

2022



mackay
women's
services

Annual Report



Chairperson's Report

It is with pleasure that I present the Chairperson's report for the Mackay Women's Service. It has been a challenging but rewarding year for the service.

This year we have been working under the funding arrangement from the Department of Justice and Attorney General and we continue to report through the P2i reporting system on a quarterly basis. We also receive funding from the Department of Children, Youth Justice and Multicultural Affairs for our Pregnancy and Parenting Support Program.

Key highlights for the year.

- We have continued to implement the young men and boys' program through funds raised from the previous years Mayor's Charity Ball.
- We continue to work closely with the Department of Justice and Attorney General to enable us to deliver the much-needed Domestic Violence Support Services. This year we have been beneficiaries of additional funding for this area of the service.
- We continue to provide much needed services across the Women's Health and Wellbeing Program and we have also received additional funds for the delivery of this program.
- The team are preparing for our Human Services Quality Framework Audit (HSQF) that will be undertaken later this year.
- Executive Director Linda-Ann Northey and I continued to represent the service at the Mackay Mayor's Domestic Violence Taskforce and this year the focus has been on a local advertising and awareness raising campaign through billboard advertising, advertising material and radio advertising.
- Through the generous support of Lendlease Caneland we have been able to establish counselling rooms at Caneland Shopping Centre. A big thank you for Lendlease's support. The feedback from people accessing the service has been very positive.

The board has engaged the services of Minds Aligned to assist with the development of our new strategic plan that will set the direction and goals of the organisation over the next 3-5 years. This planning process will ensure that as a service delivering organisation, we are keeping pace with community and client needs and that we have the structure and necessary resources in place to meet the community need.

We continue to strive to ensure good governance principles are applied to the management of the organisation and this enables us to deliver a top-quality service for our clients, stakeholders and funders. As an organisation we are committed to enhancing the quality of lives of women and children across our region and work with men and young boys to develop positive behaviours to keep women and girls safe. We would not be able to deliver our service if we didn't have the support of all levels of government, key stakeholder groups, other not-for-profit organisations and the community. I would like to thank everyone that has supported the organisation over the past 12 months, your ongoing support is invaluable. I would also like to thank Linda-Ann and all the team at Mackay Women's Services for your commitment and dedication to improve the lives of the many people that have accessed our service over the past 12 months. The year has seen the departure of our Executive Director Linda-Ann and we thank her for her service and wish her well in her retirement. Thank you must go to Tersia our Service Delivery Manager who along with the Executive Management Committee members filled that role while we recruited for a new Chief Executive Officer.

Lastly, I would like to thank the Director's for your continued support and participation on the board to ensure our organisation is managed in a highly efficient manner. I would like to note a special thanks to our Secretary Fran, Deputy Chair Jordana, and Treasurer Belinda for all the work that you have undertaken throughout the past year. It is very much appreciated.

I wish the incoming board all the very best for the year ahead and thank those Director's for their service that are stepping down at this annual general meeting.

Karen May
Chairperson, Mackay Women's Services



Executive Director's Report

I was privileged to contribute to the Mackay community as Executive Director (ED) of Mackay Women's Services for eighteen (18) months from December 2020 to June 2022 and as Practice Manager prior for a combined total of four (4) years. It was delightful to be part of such a caring community and to see all the regular activities and supports undertaken at our Centre each week.

There are many warm and welcoming programs, services, groups, and connections for women and children at the service including some of wonderful the psychoeducation and therapeutic supports, as well as yoga and tai chi ... to name a few.

Some standout supports include:

- The Mackay Women's Active group members who make and donate blankets and other handmade items as special gifts.
- The Superhero Dolls and Worry Worms are particularly popular and provide wonderful supports for children participating in specialist counselling supports for trauma recovery and healing.
- Support from individual community members and local businesses who regularly buy toiletries, help to put food and care packs together, and who offer donations and volunteer to help out with other special projects and events such as all the amazing Christmas Hampers!

I would like to take this opportunity to personally thank each and every woman, staff and community member, and all the group attendees who regularly put their time, care, and energy into "being there and providing much-needed care and support" to all the local women and children attending our service each week. Everyone's time and their gifts are made with such love and care, and it is so wonderful to see the bright and happy smiles from the children and mums who receive these wonderful gifts.

At the start of 2022, we had a second bout of COVID-safety shutdowns due to health precautions across the service which particularly affected our group programs—however, with everyone's support, our services were positively and quickly re-established with a range of new systems and approaches to best meet the most pressing needs. Together we came up with a broad range of flexible and creative solutions to help clients in the service, or in isolation at home due to COVID and other risks.

Our Domestic and Family Violence and Sexual Assault crisis responses, safety and risk assessments, counselling and court supports continued at all times both in person and via phone and online platforms:

- Women needing immediate risk assessment and safety planning, practical supports, and counselling received continuous and responsive services with a core team of wonderful staff remaining in the service and other team members working from home on a flexible and rostered basis.
- Children and young people continued to connect in for counselling supports with many responding well to interim phone and text supports before returning face to face.
- The men's program and team were equally flexible with telephone counselling and court supports being the primary response for continuing psychoeducation and counselling.

It was a particularly busy period for extra special events, training and community programs including the launch of our "Help the Hidden Face of DV" campaign, the annual Candle Lighting Ceremony being held in partnership with Souths Rugby League Club, the many attendees marching for Reclaim The Night this year, and even more Red Benches being installed across community as a permanent reminder of the importance of domestic violence awareness and response.

Having left the service in June, I would like to note a very special thank you and farewell to the most amazing staff team ever, the Board, and all our local partner services who work so well and tirelessly together to ensure women's safety across the region including all MIST and HRT members, the Mayor's DV Taskforce, and the Queensland Government support teams who fund and support our service and programs.

I also wish the new CEO, Susan, every success and happiness in the role.

Thank you, and I truly miss you all. Linda-Ann.



Our Services

Mackay Women's Services (MWS) is the overarching entity for the Domestic Violence Resource Service (Mackay & Region) Inc. (DVRS) and Mackay Women's Centre Inc. incorporating the Sexual Assault Service and Men's Programs.

Our service reach is based in Mackay and serves the region from St. Lawrence in the South to the Whitsunday's in the North, and West to the Isaac mining hinterland communities.

MWS offers free information, support and counselling domestic and family violence, and sexual assault services for men, women and children.

WE SPECIALISE IN ...

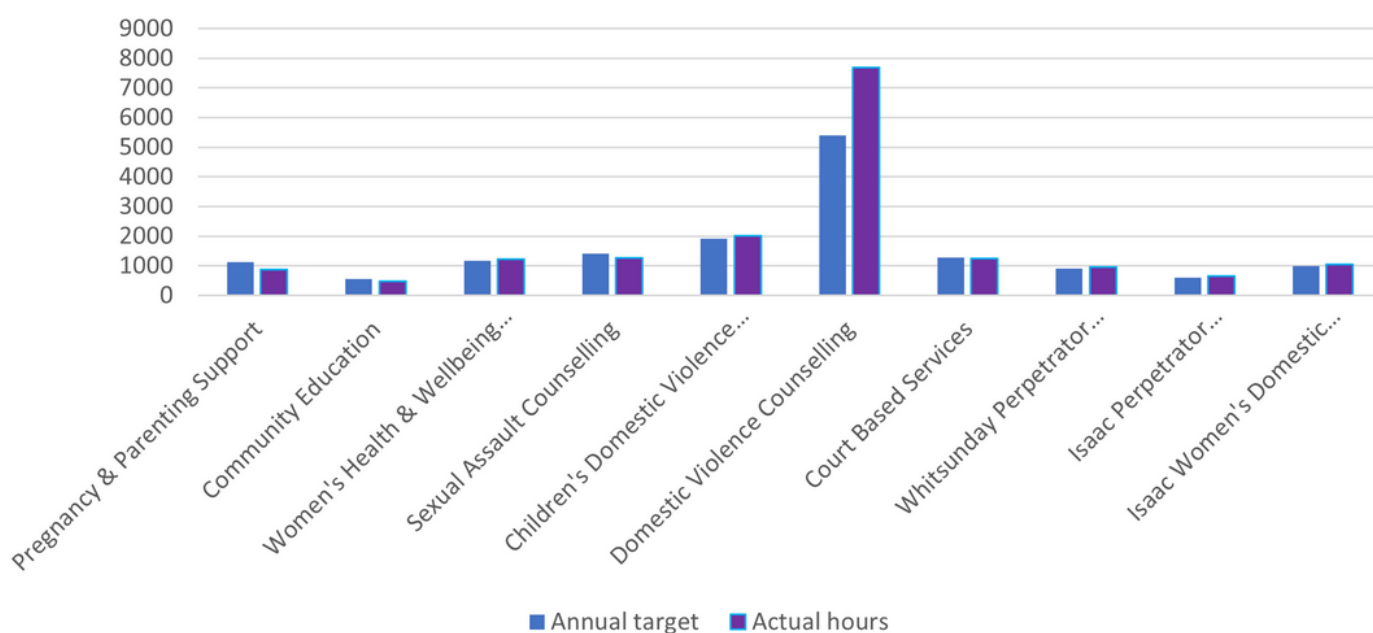
- Child and Adolescent Counselling
- Sexual Assault Counselling
- High Risk Team (HRT) Lead Agency
- Parenting and Pregnancy Support Program
- Domestic and Family Violence Women's Counselling
- Community Education and Liaison
- Court Based Services
- Men's Behaviour Change Programs, Shifting Gears in Whitsundays, and Stepping Up in Isaac
- Mackay PRADO Program - Partnership Response at Domestic Occurrence
- Women's Health & Wellbeing Counselling

OUR GROUPS & PROGRAMS

- Yoepkazil Tok Meta
- Mackay & Sarina Women's Active Groups
- Journey to Renew
- Shark Cage Program - for adults and teens
- Little Warriors
- Lotus Group
- Enhancing Emotional Health

Yearly Review

Annual Target Hours vs. Actual Hours



We would like to thank DJAG for providing additional Enhancement funding to be utilised across our service during this period.

Feedback

"I wanted to share my positive experience participating in the group. The caring, safe and non-judgmental environment enables me to connect as a group, share experiences and feel supported. I am grateful for the opportunity, and look forward to every week connecting and catching up with one another."

Journey to Renew participant

"Always caring and willing to help. The counsellor has helped the girls immensely. We would be lost without this service. You guys do an amazing job and we're so thankful."

Child and Adolescent parent

"Things have gotten a lot better. I'm much more positive in my attitudes and behaviours these days thanks to the work we did together."

Men's Behaviour Change Program participant

Community Support

Mackay Women's Services continue to be humbled by the amazing support and generosity of the Mackay community. We are proud to have such passionate donors who appreciate the value and services we provide. Through your support, your donations allow us to provide, fresh fruit and vegetables and baked goods, food vouchers, toiletries, warm blankets, children's books and activities to vulnerable women, children and families. Although we can not name all of you ...

THANK YOU TO...

- BMA - Hay Point Rail
- Good 360
- Remax Mackay
- ESA International
- Mackay Cutters
- CE Smith
- Mackay Community Foundation
- Second Bite - Coles Sydney St, Parkside & Canelands
- and to all those amazing donors who wish to remain anonymous.
- Givit
- JP Piping Services
- Sewing for Charity
- Rize Up
- Canelands
- Rotary Clubs of Mackay
- Bunnings
- Mackay Oztag

A kind gesture can reach a wound that only compassion can heal.

Steve Maraboli

From all the staff at Mackay Women's Services, we cannot thank you enough!

Caneland Opening

Christmas came early for Mackay Women's Services when Lendlease Caneland Central transformed a vacant tenancy into a specialised counselling and support space. The additional premises is utilised by women, children and families who have experienced domestic and family violence and sexual assault. With the grand opening occurring in December 2021, the Caneland office has provided much needed space for additional counselling services and alleviated the pressure on waitlists.

Feedback from parents, caregivers, women and children includes:

- *Feels like home with food, drinks, donations and gift shelf, and a pet fish.*
- *We feel 'safe' here. Part of what makes Caneland feel safe is also knowing there are Police close by.*
- *Central location.*
- *Staff are friendly and approachable.*
- *Kids love the arcade machine that we play with our parents/caregivers and our counsellors.*
- *Boys like it as there is less stigma walking into Caneland as opposed to a 'Women's Service'.*

Mackay Women's Services are extremely grateful to Lendlease Caneland Central and their amazing team, including Centre Manager Simon De Barro, Marketing Manager Sarah McCusker and Marketing Manager Karlene Reid. Thank you for all of your hard work and dedication to vulnerable women, children and families in the Mackay region.



Treasurer's Report

Financial Summary

	2021-2022		2020-2021	
	MWC	DVRS	MWC	DVRS
Income				
Grants & Departmental Funding	\$456,918	\$2,196,111	\$553,054	\$2,131,550
Donations	\$9,742	\$47,574	\$34,665	
Other	\$65,548	\$303,202	\$65,862	\$547,808
Total	\$532,208	\$2,546,887	\$653,581	\$2,679,358
Expenditure				
Wages & On-Costs	\$379,309	\$1,966,932	\$437,315	\$1,993,037
Organisational	\$143,107	\$133,924	\$167,222	\$187,620
Operational	\$21,526	\$441,962	\$23,268	\$477,666
Total	\$543,942	\$2,542,818	\$627,805	\$2,658,323
Net Profit\Loss	-\$11,734	\$4,069	\$25,776	\$21,035

Balance Sheet

Current Asset	\$160,587	\$906,567	\$162,657	\$1,011,137
Non-Current Assets	\$63,413	\$139,974	\$65,129	\$86,345
Total Assets	\$224,000	\$1,046,541	\$227,786	\$1,097,482
Current Liabilities	\$68,660	\$277,422	\$61,330	\$336,533
Non-Current Liabilities	\$12,117	\$32,477	\$11,500	\$28,377
Total Liabilities	\$80,777	\$309,899	\$72,830	\$364,910
Retained Earnings	\$143,221	\$736,641	\$154,956	\$732,572



2022

Giving back ...

MACKAY FAMILY FUN DAY

Mackay Women's Services had the pleasure of presenting and providing the *Mackay Says No to Domestic and Family Violence "Free Family Fun Day"* on Saturday 28th May at the Mackay Showgrounds.

It was a beautiful day with a great turnout. We hope to see you all again this time next year with an even bigger event.

Thank you also to the wonderful organisations that assisted with donations for our raffles and to all of our stall holders - a big thank you to you all.



We look forward to engaging the community with new and exciting events in future!



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WE ACKNOWLEDGE THE YUIBERA PEOPLE AND THEIR ELDERS PAST, PRESENT AND EMERGING ON WHOSE LAND WE LIVE AND WORK.

WE SUPPORT THE ABORIGINAL, TORRES STRAIT ISLANDERS, AUSTRALIAN SOUTH SEA ISLANDERS AND THE LGBTIQ+ COMMUNITIES

