



Jenny's
Place

Annual Report 2020-21

Highlights and Achievements

Women's Domestic Violence & Homelessness Support

Vision, Mission, Purpose and Services

Our Vision

A safe community free of violence and homelessness.

Our Mission

Continue to be a leading service provider focused on breaking the cycles of domestic violence and homelessness in the community.

Our Services

- Women and Children's Crisis Refuge
- Single Women's Crisis Refuge
- Transitional Accommodation
- Outreach Support Program
- Newcastle Domestic Violence Resource Centre (DVRC)

Our Purpose

To provide direct relief to women and children who are escaping domestic violence and/or homelessness, through the provision of:

- Early intervention and prevention services
- Short-term crisis accommodation
- Medium-term transitional housing
- Outreach support to rough sleepers
- Outreach support to those with tenancies at risk
- Post-crisis support
- Food and financial assistance
- Brokerage
- Client centered co-case management
- Support, information, advocacy and referral



1,244

clients supported by Jenny's Place services. 891 were referred but unable to be supported



103 + 109

women + children accommodated in crisis or transitional housing

Jenny's Place Facts

- Established one of the first refuges for women and children escaping domestic violence in Newcastle in 1977
- Provides crisis and transitional accommodation, support, case management, referral, advocacy and outreach services
- Empowers clients by building their capacity, self-esteem, confidence, knowledge, personal and living skills
- Maintains referral pathways to specialist support services for housing, disabilities, health and medical, legal and court support, financial and budgeting
- Offers post crisis support via home visits, case management and links to specialist services.

Jenny's Place Inc. acknowledges and respects the Awabakal people, traditional custodians of the land on which we operate. We recognise and respect their cultural heritage, beliefs and continuing relationship with the land, and that they are the proud survivors of more than two hundred years of dispossession.

Our vision is for a safe community free of violence and homelessness.



805

clients were supported to rapidly resolve their homelessness
– up 94% on 2019-20



460

clients received early intervention to prevent homelessness
– up 60% on 2019-20

Chair's Report

These continue to be challenging times for all those delivering accommodation and support services to people experiencing domestic and family violence and homelessness. They are even more trying for our clients.

Jenny's Place once again exceeded our target numbers for the year by a staggering 50 per cent. Despite this amazing effort, we were sadly unable to assist another 891 clients.

The NSW Bureau of Crime Statistics and Research reports a continual increase in the number of domestic violence related assaults over the last three years. In the same timeframe, intimidation and harassment reports rose by 8.2 per cent and breach of Apprehended Violence Orders by 9.7 per cent.

Tragically, domestic homicide rates remain the same. We are still losing one woman a week (on average) to domestic violence across Australia.

We commend the Federal Government's commitment to invest \$1.1 billion over five years into its women's safety package. However, we support the Women's Safety NSW view that more needs to be done, particularly in prevention, law reform and to fill service gaps. Most importantly, more emergency/crisis accommodation options need to be provided for women and children experiencing domestic and family violence.

Women's Safety NSW want the Government to increase their investment in women's safety to \$1 billion per year. This amount would make a real impact on addressing violence against women. It would provide adequate penal and rehabilitation processes and ensure that women and children are not only able to access protection, but also have access to the support and accommodation services they need when they decide to leave an abusive relationship.

There have also been recent calls for major reform in NSW in relation to coercive control. Our local Domestic Violence Committee has been pushing for urgent law reform and more severe penalties.

Data for the last financial year once again shows that domestic and family violence is the leading cause of

homelessness for women and children (over 50%). One in three women needing accommodation to escape domestic violence could not be housed.

The major driver of homelessness in NSW is a lack of affordable housing. There are 50,000 households on the social housing waiting list. In NSW, less than 1 per cent of all private rentals are affordable for people on income support. In some areas of the state the incidence of homelessness is predicted to increase by more than 22 per cent in 2021.

Government needs to invest strongly in more affordable long-term social housing options. There are too many homeless women and children. Too many women and children experiencing domestic and family violence are stuck living with the perpetrator. All because they are unable to find secure and affordable long-term housing. It is deplorable and unacceptable.

To create change, we need to get behind the peak bodies and service organisations, locally and statewide, who are lobbying the Government to invest in affordable social housing options.

Thank you to our staff for the amazing work they have undertaken during these difficult times. I am awed by the fantastic client outcomes they achieved, especially during this local housing crisis. It shows what resilience, collaboration and resourcefulness can accomplish, along with a bit of encouragement and support. Congratulations to the entire team. Your achievements have been remarkable.

Thank you also to my fellow Board members for their governance and expertise over the last 12 months. Your guidance and input have been insightful and invaluable.



Nicole Bailey

Nicole Bailey
Chairperson

Executive Manager's Report

As Nicole stated, the 2020-2021 year was another extremely challenging one for those looking for accommodation within Newcastle, Lake Macquarie and the broader Hunter region.

Homelessness is increasing, in Newcastle and across the nation. The housing crisis has particularly impacted us locally since the COVID-19 pandemic disrupted the world. Increased acceptance of working remotely has seen people leaving the Sydney metropolitan area in droves. This has had a huge impact on the real estate market in Newcastle and other regional areas.

Local estate agents are reporting a median house price increase of 26 per cent in 12 months. This has not only placed home purchase beyond the reach of many, it has also impacted rents, as fewer people invest in property. In what was already a tight rental market, the number of rental properties available has been reduced.

Even before COVID-19 our local rental market did not meet demand, particularly for low-income earners. This year has seen intense competition for available properties. Those who are able are offering well above the asking rent and paying six or 12 months' rent in advance to secure a property. This has led to a surge in landlords giving long-term tenants notices to quit, in order to re-let the property for a much higher rent.

The vast majority of our clients are unable to compete in this market. They are staying longer in our refuges and in our transitional accommodation properties, simply because that are unable to secure affordable long-term housing. Our clients are increasingly relying on finding housing through the Department of Communities and Justice Housing, and other social housing providers. These organisations do not have the stock to meet the current need. As a result, Jenny's Place provided a total of 27,550 bed nights to women and children during the last financial year.

Despite this, our staff have tirelessly advocated for clients with local real estate agents, social and government housing providers and landlords. They managed to achieve some amazing outcomes for our clients throughout this incredibly challenging year.

Almost 78 per cent of clients had their homelessness resolved. Great work everyone!

This year we said goodbye to Saibre Johnstone who worked at our Domestic Violence Resource Centre. Saibre also provided domestic violence education to groups and business in our community, as well as fundraising. She is greatly missed and we wish her well.

The organisation has made positive staffing changes over the last 12 months. We welcomed Donna George and Kim Britton to our Community Relations team. They come with vast and complementary experience in fundraising and communications. We are in awe of what this dynamic duo have already achieved in such a short period of time.

They have been working on a very promising and exciting project with a philanthropic donor for some months. We look forward to announcing the fruit of their efforts soon. Please refer to the Community Relations section of this report to read about some of their achievements.

We also welcomed Penny Chapman to a Project Management/Executive Assistant role. She will be working with us on research and development and to achieve the Australian Service Excellence Standards accreditation that is required for homelessness service providers. Penny is an asset to the organisation.

We welcomed our new Operations Manager, Stacey Gately, in July 2021. The addition of these new team members has opened Jenny's Place to exciting new opportunities. I look forward to leading our organisation in pursuing those opportunities over the next 12 months and beyond.



A handwritten signature in black ink that reads "M Chapman".

Marcia Chapman
Executive Manager

Our People

Jenny's Place Inc. is an incorporated association made up of elected committee members.

The following members were elected to the Committee at the AGM in 2020.

President/Chair	Nicole Bailey
Vice President	Elvira Johnson
Treasurer	Anna Harrower
Secretary	Kerstin Davey
Public Officer	Briony Manning
Member	Patricia Clarke
Member	Trudie Larnach



Elvira Johnson



Anna Harrower



Kerstin Davey



Briony Manning



Patricia Clarke



Trudie Larnach



37

consultations with women per month on average at the DVRC



221

women were new referrals to the DVRC with 216 children



18

people dropped in to the Joy Cummings Centre for homelessness support

From the Front Lines

Jenny's Place staff work hard to transform their clients' lives. They provide accommodation, food, toiletries, clothes, toys, games, school uniforms and equipment to women who come to us with nothing. They also empower and uplift, walking alongside them on their journey to a better future. We asked our staff what motivates them.



“Empowering women, through education, to take chances and make changes in their lives fuels the fire in my gut. I love watching women take charge of their life and rekindle their strength, independence and womanhood. My workmates give my job an aspect of fun and friendship, making the hard days bearable. We have a strong team and I feel comfortable to be honest and vulnerable.”

Jem, Caseworker



“I love my role as Coordinator, leading this team of strong, independent, caring women. I enjoy watching families thrive and succeed without judgment or discrimination. Watching women come from such a dark space in their lives and to nurture them and watch them grow is very enlightening and empowering.”

Judy, Outreach Team Leader

“I love that I am able to create a safe place for our clients to share (even when it's via phone). Sometimes it's the first time they have disclosed incidents, first time they have reached out for help, sometimes it's their seventh time and this time they are ready. We provide a service that might not be family, but provides support and assistance that can boost their morale, support them to regain stability and make changes in their lives. We provide opportunities for women and their children to live a life free from harm, just as they should be able to, by providing them with accommodation, support and education.”

Stephanie, Intake Worker



“I am very passionate about Jenny's Place. I really enjoy the interaction that I have with clients and their children. I do my best to listen without judgement and look for the positives in every situation. I also love the different roles that I am currently doing within my position at JP. I feel blessed to have a workplace where I get to help others less fortunate than me. I love it when clients overcome their barriers, allowing them to move forward with their lives.”

Pam, Caseworker

Our Year in Review

Highlights for 2020-21

High Achievement

Jenny's Place staff members continued to achieve outstanding outcomes for our clients in 2020-2021. Their dedication enabled us to exceed the targets set for us by NSW Department of Communities and Justice, who administer the funding for our services. Given the disruptions and restrictions imposed by the Delta strain of COVID-19, this is a remarkable achievement.

Our staff managed a huge upswing in demand for accommodation services during an unfolding housing crisis. They not only coped with grace and good humour, they also achieved a success rate of almost 78 per cent of clients resolving homelessness.

Organisational Development

Last financial year heralded significant organisational development for Jenny's Place. Project Management/ Executive Assistant, Penny Chapman, reviewed and improved our policies, processes and procedures as she prepares Jenny's Place to seek Australian Service Excellence Standards' (ASES) accreditation. The NSW Government requires all homelessness service providers to achieve ASES accreditation by June 2024.

The Community Relations team have also developed a raft of new programs, policies and procedures. These include a new Customer Relationship Management database, fundraising, marketing and communications plans. They have reformed the donations program. The appointment of our new Operations Manager, Stacey Gately, is likely to continue to strongly contribute to the ongoing development of our organisation.

Sustainability Program

Despite the difficulties presented by the COVID-19 lockdowns and restrictions, this was a landmark year for Jenny's Place fundraising program. Our Community Relations Coordinators began in

December 2020 and have had a successful year. Wins have included philanthropic gifts, grants, donations and the management of several successful fundraising campaigns. Their efforts have put our organisation on a firmer footing and added benefit to our clients. See their report on page 16.

Broadmeadow Office

The Community Relations team launched an online appeal to the business community in 2021 to find more accessible premises. Tony Rhodes, Chair of Business Hunter and Managing Director of Mullane and Sons, and his wife Tania generously provided Jenny's Place with 90+ square metres of office space for peppercorn rent!

The office, at 92 Lambton Road, Broadmeadow, accommodates four staff members and several volunteers with room for donations to be stored. Painting, carpeting and electrical work were all provided pro bono by local businesses. Our wonderful handyman Ean Sutton custom-built shelving to store donations. Thank you to Tony, Tania and all the workers who generously offered their time and expertise to make our offices so welcoming.

Challenges

Joy Cummings Centre

The ongoing issue of damp and mildew in the Centre inhibited our ability to fully utilise the space. This year we assisted the Trustees to raise funds to contribute to the Centre's maintenance. We will continue to work with them to improve the condition of the building with the intent of making the entire building useable for Jenny's Place and the broader Newcastle community.

Client Statistics 2020-21

29 **53**
women children
 accommodated at
 Families Refuge

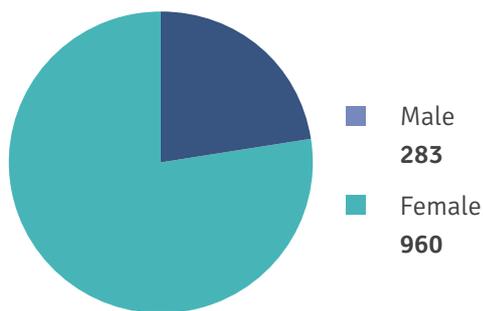
52
women
 accommodated at
 Singles Refuge



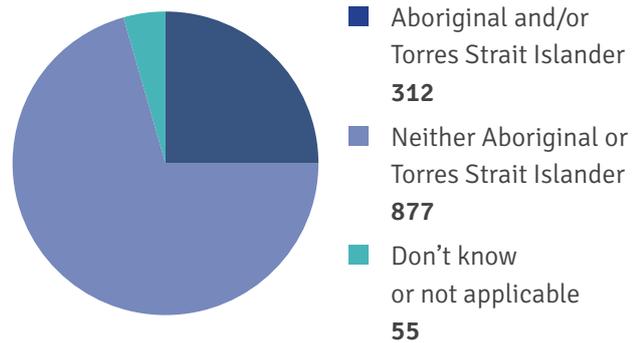
215 **434**
women children
 unable to be accommodated at
 Families Refuge

360
women
 unable to be accommodated
 at Singles Refuge

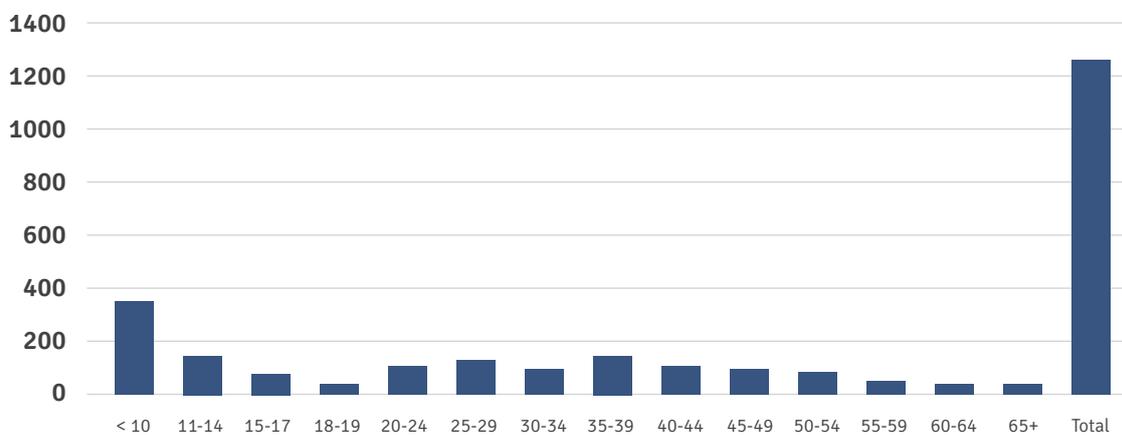
Assisted by Sex of Client



Indigenous Status



Age of Client



Program Highlights

Crisis Accommodation

Jenny's Place operates two refuges offering crisis accommodation for women, one for Families and the other for Singles (women without children). In 2020-21, there was a significant increase in referrals to our different programs.

COVID 19 presented unexpected and ongoing challenges for women and children who are homeless or experiencing domestic violence. We heard from many families who were living in motels, cars and tents, or couch surfing with friends and family.

The cost of private rentals increased dramatically in 2020-21. There is a severe shortage of social housing. The lack of affordable housing has caused families enormous stress and instability. Many women and children have had to return to violent partners because there was nowhere else to go.

Total numbers accommodated (2020-21):

- Families = 29 women and 53 children
- Singles = 52 women

In 2020-21, we were unable to accommodate:

- Families = 215 women and 434 children
- Singles = 360 women

Work and Development Orders (WDO)

Seven women in our shelters completed the WDO in 2020-21. This program enables clients to pay some of their state debts by being engaged with case workers and other professionals, such as counselling, attending workshops and groups. Time spent with workers is taken into consideration to pay off any outstanding fines, relieving clients of financial hardship.

Homelessness Outreach Program

A recent national report on the impacts of COVID-19 on rental housing and homelessness shows that gains made on reducing homelessness during the pandemic in 2020 are slipping away. Less than one-third of those assisted with temporary hotel accommodation during the crisis were transitioned into longer-term affordable housing. This was mainly due to a shortage of available social housing.

At the same time, tens of thousands of people renting across the country now owe mounting rental debts, after having their payments deferred (but not reduced) while eviction moratoriums were in place. Locally, due to COVID and housing availability in Newcastle and surrounding areas, the number of clients we supported significantly increased in 2020-21.

Despite the difficult conditions, Jenny's Place reached positive goals with clients being approved for social/ community and private rentals, and others no longer requesting service as they have resolved their own homelessness.

Rapid Rehousing – the number of clients we supported through this program in 2020-21 almost doubled over 2019-20. We supported 805 people to rapidly resolve their homelessness, compared to 415 in 2019-20.

Early Intervention and Prevention – here too our numbers grew substantially in 2020-21. We supported 460 people, compared to 288 in 2019-20. The number of clients we supported through the drop-in service at the Joy Cummings Centre in Newcastle also increased by 14 people over last year's figures.

Transitional Housing Program – we supported an average of 45 clients per month in the Transitional Housing program in 2020-21 and a further 20 per month in the Transition Plus program. We supported 32 women and 55 children through our programs.

Domestic Violence Resource Centre

The Resource Centre operated four days per week in 2020-21. Our two caseworkers primarily offered targeted, short-term support, focused on providing information around domestic violence, emotional support, and identifying priority needs and referrals. As in previous years, a small percentage of clients with more complex needs received support over longer periods.

In 2020-2021, 221 women, with 216 children, were assisted by the Resource Centre. On average 37 women were assisted each month. The majority of women assisted were from Newcastle, followed by Lake Macquarie, with a smaller number from Port Stephens, Upper Hunter, Central Coast and other areas.

Restrictions required by the COVID-19 pandemic caused disruption in our services, as did ongoing building work at the Joy Cummings Centre.

Harpers Legal Clinics, Public Interest Advocacy Centre (PIAC) and Homeless Persons Legal Clinics continued to run this year. Appointments were available to Jenny's Place case workers and to other services, such as Newcastle Family Support Service. Referrals and appointment times were coordinated by the Resource Centre.

The Legal Clinic conducted 47 telephone appointments, assisting clients with Family Law and other information. Three subsequent appointments were made with the PIAC, which assists clients with a wider range of issues, generally complex, e.g. questions about Centrelink debt. We greatly appreciate the significant contribution of both these services.



460

people facing homelessness supported with early intervention and prevention

Intake Assessment

Jenny's Place intake team field the referrals and calls from women experiencing domestic violence and homelessness. They conduct the initial interview and assess what services are required and whether we can assist a client or need to refer them to another service.

The team saw an overwhelming spike for incoming referrals at the beginning of 2021, with an average of 15 calls a day during January and February. This caused an unavoidable delay of two to three days in responding to some calls. Our intake staff pride themselves on rapid response and the delays caused them considerable stress. Other local intake staff faced the same difficulty, with some reporting a waitlist of up to a fortnight for intake assessment. Things settled down to a steady pace from March to June.

Our Impact

Anastasia's Story

"My name is Anastasia. My life, and that of my beautiful 17-year-old daughter, changed overnight. One day we were living in a beautiful home by the lake. The next day we became homeless through domestic violence. We had nowhere to go, and no hope for the future, until we were placed in contact with Jenny's Place.

The staff were so helpful, so understanding and comforting. They listened to us and helped us get our confidence back and to feel like we were worthy. They really wanted the best for us.

The little things also really mattered. Everything seemed so daunting but my case worker helped me to fill in important forms and to write applications to find accommodation. She helped every step of the way, as well as giving emotional support and encouragement. Most of all, we felt so safe and protected by Jenny's Place.

My daughter was very scared about the future. Not knowing what was going to happen to us was so stressful for her. Jenny's Place supported her too. The staff gave her hope for brighter days and helped us to become independent. What seemed impossible became possible because of Jenny's Place.

My case worker is an angel sent from heaven. She has never left our side. We will be eternally grateful for her care and support. We will never forget her.

My daughter and I have accomplished many goals through the help of our case manager. We both wanted to study and to find steady jobs. We both enrolled to study and I have attained a wonderful permanent job helping others. My daughter is completing her qualification in Community Services. She feels confident to study further in a Diploma in Mental Health.

Jenny's Place and our case manager helped to make all of this possible. Thank you. "

Thanks from Thembie

"I would like to express my profound gratitude to Jenny's Place for the assistance you rendered to me and my girls in a time of great anxiety, despair and need.

From the time you got involved in my plight, I never at any point felt in danger. The accommodation you provided was sufficient for me and my two girls. It was convenient and located in a neighbourhood that was pleasant to live in.

Because of the peace of mind I found during your oversight, I managed to embark on and complete a nursing degree at the University of Newcastle. I owe this to your professional oversight.



Being a migrant from Zimbabwe, I do not have close family members here in Australia. Your care for me and the children filled that void. My children and I felt loved and well supported.

Kindly extend my sincere thanks to all the staff members in your organisation for the great job you do for women affected by domestic violence.

I will forever be indebted to you."



Marian's Story

Marian and her two sons fled domestic violence before Christmas 2020. They stayed at Jenny's Place refuge for a number of months.

Marian's partner became abusive not long after she came to Australia from the Philippines in August 2019. He controlled what she wore and kept finances hidden from her. She had to ask for money if she needed to buy something and he would not let her do the grocery shopping. He didn't want her to work but asked her to give back all the money he had spent on her.

His rages, shouting and throwing things worsened over their seven-year relationship but got worse when she and her kids arrived in Australia. She was scared of him and her young sons would hide when they heard him return from work. He refused to complete the forms necessary for Marian to become a permanent resident and blamed her for his actions.

The tipping point came for Marian when her six year-old son said, 'I don't want to be with Daddy anymore'. A friend referred her to a caseworker, who helped her to plan her safe exit. She prepared the important documents she and her children needed.

She managed to save around \$100 by selling spring rolls and dumplings to other mothers and her mum from overseas sent her \$400. She left with one shoulder bag and two carrier bags. She spent the first three nights in a cabin before being allocated a room at Jenny's Place refuge.

"My caseworker Alicia met us at Hamilton Station. When I saw her, I realised that I was not alone any more. She was so nice and I thanked the Lord that there was really someone there to help me

and the boys. We were not going to have to sleep on the streets."

The relief of being away from her partner's furious rages washed over Marian.

"I felt so supported when we got to the shelter. Alicia asked me what I needed. They provided us with pyjamas and underwear and food that we could cook. She also really connected to me and supported me emotionally."

Alicia helped Marian to develop a plan. She helped her to apply for a legal aide, permanent residency and for Special Benefits. They stayed at the refuge for 16 weeks.

"It was hard but because I had support and help from Jenny's Place, I didn't want to waste it."

Marian read books on domestic violence to help her understand what she and her children had been through, and how it had affected them. All three of them fell ill with colds and flu. As soon as she was well enough, Marian applied for several jobs and got work cleaning.

After 16 weeks at Jenny's Place, Marian and her sons moved to Catholic Diocese' House of Hospitality where they remained for another few months. Recently, Jenny's Place were able to secure a transitional property for the family through our Outreach Program. Friends with Dignity prepared it for them.

"Everything was provided for us – furniture, bedding and toys and games for my boys. I couldn't have asked for more."

"I am so grateful to Alicia and Jenny's Place for all their help. They didn't leave us behind."

Our Collaborators

Jenny's Place fosters a range of close partnerships to provide holistic and quality support services to women and children in our care. The following services have been invaluable in assisting us in 2020-21.

OZ Harvest

A welcome visitor to our crisis shelters twice a week, this wonderful service has provided quality food. They delivered different meats, fresh fruit and vegetables, treats for the children and also treats for the mums such as fresh flowers.

Friends with Dignity

Clients often flee domestic violence with nothing but a few clothes. When they then secure accommodation, we refer them to this remarkable support service. With advice from our case worker on what each member of the family likes, what colours they prefer, the age and interests of children, FWD furnish every room in the house. They also provide linen, children's toys, crockery, etc. Our clients always shed a tear when they see the effort put in to making their home beautiful. In 2020-21, 10 families had FWD sanctuaries created.

Harpers Legal

Harpers Legal provides professional legal services across a wide range of practice areas, including family law, care and protection (children's law), criminal law, wills and conveyancing. They conduct free legal clinics for Jenny's Place clients. In 2020-21 they provided 47 telephone appointments to our clients.

Public Interest Advisory Centre (PIAC)

PIAC is a non-profit organisation that works with people who are marginalised and facing disadvantage. They conduct free Homeless Persons Legal clinics, assisting clients with a range of issues, generally complex, e.g. questions about Centrelink debt. In 2020-21, three of our clients had appointments with the PIAC.

Girl Friday

This Newcastle based charity provided amazing practical assistance to our clients in 2020-21. They donated scores of fully-stocked kitchen packs and linen packs to assist women and children setting up new homes as they rebuilt their lives after fleeing domestic violence.

Australian Dental Health Foundation

Support for our clients included free dental work such as fillings, dentures or extraction. This has definitely brought a smile to their faces!

NSW Department of Communities and Justice

The Department provided special COVID cleaners to sanitise both refuges, internally and externally, on an ongoing basis.

In the Community

Jenny's Place staff members were active in the community in 2020-21. We participated in awareness raising events including March4 Justice, International Women's Day events, Candlelit Vigils to commemorate victims of domestic violence, and a Homelessness Rally.

Our training and awareness raising in the community was curtailed in 2020-21 by the COVID restrictions. We anticipate resuming delivery of the program when we are able.



Committee Members

Pam Mackaway – Newcastle Domestic Violence Committee

Rosemary Pillay – Multicultural Advisory Group

Rosemary Pillay – Safety Action Meeting Group

Top right: March4 justice in Civic Park, Newcastle; Centre: International Women's Day breakfast at Wallsend Diggers; Bottom left: Pam and Rose taking the Dresses of Sorrow to the Prime Minister in Canberra; Bottom right: Homelessness rally in Foreshore Park, Newcastle.

Our Supporters

The last financial year was one of growth and development in Jenny's Place Sustainability Program. With the appointment of Community Relations Coordinators, Donna George and Kim Britton, in December 2020, our organisation has connected more effectively to community support. It was a year of achievement and frustration, in which we enjoyed ongoing support from our existing partners and welcomed the contribution of many new supporters.



Grants

Jenny's Place applied for 14 grants from a range of sources in 2020-21. The results of two are pending. We were awarded seven of them, with a combined value of \$165,900. They are:

- **NSW Government Social Sector Transformation Fund (SSTF) – Rounds 1 and 2** provided Jenny's Place with a combined \$92,900 in 2020-21. The program will deliver a range of significant business development initiatives and service enhancements to contribute to our long-term sustainability.
- **Port Waratah Coal Services (\$25,000) and Orica (\$10,000)** provided a van to enable client transport and assistance in the collection and dissemination of donated goods. The Transport for a Better Future project will contribute significantly to the community relations program and greatly enhance our organisational capacity.



Top right: Tony Rhodes hands the keys to his Broadmeadow premises over to Donna George; Bottom left: The van purchased through grant funds from PWCS and Orica.

- **The Rainbow Foundation (\$45,000 over 3 years)**
A grant was secured through the Rainbow Foundation to assist with funding for the Resource Centre – \$15,000 to be paid each year for 3 years.
- **NSW Clubs – Wests New Lambton (\$14,000) and Diggers Wallsend (\$6,000)** provided us with the ability to offer essential support to set up and establish new homes, as women and children in our care pursue new beginnings after escaping domestic violence.
- **Port of Newcastle Community Sponsorship Program (\$3,000)** provided support to enable the internal painting of the Joy Cummings Centre in Newcastle. The historical building houses the Outreach Team and the Newcastle Domestic Violence Resource Centre.

Corporate Support

Strategic Group continued their critical, long-term support of Jenny's Place. Tremendous thanks to Chris Boswell and his amazing team who generously provided donations, pro-bono computer maintenance and cloud hosting sponsorship. Your contribution to our ability to safely provide services to our clients over 2020-21 cannot be overstated. Special thanks to Evan for your care and technical expertise.

Mezzanine have partnered closely with us in 2020-21 to develop Jenny's Place community connections and raise awareness about our services. They continue to assist us with outstanding web support, marketing and brand advice and development, social media and

communications expertise. Tremendous thanks to Nikki Wright and her dedicated team for all your support.

AECOM invited Jenny's Place to present to their Newcastle employees on our services. Their staff have generously donated goods and funds to us in 2020-21. Several have subscribed to a regular donation each month through payroll giving to support our programs. Thank you.

Bequests, Trusts and Gifts

Wright Family Bequest continued their support of our programs through a grant of \$25,000 in 2020-21. Their generous and ongoing contribution for general charitable purposes enables us to direct the funds to the programs that most need support. It enables us to provide women and children with longer-term support.

Orrett Family Trust continued to support Jenny's Place in 2020-21. We sincerely thank John Orrett and Anne Provost for their commitment to our work over the years.

US Donor – Kim and Donna engaged in discussions with the US representatives of a philanthropist who was interested in supporting Jenny's Place. While our donor wishes to remain anonymous, their contribution to our program will be significant. We will share news of their amazing generosity in the months to come.

Fundraising

Advisory Group – A huge thank you to the members of our Fundraising Advisory Group for their support in 2020-21: Damian Charleson, Jayco and Hunter Valley Homes; Lisa Evans, EIRE Constructions; Sally Hill, Canvas Events; Marissa Dimarco, Dimarco Commercial Lawyers; Monty Haron, Holy Montrimony; Peter Stoop, Photographer.

Community and Corporate Events – Jenny's Place introduced a formal Authority to Fundraise process in 2020. In the last financial year, 12 individuals or organisations held fundraising events or initiatives for Jenny's Place, raising \$38,000. Thank you to: This Baking Dream, Newcastle City AFL Club, Sharp Electronics, Live Your Life Expo, Margot

Broug, University of Newcastle's Poker Club, Club Charlestown, Adamstown Lions and Wallsend Diggers.

Give Now Platform – 248 donors gave a combined amount of \$36,833.06 to Jenny's Place through Give Now in 2020-21. Thank you to all those who supported us, particularly our regular givers. We greatly appreciate your support.

Good Company – Jenny's Place joined this platform in March 2021 to enable corporate payroll giving. From March to June 2021, 18 donations were made through one-off or regular giving, amounting to \$1,125.00.

Events

Hike to Help Jenny's Place – Kakadu Trek and 3 Capes Tasmania. Donna and the 24 trekkers who signed on to do the hikes in 2021 were disappointed when both these events were cancelled due to COVID restrictions. They have been re-scheduled for 2022 – Kakadu for seven days starting on 1st June and Tasmania from 13 to 16 October.

Thank you to all our dedicated trekkers and their sponsors for their patience and commitment to Jenny's Place. In addition to the two hikes cancelled from this year, Donna and others will also take on the Simpson Desert trek for Jenny's Place in 2022!

In-kind Support

Jenny's Place benefited from in-kind support from a range of wonderful individuals and businesses in 2020-21. Thanks to: H L Mullane, Kingfisher Painting, Choices Flooring, Bunnings Kotara, Broadley Signs, Jayco Newcastle, Zonta, New Lambton Fashion Sewers, Peoplefusion, Osborn Law, Impact Signs, Broadley Signs, Nathan Brogan, Newcastle Handybins, Graeme Towns, Kiwanis Beachside Club and Ean Sutton.

Donations – Goods

Donna has led a dedicated team of volunteers to sort and catalogue all donated goods stored across Jenny's Place sites. This was a mammoth task, completed over six months. It will form the basis for a more ordered approach to accepting and disseminating donations.

Huge thanks to everyone who donated clothes, toys, bedding, kitchen and laundry products, flowers and gifts over the last financial year. It makes a huge contribution to the comfort and happiness of the women and children in our care.

Volunteers

We could not have achieved the outcomes we did in 2020-21 without the support of our dedicated team of volunteers. Ean Sutton continues to work tirelessly to maintain our properties. He has contributed enormously over the years and always with a smile and a joke.

Special thanks to the ‘fab four’ regular ‘vollies’ who have worked to create order in our donations program – Carol Compton, Sue McDonald, Wendy Kingston and Kath Carmody. Thanks also go to Beck and Tony Croese, Ashley Booth, Kristy Kiczynski and Maree Laney.

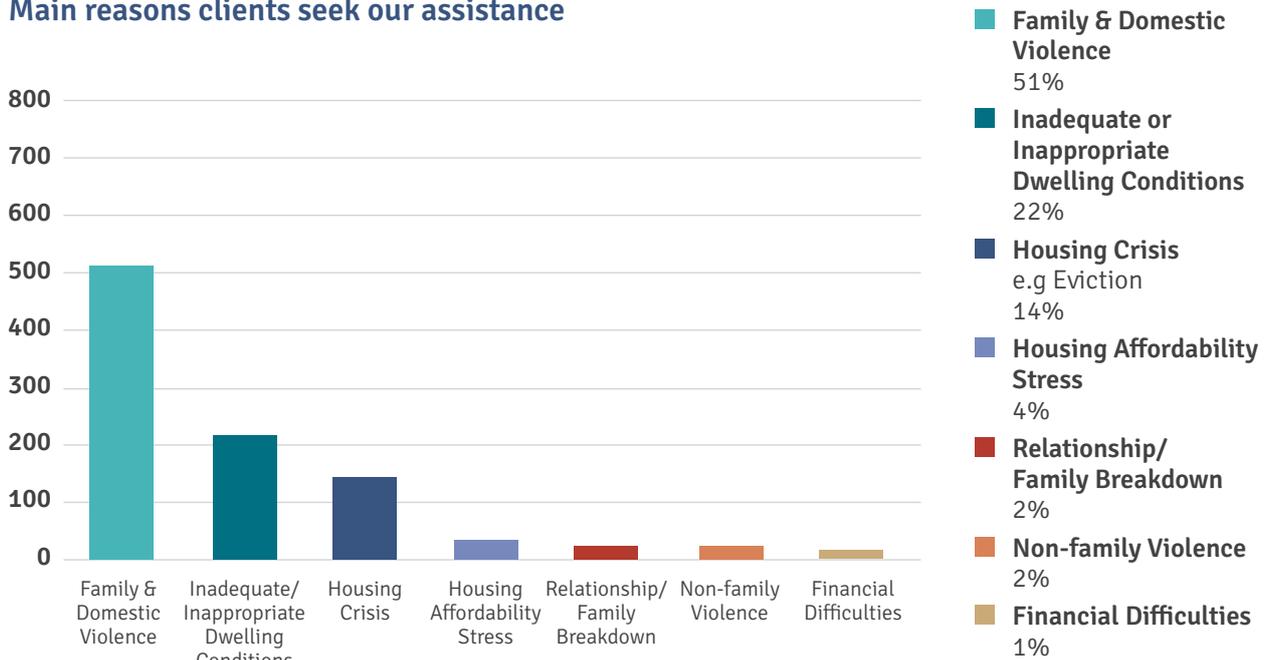
Thank you to Kylie Daniels and her team from Beyond Bank for volunteering to create our Donations Inventory.



We appreciate the efforts of C3 Victory Church members, who have volunteered to clean up yards and maintain properties for our clients. We also thank Daniel Morris and Alexander Armstrong from Habitat Lab and Gretel Linich from Out(fit) who worked hard to remove partitions that were no longer required at our Joy Cummings Centre.

Top: Carol Compton – one of our great volunteers.

Main reasons clients seek our assistance



Profit and Loss

Jenny's Place Incorporated
For the year ended 30 June 2021

	2021	2020
Income		
Resource Centre Donations	98,781	275,482
DCJ Funding	1,435,283	1,548,196
Fees from Clients	52,215	43,179
Child Support Funding	-	30,747
Interest	1,408	3,091
Membership Fees	28	-
Other Grants	21,751	61,964
Other Income	106,210	1,970
Profit on Sale of Asset	-	35,478
ATO COVID Support	362,050	134,500
Total Income	2,077,726	2,134,606
Gross Profit	2,077,726	2,134,606
Operating Expenses		
DCJ Program Expenses	90,804	96,818
Other Program Expenses	148,107	92,711
Advertising	13,359	4,831
Audit	7,150	7,250
Bank Charges	654	302
Conferences & Training	13,176	2,942
Consultancy Expenses	19,875	580
Depreciation	18,020	65,588
Electricity & Water	12,040	10,731
Insurance	45,380	47,043
Interest Expense	1,400	1,508
Motor Vehicle	13,256	9,062
Office Supplies	42,975	65,640
Repairs & Maintenance	52,974	49,978
Salaries & Wages	1,115,320	1,078,312
Salaries & Wages on Costs	95,526	94,678
Staff Welfare & Training	8,182	4,553
Telecommunications	17,106	33,367
Total Operating Expenses	1,715,304	1,665,894
Net Profit	362,422	468,712

Jenny's Place Inc.
Women's Domestic Violence & Homelessness Support

jennysplace.org