

# Hobart Women's Shelter Annual Report 2014-15



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## HOBART WOMEN'S SHELTER VISION

- That all women and their children live in a community free from violence and injustice.
- Where diversity is celebrated and women and children are supported to reach their full potential.

## MISSION STATEMENT

Hobart Women's Shelter provides high quality, holistic emergency support services in Southern Tasmania to women and their children at risk of or experiencing accommodation crisis, and/or family violence. Hobart Women's Shelter aims to empower women and children to lead independent and fulfilling lives and works proactively to influence government policies, social structures and community attitudes.

## ABOUT HOBART WOMEN'S SHELTER

Hobart Women's Shelter is the second oldest women's and children's refuge in Australia. It provides a holistic range of programs to women and children at risk of homelessness and / or who are experiencing domestic and / or family violence. Hobart Women's Shelter aims to empower women and children to lead independent and fulfilling lives and envisions that all women and their children live in a community free from violence and injustice. Where diversity is celebrated and women and children are supported to reach their full potential.

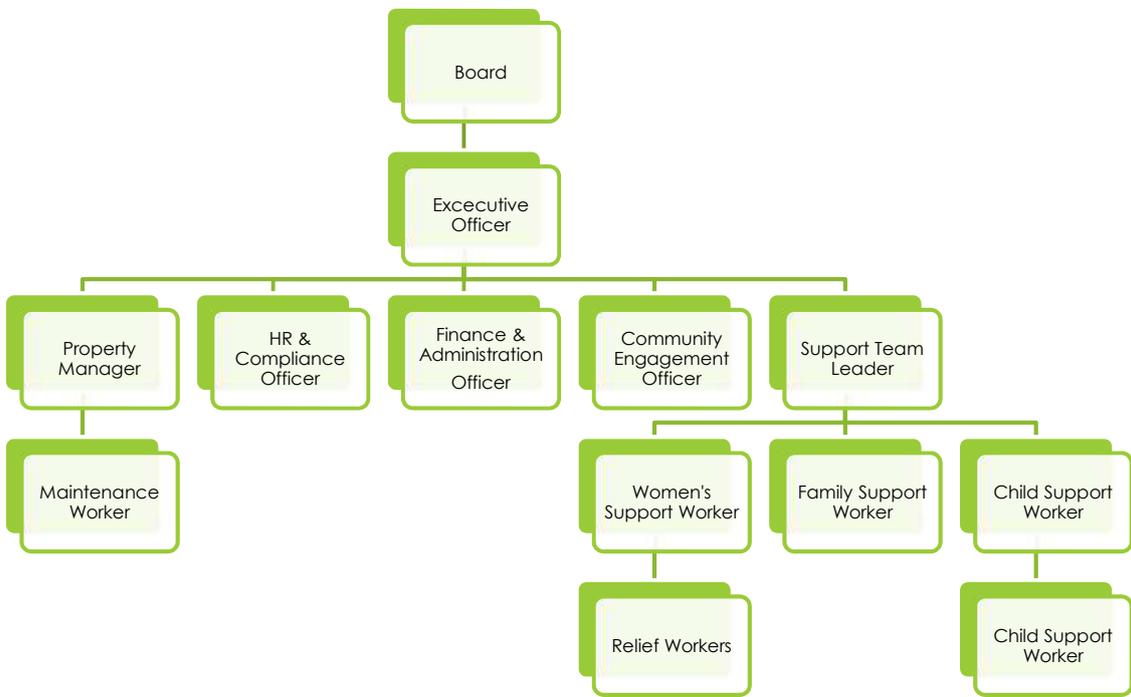
## FUNDING AND MANAGEMENT

Established in 1974 to operate as a shelter for women and children escaping domestic violence. For decades, the organisation was managed by a collective until in 2003, funding body requirements necessitated a move towards a semi-formal management structure with a coordinator, lead team and a decision making management collective. The organisation implemented further change towards a clearly defined governance structure with a new constitution being passed at the AGM in October 2010. HWS is now governed by a board of management with the appointment of an Executive Officer who is responsible for the overall coordination and management of the organisation. The new structure reflects HWS' development over recent years and its strategic vision of growth and development in the future.

The shelter operates 10 dispersed emergency accommodation properties (owned by Housing Tasmania) throughout the northern suburbs of Hobart, serviced by an administrative and community centre located in Glenorchy. In addition to crisis accommodation and support, for over four years HWS has also provided a range of innovative services through partnerships, grant funded projects and pilot projects.

The Department of Health & Human Services (DHHS) provides the main source of funding for HWS, previously through the Supported Accommodation Assistance Program (SAAP) which has changed to the National Affordable Housing Agreement (NAHA). Other sources of funding include small community grants, client fees, interest on bank accounts, rent, donations and fund raising.

### HOBART WOMEN'S SHELTER ORGANISATIONAL CHART



## CHAIRPERSON'S REPORT



The past year has been packed with challenges and achievements for Hobart Women's Shelter. Every single aspect of our facility and its management - from service delivery to human resources policies and procedures to Board and governance matters - has been the subject of extensive review. This has been an enormous task for the staff and the Board and we are proud of the improvements this has enabled in all areas of our business. One outcome of the review was the Board's decision to build and diversify our service in response to community needs and opportunities we have identified.

HWS successfully achieved accreditation with QIP this year, but we are not resting on our laurels; HWS is about to embark on further accreditation with SAI Global. HWS exceeded the accreditation standard in the area of community and professional capacity building. We were very gratified by this, as we believe this to be an aspect of our service which for the last few years has been expanding and diversifying. With the advent of Housing Connect we have partnered with many other organisations both within and without the sector. This has not simply been a result of the funding model changing and expecting this, but has come from a genuine wish to work with, share with and learn from other services to better cater for our present, past and potential clients. Outstanding examples of this have been our Trauma Recovery Support Group (in partnership with ForensiClinic) and our women's prison program, From the Inside Out. Again, both of these grew out of our reviews of previous services.

In advocating around family violence issues we have worked with other stakeholders in services for women, which include the Sexual Assault Support Service, SHE, Women's Legal Services, Women's Health Service and the Family Violence Counselling and Support Service.

We have witnessed an increase in the numbers of women without children seeking accommodation and have had to adapt to this. Housing Tasmania has worked with us to find more suitable accommodation for this class of client.

The position of Executive Officer became vacant and Miriam Moreton, took over the role on an acting basis for most of the year. We are indebted to Miriam for her consummate professionalism and the extensive contributions she has made to multiple and varied aspects of our service. Miriam acted as a role model to our staff and skillfully supported them during the extensive reviews undertaken. On behalf of my fellow board members I take this opportunity to thank Miriam and we are delighted she has been able to resume her position on the HWS Board.

I thank Housing Tasmania which has shown HWS nothing but support while we have carried out reviews and undertaken the extensive search for a permanent Executive Officer. The Department has shown a genuine interest in the outcome of our reviews and has been

helpful and open to discussion with respect to various solutions we have identified along the way, such as their assistance in accommodating women of single households.

Thank you to my fellow board members, the year has involved considerably more time and effort in our work for HWS than normally needed. We reflect that such industry has resulted in a high level of strong, transparent and best practice corporate governance documented and observed. I thank Kat Faludi-Ball and Dixie Emmerton who have had to resign their positions on the Board given other commitments. We have recently welcomed Nicolás Goc, Liz Gillam and Lydia Nicholson to the Board and welcome back Alayne Baker.

The Board acknowledges and thanks the staff of HWS without whom the successes of the year past would not have been possible.

Mary Anne Ryan

#### HWS BOARD MEMBERS 2014-15

<b>Chairperson</b>	Mary Anne Ryan, - Derwent & Tamar Chambers
<b>Deputy Chairperson</b>	Wendy Quinn, - Managing Director WJ Quinn Consulting
<b>Treasurer</b>	Vicky Zhang, - Audit Accountant Crowe Horwath
<b>Secretary/Public Officer</b>	Elizabeth Avery - Lawyer Tasmania Police Prosecutions
<b>Diversity Officer</b>	Reshma Dutta - Australian Taxation Office
<b>Board Members</b>	Kat Faludi-Ball - Manager Youth, Families & Communities Australian Red Cross Tasmania
	Dixie Emmerton - Managing Director Centre for Tasmanian Industry (resigned)
	Rebecca Ryan - Centrelink International
	Miriam Moreton – Moreton Group
	Kerry Nettle – Department Health and Human Services, Communicable Diseases Prevention Unit

## EXECUTIVE OFFICER'S REPORT

The dawning of 2014 rang in the achievement of forty years of continuous operation for Hobart Women's Shelter. Whilst this is a significant achievement by all employees, volunteers and board members - past and present - it also highlights the ongoing and, in fact increasing need for crisis accommodation services for women experiencing, or at risk of experiencing homelessness in Hobart. During this year 982 requests for accommodation were received, an increase of 30% compared to the 2013/2014 year. 93 women and 126 children were accommodated, compared with 90 women and 105 children the previous year. This only represented 22% of requests being able to be accommodated.

Over the year we saw a greater focus and growing awareness of violence against women and recognition of the impacts that verbal, physical, emotional and economic abuse has on its victims, including children. HWS has been proud to participate in the *Man Up* campaign run by The Mercury, as well as working with other media outlets to assist in highlighting and providing information on this issue.

HWS's commitment to delivering a quality, client led service was formally recognised this year, with the team achieving Quality Improvement Council (QIP) accreditation. This achievement was the culmination of a significant amount of work and is a credit to the efforts and dedication of the entire HWS team and the Board.

HWS has continued to focus on building and maintaining strong working relationships with other service providers and stakeholders within the sector. This work ensures that we have strong connections with the key services our clients are likely to access. Additionally, such connections and collaborations also provide channels for HWS to access best practice information, as well as create opportunities for HWS to participate in forums where information can be shared and industry best practice formed. The creation of a pilot psycho-educational trauma focused support group represented a significant milestone for HWS. This group was opened to all Housing Connect female clients, not just women who had accessed HWS services, who needed further support to understand the impact of trauma. The group was developed through a partnership with *ForensiClinic* and has been structured to run sustainably for the clients accessing the group, as well as HWS.

Once again HWS has been overwhelmed by the support of the many donors - individual, corporate and social groups - who have so generously provided financial and in-kind support. In particular, I would like to recognise St Michael's Collegiate School, Inner Wheel - Hobart, Velocity Church, Xerox and Zonta International in Tasmania. Without this support Hobart Women's Shelter would not be able to provide the support it does to the women and children entering its service.

A change in the senior management team occurred during the year, with Kristie Trambas departing as Team Leader and Caroline Lewis commencing in the role. I would like to recognise Kristie's commitment to leading a safe and considered service to our clients and wish Kristie and her family the best on their next adventures. Caroline brings to the role a new dynamic and has proven her ability to build strong working relationships with key

stakeholders, lift the professionalism of the service and deliver the focus on client led support.

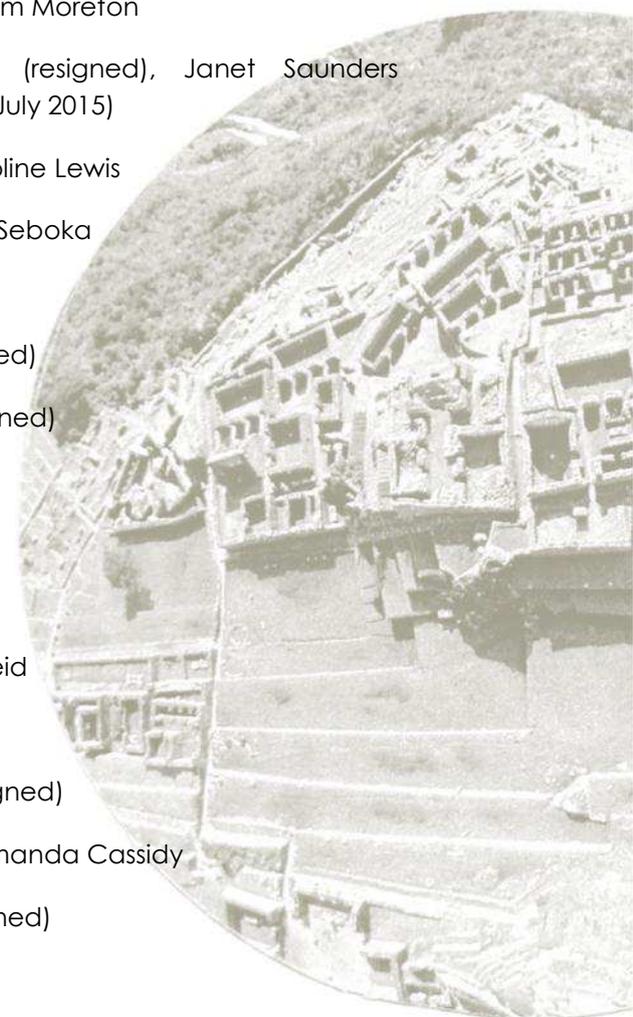
I would like to recognise the commitment of the entire HWS team who deliver, day in, day out, a client focused service with professionalism, humility and respect.

I would like to sincerely thank the Chairperson and the Board for all the support, guidance and encouragement provided through my tenure in the role of Executive Officer and to hand over the baton to Janet Saunders, who brings to the HWS team a wealth of knowledge and experience on working with individuals in crisis.

Miriam Moreton

## HOBART WOMEN'S SHELTER STAFF

<b>Acting Executive Officer</b>	Kristie Trambas, Miriam Moreton
<b>Executive Officer</b>	Rachel Pallenberg (resigned), Janet Saunders appointed (starting July 2015)
<b>Team Leader</b>	Kristie Trambas, Caroline Lewis
<b>Women's Support Workers</b>	Hirut Woldemichael Seboka Nene Mannaseh Natalie Lang (resigned) Nancy Roldan (resigned)
<b>Family Support Worker</b>	Angela Pettigrew
<b>Child &amp; Youth Support Workers</b>	Bev Fearn
<b>Community Engagement Officer</b>	Iona Johnson
<b>Property Manager</b>	Anne Jarvis, Jacki Reid
<b>Human Resources &amp; Compliance</b>	Rebecca Curran
<b>Property Maintenance Worker</b>	Carole Nicholls (resigned)
<b>Relief Support</b>	Nene Mannaseh, Amanda Cassidy
<b>Finance and Administration Officer</b>	Lucie Hoggins (resigned)



## HUMAN RESOURCES AND COMPLIANCE REPORT 2015

The Human Resources area of Hobart Women's Shelter has been extremely busy over the past 12 months with the creation and implementation of a whole range of new policies and procedures across each area of the organisation.

HWS successfully gained accreditation against the Quality Improvement Councils standards in March this year and has since sought to become accredited against the ISO: 9001 2015 standards, with this process due to commence with a pre-gap analysis in December this year.

This will set a benchmark to become recognised providers of a standardised high level of quality. It will also provide evidence that HWS is committed to the highest quality practices, consistency and reliability in service delivery, professional standards and dedication to continuous improvement.

Staff have participated in a wide range of training and development this year, which have included:

- Childcare and CPR First Aid
- Accidental Counselling
- Mental Health First Aid
- Drug and Alcohol Training
- Mandatory Reporting
- Trauma Informed Practice

The shelter has had a real focus on training and personal development of its employees this year, along with initiatives on staff engagement, with an intention to participate in personality identification training in the near future.

Staff engagement levels have increased enormously and I feel this is due to having two very strong leaders taking the reins of the organisation, I would like to thank Miriam Moreton for guiding the shelter into the successful and strong position we are in now and also to Janet Saunders who has proven to be the EO that HWS has needed to progress and grow into the future.

Rebecca Curran

## TEAM LEADER REPORT

I took over the team leader role in February 2015 and it has been an exciting and busy year for the team. I follow in the footsteps of Kristie Trambas, who sadly I never had the opportunity to work with and acknowledge that by all accounts she was a brilliant team leader and then executive officer.

This was a big year in terms of national and community focus on family violence, particularly thanks to the ongoing dedication of the Australian of the Year, Ms Rosie Batty. The Hobart Women's Shelter hosted a small event with Ms Batty to enable her to speak with our clients and staff. This year I attended a consultation day in relation to the state government's proposals around family violence; later attending the launch of the family violence action plan 'Safe Families, Safe Communities' released by the Tasmanian government. The plan received tri-partisan support and was a significant boost for the sector. This was followed some months later by a federal plan in response to family violence, all of which is very exciting to see. We eagerly look forward to watching the impact of such focus and additional funding on our sector and family violence supports generally.

The team was undertook various training and professional development this year in such areas as : trauma informed practice, suicide awareness, borderline personality disorder awareness, methamphetamine use and responses, the accidental counsellor, mental health first aid, Drug Education Network information session, family law, child protection and more. We will continue to focus strongly on professional development in coming years, ensuring we have a team fully equipped, ready and able to meet all of the needs and challenges we are presented with.

A very pleasing aspect of my role has been to build relationships with other services, and other network and community groups, which include: the Women's Essential Service Providers (WESP), the Housing Connect Regional Reference Group, Shelter Tasmania Training Reference Group, Domestic Violence Coordinating Committee and others. I have found the sector to be very welcoming, generously sharing knowledge and experience and will continue to focus on strengthening stakeholder relationships.

Our IT infrastructure upgrade included introducing a smart phone for each staff member, which has improved safety while workers are out and also improved efficiency by allowing workers to use their calendar, email and other functions while with clients.

We've begun the process of transitioning the support workers from Child and Youth Support Workers & Women's Support Workers to Family Support Worker roles. Feedback to date has been that this model has been effective and streamlined the process for working with families.

Natalie Lang, one of our women's support workers left us for a team leader position with another non-government organisation, we wish Natalie all the best in that exciting role. We welcomed long time casual staff member Nene Manasseh to the team on a contract

position. Nene has become an invaluable part of the team and rapidly developed her support work skills.

It was great having Lucie Hoggins join us in an administration and finance role. This was a role we had been without for some time and has been a huge boost to the team. Jacki, our property worker was a brilliant addition to the team, acting in the position while Anne Jarvis is on 12 months leave. Jacki is a real team player, and we benefit from her previous experience as a support worker, allowing her to be very adept at balancing the line between supporting clients and ensuring properties and assets well managed and maintained.

Working at a women's shelter is a very challenging job, involving working with women and children in crisis, often for a very short period of time, and requires a lot of hard work and perseverance. There is so much to do to ensure our women and children are connected with essential services, feel supported and housed safely and appropriately during the 6 short weeks they are with us. I am so proud of the team for the dedication and hard work they demonstrate each and every day, and thank them for being so wonderful to work with and lead.

Caroline Lewis

## FAMILY SUPPORT WORKER REPORT

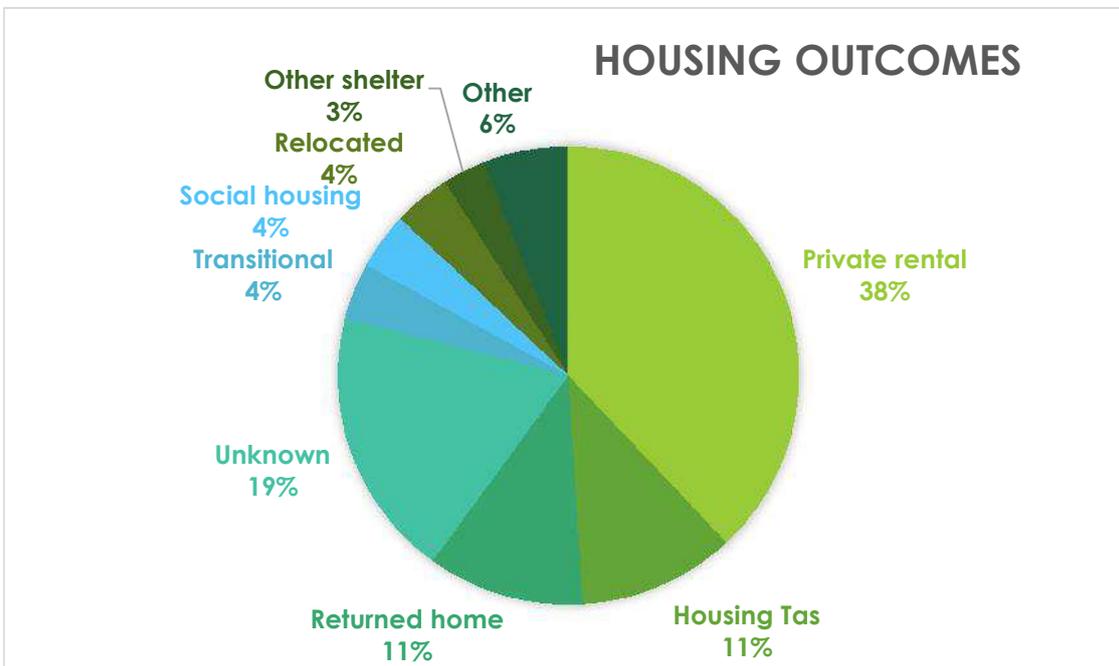
For the 2014-2015 financial year the support worker team started with Kristie as our Team Leader, Angela and Hirut as Family Support Worker's and Bev as the Child Support Worker. Nene and Amanda were relief support workers and in early December, Natalie joined the support team for couple of months.

We have continued to be busy supporting women and children who are homeless or at risk of homelessness. We accommodated 93 women, and 126 children. Once again this year the number of women presenting as victims of domestic and family violence was high at 75%; this represents an increase in women and children presenting due to domestic violence from the 2013/2014 year (which was 44%).

Homelessness, domestic violence, mental health problems and alcohol and drug issues are commonly seen by us and present challenges that can affect a women's physical and / or mental wellbeing. These factors can also impact on education and employment opportunities, management of family and family finances; thus our support workers are frequently dealing with multiple and complex needs. This year there has been a strong correlation between the clients presenting because of domestic violence and the varied mental health challenges identified. An issue of major significance for these families is the lack of affordable, long term accommodation.

Therefore we have been delighted to observe such positive change in outcomes for through an increase in long term housing options for women through social housing and Housing Tasmania. Similarly, outcomes for women securing private rentals increased this

year. This year 15% of women secured a Housing Tasmania or Social Housing tenancy, 4% entered social housing, 38 % moved into private rental properties, and 11% of clients returned home while 7% went to other shelters or interstate for their safety.



Support workers advocate strongly for their clients, to ensure they receive optimal outcomes during their accommodation with us, but also with other service providers. Hobart Women Shelter has built strong inter-agency relationships with the Housing Connect team and work together with case workers to achieve our clients' goals.

We have also spent many hours this year on the phone or email, advocating and networking with other agencies such as Aurora, Housing Tasmania and Emergency Relief providers. Some of the other services HWS have worked with this year are the Women's Health Centre, Red Cross, Migrant Resource Centre, Alcohol and Drug Counselling, Salvation Army Bridge program, Family Violence Counselling Service, SHE Counselling service, Gavitt House, Women Legal Service, VSRT, Tasmania police, Glenorchy City Council and Court Support.

We continued our weekly Wednesday Activity and School Holiday Program, with the knowledge that recreational or less formal opportunities to engage women and children helps to build better working relationships, resulting in better outcomes for families. Families participated and enjoyed many activities including: movies, Aquatic Centre, Mt Field National Park, Rock Climbing, Crafts at the centre, Mona Museum, trip to the snow on Mount Wellington, visits to Neighbourhood Houses such Goodwood Community Centre and many others.

Hirut Woldemichael Seboka and Angela Pettigrew

## PROPERTY REPORT

The property section has seen some big changes this year, but we have managed to keep things ticking over. Carole (Maintenance Worker) resigned from the role and moved to northern Tasmania. We were lucky enough to find a contractor, Darren, who has extensive knowledge and experience with both cleaning and maintenance and is fulfilling the role above and beyond our expectations; Darren has become an integral part of the team. I work with Darren to ensure property maintenance schedules are adhered to and properties are maintained to a good standard. We survey our clients on their leaving our accommodation and we are consistently informed the accommodation met or exceeded the client's expectation.

With Anne (Property Manager) away on an approved leave of absence, I have had big shoes to fill, but everything so far has run smoothly. I have moved the property office out into the main support area to improve communication and have been focused on better use of our storage space for donations and stock items for our houses. This has resulted in knowing exactly what we have, where it is and what we need. This transition has worked well and ensured increase support to the team and families and improved productivity and efficiencies.

Hobart Women's Shelter managed ten safe houses during the year. The average occupancy rate for the 2014-2015 period was 79.9% (in the 2014/2014 year it was 82%). The average time for maintenance and cleaning of properties for the 2014-2015 year was 1.26 days (in the 2014/2014 year it was 1.7 days).

Jacki Reid

## COMMUNITY ENGAGEMENT

This role involves strategic program development and covers a diverse range of activities, ranging from internal practice development to community activities and grant funded projects that build connections with other services and client groups. The organisation has drawn on the experience and learning of running the three year FLAVERS Program to inform decisions about new initiatives. A key function of the role is to identify client needs and gaps in service delivery and to seek funding for projects that will address these needs.

This year the emphasis has been on supporting the internal rebuilding of the organisation with a focus on developing a trauma informed practice. While opportunities have been created for workers to develop knowledge and skills in this area, HWS has also established a partnership with ForensiClinic to run a trauma recovery group.

While the majority of women present with domestic violence (DV) as the precipitating issue other clients commonly have mental health or drug and alcohol issues. The commonality between all of these is often complex trauma and the trauma informed practice

framework builds on our understanding of the behaviours and situations of women we see. In January we held an information session for workers, in partnership with SHE, run by a counsellor from the Sexual Assault Support Service, to which other services were invited to attend. This was followed by a training day for all workers run by Adults Surviving Child Abuse, to which other services also attended.

A trauma recovery support group that has been established with ForensiClinic is an important initiative for the shelter. The group is facilitated by Maddi Derrick, a Psychologist who specialises in working with woman who have experienced DV and trauma. This dual focus sets it apart from other DV groups. It runs for ten weeks every school term. Maddi has developed a curriculum and manual for women attending. The group is open to any women who are able to get a mental health plan with a referral for group sessions. Women are encouraged to have a concurrent individual plan to undertake individual counselling. This means women can have a high level of support and work towards long term change with costs covered by Medicare.

We have expanded our distribution and promotion of the group to include the GP and psychologist networks. It has been well received by other service providers and demand for the second group was high enough to run two parallel groups. Feedback from the women attending has been positive and women indicated that it improved their sense of wellbeing and range of strategies for managing distress.

It would be good to undertake a more significant evaluation of the group next year when it has become more established and the curriculum has been fully developed.

### **Grant funded projects**

I secured a Skills Equip grant in partnership with TasTAFE to run an arts based education project in the women's prison. The project, *From the Inside Out*, ran for sixteen weeks in the prison. Drawing on my teaching capacity I delivered an arts based session in prison every week with a co-facilitator. Women were invited to write six word stories and to create imagery in relation to these. Twenty five women engaged in this time with many keen to participate as often as possible. Women are often reflective when in prison and think about how they ended up there and this manifested in their artworks. Often they have experienced violence and substance misuse and this has led to situations where they have made choices that resulted in incarceration. They often regret the impact on their families and make resolutions to create new pathways when they leave. The art they created was imbued with such personal meaning. We managed to record some of this artwork and create a book to be published and launched later in 2015.

The project plan involved teaching computer skills at TasTAFE post-release via engaging in designing the book. The reality was that women dispersed quickly after release and their priority was to re-establish their lives. While this part of the project was not possible, the process provided insight into the way the prison system works, the dynamics and difficulties that women face in prison and the life issues that they are facing. This cohort is one of the more vulnerable groups accessing the shelter. It is clear that women often do not have enough support to follow through on their intentions to stay clean and set up a new life when they leave. I have researched and mapped out what supports are available and it looks like a service delivery gap – this could be an area for future program development for the shelter.

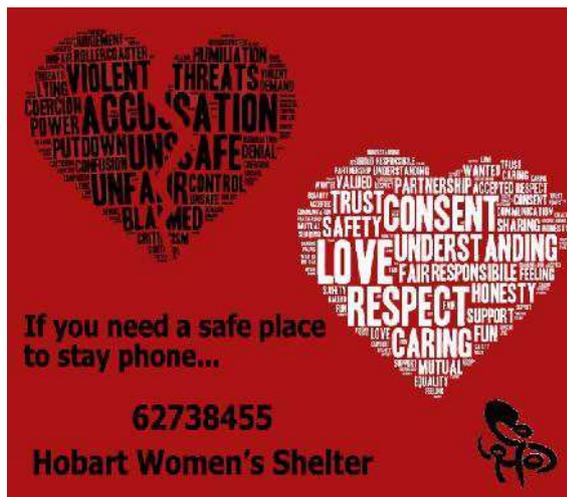
HWS secured a Community Support Levy Grant (DHHS) to run a pilot program in Tasmania to establish the Mentors in Violence (MVP) Program. MVP is a bystander program that teaches people how to safely intervene in situations where they witness violence against women. This is the first bystander intervention program to be seeded in the state. The government's plan, "Taking Action: Tasmania's Primary Prevention Strategy to Reduce Violence Against Women and Children 2012-2022" lists bystander programs as a strategy for implementation.

The training involved inviting service providers to participate in train the trainer sessions and then to support them to run MVP awareness sessions in the wider community. The first workshop ran in July 2014 with a follow up session in early 2015. Nineteen trainers completed the training and 44 workers from the wider community completed an awareness session. Evaluation forms from these sessions were positive. UTas will deliver another iteration of the MVP pilot program with new students in the accommodation service in early 2016. MVP was designed for delivery and has been evaluated positively with students in an institutional setting, so this is likely to be successful.

I presented a paper about the MVP project for the TasCOSS Conference in November 2014. This was a good opportunity to present the ideas that support bystander work and to discuss how the trainers were beginning to explore delivery of the training in their communities.

**Resource Development**

Some of the resources developed during this year include some new stickers for the shelter that promote healthy relationships. These have been distributed at a range of community events and distribution points.



### Community based activities

The second annual CALD Women's Forum was held on Friday 13<sup>th</sup> March. The focus for this year was on violence against women and sexual health. Hirut and I were involved in the planning for the event. Hirut and Nene as bicultural workers participated. Hirut gave a talk on her story and her study which included research on African women's experiences of DV. The patriarchal culture with more rigid gender roles is challenged by Australian culture and this can create conflict between men and women and between generations. This seemed to be similar for other cultural groups attending the session. Nene worked as a translator during the day.



HWS set up an information table as part of the expo of services. Notes from each cultural group are being collated for a report summarising the experiences discussed by women on the day, which may help inform service delivery.

### C'MONA

Late last year, MONA ran a temporary "community house" space and I partnered with Glenorchy LINC to run an art project there.

We designed a project with the following aims:

- To create an engaging literacy and art activity for women
- To invite women to participate in a public art gallery space
- To facilitate women connecting with others in a safe environment
- To create an installation that invited participants and the gallery audience to consider ways that women think about themselves and their clothing.



We ran sessions over the four weeks with a small group of women with changing attendance. Some women engaged with the project at the shelter and then came to the activity day at MONA.

Women shared stories and ideas about clothing, tapping into memories of different eras and fashions, reflecting on changing social norms. Women then focussed on a personal story which they wrote on some fabric cut in the shape of a piece of clothing representing their ideas.

The collection of stories on fabric shapes was hung at MONA. It invited people to consider how women relate to clothing and how this has changed over time. The collection was subsequently hung at the Glenorchy LINC for several weeks and was then installed at the Hobart Women's Health Centre with an invitation for more women to contribute stories.



### **MRC School Holiday Activity**

Early in 2015 I worked in partnership with the Migrant Resource Centre to deliver a school holiday art workshop for young people. This ran last week at the Pulse Youth Centre in Glenorchy. Participants were invited from MRC, HWS and the Pulse. The aim of the workshop was to help facilitate integration and networks for young people who have experienced recent difficulties, eg. migrating to a new country, losing their home, being a young parent etc. The plan for the day included cooking lunch which made the event a busy but relaxed CALD community event. There were a large number of participants from MRC and a young mum from the Pulse.

I designed an activity that invited participants to create a story in a box, using a mixture of 2D and 3D objects. They each created an assemblage of images that created a story about their life. I asked each of them to talk about this and wrote a short story to accompany each one – each of them was moving and provided insight into their lives. For example... a couple of Muslim women created boxes about the swimming lessons they are doing as a group. An Afghani woman created an assemblage about her experience of living with threat of the Taliban and a young girl created a box about her school trip to the museum.





### Waste to Wonderful and the Human Library

I maintained involvement with the Waste to Wonderful and Human Library steering groups which provide ongoing opportunities for women to participate in activities. This networking ensures we are well connected for future project partnerships and community engagement opportunities.

Iona Johnson

## WHS REPORT 2015

This year has seen a real focus on WHS as an organisation, with emphasis on employee's safety and ways in which we can improve this area.

For the first time, we now have our own WHS committee which has enabled employees to become more directly involved with the decisions that affect how WHS issues are to be dealt with and mitigated.

A very detailed risk register has been formulated and implemented which assists in recording and monitoring any WHS risks that have been identified or potential risks that may occur.

During the accreditation process, the shelter created and implemented a large number of policies and procedures in the WHS area which have been welcomed by all employees and have assisted in creating an even safer workplace, not just for employees but for our clients, volunteers and stakeholders.

With the decision being made to receive accreditation through ISO: 9001 2015, the shelter has begun to review all the current WHS policies and procedures to ensure adherence to the required standards, legislations and acts which will enable HWS to retain and maintain its high level of safety compliance, which is paramount to contributing to the future growth and sustainability of the organisation.

Through the successful submission of a grant through RACT, the shelter was able to obtain two brand new child car seats, which are designed to transport a 6 month old baby up to an 8 year old child, this eliminates the need for employees to constantly change car seats over which could cause issues with their back and necks.

This year, the organisation invited Glen Greg from Worksafe Tasmania to come onsite to conduct an audit on the WHS systems to ensure compliance with the required legislations

and standards. We discussed what we currently have in place and what we will be looking at implementing in the near future. Glenn ran through a list of questions and explained that from Work Safe Tasmania's point of view the organisation was doing extremely well in mitigating and ensuring safety is a number one priority which was pleasing to hear.

Employees have received training in the following areas of WHS:

- Defensive Driving
- Correct installation of Children's Car Seats
- Childcare Setting First Aid
- Chief Warden and Warden Training

Our most valuable asset is our people. Nothing is more important than their safety and well-being. Our co-workers and families rely on this commitment.

Rebecca Curran

## DONATIONS

The community is incredibly supportive of Hobart Women's Shelter and we would like to thank everyone who has donated to the shelter during the last year, both individuals and organisations. In particular, the following organisations have donated generously:

St Michael's Collegiate School, Inner Wheel, Velocity Church, CWA, Second Bite, Food Bank, ABC Giving Tree, BBX, Xerox and Zonta International in Tasmania.

## BOARD PROFILES

### **Mary Anne Ryan**

Mary Anne is a barrister at Derwent & Tamar Chambers. She came to law having spent many years as a registered nurse. Mary Anne practices in the areas of family law, relationships law, child protection, guardianship law and undertakes work as an Independent Children's Lawyer. Mary Anne joined the Board in 2009 and became chairperson in 2014. Mary Anne is married with two adult children and a chocolate labradoodle.

### **Wendy Quinn**

Wendy has been joined the Board in 2012 and since 2014 has served as the Deputy Chair. Following a career as an Occupational Therapist and senior executive in the Departments of Health in NSW and Tasmania is now happily pursuing an 'encore career'. This includes working part time at the University of Tasmania as a lecturer in the Faculty of Health

Sciences and coordinating a post graduate course focused on management and leadership in health and human services.

Her commitment to supporting others (particularly women and children), to achieve their full potential is reflected in her voluntary contribution on a number of boards, as well as the Hobart Women's Shelter, including the Tasmanian/Victorian Uniting AgeWell Board, also as Deputy Chair, and the Hobart Derwent Zonta International Club where she chairs a young women in business scholarship committee. She is also the Managing Director of WJ Quinn Consulting and offers services in the area of leadership and change management for individuals and organisations.

Her qualifications include a Master of Health Science in Developmental Disability from Sydney University. She is a Fellow of the Australian Institute of Management and a Graduate of the Institute of Company Directors.

Wendy has a long standing love of music and art stemming back to her work as an Occupational Therapist having seen its power to assist with recovery, healing and hope for a new life. Singing with the Cantiamo Ladies Choir is one of the highlights of her week.

### **Elizabeth Avery**

Liz was appointed to the Board of Management in 2011. Having obtained a Bachelor of Arts/Law from the University of Tasmania, she was admitted as a practitioner of the Supreme Court in 2005. For the past 9 years she have been employed by Tasmania Police, specialising in Safe at Home prosecutions. As an advocate for those affected by family violence she joined the Board to promote the advancement of the rights of women and children in this area.

### **Vicky Zhang**

Vicky joined the Board in 2014 and is a Certified Practice Accountant, with a 10-year experience in assurance and business advisory service. She has experience on a variety of internal and external audits, with particular specialisation in the not-for-profit sector. She also has a strong interest in corporate governance and compliance.

### **Miriam Moreton**

Miriam is an experienced procurement and supply chain management professional, having worked for multi-national resources and manufacturing businesses in Australia, Africa and Europe for the past 14 years. Miriam holds a Master of Business Administration and a Master of Commerce from Deakin University and is a member of the Chartered Institute of Procurement and Supply.

From November 2014 to May 2015 Miriam was the interim Executive Officer of the Hobart Women's Shelter leading the organisation and championing it through a time of change.

Miriam cherishes the opportunity to advocate for the advancement of women within our society through her proud association with the Hobart Women's Shelter.

### **Dixie Emmerton**

Dixie Emmerton is the owner and Managing Director of the Centre for Tasmanian Industry, coming from an employment background of 25 years in human resources, health and safety and business management. Dixie's business advises in these areas and also focuses on negotiation, recruitment and rehabilitation.

Dixie is a certified professional Australian Human Resource Institute (AHRI) and a member of LEADR. Dixie is the Patron of Huntington's Disease Tasmania. Dixie is married and enjoys time with her family, particularly gardening and fishing with her grandchildren.

### **Dr Kat Faludi-Ball**

Kat has worked in the community sector for the past 15 years in a variety of roles as practitioner, manager and executive spanning the areas of family law, family dispute resolution, youth and homelessness, child protection, early intervention family support, mental health, alcohol and other drugs, adult homelessness, youth justice, post-release prison support, disability, family violence and community development. Kat is Manager Youth, Families & Communities (TAS) with the Australian Red Cross. Kat holds a Masters of Psychotherapy (Counselling), specialising in attachment theory and trauma recovery. Her PhD is in the interrelated fields of sociology, psychology and art. Kat is currently undertaking a Masters in Human Resource Management. Kat is a registered Quality Assurance Reviewer and has audited many organisations against the QIC, ASES and Vic DHS standards.

### **Rebecca Ryan**

Rebecca is currently a Service Support Officer within the International Services area of the Department of Human Services. She interacts daily with people from culturally and socially diverse backgrounds. She has lived with a significant hearing impairment since a young age, and offers some insight into the social challenges faced by those with a disability. She is studying psychology at the University of New England. She has always cared passionately about social justice and equality, especially as relates to women and girls. Joining the Board allows her to contribute meaningfully to these issues.

### **Reshma Dutta**

Reshma's portfolio on the Board is as cultural diversity member. She has a keen interest in people from different cultural backgrounds.

She graduated with Bachelor of Commerce from University of Tasmania and Master of Taxation from University of NSW. She also graduated from postgraduate course in Education specialising in Teaching English as a Second Language. Hence she is quite willing to volunteer in this area on behalf of the Board should new migrants need assistance and support in learning English.

She is currently an Adjunct Principal Lecturer for Fiji National University in the area of Taxation. She has also lectured at University of Fiji in contract, torts and company law () and in the area of taxation to second and final year students.

Resham holds a very strong passion for women and children in these situations and continues to be of assistance.

## STAFF PROFILES

### **Caroline Lewis**

#### **Team Leader**

I started with the Women's Shelter as Team Leader in February of this year. I hold a Bachelor of Arts/Law and worked for around 5 years with the Court Mandated Drug Diversion Program within the Department of Justice. I really enjoyed the intersection between service delivery/client support, staff management and professional work. I decided to leave that position and travel the world for a while, then found myself in a marketing role at the University of Tasmania. It was interesting work, however, my desire to work with people again was strong. I saw this position advertised, and having watched with interest the increased recognition of domestic violence issues in the community I decided to give community sector work a go. I am so glad to have made the move, and love working for a really small organisation doing really big things. I am so lucky to have inherited such a wonderful, passionate, caring team – all of whom have a great sense of humour to boot! It has been so wonderful having Janet come on board, and with so many exciting opportunities ahead, I can't wait to see us continue to grow and develop as an organisation. Thank you to our brilliant team, and everyone at HWS for the work you do every day.

### **Rebecca Curran**

#### **HR and Compliance Officer**

I joined Hobart Women's Shelter in March 2014 and haven't looked back since.

The past twelve months here at the shelter has been an ever changing, growth filled working environment. During the past 17 months, I have gained an enormous amount of knowledge and respect in regards to the community and social services sector and after spending nine years in the business sector, this has been a refreshing change.

I have been privileged to work with such a professional and dedicated team of women and I am extremely grateful for being lucky enough to be part of such a wonderfully dynamic organisation.

In my personal life, I am the mother of a beautiful three year old daughter who is the sunshine of my life, I enjoy spending time with my family and friends and making the most out of each and every day.

### **Iona Johnson**

#### **Community Engagement Officer**

I have been working at the shelter for three and a half years now and it has been a busy and productive time. FLAVERS was an exciting and rewarding program to run and a great opportunity to develop skills and knowledge in community cultural engagement. I see the opportunity now to develop a community engagement strategy as a way to consolidate

and progress the work of the FLAVERS program. I enjoy designing projects that aim to increase women's interests and skills through capacity building projects. I'd like all women to have enough support to rebuild their lives after homelessness, domestic violence and trauma. I am a reader and I like maintaining a working knowledge of current evidence based practice and policy in order to establish effective programs. I'm looking forward to new learning curves and contributing to establish HWS as a shelter delivering innovative practice and quality programs.

### **Hirut Woldemichael Seboka**

#### **Family Support Worker**

All my adult life I dreamt of working with women and children who are subject to domestic violence and victims of oppressive cultural beliefs. It is impossible for me to work in a shelter in my birth country because they do not exist.

I joined HWS March 2005 and since then have been working with women and children as I had always dreamed. For the last ten years it has been a privilege to get a chance to work alongside the dynamic Hobart Women's Shelter team who are dedicated to bringing change to the lives women and children who are have experienced domestic violence and homelessness.

In 2012 I completed a Diploma in Counselling. Currently I am studying a Bachelor of psychology in counselling at the Australian College Applied Psychology.

I was a founder, Secretary and Public Officer for the 'Ethiopian Community Association Tasmania' and an 'Active Community Cultural Adviser' for Glenorchy City Council. I am also a member of the community reference group for the 'African Australian Report on the Human Rights and Social Inclusion Issue Project'.

### **Angela Pettigrew**

#### **Family Support Worker**

Since commencing employment with the Hobart Women's Shelter in December 2011, I have worked across the areas of Women's Support and Child and Youth Support. Working in both roles has enabled me to gain a better understanding of the issues facing the families that access our service, affected by homelessness and domestic violence.

This past year I have had the privilege to support the women and their children again in their journey whilst staying with us, and continue to be in awe of the strength, spirit and courage they demonstrate under incredibly difficult circumstances.

I hope the many services supporting these families continue to operate across Tasmania and interstate as they are so desperately needed.

### **Nene Manasseh**

#### **Women's Support Worker**

I have been working at the Hobart Women's Shelter for 2 years supporting women and children with high and complex needs. Women and children, who have been

through a lot of pain, abuse and are at risk and disadvantaged. This passion for working with people who have suffered trauma and hardship in their lives has come from my personal life experience.

I came to Tasmania 10 years ago fleeing violence and war in my country. My mother escaped to find a safe home for me and my siblings. Since I came to Tasmania, I have volunteered and worked in various community services. I wanted to help women and children find a safe home like my mother did for me and my siblings. Therefore Hobart Women's Shelter gave me that opportunity to pursue my dream.

This year at the shelter I have worked across different areas such as property, women, child and youth support. I enjoy doing my work and being part of a team that care and look after each other. As a person who experienced trauma for most of my lifetime, I have a strong sense of compassion and respect for people with complex needs regardless of their race, gender and class. For this reason I feel fortunate that I could help those women and children have a good life.

### **Bev Fearn**

#### **Child and Youth Support Worker**

I have worked at the Women's Shelter for three and a half years as a Child and Youth Support Worker. I feel fortunate to work in a feminist service and enjoy being part of a dedicated support team.

As shelter workers we are often 'first to know and first to act', our work is central to ensuring that women and their children are safe and supported, as well as provided with choices to holistically heal and reach their full potential. It is a privilege to meet families and 'be with' them during one of their life's tough times.

I have a teaching background with 14 years of experience, 3 of those in the US. I have worked as a respite carer for Child Protection, a foster carer for Kennerley Children's Home, a tutor and teacher's aide for disengaged students, a coordinator of a small business and a youth worker at Annie Kenney Young Women's Shelter.

### **Anne Jarvis**

#### **Property Manager**

Since commencing at HWS in a relief position in 2010, I have worked across all areas of women's support, child and youth support and property. I have enjoyed the variety of duties and this has enabled a comprehensive appreciation of service delivery across all roles and informs my work practice. I have been in the role of Property Manager for over a year and responsible for general management of the accommodation properties, donations, asset and stock control, maintenance and ordering. In assuming a management role I enjoyed expanding my duties and the many diversity challenges it has presented. I am currently completing a Diploma of Social Housing and participating in modules from the Diploma of Business Management to assist in my personal development within this role.

**Jacki Reid****Property Worker**

I have been working at the Hobart Women's Shelter in the Property Worker role since February 2015. Prior to this I have worked with underage asylum seekers, both in a detention centre environment, as well as working with them in the community.

I came into the community services sector after spending 10 years in the Australian Army as a Supply Coordinator and 18 months working for the Australian Antarctic Division as a Logistics Coordinator, 6 months of this spent on station in Antarctica. It was after this that I decided on a career change and undertook the Diploma of Community Services. This was a big decision and a big change for my family and I but it has worked out so well. I love the sector and I particularly enjoy working with the great team at the Hobart Women's Shelter.



