



ORANA HOUSE

# ANNUAL REPORT 2021

**Our Vision:**

A community free  
from family and  
domestic violence.



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This year we supported:

159  
CLIENTS

58  
WOMEN

101  
CHILDREN



# Our Values

## SAFETY

Orana House exemplifies non-violent principles in all our work and ensures that our interactions are based on mutual respect and understanding, while maintaining a safe environment for all.

## INTEGRITY

Orana House promotes diversity in all its forms and, in particular, we actively seek to combat racism and intolerance. We foster a diverse and culturally-aware workforce and strive to understand and respond to the needs of the diverse individuals and communities with whom we work. Orana House makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the pain of women and their children, being guided solely by their needs and to give priority to the most urgent cases of distress.

## EMPOWERMENT

Orana House works with a strength-based approach, recognising and focusing on the inherent strengths of all people. We actively work to ensure that women and children are empowered to have a voice and to be more able to take control of their own lives and environments. This includes

providing support to develop their own goals and to access necessary resources, skills development, social connections and services to achieve those goals.

## PROFESSIONALISM

Orana House values its staff and is committed to growing and developing them as people, recognising their unique attributes, acknowledging their contributions and supporting their progress.

## ADVOCACY

Orana House advocates on an individual, collective and systemic level. We promote and defend the rights and interests of families experiencing family domestic violence and believe that 'Everyone has the right to live free from family and domestic violence in all its forms'. We work side-by-side with families when they are facing challenging situations, dealing with uncertainty or being treated unfairly. Our advocacy aims to create independence through empowerment.


## COLLABORATION

Orana House is committed to working in partnership with other family and domestic violence refuges, community groups, business, governments and other not-for profit organisations to identify and respond to needs in communities and seek to complement rather than duplicate their efforts to promote positive outcomes for all stakeholders.



Image credit:  
Wyllie Suhendra

Orana House acknowledges the Whadjuk people of Noongar boodja as the traditional custodians of the land upon which we work. We respect their unique kinship structures and pay tribute to all the Aunties, Uncles, Mentors and Elders for the vital role they play in keeping family strong and raising up the next generation.



Orana House supports all women and their children without discrimination, including members of the LGBTQI+ community.

# Our Management Committee

**Chair:** Claire Paddison is a Communication, Engagement and Facilitation Specialist delivering complex projects for major organisations across all levels of government, resource providers and the NFP sector.

**Secretary:** Madeleine Green is a Corporate Lawyer with a strong focus on governance and compliance.

**Treasurer:** Rowena Reid is a Chartered accountant and a director for PwC in the Financial Advisory Practice.

## Marketing Committee:

**Kath Snell** is CEO of United Way WA and a graduate of the Australian Institute of Company Directors.

**Matt Sharp** is a Senior Sargeant in the WA Police Force.

**Ivonna Danbergs** is a Lecturer in Community Services at North Metropolitan TAFE. She holds a Bachelor of Laws; Bachelor of Social Administration; Grad. Dip. of Vocational Education; Cert IV Training & Assessment and is an AASW member.

**Sarah Bass** has worked in Human Resources and Organisational Development for over twenty-five years.

## GOOD NEWS:

Our clients are enjoying weekly yoga sessions through our partnership with the fabulous Peers Through Sport program.





# Chairperson's Report

Reflecting across the last financial year, I'm proud to say that Team Orana has continued to achieve extraordinary outcomes under challenging circumstances. As we entered 2020-2021, little did we know that we were only at the beginning of the pandemic, with still so much uncertainty ahead.

However, with our Strategic Plan firmly in place, we've remained focused on achieving our key objectives. We're seizing opportunities to grow our Outreach services, whilst complementing our crisis care for women and children seeking positive change from a life of violence and abuse.

Our crisis accommodation services have been in higher demand than ever over the last 12 months. With the impact of families forced to stay at home, combined with a rental crisis across Perth, it has been challenging to find affordable

and accessible housing, both in an emergency and for shorter to medium term circumstances. However, our Refuge Team adapted to working with families for extended periods, providing case management and working towards longer-term goals. They collaborated with other service providers to find solutions to identify alternate accommodation options.

Happily, our SWiTCH Program has found a new home! A collaborative effort by Orana's Outreach Team and Management Committee, with significant support from the City of Bayswater, enabled SWiTCH to move

out of the refuge and establish a hub in Noranda. Referrals have been strong and are likely to continue as the community transitions to a new normal. A silver lining, we've broadened our Outreach capacity within the Bayswater community. At the same time, we're forging new relationships and partnerships with other service providers, offering a safe space to a broader cohort of women and children in such uncertain times.

Our relationships with key stakeholders and our reputation and reach in the community continue to strengthen. The City of Bayswater invited us to launch more 'Purple Benches' and raise awareness about family and domestic violence. Our key State and Federal partners have continued to contribute to our growth in providing Outreach, whilst underpinning our long-term delivery of crisis care.

For the first time, a new and contemporary website has enabled us to confidently share more information about Orana, share resources for women seeking help, and offer our supporters a range of donation options. Whether that gift comes as pro-bono, in-kind or financial support, I'd like to take this opportunity to thank everyone that continues to show their support for Orana and joins us in empowering everyone to make positive decisions.

As Chair, I'd also like to take this opportunity to thank my colleagues on the Management Committee for their ongoing contribution and support of Orana. I want to extend a sincere thanks to Mel and the Orana Team on behalf of us all. Congratulations on your performance and continued service to the community over the past 12 months.

We're well-positioned to move into the next year of our strategic plan as we seek more opportunities to make a positive change in our community to end family and domestic violence.

### **Claire Paddison**

Chairperson

#### **GOOD NEWS:**

Orana House staff visit Government House for the 16 Days in WA campaign.



# Strategic Plan

## VISION:

A community free from family and domestic violence.

## MISSION:

Empowering everyone to make informed decisions to end family and domestic violence in the community.



**Strategic Objective:** Break the intergenerational cycle of family and domestic violence through provision of education and promotion of choice.

## Stakeholder Expectations:

Services are geared to supporting women and children in crisis while actively pursuing strategies that reduce the incidents of violence in the community.

## Initiatives & Outcomes

### LESS THAN 12 MONTHS

Create opportunities for staff to engage in strategic thinking and the exploration of new ways of thinking to end intergenerational violence.

### 2-3 YEARS

In partnership with schools and government, design a community education program to respond to the normalisation of violence in the home and model acceptable behaviours.

### 3+ YEARS

Partner with organisations delivering perpetrator behavioural change programs to design alternative models of intervention that enable referral pathways for abusive partners.

Advocate and identify opportunities to improve information exchange between key government agencies and service providers to create systemic change.





**Strategic Objective:** Proactively respond to the growing demand for community-based support services.

**Stakeholder Expectations:**

Professional support services are accessible outside of the crisis environment.

**Initiatives & Outcomes**

**LESS THAN 12 MONTHS**

Secure external funding to support the preparation of a business case for community outreach programs that explore the following elements:

- SWitCH services located at a dedicated centre.
- A model of long-term community-based support.
- Community based accommodation services.
- Provision of education services to the broader community.
- Community-based support programs for women, children and youth.
- Funding options for outreach services.

**2-3 YEARS**

Secure funding to commence implementation of the community outreach business case.

**3+ YEARS**

Increase the number of available transitional houses and secure funding for case management to support transitioning families and individuals.



**Strategic Objective:** Strengthen our ability to have positive impact by building our internal capacity and reputation.

**Stakeholder Expectations:** Services are professional, non-judgemental, safe and culturally appropriate.

**Initiatives & Outcomes**

**LESS THAN 12 MONTHS**

Consult widely and draft a Cultural Competency and Commitment Statement to be provided to clients on accessing services.

Identify cultural knowledge gaps that impact service provision for Indigenous and CALD communities, identify training opportunities and ensure 100% of staff and the Management Committee are trained in cultural awareness.

Undertake a skills audit and introduce a process to support the development and implementation of professional development plans for all staff and Management Committee members.

**2-3 YEARS**

Develop and implement a partnership model to manage agreements with other organisations that we collaborate with.

Prepare a Funding Diversification Strategy that identifies opportunities for funding, other than government and creates funding diversification KPIs.

# General Manager's Report



As we have navigated the second year of the COVID-19 pandemic, adaptation and expansion have been central themes for Orana. Though the times required significant changes, we've been innovative in our service delivery and maintained our steady growth as an organisation.

Despite having to lockdown, change plans and pivot to Zoom meetings, we adapted to the increased safety measures and continued to provide excellent services to women and children needing support in the aftermath of family and domestic violence.

Sadly, our annual 'Conversations That Matter' event was cancelled on two separate occasions during the year due to snap lockdowns. A great disappointment, but we showed resilience and adaptation, instead hosting our first successful webinar with the Honorable Simone McGurk. Other significant achievements this period have been launching our new website and our powerful short film 'Warrior Women', which has received overwhelmingly positive feedback

from within the FDV sector and the broader community.

However, our greatest achievement this year has been partnering with the City of Bayswater to open our new SWitCH Centre – Supporting Women in the Community Holistically - in Noranda, where we have successfully relocated all of our outreach services and group programs. A major objective in our Strategic Plan, brought to fruition whilst maintaining our crisis accommodation service and amongst the uncertainty and stresses of a global pandemic. Having the Centre provides many benefits, including maintaining the safety and security of families residing in the refuge. However, it also allows us to develop new partnerships and programs to benefit women and children.

It provides the opportunity to share the premises with other agencies, again increasing our reach and position in the community.

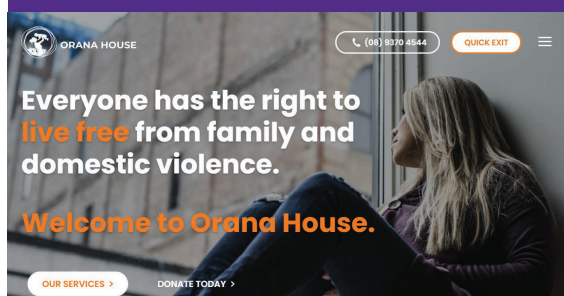
As always, my greatest pride is in the team, and I thank the staff for their outstanding flexibility and contribution over the last 12 months under challenging circumstances. The team has changed a little during the year with some long-standing members moving on to other exciting opportunities and some new members joining the Orana family. We've enjoyed the contributions of several students and McCusker Citizenship Interns throughout the year working on various projects for us. Staff members have undertaken training in Cultural Competence and the Safe and Together Model. We are always looking to improve our knowledge and skills to help the women and children we support.

We also held two very successful Team Days in September 2020 and May 2021, where we reviewed the progress of our 2020-2023 Strategic Plan alongside members of the Management Committee. They have themselves developed a very comprehensive Risk Management Framework for the organisation.

When I look back upon this past year, our accomplishments have been tremendous, and I'm genuinely proud to share them with you all.

### GOOD NEWS:

We developed a new website to streamline our donation processes. Visit [orana.net.au](https://orana.net.au) and join our e-news list to stay up to date.



My eternal thanks go to all the staff for their exceptional commitment and the Management Committee for their understanding that the organisation's success requires planning, hands-on work, resources, time, and some risk. This year, relationships with all stakeholders have been more vital than ever. Much of our success and ability to achieve what we have has been dependent on those positive relationships. I thank all of our individual, community, contract and corporate partners. Our achievements have been phenomenal, but we couldn't have done it without you and your contribution to SWitCHing the future of family and domestic violence in our community.

### Mel Rowe

General Manager

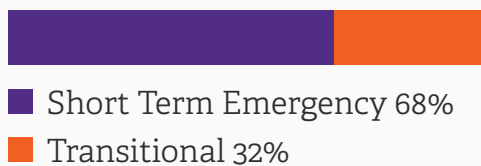
# Refuge Report

This year Orana  
accommodated and  
supported

**57**  
**FAMILIES**



Type of accommodation provided

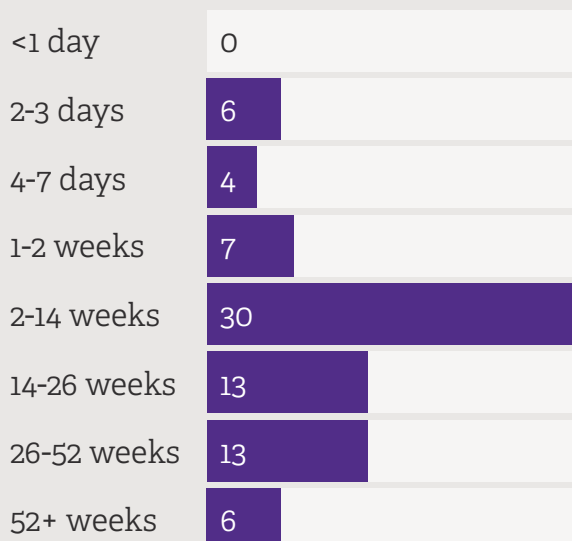


We provided:

**10,482**  
**BED NIGHTS**

Our biggest age  
demographic is  
women aged 35-39,  
but our oldest client  
was a **75 year old  
woman.**

The length of stay for families  
in the medium-term housing  
increased quite considerably,  
**as the rental crisis has limited**  
affordable alternative housing  
options.



## Length of stay

Length of stay has increased as the pandemic continues to limit access to affordable housing.

Orana is also supporting extreme-risk clients, who are generally moved into our transitional housing program after spending the initial crisis period in refuge.

## COUNTRIES OF ORIGIN

Our clients come from a variety of countries of origin, including:

Afghanistan, Brazil, Bulgaria, Ethiopia, Greece, Indonesia, Iran, Iraq, Philippines, Rwanda, South Africa, Sudan and Vietnam.

However, the majority of children we support were born in Australia.



● **60.4%** Australian ● **25.8%** Aboriginal / TSI ● **11.2%** CaLD ● **2.6%** Other

## Needs Identified and Met

	NEEDS IDENTIFIED	SUPPORT PROVIDED
Advice/Information	6802	6703
Advocacy	3854	3791
Assistance for Trauma	414	286
Assistance to obtain/maintain government allowance	145	78
Assistance with Immigration Services	0	1
Court Support	315	166
Family/Relationship Assistance	802	721
Financial Information	107	69
Health/Medical Services	316	158
Legal Information	228	51
Living Skills/Personal Development	1108	974
Material Aid/ER	345	303
Mental Health Services	47	1
Professional Legal Services	22	2
Psychological Services	34	3
Recreation	1138	1084
Specialist Counselling Services	18	3
Transport	693	653

Sadly, 229 women in need were unable to be accommodated by Orana House this year.

76 referred on (Did not meet criteria)

229 refuge full to capacity



In order to address this need, we've developed our wraparound holistic support program and opened our new SWitCH Centre.

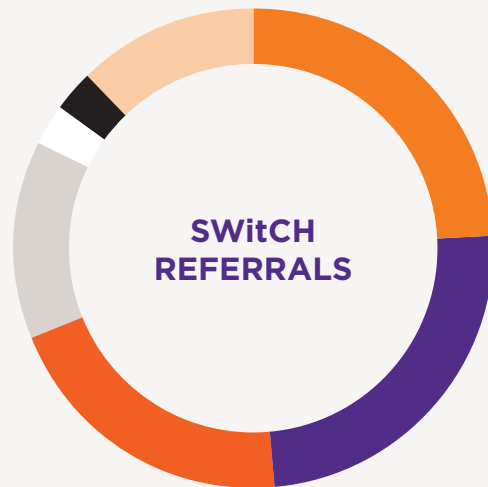
SEE  
NEXT  
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# 52%

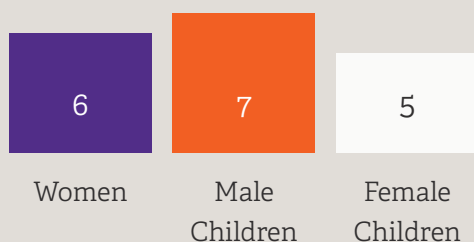
## INCREASE IN REFERRALS

SWitCH aims to transfer lower-risk clients out of the refuge and into transitional properties with skilled outreach support, making more space for higher-risk families in the refuge.



- **18%** Received Case Management and support in transitional accommodation
- **18%** Case Management in own accommodation
- **15%** Information and support
- **10%** Referred on to more appropriate service (e.g. catchment area)
- **2%** Referred on as we were at capacity
- **2%** Declined assistance
- **9%** Uncontactable

Receiving case management in transitional housing:



These figures demonstrate both the **demand for our services** and the fact that the SWitCH program is becoming **more widely-known** in the local community and within the family and domestic violence sector as a whole.

# Programs

FDV Education gives women the opportunity to reflect on their relationships, build confidence and visualise a future where they understand early warning signs and have the self-confidence to seek equal partnerships in the future.

*"I've learned I have the power to be who I want to be. No-one has the right to control me"*

*"It's helped me to set new personal boundaries and be strong"*

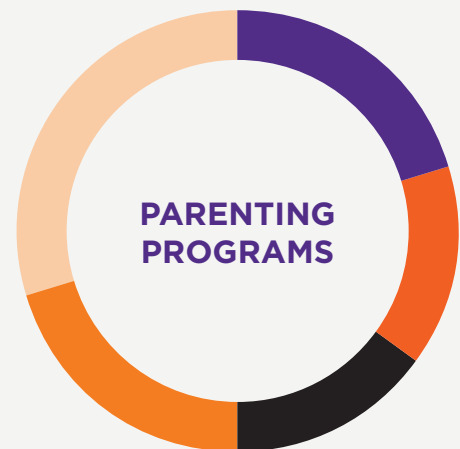
**FEEDBACK FROM  
RECENT PROGRAM  
PARTICIPANTS AT  
ESTHER HOUSE  
INCLUDED:**

*"There's a very fine line between caring and controlling, as I have mistaken many controlling behaviours for caring ones"*

*"Children don't need to see the violence to be affected by it"*



We also provide **effective parenting programs** designed to help mums enhance their skills in terms of nutrition, budgeting, planning, routine, bonding and managing the behaviour and individual needs of their children.



- **18%** My Understanding of Me: Developing Self Esteem
- **13%** Understanding Domestic Violence
- **13%** Parenting Effectively
- **18%** Me, Mum and Music
- **26%** Me, Mum and Music (Children)

# Children

Orana House continues to support and accommodate high numbers of children in the 0 - 9 year age range, which is consistent with research findings that show an increase in domestic and family violence when women are pregnant or are caring for young children.

Our Case Management structure is tailored to meet the individual needs of the children and addresses all of their complex needs, including:

Medical

Educational

Emotional

Developmental

Legal

Parenting

Religious or Cultural Needs

Socialisation

Orana House provides a range of programs and activities to children throughout their stay, designed to enhance bonds between mothers and their children to create a safe and fun environment.

**Me, Mum and Music** strengthens attachment between mothers and their pre-school children through song and rhyme.

**Parenting Effectively** explores the challenges faced by children and mums after experiencing domestic violence and teaches understanding and new skills

**Story Time** promotes bonding between mothers and their children.

**Strength-based therapy and specialised counselling Services** covering protective behaviours and safety.

**Camps, picnics, excursions and infant massage.**

**School Holiday Activity Program**

**Child care, education and school liaison service.** We also supply school uniforms, stationery, lunch-boxes, backpacks and hats to enable the children to easily transition into their new school surroundings.

**Christmas Party 2021.** With generous community donations, we were able to offer an exciting children's Christmas party at Lollipop's in Bayswater. Santa came on his motorbike loaded with gifts for each child as well as a bag of goodies for their mothers.

# Financial Overview

The challenges of the last few years have continued and been exacerbated by the COVID-19 Pandemic. However our key partners and supporters have continued to engage with Orana's Vision and Strategic Plan through grants, volunteering, donations and in many other ways.

We have begun our strategic journey towards a new focus to provide a greater diversity of income, through broader engagement with our community and, as such, our income has started to grow:

**OUR INCOME GREW BY:**

**32%**

**2021 INCOME:**

**\$1,526,509**

**>**

**2020 INCOME:**

**\$1,103,651**

We received a number of grants this financial year, both in relation to the increased need for FDV services resulting from the Covid -19 pandemic and due to our expansion and setting up of our new SWitCH Centre.



## INCOME STATEMENT

	2021		2020	Delta
Total income	\$1,526,509	up from	\$1,103,651	38%
Total expenses	\$1,571,856	up from	\$1,114,673	41%
Deficit before tax	-\$45,347		-\$11,022	311%

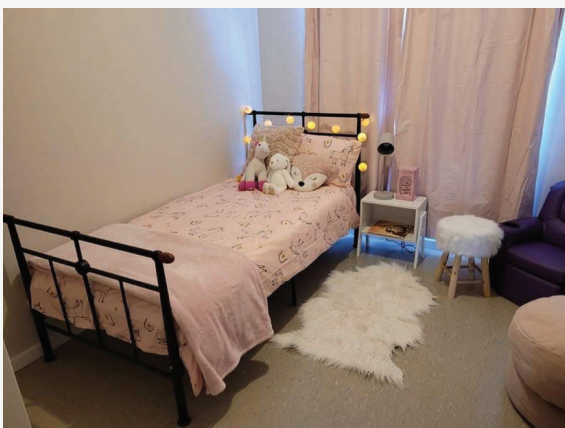
## BALANCE SHEET

	2021		2020	Delta
Total assets	\$1,474,523	up from	\$1,023,861	44%
Total liabilities	\$1,143,518	up from	\$683,849	67%
Balance	\$331,005	down from	\$340,012	-3%

Running costs	3%
Admin	2%
Community Impact	96%

# Good News

Our partnership with **Worthy Australia** resulted in these stunning home transformations, as their dedicated team of volunteers sourced and created 'Safe Havens' for our clients to start over in their new lives.



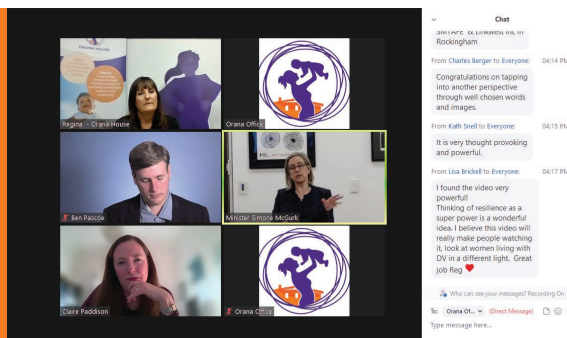
We received a grant from **St John's Heart** to install a defibrillator



Our GM Mel Rowe joined the Centre for Women's Safety and Wellbeing Executive Committee.

A stunning revamp of our refuge play area.

We found new ways to keep the Conversation That Matters going, hosting our first webinar to launch our film 'Warrior Women' to a unanimously positive response.



*"I found the video very empowering!"*

*"SO powerful! Congratulations and thank you for all that you do to protect women and children in our state."*

*"it captured how women's resistance is a very purposeful and determined management of their safety and the safety of their children. The film invites us to match that at a systems level."*

*"Thinking of resilience as a super power is a wonderful idea. I believe this video will really make people watching it look at women living with DV in a different light. Great job."*



Team Orana showed up in force for the March Against Domestic Violence

# We thank our supporters

Orana House gratefully acknowledges the following contributors for their generosity and continued support throughout the last year.

Every gift improves the opportunities and outcomes for women and children who have experienced family and domestic violence.

## GOOD NEWS:

Several of our clients secured employment with our partner Mettle Gifts, gaining valuable skills and financial independence.



- AECOM c/o Sarah Tavener
- AJ Pember
- Alannah and Madeleine Foundation
- Alan Wedd
- Alison Bowman
- Allan Wilkerson
- Anne Palmer
- Bayswater Child Health Clinic
- Bayswater Primary School
- Beacon of Light
- Camelia Court Craft Ladies
- Catherine Young
- Centrecare Perth
- Charter Hall Ltd
- Christian Bantleman
- City of Bayswater Councillors and staff
- Commonwealth Bank
- Cruisin' Automotive
- CWA Bayswater
- Dean Cooper
- Department of Communities
- Department of Human Services
- Derrick Ernst Neighbourhood Centre (The Den)
- Dianella Embroidery Group
- Essentials for Women
- Ethnic Communities Council
- FINWA
- Foundation Housing Ltd
- Fremantle Sailing Club
- Future Wealth Planners
- Gemma Jones
- Giorgia Johnson
- Grill'd Mt Lawley
- Grace Wojturski
- Hillcrest Primary School
- Holly Connor

- Imagine Cruising WA
- Ishar
- Jann McFarlane
- Jennifer Fagenbaum
- Joan Hill
- John Forrest Secondary College
- Julian Levy
- Jackson McDonald Lawyers
- Karen and family/friends
- Katrina and Giegel
- Leslie Raiter Art Therapy
- Lifeline
- Lina Bertolini
- Linda Trefry and friends
- Lisa Baker MLA Member for Maylands
- Lisa Anderson and Dorothy Courtney
- Lloyd Design
- Lotterywest
- Mark Ireland
- May and Peter McGuire
- Maylands Catholic Church
- Maylands Spiritualist Centre
- Melville Spiritual Church
- Michael Liddle
- Minderoo Foundation
- Mineral Resources Ltd
- Morley Galleria
- Morley Girl Guides
- Myer Morley
- National Council of Jewish Women
- Pat Branson and friends
- Patrick Gorman MP Member for Perth
- Paypal Giving Fund
- Perth College
- Ride Against Domestic Violence
- RSPCA
- Rebecca Properzi
- Salisbury Medical Group
- Sandy Dettman
- Secondbite
- Shrankhala Sinha
- Share the Dignity Project
- Soroptimist International Maylands Peninsula
- Sutherland Primary
- Starting Over Support/People Who Care
- Stirling Street Social Club
- Stopping Family Violence
- St Quentin Apartment Residents
- Streetsmart Australia and Sherridan
- Strength-Based Counselling Services
- Taoist Tai Chi Society
- Tina Scott
- Tina Tran
- Tracey Howlett
- United Church of God
- United Way WA
- Variety Charity Link
- WA Police Family Violence Units at Midland, Mirrabooka and Perth
- WESNET
- CWSW
- Women's Law Centre
- Woodside Communities Fund
- Zephyr Education

# Our sponsors

			Community Bank Bayswater  Bendigo Bank
 Government of Western Australia Department of Communities	 Alannah & Madeline Foundation	 Mettle Women Inc.	 MINERAL RESOURCES
 Commonwealth Bank			 CENTRE FOR Women's Safety and Wellbeing
 Australian Government			
 foundation HOUSING			 Charter Hall
			
 Women's Legal Service WA Justice for women		 People Who Care®	 McCusker Centre for Citizenship

			 ETHNIC COMMUNITIES COUNCIL WESTERN AUSTRALIA
 United Church of God Australia	 National Council of Jewish Women	 Ending Waste. Ending Hunger.	
 HILLCREST PRIMARY SCHOOL	 The Family Inclusion Network of WESTERN AUSTRALIA INC.		
 BAYSWATER EST. 1894 Primary School	 Salisbury Medical Group	 The Women's Services Network	 LLOYD DESIGN CO.

#### GOOD NEWS:

With thanks to the fabulous support of the City of Bayswater, we've secured a 5 year lease on The SWitCH Centre in Noranda.

Another generous grant, this time from Lisa Baker, Member for Maylands, allowed us to purchase a brand new car to deliver our mobile Outreach service.



Member for Maylands  
Lisa Baker MLA presents a  
new car to Outreach Workers.

# Children's testimonials

**Disclaimer:**

Stock images have been used to protect privacy.



*"I enjoy how we all have dinner together."*

*"I like how there was teddies on my bed when I got here. It made me feel happy."*

*"I enjoyed going park with the workers and everyone. We walked around the lake and had food and I had fun."*



"I enjoy how I do art with my Mum and Sister here on Thursdays and I like how I spend time with them."



"I like the bag I got off the workers. I like it here, I feel safe."

"I like to play with everybody and it made me happy and excited to see all of the people."



**ORANA HOUSE**

**PO Box, 99 Inglewood WA 6932 • Tel: (08) 9370 4544 • [orana.net.au](http://orana.net.au)**