

Jennys Place



Annual Report

2018 -2019

**Jenny's Place Inc.
Women's Domestic Violence
& Homeless Services**

ANNUAL REPORT

2018-2019

ABN: 28 646 270 077

- ❖ Women and Children's Crisis Refuge
- ❖ Single Women's Crisis Refuge
- ❖ Transitional Accommodation
- ❖ Domestic Violence Resource Centre (NDVRC)
- ❖ Outreach Support Program

Our Vision

A Safe Community Free of Violence and Homelessness.

Mission Statement

Continue to be a leading service provider focused on breaking the cycles of Domestic Violence and Homelessness in the community.

AIM

To provide direct relief to women and children who are escaping Domestic Violence and/or Homeless, through the provision of:

- Early Intervention & prevention services
- Short term supported crisis accommodation
- Transitional housing support
- Assertive outreach support
- Outreach support
- Post crisis support
- Food
- Financial assistance
- Brokerage
- Client centered case management
- Support, Information, advocacy and referral

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Chairperson's Report

Chairperson's report

With each and every year these seems to be an even greater demand for service in our area and our Team have worked above and beyond to assist clients to achieve some amazing outcomes.

Each year brings its own rewards and challenges and this year was no exception. With the Port Waratah Coal grant ending we found ourselves fundraising to keep the Newcastle Domestic Violence Resource Centre up and running and are still working with Government in an attempt to have the vital work done at the NDVRC acknowledged and funded by Government.

We could manage on small grants and donations from the Community for a while when the Centre was relatively unknown, but the NDVRC has now become a very relied upon service by not only people experiencing domestic and family violence, but their families and other services in the area both Govt. and Non Gov.t such as HNSW, Centrelink, DVCASS, Samaritans, HWC and a plethora of other groups and businesses are relying on the center more and more. It is time that the Govt. realised the true value of the NDVRC and fund it to ensure that women and children have access to specialist DV support services when they need it.

We would like to thank the Newcastle, Lake Macquarie and Hunter area for all the support received, it has been fantastic and we will keep up the fight to ensure that the centre survives.

This year saw the retirement of one of our long term employees in our Assistant Manager Jill Evans. Jill made a positive impact on Jenny's Place during her time with us, founded the NDVRC and sat on various committees In Newcastle and Sydney including the NSW Women's Refuge Working Party as the Child Support representative and the NSW Child Protection Committee and more recently DVCASS and HCLC. We would like to thank Jill for her 31 years of service and wish her a long and happy retirement which is well deserved, she will be greatly missed by everyone.

I would like to acknowledge and thank the Management Team and all staff, for their ongoing commitment and dedication in achieving such positive client outcomes, the service has once again, this year, exceeded the PLA /Service Agreement Targets. It is a credit to the entre team and the board are extremely thankful to you all.

Lastly, I would like to once again thank the Jenny's Place board members for sharing this skills and expertise which is vast, given the variety of skills and experience on the board. Your guidance and governance is greatly appreciated.



Chairperson

Management Committee/Board



Jenny's Place Inc. is an incorporated association made up of elected committee/board members. The following members were re-elected to the Committee at the AGM in 2018

President/Chair	Nicole Bailey
Vice President	Elvira Johnson
Treasurer	Anna Harrower
Secretary	Kerstin Davey
Public Officer	Briony Manning
Ordinary member	Patricia Clarke

Manager's Overview



This year has seen a changing of the guard with the retirement of our Assistant Manager, Jill Evans. I would like to take this opportunity to thank Jill for 31 years of dedicated service to Jenny's Place and the women and children she has worked with over that time. Jill started all those years ago as a Child Support worker and has always had the children's best interest at heart, her passion for our clients and her work is what gave her such longevity. Our chair has touched on just some of her achievements over the years but they all stemmed from her deep passion for children and women and children experiencing Domestic & Family Violence with much of her work focusing on the impact of DV on kids.

Jill was also a great Public Relations representative and her role in that area attracted a lot of community and corporate support, her skill set will be hard to replace. Jenny's Place and our clients are in a far better position now because of that and we can't thank her enough for all her hard work over the years. Jill will be greatly missed by us all and it is hoped that friendships formed over that period will not be lost and will continue for years to come.

There was also a change in the Outreach Coordinator position when Jaylene McKenzie decided it was time for a change and moved on. I would also like to thank Jaylene for all her hard work and for helping us to set up the Outreach program, she has done a great job and we wish her well in her new role. We welcome Judy Parker as our new Outreach Coordinator, Judy has a lot of experience in welfare, disability and management and has come with a lot of enthusiasm, energy and new ideas. We look forward to working with her for many years and are confident that she will continue to develop the Outreach Program to ensure greater outcomes for clients as well as continued improvement in efficiency and effectiveness within the team.

We also welcomed our new CPO Sandy Shaw who has been very supportive and helpful in the time she has been our CPO. We hope that Sandy is not moved on too quickly from her role and that we can work together for some time yet. Sandy replaced James Butler in that role and we thank him for all his help and support since the reforms.

There are constant changes and challenges in our sector as everyone is working together to combat homelessness and continuously improve service delivery and improve outcomes for clients. This year has seen the emergence of a new Assertive Outreach Team here in Newcastle and while it is a partnership of services, the team will be based at Dept. Community and Justice in their Newcastle office, we are yet to see what the NGO services component looks like as this project is still being developed.

We are now back to full staffing levels and the team have worked together well across projects to support each other and our clients, it has been another great effort with amazing outcomes for our clients and we have again exceeded the targets within our SHS contract. We are now training a full complement of casuals so that we have enough staff to fill in when permanent staff are on leave or at training.

Finally, I want to thank our team of dedicated and committed staff who have worked together and supported each other to deliver quality services and achieve really amazing outcomes with some of the most vulnerable people in our community. We are fortunate to have such a great team who have all gone above and beyond in working with and advocating for the women and children who access our service. Great work everyone and thank you.

Marcia Chapman - Manager

Thank you to Jenny's Place Inc Management Committee/Board

Our deep appreciation goes to our amazing Management Committee for their commitment in supporting Jenny's Place and all the work they have accomplished throughout the year.

As always, they have made themselves available to both share their expertise, respond to requests for guidance on matters of governance and given direction.

The Professional as well as Practical Support given to both Managers and Staff in relation to Human Resources, Staffing Matters, Recruitment, Financial Matters to ensure Jenny's Place continued to provide quality essential services to the Community, has been exceptional and greatly appreciated.

We cannot thank you enough, Marcia, Rose, Robyn, Judy and the JP team

About Jenny's Place Inc.



As one of the first organisation to establish a refuge for women and children escaping Domestic Violence in the Hunter Region in 1977 Jenny's Place now celebrates 42 years of service to the community this year. Over these years we have developed our services and programs providing expertise in domestic violence services for women and children and to those who are homeless or at risk of homelessness. We are proud of our achievements and positive client outcomes and continue to provide much needed services in the community in partnership with a holistic range of local government and non-government agencies and departments.

We provide an excellent and flexible service with the aim of delivering an integrated response to people experiencing domestic violence and/or who are homeless or at risk of homelessness. This is provided through the provision of crisis and transitional accommodation, support, case management, referral and advocacy and outreach services. We assist clients to identify the issues that have led to their homelessness and support them to address these enabling them to secure and maintain safe, long term housing.

Jenny's Place has established numerous community partners who we work closely with, and have established a plethora of efficient referral pathways to a range of specialist support services and these continue to develop with the changing needs of our clients. The partnerships reflect the diverse needs of our client group and include housing, disabilities, health and medical, legal, court support, Aboriginal, CALD, Older Women, Children and Youth, financial and budgeting, work & development order sponsorship with Dept. of State Revenue, parenting, educational institutions including schools, employment services, aged care and assessment, council, child care, specialist and victim counselling, transport etc.

Our philosophy is to empower clients by working with them to build their own capacity, self-esteem, confidence, knowledge, personal and living skills so they can be more independent and make decisions for themselves and their children, to gain long term secure housing and live safe and healthy lives. We provide a range of support programs and refer to a range of wrap around services who will help them to work on their specific issues. We work individually through case management, formal & informal discussion, goal setting, referral, advocacy as well educational workshops, information sharing and group work.

Post Crisis support is provided in the form of home visits, continued case management and linkages to specialist services. Women and Children are linked to required services in their area so they are supported for as long as they need, to address issues, so they can maintain long term housing and live safe and healthy lives.

Jenny's Place has always been proactive at identifying and filling gaps in service delivery and has developed programs and services to meet the changing needs of our community. Programs such as The Newcastle Domestic Violence Resource Centre was developed 11 years ago to provide outreach services to people who were experiencing domestic violence and in the community. They can access information, education, intervention & prevention, support, accommodation, counselling, victim's compensation, referral, advocacy and case management.

These services are provided through an efficient streamlined process whereby clients are linked with services where strong and formal partnerships have been formulated preventing clients from further trauma where they are continually having to retell their story. Clients are linked with a number of services that are specific to their & their family's needs. ***This program is unfunded and relies heavily on corporate and community support to keep it running.***

Part of our community development work involves presenting education and prevention programs in the community to numerous groups including Businesses, charities, services, neighborhood centers, schools, TAFE etc. Providing information on domestic violence, homelessness and related issues, confronting myths and giving the community, tools to access information and support. This includes working with the media to raise issues relating to Homelessness and Domestic Violence and the effects on Women, Children and families in our community

Centralised Intake



The Intake role continues to be a very demanding position and our staff are doing an incredible job in meeting the requirements of the No Wrong Door policy, managing large volumes of referrals, responding to all referrals in a timely and productive manner, completing CIMS assessments with clients to determine the most appropriate response for clients and spend a lot of time making referrals to support clients where the client's need cannot be met by our service at the time.

Referrals for all services, including crisis and transitional accommodation, and outreach come in via our Intake worker. When appropriate referrals are made to internal sources such as Outreach Support, Crisis or Transitional Accommodation, the Resource Centre for DV support or externally for accommodation and support services depending on the client's need.

Referral Sources Received from and Referred to:

Clients that were unable to be accommodated received assistance to find alternative accommodation or Temporary Accommodation (TA) which was achieved in majority of cases, referrals were both received and made to the following services over the past twelve months:

- Self Referrals
- Dept. of Communities and Justice
- Link2Home
- NOVA for Women
- Coast Shelter
- Carrie's Place Domestic Violence Services
- Allira House (Morisset)
- Jodi's Place (Cessnock)

- Rondeley
- Allira House
- Upper Hunter Homeless Support (Muswellbrook)
- House of Hospitality
- Warlga Ngurra Women and Children's Aboriginal Refuge
- Muloombimba
- Awabakal
- Wirringa Baiya – Marickville
- Aboriginal Legal Service
- Housing NSW
- Compass Housing
- Mission Australia
- Dept. Veterans Affairs
- NSW Domestic Violence Line
- Northern Settlement Services
- Baptist Care
- Catholic Care
- Barnados
- Job Network
- Joblink
- Connect Employment
- Job Centre Australia
- Newcastle, Waratah, Cessnock, Belmont, Muswellbrook, Port Macquarie Police Stations
- Manly Women's Shelter
- PIR
- Hunter Care Group
- Newcastle Mental Health
- Maitland Mental Health
- Mater Hospital Mental Health Unit
- John Hunter Hospital
- Blue Mountains Hospital
- Salvation Army
- WHO Day Program
- The Sanctuary
- Soul Café
- Toronto Court
- Whole Warrior Solutions
- Georgetown Solicitors
- Hunter Primary Care
- Homeless Connect Day
- Doonside DV Service
- Myruma
- HIPPY Program
- Life Without Barriers
- Vocal
- Housing Plus Orange
- Newcastle Family Support
- Tamworth Family Support

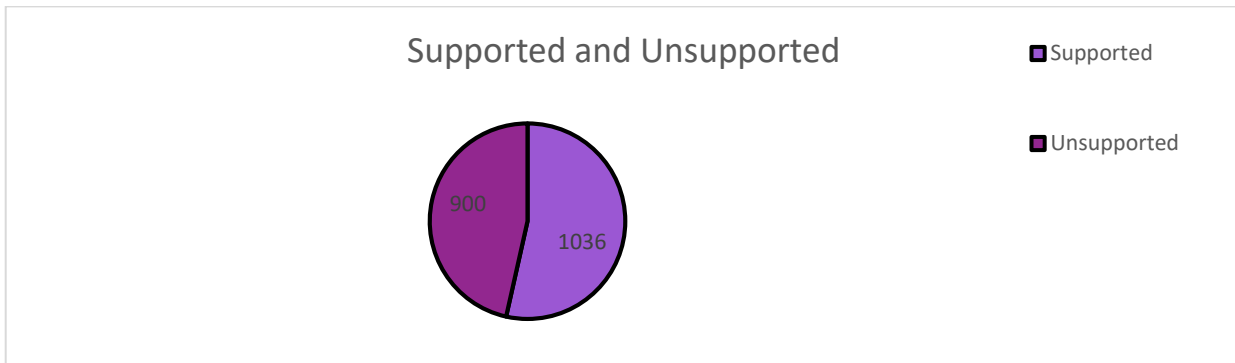
- Family Referral Service
- Family Action Service
- Flourish
- Windsor Correctional Centre
- Cessnock Probation and Parole
- Mirrumba- Cessnock Girls Correctional Centre
- Sydney Shelter
- Bathurst Refuge
- Lithgow Refuge
- Taree Refuge
- Our Backyard
- Port Stephens Early Intervention
- Kamira Farm
- Allambi
- Samaritans
- Brighter Futures
- Global Realty
- Bonnie Support Services
- Wesley Mission
- Doorways – Central Coast
- Housing Plus
- Armidale Women’s Shelter
- West Connect -Penrith
- John Hunter Hospital Social Worker
- Domestic Violence Court Advocacy Service
- St Vincents De Paul
- Mathew Talbots
- Children’s Court
- Rape and DV Service
- Hunter brain Injury Services
- Port Stephens Family Neighbourhood Centre
- Samaritans Youth Services
- McCauley Outreach Services
- DV Service Doonside
- Sydney Shelter
- Jewish House
- Parkes & Fobes Hless Service
- Disabilitiy Advocacy
- West Connect DV Service
- Kimara Farm
- Resource Centre
- PSFNS
- Soul Café
- DV Service Management
- The Sanctuary

Client Data 2018 - 2019

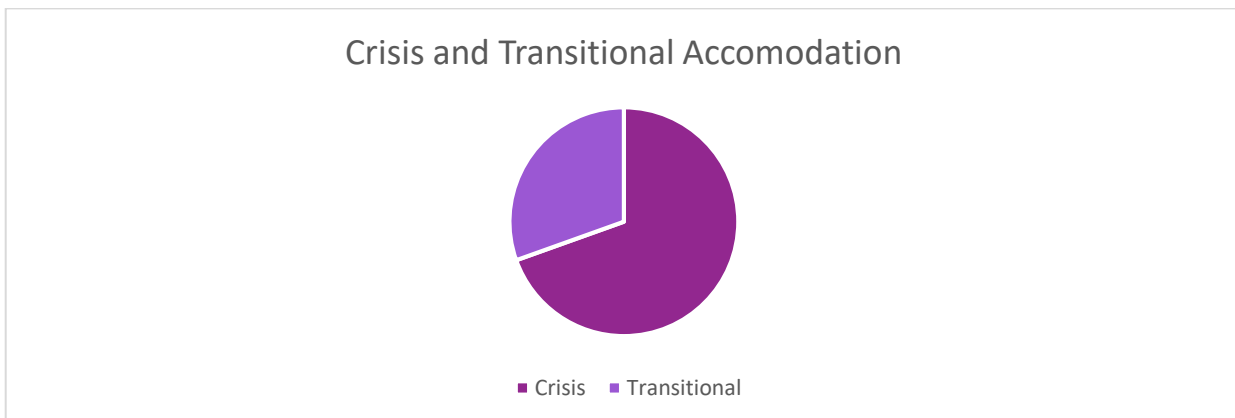
The 2018-2019 Data again shows that we are unable to meet the high demand for service with 1936 referrals and only 1036 clients accessing services.

Total number of clients supported 1036

Total number of clients unsupported 900 LEGEND



Number Accommodated 256 (Crisis 178 Transitional 78)



Crisis Accommodation and Support Services

2018-2019 - Families Refuge- 40 Women & 72 Children / Singles Refuge – 60 Women

This last year has been very busy with lots of great outcomes for the women and children who have come through our service. The strength and innovation of the Jenny's Place team is in their capacity in continuing to work in collaboration with services to get the best possible outcome for clients. There has been a few staff changes including having a Child/Parent worker to work with families to address issues around parenting, child development, nutrition, Children at Risk of harm etc. So far this has been a very positive role with great outcomes for the family.

Intensive Case management and the streamlined partnerships with Brighter Futures, Birra-Lee, Awakabal, NSS, Hunter Valley Financial Counselling Services, FWD Groups to name a few have helped our Families settle back into the Community with confidence and stability.

Groups such as Rent It Keep It, Circle of Security and our Empowerment Groups have been quite successful and we continue to have more families establish and maintain long term tenancies.

Case workers have supported many clients in reducing or completely paying of their State debts through the WDO. This is a great initiative that has been working well for our clients and when it's paid off it gives them a bit more money to spend on food or other bills etc.

Case Workers have also been helping clients to obtain counselling through Victims Services and also been successful in applying for the Immediate Needs Payments and the Recognition Payments for our clients.

These funds has helped clients in establishing a tenancy, paying off debts, purchasing a motor vehicle etc. The boarding house that we have in partnership with Wesley helps eases the pressure for our single clients by giving them a bit more time trying to secure a tenancy in the private rental market. A big percentage of our clients find it extremely difficult and quite unaffordable being on the New-start payments and not having a good rental history. Some clients are also needing the ongoing support to get restoration of their children. This helps them to continue working with their case workers in achieving their goals and giving them the confidence to be ready for the private rental market once they exit from the program.

Families going into our Transitional properties have given us positive feedback on having the ongoing support from their caseworkers to work on their goals and maintain a tenancy. Many of our clients have enrolled and completed vocational education and training. We have also had a couple of clients completing their diplomas and also one client completed her nursing degree.

We are very grateful to OZ Harvest who continue to deliver a range of fresh fruit, vegetables, meat, cooked food and other items that has been immensely appreciated by our clients who are on a tight budget.

The amazing work done by FWD and GYBS to complete havens for our families that are moving into independent living have brought many clients to tears. The detail and effort put into transforming these houses into beautiful homes is truly appreciated. As one client said "I feel like I'm so valued as a human being". We are truly grateful to these wonderful people who volunteer their time to give so much joy and happiness to our families.

To all the kind and generous people, community groups and businesses we would like to say a very big Thank You for their donations and gifts that we receive throughout the year. The beautiful Xmas presents and food hampers that we receive is truly appreciated by all our clients. This alleviates the added pressure of the expense families experience during the festive season and school holidays.

TRANSITIONAL HOUSING FOR SINGLE WOMEN

We have a partnership with Wesley Mission to provide Transitional Housing for single women in one of their Boarding Houses. Transitional Housing is a vital next step for women coming out of refuge. Without transitional housing, without having somewhere safe and comfortable with an affordable rent to go to within your own community, it's very likely they are going to return to the cycle of DV or homelessness.

We have received very positive feedback from past and current clients. They have informed us that they feel very safe and the support from their caseworker has helped them immensely to get their lives back on track. We have had great success in some clients enrolling in back to work training and getting into the work force.

Number of Women Supported in this program 6

POST CRISIS

The post crisis program is essential for some clients in assisting clients to maintain long term accommodation through client focused support, addressing issues that may lead to re-entering the homeless arena, as well as supporting them to meet their long term goals.

Case Workers continue to advocate on behalf of some of our CALD clients who because of their language barrier, need the support to understand and access services such as Legal, Centrelink, Housing, Immigration etc. Resources such as telephone or face to face Interpreter services are used to assist them at court, or filling out documents/forms for Housing, Educational forms, court paperwork etc. Post crisis is a very essential part of the support program to help clients maintain the continuity of long term accommodation and prevent them from re-entering the homelessness arena.

During the past few years, the Homelessness Outreach Support Team (HOST) and Homelessness Assertive Response Team (HART) have become key elements of the assertive outreach (AO) response to people sleeping rough in inner-city Sydney.

Homelessness NSW considered this consultation was required to respond to FACS – now the Department of Communities and Justice (DCJ) CJ's AO initiatives in a way that accurately captures the views expressed by the homelessness sector.

In particular, DCJ recently announced funding of \$3.8 million over 3 years (2019-2022) to expand AO in the Newcastle and Tweed areas. DCJ has incorporated elements of the HOST and HART models into the AO response in these areas.

In June 2019, after this consultation was underway, DCJ commissioned ARTD Consultants to review the current AO response to people sleeping rough in inner-city Sydney. The DCJ review was intended outline existing AO services and initiatives – including the HOST and HART – and to identify aspects of these that are working well and that could be incorporated into the Newcastle and Tweed assertive outreach expansions.

However, Homelessness NSW considers that, since the primary purpose of this DCJ review was to inform the expansion of AO in other geographic areas, it does not provide a comprehensive review or evaluation of the HOST and HART models as they currently operate.

Recommendations

Based on the key findings of our consultation, the consultation paper has the following recommendations:

1. Social housing and post-crisis support

More social housing and post-crisis support services, including basic living skills supports, are urgently required to address the shortage in these areas. Without these, people placed in TA may return to rough sleeping and it will not be possible to sustainably reduce either rough sleeping or homelessness more generally.

2. Development of, and broader focus for, an inner-city Sydney homelessness strategy

The DCJ inner-city homelessness strategy should be developed and broaden its focus to ensure it:
Responds to all people experiencing homelessness, rather than focusing predominantly on the cohort of people who are sleeping rough

Is appropriately tailored and resourced to meet the needs of specific populations, including Aboriginal people and youth experiencing homelessness

Prioritises a flexible and person-centred approach that tailors appropriate supports to meet an individual's support needs and that ensures all individuals sleeping rough, even those with the most complex and high needs, receive adequate supports.

3. Priority support for particularly vulnerable and at-risk people experiencing homelessness

Providing avenues for particularly vulnerable and at-risk people experiencing homelessness to receive priority housing support before those who are not as severely at risk is important. However, any exceptions to the Housing Pathways system for allocating TA and social housing should have a robust evidence base and be developed in consultation with the homelessness sector and community housing providers.

4. Review of use of TA

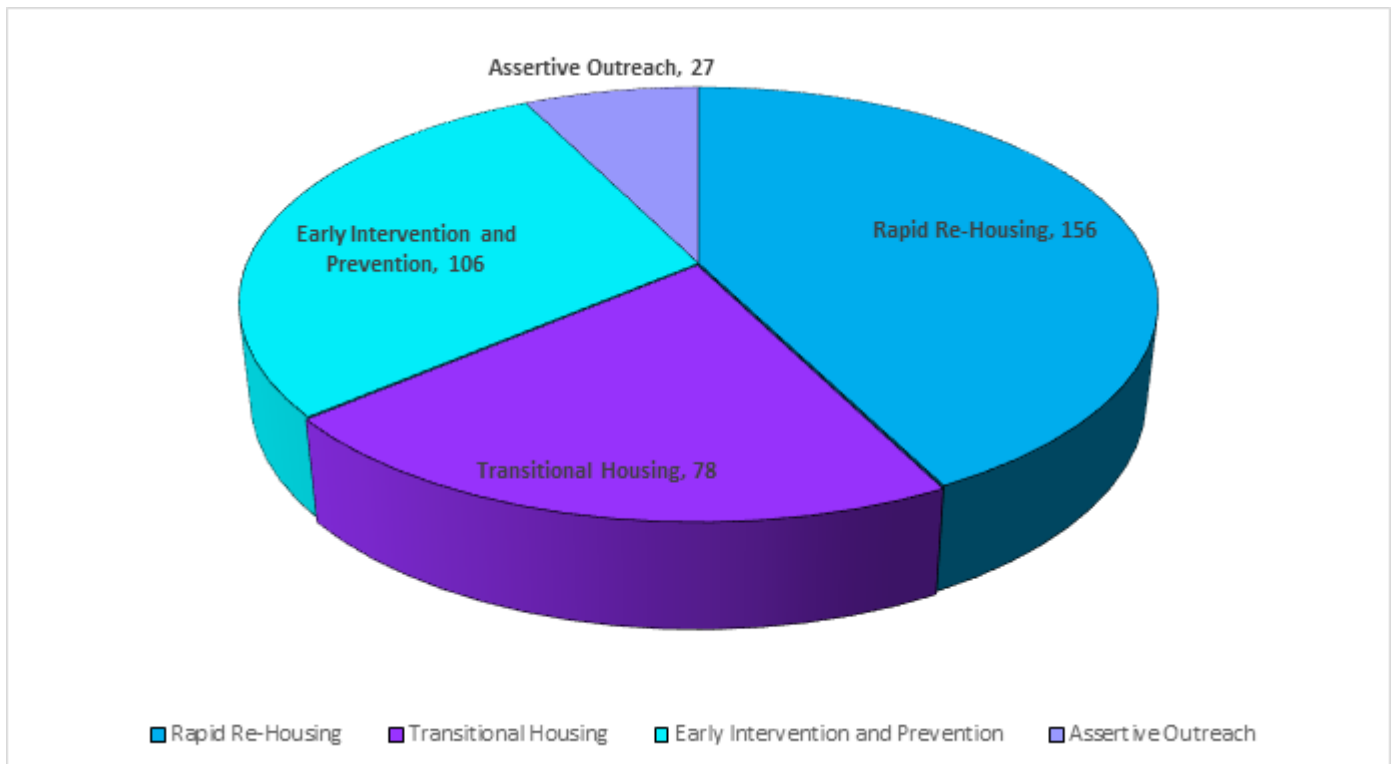
DCJ should review its use of TA as the main form of accommodation used to move people sleeping rough out of primary homelessness, given both the level of funding required to secure this TA and its limitations

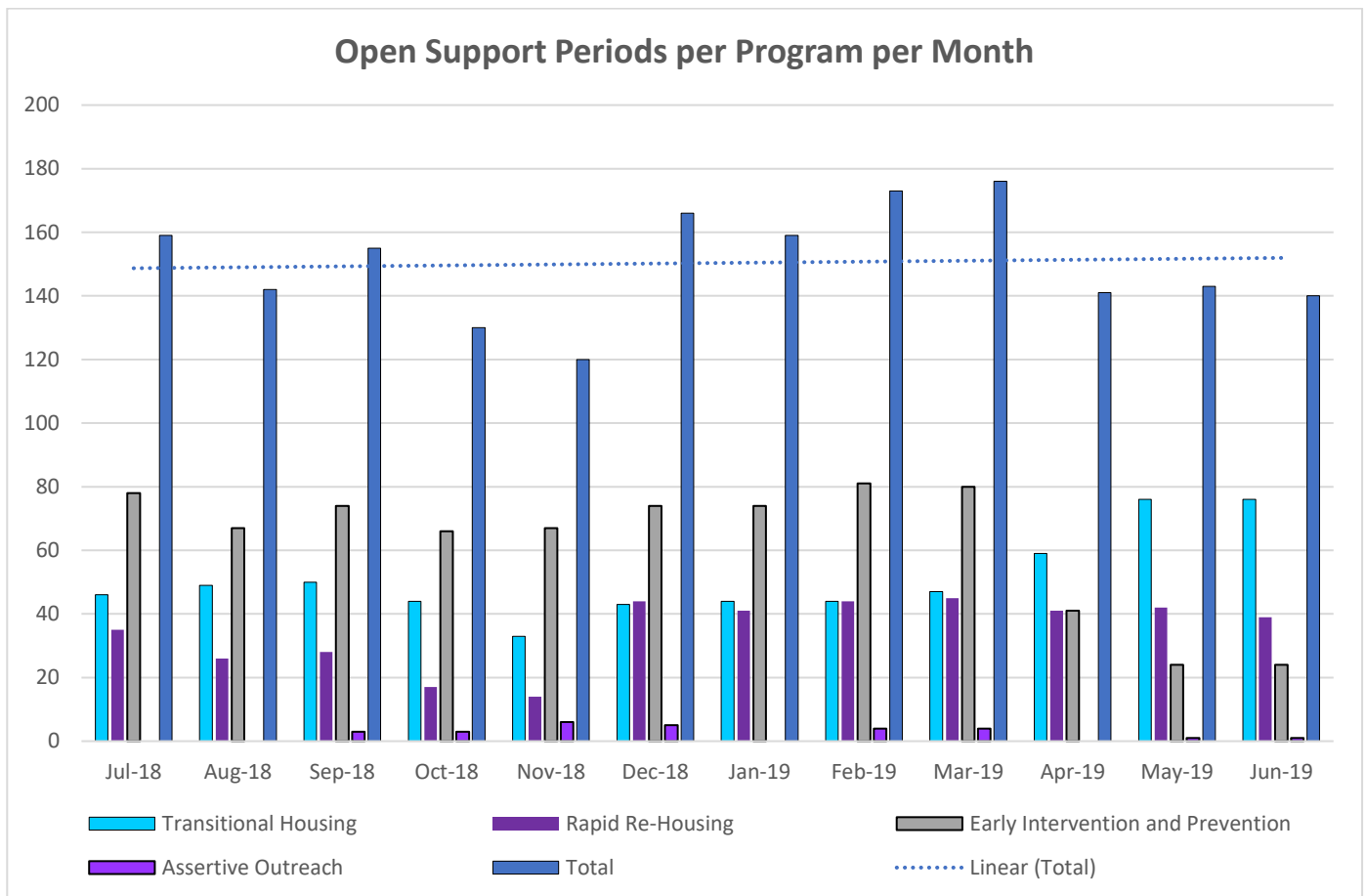
as a form of accommodation for people with complex needs. This review should examine the strategic value and long-term viability of the current use of TA.

5. Consultation, communication and transparency

The DCJ inner-city Sydney homelessness strategy should be developed through collaboration and consultation with the homelessness sector and community housing providers. There should be a communications plan to ensure the strategy is communicated to the homelessness sector, in a coordinated way, and that all key elements of the strategy are transparent to the sector.

Yearly total of clients supported per program





Transitional Housing Program

Overview

The Outreach Team provided case work support for 16 Transitional Housing properties during July 2018-June 2019. These transitional properties are 12 month and 5 year programs.

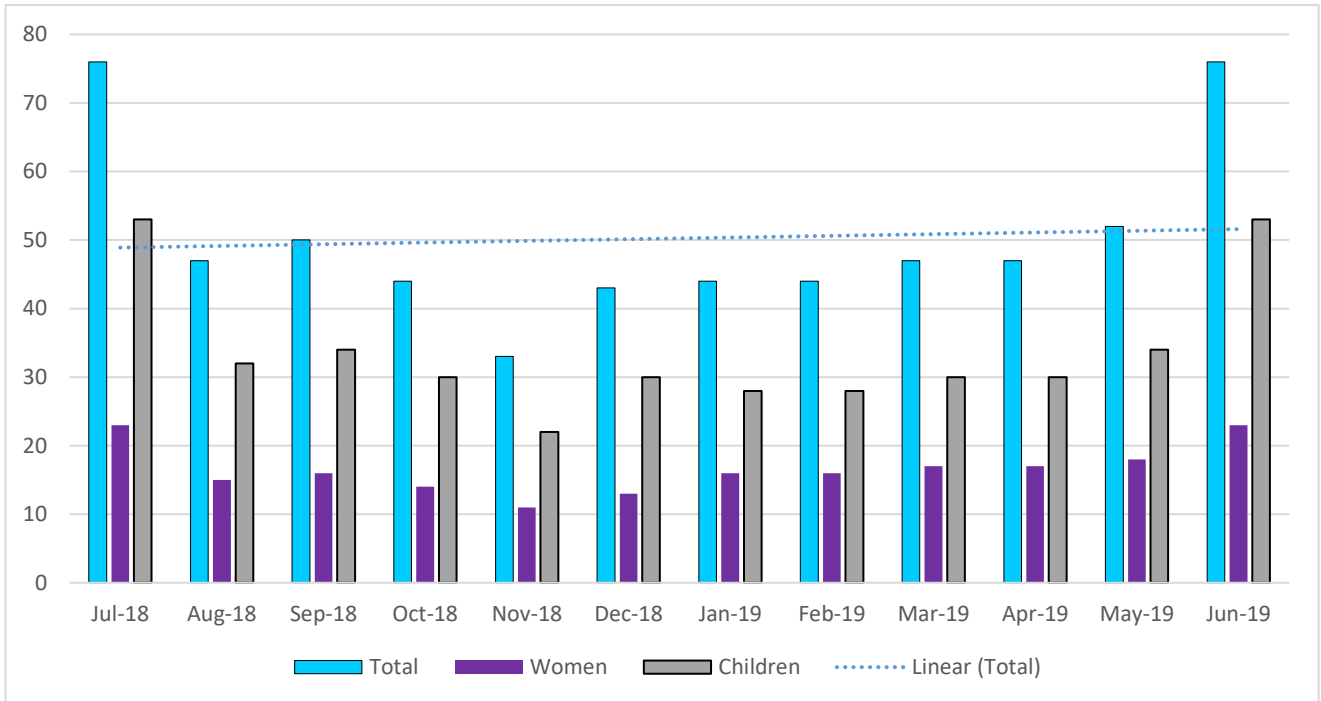
- Women’s Housing Company 12
- Amelie 2
- Compass Housing 2

Women Housing Company (WHC) – There has been some changes to the structure in management, the changes have been positive and the partnership between services has been proactive. WHC had received an allocated amount of funds from FaCS to complete upgrades to their properties. All but two properties have been completed, due to concerns around client risk and access issues.

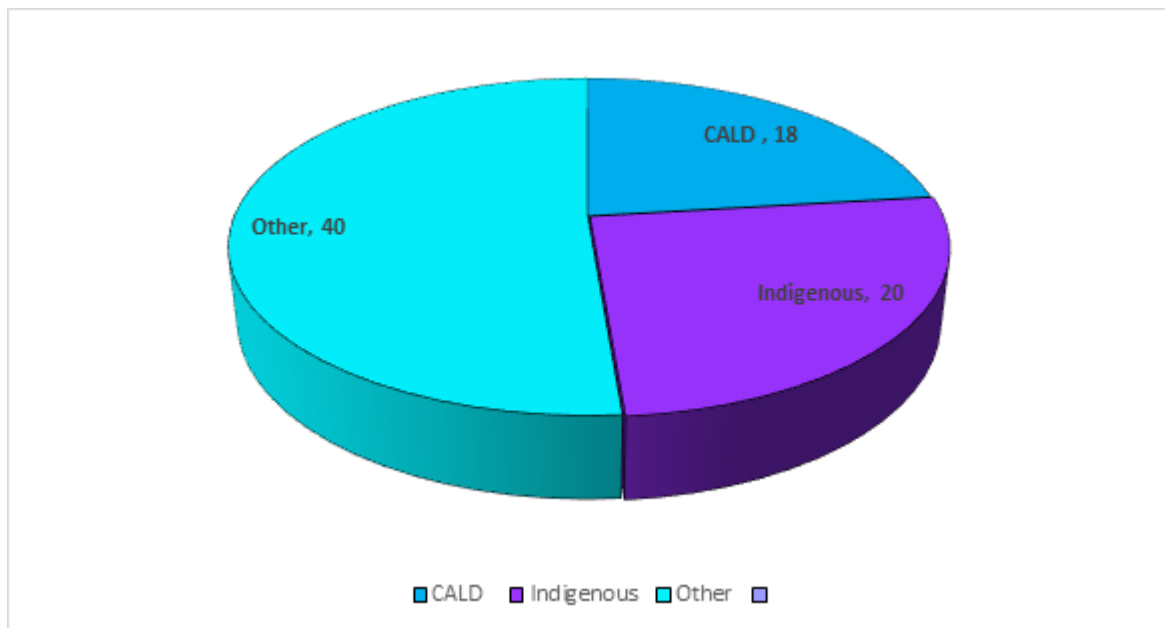
Amelie Housing – The Outreach team have found it difficult to engage and received time appropriate responses. I have requested a meeting with them a number of times, I will remain committed to work toward a positive working relationship. The 2 Wyong Rd duplexes that were relinquished are still sitting with FaCS. They have tendered them out to another organisation. Jenny’s Place have meet with FaCS and explained that these properties are a known risk and would not be in a position to manage these properties without confirmation that the risk is no longer there. Jenny’s Place have requested that we have the 2 new properties in our portfolio.

Compass Housing – there has been ongoing collaboration with Compass, no current issues or concerns to note.

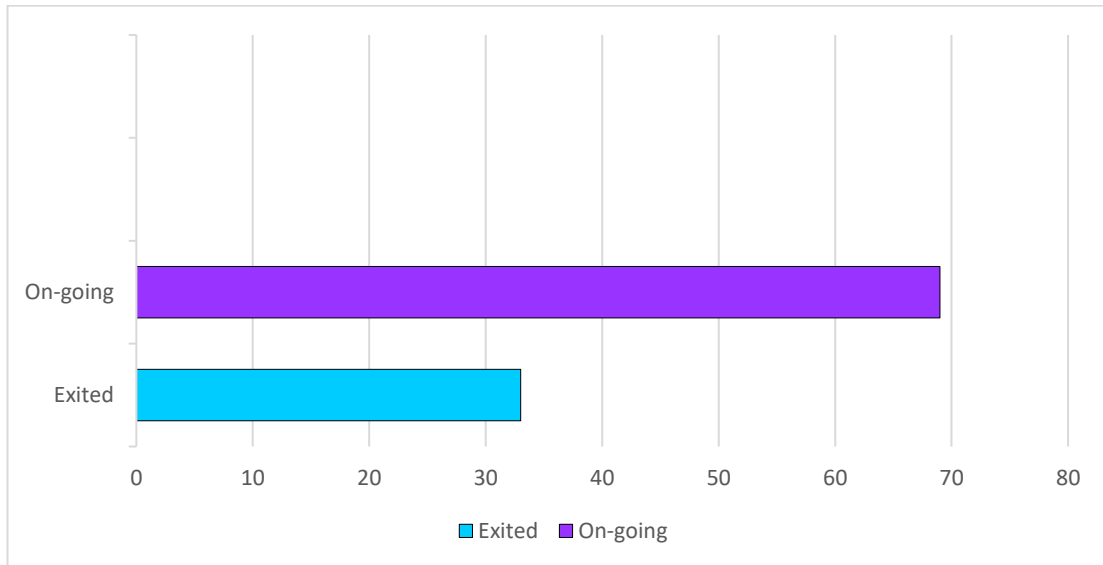
Transitional Housing clients per month



Transitional Housing Cultural Identity



Total families supported

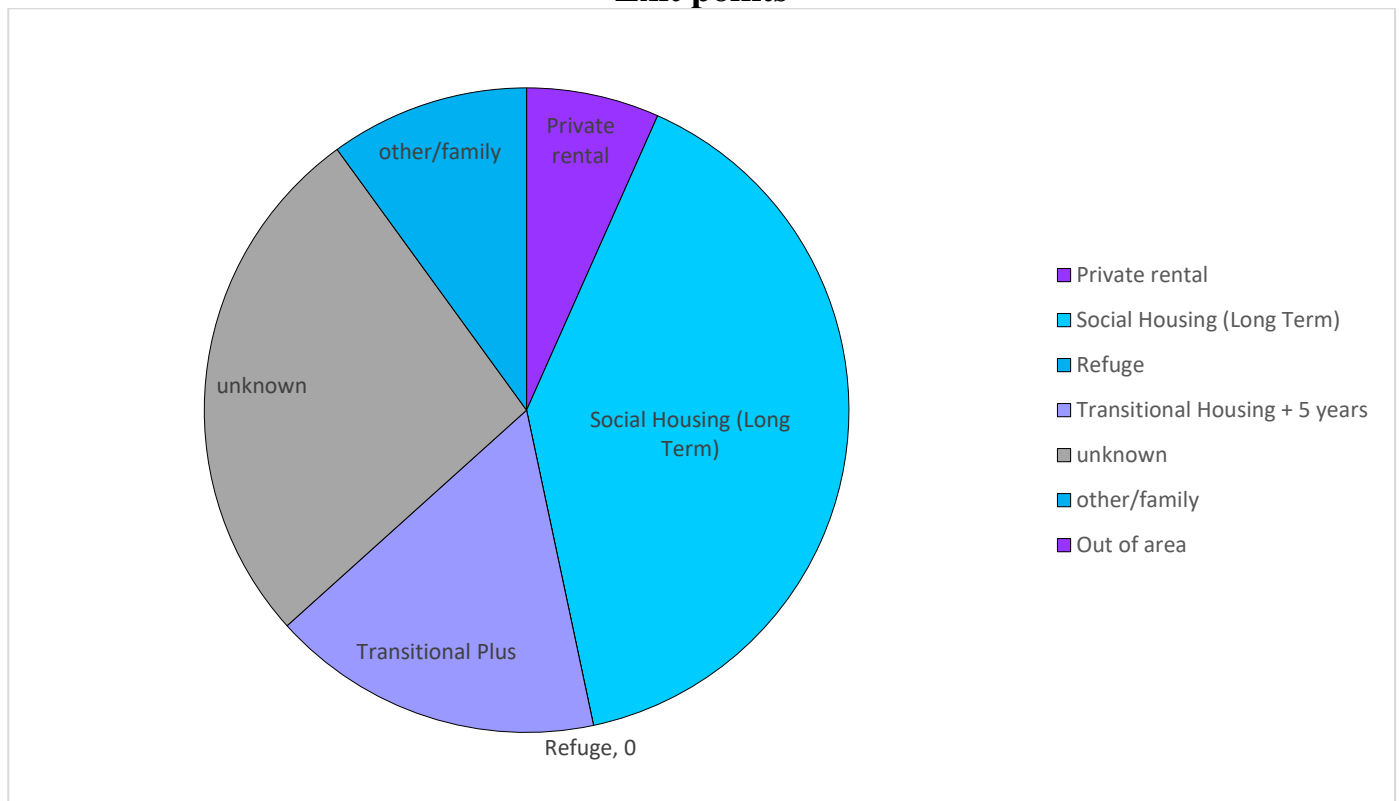


This Way Home Project

Compass continues to manage the 'This Way Home' project in the Hunter region which provides a unique model, with a framework of collaboration and the objective of increasing the successful outcomes for persons experiencing homelessness who want to gain and sustain a tenancy in the private, social or public housing market.

The Outreach team supported 7 women and 13 children at This Way Home, medium term accommodation and transitional accommodation.

Exit points



Feedback/ improvements

Negative feedback gathered from the three monthly transitional reviews is as followed

- Housing provider - Maintenance and repairs
- FaCS – Restoration of children
- Jenny’s Place – Not able to have my Dad come and visit

Positive feedback

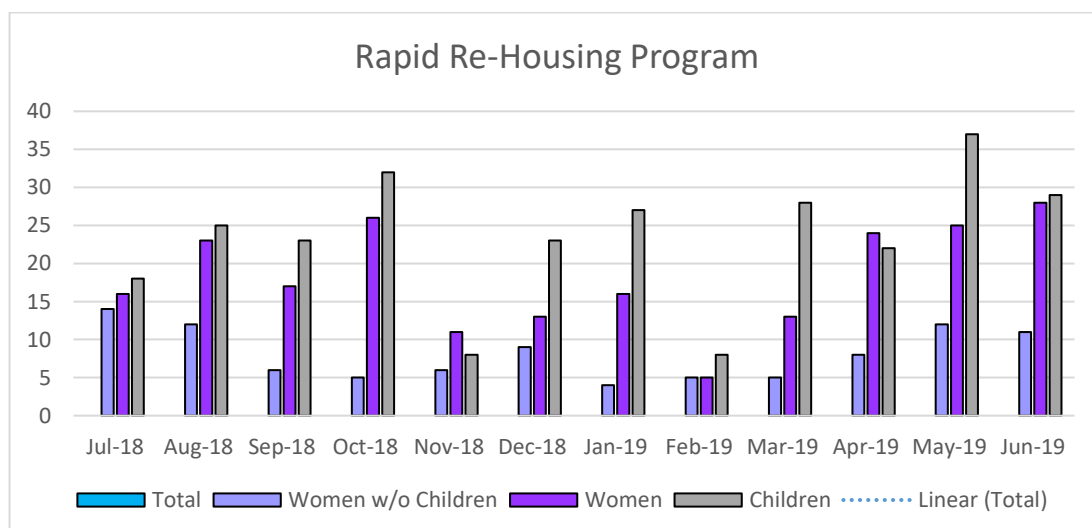
- “I developed skills with budgeting with the case workers support”
- “I have been able to regulate things better with the kids”
- “I have nearly finished my business admin course”
- “I got help with clothes and items that I needed”
- “Kayla helped me into paths to change so I can get there”
- “Kayla did everything to help me, I know it’s up to me to do the rest”
- Thank you to Jenny’s Place it is the first time I have had a stable home

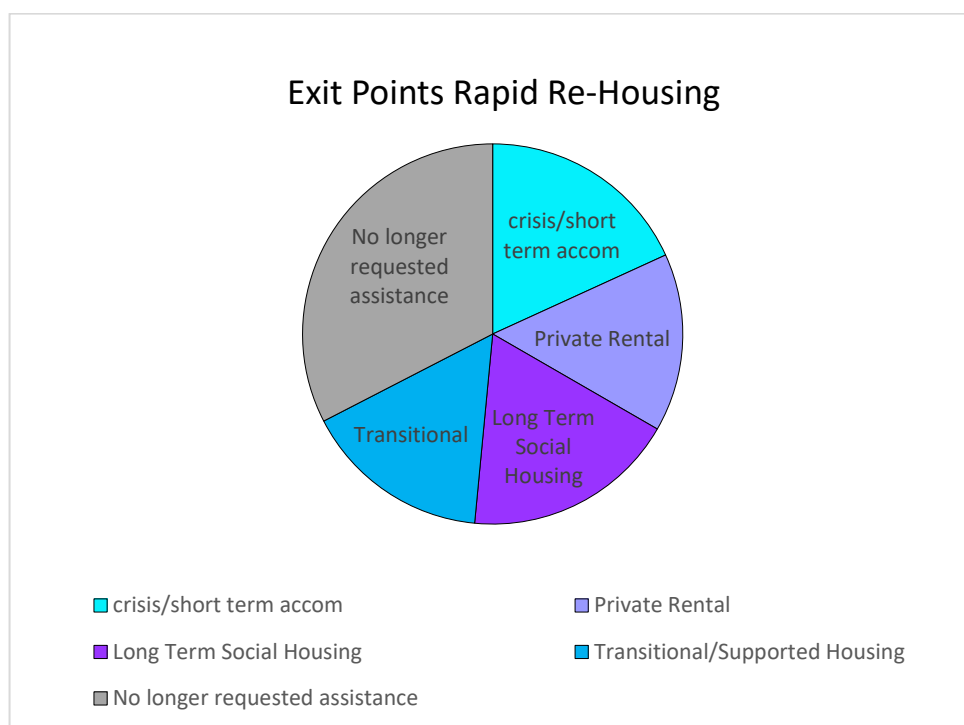
Rapid Re-Housing Program

Overview

Our Outreach program provided case work to a total of 156 women and children an *increase* of 52 clients in this financial year. Changes to the program ensures that all staff working in the outreach program work across all programs. Staff included Kayla, Kate, Pam, Jem and myself. All outreach face to face services are provided from the Joy Cummings Centre in Newcastle Monday to Friday 5 days per week.

The main goal of the Rapid Re-Housing Program is to support families whom have become homeless to resolve their homelessness in as quick as time as possible and settle back into their community. The focus is on practical support and assistance with rental applications, skill building and advocacy with Social Housing providers.





Client's no longer needing assistance is the largest piece of the pie. This is due to many contributing factors, clients no longer engaging and no show for appointment.

NSW Early Intervention and Prevention homelessness strategies 2018 -2023

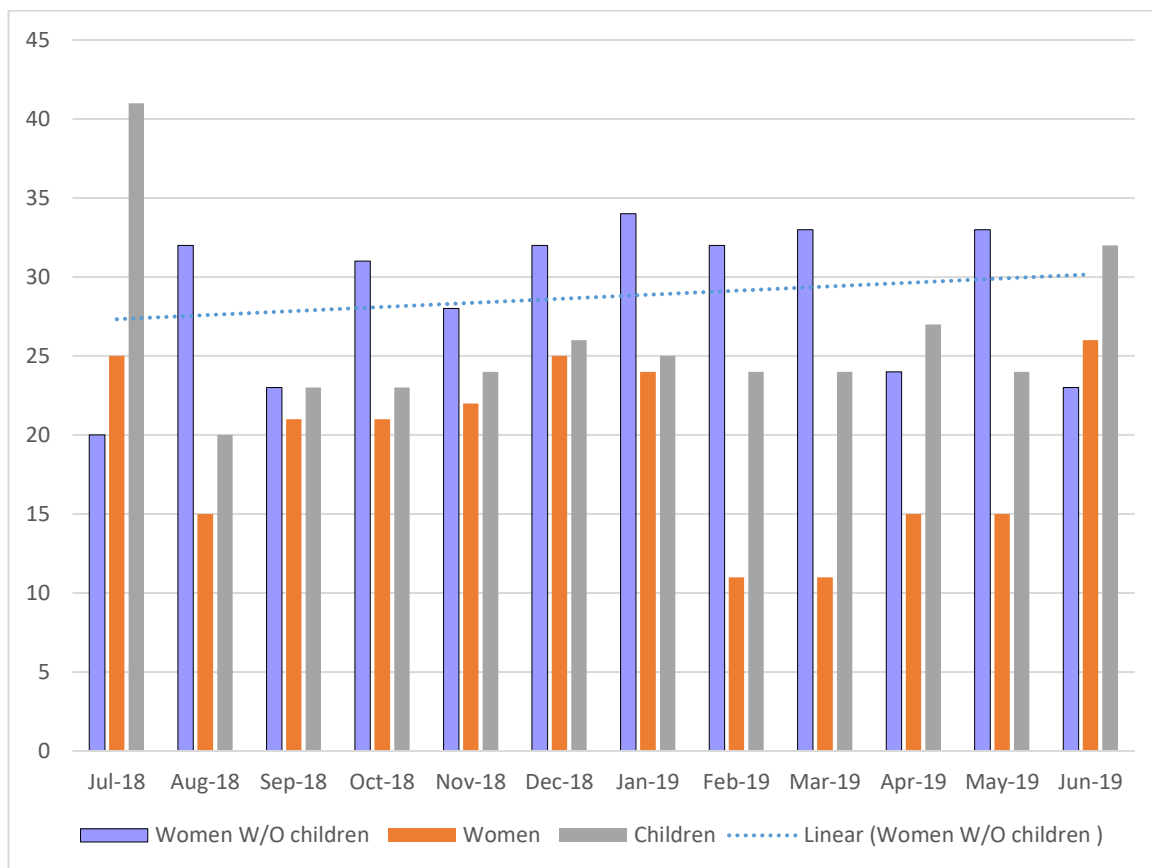
Jenny's Place Outreach provided case work support to a total of 106 clients and families. Changes to the program ensures that all staff working in the outreach program work across all programs. Staff included Kayla, Kate, Pam, Jem and myself. All outreach face to face services are provided from the Joy Cummings Centre in Newcastle Monday to Friday 5 days per week. Rosella Cottage (Thursdays) at the Hamilton South HNSW Estate.

There are many critical points along the pathway to homelessness. We will target supports at these points to help prevent people from experiencing homelessness.

The aim of the program is to:

- Identify people who are at risk of homelessness early,
- Support people to maintain their tenancies both in social housing or the private rental market.
- Respond to warning signs that people's tenancies may be at risk, and connect them to support and assistance that will help them remain in their homes.
- Work closely with real estate agencies, and deliver support to address complex needs such as mental health and other drug issues for people living in social housing.
- Improve 'exit planning'.

Early Intervention and Prevention -Clients per Month



Assertive Outreach

Overview

A collaborative response brings together key partners from across the Newcastle area who have collectively developed a city-wide strategy. Over the next 4 years we will together continue delivering compassionate solutions that are needed to prevent homelessness in the first place and to end rough sleeping for good.

Working model is to:

1. Prevention- wherever possible we will prevent people from rough sleeping in the first place.
2. Response - when someone is on the street, providing assertive outreach and rapid rehousing to offer a route off the street as quickly as possible, alongside support which helps people to rebuild their lives and stay off the streets.
3. Transform housing –led, offering suitable accommodation as part of integrated packages of support. A phased approach is being adopted, this allows opportunities to improve.

The Outreach team provided support to a total of **43 clients**.

Outreach team – reflections

FAREWELL TO KAYLA

Kayla and I worked together for 4 yrs. and have shared lots of experience and knowledge, insights, comic relief and formed a solid work friendship. Kayla will be well missed in the team as she is always willing to invest 100% plus, and is committed and professional. She leaves no stone unturned, and has provided life

changing support for so many women. I wish her the very best on her new journey and hope the team/individual workers are able to catch up with her from time to time.

GOOD NEWS STORY

There are many memorable moments for me, some seem insignificant to others, but each step a woman (and her children) take toward stabilizing their situation and moving forward in their lives is a good news story for me.

From a woman sleeping rough, who found my card, and made the call, which resulted in her being offered refuge accommodation, to the woman and her children who are reunited after 3 yrs. of separation as a result of domestic violence and substance dependency. For another woman, it may be simply getting her ID documents again, which gives her a sense of belonging in the community, and makes her eligible for some of the programs and products available out there. Knowing women are staying drug-free, and avoiding relapse, while living in a setting where drug activity is all around them, also deserves a mention, as a good news story. It's the little achievements along with the bigger ones that provide job satisfaction for me.

ASSERTIVE OUTREACH

We have had some great success with offering support to rough sleepers ... assertive outreach is a very difficult program to implement, due to the complexities, and indeed, the limitations placed on workers due to safety risks, low levels of engagement, and the small steps which need to be taken to build rapport with vulnerable people. However between Judy, Pam and myself, we have had some wonderful results, and have managed to provide service and support to several women who would otherwise, remain vulnerable and isolated.

OVERVIEW OF 2019

It has been a whirlwind year with lots of changes. We soldiered on after Jaylene McKenzie left, and then welcomed Judy Parker into the fold. We have experienced some structural changes, which I feel have drawn the outreach team closer together in their work, now that we are all supporting our clients across all programs. I feel we are able to support each other more effectively as a team, and are also better utilizing the skills we have, as a team.

Stats just keep coming in, and while we are able to manage our waitlist well, the very fact that a wait list exists, shows that women are still experiencing crisis out there. It is always a highlight when we are able to help women secure housing of course, however achieving the steps toward making that happen.

I have particularly enjoyed building partnerships with other service providers, and working collaboratively with them, and feel I have been able to strengthen those connections this year. FaCS Housing, Matthew Talbot, the Mental Health Team at the Mater Hospital, The Community Mental Health Team, Hunter Primary Care, and disability support services too, such as House With No Steps.

I am looking forward to another productive working year with Jenny's Place, and feel privileged to be a part of this wonderful organization.

Kate Edge

During the last 12 months there have been many changes to Jenny's Place including Outreach, staff members whom became good friends moving on and new staff members coming on board. I enjoy being part of the outreach team. I continued to provide outreach support to clients at Soul Café. I also attended Wesley Mission Ladies Group on a fortnightly roster but due their change in funding the group was cancelled and I replaced that with outreach at Rosella Cottage Hamilton South. Kayla and I presented RIKI workshops at the JCC. I attend Hamilton Interagency and This Way Home meetings. I have enjoyed

providing support to the women and children in the transitional properties, JCC and outreach support to rough sleepers. I feel blessed to have had the opportunity to work at Jenny's Place and this year makes it 15 years. I believe having compassion for others plays a big part and when you are able to make that connection and see them making positive changes everyone involved has a positive experience.

Pam Morris

As you are aware Kayla has left the Outreach Team for a career change. Kayla was an amazing advocate and fighter for her clients. Kayla worked for Jenny's Place for 5 years. It was a pleasure to work with Kayla for 7 months she was a go-getter, a large heart with great advocating skills and dedicated to client support.

Thank you from Thembi

I would like to take this opportunity to appreciate the great help and support which we received from Jenny's Place Newcastle for both me and my cute two girls. As a victim of D/V and no family here in Australia life was becoming so hard for me by myself but Jenny's Place stood with me firstly they provided us with a good and safe accommodation in the refuge and everything I needed with my children.

After some few months whilst living in the refuge, me and my girls we were provided with our own lovely accommodation for a year. That house was all furnished with everything we needed we just walked in. After 1 year we were provided with another accommodation which is beautiful, safe, and convenient to everywhere for example University of Newcastle where I was studying my Bachelor of Nursing, children schools, shops and hospitals.

Whilst in this accommodation we achieved a lot in life which we did not imagine that one day I and my girls we will become. Our happiness as a small family was restored, our broken hearts were mend up together. My children are always looked after and very spoiled every holidays e.g. Christmas, Easter and on their birthdays they get best presents ever. Jenny's Place provided us with a one on one case worker who was checking on us all the time. This case worker (Kayla Beaver) was so amazing she has a genuine heart. She stood with me in each and every situation I was going through. Kayla used to accompany me to court appointments, interviews etc. I was really supported both emotionally, socially and physically. I managed to complete my 3 year degree in Nursing and graduated on the 15 of April 2019 all because of the support and great love I got from Jenny's Place.

I am so proud of Jenny's Place, I thank God for people like you, today am on another level no more low self-esteem. I am looking for a job that will help me to sustain my life and my cute girls, As well as to help my community. Jenny's Place do not discriminate. They treat everyone the same with genuine love. They also connected me to a lot of services and organisation for further help and support if required. Your help made my dream to become true I am a proud mother today a role model for my cute girls.

I extend my attitude of gratitude to all Jenny's Place staff members, Domestic Violence minister and Australian government as a whole for loving us and supporting us vulnerable single woman and children, you heard our cry during our hard times.

Again I say THANK YOU AND GOD BLESS Thembi

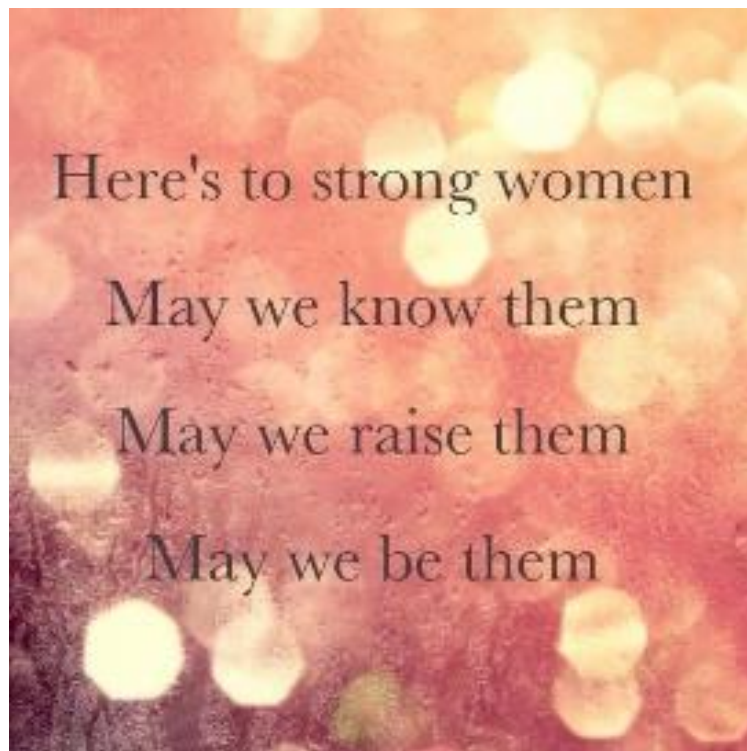


I would like to take this opportunity to say thank you for my new role. I am enjoying my role at Jenny's Place more and more every week that goes by. I have felt very welcomed into Jenny's Place and find that we have a large group of strong, caring, compassionate humorous women. The outreach team have been open to change, accepted changes and moved forward with providing amazing client centered supports.

We have been networking and collaborating with other services, providing wrap around services for clients. This has been very productive with worthy outcomes.

I am honoured to be on this team of great women and to be a part of the achievements in the past year.

Judy Parker



Many thanks Jenny's Place Outreach Team Kate, Kayla, Pam, Jem and Judy

Special Projects and Partnerships 2018-2019

Corporate Sponsorship and NDVRC Joint Role

Jenny's Place & the NDVRC Domestic Violence Awareness Training Programs in 2018-19:

The Foundation for Rural and Regional Renewal provided a grant to fund the development of the *Healthy Relationships and Positive Communities* training program, which has continued to inform the domestic violence awareness training packages delivered by Jenny's Place and the NDVRC.

- Jobquest HIPPY volunteer mentors
- Port Waratah Coal Services (PWCS) staff
- The Greater Bank human resources & branch managers
- The nib human resources teams – Aus & NZ
- Home-Start Australia volunteers
- Hamilton Doctors

Grant & Funding Applications for Jenny's Place and the NDVRC in 2018-19:

I have continued to apply for funding opportunities, including the Jetstar Flying Start grants, the Greater Charitable Foundation, The Newcastle Coal Infrastructure Group (NCIG) Community Partnership Program, NSW Clubs Grants, Australian Ethical and the Community Sector Banking Grants program. Our application to NSW Club Grants was successful – providing funds to support women & children escaping domestic violence & homelessness.

NFP Connect & Networking Events in 2018-19:

I have been continuing to seek out networking opportunities to explore potential community & corporate partnerships in 2018-19, and have attended a number of events including:

- Port Waratah Coal Services (PWCS) Storylines website launch
- NFP Connect Breakfasts – monthly. I have also joined the NFP Connect Breakfast Committee this year to help to plan and support the breakfast events with Grace McLean and NFP Connect.
- The Greater Newcastle Family Law Pathways Network (GNFLPN) Speed Networking Breakfast with Hunter Community Legal Centre (HCLC), Mirabel and Uniting in August.
- The *working together against domestic & family violence and child abuse* interagency forum

I have also attended a number of meetings with local corporates to investigate opportunities for collaboration and partnership, including:

- Supercars
- NAB
- NIB
- Beyond Bank
- PWCS
- Wests Group
- Newcastle Knights

We had a couple of meetings with the Newcastle Knights and Wests Group to discuss ways that we may be able to work together, and future fundraising opportunities for Jenny's Place. We also discussed

workplace responses to employees impacted by domestic and family violence, as Wests Group has expressed interest in becoming more responsive to DFV as an organisation. I compiled a guide to implementing workplace responses to DFV and have and provided this to Wests Group, in response to their request for resources on the subject.

Charity Campaign for the Domestic Violence Resource Centre in 2018-19: We launched our campaign for funding of the NDVRC at the end of June 2019. 33 South Films developed a film piece for Jenny's Place to use as an advertisement to raise awareness and generate donations for the NDVRC. Redback Solutions (formerly Vicinity Marketing) have been supporting us with marketing our campaign and running Facebook ads online with the film created for us and relevant statistics and information regarding our funding issues for the NDVRC.

We have engaged local media outlets, in particular the Newcastle Herald and the ABC Radio, and the media has continued to generate community support for government funding of the NDVRC and keep this issue prevalent until we have resolved ongoing funding.

We have also launched an online petition to demonstrate community support for government funding of the NDVRC and DFV support services.

The campaign has continued to generate interest and support for Jenny's Place, and we are currently pushing for corporate funding of the service as a temporary solution, while we continue to push for full & ongoing government funding of the NDVRC. Please see future reports for details on this as the campaign was not launched until **18th June 2018**.

Information Exchange Meetings between NDVRC & Community in 2018-19:

The information exchange meetings between the NDVRC and other services have been continuing in 2018-19, as a way to promote the Resource Centre to relevant local services and attract referrals, also ensuring that services and groups that have copies of our brochures and posters. These meetings also ensure that NDVRC staff have an up-to-date knowledge of what programs local service are offering that may assist our clients, and how to access these programs. Some services visited include Relationships Australia, the Westlake's DV Committee, Samaritans, and Baptist Care & WDVCS. The DV awareness training programs delivered also promote the NDVRC within the community.

The Legal Clinics in 2018-19:

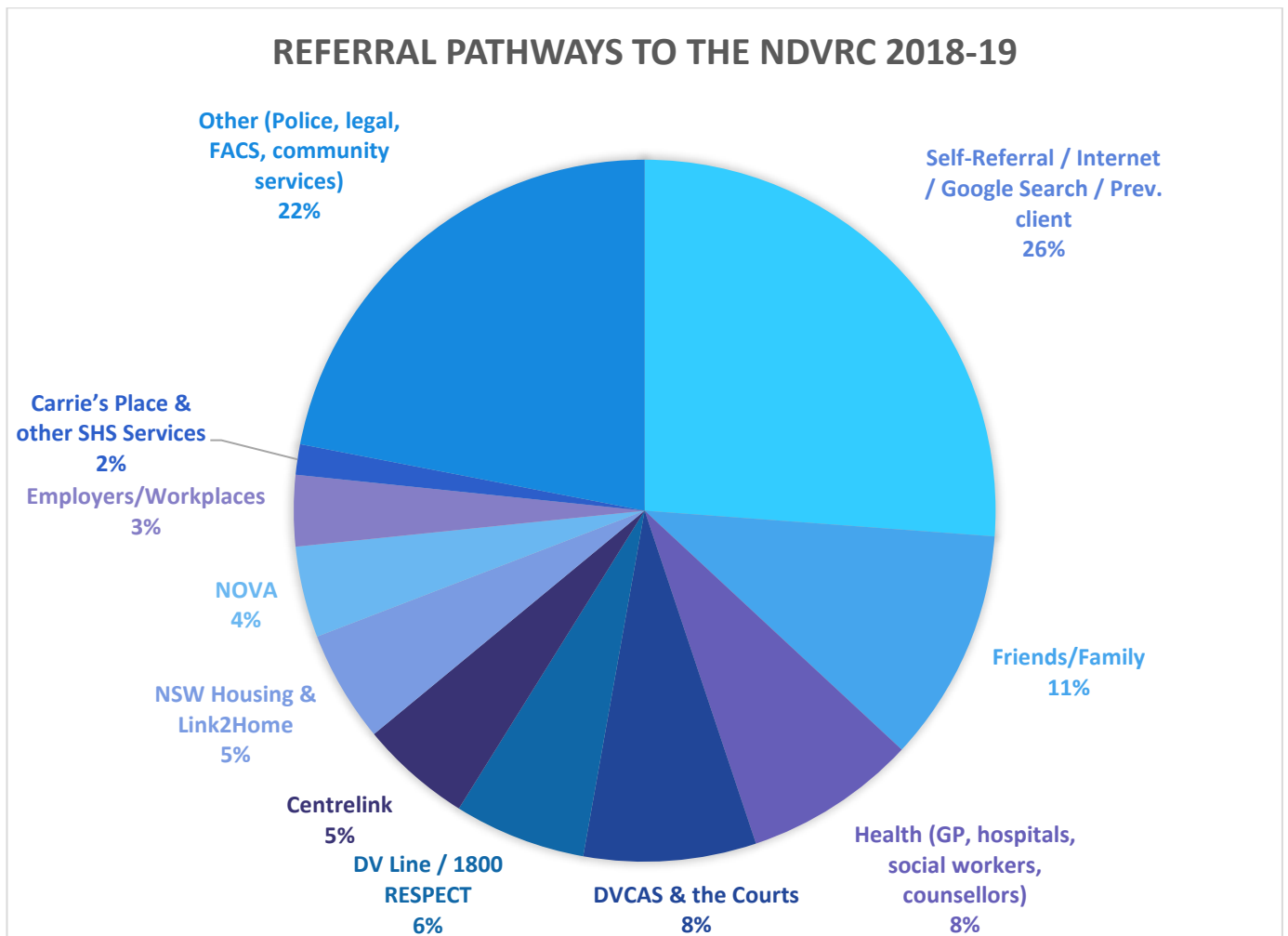
In 2018-19 the Resource Centre has been providing free legal clinics to women escaping. These clinics include:

1. Homeless Persons Legal Service (HPLS) clinic - at Burke & Mead Lawyers in Bolton Street, fortnightly. This legal clinic is open to all relevant services in the Newcastle area (who support women who are experiencing/at risk of domestic and family violence and homelessness). I manage the referrals as part of my role within the NDVRC, and we typically receive referrals for women working with services including Newcastle Family Support Services (NFSS), Victims of Crime Assistance League (VOCAL) and Nova for Women, as well as Jenny's Place staff.
2. Harper's Legal Clinic – at the Joy Cummings Centre once per month for Jenny's Place clients to attend with family law specific matters. We accept referrals to this clinic for clients across all Jenny's Place services (refuge, outreach, NDVRC). However, this clinic is currently only open to clients of Jenny's Place as it is held at JCC where the Domestic Violence Resource Centre is located, and ensuring the NDVRC remains a discrete and secure location continues to be essential.

I manage the referrals for this clinic also, and Robyn facilitates the running of the clinics at the JCC on the second Wednesday of each month. This has been continuing to work well.

Court Support Seconded Worker Program in 2018-19: Jenny’s Place Resource Centre has continued to complete court support by providing a seconded worker (Saibre) for the Women’s Domestic Violence Court Advocacy Service (WDVCAS), initially on a fortnightly basis, and currently on a monthly basis. The NDVRC provides court support outside of these dates to clients supported by the NDVRC, rather than as a seconded worker under WDVCAS. This program has been extremely useful and has allowed me to develop my understanding of ADVO’s, the court processes, legal issues, and so on, which has helped me in my role at the NDVRC providing advice and information to women & their children experiencing domestic & family violence.

Referral Pathways to the NDVRC in 2018-19: We have recently reviewed the referral pathways to the NDVRC for clients in 2018-19, to demonstrate to government that the NDVRC is a referral point relied upon by many organisations within our community who come in contact with people experiencing domestic and family violence. Local community services organisations and agencies are benefited via access to a well-established specialist domestic violence referral pathway for their clients, as well as support for their staff who may be working with people who are experiencing domestic and family violence. This is reflected in the referral pathways to the NDVRC in 2018-19, demonstrated in *Graph 1*.



Graph 1. Referral Pathways to the NDVRC in 2018-19.

Saibre Johnstone - Corporate Sponsorship Specialist

Child & Family Project

It has been great to have Jo around in the child and family role. Jo has extensive experience working with children and runs the circle of security with clients. Jo has been working with mums to improve the child/parent relationship, assisting women with parenting and referring women and children to an array of services in the community etc.

Child Support sessions have also resumed where children are given 1-1 time for the development of protective behaviors and focus on their own individual needs, they also get to have a lot of fun and do art and craft.

Mums are encouraged daily to have the children out in the sun and in the yard playing rather than being on iPhone and tablets. They are explained the benefits of outdoor spaces and being in the elements. Also the benefits for the mothers too. Mothers are encouraged to play with or observe the children's outcomes to engage positive interactions. They are shown about meeting the children's need in simple ways. Not through expensive toys, but by using what is available to them that is inexpensive and educational building children's imagination and sensory experiences.

Jo has had a lot of success both with the circle of security and with our children and we have seen changes in behavior of children and the way women parent.

Some of the challenges have been that recently we have not had that many school age children which is very unusual and women need to change plans suddenly to view a property or attend another appointment.

Empowerment Groups participants 31 (2017-18)

Many thanks to Lyn Neave for facilitating our Empowerment Group again this year, Lyn covers a range of topics covering Self Care, Self Esteem, Healthy Relationships, Domestic Violence, Anger & Stress Management, visionary board collage etc. This group gives women the opportunity to learn, share experiences, support each other and grow. Clients enjoy the group and the feedback we receive is very positive.

The Newcastle Domestic Violence Resource Centre



Clients Supported - 257

On average one woman a week is murdered by a current or former partner in Australia. In 2018 violence against women resulted in the death of 61 women. (source: whiteribbon.org.au)

Between April 2017 and Mar 2019 the number of reported domestic violence related assaults in NSW had increased by 6%. The five year trend was statistically stable. (source: NSW Bureau of Crime Statistics and Research)

In the Hunter Valley/Newcastle region there were approximately 500 reported domestic violence related assaults per 100,000 population. Further the Personal Safety Survey (2012) found that amongst women experiencing domestic and family violence, an estimated **80% of women** (190, 100 of the 237,100 women who had experienced current partner violence) **had never contacted the police** about the violence by their current partner. As all of the BOSCAR data is based on the records of the NSW Police Force, this finding is significant and indicates that the true rates of domestic and family violence in our communities

are much higher than reflected in this data as only 20% of women experiencing domestic violence have reported the violence to police.

Jenny's Place Resource Centre was established by Jenny's Place to fill an identified gap in services so that all women in the Newcastle community and wider area could access information and support in relation to domestic violence, free of charge. Jenny's Place Domestic Violence Resource Centre has been operating from the Joy Cummings Centre, located in central Newcastle, since August 2010.

Jenny's Place Domestic Violence Resource Centre has continued to play an important role in increasing the safety of women and children impacted by domestic violence in the Newcastle and Hunter area, working in the front line of assistance and support for women undergoing current immediate crises, such as women dealing with the impact of a recent assault and who are homeless or at risk of homelessness as a result.

2018-2019 *Achievements*

- A total of 281 women were assisted by the Resource Centre this year with 257 children known involved. On average 46 women were assisted per month with an average of 21 new referrals each month.
- Consistency of Service: Both Resource Centre staff members, Robyn James and Saibre Johnstone, have had extensive experience in providing specialised Domestic Violence support for women who have been impacted by domestic violence and who may very often be in crisis and/or traumatised. Both Resource Centre caseworkers have also completed specific training in domestic violence and casework support. We have been working at capacity.
- Strong advocacy and support for women who engage with the service over the longer term: As well as initial information and sensitive emotional support Jenny's Place Resource Centre staff provide a range of follow up support to women who engage with the service which can include

Information & Education in regard to the complex nature of Domestic Violence

Safety Planning

- *Immediate safety risks*
- *Strategies to increase levels of protection & feeling of security*
- *Identification of supports*
- *24/7 HELP numbers*
- *Information about refuges and crisis housing*
- *Assistance with exit planning when required*

Housing Pathways information and information about other financial assistance that may be available such as Crisis Payment, to help women see there is an alternate pathway ahead for them and their children

Specific areas of support provided have included

- Referrals for Counselling through Victims Services NSW
- Referrals for Recognition Payments through Victims Services NSW
- Referrals for Immediate Needs financial support through Victims Services NSW
- Referrals to Legal Clinics:
- Homeless Persons Legal Clinic conducted at Burke & Meade premises in Bolton Street, Newcastle

- Harpers Legal Clinic conducted at the Joy Cummings Centre
- Housing pathways advocacy and assistance lodging forms
- Support and information around Safety planning, Understanding of the cycle of violence, Power and control imbalance in abusive relationships, Apprehended Violence Orders, reporting to Police, Court
- Support letters for various agencies including Centrelink, NSW Housing and NSW Victims services
- Referrals –to a wide range of services in the Newcastle area including

Staying Home Leaving Violence Hunter
 Women’s Centre Relationships Australia
 Hunter Community Legal centre
 Domestic Violence Court Advocacy Service
 Macauley Outreach
 Hunter Tenancy Advisory Service Victims
 Services NSW
 NSW Housing Centrelink
 NSW Women’s Legal Service
 Financial Advisory Services – Hunter Valley Project
 - Samaritans
 NOVA for women and children
 Headspace Legal Aid
 Homeless Person’s Legal Clinic Harper’s
 Legal clinic
 NSW Police
 Hunter Security Systems

- Continued Strong levels of Client Appreciation of the Service

This is reflected in

I. The high proportion of women who engage with the service and attend multiple appointments and/or re-contact us at times sometimes even years after their first contact

II. The results in the feedback surveys collated by Saibre Johnstone

III. Anecdotal comments and expressions made by clients, which may be as simple as a warmly expressed, “Thank you, I feel much calmer now than I did when I came in.”

We appreciate very much this type of comment which can indicate that a woman is feeling more in control of the situation, more aware of options, and in a better position to be taking positive steps forward for herself and her children (i.e empowered!)

- *Greater success with Victims Services applications for Immediate Needs financial assistance* which has been a great help to many women at their time of need. Victims services has been prioritising quick processing of Immediate Needs package applications which can be particularly helpful for women who have fled domestic violence and are suffering financial hardship as a result, which is the case for many of the women we see. They can be eligible for up to \$5000 immediate needs assistance which can help with rent, security alarms and systems as well as with household essentials like whitegoods.

Areas of Concern

Uncertainty about ongoing future funding for the Resource Centre now that funding from Port Waratah is ending. It is easy to recall the impact on all Jenny's Place Staff back in the lengthy period of uncertainty awaiting the result of the GSH tender for future funding for Jenny's Place Inc. It is the same all over again for the Resource Centre staff. Many thanks to Port Waratah for their ongoing support for the NDVRC and their corporate support over the last years, it is truly amazing, thank you so very much.

The leading cause of homelessness for women and children is still D&FV but the Govt are yet to fund vital support services such as the NDVRC. Jenny's Place management have been lobbying the Govt for ongoing funding for the Resource Centre and seeking community support to this end. The NDVRC programs align perfectly with ***National Plan to reduce Violence against Women and their Children 2010-2022***, and the progress of this plan has been recently delayed. The social and economic costs of violence are significant, and the funding we are seeking is only a fraction of the costs faced by our community if vital domestic violence support services such as the NDVRC are forced to close our doors, and only a fraction of the \$82.2 million that the government has committed in the Fourth Action Plan to build on frontline services.

These negotiations are continuing over the next few months and we are hoping that the Govt will finally realise the true value of the work being done by the NDVRC and provide ongoing funding for this vital service. In the meantime, fundraising efforts will continue to ensure that women and children experiencing Domestic and Family Violence receive timely and specialised Domestic Violence support services.

Increasing demands on time: Providing increased levels of advocacy for clients engaged with our service can mean much longer appointments and further follow up time.

Coupled with this there are increased requirements for CIMS records which also take more time, (for example, having to open and close separate support periods for children that could previously have simply been included under the mother's support period).

If we had a smallish number of clients each month this would be less of a problem, but with a large number of clients assisted each month the extra data-keeping time required is amplified and takes away from time available for other tasks.

Premises – The Joy Cummings Centre is still proving an excellent location for the Resource Centre with good proximity to Police, Courts, Legal Clinics, Hunter Community Legal Centre and of course to other Jenny's Place staff in the tenancy support team in the same building. It is also a convenient location to access by public transport as well as being a good location for women to attend in privacy.

Robyn James
NDVRC Co-ordinator

2018/2019**NDVRC Data summary**

	New referrals	Continuing/Prior clients	New children known involved	Total women/assisted this month	Total children known involved
July 2018	55*	0	49	55	49
August 2018	15	19	11	34	35
September 2018	16	18	25	34	46
October 2018	16	24	12	40	43
November 2018	23	24	10	47	40
December 2018	18	14	25	32	42
January 2019	24	23	20	47	56
February 2019	31	28	28	56	68
March 2019	31	26	25	57	71
April 2019	13	26	17	39	57
May 2019	18	34	14	52	71
June 2019	27	30	15	57	57
Total women assisted in year	287		251		
Average number of new clients assisted each month	24				
Average number of women assisted each month	46		21		

* For the new financial year, all women assisted in the first month are recorded in the 'new referrals' to allow a more accurate total of individual women assisted in the year.

Data in above table is based on excel records for the Resource Centre 2018 -2019

Community Partnerships

Jenny's Place continues to developing new community partnerships as well as nurturing and improving established partnerships to provide holistic and quality support services to Women and Children experiencing Homelessness and Domestic Violence. The following highlighted services have proven to be invaluable in supporting our clients over the past twelve months. They have been extremely beneficial in assisting clients to be able to move forward and achieve positive outcomes.

Housing NSW

Jenny's Place continues to work closely with Housing NSW and refer clients for Social Housing, Priority Housing as well as utilizing the many housing products available to them. Start safely provides a subsidy that gives short to medium term financial assistance to families who have experienced domestic violence so they are able to secure private rental accommodation. Jenny's Place refers to this program and has been successful with a number of clients being assisted. This has been a great help to our clients giving them an opportunity to establish themselves financially as rent is subsidized by the program. Jenny's Place workers assist them with budgeting and a plan to save during this time so they get a head start for the future and to prevent them from re-entering homeless services.

Other products accessed include Rent Start, for bond and rent loan assistance, Private Rental Brokerage and Tenancy Guarantee.

Social and Public Housing Providers

Partnerships with Compass, Women's Housing and **Amelie** enable us to provide Transitional Housing to our clients and many referrals have been made to social housing providers such as Compass, Women's Housing and Aboriginal Housing as well as FACS managed service providers. The properties are managed by the housing providers with Jenny's Place outreach workers providing the support. Workers work closely with families empowering and supporting them to work towards and achieve goals they have identified for themselves and their children.

Mater Mental Health and Drug & Alcohol Support Services

Jenny's Place has worked closely with the Mater reciprocating referrals and support of clients. Specialist information, education and co case management of clients has ensured that clients have received quality support specific to their individual needs leading to positives outcomes.

Friends with Dignity

Has been an extremely successful community partner, essential to supporting Jenny's Place clients who have experienced Domestic Violence to set up new and safe homes in the community. They provide all the necessary requirements to thoroughly set up a new home including furniture for the entire house, as well everyday essentials. Electrical and household goods such as linen, curtains, kitchen and bathroom utensils, children's and baby items. The homes are beautifully decorated and personalized to suit each family's taste and needs, helping them to settle and once again feel a valued part of their community.

Got Your Back Sister

GYBS have also been a vital service or our clients and Mel and her staff have assisted our clients with white goods, furniture and other items needed as well as providing gift cards at Christmas. GYBS also provide a range of courses for women, including self-defense and computer courses.

Following are some of the services we have had the pleasure of working with to achieve the best outcomes for our clients.

- Department of Communities and Justice
- Housing NSW
- Compass Housing
- Women's Housing
- Amelia House
- Wesley Mission
- Aboriginal Housing
- Private real estates
- Family Referral Service
- Women's DV Court Advocacy Service
- Justice Victims Services
- Hunter Community Legal Centre
- VOCAL
- Legal Aid
- Jennifer Blundell Solicitors
- Burke and Mead Legal Practice
- Harper Legal Practice
- Staying Home Leaving Violence Project
- Translation Services – Dept of Immigration
- Northern Settlement Services
- New Horizons Aboriginal Mental Health Services
- Warlga Ngurra Women and Children Refuge
- Awabakal Health & Medical Services
- Awabakal Welfare and Children's Services
- Wandiyali Aboriginal Services
- Birra-Li service for young mothers
- Mullumbimba Family Support Services
- Mullumbimba Parenting & Young Parents Support Group
- Nova for Women
- Newcastle, Hunter & Central Coast Refuges
- Newcastle Headspace
- Samaritans Youth Reconnect
- Samaritans Youth Accommodation Service
- Catholic Care Youth Service
- The Adolescent Counseling Service
- Brighter Futures Programs
- The Junction Primary School
- Newcastle High School
- Tighes Hill Tafe
- Newcastle University
- Kinda Kapers Child Care
- Darby Street Samaritans Child Care Centre
- Child & Family Psychiatric Services – Kaleidoscope
- John Hunter Nexus Adolescent Mental health Services
- Hunter Community Health
- Newcastle Methadone Clinic
- McAuley Outreach Centre

- Mater Hospital Mental and Drug & Alcohol Services
- Community Services Helpline
- Community Services Emergency DV Line
- Mathew Talbot Men's Services
- Family Support Services
- Hunter Action Group – circle of security groups
- NDIA
- John Hunter Hospital – Social Welfare Department
- Salvation Army Family Services
- St Vincent de Paul Service
- Smith Family
- Newcastle/Waratah Police & DVLO
- RSPCA – Safe Beds for Pets
- House of Hospitality

Community Involvement and Representation

Jenny's Place workers participate in council and community meetings, forums and planning workshops to join with our community partners to improve and increase services to Women and Children experiencing Homelessness and Domestic Violence in our Community. We bring our expertise and 42 years of knowledge around the needs of people experiencing Homelessness and DV whilst highlighting the gaps in service delivery in Newcastle and Hunter regions.

Over the past twelve months our staff have been involved with community organisations and committees including:

Newcastle Domestic Violence Committee

- This Way Home Project
- ADVR
- DV NSW
- Homeless NSW
- Hunter Community Legal Centre management committee
- Newcastle Interagency meetings
- Newcastle and Hunter Homeless Interagency Network
- MAC Advisory Group for Community Services
- Joy Cummings Trust
- Mater Mental Health
- SHS Operations Meetings
- Domestic Violence Court Support
- Safety Action Meetings coordinated convened by Hunter, Newcastle, Lake
- Macquarie Police Area Commands
- Domestic Violence Court Assistance Scheme Management Committee
- NAIDOC
- Hamilton South Interagency
- NFP Connect Networking Breakfast
- Hunter White Ribbon Breakfast
- Hunter Women's Business Network

Staff Training/Development/Supervision

Training continues to be a high priority at Jenny's Place to ensure we are meeting the varied and changing needs of Women and Children who are homeless or experiencing domestic violence. Jenny's Place also keeps abreast of changes to legislation and governance requirements and attends information and training sessions, and participates in webinars.

All staff have been attending group supervision provided externally by New Psyche. Two groups alternate monthly. The first group consist of the Outreach Team and the Resource Centre staff and the second includes the caseworkers from both Singles and Family's Refuges. Feedback from both groups has been very positive.

Team leaders and coordinators have been providing internal supervision to staff in their programs and the assistant manager has been providing internal supervision to Team Leaders which has also proved to be positive for the individuals in their roles.

Over the last 12 months we have welcomed our new Outreach Coordinator, 2 Permanent part time staff members and 5 new casual relief staff who have received comprehensive in-house training and orientation. This has been followed with the development of ongoing training plans for external training to ensure that staff have the required skills, knowledge and capabilities required to perform their work to a high standard.

Staff attended various workshops and training throughout the year including:

- Management of actual or Potential Aggression (MAPA)
- Loss and Grief with Adults
- Loss and Grief with Children
- Emotionally Intelligent Leadership
- Psychological First Aid
- Trauma and addictions
- Domestic & Family Violence: Understanding the impact on children
- Motivational Interviewing
- CIMS foundations
- Mental Health Connect
- Being an Advocate
- Aboriginal Mental Health

Challenges– Past and Present

Limited Office Space

With the increased hours in Outreach and the staff at the Resource Centre the lack of office space for all outreach staff to be able to carry out their work in the community is still proving to be a challenge for them to complete their work and we continue to look for alternative premises.

We will be continue to look for donations and/or grants that would allow us to find bigger premises so that we can expand both the services provided by the resource centre and the outreach team so that we are able to better meet the complex needs of people in our community experiencing Domestic Violence and Homelessness.

Complex Need Clients

Jenny's Place continues to work with clients who have a range of complex needs such as Drug and Alcohol and Mental Health associated problems that are also experiencing homelessness and domestic violence. SHS services in this region have found it difficult to access specialist workers and services who are willing to provide the expertise in this area to support complex need clients, for some time now. This issue has been raised at SHS meetings and a sub-committee within SHS services is being set up to try to work towards resolving this issue. We hope that partnerships within health services can be established so that client's support and outcomes are improved.

High turnover of Staff during the past twelve months

Maintaining staff levels has been an ongoing issue with experienced staff leaving to retire, seek career advancement, a change of career. Recruitment and training continues to be an ongoing and time consuming priority for Jenny's Place. However, The team continues to develop and we currently have a fantastic group committed to their work with clients and the service.

Opportunities

Funding for the Resource Centre

We thank Port Waratah for all their support and for sponsoring the RC for last 2 years, their sponsorship runs out in Sept this year and we are extremely thankful. We are now seeking GOvt funding and are looking for another corporate partner until that happens. A main goal of Jenny's Place is to not only have the RC funded but to expand the services provided by the centre. Being able to expand the centre and join with other community services to provide a range of wrap around specialist services from this premise would be ideal for clients experiencing Domestic Violence. Limiting the number of times clients have to re-tell their story and from having to travel from one service to the next.

Services could be provided such as specialist DV Counselling, Legal Advice, Centrelink Social Worker Support, Financial and Budgeting guidance, Children's and Parenting Support etc. Women's

Educational and Support Groups could be held at the centre in partnership with our current service partners such as The Women's Centre, Relationships Australia, Family Support, Hunter Community legal Centre, DVCAS, Brighter Futures that address relevant topics and issues experienced by women and children who are experiencing Domestic and Family Violence.

Grants and Philanthropic Donations

Jenny's Place once again has been well supported by our community. We have received many donations from individuals, businesses, services and charities throughout the region. Donations are used to support women and children who are homeless and/or escaping domestic violence who are either in refuge, transitional or outreach clients of the service.

Donations have also been given for the specific purpose of providing support to people in our community experiencing domestic violence and homelessness by the continuation of services provided by the Newcastle Resource Centre.

We continue to receive financial donations through our **Give Now** site. We have regular donors and many one off individual donations as well as donations from community groups who have held fund raisers to raise funds for Jenny's Place.

All funds received go to either directly supporting clients or towards keeping our Domestic Resource Centre open and providing essential specialist DV support to the community. Thank you to all of the Give Now Donors for your continuing support of Jenny's Place Services.

Monetary donations, clothing for women & children, toiletries, furniture, toys, household goods, linen, hand sewn quilts, bed linen, curtains, soft toys and many other items are also received from people in our community. We would like to thank these amazing people for their generous and kind support to the clients of Jenny's Place.

A very special thank you goes to the following people and companies:

Port Waratah Coal – for providing a grant to the Newcastle Domestic Violence Resource Centre. This funding covered a 2 year to run our DVRC

The Port Waratah Coal Carrington and Kooragang terminal managers and staff have once again been proactive in running collection drives to provide essential start up packs for women and children to help them set up new safe homes when they leave our services. We have been overwhelmed by their generosity and commitment in supporting the women and children who come to our services. We thank them so very much for their generosity, kindness and continuing support of our service.

Ean Sutton – Maintenance Work

Ean has donated his services providing quality maintenance across all programs of Jenny's Place throughout this past year. He has made himself readily available and we have kept him busy with a range of jobs including building a kitchen pantry as well as constantly carrying out numerous maintenance at our properties. We cannot thank him enough for all that he has done and his wonderful support of our service.

Wright Family Bequest – The Wright family have continued to support Jenny’s Place Service over many years. We cannot thank them enough for their commitment to helping Jenny’s Place to provide essential support to Women and Children experiencing Domestic Violence

John Orrett/ Anne Provost – (Orrett Family Trust) have been ongoing supporters of Jenny’s Place for many years and we are so grateful for their generosity and the commitment they have made in supporting the work that we do.

West Leagues Club and Wallsend Diggers Club –Through the Annual Club Grants both Wests and Wallsend Diggers have provided grants to Jenny’s Place allowing us to purchase gift cards to give to families when they leave our crisis refuges, to set up new safe homes in the community. These vouchers are used to either buy their first grocery and cleaning material shop or used to purchase small items of furniture or everyday items such as kitchen, linen or bathroom utensils. Giving families a wonderful start to a new life. We are so very grateful for their continued support.

Joan Smith – Is an amazing 90year old women who continues to support Jenny’s Place every month, we had the pleasure of meeting her at Jenny’s Place 40th Anniversary, and cannot thank her enough for her generosity and support.

John Skippon – Is a monthly supporter of Jenny’s Place and we are very appreciative of his generosity and continued support.

Mel Histon and Got Your Back Sister – Mel and Got Your Back Sister is a great support to the women and children in our refuges providing items such as washing machines, dryers and paying for student computers etc. when clients leave us to set up new homes. They also generously provided gift vouchers to our families at Xmas to help them manage the additional expenses that often arise at this time of year. Thank you Mel for all that you do for our service and to help raise DV awareness in the community.

Chris Boswell and The Staff of Strategic Group - Chris has continued to support Jenny’s Place as he has done for many years providing monetary donations, sponsorship, pro-bono computer maintenance and cloud sponsorship. We are also so very appreciative of Evan who provides all of the technical expertise at Jenny’s Place. We would also like to thank the S.I.T staff and their families for their kindness and generosity who have provided many donations of money, toys, clothes etc. to assist our clients.

Jenny’s Place continues to receive many one off donations of money, clothes, toys, handbags, toiletries, linen etc. from people in the community. We cannot thank them enough for their kindness, generosity and support of our families.

We would also like to thank the following for their ongoing support to Jenny’s Place, these people and businesses have very generously donated time, money and an array of goods to assist our clients over the past year.

- Probus Club Merewether
- Probus Club Ladies Adamstown
- Probus Club Ladies Cameron Park
- Probus Club Ladies Belmont
- St Augustines Mothers Union, Merewether
- Zonta Hunter/Newcastle
- Azzuri Football Club
- New Lambton Fashion Sewers

- Bed Bath and Table
- New Lambton Fashion Sewers
- Rotary Club of Newcastle Enterprise
- Pillow Talk Warners Bay
- McKenzie Cote & Scentie Group Construction
- Dioto Industrial painters
- The Junction Primary School
- Chris Boswell - Strategic Group
- Strategic Group staff
- Anderson Vidray Accountants
- Marissa Dimaco & Staff Osborne Law
- Hunter Radiology
- Greek Orthodox Church Members
- Masonic Lodge Enterprise
- Beverly Cantle Solicitors
- All Saints Church
- Royal Newcastle Centre
- Mercy Service Day Centre
- Kiwanis
- Turnbull Hill Lawyers
- Disability Advocacy Service
- Merewether Day Care Centre
- Robinson Real Estate staff
- Out of the Square Media
- Belmont Curves clients
- CWA Newcastle Evening Branch
- Newcastle Hebrew Association
- EJE Architecture
- Terras Landscape Architects
- Bronte Robinson
- Goodlife Church
- Hillsong Church
- Martin Mathews
- Diana Boswell
- Norah Burton
- St Augustines Merewether Group
- Sarah Harden
- Share the Dignity
- Port Waratah Carrington and Koorangang Terminal's Managers and Staff
- Waratah Ladies Golf Club
- Mary Dobson
- Darby Street Day & Night Chemist
- Mercy Service Community Transport

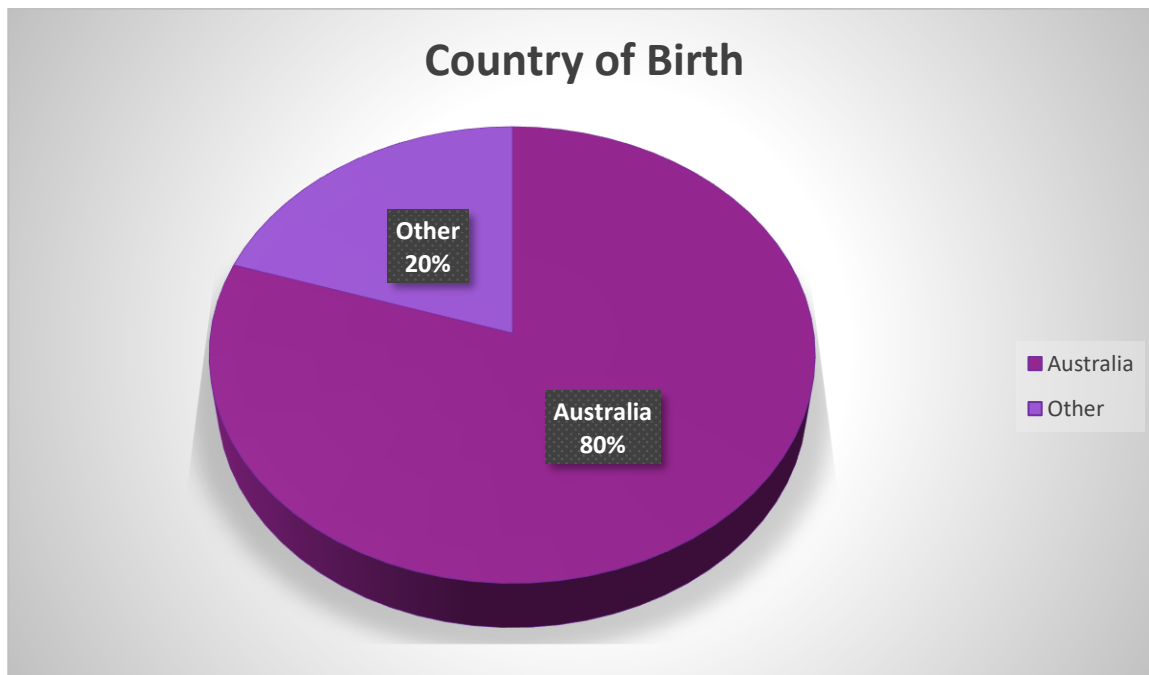
Numerous donations were also received from individual donators and groups of caring women in the Community who wanted to pass on their good fortune to support the families that come to Jenny's Place. We received a range of goods including quality women and children's clothes, toys, toiletries, baby items, household goods and furniture and lovingly hand crafted toys, blankets etc.. We greatly appreciate their caring and wonderful support in assisting us to support individuals and families who are experiencing homelessness and domestic violence, to start new and safe lives.

Additional DATA 2018-2019

No of Clients Assisted 1036

Country of birth

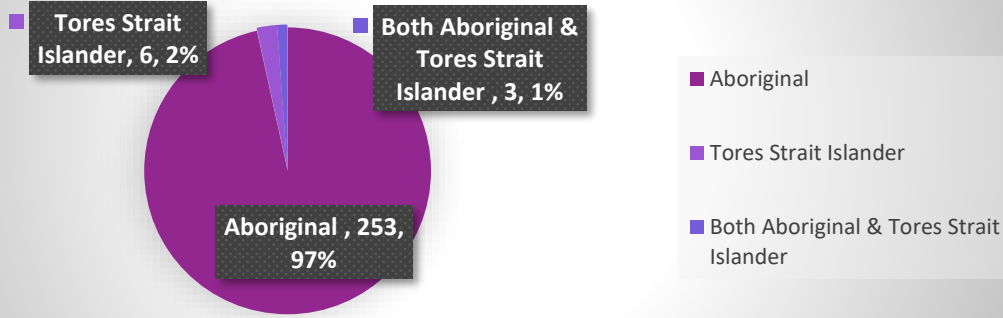
Australia 829
Other 207



No. of Aboriginal/Torres Strait Islander, CALD and Australian.

Aboriginal (but not Torres Strait Islander)	253
Torres Strait Islander (but not Aboriginal)	6
Both Aboriginal and Torres Strait Islander	3

Aboriginal and Torres Strait Islander



Assisted by Sex of Client

Female 800

Male 222

Assisted by Sex



Main Reason for seeking support

Domestic and Family Violence 659

Homelessness/at risk of homelessness 363

Reason for Seeking Support



Note: Many women who present as homeless are often homeless as a result of Domestic and Family Violence (DFV). Many of the women recorded as homeless would also be victims of DFV increasing the above percentage.

Bed Nights 23189

No of bed nights for women and children accommodated **23189**

Total No of clients accommodated **256**

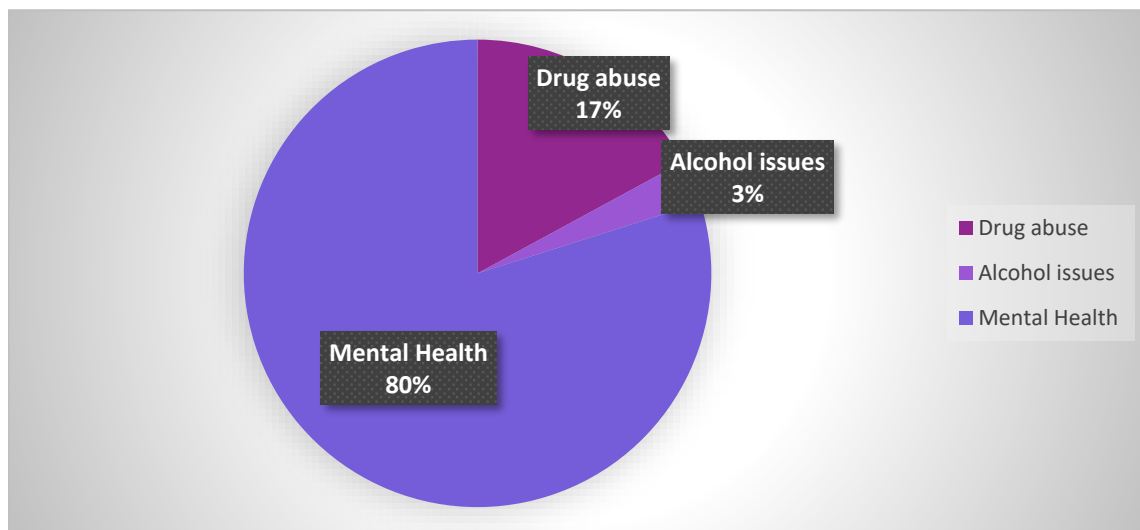
No of Clients for Crisis Accommodation **178**

No of Clients for Transitional Accommodation **78**

Complex Needs

%Women who identified a drug abuse 34 alcohol issues - 6

%Women diagnosed mental illness – 108



Note: These figures only represent clients who disclosed identified complex needs, many clients do not disclose.