

BERYL WOMEN INC.

ANNUAL REPORT 2011 - 2012



2011/12 Annual Report

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MISSION STATEMENT

Beryl Women Inc. is committed to providing high quality support and safe accommodation to women and children escaping domestic/family violence. The organisation recognises that violence against women and children is prevalent in our society and that injustices such as sexism, racism, economic inequality and homophobia contribute to families living in crisis. To redress this, Beryl Women Inc. will provide a professional and accountable service that is based in social justice, recognising and fostering cultural diversity.

HISTORY

Originally named the Canberra Women's Refuge, Beryl was established in a house in Watson in March 1975 with a grant of \$4000 from the Department of the Capital Territory. Volunteers, who ran a 24-hour roster, seven days a week, staffed the first refuge. In 1976 the service moved to a duplex in Kingston and sometime later funding was received for employment of a skeleton staff.

In 1976 the service changed its name to Beryl Women's Refuge, after Beryl Henderson who started the original trust fund for the refuge, which, outside of the \$4000 Grant received from the government, was the sole means of supporting the cost of running the service. In 2005 the service changed its name again to Beryl Women Inc.

Beryl Henderson was an active member of the ACT Women's Liberation Movement and the co-founder of the Abortion Law Reform Association in Canberra. She also worked for Family Planning and the Humanist Society. Beryl taught languages on an Israeli kibbutz in 1960 to 1964 before coming to Australia. She returned to Israel in the late 1970s and died there in her 94th year and will always be celebrated for her dedication and commitment to the cause of equality. Beryl Women Inc. is proud to carry Beryl Henderson's name as a daily reminder that those wonderful 'big sisters' who came before us, made possible the services we have today.

At the 2006/07 Annual General Meeting the organisation ratified a name change from Beryl Women's Refuge to Beryl Women Inc.

ORGANISATIONAL AIM

Beryl Women Inc. aims to contribute to the enhanced safety of the families who stay at Beryl, to their improved health outcomes, and to provide opportunities to increase their skills and confidence to manage future crisis.

GOALS OF BERYL STRATEGIC PLAN

1. *To be a sustainable well governed organisation that works within a human rights framework.*
2. *To increase access of Aboriginal and Torres Strait Islander women and children to Beryl's services.*
3. *Continue and consolidate collaboration with other Non-Government and Government agencies.*
4. *Provide a safe, supportive and flexible work environment.*
5. *Establish and implement an Associate Membership Program*

WOMEN ASSOCIATED WITH BERYL WOMEN INC. DURING 2011-12

Beryl Women Inc. would like to acknowledge and thank the women who contributed to achieving its vision in 2011-12. They are:

Committee Members

Paula McGrady
Lindee Russell (resigned)
Brooke McKail (Deputy Chairperson) resigned
Jane Shelling (resigned)
Karen Campbell (resigned)
Meredith Boroky (resigned)
Lyn Valentine (Treasurer)
Kiki Korpinen (resigned)
Linda Addison (Deputy Chairperson)
Yelin Hung-Vitoria
Caroline Fitzwarryne (Chairperson)
Nadia David

Beryl Staff

Robyn Martin (Manager)
Angie Piubello
Mel Martin
Lina Louis
Jenn Dunkley
Kitty Waddell
Danielle Grant
Charmaine Barrett
Samantha Betts (resigned)
Alana McInerney (resigned)
Helen Krig (resigned)

Relief Staff

Rosie Fisk
Sandra Hillard (resigned)
Nadia David (resigned)
Monica Ruffy (resigned)

Bookkeeper

Mirtha Abello

REPORT FROM BERYL WOMEN INC. CHAIRPERSON

2010-11 was the year of review and implementation of major structural and financial changes. In 2011-12 Beryl achieved the changes required, including all contractual requirements. The staff and committee worked very hard to achieve this result.

The operating surplus achieved for 2012 increased the reserves held by Beryl Women Inc. to \$142,674, from \$16,994 in 2011. It is important that Beryl Women Inc. accumulate reserves to assist with unexpected expenses, and for periods where other funding is unavailable.

There were some residual issues relating to the changes that needed to be bedded down during the year. The consultant, Cathi Moore, finalised the audit of Beryl governance and operations policies and procedures in July, and then the committee and staff tightened some more. Key areas were human resource management, finances and reporting. The following is a snapshot of achievements:

- A format for annual workplans for all staff was agreed, and workable arrangements were achieved relating to on-call, back-up on call and working over lunch. Procedures were agreed on violence or threat of violence, induction processes for the committee, Committee/Manager delegations and supervision. It was agreed to rename the Finance Sub-Committee, the Finance and Compliance Audit Sub-Committee, so that this group can oversee both financial and legal compliance relating to requirements. It was also agreed that a projected budget for each year would be agreed in May.
- Reporting requirements for the funder, ACT Government Community Services Directorate, were tightened during the year using the Specialist Homeless Information Platform (SHIP). Together with this, the committee implemented a new six-weekly reporting format for operations, comparing contractual requirements with last year's and year-to-date numbers. Also a schedule of meetings and deadline dates for reporting was formalised to ensure timely input from the Management Committee.

It was agreed that the focus of Management Committee deliberations should be strategic not operational, with reports on strategic opportunities and threats being discussed at each meeting.

The ACT Government is requiring pre-qualification for future funding from next October, and as a result additional procedures are being developed. Other sector reforms are expected to require further changes over time.

At the Strategic Planning Day in June outcomes from the day included agreement to the overall Goals of the organisation, and the priorities and indicators of success were updated to form an amended Strategic Plan for 2012-13. A review concluded that all our goals were on track other than the establishment of Associate Membership. Although advertised on our website, this was not sufficient, and it was agreed considerable advocacy was required

to attract volunteers to support Beryl. Planning was undertaken to organise a discussion forum in August, and invite potential volunteers.

The ACT Government informed Beryl during the year that funding for 2011-12 would only be for one year, as there was uncertainty about the level of future funding federally. The committee, therefore, increased its efforts to obtain additional grants, and its marketing efforts. A Fundraising and Corporate Sponsorship sub-committee has been established. Innovative ideas were brainstormed by both committee members and staff at the Strategic Planning Day, which are being advanced now, with much enthusiasm. A fundraising goal for the next financial year has been set at \$50,000 which, when achieved, will allow what staff and committee members consider to be essential staffing and infrastructure additions, to be funded.

It was agreed that after having Callaghans as Beryl's auditors for twenty years, it was time for a change. Hardwickes were engaged to undertake the audit for 2011-12, and Callaghans thanked for their work in supporting Beryl over such a long period.

Lindee Russell, who was an excellent Chairperson driving the changes, resigned as Chair at the AGM in November, and I, a new committee member, took over. Lindee fortunately stayed on until the February meeting to assist in the transition. Brooke, the Deputy Chair, sadly left to take up a job in the US, at the same time, and Linda Addison, a new committee member, took her place. Karen Campbell and Jane Shelling also felt it was time to move on, and Kiki Korpinen resigned after just one year, due to competing priorities in the not-for-profit sector. However, luckily, we were able to find very able new committee members in Yelin Hung-Viloria and Nadia David. The five retirees from the Board have contributed hugely in their terms of office. They stayed until they had completed very difficult tasks, and we are very grateful to them. The four new members have big shoes to fill, but are already making strong contributions, working with the staff team, to advance Beryl.

The need for Beryl services is always greater than we can provide, so the challenge remains for the committee and staff to find ways to finance what we judge to be essential, and to continue to run a professional, efficient and effective service. I would like to thank all committee members for their hard work in what has been another difficult year, and also staff at Beryl for the dedication, professionalism and compassion they continue to display in their work.



Caroline Fitzwarryne
Chairperson

REPORT FROM THE MANAGER

Beryl Women Inc. (Beryl, or BWI) is one of the oldest women's refuges in Canberra; we have been in operation for 36 years. We manage 7 properties that accommodate 9 families (2 of which are shared accommodation) for women with accompanying children who are escaping domestic/family violence.

Beryl was established as a feminist collective, as were many of the women's services that followed. It came about in the time of the women's liberation movement, which strongly informed Beryl's approach and philosophy. It was the first women's refuge at that time and was initially named the Canberra Women's Refuge. It had a name change in 1976 to Beryl Women's Refuge, after Beryl Henderson, who started the original trust fund for the service which, outside the \$4000 grant received from the Government, was the sole means of supporting the costs of running the refuge. Beryl Henderson passed away in her home country of Israel at the age of 94 and another name change occurred in 2008 to Beryl Women Inc.

Staffing

We welcomed new staff during this financial year. They are:

- Lina Louis
- Mel Martin
- Danielle Grant
- Jenn Dunkley
- Charmaine Barrett

We also said good bye to some staff members, and they are:

- Helen Krigg
- Alana McInerney
- Samantha Betts

Strategic Direction

During this financial year, the service undertook a research project to seek an evidence base for a perception that Aboriginal & Torres Strait Islander women were not accessing the service as they had been in the past. This project created an evidence base using the service's statistical information over the past 10 years, along with client feedback.

Several interesting patterns emerged from the research and are as follows:

1. The first pattern of note - the almost parallel movement of the percentage of Aboriginal & Torres Strait Islander women and Culturally and Linguistically Diverse women as a fraction of the whole. These two groups stay almost equal in size until 2008 when they start to diverge;
2. The second pattern of note is the decline in the percentage of Aboriginal and Torres Strait Islander clients since 2008, exactly coinciding with the increase in the percentage of Culturally and Linguistically Diverse clients over the same period; and,

3. The third pattern which warrants mention is the fluctuating nature of the cultural diversity of clients at any given time. There is no clear and relentless reduction in the percentage of Aboriginal and Torres Strait Islander clients, but a fluctuation over time with a downward trend. This decline, perceived by staff to be over a five year (or more) period, actually only occurred over the past three years.

The report also indicates that there has been an increase in Culturally and Linguistically Diverse women accessing Beryl, which is also seen when looking at the statistics over the past 12 months.

This research project reaffirmed our commitment to increasing access to our service for Aboriginal & Torres Strait Islander women and their dependent children which is reflected in the Strategic Plan 2011-13.

Beryl Women Inc. held its annual strategic planning day in June 2012, where the service reaffirmed our commitment to enhancing access to Beryl Women Inc., in ways that meet the needs of Aboriginal and Torres Strait Islander women and children escaping domestic violence. We do this by engaging with Aboriginal and Torres Strait Islander women, and, other community organisations that work with Aboriginal and Torres Strait Islander women and children to raise awareness of the services that Beryl provides.

The current emphasis on combating violence within Aboriginal families provides an opportunity for Beryl to take a leadership role within the sector and within the ACT, working in partnership with other Aboriginal specific services, as well as mainstream services, to ensure that service delivery is culturally appropriate and Aboriginal families achieve the best possible outcomes.

Many of the goals identified in the previous year have been achieved over this year, with some goals still requiring additional work.

Beryl will work towards increasing our collaborative working relationships with other non-government and government agencies to improve and enhance the range of services that the organisation delivers to women and children in crises.

A number of new priorities have been identified over the past 12 months which include the following:

- Fundraising and corporate marketing of the organisation;
- Enhancing and developing services that meet the needs of Aboriginal & Torres Strait Islander women & children; this will be done by developing partnerships with particular Aboriginal & Torres Strait Islander services, e.g. Gugan Gulwan Youth Aboriginal Corporation and Winnunga Nimmityjah Health Service. The partnerships will involve Beryl broadening its outreach support to women around domestic/family violence, being available on site at other support services and attending/co-facilitating therapeutic groups that are currently being run by both organisations.

Trends – 2011/12

Over the past 12 months there have been a number of challenges within the service and we have seen a number of emerging trends, some of which are listed below:

- Increased number of donations of clothing, furniture, white goods and various other items; this influx has been very much appreciated however, we do not have the space to store large items. Some of the donated items were accepted sight unseen,; this has been problematic as some of these items are in poor condition leaving the service in a position of disposing of the items. Costs and time associated with this has had an impact on the service, so we are now informing people that prior to accepting an offer of a donation we need to see what condition it is in first;
- Sexual assault issues with both women and children;
- Increase in the number of women who are not Australian residents accessing the service, who have no access to benefits, housing, medical & dental, which has led to increasing costs of service provision to clients in this position;
- Rise in the number of women presenting with diagnosed complex mental health issues ranging from depression/anxiety type disorders and post-traumatic stress disorders;
- Increase in young women with babies and toddlers with unique needs and challenges of living in a refuge setting.

An Employee Assistance program has been developed during this year and is being accessed through Relationships Australia. A Memorandum of Understanding (MOU) has been developed and signed off, and some staff have already accessed the program. Policy and procedure has been developed in tandem with the MOU and included in our Operational Policy and Procedures manual.

Beryl Women Inc. has also commenced discussions with Relationships Australia (RA) around the possibility of a partnership between our two services. Our aim is to have Relationships Australia provide counselling to women being supported by Beryl around domestic/family violence, without the cost becoming prohibitive to those women. We are hoping that this partnership will also involve the Aboriginal unit that has been established within RA. The counselling will be available to all women accessing the service. We have also discussed the possibility of extending that counselling to children in the service. Relationships Australia is extremely excited about the prospect of working with Beryl Women Inc., as we are with them. This partnership will enhance the support already being provided to clients.

In December 2011 after 2 Support Workers (one being the Koori Support Worker) completed the Divert domestic violence response training, the Koori Support Worker (Mel Martin) was approached by Department of Families, Housing, Community Services and Indigenous Affairs (FAHCSIA) to be a member of a reference group for the Aboriginal and Torres Strait Islander DV-alert program, which Mel accepted on behalf of the service.

The DV-alert program is dedicated to tackling domestic violence within Aboriginal and Torres Strait Islander communities. The program is the only nationally accredited training program that provides skills to recognise, respond and refer cases of domestic violence.

After two days of planning, the mainstream model was adapted to suit Aboriginal and Torres Strait Islander workers and members of their communities. The program is a three day program with one of the days being a day of healing.

The DV-alert program was launched in Broome in the middle of NAIDOC week 2012. The first training began the day after the launch.

The Alliance – Coming Home Program

Beryl has continued working with the Alliance (Beryl, Canberra Rape Crisis Centre and Toora Women Inc.) and the Coming Home Program, with a further commitment to engaging with the Women & Prisons Group. This engagement will complement service delivery to women who are exiting prison systems. The relationship between the Alliance organisations continues to grow in strength. The three services work within a strong feminist framework, which in turn underpins our case management models.

The Coming Home Program has seen many challenges over the past 12 months. Beryl Women Inc. had been unsuccessful in retaining staff in a position within this program; we have employed 3 staff members during a 12 month period. However, the position has now been filled since February 2012; the staff member is committed to the program, is enjoying her employment and is working with women exiting the Alexander Maconochie Centre.

Issues raised in feedback from exiting staff members have highlighted a greater need to monitor and review practices from an Alliance perspective; this has also strengthened working relationships that has created greater collaboration between Alliance members.

The Alliance held a Planning Day on the 17th January 2012 and the following matters were discussed:

- Review and amend the existing MOU between Alliance members;
- Review the Alliance structure;
- Review program structure;
- MOUs to be developed with a number of key stakeholders;
- Review referral base for the program, with a view to negotiating with the funding body on broadening this; and
- Review reporting requirements to the funding body.

Website

The website continues to be updated and upgraded. Since its development, the service has been inundated with offers of donations of furniture, clothing and other household items that are accepted with appreciation, and accepted on behalf of our clients.

Property Maintenance

The service has experienced a number of maintenance issues with a majority of Beryl's properties; some of these issues relate to the age of the property. One property has been unavailable for accommodation for approx. 5 months due to heavy rain and structural issues. We were forced to move the family into the shared space at Beryl as the property

was not safe to remain in. We held a tenancy on another property in the same building and this property was also handed back, due to the structural problems with the building. The maintenance issues with these properties are ongoing and will continue until the structural damage is addressed.

The service has since taken possession of a replacement property but we are still waiting on another replacement. Having these properties uninhabitable has had a detrimental impact on the service in terms of less accommodation being available to women with children escaping domestic/family violence.

Global Count

Beryl Women Inc. has participated in the Global Network of Women's Shelters data count since it started after the 1st World Conference of Women's Shelters in 2008. A commitment was made at that first conference to undertake a Global Data Count to build awareness and connect shelters around the planet. Data Counts have been conducted annually ever since, and this will be the fourth year. Results of the Data Count can be used to raise awareness about the work that shelters do in each country or region.

The information collected will be used as part of the 2012 Global Data Count to educate the public about the good work that shelters do and the challenges they face. We also hope to present this information in conjunction with the UN Commission on the Status of Women - to be held March 4-15 2013. Their priority theme is the elimination and prevention of all forms of violence against women and girls.

Domestic Violence Christmas Program

The Domestic Violence Christmas program commenced on 19th December 2011 and ceased on 30st January 2012. Accommodation was provided in the form of motel rooms at two (2) specific motels in Canberra.

During this program, we supported an additional 5 women and 10 children, all escaping domestic/family violence. All the families were referred to Beryl Women Inc. by Domestic Violence Crisis Service (DVCS).

These families were supported under a case management framework and their identified needs included:

- Accommodation
- Emotional support
- Domestic Violence support
- Information
- Financial support
- Court support and DVO orders
- Transport
- Access to programs
- Material aid
- Advocacy and liaison on behalf of client
- Referral to support services
- Interpreters

Student Placements

The service has supervised 2 student placements during this financial year, with one student completing a Diploma in Community Services Work and the other student completing a Diploma of Counselling. Both students were engaged in shadowing support workers when supporting clients within a case management framework, as well as developing specific resources for the organisation. The experience for the service and students was extremely positive and rewarding.

Donations

The service has been inundated with offers of donations from furniture to clothing and other household items including baby furniture. The service has limited storage space and has been forced at times to refuse any other offers as a result, referring the donor to other services in the sector. Donations of toiletries, clothing and toys are passed onto clients as they arrive in the service. Furniture is offered as clients leave the service and are going into permanent and secure accommodation.

Policy Development Undertaken During 2011-12

Beryl has continued developing and reviewing policies over the year with a particular focus on Service Delivery, and specifically, our Case Management practices.

Training

We are committed to the ongoing training and development of our workforce, aimed at the provision of high quality services for our client group. In keeping with this commitment we have provided staff with a range of training options, detailed below, to enhance and consolidate their skills:

- OH&S – legislation update
- Responding to Sexual Assault training
- Specialist Homelessness Information Platform (SHIP) data collection
- SHIP Advance training
- Managing Multiple Projects & Deadlines
- Divert – Domestic violence Response training
- Raising the Standards
- Empowering leadership
- D & A training
- Inclusion Awareness - Women & Disability
- Street Law & Legal Aid
- Human Rights
- Women & Justice Reform
- Modern SCHADS Award
- Working with Vulnerable People Checks & Child Friendly Workplaces
- OzHelp Foundation ASIST (Applied Suicide Intervention Skills Training)
- Identifying the Hidden Disaster conference
- Lifting the Lid on Intimate Partner Sexual Violence forum.
- Diploma of Counselling

- Senior First Aid

Collaborative Working Relationships in the Community

The service continues to develop formal and informal networks with both Aboriginal & Torres Strait Islander and Culturally and Linguistically Diverse communities, to ensure that the service's profile and reputation remains intact, and that women from different cultural groups are able to contact the service directly if needed for support. Our reputation within these communities and with service providers is that of a high quality service provider, and so women from these cultural groups are making direct contact with the service.

Following are a number of services that Beryl has developed or enhanced collaborative relationships with during the year:

- Relationships Australia – Employment Assistance Program (MOU) developed;
- Joint Pathways;
- First Point Steering Group;
- Homelessness Forums;
- ACT Women's Services Network;
- ACT Ministerial Advisory Council on Women;
- Aboriginal and Torres Strait Islander Community Sector Reform Advisory Group;
- Coming Home Program Alliance (Canberra Rape Crisis Centre, Toora Women Inc. and Beryl Women Inc.);
- Multi-Disciplinary Panel – Housing ACT;
- Prevention of Violence Governance Group;
- Women & Prisons Group;
- Family Law Pathways; and,
- Gugan Gulwan Youth Aboriginal Corporation.

The service also attended a range of other meetings, consultations, steering groups, launches, rallies and events of significance to our organisational history. Some of these were:

- NAIDOC celebrations;
- Launch – DVPC Strategy for Prevention of Violence against Women & Children;
- Ministerial Forum on Homelessness;
- Nguru Program Reference Group (Canberra Rape Crisis Centre);
- DV-alert Reference Group;
- Focus Group – Homelessness Sector;
- Reconciliation Breakfast; and,
- ACTCOSS Budget Briefing.

Acknowledgments

I would like to acknowledge the women from the community who volunteer their time and commitment as members of the Committee of Beryl Women Inc. Thanks for all of your hard work and outstanding contributions as members of the governing committee; I

appreciate all of your efforts.

I would also like to acknowledge the support of the Social Housing and Homelessness staff of the Department of Disability, Housing and Community Services, Women's Services, Oz Harvest; Centrelink (Social Workers and Community Contact Officer); Office for Women and the many other services who directly or indirectly supported Beryl Women Inc. during the past financial year. We hope to continue to work in collaboration with all in the coming year.

Robyn Martin
Manager

SERVICE DELIVERY

Beryl Women Inc. has operated at limited capacity for the first part of the year due to one property being uninhabitable (maintenance issues as described previously) and another property also experiencing the same maintenance issues but for a lesser timeframe. As a result only 43 women and 82 accompanying children were accommodated within the service and 11 received outreach support during this financial year, compared with 61 women and 123 accompanying children last year being accommodated and 12 receiving outreach support.

Support Workers have been focusing on advocacy for clients regarding housing. This has improved outcomes for 2 longer term clients who through service advocacy have now been offered permanent housing with Housing ACT. Workers have recognised barriers in referral to medium term accommodation since the start of the centralised intake service for homelessness.

The service has experienced a higher than usual number of young women with babies/toddlers escaping domestic/family violence over the year, with the women's ages ranging from 17 to 21yrs. Support workers working with young women have experienced many challenges as the dynamics are different to working with older women with children.

We have accommodated a number of women who have arrived with their children & their mother, presenting as an extended family unit. Fortunately, Beryl has been in a position to provide these extended families with the necessary room to accommodate them.

Accommodating extended families allows women and children escaping domestic violence to maintain family connections; often all members of these families have experienced violence. The obvious advantage as a member of an extended family is that the big support structure has a strong influence in many facets of life (economic, social, emotional, psychological). An individual family member's crisis is softened by caring close members of the extended family being present. This is evident for the families who have resided at Beryl.

We have been supporting a number of women with very complex issues that require high

levels of support. Some of the issues are so complex that we have sought intensive support from other specialised services, allowing Beryl to concentrate on the domestic/family violence and accommodation aspects of their support needs. This has strengthened relationships with those services and provided the client with wrap around support.

Women accommodated within the service are encouraged to engage in training programs with a view to increasing their skills that will assist with employment opportunities and therefore decrease women's economic vulnerability. This often includes attending English classes at CIT or through other avenues. A number of women are also either working part-time or full-time. Many of the women coming into Beryl want to study and have started courses which, without safe accommodation, would not otherwise have happened.

Beryl supports women in the workplace in both gaining and maintaining their jobs. Beryl is flexible around work needs with case management. An issue that has come up in relation to employment, is some workplaces unwillingness to provide support to their employees who are experiencing violence in their homes. Women who are employed and experiencing domestic/family violence are forced to use all their leave entitlements to deal with the effects of abuse in the home. Our experience is that women are fearful of disclosing that abuse to their employers as it may result in them losing their jobs.

Finding adequate childcare has been an ongoing barrier for single mothers isolated from family support and children in need of socialisation and language development. The costs of afterschool care and regular childcare, and the lack of flexible hours, has meant many children from disadvantaged backgrounds are not able to participate in play and developmental activities, which are a vital support for children at an early age with developmental delays. This is also placing many mothers under additional stress, with mothers dealing with trauma not able to have any respite from parenting responsibilities to cope with and heal from their trauma.

On one occasion, Beryl has been able to facilitate, with another community organisation, private agency childcare in the person's home to ensure the safety and wellbeing of mothers and children. The costs for this type of care are very high, but effective in providing safety for children.

The number of Aboriginal women accessing the service over the past 6 months has increased substantially. This can be attributed to a more collaborative relationship with First Point, the centralised access point for homelessness.

The service has also been in discussions with Gugan Gulwan Youth Aboriginal Corporation and Winnunga Nimmityjah Aboriginal Health Service about possible partnerships in relation to providing outreach support to Aboriginal women who may have been or are currently living with violence. Part of this support will involve attending some of the therapeutic groups currently running at Winnunga and Gugan.

Beryl has had a high number of Culturally And Linguistically Diverse women accessing the service over the past 12 months. Some of the presenting support needs are around residency and Centrelink payments. Eligibility for basic income, and visa restrictions, prevent women and their children from independence and in turn they become highly dependent on the service providers.

Networking within the community sector, and outsourcing support to other organisations, is integral to case management. Immediate support needs are income, transport, immigration, interpreters, housing, cultural barriers and emotional support for grieving and traumatised women and children. The cultural barriers include perception of women, the refuge, accommodation, parenting, religion, language and Australian lifestyle. The first few weeks require intensive support with Centrelink, immigration and housing.

Domestic violence orders are in place for about half of the CALD women. The cultural elements around pursuing a DVO have been a challenge for some of the women. Most of the women have no family support or social networks and it is common for a range of support needs to arise from this isolation. Their immigration status prevents consistent income and in some cases any income; Beryl financially provides for the client whilst they are residing at the refuge, but this is limited to one woman at any given time, due to the costs associated with this. A proportion of these women are coming from interstate.

Links to services and advocacy on behalf of clients have been in relation to specific support needs:

- Outsourced financial support (brokerage)
- Legal Aid
- Women's legal service
- Street Law
- Translation and Interpreting Service (TIS)
- Health
- Pregnancy support
- Children and child care
- Training
- Specialist education support (visa support) – ESL.
- High participation in children's support group (inability to be involved in extracurricular activities due to financial disadvantage)
- Broad cultural diversity which assist children to learn tolerance.

Booklet

Beryl has updated our booklet that is provided to clients when entering the service. This includes vital information for women about our service, including our on-call system, details of their rights and responsibilities for staying in any of our properties along with various community contacts.

Client Functions

A number of events have been held during the year involving client participation, following are just some:

Bazaar

This event is generally held a number of times during the year, depending on the volume of

donations the service has received. It is set up like a big trash and treasure, where clients (both current and ex-clients) can access items they may need to help them set up a new residence, or find something nice for their current accommodation or new home.

Harmony Day lunch

Each year the service celebrates Harmony Day. Harmony Day is celebrated around Australia on 21 March each year. It's a day when all Australians celebrate our cultural diversity. The day is also the United Nation's International Day for the Elimination of Racial Discrimination. We have many cultures working/employed with and accessing the service, discrimination is not tolerated at all, and throughout the year we are dealing with this issue through education and awareness. It's important for the service to educate women and children, as this is one way in which we demonstrate our commitment to our Mission Statement that has been the same since 1975.

Mother's Day lunch

Mother's Day is another event that the service celebrates with clients. Being sole parents, and leaving a domestic violence relationship, often means that women do not get the acknowledgment of what the day is about. The service takes women out to lunch and provides the children with gifts to give to their mums.

Xmas celebrations

Our annual Christmas party celebrations were extremely successful. The service had advocated for Christmas donations for children and women. As a result, the service received a number of donations for families - high quality toys, electronic games & cd players just to mention a few.

Transitional Housing Program

This program has ceased operating during this year. The program provided additional accommodation options for women exiting the service which in turn freed up crisis accommodation for women escaping domestic/family violence who are currently living in violence. Refuge, or Crisis, accommodation for these women is now limited. Waiting times for women on priority listing for public housing has increased.

A Place to Call Home Program

Beryl has been able to transfer another property under this program into a client's name, and has since signed another head lease under this program, providing another exit point for a family with 4 children. Clients accommodated within this program are provided with tenancy support as well as supporting them in rebuilding their lives and that of their children, and supporting them in reconnecting into the broader community.

Outreach Support

The service provides outreach support to women and children who have or are experiencing domestic/family violence.

The way in which we work with women seeks to employ a range of early intervention techniques, as the key to breaking the patterns that are often intergenerational, as well as providing women and children with strategies for staying safe within the home. This includes not only safety

planning with the women, but also includes safety planning with the children. Support also includes parenting skills, supporting children with trauma issues, allowing for the opportunity to learn new skills in resolving crisis, establishing capacity to live independently, and breaking the cycles of homelessness.

A flexible and responsive case management approach in accordance with SAAP'S guidelines and principles, is taken on a one to one basis to women and children to assist in resolving or averting a potential crisis resulting in a family becoming homeless. This support aims to increase self-reliance and independence.

Workers build on the individual's existing strengths to assist in:

- Building self-esteem, self-reliance and problem solving skills;
- Increasing confidence and resilience in women and children;
- Linking clients with existing services;
- Establishing networks and community activities;
- Establishing a sense of belonging and places to access for help when required, so as to maintain housing; and
- A sense of wellbeing.

Child Support Program

Children and young people entering into the refuge accommodation have quite complex and high needs as their families deal with the crisis of homelessness, and additionally, the trauma related to the family history of domestic violence. Case-management for these children is provided on an individualised needs basis whilst they stay at Beryl Women Inc. and moves through to medium term accommodation and onto longer term permanent accommodation.

Case management has been flexible to meet the changing needs these children have with education, mental health and physical needs. Many families have required specific assistance relating to the impact of trauma and homelessness. Many government and community organisations, such as the Early Childhood Early Intervention Education Unit, Care & Protection Services, Therapy ACT, CAMHS, CARHU, Child and Family Centres, have received referrals, and supported both outreach clients and accommodated clients.

The children and youth program has provided extensive support to clients both in an outreach capacity and within the refuge accommodation. The last 12 months has seen an increase in the service's capacity to engage with families in an outreach capacity, so as to ensure families have positive outcomes into safe, permanent and stable housing and improved health and wellbeing outcomes for women and their children.

Feedback from our children in the children's program has been positive with children still requesting to be engaging with the program once they have left the service. Beryl also provides school holiday programs to children and youth in the service, and those leaving the service and in outreach. This provides the children with much needed support during a time of change and moving into new surroundings.

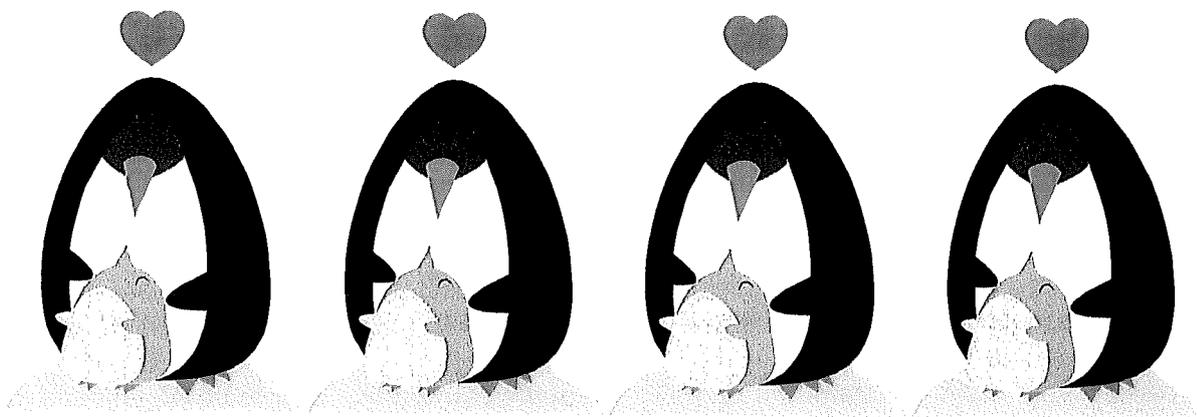
In the last 6 months Beryl Women Inc. has had an increase in donations of toys and clothing, for infants and children especially, which are greatly appreciated by families entering with limited personal belongings. These are given to families and put into

properties during their stay.

Community Linkages

Community linkages for children & youth are vital to improve outcomes and wellbeing for those that have experienced and witnessed domestic violence. Beryl has had the support of many organisations in the ACT that specialise in supporting families with children and young people across a broad area of needs such as:

- Therapy ACT- Occupational, Speech Therapy and Social Work Teams;
- VSS - specialised counselling for victims of violence;
- Child and Family Centres – for parenting support;
- Parent-Line – counselling and parent support;
- Barnardo's – Kids Programs;
- CARHU- Child at Risk Health Unit;
- Centrelink- Social Work Teams;
- Community Health Paediatricians, Match Nurse;
- School Counsellors and Youth Centres;
- Culturally Specific organisations such as Migrant and Refugee Resource Centre; Companion House;
- Local community centres- longer term, ongoing family support;
- Gagan Gulwan Youth Aboriginal Corporations.



SERVICE DEMOGRAPHICS

Number of Clients

This year Beryl Women Inc. provided supported accommodation to 43 women with 82 accompanying children, 125 clients in total. This is a significant decrease from last year (61 women, 123 accompanying children, 184 in total) and can be attributed to 2 of our properties being uninhabitable due to major maintenance issues, resulting in one of these properties being vacant for the last 6 months of this year, the 2nd property also became vacant, but for a short timeframe, prior to Beryl Women Inc. handing back the properties.

Another reason for low numbers of women accommodated is long waiting times for alternative accommodation for women and their children. Waiting times for allocations of properties for public housing has increased. Women with 1 child are also staying longer in the refuge due to the available housing stock and the limited stock of 2 bedroom units/townhouses/apartments and houses.

11 women who exited the service received ongoing outreach support for a period of months; this is almost on par with outreach support provided last year for 12 women.

25 women and their children came from other states and territories. Accommodating women from outside the ACT creates a bottleneck in terms of exits from the service, as one of the criteria for accessing public housing is to prove residency (6 months). The client can request to have this criteria waived under the hardship clause. Discretion will only be applied if severe hardship is determined that cannot be alleviated by any other means. A request for this criterion to be waived has not always been successful, thus resulting in longer lengths of stay for these families. There seems to be a perception that waiting times for public housing in the ACT is a quicker process than in other states and territories, but this is not always the case and waiting times for permanent secure accommodation can take longer than 9 -12 months.

We have seen a one third increase of the number of women from Culturally and Linguistically Diverse backgrounds and a tripling of women from the Aboriginal & Torres Strait Islander communities accessing the service. As previously reported, the Service has been working towards enhancing access to our service for Aboriginal & Torres Strait Islander women throughout the year. Engagement with Aboriginal & Torres Strait Islander services, and raising our profile within this community, has contributed significantly to increased numbers accessing the service.

23 women with 28 children were turned away from the service during this financial year due to a lack of accommodation. A small percentage did not meet the criteria of the service, e.g. not escaping domestic/family violence or not having any dependent children in their care. One of these women was also pregnant. All women were referred to other services or to First Point. This compares with 44 women and 82 children last year.

Source of Referrals

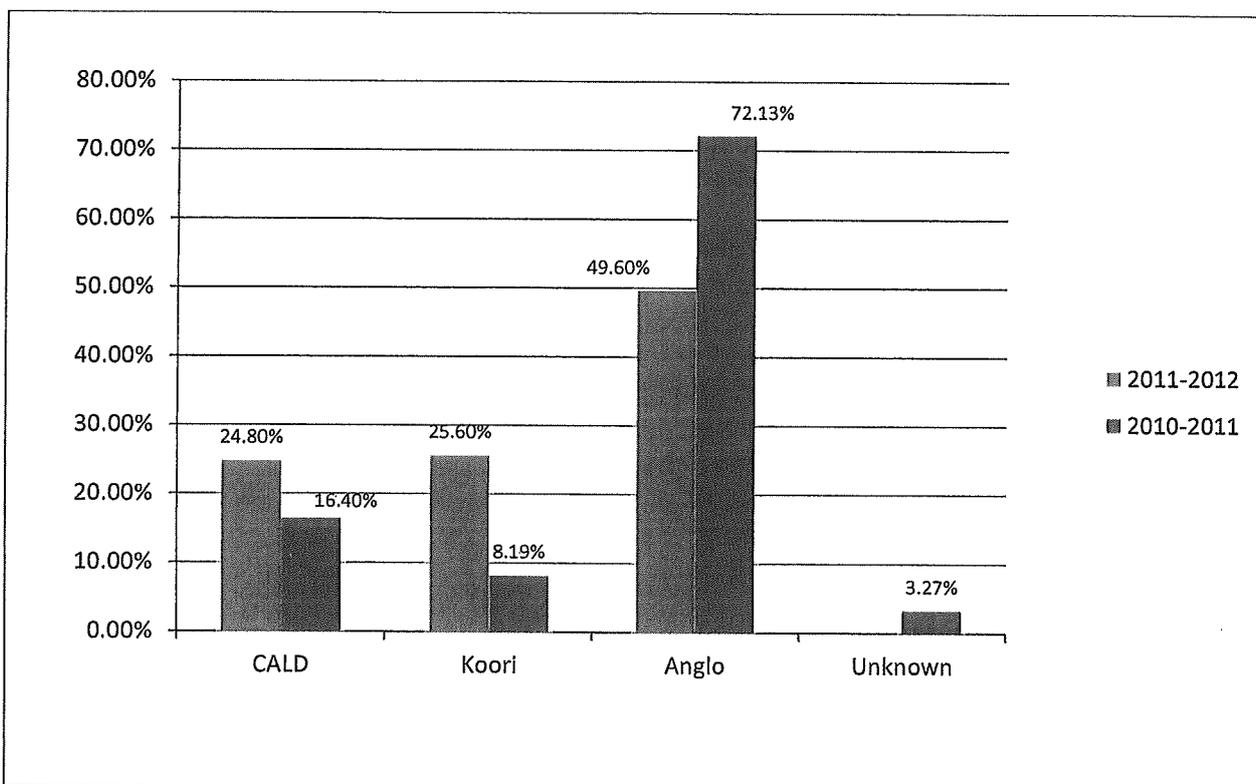
The largest percentage (68%) of referrals has come through First Point (the first point to get support for homelessness), 79% of referrals are from other sources including from ex-clients, Aboriginal specific services and other community and Government organisations

are also contacting the service directly. 25% are from referrals from an unknown source.

The following graphs provide some key demographic data about clients who accessed Beryl Women Inc. during 2011/2012.

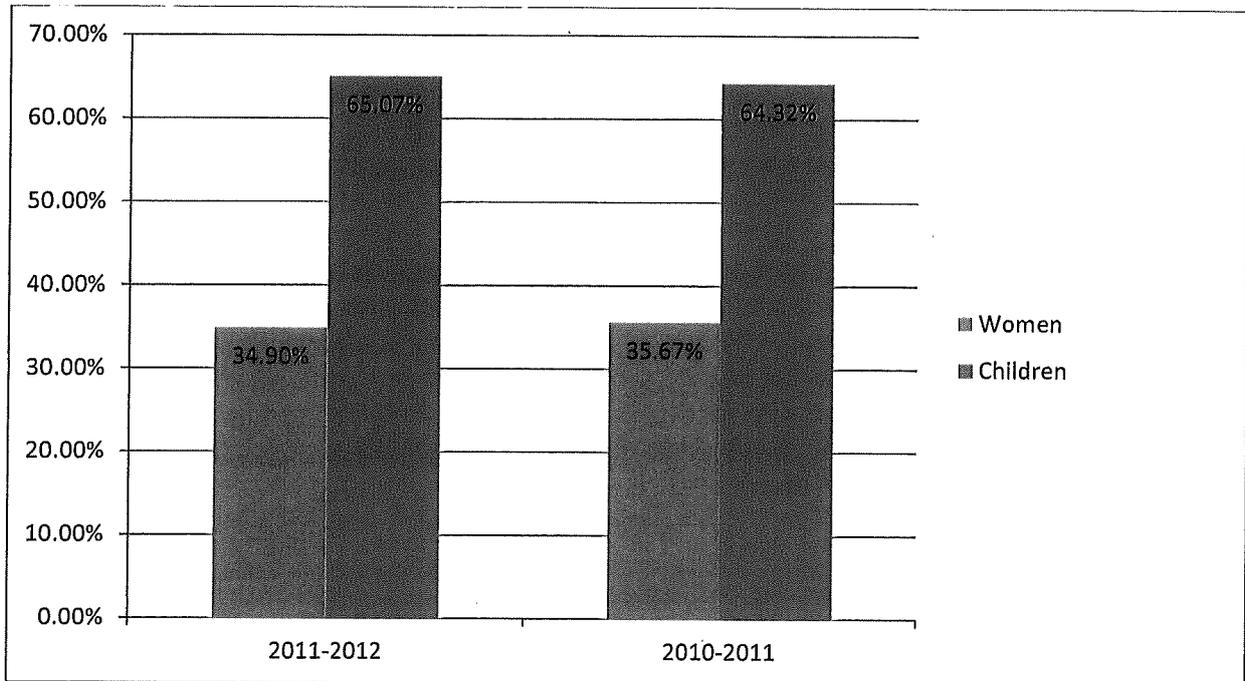
Cultural Breakdown

During this financial year, we have seen a significant increase (a tripling) in the % of women from the Aboriginal & Torres Strait Islander communities and a one-third increase in Culturally & Linguistically Diverse accessing the service, total percentage includes children.



Breakdown on Women and Children

Accompanying children make up the largest % of clients accessing the service as shown in the following graph. These children, having been directly or indirectly affected by the impacts of domestic/family violence, suddenly find themselves homeless, disconnected from their school community, family and social networks, often arriving at the refuge with very little of their personal belongings, which only adds to their sense of isolation.

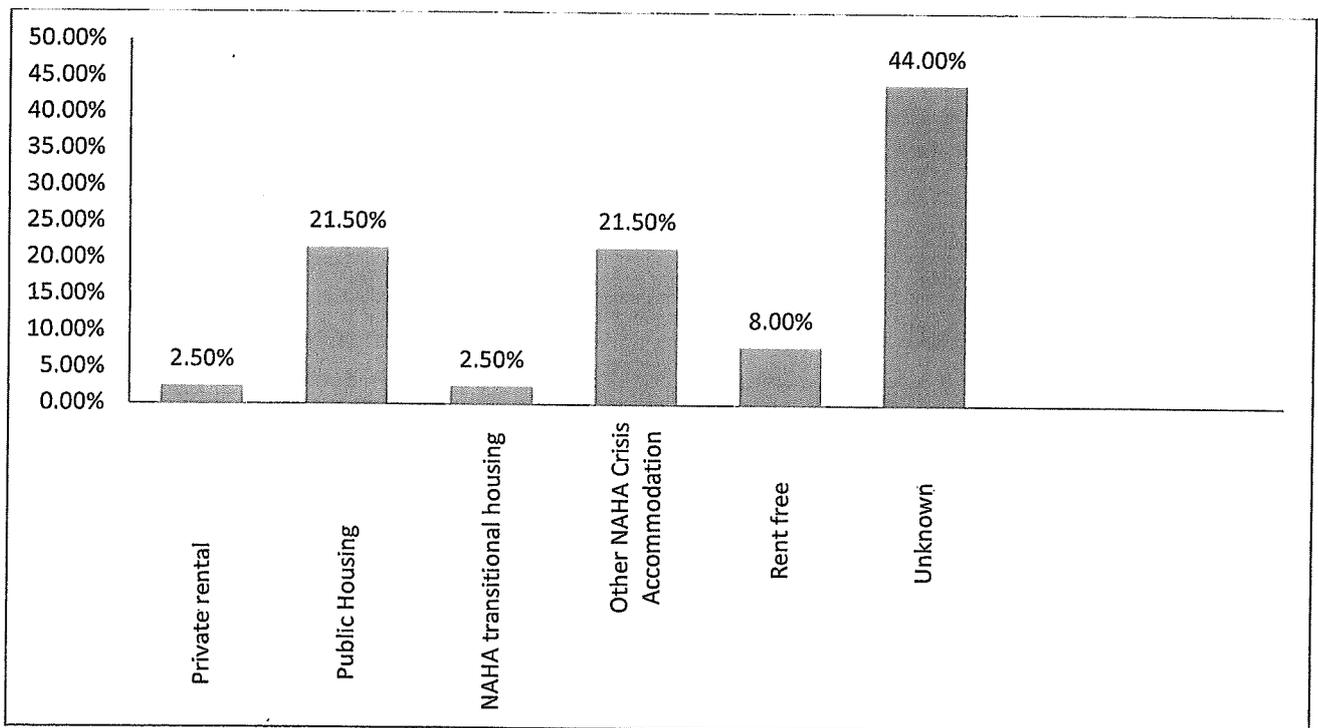


Destination after Exit from the Service

The largest percentage (43%) of women exiting the service during the year, exited into other National Affordable Housing Agreement (NAHA) services and into public housing, this is a clear indication that waiting times for public housing has increased and women and children are required to move onto alternative accommodation as the nature of their crisis has passed with the support of Beryl.

There are a number of reasons why clients listed as 'unknown' have formed a large percentage (44%) over the past year including: being asked to leave the service due to breaches of rules with no feedback on where they are exiting to; exits interstate due to safety reasons; returned to perpetrator; moved in with family and or friends; abandoned the property because of the shared nature of the accommodation; and no information provided to the service.

Women who have left the service who have moved into accommodation that is rent free (8%), are women with no incomes or have exited where rent is not being charged. This represents women who are living with family, friends or are couchsurfing. Only a few (2.5%) of clients are exiting to private rentals. This low number may be representing the high cost of private rental and lack of affordability in the private sector. The 2.5% of NAHA transitional housing represents the transitional properties that Beryl Women Inc. is contracted to provide.



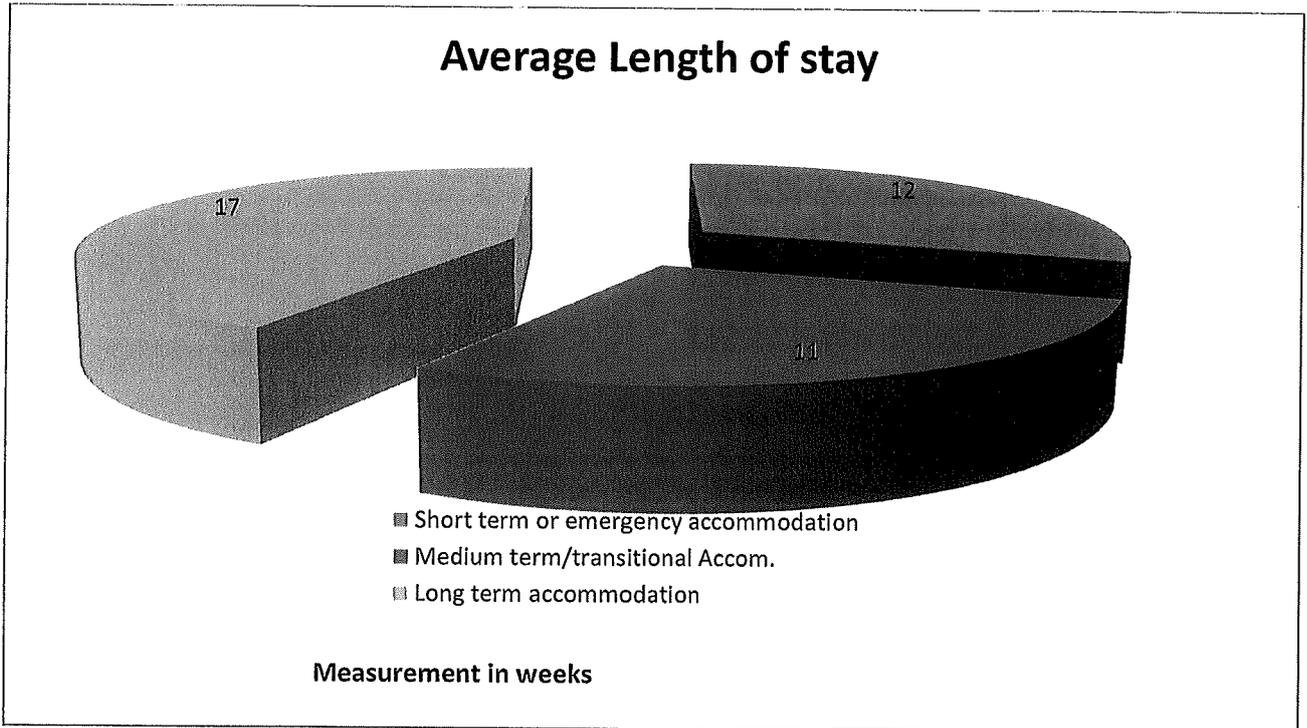
Beryl Women Incorporated

ABN 76 948 558 167

**Financial Statements
For the Year Ended 30 June 2012**

Length of Stay

The average length of stay ranges from 12 to 17 weeks, a slight increase from last year where the average length of stay for clients was 15 weeks or more, this can be attributed to women with one child residing in the service for longer periods as exit points were limited, with some families staying longer than 6 months.



Beryl Women Incorporated

ABN: 76 948 558 167

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30 June 2012

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Beryl Women Incorporated

ABN: 76 948 558 167

Committee's Report

30 June 2012

Your committee members present their report for the financial year ended 30 June 2012.

Committee members

The names of committee members throughout the year and at the date of this report are:

Lindee Russell (res. 2/2012)
Lynette Valentine
Paula McGrady
Kirsi (Kiki) Korpinen (res. 6/2012)
Caroline Fitzwarryne (appt. 11/2011)
Linda Addison (appt. 2/2012)

Brooke McKail (res. 2/2012)
Jane Shelling (res. 2/2012)
Karen Campbell (res. 11/2011)
Meredith Boroky
Yelin Hung-Viloria (appt. 11/2011)
Nadia David (aapt. 6/2012)

Principal activities

The principal activities of the Association during the financial year were the provision of crisis accommodation for women and children.

Significant changes

No significant change in the nature of these activities occurred during the year.

Operating result

The profit of the Association for the financial year amounted to \$125,680 (2011: \$44,236).

Signed in accordance with a resolution of the Members of the Committee:

Committee member: *Caroline Fitzwarryne* Committee member: *L. Valentine*

Dated 10 September 2012

Beryl Women Incorporated

ABN: 76 948 558 167

Statement of Comprehensive Income For the Year Ended 30 June 2012

	Note	2012 \$	2011 \$
Revenue	2	849,648	843,804
Salaries and wages		(435,749)	(531,748)
Office expenses		(118,612)	(110,755)
Client support services		(94,831)	(110,817)
Other grant and programs expenses		(21,268)	(11,611)
Coming home program		(49,232)	(14,028)
Loss on disposal of assets		(4,276)	(16,621)
Recreation camp		-	(3,988)
Net surplus for the year		125,680	44,236
Other comprehensive income:			
Total comprehensive income for the year		125,680	44,236

The accompanying notes form part of these financial statements.

Beryl Women Incorporated

ABN: 76 948 558 167

Statement of Financial Position

As At 30 June 2012

	Note	2012 \$	2011 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	164,559	71,481
Trade and other receivables	4	-	5,632
Prepayments		5,990	3,299
Accrued income		516	1,334
TOTAL CURRENT ASSETS		171,065	81,746
NON-CURRENT ASSETS			
Plant and equipment	5	92,068	117,430
TOTAL NON-CURRENT ASSETS		92,068	117,430
TOTAL ASSETS		263,133	199,176
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	6	40,316	61,410
Employee benefits		80,143	59,628
Income in advance		-	31,144
TOTAL CURRENT LIABILITIES		120,459	152,182
NON-CURRENT LIABILITIES			
Provisions		-	30,000
TOTAL NON-CURRENT LIABILITIES		-	30,000
TOTAL LIABILITIES		120,459	182,182
NET ASSETS		142,674	16,994
FUNDS			
General funds		142,674	16,994
TOTAL MEMBERS' FUNDS		142,674	16,994

The accompanying notes form part of these financial statements.

Beryl Women Incorporated

ABN: 76 948 558 167

Statement of Changes in Funds For the Year Ended 30 June 2012

2012

	General Funds	Total
	\$	\$
Balance at 1 July 2011	16,994	16,994
Net surplus	125,680	125,680
Balance at 30 June 2012	142,674	142,674

2011

	General Funds	Total
	\$	\$
Balance at 1 July 2010	(27,242)	(27,242)
Net surplus	44,236	44,236
Balance at 30 June 2011	16,994	16,994

The accompanying notes form part of these financial statements.

Beryl Women Incorporated

ABN: 76 948 558 167

Statement of Cash Flows For the Year Ended 30 June 2012

	2012	2011
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts	889,249	838,172
Payments	(795,199)	(828,552)
Interest received	2,860	-
Net cash provided by (used in) operating activities	7 <u>96,910</u>	<u>9,620</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	<u>(3,832)</u>	<u>(40,850)</u>
Net cash used by investing activities	<u>(3,832)</u>	<u>(40,850)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net increase (decrease) in cash and cash equivalents	93,078	(31,230)
Cash and cash equivalents at beginning of year	71,481	102,711
Cash and cash equivalents at end of financial year	3(a) <u>164,559</u>	<u>71,481</u>

The accompanying notes form part of these financial statements.

Beryl Women Incorporated

ABN: 76 948 558 167

Notes to the Financial Statements

For the Year Ended 30 June 2012.

The financial statements are for Beryl Women Incorporated as an individual entity. Beryl Women Incorporated is a not-for-profit association incorporated in the Australian Capital Territory under the *Associations Incorporation Act (ACT) 1991*.

1 Summary of Significant Accounting Policies

(a) Basis of preparation

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (ACT) 1991. The committee has determined that the not-for-profit Association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values. The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(b) Comparative figures

Comparative figures have been adjusted to conform to changes in presentation for the current financial year where required by Australian Accounting Standards or as a result of a change in accounting policy.

(c) Property, plant and equipment

Property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all property, plant and equipment is depreciated over the useful lives of the assets to the Association commencing from the time the asset is held ready for use.

(d) Impairment of non-financial assets

At the end of each reporting period, the Association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income.

(e) Cash and cash equivalents

Cash and cash equivalents include cash at bank and on hand as well as deposits held with banks.

(f) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting year. Employee benefits have been measured and reported at the amounts payable based on employee rates current at year end.

(g) Income tax

The Association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

Beryl Women Incorporated

ABN: 76 948 558 167

Notes to the Financial Statements

For the Year Ended 30 June 2012

1 Summary of Significant Accounting Policies continued

(h) Revenue

The Association recognises revenue when the amount of revenue can be reliably measured, it is probable that future economic benefits will flow to the entity and specific criteria have been met for each of Beryl Women Incorporated's activities as discussed below. Revenue is measured at the fair value of the consideration received or receivable.

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating.

All revenue is stated net of the amount of goods and services tax (GST).

(i) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

2 Revenue

	2012	2011
	\$	\$
- NAHA funding	639,193	700,088
- Rental income	62,775	54,853
- Coming Home partnership	49,295	14,028
- A Place to Call Home program	19,000	-
- Other grants	30,843	28,171
- Other income	44,524	22,235
- Fundraising - gifts and contributions	1,158	24,429
- Interest	2,860	-
Total Revenue	849,648	843,804

3 Cash and Cash Equivalents

	2012	2011
	\$	\$
Cash at bank and in hand	5,070	71,481
Term deposits	159,489	-
Total cash and cash equivalents	164,559	71,481

Beryl Women Incorporated

ABN: 76 948 558 167

Notes to the Financial Statements For the Year Ended 30 June 2012

6 Trade and Other Payables

	2012	2011
	\$	\$
CURRENT		
Unsecured liabilities		
Trade payables	3,413	7,618
Employee accruals	8,485	31,322
Sundry accruals	5,510	4,600
ATO payables	22,908	17,870
	<u>40,316</u>	<u>61,410</u>

7 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2012	2011
	\$	\$
Surplus for the year	125,680	44,236
Cash flows excluded from surplus attributable to operating activities		
Non-cash flows:		
- depreciation	24,918	-
- disposal of property, plant and equipment	4,276	16,621
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	5,632	(5,632)
- (increase)/decrease in prepayments and accrued income	(1,873)	2,373
- increase/(decrease) in income in advance	(31,144)	8,232
- increase/(decrease) in trade and other payables	(21,094)	19,477
- increase/(decrease) in provisions	(9,485)	(75,687)
Cashflow from operations	<u>96,910</u>	<u>9,620</u>

8 Events after the end of the Reporting Period

The financial report was authorised for issue on 10 September 2012 by the Committee.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

Beryl Women Incorporated

ABN: 76 948 558 167

Statement by Members of the Committee

In the opinion of the committee the financial report as set out on pages 2 to 9:

- 1. Present fairly the financial position of Beryl Women Incorporated as at 30 June 2012 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
- 2. At the date of this statement, there are reasonable grounds to believe that Beryl Women Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

Committee member *Caroline Alzwanjre*

Committee member *L. Valentini*

Dated 10 September 2012

Beryl Women Incorporated

ABN: 76 948 558 167

Independent Audit Report to the members of Beryl Women Incorporated

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Beryl Women Incorporated as at 30 June 2012, and its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards and Associations Incorporation Act (ACT) 1991.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report which describes the basis of accounting. The financial report is prepared to assist Beryl Women Incorporated to comply with the financial reporting responsibilities to members under the Associations Incorporation Act (ACT) 1991. As a result, the financial report may not be suitable for another purpose.

Hardwickes

Hardwickes
Chartered Accountants



Robert Johnson FCA

Dated 10 September 2012

Canberra