



PATRICIA GILES

Centre for
Non-Violence



Annual Report
2019/20



Our story

For over 30 years we have been providing an expert range of services for women and children in Western Australia affected by family violence and abuse.

After a comprehensive review and planning process during the year, we developed and launched a new strategic direction for the organisation, announcing a critical shift in our overall aims and how we work to achieve those aims.

Our new direction and plan (see page 6) builds on our knowledge and expertise in family violence, signals our increasing commitment to intervention and prevention of violence programs, and aims to provide greater community awareness of gender-based violence locally and nationally.

Our commitment to prioritise the provision of crisis and support services for women and children escaping and affected by family violence is unchanged.

The first step in this is a brave new journey was to change our name to **Patricia Giles Centre for Non-Violence**. We believe our new name better reflects our direction and intent while continuing to honour our journey to date.



Who is Patricia Giles?

We are named for Patricia Giles AM, a lifelong active and passionate advocate for community services and women's rights. While an Australian Senator she strongly supported the introduction of a refuge in her electorate, and therefore played a vital role in our beginnings.

A strong believer in giving women a voice, Patricia founded the Perth branch of the Women's Electoral Lobby in the early 70s and also worked globally to advance women's interests as the President of the International Alliance of Women.

We acknowledge the traditional owners of the Country on which we live and work, the Whadjuk people of the Noongar nation, and recognise their continuing connection to land, waters and community. We pay respects to their Elders past, present and emerging.

Our Services

Safe accommodation

We have three refuges that provide a safe place for women on their own or those with children up to 18 years of age. Our staff offer emotional as well as practical support to all families at the refuges. We assist them to access the right information they need to understand their legal, housing and financial options. Our ongoing support and assistance are offered for up to 12 months after families leave our refuges.

Housing support

Following a stay at one of our refuges, our Housing Support staff can assist with finding safe, appropriate accommodation. Depending on the circumstances that can mean short-term transitional housing, subsidised or community housing, or a more stable long-term home. We aim to help our clients to settle into their new home and community and can advise on strategies to help keep them safe.

Counselling for women and children

Our free counselling service offers a safe, confidential, non-judgemental and relaxed space so women can speak freely and receive emotional support from our highly experienced counsellors.

We have a specialised counselling service for children who have experienced or witnessed family violence. To help break the cycle of violence that can emerge, we provide women with parenting information to help them support and understand their children.

Staying safe at home

Our *Safe at Home* and *Keeping Women Safe* programs concentrate on assisting women and children affected by family violence to remain safely in their home. By offering a holistic and client-centred service we provide a range of practical supports and regular assistance to enable women to build a safe life for their family.

Crisis Response Service

We work in partnership with WA Police and the Department of Child Protection to provide a Crisis Response Service for family violence. Our staff who are located at Mirrabooka and Joondalup police stations, conduct home visits and assess family violence reports.

New start kits

For those who have fled their homes with nothing, we can provide new start kits which contain essential household items, appliances and utensils.

Sophie's story

Sophie lived in a violent relationship for many years. When the verbal, emotional, financial and psychological abuse finally escalated to physical and sexual violence, Sophie wanted to leave with her three young children, however struggled with the process and with fear for their safety. Following a particularly violent attack she ended up in emergency where hospital staff found she had been unknowingly drugged with sedatives. Sophie and her children moved into one of our refuges and her husband was arrested and charged. After she took out a Family Violence Restraining Order and the husband left the house, Sophie and her children returned to their own home. One of our *Safe at Home* team helped her to draw up a safety plan, assisted with installing better locks and improving other safety features of the home and provided support as Sophie and her children began to rebuild their lives.

"I am forever grateful for all the help and support"

All names have been changed to protect privacy and safety.



Chairperson and CEO report



Our key theme for 2019/20 has been to build strong foundations. This theme has underpinned our work supporting and empowering our clients, engaging and inspiring our staff, and building and maintaining our partnerships.

The launch of our *Strategic Plan 2020-23* in March was a culmination of the extensive work and research we had been undertaking to understand the best ways for us to achieve our bold mission to build communities which are free from gender-based violence. Our research explored the national and international models for best practice support for families experiencing violence, as well as activities to support violence prevention at a community level. We welcomed the launch of WA's *Plan for Gender Equity* and the *10-Year Strategy for Homelessness*, which provided further context for our direction, and look forward to the 10-year strategy to reduce family violence.

By offering violence intervention and prevention programs alongside our crisis and support services for those affected by family violence, we aim to be a recognised provider of family violence services working along the continuum of gender-based violence. We know this is a brave new journey for our organisation and proudly made the first step by changing our name to *Patricia Giles Centre for Non-Violence*.

A key element of our new journey involved moving our services to a hub-based model, co-locating all staff and services in the northern corridor of the Perth metropolitan area. This ensures our ability to provide holistic client services, build on partnerships across the sector, encourage local community support, and deliver quality services to those who need it most.

This year brought the extra challenge of providing crisis services during a pandemic. We are incredibly proud and extremely grateful to the whole team for their professionalism, their creativity and their ability to adapt to the constantly changing environment: all while continuing to support families affected by gender-based violence.

Our work to build strong foundations could not be undertaken without the commitment, passion and determination of both our Board and staff. We have focussed on training and development and building a strong, empowered culture across our agency that is inclusive, client focussed and embraces authenticity and integrity. To all of you, our most heartfelt thanks.

As we look forward to the coming year, we will continue to build our foundations, to be strong, sustainable and contemporary and to expand our service provision across primary, secondary and tertiary supports for families experiencing violence.

McKenzie Reed, Chairperson
Kirsten Shearn, CEO



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About 2019/20



1386 clients assisted



289 women and **382** children admitted to refuges



221 women attended counselling
95 children attended counselling



Housing support provided to
33 families

295 families assisted through Crisis Response Service

Safe at Home helped
105 families

Keeping Women Safe helped
38 women

39 staff



Jennie's story

Jennie had escaped a violent marriage with her two year old child. Having endured physical and sexual assault, verbal abuse and repeated threats to kill her and take her child, she was living with her mother as she was too afraid to live alone. After Jennie's husband was convicted for his attacks and threats and sent to prison, she attended our counselling service for help dealing with her ongoing anxiety, panic attacks and recurrent nightmares. She also wanted to understand how to support her child and help them both feel safe. We assisted Jennie to learn skills to bring herself to a place of emotional and psychological safety and to calm her child. Jennie started sleeping better, her panic attacks reduced, and she became more optimistic about her own and her child's futures. As her confidence grew, she returned to her professional career, concentrating on becoming financially independent.

"Your counselling has changed my life – thank you"

All names have been changed to protect privacy and safety.



Strategic Plan 2020 to 2023

For over 30 years Patricia Giles Centre has been providing an expert range of services for women and children in Western Australia affected by family violence and abuse. This strategic plan builds on our experience of the past, harnesses our commitment to the present and embraces our hope for the future. It is a bold roadmap which leads towards our vision for our community.

Our Vision

Empowerment for women and equal worth for all persons.

Our Mission

Build and empower families and communities to live free from gender-based violence with a focus on early intervention and prevention.

Our Values

Equality • Ethical • Empowered

This means, together we work on the premise that everyone connected to our agency is of equal value and has an equal voice. Our vision is at the forefront of every decision we make and will guide our legacy into the future. We are empowered, accountable and strong and have empathy without judgement.

Our Strategic Intent

Our first horizon is 2020 to 2023

We will invest in best practice client services and strengthen our organisation at every level to ensure the continuum of quality family and domestic violence supports.

Our second horizon is 2024 to 2027

We will broaden our advocacy, capacity building and service reach in our quest for a society free from gender-based violence.

Our key outcomes

- Establish Patricia Giles as a centre of excellence for Gender-based Violence.
- Embed processes to ensure quality and sustainability for our services.
- Develop an international Leadership Academy for Gender-based Violence.
- Develop pathways to share our knowledge globally.
- Establish models to increase and measure our social impact.

Our Strategic Pillars

Best Practice Client Services

We work across the continuum of Family and Domestic Violence, and this will inform our service delivery and our ways of working.

Best Practice Corporate Performance

Our decisions will be led by the clients we serve and will focus on effectiveness, efficiency and accountability.

Empowered People & Culture

We will continually strive to be employers of choice and ensure our culture is one of empowerment and innovation.

Social Impact

We will partner with others locally, nationally and globally to share knowledge, build community strength and increase social impact.

Future Proofing

We are a profit for purpose agency and will influence change for good through industry innovation.

Our community

Working in partnership within the sector and across the community is a vital part of who we are and how we operate. Only by sharing knowledge, raising awareness and empowering and embracing innovation will we collectively create a society free of gender-based violence.

Our Board

McKenzie Reed (Chairperson) is the Senior Project Management Consultant at WA Department of Communities.

Vicki Banham (Secretary) is an Associate Professor and Associate Dean at Edith Cowan University.

Kirstin Stewart (Treasurer) is the Partner, Business Advisory Services for HLB Mann Judd.

Vik Jeyakumar is the Regional Manager, Metropolitan Services, Anglicare.

Danielle Norrish is the Executive Manager, Development and Marketing at Ronald McDonald House Charities WA.

Sophie Raven (Company Secretary) the Legal Counsel and Company Secretary at Australian Potash Limited.

Our funders



Government of **Western Australia**
Department of **Communities**



Government of **Western Australia**
Department of the **Premier and Cabinet**



Australian Government
Department of **Human Services**

Our supporters

We thank our generous 2019/20 supporters.

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We also extend our sincere gratitude to everyone we consider to be part of the Patricia Giles Centre for Non-Violence family who have supported us with gifts of time, treasure and talent this year and in years past.

Our why

WA has the **second highest rate** of reported physical and sexual violence against women.

Number of reported family assaults to WA Police has increased by **708%** over the past two decades.

On average, **one woman a week** is murdered in Australia by her current or former partner.

1 in 4 women have experienced emotional abuse by a current or former partner since the age of 15.

1 in 5 women have experienced sexual violence since the age of 15.

Almost **40% of women** continued to experience violence from their partner while temporarily separated.

1 in 6 women have experienced stalking since the age of 15.

Intimate partner violence is a leading contributor to illness, disability and premature death for women aged 18-44.

Family violence is the **leading cause of homelessness** for women and their children.

Australian police deal with domestic violence **every two minutes**.

Violence against women is estimated to cost the Australian economy **\$22 billion a year**

As horrific as the statistics are, they are not what drives us.

Every day we work to make a positive difference in the lives of the women and children affected by family and domestic violence.

Here are just a few comments from some of the women we have supported ...

"I can now become the Mum I wanted to be"

"I have learned valuable coping strategies."

"You helped me move forward with my life."

"You helped me to believe in myself, trust my choices and never be afraid to ask for help."

"I felt heard for the first time in decades."



PATRICIA GILES
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Non-Violence

Patricia Giles Centre for Non-Violence operates in the northern suburbs of Perth. For more information on any of our services please call us on **(08) 9300 0340**. Our office hours are 9am to 5pm Monday to Friday.
patgilescentre.org.au