counselling scheme has been beneficial to the family, however, there have been two occasions when Jenny has been out of pocket to pay for paediatric appointments and medication, due to the severity of her child's complex PTSD. Jenny's Case Manager was able to secure brokerage on these occasions and pay rent directly to Jenny's Real Estate so that Jenny could seek the support needed for her child, and not fall behind in the rent.

Jenny will be supported by her Case Manager and hearing support in September 2024 for the court hearing with her ex-partner, and Jenny may be ready to engage in psychosocial education group (eg. Shark Cage). Once finalised, her Carrie's Place case management file will be closed with all goals being met.

SERVICES

Women's Domestic Violence Court Advocacy Services

CASE MANAGEMENT

The Hunter Valley WDV CAS case management team currently has 2 full-time Case Managers and 1 part-time Case Manager, and continue to remain flexible in their service delivery, which includes home visits and meetings with clients at locations which best suit them.

Safety is a core consideration before and during any home visit. Our practice when allowable is to send two case workers to the first home visit to undertake a home safety assessment. Over the reporting period, case workers have met with clients in their home, in the Carrie's Place office, at court, and in the community at cafes and public parks, and are often using organisation vehicles to transport clients to various appointments.

Our team continues to utilise a combination of risk screening, as well as the WorkSafe Guardian app which alerts management and/or police if the home visit goes over time with no response from the worker. Our team takes into consideration client safety, childcare needs, and clients' access to transport, to best suit their individual requirements.

ABORIGINAL FOCUS WORKER SUPPORT

Our Aboriginal Focus Worker (AFW) provides regular support to WDV CAS staff regarding engaging with Aboriginal and/or Torres Strait Islander clients. The AFW also provides guidance and support to those supporting clients at court. This is an ongoing support role and is undertaken both in person and via telephone.

The Carrie's Place AFW has commenced the Wellbeing Sistas Group in Cessnock in collaboration with Kiray Putjung Aboriginal Corporation. Discussions with Mindaribba Local Aboriginal Land Council are being undertaken to extend the Wellbeing Sistas Group to Maitland. The AFW will also be engaging with Buna Gugirri Local Aboriginal Land Council at Raymond Terrace to partner with them to further extend the group's footprint.



Case studies

WDVCAS

Carrie's Place Aboriginal Focus Worker (AFW) received a referral from a local Aboriginal service for Lyn who was needing court support. The AFW met with Lyn and identified other needs and liaised with the Aboriginal service and the client's NDIS provider to ensure all needs were met. Lyn was supported at court and the AFW liaised with the Officer in Charge (OIC) from out of area to set up an audio-visual link so that Lyn did not have to travel back to the area where she felt unsafe. Following resolution of the court matter, it was identified that Lyn would benefit from undertaking a course relating to safe relationships - modifications were required due to Lyn having a disability. The AFW liaised with the client's NDIS provider, support workers and other staff to ensure that Lyn could have one-on-one sessions to ensure she understood the content matter and felt safe and supported.

Michelle was referred to Carrie's Place AFW by a Legal Aid solicitor due to issues arising from a Family Law matter. The AFW provided general support and referred Michelle to a local Aboriginal women's support group. Michelle attended the group and engaged over a period of time before gaining the confidence to report ongoing abuse during her relationship, which included verbal, physical and sexual assaults. The AFW provided support to Michelle to report the abuse, attended court appearances, assisted with an application for Victims Services and referral for counselling. Michelle continues to engage with the AFW and has provided feedback about feeling safe for the first time in a very long time.

SERVICES

Hearing Support Pilot Program

The primary objectives of the Hearing Support Pilot Program are to:

- Improve victims' engagement with the court process.
- Reduce the stress and trauma for victims associated with the court process.
- Reduce the likelihood that victims may disengage from the court process.
- Help victims give accurate evidence when their matter goes to hearing.
- Help victims obtain ADVOs with appropriate conditions to ensure their safety.

Hearing Support clients are invited to attend the Police Prosecutor's Clinic in their area before their hearing day. Information is provided on the court process, with open discussion at the clinic prior to the hearing.

Carrie's Place provide additional support and referrals for clients in our local Court Safe Rooms. We support clients during the giving of evidence and advise of the hearing result if clients wish to leave immediately after giving evidence.

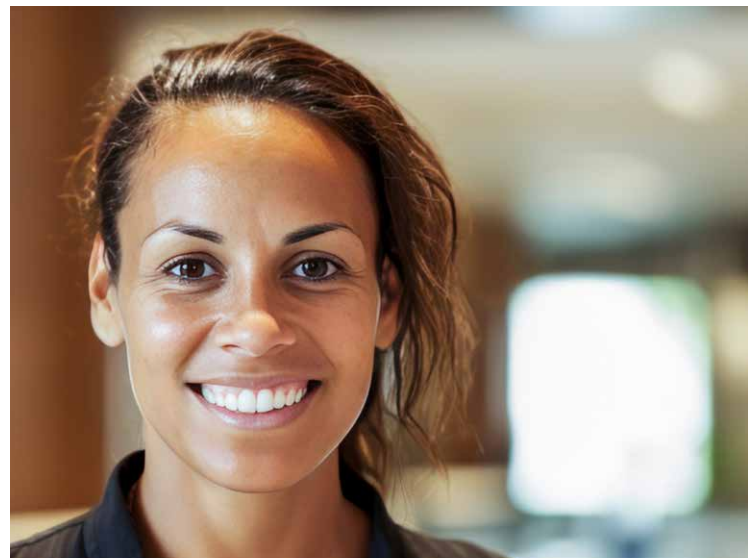
“...this service is amazing...”

Clients are appreciative of the information and support provided in this program -

“The service is amazing. Very thankful to have the service support me at court.”

“Appreciate the service. Without it I would have fled. Thank you.”

“Very supportive, helpful and made sure I was comfortable and safe.”



HEARING SUPPORT STATISTICS

- 23 Prosecutor Clinics conducted across 5 areas (Raymond Terrace, Cessnock, Singleton, Maitland and Muswellbrook).
- Total of 167 women attended Prosecutor Clinics.
- 434 women supported by Hunter Valley DVCAS at court.

Case study

HEARING SUPPORT PILOT PROGRAM

Carrie's Place were referred a client from the Officer in Charge (OIC) via email who had requested the support of Hearing Support workers to convince the client to attend court as she was reluctant to do so.

The client identified homelessness issues as her major concern at the time, rather than the court hearing. The client had taken active steps to pursue housing by applying for rentals and had linked in with Specialist Homeless Services. The client was couch surfing out of our service area. We were able to provide further information on crisis accommodation in her area and Link2home. It was agreed between Carrie's Place Hearing Support worker and the client, that weekly communication would continue to enable the Hearing Support worker to build rapport and give the client confidence to attend court.

On follow-up contact, the client advised that they were residing with a family member and it was noted that this was long term accommodation although the client was still wanting to find her own accommodation. The client remained reluctant to attend court on her hearing date and did not want to go ahead with the hearing. Carrie's Place provided information on the court process and what would happen on the day of her hearing. The client identified she had no transport to attend court and we were able to advise that Hearing Support would be able to provide transport to court. The client agreed to attend court and the OIC was advised in this regard. Hearing support received an email from the Newcastle Office of the Director of Public Prosecutions (DPP) who had carriage of this matter but did not have knowledge of the Cessnock Court. We were able to provide information on remote witness room and audio-visual facilities.

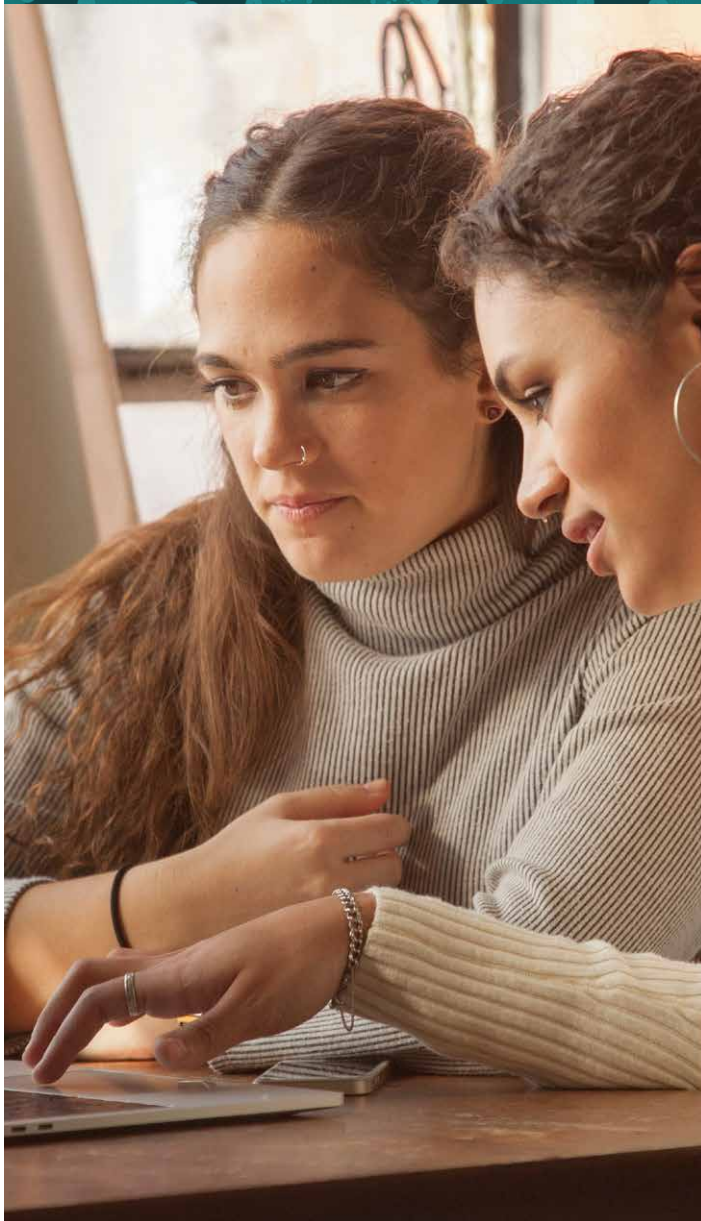
Collaboration between the OIC, DPP and Carrie's Place WHVDVCAS Hearing Support resulted in a client who is now wanting and willing to attend court and provide evidence.



434
women
supported
by Hunter Valley
DVCAS at court

SERVICES

Primary Health Network GP Pilot Program



As part of this pilot the Primary Health Network (PHN) and Women's Domestic Violence Court Advocacy Services employed specialist Domestic and Family Violence workers to provide GP doctors and their practice staff with:

- Access to accredited training on how to recognise and respond to patients experiencing domestic and family violence.
- A streamlined referral pathway to triage and comprehensively support patients.
- Support at secondary consultations with patients experiencing domestic and family violence.
- Confidential advice on alternative referral pathways.
- Assistance to develop and enhance practice policies and support.
- Upskilling of GP Doctors and practice staff to conduct risk assessments and safety planning with patients.

Funding for the PHN GP pilot program by Legal Aid has been extended for an additional two years until 30 June 2026.

PHN GP PILOT PROGRAM STATISTICS

- 19 formal practice visits and 30 informal drop-ins conducted.
- 41 referrals received across the Port Stephens/Hunter Valley areas.

41

REFERRALS

“...I DIDN'T
KNOW WHAT WAS
HAPPENING WAS
ABUSE UNTIL I
SPOKE TO THE DVCAS
WORKER...”

Case study

WDVCAS

Peter was identified as a perpetrator in an AVO application. However, when providing support, it was identified that they had been the subject of domestic violence from the person in need of protection (PINOP) as well (family member).

Support was provided to liaise with a solicitor to explain the ongoing domestic violence from various family members. The outcome was a report to police for several past incidents involving three different family members (including the PINOP) with evidence in the form of text messages, videos and witness statements.

Case management resulted in police applying for an ADVO for Peter against two family members as well as a cross ADVO with the PINOP. Further information provided about the incident led to the PINOP's application for an ADVO and resulted in the ADVO going to hearing. The client is at risk due to wanting a career in childcare which an ADVO will prevent from occurring. This case is not finalised.

SERVICES

Safety Action Meetings (SAMs)

Carrie's Place coordinates the fortnightly Safety Action Meetings (SAM) for the Hunter Valley and Port Stephens/Hunter Local Coordination Points. These meetings are attended by key government and non-government services to share information and develop safety action plans to mitigate threats.



Total referrals for both portals:
6014

SAMs referral statistics

Total 1 July 2013 - June 2024

SAM Site	Serious Threat	Threat	Grand Total
Hunter Valley Female	361	1947	2308
Port Stephens-Hunter Female	646	3060	3706

Case study

SAM

WDVCAS received a referral which was initially graded as "At Threat." The client's matter was upgraded to Serious Threat by a DFV Specialist worker after supporting the client at court. After some disclosures by the client, the DFV Specialist had significant concerns about the client, including a long history of unreported domestic violence. The client and the perpetrator shared one child together. This included significant physical abuse resulting in the client being hospitalised, as well as emotional and psychological harm and coercive control. Police had limited information as many of the incidents had gone unreported by the client.

During a regular SAM, additional information was received from NSW Health about concerns relating to the client's hospitalisations. The client had also disclosed multiple instances of strangulation and had received some medical follow-up. The client was on a community corrections order in relation to other matters and was required to report to her Community Corrections Officer. WDVCAS also received further information from the child's school and completed a mandatory report to child protection. The client was referred for support to Carrie's Place Staying Home Leaving Violence program and to Victims of Crime Assistance League (VOCAL) for counselling support. Extensive safety planning was completed with the client and a safety audit was conducted of the client's home. The client was kept on the agenda for further discussion at a subsequent SAM meeting.

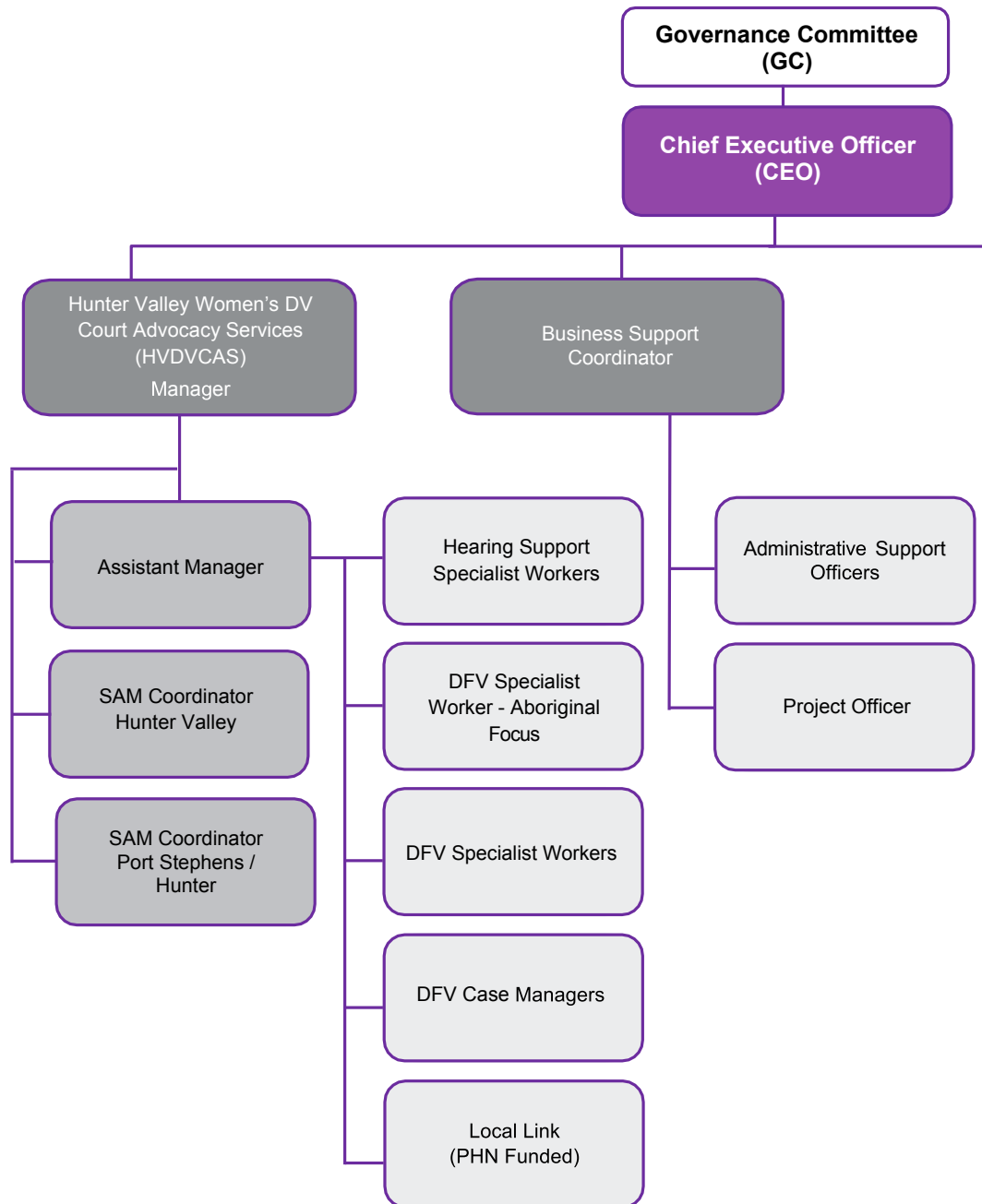
During the following SAM meeting it was discussed that with the wrap around support of multiple services, the client was supported to make a statement to police about what she had experienced. The client was met by her VOCAL worker following her appointment with Community Corrections, who took her to the police station to make a statement.

WDVCAS, VOCAL and SHLV will continue to work with the client as she navigates the court process in relation to new charges and ADVO matters in relation to the person of interest.

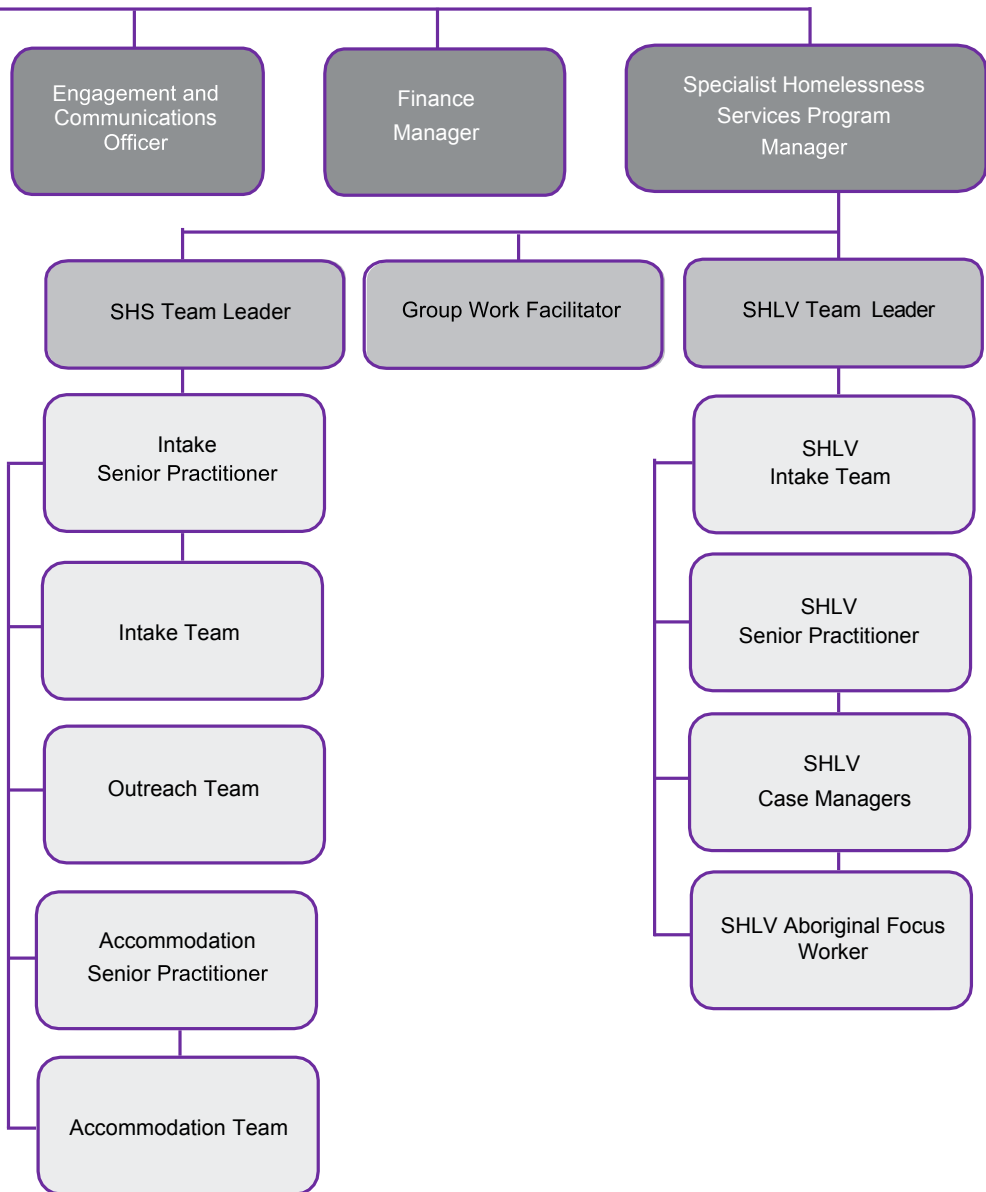
Following the client's statement to police, WDVCAS received a new referral for the client which was received as "Serious Threat." The client was contacted by the SAM Coordinator in relation to the new referral and safety planning was reinforced with the client. There was a noticeable difference in the way the client spoke about her circumstances over the phone – she sounded more confident and empowered to action her safety plans, to report to police if any further incidents were to occur, and to continue to work with the services. The client agreed to a follow-up call the following week and advised that there had been no further incidents over that weekend. The client also had plans to talk with her child's school about additional support that can be provided for her child's wellbeing. The client stated that she felt well supported by the services involved.



OUR TEAM



CARRIE'S PLACE Organisation Structure



EMPLOYEE GROWTH AND CAPACITY BUILDING

The staff team at Carrie's Place has increased to 51 employees as at 30 June 2024. The increase in staffing is a result of the growing needs of the community.

Our objective to deliver enhanced quality of service is a key theme of the Carrie's Place 2023-2026 strategic plan. We are focused on ensuring that the client is at the centre of everything we do and we provide inclusive and actionable feedback

mechanisms to enable continual quality improvement processes to be undertaken. We aim to deliver consistent, quality services to our clients and ensure our staff have the capability, processes and resources to undertake this work.

All team members are supported with effective career development, training and mentoring opportunities identified during the annual Professional Development Plan process. This enables employee growth through capacity building and allows team members to capitalise on new and potential career opportunities.



51
EMPLOYEES



VOLUNTEERS

Carrie's Place volunteers are an important part of the activities that the organisation provides. Last year Carrie's Place benefitted from more than 1,000 hours of volunteer service. In the lead up to Christmas 22 volunteers provided 96 hours of their time to assist Carrie's Place with the organisation of the Christmas Appeal donations.

Aside from assisting during peak periods, a dedicated team of four volunteers have undertaken various maintenance activities at our head office and accommodation sites, assisted with co-ordination of our community pantry, and collected donations and other items for distribution to Carrie's Place clients.



IT TAKES A TEAM

Carrie's Place continued this year, to grow the mindset of "it takes a village", championing 'a community response' focus for engagement, fundraising and communication activities. Simply, developing and promoting engagement activities that promoted a collective effort, to support Carrie's Place service delivery for those who are experiencing domestic and family violence and homelessness.

Carrie's Place continued to seek new partnerships and sponsorships, introduced innovative campaigns, events and appeals that provided meaningful connection to the community.

We modelled this approach on our value of 'teamwork' because together we have a bigger impact than individually. Our 'team approach' developed trust, inspired dedication, and had the community groups working as one forming positive connections.

With some amazing outcomes including increased 'cause' awareness, a spotlight was shone on the impacts that DFV and homelessness has had in the community.

Through our events, appeals and campaigns we:

- Increased community engagement.
- Undertook website improvements to increase visibility and access to fundraising.
- Strengthened our sponsorship approvals process.
- Improve outcomes and impact reporting.
- Delivered an annual calendar of events, that were in line with CP strategic direction and values of the organisation.



IN THE SPOTLIGHT



Housing Partner: First National Real Estate Maitland

An incredible and innovative partnership was born ten years ago with David Haggarty Real Estate and now continuing under First National Real Estate Maitland (FNRS). This special partnership removes barriers for those women and families who have escaped domestic violence and are homeless. By taking away the stigmas around DV, single women/ mothers, individuals accessing support services and those with a gap in rental history, FNRS help provide rapid service in sourcing safe and secure private rentals for women escaping DV. This partnership also builds capacity for those renting, with education and support, to sustain tenancies and avoid further homelessness.

In addition to this housing partnership, First National Real Estate have donated over \$40,000 to support Carrie's Place for example they have provided office equipment, hosted annual Teen Gift Card donation drives at Christmas, with over \$7,000 worth of cards donated last year. Words cannot express how valuable this relationship is to Carrie's Place and our clients.

10+

YEARS

OF SUPPORT



Housing Partner: Easts

Carrie's Place would like to specially acknowledge more than 10 years of incredible support from East Maitland Bowling Club (EMBC). In particular the formal partnership endorsed by Steve Duggan, CEO, Bill Hopkins OAM, President and the Board, in 2016 for a property lease agreement in Maitland, providing emergency accommodation for Carrie's Place clients, fleeing from domestic violence.. We thank Meryl Swanson MP for her advocacy in getting this formal partnership started. We also acknowledge, the other ongoing support that Easts have and continue to provide, including the most recent event sponsorship and attendance at our International Women's Day Brunch held this year at Maitland Town Hall. We look forward to many more years to come!



WE CARE. WE DELIVER.

Housing Partner: The Bloomfield Group – NEW

The Bloomfield Group Foundation have been supporting Carrie's Place for over 10 years, with event fundraising, internal staff donation drives and cash donations. We are also extremely grateful for their recent partnership in providing multiple short-term accommodation options, rent-free to Carrie's Place, that enabled vulnerable people, escaping domestic violence, a safe place while sourcing long-term accommodation. We truly value your continued support.

IT TAKES A TEAM

SPECIAL MENTIONS

In-Kind Partnership: Jennings Print

Our in-kind partnership with Jennings Print, is extremely valuable as it frees up budget costs so they can be redirected into supporting clients. Jennings Print also provide professional graphic design services and high-quality printing of business assets such as our Annual Report, brochures, business cards and signage.

In addition to this Jennings have supported us through third party fundraiser events such as the 2023 Stuart and Dunn Annual Golf Day.

Corporate Partnership: CMC Foundation

We would like to recognise the substantive commitment and contributions from Club Maitland City Foundation, not only for Carrie's Place but the positive impact this has for the Maitland community. The impact of their ongoing financial donations supporting DV and homelessness, allows us to respond to urgent requests, provide outreach services, and the many donations drives, aid client provision of food and personal care items. It is partnerships such as this, that provide financial stability, allowing for (non-government funded) service and support expansion in our region.

Corporate Sponsorship: Pitcher Partners

We would like to recognise the financial contributions made by Pitcher Partners Maitland over the last two years and their outstanding commitment to support local charities. We acknowledge their wonderful staff who volunteered for the Christmas Hamper packing days last year, and for their event sponsorship of our 2024 International Women's Day Brunch. This support is truly valued.

Housing Partners: – NEW

A well-known Maitland family-owned construction and development company have generously provided Carrie's Place a brand new three-bedroom house rent free, with the initial agreement for a 12-month period, however this has since been extended. We acknowledge the additional support to setup this property with whitegoods and electrical items via a monetary donation from **Club Maitland City** and delivery from **Harvey Norman Rutherford**.

Additionally, we acknowledge the **Sisters of Saint Joseph of the Sacred Heart**, who have recently provided a two-bedroom unit in Beresfield rent free for Carrie's Place client use and we further acknowledge the donation contributions of **Hermitage Lodge**, who provided an extensive amount of furniture for this property and many others.

Community Partnership: Maitland District Netball Association - NEW

This year, we welcome Maitland District Netball Association (MDNA) to the Carrie's Place Partnership Team, through our 'It Takes A Team' initiative. Their committee have been instrumental in the success, with dedication to promotion through social media, investment of time and resources for weekly donation drives and improving the community's knowledge about DV by displaying resources around their facilities. Carrie's Place have also welcomed the opportunity to be engaging with Maitland's netball community at several game days throughout the season. We look forward to being on your team for years to come!



Corporate Sponsorship: The Mutual Bank

This year, Carrie's Place has been provided multiple sponsorship opportunities with The Mutual Bank including being the chosen charity for their annual golf day which raised over \$5,490, as well as being the recipient of a community grant and continued support for the Winter and Christmas Appeals at the East Maitland branch. We are looking forward to further strengthening our relationship in coming years, working together to support the Maitland community.

Individual Supporter: John Milburn

John Milburn has been supporting Carrie's Place since 2021 through his busking gigs around Maitland, raising \$2,860 in donations. John has also donated his time and musical talents for Carrie's Place events including the 2023 Community Hub and Wellbeing Opening and 2024 International Women's Day Brunch. We appreciate John's ongoing support.



IT TAKES A TEAM

KEY ENGAGEMENT

Event: Community Hub and Wellbeing Opening event

This invitational event celebrated our newly improved client and staff spaces at our head office, with renovations made possible from many corporate, community and individual contributions. The newly renovated trauma-informed spaces, boast warm and inviting spaces, for people seeking support and staff seeking solace.

The self-catered event hosted 60 people and included a Smoking Ceremony and Welcome to Country, music from local busker and supporter, John Milburn and local artist Jess Hopcroft from Dhiyaan Art. Our Sponsors and Supporters Wall was unveiled and in addition, the commissioned artworks and new staff shirts were presented by Carrie's Place CEO, Jayne Clowes. The event attracted media from Maitland Mercury and ABC Radio.



Event: Stuart and Dunn Golf Day 2023

On Friday 13 October, Stuart and Dunn Office Choice held their Charity Golf Day and selected Carrie's Place as their chosen charity for 2023. The event was held at Easts Golf & Leisure and had a field of over 70 players including two special guests, Hannah and Jesse Southwell, Newcastle Knights NRLW players sponsored by Jennings. Carrie's Place entered a team, including two staff and two managers from Pitcher Partners.

Carrie's Place offered support in the lead up to the event, with planning, prize acquisition and being available to assist on-the day with registrations and room styling. Jayne Clowes (CEO) gave a powerful and moving speech about the current landscape for DV and homelessness, this preceded the auction and raffle held on the day. The event raised much needed awareness amongst local business owners, and \$30,000, to start-up community outreach services in Maitland.

In addition, we were gifted \$5,000 in-kind donation of office furniture supplied by M&R Commercial Furniture Pty Ltd, located in Sydney.

Following this fundraiser, we proudly launched Maitland Assertive Outreach Services in March, in partnership with MUNCH and the Uniting Church Maitland. Case Managers attend fortnightly providing support, completing requests for service, providing food parcels, toiletries and assisting the homeless.

Further to the success of this, we thank CMC Foundation for their ongoing funds that assist with maintaining this essential outreach program.



IT TAKES A TEAM

KEY ENGAGEMENT

Campaign: Christmas Appeal 2023

The 2023 Christmas Appeal was laden with challenges including the large number of families, varying complexities, office space constraints and cost-of-living pressures experienced by businesses, families and individuals.

The appeal required substantive collaboration and innovative thinking to source donations. Carrie's Place were humbled by the collective 'community response' from corporate, community and individual supporters who provided food hampers, toys, gifts and gift cards for 480 people; including 311 children and teenagers, and 169 adults (over 18 years), across 137 households.

We would like to make special mention to the following for their contributions:

- Bike and Helmet Initiative (Aus Cycling and Maitland BMX Club)
- Gift Giving Tree Drive (Stockland Green Hills)
- Corporate sponsorship of hamper boxes (MCG Quantity Surveyors)
- \$7,000 Fill The Gap - Teen gift card donations (First National Real Estate Maitland)
- Susan Roskell Toy and Gift Drive

Numerous other donation drives included Cessnock City Council Christmas Appeal, NDIS Connection, Calvary Shared Services, Hunter Power Projects, Thornton Discount Pharmacy, Flick Beresfield, Singleton Mazda, Prelude Australia, StEPS (Hunter New England Health), The Vintage Community, Thornton Public School Food Drive, Rotary Greenhills Maitland, The Bloomfield Group, Maitland Toyota and many individuals, families and other groups.

We would also like to acknowledge the wonderful volunteers from the University of Newcastle, UGL, Pitcher Partners, CommBank, Hunter Power Project, our regular volunteers and local students, who joined for hamper packing days. Your contributions were pertinent to the successful delivery of the appeal.

There was immense joy, hope and happiness experienced because of the generosity and kindness shown by so many.



Event: International Women's Day Event 2024

Carrie's Place held their first International Women's Day Brunch on 6th March 2024 at Maitland Town Hall. The event theme was *"Empowering changemakers, women and girls, through storytelling, innovation and technology"*. The event was crafted to inspire inclusion, bring our extensive networks together, to connect different groups of women and girls; to support, and educate and empower all women on important issues in the digital age. Making this event possible was financial and in-kind sponsorship from Easts, Pitcher Partners, Peoplefusion, Bespoke IT, Beam Bookkeeping, KIS Creative, Maitland City Council and Cookies by Angie.

Tickets sold out within days and 130 people attended including clients, staff, volunteers, sponsors, speakers and corporate and community supporters. Guests were welcomed by Aunty Cynthia, entertained by local musician John Milburn, enjoyed a delicious brunch provided by Sprout Catering and the emcee was Melinda Smith, former NBN presenter, who kept everyone engaged with her amazing energy.

Award-winning author and renowned keynote speaker, Jas Rawlinson shared her own personal story and did a book signing; and other guest speakers included several past clients, groupwork partner The Zahra Foundation, Carlo from Hide 'n' Seek Investigations and Maitland City Council's library team. Heroic stories were shared, tears were shed, knowledge imparted about the impacts of coercive control and practical tips were revealed to increase safety online.

The event was a resounding success. Carrie's Place are incredibly grateful to all the event sponsors, our emcee, volunteers, and the large number of people involved in delivering this wonderful event.



Source Maitland Mercury



IT TAKES A TEAM

KEY ENGAGEMENT



Campaign: It Takes A Team Initiative

Carrie's Place embarked on new initiative this year, 'It Takes A Team' campaign, that utilises sporting teams and communities to promote 'zero tolerance towards violence' and includes having uncomfortable conversations to formulate a community response. The launch of the campaign was targeted around raising awareness of Domestic Violence Prevention Month in May and continued throughout the winter sporting season.

This year, Carrie's Place cultivated partnerships with two local sporting clubs; Maitland Junior Football Club and Maitland District Netball Association, with aligned values of providing a safe place for children and spectators to participate in sport, free of violence. Tackling coercive control and the impact it has on the community is at the forefront of this campaign, encouraging a team effort (community response) in prevention and advocating for healthy and respectful relationships. The campaign which has been exceptionally well received, incorporated weekly donation drives, monetary donations, provision of marketing materials, onsite community engagement and social media marketing. This will now be an ongoing theme, with the intent to be year-round, and expanded into other sports and clubs. Additionally, this theme will be further developed and incorporated into other areas of the organisation.



Event: NAIDOC 2023

In 2023, the National NAIDOC Week theme was For Our Elders, acknowledging traditional ownership of the land and importance of their contributions to the future. As a team, Carrie's Place celebrated the history, culture and achievements of Aboriginal and Torres Strait Islander peoples and participated in celebrations of the oldest, continuous living cultures on earth. We attended several events including community family events at Barkuma and Singleton, as well as participating in the Celebration of Existence March held in Maitland, and the Aboriginal Women's Dinner presented by Muloobinba Aboriginal Corporation.



IT TAKES A TEAM

16
DAYS OF ACTIVISM

KEY ENGAGEMENT

Campaign: 16 Days of Activism

In 2023, Carrie's Place embarked on a substantial social media campaign for 16 Days of Activism, communicating daily to share messages with imagery, statistics, stories, and educational information, to raise awareness about coercive control, impacts, and prevention.

We participated in the community-led events including Cessnock Walk Kawuma, Rotary and Police Walk Maitland and attending the Domestic Violence Forum.

FINANCIAL ABUSE IS OFTEN CITED BY VICTIMS OF ABUSE AS THE MAIN REASON THAT THEY STAYED WITH OR RETURNED TO AN ABUSIVE PARTNER.

LEARN MORE AT [NNEADV.ORG](https://nneadv.org)

SAFETY COMMISSIONER STATS ON technology-facilitated abuse

99.3% of victims of technology-facilitated abuse were women.	62.3% of victims of technology-facilitated abuse were aged 18-34.	72% of victims of technology-facilitated abuse were aged 18-34.
9,060 victims of technology-facilitated abuse were identified in 2022.	2 in 3 victims of technology-facilitated abuse were aged 18-34.	1 in 3 victims of technology-facilitated abuse were aged 18-34.

DV & HOMELESSNESS SERVICES NEED TO BE culturally responsive, accessible & available TO ABORIGINAL & TORRES STRAIT ISLANDER WOMEN.

SOCIAL VIOLENCE

Social violence can include controlling or isolating a partner or family member from their family, friends or community. It might also include limiting social activities and relationships with friends and family, and their partner or family member from accessing support.

Offenders might undermine their partner or family member's other relationships by repeating gossip, outing their sexuality to their friends/relatives, or trying to alienate them from other people by making up lies or accusations.

16 Days of Activism

DISCRIMINATION

LANGUAGE

LACK OF LEGAL UNDERSTANDING OF SUPPORT & PROTECTION

ISSUES AROUND SETTLEMENT & IMMIGRATION

PRE-MIGRATION HISTORY OF TORTURE & TRAUMA

FEAR OF AUTHORITIES

LACK OF FAMILY & COMMUNITY SUPPORT

GASLIGHTING

Gaslighting is a common form of coercive control. It is a type of psychological manipulation in which an offender sows seeds of doubt and confusion. It causes the individual to question their own memory, thoughts, and even sanity.

FINANCIAL ABUSE IS OFTEN CITED AS THE main reason to stay with or return to an abusive partner

SOURCE: NNEADV

16 DAYS OF ACTIVISM

WOMEN WITH DISABILITY REPORT higher rates of past sexual violence and intimate partner violence THAN THEIR MALE COUNTERPARTS.

16 DAYS OF ACTIVISM

VIOLENCE AGAINST PEOPLE WITH DISABILITY

- 1 in 4 women with disability have experienced sexual violence after the age of 15, compared with 5% without a disability.
- 1 in 14 men with disability have experienced sexual violence after the age of 15, compared with 3.9% without disability.
- 2 in 5 women with disability have experienced physical violence after the age of 15, compared with 14% without disability.

16 Days of Activism

DOMESTIC & FAMILY VIOLENCE FOR LGBTQIA+ PEOPLE CAN LOOK LIKE:

- Shaming or humiliating someone based on gender stereotypes
- Using someone's identity, interests, or expression as a weapon
- The use of "outdoor" or "sexual abuse"
- Attacking a person's identity, interests, or expression as a weapon
- Attacking a person's identity, interests, or expression as a weapon

16 Days of Activism

MORE THAN 60% OF LGBTQIA+ PEOPLE EXPERIENCE domestic or family violence, or intimate partner abuse IN THEIR LIFETIME.

16 DAYS OF ACTIVISM

ONE IN THREE 18-19 YEAR OLDS HAVE EXPERIENCED AT LEAST ONE FORM OF DV FROM AN INTIMATE PARTNER IN THE PREVIOUS YEAR.

16 DAYS OF ACTIVISM

ELDER ABUSE IS AN intentional act or failure to act THAT CAUSES OR CREATES A RISK OF HARM TO AN OLDER PERSON

16 DAYS OF ACTIVISM

WOMEN OFTEN HAVE COMPLICATED REASONS why it is difficult to leave an abusive partner & OFTEN LEAVE SEVERAL TIMES BEFORE MAKING THE FINAL DECISION.

16 DAYS OF ACTIVISM

SAFETY PLANNING TIPS

- IDENTIFY A SAFE FRIEND AND SAFE PLACE
- KEEP AN ALTERNATE OR PREPAID MOBILE NUMBER
- REMEMBER PHONE NUMBERS
- MAKE A LIST OF THINGS TO GRAB QUICKLY
- HIDE AN EXTRA SET OF CAR KEYS, IF YOU CAN
- SEEK DOCTOR SUPPORT
- REPORT TO POLICE ASAP
- PROTECT YOUR ONLINE SECURITY AS YOU PREPARE
- TRY TO TAKE ANY EVIDENCE OF ABUSE OR VIOLENCE WITH YOU

SAFETY COMMISSIONER STATS ON technology-facilitated abuse

People most at risk

Impacts

16 DAYS OF ACTIVISM

Event: Vice Regal visit

On 26th June, Carrie's Place welcomed a visit from Her Excellency the Honourable Margaret Beazley AC KC, Governor of New South Wales, during her regional tour. The Governor learnt about the scope of work that Carrie's Place provides, viewed artworks from women who participated in the Reclaiming My Place and Wellbeing Sistas groups and met with staff and Jess Hopcroft, local Aboriginal artist. She also met with a client who spoke about her lived experience of domestic family violence, the support she received, and system changes she would like to see. The Governor was quite impacted by this meeting and presented the client with a commemorative medallion.

Acting CEO, Ange Kiley and Program Managers, Anne-Marie Lang and Nicole Carter also attended a Vice Regal reception at Maitland Town Hall during the Governor's tour.



IT TAKES A TEAM

HUNTER HOMELESS CONNECT DAY



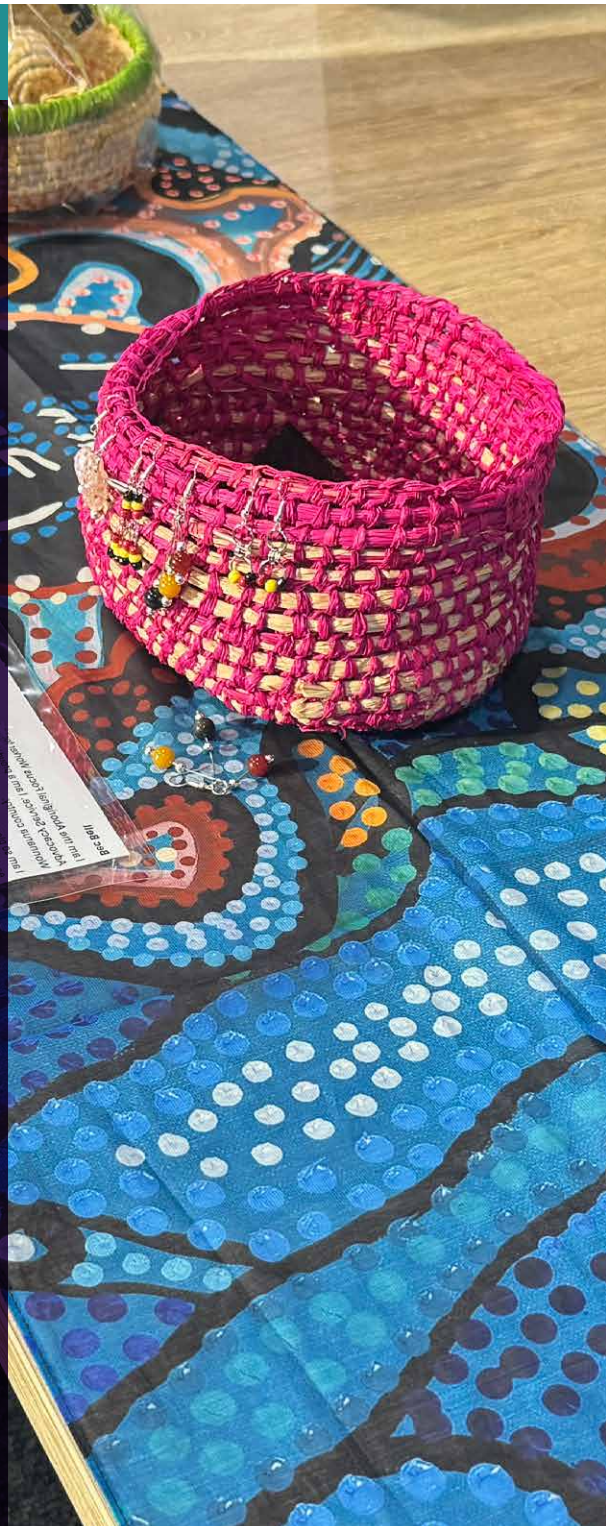
MOVE FOR MADA



WHAT'S NEXT?

Carrie's Place will continue to raise the bar on engagement and communication activities, with internal and external stakeholders, and in line with strategic direction and organisational values. Some key items include:

- Improve efficiencies with donation and fundraising reporting.
- Develop and implement peer-to-peer fundraising revenue products.
- Improve regular-giving supporter journey and to increase the number of regular donors.
- Develop a corporate payroll giving product.



IT TAKES A TEAM

Reconciliation Action Plan Update

Carrie's Place have successfully implemented our first REFLECT Reconciliation Action Plan (RAP) and are currently working on our draft INNOVATE Reconciliation Action Plan.

Carrie's Place have implemented our deliverables by working closely with the Aboriginal and Torres Strait Islander community and staff. We have supported and encouraged connection with culture, including providing opportunities for all staff to participate in traditional cultural activities on beautiful Wonnarua Country. We have also provided additional educational support, both formal and informal, to support staff to be able to engage with cultural humility.

Carrie's Place have embedded a cultural environment, where employment opportunities and employment retention for Aboriginal and Torres Strait Islander People are key to our organisation. We currently have eight Aboriginal and Torres Strait Islander team members and the organisation has a commitment to increase these numbers.

Carrie's Place is committed to the reconciliation between Aboriginal and Torres Strait Islander Peoples and our organisation, and we will continue to implement, strengthen, and value these relationships into our INNOVATE RAP journey.





Carrie's Place would like to acknowledge our connection to country and to local Aboriginal Artist, Jess Hopcroft from Dhiyaan Art, whose artwork is now an important element of our brand identity.



THESE ARTWORKS REPRESENT THE STRENGTH OF THE CARRIE'S PLACE TEAM AND THEIR UNWAVERING SUPPORT FOR THEIR COMMUNITY. WE SEE PEOPLE SYMBOLS GATHERING TOGETHER TO UPLIFT AND EMPOWER THE MOST VULNERABLE AMONG US, WITH EVERYONE WORKING TOGETHER TO CREATE A SAFE SPACE.

THROUGH THE USE OF CARRIE'S PLACE'S CORE COLOURS, THE ARTWORKS CONVEY THAT DURING THE MANY STAGES AND COMPLEXITIES OF OUR LIVES, THERE ARE ALWAYS THOSE WHO ARE OUR CONSTANT SUPPORTERS, LIFTING US UP.

WE ARE ALWAYS STRONGER WORKING TOGETHER.



J Hopcroft

WWW.DHIYAANART.COM





carriesplace.org.au