



Our purpose is to support women and children to live free from domestic and family violence and abuse by activating the energy and resources of our community.

maryshouse.org.au





About us

Mary's House Services was founded in 2015 and launched in 2016 in Sydney's Northern Suburbs by a group of dedicated community members who recognised a critical gap in the provision of services for women and their children impacted by domestic and family violence and abuse.

At Mary's House Services, we believe in gender equality for all but focus on the care of women and children to live free from domestic and family violence.

We offer a team of professional, specialised domestic and family violence social workers who assist women with refuge and later, in accessing housing, connection with pro-bono legal and financial advice and practical trauma-informed support. Our services empower women to begin their healing journey and work towards achieving their personal goals.

While 9 in 10 Australians acknowledge that violence against women is a national issue, only 5 in 10 recognise it as a problem in their own community.

However, the Northern Suburbs community has long demonstrated its commitment to change, supporting Mary's House Services through community funding for nearly a decade.

Since establishment, our refuge and community program work has been sustained solely by the generosity of the community.

Mary's House Refuge

Mary's House Refuge offers a safe and temporary home for women and their children, providing immediate access to critical care such as food, clothing and other essential care items. Each resident is supported by a dedicated caseworker and our broader team of domestic and family violence social workers, who assist in stabilisation, planning, and the early stages of rebuilding their lives in safety.



Community programs

Our in-house community programs centre extends services to women who are at varying stages of their domestic and family violence journey, whether they are seeking to escape abuse or are already working toward independence or a healing pathway. Our qualified staff offer expert, practical guidance and access to in-house financial and legal clinics, safety planning, and emotional support through counselling. We also provide therapeutic, trauma-informed wellbeing programs such as exercise, art, and music therapies to aid healing, social connections, and self-esteem redevelopment.



From Mary's House clients:

“For the first time in years,
I can imagine a life that
belongs to me.”

“I know it's just the
beginning of a hard
journey, but Mary's House
has made a huge difference
with support and guidance
and making me feel safe.”

“Cannot wait to share with
my daughter that we have
a place to move to.”

From Mary's House volunteers:

“Helping Mary's House
help vulnerable women,
helps me in a lot of
ways too.”

“Mentoring for Mary's
House Services has
given me an insight
into the complexity of
the circumstances these
victim-survivors face.”

“I thought I was crazy, I didn't
know anyone else like me.”

“Understanding I was
not alone changed my
view of our world.”

“I'm grateful to be part
of the mentor program
– something truly
meaningful that makes
such a difference.”



Stories of strength

At Mary's House Services, we meet women and children who are victim-survivors of domestic and family violence in crisis with compassion, expertise, practical support, and belief in their resilience to rebuild, and walk with them for as long as it takes.



Support from
Mary's House Services –
an organisation that cares

Nettie & Molly

Both escaping years of abuse, Nettie came to us in urgent need. Her young daughter, Molly, was already showing signs of trauma and poor health.

We provided:

- Immediate cyber-security protection against tracking and monitoring
- Safe refuge and immediate support to access critical medical care
- Dedicated specialist social work – for as long as it took
- Disability and trauma support
- Early intervention for Molly's development
- Legal and child protection guidance
- Financial matters support
- Police and court advocacy
- Counselling
- Mentoring and employment pathway support
- Community program participation
- Transition to longer-term, safe affordable housing
- Home set up requirements
- Personal apparel and essential care items
- Education requirements.

Nettie and Molly are now safe, and are moving forward together.

Suki

Suki fled the perpetrator prior to the birth of her newborn, after being trapped in a violent relationship and on a precarious visa. She had no money, no family, and no idea what came next.

We supported her with:

- Crisis accommodation and care
- Removal of audio and optical spyware from Suki's technology devices
- Dedicated on-going specialist social work
- Language services
- Culturally sensitive casework
- Help with immigration and legal needs
- Birthing support and post-natal care
- All personal and newborn apparel and critical needs
- Parenting and wellbeing support
- Safety planning
- Transition to longer-term safe and affordable housing
- A path to independence.

Suki now strives to live free from the fear of violence and is navigating parenting with the support of Mary's House Services.

The facts

Worldwide, more than one quarter (27%) of every married or partnered women aged 15 to 49 years report being subjected to some form of physical or sexual violence by their intimate partner.

In Australia

1 in 4

Australian children

are affected by domestic and family violence.

2 in 5

women (39%) have experienced violence since the age of 15.

1 in 4

Australian women have experienced physical and/or sexual violence from an intimate partner since the age of 15.

The most prevalent pattern of domestic violence in Australia is perpetrated by men against women –

96%
of adult victims are women.

Domestic and family violence is an underreported issue that intersects with Australia's rental crisis; being the largest contributor to homelessness in the nation.

In Australia, intimate partner violence contributes to more death, disability, and illness in women aged 25–44 than any other preventable risk factor.

Reported violence against women is costing Australia **\$26.7B** per annum.

9,120 women become homeless each year due to DFV. 68% have children with them.

NSW only

2 in 5
Australians
would not
know where
to go
if they needed
outside support
for someone
experiencing
domestic
violence.

NSW police report
**a domestic and
family violence
incident is called
in every three
minutes.**

Accounting for

60%

of their resource's
allocation.

NSW DFV assaults
peak in the three
hours leading up
to midnight on
New Year's Eve
and the first three
hours of
New Year's Day.

118%

higher than any
other day of the year.

In reported incidents
to NSW police of
coercive control

93%
**of the victims
were female.**

73% of these reports
were the **current
spouse or ex- spouse**
of the alleged offender.

61% of these reports
involved **multiple
offences** including:

- Harassment
- Tracking
- Threats
- Intimidation
- Assault
- Malicious damage.

**Christmas Eve,
Christmas Day,
and Boxing Days**

78%

higher than the typical
DV daily average.

Coercive control
reports are now
also including
**harm to a child
and animal abuse.**

Our impact

Refuge and casework

1 July 2024 – 30 June 2025



21 women and
17 children

were provided with
safe refuge or crisis
accommodation



64

families supported
with **long-term**
case management

80

families with **short-term**
case management



16,500

safe room nights

provided to victim-
survivors, women,
and children since
establishment



Technology

safety sweeps now
mandatory for refuge
clients seeking crisis
accommodation



42%

of our clients were
self-referred

58%

referred by
partner services



Average ages

- women 24-54 years
- 10X children
newborn-2 years
- 7X 3-11 years



23

families transitioned
to **safe medium or**
longer-term housing



Clients' cultural origins

encompass 29 different countries
of birth and 12 different languages



26

different
postcodes

Community programs

1 July 2024 – 30 June 2025



203
program
attendances



134
hours of **specialised**
counselling



64%
of clients attended
multiple programs



13
clients enrolled in
employment
pathways education



11
Core programs
now available to clients



4
new programs
launched



2,240
wellbeing
program
hours



10
clients enrolled
matched and paired
in mentoring program



222%
increase in technology safety
sweeps and reports year on year

**#SAY
NO**

At Mary's House Services we offer safety, dignity, and the strength of our support to empower our clients to build a better life



Find
out
more



In need of help:

☎ 1 800 002 111 ✉ referrals@maryshouse

For our Administration team and Operations team:

☎ 02 8937 2094 ✉ info@maryshouse.org.au

maryshouse.org.au



FIA

Fundraising
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