



**ANNUAL
REPORT
2021**

**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
Janine Loader
Julie Stewart
Roger Williams
Judy Cotton (Company Secretary)

PRO BONO AUDITORS

Nexia Australia
Level 1, Market Street
Sydney NSW 2000

PRO BONO LAWYERS

Johnson Winter & Slattery
Level 25, 20 Bond Street
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

Mary's House services enters its 5th year of operations this year when we celebrate our 5-year anniversary on 4th November 2021.



I'm delighted that the team, under CEO Claire Barber's leadership have continued to provide quality services despite the many restrictions and challenges that the COVID pandemic has created. Mary's House Refuge, the Daisy Centre and our two transitional housing properties Lydia House and the Cottage are operating at capacity with demand for services from the Daisy Centre quite high.

The Mary's House Services Board has been in transition as well with Janine Loader and two of our longest serving Board members, Roger Williams and Julie Stewart retiring from the Board.

Roger made an extraordinary contribution to Mary's House through his fundraising, sage advice and his willingness to always pitch in to make our priorities come to fruition. Julie



Stewart gave us her expert counsel from the beginning of our journey in 2015 and helped us to build a quality service run by expert social workers with professional practice in line with industry standards. I'm grateful to Roger and Julie for their commitment to the Board and to the work we do at Mary's House Services.

We have welcomed two new Board members in 2021. Karen Bevan joins the Board with extensive not for profit experience, deep knowledge of the NSW domestic violence sector and extensive Board experience. Lorrae Collins joins the Board with extensive financial management and not for profit management experience and with deep ties to our community of the Lower North Shore.



We welcome Karen and Lorrae to the Board. Thank you also to Richard Harpham and Claire Cooper for their ongoing commitment as Board members, your ongoing support to our staff and team and your enthusiasm for our mission. The Board and CEO undertook strategic plan review in June 2021 and we have a great strategy to guide the organisation for the coming years.

A MESSAGE FROM OUR CHAIR

Domestic violence remains an epidemic in Australia. Women and their children continue to be killed with literally thousands living in fear and silence, all exacerbated by the pandemic and their inability to be away from their partner in lockdown. As NSW hopefully emerges from the winter lockdown of 2021, we know that our services will be inundated as women find the opportunity and courage to leave the violence. Firstly, thank you to our loyal and generous donors. Your donations are literally lifesaving, allowing us to support women and their children to become safe and live their lives from domestic violence.

Secondly, I remain as committed to our service as when we started in 2015. To any woman who is thinking about leaving domestic violence, Mary's House Services is ready when you are. You're not alone and we can walk with you to make you are safe and then can live safely. Finally, to the team who work tirelessly in difficult circumstances – you are a wonderful group of people who live our mission every day and bring so much support to women who need it to the most. It's a privilege to be part of the Mary's House family and to Chair the Board and I commend this annual report to you. And lets always say no to domestic violence in our community.



Liz Mackinlay



Official opening of the Daisy Centre: L to R: Jessica Keen, Roger Williams, Ken Moran and Liz Mackinlay

A MESSAGE FROM OUR CEO

Claire Barber | CEO, Mary's House Services



This year has been another year of tremendous change, challenge, and opportunity for the team at Mary's House Services.

Providing services and support through the COVID-19 pandemic has meant that we have had to be brave, creative, and flexible - and our wonderful team has met and exceeded these challenges every step of the way.

The 2020-2021 financial year has been a time of continued evolution for us. For one thing, we officially changed the name of the organisation from the North Shore Women's Benevolent Association to Mary's House Services (MHS). Under the umbrella of MHS, we have Mary's House (the refuge) and the Daisy Centre. The change of name also presented an opportunity to refresh the branding and the logos. I hope you like them as much as we do!



We also engaged in a strategic planning process in order to develop a strategy and operational plan for the next 3 years. As part of this process, we took the opportunity to consider the Vision and Mission Statements and to distil our core values.

This strategic plan represents the next leg of our journey, from a single refuge created and supported by our community on the North Shore to a broader range of services focused on achieving our mission.

None of these refinements are a significant change, but they provide focus on the path ahead for MHS as we grow and mature.

Over the next 3 years our strategic directions will consolidate the gains we have made, build on our foundations, relationships and supports and grow our impact in changing the conversation about gender-based violence and reduce the impact of domestic violence on women and children. We will continue to meet women where they are at, working preventatively and proactively with women and children in a trauma informed way.

A MESSAGE FROM OUR CEO

This year also saw us move office locations from the original space in Naremburn to our lovely and inviting new office in Crows Nest. We are delighted to be in this space, and having access to this office has meant that we were able to function effectively throughout all the periods of lockdown. We thank the local community for making this possible and for making us feel so welcome in our new home. We are also very grateful to all those who offered up their valuable time and expertise to fit out the office!

Sadly, this year has also seen a surge in demand for our services. This is driven by the increased incidents of Domestic Violence in our community, but also because we are unique in the range of programs, services, and support that we offer, and we are meeting a need that is unmet by other services.



We are only able to do this because of the support of our local community and the generosity of the people and the organisations in it.

I would like to thank the many donors, supporters and volunteers who have kindly provided what they can throughout the year. It all adds up and with your support, although we are a small charity, we are able to do great things. This year has again shown how wonderful the MHS community is and shows just how much good people working together can do.

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.

A handwritten signature in black ink, appearing to read 'CB', written in a cursive style.

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.



JANINE LOADER, ADJUNCT PROFESSOR

Janine is Regional Chief Executive Officer of St Vincent's Private Hospitals, Melbourne. Janine is a Registered Nurse and has held senior clinical roles in Management, Education, Staff Development, Research, Clinical Governance, Quality and Risk. Her previous executive roles include Chief Executive Officer of the Mater Private Hospital North Sydney, Director of Nursing at Mercy Private East Melbourne, Chief Nurse at St Vincent's Private Melbourne, and General Manager of St Vincent's Private Fitzroy.

She has held academic positions at the Australian Catholic and Deakin Universities and is a hospital surveyor with the Australian Council on Healthcare Standards.

Janine has a strong commitment to social accountability and assisting the community.

BOARD MEMBERS

JULIE STEWART



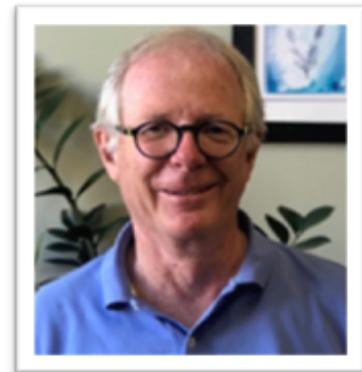
Julie is a qualified Social Worker who has worked in the Domestic Violence field for over thirty years. Her experience spans a range of roles in the non-Government, Government and Tertiary Education sectors, ranging from direct service delivery, service development, policy advice, legal reform, community education and research to program development.

Julie joined the Board of NSWBA to continue her commitment to the essential work of making the lives of women and children safer.

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.



ROGER WILLIAMS OAM

For several years Roger was the Co-Chair of Our Lady of the Way North Sydney Parish Council. He also volunteers in the Outreach Program of the Matthew Talbot Hostel in Woolloomooloo.

Roger has held senior legal and commodity marketing positions in CSR Ltd and the Australian Sugar industry and was an industry advisor to the Australian Government in various trade agreement negotiations.



A YEAR IN REVIEW:

MARY'S HOUSE CASE MANAGEMENT

Courtney Parsons | Senior Social Worker

Demand for services has never been as high for us than in the past twelve months. Our primary aims for service provision, particularly prompted by the COVID-19 pandemic, were accessibility and responsiveness. These key tenets created opportunities for collaboration, expansion, training, creative and flexible service provision with client safety at the forefront of all connections with the women and children accessing our services.

The Casework team has expanded over the last 12 months and will continue to do so as we farewell a Domestic Violence Caseworker on parental leave and welcome additional Caseworkers to the team. Our Casework team has had the opportunity to work more creatively and flexibly to ensure client needs are met, particularly as Sydney moved in and out of different restrictions due to the pandemic. We continue to grow as we respond to the growing demand for ongoing, high quality, expert, specialised domestic violence support.

As well as the growth of our team, our suite of services has also grown to meet demand. We are now able to meet women and children's safety needs through; crisis accommodation in the refuge, ongoing case management, provision of ancillary services, referrals to specialist and group work support through the Daisy Centre, post-refuge outreach support, and safe, stable accommodation through our transitional housing properties, Lydia House and The Cottage.

We have also focused on our connection to and collaboration with other specialist services to ensure clients that are supported by Mary's House Services have 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. Women refer or are referred for a variety of reasons, all related to threats to their safety and experiences of abuse.

Over the past twelve months, our largest referral source was through clients making direct contact with Mary's House Services, 'self-referrals'. This increase to self-referrals is reflective of our reputation and effective networking and promotion with other services/providers. We have seen a shift in services providing our details for clients to connect with us directly, rather than having formal referrals made. This is reflective of services that have reached capacity due to the increase in demand for services.

A YEAR IN REVIEW:

MARY'S HOUSE CASE MANAGEMENT

Courtney Parsons | Senior Social Worker

Secondary to self-referrals, crisis lines (such as the Domestic Violence Line and Link2Home) and other domestic violence services were primary referral sources. We have also seen a significant growth in referrals from private practitioners providing therapeutic trauma support to clients and needing specialist case management support.

A uniqueness of our service is that we provide care and support to women about their safety, regardless of their relationship status. Many women aren't able to access other domestic violence or accommodation services while they remain in the relationship and/or home with the perpetrator of abuse. This means a large number of women remain in the home without access to appropriate information or support to make informed decisions around their safety and options for leaving.

Our service is able to provide specialised support to victim/survivors that are in the home, planning to leave, recently left or may be years post-separation – there is not a time limit on when women will feel ready for support, which we are able to provide for.

As women have reported feeling more trapped in the home and relationship with the abuser due to COVID-19 restrictions, the need has never been greater to be responsive and accessible to clients in the safest ways possible.

Women have spoken about our service being a 'lifeline' when they felt there was no support available to them. Women have spoken about us giving them 'hope' when they felt there was no hope left and women have also said they didn't know they had options to leave and to be safe which empowered them to make the decisions that are right for them.

Caseworkers have continued to see clients in a face-to-face setting but have also engaged in phone and video support, when safe to do so. Our Casework team has had to undertake their work in a more covert way to ensure clients remain safe but also have access to the information and services they need.

The Casework team are eager to continue working and growing together as a cohesive team that rely on strong relationships with other colleagues across the service, and across the sector, to ensure we continue to provide a high-quality service to keep women and children safe from harm.

A YEAR IN REVIEW: DAISY CENTRE



Caroline Pickering | Daisy Centre Co-ordinator

The Daisy Centre is a specialised, integrated support service that provides professional and individually tailored case management for women who have experienced domestic abuse. Operating since April 2020, the Daisy Centre is a warm and welcoming space that offers a wide



range of support services to empower women throughout all the stages of their experience of abuse.

The Daisy Centre reduces the risk of harm for women and children through early intervention and by offering continuous support while they navigate options before, during and after leaving a domestic violence situation.

The Daisy Centre provides ongoing case management services, education, advice and referrals tailored to clients' individual needs. Programs include financial counselling, legal advice, trauma - informed group therapy, and evidence-based activities for positive wellbeing. The Daisy Centre provides childcare for women attending programs.

Staffed by professional case workers with experience of working in domestic violence, the Daisy Centre works alongside women in navigating their way to a new life, free from violence and fear.

Since opening in April 2020, we have provided 71 women escaping domestic violence and abuse access to long-term case management and the following support groups:

 <p>CONNECT</p> <p>Connect brings together exercise-based physiotherapy and trauma-informed principles. It is designed for women, living with complex trauma, who would like to realise a greater sense of healing in their lives.</p> <p>Exercises can be replicated outside of class to support women in better management of pain and muscle tension, building fitness and strength, and experiencing a greater sense of energy and calm.</p>	 <p>BLOOM</p> <p>Bloom is an eight-week therapy group for women who are post-separation from their experience of intimate partner violence.</p> <p>Bloom provides a safe and friendly space for women to reflect on their experiences and honours the endurance and strength that has been required to survive.</p> <p>Bloom offers a two-part supportive group therapy program aimed at increasing a women's support network, identifying ways to adopt ways of coping post-abuse, encouraging the use of self-care and supports women who are mothers to support their children to heal.</p>	 <p>THROUGH THE LOOKING GLASS</p> <p>A six-week psycho-education course for women who are experiencing or have recently experienced domestic violence.</p> <p>The program is designed to provide information and resources to women to support them to make safe, informed choices for themselves and where applicable, their children.</p>
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A YEAR IN REVIEW: DAISY CENTRE



Client Testimonials

Since opening the Daisy Centre, the feedback from clients has been positive and has included:

"Although I've read about abuse, it doesn't compare to coming to a group and having my experiences validated"

"Attending the group and seeing that we are all different, though are ticking the same experiences says a lot. This is not about me, this is about him."

"I look forward to coming here each week, this program is making me so much stronger"

"I attended another domestic violence program and throughout the course I convinced myself this is not relevant for me. I couldn't do that here."

"I didn't realise or recognise the control until this"

"Before this I had no support, my family lives overseas. If I didn't have a case worker I don't know where I would be."

"I have been stuck for the last three years, this group has helped me work out what I want"



Official opening of the Daisy Centre

"I didn't see the warning signs 21 years ago, now can see red flags"

The Daisy Centre continues to support women as they rebuild their lives after leaving an abusive relationship, sometimes following a stay in Mary's House Refuge. The contact (and often the abuse) does not end when a woman leaves and can continue through the process of negotiating financial settlements, care of children (access and visitation) and other legal processes that can continue for some time. Often this is the most dangerous time.

We continue to be supported by the community and are grateful for everyone's ongoing commitment.

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"

MISSION

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.

VISION

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

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.
- 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 immigrant and First Nations women must be considered 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-centered and strengths- based.

FUNDRAISING

Overview

This financial year was again defined by the impact of COVID-19 which continued to create an enormous additional need in our community for the services we provide at Mary's House Services. The focus of our work and our financial circumstances reflects us all adapting to these emerging community needs.

Last year, Mary's House Services worked together with our volunteers and the community more than ever to support those who were deeply in challenging circumstances, especially those vulnerable families who could not connect with domestic violence services during the COVID-19 restrictions. Associated increased expenditure reflects commitment of those funds for the benefit of the families we support.

The public health responses to COVID-19 have placed pressure on the funding of Mary's House Services which relies on regular donors, volunteers and fundraising events such as the annual Mary's House Walk which was cancelled in 2020.

All of our funding comes from the generosity of private donors and supporters, local community fund-raising, and corporate or community organisation financial and in-kind support.

We do not receive any government funding.

A minimum of \$1,000,000 per annum is required to operate Mary's House Services and to offer ongoing professional services to the women and children who need it. We are reliant on the generosity of our local community and private and corporate supporters. All support and donations make a direct impact on our ability to provide these essential services.

We sincerely thank the community for their support of those families escaping domestic and family violence. Our commitment continues to provide services to women and children impacted by domestic violence that they have the right to live a life free of violence and abuse.

The challenging reality is that COVID-19 has caused a greater need for our services and that as an organisation who provides services in this sector, we need to ensure we remain in a position to continue to meet the increasing needs for our families by providing the basis for stable operations in the coming year.

FUNDRAISING

Community Generosity

Australia faced such a challenging 2020 and Mary's House Services is particularly grateful for the community's ongoing support during this time.

We are extremely thankful to so many passionate donors and supporters who gave so generously in the 2012/21 financial year donating over \$730,000.

Some of our highlights are set out below.



Roseville Golf Club Charity Day 2021

In 2021, Roseville Golf Club again hosted a charity golf day in honor of Mary's House Services, this year extending the event to welcome the men.

With two very successful consecutive days out on the golf course, the event raised over \$10,000 by its participants. We are grateful for this continuing relationship with Roseville Golf Club.



L to R: Roseville Golf Club GM, Oliver Raggett with two members.

Thank you

Claire, Holly, Lauren and Kate
for making a \$3,465 difference



Rottnest Channel Swim

Despite the rise in shark sightings in WA, Holly Hyder, Lauren Swift, Kate Fitzgerald & Claire White took part in the Rottnest Channel Swim (20km) in February 2021.

After battling a large swell, Holly, Lauren, Kate and Claire raised \$3,465 for Mary's House Services.

FUNDRAISING

Community Generosity

Harbourside North Catenians

In March 2021, CEO, Claire Barber, was invited as a guest speaker to the Harbourside North Catenians. Pictured here with Graham Short Circle President presenting a cheque on behalf of Harbourside North brothers.



L to R: Graham Short and Claire Barber

International Women's Day 2021

Overlooking Sydney's Middle Harbour, we hosted our 2021 International Women's Day lunch at the beautiful Northbridge Golf Club. We shared lots of laughter, a few tears and our guests generously opened their hearts to help raise \$25,000 for Mary's House Services.

Jacinta Tynan, our passionate MC guided us through the day and our panel speakers, Liz Mackinlay, Chair of Mary's House Board, Amy Brown, Deputy Secretary for the Department of Premier and Cabinet and Heidi Bayliss, CEO of Mater Hospital shared what it was like to be female leaders in their field and reflected on their nuanced experiences of COVID-19.

Sydney's first female auctioneer, Tamara Charlton, generated energy in the room by encouraging people to bid at our live auction and Felicity Wilson MP, announced the winners of our incredible raffle prizes.

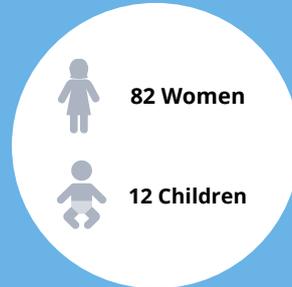
It was a truly wonderful day and a lovely way to celebrate with our community.



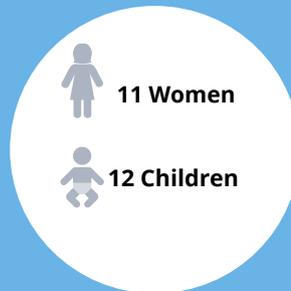
OUR REACH AND OUR IMPACT

OVER 2020/2021 FY

Mary's House provided services to:



Mary's House Services provided accommodation to:



The Daisy Centre provided services to:



3 families were supported to access long-term safe housing at Lydia House, Mary's House Services' transitional home.

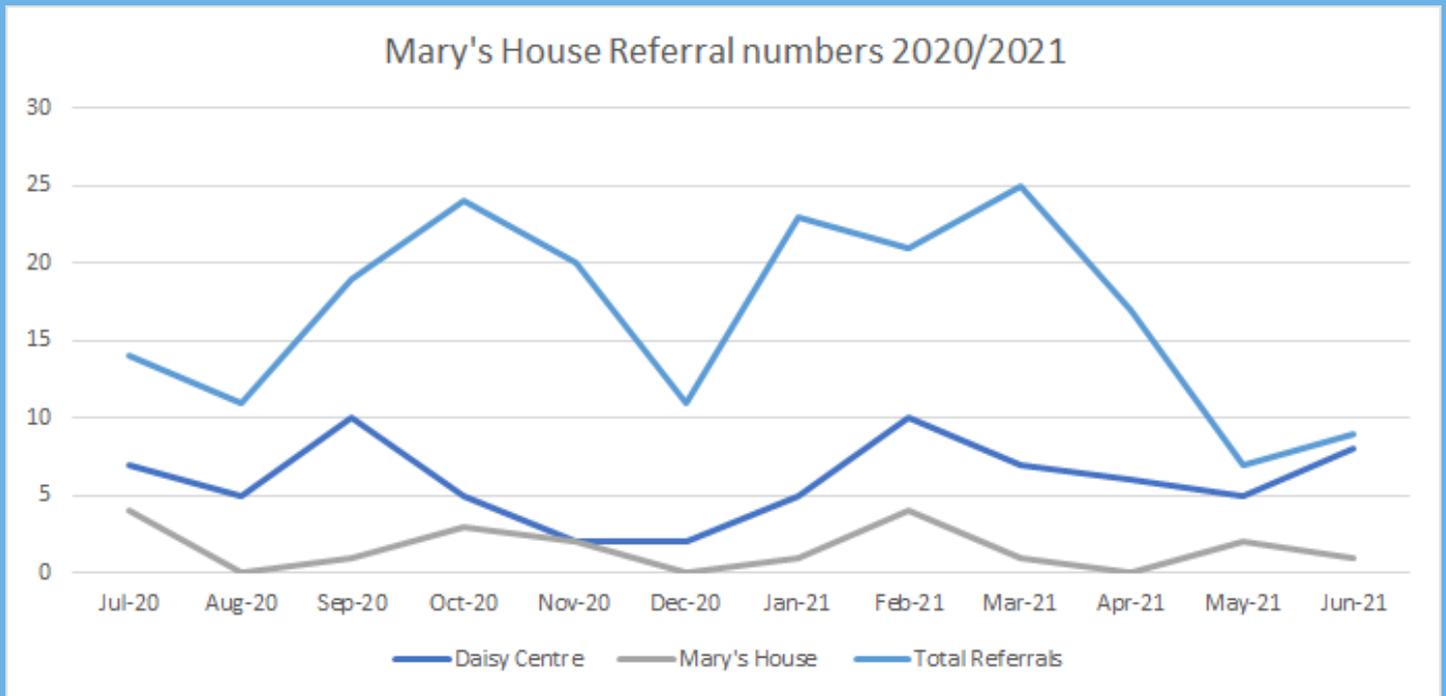


Average age of the children at Mary's House refuge was 4 years old.

OUR REACH AND OUR IMPACT

REFERRALS

Mary's House Services received over 234 referrals. The below table illustrates the level of demand at Mary's House Services from 1 July 2020 to 30 June 2021.



OUR SUPPORTERS AND OUR COMMUNITY

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.



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

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 the health and well-being of women. We are grateful for the ongoing support we receive from Heidi Bayliss, CEO of the Mater Hospital, 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.



L to R: Liz Mackinlay, Heidi Bayliss and Amy Brown at the International Women's Day Lunch

OUR SUPPORTERS AND OUR COMMUNITY

SUPPORTERS

Every act in this annual report was made possible by our incredible community, in partnership and collaboration with businesses, individuals, organisations, foundations, families and communities through in-kind donations, financial contributions and pro-bono services. Some of these supporters include:

- o Biomerieux Australia
- o North Sydney Council
 - o Minsky's Hotel
 - o Our Lady of the Way
- o Harbourside Liquor Accord
 - o Santone Lawyers
- o Mad for You Collection
 - o Holding Redlich
- o Johnson Winter & Slattery
 - o Winning Appliances
 - o Our Big Kitchen
 - o Sup Boss
 - o Get It Fixed
 - o Harris Farm
 - o myBins
 - o Rize Up
 - o Share the Dignity
 - o Two Good
- o Bunnings Chatswood
 - o Krost Furniture
 - o Intelligent Living
- o Cloth and Stone Design
- o Bernadette and John Karas - The Gallery
 - o Northside Baptist Church
 - o Robert Ugarte
 - o Allen & Unwin
 - o Pottery Barn Kids
- o All those who supported us through fitting out the office
- o And so many more individual donors and supporters.

VOLUNTEERS

Our volunteers are the human face of the services we provide. Not only do they provide their time, but by saying: 'I'm here because I care, not because I'm being paid', they fundamentally change the nature of the services we provide. They ensure the people we support know they are valued and cared about.

We thank our volunteers who make what we do possible.



"Mary's House came to my attention when I recently moved to the Lower North Shore. After many years of charitable work I found the dedication and innovation of the Mary's House team an inspiration."

I can think of nothing more terrifying than living in the domestic violence situation that so many women and children suffer, even more so during the Covid pandemic. Since its inception in 2016, I can see the enormous passion and resilience that has gone into the opening of a safe refuge, the formation of a "clinic" where women can call in to receive advice from professionals, use computers and telephones, join an exercise group and find a safe place for a few hours, to now educating the community to recognise the signs of domestic violence and learn the right way to steer women to the help they need to take control of their lives and futures."

I have been hugely impressed by the warm professionalism of the dedicated staff who, being solely community funded, have the independence to enhance the care and create change for this sensitive, tragic and all too common sector of our society. I feel privileged to be volunteering for Mary's House."

Julie, volunteer
September 2021

"I began my wonderful journey as a volunteer with Mary's House Services early in 2021, when I undertook a Service Learning project for my counselling degree. The support I received from my supervisor, Sahar, was amazing, and I gained valuable insights into the way the refuge is run. I was invited to volunteer at fundraisers, including one for International Women's Day, which I really enjoyed. Fundraising is so vital for enabling Mary's House Services to carry out its amazing work, and I am really looking forward to volunteering at more of these in the future."

I have been so fortunate to meet and work alongside the caring, compassionate ladies at both the fundraisers and in the office, who pour their hearts and souls into supporting the running of Mary's House Services. I have been so impressed by their dedication and passion for the work they do. I feel honoured that I have been given the opportunity to be a volunteer for this incredibly worthy cause."

Dani, volunteer
September 2021



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 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

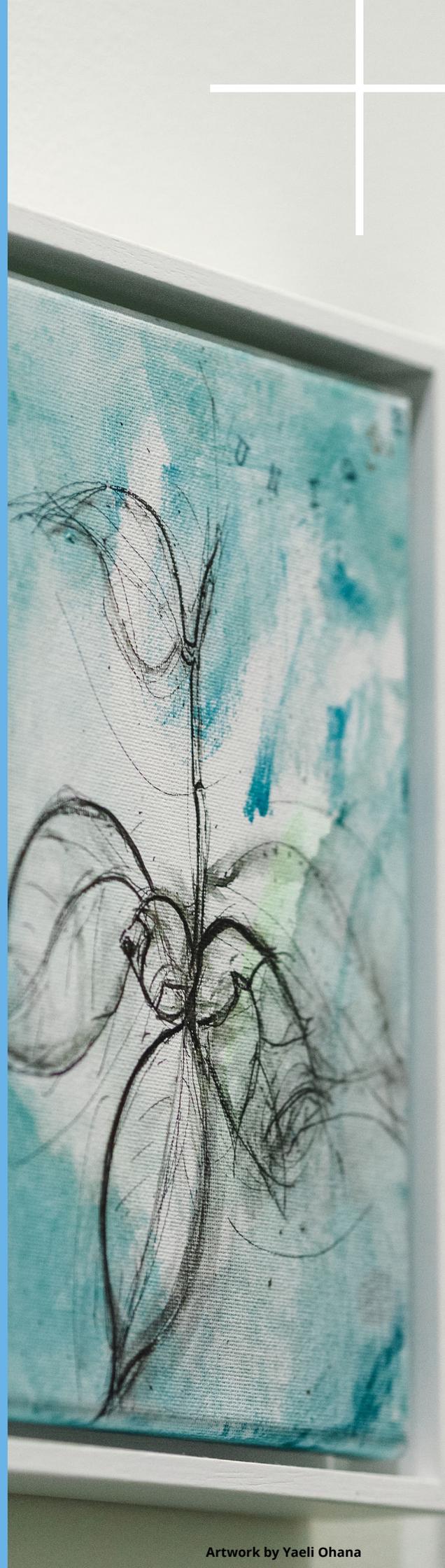
Leave a bequest

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 (02) 8937 2094.

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 (02) 8937 2094 or emailing info@maryshouse.org.au



FINANCIAL STATEMENT 2020/2021

Financial Statement 2020/21

Overview Financial Situation	30 June 2021	30 June 2020
Income		
1. Donations (cash)	618,221	720,843
2. Interest Income	5,211	13,248
3. Grants	89,366	20,397
4. Function Receipts	26,149	-
5. Resident Contributions	9,322	8,154
6. Rent Concession	17,592	-
7. Government Stimulus Receipts	20,916	34,860
8. Total Revenue	786,777	797,502
Less Expenses		
1. Employee Benefit Expenses	650,843	411,022
2. Consulting Fees	55,176	31,000
3. Rent	10,805	17,261
4. Motor Vehicles	7,226	7,137
5. Computers / Software	16,959	20,958
6. Refuge	101,331	48,122
7. Insurance	6,694	6,038
8. Depreciation / Amortisation	28,281	22,903
9. Depreciation – right-of-use-assets	63,647	55,528
10. Interest Expense-Lease Liability	3,897	5,055
11. Other Expenses	99,827	131,337
12. Total Expenses	1,044,686	720,850
13. Net Result	(257,909)	76,652

FINANCIAL SITUATION 2020/2021

Company Financial Situation 2020/21

	30 June 2021	30 June 2020
Assets		
Current Assets		
1. Cash and cash equivalents	1,123,967	1,309,394
2. Trade and other receivables	34,844	31,047
Total Current Assets	1,158,811	1,340,441
Non-Current Assets		
1. Property, plant and equipment	371,742	359,162
2. Right-of-use assets	103,218	102,716
Total Non-Current Assets	474,960	461,878
Total Assets	1,633,771	1,802,319
Liabilities		
Current Liabilities		
1. Trade and other payables	25,944	15,973
2. Lease Liabilities	65,057	58,738
3. Employee benefits	31,256	16,604
4. Deferred income	64,384	–
Total Current Liabilities	186,641	91,315
Non-current Liabilities		
1. Non-current Lease Liabilities	41,655	47,620
Total Non-Current Liabilities	41,655	47,620
Total Liabilities	228,296	138,935
Net Assets	1,405,475	1,663,384

The deficit of \$257,909 was substantially a result of a carefully considered decision by the board to temporarily run down our reserves because of the importance of serving identified unmet needs of our community -- hence the establishment of the Daisy Centre. COVID-19 also caused unexpected cost pressures.

Notwithstanding the above the MHS cash position remains satisfactory.

The board is confident that MHS supporters will appreciate how the increased range of activities is helping a significant number of victims of domestic violence and will respond to a planned increase in the professionalism and breadth of our fundraising strategy.

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MARY'S HOUSE
SERVICES

