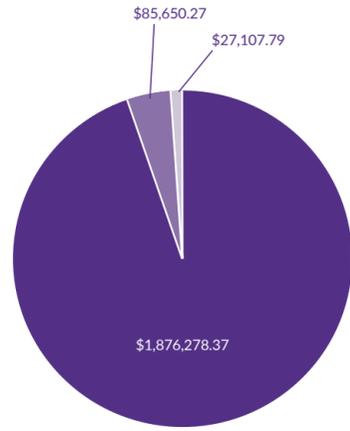


Treasurer's Report

Once again, the main area of concern for the Women's Centre was the premises where we work. At least we have a government commitment to providing a new building but the current one in Patrick Street, like so many places in Townsville, was damaged in February with the monsoonal rain. This led to a disruption of services followed by many hours of insurance related matters and inspections. Some areas had to be gutted and mould treatments were done on the water damaged areas. The costs of the flood remediation was covered by insurance and we also received Disaster Community Recovery Emergency Relief Funding of \$36,000 to assist women who were effected by the flooding.

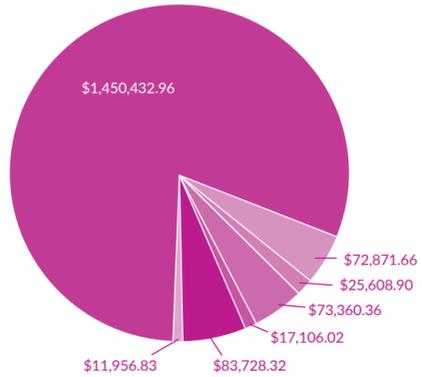
This financial year the Women's Centre income was just under \$2,000,000 including donations of over \$85,650. A large part of this total, \$50,000 was again from Wingate/Payce Foundation and the balance came through the Sky Foundation and the Give Now Building Fund Campaign. Grant funding was \$1.87 million, and the balance was other income and donations. Smaller grants included RADF for Puppet Making and Junk Weaving workshops, Aurizon for an upgrade to our outreach vehicle and Skilling Queenslanders for work to conduct a Certificate III Traineeship in Record Keeping. I would like to note that the family of the late Diane Turner, past president of the management committee, asked for donations to be made to the Women's Centre or the Research Foundation for pancreatic cancer in lieu of flowers. We note her sudden passing with sadness.

The major expense category for the year was salaries, wages and related expenses coming in at 84% of the total. The rest of the funds were spent on administrative and client expenses, motor vehicles, property and energy costs and training and staff development.



INCOME

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



EXPENSE

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



Management Committee

President
Diana Falcomer

Secretary
Theresa Petray

Treasurer
Jenny Sebba

Committee Members
Lily Boardssen
Sara Potts
Sharon Barnwell

Staff Team

Coordinator
Cathy Crawford

Senior Counsellor
Di Plumb

Business Administrator
Rose Alexander

Administration Assistants
Kerrie Tuni
Julie Lingley

Sexual Assault Counsellors
Belinda Vincent
Karen Rowan
Rudo Banyu
Kady Agius

Women's Health Counsellors
Erin Costello
Alison Thorburn
Tiffany Russell

Sexual Assault Partnership Coordinator
Trudi Contarino

SHS Women's Caseworker
Jillian Sutcliffe
Portia Baffour
Jo Crerar
Sallie Kearnan
Angela Russell
Belinda Matthews

Reception/Community Engagement Worker
Narelle McKenzie

Disaster Community Recovery Counsellor
Dadi Jabangwe

Casual/Relief Workers
Reception/Support Worker
Robyn Volker

Art & Craft Group Facilitator
Sonia Ward

Yoga Teacher
Meredith Starck

Playgroup Facilitator
Cassie Foster

Partnerships/Alliance/Networks

ACOSS
Althea Projects
ANROWS
ATSIWLS
BSSS
Children by Choice
Clinical Forensic Medical Unit
Coalition on Criminal Assault in the Home
Coast to Country Housing Company
DOVETAIL
EVAWQ
Homelessness Australia
Housing & Homelessness Area Network (chair)
Housing Connections
James Cook University
Law Right
Local Level Alliance
MENTER
Northern Australia Primary Health Ltd
NQ Alliance for Mental Health
NQWLS
NQWSN
QCOSS
QSAN
Queensland Police Service
Queensland Women's Health Alliance
Red Cross Australia
Red Rose Project
Sexual Assault Regional Leaders Group
Sexual Assault Response Team
Scrap 8 Stamp
Sera's Women's Shelter
Sharehouse
Sky Foundation
Child Abuse & Sexual Crimes Unit
The Payce Foundation
The Townsville Hospital
Townsville Aboriginal & Islander Health Services
Townsville City Council
Townsville Multicultural Support Group
Townsville Suicide Prevention Network
Townsville Women's Correctional Centre
Townsville Youth Justice Centre
Victims Assist Old
WESNET
Yumba-Meta

Thank you, fundraisers & supporters

Ann Whitelaw and CSRH
Anne Chatelain
Barbara Koch
Blueys Thrift Shop
Carmel Roberts and Retired line dancers
Castle Hill Lions Club
Chemist Warehouse
Crowe Horwath
Curraswans Football team
Diane Grace - Grace Law
Gail O'Sullivan
Hannah & Sonia Anear
Jade Vanderjagt
Jeanette Weston QCWA
Jennifer Phillips
Joanne Roche
John & Linda Van Lieshout
Kathryn Jordan
Kathy Heath
Kay O'Rourke QCWA
Lani Webb Coral Coast Tupperware
Lieutenant Kath Cumming 3rd Combat Signal Regiment
Lions Club
Magnetic Island Outrigger Canoe Club
McGrath Real Estate
Melissa Carr and William Talbot Eye Care
Mr John Horan
Mrs Leesa Taylor & 5B Class 2018 North Shore State School
Mrs Muriel Crichton
Noelene Vishjager
Officeworks
Patricia and 1st Kirwan Girl Guides
Paula Paoletti
Renee Nightingale and South Pacific Taekwondo
Robyn Irish
Robyn Lililde
Rotary Club of Port of Townsville
RSL Womens Auxiliary
Senior Constable Emily Lyons
Sharon Eylward
St Margaret's Anglican School
Stars Foundation & Michelle Debona
Sunshine Linus Inc.
Tamara Smith
Townsville Bridge Club
Trudy Tschui
Ulysses Riding Group
Willows Shopping Centre
Womens Lavarack Golf Club



The Women's Centre

safe space for women

Annual Report 2019



President's Report

With a renewed sense of hope and gratitude, the building of new premises has got underway. The proposed purpose-built building, planning and development has progressed to a definite stage and we are positively moving forward.

We are appreciative to be recipient of the State Government's funding initiative providing certainty that our services will continue to be accessible and a safe place for women and children.

One project brings about another with no fixed plans for our building at 50 Patrick Street. A project team will explore a wide range of future possibilities.

We acknowledge all the donations received and particularly thank the Sky Foundation who made significant donations through fundraising activities in support of our building fund and purpose-built building. We are extremely appreciative to Wingate Property and The Payce Foundation who together in 2014 pledged \$50,000 for five years for our centre.

The public generosity has been overwhelming. It will assist us in contributing to the purpose-built building.

This upcoming year is scheduled as a busy and challenging as ever - meeting the needs of our service delivery and progressing the building project.

A cost and space saving measure in 2017 to end the drop-in centre may spur into action when the new building is complete. There may be other activities that additional working space can support, creating change in the lives for women and children.

We continue to recognise the immeasurable benefits for women accessing art, craft and yoga workshops, playgroups and the therapeutic support groups for women impacted by domestic violence and sexual assault.

The Specialist Homelessness Service continues to provide safe referrals supporting crisis in housing and helped many during the Townsville Floods in February 2019.

An increase in counselling services this year was the direct result of our decision to respond to a target group of women in need of personal support out of usual business hours. Our counsellors continue to see on average five women per day for women's health and sexual assault counselling.

Our excellent service delivery and early responses to survivors of sexual assault continues with the Sexual Assault Response Team (SART) and has exceeded our expectations.

The network and effective relationships developed with our community health partners is greatly appreciated, with counselling and casework provided for many Aboriginal & Torres Strait Islander women.

We value and assess our continuous improvement through feedback from service users and stakeholders including compliments and complaints.

The Women's Centre's Coordinator, Cathy Crawford, has been a strong voice for The Women's Centre which is fully supported by The Women's Centre Management Committee. She provides well-thought-out guidance to the Women's Centre's Management Committee.

Diana Falcomer, President

Coordinator's Report

It has generally been a year of business as usual with service provision in the day and evenings. The Women's Centre successfully supported 1538 women with 13686 contacts this year.

There were no changes within the counselling staff team, which means the experience and strength of the team has grown significantly. New staff and a restructure of the specialist homelessness service team has also led to a stronger more versatile team. Two flood recovery counsellors and caseworkers also joined the Women's Centre staff providing much needed support and resources to women affected by the floods.

Like many in Townsville and the regions, we were affected by the flood in early 2019. We still continue to work with the insurance company and the builders to get back to normal. Many of the women we have worked with this year were flood affected and so many continue to struggle with ongoing housing and mental health issues.

Some organisational structure changes were made and Sallie became the Specialist Homelessness Service Team Leader and Alison the HR and Quality Manager. These positions have made a significant difference to the back end work of the service and the support we are able to provide women. The counsellors and caseworkers that work tirelessly to make a difference in women's lives always inspire me.

I would like to thank all those that donated goods, money and/or time and the ongoing commitment of all supporters. Thank you to the Management committee and staff for providing support to women in an open, non-judgemental and professional manner.

Cathy Crawford, Coordinator



Sexual Assault Support Service Report

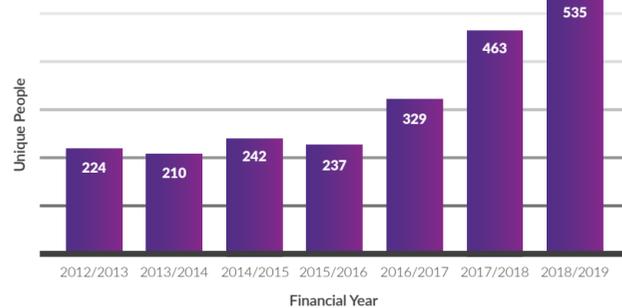
The Sexual Assault Support Service has experienced considerable growth in requests for counselling and support, linked to the success of the SART process whereby a sexual assault support worker connects with a victim at the earliest opportunity. This includes responding at the crucial time in the crisis of an immediate sexual assault.

In preparation for Sexual Violence Awareness Month, October 2018, the Sexual Assault Support Service made contact with a number of women to explore their interest in participating in the activism event "What were you wearing?" Many survivors graciously and bravely agreed to be part of this ground breaking, challenging installation (description below). James Cook University sensitively displayed the life like figures whose powerful words poignantly challenged victim blaming perceptions yet replicated the survivors at their most vulnerable time. Disappointingly, this was not the response from The Townsville Hospital, who decided to remove the display without consultation.

Please see the following feedback from one of the participants featured in the installation as a survivor of childhood sexual assault.

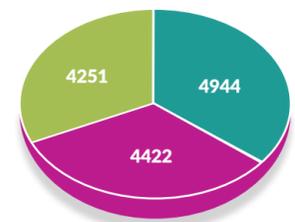
“It's in a really beautiful space which is important for me. It's powerful and beautifully presented and beautifully done. It's such a light filled space, a learning space and illuminates the truth for survivors in a transparent way which brings it out of the darkness of sexual assault. I didn't feel at all threatened. I feel it was such a privilege to have been asked to be a part of this. Thank you so much.”

NUMBER OF PEOPLE SEEN AT THE TOWNSVILLE SEXUAL ASSAULT SUPPORT SERVICE



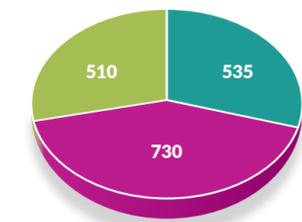
Above is the number of people we have provided support or counselling to because they were sexually assaulted. On average we support a woman or man through a sexual assault police statement or forensic process every two to three days.

NUMBER OF SESSIONS PER SERVICE 2018-2019



■ SASS ■ WHS ■ SHS

UNIQUE WOMEN FOR EACH PROGRAM 2018 - 2019



■ SASS ■ WHS ■ SHS

Specialist Homelessness Service Report

The Specialist Homelessness Service team has undergone significant change, with a newly appointed Team Leader to oversee the service and provide support to our team of five staff. We have three full-time Case Workers and have further grown with the introduction of two Flood Recovery Workers, who are providing counselling and support to women affected by the flood event in February, 2019. The team supported 510 women in total this year.

During the past year, the Specialist Homelessness Service team assisted 134 women to access a range of accommodation options ranging from crisis, transitional and long-term housing or received support to sustain their tenancy.

In the aftermath of the flood event, we observed a significant increase in reports of domestic and family violence with women presenting seeking assistance. We continue to feel the impact of the flood event, with an obvious lack of accommodation options for our women. The Specialist Homelessness Service team works to develop partnerships with external stakeholders and remain active in homelessness networks.

Sexual Assault Response Team (SART)

Established for over 3 years, the Sexual Assault Response Team (SART) strives towards the development of a best practice model that is responsive to the needs of victims within our local community.

The past year has continued to demonstrate the significant trends associated with our work together including: increasing reporting rates of sexual crimes; forensic medical examinations; and referrals to the Sexual Assault Support Service (SASS); and decreasing response times; withdrawal of complaints; and victim reports of dissatisfaction.

In addition to responding to victims, the team has remained committed to maintaining and developing: the SART database; internal networking opportunities; a broad range of education sessions and social media opportunities; and community links to the Sexual Assault Strategic Partnership (SASP). Significantly, SART also established the Sexual Assault Regional Leaders Group (SARLG), which now engages senior representatives from all four organisations pivotal to the model.

It is this sustained commitment that continues to pave the way to safeguarding the rights of victims within our community, and improving both vital crisis responses and longer term support.

Over the last 3 years the Sexual Assault Response Team has responded to 364 people.



FREQUENCY OF SART RESPONSE 2018-2019



Women's Health Service Report

The Women's Health Service has successfully run 'Keeping the Sharks at Bay', a domestic and family violence therapy group, in partnership with Sera's Women's Shelter, with a total of 30 women attending the groups held throughout the year. We have also worked with Townsville Multicultural Support Group to introduce women from migrant and refugee backgrounds to the Women's Centre. We did this through hosting a tie dyeing afternoon, where 50 women and young people were introduced to the services we offer and participated in the activity of tie dyeing. As we move into a new financial year we continue to plan activities and ways to work with women from diverse cultures.

December 3rd 2018, saw legislation change where pregnant people in Queensland can now legally access termination of pregnancy services. The Termination of Pregnancy Act 2018 means that a termination of pregnancy is now treated as a health issue rather than a criminal issue. The Women's Health Service has remained a formidable advocate in this space for many years working with health services across Townsville and the state, promoting legislative change and supporting women's right to access unplanned pregnancy and abortion services. This included involvement in submission writing to the law reform and contribution to clinical guidelines for termination of pregnancy in health services. Whilst there is still work to be done in this space, since decriminalisation, we have seen a vast growth in women's access to these health services, especially in Townsville.

A very special thank you to our partners in supporting women and pregnant people of Townsville to have the right to safe and accessible healthcare. Acknowledgement: Children by Choice, Marie Stopes Australia, Townsville Hospital and Health Services, Townsville Sexual Health Services and the women's services of Townsville.

