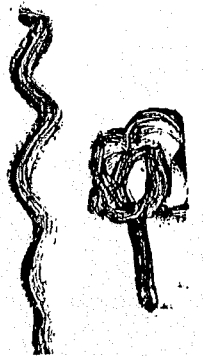
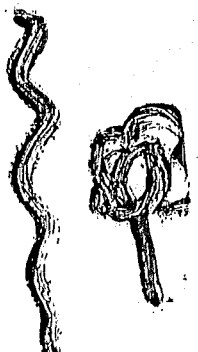
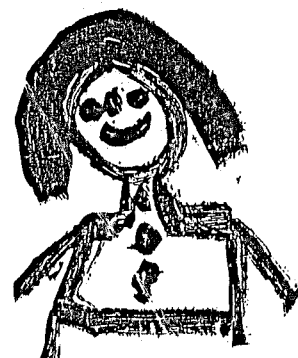




# BERYL WOMEN'S REFUGE



ANNUAL GENERAL REPORT  
1999-2000





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## **MISSION STATEMENT**

**Beryl Women's Refuge recognises that violence against women and children is prevalent in our society and believes it to be intolerable. Injustices such as sexism, racism, economic inequality and homophobia etc contribute to families living in crisis. To redress this Beryl Women's Refuge is committed to providing a professional and accountable service that is based in justice and equality; recognising and fostering cultural diversity within the service and the broader community. We work towards this through empowering women and children with care, respect and acceptance.**

## SERVICE REPORT

This year we have marked a quarter of a century of providing accommodation, support, advocacy and so much more to the women and children who pass through our doors. On the eighth of March 1975 Beryl Women's Refuge was opened with a grant of \$4,000. We are now an integral part of the emergency service system in the ACT, with 355 women and children being accommodated in our service this year, and many more helped via outreach, telephone advice, and drop-in support.

The external environment is squeezing our service to its limits as government policy directions are destroying the soul of the broader social service system. There has been much government focus upon domestic violence through the Partnerships Against Domestic Violence initiatives, however we are not feeling the impact of this at the coal face. At this point it has not translated into a change for our client group. Fingers are crossed that somewhere down the track the research will lead to an increased service arena, more choice and greater safety for the women and children who are the targets of violence. We can only hope that so too will the focus upon men have an impact upon the women, that men will learn to take responsibility for their behaviour or face the full force of the legal system.

We have been strong advocates for change within the wider domestic violence service sector because we are daily seeing the impacts of intergenerational domestic violence. We have second and third generation clients returning to the shelter which makes us believe that more must change. We must reach the children if we are ever to eliminate domestic violence. Early intervention, which *must* be more than government rhetoric, is the key to the elimination of intergenerational violence. At this point, the children who access our service are still not seen to be clients in their own right, hence government resources are not directed at them. Until we reach the children we will never eradicate the patterns that develop so early in life. This is an area in which the staff team at Beryl is committed to seeing change. We will continue to be loud where it matters, applying the pressure to policy makers and funding bodies to take matters of early intervention seriously.

## **Staffing**

This year has brought some change in the staff team. Firstly, Mary, a long term Beryl worker, left us to go to Sydney. Her many years of experience and her broad base of skills have been missed by us here but we wish her every success in her new environment.

Grace Coe came back to us in our hour of need, filling a six month vacancy while Judy Hammond was on leave. Grace is a long term Beryl worker so her skills were deeply appreciated. She has now gone off to pursue a career of writing the stories of older Indigenous people.

Change is always hard on a staff team but it can herald new and exciting things to come, so, whilst we lost two highly experienced workers we are feeling confident about the future. We are happy to announce that we have gained some new workers, who will commence in 2000-2001, who are bringing with them a wealth of skills and experience and we look forward to working with them.

## **Management**

We are proud to maintain a feminist commitment to collectivity and we understand that we can only do this with the support and strength of the community members of our extended collective. These are women who give us their time and their expertise free of charge to ensure that the service is wholly accountable to the client group, the community and the government.

Our thanks this year to Mirtha Abello, Rhyanna Tarlington, Sabine Zanker, Donna Stanley, Susan Carcary and Marivic Banico. Between them, these women possess a remarkable level of experience and expertise that is shared freely with us and which ultimately leads to service delivery that is equitable and client focused.

Sabine deserves a very special thanks for the role she played in a long winded legal situation with a former employee. We couldn't have managed without her. Sabine has now left for England and, after three years on the collective, she is sorely missed.

### **Client Services**

The big event this year was the set up of a new Niandi Halfway House after the other one was seriously damaged in a fire in March 1999. For five months we were unable to accommodate those clients for whom use Niandi is set up, which left a hole in the options for referral for the rest of the ACT domestic violence sector. As Niandi is the sole crisis accommodation option for women who have boys over the age of twelve those five months were five months too long. We know of women who stayed at home in unsafe and vulnerable situations because there were no services available to house them.

We were fortunate to receive a grant, from ACT SAAP funds, of \$20,000 to furnish the new house. The old house was a run-down four bedroomed place with poor facilities. The new house has seven bedrooms, two wings, and a bathroom in each wing. This makes it suitable to house two families relatively comfortably, which means that we are accommodating more clients with no more resources. There was a conscious decision made by the team that we would be able to manage the extra load as we had been most concerned about the numbers of women with older boys that we were turning away.

Despite there being five months when we were unable to accommodate any clients in Niandi our statistics for the year are alarmingly high. Last year we had 78 families comprising 242 clients while this year we accommodated 102 families comprising 355 clients which is a 46.7% increase in total numbers of clients through the service. This is an indication of the extent of the need for crisis support in the ACT. Even with such an increase we were still turning away clients on an almost daily basis.

### **Conclusion**

It has been another demanding year at the domestic violence coal-face but the staff team at Beryl remains enthusiastic, committed and determined. In the face of a waning social service system they become innovative rather than negative, and stronger rather than weaker. They are an impressive team of workers who deserve a special commendation for all they do that is well and truly over and above the call of duty.

There are always many to thank in the operation of a human service for we can never operate in isolation. It is the interlinking social network in which we operate that creates the options for our clients. So, from SAAP who fund us, to individual staff at Centrelink, to the broad spectrum of services out there who accept our referrals, respond to our calls, and walk side by side with us as we work towards freedom and equity for all, we offer our gratitude. In numbers we are powerful enough to change the world. Our thanks to all those who care, we'll see you at the barricades again next year!



# SERVICE DEMOGRAPHICS

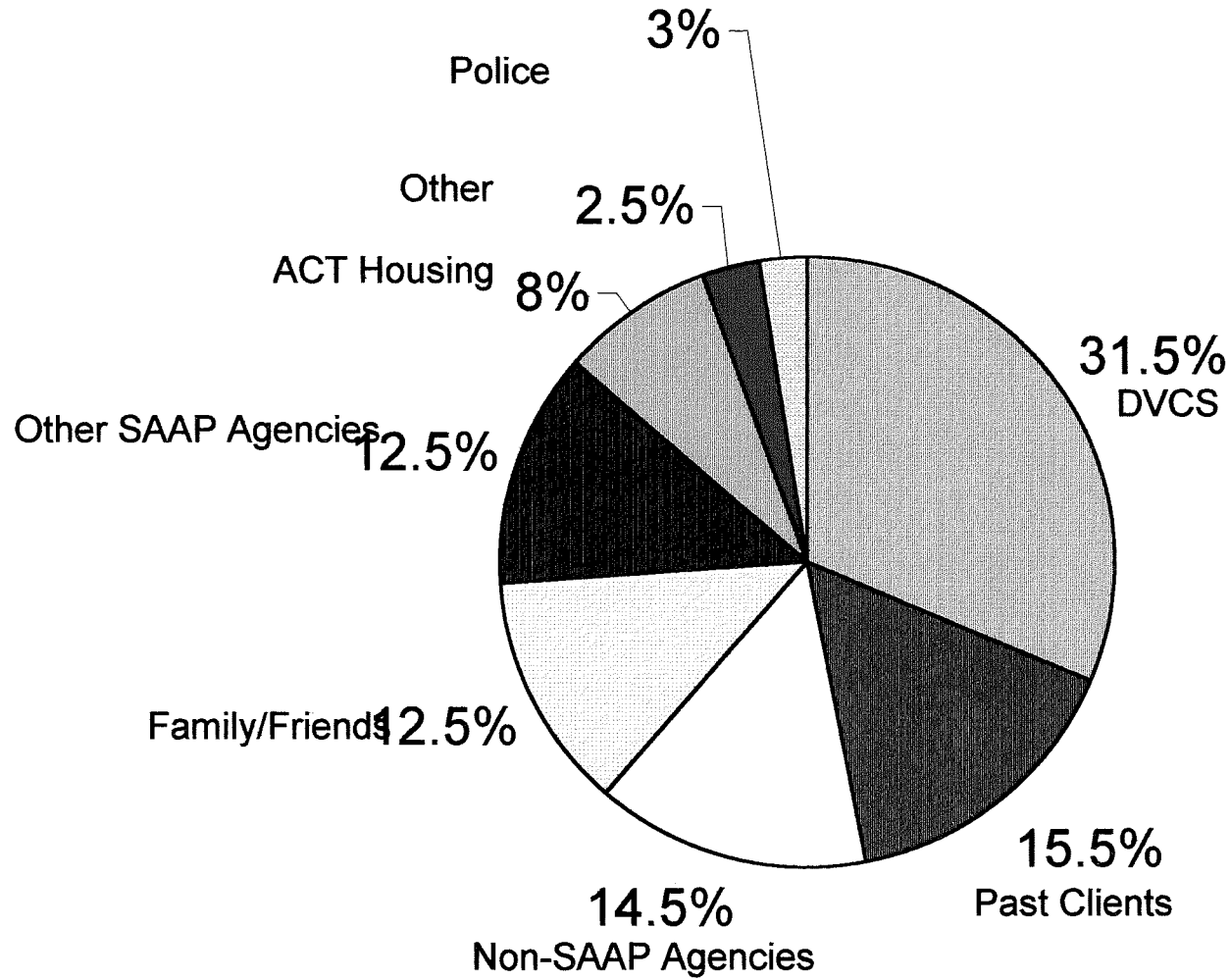
The charts overleaf demonstrate an interesting picture in relation to the client demographics this year. Once again, our internal picture is somewhat different from the official statistics collected by the National Data Collection Agency, though as the years go by the two are becoming more aligned.

This year we had 102 families, a total of 355 clients in total, accommodated at the refuge. This is a 48% increase in numbers since last year when we accommodated 78 families, 242 individuals.

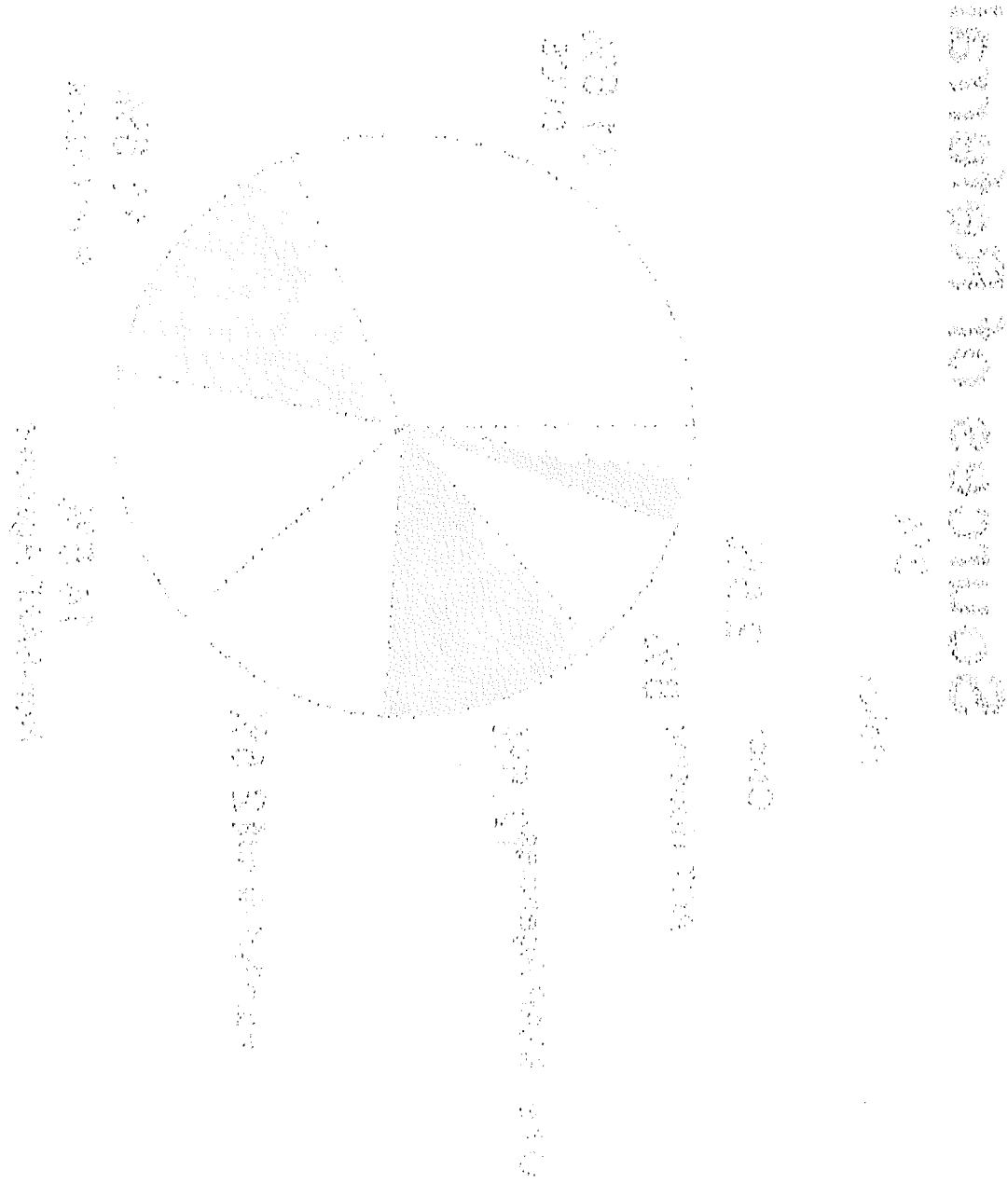
Interesting too are the client destinations upon leaving the service. This year 15% went to other SAAP services, compared to 6% last year. This would indicate that the exit options for our clients are simply not available which leaves them having to move from one type of temporary accommodation to another. Last year 18% of our clients went from us to government housing, compared to 9% this year. However, last year absolutely no clients went into the private rental market, whereas this year 6% found private housing.

Our sources of referral remain somewhat constant except where clients have been here before - 6% last year compared to 15.5% this year. We see it as a positive step when a family returns to our service because we understand that this might be the time they are able to make the break. Not all clients want to stay away from their partners so, for many of them, our job is to teach them safe behaviours and to ensure that they have phone numbers and resources enough to get help when and if a crisis comes.

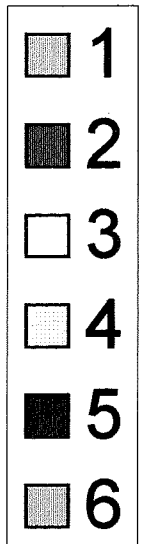
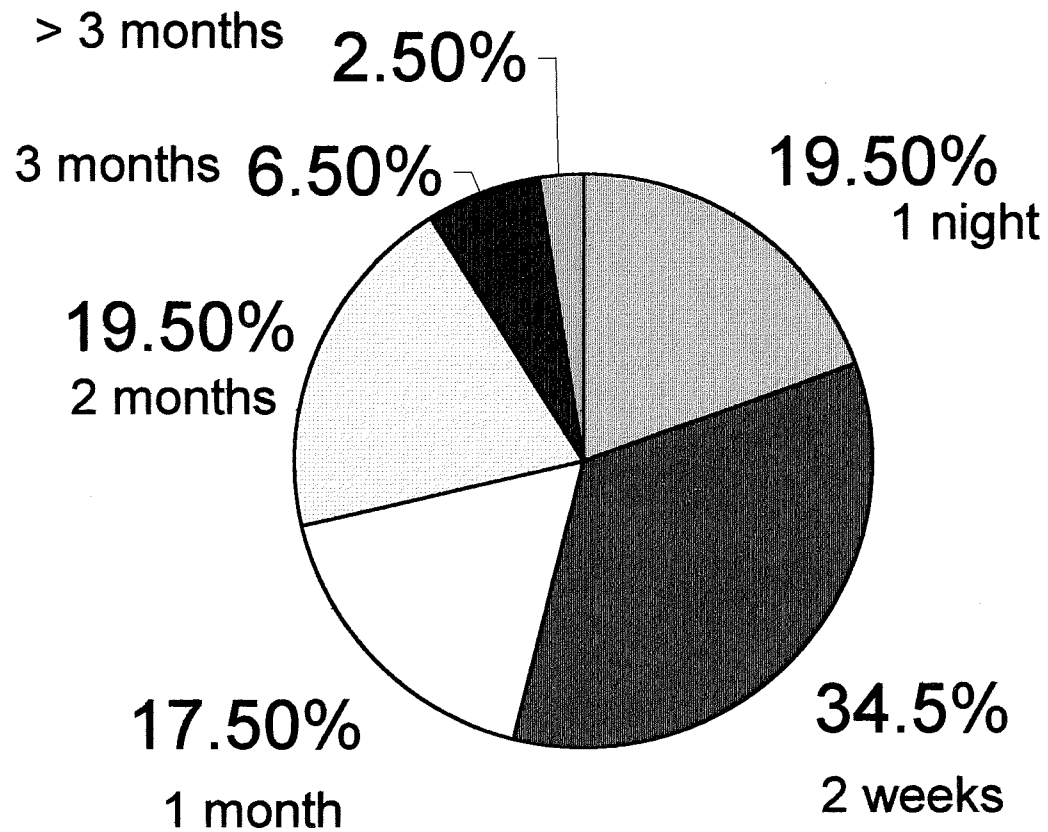
# Sources of Referral



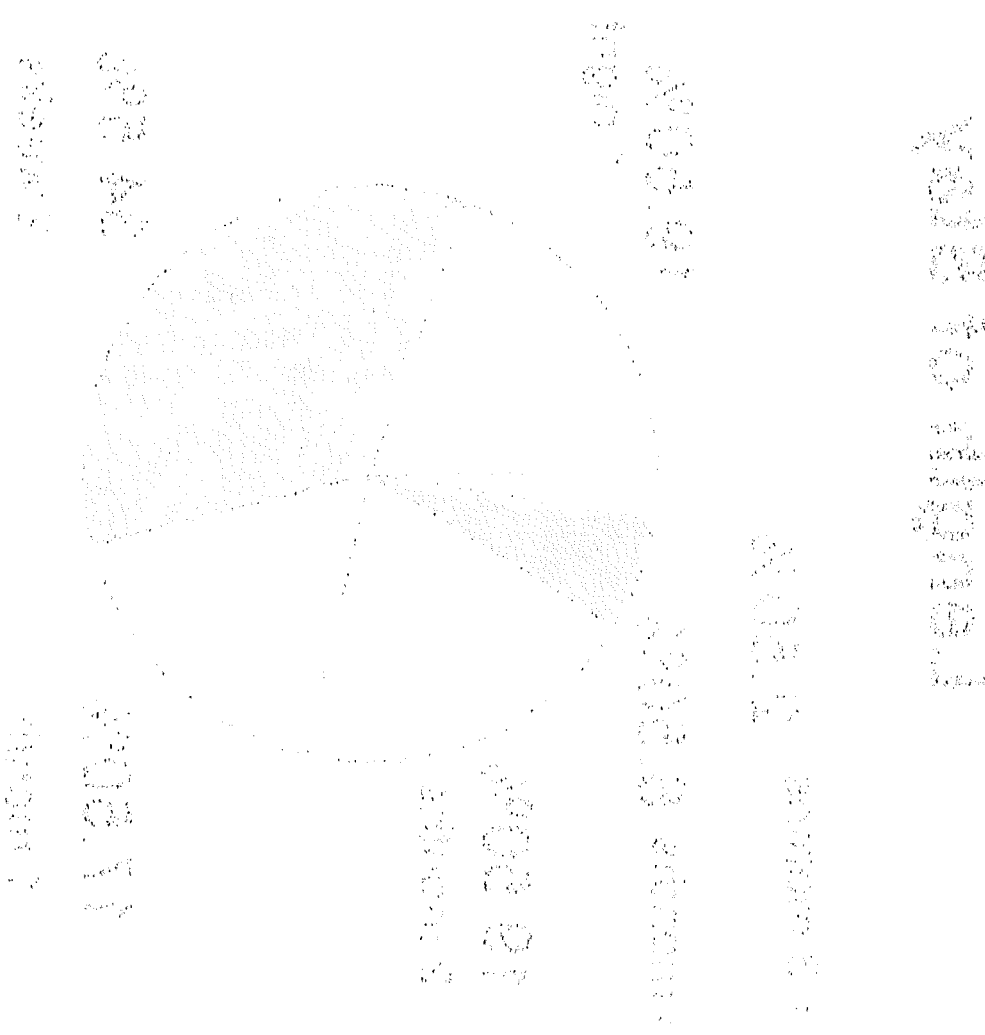
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# Length of Stay

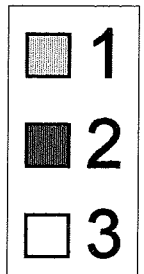
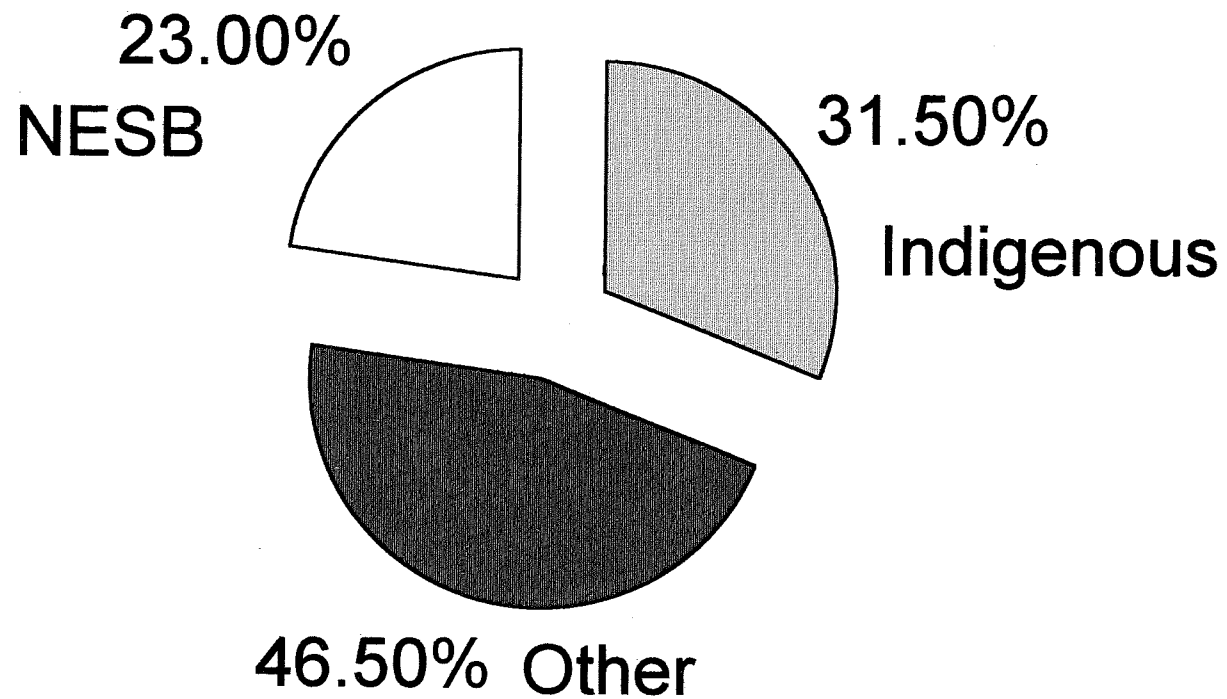


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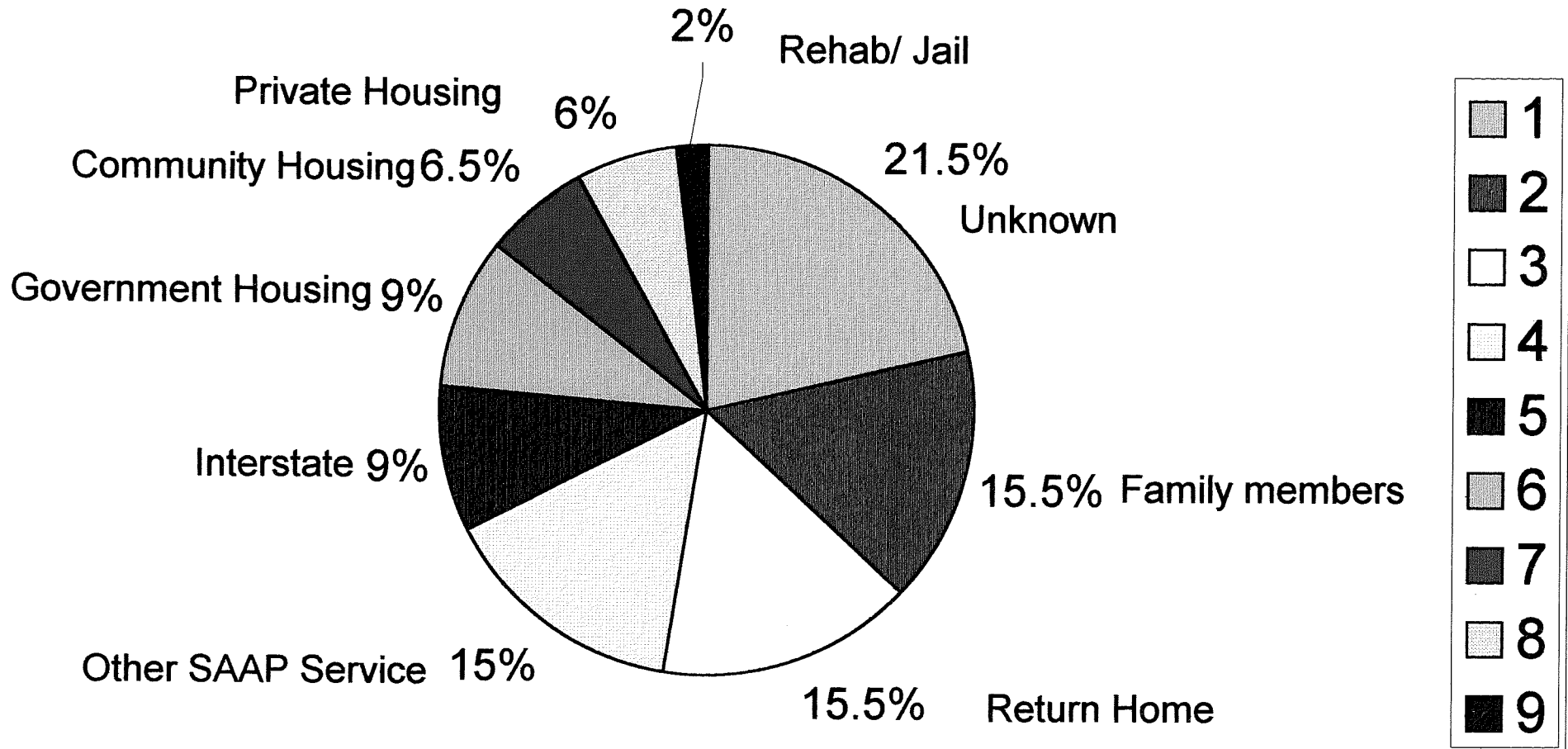
100%  
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100%

# Cultural Identity of Clients





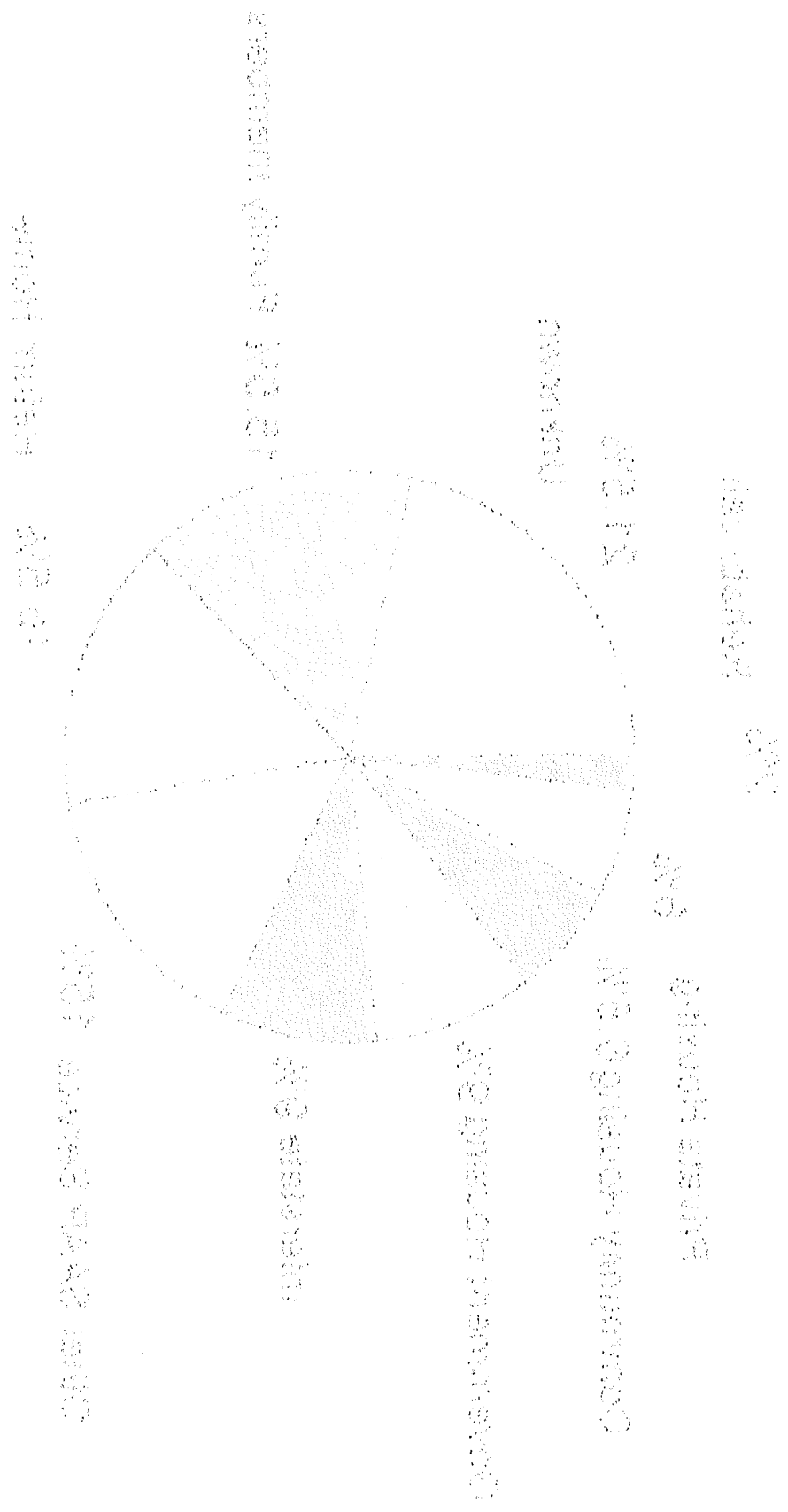
# Client Destination After Leaving Service





# CIVIL ENGINEERING PROJECTS

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- 2. [ ]
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## **ADVICE TO GOVERNMENT AND THE COMMUNITY**

In line with the mission of Beryl Women's Refuge we are committed to the provision of quality advice to both the government and the community via a range of mechanisms. We believe that representation of issues pertinent to domestic violence and its subsequent homelessness is critical to the ongoing welfare of our client group, hence we have been involved in the following:

### **Steering Committees and Consultation Mechanisms:**

- WESNET National Committee - ACT representative (Ara Cresswell)
- WESNET Partnerships Against Domestic Violence committee, until December 1999 (Judy Hammond)
- Australian Federation of Homelessness Organisations Board of Management (Ara Cresswell)
- SAAP Policy Advisory Committee - Indigenous representative (Judy Hammond, then Robyn Martin)
- ACT Mental Health Council, until September 1999 (Ara Cresswell)
- WESNET representative to ACOSS Social Housing Forum (Ara Cresswell)
- WESNET representative to National Shelter (Ara Cresswell)
- Mental Health Council representative to Mental Health Carer's Network protocol development with ACT Mental Health Services (Ara Cresswell)
- ACT Housing Community Sector Reference Group (Elba Cruz and Maria-Eleni Alesandre)

### **Submissions / Reports / Papers:**

- Submission to the ACT Legislative Assembly re the health needs of Aboriginal and Torres Strait Islander people living in the ACT.
- Paper for ACT Labour Party policy forum on the unmet housing needs of women and children in the ACT
- Contribution to the ACT Shelter submission to the ACT Legislative Assembly enquiry into public housing.
- Briefing paper for WESNET re the relationship with AFHO and the future implications for the women's sector.
- Submission for CAP funding
- Submission for equipment replacement monies
- Submission for brokerage monies

# COMMUNITY PARTICIPATION

We attend a variety of community forums in order to facilitate client access to a range of appropriate, best practice information, advocacy, support and education opportunities. Staff have made time in their busy days to ensure that Beryl Women's Refuge has been represented at the following community forums:

- ACT SAAP FUNDED Women's Services
- Koori Women's Network
- ACT Shelter
- NESB Workers Network
- ACOSS AGM
- DVCS AGM
- Launch of Ted Noffs House
- Lobbying meetings with various territory and federal politicians
- SAAP feedback session
- Toora birthday celebration
- ACTCOSS meeting re Service Purchasing
- Meeting with the Data Research Advisory Committee re the special data collection on income
- Indigenous Fostering Policy meeting
- Women's Audit of Government Programs consultation
- Family Services consultation re children and domestic violence
- SAAP Access and Equity Worker future directions consultation
- ACT Shelter consultation re the Legislative Enquiry into Public Housing
- PADV Showcase
- Women's Alcohol and Drug Working Party
- Launch of Interim Victim Services Scheme
- ACT Budget briefing
- Federal Budget briefing
- CSG/SAAP Policy Forum
- SAAP/ Mental Health Linkages Scoping consultation
- ACTCOSS consultation re Family and Community initiatives for Indigenous people
- Launch of the National Homelessness Strategy
- SAAP Forum

# COMMUNITY EDUCATION

As a service that is committed to ensuring equity across the board and to encouraging diversity as a realistic means of promoting access for all, the staff team at Beryl are regularly asked to participate in community education. This is aimed at enhancing the communities acceptance of our client groups and to ensuring a fair go for all. As such, this year we have taken part in the following activities that we consider are core business in the struggle to eliminate violence against women and children:

- Launch of the "Week With No Violence". Each year the YWCA runs the "Week With No Violence" which is aimed at the broad community. This year there was an advertising campaign which was launched at a breakfast at which Ara gave a talk to the participants about the real picture for the women and children who are forced to leave their homes fleeing domestic violence.
- Canberra Rape Crisis Indigenous Support Groups. Our Indigenous workers were involved in running this series of groups with the Indigenous staff of the Rape Crisis Centre.
- ACT Labor Party Policy Forum. Ara gave a paper about the unmet housing needs of women in the ACT which served the dual purpose of focussing upon areas for future policy development and education of the community about the current situation for our client group.
- Mary Gianakis co-facilitated a series of workshops hosted by the Women's Referral and information Centre for women leaving violent relationships.
- Reclaim the Night. Each year the women of the ACT join our feminist sisters across the country, and the world, in marching the streets to demand safety from violence. This year Belinda Stanley gave a speech about the need to support our Indigenous sisters in their struggle against violence and oppression.
- Latin American Women's Gathering. This annual event is but a legend to those of us who hear the stories. Elba Cruz puts enormous energy into the event, helping to transport women to and fro the gathering, and conducting her own education campaign around issues of violence, equity, and anti-discrimination.

# TRAINING

We are committed to the ongoing training and development of our workforce aimed at the provision of high quality services for our client group. In keeping with this commitment we have offered staff a range of training options, detailed below, to enhance and consolidate their skills:

Month	Workshop	Number of Workers
July	Legal Issues for Indigenous Families	3
	MYOB Update	2
August	Management Training	3
	Aboriginal Mental Health Conference	2
September	Indigenous pre conference For Justice & Change Conference	2
	Justice & Change Conference	2
October	GST & the Community Sector	1
November	Domestic Violence Competency Standards	1
	Infection Control in Community Organisations	1
	Governance in Human Services	1
	Quality in Service Delivery	1

	National Competition Policy & Social & Community Services	1
December	Occupational Health & Safety	1
January	Residential Tenancies Act	2
February	Planning Mechanisms	1
May	GST	3
	Fringe Benefits Tax	1
	Domestic Violence & Tenancy Law	2
June	ACTCOSS Conference	2
	Immigration & Income Support for NESB clients	3

## **POLICIES AND DOCUMENTS UPDATED**

THE Beryl Women's Refuge staff team maintain an active role in reviewing and updating policies and procedures which will affect the day to day running of the refuge, believing that the evaluation of all systems, policies and procedures is an essential element to the delivery of cutting edge services to the community. In line with this commitment the following documents have been developed and/or reviewed;

- Job Descriptions for the community members of the Extended Collective have been reviewed and rewritten
- An Induction Manual for new staff and community members of the Extended Collective has been developed.
- The Worker Contract has been reviewed and amended in preparation for the development of a certified agreement
- The Code of Conduct has been updated
- A work plan was developed
- The Client Files policy and procedure was reviewed and amended
- A Supervision pro forma was developed
- A new Client Linen policy and procedure was developed.

Dear all workers

A very special "thank you" and with it you will find sincere appreciation, because you are so kind.

You've been more than thoughtful - as always!

and I are having a very peaceful and quite time together at new place in . . . . . We are very happy now.

Regards,

&

EVERYONE AT BERYL WOMENS  
' REFUGE .

**THANKS!**

FOR HELPING ME & MY  
CHILDREN IN THE  
LAST MONTH

THANK YOU

To The Wonderful  
Ladies at Beryl

A special thank-you  
for your very special  
thoughtfulness.

Thank you for  
all your HELP

For all your UNEX UNMO . . .  
Beryl's . . .

A big big thanks for all  
your wonderful support. I  
truly do know and appreciate  
... THAT IN ITSELF  
IS NOT AN EASY  
THING TO DO!

all the time, caring support  
that you all gave to Ciabbi  
and myself. Honestly I do not  
know what I would have  
done without all of you.  
You all came as angels to  
rescue at a particularly  
stressful time, for me.



To all of you wonderful  
wonderful wimmin

words are not my forte  
but all the thanks for  
letting me stay  
helping & guiding me through  
my dark hours  
and getting in touch with  
my inner powers

To Workers of  
Beryl Refuge

To  
Julie, Belinda, Robyn,  
Maria Linnie and Arah  
and to anyone else  
we have forgotten

Thankyou for  
putting up with  
us and all the  
support you have  
given us.

Just a note of  
appreciation for your  
thoughtfulness

Thank you heap's  
for having and  
supporting us.  
We appreciate the  
help alot!!  
Thanks....  
from





**CALLAGHANS**

VISION FOR BUSINESS

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
30 JUNE 2000**

prepared for

**BERYL WOMEN'S REFUGE  
INCORPORATED**

11/09/00

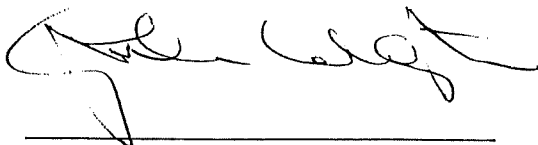
## Audit Opinion

In our opinion the financial statements of the company for the year ended 30<sup>th</sup> June 2000 are properly drawn up:

- a) So as to give a true and fair view, in accordance with the basis of accounting described in Note 1 to the financial statements.
- b) In accordance with applicable Accounting Standards. As the entity has applied SAC 1: definition of the Reporting Entity, other Accounting Standards and other mandatory professional reporting requirements have only been applied to the extent described in Note 1 to the financial statements.

CALLAGHANS

Certified Practising Accountants



---

Graham Coddington CPA

Dated: 12.9.00

BERYL WOMENS REFUGE INCORPORATED

BALANCE SHEET  
FOR THE YEAR ENDED 30TH JUNE 2000

		Last Year
<b>CURRENT LIABILITIES</b>		
Other Creditors	-	\$3,100
Trade Creditors	\$29,593	\$11,113
Sundry Creditors	-	\$140
Sundry Creditors - Workers Comp	\$7,593	\$18,335
Accrued Wages	\$6,876	-
Accrued Superannuation	\$481	-
GST Liabilities	(\$336)	-
Vehicle Replacement Reserve	\$10,000	-
Provision - Maternity Leave	\$11,232	\$8,424
Provision - Annual, Long		
Service,Sick & Bereavement Leave	\$38,979	\$46,999
Provision - Superannuation		
Guarantee Charge	\$3,033	\$2,250
Provision - SAAP Special Grant	\$3,200	\$950
Provision - Capital Replacement	\$2,500	\$2,500
Provision - Staff Development	\$3,500	-
Household F&F Reserve	\$2,300	\$2,000
Equipment Replacement Reserve	\$6,000	\$7,500
	<u>\$124,951</u>	<u>\$103,311</u>
<b>TOTAL LIABILITIES</b>	<u>\$124,951</u>	<u>\$103,311</u>
<b>NET ASSETS</b>	<u>\$113,907</u>	<u>\$99,603</u>

BERYL WOMENS REFUGE INCORPORATED

INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30TH JUNE 2000

Last Year

EXPENDITURE

Audit Fees	\$3,100	\$3,100
Accomodation Costs	-	\$1,350
Advertising	\$251	\$585
Bank Charges	\$1,037	\$1,192
Books Subscriptions & Videos	\$664	\$1,745
Childcare	\$408	\$743
Childrens Expenses	\$2,898	\$3,523
Cleaning & Refuse Disposal	\$4,670	\$7,830
Bookkeeping Fees	\$23,279	\$17,413
Consultancy Fees	-	\$1,500
Computer Expenses	\$1,371	-
Electricity & Gas	\$5,215	\$6,132
Equipment - Now Capitalised	\$20,407	\$14,493
Food & Household Expenses	\$27,725	\$31,895
General Expenses	\$466	-
Hire of Plant & Equipment	\$895	\$1,866
Hire of Motor Vehicle	-	\$1,420
Insurance	\$32,452	\$20,576
Residents Financial Assistance	\$2,581	\$9,844
Staff Development Costs	\$3,928	\$7,813
Motor Vehicle Expenses	\$12,195	\$12,253
Travel & Taxi Expenses	\$2,103	\$6,085
Postage	\$563	\$439
Provision - Capital Replacement	-	\$2,500
Furniture & Fittings Reserve	-	\$2,000
Provision - Staff Development	\$3,500	-
Provision for Staff Entitlements	\$10,479	\$15,631
Equipment Replacement Reserve	\$6,000	\$7,500
DE & CS Equipment Grant	\$3,200	-
Vehicle Replacment Reserve	\$10,000	-
Relocation Expenses	\$2,248	-
Rent	\$18,305	\$8,687
Repairs & Maintenance	\$6,393	\$4,543
Salaries	\$307,146	\$286,548
SAAP Special Grants	-	\$1,698
Stationery & Office Supplies	\$4,714	\$4,586
Sundry Expenses	-	\$2,026
Superannuation Contributions	\$25,409	\$20,897
Telephone	\$10,936	\$9,379
Wages - Gardener Cleaner & Painter	\$4,000	\$4,850
	<u>\$558,538</u>	<u>\$522,642</u>
	<u>(\$298)</u>	<u>\$542</u>





TAXATION DEPRECIATION SCHEDULE  
From 01/07/1999 To 30/06/2000

Asset Code	Description	Acq/Disp Date	Priv. Use	Orig Cost	Bal. Char.	Accum Depr.	Open. W.D.V	Add/Disp.	P/L Sale	Cap. Gains		Depreciation		Close W.D.V	
										Tax	Non Tax	Method	%		YTD
<u>752</u>	<u>WHITE GOODS &amp; KITCHEN EQUIPMENT</u>														
503	CROCKERY	01/09/1991		997		785	212					D	18.00	38	174
504	KELVINATOR	01/10/1991		1004		916	88					D	27.00	24	64
507	WASHING MACHINE	01/10/1991		974		886	88					D	27.00	24	64
508	VARIOUS	01/07/1989		1445		1160	285					D	15.00	43	242
510	REFRIGERAT OR	17/05/1993		763		568	195					D	20.00	39	156
511	FREEZER	10/03/1994		413		287	126					P	13.00	54	72
512	BARBEQUE	31/03/1994		200		137	63					P	13.00	26	37
513	WASHING MACHINE	01/07/1993		130		102	28					P	13.00	17	11
514	DRYERS	27/07/1995		2220		1136	1084					P	13.00	289	795
516	CLOTHES DRYER	29/06/2000		1490				1490				P	13.00	1	1489
517	FRIDGE	22/06/2000		1079				1079				D	15.00	4	1075
				<u>10715</u>		<u>5977</u>	<u>2169</u>	<u>2569</u>						<u>559</u>	<u>4179</u>
TOTAL				<u>179719</u>		<u>67149</u>	<u>95181</u>	<u>29880</u>	<u>9768</u>					<u>25045</u>	<u>109784</u>

\* Depreciation Limit

@ Balancing Charges

^ Balancing Charges in previous year



Dear ARA, Mary, Belinda, Elba, Linda,  
Robin, Sharon, Judy, Maria-Eleeni

I wish to express my deepest gratitude to all  
the staff at the "Beryl Women's Refuge".  
During my short stay with you, I met with  
nothing less than lots of affection, good word,  
caring atmosphere and most of all,  
wonderful company and readiness to help!  
I knew that you would always be there  
for me when I needed someone to talk to...and  
You made me feel "at home" when I didn't

My daughter and myself are very grateful <sup>have one</sup> for  
everything you have done for us.  
You will always remain in my heart and  
in my thoughts.

Thank you...