

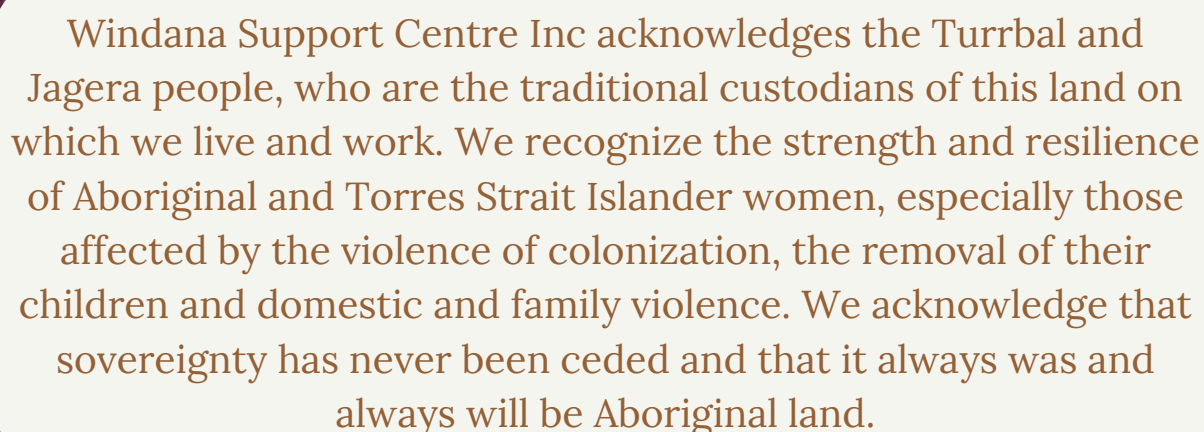


ANNUAL  
REPORT  
2024

WINDANA SUPPORT CENTRE  
INC

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The background of the bottom section is a rich, colorful Aboriginal dot painting. It features a variety of patterns, including wavy lines in shades of purple and blue, and numerous circular motifs in yellow, orange, and blue. The overall composition is dense and textured, typical of traditional Indigenous art.

Windana Support Centre Inc acknowledges the Turrbal and Jagera people, who are the traditional custodians of this land on which we live and work. We recognize the strength and resilience of Aboriginal and Torres Strait Islander women, especially those affected by the violence of colonization, the removal of their children and domestic and family violence. We acknowledge that sovereignty has never been ceded and that it always was and always will be Aboriginal land.



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## OUR VALUES

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### **Compassion**

With empathy and understanding, we support women and children by providing trauma informed care.

### **Social Justice**

We advocate for the rights of women and children to enjoy a life free from violence and control. We recognize that First Nations, CALD, LGBTIQ2A+ and women with disabilities and their children experience further marginalization and disadvantage. We are committed to challenging system inequalities that perpetrate the cycle of violence.

### **Continuous Improvement**

We strive for Best Practice by committing to learning, growth, engaging in reflective practice, being open to new ideas and embracing change. We actively encourage and seek client participation in the direction of our service.

### **Person-centred Practice**

We recognize that building supportive relationships is central to what we do. We work alongside our clients, tailoring support to meet their individual needs. We support women and children's right to self-determination and we recognize and celebrate diversity.

### **Integrity**

We are committed to ethical decision-making. We act with accountability and transparency in all that we do and we treat women and children with respect and fairness.

# ABOUT US

Windana Support Centre is funded by the Department of Justice and Attorney-General under the Supported Assistance and Accommodation Program (SAAP).

This program aims to provide short term accommodation and support to women (any age) and children (up to the age of 18) who are escaping domestic and family violence. Since 2001 we have had five self contained two bedroom units to accommodate women and children in our refuge and four ancillary houses to offer further accommodation should our women and children require it. In 2020, we were successful in applying for two headlease properties to accommodate clients waiting on immigration outcomes. An extra unit is reserved for office space and we can accommodate an average of 11 women and up to 25 children at any one time.

## OUR HISTORY

Windana has had a long and proud history as one of the first women's refuges in Queensland. The service began around 1977 and was originally sponsored by the Sunnybank Family Support Centre, and then the East Brisbane Community Centre for many years. Windana commenced in a very dilapidated Main Roads demolition stock house in East Brisbane and then moved to a slightly better rental property in the same area. Due to a major security breach, Windana then moved to a CAP property in Windsor and remained there until the property was destroyed by a Molotov cocktail in the late 1990s. In 2001, we moved to our current premises.

Since our inception, Windana has been involved in a wide range of activities apart from service delivery. Windana workers and other interested parties lodged a submission to establish the Chisholm shelter in the early 1980s. Both Windana and Chisholm were instrumental in establishing the Migrant Women's Emergency Support Service (MWSS) in the 1980s. Staff from both refuges recognised the barriers and disadvantages faced by immigrant and refugee women and their children and took action to address that gap in service delivery. The Migrant Women's Emergency Support Service later became the Immigrant Women's Support Service (IWSS).

# CHAIRPERSON'S REPORT

I feel as though every year we report horrible statistics that should change the way DFV is dealt with in the public eye and also within the sector. This year to date, there has been 66 women lost to violence and I am sure by the time we read this, there will be more women who have been murdered by their intimate partner. This is something I deeply care about and being part of Windana gives me the chance to help in some way. It is an honour and a privilege to have been part of this organisation for so long and each year I feel proud of the challenging work you all do to keep women and children safe from further harm.

I am happy to say we made it through another year. As a team there has been some changes and challenges, but with teamwork and dedication to the women and children and through advocacy, you have all done a wonderful job. All your compassion and knowledge make this a team to be proud of, so thank you all. Each team member brings their own unique and special skillset to Windana, to make it the safe and calm space it is. This makes our role as a committee much easier, and for this I thank you. This brings me to Bernadette, whom I have been working with now for many years, you are a fantastic manager and support to me as Chairperson and to the rest of the committee. You always go above and beyond what is required and your tenacity in taking care of staff as well as the women and children fills my heart. I am so very glad to be a small part in supporting you. The years of knowledge and experience that

you bring is phenomenal and very much appreciated.

When it comes to finance Windana still has the best in the sector. Liz, you do a fantastic job reporting to the committee and explaining all the figures. You have so much knowledge and your experience is so greatly valued by the board. Your skills make it easier to make decisions, and I really appreciate that, thank you Liz. To the staff and students, I would like to extend a big thank you, by contributing with your skills and time, you are all so much appreciated.

As always having someone wonderful to advocate and support us when dealing with funding bodies and government, is a game changer. Our contract manager, Jane Tudor, has been a real treasure and I really appreciate all her work and dedication throughout the years.

As an organisation we are very lucky to have the support of so many other services and community organisations. Their generosity and thoughtfulness have been astounding. I would also like to take this opportunity to say a warm thank you to our funding bodies as without them, we wouldn't have a service.

To my fellow dedicated and passionate Management Committee members, Jennifer, Tim, Jodana, Michelle and Loren, thank you so much for being part of Windana's board and for making decisions that are important for the service to keep running. I know it can be challenging sometimes, especially juggling family/partners/children and life in the mix with meetings and commitments, I truly appreciate all your dedication and support this past year.

# CHAIRPERSON'S REPORT

It's been an interesting year, and I enjoyed meeting with you all to do our strategic planning. I must say Amy Stephenson, from Unique Outcomes, really helped us work a few things out and it was a great day for staff and committee members.

We are also looking at some new projects in the future, but that might have to wait until the next AGM to reveal, but exciting times ahead.

Thank you all for the dedicated team effort running this safe haven for women and children, I am once again looking forward to the new challenges ahead, working together to achieve our new goals and making a difference to women and children's lives.

Thank you all for listening, wishing everyone a safe and healthy year ahead.

Warmly,

*Jenny Thor*

Chairperson



“

*Every time I needed advice or help, there was always staff to assist me.*

”

Safety - Every Woman,  
Every Child, Every Day



# SERVICE REPORT

Another year has passed and Windana entered into its 46th year of operation. It has been an interesting twelve months but the biggest issue affecting the refuge sector is the absolute lack of affordable housing options for women and children trying to leave shelter. Since the pandemic, interstate and overseas migration as well consecutive interest rate hikes has resulted in a shortage of available rental properties and rents have shot up accordingly. Whereas once we could encourage women to look for more affordable private rentals on the outskirts of Brisbane, properties in these areas have risen to over \$600 or \$700 per week. We have had meetings with Department of Housing representatives, but they say they have been slammed by the sheer number of people living in tents and in hotels. Earlier this year the Premier stated that every Queenslanders on the cusp of homelessness will be found crisis accommodation, including hotels. Hotels across south east Queensland are at their limit and QCOSS states that there are 45,473 people on the social housing waitlist in Queensland. Housing representatives have said that there is little movement in their current stock. Windana's statistics for the 2023/2024 financial year suggest that nearly 50% of our clients have been with us for 6 to 12 months even though we are funded to provide only 13 weeks of accommodation. Extended periods of time in refuge is not always a healthy option for clients as it can lead to an overdependence on refuge

staff for emotional and practical support and decision making. It is disempowering for women as they cannot plan for the next stage of their life. It also creates barriers for children with schooling and social networks.

On a more positive note however, Windana received a 20% increase in our funding which was the result of an initiative of the state government to appropriately fund responses to domestic and family violence and to improve women's safety in Queensland. We plan to increase our mobile support program to provide outreach to women and children in the community.

## **Service delivery**

In our temporary supported accommodation program (refuge), Windana has accommodated and supported 31 women and 43 children during the 2023/2024 financial year. We have had an occupancy rate of 92% in our 11 units of accommodation which includes: 5 refuge units; 4 ancillary houses and 2 headlease units.

## **Staffing**

I would like to thank my colleagues, Liz, Rhondda, Angela W, Traci, Debb, Christie, Leonie, Yana, Minnu, Emily, Angela C and Sue for all they have done this year. The work we do can often be challenging and the vicarious trauma can tax emotional well being. We are a close knit team and their support, humour and commitment to the organisation makes Windana a great place to work.

# SERVICE REPORT

## **Family Support**

Angela W, Traci, Debb, Christie, Yana, Minnu, Leonie, Emily, Sue and Angela C provided a range of case management support to our clients over the past 12 months including emotional support, court support, transport to and from appointments, referrals to legal and health services, therapeutic support, emergency relief, domestic violence education and parenting support.

## **Early Intervention Worker**

Angela W, our early intervention worker, provided therapeutic support and protective behaviours to 17 of our children in the 2023/2024 period. Angela took a leave of absence from Windana in July this year as she was offered a role within the education system. Angela has a unique skill set with her children's therapeutic support abilities and her counselling skills and she will be an asset in her new role. She has been difficult to replace at Windana and the clients and staff miss her enormously but we wish her every happiness in her new position.

## **Finance**

Liz is the best financial brain in the refuge sector and we are lucky to have her. She has, once again, done an excellent job of maintaining our very tight budget. It is her considerable skills that enable us year after year to achieve the best possible outcomes in service delivery. We are able to financially support so many of our most

vulnerable clients who rely on so very little income to live because of Liz's clever accounting skills.

## **Administration**

We reluctantly said farewell to Rhondda in January this year as she had finally decided that hours of sitting in traffic each day travelling to work was too much. Rhondda was a quiet achiever who completely overhauled our administrative systems. She coped admirably with our varying levels of IT competence, frustrating telecommunication companies, SHIP reports, maintenance issues, registers and a myriad of other responsibilities with efficiency and a great sense of humour. We thank Rhondda for all that she did for our service and wish her the very best in her current role.

## **Management Committee**

I would like to take this opportunity to thank our dedicated management committee. Jenny T, Jenny W, Tim, Jodana, Michelle and Loren. They volunteer their time willingly and never complain when we ask them to review policies, attend meetings, answer emails, approve payments or any of the many tasks we request of them. Without our Committee, Windana wouldn't be the wonderful organisation it is today. I would particularly like to thank Jenny Thor for stepping up once again to be our Chairperson, Jenny W for being our Treasurer and Tim for taking on the Secretary role.



# SERVICE REPORT

## Students

Students have always played an important part of our service. Windana recognises that students are integral to the future of this industry and we place great importance in providing quality supervision and education to these women who will be the next generation of workers. We have been fortunate in the students, Yana and Julia who have been placed with us this year. We say thank you to them.

## Contract Officer

I would like to thank Jane Tudor, our contract officer with the Department of Housing, Local Government, Planning and Public Works. Jane has been our contract officer for many years and has fought hard for Windana through her department. She has advocated for us within the department and particularly with our building and flooding issues and with our application for a new refuge. Jane has responded to my many requests, complaints and inquiries with patience and efficiency and I appreciate all that she has done for our service.

*Bernadette O'Byrne*

Manager



# TREASURER'S REPORT



It is with pleasure that I present the Windana Support Centre Inc. Treasurer's report for the financial year ending 30th June 2024. The accounts audited by Haywards Chartered Accountants are included with the Annual Report. I would like to express my appreciation to Haywards and, to Brad Harbourne for his expert advice in auditing our accounts once again.

I report that, through excellent financial management and control of costs, we have again ended the year with just a small loss on paper after depreciation costs. As always, we are grateful for the level of support from businesses, organisations and individuals in the community which enables us through their generosity, to offer additional services to meet the needs of clients who are increasingly diverse and those who have more complex issues. The impact of the housing crisis continues to reverberate around our communities, leaving QLD and Brisbane particularly in a dire situation. A report compiled by UNSW Sydney for Queensland Council of Social Services (QCOSS), shows that unmet need for social housing in Queensland now exceeds 100,000 households – FIVE TIMES the official waiting list number.

Since the pandemic began, house rents have surged by 23% nationally, but by a punishing (for tenants) 34% in Brisbane.<sup>1</sup> The impact on such a severe general shortage of housing, is that women and children fleeing domestic and family violence, are often left with nowhere safe to go. "For many women victims of DFV, the decision to leave an abusive environment is fraught with challenges beyond the immediate threat of violence. The housing crisis, characterised by limited affordable housing options, acts as a significant barrier."<sup>2</sup>



## **Increased funding:**

From the 1st January we saw the first "uplift" to the State Enhancement funding that services had been receiving since COVID to help meet just a fraction of the drastically increased demand for services in the community. This provided for increased mobile support services to provide assistance to women and children in the wider community who were experiencing domestic and family violence and was gratefully received. On the 29th April we were further thrilled to see announcements of a substantial funding increase of 20% for frontline

## **Citations**

1. Pawson, H. (2023 March 23). 'The post-COVID crisis hit Queensland hardest. With 100,000 households needing low-cost housing, here's how it can recover'. *The Conversation Australia*
2. Levitt, J. (2023 August 20). 'The Exacerbation of DV Amidst our Housing Crisis: Families Face Heart-Wrenching Choices'. *CQToday: Australia*

# TREASURER'S REPORT

domestic, family and sexual violence services in Qld. From the 1st of July 2024, our core program funding, as well as the uplifted State enhancement funding have all been rolled up into new recurrent contracts, incorporating a further 20% funding boost as well. This unprecedented and greatly welcomed move has given services much greater certainty around funding to allow for sustainable planning and recruitment. It will also streamline our reporting going forward, reducing our dependence on multiple, time-limited enhancement funding contracts. All of this allows us to redirect more of our focus to where it is most needed – delivering services and support to women and children escaping domestic and family violence.

In March 2024, there was another key win for the sector. We heard the very good news that the Federal Government had given the guarantee sought by

unions and the broader sector, to ensure that the supplementary Federal homelessness funding contributed to meet the Equal Remuneration Order (ERO) won in 2012, would no longer be negotiated separately to the National Housing and Homelessness Agreement (NHHA), but would be wrapped into the base amount and would now be part of the ordinary funding in the NHHA and will therefore continue in each five-year funding cycle. This has been an ongoing fight since 2012 to ensure that adequate funding would be provided to meet increased service delivery costs and continue to uphold the recognition won by Community Services workers that their work had for too long been undervalued and underpaid.

## FINANCIAL SUMMARY 2023 - 2024

Cash at bank and on hand	1st July 2023	\$414,875.11
	30 June 2024	\$403,859.77
Income 2023-2024		\$939,182.86
Expenditure 2023-2024		\$939,745.29
Net Deficit for 2023-2024		\$562.43
(after depreciation expense of)		\$15,115.00
<b>Program funding:</b>		
SAAP funding for core refuge program		\$688,870.00
CAP Headlease funding for additional properties		\$67,049.00
COVID State Enhancement funding		\$40,699.00

# TREASURER'S REPORT

## Other grants and donations:

**Lord Mayor's Trust** - \$2000 for our annual client Christmas party and \$1000 in gift cards.

**Second Chance Program** - \$5,495.44 for assisting families with no income in refuge with supports such as grocery vouchers, clothing, and removalist costs.

**Lady Bowen Trust** - this year we completed the expenditure of the previous Lady Bowen Trust grant received (\$11,000 in June 2023), and gratefully received another \$12,750 grant in June 2024.

These funds have been of tremendous support to families moving out of homelessness resulting from domestic and family violence. They seek to address barriers and provide holistic assistance to ensure families are supported into safe, secure and sustainable housing upon exiting refuge accommodation.

Once again, we express our sincere thanks to Tim Quirey & Kylie Alcorn for their continuing support of Windana and for their creative fundraising efforts on our behalf in their workplaces. They have generously donated funds this year towards supporting training and education needs for women and children escaping domestic violence. We appreciate Tim and Kylie's ongoing support, as well as the hard work of all their team members who contributed their time and expertise to raise funds on our behalf. This shows the women in refuge that they are not alone and that

community is behind them.

We continue to be grateful for the ongoing support of organisations such as the **Zonta Club of Brisbane**, the **Toowong Rotary Club** and the **Redcliffe Art Society** who have generously raised and donated funds towards emerging needs throughout the year such as prams for the families in our refuge.

Once again, **Lyn Tipper** has generously donated \$10,000 to Windana and we greatly appreciate her continuing generous donations given without restrictions to its use to improve the services to our clients. This year these funds have been utilised for a much-needed revamp of our backyard playground space in the refuge. We arranged the installation of new astro-turf that will keep the backyard clean and safe for the children we support for many years.

General donations throughout the year came to \$3,203.22 and we express our sincere thanks to every one of our amazing donors.

## In Summary:

In addition to our major funding bodies, The Department of Justice and Attorney-General and the Department of Housing, the generous donations from supporting bodies and other donors are paramount to the continued existence of our organisation in being able to provide exceptional care to clients who are in crisis and in need of our service. We are grateful for the interest shown in the welfare of our clients both women and children in terms of monetary and practical donations.

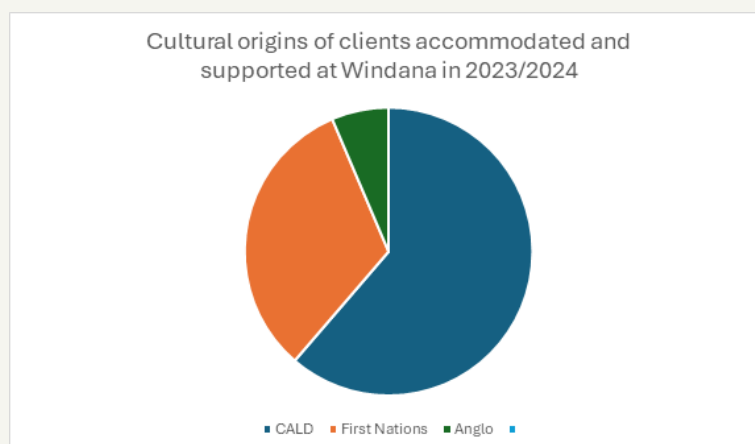
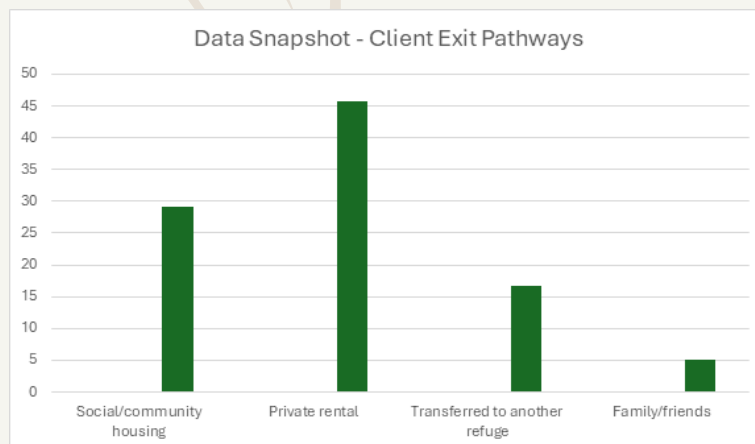
# TREASURER'S REPORT

In closing I would like to express my thanks and gratitude to Bernadette, Liz, Rhondda, all the wonderful Staff and my fellow Management Committee members. Earlier this year we bid a sad farewell to Rhondda, whose wisdom and calm efficiency has steered the administrative functions of the organisation for several years – her outstanding contributions and kind spirit will be greatly missed. I particularly acknowledge Bernadette's exceptional qualities of leadership, management and dedication to the clients, fellow staff, and the organisation. It is a pleasure to attend meetings with my fellow MC members and to experience the strong feeling of professionalism and constructive thinking towards the organisation, our staff members, and the clients in our care. In closing, Liz is an exceptional Finance Manager. It is a pleasure and a privilege to work with her. Liz's contribution and outstanding fiscal management of the organisation and her very high professional standards are outstanding.

*Jennifer West*

**Treasurer**

## DATA SNAPSHOT



# FINANCIAL STATEMENTS

## Income and Expenditure Statement

For the year ended 30th June 2024

### Income

Dept of Justice and Attorney-General	\$729,569.00
Dept of Housing and Public Works	\$67,049.00
Non-recurrent funding - other grants	\$42,808.35
Interest	\$205.13
Rent Received	\$76,059.98
Donations	\$13,203.22
Other Income	\$10,288.18

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<b>TOTAL INCOME</b>	<b>\$939,182.86</b>
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### Less

Wages and employment expenses	\$679,589.08
Operating Expenditure	\$245,041.21
Depreciation Expense	\$15,115.00

### Expenses

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<b>TOTAL EXPENDITURE</b>	<b>\$939,745.29</b>
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<b>NET SURPLUS/(DEFICIT) FOR THE YEAR</b>	<b>\$562.43</b>
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## Assets and Liabilities Statement

For the year ended 30th June 2024

### Assets

Cash at bank	\$403,859.77
Debtors & Prepayments	\$33,804.31
Deposits	\$3,500.00
Fixed Assets	\$49,298.90

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<b>TOTAL ASSETS</b>	<b>\$490,462.98</b>
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### Liabilities

Creditors & Accruals	\$57,569.14
Contract Liability	\$12,750.00
Employee Provisions	\$195,489.47
Non-Current liabilities	\$3,464.64

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<b>TOTAL LIABILITIES</b>	<b>\$269,273.25</b>
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<b>NET ASSETS</b>	<b>\$221,189.73</b>
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### Members Funds

Retained Surplus	\$221,189.73
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<b>TOTAL LIABILITIES</b>	<b>\$221,189.73</b>
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For a full copy of our Audited Financial Statements, please email [finance@windana.org](mailto:finance@windana.org)

# MOBILE SUPPORT REPORT

One of the things I love most about my job at Windana, is that every day is different! Some days are spent supporting a client during court proceedings, making and attending appointments for psychological support and immigration advice, or liaising with police or hospital staff. Some days are spent applying for financial assistance, picking up food hampers, advocating for fee reductions or sourcing a fridge for a client when hers breaks. Many days are spent sitting with a client, listening and providing emotional support while she speaks about the devastating stories of her past, her fears about having to start over, or her concerns for her children's safety and future.

Regardless, it is always rewarding work, and I love it.

The women in our Outreach Service are generally moving out of crisis, and into the rebuilding phase of their lives. This can be such a challenge for our clients, who have often been socially isolated and financially controlled for many years.

This is especially true for the culturally diverse women for whom English is a second language. Simple life skills such as making appointments and accessing services, engaging with school environments, finding employment, maintaining a tenancy, and budgeting and paying bills are skills our clients have often not utilized in a long time, if they have been living with a controlling and abusive partner. I enjoy supporting our Outreach clients in this process and seeing them begin to take back control of their own lives.



Moving forward into 2025, we are excited to be expanding our Mobile Support program through additional funding. We have begun collaborating with DV Connect, in the hopes of being able to partner with them to support some of the many women waiting in motels for a refuge space. This is an exciting opportunity to broaden our scope and impact, and I'm excited to see how our Outreach Service will grow in 2025.

*Leonie MacDonald*

**Mobile Support Worker**

**275 Hours of Mobile Support**

provided to

**13 women and 27 Children**

2023 - 2024 financial year.

**76% of these families were from**

**CALD backgrounds**

Culturally and Linguistically Diverse



# HEALTH & WELLBEING

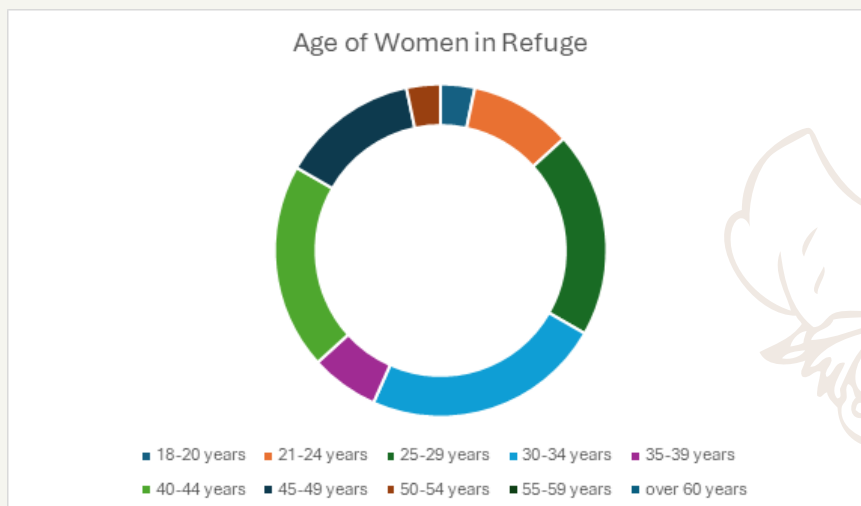
## Christmas in July

This was a spectacular success and all of the clients attended. We managed to all squeeze into the Early Intervention Room for a delicious lunch, some games and festivities. The food was cooked by staff and with the help of **The Rotary Club of Toowong** and **Friends with Dignity**, who had given us some lovely gifts for women, we were able to give these out to the clients. We also had a stash of gifts from the previous Christmas and we were able to give each child a present as well.



## Multicultural Day

On one of the Mondays in July we had a multicultural brunch. This had been a suggestion of one of our clients at a house meeting. Each client brought a dish and explained what it meant in their culture. We had dishes from Africa, Indonesia and India and it was a lovely opportunity for the staff and clients to eat together and to get to know each other.





# REFERRAL TO SERVICES THAT OFFER SOCIAL INCLUSION PROGRAMS



Nexus Care in Everton Park provides an excellent service to many of our clients, they run English classes for those women who are not eligible to access the Adult Migrant English program through TAFE, provide a food and emergency financial relief program and offer career advice and employment assistance. Nexus has helped many of our women to write up their resumes and some of our women have obtained jobs through them. Nexus also holds playgroups which some of our women attend regularly.



## COMMUNITY NETWORKS

The Combined Women's Refuge Group (SEQ) is a peak body that represents the interests of the women's refuge sector in south east Queensland. Windana has been heavily involved in this group since its inception in 1978 and this year has been no different.

On the 8th December 2023, the State government held a Not Now Not Ever breakfast to celebrate the actions that the Queensland Government has continued to take to deliver support services for victim survivors of domestic and family violence in Queensland and to hold people who use violence and abuse

to account. This breakfast raised a total of \$27,250.47 for the CWRG of south East Queensland. This is the biggest donation that the CWRG has ever received and we will use it to forward the interest of the women's shelter sector in Queensland. After much discussion, the CWRG began regular meetings for support workers earlier in the year. This is an opportunity for all support workers to get together, to learn from each other and to obtain peer support.



# COMMUNITY EDUCATION

In line with our current strategic plan, Windana has tried to take every opportunity this year to educate the community about the impacts of domestic and family violence on women and children. Bernadette and Angela have spoken at Rotary meetings and the QUT School of Social Work about the dynamics of domestic violence, its impact on victim/survivors and the role of women's refuges.

DV education is essential in reducing the stigma surrounding domestic violence in many communities and in also informing

women and children from culturally and linguistically diverse cultures that there are support services and legal services that can assist



# COMMUNITY PARTNERSHIPS

## Zephyr

Zephyr has been providing school supplies including uniforms, books, laptops, pencils and shoes to children in refuge for many years now. Isabella, Carmel and their team of volunteers ensure that no child in the refuge sector commences a new school without all the items they need. They deliver the items almost on the same day that we call them and they never refuse a request.



## The Rotary Club of Toowong

Carolyn and her team at the Rotary Club of Toowong have worked tirelessly this year to raise funding for the women and children of Windana. They raised thousands of dollars for new appliances for our women including: microwaves, ovens, vacuum cleaners, toasters and kettles. Rotary also gives our women and children gifts and hampers for Christmas and Mother's Day.



# COMMUNITY PARTNERSHIPS

## **OZ HARVEST**

This is an organization that collects excess food from supporting businesses and delivers it to people and charities within the community. Ozharvest has been delivering fresh food to Windana every week for years now and these deliveries really assist our women, particularly those who are on very limited income.

## **Habitat for Humanity**

Habitat for Humanity is a grassroots organization that has a vision of a world where everyone has a safe place to live. This organization has been a lifesaver for Windana over the past few years especially after we flooded in 2022. Habitat for Humanity uses corporate volunteers for their labour and they have painted, weeded, sanded and cleaned our units and the backyard of our shelter. Under the leadership of Helena Bundock, the Habitat for Humanity team cleaned, sanded and painted one of our units of accommodation in February this year. The units have a high tenant turnover and are not painted by the Department of Housing all that regularly. A clean and a fresh coat of paint can make all the difference and much more welcoming for new clients. We say a big thank you to Helena and her team.

## **Friends with Dignity**

Friends with Dignity have once again shown their generosity and support to the women and children of our service. When women come into refuge, they often have to leave furniture and

household possessions behind and afterwards, may find it difficult to retrieve furniture as their partners change the locks to the property and force women to have to resort to property settlement to get any items returned to them. When a client obtains an exit property, Manuala and her team of volunteers from Friends with Dignity spring into action and fill the house with lots of lovely furniture, knick knacks, linen, kitchen utensils and toys for the children. It gives women and children a great start for the next stage of our journey.



## **Thread Together**

Thread Together is an organisation that was established in 2012 to source unsold new clothing from fashion retailers to assist people in need. In 2022, Thread Together contacted the CWRG as they wanted to partner with women's refuges to expand the network of charities that they support and Windana came on board. We have ordered clothing for our clients, including children on several occasions and the clothes are of a very high standard. The ordering process is very simple and is similar to ordering through an online clothing site. This is infinitely better than keeping second hand clothes onsite which never seem to be the size or gender required.

# COMMUNITY PARTNERSHIPS

**We Say Thank You To:**

**Bright Beginings Edu-Care Centre** and the **Queensland Spinners and Weavers Guild** who both conducted gift drives within their organisations and were able to donate some really lovely presents for our service users.



**All of these businesses and community partners give so generously and we deeply appreciate their generosity and thoughtfulness.**

*“Traci has helped me with everything. She explains things when I don't understand”*

*“Thank you so much Christie. You're always there for us”*

# CLIENT CHRISTMAS PARTY

Windana held our annual client Christmas party in December at the Aspley Hornets Football Club. The \$2,000 we received from the Lord Mayor's Charitable Trust paid for lunch, a face painter, children's entertainer, gifts and some games and activities. Santa arrived after lunch and handed out gifts to the women and children.

We also say thanks to the team at the **Department of Energy and Public Works** who gave so generously to the children at Windana so that they can celebrate Christmas.

The **Zonta Club of Brisbane** who have been supporting Windana for many years with Christmas gifts, toiletries, gift cards and women's and children's emergency pyjamas.

**St William's of Grovely** who have been supporting Windana for almost 20 years at Christmas time. They have a food and gift drive within their parish every year. They donate enormous hampers of food to all our clients and include presents for the children.

The team at **Bussq Building Super** who so generously give at Christmas. Each year we pick up bags of Christmas gifts from their office and always, are overwhelmed by their kindness and thoughtfulness.

**Friends with Dignity** and **Rizeup** who not only provide furniture and household items during the year but also fundraise to ensure all children in refuge can be kids for a moment and have a wonderful Christmas.

The **Queensland Ambulance Service** who go above and beyond each to year to see that each child in refuge receives a gift and each family is able to celebrate Christmas and the festive season.

**Poolwerx** who provided some lovely hampers and Christmas gifts for the women and children of Windana. We thank Natalie from Poolwerx who organizes the food and gift drive.



# STAFF CHRISTMAS PARTY



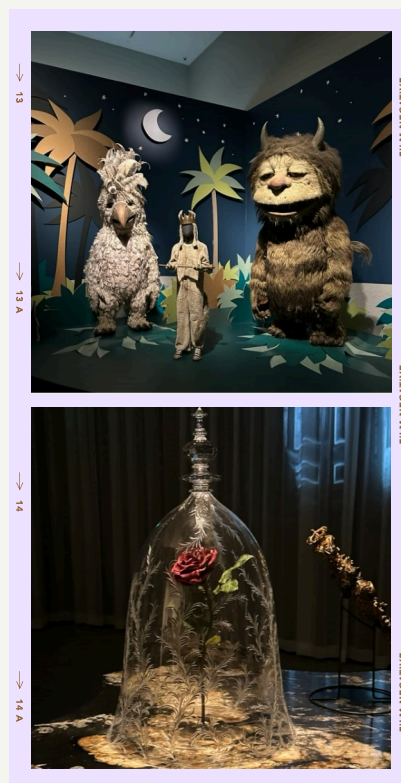
Staff enjoying lunch at Wu Kong, Brisbane at our annual staff Christmas party. This was after we had attempted to escape an escape room. We were provided with lots of clues and were very nearly successful.

## TEAM BUILDING

Regular team building is necessary when working in a crisis and sometimes, stressful environment. It is designed to help build connections between team members and to create a more cohesive and better working environment. Craft has always been a popular team building exercise but this year saw us make a different choice. On the 15th April we stepped in to the enchanting world of fairytales, past and present by visiting the Fairytale exhibition at the Gallery of Modern Art in Southbank.

This exhibition featured sculptures, costumes and photos from popular writers such as Lewis Carroll and Hans Christian Andersen and artists including Henri Matisse as well as those we had never heard of. The Fairytale exhibition explored three different themes, 'Into the Woods', 'Through the Looking Glass' and 'Ever After'.

The artwork and costumes were breathtaking and I think all staff enjoyed the excursion. We went out to lunch afterwards.



# ACKNOWLEDGEMENTS

*Windana Support Centre thanks the following people who continue to generously support our organisation*

Dept Justice and Attorney-General  
Dept of Housing, Local Government,  
Planning and Public Works  
Jane Tudor, CSO - DOH  
Emma Lowe, CSO - DJAD  
Social workers at Centrelink  
DVLO's - Roger, Lee and Kerry  
Keith Tracey-Patte, ChallengeDV  
Dept of Energy and Public Works  
Friends with Dignity  
RizeUp  
Kathleen Noonan  
Lord Mayor's Community Trust - BCC  
Refugee and Immigration Legal Service  
Oz Harvest  
Thread Together  
Poolwerx  
Bright Beginnings Edu-care Centre  
St Williams Church, Grovely

Second Change Program  
Zephyr Foundation  
Alannah and Madeline Foundation  
Zonta Club of Brisbane  
Bussq Financial Services  
Rotary Club of Toowong  
IWSS - Immigrant Women's Support Service  
Lady Bowen Trust  
Habitat for Humanity  
Queensland Ambulance Service  
Moirra Flynn & her Quilting Group  
Chermside Kedron Community Church  
The Happy Patchers  
BCB Solutions no. 9 Pty Ltd  
Nexus Care  
Tim Quirey and Kylie Alcorn  
Queensland Spinners & Weavers  
Somerville House

## HOW CAN YOU HELP?

### **VOLUNTEER YOUR TIME**

There are several different kinds of opportunities for volunteering work with refugees from administration, maintenance, fundraising, etc to qualified Social Work - running groups and programs, legal assistance and many more. Please contact us to enquire about our current volunteering opportunities

### **LEND YOUR SUPPORT**

Women and children escaping domestic violence often arrive with nothing but the clothes they are wearing. We provide emergency food, clothing, toiletries, baby products etc.

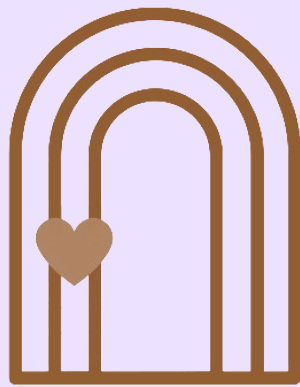
You can assist by collecting much needed items in your community or workplace. Contact us for a list of what our current needs are.

### **CORPORATE PARTNERSHIPS**

There are several opportunities for corporate partnership to support the work we do, such as sponsoring a unit of accommodation. One unit of accommodation can support up to 5 women and 10 children each year on average. Contact us for further details and other opportunities.

### **WORKPLACE GIVING**

Your employer may allow you to utilise Workplace Giving - allowing your donations to be automatically deducted from your pre-tax salary. Please contact us for further information if you would like to know more about this arrangement.



WINDANA  
support centre