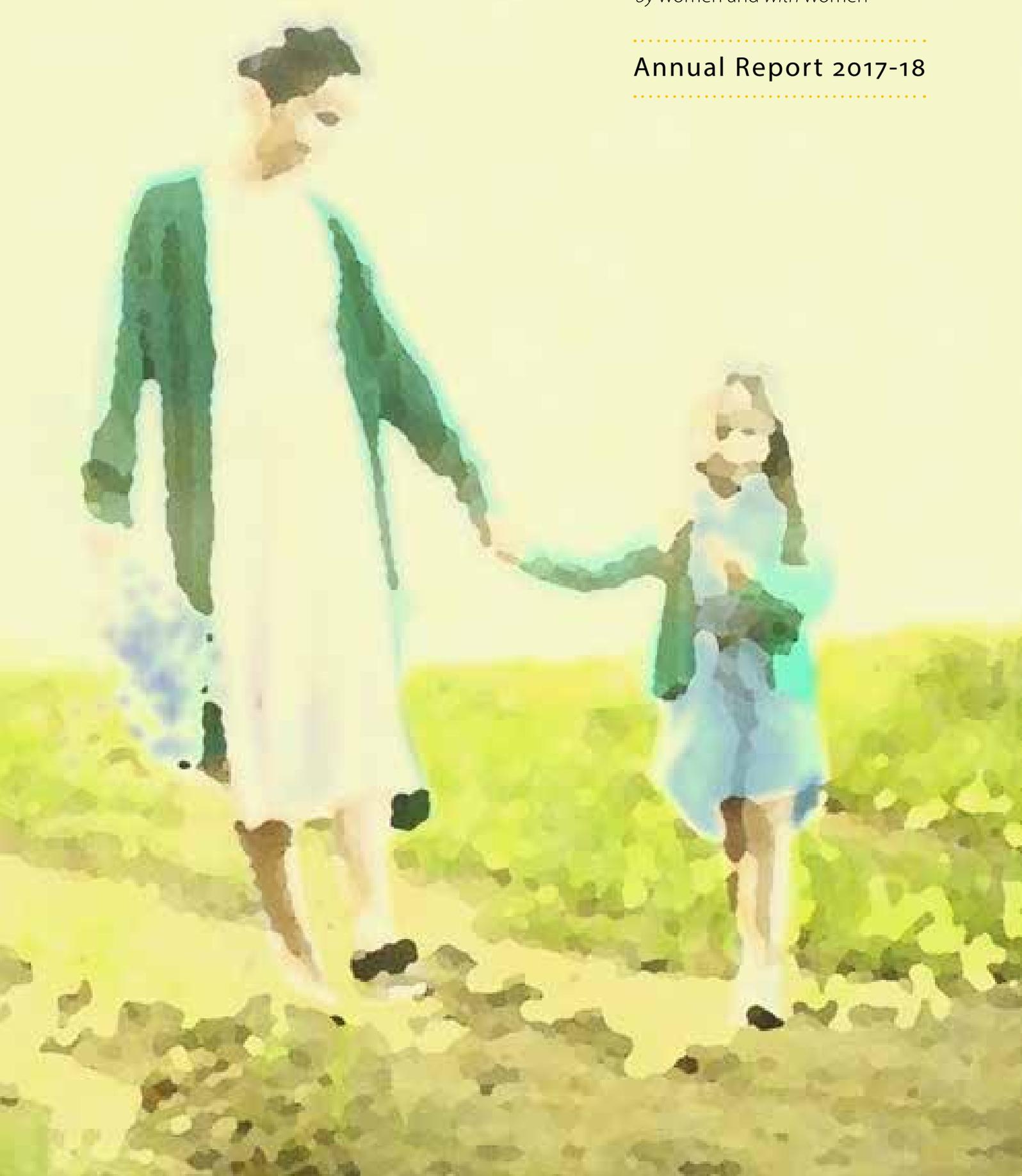




# Bonnie Support Services

*by women and with women*

.....  
Annual Report 2017-18  
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# OUR VALUES

🌀 Advocate courageously

🌀 Empower women and children

🌀 Act with integrity

🌀 Deliver quality services

🌀 Promote collaboration

🌀 Work respectfully

## OUR VISION

A safe world where women and children flourish and reach their full potential.

## OUR PURPOSE

We deliver quality services to women and strive to ensure the rights of women and their children are protected, women's choices are respected and women reach their full potential through the support of our programs, advocacy and commitment to social justice.

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*This Annual Report may contain images of Aboriginal people who are deceased.  
This may be disturbing for some people.*

# CHAIR'S REPORT



It is with great pleasure that I provide this report, as Chair, on the progress and achievement of Bonnie Support Services over this reporting year. Bonnie's continues to grow, with current data

indicating once again that we are exceeding service requirements in the provision of best practice responses to women and their children experiencing domestic violence or at risk of homelessness. The dedicated staff team continues to meet the needs of clients, at times working beyond capacity to meet increasing demand.

It is important to note the achievements of the staff team over the past year. We are proud of *Home Free* launched in November 2017, a most successful

project in collaboration with Education Centre Against Violence (ECAV), City of Parramatta, Western Sydney Community Forum, Newpin and Western Sydney University. The project also presented a wonderful opportunity to once again work with Moya Sayer-Jones, of Only Human Stories in gathering the stories, the artwork and production of the book. Tracy and the team have developed a comprehensive distribution plan to ensure the booklet is an accessible resource to as many women and service providers as possible. It is also pleasing to note that over the year the team has continued to work hard to finalise the draft of our **Reconciliation Action Plan** – the staff working party meeting regularly with Delphine Leslie and Norma Burrows. With the final draft now submitted to Reconciliation Australia, the Board and staff look forward to the next steps in the process.



The Board is committed to ensuring staff training and skills development is up to date with staff aware of recent developments in practice and research. In recent times we have seen the increased, raised awareness and attention paid to the seriousness of non-fatal strangulation in the context of domestic violence and women's risk of lethality. Program Manager, An Le, has undertaken a lot of work over this past year ensuring that team knowledge and skills are current, with some staff also attending specialist training in Brisbane offered by the Red Rose Foundation.

On behalf of the Board I would like to express our sincere thanks to those who have made donations to Bonnie's to assist us in meeting the needs of the women and children that we work with. To those individuals, workplaces, businesses and organisations we say 'thank you'. It is extremely encouraging to our staff to know that our community supports the work we do in not only meeting the immediate needs of the women and children that we work with but our passionate desire for social change to be realised – that violence against women is reduced and women and children live in peace, free from threats, abuse and intimidation.

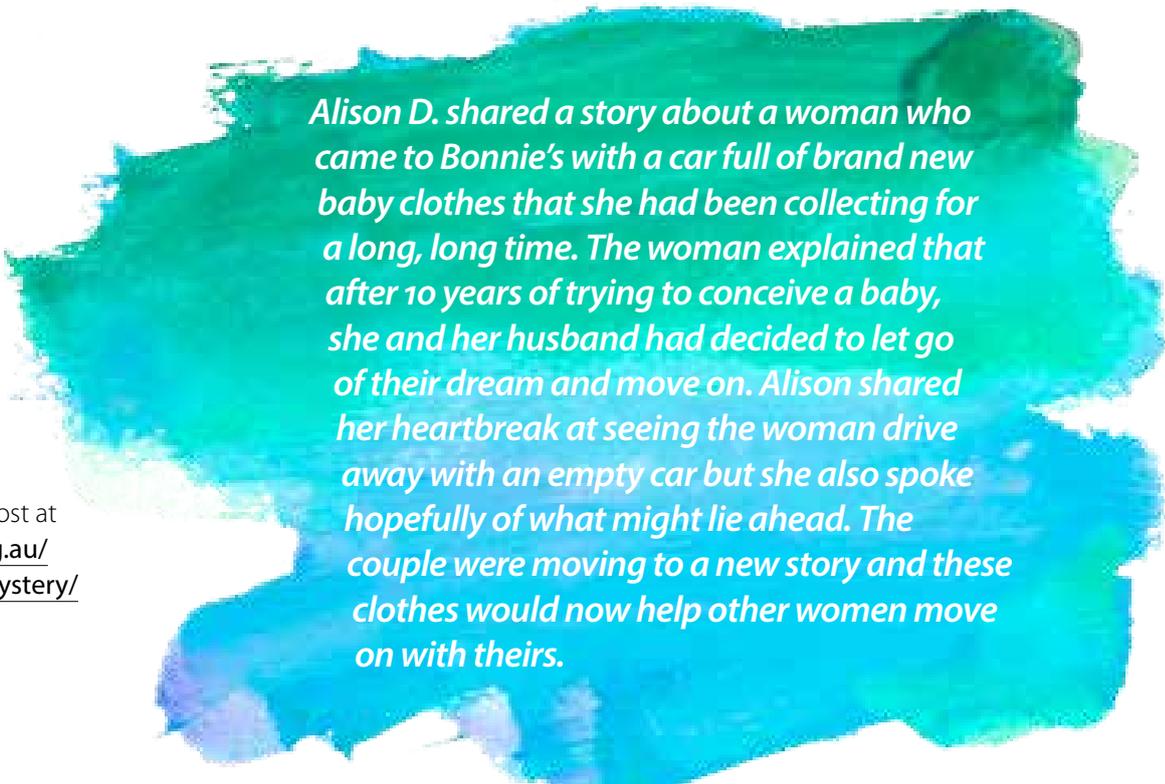
Earlier this year Tracy and I met with Family and Community Services to discuss the *Domestic Violence Response Enhancement (DVRE)* funded under



Commonwealth Bank Donation



Bloomberg "One Warm Coat" Project



*Alison D. shared a story about a woman who came to Bonnie's with a car full of brand new baby clothes that she had been collecting for a long, long time. The woman explained that after 10 years of trying to conceive a baby, she and her husband had decided to let go of their dream and move on. Alison shared her heartbreak at seeing the woman drive away with an empty car but she also spoke hopefully of what might lie ahead. The couple were moving to a new story and these clothes would now help other women move on with theirs.*

Read the related blog post at <http://www.bonnie.org.au/dont-keep-history-a-mystery/>

the National Partnerships against Homelessness. This project covers the south-west Sydney region with Bonnie Support Services focusing on the Liverpool-Fairfield region while St Vincent's covers the Campbelltown-Wollondilly region. It has been in operation over the last 22 months and provides crisis support to women placed in hotels over the weekend period. As a result of the discussion we were pleased to be able to expand the service to run from Friday at 1 p.m. to Monday morning and employ additional staff, as well as an evaluation schedule for the project.

**I would also like to acknowledge those organisations that have partnered with us. On behalf of the Board I would like to say thank you to AFG (Australian Finance Group), MFS Investment, PIMCO and Habitat for Humanity NSW whose continued support has allowed us to provide such services as the Hindi Urdu Speaking Women's Group and our Aboriginal Art project amongst others.**

The ongoing improvement of our website and social media presence allows us to maintain a

significant digital footprint. Thanks to Moya, Clive, Kate and Celine of Only Human Stories for keeping the website up to date and to our staff in producing regular content whether personal reflections and commentary or recent media stories that raise our awareness or provide opportunities for activism.

I wish to thank my fellow Board members for their commitment and continued support in volunteering their time and expertise. I also, on behalf of the Board, wish to commend the staff of Bonnie's for their dedication and commitment in providing a compassionate and best practice response to our clients and to our Executive Officer, Tracy Phillips for her passion and leadership in taking the service forward.

Finally, I wish to thank Family and Community Services for their continued support. We look forward to the year ahead as we continue to build a strong, dynamic and leading women's service in south-western Sydney.

*Betty Green*  
CHAIR

# EXECUTIVE OFFICER'S REPORT



## 43 years and going strong.

Since Bonnie's first opened, way back in 1975, we have grown and grown. 43 years later, we now have 23 women on our team and

the breadth of services we provide is remarkable.

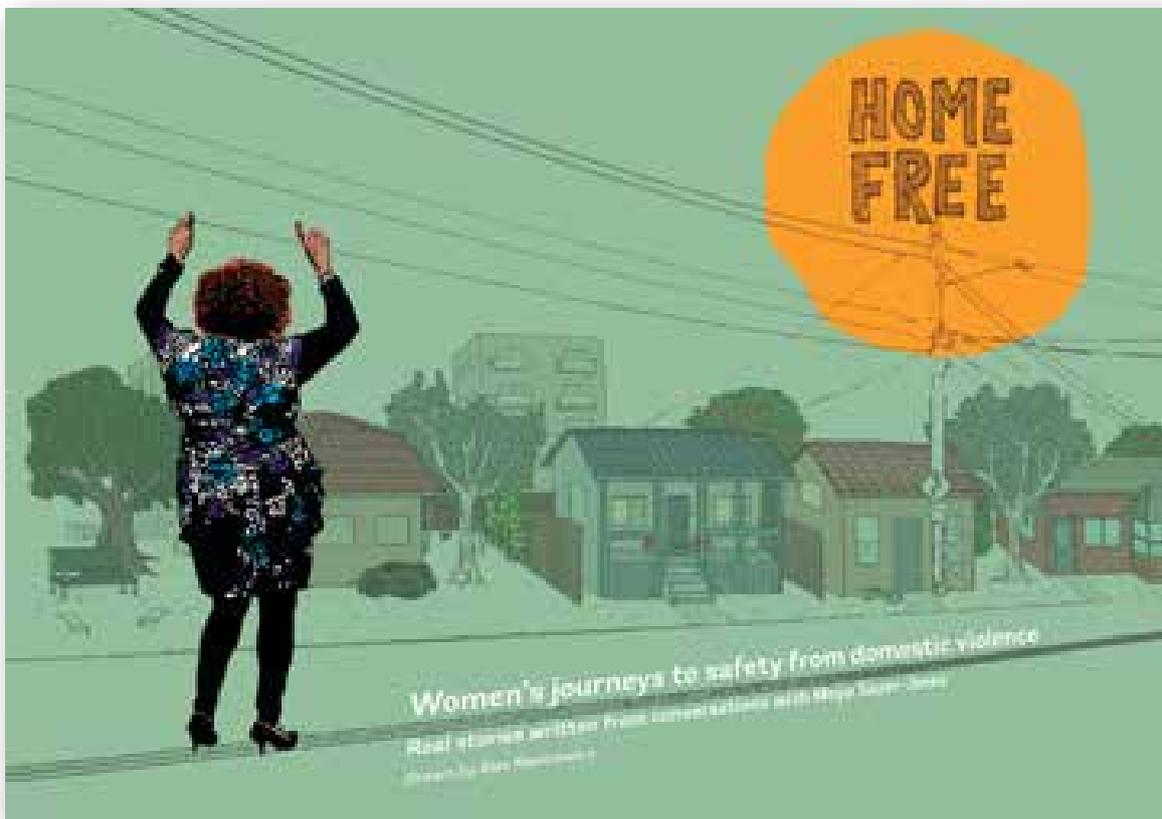
It's just as well that Bonnie's is growing too because it's unlikely that the need for our services is going to lessen any time soon. Violence against women and children in Australia continues to escalate and while we have seen the rising power of the #MeToo movement, we are still facing a shocking culture of violence.

This year, you will read about the many powerful and creative ways we have found to support women and children to safety and secure accommodation. For example, we have been actively boosting our early intervention and prevention work. We go into the community whenever we can: promoting healthy

relationships and educating young people about their rights and responsibilities towards each other. Specific services for children, like our Kidz Space, are an essential part of Bonnie's also.

Of course, no service, alone, can do what needs to be done. Centrelink and Salvos Financial Capability Casework services working with us on site make support much more accessible to more women. And our partnerships with other like minded services such as Liverpool Women's Health Centre, Liverpool Women's Resource Centre and Rosebank are critically important. Together we can go the extra mile that can make all the difference.

This year, we have focussed again on creating vibrant and engaging ways to connect with women and community. Our Facebook page, website and our regular blogs from staff and guests give us a chance to explain what we do, and how and why, we do it. We want all women seeking our assistance for the first time to understand that good support can make all the difference. We want them to make the call that could lead to safety.



Home Free book

You can read all the stories in *Home Free* here:

<https://issuu.com/onlyhuman1/docs/home-free-fa-complete>



One of the highlights for us in the past year was the launch of our book **Home Free**. This wonderful collection of women's stories about finding safety is a fantastic resource and available free of charge (except for postage or delivery costs). We want the book to reach as many women as possible: these are engaging, highly relatable stories told in drawings and text. The book was the outcome of a two-year project with a group of individuals and service partners – a diversity of stories of women taking their freedom. The book has gone all over Australia – just as we had hoped.

Everything we do depends on the support and belief of our community. We have received numerous grants in the past year – thanks to Bankstown Sports Club, Mounties, The Commonwealth Bank, Fairfield RSL, Community Building Partnership and Liverpool and Fairfield Councils for your support. The generosity of volunteers and our many donors does so much to enhance our work and we are most grateful.

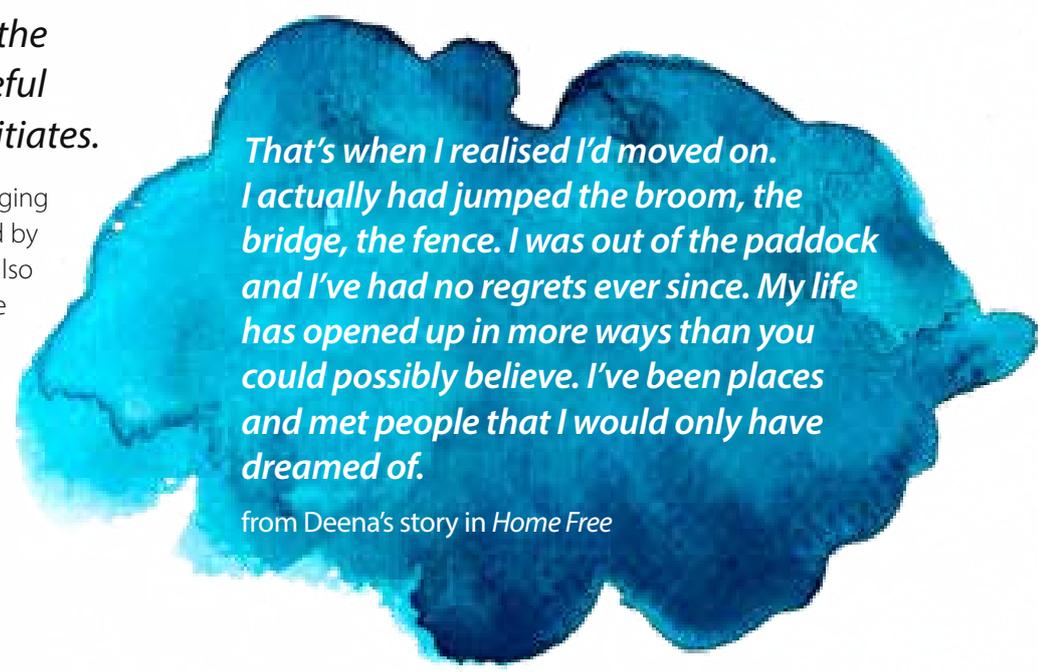
*I'm always amazed by the energetic and resourceful responses our team initiates.*

This past year has been challenging but also inspiring (I am inspired by the women and children and also by the staff of Bonnie's) and we look forward to doing more and seeing more positive change.

*Tracy Phillips*  
EXECUTIVE OFFICER

### **We're excited about...**

*Bonnie's now offers Work Development Orders (WDO). Women can reduce traffic and other fines by participating in approved activities at Bonnie's such as counselling or group programs. This program is a great win-win – the women get real boosts from taking part in programs here and at the same time, feel the relief of getting rid of another bill. How much more productive than getting trapped in the loop of fines that can keep dragging us down?*



*That's when I realised I'd moved on. I actually had jumped the broom, the bridge, the fence. I was out of the paddock and I've had no regrets ever since. My life has opened up in more ways than you could possibly believe. I've been places and met people that I would only have dreamed of.*

from Deena's story in *Home Free*

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**31 women were murdered in the first half of 2018, predominantly in "domestic" situations**

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# PROGRAM MANAGER'S REPORT



**T**he service team at Bonnie's has grown again this year to respond to the high demand for support. We found that all of our teams have needed to work together more

collaboratively than ever before.

We have implemented changes to some of our procedures to better meet the ever changing needs of the women and children we welcome here at Bonnie's. There have also been several major changes in legislation that are very heartening and have made our work easier. As a community, we're speaking a common language and feel closer than ever before when it comes to domestic and family violence. At the grassroots level, these changes have also allowed us to have conversations with women confirming aspects of the system that now support them. And we can highlight that there are activists behind them who are all pushing for life-saving changes. This is so encouraging to the women we work with.

With the number of deaths due to family violence again this year, and as a service at the pointy end of this work, we are focusing resources on the early intervention end on preventing violence in the first place. We started to work more in this early intervention space by providing more tailored Healthy Relationship programs to external services and people in the community. We also commenced a public Candlelight Vigil as an annual event for the wider Liverpool area: our Candlelight Vigil communicates to our broader community the message that "violence against women is not okay, and collectively we can do something about it".

Alongside our early intervention work, and in keeping with Bonnie's ongoing commitment to empower women, we will continue to focus on warmly welcoming women into our service. And we will continue to assist women to explore more options than they were aware of, before they arrived at our door.

This year was wrapped up with some very memorable moments. We had several past clients

that either contacted us via email, dropped into our office or approached us at events – to give us updates about their lives. It is heartwarming to hear about their lives now and how they and their children are safe and are doing well. We are seeing that Bonnie's has become a place of safety for women, and they can drop-in, reach out and are always welcome.

***One woman said to me recently, "An, we are truly safe!". While saying this, she was gripping my arm tightly and I felt the emotions pour out from her to me. There was a feeling of excitement that she is okay and I feel honoured that she chose to share this with me.***

Until next year, we sign off as the Service Team at Bonnie's and we thank all of our friends in the sector who have been supportive in allowing us to work together with you to keep women and children safe. And we thank the women and children who place their trust in us as they make their own new story.

An Le  
PROGRAM MANAGER

## Recent Positive Changes for Victims of DV

- > Domestic Violence Evidence in Chief
- > Domestic violence leave
- > Domestic violence national register for Apprehended Domestic Violence Orders
- > New strangulation laws
- > Advocacy towards no cross-examination by partners of their victims in court

# BONNIE'S ACCOMMODATION AND SUPPORT SERVICES

## Accommodation services

The provision of accommodation is one of the ways we work with women and children experiencing domestic violence and/or homelessness to assist them through the crisis and support them to sustain a more secure, safe and affordable tenancy.

When women and children enter the service for accommodation, they are allocated a Tenancy Worker, a Family Worker and a Child and Youth Worker, who will work with the family throughout their stay at Bonnie's.

Bonnie's is a Tier 3, Community Housing provider and we have two crisis refuges, and 20 Transitional Properties in our portfolio. These properties are leased from the Land and Housing Corporation (LAHC). Additionally, we have partnerships with Hume Community Housing and Newleaf to provide additional Transitional Housing options.

Our crisis service can accommodate eight families across two sites for up to three months. Transitional Housing is provided for up to 12 months with leases renewed on a 3 monthly basis to assess suitability to the service.

## Support Services and Community Activities

### Counselling

The additional supports we have in place at Bonnie's are enhancements to the case management and accommodation services provided. Clinical Psychologist, Jo Gravina provides counselling and psychological assessment to women.

### Community Team Report – Intake team – Alison David, Susan Touzell and Leah Hoskin

#### *How we work*

On any one-day we may have several lengthy and emotional conversations with clients who have experienced distress, trauma, physical and mental abuse, and who are looking for answers. Not all questions can be answered simply – such as why a perpetrator behaves the way they do – however we

can educate the client about the patterns of power and control, their rights, what legal and financial options they may be entitled to and about supports such as counselling, legal and financial advice, and other services and accommodation options.

Often we have several conversations with one client; we build rapport and a sense of trust and depending on their needs, we may invite the client to come in for an intake meeting and may offer accommodation in our crisis or transitional housing. Alternatively we may request support as an outreach client.

Safety planning is also a part of the work. If a woman is considering leaving her partner it can be a very dangerous time for her and it is imperative that critical, timely information is given, together with sound advice and the creation of a safe and achievable plan.

When a client is accommodated by our service they are allocated a Family Worker and Tenancy Officer and where needed, a Child and Youth Worker. We transfer them to our team to continue the work of rebuilding their lives, rediscovering their strengths and finding purpose and self-determination.

#### *Issues our clients face*

At times clients may be distressed and find it difficult to articulate all that they feel. Often they are very teary. Some may not know their rights in this country and others are afraid of the police and judicial system due to their previous experiences. There are a multitude of belief systems, cultural expectations, misinformation and visa implications to be considered and addressed in a non-judgemental and supportive manner.

Often thoughts of fear, worry, desperation, physical injuries, kidnapping of their children, self-harming, previous threats and the effects of long term suffering has led to a skewed idea of a 'normal' relationship and life. They may have never experienced a life free from family violence or drugs and alcohol or perhaps they have experienced sexual assault or fled from war torn countries.

Even people who have lived in this country since birth, but who have never had to utilise services such as Bonnie's, are often unaware of the supports that

Our mums reap an Oz Harvest...

<http://www.bonnie.org.au/our-mums-reap-oz-harvest/>

exist. They may also feel shame that they now need to use them and there can be a sense of guilt for the life their children are enduring.

## Oz Harvest

*"Oz Harvest is Australia's leading food rescue organisation, collecting quality excess food from commercial outlets and delivering directly to more than 1000 charities supporting people in need across the country."*



Oz Harvest was founded in 2004 by Ronni Kahn, after noticing the huge volume

of good food going to waste from the hospitality industry.

Oz Harvest now operates nationally, rescuing over 100 tonnes of food each week from over 3,000 food donors including supermarkets, hotels, airports, wholesalers, farmers, corporate events, catering companies, shopping centres, delis, cafes, restaurants, film and TV shoots and boardrooms.

One of our staff registered with Oz Harvest in 2016 and since then, Bonnie's began receiving weekly donations. The list of clients to receive Oz Harvest donated items has increased exponentially. This service greatly benefits our clients who receive a box of fruit/vegetables and often items such as bread, chocolates, pasta sauces, meats, milk, butter, and much more.

Oz Harvest donations allow our clients to afford healthy foods during financially straining circumstances. It gives clients the benefit of experimenting with different recipes and food groups.

*One family used Oz Harvest ingredients to make a batch of chicken pies, which they brought it into Bonnie's office to share. The kids in one of our kids group especially loved them.*

Bonnie's staff members and clients also attended the CEO Cook-off dinner this year in March. The evening involves highly qualified and experienced chefs coming together to provide a 3-course meal to those less fortunate. The chefs are assisted by CEOs of companies that donate to and benefit from Oz Harvest. This year the event raised \$2,021,555, which goes directly back to the Oz Harvest service. This year clients and staff from Bonnie's enjoyed a lovely meal, were entertained by a John Stevens concert and took home a goody bag donated by Woolworths.

## Financial Literacy and Banking

This year the Commonwealth Bank at Canley Heights ran a workshop specifically for a group of women from our crisis service who needed to increase their skills and knowledge around banking

It is common for women who have experienced domestic violence to be denied access to information as well as finances. This workshop helped raise their confidence and reduced some of the fear around banking. It was a great morning – thanks to the management and staff at our local CBA.

## The Biggest Morning Tea 2018

We have been holding a Biggest Morning Tea event for the past 3 years in May. We started this as a memorial and a way of acknowledging our colleague, Jackie, who had sadly passed away from cancer. This also gave the clients an opportunity to come together and have a chat. The second year we held it we unveiled two plaques and planted trees in memory of Jackie and a client who had also passed away around the same time.



Jackie's Memorial Plaque

This year we were lucky to have the women from our Hindi Urdu group attend and bring along many lovely cultural treats. Over all we had around 40 people attend and through online donations and those made on the day, we raised close to \$300 for the Cancer Council Australia.

### TAFE Project

This year we formed a partnership with Ultimo TAFE's Outreach services, and were able to offer a free education opportunity for clients from our service, the Liverpool Women's Health Centre and from the Liverpool Women's Resource Centre. This was a life-changing project for women. TAFE offered to run a 7 week Introduction to Community Services course for clients of our service, and we had over 20 women (and one man) express interest in attending the course.

*The feedback we received is that every single student in the class experienced a positive change in their lives, as a result of their participation in the course. These changes were seen through the students' noticeable growth in personal confidence, a greater sense of positive possibilities for their lives and peer support relationships that evolved in the classroom.*

The course was run at Liverpool Women's Health Centre, with Bonnie's providing childcare for our clients, and refreshments and transport. The trauma informed TAFE outreach teachers were invaluable in creating a safe and supportive learning environment for the ten students who graduated with a Statement of Attainment from this TAFE course. The ceremony was held in front of their classmates, friends and family.

As a result of the success of this course, TAFE expressed interest in wanting to partner with us, the Liverpool Women's Health Centre and the Liverpool



NAIDOC 2017

Women's Resource Centre again, to offer a Cert 3 outreach studies in Community Services. It's a great outcome for women whose challenging life circumstances and associated social isolation, can so often preclude them from easily accessing education and career development opportunities.

### Bonnie's NAIDOC celebration and National Sorry Day participation

Staff participated in several local Aboriginal and Torres Strait Islander cultural events of significance this year, including representing Bonnie's at NAIDOC Week stalls, at the Miller Family Fun Day, at Casula Power House, and at a NAIDOC Street March through Liverpool Mall. A Sorry Day event and moving sacred ceremony were also attended by the majority of Bonnie's staff this year; Liverpool Council organised the National Sorry Day event at Liverpool Museum and attendees were then invited to attend a moving sacred ceremony to remember the Stolen Generations at the Australian Botanic Garden Mount Annan.

Bonnie's also hosted our own NAIDOC morning tea event at Bonnie's for staff and clients this year; the young Aboriginal daughter of one of our staff members, Talia Hoskin, performed a fabulous Acknowledgment of Country at the start of the event which was captured on video and broadcast on our Bonnie's Facebook page!

Bonnie's is committed to actively engaging and participating, where invited, in events of significance to our local Aboriginal and Torres Strait Islander people.

Read more from our blog...

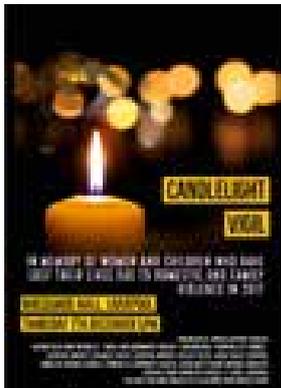
<http://www.bonnie.org.au/lighting-candles-in-liverpool-to-remember-the-women-and-children-who-didnt-survive-domestic-and-family-violence-in-2017/>

## Candlelight Vigil

In December last year, Bonnie Support Services organised Liverpool's first ever candlelight vigil to remember the 45 women who had lost their lives by the 25th November 2017. The memorial was a part of the International 16 Days of Activism against Gender Violence and was a call to action for individuals to seek support and speak out against domestic and family violence. With a list of names from Destroy the Joint, who compile the Counting Dead Women register, we were able to honour each woman's life during a powerful ceremony in Liverpool Macquarie Mall.

*Forty-five participants held the name of a deceased woman and, as these names were read out, each stepped forward to have their candle lit. When all 45 names were read three minutes of silence were held.*

The 2017 event was so powerful that Bonnie's was honoured to hold another candlelight vigil this year to mark International Women's Day on March 8. Sadly, we had lost another nine women by this date and each one was given the recognition she deserved. The event was yet again powerful and inspiring, as each deceased woman was named and a candle was lit in her honour.



*Candlelight Vigil flyer*



*Candle holders at Bonnie's Candlelight Vigil*

*It was an immensely powerful, visceral and emotional experience, for both witnesses and participants, one of whom said, "I've been through it myself and survived; that's why I've come here today".*

## Group programs for women and children

### Healthy Relationships Program

Bonnie's has been pro-active in the early intervention space by delivering a number of Healthy Relationship workshops to a variety of audiences. Our Healthy Relationship workshops have been designed and developed to meet the specific needs of young women, women from culturally and linguistically diverse communities and mainstream audiences. The workshops contain information on healthy vs unhealthy relationships, descriptions of different types of domestic and family violence, information about the cycle of violence, options for assisting others and information about accessing domestic and family violence specialist support services.

This year we delivered our Healthy Relationships program to a number of young women during a 16 Days of Activism CORE Youth Event in Fairfield and to several classes of young women at Fairfield High School. We were also thrilled to deliver the Healthy Relationships program content to students who visited Bonnie's from Greystanes High School. These Greystanes High School students had voluntarily organised a huge collection of donated items for clients of our service, which they sorted into care packages, plus had raised funds to give us vouchers for our clients; We are very appreciative of this school community's huge efforts for the well-being of our clients.

Bonnie's also partnered with Robyn McEwan, a consultant from the Arab Council, and skilled interpreters from NAVITAS, to deliver a number of Healthy Relationships workshops to newly arrived migrants at NAVITAS.

***These workshops yielded a number of personal disclosures of domestic and family violence from program participants and Bonnie's staff were then able to mobilise assistance for these women.***

Bonnie's has been invited to continue delivering Healthy Relationship sessions to NAVITAS students, following the success of this early intervention work and we look forward to continuing to share information that helps to save lives.

Bonnie's also partnered with the Multicultural Disability Advocacy Association (MDAA), FACS, Deakin University and other project partners to assist in the delivery of peer-led Sexual Lives and Respectful Relationships workshops for people with intellectual disabilities in South West Sydney.

Throughout the year Bonnie's staff have facilitated information provision sessions and workshops relating to domestic and family violence to students at Liverpool High School, volunteers at Lost in Books and staff at NSW Housing in Liverpool.

Delivering information about domestic and family violence to communities in South West Sydney, as part of our Healthy Relationships programs and presentations, continues to be a significant strategy for preventing and intervening early into domestic and family violence in our region.

### **School Holiday Program**

The school holidays can often be a stressful time for Mum and a boring time for children, at home all day. Bonnie Support Services runs school holiday activities during every school holiday period to allow Mum and children to enjoy an activity together, create positive memories and have something to look forward to in the holidays. Each school holiday period includes two internal activities such as oven baked clay jewellery making, paper plane flying competition, Japanese carp windsock decorating

and glow in the dark magic jars. Additionally there are two external activities, such as going to the movies, attending inflatable world and rock climbing to name a few. Many children often speak about the school holiday fun weeks after they are back in school.

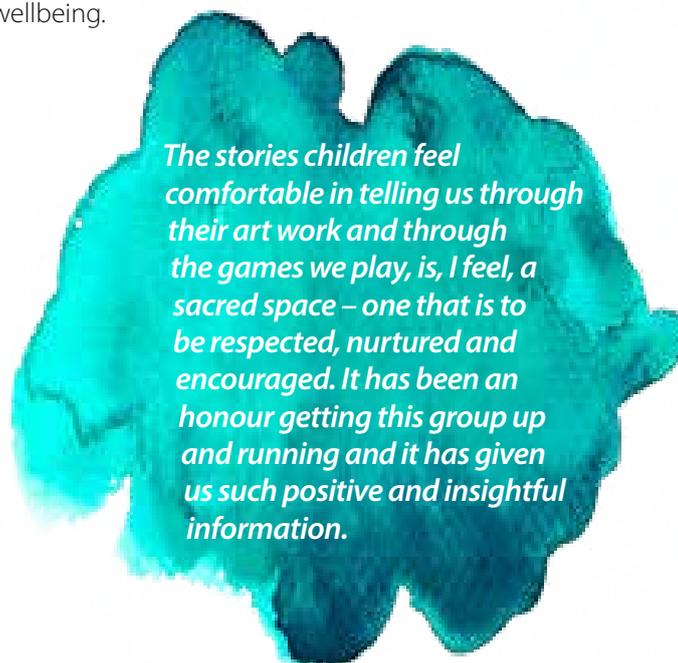
### **Kidz Space with Marryanne and Melissa (Commonwealth Bank)**

Art Therapy Kidz space is a programme we have been involved in over the last part of the year. It has been funded by the Commonwealth Bank for a 3 year period.

The project provides a weekly Kidz Space group for children aged 6 – 11 who have been impacted by the effects of family violence. Kidz Space offers a variety of craft and play activities facilitated by a qualified counsellor and a Child and Youth Worker, who have experience and knowledge in child protection and early intervention and prevention work.

The aim of the Kidz Space is to address the trauma symptoms and behavioural problems caused by family violence by providing a safe and nurturing space where children can express themselves and tell their story.

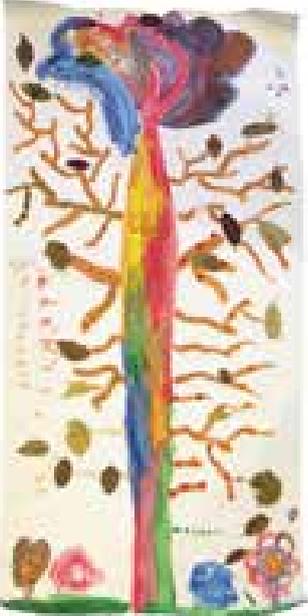
We facilitate developmentally appropriate intervention strategies to repair fearful perceptions held by children and the subsequent building of pathways towards resilience and emotional wellbeing.



***The stories children feel comfortable in telling us through their art work and through the games we play, is, I feel, a sacred space – one that is to be respected, nurtured and encouraged. It has been an honour getting this group up and running and it has given us such positive and insightful information.***



Bonnie's Staff at the Home Free book launch



Kidz Space Art



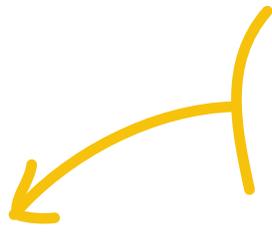
Women's Coffee Hour (Huddle)



Japanese carp windsock decorating



Bonnie's Creative Space - Needlework



Read the blog post...

<http://www.bonnie.org.au/first-we-marched-now-we-huddle/>

### Women's Coffee Hour (Huddle)

The Liverpool Huddle was created when a few colleagues from our service as well as from external agencies, felt the need to create an open space for women where they could feel comfortable and secure within their local community. The aim of the women's Huddle is for it to be a safe space where social connections can be made, and women are able to talk to each other about any issues arising and seek support from one another.

As a committee, we held a Bunnings sausage sizzle to raise funds so women could enjoy a free coffee and cake and not have to worry about covering the cost; we wanted to ensure that cost was not a barrier to them attending the group.

Our first huddle took place on the 22nd of March 2018. In our first few meetings, some staff members attended and we spent time conversing about a range of different topics such as cultural food dishes we enjoy cooking, family friendly community events occurring in the local area and services for women to access. The women conversed with one another and began forming their own connections which was lovely to observe and even nicer to be a part of. Being involved in this group has allowed me the opportunity to see the importance of social connections and has emphasised how vital it is to continue providing these spaces for women, so that all participants can feel part of the community.

*The Huddle is an offshoot of the global Women's Marches that took place on January 21 2017, as a protest against bigotry, misogyny and discrimination. More than 10,000 women marched in Sydney and an estimated five million worldwide.*

*Huddles are aimed at bringing women together in their own communities to have conversations about issues that affect their wellbeing and safety.*

### West Tigers Coaching Day

As part of school holiday programs, we look at involving community as much as possible and catering for the many different children and age groups that we have here at Bonnie's. West Tigers kindly offered our organisation a coaching day for the children. We had many people attend this event with their children. Jamal Indris ran some ball drills, kicking drills and running drills with the children. The kids loved it and were praised by the Tigers for their skills and how they tried their best at all drills. After a hard couple of hours, we all sat down to have some lunch. The smiles on the children's faces were truly amazing.

### After School Club

The After School Club runs every Thursday afternoon from 3:30-5pm during the school term, for children of primary school age. Over the last few school terms, the group has grown from a small group of 3-4 children up to 11-15 children. Every week the children enjoy a different activity, such as making sherbet, creating cards for their loved ones, making slime, doing mosaics and many more.



*Making Slime – After School Club*

The After School Club provides Mum and children an opportunity to do something fun together on a regular basis. It often leads to children working together with Mum, which allows for bonding time, creating positive memories and social interactions with other children. After the children have completed their activity, they often use their 'free time' to play with board games, Lego, dollhouses, building blocks, and playdough, which allows them to develop their fine motor skills, sharing skills and communication skills. This space also allows children to bring and complete their homework with the support of the Child & Youth Worker.

## Morning tea with Amelia

*Morning tea with Amelia* is a mother's parenting information workshop that occurs once every month. It is facilitated by Amelia Scott, an early childhood nurse and one of our Board members. It is a casual get together where morning tea and childcare is provided.

"I wanted to make a space that was non-threatening and made the mothers feel special, whilst at the same time providing them with invaluable information about any parenting issue they may be experiencing."

"A friend of mine donated a set of fine china and it all started from there. Then all I needed was the mothers to come. Sometimes it is a challenge getting the women to turn up if they are in crisis. However, once they get here I often hear the women say that it was such a wonderful experience and that they learnt so much."

## Art Project

Following on from our wonderful work with local Aboriginal artist Danielle Sullivan – who helped brighten the Bonnie's office with a wonderful mural



Bonnie's Community Garden

that clients and staff created last year – Bonnie's was given a chance to brighten its undercover area. The project, which was funded by MFS and PIMCO, was run over 4 workshops with Danielle. Staff and clients came together to imagine what they would like to see in the area, it was decided that the theme would be a journey. As you enter our undercover area you begin your journey through a forest where you will see all different animals and native plants. You continue to walk through the forest and the animals and you are lead to a peaceful ocean scene complete with dolphins and fish. Finally the journey ends in the children's playground where there is a galaxy scene.

Art Project



## Community Garden Project

Community gardening is more than simply growing food. It's also a way to grow a sense of place and community.

Gardening is such a favourite activity of my women's group that I find myself longing for spring so that I can get outdoors and get started with my team. Of course, gardening projects take time so I wanted to make sure that I would have plenty of time to finish all of the projects that I wanted to start. So, I started looking for easy projects that don't take much time. I really do love gardening and that includes everything from planting beautiful flowers and healthy herbs to making gorgeous decor for Bonnie's backyard.

The community garden grew from donations for a water tank, soil, seeds, plants, garden beds, gardening tools and gloves. Bankstown Sports Club was the major sponsor of this project with Bunnings also contributing with soil, tools and seedlings. Bonnie's women worked in the garden to cultivate fresh vegies and herbs that could be used in meal preparation.

*"Nothing compares to the freshness of home grown herbs and vegies, and as you only pick what you need, there's no waste."*

## Connected Women's Group – with Red Cross

This group was an initiative from the Red Cross Migration Support Program affiliated with Bonnie Support Services that started as a one-off activity. It aimed to collect firsthand information from new migrant women to enhance inclusion in the community, and therefore reduce the impact of isolation.

Our clients at Bonnie's were so happy after the first session that they requested to extend the group and they named it: Connected Women's Group. Every session took place at Bonnie's and we facilitated interpreting services, child care and refreshments. In that way our clients could get to know each other despite their language or cultural barriers.

During the sessions the women talked about the different challenges they have faced in Australia and shared their personal experiences of how they overcame those challenges. At the end of the program these women had shared valuable information, learned from each other's skills and gained a new friend.

## Kidz Space with Alison and Nicole (Supported by Mounties)

This program assists children in building resilience, knowledge and connection through art media and creative play. It is also a creative way to help process unresolved trauma arising from experience of DV. Alison and Nicole create this Kidz Space in a partnership between Bonnie's and Rosebank.

Kidz Space ran for five weeks during each school term, for children aged between 6-11 years old. Bonnie's was able to provide transport for children to attend as they were living in Bonnie's crisis or transitional accommodation.

The afternoon commenced with a healthy afternoon tea and then the children would relax and chat before commencing the program. Over time, they developed a sense of trust and connection with the facilitators that continued to build each week.

The art exercises allowed the children to express themselves without judgement; they all loved

creating images and enjoyed using an abundance of art materials.

Domestic violence, bullying and sibling rivalry were issues raised by the children and they were very candid about their experiences of living with domestic violence and were supportive of each other. Every child that attended acknowledged experiencing some form of bullying at school.

The facilitators were able to notice if a family required more intense support and make a referral to the Family Worker for further support.

All the children decorated their own personal box, the last week they received photos of their art work and written notes with positive messages from each other and the facilitators. Bonnie's Kidz Space was a very successful program; it was able to assist vulnerable children by reducing the impact of trauma. Funding was provided by Mounties.

## Bonnie's Creative Space

Bonnie's Creative Space is now in its third year, facilitated by Bonnie Support Services and Rosebank Sexual Abuse Service. Alison and Ruth work together in partnership to hold the group therapeutically. Mary provides a nourishing morning tea and a warm and supportive welcome for the women, who often arrive early. The group is a drop in space held each Tuesday morning and childcare is provided. Many of the projects undertaken have been women creating beautiful things for their children; this brings the women immense joy and pride.

The continued emphasis is on time-out from trauma and an opportunity to connect, relax and create. This year we have introduced a gentle meditation session followed by a structured activity, which helps the women connect with themselves in a deeper way, to notice their breath and to increase mindfulness. This can assist a woman to turn off her body's stress response; some women have been operating in



*Roll Dolls –  
After School  
Project*



Bonnie's Creative Space – Needlework

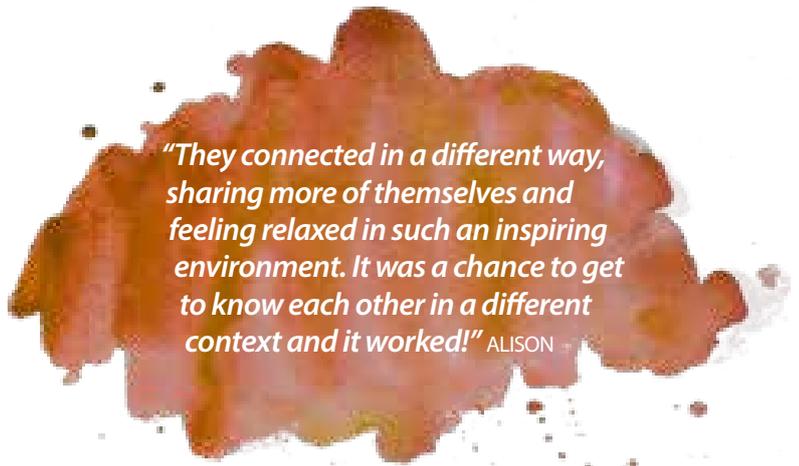
survival mode for years. One of the participants reported that the meditation session has helped her learn skills that have enabled her to sleep much better than she has in years. Despite language barriers, women support each other; they will translate for each other so that aspects of everyone's stories are shared.

The facilitators use photo language cards, and it is both moving and inspiring as women share their feelings, memories and hopes and dreams for the future. The creative space is safe and supportive enough for women living in the crisis refuge to attend as well as women who may be in one of Bonnie's transitional properties. Many of the women are struggling to rebuild their lives; some may have forgotten their skills and creativity due to layers of trauma. These women are often the first to provide support to others.



Read the blog post...

<http://www.bonnie.org.au/re-energised-through-art/>



*"They connected in a different way, sharing more of themselves and feeling relaxed in such an inspiring environment. It was a chance to get to know each other in a different context and it worked!"* ALISON

The level of skill that the women share collectively is remarkable; the women share their ideas and techniques with each other. Often women will say that the only time they relax is during the group, The women will generally sit quietly and become involved in their task, it really is a meditative space.

2018 has seen the group grow significantly. We regularly have more than 10 women in the space and we are noticing women increasingly grow in confidence to take risks in creating. This year we invested in another sewing machine as women created bags, cushions and clothes. There are frequently show and tell times as women who have extended their creativity at home share innovative ideas.

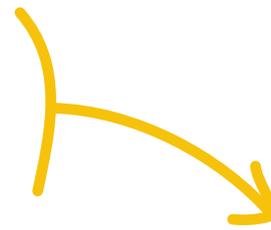
This year has also seen opportunities to meet as a group in the community and we have enjoyed trips to Casula Powerhouse Art Gallery.

### **Hindi and Urdu Speaking Women's Health Group**

The Hindi Urdu Speaking Women's Group meets at Liverpool Women's Health Centre (LWHC) on Fridays from 10.00am-12.30pm, during school terms. The group continued in the April school holidays this year and fourteen women turned up – a clear indication that women are achieving their goals and benefiting from this extremely successful project. It was an absolute pleasure to have an average of 20-25 women attending the group every Friday throughout the year. We have a health topic every week – the group starts with an hour of health and community information and guest speakers attend, providing women with a chance to ask questions. Gentle exercise is an important part of the weekly program and so is singing, drumming and dancing.

Read the blog post...

<http://www.bonnie.org.au/how-can-acting-help-overcome-homelessness/>



The last half an hour is eating a light meal together. This is what strengthens the friendship and culture. Together these women are a TEAM. Thanks to Bonnie Support Services and Liverpool Women's Health Centre for this wonderful project.

### **The Aboriginal Awareness Education and Prevention Shield (AAEPS)**

Bonnie's has been involved in the Aboriginal Awareness Education and Prevention Shield (AAEPS) which is an annual sports program aimed at promoting the health and well-being of young Aboriginal and Torres Strait Islander people. Bonnie's commenced involvement in this project in 2016 as an organising partner, and the theme was domestic violence.

This year we helped to organise the event at the Whitlam Centre which focused on the 5 Ways of Wellbeing themes (emotional and social wellbeing), with a round robin basketball tournament across two basketball courts with the participation of 80 students. Simultaneously, we ran activities on the sidelines – a handprint art stall where students traced their hand and identified activities that made them feel good, a spinning chocolate-prize wheel with mental health facts for students to guess, and a video making stall. Bonnie's staff actively participated across all activities and indeed marked the score at the basketball game – hopefully we did so fairly! At the end of the journey, the presenter who is a well-recognised comedian, Sean Choolburra, together with other organiser members, including our Executive Officer, Tracy, handed over the trophies and medals to the participants.

Bonnie's provided information about our services to several hundred young people. We donated 120 bananas and apples which we handed over to the young people together with other staff who were providing lunch. All young people also received a Bonnie's t-shirt. Bonnie's is continuing participation in the annual coordination of this innovative project and we hope to see its growth.

### **Milk Crate Theatre**

Bonnie's was the lucky beneficiary of a grant from Liverpool Council this year to run a workshop with Milk Crate Theatre. Here is a little about what they do:

*Milk Crate Theatre uses performing arts to change the story of homelessness. We provide creative opportunities for participants to build confidence, skills and social connections to help them make positive changes in their lives.*

*Our programs are run for, with and by members of the community that have a lived experience of homelessness and the complex issues associated including people with mental health, financial, emotional and physical support needs, addiction, trauma, domestic violence and people who are recently arrived.*

*Milk Crate Theatre works within a Community Arts and Cultural Development (CACD) model, meaning our work is community centred and collaborative. Professional practicing artists facilitate programs and projects where participants are encouraged to contribute ideas, share stories and engage in creative expression within a safe and supported environment.*

*We believe that by bringing communities together and working from a strengths-based approach, we can make positive impact on participant wellbeing.*

Thanks to Liverpool Women's Resource Centre for partnering with us and providing the venue for this program.



Safety Hub Poster

## Safety Hub

In 2016 we started a drop in service at Liverpool Women's Health Centre so more women can easily and confidentially receive guidance from expert domestic violence workers.

Expert support in the early stages of any life problem can make all the difference. Sometimes this might be as simple as a woman having the opportunity to talk it through with a professional to realise what's going on and to accept that a problem exists.

***Offering a drop in service at the Health Centre's Safety Hub means we're available in a place where women are already comfortable to go. It's a familiar place where they feel safe and accepted.***

The Health Centre is a neutral place, with GPs, health nurses, acupuncture and many other services. Care takes place on many levels and no one knows why the woman is visiting or what information she is seeking.

Our outreach service helps women make good choices early. Choices to keep them and their children safe and have the life they deserve.

## Domestic Violence Response Enhancement

The Domestic Violence Response Enhancement (DVRE) Program is an after-hours program. We work in partnership with St Vincent De Paul's DVRE

program and offer extended operational hours to provide support to women and children whose safety is at risk and who are planning or wanting to escape domestic/family violence over the weekend.

This Rapid Response program has had another successful year where we have provided families with emotional support, case management, safety planning and a smooth transition into a safer living environment.

This year the Rapid Response team has supported 49 women along with 70 children and linked them in with services to support their immediate needs.

***Life for these families can be quite chaotic but what is more noticeable and more empowering is to see the strength of these vulnerable women and children.***

They leave their family homes due to fear and take the support to get them through the crisis. Watching them grow as they start a new chapter of their lives is amazing.

## Overcoming Indigenous Family Violence Conference

A group of us had the opportunity to attend the Overcoming Indigenous Family Violence Conference in Darwin this year. This inspiring gathering of Elders, frontline workers and survivors, shared the challenges we face, and discussed strategies and partnerships for creating solutions. This was a remarkable conference – often confronting but full of stories of resilience and initiatives that are taking place.



Post-conference, some of the attendees gave their perspectives – read them on our blog:

<http://www.bonnie.org.au/sweet-and-sour/>

## Social Media

Bonnie's website – [www.bonnie.org.au](http://www.bonnie.org.au) and our Facebook page have enabled us to reach so many more people – women needing our services, workers, students, the general public; have all been able to reach Bonnie's. Social media has been a great way for us to get out to the community, post our blogs and provide information. We are very thankful to Only Human Stories for working with us to keep it current and to share our stories.

## Partnerships

We'd like to thank and celebrate these significant partnerships. They are key to us providing good quality services.

Thanks to Liverpool Women's Health Centre, where we operate from the Safety Hub; to Liverpool Women's Resource Centre for ongoing support and partnering and Rosebank for the creative partnerships with our women's and children's groups.

Housing is an important part of the service and thanks to Hume Housing for their collaboration in our transitional housing program and the DVRE. Habitat for Humanity volunteers have worked tirelessly with us in the past year to improve our properties – thanks so much to Dean Hart and the many teams of volunteers who have supported Bonnie's with time and skills. The work you have done to maintain and improve our properties is invaluable.

## Story Club

In May, Only Human Stories brought the Story Club program to Bonnie's and it now runs monthly. Story Club creates a space in our very hectic schedules, to stop for a moment, and share, listen and reflect on the stories we are making and hearing. We work in groups of three and every person tells a story every month... to the rapt attention and interest of team mates. We then meet as a whole organisation and share the stories that have emerged.

Listening and reflecting on these stories is a great way to dive into new ways of seeing and understanding our practice, our clients and our sector.

The first Story Club we held already brought stories like these...

***A young person feels welcomed and accepted at Bonnie's.***

***The wonderful surprise of meeting an old client and marvelling at how independent and empowered she is now.***

***Seeing the connection and community that is growing between clients and staff at the Aboriginal art workshop.***

***A client's therapeutic transformation in Bonnie's creative space group.***

***How I got here? A team member shares the decisions that led to her work at Bonnie's.***



Story Club with Moya

## OUR BLOG

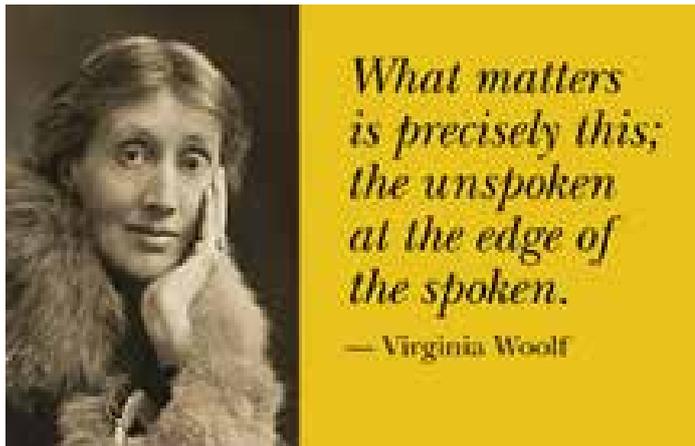
Very few organisations have a blog like ours – a blog that is created with contributions from all staff members. It's unique – a constantly growing record of our practice, our service and the amazing women and children we work with. Every team member contributes over a year, sharing their stories, insights and unique ways of seeing. We've selected some extracts here to give you an idea of how the blog shows the incredible range of views, expertise and approaches that is Bonnie's. Thanks everyone for being a part of the blog again this year. We also feature partners, clients and community voices. If you'd like to be a part of Bonnie's blog... please let us know.

### ***Recently, a woman who had experienced DV, visited Bonnie's outreach at Liverpool Women's Health Centre for assistance as she was in dire financial hardship.***

*This woman at first seemed jovial and assured but she later explained, through tears, that this is 'the face she puts to the world'. She told me that some years before her ex-partner had tried to choke her – 'I haven't breathed in 4 years'. She went on to explain that even though she had left him soon after, she had felt choked by the financial hardship and the history of the trauma ever since.*

Written by Margy – 25 June 2018

<http://www.bonnie.org.au/the-power-of-a-phrase/>



### ***I remember my first client really clearly.***

*It was a difficult case for someone like me, just starting out but it was a good outcome. And that was so motivating. It was like, 'Yes, I can do this!' I really wanted to work in this field and it gave me hope about what we could achieve.*

Written by Tania – 6 June 2018

<http://www.bonnie.org.au/my-money-my-life/>

***For the past two years, on Tuesday mornings, the cozy and light-filled lounge room at Bonnie's has been transformed into an art studio, where women have been coming together to create, connect and heal (not to mention talk, laugh and cry!)...***

*The space can be a little frantic at first as we literally weave our way through women, sewing machines, fabric, paint and the very hot glue gun! There is usually a flurry of activity before the women begin to settle down and focus on their creative tasks.*

Written by Alison – 30 April 2018

<http://www.bonnie.org.au/bonnies-creative-group/>



***We keep supporting those families as they find their way, usually for about six weeks.***

*I see the difference when I go and visit them in their new place. They're so proud of everything. They tell me about their plans, show me their bedrooms and I can see that they've made some friends. They're getting out there and they're doing things in their community. It's great to see."*

Written by Babs – 11 April 2018

<http://www.bonnie.org.au/women-doing-it-for-themselves/>

***I'd asked the staff to write up a case study to help illustrate the work that the Rapid Response team is doing and the importance of it.***

*And as I sat in that meeting and listened to these passionate, dedicated workers telling this 'story' of our work with women, I stepped into their shoes again. For a brief time, I was able to experience all the aspects of their work from the moment a family in crisis makes contact on the phone.*

Written by Tracy – 20 March 2018

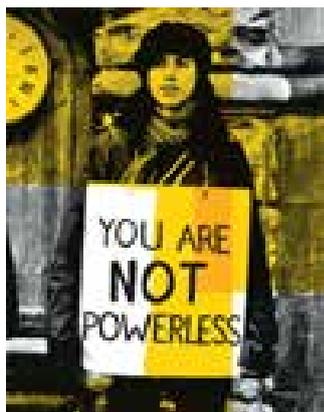
<http://www.bonnie.org.au/the-work-we-do/>



***I came to Bonnie's as a temp having been retrenched. I thought I only needed work but the universe taught me otherwise, that I needed the refuge of Bonnie's too and how wonderful Bonnie's is at supporting all who walk through its doors.***

*Many who have been retrenched will know the 'your job no longer exists, pack up and go' experience. You are blindsided, shocked and if handled poorly as mine was, suddenly cut off by your work colleagues. So I left, bruised and bewildered and with a sense of powerlessness.*

*So I walk into Bonnie's on the first day, waiting to start, and I am staring at the beautiful woman in the Bonnie's poster holding the sign "You are not powerless". Wow, just when I was feeling the opposite. Then I was welcomed by the friendly, warm, positive women that work here. Amazing. They didn't know me or my situation but they treated me with respect straight up. Every day here has been healing and rebuilt my faith in work being a positive experience and that warmth, humour, fun and commitment are the hallmarks of a great team.*



*So thank you to Bonnie's wonderful staff for providing refuge to me and to the universe for leading me here.*

Written by Kathy – 13 October 2017

<http://www.bonnie.org.au/finding-refuge-at-work/>



***One woman who left our service recently said to me...***

*'I am not used to making choices for myself, and at times I am scared to do so, but now I know I have choices. When I am ready, I know I can reach out again for help.'*

*They may not be discussing it at the dining table or proclaiming it from the rooftops, but these women are living feminism by making choices every day that are best for them and their children.*

Written by An – 27 October 2017

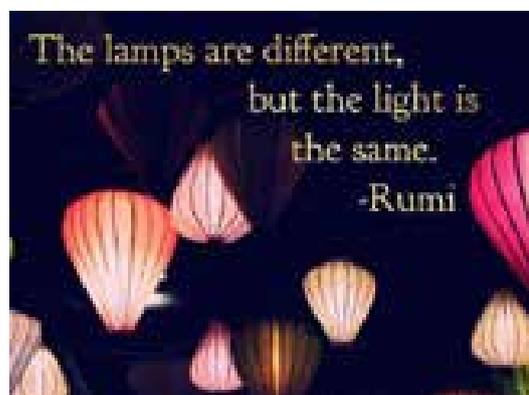
<http://www.bonnie.org.au/living-feminism/>

***As a child, being different was very challenging.***

*But it made me strong and it helped me develop qualities that I now rely on, like an appreciation of difference, and the ability to focus on what unites us, as human beings, not on what divides us.*

Written by Susan – 17 August 2017

<http://www.bonnie.org.au/we-belong/>



***I was talking to a woman recently, who had been in and out of an abusive relationship.***

*She said it took her many years to understand why she kept returning to her husband. But in the end she began to see that the trauma and abuse she had experienced were connected to the cultural messages she had internalised from a young age: that women were submissive, obedient and, in essence, worth less than men...*

*It takes guts and effort to understand your history, to break the mould and liberate yourself from societal and cultural expectations and beliefs. I saw the courage it took this woman to stand tall when she was shunned by her own community for saying no to oppression, and choosing a different path for herself and her children.*

Written by Susan – 8 December 2017

<http://www.bonnie.org.au/self-worth-you-deserve-it/>



***It's been 10 years since I left the worst DV relationship of my life...***

*They say it takes seven years for all your skin cells to renew, which means there is now no part of my skin that he touched. But I'm not healed. I may never be.*

7 August 2017

<http://www.bonnie.org.au/these-are-my-days/>

***Alison described last year's event (Women's day vigil) as 'very emotional and powerful'.***

*To hold that flame felt like a big responsibility. These are the ones that didn't make it. But by naming them and honouring them in this way, it felt to me like we were letting them know their lives didn't go unnoticed.*

*Reading out the ages of the women really struck home – how young they were and how old. It made me wonder about their stories: what they had survived and who they had left behind."*

*It reminds us that there is still a lot of work to be done.*

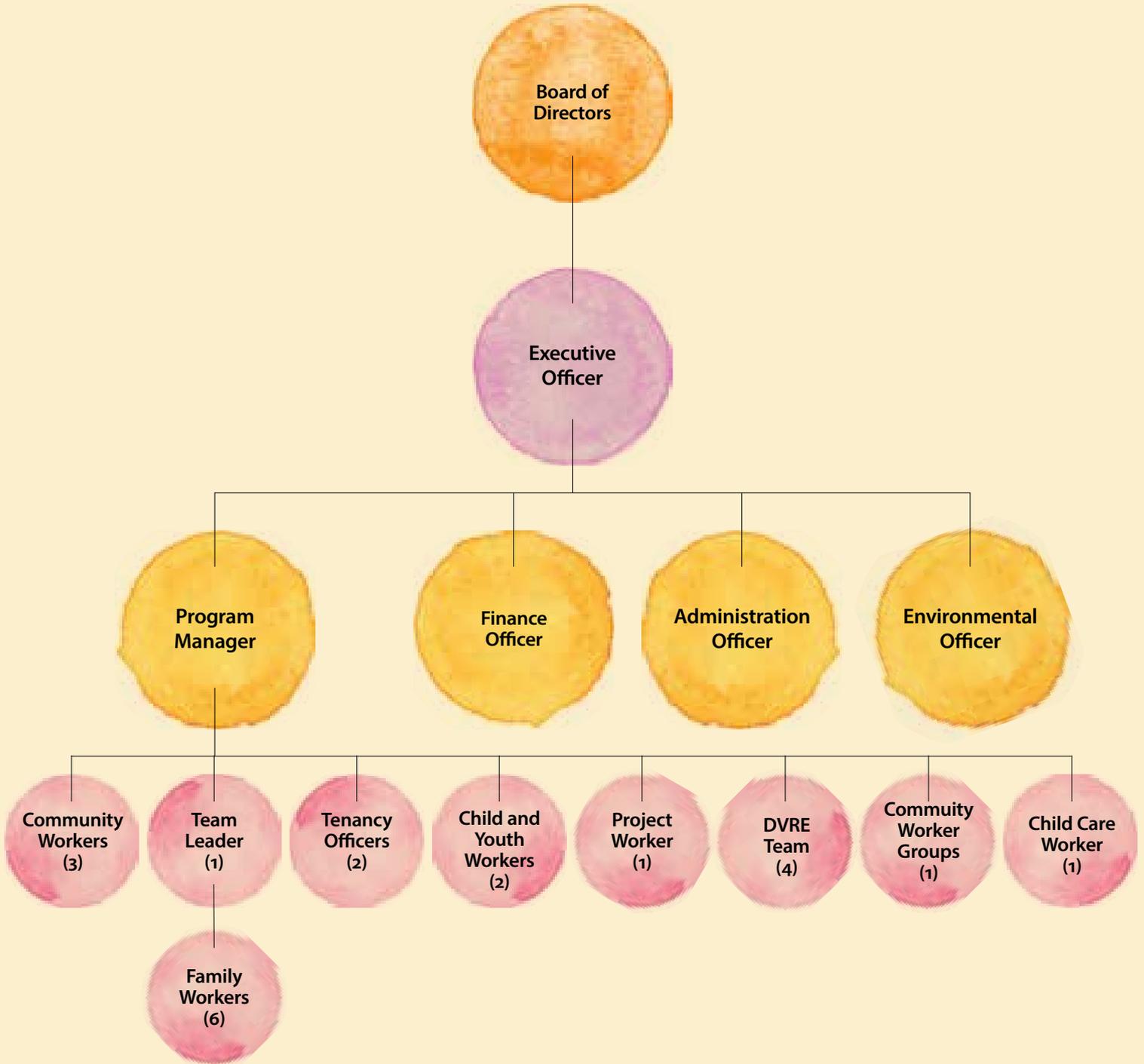
23 February 2018

<http://www.bonnie.org.au/womens-day-vigil-join-us/>



# ORGANISATIONAL CHART

## Bonnie Support Services Ltd



# OUR BOARD



**Betty Green** – *Chairperson* – Betty is a committed feminist advocate and her work in the women's community services spans three decades. Violence against women, particularly domestic violence, has been her focus.



**Dusanka Mrdjenovic** – *Vice Chairperson* – Dusanka has a passionate interest in human rights and social equity brought about by life experience of civil war, which included homelessness and displacement.



**Tam Ho** – *Secretary* – Tam has a wide range of experience in the not-for-profit and tertiary education sectors, working in the areas of program management, fundraising and marketing and communications



**Frances Atkins** – *Treasurer* – Frances has significant experience in banking and finance, including experience advising senior management, boards and committees on a range of corporate and strategic matters.



**Amelia Scott** – Amelia Scott is Bonnie's longest serving Board member. Amelia has a wealth of experience in health and in particular women and children's health.



**Karen Beetson** – Karen is a Mandandanji woman from south west Queensland. Karen has worked for over 30 years in Aboriginal Community Development beginning her career in Aboriginal Employment and Education and has worked for NSW Juvenile Justice.

# GRANTS AND DONATIONS

**B**onnie's benefits enormously from the generosity of people and organisations who donate money, goods and other services for our clients. Thanks to everyone named below, for your support; and to all others who have given their time or have donated to us. Your donations are used wisely to provide additional supports to the women and children we work for.

Annette  
 Babitha Mathews  
 Bankstown Sports Club  
 Bloomberg  
 Bonnyrigg Plaza  
 Breakthru Miranda  
 C|T Group  
 Cathy Love  
 Chris Bowen MP  
 Claudia and Ian  
 Ladies of Variety  
 Commonwealth Bank Cabramatta  
 Commonwealth Bank Canley Heights  
 Daniel Cassidy  
 Danielle Macky  
 Dot Fuller  
 Erin Wroblewicz  
 Fairfield Council Social Club  
 Fairfield Police Station  
 Gabriela Awad  
 Greystanes High School  
 Grill'd Wetherill Park  
 Habitat for Humanity (NSW) Ltd  
 Helen Callaghan  
 Jason Behringer – PRD Nationwide Panania  
 Jo Perks  
 Joanne – We all Care  
 Jodie Littlewood  
 K. Maxwell

Karise McNamee  
 Katie Southwell  
 Kerrie Baker  
 Kevin – Parax  
 Kristi Gomm & Georgia  
 Laura  
 Linda Stone  
 Lisa James-Holmes  
 Little Care Packs  
 Mai Nguyen  
 Margaret Collins  
 Mary Wright  
 Melika Mokhtari  
 Metropolitan Pharmacy  
 Michele Tamassy and John McAvinue  
 Mr D's Traditional Meat  
 O'Brien Glass  
 Olivia Chammas  
 Parax/ Davco  
 Rebecca Shore  
 Rina Delfino  
 Robyn Metcalfe  
 Roger Rodrigues  
 Samara Barry  
 Sara Khoury  
 Selina Hardy  
 Shannie Singh  
 Shannon Harley  
 Share the Dignity  
 Snr Constable Green  
 Straithfield Council  
 Summer Ng

Taylor Constructions  
 The Black Family  
 Tracey Temoni  
 Tracie Conc  
 Diane Powell  
 Simon Bolton  
 Kathleen Maxwell  
 Aaditya Thakur  
 Adrian Stewart  
 John Dwyer  
 Zhou Jin  
 Alexander Smith  
 Jane O'Leary  
 Alice Ong  
 Lincoln Wong  
 Robert Mead  
 Francis Lim  
 Nicole Thompson  
 Jason Fan  
 le Erlina Lie  
 Bonnie Coulter  
 Elisabeth Barry  
 John Mellors  
 Lisa-Ann Woodward  
 Rachel Delamont  
 Tanya Green  
 Michelle Howard  
 Christa Wood  
 Katrina Aldersea  
 Erin Mollenhauer  
 Cathy Firkin  
 Irrelevant Society

Kathleen Maxwell  
 Arnab Ahmed  
 Mary Brennan  
 Carole Best  
 Haydn Scott  
 Ms Laura S Ryan  
 Carole Best  
 Women Auxiliary of Ahmadrhya Muslim Organisation  
 Haydn Scott  
 Ms Laura S Ryan

# A STATISTICAL SNAPSHOT

In 2017-18 we supported

**1,027**  
new clients

**10.9%**

of those we supported  
identified as Aboriginal,  
Torres Strait Islander or  
both

At The Safety Hub  
at Liverpool Women's  
Health Centre – we saw

**124**  
clients

Our Psychologists  
provided

**163**

counselling sessions

We supported

**132**

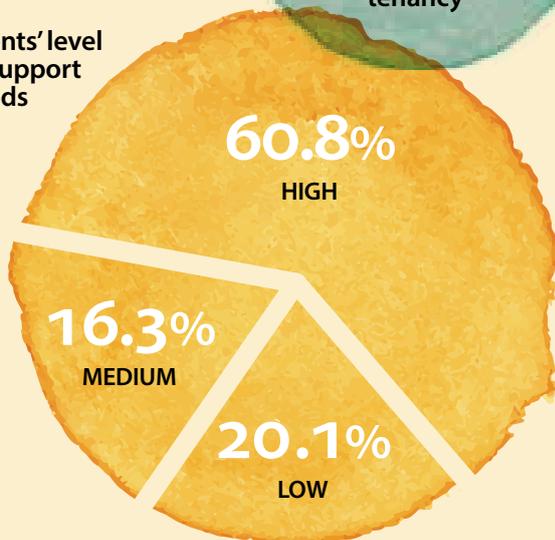
women and children  
were supported via the  
DVRE program

In addition, we  
supported

**365**

clients via Outreach,  
to sustain their  
tenancy

Clients' level  
of support  
needs



## Client country of birth

(01.07.2017 to 30.06.2018)

Australia	665	Korea, Republic of (South)	5
Bangladesh	7	Laos	1
Belgium	1	Lebanon	15
Bosnia and Herzegovina	1	Liberia	1
Burma (Republic of the Union of Myanmar)	3	Malaysia	2
Cambodia	9	Mexico	2
Chile	3	Morocco	3
China (excludes SARs and Taiwan)	6	Nepal	1
Colombia	1	New Zealand	34
Congo, Republic of	1	Nigeria	1
Egypt	5	Pakistan	6
Ethiopia	4	Papua New Guinea	1
Fiji	59	Peru	3
France	1	Philippines	6
Gambia	1	Russian Federation	1
Germany	1	Samoa	6
Greece	1	Serbia	4
Guinea	1	Sierra Leone	1
Honduras	1	Slovakia	1
Hong Kong (SAR of China)	3	South Africa	6
India	8	South America, nec	1
Indonesia	2	Sudan	3
Iran	6	Sweden	2
Iraq	34	Syria	3
Japan	1	Thailand	4
Jordan	4	Ukraine	2
Kenya	2	Vietnam	42
		Blank	104

# FIVE YEAR FINANCIAL SUMMARY

## Bonnie Support Services Ltd

ABN 24 003 100 445

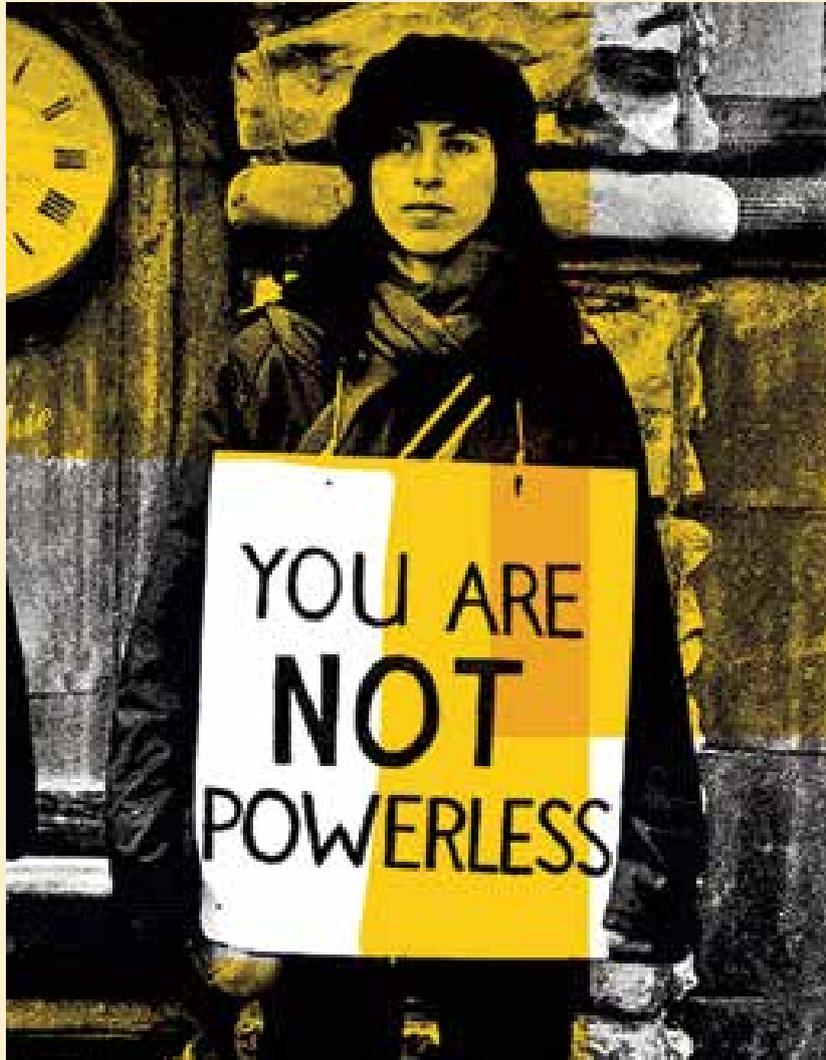
	2017-18	2016-17	2015-16	2014-15	2013-14
<b>Income</b>					
Government grants	2,036,393	1,937,403	1,825,547	1,580,759	1,340,315
Donations and corporate support	53,642	18,000	5,945	24,501	2,266
Rental income	210,092	254,900	226,663	109,705	17,234
Interest	27,806	29,263	19,956	15,109	4,073
Other	4,438	27,089	11,925	159,903	36,645
<b>Total Income</b>	<b>2,332,371</b>	<b>2,266,655</b>	<b>2,090,036</b>	<b>1,889,977</b>	<b>1,400,533</b>
<b>Expenses</b>					
Salaries and on costs	1,797,872	1,791,288	1,264,582	838,147	918,634
Client brokerage	94,780	150,393	269,534	75,086	76,457
Operating expenses	446,710	653,820	491,616	668,862	399,417
<b>Total Expenses</b>	<b>2,339,362</b>	<b>2,595,501</b>	<b>2,025,732</b>	<b>1,582,095</b>	<b>1,394,508</b>
<b>Net Surplus/(Deficit)</b>	<b>(6,991)</b>	<b>(328,846)</b>	<b>64,304</b>	<b>307,882</b>	<b>6,025</b>

The Company recorded an operating deficit of (\$6,991) for the year ended 30 June 2018 compared to an operating deficit of (\$328,846) in 2017. The main reason for the deficit is a prior year surplus deduction of \$39,809 by Family & Community Services NSW.

Bonnie Support Services measures its performance B22:G27 annual accountability reports for each individual funding contract. The company also uses a range of other performance measures to ensure its strategic goals as stated in the Strategic Plan 2016 -2019 are achieved.

The company monitors its performance against budget and rolling forecasts. The budget is approved by the Board of Directors prior the commencement of the financial year. Financial results are presented to the Board who use this information for the purpose of tracking progress, determining if agreed objectives are met and to inform future planning.

A complete copy of Bonnie's Financial Report 2018 including our audited financial statements, accompanying notes and Auditor's Report can be downloaded from our website [www.bonnie.org.au](http://www.bonnie.org.au) or the ACNC register.



**Bonnie**  
Support Services



*by women and with women*

*Bonnie's*

**02 9729 0939**

*24/7 Domestic Violence Line*

**1800 65 64 63**

*Translating and  
Interpreting Service*

**13 14 50**

*Link2home*

*for accommodation*

**1800 152 152**

**[www.bonnie.org.au](http://www.bonnie.org.au)**

