

Stronger
than ever



ORANA HOUSE

Annual Report 2025

Walk with us
towards recovery
and healing

Supporting women and children to be safe from family and domestic violence



We acknowledge the value of individual and collective contributions from those victim/survivors who we walk beside as we continue our vital work of supporting women and children to be safe from family and domestic violence.

Orana House provides a safe and inclusive space for all women and children impacted by family and domestic violence.

Artist Sarah Weston Artwork used with thanks to Sarah Weston and City of Bayswater

Orana House is based in Boorloo, on Noongar Boodjar, and we acknowledge the Whadjuk people of the Noongar Nation as the Traditional Owners of the land. We pay our respects to the Traditional Owners of this land and waterways, and pay our respects to elders past and present.

We acknowledge that Australia is built on the lands of hundreds of Aboriginal nations, each with their own rich traditions, languages and cultures.

We recognise the deep and enduring spiritual connections and relationship Aboriginal and Torres Strait Islander people have with community, as well as the lands, oceans, waterways, air, and sky.

We acknowledge that sovereignty was never ceded.

We acknowledge that the land we live, work, and play on, always was, and always will be, Aboriginal land.

We recognise that violence and suffering are an inextricable part of our country's colonial past and that past still impacts to this day.

We recognise the incredible strength and resilience of Aboriginal and Torres Strait Islander people; especially those who have been affected by family and domestic violence.

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Our Partners and Supporters



Government of Western Australia
Department of Communities



100 WOMEN



Community Bank
Bayswater

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Fremantle Foundation
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Hydro-Pneumatics



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Strength-Based Counselling Services • Sue Fletcher • Susie Monro • Tang Law • United Church of God Australia • Uniting Church Noranda
Variety Charity Link • Wesnet - Women's Services Network • Centre for Women's Safety and Wellbeing • Women in Planning
Women Lawyers of Western Australia • Women Legal Service WA • Women's Law Centre • Worthy Australia • Zephyr Education

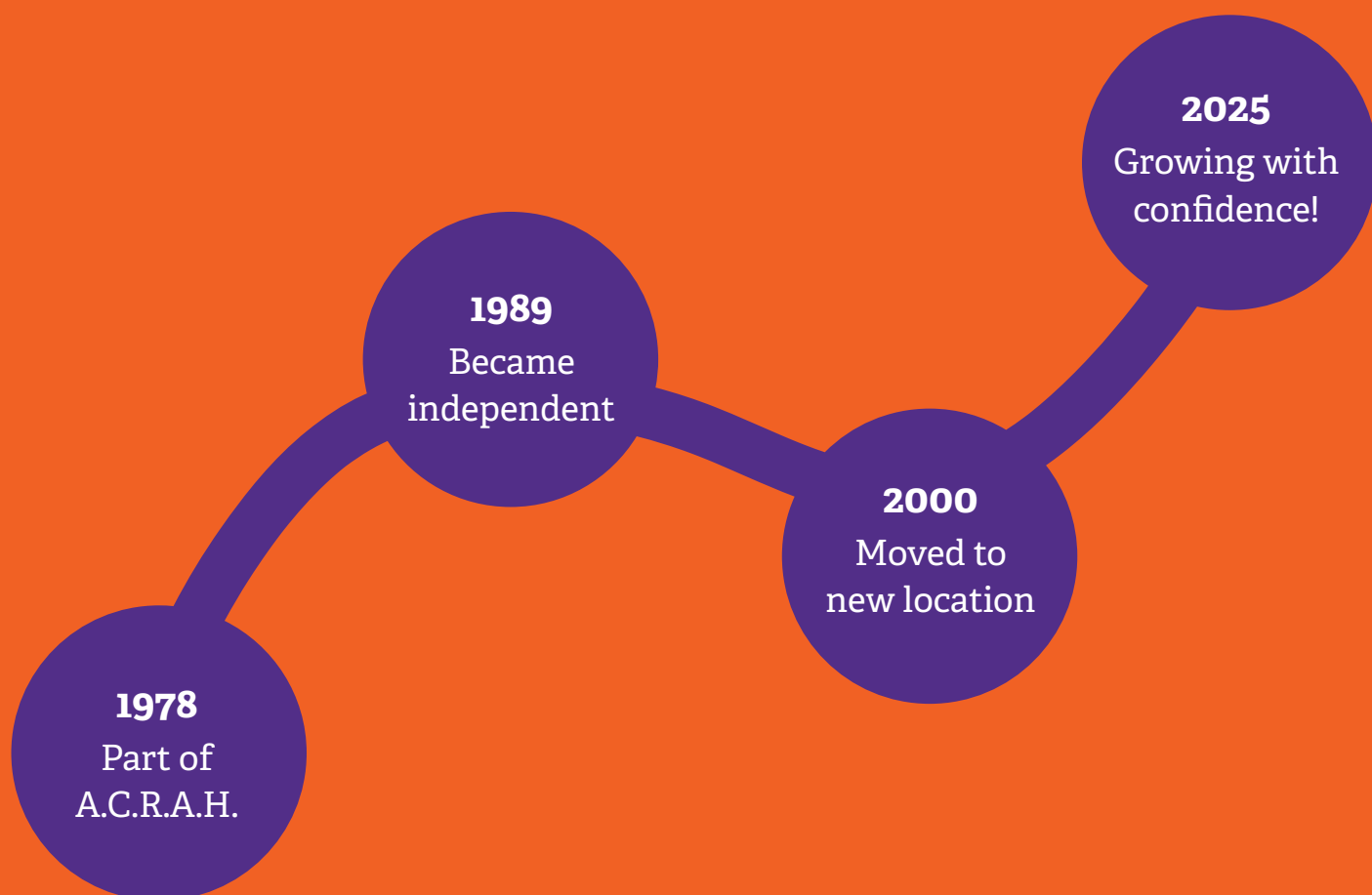
Housing Families - Impact Agents

Orana's Allies in the fight for equitable access to rental properties for those who need it most

Acton Belle South Perth • Focus West Property • Home 2 Home Realty • Jacky Ladbrook Real Estate • NTY Property Group
Perth Property Management • Rentwest • SOCO Realty • Xceed Real Estate

Housing Families - Supporters Supporting women and children to live safely

Hydro-Pneumatics Pty Ltd • Kim McDonald • Maxine and Geoff Brayshaw • Robyn Wilmott • The Fleay Family



Orana House's History

Orana House has a long history of service provision which dates back to 1975. Firstly as a part of Association for the Care and Rehabilitation of Alcoholic and Homeless Men (A.C.R.A.H.), which provided homelessness services primarily to men and then, when it was identified that a separate service was needed for women and children, particularly those escaping domestic violence, as an independent organisation. In 1989 Orana House was Incorporated and services commenced from a refuge in Aberdeen Street, Perth. Over the last 35 years, we have grown from being a stand-alone refuge to now providing refuge and transitional accommodation, as well as holistic wraparound support services to women and children victim/survivors of family and domestic violence.

Orana House's services encompass three areas identified as being critical in the National Plan to End Violence against Women and Children 2022–2032.

Early intervention – *identifying and supporting individuals who are at high risk of experiencing or perpetrating violence, and prevent it from reoccurring.*

Many women can't leave violent relationships as they have no family or community support and therefore no options. We wanted to provide services that could assist these families remain safe and as a result Orana House established The SWitCH Centre: Supporting Women in the Community Holistically. The SWitCH Centre has expanded and now provides safe, trauma informed services where women, children and young people are supported through every stage of family and domestic violence, from pre-crisis through to recovery.

Response – *providing services and supports to help victim-survivors experiencing violence. This includes crisis support, police intervention and a trauma-informed justice system that will hold people who use violence to account.*

Based in the heart of the City of Bayswater, Boorloo (Perth) our refuge shelters up to twenty-five women and children on any given night. In the last year Orana House has provided nearly 10,000 bed nights to those seeking safety. We also provide transitional housing to those families where the risk of harm has lessened but they still require intensive support.

Recovery and healing – *helping to reduce the risk of re-traumatisation by supporting victim-survivors as they recover from their trauma. This includes the physical, mental, emotional and economic impacts of violence.*

As a response to the rental crisis, and to tackle head on the discrimination of women and children victim/survivors of family and domestic violence, we developed our Housing Families program. We work in partnership with some incredible home owners and real estate agents to provide safe housing for families who may otherwise face homelessness or return to an unsafe environment.

Our Housing Families and SWitCH Centre staff provide support and outreach to these families ensuring they can continue to heal and recover. The National Plan highlights how all parts of society need to work together to end gender-based violence in one generation and our Housing Families program is an example of the positive change that can happen.

At Orana House, we believe in empowering everyone to make positive decisions to end family and domestic violence in the community. From early intervention and response, right through to recovery and healing, we walk alongside our clients, at their pace, towards the destination of their choice.

Thank you for walking with us.

Orana House's Management Committee

The members of our Management Committee are highly-driven and passionate and bring with them extensive experience across the following sectors:

- Government and Not-for-Profit
- Accountancy and Finance
- Law
- Human Resources and Industrial Relations
- Education and Training
- Business and Risk Management
- Consumer Engagement and Project Management



Jennie Burns
Chair

Jennie is the Executive Director of Family and Community Services at Mercy Care and has worked in the community services sector throughout her extensive career, focusing on working with children, young people and families. She is passionate about improving outcomes for those who have experienced or witnessed violence.



Laura Buck
Deputy Chair

Laura is a certified HR practitioner with over fifteen years of experience leading cultural transformation, partnering with executives to develop fit-for-purpose people, projects and interventions. She is currently an Associate Director of Business Partnering & Change at the University of Western Australia.



Amanda Grey
Treasurer

A Chartered Accountant with over fifteen years of expertise, Amanda is a dynamic leader in strategic accounting and financial transformation. As the Chief Financial Officer of a not-for-profit retirement village, she has revolutionised the finance function, built a high-performing team and successfully navigated the ongoing complexities of homecare and retirement living.



Madeleine Green
Secretary

Madeleine joined Orana's Management Committee in 2017, becoming Secretary in 2018. She is a Corporate Lawyer and Compliance Officer at the Australian Securities Exchange (ASX), with a strong focus on governance and compliance. She holds a Bachelor of Laws and Commerce (Corporate Finance) from the University of Western Australia.



Tony Lazzara

Tony has an extensive background in the Australian higher education sector and is strongly committed to reconciliation, equity and access. His experience includes strategic and operational planning, governance, risk management, internal and external relationship building, responding to Government policy settings and legislative compliance.



Alan Fairhead FAIM

Alan Fairhead is a seasoned strategist, business planner, facilitator, project manager, and organisational change specialist with over twenty-five years of experience leading and managing strategic programs within the private, public, and mining sectors.



Amber Van Dam

Amber is a Senior Risk Manager at the Australian Public Service, implementing considered controls and assessing potential risks. Previously, she applied these skills within the WA Police Force and the finance/banking industry, where she was involved in several projects to help frontline staff identify signs of family and domestic violence.



Meg Anklesaria

Meg is a graduate of the Australian Institute of Company Directors and a Fellow of the Financial Services Institute of Australasia, with postgraduate qualifications in applied finance and investment. Her experience includes twenty years of Board governance across various industries, including the superannuation sector, environmental management, and customer resolution in the water and energy industries.



Chair's Report: Jennie Burns

I have been incredibly honoured to have stepped into the role of Chair for Orana's Management Committee this year. A year where possibilities are beginning to come to fruition, particularly for The SWitCH Centre, a welcoming space where women can receive holistic, wraparound support to live free from FDV.

It's a simple concept, but one which has needed much nurturing to grow to its full potential.

The hardworking team at Orana, with their collective wealth of knowledge, empathy, passion and commitment, were ready to put in the work. Last year, the powerful impact of all this effort was formally measured and evaluated by Curtin University. The resulting report has since been published and its message is unequivocal: SWitCH sets a new standard of support.

This year, we also launched Orana's 2024/7 Strategic Plan, built around a comprehensive review of our values. Our revised mission statement better reflects our focus on women and children. The new plan is built upon three pillars:

- Support
- Partner
- Lead

It was also a big year from a governance perspective. We welcomed new Management Committee Members and strengthened our Governance structures by establishing the Finance, Risk, Audit and Compliance Sub-Committee.

This hard work has resulted in some much-needed additional funding for SWitCH and the Housing Families program, as well as a funding uplift for the refuge. We continue to focus on our long-term

financial sustainability and recently completed two Business Cases to submit to the Department of Communities. These clearly demonstrate the need for a sustainable commitment to our combined initiatives.

I want to take this opportunity to sincerely express how grateful I am to be part of this organisation during a time of significant growth and evolution.

To my colleagues in the Management Committee, who give generously of their time:
Thank you for sharing your insights and guiding us towards our vision.

To the staff who give their absolute all to such important, yet sometimes under-recognised work:
You are all the most important people in this organisation, the relationships you hold with our clients can never be replaced.

To the many stakeholders, partners, supporters and donors:
Thank you for caring as deeply as we do about upholding everyone's right to live free from FDV.

I look forward to the endless opportunities for Orana House over the next 12 months and to sharing with you the results of everyone's commitment.

Jennie Burns Chair

Orana House's Strategic Plan 2024-2027

Vision

A community free from family and domestic violence.

Mission

Supporting women and children to be safe from family and domestic violence.

Values

Safety

We exemplify non-violent principles and prioritise environments where our clients and our staff are protected from harm.

Respect

Our interactions are based on mutual respect and understanding. We recognise the dignity and worth of every person and support diversity in all its forms.

Empowerment

We actively work to ensure that women and children have a voice and gain control over their own lives and environments.

Collaboration

We believe in working together with other services, community groups, business, governments and not-for profit organisations towards effective support, services and community outcomes.



Support

Strategic Objective

Women and their families are supported to achieve a positive future through client-focused, adaptable, place-based service excellence.

Strategic Initiatives

1. Maintain environmental awareness and work with individuals with lived experience, ensuring client circumstance informs service delivery and program development.
2. Anticipate and address future service needs and ensure continuous improvement through regular evaluation and gap analyses.
3. Audit referral pathways to enhance service efficiency and accessibility.
4. Explore opportunities to maximise SWitCH's (Supporting Women in the Community Holistically) impact as a comprehensive service hub through:
 - Expanded service offerings with value-aligned providers
 - Securing future funding sources to support sustainability of the service.
5. Grow access to housing for women and families seeking safety from family and domestic violence through:
 - Enhancing Orana's profile in the housing sector
 - Securing funding for housing services beyond 2026
 - Partnerships with other organisations and individuals to expand housing opportunities.



Partner

Strategic Objective

Strategic partnerships with government, other service providers and the private sector are aligned with Orana's values, strengths and identity, and enhance outcomes for clients.

Strategic Initiatives

1. Articulate Orana's value proposition, expertise and knowledge.
2. Facilitate skill transfer and sharing of sector knowledge and experience with partners.
3. Identify, build and maintain long-term stakeholder relationships to foster collaboration and respond to opportunities.
4. Implement a strategic partnering framework to support clear and effective decision-making.
5. Develop journey maps to define the roles and responsibilities of Orana and its partners.

Lead

Strategic Objective

Orana House is a respected leader in the provision of community services and an employer of choice.

Strategic Initiatives

1. Implement a strategic finance framework to develop sustainable revenue streams, diversify funding sources and pursue and manage grants and funding opportunities.
2. Maintain high levels of employee engagement and performance by fostering positive organisational culture and prioritising staff development, wellbeing and safety.
3. Grow Orana's profile and the profile of its senior leadership team.
4. Position Orana for long-term success and resilience through continuous business improvements that drive operational excellence, mitigate risks, and address compliance.



This strategic plan was prepared with the generous support of Align Strategy + Projects.



General Manager's Report: Mel Rowe

Collaboration has always been one of Orana's core values and I can safely say that we're well and truly walking that talk.

The past year saw an enormous increase in referrals to the SWitCH and Housing Families programs. This reflects the growing need in our society as much as the growth in our public profile. Through amazing teamwork and collaboration, we've been able to provide intensive support to almost 100 families in the refuge and through the SWitCH Centre and a further 41 families, with 74 children, through the Housing Families private rental program.

This year, we welcomed many more families from culturally and linguistically diverse backgrounds, as well as families with complex needs. In response, we've developed many positive new partnerships and continue to work closely with allied service providers, ensuring our support is tailored, appropriate and aligned with

best practice. We've also identified important opportunities to upskill our team and evolve our service approach, as we learn from our clients along the way.

Other key evolutions this year include:

- Restructuring our organisation, promoting three staff into coordinator roles at the Refuge, The SWitCH Centre and the Housing Families program.
- With thanks to a grant from Impact 100 WA, we have employed a Group Program Coordinator to enable us to develop and facilitate an increased suite of healing and recovery programs.
- We have employed new Case Managers, specialising in tenancy and women's outreach.

But it seems that no matter how much we expand and grow, so too does the demand for our services. This is why we continue our call to all levels of government, as well as the private sector, to invest in specialist FDV services - so that we can all live in safer, better-connected communities.

I was particularly pleased to read the independent evaluation reports from Curtin School of Allied Health. While it's abundantly clear to everyone in our frontline team that the work of SWitCH and Housing Families is making a pivotal difference, it's important to have the quantitative data to accompany the experiences of our clients.

On that subject, one of the other great highlights this year was the short film, Seen and Heard: Journey of a Child Advocate – which was both

seen and heard on a grand scale, up in lights on Yagan Tower! (see page 53 for more)

I truly believe this year has marked a powerful turning point for Orana House. I would like to pass on my thanks to my exceptional team, who work so hard and give so much of themselves to help the families we support, as well as to the Management Committee who diligently guide us in our work. It feels bittersweet to pass on the baton now, but after eight years at the helm, it's time for me to let someone new take the lead and steer the Organisation on the next part of its journey.

I leave with sadness, as well as excitement, excellent memories, shared accomplishments and lifelong friendships. I will be following Orana's continued growth and cheering on these mighty Warrior Women, every single step of the way.

Mel Rowe General Manager



What we've achieved and who has been by our side

Housing Families

Many of the referrals received to Orana's Housing Families Program are women and children who have been accommodated in refuges. Others come from external FDV service providers. These families are just starting out on their pathway to a life free from family and domestic violence and our Housing Families Program assists by easing some of the anxiety around finding safe housing.

Historically women and children escaping FDV have had difficulties securing a rental property, this may be due to a past history of damage to the home or they may have a poor history based on the perpetrator's behaviour and their control over finances. This is compounded by the current rental crisis where there is a shortage of rental properties, particularly a shortage of affordable rental properties.

According to the Australian Bureau of Statistics' Housing Occupancy and Costs report, housing stress occurs when a household pays over 30% of their income on rent/mortgage.

The average rent of a two bedroom property in the metropolitan area is \$592 per week.

The average Centrelink payment for a single person with two dependent children is \$1,600 per fortnight, this includes rent assistance.

Even at the lower end of the rental market, with rent of \$600 per week and payments received of \$800 per week, this constitutes a shocking 75% of the household income on rent.

With the support of some incredible real estate agencies and the generosity and kindness of members of the community we are housing

Supporting women and children to be safe from family and domestic violence

women and children in safe, affordable rental properties. These properties either have reduced rent, or we top up the rent from donations. We have partnered with Rize Up to furnish the homes exactly how our families would like and provide security systems through funding from the Department of Communities. We assist with moving costs, bond assistance and ensure our families have on-going support.

The last 12 months has seen an incredible rise in referrals. Sadly we have not been able to assist everyone. This leaves some women and children in unsafe housing or at risk of homelessness. The Department of Communities has extended

funding to the Housing Families Program and we are currently funded until June 2027, we are crossing our fingers and our toes that this funding will be extended and become permanent. Even with this funding and the assistance of our generous partners, we had to turn away 92 families with 185 children. In those circumstances we will do everything we can to refer them elsewhere or advocate for them.

There is so much need.

What we've achieved

Housing Families Support Outcomes

Area of Support	Outcome
Homes generously provided by members of the community	19
Real estate agents/agencies who actively assist us with rentals	11
Families we have housed	41
Children of those families	74
CALD identified	50%
ATSI identified	8%
Families we have helped with furnishing and moving costs	34
Families who we assist with rental top-ups	8
Women who have actively engaged with Orana's Empowered for Employment program	7
Referrals received but unable to assist	92
Children of families we have been unable to assist	185

SWitCH Centre

Our SwitCH Centre has had an incredibly busy 12 months. Staff numbers have grown and programs and services we have been able to deliver have grown as a consequence.

Thanks to the Department of Communities we have partial funding through to June 2027 and this will hopefully continue.

Commonwealth Bank Staff Foundation Community grants provided funding so we can assist women going through the court process. Whether it be for restraining order matters, children's matters or in situations where our women have been victims of crime and need a hand to hold while they navigate the criminal process, we have been there.

The Bendat Family Foundation provided funding for two additional outreach workers. These workers assist families who are still in situations of potential harm and provide support and safety planning.

Impact 100 provided funding for our wonderful programs that support women to recovery from FDV. Clough Webuild, Streetsmart and BMD all helped by providing assistance to run group programs. The Fremantle Foundation has provided funding to allow us to continue to run our highly successful Empowered for Employment program, providing women with skills to return to study or paid employment.

Bendigo Bank has funded our children's programs and also our youth mentoring program. Streetsmart funded our school holiday programs. See our report on page 46 for more information about our group programs.

The saying "it takes a village to raise a child" can be adapted to "it takes a village to effectively support families experiencing or recovering from FDV". These families and every woman and child requires a comprehensive, community-wide support system involving various programs and services. Thank you to our village. You have contributed immensely and walked alongside our families on their path to safety.

SWitCH Support Outcomes

Area of Support	Outcome
Families our workers actively supported	57
Children of those families	90
Counselling sessions provided by HOPE Counselling	185
Group sessions for young men and young women's mentoring	19
CALD identified	30%
ATSI identified	8%

Refuge and Transitional Housing

Orana's refuge provides 24 hour services, every day of the year. We are a refuge for high risk families. High risk put bluntly means these families are at increased risk of being harmed and need protection. We often take women directly from hospitals. Women who have been assaulted and injured by their partner or ex-partner. These women have experience high rates of non-fatal strangulation, physical abuse and coercive control. To make a decision to come into a refuge is a huge step and takes strength and great courage.

The average time families have stayed in refuge is around two and a half months. This has reduced significantly from last year, mainly due to pathways to housing created by our Housing Families program and access to transitional housing. The Department of Communities continues to fund our refuge and we have funding until June 2027.

For more information about our refuge and transitional housing see page 26.

Refuge Support Outcomes

Area of Support	Outcome
Families provided with safe accommodation	36
Children of those families	67
Counselling sessions provided by HOPE counselling	61
CALD identified	58%
ATSI identified	14%
Number of bed nights provided (refuge)	4390
Average length of nights stay (refuge)	73.5
Number of bed nights provided (transitional housing)	5312
Average length of nights stay (transitional housing)	375.6



Curtin University Independent Evaluation of the SWitCH Centre: Supporting Women in the Community Holistically

“While DFV casts a long shadow, the service system does not follow in support.

(Orana’s) SWitCH Centre is an exception, with a longer term, survivor-led response...

The SWitCH Centre offers a financially-efficient model of medium to long-term support, which should receive ongoing funding, due to its outcomes, and be scaled up.



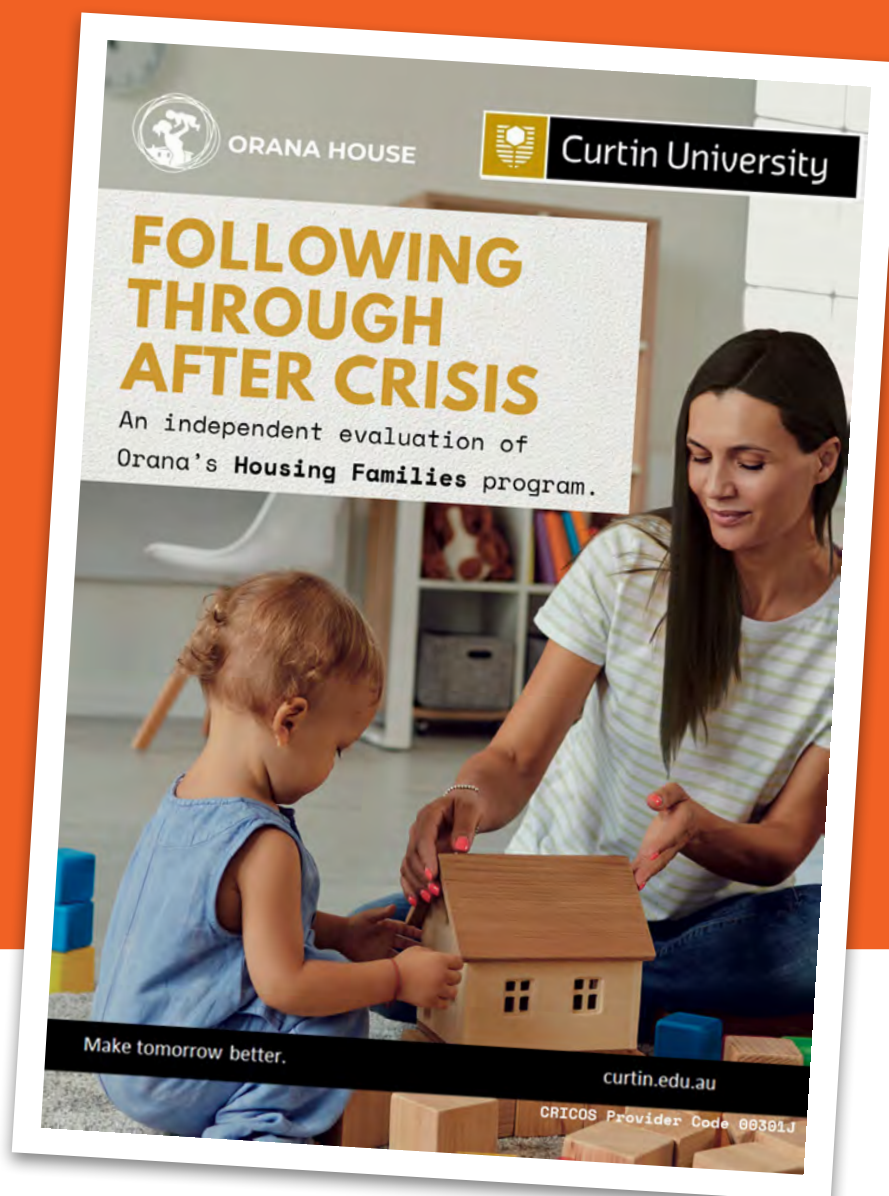
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Professor Donna Chung Curtin School of Allied Health.



“A key reason the SWitCH model is so effective, is that it is embedded within a continuum of specialist women’s DFV services.

Those who had used Orana’s refuge have developed trust with the service as a safe space... this is essential because victim-survivors commonly report fearing judgement/feeling ashamed... founded on their past experiences (from other services or the community).”



Curtin University Independent Evaluation of the **Housing Families Program**



Scan to read

In 2024, Orana House partnered with Curtin University to conduct an in-depth, independent evaluation of the Housing Families Program. The findings highlighted the difficult and unfair trade-offs women often face when escaping family and domestic violence — in particular the lack of safe, long-term housing options available to them.

The evaluation affirmed the positive impact Orana's Housing Families Program is having in addressing these challenges. Notably, that the Housing Families program prevents many women and children from feeling forced to return to unsafe environments due to housing insecurity.

Women who participated in the program shared that the access to safe and stable housing made a significant difference in their lives. They reported that their children are happier, with improved

school attendance. They also noted sleeping better, experiencing less stress, feeling more in control of their lives, and enjoying improved mental health. As one participant powerfully stated, the support they received was "more than just a house."

A key theme throughout the evaluation was the strength of the program — and the on-going need for long-term, sustainable funding to ensure Orana House can continue to meet growing demand and support women to long term safety.

“Finally, I can breathe. My young son and I are sleeping through the night now - that hadn't happened in so long... the very real fear of being homeless - it nearly broke me.

Having somewhere safe to live has given me the energy I need to start over. I'm ready for the next steps.”

Crisis accommodation

Providing safe and secure accommodation and specialist support for women and children escaping family and domestic violence

For over 30 years, Orana House crisis refuge has been a safe haven for women and children escaping domestic violence. We provide short-term crisis accommodation in a secure, welcoming environment where safety, dignity, and hope are at the heart of everything we do. Our refuge can accommodate up to five families at a time, with two purpose built, accessible units that can also accommodate large families and women with older male children.

Often women and children leaving a violent situation leave quickly without being able to take any belongings with them. So when women and children arrive at the refuge, they often have nothing. Our staff ensure that each family is welcomed with compassion and that all

immediate needs are met. We work from a trauma-informed perspective to help clients feel safe, supported, and heard. Each client is case managed and encouraged to set their own goals for the future. Our staff advocate on their behalf, working with external agencies to connect them with the most appropriate services and supports.

Our refuge is staffed 24 hours, every day of the year, so we are always on-site offering compassionate, in-depth case management and advocacy. Our team works in partnership with each woman and child, using a client-centred and empowering approach to ensure their voices are heard and their choices respected. We walk alongside them on their journey towards safety, healing, and a brighter future.

The Women and Children who require Orana's Accommodation Services

Over the past financial year, we have seen a significant increase in referrals involving women and children from culturally and linguistically diverse (CALD) backgrounds. Of all clients accommodated in our service, 49% were women from CALD backgrounds. This trend highlights

an ongoing concern around the elevated level of risk faced by women and children in these communities, often due to factors such as social isolation, language barriers, limited access to support services, and unmet material needs.

Bed nights	9702 bed nights were provided across both refuge and transitional accommodation
Non fatal strangulation	36.6 % of refuge clients advised of non-fatal strangulation
High risk referrals	20% of refuge clients were classified as High Risk under the Common Risk Assessment and Risk Management Framework (CRARMF) – usual reasons for this rating would be threats to kill, physical or sexual assault by an intimate partner occurring within the last 72 hours
Family Violence Restraining Orders (FVRO)	20% of refuge clients were supported through the process of obtaining an FVRO
Family Court of WA	10% of refuge clients were supported with matters through the Family Court of WA

We work collaboratively with outside agencies to ensure refuge clients receive a wrap around service that meets their individual needs. Refuge clients receive invaluable support from Circle Green, Legal Aid WA, Women's Legal Service and Hope Counselling Services. We also have many other agencies and organisations who ensure our families have clothing, food and sanitary/hygiene items and that children's educational needs are met. These partnerships ensure that every woman is informed, empowered, and supported throughout her journey towards safety, stability, and independence.

Our transitional housing program has continued to deliver medium-term accommodation for clients with complex, ongoing needs. The persistent challenges within the current housing market have resulted in a significant decline in

long-term housing opportunities, increasing the average stay in our transitional properties to 375.6 nights.

We have also seen a notable rise in women and children from culturally and linguistically diverse backgrounds requiring medium-term housing due to ongoing risk, legal challenges, and limited support from family or community networks. During this reporting period, three families remained in transitional housing for the full 12-month term. We also supported another three families in moving from crisis refuge into more stable, medium-term accommodation. These placements have allowed us to maintain consistent, wrap-around support for women and children as they progress through their recovery journey.

Supporting women and children to be safe from family and domestic violence



Crisis Accommodation

Overview of services provided in 2024/2025

Service Provided	Number of Families Accommodated	Number of Children	Average Length of Stay	Demographic of Families
Refuge Accommodation	30	55	73.5 nights	CALD 49% ATSI 11% Aust 32% Other 8% (English speaking background)
Transitional Properties	6 families	12 children	375.6 nights	CALD 67% ATSI 16.5% Aust 16.5% Other 0%
Number of Unassisted Families Requiring Accommodation	225 women, along with 92 children, were unable to find assistance through Orana. The most common reason that families can't be assisted is due to the refuge being full. There has also been a significant increase in homeless single women seeking accommodation where immediate risk from FDV wasn't the primary cause of their homelessness. This does not rule out FDV, just that FDV was not their primary issue			



A woman who identified as CALD, and her two young children, were accepted into the refuge following sustained physical and psychological abuse. The client had no support network, was socially isolated, and due to visa restrictions, had no access to financial resources.

Refuge staff provided intensive support and advocacy, assisting the client through complex legal proceedings and immigration processes. Emergency financial relief was accessed through the Red Cross, and with continued support, the client became eligible for a special Centrelink payment. This allowed her to begin meeting basic needs for herself and her child independently.

Child advocates ensured the children received care from the local child health nurse, resulting in early interventions that addressed developmental concerns and promoted healthy growth and wellbeing.

A coordinated, wrap-around service approach was critical to ensuring the ongoing safety and

stability of both mum and her children. This holistic support allowed the client to begin building a safer and more hopeful future.

The client has actively engaged with community programs at our SWitCH Centre and is preparing to commence a TAFE course, marking a significant step toward independence and long-term empowerment.

Our team continue to support in the healing and recovery of domestic violence survivors and firmly believe that every woman and child has the right to live a life free from family and domestic violence.



SWitCH Centre: Supporting Women in the Community Holistically

The SWitCH Centre is Orana's locally based outreach service, designed by and for victim-survivors. It is a safe and welcoming space for women and children who have experienced Family and Domestic Violence (FDV), who may currently be experiencing FDV, or who simply want to reach out, ask questions, and connect.

We understand that every journey is unique, and there is no timeframe for seeking support. Women and families are welcome to come to the Centre whenever they feel ready.

Our mission at SWitCH is simple yet powerful: to support women and their families in building positive futures through client-focused, adaptable, and place-based services.

Thanks to recent funding, our team has grown significantly.

The SWitCH Centre is now supported by:

- A Coordinator who manages the Centre and supervises and supports all staff
- Three part-time Outreach Women's Advocates
- A Group Program Coordinator
- Two part-time Children and Young People's Advocates
- A Creche Worker
- Young Person Mentors

We are also grateful for our incredible volunteers who keep the Centre welcoming and organised, and who are building a beautiful native garden for families to enjoy.

The Housing Families Team has recently joined us on-site, operating from a new demountable at the front of the building. This allows women supported through the Housing Families Program to also access SWitCH programs and creates a smooth continuum of care as women move from Refuge, to Outreach, and beyond.

The Centre has also become a hub for practical supports such as pantry items, toiletries, and donated goods. These essentials help women and children manage living costs, reduce financial stress, and ensure no one goes without. Importantly, this support is offered in a safe, non-judgmental environment.

An independent evaluation of the SWitCH Centre highlighted exciting outcomes, including overwhelmingly positive feedback from women about the support they received. The report affirmed the strength of our framework and the importance of long-term, continuous support tailored to the evolving needs of victim-survivors. The key recommendation was clear: securing ongoing funding is vital so the service can meet the high and growing demand.

As we reflect on another financial year, we celebrate the achievements of our staff, the growth of our programs, and—most importantly—the courage and progress of the women and children we support.

Together, we are Switching the Future of Family and Domestic Violence.

“SWitCH has become an essential part of my healing and growth since leaving eight years ago. If I didn't have SWitCH, I feel my healing process would have been a lot more delayed and difficult.

Case Management

Case management at the SWitCH Centre is led by women themselves. At the first meeting, we work together to identify their goals and needs—whether it be: housing support, FVRO applications, court support, advocacy and referrals to other services.

Safety and risk are always at the heart of these conversations. Some women choose ongoing case

management, while others prefer single-session support. Either way, our role is to provide clear information, set boundaries and expectations, and empower women to make confident, informed decisions.

We acknowledge that each journey is different—there is no one-size-fits-all pathway.

Group Programs

With the addition of a Program Coordinator, we have expanded our group offerings to foster healing, connection, and growth. Our programs include:

MUM: My Understanding of Me – A six-week program exploring women's strengths, the FDV cycle, and pathways to healing. Each session ends with Art Therapy, helping women process their reflections and move forward.

Warrior Women's Wellbeing Group – Yoga, journaling, and quiet reflection to support women's wellbeing.

Social Group – A weekly mix of activities such as essential oil making, cupcake decorating, scrapbooking, and board games. This creates safe opportunities to build new friendships and networks.

Sing and Grow – A parent-child music program that strengthens attachment, builds routine, and helps children regulate emotions in a safe and supportive environment.





Empowered for Employment

This program supports women pursuing employment or study while recognising the hidden strengths they already demonstrate—organisation, planning, forward thinking, and resilience.

With one-on-one mentoring, women are encouraged to build confidence, set goals, and stay on track as they balance personal healing with future aspirations.

Children's Programs

Children are at the heart of the SWitCH Centre. We aim to provide them with safe, positive spaces to connect, grow, and simply be kids.

School Holiday Programs – Arts and crafts, sports, baking classes, discos, and more for mums and children to enjoy together.

Weekly Mentoring – Male and female mentors spend time with older children, offering safe conversations while engaging in activities such as basketball, table tennis, pampering, and games.

Annual Christmas Celebration – Once a year our centre turns into “Elf’s Workshop” and an anticipated stop for Santa, where we bring festive joy with activities, food, Santa photos, and gifts for both mums and children, along with hampers for the holiday season.

Our goal is to break the cycle of FDV by giving children confidence, connection, and a vision of a safer future.

Partnerships

Strong partnerships enhance the holistic support we provide:

HOPE – A counsellor attends the Centre fortnightly, offering compassionate therapeutic support.

Salvation Army (Financial Counselling) – A financial counsellor visits monthly, helping women face financial challenges in a supportive environment, while reducing the stigma and stress surrounding money management.

Case Study: A Journey of Strength and Person-Led Support.

A woman midway through pregnancy reached out to our SWitCH service seeking knowledge about Family Violence, safety planning, and her options for moving forward. From the outset, she expressed a clear desire to make her own informed choices.

First Contact

The SWitCH team supported her to identify her goals, while ensuring safety and risk were continually addressed. Outreach staff remained in regular contact as she stayed in the community, helping her feel confident and supported until a refuge place became available.

When accommodation opened, staff offered the option of moving into refuge. The decision was hers alone—we ensured she felt empowered to make the choice when the time was right.

Refuge Support

Once in refuge, she was able to continue her daily routine in a safe environment while also learning more about FDV. She engaged with advocacy and

support from other services, particularly those connected to her pregnancy, and received weekly case management to help navigate her next steps

Transition

When a transitional property became available, she was supported to move in. SWitCH re-engaged to ensure wraparound support continued, focusing on:

- Ongoing safety planning
- Building her confidence to live independently
- Access to group programs for learning and connection
- Advocacy with legal services and housing providers

Moving Forward

Almost 12 months later, she became part of the Housing Families Program and successfully secured her own private rental. Today, she and her baby are safe, thriving, and building their future in a secure home.

Although her case has formally closed, she has chosen to re-engage with SWitCH for an upcoming legal matter—reaffirming that our service is always here, no matter the stage of her journey.

Outcomes

Safety and Stability –

She remained safe throughout, with clear safety plans at every stage.

Continuum of Care –

From outreach, to refuge, to transitional housing, and into private rental, she experienced seamless support across Orana's services.

Empowerment and Choice –

Every decision was led by her, supported but never pressured by staff.

Long-Term Strength –

With a secured tenancy and a healthy baby, she is now focused on her next chapter, knowing she can always reconnect with SWitCH if needed

This case highlights the resilience and determination of women navigating FDV, and the power of person-led, holistic support. SWitCH's role was not to lead her journey, but to walk beside her, ensuring she had the knowledge, options, and confidence to move forward in her own way.

Housing Families: Connect - Move - Succeed

“Orana’s innovative response to the Housing Crisis”

Orana’s Housing Families program was initiated by Orana House in 2021 in response to our research into the harmful impacts of Perth’s rental crisis. Bearing a significant brunt are women, often with young children, who’ve come to us because they’re escaping from violence in the one place where they should have felt safest – their homes.

Extensive surveys showed that our clients face constant discrimination in the rental market. They’re at risk of becoming homeless through no fault of their own. This isn’t only due to the current shortage of rental properties but the historical false perception that survivors of FDV don’t make good tenants, our research shows this is overwhelmingly incorrect.

The Housing Families program CONNECTS women, who are seeking a safe home for their families, with socially conscious owners or real estate agents who have affordable properties available for rent. Even before the women MOVE into their homes we provide support with attending home opens, application assistance, bond assistance and furnishings to make the rental house their home. We may even provide financial assistance in the form of rent top-ups. With on-going case management, we assist our women and their children to SUCCEED on their pathway to a happy and healthy life, free from family violence.

The housing families journey / mission to motion

Orana’s Mission is Supporting women and children to be safe from family and domestic violence. We actively work to ensure that women and children are empowered to have a voice and be more able to take control of their own lives and environment. This includes providing support to develop their own goals and to access necessary resources, skills development, social connections and services to achieve those goals. Housing Families integrates with other services provided by, not only Orana, but other specialised services

for women and children victim/survivors of family violence.

Housing Families supports families transitioning from domestic violence into safe, long-term housing through private rentals. We accept referrals from refugees and community services once women have reached a place of safety and are ready to embark on the next chapter of their lives.

Supporting women and children to be safe from family and domestic violence

Our initial support focuses on helping women become “rental ready” and confident during the housing process. This includes practical assistance with rental applications, attending property viewings, and presenting their best selves—often with the help of Thread Together outfits.

We know these women make excellent tenants—great news for real estate agents. We have incredible families who are ready to turn a house into a safe and loving home for their children. A place where they can create positive memories and make family traditions.

Once a family is housed, the exciting part begins furnishing the home! Through our partnership with RIZEUP, families are supported in creating a space that reflects their style and needs, with women having input on how their home will look and feel, it's their families Sanctuary after all.

Once all the logistics of moving have settled, we jump into providing ongoing support for up to 12 months to support families reach their goals. This often includes joint case management with the team at SWitCH, participation in our program calendar, or engagement with our Young Person Advocate Program. This ensures that children impacted by family and domestic violence receive the same level of care and support, promoting healing for the whole family and to break the cycle of family and domestic violence.

We also offer financial top-ups to families—particularly for women looking to return to study or participate in our innovative Empowered for Employment program.

All our funding for financial assistance come from Philanthropic donations and goes directly to the families housed with Orana Housing Families.



Housing Families



Sustaining our work – support that makes it possible

With a growing demand for our service there has naturally been an increased need for staffing.

To ensure we continue delivering high-quality support, we've expanded our team. The Housing Families program now includes a Housing Families Coordinator and two Women's Tenancy Advocates.

This growth has been made possible thanks to the ongoing support of the Department of Communities, which has provided additional funding to sustain and strengthen our vital work in the community.

We have received various philanthropic on-going donations from the community, 100% of these donations go directly towards the families supported by Orana through rental top-ups and moving costs.

The Housing Families Program began as a grassroots initiative, driven by a shared vision to support women and children moving forward from the impacts of family and domestic violence.

What started as a community-led effort has grown into a powerful example of collective care and resilience.

To date, 19 properties have been generously made available to Housing Families by landlords in the community — each home representing a family's life transformed. These opportunities not only provide safety and stability for families rebuilding after family and domestic violence, but they also support other women and children by freeing up critical refuge space for those in immediate crisis who need it most.

These properties were made known to Housing Families through our website and we'd love to hear from you if you were in a position to open up your property to a family who needs a place to call home: <https://orana.net.au/housing-families/>

The ongoing support from our community has not gone unnoticed. Your commitment continues to make a meaningful difference in the lives of those we serve.

A move for greater impact

On the topic of moving—Housing Families has made a move of their own. After a strong start in the RISE community building in Maylands, we relocated to the SWitCH Centre to work more closely and collaboratively with the specialised services available there.

This move allows us to offer a more integrated, wrap-around service for our clients—all in one central, accessible location.

The SWitCH Centre provides specialist FDV advocacy, a full program calendar (including programs like M.U.M – My Understanding of Me), and dedicated support through a Child and Young Person's Advocate.

See Page For more on the invaluable wrap around service SWitCH centre has been delivering to the community for the past 5 years!

“I work in the community housing sector, and my organisation partners with a number of FDV services. The reason I chose Orana (to make personal donations to) over other similar services is that Orana appears to me to be more innovative and comprehensive in its support programs, and in attempting to source more transitional housing (e.g. partnering with private owners and real estate agents). Orana is very good to work with from my side of the fence.”



Driving changes through solution-based practice

Women affected by family and domestic violence face serious challenges when trying to access the rental market. Backed by extensive research with victim-survivors, advocates, landlords, and agents, we identified key barriers and developed practical solutions.

We engaged with lived experience victim-survivors, FDV advocates, landlords, and real estate professionals. Through this collaborative research, we identified the key obstacles preventing women from accessing safe and stable housing.

In response to the outcomes, we developed strategies to tackle these barriers head-on. This was through working closely with real estate agencies, providing specialist training on FDV and

building partnerships based on shared values of making meaningful change and working with purpose.

Today 13 real estate agencies, named as Impact Agents have supported Orana Housing Families in creating housing opportunities.

While there is widespread attention on the current housing crisis and efforts to address it, the reality remains: there will always be a need for safe, stable housing for survivors of family and domestic violence. We are committed to meeting that need—one family at a time.

From all of us at Orana — and on behalf of the families whose lives have been transformed — we extend our deepest and most heartfelt thanks.

Want to become an Impact Agent? There are plenty of options to suit your capacity. Each one significantly contributes to social change:

PLATINUM - YOU'RE ALL IN!

Provide housing | top up rent | educate your workplace

Ready to join our registry so your agency can start housing clients?

Ready to support a Warrior Woman and her children by topping up their rent for one year?

Ready to educate your workplace about FDV? Then this is the membership for you!

For \$2,600* per year, you can change a family's life through financial assistance and housing opportunities and create an FDV-informed workplace.

Sign up today to receive a formal acknowledgement and Impact Agent trophy.

GOLD - THE CONNECTOR

Provide housing

Got rentals worth \$500 and below and willing to promote

clients as best tenants? Then you're a Connector!

Join our register to start housing Warrior Women today! Our Housing Team will notify you whenever we identify ideal tenants. You can also contact us if you have a property that might be suitable.

SILVER - THE MOVER

Top up rent

Support our clients with much-needed financial assistance to access housing that suits their needs. Though our clients have the capacity to pay rent, in today's market, houses are just out of their reach. For \$2600*, you can top up rent for one Warrior Woman and her children for a whole year. This can be paid upfront or in instalments.

Wins worth sharing in the last financial year

- The Department of Communities has seen first hand the good work being done by Orana's Housing Families Program and has provided a \$200,000 grant to allow the program to continue until 2027, in this time we will be working towards our goal of long-term sustainable funding.
- We have had some amazing fundraising events, one in particular on International Women's Day which not only raised funds that go directly towards families rent but opened up invaluable networking opportunities with real estate agents who signed up as impact agents on the day.
- The good word has spread; we have been receiving warm referrals from real estate agents who have had a good experience with us sending new Impact Agent opportunities our way. This means more housing opportunities and more time for staff to support the women and children housed. It's a win – win.
- Most of the housing we have been able to access is now through landlords approaching us directly or by real estate agents bringing opportunities our way, this is exactly what Orana Housing Families set out to do and it's great to see it come together.
- We have been able to work closely with real estate agents closing off barriers women face with accessing the private rental market, so much so that we can say we proudly stand by SOCO Realty's application to be nominated for REWIA's Community Re-Invest rewards, Ashleigh Goodchild has been a supporter of the Housing Families Program since its creation and through her agency has supported 25 families into private rentals over the last 3 years.
- We have been able to support two women on their journey to Home Ownership. A milestone made possible through their hard work, and commitment to making a brighter future for their children. We are proud to have had the opportunity to walk alongside them in this journey.

"Thanks to Orana's help, I was able to start a new life in a beautiful spacious house with my two boys after living at my father-in-law's unit for several months, where I had to live out of boxes and share one queen bed with my kids, feeling unsafe at all times"



Laura's* Housing Journey

Laura, a mother of three and a victim-survivor of family and domestic violence (FDV), had made multiple attempts to leave her abusive situation.

Each attempt left her with a smaller support network and deeper emotional strain. After six months in refuge, still holding onto her job - an incredible achievement - Laura began to lose hope. Her income made her ineligible for transitional or government housing, and the complexity of it all left her feeling stuck. Doubts began to creep in: Had I made a mistake by leaving?

But Laura leaned into the support available. Once she was guided by the refuge advocates out of crisis and reached a place of safety, she was referred to the Housing Families Program, where the team worked alongside her to rebuild her confidence and open new doors.

Laura was supported in preparing strong rental applications, including a personalised cover letter highlighting her strengths as a capable, organised working mother. She was accompanied to home

viewings to help build her confidence. One of our impact agents arranged a private viewing of a property about to hit the market - and she was given a genuine opportunity to apply.

That same day, Laura was approved. It was a turning point, the swift response helped restore her confidence, belief in the future and feel excitement for something positive.

When Laura arrived at the home for key handover, she brought her children. They ran through the house excitedly — no words were needed to see what this meant to them. The home had been fully furnished by RizeUp, who had carefully considered every detail, from the kids' preferences to a dog bed for the family's beloved pet they were reunited with, who had been cared for through Pets in Crisis.

What did this mean for Laura and Her Children?

It meant safety. It meant a fresh start.
It meant a future.

Now settled in her new home, Laura continues to receive support through case management, financial counselling, and the SWitCH and E4E programs. With help from the Housing Families team, she's working towards her long-term goal — saving a deposit to one day buy a home of her own. To support that dream, her rent was topped

up by the donations Orana Housing Families receive, to make saving for her forever home possible.

Today, Laura has built a supportive community around her. Her children have friends over to play, and her neighbours help her with the gardening. For Laura, home is finally a place of peace - not fear.

Why this matters

Many women remain or return to abusive relationships simply because they have no safe alternatives. The Orana Housing Families Program exists to change that.

Even in a housing crisis, safe, stable homes can be created when the community comes together.

Every woman supported by Orana Housing Families has faced, or has been at extreme risk of, homelessness. Each one deserves a place to call home, where they can raise their children in a space that is rightfully theirs - free from violence.

“Housing was one of the most difficult and overwhelming aspects of me moving on, facing family court with housing instability was terrifying, I don't know how I would have got through without your support, and for that I will be eternally grateful to Orana House

“Thank you for supporting me through one of the most difficult times of my life, it was the best thing that could of happened having your support, thank you for giving me and my children this opportunity”



Supporting children and young people impacted by family and domestic violence.

Exposure to family and domestic violence (FDV) can have a devastating and lasting impact on children and young people.

It can disrupt their cognitive development, wellbeing and schooling. Family and domestic violence is the leading cause of homelessness for children and is viewed as a direct pathway to homelessness. In the past children were often viewed as the secondary victims of FDV but we now recognise that children don't need to directly witness violence or abuse to be affected by it. They are always at risk of serious physical harm and

even when they may not hear or see the violence, the climate of fear that FDV creates impacts all aspects of a child's life, both in the present and the future. The impact of FDV on children can commence at conception; and infants, children and adolescents may experience serious, negative impacts developmentally, socially, emotionally and most develop complex trauma symptoms which in turn can create on-going mental health issues.

Supporting women and children to be safe from family and domestic violence

Family and domestic violence does not predetermine outcomes for children and young people, but it does influence them significantly. At Orana children and young people are a priority and we have a child-aware, child-focussed approach that is carried across all services. Our aim is to address the trauma created by FDV and address the psychological, behavioural and developmental symptoms of FDV, in a safe and nurturing environment. From programs that aim to repair the mother-child bond, that can often be damaged by FDV, through to programs with older children which address the causes of intergenerational transmission of violence.

Specialised child counselling is provided through our partnership with HOPE Community Services Strength Based Counselling, and our children and young people advocates are located in our refuge and within our SWitCH Centre. They provide support to children, mums and staff and run programs specifically developed to address the symptoms of FDV through play and, for older children, mentoring. There is a dedicated child advocate within our refuge and as well as providing child appropriate programs for children staying in our refuge, they ensure all school aged children have school supplies, uniforms, laptops and all fees are covered. FDV can interrupt a child's education and can result in a child changing schools multiple times. Orana has partnered with Zephyr Education, a charity that provides school supplies and uniforms to children affected by FDV, to ensure children have what is required for each particular school. Our child advocate will liaise with both primary and high school staff and provide support with educational needs as required.



Programs and activities

Craft Club -

where mothers and their children complete art activities as a therapeutic attachment exercise in the Children's Play and Support area at the refuge

Parenting and Wellbeing Program –

gives parents simple and practical strategies to help them build strong, healthy relationships with their children.

5 x School Holiday Programs – Consisting of:

- Easter Egg Hunt
- Art and craft
- Sausage sizzle
- Environmental house where the children were taught to care for a garden and got to play with chickens!
- Wall rock climbing
- In house disco
- Beach visit
- Children's Xmas Party
- Indoor Play Centres
- Tie dye
- Baking
- Therapy Dog visit

Sing and Grow -

a music program that supports healthy development, held at the Switch Centre

Uni Camp for Kids

Eight of our children were referred to, and accepted by, Uni Camp for Kids quarterly picnics. The children were transported to and from various locations by two designated mentors from The University of WA and had a day full of treats and activities and were given a delicious lunch, all free of charge. Each child who attended has told stories of feeling "spoilt" and having a "great day".

Further to the picnics, three children were referred to, and accepted for, the January camps held at the Ern Halliday camp site. They enjoyed four days of activities, healthy food and camaraderie with their peers. We are grateful to Uni Camp for Kids in giving our children a wonderful experience that brings them such joy and assists in reducing their sense of isolation.



Mentoring and Programs for Young People

Orana's Young People's Mentoring Program is designed to support young people aged 12 to 18 who are engaged in counselling with Orana or who have been referred by a partner agency. Mentors provide support and guidance in areas such as education, career development, and personal growth, helping mentees build a stable and successful future. This program is especially focused on supporting mentees who have experienced family and domestic violence, ensuring they feel safe, supported, and heard.

The program aims to foster personal and social development through mentorship, offering a positive role model to help mentees enhance various life skills, including the development of positive relationships with independent adults, build new peer friendships, reduce loneliness and feelings of isolation.

Young Women's Mentoring Program –

has been focussing on safety plans, healthy relationships, consent, rapport building and mental health reflection.

Young Men's Mentoring Program –

has been focussing on types of relationships, 'call out culture', alcohol and other drugs and recognising unhealthy relationships.

Our mentors have been using art, table tennis, basketball and craft to help the young people relax and discuss the headings of the day.

Strength Based Counselling Program –

Children and young people can access free, strengths-focused counselling, helping them build resilience and emotional wellbeing.

Magic Coat Program –

a program based on the analogy of an imaginary coat that helps children to feel safe and to deal with difficult situations they may come across in their lives. It equips children and young people with tools and strategies to help them become 'confident, resilient and also radiate the positive qualities of love, happiness, compassion and kindness'.

"I wish everyone knew the impact FDV has on innocent children, their attachments, mental, social and emotional development. What they see and hear while staying in a household where there is violence. There is always help. It may look hard and impossible at the start, but it's worth it.



From our Children and Young People Advocates and our Mentors

“Children with developmental delays and separation anxiety have benefited greatly from the programs through social enrichment but in a safe space free from judgement. We have seen young children previously unable to separate from their mother, participate and become friends with other children their age during the programs”

“Children will often enter Refuge unsure and fearful of their surroundings, and we embrace them with warmth and comfort through games, cuddles, patience and compassionate curiosity. While their mothers find their feet we ensure the children's emotional and social needs are attended to through play, while we get to know the child during their stay. We then partner with the mother to gain clarity on what the child has been through and ensure their developmental milestones are being met but also their emotional health remains okay. We walk alongside the mother with their children while they access specialised services for their children. Often the children will leave the refuge with positive

memories of play and other children and adults who are safe and that they could trust but also with a mother that recognises her strengths as a parent and who is aware and able to understand their child's responses to their joint trauma. We always aim to repair the attachment that is often disrupted when a parent and child are exposed to family violence”

“During my experience with the Young Women's Mentor Program, I've been so privileged and fortunate in being able to support a handful of young women from a range of ages. Whether it's a one off session or reoccurring sessions, the feeling of knowing you've done your best to brighten the

day of a young women and put a smile on their face, or even get a giggle or two - is a truly special feeling.

For the two hours we spend together, distracting them from the external noise and outside chaos is a reward, rather than a job. As a youth mentor I get to create a safe and supportive environment and always be the ears to listen, the ears that perhaps typically aren't there to listen at home. I get to share experiences when I was of similar age and provide the support, guidance, encouragement and motivation that they all deserve.

Along my journey as a peer mentor, I get to set goals with a lot of the young women, and we get to accomplish them together. In particular, the one-on-one sessions, the personality of the young women begins to shine – with their self-confidence increasing and their individualised ways of expressing themselves developing.

An example that comes to mind is with a 17-year-old attendee who upon first encounter when we started to set some goals, wanted to get a part time job. This goal soon became a reality, and she now works part time, alongside her year 11 studies.

Through working with the young women, I get to share the joys of their achievements and see their youthful spark come back. Navigating the challenges of adolescence isn't always easy, – I've had the privilege of witnessing their confidence grow, academic grades excel and their overall self-worth strengthen as they become young warrior women!"

"As a mentor, it is rewarding for me to see the increase in trust and openness we build through the different activities we do together

As well as their excitement and motivation to participate in our weekly sessions, I get to witness their self-confidence grow as they develop as individuals

The mentoring program has been very beneficial for a young person who is the eldest child of a CALD family who now has a mentor they can ask questions that they can't ask their mother or peers just yet. This has created a sanctuary for this young person and a safe space that they are always welcomed into"



Stronger than Ever: A Tribute to Our Departing General Manager, Mel Rowe

After nearly nine years as General Manager of Orana, the wonderful Mel Rowe will be leaving us. Mel has worked tirelessly to grow Orana from a standalone refuge to a comprehensive organisation providing wraparound services to women and children FDV victim- survivors.

To say that Mel's strong in a crisis would be to understate her exceptional power. She's exactly the kind of woman you want by your side if you're going through a tough time, and her greatest strength has always been in helping others to see theirs.

The FDV sector is volatile by nature, but the uncertainty of the pandemic and its after-effects wreaked absolute havoc for the most vulnerable

members of our community. Throughout it all – whether it was responding to snap lockdowns or limiting outbreaks in the close confines of a refuge - Mel rolled up her sleeves, remained calm and carried on. Through new challenges, new ideas emerged.

During a period when so many small organisations have been compelled to merge or perish, it's a real testament to Mel's leadership that Orana has emerged **stronger than ever.** **These three words underpin the work we do at every level of our organisation.** We've extended so far beyond our roots in refuge, with a truly holistic, wraparound support model that meets every woman and child where they're at.



Additionally, Mel completely reshaped our organisational structure in such a way that allows others to elevate and shine, creating new leadership roles at our satellite sites at SWitCH, The Rise and the Housing Families HQ.

Mel has never sought power; she willingly offers it to others. She leads by example, instilling confidence and trust in her team. She shuns the spotlight but takes pride in the achievements of her staff. Mel will be staying with Orana

until the end of the year which allows plenty of time to provide her successor with a substantial handover. We wish her and Darrin all the best and we know whatever you do next will be equally as impactful as the work you have done for Orana and for families impacted by family and domestic violence. We hope you manage a long holiday first! Now that she's moving on to take time for herself, we wish her every success and we know that she, too, will emerge **stronger than ever.**

"Mel's a social worker to the core, who lets her bleeding heart beat loud and proud."

"It's never about her; she takes pride in the achievements of her team and steps back and allows others to take the spotlight."

"Mel is a rare type of leader. One who looks after the best interests of her staff and clients and who manages Orana without ego."



"She has never lost sight of Orana's purpose and has remained passionate about the women and children Orana provides services for."

On the Rise

This year, two of our long-term staff members received coveted scholarships for Leadership WA's 'Rising' program. Over six months, they developed their skills and participated in immersive experiences and workshops. Ultimately, they collaborated with a group of peers from diverse sectors to create a meaningful project that addresses one of the UN's Sustainable Development Goals.

One of these projects was a successful marketing campaign for WA Connect, optimising access for people in need to a wide range of support services.





The second project was a short, stop-motion film that highlights both the impacts of FDV on young people, as well as the vital work of Child and Youth Advocates.

'Seen and Heard: A Child Advocate's Story' is inspired by the real-life experiences of Jessie*, who grew up experiencing family domestic violence and later became a child advocate at a women's refuge. The film was well-received and even screened on Yagan Tower during 16 Days in WA.

We encourage you to view and share this video to continue raising awareness.



*Name has been changed.

**The film contains sensitive themes, including indirect representations of family domestic violence (FDV) and suicide, as well as discussions of racism, abuse, and neglect.



We WON the big one!
\$100,000 from Impact
100 WA for our SWitCH
Centre Group Projects.

Short Back and
Sidewalks continue to
provide free haircuts
for women and
children in our service.



We were proud finalists in
the WACOSS Community
Services Excellence
Awards Awards, for being
an 'Engine of Progress
and Creativity.

Total Team Building
donated brand-new
bikes for kids in refuge
and outreach .



Wildcat Hyrum Harris
came to shoot hoops with
the keen young ballers at
our SWitCH Centre.



Our Child Advocates took the kids to scale great heights with some indoor rock climbing. It was wonderful to see everyone extending themselves and realising their own strength and courage.

We welcomed fantastic students from UWA, Curtin University and ECU, including Syeda, who said that the experience further “...confirmed her passion in working in the social services sector.”



We had wonderful volunteers, Imogen and Francis, who helped deliver food to our refuge from our partners at Second Bite.

We received a HUGE amount of Christmas donations from our local community, making this year's Christmas hamper distribution our biggest and most generous ever!





Treasurer's Report: Amanda Grey

I am pleased to present the Orana House Treasurer's Report for the financial year ending 30 June 2025.

This year, the organisation reported a deficit of \$109,897. While a deficit is never taken lightly, it is important to highlight that this outcome was anticipated and aligned with strategic investments made to strengthen the organisation's long-term capacity and sustainability.

The key contributors to the deficit were:

- Investment in IT infrastructure, ensuring the organisation remains technologically resilient and able to support both in-office and remote service delivery.
- A wage review for the General Manager, reflecting the Management Committee's commitment to retaining skilled leadership and maintaining market-aligned remuneration.

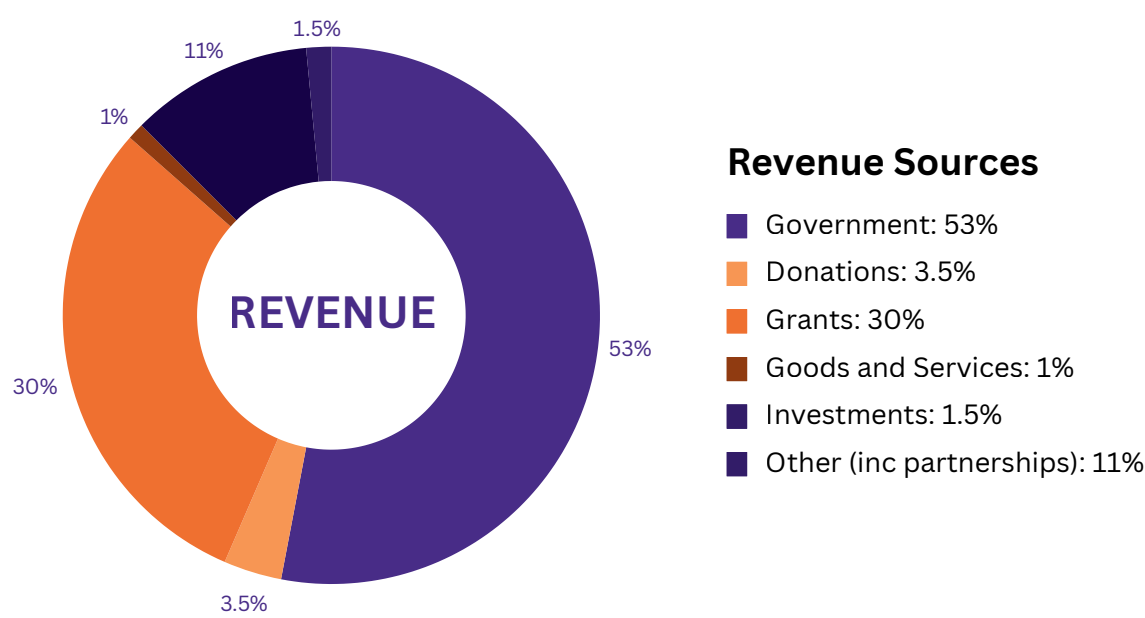
- The creation of a new roles as part of a broader organisational review, aimed at improving operational efficiency and service outcomes.

These investments were carefully considered and represent our strategic response to the evolving needs of the organisation and the communities we serve.

Importantly, government funding has remained strong throughout the year and continues to provide a solid foundation for our operations. This support, combined with prudent financial management and a clear focus on impact, leaves us in a stable and encouraging position as we look ahead.

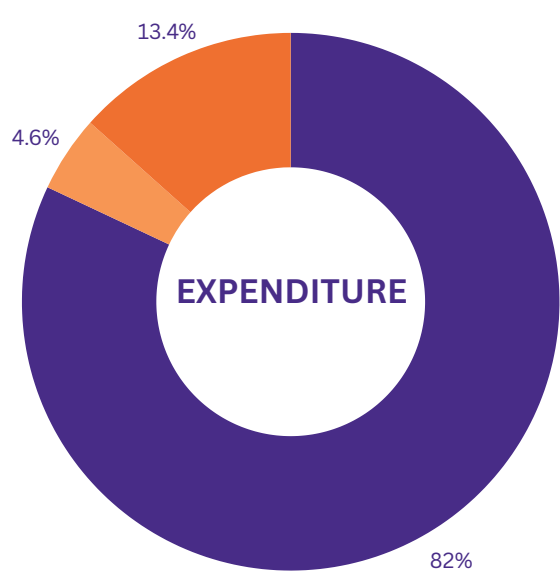
The Management Committee remains confident in the organisation’s financial trajectory and will continue to monitor performance closely while prioritising value for money, sustainability, and service delivery.

Thank you to the whole Orana team for their ongoing diligence and stewardship.



Revenue Sources

- Government: 53%
- Donations: 3.5%
- Grants: 30%
- Goods and Services: 1%
- Investments: 1.5%
- Other (inc partnerships): 11%



Expenditure of Funding

- Programs and direct service provision: 82%
- Rent and motor vehicles: 4.6%
- Other costs (inc depreciation): 13.4%

ORANA HOUSE INC.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

Declaration by the Board of Management

For the year ended 30 June 2025

The Board of Management of Orana House (Inc.) has determined that Orana House (Inc.) is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board of Management the financial statements and notes to the financial statements are in accordance with *Association Incorporation Act 2015 (WA)*, the *Australian Charities and Not-for-profits Commission Act 2012* and:

- comply with the Australian Accounting Standards applicable to the Association;
- give a true and fair view of the financial position of Orana House Inc. as at 30 June 2025 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
- at the date of this declaration, there are reasonable grounds to believe that Orana House Inc. will be able to pay its debts as and when they fall due and payable.

This statement is made in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013* and is signed for and on behalf of the Board of Management by:


Chairperson
Treasurer

Date: 23 | SEPT | 2025.

Orana House Inc
Statement of Profit and Loss and Comprehensive Income
For the year ended 30 June 2025

	2025	2024
	\$	\$
Income		
Recurrent Funding	1,090,554	1,017,269
Rental Income	24,418	28,295
Grant Income	605,577	426,368
Bank Interest	27,481	15,926
Donations and Bequests	68,955	208,859
Other Income	235,476	67,301
Total Income	<u>2,052,461</u>	<u>1,764,018</u>
Expenses		
Wages and On Costs	1,606,036	1,203,489
Administration Expenses	166,351	80,572
IT and Communication Problems	5,598	3,276
Operational Expenses	172,044	121,052
Client Programs	17,435	9,234
Occupancy Expenses	79,086	53,622
Motor Vehicle Expenses	18,129	11,987
Depreciation	55,796	35,701
Minor Equipment	12,380	13,226
Capital Expenditure	29,503	95,962
Committed Funds Carried Forward	-	154,629
Total Expenses	<u>2,162,358</u>	<u>1,782,750</u>
(Deficit) for the year	<u>(109,897)</u>	<u>(18,732)</u>

This Statement of Profit or Loss and Comprehensive Income should be read in conjunction with the notes to the financial statements.

Orana House Inc
Statement of Financial Position
As at 30 June 2025

	Note	2025 \$	2024 \$
Current Assets			
Cash and Cash Equivalents	2	2,202,335	1,469,078
Prepayments		69,570	51,477
Accrued Income		-	5,264
Receivables		24,265	3,040
Rental Deposit		1,500	1,500
Total Current Assets		2,297,670	1,530,359
Non Current Assets			
Property, Plant & Equipment	3	221,410	181,451
Total Non Current Assets		221,410	181,451
Total Assets		2,519,080	1,711,810
Current Liabilities			
Trade and Other Payables	4	133,687	40,174
Payroll Liabilities		66,497	45,637
Employee Provisions	5	85,104	62,788
Funding Received in Advance	6	1,085,132	241,352
Other Provisions	7	46,370	46,370
Total Current Liabilities		1,416,790	436,321
Non Current Liabilities			
Employee Provisions	5	139,000	106,064
Other Provisions	7	163,804	224,480
Total Non Current Liabilities		302,804	330,544
Total Liabilities		1,719,594	766,865
Net Assets		799,486	944,945
Equity			
Retained Earnings		89,709	199,606
Capital Grant Acquisition Reserve		405,203	309,449
Strategic Initiative Reserve		304,574	435,890
Total Equity		799,486	944,945

This Statement of Financial Position should be read in conjunction with the notes to the financial statements.

Orana House Inc
Statements of Changes in Equity
For the year ended 30 June 2025

	Retained Earnings \$	Total \$
Balance at 30 June 2023	427,146	427,146
Total Comprehensive income for the 2024 year	(18,732)	(18,732)
Transfer to Capital Grant Acquisition Reserve	100,641	100,641
Transfer to Strategic Initiative Reserve	435,890	435,890
Balance at 30 June 2024	944,945	944,945
Total Comprehensive income for the 2025 year	(109,897)	(109,897)
Transfer to Capital Grant Acquisition Reserve	95,754	95,754
Transfer from Strategic Initiative Reserve	(131,316)	(131,316)
Balance at 30 June 2025	799,486	799,486

This Statement of Changes in Equity should be read in conjunction with the notes to the financial statements.

Orana House Inc
Statement of Cash Flow
For the year ended 30 June 2025

	2025	2024
	\$	\$
Cash Flows from Operating Activities		
Receipts and Grants from Government	2,125,095	1,319,254
Receipts from Operating Activities	728,214	304,455
Payments to Suppliers and Employees	<u>(2,051,779)</u>	<u>(1,577,598)</u>
Net cash Flows provided by operating activities	801,530	46,113
Cash flows from investing activities		
Acquisition of Property Plant and Equipment	<u>(95,754)</u>	<u>(100,641)</u>
Net cash flows used in investing activities	(95,754)	(100,641)
Cash flows from financing		
Interest received	<u>27,481</u>	<u>15,926</u>
Net cash flows provided by financing activities	27,481	15,926
Net (decrease) in cash and cash equivalents	733,257	(38,602)
Cash and cash equivalents at the beginning of the financial year	<u>1,469,078</u>	<u>1,507,680</u>
Cash and cash equivalents at the end of the financial year	2,202,335	1,469,078

This Statement of Cash Flows should be read in conjunction with the notes to the financial statements.

Please scan to make a
tax-deductible donation
via our secure website,
orana.net.au



Thank you for
your support.







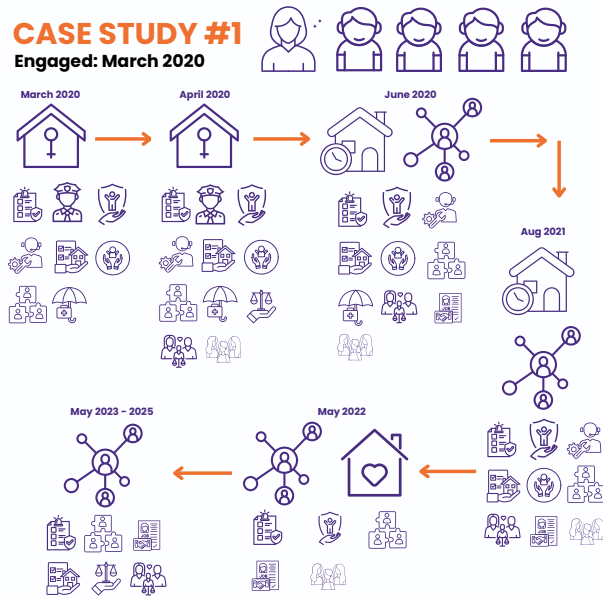
CLIENT JOURNEYS



ORANA HOUSE SWitCH & HOUSING FAMILIES

CASE STUDY #1

Engaged: March 2020



Orana House operates within the environment of high demand and scarcity, like most DFV services. They are committed to improving long-term outcomes for victim-survivors by taking a survivor-led approach to implement victim-survivor safety, recovery and healing.

Orana's DFV Refuge and Outreach Services; SWitCH (Supporting Women in the Community Holistically) and Housing Families Program, operate in an open door policy ensuring victim-survivors are encouraged to return for support as needed. Their services provide a continuum of support which is guided by the women's voices and tailored to their diverse and dynamic experience of DFV.

Case Study # 1

"You leave and you have no one because all of your family and friends don't exist anymore you're being cut off from them... That connection with Orana gives you the strength to sort of persevere, to stay away... You want to run back because you've got no one.

The amount of times I left and they just said to me we're still here... we don't care how long it takes you... you feel ashamed running back to the PUV even though you just ran away from them. It's a complex sort of situation... knowing you're not going to be judged... it's about support. **No, "well, you shouldn't have done this or that"—it's all about where do we go from here..."**

Case Study # 2

"Being able to be linked in with a DV service without being required to be in refuge and **without being pressured to leave the relationship immediately was a huge protective factor.**

It increased my sense of personal safety and security just by having someone to talk to... it kept me informed of vacancies in real time as crisis occurred and allowed me to access accommodation when time came, and **most importantly it increased my overall level of readiness in terms of empowering me towards leaving the relationship"**.

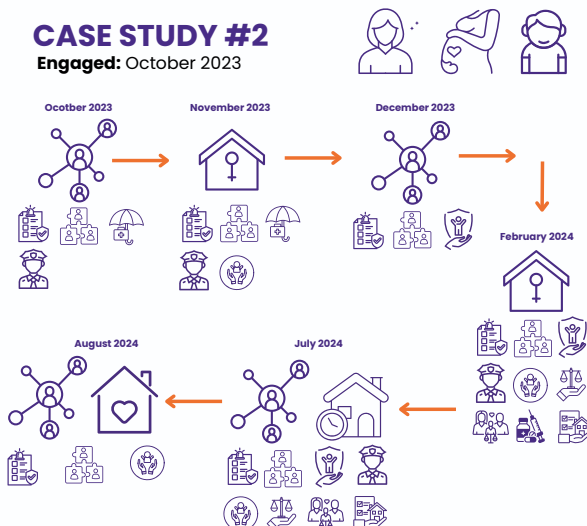
Case Study # 3

"...So much support. You're in a place where you've gone from this terrible situation to these loving people that help you with everything. It was kind of hard to leave that and go be by yourself after all that. But they were good in every way.

They keep supporting you beyond that with this programme particularly... court support, kids support, social group... I used to do everything because I was not working... so we had something to do... A little bit of purpose... and some time for you... As much as it's their job, it's a passion... I have always been 100% supported".

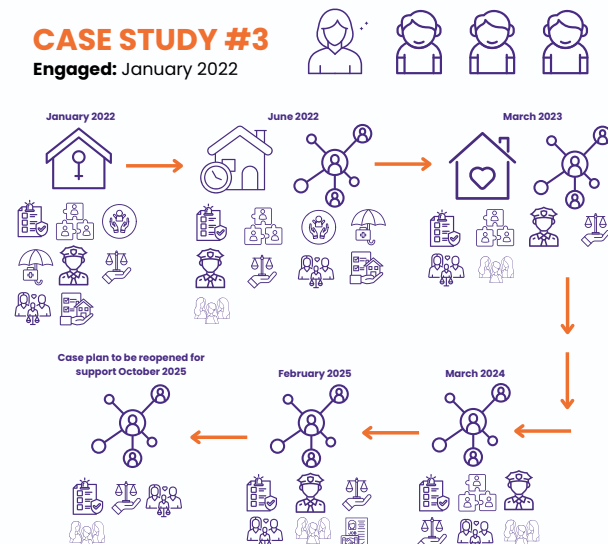
CASE STUDY #2

Engaged: October 2023



CASE STUDY #3

Engaged: January 2022



JOURNEY KEY



Woman escaping DFV



Pregnant



Has child



In Refuge



Outreach



Transitional Housing



Housing Families Program & Forever Home



Safety Planning



Legal Support



Court Support



CPFS Support



AOD Support



Centrelink Advocacy and Support



Employment Support



Department of Housing Advocacy & Support



External Organisations Advocacy & Support



Child & Young People Advocacy & Support



Police Advocacy & Support



Emergency Relief



Warrior Women Group & DFV Programs.



ORANA HOUSE