

2017

# ANNUAL REPORT

Windana Support Centre Inc.



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## Our philosophy

Windana Support Centre is a refuge run by women for women and children. Our framework for service delivery is informed by a feminist perspective, which embraces social justice values, is child focused and culturally sensitive. We work with women and children using strength based practices and strive to create an environment where the strengths of women and children are celebrated, affirmed and consolidated upon.

The service is based on a hierarchical management model where staff and management committee members have recognised roles and responsibilities, every person's contribution is valued and equal participation in decision- making is encouraged and facilitated.

Windana believes that domestic violence results from the interplay of power imbalances, inherent inequities and particular attitudes expressed within society. Domestic violence can manifest in a number of different forms, including physical, emotional, social, psychological, sexual, spiritual and economic abuse.

Windana adheres to the belief that the use of violence by one person against another is unacceptable and that women and children have the right to be safe from violence. Windana is committed to actively participating in the prevention, intervention and education strategies that will put an end to domestic violence.

## Our history

Windana has a long and proud history as one of the first domestic violence refuges in Queensland. The service began approximately in 1977 and was originally sponsored by Sunnybank Family Support Centre, then East Brisbane Community Centre for many years. Windana became incorporated in 1995. Over the years Windana has been involved in a wide range of activities apart from service delivery. The first Grant in Aid worker to work with NESB women in shelters worked from Windana. Eventually this work resulted in the establishment of IWSS. Windana workers and other interested women lodged a submission to establish Chisholm shelter and the DVRC was auspiced by Windana.

Unfortunately a previous refuge building was destroyed by fire and records were lost, but an estimated 2000 women and 4400 children have been accommodated and supported by Windana from 1978 to the end of 2016. This is a tremendous achievement and has made a lasting difference in the lives of those affected by domestic and family violence.

# Section 1: An Overview of Windana

## About us

Windana Support Centre is funded by the Department of Communities, Child Safety and Disability Services, and with the Supported Assistance and Accommodation Program (SAAP) endeavours to provide short term support and accommodation to women (any age) and children (aged up to 18) escaping domestic and family violence. Since 2001 we have had five self –contained two bedroom units to accommodate women and children for up to three months and four transitional houses to offer a further three months accommodation for our families. An extra unit is reserved for office space and we can accommodate an average of 9 women and up to 20-30 children at any one time.

## What we do

Women and children coming into refuge will have fled their homes and escaped with only the clothes on their back and possibly whatever personal belongings they could hurriedly pack into plastic bags. When they arrive at the refuge, the support workers will assist them with their immediate needs by providing food, safe accommodation and access to urgent medical attention, should this be needed. Families may stay in the refuge for around 3 months and also have the possibility of extending their stay in a transitional house for around another 3 months.

During this time, our dedicated support workers will work through an extensive case management plan with the woman, focusing on her particular needs and goals.

These may include:

- assistance with legal and immigration issues
- parenting support
- transitioning children into new schools and child care centres
- therapeutic work with children
- assisting women to obtain income support from Centrelink
- providing domestic violence education

- providing referrals to counselling services
- assisting them to find long term, stable accommodation.

We also provide emotional support and crisis assistance 24 hours a day.

## Our People

Windana is governed by a Management Committee of volunteers who give up their time to ensure that Windana can continue to provide this vital service to some of the most vulnerable members of our community. Management Committee members during the 2017 financial year were Jenny Thor, Jennifer West, Chelsea Cash, Georgina Warrington, Lisa Hade, and Tim Quirey. This team oversees the governance of Windana and we could not function without their support and guidance.

Windana is staffed as follows: Bernadette (Manager), Liz (Finance Manager), Traci, Bronwyn, Su and Angela (Family and Housing Support Workers), Angela (Early Intervention & Family Support Worker), Anita, Debb, Julia, Sam and Hope (Relief Support Workers), and Bella (Volunteer). Windana has had exceptional staff retention rates over recent years and most of our permanent employees have now been with the organization for over 8 or 9 years. We are grateful to work with such an outstanding team of women.

## Our Networks

Windana is actively involved in the DV and community sector in our region, including:

- The Combined Women's Refuge Group (SE QLD),
- Northside Alliance Against Domestic Violence,
- Child Support Worker Network,
- Inter-agency working group with the Department of Housing,
- Brisbane Region DFV Crisis Accommodation Providers Response Group,
- Domestic and Family Violence Subcommittee – Child and Family Regional Governance Committee.

## Our Supporters



**Second Chance Programme  
Fundraising Group Inc**  
*placing women beyond homelessness*



**ZEPHYR EDUCATION INC**  
**Supporting Children in Domestic Violence Shelters**



*Lions Club of Brisbane Inner West Inc*



**Queensland  
Government**



## Section 2: Governance

### Chairperson's report

Where did this year go! It seems like it was not long that ago we were here, doing this exact same thing.

I am so happy to still be here supporting Windana to the best of my ability. I feel proud to be a part of this incredible organisation and to be able to support the incredible staff and women and children in a small way. The staff all do an amazing job and go far beyond their responsibilities and their unwavering commitment to our organisation is to be commended. I have a lot of respect for the work they do and the genuine care they take in caring for the women and children in our service.

It's been another incredibly busy year and Windana has once again been stretched to the limits and still managed to do an amazing job. The same issues come up every year, not enough beds and not enough hours in the day. The increasing demand on our service, due to budget constraints makes me even more proud to say that Windana always tries its hardest to ensure the best outcomes for the women and children and seeing to it that the high quality of our service doesn't suffer. The coordinator, staff and management committee work very hard to always do their best in trying to find viable and good solutions to these ongoing problems.

We were lucky enough to secure over \$30,000 from the Department of Energy and Water Supply and this enabled us to carry out counselling and other expressive therapies for the children in our service. DEWS also fundraised to provide Ekka passes, movie tickets, Easter eggs, mother's day gifts and Christmas presents. It gave Windana the opportunity to provide the women and children at Windana with events to look forward to and to enjoy.

The regular support from the Second Chance program has really assisted us to support our no and low income women. This year the Lions Club of Brisbane Inner West gave us the financial means to be able to afford those unexpected expenses for women that sometimes occur, including if a women has to flee interstate to keep her and her children safe or if they want to change their name.

Dimension Data has also been a wonderful contributor and has assisted us with resources to work with the children, movie tickets, mother's day gifts and a fun day out at Easter.

The Department of Education and Training provided us with a large sum of money, over \$40,000 for our early intervention work with children.

I would now like to take the opportunity to thank some very dedicated and generous people.

I have had the privilege to be a part of this organisation for a long time (probably coming up to long service leave) ... but I could not do it without my incredibly dedicated and clever fellow committee members, Jenny, Chelsea, Georgina, Lisa and Tim. They sacrifice their evenings and the small amount of free time they have to make Windana as successful as it can be. They are a pleasure to work with and bring so much knowledge and a wide variety of skills, patience and loyalty, that all help govern and ensure the best management of our service.

I would of course also like to thank the heart and soul of Windana, the staff, who as always show an unwavering commitment in providing a safe and secure environment for the women and children escaping domestic violence as well as working under ever increasing pressure, but still provide a service that is exceptional.

Bernadette does a fantastic job under a lot of pressure and is a pleasure to deal with and is always ready to go well beyond her position in making sure the organisation is running smoothly and at its best. She is an absolute pleasure to deal with. Our financial genius extraordinaire, Liz, does an amazing job and makes it so easy for us to make informed decisions. She also works very hard. This is also true of the dedicated staff at Windana, we are so very lucky to have you. You all go above and beyond and you are greatly appreciated. I look forward to working with you all again this coming year. The students and volunteers also play a big part in the day to day running of Windana and I would like to thank them for the new energy and ideas they bring to our organisation.

As an organisation we are very grateful and lucky to have the support of so many generous and wonderful supporters and contributors, I would like to thank the following, in no particular order, the Department of Communities, Child Safety and Disability Services and the Department of Housing and Public Works (our funding bodies), Friends With Dignity, Zephyr, Zonta, Lions, Dimension Data, Department of Energy and Water Supply, Mount Gravatt Retirement Village for their years of support with the assistance with Christmas gifts/ gift vouchers for the women and children, St William's, the Lord Mayors Trust and, BUSSQ Financial Planning.

I hope for the next year to be successful and that we can continue to improve our already wonderful service to be the best it can be and for new and exciting opportunities to help and assist the women and children on their journey to a better and safer future.

Thank you all for a very dedicated team effort and I am looking forward to a new year of working together towards new goals and taking on the challenges that come with it.

Thank you,

*Jenny Thor*

*Chairperson*



## Service report

### Service Report

It is AGM time again and Windana Support Centre has just concluded its 39<sup>th</sup> year of operation. The last few years has seen public awareness of domestic violence increase significantly through community action and media interest. The Baden-Clay case here in Queensland attracted unprecedented media attention in 2012 and reiterated to many community members that domestic violence can have deadly consequences for its victims. The death of Luke Batty in Victoria 2014 also did much to raise the profile of domestic violence and Luke's mother, Rosie, has continued to be a staunch advocate for domestic violence survivors long after she won Australian of the Year in 2015. Many reports, however, suggest that domestic violence statistics are now on the rise in most states of Australia. Domestic violence and family violence continues to be the leading cause of homelessness and homicide in women ranging from 18 to 45 years. The *Counting Dead Women* website lists name after name of women who have died at the hands of their intimate partner or family member. From January 1<sup>st</sup> 2017 until now, up to 28 women have died and some of these women, like Theresa Bradford on the Gold Coast, were murdered in front of their children.

We are fortunate that our State government recognises the impact that domestic violence has on the individual, the family and the community and are fulfilling their commitment to implement all recommendations detailed in the *Not Now, Not Ever Report* written by Quentin Bryce and her Special Taskforce on Domestic and Family Violence. Funding has been made available for two new refuges and this will do much to support and accommodate the ever increasing numbers of women and children fleeing violent homes.

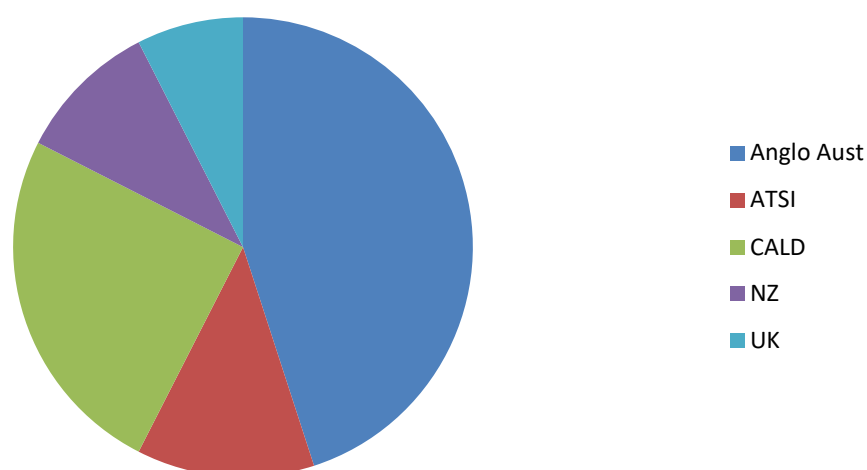
The Queensland Government also introduced choking, suffocation and non-fatal strangulation into the Criminal Code as a stand-alone offence with a maximum penalty of seven years imprisonment. This new legislation was very welcome and recognises strangulation as a high risk factor for future homicide. A significant number of women who enter Windana allege that they have been previously strangled by their partner. Many do not understand the possible physical health consequences of strangulation including miscarriage in pregnant women, neck and ear pain, vomiting blood, vision change, loss of memory and/or sensation, paralysis and death.

Domestic violence is also being recognised in the workforce and unions are fighting to have domestic violence victims able to access paid leave to support them and help them keep their jobs. There are a range of tasks associated with leaving a violent relationship and these can include applying for protection orders, attending court, legal and medical appointments, looking for new accommodation, organising counselling and taking time out to deal with the trauma experienced. As ACTU President Ged Kearney has stated, 'evidence shows that having an income gives women choice, stops them from becoming trapped and isolated in violent and abusive relationships and enables them to care for their children and provide them with a safe home environment'.

## Service Delivery

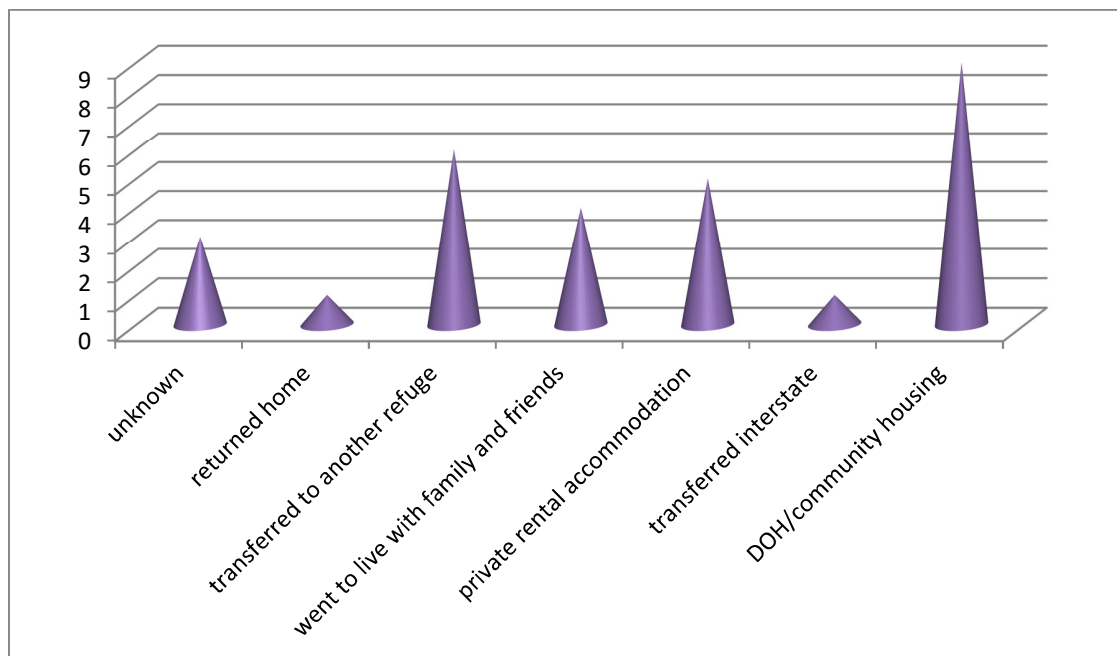
Windana supported and accommodated 40 women and 83 children during the past financial year. Our numbers are down a little as we have had a few long term clients because of their residency status. One client resided with us for three years. Her application for permanent residency was rejected and she appealed. During her appeal her Centrelink income was stopped and we had to fully support her. Her appeal was successful and she moved out into the community in April this year. Another client has been with us for almost two years for similar reasons. We have also had clients with very complex needs and this has necessitated them staying in refuge for longer periods of time.

### Cultural identity of families supported and accommodated at Windana in 2016/2017



Clients from New Zealand are only entitled to Family Tax Benefits so are living on half of the income of Australian residents. They are also not entitled to social or community housing and it is very difficult to find exit options for them.

## Client Exit Pathways 2016/17



Clients were transferred to another refuge because perpetrator discovered where they were residing and it became too unsafe for them to stay. Two families who returned home did so because perpetrator had left the property.

### Mobile Support

Windana provided a total of 65 hours of mobile support to 18 women and 40 children during the 2016/17 financial year. This support included court support, providing emotional and practical support, referrals to other agencies and other case management activities.

### In appreciation

#### Staff

First of all I would like to thank my colleagues, Liz, Traci, Bron, Su, Angela, Angela, Debb, Hope, Julia, Sam and Anita. It is often challenging working with women and children escaping domestic and family violence. It is not only hearing story upon story of abuse and trauma, it is also coping with the challenges of working with clients with very complex needs. Sometimes women and children can display behaviours which are the result of the cumulative trauma they have experienced and this can be taxing on staff. I truly thank the staff for their ongoing commitment to Windana and for the support they give to me. This year we said goodbye to Michelle who has been a valued member of our team for many years. Michelle was an amazing advocate for women and children and we miss her bubbly personality but wish her every success in her new role.



Staff and management committee members at our Christmas party.



Building terrariums, staff and management committee at our team building day

### ***Students and volunteers***

Students have always played a key role in the success of our service delivery. 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. Windana, in fact, has a history of employing our students and the majority of the support workers at Windana were once students themselves. We say thank you to both Julia and Taylah who have demonstrated initiative and capability and have assisted us enormously in the provision of case management support to our service users. Isabella has volunteered during the year and she has been a valuable part of the team. She comes in, mainly on Fridays, and bring a new energy and enthusiasm and is willing to do whatever is asked of her.

### **Organisations that have supported us during the year**

During the 2016/17 year we have had many organisations who have contributed time, money and effort to make the lives of the women and children we support, easier. We thank all of those organisations because without them, the support we provide to our clients would be much more difficult. The following organisations are just some of those that have contributed to Windana.

#### ***Friends with Dignity***

We have been amazed at the absolute generosity and effort of Friends with Dignity this year. They have responded to each of our requests to provide women and children with furniture and other household items when they have obtained housing. The majority of our women have to leave their furniture and household possessions behind when coming into refuge as they often do not have the capacity to remove these items from their property. Sometimes, they have to flee from the house very quickly and only take what they can carry and other times, partners do not allow them access to the property. When our women manage to obtain private rental accommodation or they are allocated community or social housing property we refer them to Friends With Dignity who collect furniture and household items from a variety of sources. We have had many instances of women moving into houses that are completely furnished and containing many beautiful nick nacks that our women would not have the financial resources to acquire. It gives women and children a great start for the next stage of their journey. All of the workers at Friends with Dignity are volunteers who have other jobs and they complete this work after hours and on the weekends.

#### ***CEO Challenge Partners***

The Department of Energy and Water Supply have been an invaluable support this year. Tim, Teresa Brennan and their colleagues have been very busy on our behalf and we are extremely grateful for their contributions. They have fundraised to provide: Easter gifts; Mother's Day presents; blankets for winter and tickets to the Ekka for our women and children. Paul Simhauser, the Director-General of the Department of Energy and Water Supply, also organised a simulation activity (training event) to raise some money for us. He charged each participant \$1000 to attend the training and sold 35 tickets to this event. This raised an amazing \$34,679 for us which contributed to the money we spent hiring an Early Intervention Worker. This worker is continuing to provide vital counseling and support to the children at Windana.





Cheque presented by Paul Simhauser, Dept Energy & Water Supply from their training event fundraiser

Dimension Data, our other CEO Challenge Partner, has also been generous this year providing Christmas, Easter and Mother's Day gifts. Some of the staff at Dimension Data have contributed to workplace giving which has provided the resources for our child support work. They also organized an Easter Fun Day at North Pine Dam for the staff and clients. This included a sausage sizzle and an Easter egg hunt. The women and children all attended and really enjoyed it.



Left photo: Matthew Hogan, Rebecca Graham and colleague from Dimension Data cooking sausages at North Pine Dam.



Right photo: Hope having a serious conversation with a child at North Pine Dam

### ***The Department of Education and Training***

We were successful in obtaining a one off grant from the Department of Education and Training to employ an Early Intervention Worker for 12 months to provide therapeutic support to children within our service, parenting support to women and to educate the local child care centres and schools about the dynamics and effects of domestic and family violence. We were grateful for this funding as it helped to fill a gap within our service and provide the intensive support that children who have experienced and/or witnessed violence need.

### ***Zephyr Foundation***

We would like to thank Zephyr for their unswerving support to the children of our service. Zephyr provide brand new uniforms, shoes and all school items including books, lunch boxes etc to each school aged child coming into our service. They deliver the items almost on the day we call them and they have never refused a request. All of our children can commence school with the dignity of having all the essentials needed for school and we thank Zephyr for this.

### ***Lions Club of Brisbane Inner West and the Second Chance Program***

We would like to thank both of these organisations. The Second Chance program provides regular funding which assist us to provide financial support to those women and children who do not receive any or very low amounts of income from Centrelink because of their residency status. Eleanor from Lions has actively advocated on many occasions for Windana. Lions regularly give us money to fill those needs which other funding sources do not meet, for example, assisting women to flee interstate for their safety or to pay for someone to change their name. Without both of these organisations, Windana would not be able to support these clients. We would also not be able to financially assist women in removalist costs, Go Cards, emergency relief and the many other incidentals that cannot be covered by our funding.

### ***Zonta***

Again, we thank Zonta for their unwavering commitment to our organisation. Zonta has been providing us with resources such as women's and children's emergency pyjamas and underwear, toiletries, linen and anything else we have requested for many years. Your generosity at Christmas with gifts and money for our women and children was outstanding.

### ***St William's Parish***

Last but not least, I would like to thank St William's Parish for their steadfast support of our women and children. Every year they have a Christmas present and food drive within their parish and every year they provide us with hampers and presents to give to our clients. Without their donations, we would find it difficult to provide these resources to all of our women and children at this time of the year.

We would also like to thank: Denyse Clifford and her colleagues who provide all our beautiful quilts; Roger and Jacque, the Domestic Violence Liaison Officers with the Queensland Police; Brisbane City Council for their generous funding each year to put on our annual client Christmas party, Bussq Financial Services for their annual Christmas gift drive and our local schools and child care centres for their ongoing support.

### ***CSO's***

I would like to thank Jane Tudor, our representative with the Department of Housing and Public Works. You have been a great support for many years and whenever I have called for advice, you have been available and helpful. I would also like to thank Antonio Graham, our CSO with the Department of Communities, Child Safety and Disability Services. There have been a few occasions this year in which I have sought your advice and you have always been accessible and supportive.

### **MANAGEMENT COMMITTEE**

Last but definitely not least, I would like to take this opportunity to thank all of Windana's committee members, Jenny, Jennifer, Chelsea, Georgina, Lisa and Tim. You have put in many hours of work for our service and all of it voluntarily. You have attended meetings, special meetings, team building days and have always responded quickly to my many questions and suggestions, despite being in jobs yourself. You are a strong and committed group and without you, Windana wouldn't be the great organisation it is today. I would particularly like to thank Jenny Thor for being Chairperson. You are a very real support to me. The dedication that you and Jenny West, in particular, have shown Windana should be applauded with your many years of service. We welcome both Tim and Lisa this year and we looking forward to working with all of you in the next coming year.

*Bernadette O'Byrne*

*Manager*

## Section 3: Our Finances

### Treasurer's report

I have pleasure in presenting the Windana Support Centre Inc. Treasurer's report for the financial year ending 30th June 2017. The accounts audited by Haywards Chartered Accountants, are included with the Annual Report and are available to those who wish to have a copy. A special thanks to Brad for his expert advice, suggestions and patience in relation to our financial issues.

I am pleased to report that, through careful control of costs, we have ended the year with a positive result in real terms. Whilst some of these funds are committed to cover costs in the 2017-18 financial year, we have been able to build on the results of last year and have continued to rebuild the operating reserves necessary to ensure the financial stability and security of the organisation.

#### Financial summary for 2016-17:

Cash at bank and on hand	1st July 2016	\$ 273,379.78
	30th June 2017	\$ 226,881.83
Income 2016-17		\$ 646,221.86
Expenditure 2016-17		\$ 657,200.41
Net deficit for year 2016-17		\$ 10,978.55

#### Key points to note:

1. Once again our overall position showed a \$10,978 deficit (previous year \$13,561). This was simply due to the depreciation of \$15,661 that relates to assets purchased in prior years using funds from grants and other donations. The Supported Accommodation Assistance Program (SAAP) grant (\$524,301) from Dept. of Housing and Public Works, showed a loss of just \$400 and the Crisis Accommodation Program (CAP) showed a small profit of \$711.36, so you can see our main funding programs are well utilised.



2. Other major grants during the year included \$41,055 from the Department of Education and Training towards our Early Intervention Worker position and \$34,679 from our CEO Challenge partner Department of Energy and Water Supply (DEWS) that also went towards additional hours for our Early Intervention Worker as well as a new role of Resource Coordinator to assist with coordinating donations and supplies to support our clients.

3. Other major donations/grants:

- a. A total of \$4976.36 from Second Chance program for supporting no-income clients,
- b. \$1,500 from Lions Club of Inner West Brisbane for emergency funds for women,
- c. \$2,000 from Lord Mayor's Trust for our annual children's Christmas party,
- d. \$505 raised by the Viridian Craft Group to purchase resources for children,
- e. \$575 raised by The Lakes Anglican Church which purchased books for Santa to give as gifts to the children at our Christmas party. The church also donated items and gifts throughout the year including pamper packs for mums and for staff over Christmas.
- f. \$4,678.60 from Dimension Data which purchased new laptop computers for the office, as well as a total of \$1,389.32 raised from Dimension Data staff through workplace giving which provided funds for child support work resources throughout the year.

### **In Summary:**

In addition to our major funding body, the Dept. of Communities, Child Safety and Disability Services, the generous donations from supporting bodies and grants 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 very grateful for the interest shown in the welfare of our clients both women and children in terms of monetary and practical donations.

In particular I would like to thank our CEO Challenge partner – the Department of Energy & Water Supply (DEWS) for their generous donations towards a salary for an Early Intervention Worker position. This new position has had a major impact on the welfare of the children and their parents in our care. This has been a significant contribution to our resources for client care and has reduced the burden on our staff.

In closing I would like to express my thanks and gratitude to Bernadette, Liz, the Staff and my fellow Management Committee Members.

To Bernadette for her exceptional quality in leadership, management and dedication to the clients, fellow staff and the organisation. Thank you Bernadette for your assistance also in my role as Treasurer.

To the wonderful loyal staff of Windana. It is a pleasure to work with and for you!

To my fellow MC members. It is a pleasure to attend meetings with you and for the strong feeling of professionalism and constructive thinking towards the organisation and staff members.

Finally to Liz. An exceptional Finance Manager. It is a pleasure and a privilege to work with you. Your dedication to the organisation and professional standards are very much appreciated.

*Jennifer West*  
*Treasurer*

## Financial statements

For a full copy of our audited financials, please email [finance@windana.org](mailto:finance@windana.org)

<b>Income</b>	
Department of Communities, Child Safety and Disability Services	524,733.21
Department of Education	41,055.00
Donations	20,016.16
Sundry Income	3,356.67
Rent Received	47,894.31
Interest	2,190.15
Other Grants	6,976.36
<b>Total Income</b>	<b>646,221.86</b>
<b>Less expenditure</b>	
Wages and employment expenses	492,059.60
Operating expenditure	149,479.59
Depreciation expense	15,661.22
<b>Total Expenditure</b>	<b>657,200.41</b>
<b>NET SURPLUS/ (DEFICIT) FOR THE YEAR</b>	<b>- 10,978.55</b>

## Assets and Liabilities Statement

For the year ended 30th June 2017

	<u>2017</u>
<b>Current Assets</b>	
Cash at Bank	226,881.83
Debtors & Prepayments	16,658.73
	<b>243,540.56</b>
<b>Fixed Assets</b>	<b>15,474.85</b>
	<b>259,015.41</b>
<b>Current Liabilities</b>	
Creditors & Accruals	42,528.61
Grants Received & Unexpended	23,486.42
Provision for Leave Entitlements	101,408.07
	<b>167,423.10</b>
<b>Net Assets</b>	<b>91,592.31</b>
<b>Members Funds</b>	
Balance at 1 July 2015	102,570.86
Net Surplus/ (Deficit) for the Year	- 10,978.55
<b>Total Members Funds</b>	<b>91,592.31</b>

## Section 4 - Acknowledgements

A special thank you to the following people who have supported our organisation this year:

The Department of Communities, Child Safety  
and Disability Services

The Department of Housing and Public Works

Jane Tudor, CSO - Dept of Housing and Public Works

Antonia Graham, CSO – Dept Communities, Child Safety  
and Disability Services

Social workers at Centrelink

Nundah Neighbourhood Centre

DVLO's - Roger and Jacque

Jacque Lachmund, CEO Challenge

Department of Energy & Water Supply

Dimension Data

Friends With Dignity

RizeUp

BGM Projects

Kathleen Noonan

The Department of Child Safety

Lord Mayor's Community Trust, Brisbane City Council

Inala Family Accommodation and Support Service

Clare Homes

Bric Housing

Compass Housing

Refugee and Immigration Legal Service

St Williams Church, Keperra

The Lakes Anglican Church

Gateway Baptist Church

All Hallows School

Outback Steakhouse, Aspley

Second Chance Program

Lions Club of Brisbane Inner West

Zephyr Foundation

Alannah and Madeline Foundation

Zonta Club of Brisbane

StreetSmart

## How you can help

### **Make a donation**

Windana Support Centre is a Deductible Gift Recipient and donations are tax deductible. Our website also contains a link for accepting credit card donations – you may wish to consider setting up a regular ongoing donation to know that your support will continue to assist the women and children accessing our service.



### **Sign up for 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.

### **Volunteer your time**

There are several different kinds of opportunities for volunteering work with refugees from administration, maintenance, fundraising, etc to qualified social work - eg 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 at the refuge with nothing but the clothes they are wearing or whatever few belongings they were able to hurriedly pack into plastic bags. We provide emergency food, clothing, toiletries, linen, baby products etc. We are always looking for individuals and organisations in the community who are able to assist us by collecting supplies of whichever items we may be in short supply. You can assist us by collecting these kinds of items in your community or workplace. For example, at your next staff meeting, ask everyone to bring a new toothbrush for entry in a lucky door prize, with the toothbrushes going to assist women and children in refuge. Please contact us to find out what our current needs may be. Commonly needed items include pillows, toothbrushes & toothpaste, blankets, winter pyjamas in all sizes, school shoes etc.

### **Become a corporate partner**

There are several opportunities for corporate partnership to support the work we do, such as sponsoring a unit of accommodation for example. 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.

## Contact us

Email – [manager@windana.org](mailto:manager@windana.org)

Website – [www.windana.org](http://www.windana.org)

Postal – PO Box 589, Everton Park QLD 4053

