



# Annual Report

2022 - 2023







Above: Management Committee at AGM 2022

Front Cover: TWC Reclaim The Night 2022 & Stylised Tibouchina



## Tibouchina

Traditional uses are described in the literature for Tibouchina and among them are anti-inflammatory, antioxidant, anti-nociceptive (relieving chronic pain) anti-bacterial, anti-fungal, anti-parasitic and anticancer activities of leaf extracts.

Stylisation created by 121Creative Townsville



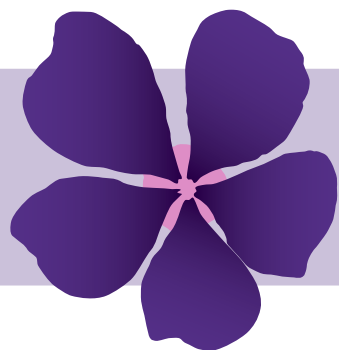
## Tears Tell Stories

Artwork courtesy of Karen Doolan, 2017



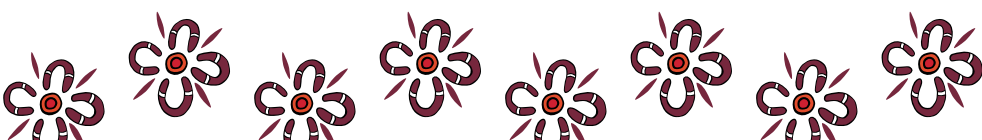
We acknowledge we are on Gurambilbarra and pay our respects to the Wulgurukaba and Bindal people on whose land and sea we live and work and acknowledge all First Nations people and cultures. We acknowledge the ongoing impact of colonisation and that sovereignty was never ceded. We honour their Elders past, present and emerging and we particularly recognise First Nations Women and the contribution their voices continue to make within our organisation and the community in working towards reconciliation.



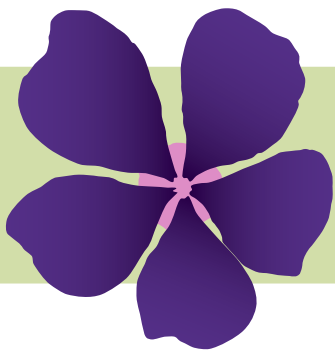


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Message from the

# President

**I am pleased to present the 2022-2023 Annual Report for The Women's Centre. This year we revisited our strategic plan, and have updated our vision, mission, values, and goals. They will still be very recognisable to women who have known the Centre since it began, but it is always a useful exercise for the current Management Committee and Centre leadership team to state, in our words, why we do the work that we do. Some key themes that were important to our discussions were safety and equity, but also seeking a world in which all women can thrive and experience respect for their whole selves. We know that there are many different experiences of being a woman and do our best not to universalise, and especially to acknowledge the unique experiences of First Nations women.**

As always, the staff and volunteers have worked tirelessly towards that vision, and I want to thank them for that. The Women's Centre would be nothing without the excellent women at all levels of the organisation. This financial year is another story of increased demand for the service and big waiting lists. We have seen increases in our regional outreach as well as women attending the Centre's main premises. We benefit from our incredible staff, and I know Cathy has worked hard to retain the very best people, and give them space to grow, despite funding uncertainty and short-term employment contracts remaining a challenge.

Some of our attention this financial year has been on risk, and particularly technological risks and issues of data security. We have formed an IT Sub Committee to work with our Admin team and our IT professionals to ensure we are following best practice, changing with technology, and thinking ahead as far as is possible.

The Women's Centre is recognised as a leader in the Sexual Assault Support Service sector. In particular, we host the Queensland Sexual Assault Network (QSAN) Secretariat. Further, our Coordinator, Cathy Crawford, has worked as Special Advisor to Taskforce Helix which was established to oversee the process involving a review of evidentiary samples which had been previously submitted to Queensland's Forensic and Scientific Services for DNA testing in criminal cases.

While it is rewarding to have our expertise recognised, we know there is always space for continued growth. The Management Committee has revisited our Skills Matrix to identify our collective strengths and weaknesses, and the Centre leadership team participated in leadership training. The structure of the Centre, with a dedicated leadership team, has settled in throughout this year and I acknowledge the work that they do in managing the day-to-day challenges and thinking ahead.

A special thanks to the Management Committee for their efforts this year. We have unfortunately said farewell to Sara Potts and Bernice Hookey. But we have also benefitted from

Jemima Giles stepping up and filling the Treasurer position; Angela Carroll generously becoming the Secretary; and Erica Kyle joining the Committee mid-year. We have been rounded out by experienced Committee members Mangalam Sankupellay and Diana Falcomer. All Committee members have valuable skills and insights and I thank them for their contributions to articulating and fulfilling the Vision for The Women's Centre.

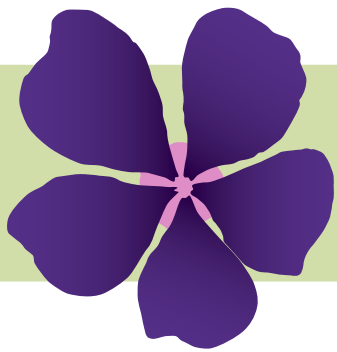
Finally, I extend my gratitude and appreciation to Cathy Crawford for her continued leadership and calm amidst what must sometimes feel like chaos. She has her eye on the horizon and yet maintains a clear view of what is happening on the ground in the everyday operations of The Women's Centre. It feels a bit trite in comparison to the size of the job, but Cathy – thank you so much!



Left: Ginni Hall

Above: The Ginni Hall Collection





## Message from the Coordinator

**I am honoured to present the annual Coordinator's report, reflecting on the achievements, challenges, and progress made by The Women's Centre over the past year. It is with great pride that I share the impact we have collectively made in empowering, supporting and housing women in our community.**

The Women's Centre continued to lead both locally and statewide as a progressive, innovative community organisation. We provided services with new projects and more counsellors and caseworkers, worked with many diverse communities and partnered with more community and government service providers. We thrived as we provided ongoing services with compassion and skill which is a testimony to the quality of The Women's Centre's team.

The women we work with are at the centre of our policies, programmes, advocacy work and partnerships. Many rounds of consultations were held through the year including the Women's Safety and Justice Taskforce forums and individual consultations. The Hear her Voice Report Two was tabled and all recommendations have been accepted by the State Government and are now being actioned over numbers of government departments. This has resulted in the government announcing an increase to the funding for the Townsville Sexual Assault Support Service for the work within the Sexual Assault Response Team (SART). This is great news, and we await the funding that will improve the capacity of the service in Townsville and surrounds.

We continue to work alongside our partners in SART and colleagues throughout the state advocating for trauma-informed and victim-survivor accessible sexual assault support services.

The Commission of Inquiry into Forensic DNA Testing in Queensland found many shortcomings in the forensic laboratory in Queensland. The Forensic Science Queensland Interim Advisory Board was established of which I am a member of. The Taskforce Helix was established within Queensland Police Service and Townsville Sexual Assault Support Service has had the privilege to work beside the police providing specialist knowledge regarding victim-survivors and the impact re-testing of samples may have on them.

The Women's Centre continued to provide the financial and HR management of the Queensland Sexual Assault Network which is another fully operational incorporated state peak. There were many successful partnerships including the partnership with the Townsville University Hospital that meant that Midwifery Services are now successfully being provided from the Women's Centre and The Safe Nights programme run by the Soroptimists continued with 248 nights of accommodation paid for by this programme.

The ongoing housing shortage, increased cost of living and the increased rental costs have significantly impacted

on availability of both crisis and long-term housing often leaving the specialist homelessness team no housing options for women. Department of Housing provided funding for brokerage, whilst this was useful, at times there were no places to buy beds for women. Women have also housed themselves in unsafe environments or returned to or stayed in unsafe situations resulting in women experiencing further abuse and violence.

There was an increase in education provided to the community and government organisations through the establishment of a Community Education role within the organisation. This has been met with lots of positive feedback and will continue for another year.

The management committee underwent some changes to its members but otherwise remained constant. Their support and consistent contribution to the organisation was unwavering throughout the year. I thank them very much for their continued dedication to the service and support to myself.

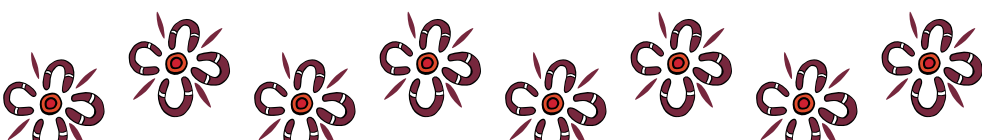
The Centre for Women's Studies Library Collection was moved from James Cook University to The Women's Centre by a dedicated group of feminists. This diverse collection of works is a snapshot of the influential feminist literature that informed the work of The Centre for Women's Studies during its existence. The display was made possible by a generous gift from Ginni Hall, Senior Lecturer, in Social Work at James Cook University from 1988 to 1999.

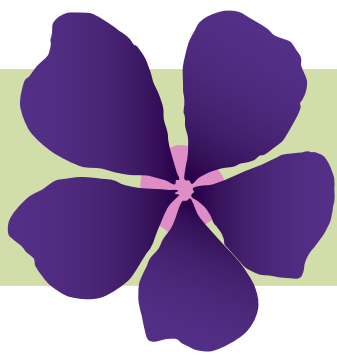
I would like to extend my gratitude to all the staff members who have made significant contributions to The Women's Centre throughout the year. Their dedication, hard work, and unwavering commitment have played a pivotal role in the success and growth of the organisation. Your tireless efforts in supporting and empowering women in various capacities have not gone unnoticed. From organizing impactful events and workshops to providing invaluable counselling, casework and support to women. Your contributions do make a lasting impact on the lives of countless women. Thank you all for playing your part in the team and for continuing to strive towards our mission.

Our many funders, volunteers and financial supporters have all made a significant impact and without each and every one of them the Women's Centre would not have functioned as well as it did throughout the year. Thank you.

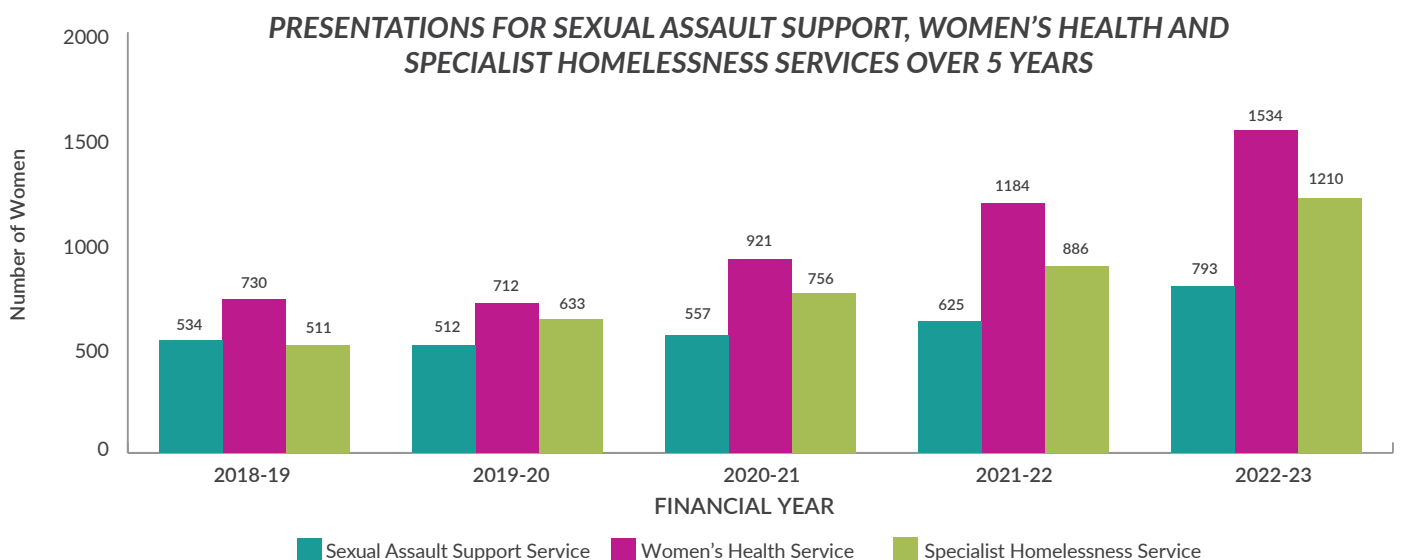
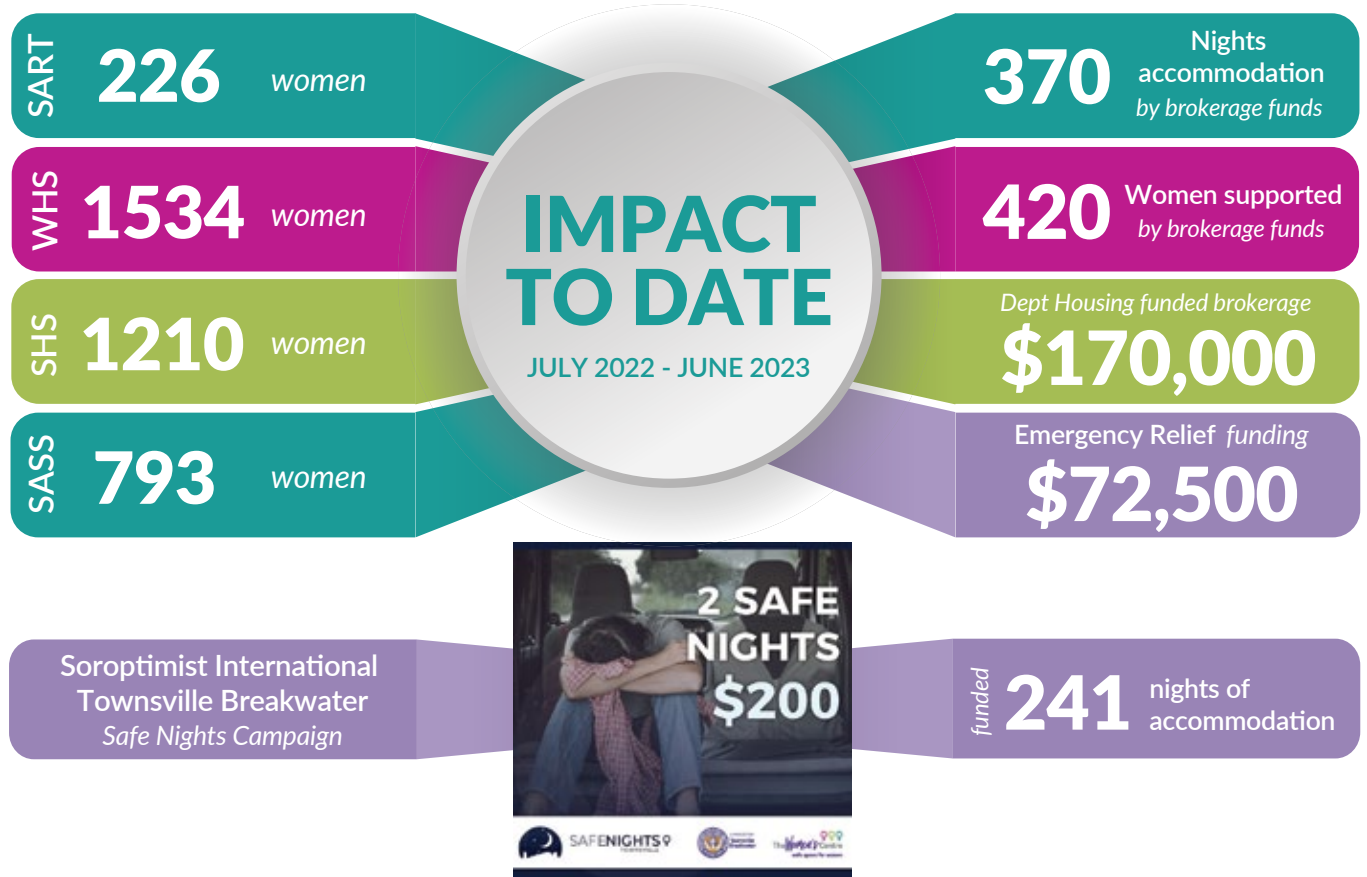
As we look towards the future, we remain committed to our mission of empowering women and creating a more equitable society. We will continue to innovate, collaborate, and adapt to the evolving needs of women in our community.

Thank you all for your continued support of The Women's Centre.

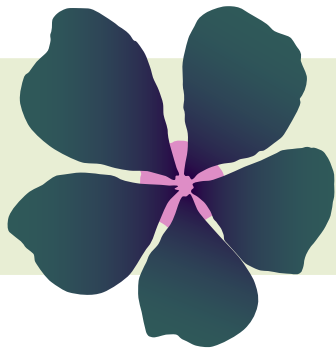




# Our Impact







# Sexual Assault Response Team

## Report

**The Townsville Sexual Assault Response Team is a multidisciplinary, interagency group of specialist professionals, established to work collaboratively alongside victims of sexual violence to provide an integrated, trauma informed response. The team comprises representatives from the Sexual Crimes Unit; Sexual Assault Support Service; Hospital and Health Service, inclusive of the Clinical Forensic Medicine Unit; and the Office of the Director of Public Prosecutions.**

Established for over 7 years now, the Sexual Assault Response Team (SART) continues to strive towards the development of an integrated, trauma informed, best practice model, that is responsive to the needs of victims within our local community.

Throughout another year of the daily work of responding to survivors, the established evidence base has maintained the significant trends associated with our SART response including increased reporting rates of sexual crimes, completed forensic medical examinations, and referrals to the Sexual Assault Support Service (SASS), together with decreased withdrawal of complaints.

Against a backdrop of the extensive findings and recommendations of the Women's Safety and Justice Taskforce, and the Commission of Inquiry into Forensic DNA Testing among others, the SART team have contributed their collective, specialist knowledge in many and varied spaces. By its very nature, this collaborative SART contribution to influence and foster change, is in direct contrast to

siloed approaches, that have for too long impeded the development of meaningful, immediate, and sustained responses to victims of sexual violence.

The SART Interagency Coordinator continues to play a critical leadership role in facilitating and strengthening the collaborative day to day work of our integrated responses to survivors, in addition to more broadly ensuring the collaborative governance of the model. The past year has brought considerable growth in this context, particularly in directly supporting our pivotal organisations to take ownership of and responsibility for, the endorsement and embedding of SART as best practice.

As one of these pivotal organisations, the Sexual Assault Support Service received further funding in December 2022, to continue to bear sole responsibility for the Interagency Coordination of the model, in addition to its central role in the day-to-day work of SART.

Amidst the ever present challenges of funding, the SART team remains committed to the continued development of a best practice response. It is this sustained commitment that continues to pave the way to safeguarding the rights of victims of sexual violence within our community. The urgent shared hope of SART, is that funding bodies will soon demonstrate this very same commitment.

**SART Interagency Coordinator**  
**Dr Trudi Contarino**



Photo: Thursday in black screen printing 20222022



# Specialist Homelessness Service

## Report

### **As difficult as it is to believe another financial year has passed, however the housing crisis has not!**

Townsville's vacancy rate is currently at 0.7 per cent, and whilst that is up from 0.6 per cent from the previous report, it is around the lowest it has been in more than 10 years. This rate comes as the city continues to grapple with record low vacancy rates. Social housing applications are high with families waiting for their offer of a safe, stable and affordable long-term property.

Homelessness Australia found that between December 2022 and March 2023, 6658 new people officially became homeless, an "unheard of" increase of 7.5 per cent. Women and children comprised 74 per cent of these numbers. Those who are homeless die "up to 30 years earlier than the general population on average".

The Specialist Homelessness Service is integral in the Townsville community more so now than ever, with the increasing demand to support women and children with higher levels of complexity never experienced before. Requests for financial support have grown considerably, with the financial struggle evident for many families due to the rising costs of living. We are seeing a considerable increase in women seeking support for basic needs and essentials such as food for school lunches, frozen meals, children's clothing and bedding.

Sourcing short-term, emergency accommodation has always been difficult, however now near impossible with limited options. The tourist season poses many challenges when competing for a vacancy with the many events hosted by Townsville City Council and the NRL football home games and V8 Supercars. We are experiencing large mining companies securing motel rooms for long periods of time to accommodate workers. We are also experiencing some motels and accommodation services electing not to accept families. Due to vacancy shortages, rates have increase dramatically and we at times are forced to finance accommodation at a nightly rate of \$145 to \$160 per night which is not sustainable for women or services. This extortionate rate is for families to be accommodated together in a single room with no kitchenette. This then adds further financial stress on these families for food as cooking is not an option. The motels are often out of the catchment areas for schools; therefore, bus passes and fuel support are requested often. Motel accommodation creates difficulty in maintaining routine and normality for these children affected by homelessness, when the families are expected to all share one room in already overcrowded motels.

The Specialist Homelessness Service have seen a decrease in women presenting who are escaping domestic and family violence and we believe this is due to the housing crisis resulting in women being left with little choice but to remain in unsafe environments. This is alarming and placing

women and children at significant risk. Domestic and Family Violence shelters have also experienced the inability to exit women from their accommodation due to the housing crisis, meaning that there is seldom a vacancy in shelter.

We know homelessness does not discriminate; therefore, we are seeing women presenting to the Specialist Homelessness Service of all ages for support.

During the year, the Specialist Homelessness Service supported 1220 women which is 334 more than the previous financial year and an increase of 38%. 212 women were supported to access accommodation into crisis, transitional and long-term housing; to sustain tenancies and for domestic and family violence related matters, which is a significant decrease to the previous year of 328. This equates to a decrease of 35%. This figure is indicative of the housing crisis and lack of accommodation options available in the Townsville community.

The Specialist Homelessness Service Team Leader and three Case Workers attended the National Homelessness Conference in Canberra from the 8th to the 10th of August 2022. It was extremely beneficial to connect with other homelessness and housing services and to hear speakers from all over Australia, on issues of homelessness and some new and innovative ideas on how to support people in the current housing crisis. We also had a small window of opportunity to explore what Canberra has to offer and experience cooler weather.

The Specialist Homelessness Service received Immediate Housing for Families funding from the Department of Housing which has allowed the service to support women and children into short-term emergency accommodation, to sustain tenancies and to establish tenancies. This funding has been valuable; however, the issue lies with trying to source and secure vacancies to accommodate families which is only a temporary solution to the housing crisis. The immediate need for more properties is apparent and necessary. The Specialist Homelessness Service support women in motels, caravan parks, hostels, tents, cars and who couch surf or are in overcrowded accommodation. None of these circumstances are acceptable or sustainable.

We have had a committed working partnership with Soroptimist International Townsville Breakwater since 2021 with the introduction of the 'Safe Nights' Project. This project encourages donations to provide safe accommodation for women and children in crisis. This project was extremely successful in the first 12 months and thankfully Soroptimist have agreed to continue the project for another 12 months. We are so appreciative for the support from Soroptimist and are enjoying working closely in partnership to achieve positive outcomes for women and children.





We are consistently looking for opportunities to partner with other services to bring workers to The Women's Centre to co-locate, creating an opportunity for women to easily access additional information and support. Centrelink, Department of Housing and ADA Link have successfully joined us adding to our long list of visiting agencies.

The Specialist Homelessness Service Team farewelled Gabe after three years and welcomed Maree. The team now consists of the Team Leader, three full-time and two part-time Case Workers. The expectations of the team are extremely high with limited, to no accommodation options at times. Thankfully the Specialist Homelessness Service are a committed and hard-working team who never give up.

Everyone is aware that you, a family member, or someone you know is potentially one change of circumstance away from becoming homeless. A person is a person whether they live in a house or a box. We have come dangerously close to accepting the homeless situation as a problem that we just can't solve.

***"Homeless people are not the problem.  
They are the result of the problem".***



Photo: Homelessness Conference Aug 2022



## Women's Health Service & Sexual Assault Support Service Report

**The Women's Health Service and Sexual Assault Support Service continue to face the consequences of increasing struggles facing women and children in our community. Our team of counsellors continue to work together and make every effort to provide comprehensive, holistic, trauma informed counselling and case management support in order to reduce the enduring impact of violence against women and children.**

Over the last 12 months, the demand from women and young people to access support across the Women's Health Service and the Sexual Assault Support Service has grown to unprecedented levels, generating massive waitlists leaving women and young people with extended wait times to access the support they require and deserve.

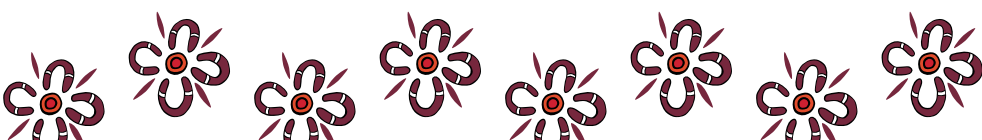
With the multi-layered intersections of social and cultural issues impacting women and children becoming more and more complex, it becomes a complicated task for the team to assess and manage the safety and risk of women in order to prioritise and provide appropriate supports at the time women are requesting support. Additionally, counsellors describe that the growing complexity of issues that women are facing mean that the longevity of support required is increasing creating more pressure on waitlists.

Anecdotally, counsellors describe that significant financial hardship and unrelenting cost of living pressures mean that women are struggling to access and maintain basic needs for

themselves and their families such as food, household items, utilities and tenancies. These already dire circumstances, intersect with experiences of violence and trauma both inside and outside of the home, racism, transphobia, homophobia as well as many other forms of discrimination and oppression.

Increased referrals from Queensland Police Service to both the Women's Health Service and Sexual Assault Support Service have seen more complicated and diverse experiences for victim-survivors of sexual assault and sexual harassment intersecting with domestic and family violence. Emerging issues of inadequate support for women experiencing acute mental illness with simultaneous drug and alcohol use, young people using violence in the home and the added vulnerability for these women and young people to experience sexual assault and other kinds of trauma.

It has become increasingly important that counsellors are accessing the professional development and support required to be working amongst such complexity and human struggle. Our team of counsellors are unwavering in their dedication to provide feminist, trauma informed support to women and victim-survivors in order to reduce the impact of trauma in their lives. As trauma-informed specialists, counsellors are extraordinarily skilled in lessening the impact of trauma and increasing agency and control in the lives of women and children.





# What is Trauma-Informed Counselling?

**The Women's Centre has continued to provide Trauma-Informed Counselling through the financial year 2022-2023 in both our Women's Health Service and our Sexual Assault Support Service.**

Whilst trauma informed work has been consistent in our world for many years, we have noticed a significant shift in the last 12 months to 2 years of this language making it's way into mainstream vernacular. But what does 'trauma-informed counselling' really mean?

Trauma-informed counselling is an approach complimenting feminist values, that recognises the impact of trauma on individuals' lives and seeks to create a safe and empowering environment for survivors. It acknowledges the prevalence of trauma and its potential long-term effects, emphasizing the need for sensitivity, empathy, and understanding in the therapeutic process.

Key to trauma informed counselling is setting up an appropriate space for survivors. It is imperative to think about the following:

- **Safety:** Ensuring the physical and emotional safety for survivors is paramount. This includes creating a secure environment, establishing clear boundaries, and providing options for control and choice.
- **Trustworthiness:** Building trust is crucial, as survivors may have experienced betrayal or violation. Consistency, transparency, and reliability are essential in establishing a trusting therapeutic relationship.

- **Empowerment:** Recognising and validating survivors' strengths and resilience is vital. Encouraging autonomy, promoting self-advocacy, and involving survivors in all decision-making processes helps to restore a sense of control.
- **Collaboration:** Collaboration between survivors and counsellors fosters a sense of partnership, where survivors are active participants in their healing journey. This approach respects survivors' expertise about their own experiences.

Trauma-informed counselling is an evidence-based approach that reduces the likelihood of re-traumatisation, fosters a holistic approach that emphasises empowerment and resilience leading to more active engagement from survivors throughout the therapeutic process.

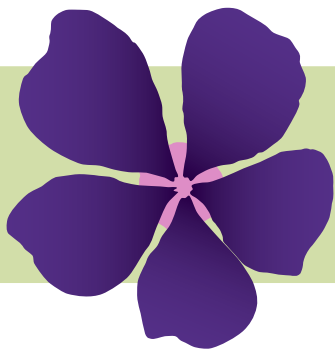
Trauma-informed is more than just counselling to The Women's Centre, we practice a trauma-informed approach as a way of working with others in the community fostering a collaborative, holistic and multi-disciplinary approach that supports clear and open communication, capacity building and ongoing feedback and evaluation that constantly puts survivors at the centre of our practice.

*For more information about trauma-informed counselling, visit the Resources page on our website.*



Photo: Keeping The Sharks at Bay Therapeutic Group





# Treasurers Report

**Good evening, on behalf of the Management Committee, I am here to present the audited financial report for the year ending June 30th, 2023.**

First and foremost, we wish to express our profound gratitude to our generous financial supporters, funders, dedicated members, and our hardworking staff. Your unwavering commitment to our organisation has been instrumental in providing our essential services. Over the past year, we have witnessed a significant surge in the number of women and children seeking assistance from the Women's Centre's various services. This increased demand, coupled with rising service delivery costs, presents an ongoing challenge as we endeavour to meet these needs with the resources at our disposal. Your continued support is invaluable in addressing this challenge.

In terms of our financial performance, we are pleased to report that it remained in alignment with our budget projections for the 2022/2023 fiscal year. Our income reached just over \$3.3m reflecting an 18% increase compared to the previous year. Notably, the majority of our revenue came from grants, with substantial contributions from the Queensland Government through the Department of Justice and Attorney General, the Department of Housing, as well as the Commonwealth Government, totalling \$3m

Unfortunately, the fiscal year 2022/2023 saw a 23% decline in donations to the Women's Centre, a trend attributed to the impact of the COVID-19 pandemic and the increasing cost of living. However, we have been able to offset this decline with a series of non-recurrent grants provided by government entities. These non-recurrent grants have played

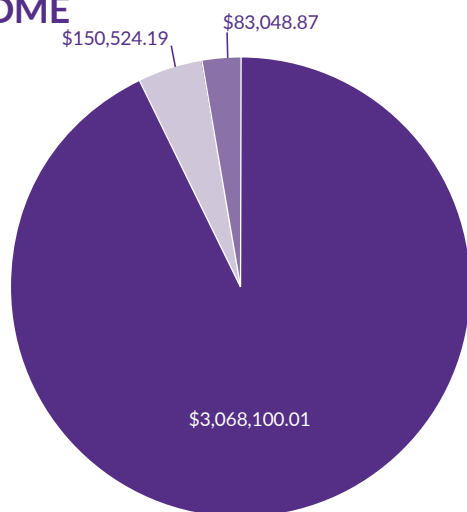
a crucial role in helping us bridge the financial gap caused by reduced donations, ensuring the continuity of our vital services.

Turning to our expenses, as usual, a substantial portion was attributed to salaries and associated expenditures, totalling approximately \$2.5m. Client Expenses constituted another significant portion of our expenditures during the 2022/2023 fiscal year. Thankfully, the non-recurrent IHRF Brokerage allocated just over \$170,000, for the purpose of crisis accommodation and material aid to women and children within our community. This funding has been instrumental in supporting those in need and furthering our mission to provide essential services to our community.

Furthermore, with the Women's Centre successfully completing its transition to our new location and the removal of the old building, we've had the opportunity to initiate discussions with Sera's Women's Shelter regarding the potential utilisation of our now vacant land on Patrick Street.

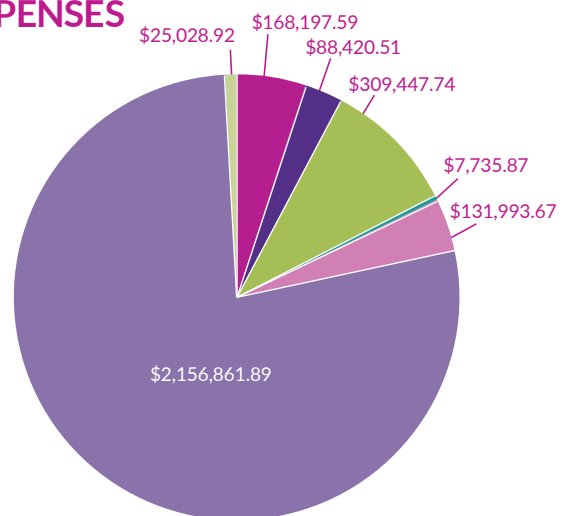
In closing, I would like to extend my heartfelt appreciation to my fellow committee members, particularly Cathy, and to all the dedicated staff at the Women's Centre for their exceptional efforts throughout the past year. Regrettably, I must announce my decision to step down from my role as Treasurer, as I will soon be relocating out of state. However, I eagerly anticipate the opportunity to contribute in my new role within the IT sub-committee and am excited to witness the exciting endeavours that the Women's Centre will embark upon in the coming year.

## INCOME



■ Total Grants ■ Total Fundraising - Gifts ■ Total Other Income

## EXPENSES



■ Total Administration Expenses ■ Total Organisational Expenses  
■ Total Client Expenses ■ Total Motor Vehicle Expenses  
■ Total Property & Energy ■ Total Salaries & Wages Expenses  
■ Total Training & Development (Staff)





# Groups, Activities & Events

## Groups

Senior Women's Group  
Playgroup  
Yoga  
Writing Group  
Musical Group  
Qld Program of Assistance to  
Survivors of Torture and Trauma  
Girl Talk  
Art with Karen  
Tasty Time  
Keeping The Sharks At Bay  
Art & Craft Workshop  
Wearable Art Project  
Form Filling Service  
Scrap and Stamp  
Townsville Feminist Collective

## Visiting Agencies

Services Australia  
Feros Care  
54 Reasons  
Financial Resilience  
Immigration Clinic  
Midwife Clinic  
First Nations Women's Legal  
Service  
Community Law  
NQ Womens Legal Service  
Victim Assist Queensland  
Hearing Australia

## Events

Annual General Meeting  
Sexual Violence Awareness  
Month  
Reclaim The Night  
16 days of Activism  
Christmas Party for Women  
International Women's Day  
Candlelight Ceremony



Candlelight  
Ceremony

Wonderful group of  
empowering women to make  
aware of what is occurring  
around them and internally, to  
make their best lives.

Keeping the Sharks at Bay  
Group Feedback

I am grateful for attending  
the course where I learnt an  
enormous amount. I will apply  
my knowledge and skills.

Thank you

Keeping the Sharks at Bay  
Group Feedback



Candlelight  
Ceremony



IWD  
2023

Loved every minute of it. The  
best decision I've ever made  
coming to this group.

Keeping the Sharks at Bay  
Group Feedback



IWD  
2023

I thank you for this opportunity  
to learn more about domestic  
violence and sexual abuse.

Keeping the Sharks at Bay  
Group Feedback

SENIOR  
WOMEN'S  
GROUP





Monday	Tuesday	Wednesday	Thursday	Friday
<b>2</b> <b>PUBLIC HOLIDAY</b> <b>CENTRE CLOSED</b>	<b>3</b> Yoga 9:30-10:30 Bookings required Writing Group 11-12:30 Musical Group 12:30-2:30 First Nations Women's Legal Bookings required 9-12	<b>4</b> Thursday's in Black t-shirt screen printing 10-11:30  <b>Centre Closes @ 12:30</b>	<b>5</b> Form filling assistance 9-12 Services Australia (Centrelink) 9:30-11:30 Art workshop with Karen 9:30-3:00 Tasty Time - Learning, creating & tasting local fruit & veggies 10-11:30 Midwife- Bookings required through the hospital 9:00-4:00	<b>6</b> Craft 9:30-11:30 Bookings required
<b>9</b> Form filling assistance 9-12 Senior Women's Group 1:30- 3:00	<b>10</b> Yoga 9:30-10:30 Bookings required 9:30-12:30 Feros Care Musical Group 12:30-2:30 Community Law Bookings required 9-12	<b>11</b> Thursday's in Black t-shirt screen printing 10-11:30  <b>Centre Closes @ 12:30</b>	<b>12</b> Townsville Housing & Homelessness Services Visit 9-12 Aged & Disability Advocacy Australia 9:30-11:30 Art workshop with Karen 9:30-3:00 Tasty Time - Learning, creating & tasting local fruit & veggies 10-11:30 Midwife- Bookings required through the hospital 9:00-4:00 KTSAB 5:30-7:30 Bookings Required	<b>13</b> Craft 9:30-11:30 Bookings required
<b>16</b> Form filling assistance 9-12 Financial resilience & NILS 1:00-4:30 Bookings required Senior Women's Group 1:30- 3:00 Aged & Disability Advocacy Australia 1:30-3:00 AGM 5-7 All Welcome	<b>17</b> Yoga 9:30-10:30 Bookings required Writing Group 11-12:30 Musical Group 12:30-2:30 Sexual Assault Regional Leaders Group Meeting Invite Only	<b>18</b> Thursday's in Black t-shirt screen printing 10-11:30  <b>Centre Closes @ 12:30</b>	<b>19</b> Services Australia (Centrelink) 9:30-11:30 Art workshop with Karen 9:30-3:00 Tasty Time - Learning, creating & tasting local fruit & veggies 10-11:30 Midwife- Bookings required through the hospital 9:00-4:00 KTSAB 5:30-7:30 Bookings Required	<b>20</b> Craft 9:30-11:30 Bookings required
<b>23</b> Form filling assistance 9-12 Senior Women's Group 1:30- 3:00	<b>24</b> Yoga 9:30-10:30 Bookings required Musical Group 12:30-2:30	<b>25</b> Thursday's in Black t-shirt screen printing 10-11:30  <b>Centre Closes @ 12:30</b>	<b>26</b> Townsville Housing & Homeless- ness Services Visit 9-12 Art workshop with Karen 9:30-3:00 Aged & Disability Advocacy Australia 9:30-11:30 Aged & Disability Advocacy Australia 1:30-3:00 Tasty Time - Learning, creating & tasting local fruit & veggies 10-11:30 Midwife- Bookings required through the hospital 9:00-4:00 KTSAB 5:30-7:30 Bookings Required	<b>27</b> Craft 9:30-11:30 Bookings required Reclaim The Night
<b>30</b> Form filling assistance 9-12 Senior Women's Group 1:30- 3:00 Financial resilience & NILS 1:00-4:30 Bookings required Aged & Disability Advocacy Australia 1:30-3:00	<b>31</b> Yoga 9:30-10:30 Bookings required Musical Group 12:30-2:30 NQW Legal Bookings required 9-12 Sexual Assault Strategic Partner- ship Meeting Invite Only	Corner of Nathan St & Charles St, Aitkenvale 4775 7555 nqws@thewomenscentre.org.au www.facebook.com/NQCWS/		

Sexual Violence  
Awareness Month

OCTOBER

Calendar

The Women's Centre  
safe space for women



TWC  
promotional  
items at  
Homelessness  
Week 2022





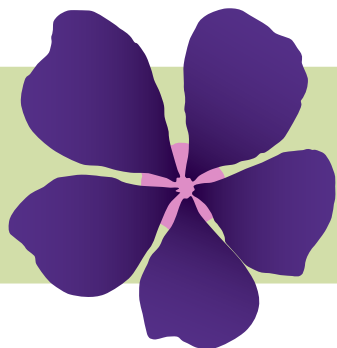
Thursday  
in Black  
screen printing  
resources 2022



TWC at  
Homelessness  
Week 2022



TWC at  
In Her Shoes -  
DV



# Community Education Report

In the financial year of 2022-2023, The Women's Centre planned, provided and increased participation in various community education, community awareness raising, prevention and capacity building opportunities.

EVENT	TARGET GROUP	TYPE OF EDUCATION
Girl Talk (co-facilitated with QPASTT)	Young migrant women	Education & therapeutic workshop
Pimlico State High School	Year 11 students	Education session about The Women's Centre
Townsville University Hospital	Ob&Gyn, Midwives and Junior Doctors	Education session about The Women's Centre and SART
In Her Shoes (co-facilitated with NQDVRs)	Townsville community organisations	Domestic and family violence awareness raising and education
What is Trauma-Informed Counselling?	Online resource	Informative video
Keeping the Sharks at Bay (co-facilitated with NQDVRs)	Women who have experienced domestic violence	8 x therapeutic and education workshops
NQ Dry Tropics (co-facilitated with NQDVRs)	Employees	Collaborative work to prepare education workshops to raise awareness of domestic and family violence
International Women's Day	Townsville community (women)	Screen-printing and badge making workshop – feminism awareness raising
No to Violence	DFV Clinical Lead	Education session about The Women's Centre and SART
Sexual Violence Awareness Month	Townsville community (women) and Sexual Assault Support Services across Qld	Screen-printing workshop – sexual violence awareness raising
Centre for Women	Leadership and Domestic and Family Violence Workers	Training workshops – Trauma informed response to sexual violence and interagency responses to sexual assault
Sexual Health Service	Employees	Education session about The Women's Centre and SART
Charters Towers Hospital	Employees	Education session about The Women's Centre and SART including SASS, CFMU and CIB
Responding to Sexual Assault Disclosures	Charters Towers community organisations	Training workshop
Responding to Sexual Assault Disclosures x 2	Townsville community organisations	Training workshop
Sexual Assault Response Team (SART)	Online resource	Informative video
Responding to Sexual Assault and SART	Townsville University Hospital ED	Informative online video resource
Kirwan State High School	Students	Education session about SASS and SART
ATODS	Employees	Education session about SASS & SART
SART GP Workshops (co-facilitated with CFMU and CIB)	GPs, Practice Managers and Practice Nurses	Workshop about SART and SASS
JCU Respect (co-facilitated with JCU)	JCU students	Workshops about consent
Thursday in Black	Townsville community (women)	Screen-printing workshop – awareness raising and violence prevention workshops





Reclaim the Night	Townsville community	Protest against men's violence towards women held during Sexual Violence Awareness Month
Townsville Women's Correctional Centre	Incarcerated women	Education workshops (x12) sexual assault
Head to Health	Employees	Education session about SASS and SART.
Sera's Women's Shelter	JCU social work student	Education session SASS and SART
Queensland Police Service – Vulnerable Person's Unit (co-facilitated with CIB)	Police	Education session SASS and SART and responding to sexual assault
Older Person's Mental Health	Employees	Education session SASS and SART
School-Based Youth Health Nurses	Employees	Education session SASS and SART and responding to sexual assault disclosures
Northward GP Clinic	Employees	Education session SASS and SART and responding to sexual assault disclosures
Regional Housing	Employees	Education session SASS and SART and responding to sexual assault disclosures
William Ross SHS Youth Health Expo	Students	Information stall for The Women's Centre and SART
Townsville Women's Correctional Centre	Case managers	Education session sexual violence within a correctional setting
Sera's Women's Shelter	Employees	Education session SASS and SART and responding to sexual assault disclosures
JCU Social Work	Students	Education session SASS and SART and responding to sexual assault disclosures
GP Shared Care Event (at Townsville University Hospital)	GPs	Information stall about The Women's Centre and SART
Northshore GP Clinic	Employees	Education session SASS and SART and responding to sexual assault disclosures
Billboard Campaign	Townsville community	Digital (x6) and static (x2) billboards installed across Townsville raising awareness of sexual violence



Photo: QPASST Girl Talk resources



Photo: Community Education Workshop





# Administration Report

**The Administration Team are responsible for the day to day communications of The Women's Centre by providing up to date and relevant information to women, ensuring appointment times are accurate and that messages are passed to the appropriate person. The skills that the reception staff possess are vital to the effective communications of the Centre, and we can proudly report that they are fundamental to women receiving the quality services that The Women's Centre provides. The reception staff deliver respect and kindness to all phone callers, email messengers, mothers with crying babies, women in homelessness, women with mental health issues, women in distress and women bringing donations, often all in one day. The care and consideration shown by the reception staff, Tanya, Rell, Lana and Kayla, to our women, ensures that women feel welcome and in a safe space where they can receive the assistance they need.**

The Women's Centre saw a vast increase in women requesting assistance at the end of last year and especially throughout Christmas time. Community members donations and additional funding from the Queensland Government helped immensely and we were fortunate to refer women to Centacare for support with back to school items. The reception staff composed many hygiene packs

for women, and passed on donations of nappies, shampoo and conditioner, and other generously donated items from members of the community. The support that is provided to The Women's Centre from the Townsville public via fundraising groups and individual efforts never ceases to amaze us.

The Women's Centre strives to make women and their children feel comfortable in our surroundings and are always looking for ways to improve on what we do. Our services achieved certification under the Human Services Quality Standards for the third time due to the diligent compliance of the organisation, high level of accountability and stringent adherence to governance frameworks.

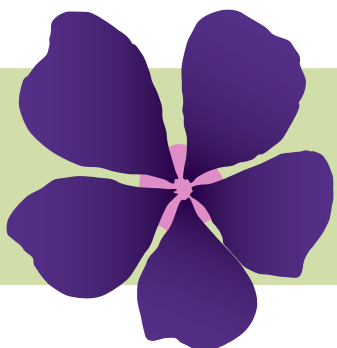
The reception staff hear comments every day about what a great feeling it is to walk inside The Women's Centre and see the beautiful space, gardens and facilities that have been created for all women to use and enjoy for many years to come.

**Our women tell us .....**

**"Thank you for everything that you could help me with...."**

**"I would like to thank The Women's Centre for being here..."**

**"Am truly thankful for The Women's Centre... and for donations..."**



# Staff & Volunteers

## Management Committee

Theresa Petray	President
Sara Hubbard	Secretary
Jemima Giles	Treasurer
Angela Carroll	Committee Member
Bernice Hookey	Committee Member
Diana Falcomer	Committee Member
Mangalam Sankupellay	Committee Member
Erica Kyle	Committee Member
Jemima Giles	Committee Member

## Contracted Services and Volunteers

Christina Papdimitriou	Wearable Art Collective
Consi Sakaria	QPASST
Donna Curro	Senior Women's Group Facilitator
Karen Doolan	Art Group Facilitator
Kerry Prosser	Community Gro
Melissa Cattle	Cabinetmaker, Handywoman
Meredith Starck	Yoga Instructor
Paddy McGrath	Yoga Instructor
Sonia Ward	Art & Craft Group Facilitator
Trisha Jankovic	Yoga Instructor
Vivienne Salu	Tasty Time Facilitator
Wendy Burton	Form Filling Assistant
Linda Forscutt	Horticulturalist
Margie Paul	AAA Triarda Cleaning



## Staff Teams

Cathy Crawford	Coordinator
Di Plumb	Senior Counsellor
Erin Costello	Counselling Team Leader
Trudi Contarino	Sexual Assault Counsellor & SART Interagency Coordinator
Kady Agius	Sexual Assault & Women's Health Counsellor
Isabella Webb	Community Education & Sexual Assault Counsellor
Dani Miller	Sexual Assault & Women's Health Counsellor
Rainbow Brooks	Sexual Assault & Women's Health Counsellor
Kat Buchta	Sexual Assault & Women's Health Counsellor
Angeleen Connolly	Sexual Assault & Women's Health Counsellor
Karina Seale	Sexual Assault & Women's Health Counsellor
Melanie Lotfali	Sexual Assault & Women's Health Counsellor
Nicole Thomas	Sexual Assault & Women's Health Counsellor
Sallie Kearnan	Specialist Homelessness Service Team Leader
Anagi Gunasekara	SHS Women's Caseworker
Stephanie Penman	SHS Women's Caseworker
Moana Viliamu	SHS Women's Caseworker
Laura Stokes	SHS Women's Caseworker
Gabe Cairns	SHS Women's Caseworker
Maree La Spina	SHS Women's Caseworker
Rose Alexander	Business Administrator
Tanya Jones	Quality, HR & Finance Officer
Narelle McKenzie	Reception
Kayla Hendy	Reception
Marlana Pryor	Administration Trainee

## Former Staff

Douresha Drepaul	SHS Women's Caseworker
Jasmine Kopp	Sexual Assault & Women's Health Counsellor
Miki Li	Sexual Assault & Women's Health Counsellor
Rebekah Lisciandro	Property & Resource Officer
Sian Miller	Sexual Assault & Women's Health Counsellor
Tracey Slattery	Property & Resource Officer



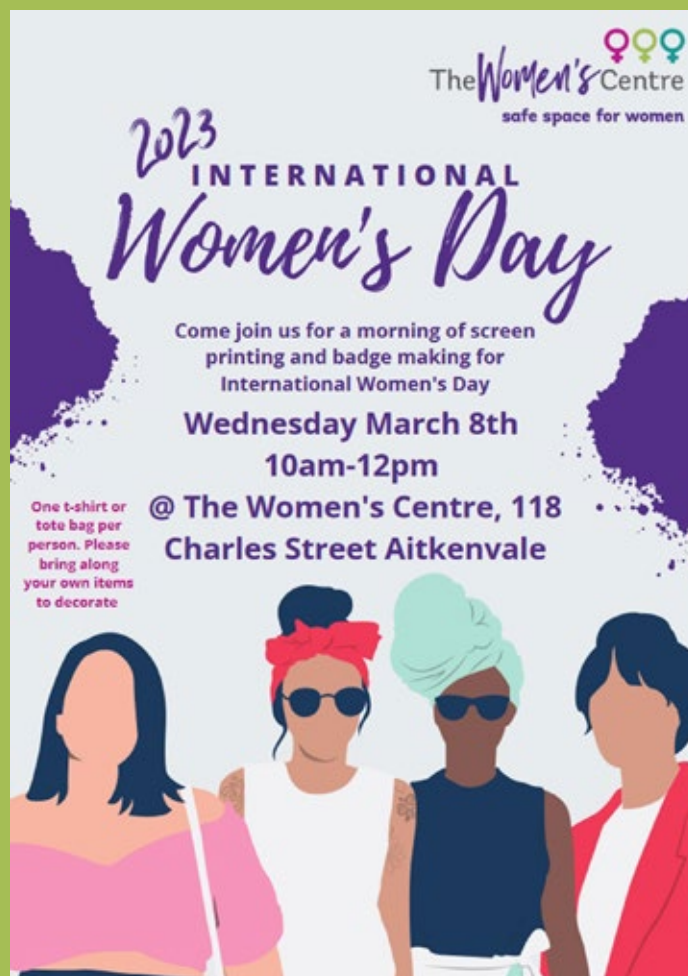
Photo: Management Committee on Teams



# Funders & Supporters

**Special acknowledgment and thank you to our funding bodies for enhancement funding and homelessness brokerage to support the women we work with :**

Department of Justice & Attorney General  
Department of Housing  
Department of Communities, Housing and Digital Economy  
Adairs Stockland  
Aitkenvale OHS Camp Australia  
Carey Group Australia  
Catholic Women's League Townsville Branch  
City Women NQ  
Dinesh Singham (Absolutely Dental)  
Ergon Energy  
Hayden Crespan  
Ignatius Park College  
Karen Hassett  
Kate's Campaign for Change  
Mansfield Social Club  
North Queensland Custom Services  
Order of the Easter Start Townsville Chapter  
Page and Pearce Real Estate  
Rotary Port of Townsville  
RSL Women's Auxiliary  
Soroptomist International Townsville Breakwater  
St Patrick's College  
Student Club @ JCU Campus  
Totally Smiles Townsville  
Townsville Bridge Club  
Townsville Lioness Club  
Zonta



  
**The Women's Centre**  
safe space for women

Gurambilbarra  
**Phone** 07 4775 7555 **Facsimile** 07 4779 2959  
**Email** [nqcws@thewomenscentre.org.au](mailto:nqcws@thewomenscentre.org.au)  
facebook.com/NQCWS  
@thewomenscentre.townsville  
**Website** [www.thewomenscentre.org.au](http://www.thewomenscentre.org.au)  
**Website** [www.sasstr.org.au](http://www.sasstr.org.au)



Funded by

Funded by Department of Justice and the Attorney General

Funded by Department of Communities, Housing and Digital Economy

