

***KARA HOUSE Inc.***

***ANNUAL REPORT***

**2010 –2011**



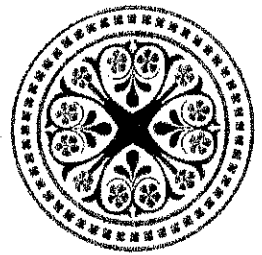
## ACKNOWLEDGEMENTS

Kara House Inc. receive significant support from numerous individuals, agencies and other organisations who contribute to our efforts to deliver an effective, professional and successful service to women escaping domestic violence.

We would like to take this opportunity to thank the Department of Human Services (Vic) who has provided our core funding, and to their staff who have supported Kara House throughout this financial year. We would also like to acknowledge the work and collaboration with others and of particular note like to thank our peak organisation in Victoria – Domestic Violence Victoria – for their help and assistance throughout the year.

Without the continued support and dedication of all involved with Kara House we would not be able to provide our continued service to the community. Later in this report we will acknowledge by way of a big thank you to others that in the community that have assisted in very tangible ways to our continued work.





## INTRODUCTION

What is Kara House Inc?

Kara House is a not for profit incorporated association registered under the Incorporations Act (1981), and as a deductible gift recipient under Commonwealth Taxation Law – Income Tax Assessment Act 1997 - as a charitable institution.

Kara House is accredited under the Housing Assistance and Support Services (HASS) standards and Quality Improvement and Community Services (QICSA) standards in 2009. Kara House will be reviewed in 2012 again under these standards for quality and continuous improvement.

Kara House is part of the Victorian women's refuge service system which aims to provide safe and secure accommodation and support to women, with or without children, who experience domestic violence and are in need of relocation from where they usually reside for safety reasons. Services aim to assist women to address issues they face including their experience of domestic violence.

As a state-wide high security women's refuge Kara House provides –

- ♦ Case management with crisis intervention as necessary, and including liaison with specialist management of services
- ♦ Cultural support through secondary consultation and co-case management with specialist services
- ♦ Risk assessment and safety planning with women and children coming into the service
- ♦ Holistic assessment, information, advocacy and active referrals to other appropriate support services
- ♦ Partnership with relevant stakeholders as part of an integrated response to domestic violence, including close working relationships with providers other domestic violence services
- ♦ Secondary consultation and case management with mainstream services regarding the provision of appropriate and effective support to women and children
- ♦ Community education and training to the community to improve community understanding issues relating to domestic violence
- ♦ Advocacy at an individual, service system, and broader structural level.



## OUR MISSION

*Kara House supports the right of women and children to  
live in safety and without fear  
– using professional practice informed by  
Feminist, Human Rights, and Social Justice Principles*

## OUR VISION

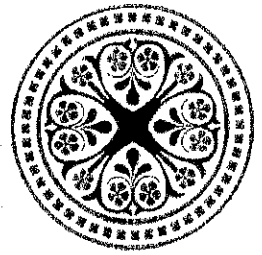
*Kara House is committed to providing a physical and personal  
environment with optimises the privacy,  
value and strength of the individual*

## OUR PHILOSOPHY

All women and children should have the right to live free of domestic violence, harassment, discrimination and abuse.

Kara House:

- ◆ Primarily provides services to women and their children from diverse cultural and linguistic backgrounds.
- ◆ Founded in and operates from a feminist perspective.
- ◆ Managed and run by women for women and their children.
- ◆ Acknowledge that family/domestic violence predominantly affects women and children and is understood to occur because of the power imbalance between individuals which is condoned and supported by dominant social attitudes and structures.

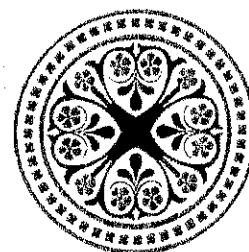


#### OUR PHILOSOPHY (cont.)

Kara House encourages and empowers women to take control of their lives and works towards eradicating all forms of abuse perpetrated against women and children through:

- ◆ Providing short-term crisis accommodation
- ◆ Outreach support
- ◆ Educational activities which encourage changes in both individuals and community attitudes, and
- ◆ Strategies which challenge service providers and government to adopt responses that are non-tolerant of violence, and to provide support to women and their children.





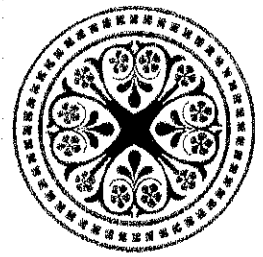
## THE KARA HOUSE HISTORY

In 1978 CO.AS.IT. – an Italian welfare organisation encouraged by the Women's Movement, received government funds for the establishment of a women's refuge. After lengthy discussions and negotiations it was decided that CO.AS.IT would relinquish any responsibility to a new body to be run solely by women. Kara House was established and continues today to provide services with a specific commitment to women, and women with children from culturally and linguistically diverse backgrounds. In 1988 we became an Incorporated Association known as Kara House.

In 2000 Kara House responding to further community need, introduced a further service, the Kara House Domestic Violence Outreach program to support women and their accompanying children through the provision of information, support, assistance and referral to enhance their ability to live free from violence and abuse. In August of the same year the staff moved off site from the refuge where the office was previously located, to a rented dedicated office space to be shared with another domestic violence service.

In 2002 continuing the expansion of the outreach service Kara House set up an outreach service specific to meet the needs of lesbian/same sex attracted women experiencing domestic violence. Kara House continues to provide a sensitive environment recognising the complexity of lesbian violence and social issues today.

In June Kara House moved office space, again into rented space with another larger welfare service. Also, in 2010 Kara House was fortunate to received funding from the Department of Human Services for from the Australian Governments Nation Building Economic Stimulus Plan for the A Place to Call Home (APTCH) program. This new initiative provides an opportunity for women and children to have intensive case management in a transitional housing property which will after twelve months become their long term public housing. Kara House hope to retain this program after the initial funding period of instigation of the new program.



#### THE KARA HOUSE HISTORY (cont.)

Over the past thirty years of service to the community Kara House has continued to provide secure refuge and outreach support, and has quickly expanded its original focus from Italian women escaping violence to supporting women and children from all cultures and diverse backgrounds. Kara House today continues to follow its foundation ethos of serving the culturally and linguistically diverse background of women and children. In 1988 twelve nationalities were represented in the service demographics. Last year again the numbers twenty two nationalities - after peaking in some years to over thirty five nationalities represented.





## CHAIRPERSONS REPORT

Once again, it has been a very busy year for the staff and management of Kara House. The Committee of Management supported the introduction of a Senior Case Worker who also holds a second in charge position to support the Manager in undertaking her vital work in developing the service.

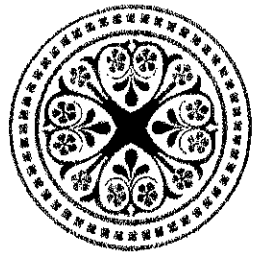
We commenced the A Place to Call Home project with significant support being provided to women and children with specific long term support needs. Despite the ongoing struggles to find affordable, long term accommodation options for women and children accessing the support services provided by Kara House, staff continue to work tirelessly to find options. To this end, a commitment to moving women into affordable accommodation has been supported through the introduction of the Private Rental Project.

As an organisation, we are looking to the future and our position in the family violence and homelessness sector. We continue to explore options for partnerships that will enable Kara House to maintain the strong focus on quality service provision for women and children experiencing family violence. We are particularly keen to continue to raise the awareness of the plight for women and children who do not have Permanent Residency status in Australia.

The Committee of Management is committed to supporting the Manager and staff of Kara House to ensure the ongoing quality of service provision and long term viability of the organisation. To this end, we have developed a new three year strategic plan that looks at strengthening the service and the work undertaken. This includes exploring opportunities for partnerships and the decision to maintain our QICSA accreditation.

On behalf of the Committee of Management I would like to take this opportunity to thank all of the staff who have been with us over the past twelve months for their commitment and enthusiasm to the service and those accessing it. Your tireless work is recognised and appreciated despite the sometimes difficult situations you find yourselves in when working with people who are going through extreme difficulties. It is the quality of your work that helps to keep the reputation of the organisation at its high level





### CHAIRPERSONS REPORT (cont.)

I would also like to thank Desally for her leadership and guidance to both the staff and the Committee of Management. Your hard work and commitment is a definite driving force for the organisation and very much a part of positioning the organisation into the future.

Finally, I would like to take this opportunity to thank my fellow Committee of Management members for your role in supporting the organisation. We have seen a few changes with new members joining the Committee during the year and the hard decision of another member to resign from the Committee. I thank you all for the contributions you have made throughout the year, the conference calls when you are unable to be physically present, and the time spent on reviewing and responding to things that need to be completed between meetings.

I look forward to supporting the organisation to continuing to develop the service in the coming year.

Wendy



## MANAGERS REPORT



On behalf of the staff of Kara House I am pleased to write this report highlighting some of the work that we have done to enhance the lives of women and children that have come to the service in the past year. Again this year we have seen continued growth both as an organisation and in the service environment in which we work. We have sought to improve the office, refuge and services that staff can offer to women and children.

Our thanks go to our voluntary Management Committee Members who through their diligence with their responsibilities make this organisation stronger and looking towards a bright future. A special thank you to our departing members for their efforts and encouragement to staff. A welcome to the new members which will be mentioned later in this report.

Again this year the external environment has been very challenging particularly for women who need accommodation to move on from either refuge or transitional accommodation. Unfortunately, private rental vacancies with affordable rents have diminished over time with access now being at very low levels. However, there are some options becoming available in the future through initiatives housing associations which are being eagerly waited on to increase affordable housing options for our clients.





Also, two new government initiatives from the Nation Building Economic Stimulus Plan – the Safe at Home Program and the A Place to Call Home Program (APTCH) are providing some other alternatives for women and children escaping from violence. Kara House has been very thankful to be funded for the Eastern Region of the Department of Human Services for the APTCH program commencing in July 2010.

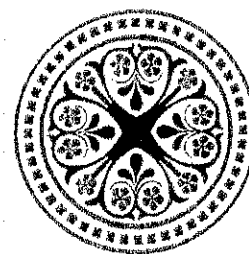
This has been our first year in our new office environment with our move taking place on the 27<sup>th</sup> June 2010. This new office has both increased our physical space but improved that amenity both for women and children visiting the office, but also for the staff who work in this facility.

Kara House has also been in the fortunate position also to be able to improve the amenity of the refuge environment with car parking and outdoor areas receiving attention during the year.

The work of Kara House has again this year been assisted by many other organisations and individuals. Without their very valued and tireless commitment to the work of Kara House we would not be in a position to offer the level of service that we are fortunate to be able to provide with their assistance.

There are also many services and government departments that have assisted Kara House this year as in the past. To the individuals and teams within these services and departments we wish to extend our thanks for your collaborative efforts to the practice, and efforts on behalf of the women and children of Kara House. To our sister domestic violence organisation this practice is a very tangible asset to have and we are very appreciative of these partnerships and interactions on a day-to-day basis.





To the staff who give of themselves each day and do so much more than is asked of them I thank them for their ongoing commitment I thank them. At times the work can be difficult and demanding but the good though their good humour and efforts for the rights of women and children I thank you on their behalf.

For all those that I have not mentioned so far, to the stakeholders and other networks and organisations that give of their time and efforts on behalf of women and children as survivors of domestic violence we thank you for progressing the work towards a safer future without violence.

Over the long history of Kara House our mission, values and philosophy continues today in supporting the rights of women to live safely and without fear. But let us not forget the women themselves the survivors of the violence that also give and support one another in a time of crisis – we thank them for the community of support of one another into their brighter future.

To the Management Committee

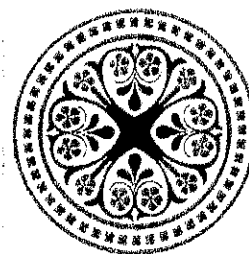
To the Management Committee, all voluntary members giving of their time and efforts to govern the organisation on behalf of the staff I wish to thank them. Kara House has committed band of members who govern the organisation and plays a highly informed, vigilant and active management role for the organisation.

In a changing and developmental environment the Management committee members provide a vital service to oversee the operational activities providing their personal commitment to provide a quality service for women and children.

Human Resources

As previously mentioned I have thanked the staff for their professionalism and commitment both to Kara House and the women and children of the service.





I wish to thank our departing staff member Laura R who was with us only a short time for her efforts for the welfare of her clients during her period of employment, and to wish her well in her future endeavours.

During this year we have undergone a structural change with the role of Senior Domestic Violence APTCH being created to both fulfil the role of second in charge to myself as Manager, and to take on the clients from the new program of APTCH. We were pleased to have Veronica apply successfully for this position and she took this up in July 2010.

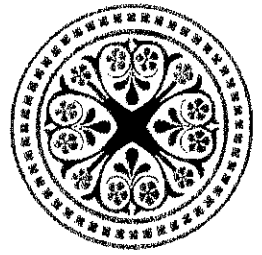
Mem who joined us a student on placement was offered locum work whilst continuing her studies, then applied and continued onto a permanent position as a Support Worker. We welcome Mem, as to do we Tracey who joined Kara House to replace Laura R when she left. Tracey has moved on to be the Support Worker/Children's Resource Worker role.

We also welcomed during the year two other students other than Mem to do their placements with us. We thank Angela and Sally for their efforts and contribution during their placements with us and hope that their experience in working within the domestic violence sector spurs their interest in future employment.

We have also been grateful for the locum project worker role. Tina came to us in March to take on the new project role which endeavours to facilitate access to the private rental market for our women. I thank Tina for her continued efforts on behalf of women seeking to find suitable long term secure accommodation.

#### Training and Development

During the year the staff have maintained their enthusiasm to increase and further develop their skills. Their efforts for their further enrichment and the knowledge that they bring back to other staff members, and for the organisations resources for client needs to be commended.



These trainings included -

- Human Rights
- Womens Leadership
- VECCI - Award Modernisation
- CISM-(Critical Incident Stress Management)
- QICSA- (Internal Contact Training)
- Childwise (Child Sexual Abuse)
- Supervision Training
- Community Strategic Conversations- Family Violence
- Victorian Legal Aid - Violence Contravention Workshop
- Specialist Homelessness Information Platform (SHIP – Data Management)
- VACCA- Working with an Aboriginal Perspective
- Child Restraints Training
- DVRC- Elder Abuse
- ECASA - Disclosure of Sexual Assault
- Walk the Thin Line - Abuse from a Multi-cultural Perspective
- First Aid Training - update
- VMIA – Risk Management
- Reflective Practice
- Orientation to Housing

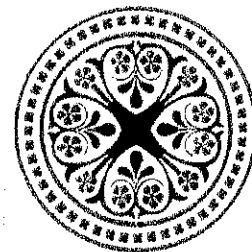
These together with many forums and consultations add to the knowledge and service delivery of the organisation. Thanks to all the staff for their dedication to this important aspect of the work and the efforts made to consolidate this information as not all staff can attend each training due to the time constraints of service delivery.

#### Continuous Quality Improvement

Kara House continues their efforts to provide improved and value added services to women and children. I will mention here several outcomes of the development of these initiatives during the past year.

Firstly, the efforts to continue the work of standards integration, the quality practices of Accreditation under all standards. Evidence of these being the continued documentation of practice initiatives; the ongoing review and monitoring of all systems and documentation; and the improvements in all practice initiatives that flow through every facet of the organisation. Kara House next full review is in June 2012.





Secondly, for the asset management of the organisation.

- ♦ For the acquisition of two new vehicles in replacement of the previous vehicles after the review of the needs and usage of the fleet.
- ♦ For the physical improvements made in the new office and to the refuge as mentioned earlier which include improvements to the information technology and peripherals, and to the amenity of the refuge with the car park concreting and veranda extensions.

#### Finances

Kara House are pleased to report that we continue to operate from a very healthy financial position and look forward to the future in a financially stable position.

Laura Z has overseen the day to day accounts of the organisation with diligence as the Finance/Administration Worker.

The audited report of accounts follows later in this report. The service agreement with the Department of Human Services expires in 2012. The new program A Place to Call Home (APTCH) has been funded for a three year period commencing this financial year.

#### Collaboration and Partnership Practice

Kara House is a member of many national, state-wide and regional networks which add richness to the knowledge and work of this organisation working towards the improvement of outcomes and service responses for women and children.

Two of which to give particular mention to are Domestic Violence Vic (DV Vic) and DV East. DV Vic is our peak domestic violence organisation in the state advocating for services and women and children in Victoria. DV East (previously Linkages) is the regional group of all refuges in the Eastern Metropolitan Region of Melbourne. DV East member services have for nearly twenty years met monthly to share information, plan and coordinate service delivery programs and services, establish protocols between related services, and respond to issues that affect clients.





Thanks also for the continued work of all the other networks of Kara House who provide their efforts towards continuing and improved networking and collaborative practices which in turn benefit the organisations involved and services responses.

#### Benefactors

Kara House provides many other value added services providing for, and exceeding the immediate needs of women and children that come to Kara House in most cases.

Women and children are provided with requisites including – culturally appropriate food; clothing; children's needs including toys and local school uniform apparel; and other add on services including access to a library and new books; telephone cards, Met Cards, taxi vouchers etc.

Kara House prides itself on having a large resource of materials for the immediate benefit of everyone accessing the service, arriving with very little or nothing from our large repository of these items. These needs may be required in the immediate crisis, or for lengthy periods until income entitlements have been secured. Or, these may be required in the medium to longer term for non-permanent residency clients awaiting for entitlements after immigration matters have been resolved – when Centrelink benefits commence or the women is able to work.

It should be noted that that these services are not funded, other than through the generous support of external donors, and limited internal recurrent funding. these services are made possible.

We cannot thank the organisation and friends of Kara House who contribute to these unfunded, but very necessary services provided as a value added benefit for Kara House and more importantly women and children. Many of these are thanked later in this report but others do not wish to be mentioned.





## Conclusion

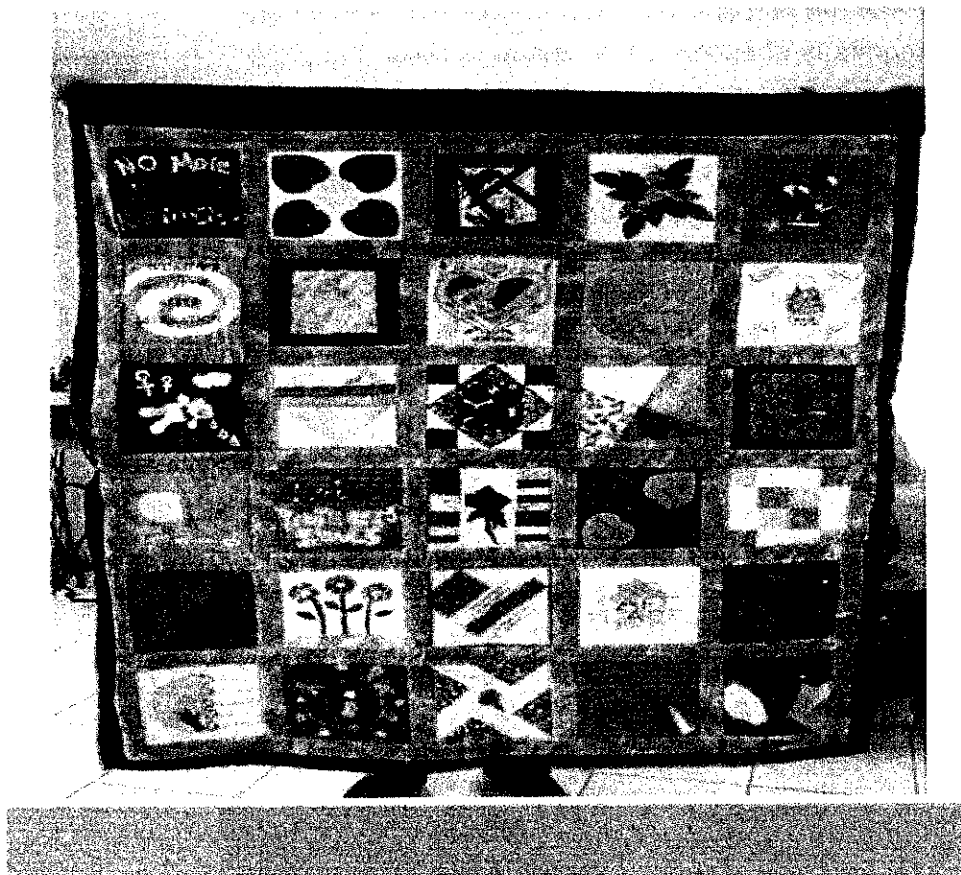
This report only mentions some of the varied work of Kara House. To the women and children that have come through the service in this financial year we wish you well in the future, a future hopefully without violence.

My personal thanks to the staff and Management Committee members for their help and support in my role. For their contribution of time and effort above and beyond that which Kara House could ask I thank you. The staff see the outcomes of the work but many others behind the scenes such as the Management Committee and benefactors of the organisation they do not have that privilege.

Unfortunately, domestic violence however recognised and named more than in the past is continuing and will require our continued work into the future. Many thanks to all concerned for their continuing efforts.

My personal thanks to all concerned.

*Desally*





## WORKER REPORTS

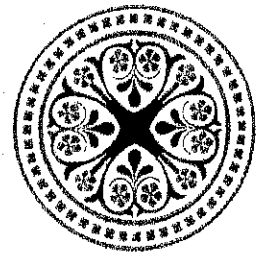
Senior Domestic Violence Worker / A Place to Call Home (APTCH) -  
*Veronica*

This year has seen us well and truly settled into our new office space, with the appreciation of its proximity to local services and the improved amenities for clients. It is also approaching the first full year of Kara House's management of the A Place to call Home program (APTCH). I am pleased to state that the program is currently at full capacity.

The APTCH program provides intensive case management support to approved families (for a period of twelve to fourteen months) on the Office of Housing segmented waiting list. Families with identified high needs are referred to the APTCH program by members of the Domestic Violence services in the Eastern region of Melbourne. A key requirement of the APTCH program is that clients are residing in DHS owned transitional properties and have formed, or wish to form, linkages into the local community.

The ultimate goal is that the property will become their permanent public housing. The program is of enormous benefit to families; the provision of stable housing removing many of the physical and psychological barriers that prevent families from moving on with their lives. In addition, successful participation in the program means that clients are permanently housed in a period of one year, rather than spending three or more years waiting for public housing. The APTCH program has a significant advantage not only for these clients but also for the domestic violence services as this also frees up transitional properties for clients coming through the system.

In this first year of the APTCH program Kara House has supported six families including twenty one children. The families supported have had differing needs. Some families are struggling with children affected by developmental disorders. Several families have developing English language skills, and require assistance in the areas of understanding documentation and their children's safety requirements as members of an Australian community. It has been gratifying to observe these families blossom and grow in confidence.



Senior Domestic Violence Worker / A Place to Call Home (APTCH) -  
*Veronica (cont.)*

For other families, the lingering effects of years of abuse have complicated their progress and they will continue working with support services at the end of their involvement in the APTCH program albeit with the advantage of stable housing and consistent supports. The nature of the APTCH program has enhanced the already close working relationship with tenancy workers attached to the Transitional Housing Managers - Community Housing Limited and The Salvation Army East-Care - and facilitated a greater understanding of our respective roles.

Like all new programs there have been teething problems but overall the concept is sound and the problems that arise are being dealt with effectively. Feedback from clients has been positive; a visible relaxing that the childcare and school won't need to be changed in the short term and that they don't need to wonder where their family will finish up. The benefits to children of a settled family are very apparent.

In addition to client work has been the myriad of tasks associated with assisting the Manager of Kara House. These are as diverse as supervising support workers, liaising with maintenance men and attending meetings, systems analysis and improvement, and day-to-day group case work and administration functions.

As I write we are starting down the road of preparation towards the second round of QICSA and consequently we have a busy time ahead. As always the support and camaraderie within the office make coming to work a pleasure.

*Veronica*





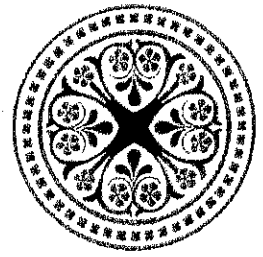
Domestic Violence Support Worker - Jen.

Another busy year has come to an end for Kara House. As usual we have seen a wide range of women and children referred to our service, including those who are recent arrivals in Australia. Kara House was established in 1978 as the first immigrant women's refuge in Victoria. Today, Kara House continues its commitment to providing a domestic violence service for women and children from culturally and linguistically diverse (CALD) backgrounds.

It is acknowledged the difficulty women and children face coming into refuge – being victims of violence, having to leave their home and belongings and all that is familiar to them, coming into an unknown locality, unknown accommodation, and living with people they don't know. It is difficult for women who speak English but for those who don't, the experience is compounded.

The majority of culturally and linguistically diverse women who have been accommodated by Kara House have been in Australia less than two years and have been isolated in the home; they haven't been able to become involved in the community; and may be unfamiliar with the custom, language, currency, public transport, shops, health services, schools, laws and court procedures and the immigration process.

When the women first come into Kara House they are usually frightened and nervous. They have no understanding of the refuge and don't know what the future holds for them or their children. From the moment they step into the Kara House office the women and children commence a learning curve. With the assistance and encouragement of their support workers the women make productive steps to move on with their lives.



Domestic Violence Support Worker - *Jen* (cont.)

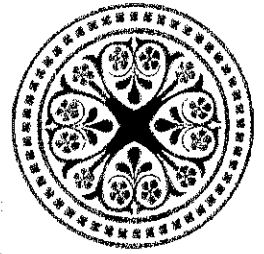
Commencing processes such as the application processes for income entitlements through Centrelink and for immigration can be daunting. If eligible for payments from Centrelink it may take up to six weeks for the payment to commence. If ineligible, the women are reliant on Kara House to facilitate and provide food, transport vouchers and other day-to-day needs including clothing. Immigration matters including applying for permanent residency is a drawn out process requiring supporting documentation gathering. Once the documentation is completed and submitted to the Department of Immigration it will take months for the paperwork to be processed.

Walking into the refuge the aromas and sharing of unfamiliar food and the chatter of intermingling languages is delightful. At this stage it is noticed the women are starting to gain confidence.

The next step is for the women and children to move into independent living, either into transitional housing, or other long-term housing. With continued support from Kara House support workers the women and children integrate and begin accessing services within their local community. It is during this time the women build on their confidence, along with the determination to move forward into a new and safe future.

I look forward to another successful year at Kara House.

*Jen*



Domestic Violence Support Worker - *Eline*.

Another year has just gone by, unbelievable; when you are asked to write up your annual report for the year you sit and think how fast it has gone.

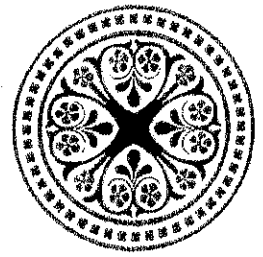
As a worker there have been some challenges and barriers but not enough to deter you from following through with what you have to do to support your clients along the way, and hopefully empowering them to move forward in a life free of domestic violence.

We still have a number of clients from non-English speaking backgrounds coming through and, it's great to see that this does not stop them following through with tasks and progressing with their lives.

I have also been able to network with a lot of mental health services, making sure that the clients are well linked within their community. Following up with medications, diagnosis and programs that clients can attend to make connections and be part of the community that they reside in. Working and networking with other services is of enormous benefit. It is valuable for us to continue to accumulate knowledge of how other services work and how, importantly, they can benefit the client.

There has been some break throughs with some of the clients and their efforts in looking for private rental. This is giving clients the opportunity to take charge of their lives regardless of any knock backs, which can sometimes leave the women feeling rejected, but with the support of their workers they can press on regardless.

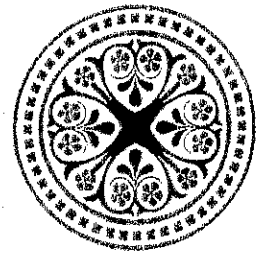
Updating the archives on a fortnightly basis has commenced this year. Confidentiality and security is of the utmost importance in preparing the files for the scanning and shredding process. It can be a tedious and labour intensive process but physically going through old files has highlighted the improvements we have made to the system we now have in place to accurately record the women and children entering and exiting our service.



Domestic Violence Support Worker - *Eline* (cont.)

We are fortunate that we continue to receive donations on a regular basis. This enables us to provide our clients with some basic needs. With occupational health and safety in mind, however, we regularly spend time sorting and clearing our garage to ensure a tidy and accessible storage space. This may be as simple as making sure the entrances are clear and that there is easy access to bags and boxes of clothing, food and toiletries. It also gives us the opportunity to identify items we may need to prioritise in the future for the benefit of women and children entering the service.

*Eline*



Domestic Violence Support Worker / Children's Resource Worker -  
*Tracey*

Well another year is over and we have had another busy year at Kara House. During the past year, Kara House supported a total of ninety eight children; two of these children were born during their time with Kara House and approximately fifty of these children being over the age of five years. These were spread out across our refuge, transitional properties, outreach and the APTCH programs.

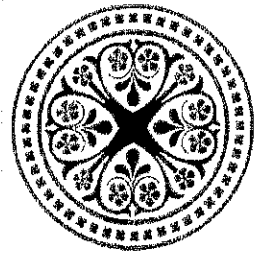
Being in refuge can be a difficult time for women and their children who very often come to us with a variety of issues and have very little money or resources to support them. This in turn can mean that there is very little time or money, or to just spend time together to have some fun. With this mind we have purchased some family tickets for families to go to the Royal Melbourne Zoo, as well as tickets to the Village Cinemas for women and their children to enjoy. These have been well received by families, some of which have stated that the outings were a great way to relax and spend some quality time together.

We have also been able to purchase some new furniture for the children's cubby house at the refuge - stove, sink and refrigerator. The children have been making good use of this new cubby house kitchen and have often been seen playing in the cubby since these were installed.

We have also received donations such as toys, clothing and knitted goods, donated through many differing avenues. These donations are of great importance to the children's program as our families. The items assist the families in many ways, such as clothing for families that come with no change of clothing, toys for the refuge, the gifts and cuddle toys for the children on arrival, birthday presents and Christmas time.

We thank the benefactors of the organisation that help Kara House to provide toys, outings, clothing and the Mothers Day presents that are distributed during the year to the women and children of the service.





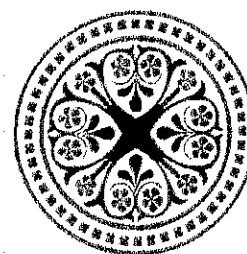
Domestic Violence Support Worker / Children's Resource Worker -  
Tracey (cont )

As well as the donations, we purchased two new children's Safe-n-Sound convertible child car seats for transporting children in our vehicles. Kara House also provided car seat training for staff to ensure these are used properly and safely. A booster seat for children to use at the kitchen table in the refuge was also purchased to assist families at mealtimes.

I am really enjoying my time in this position and look forward to whatever that means for the future of the Children's Resource Workers role at Kara House.

Tracey





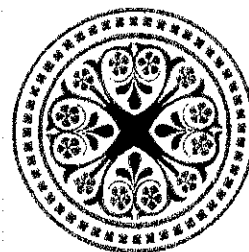
#### Domestic Violence Support Worker - Mem

In July last year I was a student At Kara House. After my placement was completed I was offered locum work for two days a week. I continued working as a locum until November last year when a support worker position became available. I applied for the position and was accepted for the role.

Working as a Domestic Violence Support Worker has been an interesting process and beyond my expectations. As a student I did not realise how much work and responsibility was involved until I was actually working in the role. I have learnt a lot since then. This year in addition to establishing myself in the position I have also attended various training opportunities. I have found that the most valuable learning is available from other experienced workers and I believe I have developed skills and knowledge with their assistance. All workers use their knowledge, experience, resources and ability to assist clients to move on, recognise their strength and make positive changes.

My experience of working at Kara House has also increased my self-awareness. Working in crisis situations I have learnt to be especially aware of the safety of everyone involved; both clients and workers. I also find that I am learning new things every day especially from clients who are often very resourceful.

We assist clients by providing them with their immediate needs when they come in to refuge - things like accommodation, food, transport and clothing. Each client is assessed and services and immediate other needs are provided based on their individual requirements. Children are also assessed individually. After settling in, it is then time to look at other areas where Kara House can assist. Often this starts by liaising with the Centrelink to access or change benefits, follow by such things as changing or opening bank accounts, and other needs including court related matter, and to provide support for family court in the case of child access or custody. Children's needs are varied but include welfare needs and young children will be referred to Maternal and Child health centres, childcare and older children referral to schools.



Domestic Violence Support Worker - Mem (cont.)

Often we are able to provide tickets to the movies or other activities to entertain children. When we are not meeting with clients much of our time is spent on the telephone coordinating meetings with other services for individual needs and housing providers. Every day is very busy and in addition to client work we each have the responsibility of other office related tasks. I am responsible for maintaining the cars, and shopping for both the refuge shopping amongst other things.

I am grateful to all the staff at Kara House whose have dedicated their time and effort as well as sharing valuable experience and knowledge. This has helped me understand the nature and complications of the work, and move from student and locum to worker.

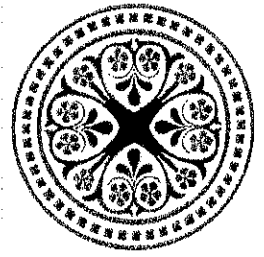
Mem





## THANK YOU'S FOR 2010 - 2011

- ◆ DV East Member Organisations
- ◆ DV Vic
- ◆ Domestic Violence Resource Centre (DVRC)
- ◆ Women's Domestic Violence Crisis Service (WDVCS)
- ◆ Victorian Council of Social Services (VCOSS)
- ◆ InTouch
- ◆ The Migrant Resource Centre
- ◆ Centrelink
- ◆ Citizens Advice Bureau
- ◆ Eastern Victims Assistance and Counselling Program
- ◆ Department of Immigration
- ◆ Refugee and Immigration Legal Service
- ◆ Department of Human Resources (DHS-EMR)
- ◆ Department of Human Services – Child Protection
- ◆ The Salvation Army - EastCare
- ◆ Community Housing Ltd (CHL)
- ◆ Women's Housing Ltd (WHL)
- ◆ Yarra Housing
- ◆ Elgar Court Occasional Care Centre
- ◆ Elland Ave Occasional Child Care Centre
- ◆ Wesley – Resilient Kids Program
- ◆ Eastern Emergency Relief Network (EER)
- ◆ Keith Rooney – Eastern Emergency Relief Network
- ◆ Impact for Women
- ◆ The Kawani's Volunteer Group
- ◆ View Club
- ◆ Zonta of Waverley
- ◆ Knitting for the Needy
- ◆ Painters Quilt Club – The Society of Folk and Decorative Artists of Vic
- ◆ Street Smart
- ◆ Holeproof
- ◆ AGL
- ◆ Childrens Book Council
- ◆ National Bank of Australia
- ◆ Commonwealth Bank of Australia
- ◆ Don Martin and Partners
- ◆ Jeanette Elkner
- ◆ DonorTech—Microsoft



#### FINANCE / ADMINISTRATION WORKER - *Laura Z*

This report will outline the financial position of Kara House. We continue to operate from a good financial position, despite a loss due to buying two new cars, seven new computers and updating software. Our finances for 2010/11 have been audited.

I started working at Kara House as a finance worker from the beginning of the financial year. From working in the private sector to working in the community sector has been a very big change for me, as the private sector is based on profit, and the community sector is centred on funding management. At the beginning of this financial year Kara House switched to using MYOB, thereby increasing the ease with which I can present clear and readily understandable monthly reports to the committee of management.

I am working across three refuges, and I have found this to be beneficial, as it has increased my knowledge and experience. This has helped me become more productive, and has helped to increase my communication skills with team members.

At Kara House I have had the pleasure of working with a team of friendly and welcoming women who have made my job more enjoyable, and their expertise has assisted me in adapting to a community sector environment. I would like take this opportunity to thank Kara House Manager Desally Turner in particular for her support throughout the year.

The auditor's report is as follows.

*Laura*



**Kara House**  
**Financial Statements**  
**For the Year ended 30<sup>th</sup> June 2011**

**Kara House**  
**Income Statement**  
**For the Year ended 30 June 2011**

	Note	2011 \$	2010 \$
Revenues	2	515,804	474,606
Employee Benefits Expenses		(334,189)	(278,980)
Depreciation and Amortisation Expenses	3	(9,333)	(8,201)
Other Expenses from Ordinary Activities		(180,782)	(114,218)
Profit (Loss) from Ordinary Activities Before Income Tax Expense	3	<u>(8,500)</u>	<u>73,207</u>
Income Tax Expense Relating to Ordinary Activities		-	-
Net Income (Loss) from Ordinary Activities After Income Tax Expense	8	<u><u>(8,500)</u></u>	<u><u>73,207</u></u>



**Kara House**  
**Balance Sheet**  
**For the year ended 30 June 2011**

	Note	2011 \$	2010 \$
<b>CURRENT ASSETS</b>			
Cash Assets	4	216,756	251,337
Other Assets	6	-	3,320
		<u>216,756</u>	<u>254,657</u>
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment	5	83,070	25,361
		<u>83,070</u>	<u>25,361</u>
<b>TOTAL ASSETS</b>		<u>299,826</u>	<u>280,018</u>
<b>CURRENT LIABILITIES</b>			
Provisions	7	55,696	23,157
GST Liabilities		3,896	-
Sundry Creditors		5,119	-
		<u>64,711</u>	<u>23,157</u>
<b>NON -CURRENT LIABILITIES</b>			
Provisions	7	13,006	-
		<u>13,006</u>	<u>-</u>
<b>TOTAL LIABILITIES</b>		<u>77,717</u>	<u>23,157</u>
<b>NET ASSETS</b>		<u>222,109</u>	<u>256,862</u>
<b>EQUITY</b>			
Accumulated Funds	8	222,109	256,862
<b>TOTAL EQUITY</b>		<u>222,109</u>	<u>256,862</u>

**Kara House**  
**Statement of Changes in Equity**  
**For the Year ended 30 June 2011**

	2011 \$	2010 \$
Accumulated Funds at beginning of the financial year	256,862	183,656
Prior Year Adjustments	(26,252)	-
Net Profit (loss) attributable to organisation	(8,500)	73,207
<b>ACCUMULATED FUNDS AT 30 JUNE 2011</b>	<u><u>222,109</u></u>	<u><u>256,862</u></u>

**Kara House**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2011**

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**Note 1: Statement of Significant Accounting Policies**

The financial statements are a general purpose financial report that has been prepared in accordance with applicable Accounting Standards and other mandatory professional reporting requirements. The financial statements have also been prepared on the basis of historical costs and do not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets. The accounting policies have been consistently applied, unless otherwise stated.

The following is a summary of the material accounting policies adopted by the economic entity in the preparation of the financial statements.

**Property, Plant and Equipment**

Property, plant and equipment are brought to account at cost, less, where applicable, any accumulated depreciation or amortisation.

The carrying amount of property, plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

The depreciable amount of all fixed assets is depreciated on a straight line basis over their useful lives to the economic entity commencing from the time the asset is held ready for use.

**Employee Benefits**

Provision is made for the organisation's liability for employee benefits arising from services rendered by employees to the reporting date. Employee benefits expected to be settled within one year together with entitlements arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at their minimal amount. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the organisation to employee superannuation funds and are charged as expenses when incurred.

**Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST except where the amount is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expenses. Receivables and payables in the Balance Sheet are shown inclusive of GST.

**Kara House**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2011**

	2011	2010
	\$	\$
<b>Note 2: Revenue</b>		
Operating Activities		
Funding Received	484,290	452,282
Profit on disposal of property, plant and equipment	18,153	-
Other Income	13,361	22,323
	<u>515,804</u>	<u>474,606</u>

**Note 3: Profit from Ordinary Activities**

Profit (Loss) from ordinary activities before income tax expense has been determined after:

**(a) Expenses:**

Auditing Services	1,479	1,800
Depreciation of non-current assets	9,333	8,201
Net loss on disposal of property, plant and equipment	-	1,139

**Note 4: Cash Assets**

Cash on Hand	400	400
General Account	3,911	7,565
Maxi Direct	211,748	243,107
Service Deposit	697	265
	<u>216,756</u>	<u>251,337</u>

**Note 5: Property, Plant and Equipment**

Buildings – at Cost	5,397	-
Less Accumulated Depreciation	<u>3,276</u>	<u>-</u>
	2,121	-
Plant and Equipment – at Cost	23,940	12,493
Less Accumulated Depreciation	<u>5,847</u>	<u>6,563</u>
	18,093	5,930
Motor Vehicle – at Cost	139,963	83,247
Less Accumulated Depreciation	<u>77,106</u>	<u>63,816</u>
	62,856	19,431

**Note 6: Other Assets**

Prepayments		3,320
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**Note 7: Provisions**

**Current**

Provision for Annual Leave	33,487	23,157
Provision for Sick Leave	<u>22,209</u>	<u>-</u>
	55,696	23,157

**Non-current**

Provision for Long Service Leave	<u>13,006</u>	<u>-</u>
	13,006	23,157

**Kara House**  
**Notes to the Financial Statements**  
**For the year ended 30 June 2011**

	2011 \$	2010 \$
<b>Note 8: Accumulated Funds</b>		
Accumulated Funds at beginning of the financial year	256,862	183,656
Prior Year Adjustments	(26,252)	-
Net Profit (Loss) for the year	(8,500)	73,207
Accumulated Funds at the end of the financial year	<u>222,109</u>	<u>256,862</u>



**J L COLLYER & PARTNERS**  
ACCOUNTANTS & AUDITORS

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187-189 Coleman Parade  
Glen Waverley Vic 3150  
PO Box 340  
Glen Waverley Vic 3150

Phone: 03 9560 0211  
Fax: 03 9561 5497  
Email: jan@jcollyerpartners.com.au

## INDEPENDENT AUDITOR'S REPORT

To the members of KARA HOUSE INC

### Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of **KARA HOUSE INC** which comprises the balance sheet as at 30<sup>th</sup> June 2011, and the income statement, statement of changes in equity and cash flow statement for the year then ended.

#### *Management's Responsibility for the Financial Report*

The management of **KARA HOUSE INC** is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the needs of the members. The management's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### *Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

#### DIRECTORS

JANET L. COLLYER FCPA  
LIONEL R. ARNOLD CA B.BUS  
RAELENE LAI CPA B.COM



Chartered Accountants

LIABILITY LIMITED BY A SCHEME APPROVED  
UNDER PROFESSIONAL STANDARDS LEGISLATION

The financial report has been prepared for distribution to members for the purpose of fulfilling the Management's financial reporting requirement. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

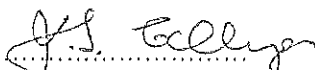
*Independence*

In conducting our audit, we have complied with the relevant independence requirements.

*Auditor's Opinion*

In our opinion the financial report of

- (a) gives a true and fair view of KARA HOUSE INC's financial position as at 30<sup>th</sup> June 2011 and of its performance for the year ended on that date in accordance with appropriate accounting policies; and
- (b) complying with appropriate Australian Accounting Standards.

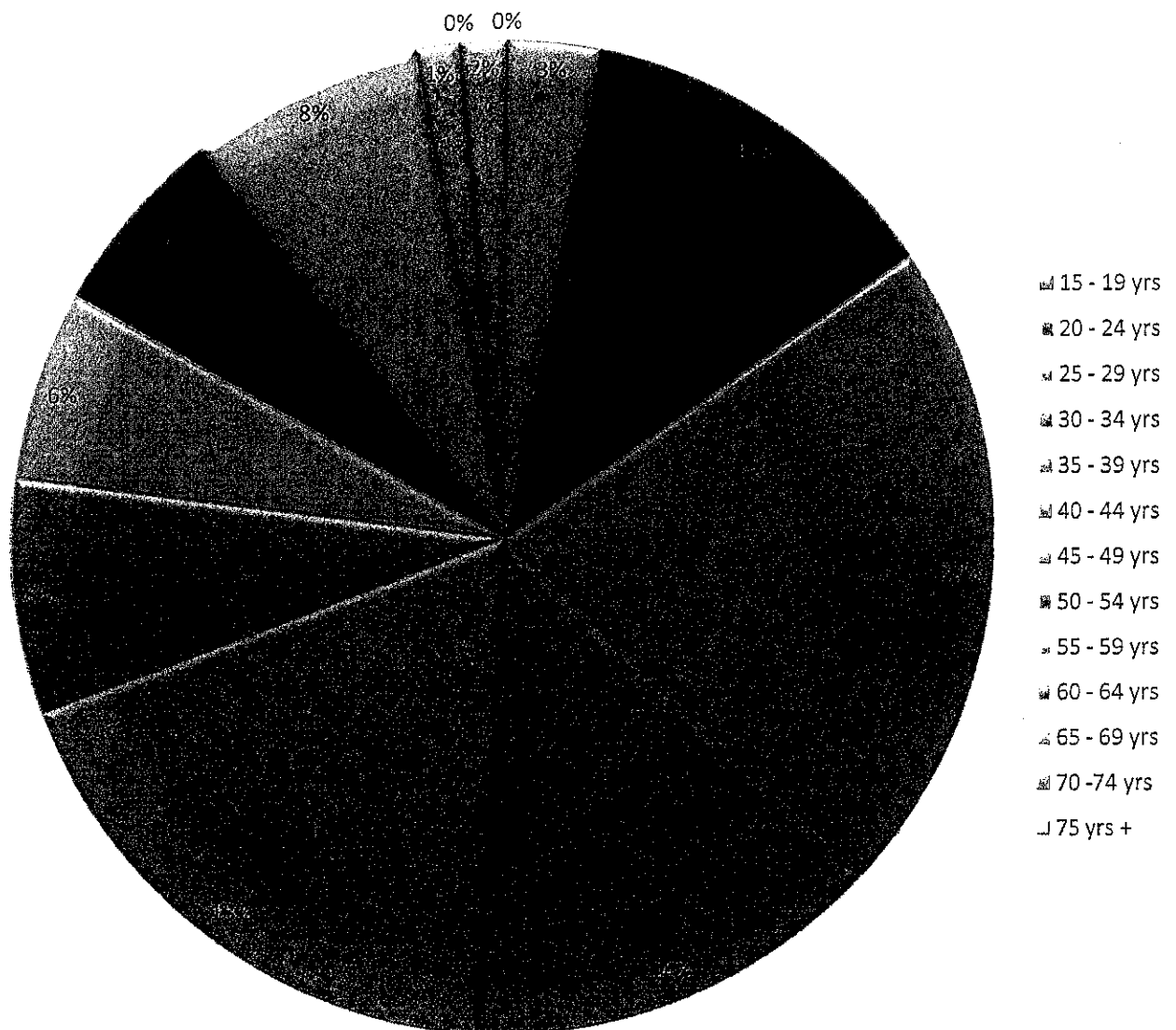
  
.....  
Janet Collyer  
J L COLLYER & PARTNERS

3<sup>rd</sup> August 2011

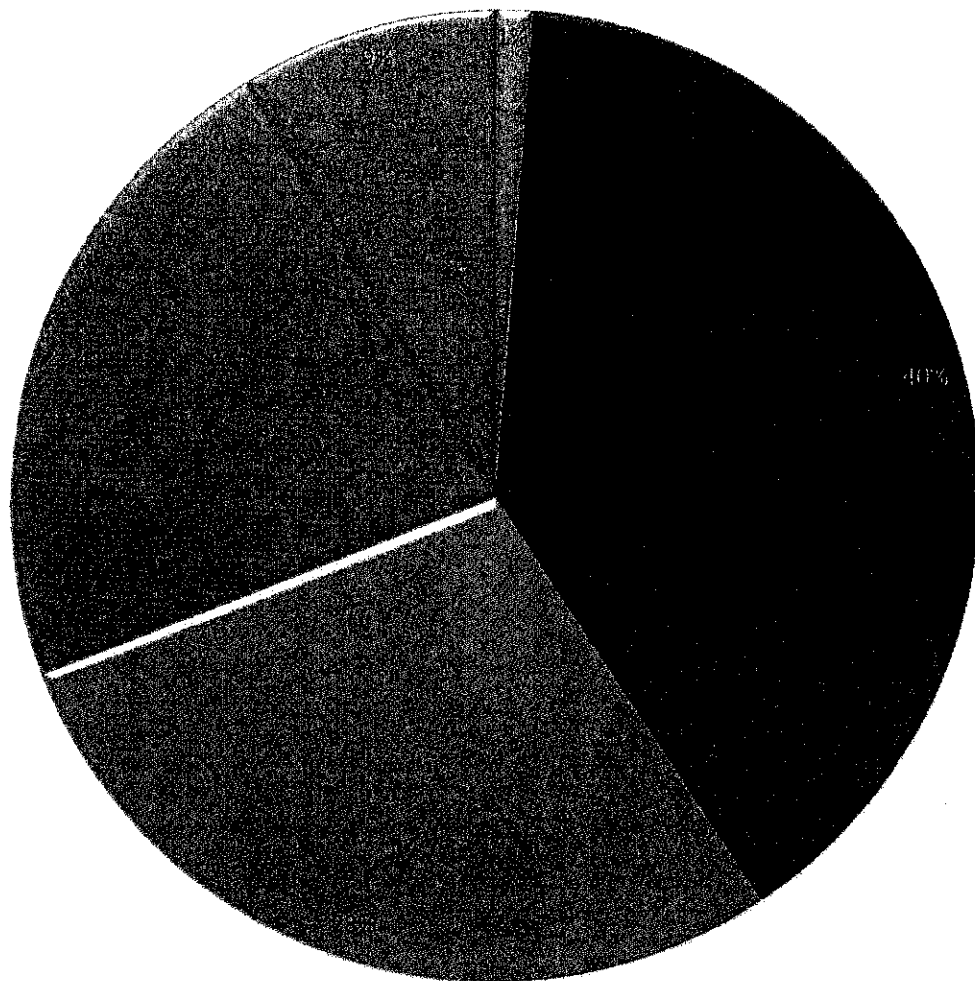




# Age of Clients at Intake

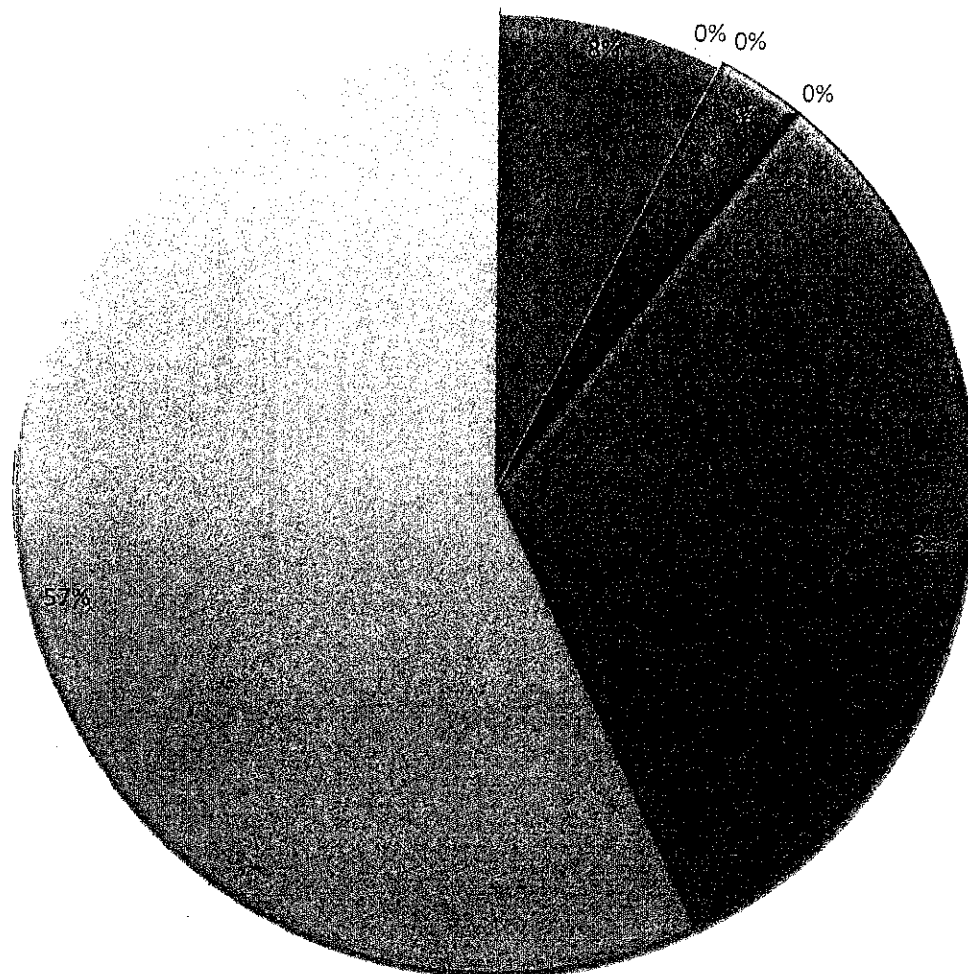


## Age of Children at Intake



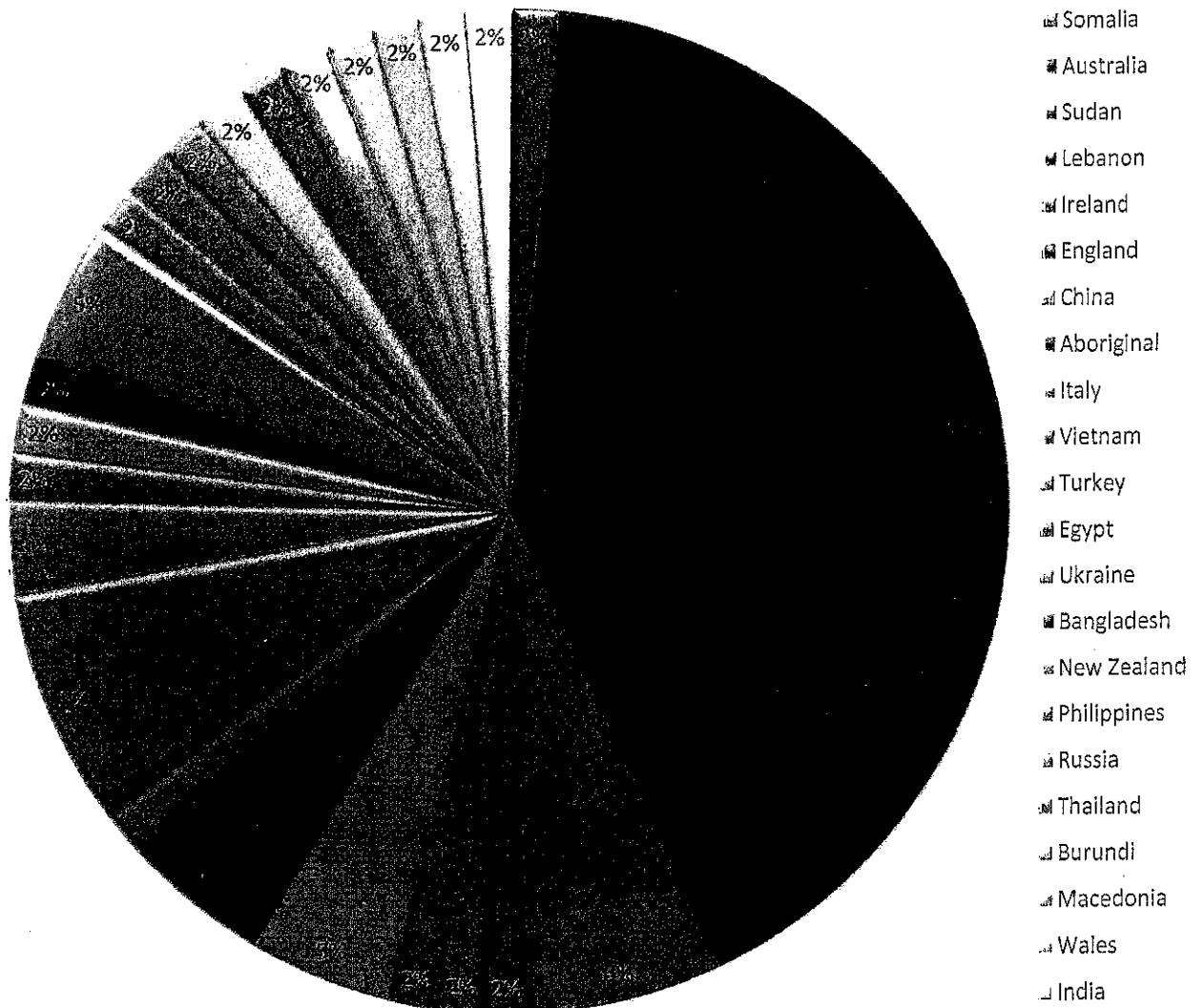
<0 1 - 4 yrs 5 - 9 yrs 10 - 14 yrs 15 - 19 yrs

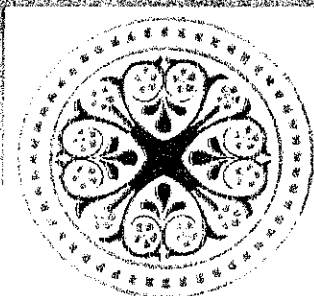
# Source of Referrals



- Self
- Family/Friends
- Health Services
- Other Govt Dept
- Other Non-Govt Dept
- SAAP Agency
- Telephone/Crisis Agency

# Cultural Identity





## *KARA HOUSE*

ABN: 20305139734



We are an Accredited  
Organisation

Postal Address: PO Box 508, Karaikal 712 5

Phone: (800) 667 5210

Email: [karahouse@infoexchange.net.au](mailto:karahouse@infoexchange.net.au)

Hours: Mon to Fri - 9am to 5pm

