



2021-2022

# ANNUAL REPORT

# Jingi Walla

Ella Noah Bancroft

*It is my honour to pay respects on behalf of the Women Up North Board to the Bundjalung peoples of this Bundjalung nation, the custodians of the land and waters upon which we all live, play and work.*

*Welcome to the 2022 Women Up North Annual Report!*

*As a proud Aboriginal gay woman, I am a minority of the population of Australia, and it excites me. I am excited to challenge contemporary ideas, to empower women to rise above and to challenge stereotypes that wider society have about Indigenous, gay, and female peoples.*

*I see women as the backbone of our society, and healthy mothers who are healers create healthy communities of humans who care.*

By creating small movements and communities of women to reconnect back with our wisdom, each other, and the land, we can solve a lot of the root causes of our current social and environmental crises.

My name is Ella Noah Bancroft. I am proud to be a Waalubal woman and a descendant from the Bundjalung peoples of Northern NSW. I have been a member of the Women Up North Board since 2019. I was mentored and introduced to the Board by a beautiful and powerful Bundjalung Aunty, Rev Dorrie Gordon, who has now sadly passed.

It is an honour for me to carry on the legacy of all the great Indigenous women who have worked with and for Women Up North and announce that our Board has designated 50% of its membership to First Nations members.

# To All the Women of the World

Ella Noah Bancroft

*Resilient, risk-taking and rare.*

*Without your beauty this planet would feel bare.*

*Your strength inspires.*

*Your light is as magical as the campfire.*

*You are worthy and deserve love and safety.*

*Your greys and age is wisdom so enjoy your way to eighty.*

*Precious princesses, pixies and potion creators.*

*You're worth more than the price of the clothes,  
you're worth more than the way you look,  
you're worth more than the number on the scales.*

*You are important.*

*You are beautiful.*

*You are powerful.*

*You are capable of change*

*Resilient, risk-taking and rare.*

*Without your beauty this planet would feel bare.*

*Your strength inspires.*

*Your light is as magical as the campfire.*

*You are worthy and deserve love and safety.*

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# Our Organisation

## Vision

Empowerment, safety and equality for women, children and young people

## Our Purpose

We provide support to create safe and healthy families, and resilient communities

## Our Values



Respect and safety



Social justice and advocacy



Diversity and inclusion



Partnerships in the community

## Who We Are

Women Up North is a Northern NSW service for women, children and young people who have experienced domestic or family violence or abuse. We operate in the Grafton to Tweed area. WUNH Inc is a nationally registered housing provider. We assist women and their children who have experienced domestic or family violence, or abuse, to access and maintain private or social housing. This, along with involvement in other programs, creates a catalyst for positive change and develops opportunities for our clients to live safe, healthy lives. WUNH currently works with ten transitional housing properties and Bugalma Bihyn, an Aboriginal Women and Children's Refuge.

We are a not-for-profit charitable organisation with a tax-deductible gift recipient (DGR) status. We are a member of the Northern NSW Specialist Homelessness Services Alliance.

## How We Work

We work with a diverse group of women, children and young people in our communities, with culturally sensitive support delivered by Aboriginal staff for Aboriginal and Torres Strait Islander peoples.

We partner with organisations, businesses and government to advocate for our clients in prevention, education and early intervention against domestic violence.

We develop housing support and positive life changes for women, children and young people at risk, or experiencing domestic and family violence, and homelessness.

## Our Strengths

We are client-centred and are committed to evidence-based principles of person-centred clinical practice. We connect people, services and businesses to unite against domestic and family violence affecting women, children and young people.

We are a learning organisation, developing staff and client competencies, and educating our community.



# Chairperson Report



Louise Lancett

On behalf of the Board, I wish to acknowledge the people of the Bundjalung Nation as the traditional custodians of the land on which we live and work. We pay our respects to Elders past, present and future as they hold the memories, traditions, culture and hopes for Aboriginal Australia. We remember that this land is, was and will always be Aboriginal land.

This year will go down in history. COVID has still been rampant in the community while we've lived through the biggest flood since white settlement in the area. The Board thought the back room was flood proof, with its stainless-steel furniture. What we had not anticipated was that a shipping container and two water heaters could land on the roof, causing the ceiling to cave in. A big thank you to all the energetic volunteers who came to help with the clean-up. Jillian Knight-Smith, our CEO, appreciated their timely help. The water came up to just below the picture railings in our upstairs office area; all the equipment and furniture was destroyed. It is and has been a huge job.

Our landlord Len Durheim did a terrific job of getting the upstairs office space repaired, which was a blessing to both our staff and clients. Thank you, Len, for your commitment to have the office repaired in record time.

Women Up North have an amazing team of staff led by Jillian. Jillian's hard work, dedication and skilful team building is greatly appreciated.

How do you adequately say thank you to the most adaptable team of staff I know? They have worked another year between the home, office, Zoom, and various other locations and have done it all with cheer. The way our staff have gone the extra mile for each other and our clients is greatly appreciated. You are a magnificent team of women. Our heartfelt thanks goes out to each of you.

To our students and volunteers – you make a difference by being part of Women Up North. Thank you for choosing to give your knowledge, skills and energy to support our clients.

We are immeasurably grateful to the organisations and individuals who have contributed practically and financially to WUN this year. Your generosity after the flood was overwhelming and made it possible for us to replace vital equipment and furniture and continue to support the needs of our community. We couldn't have done it without you.

Thanks also go to all those who work quietly behind the scenes. Your help makes Women Up North a stronger organisation. I would like to thank everyone who has supported us to deliver much-needed services to our clients in any way over the last year. Because of you, our clients' lives are richer.

Thank you to our Northern NSW Alliance partners, led by Momentum, for your ongoing support. We are the largest SHS partnership in NSW. The Board looks forward to continuing in this partnership over the coming years.

This year our Board members have remained the same. Margaret Hughes is doing a mighty job as Treasurer. Thank you, Margaret, for taking on such a taxing job.

Fiona Spencer has two roles on the Board. Fiona is both the secretary and our source of legal information and feedback. Fiona, your time given to WUN is appreciated. Many thanks.

Ella Bancroft is our First Nations representative. Thank you, Ella, for your ongoing contribution to our learning in creating cultural safety; and for welcoming us to country in the language of your Bundjalung elders and ancestors. We also want to take the opportunity to acknowledge your leadership and dedication to the community. Your tireless work during the flood recovery at the *Koori Mail* has been inspiring.

The organisational skills of Board member Delilah Williams, particularly in a time of disruption, floods and Zoom meetings, has been wonderful. Thank you, Delilah, for your hard work, consistency and dedication.

WUN are known throughout the sector for excellence in service. It has been a privilege to be the Chair of such a wonderful organisation. I am proud to work alongside such a dedicated team of women including fellow board members, our wonderful CEO Jillian and all the staff, students and volunteers. The team is talented, skilled and dedicated to helping our clients have a brighter future, free of family violence.

A big thank you.

Louise Lancett

Chair of the Board  
Women Up North



# Chief Executive Officer Report

Jillian Knight-Smith

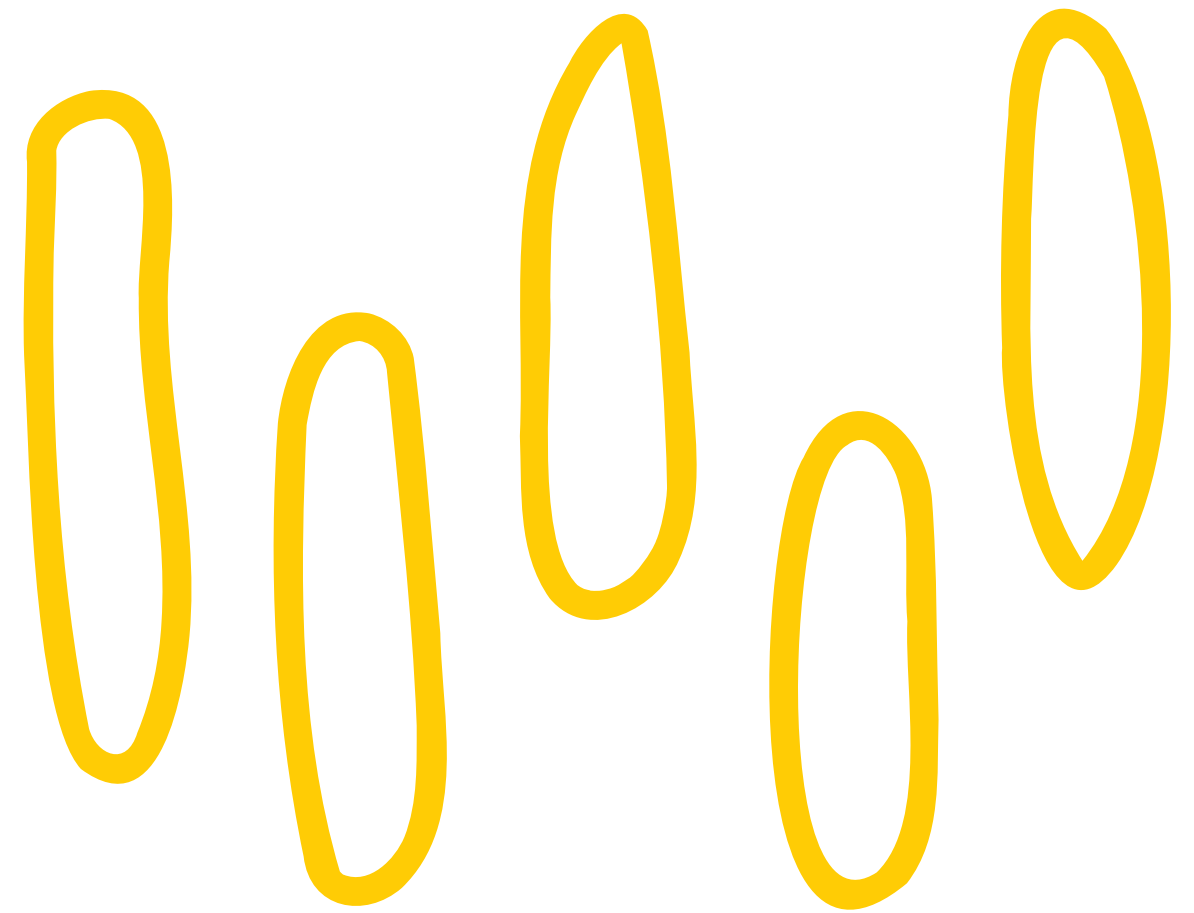
**I acknowledge the Widjabul, Wiyabul People of the Bundjalung Nation, the Traditional Custodians of the land on which I live and work. I pay my respect to Elders past, present, and emerging. First Nations' land was taken, not ceded.**

**I honour and remember our First Nations mentor and tireless community advocate, forever in our hearts, Rev Auntie Dorothy Gordon (1941–2020).**

## What we achieved

Local specialist domestic and family violence services such as Women Up North have played a vital role in assisting the 2021–22 response to the pandemic and natural disasters. The Women Up North team responded to over twice the number of usual service requests this year. These requests were more complex in every way and reflected a higher immediate danger, more and ongoing safety risks, a greater number of potential perpetrators per incident, an increase in the number of violent incidents associated with the DFV (Domestic and Family Violence) matter, a large number of children and young people victims, and an increase in other matters impacting the DFV, such as health crises, other criminal matters, and substances use to name just a few. This compounded the impact of domestic violence trauma experienced by women and their families.

Women Up North will continue to press for acknowledgement of the long-term impact of domestic and family violence on children, young people and adults. Our promotion of and work with Susanne Lohmann's research at Melbourne University on the long-term needs of persons experiencing domestic and family violence-related PTSD will, therefore, continue as we advocate for a whole-of-government resourcing and acknowledgement of this matter.



Domestic violence leave has only just been introduced in 2021–22 even though domestic violence remains a leading cause of homelessness and poverty. According to research led by Dr Anne Summers (2022), payments policy and other welfare measures result in as many as half the women who choose to leave [domestic/family violence] ending up in poverty. Women hold less superannuation, receive lower wages, are most of the casual workforce, and are the greatest number of victims alongside children, of domestic and family violence assault and murder.

In NSW, coercive control is now on the legislators' agenda with the cautionary note that there is still much to review before this issue can be addressed appropriately in a legal setting.

It is and has been the generosity of our community and past clients that has kept Women Up North services running and supported, and that enabled us to raise enough funds and workers to reopen our doors.

Despite the impact on their own health, housing and lives, the Women Up North teams were exceptional in sharing out their capability and linking in with emergency services and resources to ensure clients were safe and had access to shelter, resources, and food.

## Thank you

Caroline Wales, Crystal Whitney, Bek Lehner, Brooke Cotten, Katrina Ross, Amara Bartlett, Jen Warrington, Keani Bryant, Rosalie Savins, Lorinda Bates, Nikita Towney, Lisa Bristow, Andrew, the Eltham Pub crew, Len and Tony Durheim and crew, Old Coach restorations, Craig Salvatori, the Army and Council, Janelle Saffin, Jenny McAllister, the Shine Sisters of Suffolk, and their teams, to name just a few! I also want to make special mention to the Food Banks and clean-up crews, Naomi Moran of the *Koori Mail*, and our board member Ella Bancroft. This year our partners list is especially important and dear to us. We apologise if we omitted anyone as you are hugely important to our work and success.



# Women Domestic Violence Programs Reports

## Bugalbama Bihyn Women and Childrens' Refuge

*Nikita Towney*



My name is Nikita Towney. I am a proud Dunghutti and Wiradjuri woman. I would like to acknowledge the Traditional Owners of the land I am working on, the Widjabul Wiyabal People of the Bundjalung Nation. I am a domestic violence support worker and currently have nearly finished completing my traineeship for my Certificate III in Business Admin through Bugalma Bihyn Women and Childrens' Refuge. I have enjoyed developing my skills so that I can walk alongside women and children on their journey of recovery.

I am grateful to have had the support from my colleagues to develop my casework skills and complete my studies; and to have received the wealth of knowledge and continuous encouragement that the team has so freely shared.

Working alongside these wonderful women, many of whom, like me, have lived the experience of domestic and family violence is inspiring. Everyone at Women Up North and Bugalma Bihyn shows a great dedication to helping other women and children in very distressing times, and a commitment to the whole community.

*Rebecca Lehner  
(Manager for  
Bugalma Bihyn)*



As a Wiradjuri woman, I firstly pay my respects to the Widjabul Wiabal peoples of the Bundjalung nation whereupon the refuge is located. I acknowledge Elders past, present, and emerging who will hold the knowledge and carry the strength of culture into the future.

This year has brought many challenges, and whilst the immediate impacts of the NSW floods have subsided, the ongoing effects continue to bear a great burden to First Nations women and children experiencing family, community, and domestic violence. The exacerbation of the housing crisis, overcrowded and culturally unsafe living arrangements, lack of temporary accommodation, and damage to Country have created further disadvantage for many. However, this year has also brought to my attention the resilience of the First Nations women and their children who have sought the services of Bugalma Bihyn refuge. Whether it be through culture, mob, community, connection, Country or family, the resilience I have borne witness to is undeniably present.

First Nations peoples are so often represented within deficit and disadvantaged narratives, and whilst I do not seek to minimise the many barriers they experience, I see great strength in the women and children whom we have been able to provide service for. It is this strength that creates opportunity, and it is their resilience that has carried them and their children. In reciprocity, Bugalma Bihyn stands strong with its support for safer relationships and empowered First Nations women and their children within their community.

A special thank you to all those who have supported Bugalma Bihyn this year, particularly WUN staff, the *Koori Mail* for food and clothing for clients and Rekindling the Spirit for sharing many meals provided through Fare Share.



*Rebecca Lehner awarded a Bachelor of Indigenous Knowledge*

## Women's Domestic Violence Support and Case Management

*Amara Bartlett*

Women Up North has consistently provided strengths-based and trauma-informed case management, despite the challenges of the pandemic, major flood disasters and housing crisis effecting the Northern Rivers region, clients and staff included. We provide a range of services to women working with our DV case management program such as outreach services to clients, Work and Development Orders, GIVIT requests, material goods support through brokerage and donations, safety planning, appropriate referrals, support to access other funding and support

through Rize Up, Victims Services and the Escaping Violence Payment, advocacy with government services such as Centrelink and the Department of Communities and Justice, and advocacy with real estate agencies. It is an honour to work alongside our clients, supporting them to achieve their goals and create safety for themselves and their children. I am proud to be working for such an excellent service that is continually improving its practice, always working towards culturally respectful and trauma-informed service delivery.



# Food and Brokerage Programs

Brooke Cotten

WUN has been partnered with SecondBites and Coles Goonellabah to deliver food for our clients and the wider community by drop off to community centres over the past seven years. During the last year we have continued to deliver bread, fruit and vegetables and other grocery items to isolated families in need during the pandemic.

In February and March 2022, when our region was impacted by a natural disaster, we were challenged with fewer resources and increasing demands for essential items and support. To meet the new needs, we expanded our provision of electronic vouchers, built partnerships with foodbanks, and distributed small grants from individuals

and groups I want to acknowledge that this has been achieved due to the donations from the wider communities, and services such as Givelt vouchers, Go Fund Me and other fundraising campaigns. We appreciate all the support SecondBites, Coles Goonellabah, FoodBank and the wider community have been able to contribute to WUN's work. These contributions have assisted us to support and keep safe women and children who have experienced domestic and family violence during the pandemic and natural disasters of 2021-22.

# Safer Homes Program

Katrina Ross

We are proud to note that despite COVID and the flood Women Up North clients have managed to engage with and access the private rental market.

Through our Safer Homes program, we aim to enhance engagement with real estate agencies so that women and families that have experienced domestic violence, can get "a foot in the door" in the private rental market and start rebuilding their lives. These collaborations focus on building relationships and trust within the local real estate industry, thereby enhancing the applicants' capacity to access the private market through this rapport. The program

allows property managers to have assurance that working with WUN (Women Up North) will be more likely to lead to positive tenancy experiences for all involved.

The Safer Homes program also provides help and resources for property managers in understanding and responding to domestic and family violence and the opportunity for them and their landlords to be part of a community response to domestic and family violence with mitigated risk.

# Rent it Keep it

Brooke Cotten

Our Rent It Keep It program provides legal, and tenancy related, information, living skills, and or support to women and families who, owing to domestic and family violence and socio-economic disadvantage have been unable to gather the proof, resources, information, and or skills to maintain a tenancy. The program provides the participants with a certificate at the completion of the course that advises potential landlords that the certificate holder will be a "good tenant" and understands their rights and responsibilities in accordance with a NSW tenancy agreement.



# Christmas Drive 2021

The huge-hearted little community of Alstonville get together every year with Alstonville Coles and hold a Christmas tree drive for our clients ...

Christmas can be a very challenging time for people impacted by domestic violence. We are grateful to the individuals, charities, and corporate donors that generously enable us to support women and families experiencing domestic and family violence, homelessness, and economic disadvantage during the Christmas period.



Love Bites

Keani Bryant - Richmond Love Bites Committee Coordinator

Love Bites is an award-winning Respectful Relationships Education Program and vital primary prevention strategy. Women Up North coordinates delivery of Love Bites to year 9 and 10 students across the Northern Rivers. Love Bites aims to provide young people with the skills and knowledge needed to have safe, healthy relationships. The workshops create a safe space for young people to discuss topics such as consent, gender stereotypes, safety planning and types of relationship violence. The young people also participate in creative workshops to integrate their learning and develop community campaigns.



Domestic Violence Response Enhancement program (DVRE)

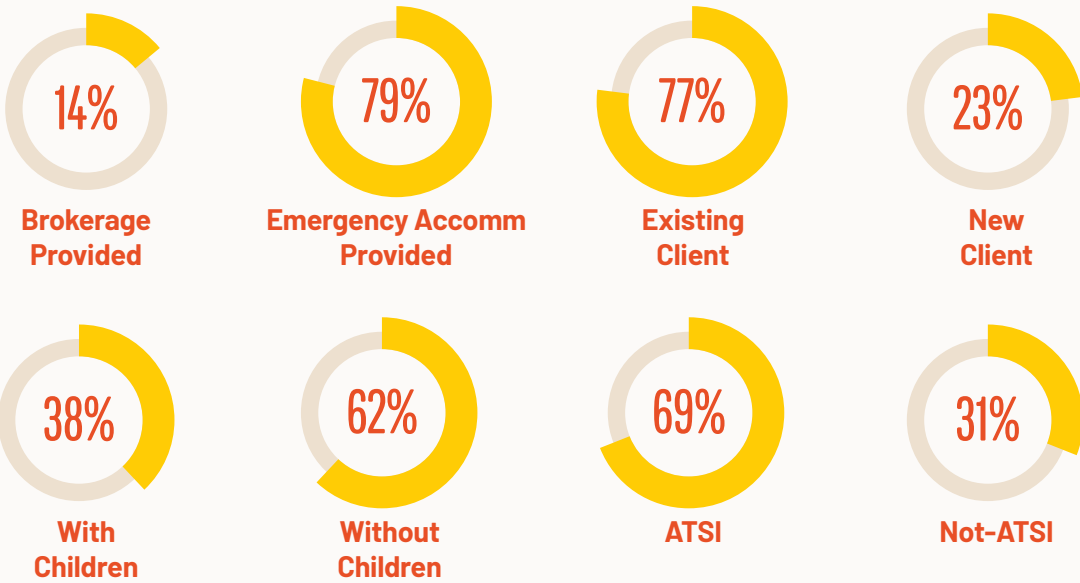
Jenny Warrington - Specialist Homelessness Service Domestic Violence Case Worker

The DVRE is an afterhours domestic violence response program funded by the NSW Specialist Homelessness services program stream of the Department of Community and Justice or DCJ.

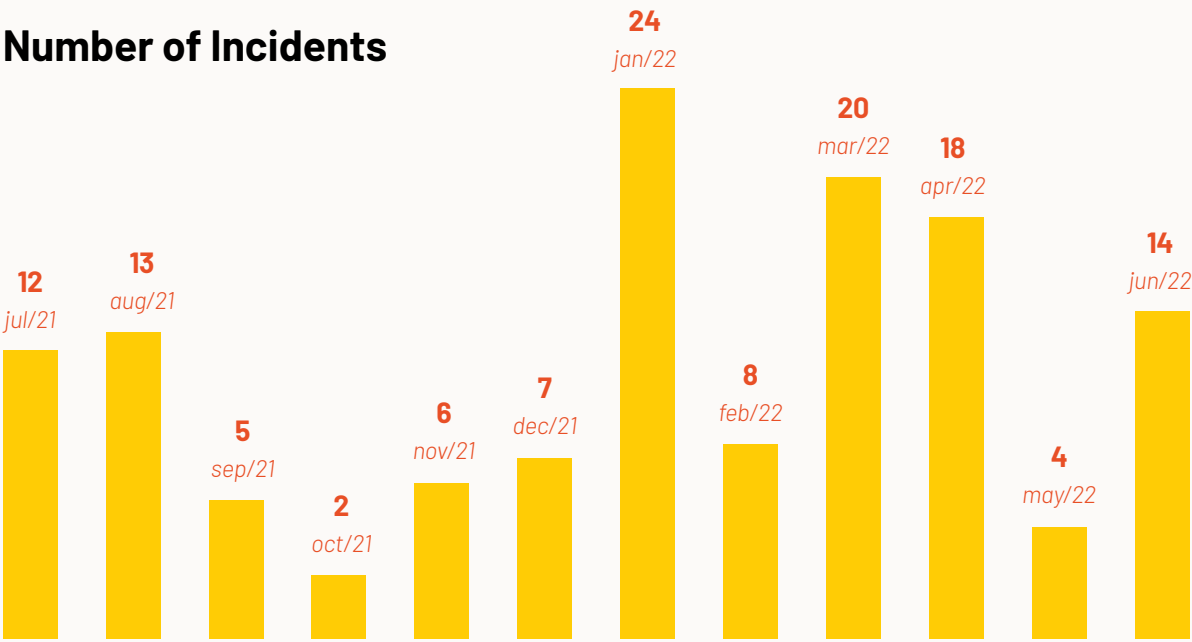
Responses included after-hours support to clients, support to the refuge residents and after-hours emergency work. The support includes the provision of emergency accommodation, transport, food and personal care products.

Being part of this program is allowing Women Up North to keep our community safe by breaking down the isolation of domestic and family violence and enabling at-risk women and children to feel safe and supported.

DVRE Summary FYE June 2022



Number of Incidents





# How to identify tech abuse

**Technology-facilitated abuse – or tech abuse – can be difficult to recognise as people often don't realise it's a form of abuse and unlawful.**

The eSafety Commissioner says more than 99% of Australian victims of domestic and family violence have also experienced technology-facilitated abuse (also known as tech abuse).

Tech abuse is an extension of coercion and harassment in situations of domestic and family violence.

It can include when a partner or ex-partner:

- sends a lot of abusive messages
- makes threatening phone calls over and over
- creates fake social media accounts and makes hurtful posts about you
- takes over internet accounts and locks you out of them – such as email, social media and bank accounts
- shares, or threatens to share, intimate images or videos of you without your permission
- tracks where you are and hides cameras that film you.

Many of these behaviours are crimes under Australian law and can be reported to the police before going to court.

These laws cover things such as stalking, sending threatening emails and texts, using tracking apps and spyware, online bullying and sharing intimate images or videos without consent.

## How can I protect myself from tech abuse?

**Remember your safety is important.**

If an abusive person learns that you are seeking resources and information, their abusive behaviour may get worse.

You need to set up a safe environment that only you can access.

There are a number of actions you can take to achieve this:

**Use a safe device.**

Use a device that your partner cannot access for safety planning – this includes searching for help, online banking, personal chats, online calls or emails.

This might be a friend's phone or computer at their house, or a computer at work or a public library.

A safe device is one that your partner is not able to check and does not have access to.

**Set up a new email account.**

You need an email account that only you can access from a safe device in a safe place.

Do not use your name in the email address – for example use whitelillies@email.com, but not YourRealName@email.com.

Use this new email for all safety planning such as setting up any new bank accounts or contacting government agencies.

If you need to use another email to verify your identity, use a trusted friend's or family member's email and avoid any emails or phone numbers your partner may have access to.

Keep using old email accounts for day-to-day communication that will not upset your partner or make them suspicious.

**Do not use saved passwords to access your accounts.**

If you are using saved passwords to automatically log into your accounts, this is a simple way for your partner to gain access to your accounts.

Change the passwords on all online accounts and do not save the new passwords in your browser.

**Add passcodes, pins or passwords to all devices.**

Add a new passcode or pin to your phone or tablet and set Auto-Lock to one or two minutes. Add passwords to computers and laptops so you have to sign in to use them.

Don't use an easy-to-guess password – do not use birthdates, children's or pets' names, favourite foods, colours, singers' or band names etc in your new passwords.

**Ditch your device or leave it at home.**

If you think your abusive partner is tracking your location through your device, leave the device at home as often as you can, particularly if you are going to a support agency, lawyer, friend or to the police for help.

Trust your instincts on this.

**Sign off and log out.**

Always log off or sign out of social media and email accounts rather than just closing the window, and make sure the privacy settings on social media are private.

**Use 'private' or 'incognito' mode when browsing the internet.**

This will stop your website visits being recorded.

Alternatively, delete the browser history for the past hour after visiting a website that might make your partner angry.

**Set rules about what you can safely post to social media accounts.**

For example, do not check in to locations and ask your friends not to check you in, post photos of you, or tag you in photos – this is an easy way for your partner to keep tabs on you and your whereabouts.

Source:

<https://www.esafety.gov.au/women/domestic-family-violence>





# Domestic & Family Violence in NSW 2017–2021

Between January to December 2021, 32,133 DV assault incidents were recorded by the NSW Police Force.

## Victims of DV Assault

In the past 12 months there were **34,413** victims:

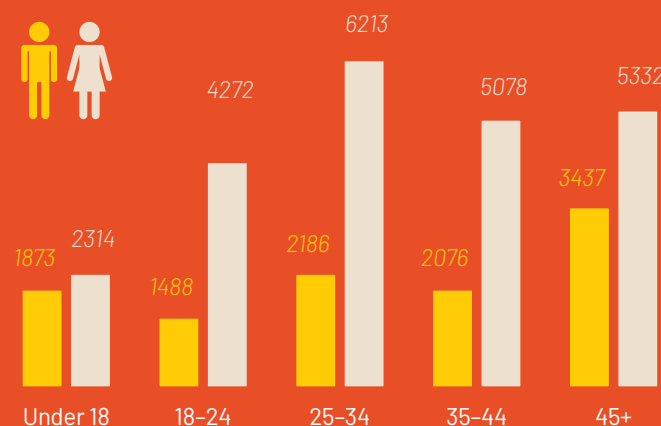
**12%** were children/young people

**87%** were adults. Persons 25–34 account for **28%** of adult victims

**55%** of child victims were female.

**69%** of adult victims were female.

## Age and gender of DV assault victims\*



\*Excludes 244 victims with missing age or gender

## Relationship between person of interest (POI)\* and victim of DV assault



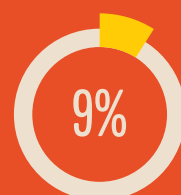
**IPV** accounts for over half of DV assault victims.

Intimate Partner Violence (IPV): current & ex-spouse/partner, current & ex-boy/girl friend



**Family violence** accounts for over one third of DV assault victims.

Family Violence: child, parent, sibling, other family member



Other: carer, housemate, persons in authority, other (e.g. ex-partner of partner)

## Student Story

Alexa Zeilinski

I have really enjoyed my time as a Master's in Social Work placement at Women Up North. I was given the opportunity to work with a highly experienced team and have gathered invaluable insight, knowledge and transferable skills that will assist me in my future work.

My placement has made me aware of the patterns of coercive control, and red flags that could be indicators of domestic and family violence and the various tactics of control and abuse that often fly under the radar in relationships.

At Women Up North, I learnt that knowledge is power, and providing knowledge assists women reclaiming their self-determination, and autonomy over their actions and choices. Working in the domestic violence space has taught me that the dynamics of domestic violence and trauma are highly complex. I will continue to work on deepening the skills necessary to walk alongside those who are experiencing its effects.

I am grateful to the wonderful team and clients at WUN. They welcomed me into their lives and their workplace. It has been an honour and a privilege to work alongside, and with, the women and families at Women Up North.





# Lisa's Story

CEO Jillian Knight-Smith

Many women inspire us at WUN, but today I want to talk about Lisa ...

Lisa and her children experienced very severe domestic violence; her case was one of the most serious our service has worked with. Lisa and her family accessed accommodation, advocacy, and support at Women Up North.

It is now over a decade down the track and although Lisa is still managing the impact of that trauma on her family and herself, Lisa recently became a lifeline for WUN, the organisation that had supported her 10 years previously ...

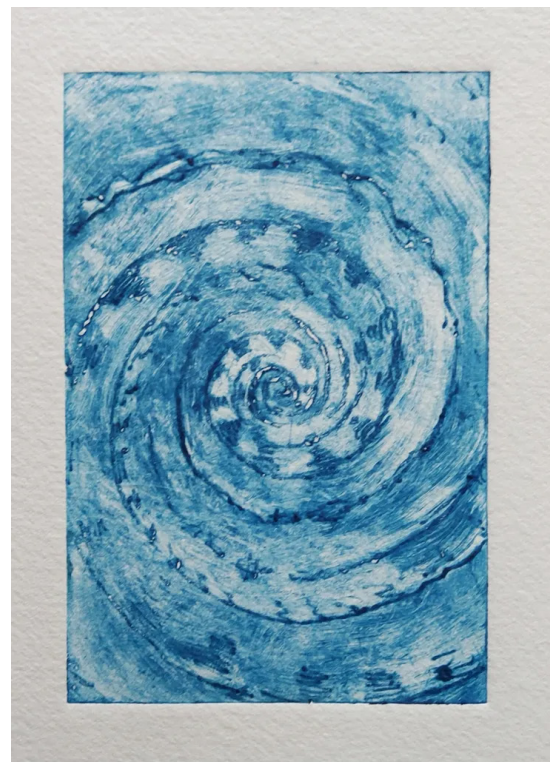
The Women Up North office in Lismore had just lost everything in the huge weather event of 28 February 2022 ... Meanwhile Lisa had found her inner artist, and came to us with her camera, the camera she bought with the small amount of money she received in victims' compensation, and she took photos of our office building showing the now empty, damaged space it had sadly become.

She posted her pictures and told our story on Twitter and because of this we had the opportunity to advocate for women impacted by this disaster on the ABC program *The Drum*. This attracted much-needed donations to support our clients and commence purchasing resources for our office and work.

Thank you, Lisa! We still have a way to go but your support made a huge difference and most of all was a truly healing and heart-warming moment in the journey

of women helping women at Women Up North. All of us at WUN are truly humbled by Lisa's journey and support ...

When seeking permission to include this piece, Lisa let me know she is now live with her own business: [www.lisabristow-art.com](http://www.lisabristow-art.com). We are encouraging all to look at her lovely work. Lisa has also incorporated that original Twitter feed that created a lifeline for WUN into her website, which you will find here: [lisabristow-art.com/flood-twitter-feed-3](http://lisabristow-art.com/flood-twitter-feed-3).





# SHS 2022 Client Satisfaction Survey

Report for Women Up North Housing Inc

Prepared by Community Housing Industry Association NSW (CHIA NSW) JULY 202

## Introduction

This report provides the findings of the independent client satisfaction survey for Women Up North Housing Inc. The survey was conducted by the Community Housing Industry Association NSW (CHIA NSW) on behalf of the Homelessness Industry Partnership – a partnership between Domestic Violence NSW, foundations and Homelessness NSW. The aims of this survey are to:

- Establish levels of wellbeing of service users and their experiences.
- Benchmark the results for each service provider.
- Inform future service delivery improvements.

In total, 36 services took part in the study. This headline report presents the results for Women Up North Housing Inc, including comparisons to the average result (benchmark) for participating services.

The questionnaire contained the following sections:

1. Service experience
2. Current situation
3. Impact of service
4. About you (user profile)



## Benchmarking

The table below compares the scores received for Women Up North Housing Inc to the client aggregated dataset for the key indicators.

	This Organisation	Benchmark	Difference
Connection with others improved	100%	55%	45
Connection with the community improved	91%	60%	31
Confidence in dealing with changes improved	100%	73%	27
Financial situation improved	82%	55%	27
Security of accommodation into the future	82%	62%	20
Staff explained how to make a complaint against this organisation	100%	81%	19
Emotional state improved	100%	81%	19
Privacy in my current accommodation	91%	74%	17
Cost of my current accommodation	91%	74%	17
Educational opportunities improved	55%	38%	17
Your employment opportunities improved	55%	41%	14
Staff referred me to other services to support my other needs	100%	87%	13
I have participated in setting my case plan goals	100%	89%	11
Staff told me about my accommodation options	100%	89%	11
Safety of my current accommodation	91%	80%	11
Staff sensitive to ethnic and cultural background	100%	90%	10
Overall satisfaction with services provided	100%	91%	9
Satisfaction with current accommodation	82%	74%	8
Staff understood my needs	100%	95%	5
Staff have made me feel accepted for who I am	100%	96%	4
Staff treated me with respect	100%	97%	3

## Top and Bottom Performing Areas

We have identified the top three scoring items for Women Up North Housing Inc, and alongside them the items with the lowest scores.



- **Staff treated me with respect (100% Positive)**
- **Staff sensitive to ethnic and cultural background (100% Positive)**
- **Staff have made me feel accepted for who I am (100% Positive)**

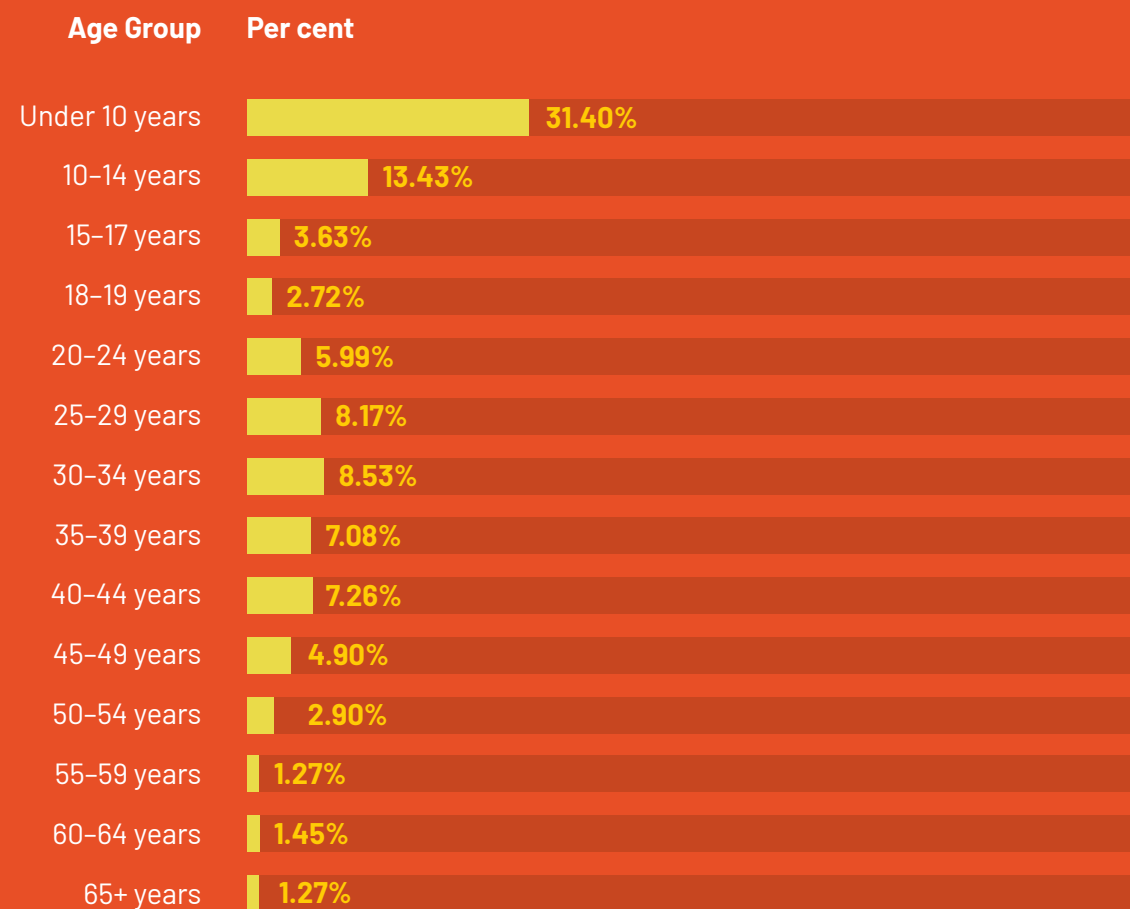


- **Educational opportunities improved (55% Positive)**
- **Your employment opportunities improved (55% Positive)**
- **Satisfaction with current accommodation (82% Positive)**

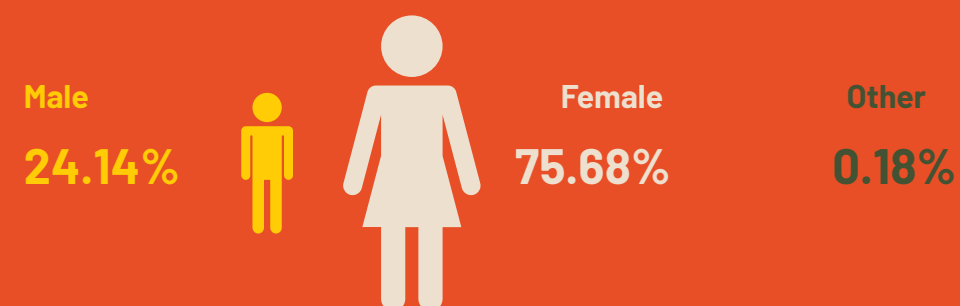


# Infographics of Women Up North statistics by Australian Institute of Health and Welfare

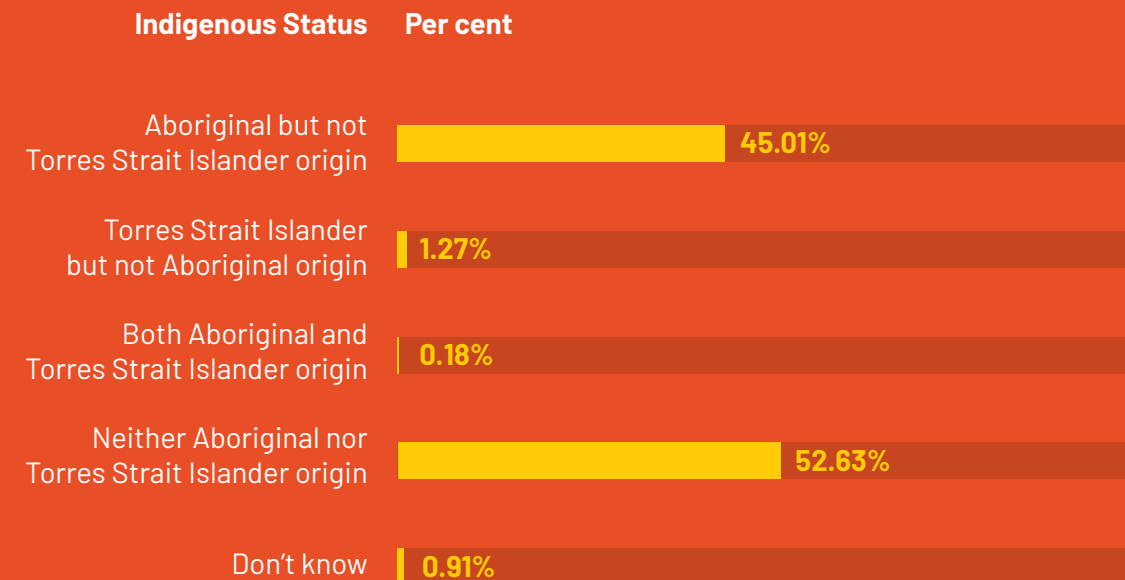
## Age groups of clients



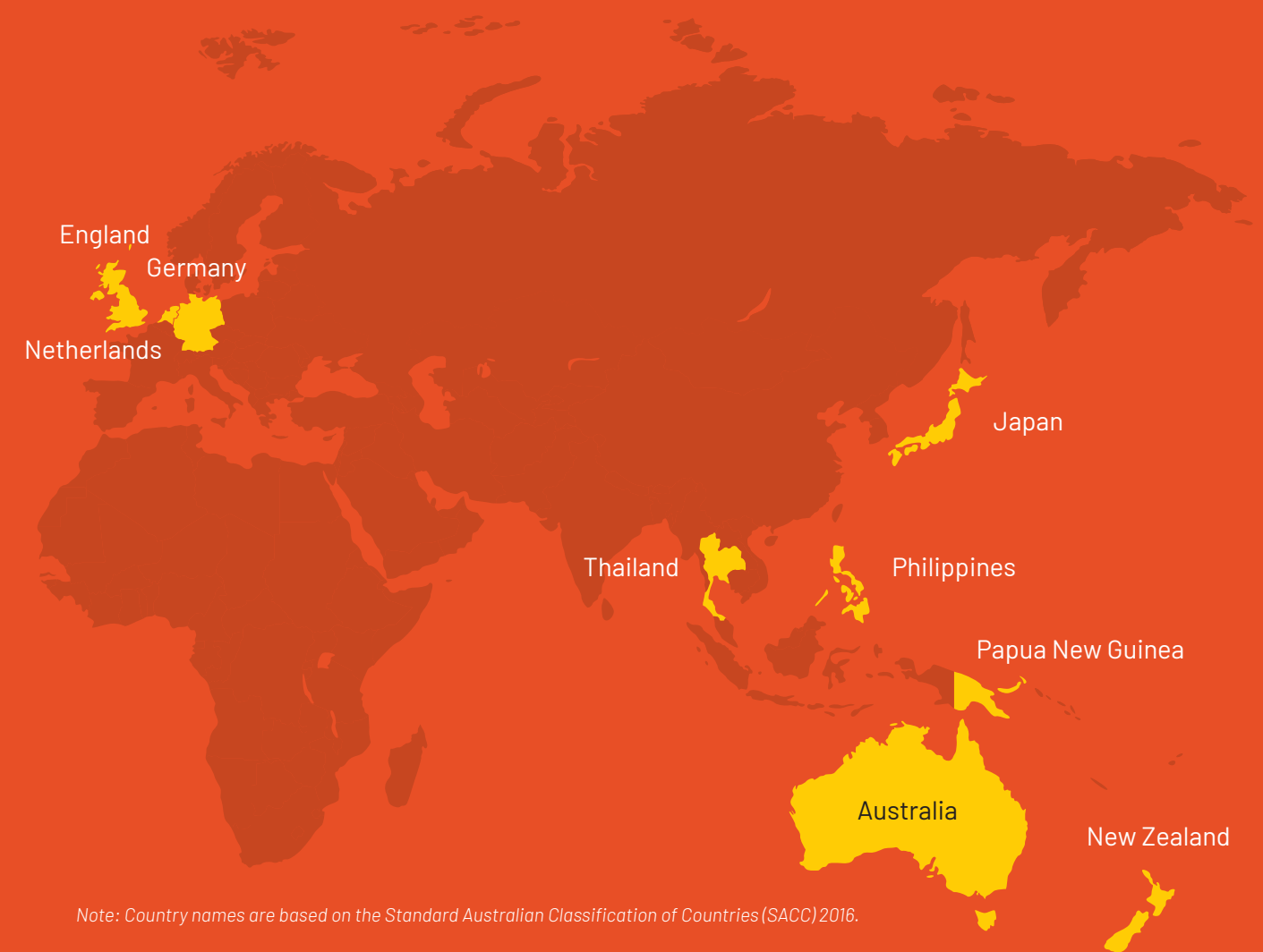
## Gender of clients



## Indigenous Background

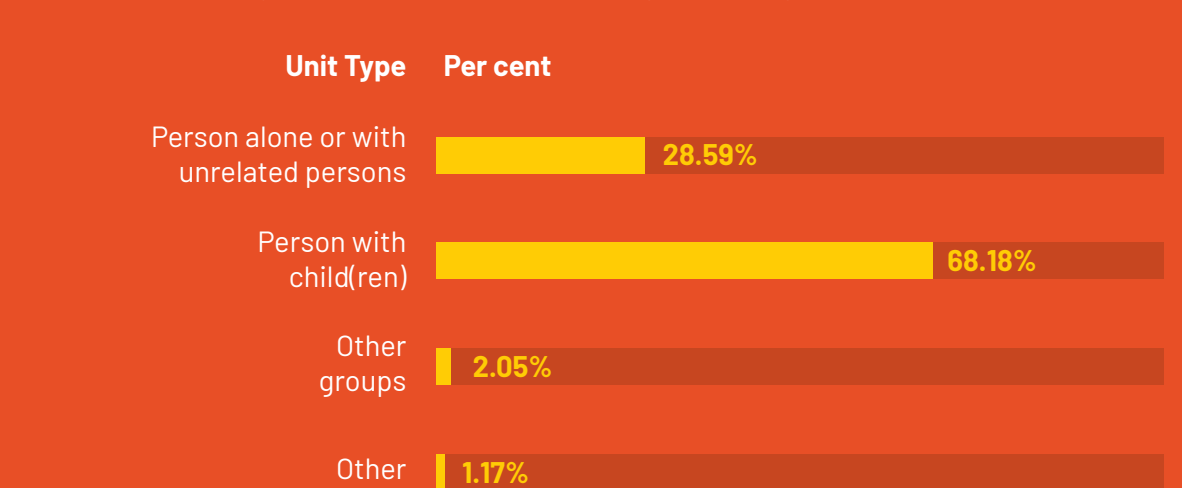


## Most common countries of birth

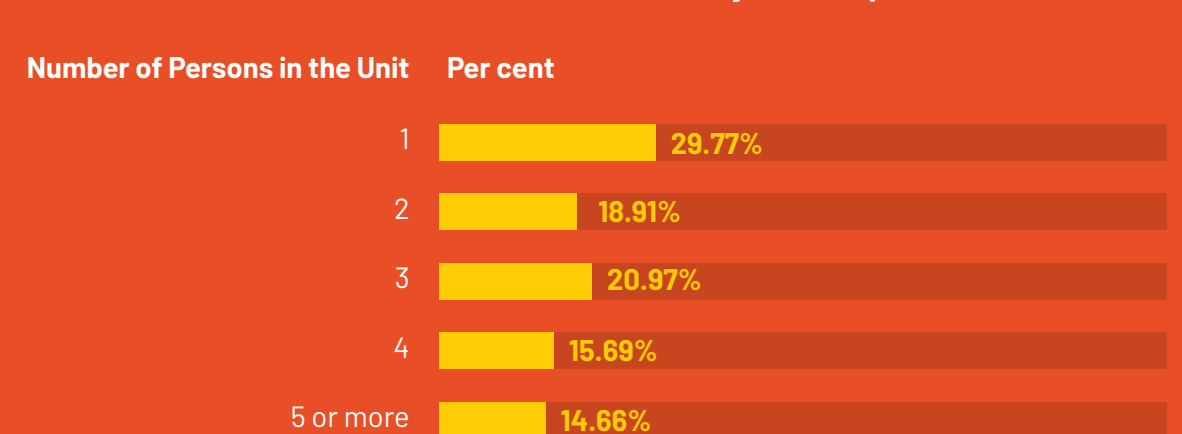


Note: Country names are based on the Standard Australian Classification of Countries (SACC) 2016.

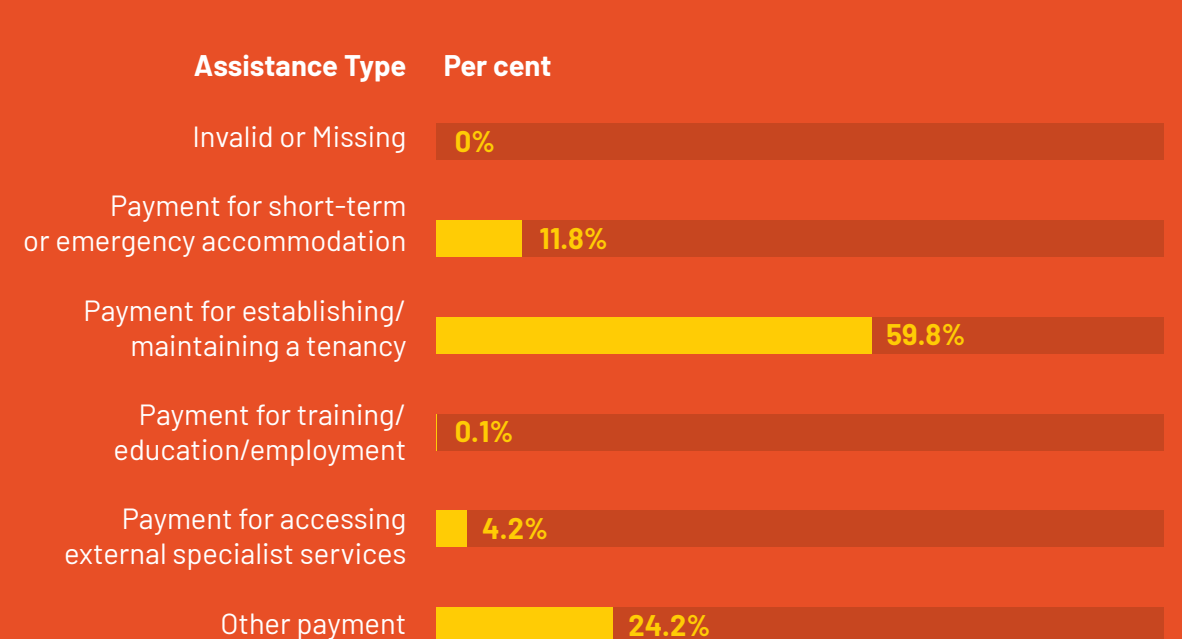
### Type of Presentation – Single, Family or Group



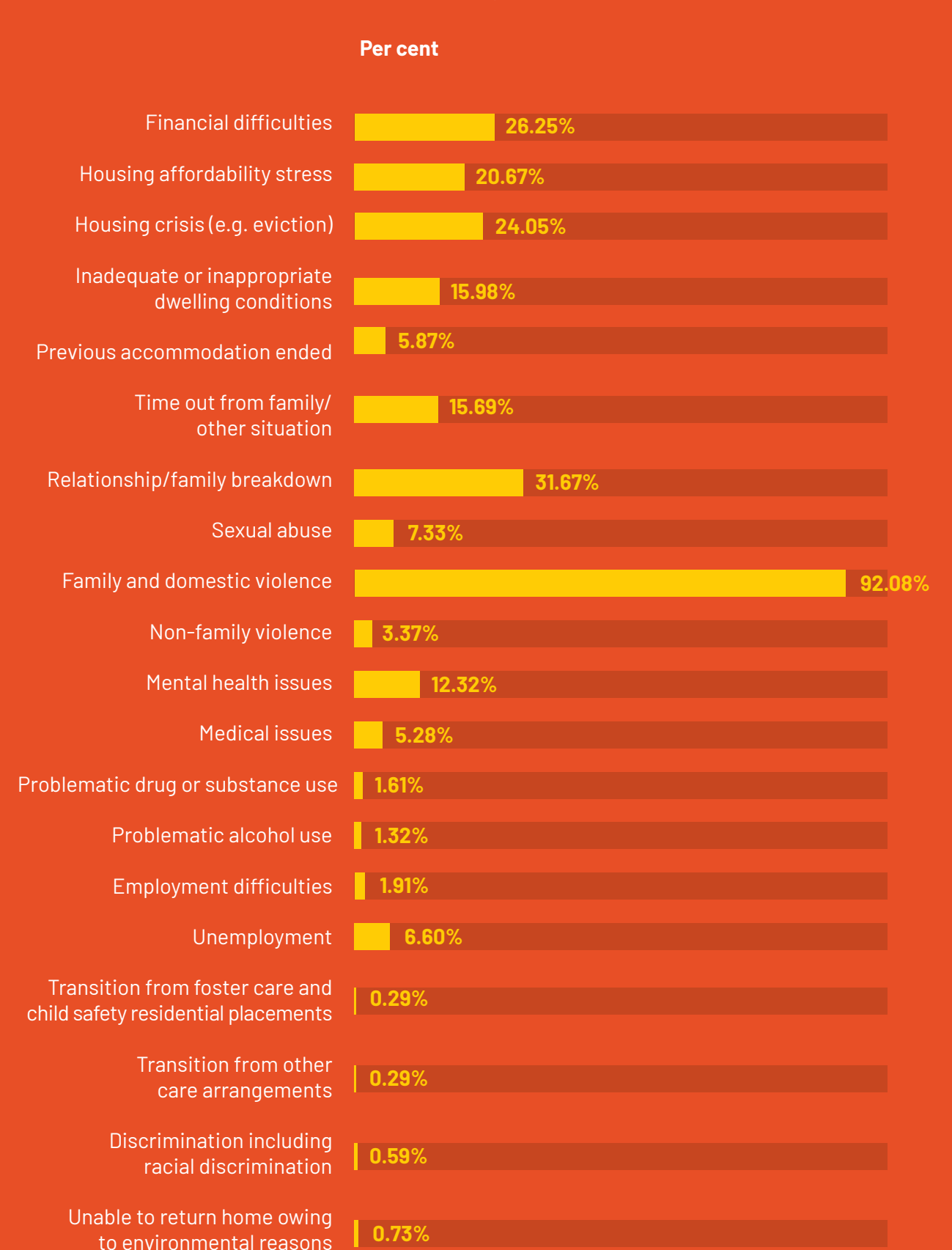
### Number of Persons in Family or Group



### Financial Assistance



### Reasons for seeking assistance





# Treasurer's Report

Margaret Hughes

**Women Up North is in a sound financial position and has completed another exemplary audit for financial year 2021-2022.**

The CEO and Finance Officer continue to do an amazing job of managing the organisation's finances, particularly in light of the extremely challenging year we've had with devastating flood, unresolved insurance claims and periods of working from home. The demand for Women up North's services continue to increase, and we are fortunate to have been successful with some grants to assist us to respond to COVID, recover from the flood and keep up with the service demands. We also continue to rely on the generosity of private funders and individuals to maintain the levels of support needed in the community.

If you are moved to support our vision of empowerment, safety and equality for women, children and young people, please consider making a financial contribution toward putting this vision into practice. There is more information about our work and how to contribute on the Women up North website: [wunh.org.au](http://wunh.org.au).

Thanks!

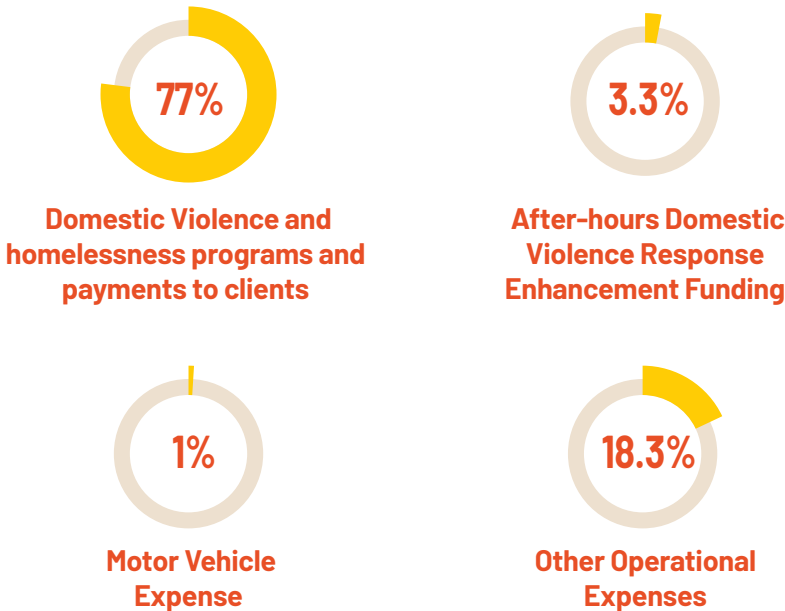


# Financials

## 2021-22 – Income



## 2021-22 – Expenses





## Letter from Auditor

		 wca audit & assurance services
5 August 2022		
Chairperson Women Up North Housing Inc PO Box 5197 LISMORE NSW 2480		<b>REGISTERED COMPANY AUDITORS</b>  GJ Smith <small>BBus, LLB, CA, DipFP</small> SI Trustum <small>BBus, CA, DipFP</small> TL Kirkland <small>BBus, CA</small>
Dear Louise,		
RE: Audit of 30 June 2022 Financial Statements		<b>SMSF AUDITORS</b>  GJ Smith <small>BBus, LLB, CA, DipFP</small> SI Trustum <small>BBus, CA, DipFP</small> T Bazzana <small>BBus, CA, DipFP, AFPB</small> MJ Gahan <small>BBus, CA, DipFP</small>
We have completed our audit of Women Up North Housing Inc financial report for the year ended 30 June 2022 in accordance with professional standards. We have issued an unmodified audit opinion on the audit of the entity's financial report.		
We take this opportunity to report on the results of our audit of the entity's accounting records.		
The matters raised in this report arise from our financial report audit and relate to matters that we believe need to be brought to your attention.		
Our report to the Directors is included in the following: -		
Appendix 1 – Summary of significant and other audit matters		
Appendix 2 – Audit scope, independence, and other matters		
We would like to express our appreciation for the cooperation and assistance that we received during the course of our audit from management and staff.		
We shall be pleased to discuss with you further any matters mentioned in this report at your convenience.		
Yours faithfully,		
wca audit & assurance services pty ltd Authorised Audit Company		<b>Lismore Office</b> 62 Woodlark St PO Box 198 Lismore NSW 2480 t 02 6621 2581
T. Kirkland		<b>Ballina Office</b> 2/37-41 Cherry St Ballina NSW 2478 t 02 6686 5655
Tania L Kirkland Director		e admin@wca.com.au wca.com.au
Liability limited by a scheme approved under Professional Standards Legislation		
<i>More than just Numbers</i>		

## Financial Statements

### Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2021

		2021	2020
		\$	\$
Revenue	4	1,127,024	908,289
Employee expenses	5	(599,461)	(551,803)
Other expenses	5	(300,909)	(292,021)
Profit before income tax		226,654	64,465
Income tax expense		—	—
Profit from continuing operations		226,654	64,465
Profit for the year		226,654	64,465
Total comprehensive income for the year		226,654	64,465



## Statement of Financial Position

As at 30 June 2021

	Note	2021 \$	2020 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	861,763	114,030
Trade and other receivables	7	22,882	4,387
Other financial assets	8	426,078	214,518
Other assets	10	4,326	42,909
<b>TOTAL CURRENT ASSETS</b>		<b>1,315,049</b>	<b>375,844</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	9	15,095	26,151
Right-of-use assets	11	22,716	45,442
<b>TOTAL NON-CURRENT ASSETS</b>		<b>37,811</b>	<b>71,593</b>
<b>TOTAL ASSETS</b>		<b>1,352,860</b>	<b>447,437</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	12	107,843	36,497
Lease liability	11	22,872	21,601
Employee benefits	14	64,935	56,677
Other liabilities	13	631,085	9,764
<b>TOTAL CURRENT LIABILITIES</b>		<b>826,733</b>	<b>124,537</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee provisions	14	21,365	20,068
Lease liability	11	1,961	26,685
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>23,326</b>	<b>46,753</b>
<b>TOTAL LIABILITIES</b>		<b>850,059</b>	<b>171,290</b>
<b>NET ASSETS</b>		<b>502,801</b>	<b>276,147</b>
<b>EQUITY</b>			
Retained earnings		502,801	276,147
		502,801	276,147
<b>TOTAL EQUITY</b>		<b>502,801</b>	<b>276,147</b>

## Statement of Changes in Equity

For the Year Ended 30 June 2021

<b>2021</b>			
	Note	Retained Earnings \$	Total \$
Balance at 1 July 2020		276,147	276,147
Profit for the year		226,654	226,654
Balance at 30 June 2021		502,801	502,801
<b>2020</b>			
	Note	Retained Earnings \$	Total \$
Balance at 1 July 2019		211,681	211,681
Profit for the year		64,465	64,465
Balance at 30 June 2020		276,146	276,146

## Statement of Cash Flows

For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from customers		1,918,394	948,869
Payments to suppliers and employees		(938,297)	(870,467)
Interest received		2,833	4,757
Interest paid		(1,940)	(2,547)
Net cash provided by/(used in) operating activities	15	980,990	80,612
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Purchase of property, plant and equipment		—	(15,205)
Net cash provided by/(used in) investing activities		—	(15,202)
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Payment of finance lease		(21,696)	(17,150)
Net cash provided by/(used in) financing activities		(21,696)	(17,150)
Net increase/(decrease) in cash and cash equivalents held		959,294	48,257
Cash and cash equivalents at beginning of year	15(a)	1,287,842	328,548



# Donors and Partners

Your generous donation helps us provide many enriching, rewarding and supportive programs and groups to support women and their families.

## Donors

Adrian Buncle  
Andrew Narracott  
Angie Bradbury  
Anita O'Meara – Curves Jamison  
Anna McCann  
Anne Edwards  
Banksia Boutique  
Birgit Eider  
Bluestocking  
Bridit Weld  
Brooke Renae Castronini  
BYRON TANGO  
Catherine Croft  
Cathy Birchall  
Cleis Pearce  
Darren Gallant  
David Constable  
Deborah Conyngham  
Deon Coote  
Dianne Mackey  
Elizabeth Mildwater  
Emma Hannigan  
Feargus John Macbeth Manning t/a  
Feargus Manning Projects  
Fiona Hutcheon  
Geraldine Clark  
Graham Bond

Amber Tester  
Amy Poirier  
Ann Mackinnon  
Annette Carter  
Ann-Marie Mullen  
Barbara Kirke  
Bruce McIntyre  
Cassandra Bennett  
Challenger Ltd  
Christine Camidge  
Danielle Dal Cortivo  
David Vincent  
Elizabeth Northey  
Emelia Smith  
EndemolShine Australia  
Erica Weatherlake  
Georgie Jessup  
GOOD2GIVE

Haneke Manoharan  
Helen Bernays  
Helen Nixon  
Jamie Villalon  
Janice Garlick  
Jill Clarke  
Julia Rinaldi  
Karen Carter  
Kathryn Gould  
Kirsty Joosten  
Kyogle Ladies Golfers  
Laura McDonald  
Lily Nicholson  
Lisa Purcey  
Louise Beck  
Lucia Ariotta  
Lynn Richard Harry  
Made By R  
Maggie Dent  
Margaret Bashfield  
Molly Stewart  
Monika Wheeler  
Neville & Jacqui Jones  
Nicholas Margan  
NSW Parliament Fundraiser and the  
Australian Community Foundation  
Pamela Windsor

Irene Xu  
J Nulty  
Jo-anne Jorgensen  
Julia Petricevic  
Julie McKenna  
Kate Robertson  
Katherine Flint  
Katherine George  
Kirstyn Greenwood  
Kitty McKnight  
Lauren Palmer  
Lenae Zita Watson  
Lisa Danecka  
Lisa Kingman  
Lita Krumins  
Lynette McNicol  
Moir Gatens  
MY CAUSE

Rebecca Armstrong  
Rebecca Bland  
Rebecca Pal  
Richard King  
Rodney Bartlett  
Sabina Pond  
Sam Stott  
Samantha Hauptman  
Shirley Ingham  
Simon Blondel  
Songsbery  
Sophie Vander  
Stephanie Mortimer  
Steve Baty  
Susan Elderfield  
Tanya Stone  
The Yeh Family Bequest  
Tom Loh  
Tracey Dankers  
Trybe Wellness House and Peaches  
Pilates  
Ulf Steinvorth  
William Benjamin  
Women Like Us – Mandy Nolan and  
Ellen Briggs

Natalie Stalenberg  
Paula Morahan  
PAY PAL GIVING FUND  
Peter Magro  
Renata Hatchman  
Richard Symonds  
Rochelle Harvie  
Ruby Shine family and friends  
Fundraiser  
Samuel Kway  
Specialty Pianos Northern Rivers  
The Knight-Smiths  
The Wales Foundation  
Thea Lang  
Zoe Swainston

### At home security and safety devices for women experiencing DfV

Hilary Riggs and Geoff Brooks      Bunnings Lismore      Rous County Council

### Wonderful generous recurring donors and other big-hearted fundraisers and community members ...

Alice Miyagawa ShrineRiver	Jaye Huxley	Nicholas Margan
Soundscapes	Jessica Kearney	Nicola Dawson
Alex Clarke	Justina Edwards	Period Pack
Alyssa Milan	Kenneth Birchall	Philip Buckler
Amanda Lyons	Laura Tyrie	Rebecca Gibson
Amber Gooley	Lauren Brice	Rob
Amir Shuv-Ami	Lee	Robert Hanepen
Brenda Reyes	Loco Love	Sarah Armstrong
Charlotte Lyndon	Lotus Cruse	Sofie Neuendorf
Charmaine Ferreira	Lucia Ariotti	The Shine Family sisters
Del Rainbow	Margaret Lee	Trenton Baillie
Elizabeth Smith	Margaux Lee	Uif Steinvorth
Emma Bellamy	Melisa Brooks	
Jasmine Knight-Smith Birthday fundraisers	Murray Smee	
	Natasha Hart	

### Corporate donors

Alice Miyagawa ShrineRiver	ConvaTec	Goonellabah Family Chiropractic
Soundscapes	Coles Alstonville Christmas campaign	Lismore City Council
Bunnings Lismore	Coles Goonellabah	Rous County Council
Challenger	Frigidair Lismore	

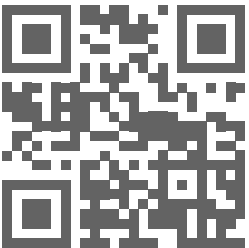
### Community groups foundations charities trusts

CWA	Period Pack	ZONTA
Madeline Foundation	Rize Up	
NRCF	Wales family	

### Community partners

Ally Strain - The Kindness Project	Susanne Lohmann Melbourne	Temple of the Sun
Buongiorno	University	University of Sydney Rural Health
Richmond Secondary Schools	TAFE NSW	Wendy Mulcah

Women Up North Housing have a fundraising target of 450,000 for a deposit towards a property purchase and building for our centre. This would include accommodation and a services centre ... can you help?



**BRIGHT** Design with purpose.

We would like to thank Bright agency for their generosity in designing our Annual Report as part of their Giving Back initiative.

[brightagency.com.au](http://brightagency.com.au)

