



Annual Report

FY22/23



maryshouse.org.au

Contents



About Us	3
Message from our Chair	4
Our board	5
Message from our CEO	6
A Year in review: Mary's House Services	8
Insight into a day in the life of a case worker	10
Year in review: Mary's House Refuge	12
Year in review: The Daisy Centre	14
Our reach and our impact	16
Fundraising	18
Finance and governance	20
Our supporters and our community	21
Volunteers and our members	22
How you can help	23

ACKNOWLEDGMENTS

It is with deep respect that we acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land – Australia. We pay our respects to elders both past and present and emerging.

The Mary's House Services team and board acknowledge the strength and resilience of First Nations people, and their right to thrive as sovereign owners of this land, and we are honoured to journey with them on the path to healing and reconciliation.



About us

Say no, to domestic and family violence in our community

Mary's House Services is a not-for-profit organisation funded by the community that helps women and their children escape and recover from domestic and family violence.

Established in 2015 and launched in 2016 on the lower north shore of Sydney, its services are available to women of all faiths and cultures from anywhere in Australia.

Its team of professional social workers provide access to housing and refuge, referrals to expert advice, and trauma-informed support to empower women to recover from abusive relationships and achieve their goals.

The Mary's House Refuge provides a temporary home for women and their children. It offers safety, shelter and immediate critical care essentials such as food and clothing. An operations team - including qualified caseworkers - is on hand to help women get back on their feet and rebuild their lives.

Mary's House Services also helps women in the community through its Daisy Centre, which is often the starting point for clients who are trying to escape or recover from abusive relationships. Qualified staff provide expert and practical guidance such as access to financial and legal advice, safety planning, and emotional support via counselling and therapeutic classes. The Centre has helped more than 500 women and their children since opening its doors in 2020.

Mary's House Services is committed to raising awareness about domestic and family violence, promoting education about the dynamics of abusive relationships, and advocating for societal change in a bid to create a safer and more compassionate community for everyone.

We need your support. With less than 1% government funding, Mary's House Services relies on donations from the community.

Together, we can build hope and save lives.

Located on Sydney's
lower north
shore

Developed by the
community

A unique service
in the area

For women and
children of all faiths
and cultures, from
anywhere in Australia

Providing refuge
and professional
support services

Providing critical
care and ongoing
assistance

Not-for-profit

Community
funded

Minimal (1%)
government funding

Services not
government
regulated

Find out more
maryshouse.org.au

Message from our Chair

Karen Bevan



Mary's House Services has gone from strength to strength this past financial year, building on the groundwork of the past seven years and with the continued backing of our community.

Like much of NSW, Mary's House Services emerged from the restrictions of the pandemic period even stronger, with a team that was more agile. However, as we grew so did the demand for our services and the challenges associated with helping the women and children, who were seeking safety and support through Mary's House Refuge and the Daisy Centre. We have continued to assist women living in the community, in a range of circumstances, giving them guidance for moving forward on their journey of healing and independence in the longer term.

Liz Mackinlay, our Chair for the past five years and one of our founding members, retired from the Board in December 2023. Liz guided Mary's House Services through the challenges of the pandemic and the expansion of our services into the community with the launch of the Daisy Centre. She also oversaw vital changes, professionalising the delivery of our services. The Board, staff, supporters, and local community showed their love and gratitude when they paid tribute to Liz at a farewell event in January. Thank you, Liz, for your remarkable commitment to Mary's House Services and your ongoing support for the organisation.

Our Chief Executive Officer, Claire Barber, also moved on in October 2022. We are grateful to Claire for her leadership and service through a period of change and growth that left us in a much stronger position.

In April this year, we welcomed our new Chief Executive Officer, Yvette Vignando. With Yvette's skills, energy, and enthusiasm, Mary's House Services is well-positioned for continued growth and our next phase of evolution.

A personal thank you to our long-term board members, Richard Harpham and Claire Cooper, and a welcome to our newest board member Josh Downton, who joined us in May this year. Many thanks to Lorrae Collins who ably led our finance committee and stepped down towards the end of the financial year.

Our community, supporters, generous benefactors, foundations, and corporate partners have stayed alongside us as we continue in our commitment to our core message – we do not accept domestic violence in our community. We deeply appreciate your contribution and look forward to working with you again next year.

Together we can stand strong.

Karen Bevan
Chair

Our Board

A new Chair, long term support and contributions and expansion of the Board ensure reinvigoration of Mary's House Services in this next phase of our development.



Karen Bevan
Chair

Karen has 30 years of experience working across government, research institutions and not-for-profit organisations in roles including executive and operational leadership, strategy, policy analysis, research, training, service delivery, and community development. Karen is CEO of Full Stop Australia, a support, education, and advocacy service that aims to put a full stop to sexual, domestic, or family violence. She has held numerous other executive leadership roles, including as CEO of Girl Guides Australia and Playgroup NSW. Karen has served on the boards of Youth Law Australia, the Australian Council of Social Service, the NSW Council of Social Services, and the Intellectual Disability Rights Service. She has worked extensively in community engagement with diverse communities and has been a volunteer mentor with women who have experienced domestic and family violence.



Richard Harpham
Director

Richard has a professional background and tenure in marketing, finance, and risk management. He has held roles in Australia and overseas with Citibank and the Westpac Group. He also has extensive experience in not-for-profit organisations as Deputy Chair of St Vincent's Health Australia and Chair of the Trustees of Mary Aikenhead Ministries.



Claire Cooper
Director

Claire Cooper has a law degree and was part of the Mary's House Services launch team, recruiting and managing volunteers. She also headed a committee to raise awareness of domestic violence among schools in the local community. Claire has lived in Jakarta, Indonesia, and was a founding member of Yayasan Balita Sehat, a Foundation for Mother and Child Health.



Josh Downton
Director

Josh has experience in community engagement, partnership brokering, adult education, and local church ministry. He has a passion for systems thinking, strategic planning, and organisational health. Josh is the chair and a founding member of the Crows Nest Safe Village Project which aims to better recognise, respond to, and reduce domestic abuse in the local community.



Message from our CEO

Yvette Vignando



Yvette Vignando was appointed as CEO in April 2023. She is on the board of peak body Domestic Violence NSW and is committed to community, wellbeing and safety, particularly gender equality, social justice and children's social and emotional wellbeing.

In October 2022, the Federal government launched its National Plan to End Violence against Women and Children. It includes an action plan to 2027 with 10 government commitments. Every one of those commitments is important, but I feel compelled to highlight Action 10: improve access to short-term, medium, and long-term housing for women and children experiencing violence, including those living in institutional settings, and support women to stay in their own homes when they choose to do so.

At Mary's House Services, our very first offering – the Mary's House Refuge – was built on our community's vision: in the absence of sufficient government services, we had to develop more safe accommodation for women and children experiencing the trauma of domestic abuse. Our community understood the importance of 'Action 10' and was not prepared to stand by, while women and children suffered and lost their lives, unable to find safe refuge.

“The standard you walk by is the standard you accept”
General David J. Hurley

I acknowledge our founding members, our past and current board members, our original and ongoing volunteers and our community and corporate partners who have together given hope since 2016 and saved lives. I hope you feel proud of your commitment to women's and children's right to safety, and that you'll continue to stand with us as we grow our services to meet demand.

It was an immense privilege to be appointed as CEO in April 2023, to lead the next phase of development of our crucial community service. My thanks to my predecessor Claire Barber for her leadership of Mary's House Services during the most difficult phases of the pandemic; I also thank our Operations Manager Sahar Zaidi who acted as CEO until I was able to take up my position.

Claire and Sahar are compassionate and strong women whose servant leadership kept staff and clients safe in the face of an unprecedented health crisis. And thank you to our past and current board members who volunteer their time and expertise, giving countless hours of support to our team and to me; your generosity is so appreciated.



Mary's House Services now encompasses specialised social worker support for women living in the community, whether or not they have left the abusive relationship; and as part of that support, we remain focused on the increasingly difficult goal of finding safe and affordable housing. Our services have developed in response to our clients' needs and now include therapeutic, wellbeing and parenting groups, a range of specialised advice clinics, technology scans to identify digital stalking, and counselling.

And thanks to generosity by one of our supporter families, we can offer transitional accommodation to one woman and her children in Lydia House for up to 12 months at a time. One of my dreams for our clients would be to multiply the Lydia House model tenfold, and so support more young families to recover and rebuild their lives, leaving trauma behind them.

At the same time, our team is determined to inspire more philanthropy from our community and corporate partners, so we can increase the number of specialist domestic and family violence caseworkers to build hope, support families to achieve their goals, and save more lives.

We appointed a full time Philanthropy and Communications Manager towards the end of this past financial year and aim to build our philanthropy team so we can support the increasing number of women turning to us for help, advice and refuge. To effectively respond to community need, we have ambitious goals to almost double our modest income in this next financial year, and then continue steady growth in partnership with our community, who understand that domestic and family violence knows no postcode.

“While 9 in 10 people agree violence against women is a problem in Australia, only 5 in 10 people agree it is a problem in the suburb they live.”

The northern suburbs community thought differently, so developed Mary's House Services

In 2023, we developed a leadership team to work alongside me and our wonderful colleagues to ensure our operations, philanthropy, communications, refuge, casework and community programs are on track to achieve our strategic goals.

We will be working with our wonderful board members to develop a new strategic plan for 2024 and beyond, and I look forward to sharing the plan in our next annual report. Our impact evaluation reporting will also be available for the next annual report - I am sure that you, our visionary and generous community, will be proud to see what we have been able to achieve together.

At Mary's House Services, we remain focused on our absolute commitment to provide refuge and recovery from gender-based abuse. And we know that we stand on the shoulders of the generosity of men and women in our community and corporate partners, who share our vision and commitment.

And finally, and most importantly, I want to acknowledge the Mary's House Services team who delivered high quality client services, operational and financial support

throughout the last financial year – I am honoured to have joined you and look forward to working with you in the coming year.

Others have articulated best what is at the heart of our Mary's House Services supporter community. I have chosen this quote to recognise your kindness and power to effect change:

Our community will not walk past the horrendous statistics on the prevalence of gender-based violence in Australia.

“The only thing necessary for the triumph of evil is for good [people] to do nothing. Bad men need nothing more to compass their ends, than that good [people] should look on and do nothing.”

Edmund Burke and John Stuart Mill

Thank you for doing everything in your power to make women and children safe.

Yvette Vignando
CEO

A year in review

Mary's House Services

Built by the community for the community after identifying a gap in services, offering both refuge accommodation and community outreach to women and their children from the northern suburbs and beyond.

In the last financial year, Mary's House Services received 250 referrals and offered case management support to 102 clients, most of whom lived in the community:

Mary's House Services observed growing trends in particularly vulnerable cohorts, including women over the age of 65, and women on temporary visas, who had no access to any income.

Clients experienced a range of abusive behaviours. Many had been physically and sexually assaulted, routinely intimidated, and harassed through their technological devices and in person, and experienced coercively controlling behaviours that extended long beyond the separation phase in their relationship.

It was a common experience for clients to report post-separation abuse from their former partner through the Family Court system, by undermining their parenting and relationship with their children, and through continual psychological abuse.

Many of our supporters and referrers often ask us about the work our case management team provides to clients who are victim-survivors of domestic and family abuse. We have included an insight into the day in the life of a caseworker in this year's report, to provide more understanding of the work we do with clients.



34%

originated from non-government agencies



12%

came from a housing provider



19%

were self-referrals



35%

from a mix of sources, friends and family of clients in need, supporters of Mary's House Services and government community services



Insight

A day in the life of a Mary's House Services caseworker

“I enjoy empowering women to know their rights and be able to access services and support within their community.”



Social worker Evelyn works at both Mary's House Refuge and The Daisy Centre and in a typical day, she will help women, who are escaping domestic and family violence, with everything from trying to find safe and affordable housing to building a safety plan, to helping them rebuild confidence and self-esteem.

With the current housing crisis across NSW, finding safe and affordable housing is one of many significant challenges women face when wanting to leave an abusive relationship. Last week Evelyn was assisting a resident to complete an application to NSW Housing so that she could be considered for government subsidies.

“The waitlist in Sydney for social housing is typically 15 to 20 years, and even ‘priority’ housing has a two-year wait list,” Evelyn explains. “Thankfully for clients impacted by domestic or family violence, who need housing for safety, there is a program called Rent Choice Start Safely.”

The program gives women, who are escaping domestic and family violence, rent subsidies for up to three years.

“Women who have been isolated, had their finances and lives controlled, may not have the necessary qualifications or experience to get a job,” Evelyn explains. “The three-year concession period gives women breathing space to get new skills, find work, and then gain financial independence for themselves and their children.”

Another of Evelyn's clients, who was staying at Mary's House Refuge, recently got approved for priority housing so Evelyn took her to a service that warehouses furniture for women who have been made homeless.

“Tina, who had experienced every type of abuse from her child's father, was so grateful, excited, and hopeful,” says Evelyn. “On the way to choosing items for her new apartment, we were also safety planning, thinking about how she would maintain the property to keep herself safe.

Importantly, she has a court order to protect her so the new address will be kept confidential.”

Later in the day at the refuge, Evelyn will take time out to chat and have a cup of tea with the residents.

“Clients can get quite lonely so incidental conversations can be valuable for their wellbeing,” explains Evelyn.

Evelyn also works at the Daisy Centre, which gets referrals from many sources, including the police, the Department of Communities and Justice, and self-referrals. Each new client is assessed for their immediate needs and safety concerns and then invited for a face-to-face meeting. At the initial meeting, a caseworker will talk about the support Mary's House Services can offer and learn about the client's goals.

“We will talk about what the client wants to achieve in the next three to six months and in that first meeting safety planning is a priority,” says Evelyn.

“Do they suspect they are being monitored by technology? When is it safe to call or contact them? We talk about what the client can do at home to keep safe, who they can call and make plans for different scenarios.”

Evelyn works with clients at many different stages of domestic and family violence. Some may have escaped; others may still be in an abusive relationship.

"I might be working with a woman who has recently separated but is having doubts," says Evelyn. "She may have a limited support network because of previous isolation. That client may need some guidance on the typical dynamics and cycles of abuse, and she may need support to build her self-esteem and confidence. Sometimes I will refer a client to one of our therapeutic or wellbeing groups so she can build positive relationships with other women in a supportive and safe environment."

As well as seeing clients Evelyn must deal with important administration such as referring clients to other specialist services or advice clinics. The most common reports Evelyn writes are for applications for Victims Services support or letters to back a client's need for safe housing.

Evelyn says her favourite part of the job is "building relationships with women and their children."

"I enjoy witnessing a family grow in confidence, after separation from an abusive relationship," she says.

"Supporting a family move from the refuge into safe, affordable, long-term housing with court orders in place to protect the family is the ultimate outcome for me."

*Names have been changed for confidentiality

Just some of the facts

44%

of women who experience violence experienced more than one form of monitoring /stalking behaviour

Of women who experience violence, **36% had tracking software or apps installed** on their phones or other devices

1 in 3

Australian women has experienced physical violence since age 15, totaling **3 million+ women (30.8%)**

90%

of women's violence experiences were by a person known to them

31 deaths

as of July 7, 2023 from domestic and family violence-related crimes

16

deaths in New South Wales alone as of July 7, 2023

A year in review

Mary's House Refuge

The refuge offers critical care and accommodation when women and their children are at their most vulnerable.

In 2023, our shelter provided a safe haven for 14 women and 13 children.



42%

Single women made up 42% of those seeking refuge



8%

of our clients initially came to us while still in abusive relationships and needed assistance with safety planning to leave their partners

Our services include personalised case management on-site and access to professional services through our community outreach centre, all within secure and protective environments so our clients can start the process of rebuilding their lives.





Client stories

Angela

A woman in her 70s, Angela*, was referred to Mary's House Services by a counsellor, who recognised the abusiveness of the woman's relationship with her long-term partner. Staff immediately organised temporary accommodation in a hotel before finding her a place in the refuge. During her six-month stay Angela was provided with risk assessments, psycho-education on domestic violence to help her understand and reframe her experience, and crisis counselling. She was also given financial support and property settlement legal advice and help with finding a new home in long-term affordable housing. Angela enjoyed the social connections she made with other women at the refuge and benefited emotionally from our art therapy program. She was very thankful to have had the support that enabled her to end the difficult relationship.

Nita

This year a young woman, Nita, who was 38 weeks pregnant, entered the refuge to escape her abusive partner. She was given the necessary support to keep her safe when she needed to go to hospital to give birth. When Nita returned to the refuge as a young mum, she was provided with everything she needed for her newborn, including parenting strategies. Mary's House Services also provided Nita with risk assessments, psycho-education, financial and therapeutic counselling, financial support, and security checks on her devices. After leaving the refuge, Nita was given security checks on her rental property and she was connected to new services that helped her to continue studying and thrive as a parent.

Samara

A mum-of-three, Samara, stayed at the refuge for nearly a year. Samara's children were enrolled at a local school and the family was given support so they could keep connected to their spiritual and cultural network. They were provided with intensive case work which succeeded in obtaining them protection visas and recognition as refugees in Australia. The family was helped through the family and AVO court process, given risk assessments, psycho-education, and safety planning for attending court, school, and during the children's access visits with their father. By the end of their stay, Samara had full-time work and a private rental property close to the school. The family will continue to be supported until the court matters are resolved.

*Names and identifying details changed throughout this report to protect confidentiality

A year in review



The Daisy Centre

The Daisy Centre doors are open to women from the community who are not necessarily staying at our Mary's House Refuge.

It is a common misconception that when a woman leaves an abusive relationship it means her suffering is over. Sadly, in a recent poll, three-quarters of our clients at the Daisy Centre reported that they felt isolated and in need of support long after they had taken those brave steps to walk away from a perpetrator. This is why our range of community programs, helping survivors of domestic and family violence rebuild a sense of security and connection, is so vital.

The need for our services continues to grow with more than 206 women registering for our various groups and clinics last year. As our profile in the community continued to build, referrals came from a variety of sources; domestic and family violence services and Lifeline, hospitals, medical centres, psychologists, and GPs. We have also seen an increase in self-referrals from our website, online forums, and word of mouth.

To support this growth in demand, we increased the team with another part-time staff member, to provide support in our existing programs and be more actively involved in community engagement activities.

As well as our art therapy and trauma-informed exercise classes we offered restorative yoga this year, and to help survivors connect with each other we held our annual Clothes Rack event and morning tea.

The Daisy Centre expanded its therapeutic program with a five-week support group called Reflect and Restore - with a mix of psycho-education, music, art, and mindfulness exercises, the groups aims to help survivors rebuild their lives after leaving an abusive relationship.

One participant's words reflect the positive feedback we received:

“Thank you from the bottom of my heart. I’m so thankful for this space, the support, and everything I have learnt. This is a truly special program. I will always remember it and use what I have gained.”

Our client revealed that she had previously tried to leave the perpetrator four times, but since connecting with Mary's House Services felt much more confident of success.

We extend a big thank you to our volunteers who turn up every week offering support and connection to our Daisy Centre clients; without them, there would be a significant gap in what our outreach programs can do.

New in-house clinics were launched to expand our services, including:

- **A Family Law clinic** – run by local family lawyers who are offering their time pro bono
- **A financial counselling clinic** – run by financial counsellors from Catholic Care
- **A safety clinic** – with a protective services organisation
- **A counselling clinic** – provided by a counsellor and psychotherapist with more than a decade of experience helping domestic and family violence survivors

The impact of our work is best summed up by the experience of one of our recent outreach clients. Within three days of her referral the client was:

- linked with a case manager and had a case plan started;
- provided with a safety check of her personal IT devices (which revealed she was being extensively tracked); and
- assisted to organise appointments at a Family Law clinic and with our in-house counsellor.



Our reach and impact

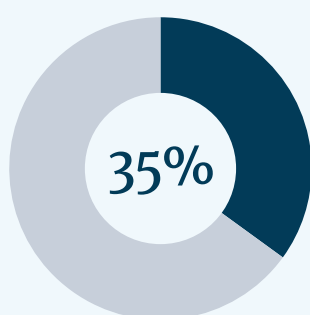
40+ women

accommodated by the refuge since being established

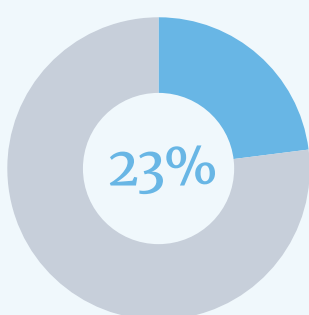
52%

of them with families

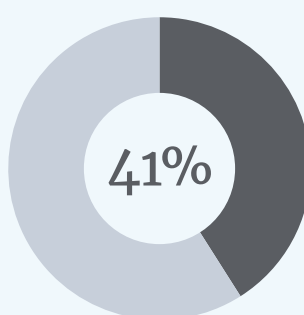
Last financial year



stayed for up to
3 months



stayed for up to
3-6 months



stayed for up to
6-12 months*

During this period reasons for declining referrals were:

- 65% no vacancy
- 8% no casework capacity
- 27% for a mix of reasons

(Unmanaged health matters / suicide ideation / not covid vaccinated, not a DFV issue)**

*The housing crisis will make this number even harder to manage.

**Mary's House Services refers women to other specialist services if we have no capacity to assist

Last two financial years Mary's House Services has provided **90+ women** with specialised social worker services

440 women

have been accepted into our evidence based therapeutic and wellbeing programs

Appointment numbers for specialised legal / financial and counselling services are **up by 30%**



43%

of our clients had serious safety risks associated with their circumstances



42%

of our clients disclosed some sort of sexually coercive behaviour or a sexual assault

In 12 months staff made **16**

child protection reports about children who were at significant risk from witnessing mothers' assault



“I had no idea the people at Mary’s House would be the core of my new village, gently carrying me along in a piece of cotton wool through the process.”

Emma, Mary’s House client

Fundraising

With less than 1% of our revenue coming from government, we rely on our community to keep the doors open, the lights on and provide safety for women and children.

In the last financial year, Mary's House Services strived to increase our funding through building stronger relationships in the community and corporate world.

We targeted grant applications and built brand awareness, aiming to launch a stronger communication strategy to increase our individual donor base and other revenue streams. While it was a particularly challenging period for fundraising, the new financial year is beginning to show the results of our strategies.

Support for our work at Mary's House Services came in many forms:

Donated goods and services

Attendance
at our International Women's Day luncheon and Mary's House Walk

Foundations and trusts

Philanthropists via **structured giving**

Regular monthly and single **donations**

Fundraising
by our community supporters

Corporate support

Grants

Partnership
with the Mater Hospital.



We achieved some key goals but not all financial targets were achieved, in part due to the long tail of the pandemic, and a change in how Australians are giving. Philanthropy Australia has noted that the dollar value of donations has increased in general, but fewer Australians are donating.

While stretched for resources, our wonderful team and former fundraising leader Jacqui Murray rose to the challenges and delivered financial outcomes that ensured our ongoing high-quality services. We take this opportunity to thank Jacqui for her significant investment of time and expertise in building our supporter community as well as her devotion to our cause.

In addition to the competitive fundraising landscape, we recognised a shortfall in resources to engage our community, resulting in the recruitment of a full time Philanthropy and Communications Manager and plans to grow our fundraising team.



Mary's House Services is also focused on technology and systems upgrades to achieve our ambitious and critical financial goals as well as more significant promotion of our brand, generously supported by our pro bono marketing partners. Our new website is under development and is part of our renewed communications strategy.

We look ahead with great optimism because our new donors are growing in number and generosity. With an increase in structured giving by Australian philanthropists and increased corporate giving, as well as a significant intergenerational wealth transfer occurring, we are confident of inspiring more support from the community.

Our team aims to build on attendance and generosity at our two major fundraising events to increase engagement and giving. In addition, we aim to inspire more of our donors to make regular monthly gifts, which provide the steady support required to run our services.

We know our community members understand the life-saving urgency of the support we provide, and that larger donations are often made as gifts in wills. As a now well-established service, in the coming years, we'll be asking our supporters to consider the significant impact they could make for women's and children's safety by making a testamentary gift to Mary's House Services.

Our Philanthropy and Communications Manager, Janine Wood, joined us in June and has already connected with many of our supporters, forming strong and meaningful relationships with our cherished donors and philanthropists, developing new corporate partnerships and inspiring support from the Sydney community who share our values and mission.

Thank you to the many individuals, trusts, foundations, companies, and organisations who contributed so generously to Mary's House Services this year to ensure we continued to support women and children escaping domestic and family violence. A special mention to The Mater Hospital for their eighth year of support and during such a challenging time, during and after pandemic lockdowns.



Finance and governance

Mary's House Services continues to be sustained by community and corporate generosity. Income from donations, grants, community fundraising, events and corporate gifts last financial year totalled \$1.24 million, an approximately \$100,000 decrease compared to the prior year. During the financial year, two government grants totalling \$16,000 were received, representing about 1% of total cashflow.

Total expenses for the year amounted to \$1.45 million, compared to \$1.25 million in the previous year. The change in total expenses is mostly represented by increased depreciation and amortisation expenses related to a lease that is ending in 2025, and an increase in employee and superannuation expenses.

The audited financial report is available [on our website](#)

Mary's House Services acknowledges and thanks Lorrae Collins who served as Chair of the Finance Committee during most of the financial year and provided expert support for the CEO, acting CEO and Finance Coordinator.

Through 2022-23, the CEO and board constantly monitored and reviewed the organisation's approach to managing risk associated with the pandemic; as lockdowns eased, staff have returned to working at the office, and are able to provide services more flexibly to our clients in the community.

The board held 7 meetings over the 2022-23 year. Board members are volunteers who are elected annually by the members of Mary's House Services Ltd.



Mary's House Services Ltd is a company limited by guarantee and a registered charity. It has reporting and compliance obligations to the Australian Charities and Not for-profits Commission. Mary's House Services is an organisational member of the Fundraising Institute of Australia.



Thank you

to our community and corporate partners

Mary's House Services has achieved so much since opening in 2016, thanks to amazing financial support as well as the kindness and generosity of people who extend their time and professional know-how to support our work in women's and children's safety.



Community support continues to be outstanding – and the Mary's House Services team extends their immense gratitude to all our partners.

Our colleagues in the domestic and family violence sector are some of our most important partners, with organisations in Greater Metropolitan Sydney, NSW, and across Australia keeping open communication channels and always being there for us. We acknowledge the hard work and leadership of our peak body Domestic Violence NSW.

Our referral network is empathetic and professional in collaborating with us to secure the safety of women and children suffering at the hands of a perpetrator. Referral channels take many forms: other not-for-profits,

counsellors, hospitals, parishes, the NSW Police, GPs, mental health and legal professionals, and the many organisations dedicated to the care and protection of victim-survivors of domestic abuse.

There are so many other partners who don't ask for acknowledgement but come to our assistance at short notice with a range of supports, including donations of goods and services and locations for staff education, as well as providing expert advice to Mary's House Services' professional team, and providing pro bono services to our clients.

We appreciate every one of you, who stand with us every day to support women's and children's safety.

Our members

Many of our members are the founders who worked together to develop and launch Mary's House Services and will always be appreciated for this legacy.

It is eight years since the community banded together to establish Mary's House Services (then known as North Shore Women's Benevolent Association) after recognising the gap in services offered to the northern suburbs region of Sydney.

We acknowledge the community's dedication and passion in standing up against gender-based violence and creating what today is known as Mary's House Services, incorporating Mary's House Refuge and the Daisy Centre outreach services and programs.

The tireless effort of these original fifty compassionate individuals saw extraordinary contributions in the form of giving their time, money, value-in-kind services, leveraging of skills, and magnanimous selflessness.

Some of the founding members still assist us today, providing advice, donations, and support. Their benevolence has saved lives and helped hundreds of women and children to rebuild their lives free of domestic and family violence.

We thank our current and past members for always being there for us.



Our volunteers

In the 2022 financial year, 1,125 hours were contributed by our volunteer support workforce, a transformative contribution that we do not underestimate.

Our volunteers' efforts were varied and included office administration support, organising skills, packing, ironing, participation and care at client workshops, supporting our community program schedule, provision of childcare, catering, assistance at our events with welcoming and marshalling attendees, and most importantly spreading the word regarding the services we provide. Their concern, empathy, and compassion for the safety of women and children is on display every day with us and we thank all of them for their selfless generosity.

As we enter a new era of development at Mary's House Services, we hope to inspire more volunteers.

Examples of areas where volunteering could assist include:



Data analytics



Gardening services



Removalists



Transportation



Event logistics and management



Fundraising activities



Donor and corporate partner introductions



Sourcing of value-in-kind items or professional service needs



Deliveries

How you can help

Financial support is key to our sustainability and growth but it is just one of the many ways you can help Mary's House Services.

If you are exploring other ways to support our work beyond donations, below are some of our priority needs:

- Short-term accommodation, including hotel stays
- Long term accommodation
- Professional support in helping clients find employment
- Removalists and larger storage facilities
- Short notice donation of quality indoor and outdoor furniture, appliances and white goods
- Grocery and personal item gift cards
- Pet accommodation, billeting, and vet care
- Dental and medical assistance
- Driving lessons
- Tutoring lessons
- English language support
- Short notice donation of plants and other gardening supplies
- Specific art and craft supplies
- Outdoor play equipment

How you can help women and children traumatised and endangered by domestic and family violence

Donate, and consider becoming a regular monthly giver:



[Volunteer](#)



[Join our events](#)



[Partner with us](#)



[Work with us](#)



[Fundraise for us](#)

To have a confidential discussion about making a gift in your will to Mary's House Services, please contact our Philanthropy and Communications Manager, Janine Wood.

Janine Wood

Philanthropy and Communications Manager

+61 4 32 445 206

janinew@maryshouse.org.au

Contact

Phone 1800 002 111

Email info@maryshouse.org.au

ABN 43 606 187 839

DGR1



facebook.com/maryshousesydney



instagram.com/maryshouseservices



linkedin.com/company/mary-s-house-services



youtube.com/@maryshouseservices

Notes and considerations

Identifying details of women and children mentioned in this report have been changed to protect their privacy.



ORGANISATIONAL
MEMBER
CODE COMPLIANT

DOMESTIC
VIOLENCE
NSW
Member



Homelessness
NSW
Member



MARY'S
HOUSE
SERVICES

maryshouse.org.au