

ANNUAL REPORT 2022



MARY'S HOUSE
SERVICES

CORPORATE INFORMATION

Mary's House Services Limited

ABN 43 606 187 839

DGR1 (Deductible Gift Recipient) Status

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BOARD

Liz Mackinlay (Chair)

Claire Cooper

Richard Harpham

Karen Bevan

Lorrae Collins

Judy Cotton (Company Secretary)

PRO BONO AUDITORS

Nexia Australia

Level 1, Market Street

Sydney NSW 2000

PRO BONO LAWYERS

Johnson Winter & Slattery

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Sydney NSW 2000

ACKNOWLEDGEMENTS

Acknowledgement of Traditional Owners

Mary's House Services acknowledges the Traditional Owners of the lands and waters on which we live and work. We pay our respects to Elders past, present and emerging. Mary's House Services is committed to honouring Aboriginal and Torres Strait Islander peoples, the longest continuing cultures on Earth, in our work.



Acknowledgement of victim survivors and supporters

Mary's House Services acknowledges those who have survived domestic and family violence and abuse. Our work is inspired by the courage, strength and resilience of the countless women and children who have shared their stories, those who have chosen not to, and those who have had this choice taken away. We also acknowledge the practitioners, services and organisations whose work is to walk alongside women and children impacted by domestic abuse and violence on their journey to safety and recovery, and those whose work is to prevent violence before it occurs.

MARY'S HOUSE
SERVICES





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A MESSAGE FROM OUR CHAIR

Liz Mackinlay | Chair of the Board, Mary's House Services



2022 was another strong year for the Mary's House Services team, under Claire, our CEO's leadership. Our service offering through the Mary's House Refuge, the Daisy Centre and now transitional housing such as Lydia House have been expanding in both scope and in quality.

I am grateful to our team for such a commitment to quality and service for our clients and I thank Claire for her wise and strategic leadership. Thank you to the other directors on the Board for their commitment to good governance for our organisation, and I welcome two new Board Directors, Lorrae Collins and Karen Bevan.



They have respectively brought great strengths to our Board which the Board and our staff have benefited from.

Thanks also to Richard Harpham and Claire Cooper for their many years on our Board and their commitment alongside Judy Cotton, our great company secretary.

When we established Mary's House back in 2015, we had two aims: to provide safe refuge for women and their children leaving domestic violence, and to create a movement in our community that says we don't accept domestic violence here. My sincere thanks to the Mary's House Services Association members, many of whom are founders alongside me, to our wonderful donors and supporters, and to the myriad of service providers that work with us who have all helped us continue to achieve those aims from 7 years ago.

Year on year I'm humbled and delighted that we can be a solely community funded service, providing quality care and support to women and their children, all the while contributing to conversations and initiatives that seek to end domestic violence. It is a privilege to lead this Board and to be part of the Mary's House family and I commend this annual report to you - it's a wonderful story to be a part of.

A handwritten signature in black ink that reads 'Liz'.

Liz Mackinlay



Liz Mackinlay accepting the 2021 North Sydney Citizen of the Year Award.

A MESSAGE FROM OUR CEO

Claire Barber | CEO, Mary's House Services



This past year has been another filled with challenges and disruptions - but true to form, our resilient and committed team at Mary's House Services have taken them all as opportunities to step up, to get creative with how we do things and to make sure we are doing as much as possible with what we have.

The impacts of COVID continue to affect vulnerable women and children significantly, and to increase the risks to their wellbeing. We have seen the statistics around harm done through domestic abuse increase, with all key measures on the rise.

Our experience at Mary's House bears this out, with a steady increase in referrals and in the severity and the complexity of the cases referred to us. Our caseworkers know firsthand how hard it is to find the "next step" for women leaving the refuge when there is limited government support, and a very real lack of access to affordable housing. There is much to be positive about though, and our focus is always on holding onto hope and to the possibility of lasting change.

While we saw an increase in the demand for our services last year, we also saw an increase in the funds that we were able to raise which meant that we were able to increase our capacity and to provide more programs and means of support. We have more caseworkers on staff than ever before, and we have been able to provide transitional housing options for families through our partnership with Lydia House, as well as individuals in the community who offered up the use of their home to provide medium term accommodation.

It has been a year that has seen us rely on our community partnerships and supporters more than ever, and we are so grateful that so many of you have also stepped up and so generously offered us your time and your financial support.



Accepting a donation from the local Commonwealth Bank branch

This past year, in addition to accommodation and case management, we have provided programs to support physical and mental wellbeing, to overcome isolation, financial planning workshops, and legal clinics. We have created "safe places" in our community for women to access services, and we have developed and facilitated training in the community to increase awareness around domestic abuse. We could not have done all these things without the incredible support and partnerships in our community.

A MESSAGE FROM OUR CEO

Claire Barber | CEO, Mary's House Services

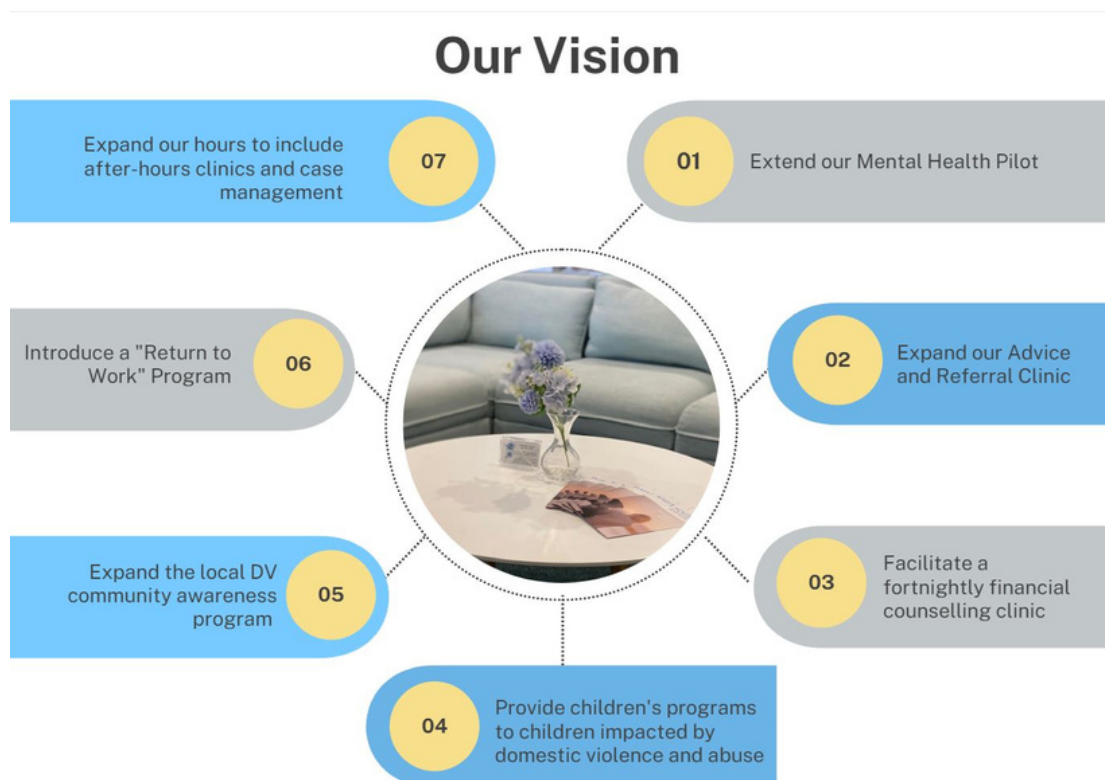
Thank you to our very generous donors, partners and supporters for your part in making this possible! Some of my highlights from this past year were the Mary's House Walk and the Gala Dinner. Both were fresh takes on our much-loved annual events, and showed how we are able to adapt, as well as how we have grown.



The walk in October 2021 was the first since 2019 and we were very excited to be able to do it again. Sadly, the ongoing uncertainty around COVID restrictions necessitated it being a "virtual" event throughout the month of October. We were so delighted at your response to this challenge, and we raise more than ever before with this new format event.

The other favourite on the Mary's House calendar is the International Women's Day event held in March each year. Traditionally this has been a lunch, but in 2022 we decided to dial everything up a notch (or ten!) and have a black-tie gala dinner. It was such a wonderful evening! We so enjoyed spending time with so many supporters in such a beautiful space and having the opportunity to dress up and go out after many months of staying home. We were overwhelmed by the response to this event and so grateful for the support!

This past year has also seen Mary's House receive community awards and be recognised in NSW parliament for the work that we do. And we have bold plans for 2022 - 2023:



A MESSAGE FROM OUR CEO

Claire Barber | CEO, Mary's House Services

A recent report into the consequences for domestic violence for women in Australia today paints the very tragic picture of millions of women experiencing domestic abuse, many of whom do not have the capacity or support to leave, and the very real threat of a life of poverty and homelessness for those who are able to leave.

There is also research that shows that when one woman escapes poverty, she brings at least four others with her - this is called the 'multiplier effect'. It highlights how if women are lifted up, they are likely to re-invest their time and income back into their families and communities.

Investing in, and supporting a woman today is an investment in her future and the future of her community. Your support for us, a small local charity, multiplies and triggers a vital domino effect.

Thank you for being a part of the Mary's House family and showing your support in whichever way you choose - it all makes a difference and helps save the lives of women and children in our community.



Claire Barber



BOARD MEMBERS

LIZ MACKINLAY, CHAIR



Liz has over 20 years' experience in the not-for-profit sector with extensive senior executive experience both internationally and in Australia. She has held roles with a variety of NFPs including as Global Vice President of Strategy for World Vision International, as Director of Indigenous Development for World Vision Australia, and as a gender specialist for the International Red Cross Society in Cambodia, as well as serving on a number of NFP Boards.

Liz has a passion for community development and mobilisation, and for developing effective and efficient organisations to facilitate this.

Liz is a specialist in gender equity and reducing violence against women and children and is committed to children's rights to care, participation and protection. Liz is currently the CEO of Australian Business Volunteers and Chair of the Board of MHS.

CLAIRE COOPER

Claire became involved with Mary's House in March 2016 as part of the team recruiting and managing volunteers. She also headed a committee tasked with raising awareness of domestic violence in schools in the local community.

Claire has a degree in law from Southampton University, England and practiced as a commercial property solicitor in London before moving to Sydney in 1991. She lived in Jakarta, Indonesia for five years where she was a founding member of Yayasan Balita Sehat, a Foundation for Mother and Child Health (FMCH).

Claire published a bilingual cookery book, the proceeds of which went to the FMCH. During this time, she was also editor of the Grapevine magazine, a monthly publication for expatriates living in Jakarta.



KAREN BEVAN



Karen has 30 years' experience working across government, research institutions and not for profit organisations in roles including executive leadership, strategy, operational leadership, policy analysis, research, training, service delivery and community development.

Karen has been a volunteer mentor with women who have experienced domestic and family violence seeking employment and is committed to improving pathways and experiences of women and children fleeing domestic violence.

Karen is also a member of the Youth Law Australia Board and a consultant and leadership coach for community services.

LORRAE COLLINS



Lorrae has outstanding shared services experience, an adaptable leadership style and ability to communicate at all levels providing expertise in a variety of not-for-profit organisations including community services, aged care, mission-based, member-based, emergency services, as well as commercial entities in financial services, professional services, research and development, advertising, property development, hotel management, manufacturing and recruitment. Lorrae is currently the Head of Finance at Wayside Chapel.

Noted successes in providing strategic direction to improve stakeholder outcomes and implement best practice financial and risk management strategies ensuring excellence in achieving the mission. Excellent and transparent stewardship of public monies is a core principle.

RICHARD HARPAM

Richard has extensive experience in governance in the not-for-profit arena, including as Deputy Chair of St Vincent's Health Australia and Chair of the Trustees of Mary Aikenhead Ministries.

He has held senior marketing and risk management roles in Australia and overseas with Citibank and Westpac Group.



JUDY COTTON, COMPANY SECRETARY

Judy is a lawyer with significant experience in law firms and in-house with mainly small to medium sized enterprises across a range of industries. Judy has practiced largely in the area of general company and commercial law, and particularly contract advice and corporate governance. Judy's role at Mary's House is to support the smooth operation of the Board.



CEO

CLAIRE BARBER

In a career spanning three continents in thought-leadership industries, Claire is experienced and adept in leading executive teams to deliver results while keeping organisational values and people at the centre of focus.

Passionate about creating lasting positive change and being able to "make a difference", for many years Claire was CEO at South Pacific Private before joining Mary's House Services in September 2020.



A YEAR IN REVIEW:

MARY'S HOUSE CASE MANAGEMENT

Courtney Parsons | Senior Social Worker

Recruitment/Team/Culture

The service team has grown significantly during this period due to the increased demand for service provision. We have welcomed Julie as our Casework Team Lead, Anita into the Program Co-ordinator position, Margot as a Domestic Violence Caseworker and are delighted to have Emily, Mala and Rachel continue in their roles with the Casework team. Our Senior Social Worker, Courtney, has also moved into a new role as Service Manager.

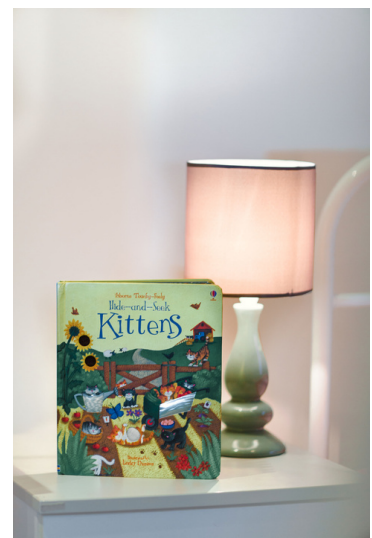
As well as the growth of our team, our suite of services continues to grow to meet demand. We are meeting women and children's safety needs through refuge accommodation, ongoing quality case management, provision of ancillary services, advice and referral services, and group work support through the Daisy Centre, post-refuge outreach support, and medium safe, stable accommodation through our transitional housing property, Lydia House.

The service team have focused on connection and collaboration with other specialist services to ensure clients that are supported by Mary's House Services have all their support needs met. We have increased our working partnerships and have engaged in projects with other services to utilise our skills and expertise as a specialist domestic violence service. As our reputation continues to grow across the sector, we have seen a growth in referral numbers and diversification of referral sources and pathways.

Service Provision

The service team have had a busy year responding to almost 300 referrals, averaging 25 referrals per month. We have supported almost 80 women across the service and have provided support to over 130 women and children.

At the peak of our referrals we reached 40 referrals in a month and have had other months reach over 30 referrals. The referrals were so high in February we had to put a hold on taking new referrals to allow our small team to process and contact those referrals.



A YEAR IN REVIEW:

MARY'S HOUSE CASE MANAGEMENT

Self-referrals have been increasing year to year as we become established across the sector and in our community. Self-referrals made up our highest referral source (21%) followed by crisis services, Link2Home (17%) and the Domestic Violence Line (5%). Due to our limited capacity in the refuge, the most common reason for declining referrals was due to no vacancy (16% of total referrals).

Our capacity to provide support has increased significantly during this period, with an increase in clients supported over the month from 48 in January to 70 in July. The Casework team have performed incredibly well with the volume of referrals and caseloads.

Annual Trends

- Self-Referrals and Crisis Lines are our highest referral sources
- Tertiary services, such as Mary's House Services, have been responding to more crisis calls and dealing with clients in acute distress due to crisis lines being inundated with calls and not able to provide service to all of those people. Crisis services are encouraging self-referrals to services that they would usually manage
- Many services have been at capacity frequently over this 12 month period and are overwhelmed with referrals, this has been experienced across the sector and has had an impact on crisis and tertiary services
- We have seen an increase for referrals being made through our web enquiry function. This mostly comes from women directly but has also included services and people that are seeking information to support friend or family members

COVID

- There has been an increase in the time working with clients for safe exit while they are in the home with the perpetrator
- Less opportunity to leave and/or make contact with services
- Restrictions imposed and listed also contributed to fluctuating numbers
- We increased our access points in response to these issues by connecting with community service and partnerships
- Increase in referrals of non-intimate partner violence for example flat mates or family members
- Misidentification of victim-survivors as perpetrators by Police, which has significant financial and legal ramifications for women

A YEAR IN REVIEW:

DAISY CENTRE



Anita Hancock | Daisy Centre Co-ordinator

One of the primary aims of the Daisy Centre is to build social support and connect women back in to the community. Our programs and key initiatives will continue to be designed to meet this objective.

'Connect', our trauma informed exercise class and our psychoeducation and therapeutic programs on domestic violence remain as popular as ever. To these we have added Art Therapy. This has been running for two terms and been very well received by our clients.

In the middle of the year, we organised our first 'Clothes Rack' initiative. This event gave women the opportunity to select clothes, shoes, bags and jewellery that had kindly been donated. All the women had to do was supply a bag to take their new clothes away with them. On the day the not for profit 'Support The Girls', were also on hand to fit women with new underwear.

Aware that the need for, and access to, affordable legal services is a key challenge for our clients, we have partnered with Addisons Law Firm to deliver a pro bono weekly legal clinic on site.

Acknowledging our clients are isolated we have run a few morning teas to foster a sense of connection. Moving forward, these morning teas will be offered to clients of other local Domestic Violence Services.

Recognising women who have experienced or are experiencing domestic violence face mental health issues due to the abuse and that access to services is difficult, we have been running a counselling pilot to determine the most cost effective counselling model for the Daisy Centre to deliver, no or low cost counselling to our clients. The clients have been offered up to 12 counselling sessions with a clinically registered counsellor.



'The Clothes Rack' Initiative,
July 2022

A YEAR IN REVIEW:

DAISY CENTRE



Our Hopes And Plans For The Future

We strive to continue to work creatively and to support clients in accessing the services they need. Following on from our first ever Client Feedback Survey held in July 2022, any future programs we look to deliver at the Daisy Centre will be informed by feedback received from clients.

New initiatives are also planned which include:

- The expansion of our children's program to include music, art, yoga and self-defence classes
- A return to work program for women (2023)
- Building on the success of the counselling pilot and continuing to offer counselling to assist women's mental health
- Determining how to integrate evening and weekend programs into the suite of Daisy Centre offerings
- Partnering with Protective Services to scan women's personal IT devices (funded by Chatswood RSL Club Grant)
- Commencing a fortnightly Financial Counselling Clinic in conjunction with Catholic Care
- Partnering with more family law firms offering pro bono services
- The establishment of an Advice and Referral Clinic for women going through post separation abuse and whom require support
- Further collaboration with other Domestic Violence Services



One of my favourite quotes continues to inspire me and I hope inspires others:

*'I'm not scared of storms. Because I'm learning how to sail my ship.'
(Louisa May Alcott).*

Mary's House client



ABOUT MARY'S HOUSE SERVICES

From its inception in 2015, founders agreed that Mary's House Services should be a community-based, grass roots, non-denominational service, accepting clients from across Sydney and from interstate, if required. Mary's House Services is 100% community funded, which enables the organisation to remain independent, and unbound by externally imposed funding requirements which might curtail its ability to be innovative and respond to the immediate needs of clients and the community.

Through Mary's House refuge, the Daisy Centre, Lydia House (our transitional home) and other services, we offer professional support, accommodation, and case management services to women, while they navigate options before, during and after leaving an abusive relationship. We are committed to providing the highest quality service, which is person-centered, trauma-informed and strengths-based, and follows best practice standards and guidelines.

Mobilising the power of Community to say "no to domestic violence in our community."

VISION

To empower women and children to live a life free of domestic violence and abuse.

To offer hope, compassion and safety to women and children who have experienced domestic violence and abuse through the provision of quality services, advocacy and mobilising change in our community.

We do not accept domestic violence in our community.

WE ARE GUIDED BY OUR VALUES:

- Respect
- Generosity
- Safety
- Compassion
- Hope





Our Position Statement on Domestic Violence

- Women and children have a right to live in safety and to be free of fear in their own homes.
- Domestic violence is, in the majority of cases, a range of abusive behaviours perpetrated by a male partner against his female partner to gain and maintain control.
- Domestic violence significantly damages the health, well-being and future life chances of women and children.
- Any service response to domestic violence must be trauma-informed and client-centred.
- Domestic violence is a child protection issue.
- The safety and ongoing protection of women and children who have experienced domestic violence or who are experiencing domestic violence are the paramount considerations in any response.
- Domestic violence is not a class issue: it occurs across all cultural and socio-economic groups.
- Aboriginal and Torres Strait Islander women and children are disproportionately impacted by Domestic Violence and require culturally safe responses that promote self-determination.
- Domestic violence is not caused by alcohol; the presence of alcohol however may increase the unpredictability of the severity of the abuse.
- Domestic violence is a phenomenon based on and perpetuated by existing societal conditions and social relations which reflect gender inequality and promote male power.
- Domestic violence is perpetrated by men against women in the majority of cases (95% of reported cases).
- Acts of domestic violence are behaviours of choice on the part of the perpetrator and are the sole responsibility of the perpetrator.
- Essential to any response are early identification, appropriate intervention, and long-term solutions to provide for the well-being and life chances of women and children who have experienced domestic violence.
- Language and cultural needs of women from culturally and linguistically diverse backgrounds must be considered and addressed in the context of any response.
- Prevention of domestic violence is the ultimate objective of intervention.
- Services should work together collaboratively towards this outcome.
- Our work with women and children who have experienced domestic violence recognises and takes into account the complexities and dilemmas facing them.
- Our work with women and children who have experienced domestic violence necessarily addresses the many domains affecting women's lives:
 - safe, affordable housing
 - income support
 - physical health
 - mental health
 - legal issues (especially protection orders, family law, child support, tenancy, immigration)
 - financial problems, such as debt
 - school and childcare
 - connection with ongoing support.
- Mary's House Services caseworkers are qualified social workers providing quality professional responses, including referral to appropriate qualified professionals and advocacy on behalf of our clients. The team works from a trauma-informed approach which is client-centred and strengths-based.

ISABELLE'S* STORY

"THIS IS MY SECOND CHANCE AT LIFE."

When Isabelle first came to Mary's House refuge, she was utterly traumatised.

"I felt like my soul had died. The support I received allowed me to put the pieces of myself back together. To figure out what parts of me belonged and what parts I had simply created to deal with the trauma."

These words are those spoken by a woman who at surface level appeared to be nothing short of remarkably intelligent, ambitious and adventurous. Isabelle had led a double life. Married only several months after meeting a charismatic, generous man of equal intellect, he was her first big love. They moved to Australia together to continue their academic pursuits and start a family.

"Fortunately, I never became pregnant. My body had shut down. He abused me mentally, physically and sexually."

Isabelle endured an abusive marriage for almost a decade. A marriage that hit unbearably distressing heights during the pandemic. A European native with no family in Australia, Isabelle found herself with little support and nowhere to turn.

"During lockdown, things got completely out of control. His rages had increased exponentially. He would get triggered just from a look, something I said, or should have said but didn't. I was constantly walking on eggshells. I would censor everything I said and be supremely mindful of how I reacted to anything. I will never forget his eyes seemingly turning black. It was like he wasn't human anymore. Like he'd turned into a monster."

Isabelle made multiple attempts to escape and had secretly sought counselling with a Mary's House caseworker. She guided her to the night Isabelle ultimately left for good. "I had packed my bag and hidden it. My caseworker asked me, 'What are you waiting for? You put the very last of your energy into packing that bag and now is the time.' That night Isabelle fled to Mary's House. A place she would call home for the following months. It was here Post Traumatic Stress Disorder kicked in and Isabelle was to navigate the flashbacks and the triggers. Keeping so much inside for so long had taken its toll.

"I got the practical help I needed there. I was so alone and so exhausted. I got pragmatic support on how to cope mentally, physically and financially."

Isabelle is re-building her life. She still suffers from self-loathing, self-doubt and knows it will take a great deal to love again. But she has freedom.

"I can get on a train from work to go home and go without fear."

FUNDRAISING

Overview

We are delighted to reflect on the extraordinary impact we achieved over the past year and, in particular, would like to highlight the importance of our community and its connection with Mary's House Services.



In a year where social isolation was the new norm and the world around us continued to change in unpredictable ways, we were overwhelmed by how much our community pivoted in ways to enable it to continue its support to our mission. Whether it was through virtual fundraisers, knitting blankets for our families, auctioning off first hairdressing appointments following the easing of COVID restrictions, committing to our step challenge within various LGAs, putting care hampers together or turning up when restrictions started to ease. Through the challenging times, we found comfort that we were supported by the generosity and familiarity of our supporter base and community. From this we had our most successful year of fundraising.

The reality is that we are meeting a significant need. The demand for our services continues to increase and it is critical for our organisation to remain in a positive financial position to meet the complex needs of women and children impacted by domestic violence.

It costs over \$1,000,000 to operate Mary's House Services. This includes the operation of Mary's House Services, Mary's House refuge and the Daisy Centre. We are 100% funded by corporate and philanthropic/business partnerships, community fundraising, families, individuals, schools and in-kind supporters.

This year we were eligible for small amounts of Government COVID relief funding and received a one-off grant from Paul Ramsay Foundation which provided us with capital to support families entering the refuge safely with minimal risk of exposure to COVID for the existing families and staff.

Our funding model supports community fundraising, allowing for its ongoing sustainability and success. We invite the community to be part of our mission and say "no" to family and domestic violence.

We celebrate our key achievements:

Mary's House Virtual Walk 2021 – Over 200 people took to the streets over the month of October to walk in the shoes of women and children impacted by domestic violence. We raised a huge \$60,000 during the month which has gone directly towards case management for our families.



FUNDRAISING

IMPACT100 Sydney North Finalist – In November we were selected as one of the top 4 finalists to present to the members of IMPACT100 Sydney North. While we were not successful in receiving the \$100,000, we received a generous \$20,000 and established a significant number of connections through the process, many of whom form our growing family of supporters.

Award recognitions – We were honoured to have been recognised in our local community by being nominated and receiving the 2021 North Sydney Community Award at the 2021 North Sydney Community Group Awards. The Chair of our Board, Liz Mackinlay, was recognised for all her hard work at establishing Mary's House Services and chairing the Board, receiving the 2021 North Sydney Citizen of the Year Award. In March, Tim James, MP for Willoughby, recognised the work we do in Parliament, awarding us with a Community Recognition Statement.



Caroline Pickering, former Daisy Centre Co-Ordinator, and Liz Mackinlay presenting for the IMPACT100 Sydney North award night



Claire Barber receiving the 2021 North Sydney Community Group Award from Trent Zimmerman, MP and Shane Fitzsimmons



Claire Barber receiving the donation from St. Josephs College Hunters Hill

Community Fundraising appeals – We were supported by our community in many different capacities over the year. Examples of these initiatives included:

- St. Josephs College Hunters Hill donated \$13,000 by raising money throughout the period of lent by running football competitions, quizzes, car washing and making brownies and Rosary beads.
- Killara Golf Charity Club raised in excess of \$14,000 at their annual Ladies Charity Golf Day. The theme and dress for the day was "Daisies" in support of the Daisy Centre.
- Roseville Golf Club braved the wet and raised \$3,000 over two days at its annual charity golf days.
- Australian Stockbrokers Foundation dinner hosted their first fundraising evening since COVID. We were honoured to have received \$20,000 from the evening which will support families to access safe accommodation in Mary's House refuge.



The Daisy Chain at the Killara Golf Charity Day

FUNDRAISING

We were successful in accessing support through **Social Sector Transformation Funding** to work with the Social Impact Hub to develop a theory of change and impact measurement framework for Mary's House Services.

In June we were grateful to receive a 12-month CRV loan car from the **Honda Foundation**. This is vital in allowing us to support our families to transport them to critical appointments.



Claire Barber accepting the Honda CRV at Scotts Honda

International Women's Day Gala Dinner – In March, we honoured International Women's Day by inviting our supporters to celebrate with us at our black tie International Women's Day Gala event at Doltone House, Hyde Park. 400 guests and volunteers joined us for the evening and we heard from our incredible MC, Jacinta Tynan, investigative journalist, Jess Hill, artist Sarah Rowan and Federal MP, Zali Steggall. Entertainment was provided by the wonderful Soulfood a cappella Choir. The evening was an absolute success receiving in excess of \$60,000 in donations and raising awareness for the work that we do.



IWD gala photos left to right: Soulfood Choir, Jess Hill and Sarah Rowan

We thank everyone for their ongoing support. Our community is so important to us. We are grateful for every dollar and every in-kind donation we receive. Your commitment and loyalty does not go un-noticed.



Susan Raveane of Crows Nest Rotary



Winter appeal by Holy Family



Tim James, MP with Claire Barber

OUR REACH AND OUR IMPACT

OVER 2021/2022 FY

Mary's House provided services to:



80 Women



50 Children

Mary's House Services
provided accommodation to:

The Daisy Centre provided
services to:



10 Women



12 Children



78 Women

1 Family was provided
long-term access to
Lydia House

1 Family was provided
safe housing through
the Cottage



Average age of the children at
Mary's House refuge
was 6 years old.

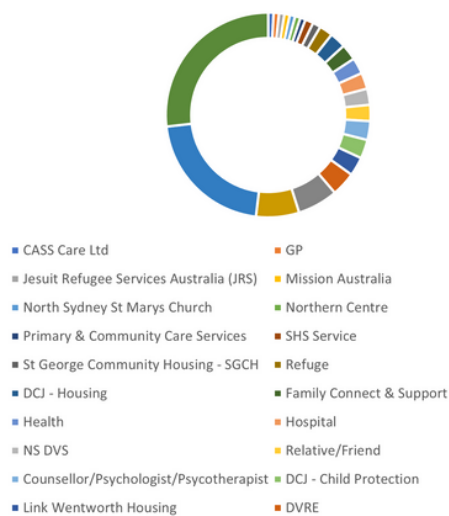
OUR REACH AND OUR IMPACT

REFERRALS

Mary's House Services received almost 300 referrals over this period. The following graph indicates the level of demand over the 21/22 period.



Top Referral Sources 21/22 Financial Year



OUR PARTNERSHIP WITH THE MATER HOSPITAL



Annette Czerkesow,
CEO of the Mater Hospital

I am very proud to be a female CEO leading the Mater Hospital, with a shared heritage in the spirit of Catherine McAuley and Mary Aikenhead, which carries a history of commitment to women, mothers, and children. We honour the legacy of caring for women, strengthened by the partnership with Mary's House Services.' Annette Czerkesow, CEO

The Mater Hospital is a facility of St Vincent's Health Australia and is especially committed to those who are vulnerable within our community. The Mater's reputation has been built by extraordinary people providing exceptional care on a mission-focused foundation of excellence. Working towards ending violence and abuse against women is a commitment which captures in every way the mission and values of the Mater Hospital.

The Mater Hospital is a special partner to Mary's House Services. Since Mary's House opened, the Mater has provided a major annual funding grant to help with our ongoing operational costs.

The partnership with the Mater Hospital began in 2015 through conversations our Chair, Liz Mackinlay, had with the then Mission Director, Carmel Shaw. We agreed very early in the Mary's House journey that there was mission alignment between our organisations, and from agreeing to do our laundry on a weekly basis, we quickly evolved into a partnership that is about so much more than the very generous annual grant we receive from the Mater.

Our relationship is rooted in a shared commitment to bring healing and hope to all women and families. We are grateful for the ongoing support we receive from the Senior Leadership Team, Outgoing CEO of the Mater Hospital, Heidi Bayliss, and the staff of the Mater for their collaboration, common social responsibility and working in our community to share messages and information about how women can be safe and live a life without violence and abuse. We welcome incoming CEO, Annette Czerkesow (pictured above), and look forward to our continuing partnership to recognise the dignity and value of all women through our shared values.



MATER HOSPITAL
A FACILITY OF
**ST VINCENT'S
HEALTH AUSTRALIA**

OUR SUPPORTERS AND OUR COMMUNITY

SUPPORTERS

We extend our sincere thanks and gratitude to the donors and supporters who continue to walk alongside us in our vital work supporting women and children impacted by domestic and family violence. Our work would not be possible without you and we are incredibly grateful.

CORPORATE SUPPORTERS

Mater Hospital North Sydney
Holding Redlich
Johnson Winter & Slattery

PHILANTHROPIC SUPPORTERS

Australian Stockbrokers Foundation Ltd (ASF)
Bendigo Bank Turramarra & Lindfield
Betty & Lola, Mosman
Bridgeview Hotel
Brigidine Sisters Ministry Support Fund
CCI Giving
Commonwealth Bank
Harbourside Liquor Accord
Holding Redlich Social Justice Fund
IMPACT100 Sydney North
Lane Cove West Tennis Club
MFS International Australia Pty Ltd
Minskys Hotel
Navigate Pty Ltd
North Sydney Council
North Sydney Council
NORTHS (North Sydney Leagues Club)
Our Lady of the Way
Our Lady of the Way
Paul Ramsay Foundation
Rotary Club Chatswood
Rotary Club Crows Nest
Rotary Club Mosman
Rotary Club of Crows Nest
St. Josephs College, Hunters Hill
Stockland
The Walter & Eliza Hall Trust
Woolworths

PRO-BONO/IN-KIND

Aesop Crows Nest
Addisons Lawyers
Box Divvy Roseville and Willoughby hubs
Broun Abrahams Burreket
Bunnings Chatswood
Catholic Care Financial Counselling team
Crows Nest Community Centre
Crows Nest Rotary
Crows Nest Safe Village Project (CNSV)
Dressed for Success
GoDaddy
Harbourside Liquor Accord
Harris Farm
Hillsong
Intellegent Living
Jerihco Road
Krost Furniture
Lydia House
Miss Moggy
Neveralone Solutions
Nexia
North Sydney Catholic Parish
North Sydney Council
Northside Baptist
NRL - Men of League
Pass It On Clothing & Co
Re-Love
Rize Up
SAINT SOMEBODY
Santone Lawyers
Share the Dignity
Sudu Hair
Super Easy Storage
The Gallery
Two Good
Vittoria Coffee
Vtraining
Women's Healing Sanctuary

And to all our regular donors, individual donors, foundations and trusts, family foundations as well as to all the companies who support us at our events by donating prizes and other items. We are truly grateful.

VOLUNTEERS

Work for a cause, not for applause. Live to express, not to impress.

Like most non-profits, we would not be successful in pursuing our mission without the support of volunteers. Typically the unsung heroes of organisations, at Mary's House Services we instead shine a spotlight on these remarkable humans, who make a difference every week with the biggest of hearts and the deepest of care. Volunteers – our volunteer base is growing. We are enormously grateful for the dedication, loyalty and hard work of our volunteers. We could not do what we do without their support and we are delighted to celebrate their extraordinary work and generosity.



"What an amazing organisation Mary's House Services is, and I can honestly say that I have been welcomed so warmly by all the ladies who work there and by the other volunteers. The last 6 months that I have been helping at Mary's House have been extremely rewarding and I hope I have been able to make even the smallest difference in helping with the huge task of what goes into supporting these women and children during this most difficult and traumatic period in their lives."

"My roles have been in assisting in some office duties, cleaning toys, the sorting of donations and of late, along with a couple of other volunteers. I hope to continue to help in any way I can for such an important and unfortunately much needed service."

Sara, MHS Volunteer
September 2022

"My first introduction to MHS was a couple of years ago when I was involved in a Fundraising Event. I kept in touch with them via their Newsletter, which is where I saw the advertisement for a volunteering role. I have only been volunteering for a few months, but in that time have been made so much more aware of what DV really is. Most people immediately think of the visible signs, but it is very much the desperate and hidden traumas, where women and their families need the support. This is where MHS plays such a vital role."

"I was fortunate to be involved most recently in some Art and Exercise therapy sessions. This was a fantastic opportunity for women to be able to express themselves through art in particular and with others in similar situations."

"We have also been sorting through, washing and cleaning and packing away, the mountains of donations of clothing, bedding, towels, toys, kids' clothing etc. which MHS provide for the refuge. Everything needed to help mothers and their children settle into a safe, secure and comfortable environment in readiness for a happier life ahead. We also have opportunities to help in fundraising, like the Mary's House Walk in October. Can't say I'll be walking, but I'll certainly be assisting with selling raffle tickets! I am looking forward to being more involved in various roles with MHS and helping in any way I can to support such a fantastic cause. And what a great and lovely bunch they are!"

Lesley, MHS Volunteer
September 2022



OVER THE PAST YEAR WE HAVE HAD AROUND 30 ACTIVE VOLUNTEERS ASSISTING WITH A MYRIAD OF SERVICES FROM REFUGE LINEN DROPS, LAWN MOWING, RESEARCHING EMPLOYMENT PATHWAYS, DATABASE ENTRY TO PACKING CHRISTMAS HAMPERS AND POST OFFICE RUNS.

HOW YOU CAN HELP

As Mary's House Services receives no government funding, we rely solely on the support of our local community. We would love to have you be part of that community with us. Here are some ways you can help support Mary's House:

Make a donation

Donating to Mary's House Services makes a direct contribution in real time to the lives of women and children escaping domestic violence. No matter the size of the donation, every dollar helps to make a difference. All donations can be made directly via our website: www.maryshouse.org.au.

Help us Fundraise

Support our Fundraising efforts by participating in our events. Upcoming events will be posted on the Mary's House website and through our social media. You can also receive our newsletter so you don't miss out on.

You might prefer to host your own event to fundraise on our behalf, or have your workplace support us. Contact us to find out more about how this works.

Spread the word

Add your voice to the call to say no to Domestic Violence in our Community by sharing information about Mary's House Services with your own networks. Follow us on social media and share information with your friends

Leave a bequest

You can help make sure the work of Mary's House Services lives on over time by leaving a gift in your will. If this is something you would like to know more about, please call us on 1800 002 111.

Volunteer your time

We are always on the look-out for volunteers to help our fundraising efforts, and to provide logistical support.

If you would like to support us please don't hesitate to get in touch by calling 1800 002 111 or emailing info@maryshouse.org.au



FINANCIAL STATEMENT

2021/2022

Company Financial Situation 2021/22

	30 June 2022	30 June 2021
Assets		
Current Assets		
1. Cash and cash equivalents	1,236,754	1,123,967
2. Trade and other receivables	36,196	34,844
Total Current Assets	1,272,950	1,158,811
Non-Current Assets		
1. Property, plant and equipment	365,714	371,742
2. Right-of-use assets	178,326	103,218
Total Non-Current Assets	544,044	474,960
Total Assets	1,816,990	1,633,771
Liabilities		
Current Liabilities		
1. Trade and other payables	32,256	25,944
2. Lease Liabilities	105,389	65,057
3. Employee benefits	38,134	31,256
4. Deferred income	25,000	64,384
Total Current Liabilities	200,779	186,641
Non-current Liabilities		
1. Non-current Lease Liabilities	75,304	41,655
Total Non-Current Liabilities	75,304	41,655
Total Liabilities	276,083	228,296
Net Assets	1,540,907	1,405,475

The above reports were extracted from Mary's House Services financial statements for 2021 & 2022, audited by Nexia Australia

FINANCIAL STATEMENT 2021/2022

Financial Statement 2021/22

Overview Financial Situation		30 June 2022 \$	30 June 2021 \$
Income			
1.	Donations (cash)	931,726	618,221
2.	Interest Income	3,252	5,211
3.	Grants	209,122	89,366
4.	Function Receipts	174,782	26,149
5.	Resident Contributions	10,420	9,322
6.	Rent Concession	0	17,592
7.	Government Stimulus Receipts	57,150	20,916
8.	Total Revenue	1,386,452	786,777
Less Expenses			
1.	Brokerage Fees	19,005	20,090
2.	Computer and Software Expenses	32,680	16,959
3.	Consulting Fees	14,964	55,176
4.	Depreciation and amortisation expense	24,164	28,281
5.	Depreciation – right-of-use-assets	80,291	63,647
6.	Employee Expenses	815,444	650,843
7.	Events, merchandise & promotions	73,346	13,178
8.	Insurance	5,714	6,694
9.	Interest Expense-Lease Liability	4,841	3,897
10.	Motor Vehicles	2,742	10,091
11.	Other Expenses	62,118	63,694
12.	Property, Program & Refugee Expenses	115,711	112,136
13.	Total Expenses	1,251,020	1,044,686
14.	Net Result	135,432	(257,909)

FINANCIAL SITUATION

2021/2022

This year's financial report for Mary's House Services Limited shows a surplus of \$135K for the year compared to last financial year's deficit of (\$258K). This is an excellent result and certainly shows the incredible community support for the organisation with our donations and fundraising exceeding budget expectations by \$250K for the year. In addition, Mary's House was the recipient of \$60K of Commonwealth and State Government grants relating to the COVID-19 pandemic, to ensure we were able to keep providing our essential services.

Coupled with the excellent revenue generation of Mary's House CEO and her team have provided, the services within the expenses budget approved by the Finance Committee a year prior.

The Finance Committee wishes to thank the CEO, Claire and our Finance Coordinator, Trish for their hard work in maintaining excellent financial records and implementing new internal control systems including online expenses approval which eliminates paperwork and ensures compliance with our financial delegations policy. We look forward to implementing more best practice solutions over the next 12 months such as improved not for profit salary packaging management and development and implementation of policies and procedures to support the Management Team.

In addition, special thanks to our auditor Vishal Modi of Nexia Sydney Audit Pty Ltd, who has kindly provided thorough and professional pro-bono audit services to Mary's House Services Limited for the last seven years. We look forward to continuing this important relationship in the future.

I'd like to also thank the members of the Finance Committee, Richard Harpham, Liz Mackinlay, Claire Barber and Trish Wingfield for their input, time and dedication to Mary's House Services over the year.

Lorrae Collins

Chair, Finance Committee

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MARY'S HOUSE
SERVICES

