

# Patricia Giles Centre

## 2013 - 2014 Annual Report



**Patricia Giles Centre  
celebrates twenty-five years  
1989 - 2014**



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# Convener's Report

The past year was one of both consolidation and growth for the Patricia Giles Centre. The highlight of the year was the 25th anniversary celebrations of PGC, and this capped a year in which PGC: received extended support for its core services; expanded its credentials in social housing; strengthened its online presence; continued its strong financial position, and continued its reflections on future directions for the organization. Sadly, the year also saw the passing of Susan Teather, our esteemed Convener.

PGC's highly regarded Women's Counselling Service and Children's Counselling Service were extended to 2016 with an option for a further two year's renewal. This is a strong endorsement of the way in which these services continue to support women and children escaping violence; an endorsement evidenced also by the enthusiastic comments received through our regular evaluations. Housing Support and the Safe at Home program have received shorter extensions, and given the funding uncertainty around these programs nationally, this is also a good outcome.

We congratulate Kedy and staff for the awarding of third-tier registration from the Department of Housing, which will allow PGC to manage rental housing for the women and children in their care. This registration, with our purchased property, and the refuges means PGC now has a significant property portfolio, necessitating the recruitment of a Property Manager to handle these developments appropriately for PGC women and their families.

PGC's decision in April 2013 to enhance its online presence through a Facebook page has been vindicated. Staff are to be congratulated for maintaining a lively, relevant profile of PGC while communicating information about a wide range of issues around domestic violence, both here in Australia and internationally. This is particularly important as social media plays an increasing role in the lives of many people, including those who use our services.

As we reported last year, thanks to the prudent and entrepreneurial activities of our CEO and other staff, PGC continues to adapt well to the funding system at State and Commonwealth levels. We are pleased that our strong financial position has allowed us to invest in social housing, and recruit well-qualified and experienced staff for our services.

On June 19th 2014 PGC celebrated its 25th anniversary in the company of staff past and present, Management Committee, women and children and community supporters, all of whom acknowledged the tremendous contribution PGC has made to the lives of women and children escaping domestic violence. Justine outlined PGC's key achievements over this period, not least of which were the 22 years of Kedy's service and long-time commitments by other staff.

Our long-term Convener and committee member Susan Teather passed away in June after a long illness. She was unfortunately not well enough to attend the 25th anniversary celebrations but we were thinking of her on the day, particularly the way in which her expertise on children has contributed to our services. Susan's life and contributions have also been recognized with a commemorative outdoor setting and plaque at our Joondalup refuge.



Justine and Kedy

As in the past the PGC Management Committee has continued to change as some members leave and new people are attracted to serve on the committee. We thank those who have contributed to PGC in the past – Kati Kraszlan, who was a long-term member and acted as Convener, and Emma Jones. We welcome new members Menda Bavcevic, Shelley Davies and Karen Upton-Davis. We are lucky to be able to draw upon the talents of these women and thank them for their enthusiasm and direction. The Management Committee has committed itself to a systematic review of the PGC Strategic Plan as a way of re-positioning PGC for the future.

Justine Thomson, Convener

Sherry Saggars, Co-Convener



# Chief Executive Officer's Report

The big event this year was our twenty-five year celebrations, which were held at the Currambine Community Centre. A huge crowd of past and present staff, clients and supporters gathered to celebrate. We opened with a speech from the Mayor of the City of Joondalup, Mr Troy Pickard, followed by PGC Convenor Ms Justine Thomson, who outlined the development of the Centre over the last twenty-five years. The celebrations concluded with some fabulous entertainment from the wonderful DivaLicious sopranos and lots of chocolate cake.

This year we have received tremendous support from many different sources. I would especially like to mention the support from Lendlease, the northern suburbs Zonta Club and the City of Joondalup Libraries.

In this year the Centre has continued to support clients who have no access to any income and has funded the accommodation needs of four women, five teenagers and a baby over periods varying from 6 weeks to over 12 months. Additional support has been provided to these families through regular food parcels, payment of bills, weekly utility cash and funding for English lessons and tutoring. This support is only possible through the generosity of the local people, community groups and businesses.

Staff from Lendlease volunteered a day of their time and lots of resources to renovate the garden and the children's cubby house at one of the Centre houses.



Cubby house before (above) and after (below) renovation.



Tina Levien and Jason Ng upgrading a cubby house at the centre.

## Sprucing up for refuge centre

A WOMEN'S refuge in Joondalup received a spruce up recently, with its cubby house upgraded, gardens weeded and a veranda installed.

The Patricia Giles Centre provides services and accommodation for women and children who have experienced domestic violence.

Staff from Lend Lease's developments at Lakeside Shopping Centre and Alkimos Beach visited the refuge on September 19 to help out.

"The Patricia Giles Centre provides valuable services to the community and we hope our contribu-

tion will create a more welcoming and safe environment for women and children," the developer's project team leader Anisha Advani said.

Centre chief executive Kedy Kristal said they appreciated help to improve the home for the current families.

"Families in these houses are making the transition back into the community after leaving violent and abusive partners so it is very important that these houses are safe and secure," she said.

The northern suburbs Zonta Club held a fantastic auction of decorated ducks which will fund four family camps for children and their families who are attending the counselling service.

The City of Joondalup Libraries conducted a very successful Food for Fines campaign in the lead-up to Christmas, and thanks to the generosity of local residents the Centre was able to provide well-stocked Christmas food hampers to 96 families.

Currently PGC has 41 staff of whom 10% are Aboriginal, 16% were previously clients of the Centre and 12% are from culturally and linguistically diverse backgrounds.

This year we said goodbye to Sarah, Tina, Melissa, Sharolyn, Prawina, Peta, Catherine, Stacey, Sally, Hetty, and Natalie, we welcomed Nicola, Natalie, Ashleigh, Sheila, Melissa, Julie, Meredith, Megan and Carolyn.

I would like to thank our volunteers this year, Kahli, Ashleigh, Hannah, Claire and Sharene who have assisted in various roles.

A big thank you to the wonderful women who volunteered their time on the PGC Management Committee. They are a source of excellent advice and guidance throughout the year.

Kedy Kristal, CEO

*"I have experienced the invaluable service provided by the counsellors and the difference they make in the lives of the students they engage with."*

*"The PGC Children's Counselling Service has made a significant impact on the children from this school that have been fortunate enough to undertake counselling. Because of this intervention the student have been able to address behaviours resulting from trauma responses and by reducing anxieties, allowed students to focus on their education programs."*

*"I am a strong advocate of the Children's Counselling Service. Its impact is significant, service is essential and the difference it can make in the future of young people's lives - by resetting the course of their emotional development is a service worth supporting."*

*Paige Jones (Deputy Principal, Ashburton Primary School)*



Pam, Amber and Sifrash



# Management Committee

The Management Committee comprises approximately ten members who take on the honorary position by invitation. They bring a diverse skill set and experience to the oversight of the Centre's programs and organizational operations. All are passionate about ensuring that women and children who have been or are in abusive domestic relationships are able to access a supportive and professional service.

**Patricia Giles** (Life Member): As a Labor Senator in the 1980s, Pat was active in developing community services, especially for women, the aged and young families. She represented Australia at numerous UN and Commonwealth conferences relating to women's political participation, followed by an international career as president of the International Alliance of Women and Chair of the UN Global Commission on Women's Health. She was awarded an Honorary Doctorate of Philosophy by Murdoch University in 1994.

**Anne Blanchard** (Life Member): Anne was initially a teacher, then a social worker in a child psychiatric clinic and in community welfare agencies. Later, as Head of the School of Social Work at Curtin University, she lectured in child welfare and domestic violence. She was a long-term member and Convenor of the Management Committee. She now lives in Victoria.

**Rebecca West** (Life Member): Joined the Management Committee in 2000. Rebecca worked on a range of Family Violence, Child Protection and Sexual Assault Projects for the police service, including the development, implementation and evaluation of the Joondalup Family Violence Court pilot project, Child Abuse Investigation matters and the WA Government's response to the Gordon Inquiry.

**Susan Teather** BSocSc (Hons) (Life Member): Susan joined the Management Committee in 2000 and was an active member, holding the Co-Convenor and Convenor roles. Susan stepped down from the Convenor position due to ill health in May 2013. She lectured at Edith Cowan University in the School of Psychology and Social Science and is a member of the Social Justice Research Centre. Prior to her current position Susan worked many years in the children and community services sector, particularly supporting women and families with young children.

**Justine Thomson** (Convenor): Joined the Committee in March 2013. Justine is a supervising Counsel at Telstra Corporation Limited. As a member of the Telstra Legal Services Community Contribution Project, Justine has had an opportunity to volunteer in a number of activities to assist community groups including the National Children's and Youth law centre and English conversation classes at Adult Migrant Education Service. During her legal studies Justine completed a clerkship with the WA Domestic Violence Legal Unit.



**Sherry Siggers** (Co-Convenor) BA, MA, PhD: A Committee member since 2004. Currently Adjunct Professor at the National Drug Research Institute, Curtin University of Technology. Prior to that she was Foundation Professor of Applied Social Research and the Director of the Centre for Social Research at Edith Cowan University, where she won an ECU grant to conduct biographical research on the life of Patricia Giles. An anthropologist, she is best known for her community-based work on Indigenous health and substance misuse across Australia.



**Sharlene Cosgrove** (Treasurer): Joined the Committee in 2013. She is a qualified accountant and is currently the Financial Controller at Rio Tinto Iron Ore. Sharlene is also a committee member for the Malaika Orphanage Centre in Johannesburg, South Africa and has spent time volunteering to assist children in the Hillbrow Orphanage. Sharlene is keen to apply her strong commercial skills to make a visible difference in the community.



**Judith Nash**: Joined the Committee in January 2011. Judith was a GP who for many years worked in the area of women's health and she was the CEO of The Women's Clinic in Balcatta. A significant proportion of patients attending the clinic are either in or have been in situations of Domestic Violence and this was the catalyst for accepting a position on the Management Committee.



**Ann Marie Mullaney** (MSc Equality and Discrimination): Joined the Committee in April 2012. Currently a Senior Analyst in the Planning and Equity team at Edith Cowan University, Ann Marie has many years' experience working in gender equality in Local Government in Scotland. In particular, Ann Marie worked in a strategic role in social services to improve the service response to women and children who had experienced violence and abuse. Much of this was in partnership with other statutory and not-for-profit agencies and included service planning, funding applications, referral protocols and identifying and monitoring service improvements. Ann Marie was a key member of the group who developed the first specialist Domestic Abuse Court in Scotland with the necessary support service for women and children as her focus.



**Lorili Jacobs** (MSc): Joined the Committee in May 2012. Lorili has a longstanding relationship with women's health, research and social responsibility. Lorili's professional background as a Medical Imaging Technologist at King Edward Hospital for more than 20 years specialising in O&G ultrasound was followed by Master's research examining infant breastfeeding using real-time ultrasound. Until 2007 she developed policies and protocols for the KEMH Radiology Department before volunteering in Mumbai at Apne Aap Women's Collective to support education for sex slave prostitutes and their children. Back in Perth, she has now joined The University of Western Australia and commenced her PhD research exploring "Stress and Success: the impact of Fly-In Fly-Out work and lifestyle on at-home partners who are pregnant."



**Christine Thompson**: Joined the Committee in March 2012. She has worked for many years in human resource management at the WA Police and Department of Corrective Services, and more recently at the Department of Fisheries, developing an interest in justice and human rights issues. Christine sees her involvement in the Management Committee as an opportunity for her to contribute in a positive and practical way to improvements in social justice and support.



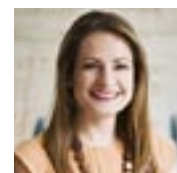
**Shelley Davies**: Joined in the Committee in April 2014. She has an undergraduate degree in psychology and recently completed her legal qualifications. Shelley has experience working in community services and during her legal studies volunteered at the Mental Health Law Centre and St Vincent de Paul. Having completed tertiary studies specific to the area of domestic violence, Shelley has an enduring interest in the psychological and broader health consequences of domestic violence on families.



**Gitte Heij** (PhD Law): Joined the Committee in March 2013. Gitte started her career with ING Bank before moving into development aid. For 20 years she worked on a wide range of projects in the Asian region funded by IMF, World Bank, Asian Development Bank and AusAID. She is an experienced project manager and tender writer. In 2009 she entered the grounded world of small business owners with businesses in Perth and regional WA. In her late twenties, Gitte was in a long-term violent relationship.



**Menda Bavcevic**: Joined the Committee in November 2013. Menda is a Community Development Advisor at BHP Billiton. As an Advisor Menda works with non-profit organisations across Western Australia on positive community and economic development activities that will help to achieve long-term sustainability. Over the past 11 years, Menda has worked across the non-profit, Government and industry sectors as a Community Development practitioner. She completed her studies at Murdoch University specialising in Community Development, Sociology and Welfare.



*"Congratulations to the amazing staff at PGC for 25 years of very difficult, challenging and fabulously rewarding work. Congratulations to the women and children who have taken on board the challenge to free yourselves from DV."*

*"I admire your ongoing strength and bravery. I congratulate you all, and wish that PGC continues to grow under expert leadership with Kedy at the helm. Wish I could have celebrated with you all today." Lisa, ex DVARS.*



# Patricia Giles Refuge

## Service Description

PGC Refuge provides accommodation and support to women with children, and single women who are escaping domestic and family violence, or who are homeless. The refuge can accommodate up to six families.

The Patricia Giles Refuge has accommodated 62 women with 85 children escaping domestic violence and homelessness. There were 48 families and 14 single women; 50% were CaLD and 20% Indigenous. The refuge turned away 287 women and 391 children.

Of the 62 women assisted, five women did not speak English, six had no income, five women had diagnosed mental health issues, two had an intellectual disability, one had a physical disability and two older women were escaping elder abuse.

## Groups

The Refuge Manager has co-facilitated four eight-week domestic violence groups at Bandyup Women's Prison.

## Achievements

The refuge assisted families in the community with material goods 1048 times, a staff member supported a client during a one-day trial in Sydney, information and advice were supplied 257 times, and furniture was delivered to families 20 times.

The Spring and Winter Clothes Giveaway saw 58 adults and 80 children enthusiastically collecting clothes and toys to take home. Money raised by staff has been used to pay for tutoring for five children and six women to improve their English.

The staff organised and distributed Christmas hampers and presents to 96 women and 228 children.

This year the refuge held three Christmas events: the PGC toddlers' party for children 0-5 years with, 15 mums and 23 children attending. A family fun day organised by CCS staff for older children included animal farm and face painting, with 29 mums and 47 children attending.

On Christmas Day staff put on Christmas lunch for 14 women and 19 children. This was a very multicultural event with food from many countries.

## PGC Refuge and Rebecca West House Medium Term Houses

PGC was successful in meeting the criteria for third-tier registration with the Department of Housing this year and increased its housing stock to nine houses, one of which is owned by PGC. Due to the housing crisis in Perth many of the medium-term houses accommodate two small families for periods of 12-18 months.

The Centre also employed a part-time property manager this year to manage the tenancies and maintenance of these properties.

The medium term houses accommodated five single women and 22 families (22 women and 40 children). 89% were from culturally linguistic and diverse backgrounds.



Staff Stress Free Day



# Rebecca West House

## Service Description

Rebecca West House accommodates women and children and single women escaping domestic and family violence. It also accommodates single women and women and children who identify as homeless. Family and Domestic Violence has priority for referral into the service.

The Refuge can accommodate up to six families. Women and children are provided with emergency assistance on arrival, which can include food, clothing, emotional support and financial assistance. Women and children are case-managed to achieve the best outcome.

## Data July 2013 - June 2014

Rebecca West House received 361 requests for the service and accommodated 45 women and 68 children. The majority of families were escaping domestic violence but there has been an increase in referrals for homelessness where domestic violence is not an issue.

## Outreach and Community Client Service

Rebecca West House provides outreach support to clients who have exited the service and are living in a medium term house or in the local community. During this period seven women were supported as outreach clients and eight women were assisted in the community.

## Groups

Rebecca West provided a six-week Self-Esteem group and the manager continued to co-facilitate domestic violence groups at Bandyup Prison and also provide one-on-one counselling to five women incarcerated there.

## Children's Counselling

The refuge provides Domestic Violence specific one-to-one counselling to children who have experienced domestic and family violence both at the Rebecca West House, Yanchep and at the Patricia Giles Centre. One-on-one counselling was provided to 90 children during the year.



PGC stall at Health Expo Mindarie High School

*"Being able to express myself without fear and to have someone to listen to without judging and being critical. I've had to shut my mouth on many occasions for so long." Anonymous*



# PGC - Women's Counselling Service

## Service Description

The Patricia Giles Centre Women's Counselling Service operates from the Patricia Giles Centre in Joondalup with separate phones, office and administration records. The service operates between 8.30am - 4.30pm Monday to Friday.

The service provides telephone and individual face-to-face counselling sessions as well as therapeutic groups to women living in the northern suburbs. These services are provided free of charge along with free on-site child care and transport if needed. Clients who are unable to attend the service can book a one-hour phone counselling appointment.

Clients can access up to 10 individual counselling sessions with the option of another five initially.

The service also works with the North-West Metropolitan Police Service and provides a referral option. When victims consent, their contact details are sent to PGC-WCS for an early intervention response by the Counsellors.

Phone contacts with women via these referrals from the Domestic Violence Detected Incident Reports (DVIR) include risk assessment, safety planning and support, and provide information about the range of PGC services and referrals to other relevant services. A large number of information packs are mailed out, and where appropriate counselling appointments are made.

## Data

We had 327 new clients, a slight decrease on last year, and 143 existing clients with a total of 1655 appointments which were attended, a slight decrease on last year.

### Domestic Violence Detected Incident Reports

WCS received a total of 795 referrals from this scheme, compared to 1009 last year. A total of 450 were contacted. We were unable to contact 300 women. Forty-seven referrals were deemed to be inappropriate, and a total of seven referrals to PGC Safe at Home service were made.

## Major Activities

There have been a few staffing changes this year. Nicola commenced work as a Women's Counsellor in July 2013 after Sally left for other employment. Sheila was employed as a Women's Counsellor in January 2014. Claire volunteered until October 2013.

The service ran the following therapeutic groups in 2014: an eight week Circle of Security group, and in partnership with Anglicare a six-week Domestic Violence Women's Group. A six-week Self-Esteem group was delivered at Rebecca West House and in partnership with Centrecare a Parenting Over Violence group.



Leederville Grill'd support the Children's Counselling Service

# PGC - Children's Counselling Service

## Service Description

The Patricia Giles Centre Children's Counselling Service provides free short term counselling to children aged 4 to 18 years and parenting support to non-abusing parents who have experienced domestic or family violence in their lives. The service continues to offer outreach services in Midland Lotteries House, Gosnells Lotteries House and Leederville, as well as operating in various metropolitan refuges and schools. The Counsellors continue to provide phone support and assist with strategies for clients and child advocates within metropolitan women's refuges.

## Data

From July 2013 to June 2014 PGC-CCS assisted 1,136 children and caregivers.

## Achievements

The Northern Suburbs Zonta Club funded the Family Camps in October 2013 and April 2014. The focus of the camp continues to build upon the skills which have been explored within counselling, observing the families working together as a unit, utilising appropriate communication skills and developing boundaries with their own family and each other which may have been lacking because of their own experiences of domestic and family violence.

The camp environment was conducive for the children to explore their environment safely, allowing the caregivers time to be with their children and watch and learn from one another. The Camp Leader and Counsellors once again did a tremendous job engaging the families. All of the families participated enthusiastically in all of the therapeutic activities and appeared to enjoy themselves. The atmosphere was positive, happy and relaxing. Because of feedback from the previous camp, a women's group was conducted on two mornings of the camp. The group enabled women to share their experiences and gain more knowledge on their children's experiences of family and domestic violence and the profound effects on the developing brain.

PGC-CCS organised a Family Fun Day held at PGC on the 20th December 2013; the day was a huge success. The PGC-CCS team planned the event in conjunction with Christmas to provide families of both PGC and CCS with fun and support during the festivities. For many families the Christmas period can be a difficult and challenging time.

PGC-CCS Counsellors were invited to present at the Children Most Precious Resource; Tell me more about that! Conference in November 2013 and the Family Pathways Network Conference May 2014.

A funding proposal application presented to Collgar Wind Farm to implement a "Building Healthy Relationship Project" for adolescents in Merredin was successful. The pilot project is planned for term 3 from the 18th to 22nd August 2014 at Merredin College for both year 11 and 12 students.

The PGC-CCS team obtained funding to develop a raised garden bed project "Plant the Seed". The idea was developed to create a space for children to reflect on their own well being while tending to their plants during the counselling process. Plant the seed is also an educational tool for parents to also be reflective that all children need nurturing. Research suggests children experience feelings of being valued and a sense of belonging in a garden setting (Robinson & Zajick, 2005).

In April 2014 Harvey Norman donated a Nespresso Coffee Machine. PGC-CCS organised a raffle to raise funds. The raffle raised \$618, a great effort by all staff. PGC-CCS also won the Grill'd Leederville Local Matters program of \$300 to raise PGC profile in the community.

*"Many schools often have limited resources to offer students who are faced with these issues, PGC is able to provide schools with important resources and specialized counselling services targeted to the needs of these children."*

*"The counselling staff at Mercy College were very satisfied with the services provided by PGC and we will certainly utilize these resources in the future when the need arises." Nadia Fazzari (School Psychologist, Mercy College)*



# Coortt Coolong

## Aboriginal Early Years Support Service

### Service Description

Coortt Coolong is a parent support and home visiting service for Aboriginal families with a child up to five years of age who live in the northern suburbs of Perth. The service aims to work in a culturally sensitive and secure manner with Aboriginal families.

### Major Activities

The staff have been supporting 34 families in the past 12 months. Support includes home visits, parenting support and information and referrals to other services. We deliver emergency relief to families including the provision of blankets and clothing from the PGC donation shed.

We have a number of clients with whom we are working closely to assess their child's development. This involves assessing the child in their home environment, following an assessment sheet. If there are areas in which the child has not reached their age milestones we then work with the parent through planned activities to help the child reach these milestones. If needed we provide tools for the parent/carer to use e.g. toys, books.

During the past twelve months Coortt Coolong staff have held eight community education workshops to help families to strengthen their parenting skills. These workshops covered parenting issues, discipline, budgeting and nutrition. We were able to provide transport for clients to attend these workshops.

The Coortt Coolong service held a stall with activities for children for National Reconciliation Week 2014 Free Family Event alongside several other services and agencies at Discovery Park Banksia Grove.

Coortt Coolong staff attended Neerabup Primary School and gave a talk to 30 students and four staff members on Aboriginal culture and what it was like to grow up as an Aboriginal person, especially about childhood, customs and history.



*"They helped us with everything we needed and always gave advice and support. Our life has improved a lot from their help." Anonymous*

# Kurlunga's Playgroups

Kurlunga's Playgroups are for parents with Aboriginal children aged from birth to five years. The Playgroups are based in three primary schools in the northern suburbs and are held on Mondays at Somerly Primary School, Tuesdays at Merriwa Primary School and Thursdays at Neerabup Primary School. They are available in term time and run from 9:30 to 11:30. Morning tea is provided and the playgroups are free.

The program is based on the developmental needs of the children. It covers all developmental domains and includes the Early Learning Framework Outcomes. The program is evaluated daily and this provides an opportunity to modify and target activities to children's needs. The activities in the program utilise Aboriginal culture and resources and parent input and involvement.

We focus on assisting the 4-5 year olds with 'school readiness' activities, i.e. recognising their name, knowing their colours, numbers to 10 and listening to a story.

The playgroups have an Aboriginal Play Leader and Play Assistant who provide a safe and supportive learning environment for the children and parents. The parents have the opportunity to socialise, share culture, yarn and make friends. The children have the opportunity to make friends as they learn and develop through play, creating a foundation for future learning.

The number of clients from July 2013 to June 2014 were:

Adults 22

Children 34



*"Having someone to talk to who wouldn't judge me or tell me what to do, they just listened and I ended up being able to come to my own conclusions that were right for me and my kids." Anonymous*



# Housing Support Service

The Housing Support Service assists single women and families who are accommodated in Women's Refuges due to domestic violence or homelessness to obtain and maintain safe, stable long-term accommodation.

This includes public housing, community housing, and private rental or returning to family where possible.

Once stable and long-term accommodation has been obtained housing support workers arrange regular home visits to provide support for up to 12 months. This can include, but is not limited to, providing ongoing advocacy, information, assistance with furniture, whitegoods and household items, assistance in accessing employment, education and training.

The staff can help clients to link in with mainstream and community services including medical centres, health centres, local schools and recreational opportunities.

This year the service received 36 referrals and accepted 36 families into the service.

## **Achievements**

The service has housed and supported 17 families into Dept. of Housing (3), Foundation Housing (8) and private rental (6) properties. We have closed 8 client cases who had reached their 12 months in safe and secure accommodation and another 6 who were managing well in their new homes.



PGC fundraiser stall

*"I received assistance with a food parcel when I struggled financially and my daughter also received counselling which I am very grateful for." Anonymous*

# Safe at Home

## Service Description

The Safe at Home program is a support service for women and women with children who wish to remain living in their home after separation following domestic and family violence. The Safe at Home staff will assess safety and security to enable women to remain in their home, and will implement safety plans and upgrade security. The staff will provide practical and emotional support to assist the client in remaining in their home and re-establishing their lives free from violence.

Safe at Home have access to brokerage to assist with the changing of locks, minor security upgrades or to prevent homelessness. Safe at Home will assist the client to access information regarding violence restraining orders, financial counselling and parenting orders as well as counselling for themselves and their children.

To be eligible for the Safe at Home program the client must have been living with the perpetrator of violence in an intimate relationship, the most recent domestic violence incident must have occurred within four weeks of being referred to the service, the client must have or want to obtain a violence restraining order against the perpetrator of violence, the client must live within the North West Metropolitan Police district and the client must want to remain in the home.

Safe at Home will take referrals from both non-government and government agencies as well as directly from the client. Safe at Home offers support to the client for a maximum of twelve months.

## July 2013 - June 2014

During the above period Safe at Home worked with a total of 61 women and their children.

Total referrals in the period were 71 of which 10 were declined or did not engage for various reasons. These include: declined service on contact; did not want to get a VRO; un-contactable; outside of intake area; inappropriate referral; and reconciled with partner.

Referrals have been received from the Police, the Department for Child Protection, the Victim Support Service, Legal Aid DV unit, Joondalup Health Campus, Safe at Home services, refuges, Foundation Housing, PGC services, Wanneroo Financial counsellor, Youth Futures, Family and Domestic Violence advocates and self-referrals.



Merriwa Playgroup

*"Safe at Home gave me security, understanding and safe strategies. Both of the counselling services offered my daughter and I a safe place to air our feelings without judgement. Fantastic services!" Anonymous*



# Domestic & Family Violence Coordinated Response Service

The CRS is a partnership between the Department for Child Protection and Family Support, WA Police and the Patricia Giles Centre in Mirrabooka and Joondalup region.

The CRS aims to improve the safety of child and adult victims of family and domestic violence through a collaborative approach that focuses on timely and early intervention following a police call out to a domestic violence incident.

The collaborative approach includes:

- Joint risk assessments using a common framework informed by police, child protection and specialist family and domestic violence workers;
- Identification of opportunities to intervene early with families experiencing family and domestic violence;
- Timely responses following a police call out;
- Responses targeted to client need, identified risk and unique case circumstances;
- Supported and streamlined client pathways through the service system;
- Coordinated responses between partner agencies; and
- Multi-agency safety planning on a needs basis involving agencies and organisations that have a role in responding to family and domestic violence.

The Coordinated Response worker based in the Mirrabooka Police station has responded to 1058 Domestic Violence Incident Reports (DVIRs) involving families with children and a further 698 DVIRS involving families without children.

The Coordinated Response worker based at the Joondalup Police station has responded to 1214 Domestic Violence Incident Reports (DVIRs) involving families with children and a further 714 DVIRS involving families without children.

*"You and your staff are truly inspirational in your total commitment to improve women and children's lives."*

*Anonymous*



Library officer Shane Watson with library member Suzanna Phillips and Kedy Kristal, chief executive of the Patricia Giles Centre.

## A fine way to donate

LIBRARY members have the opportunity to clear their overdue fines and support women and children affected by domestic violence.

For each donation of non-perishable boxed, bottled or canned food during November, Joondalup, Duncraig, Whitford or Woodvale library members can have \$1 in current fines waived as

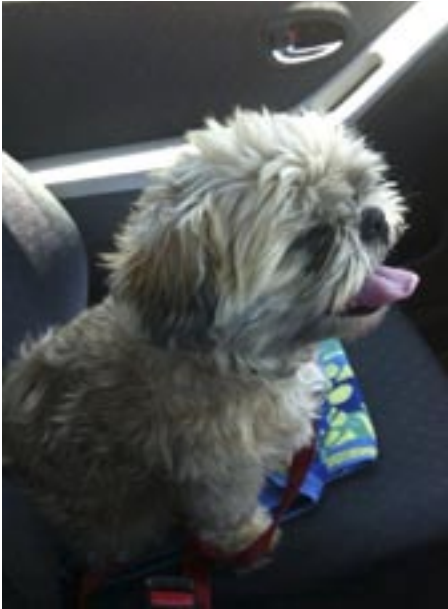
part of the City of Joondalup's Food For Fines initiative.

All food donations will be given to the Patricia Giles Centre.

"All donations will make a difference in the lives of women and children who are struggling to make a new home free from violence and abuse," chief executive Kedy Kristal said. People without fines can join in too.



# Safe Families, Safe Pets



We continued to offer this service to the 14 women refuges in the Perth metropolitan area. We continue to be grateful that our long time stalwart foster carer Sharene who continues to offer her home and excellent care to our dogs.

This year we have fostered 3 dogs for periods ranging from 2 weeks to 12 weeks. We assisted the owner of two small dogs with the cost of relocating them to the country.



*"If it were not for this service I would not have received the unbiased advice that helped me pick up the pieces after my terrifying and difficult separation." Anonymous*

Pat Giles Centre Manager Amber Williams and Zonta Perth Northern Suburbs member Sue Perill with decorated ducks as part of Zonta's Duck Project. Picture: Emma Seaves

## Zonta's ducks all in a row

A FLOCK of decorated ducks is having a positive spin-off for victims of domestic violence seeking support from a Joondalup women's refuge.

Earlier this year, the Zonta Club of Perth Northern Suburbs raised almost \$15,000 by auctioning seven "naked" wooden ducks dressed by artists and celebrities.

Participants painted, var-

nished and clothed more than 180 ducks for the Di Bryant memorial project, named for the late Zonta member who was passionate about raising money for domestic violence victims.

The recipient, the Patricia Giles Centre, is using the proceeds to run three holiday camps for mothers and children.

Six families, including 15 children, attended the first camp in the October school holidays, enjoying a barbecue, circus, reptile visit, puppet show, drumming, swimming, a disco and a chance to bowl.

There will more camps in April and October 2014.

One of the decorated ducks, Braveheart, now lives at the women's refuge.

"A member of the centre's management committee purchased Braveheart for the centre, made by a survivor of domestic violence," chief executive Kedy Kristal said.

"It appeals to the centre as it takes a brave heart to start the journey and leave a partner who uses violence."

Ms Kristal said Zonta had been a valued supporter for many years.

Margaret Price



# BARK

## (Building Animal Relationships with Kids)

BARK is an animal-assisted therapeutic group program for children affected by family violence. The program promotes empathy, healing and trust in primary-aged children who have experienced family violence and who have lost a pet due to an adult violence or due to leaving their home, or they may have begun hurting animals themselves due to their exposure to family violence.

BARK is a six week program facilitated by a Children's Counsellor, Child Support Worker and Animal Educator from the RSPCA.

The sessions run for one hour per week and the children spend time with small animals that are used to being handled (guinea pigs, rabbits and rats). Very few children have a strong negative reaction to small animals unlike dogs which can cause anxiety. Rabbits, guinea pigs or rats may also be allowed in the children's lives at home.

The children are taught how to safely handle and care for the animal by using the animal as the focus of conversation about physical and emotional safety. Noticing and interpreting the feelings of another and changing their behavior helps children demonstrate empathy.

This year three BARK programs were held at the RSPCA in Malaga and the Chief Executive Officer presented on the BARK program at the Child Aware conference in Melbourne.

After running the BARK program for seven years, this year we are fortunate that an honours student from the School of Population Health at UWA will be evaluating the program.

The unfortunate news was that at the end of June the RSPCA decided to close its education section and with that our access to child-friendly rabbits and guinea pigs and the invaluable assistance of the RSPCA Education Officer came to an end.

We will continue to run BARK but the facilities and the animals will now be located at the Patricia Giles Refuge.

Three groups were held this year:

**8th August – 12th September 2013**

Five children were registered to attend this program between the ages of 5 - 11 years. Unfortunately once again our numbers dropped due to two children being unable to attend the program, as a result of unavailable transport. This left us with only the children in the program. One child displayed erratic behaviour which overpowered the group at times. Due to a history of previous animal abuse she required high supervision, therefore the high ratio of staff proved to be beneficial.

### **Term 1**

**20th February – 27th March 2014**

Eight children were enrolled, ranging in ages from 5 - 12 years, and there were six caregivers.

All children completed the program. The children also had a visit from dog trainer Hazel, who brought along her two dogs. The group learned about caring for dogs and training dogs, and were encouraged to read the dogs' body language.

## Term 2

22nd May – 26th June 2014

Eight children were enrolled, ranging in ages from 5 - 15 years, and there were six caregivers. However, only five children (and four caregivers) completed the program.

We were very fortunate to have a Graduate Research Assistant and Honours Student from the School of Population Health at University of Western Australia who decided to undertake her Honours research on the BARK program.

The research project aims to explore the processes and outcomes of the BARK program, to facilitate the assessment of its effectiveness in ameliorating the negative impacts of DV on children and its role within broader DV service provision.

The core objectives of the evaluation include:

1. Exploring the program's processes and outcomes for participating children, for example in relation to empathy, attitudes towards animals, pro-social behaviours, and mental wellbeing.
2. Exploring how the intervention model compares to best practice standards in the empirical literature.
3. Establishing baseline measures to facilitate ongoing, inbuilt evaluation for the program.



Family Fun Day playgroup

*"I highly appreciate the fact that when I needed to talk to someone urgently I was able to." Anonymous*



# Audit

PATRICIA GILES CENTRE INC  
CONSOLIDATED INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30TH JUNE 2014

	2014 \$	2013 \$
<b>INCOME</b>		
WADCP – REFUGE	1,004,841	1,046,720
WADCP – COUNSELLING	611,584	501,553
WADCP – SAFE @ HOME	233,513	245,173
WADCP – HOUSING SUPPORT	116,757	122,008
WADCP – BROKERAGE	25,218	34,171
WADCP – CMCOS JOONDALUP & MIRABOOKA	-	83,720
WADCP – JOONDALUP & MIRABOOKA FAMILY & DV RESPONSE SVE	207,000	81,112
WADLG&C – Cort Coolong	187,248	164,469
Grants - (Cw/wh) Op Rent	27,982	49,631
Grants - (Cw/wh) Op Non R	1,367	38,698
Grants - (State) Op Non R	-	9,107
Grants - Others Loteries	11,000	261,260
Grants - Others	-	3,700
Donations	46,067	22,711
Donations Caritable Collections	1,668	270
Membership Fees	25	26
Administration fee	187,694	190,083
Interest received - Unrestricted	60,197	77,079
Other Sundry Income	3,176	3,181
Supervision & Counselling	26,492	26,990
Rental Income	100,443	84,827
Sale of Goods	12,630	14,329
Adjustment	-	-
	2,864,902	3,060,818
<b>EXPENDITURE</b>		
Accounting Fee	360	1,837
Advertising and promotion	13,721	9,982
Assett Purchases < \$5000.00	-	61,311
Audit Fees	10,200	8,880
Bank charges	771	664
Business Planning Cost	62	11,046
Client Support Svce -Brokerage	35,590	34,385
Client Support Svce -Brokerage not Spent	(8,191)	158
Client Support Svce - Child care operational costs and expenses	4,310	4,961
Client Support Svce -Group Exp	5,373	9,377
Client Support Svce -Holiday program	4,232	2,125
Client Support Consumables	35,192	33,186
Computer Expenses	23,510	27,055
Consultancy Fees	540	11,213
Emp't Support & S'vilon Costs	27,194	22,696
Dpcn - Building	9,958	833
Dpcn - MV	15,697	19,367
Dpcn - Plant & Equip	64,249	94,804
Insurance - General	17,448	21,155
Insurance - Rental Properties	2,017	2,260
Legal expenses	-	-
Management Fees	66,635	60,268
Meeting expenses	5,357	14,910
Membership	3,241	3,477
MV Fuel & Oil	11,396	12,127
MV Repairs & Maintenance	4,980	6,086
MV Insurance	6,937	9,089

	2014	2013
MV Registration	1,998	2,065
MV Other	8,000	12,500
Postage	7,368	5,953
Printing & Stationery	33,186	24,738
Rates - Land	2,901	434
Rates Rental Prop- Land	5,597	4,630
Rates - Water	12,879	13,714
Rent	46,614	55,771
Repairs and maintenance	56,240	60,767
S & W Annual Leave Exp	7,944	23,205
S & W Long Sve Leave Exp	8,001	14,000
S & W Recruitment Exp	2,292	989
S & W Salary Sacrifice	226,983	183,601
S & W Superannuation	163,429	138,145
S & W Workers Compensation	13,901	15,873
S & W Salary & Wages	1,563,684	1,373,820
Security	6,365	6,274
Staff Amenities	3,392	3,850
Sundry Expenses	-	15,419
Telephone	29,832	34,183
Telephone Internet	6,823	6,246
Training & Development	12,891	11,424
Travel & Accommodation	34,661	35,968
Utilities	20,916	19,673
	<hr/>	<hr/>
	2,636,676	2,546,494
	228,226	514,324
Accumulated Surplus at the beginning of the financial year	2,376,216	1,861,892
Accumulated Surplus at the end the financial year	<hr/> <hr/>	<hr/> <hr/>
	2,604,442	2,376,216



# Audit

## DAVID TRUSLOVE

ACCOUNTANT and TAX AGENT

ET.M.A., ET.L.A., M.N.I.A.

PO Box 270, Guildford 6935

Phone: 9379 1444 Fax: 9379 2856



Brockman House  
143 James Street  
Guildford 6055

### INDEPENDENT AUDIT REPORT

I have audited the accompanying financial report, being a special purpose financial report, of Patricia Giles Centre Inc. (The Association), which comprises the statement of financial position as at 30 June 2014, the consolidated income statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

#### Committee's Responsibility

The Committee of the Association is responsible for the preparation of the financial report that gives a fair presentation in accordance with Australian Auditing Standards (including the Australian Accounting Interpretations) and the Associations Incorporations Act (WA) 1987, as described in Note 1, and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for my audit opinion.

#### Opinion

In my opinion, the financial report presents fairly, in all material respects, the financial position of Patricia Giles Centre Inc. as at 30 June 2014 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the Associations Incorporations Act (WA) 1987.

Basis of Accounting and Restriction on Distribution

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the association's financial reporting responsibilities under the Associations Incorporations Act (WA) 1987. As a result, the financial report may not be suitable for another purpose.



DAVID TRUSLOVE  
AUDITOR  
5<sup>TH</sup> OCTOBER 2014.



# Sponsors & Supporters

**Patricia Giles Centre acknowledges and thanks our many supporters over this financial year:**

- Alannah and Madeline Foundation
- Baha'i Community
- Bedbrook D.A & C.A
- Blue Santa
- Bryan Pet Doors
- Cambri Village
- Carst & Walker
- Centurion Garage Doors
- CFMEU
- Charity Link
- City of Joondalup Libraries: Food For Fines campaign
- Core Laboratories Australia
- Curtin Student Guild
- Daily Serenity
- Dept. Child Protection and Family Support
- Dept. of Communities and Local Government
- English, Wayne & Elizabeth
- Exclusive Tyre Distributors Pty Ltd
- Floorscapes
- Grill'd Leederville
- Grill'd Joondalup
- IGA
- Iluka Homeowners' Association
- Harvey Norman
- Hillary's Weight Watchers
- Inner Wheel Club
- Joondalup Business and Professional Women's Association
- Joondalup Primary School Year 6 Class
- Julia and family, Patricia Darcy and family and St Cecilia's Church
- Kallaroo Embroidery Group
- Lend Lease
- Lesley Mitchell and residents of the Joondalup Lifestyle Village
- Lions Club of Ocean Reef Inc
- Maersk Drilling Australia
- McKinley and Plowman
- Mr & Mrs Pring
- My Sparky
- New Norcia Bakery
- Northern Suburbs Zonta Club
- Perth Basket Brigade
- Perth Royal Show
- Red Cross (City Beach unit)
- Ridgewood Craft Group
- Senator Sue Lines
- Shimmy Mob
- South Perth Yacht club Ladies Luncheon Group
- St Andrews CPS Parents and Friends Association
- Target
- The Bear Brigade
- Threat Protect
- Triton Woodworking Group
- Tong Foundation
- United Way
- Whitfords Pharmacy 777
- Waitaha Day Spa
- West Australian Ballet
- Wandoo Singers
- Windsor Park Nursing Home
- Yasmin and Marshall Wedding donations