



Bonnie
Support Services



Annual Report 2023-24

Acknowledgement of Country

Bonnie Support Services acknowledges the Cabrogal clan of the Darug Nation as the Traditional Custodians of the land on which our organisation is situated. We extend our acknowledgement to all Aboriginal and Torres Strait Islander peoples as the Traditional Owners of this nation on which we call home. We pay our deepest respects to Ancestors and Elders, past, present and emerging. Bonnie's is committed to honouring Australian Aboriginal and Torres Strait Islanders holistic, cultural and spiritual relationships to the land, waters and seas.

Vietnamese

Dịch vụ hỗ trợ của Bonnie công nhận tộc Cabrogal của Quốc gia Darug là những Người giám hộ truyền thống của vùng đất mà tổ chức của chúng tôi đặt trụ sở. Chúng tôi mở rộng sự công nhận của chúng tôi đối với tất cả các dân tộc Thổ dân và Cư dân trên eo biển Torres Strait với tư cách là Chủ sở hữu truyền thống của quốc gia mà chúng tôi gọi là quê hương này. Chúng tôi bày tỏ lòng kính trọng sâu sắc nhất tới Tổ tiên và các bậc cao niên, trong quá khứ, hiện tại và mối nối. Bonnie's cam kết tôn vinh những người Thổ dân Úc và Cư dân trên đảo Torres Strait có mối quan hệ toàn diện, văn hóa và tinh thần với đất liền, vùng nước và vùng biển.

Hindi

बोनी सपोर्ट सर्विसेज दारुग राष्ट्र के कैब्रोगल कबीले को उस भूमि के पारंपरिक संरक्षक के रूप में स्वीकार करती है जिस पर हमारा संगठन स्थित है। हम सभी आदिवासी और टोरेस स्ट्रेट आइलैंडर लोगों को इस देश के पारंपरिक मालिकों के रूप में अपनी स्वीकृति देते हैं, जिसे हम घर कहते हैं। हम पूर्वजों और बड़ों, अतीत, वर्तमान और उभरते हुए लोगों के प्रति अपना गहरा सम्मान देते हैं। बोनीज ऑस्ट्रेलियाई आदिवासी और टोरेस स्ट्रेट आइलैंडर्स को भूमि, जल और समुद्र के समग्र, सांस्कृतिक और आध्यात्मिक संबंधों का सम्मान करने के लिए प्रतिबद्ध है।

Arabic

تقر خدمات دعم Bonnie أن عشيرة Cabrogal في Darug Nation هي الأمانة التقليدية للأرض التي تقع عليها منظمنا. نقدم اعترافنا لجميع السكان الأصليين وسكان جزر مضيق توريس بصفته المالكين التقليديين لهذه الأمة التي نسميها الوطن. نقدر أعمق الاحترام للأجداد والشيوخ، في الماضي والحاضر والناشي. نلتزم Bonnie's بتكريم العلاقات الشاملة والثقافية والروحية للسكان الأصليين الأستراليين وسكان جزر مضيق توريس مع الأرض والمياه والبحار.

Urdu

بونی سپورٹ سروسز داروگ قوم کے کیبروگل قبیلے کو اس زمین کے روایتی محافظ کے طور پر تسلیم کرتی ہے جس پر ہماری تنظیم واقع ہے۔ ہم تمام قبائلی اور ٹورس اینڈس کے جزیرے کے لوگوں کو اس قوم کے روایتی مالک کے طور پر اپنا اعتراف دیتے ہیں جس پر ہم گھر کہتے ہیں۔ ہم اپنے بزرگوں اور بزرگوں، ماضی، حال اور ابھرتے ہوئے کو انتہائی احترام کرتے ہیں۔ بونی آسٹریلین ایبوریجنل اور ٹورس اینڈس کے جزیروں کو زمین، پانیوں اور سمندروں کے جامع، ثقافتی اور روحانی رشتوں کا احترام کرنے کے لیے پرعزم ہے۔

Serbian

Бонние Суппорт Сервицес признаје Цаброгал клан Дарушке нације као традиционалне чуваре земље на којој се налази наша организација. Изражавамо признање свим Абориџинима и оточанима у Торесовом пролазу као традиционалним власницима ове нације коју називамо домом. Одајемо најдубље поштовање прецима и старешинама, прошлим, садашњим и новим. Бонние'с се залаже за поштовање холистичких, културних и духовних односа Аустралије Абориџина и острва Торрес Страит са копном, водама и морима.

Chinese

Bonnie Support Services 承认 Darug 民族的 Cabrogal 氏族是我们组织所在土地的传统监护人。我们向所有原住民和托雷斯海峡岛民表示感谢，他们是我们称之为家的国家的传统所有者。我们向过去、现在和新兴的祖先和长老致以最深切的敬意。Bonnie's 致力于表彰澳大利亚原住民和托雷斯海峡岛民与陆地、水域和海洋的整体、文化和精神关系。

Spanish

Bonnie Support Services reconoce al clan Cabrogal de la Nación Darug como los Custodios Tradicionales de la tierra en la que se encuentra nuestra organización. Extendemos nuestro reconocimiento a todos los pueblos aborígenes e isleños del Estrecho de Torres como propietarios tradicionales de esta nación a la que llamamos hogar. Presentamos nuestro más profundo respeto a los Ancestros y Ancianos, pasados, presentes y emergentes. Bonnie's se compromete a honrar las relaciones holísticas, culturales y espirituales de los aborígenes australianos y los isleños del Estrecho de Torres con la tierra, las aguas y los mares.

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Executive Officer's Report

Looking back...

Tracy Phillips, former Executive Officer



Welcome to Bonnie Support Services' 2023-24 Annual Report - our annual opportunity to reflect on our achievements and the challenges too.

Bonnie's is now in our 50th year: that's five decades of

offering a safe place for women and children escaping domestic and family violence. I am so proud of the collective work of this great organisation: this includes our staff, our Board, our partners, and community. And of course, all the women and their children, past and present, who have come through our door, so they could walk back through it and join the community again - stronger, happier, and safe.



We are very grateful for our stakeholder partnerships with organisations like Liverpool Women's Health Centre, Rosebank, Habitat for Humanity, CORE Community Services, Only Human Stories; and peak bodies, DVNSW and Homelessness NSW, to name just a few.

One of the highlights of the year has been the achievement of Australian Service Excellence Standards (ASES) accreditation. This was a huge piece of work, and we were delighted to achieve 100% - a great acknowledgement of the team's work and dedication.

Our second Reconciliation Action Plan is well underway and sits with Bonnie's strategic plan to ensure that the organisation is meeting our commitment to First Nations' women and children to be a culturally safe place. All staff have been part of training, cultural immersion experiences and feedback sessions with Ngurra Advisory to embed this work in all that we do.

The housing crisis in Australia that has been experienced by all communities over the past few years has been felt by Bonnie's and all in the community sector. It has been incredibly challenging to meet the demand for accommodation. We are receiving many more self-referrals - another indicator of the dire situation many women are experiencing. There has been a shocking increase in the number of women and children murdered in domestic violence situations this year. Each year Bonnie's holds its Candlelight Vigil to commemorate the women who have been killed, and heartbreakingly, there will be many more names to read out in 2024.

We are very grateful for our stakeholder partnerships with organisations like Liverpool Women's Health Centre, Rosebank, Habitat for Humanity, CORE Community Services, Only Human Stories; and peak bodies, DVNSW and Homelessness NSW, to name just a few. Working together means our goals are more achievable and the results all the more impressive. We have been fortunate to have had support from Aland and ADCO to improve the standard of our housing in addition to a successful grant from Homes NSW that has enabled some major house improvements.

There have been many opportunities for expansion this year and we are waiting for the final decisions before making announcements, but if successful we will see substantial growth for Bonnie's and the sector in the coming years. When the Women's Refuge Movement started 50 years ago, there were hopes that the need for our services would diminish over time, but the opposite is true. We now have a more complex and nuanced understanding of domestic violence, and the recent introduction of coercive control laws is indicative of this. There is now work ahead to ensure their correct implementation.

We are just wrapping up version two of *Home Free*. *Home Free* is a beautiful book of women's stories, retelling their journeys to safety. The book will be launched in October 2024 - a wonderful addition to mark 50 years of service.

After 10 years in this role, I have now retired from Bonnie's so this is my final Executive

Officer report. As I write this, I am thinking about the more than 15,000 women and children who have come through Bonnie's doors in that time, and the many, many thousands more who have sought safety with us since we started in 1974.

I am grateful to the many amazing women I have worked with who given their all to fight for the rights of women and children to live safe and fulfilling lives. I am grateful to the women who trusted Bonnie's with their lives when

they needed a place to go, and I am grateful to have had the opportunity to watch so many of them thrive. It has been a privilege to witness such strength and determination through participation in groups and art programs and storytelling and feedback sessions and conversations.

I wish Sarah Morgan, the new Executive Officer all the best in this wonderful role.

Looking forward...

Sarah Morgan, Executive Officer



I am so excited to be part of the Bonnie's team and to contribute to Bonnie's vision of a safe world where women and children flourish and reach their full potential.

I feel really privileged to work with such a talented group of highly skilled women. Their commitment to the women and children we work with shone clearly in my first few months in the role. I want to also acknowledge the contribution of Tracy Phillips over the past ten years, she leaves big shoes to fill.

What does the future hold? We'll develop a new Strategic Plan later this year to determine

Bonnie's goals and direction for the next three years. In early 2025 we'll celebrate 50 years of supporting women and children to find safety, freedom and independence. We'll continue to explore new partnerships because we know we can't end domestic and family violence and homelessness alone. And we'll continue to work together to deliver great services for vulnerable women and children.

Thanks to everyone involved with Bonnie's - our Board, staff and partners. I'm really excited to be part of the next phase of Bonnie's journey, and I look forward to working with you all.



In early 2025 we'll celebrate 50 years of supporting women and children to find safety, freedom and independence.



From our Chair, Betty Green



This past year, public and national conversations have brought a renewed focus on the horrendous impacts of domestic and family violence.

We have seen roundtables at both

Commonwealth and State levels: advocate, survivor and academic voices all contributing to important discussions towards how to do better in prevention, early intervention, system responses, recovery and healing. Survivors and supporting advocates play a critical role in policymakers' understanding of system gaps, weaknesses, and entrenched attitudes.



Bonnie's has gone from strength to strength in reputation and practice and today we are widely recognised as a leading specialist women's service in southwest Sydney. Bonnie's certainly reflects the essence of Uncle Archie Roach's words "from the little things, big things grow!"

I am so proud of the never-failing commitment and specialist work of the Bonnie's teams. Our family and outreach workers, community workers, tenancy officers, DVRE and children and young people's programs provide an astonishing range of supports and interventions. Our ASES Accreditation score of 100% was an exceptional result and testament to both staff and leadership team.

This past year, Bonnie's participation in the Core and Cluster housing has required

significant human resources and focus. The Board appreciates the tireless work of staff and partners including Tracy Phillips, Fiona Christian, An Le, Heike Obermayr, Habitat for Humanity and the amazing team of other experts. It's an exciting prospect and we await further advice on the outcome.

I also extend a sincere thank you to our key partner Habitat for Humanity whose ongoing support from painting to renovation of kitchen or bathrooms, continues to contribute to maintaining our transitional properties as safe and comfortable homes. We also acknowledge ALAND and ADDCO in their contribution of trades people in undertaking much needed repairs and maintenance and look forward to a continuing partnership.

This year has also seen momentous change in the retirement of Tracy Phillips, our Executive Officer from 2014. Over the decade of Tracy's leadership, Bonnie's has gone from strength to strength in reputation and practice and today we are widely recognised as a leading specialist women's service in southwest Sydney. Bonnie's certainly reflects the essence of Uncle Archie Roach's words "from the little things, big things grow!" We wish Tracy well and also warmly welcome our new Executive Officer, Sarah Morgan, and look forward to doing great things together, in the future.

The Board thanks and appreciates the Department of Communities and Justice and Fairfield City Council in their continued support of the women and children in South Western Sydney to access a quality specialist service in their journey from crisis to recovery and healing.

Thank you to our staff the work and camaraderie of such a dedicated and passionate team of women makes Bonnie what it is - a compassionate, holistic, and professional service. Every member of the team is crucial to the delivery of our exceptional services, thank you.

Finally to my Board colleagues, your commitment and continued support in volunteering your skills, knowledge and time ensures the governance of Bonnie provides a sound and strong foundation. It's a pleasure working with you all.

Betty Green
CHAIR

Program Manager's Report



While working here at Bonnie's, I came across this poem, and it sometimes guides me to persevere with our work. Is our work about fostering opportunities for our mothers to have little moments like this? Will challenging days be worth it? And are hard days made easier?

Supporting our clients in escaping domestic and family violence is a role

we do not take lightly, and it can be so very hard at times. This work is not for everyone due to the nature of grief that it brings and how the hardship is multiplied for the women and children we work with because safety and security were taken away from them. They are stripped bare and left with little, and are simply asking us to believe in their story and provide what we can do to help. The challenges and obstacles we face as a sector are seen and heard in workers' voices and faces, and we see the struggles daily for women here to enjoy the sunshine again.

Bonnie's has been around for almost 50 years. That is nearly 50 years of being helpers. We asked people to look for help, and people found us, and we have been helping. There have been 50 years of helpers in and out of Bonnie's door: always passing the baton to the next generation of workers. When a baton is passed over, we, the ones who are here, strive and choose to do the work until we need to pass the baton on again.

Recently, our EO passed her baton. As a team, we say our heartfelt goodbye to Tracy this year and welcome Sarah to Bonnie's, but the passion to support our clients has not changed. Bonnie's remains the same for the women and children we support. We still celebrate great outcomes and still unite when faced with difficulties.

Every year, in this report, I thank all the staff at Bonnie's, our board, our partners, and external colleagues because one thank-you is not enough for the dedication and sacrifices made working in our sector to find solutions for challenges and advocate in all forms to allow space for our clients to have their lives filled with the sun again.

An Le
PROGRAM MANAGER

Two little shadows

*I saw a young mother
With eyes full of laughter
And two little shadows
Came following after.*

*Wherever she moved,
They were always right there
Holding onto her skirts,
Hanging onto her chair.
Before her, behind her –
An adhesive pair.*

*"Don't you ever get weary
As, day after day,
your two little tagalongs
Get in your way?"*

*She smiled as she shook
Her pretty young head,
And I'll always remember
The words that she said.*

*"It's good to have shadows
That run when you run,
That laugh when you're happy
And hum when you hum –
For you only have shadows*

When your life's filled with sun."

Barbara Burrows

The challenges and obstacles we face as a sector are seen and heard in workers' voices and faces, and we see the struggles daily for women here to enjoy the sunshine again.

WE ARE BONNIE'S

Stronger together

Our philosophy

Bonnie's operates within a feminist philosophy and an unshakeable belief that women and children have the right to be safe and feel free. All women deserve access to services which enable them to be autonomous, independent and self-determining.

Our vision is for a world where women and children flourish and reach their full potential.

Our values are

- » Advocate courageously
- » Empower women and children
- » Act with integrity
- » Deliver quality services
- » Promote collaboration
- » Work respectfully

Our commitment

Our commitment to safety is based on principles of social justice, equity and provides:

- » **An environment which values each person's right to be heard.**
- » **An environment that acknowledges the importance of every woman and every child's story.**
- » **A professional quality service that facilitates reciprocal learning, respects differences, recognises and supports each person's knowledge, experience and right to self-determination.**
- » **A deep respect and understanding for each person's cultural background, language and religious beliefs.**



WHO WE ARE

We are Bonnie's!

What we do

Bonnie's provides support and/or accommodation for women and their children who are homeless, at risk of homelessness or escaping domestic and family violence. We are a registered Community Housing Provider and are funded mainly by the Department of Communities and Justice (DCJ) under the Going Home Staying Home program.

We're an all-female not-for-profit support service, supporting women and children to lead the best lives they can. Established in 1975, we are committed to bringing our almost 50 years of experience, understanding and best practices to make a real impact.

We work to enhance women's skills, knowledge and capacities with a range of services that allow women to make informed choices and enhance their opportunities.

Bonnie's supports women to develop supportive and trusting relationships, self-management skills and accountability thus enhancing confidence and living skills.

Who we are

We are a group of highly skilled women from diverse backgrounds. We share strong feminist principles and live by the belief that everyone has a right to safety. The staff at Bonnie's have a wide range of work experience and qualifications ranging from Certificates to Master's Degrees. This diversity in experience and skill makes Bonnie's a place with a wealth of knowledge in this sector. Homelessness and domestic and family violence affect people from all different cultures. In order to best assist women from non-English speaking backgrounds, our bilingual staff are fluent in English, Vietnamese, Spanish, Serbian, Greek, Croatian, French, German, Fijian, Hindi, Urdu, Cambodian, Japanese and Nepalese. Most of the staff at Bonnie's are also either mothers themselves, or aunties to beautiful nieces and nephews to whom they help impart all their wisdom.



WE ARE BONNIE'S

Safety in numbers

Community Officer Report

As Community Officers, we are used to being on the phone a lot of the time. Many calls come from women who need immediate safety planning and emotional support, as we are the first point of call. If we're unable to help, we can refer them to other services better suited to the family's needs.



Alison

In the last year, the phone hasn't stopped ringing. We have been so busy as the demand for support has increased dramatically.

I recently spoke to someone from another service who called to ask

if Bonnie's could assist as she wanted to refer some of her clients. I asked her how many, and she replied, "I have 48 clients in total."

I couldn't believe it, "What?! 48!"

"Well, some of them are children..."

That's still around 48 beds and 48 people that need housing and support, fast.

This reflects the state of most domestic violence and homelessness services across Australia right now. But the good news is that this year I've noticed a growing sense of solidarity between all

the services and with the broader community too. We can't overestimate the value of building trust between services, the power of networking, and simply not giving up!

For example, recently, it was almost time for me to go home when the phone rang. The caller was a medical PhD student. She told me that her best friend worked at a childcare centre

and was worried about one of the mums who was experiencing domestic violence. What could we do? I jumped on a call with another women's refuge to refer this mum and see if they had space. They did, yes, but this mum needed to contact them within the hour. Otherwise, they would give the place to someone else.

Okay, great! They had space but I only had one hour to find this mum. This was going to be tight. I called back the PhD student. No answer. Okay. I googled and phoned the childcare centre, and I asked to speak to the childcare worker, but she was on playground duty and wouldn't be able to talk for another half an hour. Okay, don't worry, we still have time. I left the crucial details with the woman on the phone, hoping the childcare worker would get the message in time to give to the mum. Shortly after hanging up, the PhD student phoned back and told me it was all going to be okay, and that this mum and child were safe.

I'm sharing this story because it's amazing that this mum, whoever she is and whom I will never meet, had these people fighting for her and her safety. And she'll probably never know it. That's what we do as community workers - we're creative, we network, and help each other, so we can support as many women and families as we can.

Written from a conversation with Alison D, Community Officer at Bonnie's



WE ARE BONNIE'S

Dear Mums...

Family Worker Report

One of the things I miss about just being a Family Worker is meeting all the families at Bonnie's. As Team Leader now, I don't get to have a lot of interaction with you all, as my job is mainly to support and guide the team that in turn supports you.



Mel

The good news? While I might not get to meet you so often, I still do get to hear your stories.

Your workers tell me about your resilience and your strength. We chat about your situation and how we can best help

you move forward. We brainstorm ideas to help you access housing and financial support. We double and triple-check your safety plans to make sure we haven't forgotten anything.

We talk a lot about your kids and what we can do for them too.

Bonnie's has been open for almost 50 years, and throughout that time thousands of women have come through our doors. Each one unique in her experiences and her journey, but each one sharing one common goal – to find safety and peace for her family. Each woman needs a place to rest, ask questions, and make a plan for what comes next.

I get to hear all about how clever and sweet your children are, the funny things they say and do. I also hear about your worries for them, we talk about the challenges they face, and we make plans about what we can do to help them.

While we might never meet each other in person, I want you to know that I am here in the background doing what I can for you and your kids. Lots of us are. Tenancy officers advocate for you and work hard to make sure you can sustain your tenancy. Admin workers source donations and do endless tasks to keep Bonnie's running smoothly. We have managers who guide us and a Board that makes sure we're complying with all the rules and regulations so we can all get on with what we do best – supporting families like yours.

I also want you to know that even if you haven't had anyone believe in you for a long time, and even if you don't believe in yourself right now – I believe in you. I believe in your strength. I believe in your ability to face the challenges ahead of you with your head held high.

Yes, there will be times you stumble and days you are not the best version of yourself. But you will continue, and with a little bit of support, you will find your way and step into your brand-new life.

I know this to be true – even without meeting you – because I've seen it over and over again. The darkest of nights always end eventually. Debt can be paid off. Kids can settle into new routines. We somehow find space for our grief.

I wish you strength on the hard days, grace on the messy days, and a little bit of luck when you need it most.

Mel



I also want you to know that even if you haven't had anyone believe in you for a long time, and even if you don't believe in yourself right now – I believe in you. I believe in your strength. I believe in your ability to face the challenges ahead of you with your head held high.

Our work with children and young people

Child and Youth Worker Report

A Day in the Life of a Child and Youth Worker

Every family we work with brings a unique situation and this means no two days are the same for our Child and Youth Workers. Take Marryanne, for instance. Some days, she's helping a child settle into a new school or arranging medical appointments. On others, she's working on more complex issues like setting up an NDIS plan or addressing behavioural challenges. The common thread in all her work is the focus on the child's needs, whatever they may be.

Marryanne says that one of the most rewarding parts of her role in working with children and young people is gaining the trust of a mother who has been through so much. Together, they work toward the best possible outcomes for the family. It's not about having all the answers; it's about offering support and tools, including play. Play, often overlooked in its importance, becomes a bridge to healing where families can rediscover the joy of being together.



Marryanne

Connecting With My Child Group

Looking ahead, we're excited to continue our work through programs like "Connecting With My Child." This year, Marryanne will be leading creative parenting groups designed to give parents a space to reconnect with their children in a playful, supportive environment.

A Superhero Journey: The Kidz Space Program

Our Kidz Space Program takes on a life of its own with a superhero theme which invites children to explore their own strengths through creative play. They craft capes, medallions, masks, and shields—the symbols of their inner power - building confidence and a sense of personal growth.

The children, often start as hesitant participants but quickly become more expressive, more engaged. The changes aren't just noticed by us. Parents tell us how their kids are communicating more and the atmosphere at home is lighter. One mum said how her child, once shy and withdrawn, was now stepping up in ways she never imagined, even taking the initiative to help around the house. For many of these kids, the program wasn't just fun; it was a lifeline, a place where they felt seen and valued.

As we look to the future, our mission remains clear: to provide safe, nurturing spaces where families can heal, grow, and thrive. We're incredibly grateful to everyone who has supported us along the way.



Rent It Keep It

Tenancy Officer Report

It's no secret that it's been a difficult year for renters in Australia. Rising rents due to the cost-of-living crisis, and the existing housing shortage have put a lot of pressure on women at Bonnie's, many of whom have never rented by themselves before.

Often, these women have fled domestic violence and only ever lived with their ex-partners, or families or owned homes outright. This means they've often never had to deal with real estate agents, rental agreements, bonds, etc. This can make entering the rental market super daunting.

This is exactly why the Tenancy team at Bonnie's has started hosting a workshop called 'Rent It Keep It.' It's designed to give the knowledge and resources, everything our women need to rent successfully. It's one session, three hours long and hosted at Bonnie's. We cover a range of scenarios and topics, such as rental rights and responsibilities, finances, and possible questions to ask the landlord or real estate agent.

Every woman should know about their rights as a tenant:

- » Having exclusive use and enjoyment of the premises.
- » Having reasonable security e.g. A copy of the keys, locks working in order, etc.
- » Having necessary repairs carried out at a reasonable time.
- » Be given proper notice when the landlord wants to visit.
- » Be given 60 days written notice of a rent increase, and tenants are entitled to challenge a rent increase, but one must apply to the NSW Civil & Administrative Tribunal within 30 days of receiving the notice.

The workshop also outlines the women's responsibilities as tenants, including being on top of rental payments, securing bonds, and keeping up with the agreed tenancy agreements.

It's a very active and practical workshop with checklists, and worksheets to practice things such as writing down their rental references and preparing all their necessary documents to give to the landlord or real estate agent. One of the checklists outlines what to take to a rental inspection, and questions for the real estate agent such as:

- » Does it have gas or electricity?
- » Are there smoke detectors and do they work?
- » Are the blinds and curtains, okay?
- » Do you have to look after the garden, mow lawns, etc.?
- » Are pets allowed?

And anything else that is personal to the family and their needs when renting.

At the beginning of the workshop, we always remind participants to have realistic expectations and take into consideration things like the location and cost of the accommodation, whether it's close to public transport or essential services like a pharmacy or hospital, and whether it is in a safe location, near friends and family, or not. A woman's safety is always the number one priority when moving to a new location.

We're pleased to say this workshop has been a fantastic success, with many participants going on to find secure safe and affordable housing!



WE ARE BONNIE'S

Domestic Violence Response Enhancement (DVRE)

The DVRE team provides weekend and after-hours crisis support to women and children experiencing domestic violence. These families may have left a violent relationship or want support while still in it. We assist women with temporary accommodation, financial support, safety planning and other immediate needs.

Meet Jess

I was drawn to the DVRE team because of my passion for women's advocacy and the fast-paced nature of crisis work. This is my first role in the domestic violence sector, and I wanted to put my experience in the homelessness sector to good use to make a difference here.

Meet Kate

I started at Bonnie's as a student in July 2022, eventually joining the Intake Team after finishing my studies. When I was asked to cover for the DVRE team during a staff leave in April last year, I immediately felt a connection to the team. The dynamics of the work were the right fit for me too- providing clients with immediate support and being a small part of their journey is deeply fulfilling work. When a full-time position opened up, I knew this was where I wanted to be.

Meet Tina

Coming from a Social Work background in Disability Services, I was used to working with clients directly, getting to know their stories, and supporting them to reach their goals. I wanted to expand my professional skills into the DV sector which is how I found myself in the DVRE Team at Bonnie's. Working in a fast-paced environment and connecting with women directly through the crisis work suited both my skills and my goals.

How would you describe the last year for the DVRE Team?

This year has been incredibly busy and challenging: most strikingly due to the ongoing housing crisis, rising cost of living, and the increasing rate of domestic violence occurring in Australia.

At a sector level, we have also seen a lot of policy and practice changes when it comes to services available to families experiencing domestic violence and homelessness. Our team has been busy adapting to these changes, keeping updated on the latest resources, and advocating for our clients. Often, the hardest challenges come from tackling the systemic barriers that clients face every day.

However, despite everything, we see resilience, empowerment, and successes every day – no matter how big or small. Our collaborative work with women and services, help families feel safe and achieve a more hopeful future.

Our DVRE office is often the loudest room in the building: our team uplifts and encourages one another. We bounce ideas off each other, have a shared safety net and support one another to do our jobs the best we can. We are incredibly grateful for that. We're also the only room with an abundance of snacks!

What were some of the most rewarding aspects?

The most rewarding part of our work is definitely seeing the progress our women and families can make. We don't always get to see the big life achievements when they move on from us but sometimes, we're lucky enough to receive updates down the track. And that's always so satisfying.

Recently, a mum dropped in to let us know all the things she'd achieved since we worked



Recently, a mum dropped in to let us know all the things she'd achieved since we worked together. When we first met her, she was afraid to drive alone, and she struggled to feel a part of her community. By the time she left Bonnie's, she was applying for jobs and had enrolled her son in a new school.



Kate, Jess and Tina

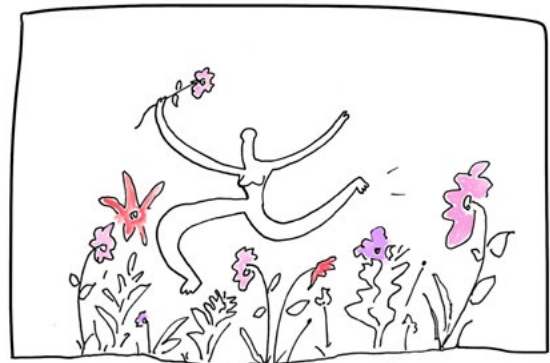
together. When we first met her, she was afraid to drive alone, and she struggled to feel a part of her community. By the time she left Bonnie's, she was applying for jobs and had enrolled her son in a new school. And now? She's studying and feeling so much more confident in herself. Her son is receiving therapy and thriving, too.

There are so many stories like this where DVRE is the crucial first step to safety, health, accommodation and employment. The kind messages and progress updates are so affirming. We're reminded about why we do this work and the difference we can make, even in the toughest circumstances.

One day at a time, we are moving closer towards what we all want - a safer world for women and children.

Written by Jess, Kate and Tina

HAPPINESS IS...



NOT WALKING ON EGGSHELLS...

ta

2014 – 2024 Celebrating a



2014

For Women With Women

When Tracy Phillips joins us as our new Executive Officer, we are a staff of just 14. It's a time of great change for our sector. We've seen other feminist refuges disappear or become subsumed by larger organisations. We feel vulnerable. We began as Australia's second-ever refuge for women and now we're feeling like the only feminist refuge still standing.

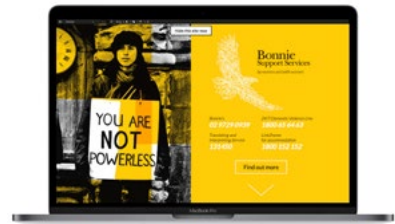
But there's no shortage of energy and belief: it's time to power up our reach and impact. We declare our optimism with a bold agenda, additional staff and a bright, yellow rebranded website. Our new soaring bird logo reminds us that throughout our amazing 49 year history, we have never been satisfied with just keeping women safe. We have always been determined to see them fly.



2015

Arms open wide

Our 40th anniversary year sees us expanding. We're now able to support women and children who are homeless or at risk of homelessness. Our staff numbers grow. Now we have 20+ homes and can help women with rapid rehousing, crisis and transitional accommodation too. Our focus is on attracting new partnerships and enhancing old ones: we need them to continue to improve our specialist services and increase funding for creative initiatives. We join hands with Liverpool Women's Health Centre to offer a Safety Hub, drop-in centre so all women can easily and safely access help, and partner (with other women-only service settings and philosophies) Rosebank and CARA House for essential psychological services and trauma related counselling.

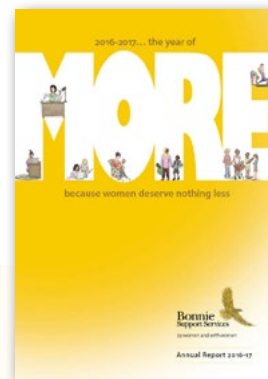
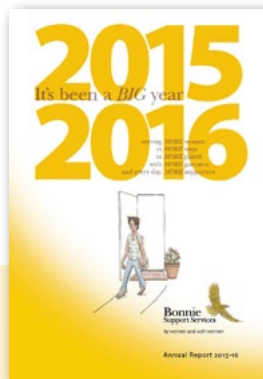


2016

Violence doesn't take weekends off

Tracy and our mighty Chairperson, Betty Green held long, and persuasive negotiations with the NSW government for a new rapid response service for the weekends. A trial begins with Bonnies and Vinnies offering services to keep women safe no matter what day it is.

We are always finding innovative ways to offer more holistic, specialist support and increasingly, we couldn't do it without our partners and donors. Mounties Community Club refurbishes a space as a teenage hang-out for young people in our refuge, local businesses help improve and upgrade our housing stock. We join with Liverpool Women's Health to offer a drop-in centre and partner with Rosebank and CARA House for essential psychological services. A book of women's stories is on the way!



Decade of Transformation



2017

Healing through stories

A mighty consortium has joined us to create a miracle. Our beautiful 84-page book *Home Free* is a triumph. 10,000 copies will be free to individuals, institutions and health services for better understanding, inspiration and support.

This power of creativity to heal and empower women now turbo charges our own creative programs at Bonnie's. We start with Creative Space and within the year we host a dozen. Stories flow from staff in our new blog and in our monthly Story Club where all members of the team share their stories, reflections and expertise. And there's nourishment of another kind on Friday afternoons as Oz Harvest, the food rescue organisation, begins hamper deliveries for our families.



2018

Helping more women

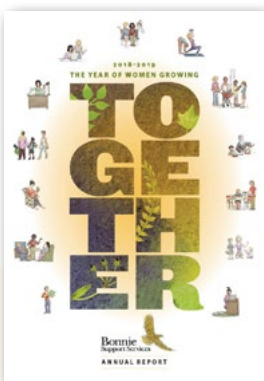
Our work in 2016 to offer rapid response continues to bring results. We secure funding for additional workers to work round the clock from Friday afternoon to Monday morning. It's now called the Domestic Violence Rapid Response Team (DVRE) funded under the National Partnerships against Homelessness (and it continues today). Our creative programs drive our reach and boost our impact. We needed seven pages to squeeze them all into this year's Annual Report! Our Reconciliation Action Plan is almost complete after 2 years of consultation, planning and cultural training involving all staff... it's a journey we are all embracing with gusto and joy.



2019

Embracing diversity

Our staff numbers have more than doubled with more than 30 very diverse women on staff, speaking 15+ languages! We launch our Reconciliation Action Plan with great joy: the work we do with Aboriginal and Torres Strait Islander women and children is one of our key priorities and shows our deep desire for reconciliation. We have been developing strong partnerships with universities – Sydney Uni, Wollongong Uni, Australian Catholic Uni and Uni of Western Sydney. This includes accepting students as interns, to developing projects together, to seeking new opportunities. *Home Free* has been a big influence here – it continues to shine as a unique resource in libraries, health services and education.



2014 - 2024 Celebrating a Decade of Transformation - continued



2020

Masking up!

Covid-19. Lockdown. PPE. 2020, the year the world changed in an instant... and so did we.

We are considered 'essential workers' and with so much uncertainty: the fear of infection, the changes in regulations and how we could support our families, there's a lot to handle, even for expert crisis managers like ourselves. Despite everything, we get through it and it makes us stronger as a service. With everyone at home, we know we need to reach, support, and advocate for women in new ways. And we definitely find them. (Having years of practice in innovation and creative thinking was a mainstay!)



2021

Increased funding increases impact

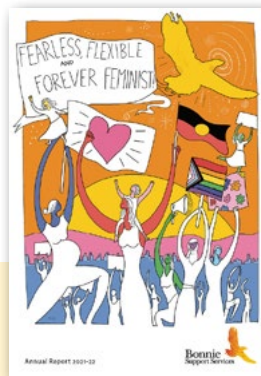
The lockdowns bring a new level of awareness and public support for services like ours. It also shows us new ways to help women leave domestic violence. No woman's situation is the same and it takes a whole new level of thinking-outside-the-box to find diverse ways to reach women safely. The pandemic sees a rise in funding for our sector. Our new outreach worker means we can design safety plans so women could stay at home if they needed or wanted to. Our groups are held online, and we visit families using 'social distancing' and as much joy as we could.



2022

Groups and Programs in full swing

The pressure is on for accommodation. We can't remember a time when Bonnies, and families and the community generally, felt this housing pressure. We've heard the desperation loud and clear throughout this year and we've been heads down devising long-term creative solutions. This results in some fantastically encouraging partnerships and prospects. In the meantime, we continue to create safety and sanctuary through our refuges, transitional accommodation, and programs. Our groups continue to flourish with more options and more women continuing to stay with them long after they leave the service. (Hey, it's a squeeze for room in here at Bonnies too!)





2023

More for kids

Our new Specialist Child Worker program is in full swing this year with new specialist child and youth workers. It's focus is to directly address the needs of children and acknowledge them as victims of DFV in their own right. Originally it was funded to only work with kids in crisis refuge settings but from the beginning our team thought that here at Bonnie's we had the opportunity to do so much more. We spoke with Tracy and she spoke with the DCJ and voila, now we can extend the reach to work with children in our transitional properties as well. Big yay!!



2024

Almost 50 years of feminist services

We've continued to spread our wings and that means more women and families find the liberation of spreading their wings too!

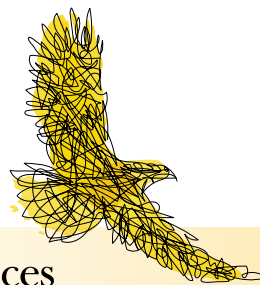
Watch this space for 2025 – 50 years of Bonnie's – by women and with women



50

1975 – 2025

Bonnie
Support Services



FEATURE

Farewell Tracy

Tracy has given me some really wonderful memories and lessons that will stay with me for my whole career and for the rest of my life. Kate

Tracy, thank you for the welcoming place that happens here for Aboriginal and Torres Strait Islander women in this country.

Really, a heartfelt thank you. It's important that Australian women can come together and have an open door to move forward.

We love you Trace, we really do and thank you sis.

Dixie

The Tracy we know is hard working Tracy, great listener Tracy, ethical Tracy, fun Tracy, relatable Tracy. And always kind Tracy. Being a boss can be a very lonely space – you have to make hard decisions, but Tracy, you always make your decision with kindness.

We will miss you and your unwavering support of us all. Your belief in human rights, women's rights and children's rights, makes us believe that success is achievable. And so we continue to do the work.

Thank you for choosing us to be your people for the last 10 years. We at Bonnie's are very lucky.

An

Tracy, it's been a privilege and an honour working with you. I'm excited to see what you do next whatever that may be, from living a very well deserved life of leisure to picking a new passion project where you're continuing to make a difference.

Kate

It's amazing what you have achieved here and with the many, many committees you have given your time to. What are you like as a boss? I will use an analogy from the finance sector.

It's been a very attractive salary package for me to have you as my boss. It's one of the best fringe benefits, I can tell you. There's always laughter: you've got a great sense of humour and that's so important because some of the work we do here, for my colleagues in particular, it's very hard, serious work. You give us the space to debrief and have some fun and that's so important.

Heike





Reconciliation Action Plan

Bonnie's commitment to Reconciliation and fostering connections with First Nations people is central to our mission.

I was honoured to be invited to be part of the working group for our next Reconciliation Action Plan (RAP). During my time at Bonnie's, I've had the opportunity to access important training and experiences to deepen my knowledge and appreciation of the rich and diverse cultures of our First Nations peoples. It has been a humbling experience to learn from First Nations educators, as well as work alongside proud Aboriginal colleagues. I have learned so much and I will forever be grateful to work within an organisation that makes reconciliation a priority.

I believe each member of the Bonnie's team, will certainly go out into their own lives and networks better informed to support changes

that are so desperately needed for our First Nations peoples. Systemic changes that must be advocated for, as well as those deep and sometimes challenging conversations that we need to have with the people around us.

We have big plans this time around with our RAP. We have a team of knowledgeable and enthusiastic women ready to celebrate the things we are doing well, and dive deep into the things we must improve on and work hard to make these changes.

We have been working closely with Ngurra Advisory throughout this entire process and we are so grateful for their guidance and ongoing support. Ngurra is a 100% Aboriginal-owned and controlled consultancy agency specialising in First Nations engagement through community consultation, strategic program and policy design, research and evaluation, reconciliation action plans and organisational cultural capability.

There are four types of RAPs, and as an organisation we are completing an "Innovate" RAP. An Innovate RAP allows us to gain a deeper understanding of our sphere of influence and establish the best approach to advance reconciliation.

It focuses on developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples, engaging staff and stakeholders in reconciliation, and developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

In preparation for creating the plan, the whole team at Bonnie's had a one-on-one chat with Amy from Ngurra and this started the discussion and set us off on our journey to build something together.

We took part in some inspiring art workshops, including the Dalmarri Art Immersion Workshop where we got to create a stunning group artwork that hangs proudly on our office wall. We also had the opportunity to learn some traditional techniques at a cultural weaving workshop. *How fortunate we are to have had this time carved out from the busy work week to make art and celebrate culture together.*

Ngurra Advisory helped us uncover the top three drivers for our motivation to undertake this whole process:

- 1. Responsibility:** We have a responsibility to build a respectful and inclusive community
- 2. Self-determination:** Build and foster relationships with Aboriginal and Torres Strait Islander peoples, organisations and businesses to achieve a shared vision of positive outcomes for our clients and tenants
- 3. Awareness & Knowledge:** We will build awareness and knowledge to enhance the cultural capability of our staff, empowering them to provide culturally responsive and respectful service to our clients and create a culturally safe workplace for our staff.

Once we had our motivation locked in, we looked to our vision, our commitment and our sphere of influence and partnerships. Next the roadmap was generated, and the plan really started to come together!

Lots of hard work went into the first draft and then the various versions that followed with thoughtful feedback and great ideas from the team, our Board and other various stakeholders. It's been exciting to have so many people want to contribute, and it has sparked many important conversations. We also thank Amy from Ngurra for her endless patience with us and our many, many questions along the way!

We are taking on a lot in this plan, and we have broken things up into small deliverables that we feel confident we can achieve. We really want to be sure we are challenging ourselves to make good changes, while also being realistic about what is truly possible within our current abilities and resources.

We have plans to review our supplier networks and strive to spend our money better and with Aboriginal owned businesses wherever we can.

We are reviewing events we run and attend, and ensuring we are involved with the important community outreach activities in our area. We also want to ensure we acknowledge and celebrate appropriate dates of significance.

We are reviewing some of our policies and HR processes to make sure we are promoting positive race relations and anti-discrimination strategies.

We are ensuring that we continue with our yearly cultural training and looking at ways we can add even more training to our calendar for further learning and deeper appreciation and understanding.

Our plan has been officially endorsed by the Bonnie's team, our RAP working group and our Board. We have submitted the final version to Reconciliation Australia – this has been a long-awaited milestone in our timeline, and we look forward to hearing back from them soon so we can jump into action and start making this plan a reality.

This is an exciting time for us at Bonnie's and I would invite you to watch this space and come along for the journey with us as we work hard to ensure reconciliation not just a word we write on a page – but something that is woven into the very fabric of our organisation and ourselves as women.

Written by Mel



FEATURE

Accredited



While Australian Services Excellence Standards (ASES) Accreditation is a bit of a mouthful, it's because it's a pretty big deal.

Getting this accreditation means Bonnie Support Services can demonstrate that we deliver great services to our clients, use evidence-based approaches, and continuously improve on what we do.

The process of receiving our accreditation was crucial for us, and a huge piece of work Fiona who brought together the evidence of the

great work of Bonnies' staff and Board. The initial self-assessment process took 12 months and required diligence, a keen eye for detail, and patience as we identified and assembled all our evidence. The external assessment was a bit nerve-wracking as the whole organisation was examined and assessed. But with all hands-on deck, we worked well together and used this opportunity to reflect on the work we do, and we were very pleased to be awarded 100% compliance with the standards on our first assessment. We are now implementing the suggestions for improvements that were made as part of the assessment process, to continue to improve our support for our clients.

Salut Sandra



This year our salt-of-the-earth Admin Officer Sandra, who has been with Bonnie's for 10 years, says farewell.

When I told one of our partners that I was retiring, she congratulated me,

"You've helped a lot of women, thank you."

These words stayed with me and it occurred to me that, I'd never thought of myself as helping the women we work with. "I'm admin, I will put you through to someone who can assist you", I heard myself say day after day.

Then I remembered the comments I'd heard over the years at Bonnie's and my relationships with the women and families we work with.

- » *When I asked if a woman in the waiting area was comfortable with the air conditioning temperature, she told me "Thank you, no one has ever considered me like that before."*

- » *Just this morning from a woman who I was assisting the best I could on the phone "You're so kind, thank you".*
- » *And the wonderful women who stop by my desk and love to show me what they've made in Creative Space each week.*

A light bulb moment! Yes, I had helped!

Over the years, I have worked with the most amazing women. Women who do so much with so little; who soldiered on during COVID; who are identified as "essential workers" yet receive none of the benefits other essential workers receive and whose wages don't compare to private industry. Remarkable things happen with very few resources. I am in awe of the workers, not only here at Bonnie's but in every community-based organisation.

So, my parting message to Bonnie's is to my colleagues. I want to thank you all and recognise every one of you for your passion, kindness and energy. You are remarkable.

*Thank you for the memories,
Sandra*

PROGRAMS

Aunty Bonnie's



Aunty Bonnie's Women's Group is a healing space facilitated by First Nations women, specifically designed for culturally and linguistically diverse women and First Nations women at Bonnie's.

The group is led by Peta, a Gooreng Gooreng/ Kabi Kabi woman of the Sunshine Coast and mid-central coast of Queensland.

The purpose of Aunty Bonnie's Women's Group is to offer a journey of healing, self-discovery, and empowerment. The group aims to share knowledge about Australian life and cultural practices, reduce isolation, and develop networks among women from diverse backgrounds. It provides a safe and supportive environment for women to come together, share their stories and experiences, and build resilience.

The impact of Aunty Bonnie's Women's Group is profound, fostering a sense of community and belonging among its participants. Through activities such as sharing stories, music, art, movement, and cultural practices, women develop stronger connections and support systems. The group's focus on resilience building, personal growth, and cultural exchange helps participants navigate challenges and empowers them to make positive changes in their lives. The provision of practical support, such as transportation and childminding, further enhances the accessibility and inclusiveness of the group, making a meaningful difference in the lives of many women.



PROGRAMS

Creative Space

It's been nine years since Alison D (Bonnie's) and Ruth (Rosebank) facilitated the first-ever Creative Space group. This group was started to help women at Bonnie's find empowerment, healing and connection through creativity. The group runs each school term, providing childcare for women with children.

Its longevity is a testament to its success. For some participants, the eight weeks each year are enough, and these women leave stronger often with a bag full of beautiful creations they've made. Others like to stay and come back year after year. There are four women, in fact, who've been with the Creative Space since the beginning.

We call them 'The Core'. Bonnie's would like to use this opportunity to celebrate these four women's commitment to creativity and connection. And acknowledge how valuable their presence is for newcomers who see 'the Core' as living proof that freedom after domestic violence is possible. Today, the four women of The Core are all independent - they travel, study, work, and have moved on with their lives as single parents. For many who are at the beginning of their journey to safety, this can seem impossible - 'The Core', is proof it's not.

Just this year, one of the Core, arrived with a bag she had made at home with recycled material. Everyone in the group admired it and wanted one badly! Usually, Ruth and Alison will decide on a conceptual idea for the group and outline a task, but this year they decided - 'Yeah, let's all make our own bag'.

Bags like this carry so much symbolic powers. Our Creative Space is always stocked with amazing, donated fabrics and old clothes, and Ruth and Alison are great at sourcing materials. It was from these fabrics that the group made their own statement-making, strong and colourful bags. There's a lot of power in being able to make a bag your own, carrying it with you on the road to independence, safety and happiness.



PROGRAMS

Kidz Space

You are your superpower!

This year's theme for Kidz Space Program was superheroes because we believe every person, big or small, can be their own superhero. This strength-based approach empowered children through creative activities such as making superpower capes, medallions, masks, and shields. These activities not only ignited their imaginations but helped them to see their own strength and individual superpowers. We sat down with Kidz Space facilitator Marrayanne and asked her some questions about what the last year.

What was the overall feeling of the program like this year?

The feedback was overwhelmingly positive! At the end of the program, we received countless thumbs-ups from our young superheroes. This space provided a safe and supportive environment, allowing kids to feel heard and seen, whether they were struggling at home or just needed more attention.

What was the feedback from parents?

Parents noticed significant improvements in their children's communication and behaviour. One mum shared that her child was engaging in activities like never before, such as taking the initiative to clean up, and she even asked us to extend the program.

What are some things you'd like to see for the future of Kidz Space?

While the program was a hit, we face challenges in continuing it due to funding limitations. Many of our kids are in crisis, and our program provides crucial support, including transportation to ensure they can attend. Without this, many would miss out on these valuable experiences.

We are committed to finding ways to keep this program running and to continue offering a safe space for our young superheroes to thrive. Thank you to everyone who supported and participated in our Kidz Space Program!



PROGRAMS

Hindi and Urdu Speaking Women's Health Group

Our Hindi/Urdu Women's Group meets fortnightly every Friday and is run by Bonnie's staff member, Nancely at the Liverpool Women's Health Centre. Each meeting which sees approximately 15 women between the ages 40-80 years, is a chance to build friendships, celebrate culture and enjoy each other's company.

This year, we're thrilled to share the story of Champa Chand, one of our cherished members. Here's a glimpse of her inspiring story.

Can you tell me a little bit about yourself and what brought you to Hindu/Urdu Women's Group?

My name is Champa and now, I'm 73 years old. I first joined the Hindu/Urdu Women's Group back in 2008. After losing my husband eight years before, I felt very down at the time. I didn't know what to do with my life. One day, I was reading the daily paper and came across this group in Ashcroft. I rang the number and spoke to Nancely, who kindly invited me to join. When I first arrived, I was welcomed with open arms and heartfelt hugs – and I knew immediately that I had found the right people. There was one lady who I had the opportunity to chat with – her story touched me deeply, as she had lost her husband at just 30 and had endured a tough journey. Her name is Chandra Ram. Her story hit me hard and it helped me shift my mindset and embrace life again. Chandra and I played countless games of Bingo and shared wonderful chats together while being part of the Hindu/Urdu Women's Group. She was like an older sister to me. Though she is currently in hospital and cannot attend as often, she holds a special place in my heart and I miss her very much.

As time went on, I noticed that I started to become happier, and I rediscovered my passions that I stopped pursuing after my husband passed away. I rediscovered my love for singing and dancing. Every Friday morning, I have the joy of singing a Hindi prayer song with the group. I also rekindled my love for sewing after someone asked if I could make blouses. I started sewing blouses for all the ladies in the group, including their daughters and daughters-in-law – which brought me even

closer to this wonderful community. I have been an active member of the Hindu/Urdu Women's Group and it has been wonderful ever since.

What were some highlights from this year?

This year was packed with many memorable moments. We participated in various multicultural events, showcasing our colorful traditional costumes and singing Hindi prayer songs to our local community. Nancely also organised our group to go to the local RSL club to learn how to play Bingo. Bingo is now a favourite pastime for many of us, and we enjoy playing and meeting new friends regularly. My biggest highlight for me, was when Sarjeet Kaur from NSW Health visited our group to speak to us about My Aged Care. It was very informative, helping me to understand the steps and process. I was able to share the knowledge with my friends and family, who also shared with their own circles. I even got registered myself!

What about this group is meaningful or special to you?

Our Hindu/Urdu Women's Group is not just a meet and greet group. It's a vibrant community where we share life stories, celebrate our culture and support each other wholeheartedly. There is no barrier when it comes to language, age or occupation – we are all women and there's no stop sign for anyone. If it is someone's birthday, we bring a cake and celebrate. If someone's family relative is getting married, we always organise a gift. If someone loses a loved one, we stand by them during this tough time and attend the funeral if we can. We are one big family.

After a few years of being in the group, I remember when Priya, a young girl from Fiji, joined us feeling a bit lonely. I took her under



my wing and helped her as much as I could, and now she's like my own daughter. Priya is now happily married with children of her own, and I am so proud of her in many ways. During this period, it has been so fulfilling to help her just as I was helped by the group.

Our Hindu/Urdu Women's Group is all about warmth, care and love. If you're reading this, I encourage you to come along and join us on Fridays and see what wonderful things we do together. To all my sisters in the group, I wish you stay healthy and take care. A huge thank you to Nancely for always looking after us. And to wrap up, I look forward to what next year holds for our Hindu/Urdu Women's Group – hopefully filled with more adventures, laughter, and shared memories!



As time went on, I noticed that I started to become happier, and I rediscovered my passions that I stopped pursuing after my husband passed away. I rediscovered my love for singing and dancing.

PROGRAMS

The Shark Cage

We look forward to continuing the Shark Cage program at Bonnie's, eager to support even more women in reclaiming their strength and finding empowerment through this group.

The Shark Cage program is running for the third time this year at Bonnie's. Run by Peta, Jessie, and Darany, the group has welcomed about 6 women who are working on building their Shark Cage.

This program is based on a trauma-informed approach designed to heal and empower women who have faced ongoing abuse, like domestic and family violence. Often, survivors wonder, "Why does this keep happening to me?" We help women explore their experiences and understand that they are not to blame for the violence they've faced. By creating a 'Shark Cage,' they learn to set personal boundaries and feel empowered to assert their right to protect themselves.

We've received some amazing feedback from the women in the group this year. One woman mentioned that, despite considering returning to her partner, she felt empowered by Shark Cage to stay away. Another woman, who felt intimidated by her ex-partner during a child custody dispute, used the communication tools and knowledge from the program to remind herself of her rights, communicate her boundaries and keep herself safe.

Programs like Shark Cage are vital for helping women reflect on their experiences, reinforce their rights, and develop strategies to protect their personal space. They also provide a valuable chance for women to connect with each other, share their journeys and build a supportive community.

We look forward to continuing the Shark Cage program at Bonnie's, eager to support even more women in reclaiming their strength and finding empowerment through this group.

Connecting to My Child Group

In 2023, Alison and Marryanne launched "Connecting to My Child," a parenting group designed to help mums reconnect with their children through creativity and play.

Many of the women in our group have been affected by domestic violence, and we know that this experience can often strain family bonds. By creating a supportive space for mums to explore their creativity, reflect on their childhoods, and learn new playful fun activities to bring home, this group aims to leave mums stronger and excited to share with their children.

Facilitated by Community Worker Alison and Child/Youth Worker Marryanne, the group uses

art and craft projects to explore parenting ideas and integrate art into family life. This year each mum received an art book with craft ideas to use with their children and a copy of Lacy Mucklow's "Mom & Me," an art journal for mothers and children to share. Participants also collaborated on a mural, which will be displayed at Bonnie's, with each mother receiving a framed photograph of the finished piece. We also provide childcare and lunch, so mums can fully relax and embrace the activities at hand. We received nice feedback recently, that one of the women brought the experiences from the group into her own parenting to create similar positive memories!

PROGRAMS

Khmer Women's Group

Our Khmer Women's Group, led by our team member Darany, is a community initiative where women of Khmer and Cambodian heritage come to connect, learn, and grow together.

For this year's Annual Report, we thought we'd hand the mic over to one of our participants, Tep Mony Chea, who shared a handwritten letter of what this group means to her:

Hi, my name is Tep Mony CHEA. In the name of the Cambodian Women group, I would like to say thank you to Bonnie Support Services, led by Darany who runs the group. I found this service interesting and helpful to connect to other people and socialise, because I felt lonely and isolated before. We also get a lot of information from guest speakers like, Centrelink, police, health, aged care and other service providers.

Through the group we learn to respect each other, how to get good relationship and listen to each other, but also know that confidentiality is the most important. We share ideas and experience in life, that most of us live with trauma, some having experienced living in domestic violence before

and so on... We are also practising yoga, do a lot of activities such as drawing, exercise, group relaxation that help us to release stress and good for our health. Group excursions every term help with mental and emotional needs. Darany is our best group leader, whom all of us have confidence to share our story or speak to her.

Tep Mony CHEA, Khmer women's group member.

Thank you Tep Money Chea!



SPECIAL MOMENTS THIS YEAR

Events and highlights

Homelessness NSW 2024 Conference

In March Bianca, Dragana and I packed our bags and road-tripped up to Newcastle for the annual Homelessness NSW conference. The theme this year was **“Changing the System Together: Making homelessness rare, brief, and non-recurring.”**

We heard from two inspiring keynote speakers – Dr Tracy Westerman AM, Indigenous psychologist and leader in Aboriginal mental health, suicide prevention and cultural competency, and Dr Ligia Teixeira, CEO of the UK’s Centre for Homelessness Impact, who shared her extensive experience of what works to end homelessness in international systems.

We also had some great sessions with people sharing their lived experience with homelessness and learned so much from their stories.

It was great to spend a few days with like-minded colleagues from across the state and we returned to work feeling re-energised and motivated to continue the relentless work of supporting our clients to find secure housing.

Mel

Southwest Sydney Domestic Violence Planning Committee

The Southwest Sydney Domestic Violence (SWSDVC) Planning Committee, including our Family Worker Jessie, organised the 7th Annual Domestic and Family Violence Conference, sponsored by Core Community Services. This thoughtful event brought community members and service providers together to discuss the complexities of domestic violence and propose solutions for effective change. The theme for the conference was ‘DFV Across The Lifespan’ and included rich and meaningful talks focusing on elder abuse, child sexual abuse, Dowry Abuse, and intersecting challenges for First Nations communities. The atmosphere was inspiring and it’s always so encouraging to share experiences, ideas, and challenges with others in the sector.

Thanks to everyone involved in organising this amazing event!



Stop DV Conference

Kate and Vicky represented Bonnie's at the STOP DV Conference in Tasmania. The theme was **"The Generation that Ends Domestic Violence: It's Everyone's Responsibility,"** emphasizing the collective effort needed to combat DV. It's the largest gathering of sector professionals across Asia-Pacific and this year, it celebrated its 10th year with 400+ delegates. Service providers and stakeholders had an incredible opportunity to share ideas, strategies, and resources over three consecutive days. Kate gave a fantastic poster presentation highlighting innovative ways to leverage technology in the fight against DFV.

Kate's takeaway:

It was an exciting opportunity to be able to present amongst so many other amazing workers from our industry sharing research, exciting projects and empowering everyday practices. My poster was about the importance of services being visible and accessible for women seeking assistance and what information should be included on websites. It was nice to receive feedback from other attendees who enjoyed the poster and let me know they would be giving feedback to their organisations about how they could improve their own websites.



Kate and Vicky

Vicky's takeaway

The conference committee wanted sector workers to present on and share knowledge with participants and vice versa. There were presentations from women who had lived experience of domestic and family abuse and sexual abuse, and these were the presenters I was most in awe of. These women had endured (and survived) so much and were generous in their knowledge and sharing of their experiences.

Hearing their stories and how they use their experiences as a platform to help other women was very inspiring. The conference created a safe space for everyone to share their insights and skills and learn together. It was very motivating for all of us to continue working in this sector.

This was the first time I attended a conference like this. I brought back a lot of learning to share including how victims of domestic violence are often misidentified by police as perpetrators. We heard about the importance of advocating for clients, and interpreters, so they are properly identified. Misidentification can be due to police confusion if the women come across as angry, unafraid, confused, unwilling to talk to police, or unwilling to leave their partner or physically defend themselves.

The statistics around non-reporting of incidents and re-offending by perpetrators was eye-opening too. And there was a lot to reflect on in terms of new thinking around the impact of violence on pre-school age children and best ways for us to respond and support so children's unique needs are seen, heard, valued, and understood.

I feel so lucky to have been able to attend with Kate and participate in sharing what we know and have learnt through Bonnie's own innovative work and our women's stories.

THE POWER OF DIGITAL PLATFORMS FOR CONNECTING WITH AND SUPPORTING VICTIM-SURVIVORS OF DFV
Bonnie Support Services
By women and with women

ESSENTIAL DFV SERVICE WEBSITE COMPONENTS

- 1 Tips for staying safe**
 - Suggestions for how to stay safe in the home
 - Safety guidelines to use when planning to leave (including safety around technology)
 - A checklist of items to take when leaving
 - Advice around safety with children

"I saw the list of items to take when leaving on the Bonnie's website and I have it all packed in a go-bag already" - Alexa
- 2 Ways we can help**
 - Describing services provided (case management, outreach, drop-in, group work)
 - Detailing support that is provided and goals that can be achieved

"I wasn't sure I could deal with crisis accommodation but after reading about it on the Bonnie's website, I feel like this is the best thing for me and my kids right now" - Adele
- 3 DFV education**
 - Definition of DFV and breakdown of different types of violence
 - DFV quiz helping victim-survivors reflect and understand if they're experiencing DFV
- 4 Reaching out for help**
 - Easy to access contact details, including phone and email options
 - Contacts of emergency numbers and 24/7 support lines
 - Contacts for other support services that can assist with other needs

Although technology has created unexpected and even frightening challenges for the DFV sector, digital platforms have been invaluable for providing advice and information to and facilitating resilience and empowerment for victim-survivors of DFV

DFV service providers should make their presence on digital platforms, like websites and social media, as wide and visible as possible to ensure victim-survivors of DFV feel supported and connected

*Name changed to protect client privacy

16 Days of Activism – Stand Up, Speak Out!



In 2023, Bonnie's once again joined several different community organisations and groups such as Fairfield Police, Cabramatta High School and TAFE NSW to organise several events for 16 Days of Activism – a global campaign to end gender-based violence.

In early November, Bonnie's held a stall at Fairfield and Cabramatta train stations to engage in community outreach and community education. A few weeks later, Bonnie's joined hundreds of community members ranging from primary school students to community elders, in a march against DFV. The theme of the march was 'Stand Up, Speak Out – Report & Stop Domestic and Family Violence'. It was heartening to see so many people coming together to make a powerful stand against DFV.

Heading into December and nearing the end of the 16 Days of Activism, Bonnie's collaborated with Fairfield Police for a community engagement event in Cabramatta's Freedom Plaza. The event allowed both Bonnie's and the Police to engage in meaningful community

outreach and education relating to DFV. Stronger together!

16 DAYS OF ACTIVISM:

The 16 Days of Activism Against Gender-Based Violence is an international campaign that takes place each year from November 25 (International Day for the Elimination of Violence Against Women) to December 10 (Human Rights Day). This campaign calls for the prevention and elimination of violence against women and girls.

Last November, Cheri and Kate led our 16 Days of Activism campaign, emphasizing the importance of our collective voice against domestic violence.

Events Recap:

2nd Nov 2023: A heartening show of solidarity at Fairfield Station DFV (Domestic & Family Violence) Walk Outreach.

9th Nov 2023: A remarkable gathering at Cabramatta Freedom Plaza for the DV (Domestic Violence) Walk Outreach.

DV Community Walk: Our team participated in the DV Community Walk, which saw a great turnout. We appreciate everyone who joined us in support of this cause.

DV Community Event: We hosted a DV community coffee event in partnership with Liverpool Council. This event provided an opportunity for community members to unite against domestic violence and showed strong support for the campaign.

DFV Walk: The main event, the DFV Walk, took place on 17th Nov 2023. This walk brought the community together to advocate for change and to honor the lives affected by domestic and family violence.

These events were instrumental in raising awareness, fostering community support, and highlighting the urgent need to address and prevent domestic violence. Cheri and Kate's leadership and the community's participation underscored the strength and solidarity required to make a meaningful impact.

The 16 Days of Activism campaign continues to be a crucial platform for advocating against gender-based violence and promoting a safer, more compassionate world for all.

HAPPINESS IS...





DV Community Walk

Team Bonnie's at the DV Community Walk. A great turn out.



International Women's Day

As a feminist organisation that is 'by women and for women', International Women's Day is very special. It's an opportunity to celebrate how far we have come and to reflect on what still needs to be done to create a fairer society and achieve equality for women. Our 2024 International Women's Day event was extra special because the Bonnie's Team was able to celebrate with many members of the Khmer Women's Group, which is run by Bonnie's Community Group Facilitator, Darany. Having these women in attendance was so meaningful because in Cambodia, International Women's Day is a national holiday. Together, we celebrated each other, enjoyed delicious food, played some fun games, and mused on how great it would be if we adopted that idea of a national holiday in Australia too.



Harmony Day

Imagine that!

At Bonnie's, we are blessed to have a culturally diverse team. At last count we spoke 15+ languages between us!

For Harmony Day this year, staff were invited to bring a dish from their culture to share. We were delighted with Korean japchae, Vietnamese banh-mi, Italian pasta, Japanese sushi and some good classic Australian sausage rolls! It was not just a feast for the taste buds but also a celebration of our unity and respect for each other's traditions. Sharing stories over delicious food truly made it a memorable and meaningful gathering for us all.

Jessica

Family Fun Day – SWCYP

In late January, the Specialist Workers for Children and Young People (SWCYP) Team organised a Picnic in the Park Family Fun Day for the families at Bonnie's. The families enjoyed a day of outdoor games, music, drinks and yummy food. It was a great opportunity for the families to build friendships amongst each other and was a way for the mums and children to experience new memories together. We received lots of good feedback from the families, with everyone reporting they had a great time.

THIS IS THE BEST DAY EVER!

GREAT MEETING NEW PEOPLE. FELT SUPER COMFORTABLE AND SAFE.

IT'S SO GOOD TO COME AND PLAY WITH THE KIDS AND RELAX.

Candlelight Vigil 2023

Each year Bonnie's holds a candlelight vigil to commemorate the lives of the women and children killed due to violence. From January 2023 to the time of our Vigil in mid-December, 74 women and 13 children were killed due to violence, with the oldest woman being 95 years old and the youngest child being just 11 weeks old. Although any week where even a single woman or child is killed is a tragic week, some weeks were worse than others, with a single week of November seeing 6 women killed.

We had a beautiful event this year with words from our Executive Officer, Tracy Phillips, a reading by Sue from our Home Free book, poetry readings from Carolina and Jessie and songs from the talented Ella and Ellie. As usual, our event concluded with the reading of the names of all the women and children lost to violence in the past year, followed by a moment of silence. This is always an immensely

moving experience as each name we read out, each candle we light, represents a life lost to violence.

The tragedy of violence against women and children can make it difficult to hope for a better future however, there's a story of hope at our Candlelight Vigils too. The many different people from our community coming together proves that the community cares about the issue of violence against women and children and sends a strong message that together we can make our future a little kinder and a little brighter.

Our special event was made possible by the work of the Bonnie's Vigil Planning Committee, and the generosity of Liverpool Council and St Luke's Church Liverpool. A special thanks also goes to Counting Dead Women Researchers from Destroy the Joint and The Red Heart Campaign, two groups that together document all the women and children that have lost their lives each year in Australia because of violence.



DONATIONS AND PARTNERSHIPS

Working together to keep women and children safe



Habitat for Humanity

Bonnie's and our long-time partner Habitat for Humanity Australia share a wonderful goal — to make a big difference to the lives of vulnerable families with sustainable housing solutions.

How do we do it together?

For years now, Habitat for Humanity Australia has run their 'Brush with Kindness' program at Bonnie's; improving our properties through renovations, repairs, and upgrades. We're always amazed by the volunteer's work. They give their time generously to making our homes not only beautiful, but a warm and comfortable landing pad for our families.

This year, we also teamed up for their Subsidized Housing Affordable Rental Program (SHARP) to help two of our clients secure a lease in an affordable apartment unit in Western Sydney. Yay!

We are so grateful for our partnership and Habitat for Humanity's consistent generosity and support for our families. We love to see the tangible differences we're able to make together, one home at a time.

"Habitat for Humanity Australia relies on partners like Bonnie's who can refer clients in need of more stable housing. We are very proud of our recent collaboration, where Bonnie's was able to select 2 clients in need of housing who were ready to make the transition to their own rental accommodation. Through Habitat's Subsidized Housing Affordable Rental program (SHARP) we were able to find suitable well located rental units which will provide tenure security and a hand up for 2 families looking to start afresh."

Nicole Stanmore - CEO of Habitat for Humanity Australia

DONATIONS AND PARTNERSHIPS

RELOVE: When more love is badly needed

Women and children experiencing domestic violence while on temporary visas face unique difficulties accessing support and finding their way through the social care system. Often isolated and without financial resources or legal status, their life is precarious. They are particularly vulnerable. Bonnie's visa refuge offers a crucial lifeline, providing not only a physical home but also emotional support and a pathway to independence to these families who often have nowhere else to turn.



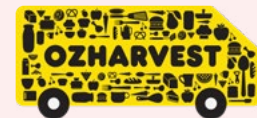
This year, Bonnie's is extremely grateful to RELOVE for their invaluable support in furnishing this refuge, which will soon house two families who are rebuilding their lives. RELOVE's donation of secondhand furniture has

not only provided essential items but has also created a welcoming and dignified space where they can safely navigate their journey towards independence, adequate support, and renewed hope for the future.



What OzHarvest means to us - A student's perspective

OzHarvest is a leading food delivery service with a mission to redistribute excess food to over 1,500 charities across Australia.



Every Friday, Oz Harvest brings Bonnie's an amazing selection of fresh produce, bread, meat and dairy plus fresh flowers, cakes, toiletries, and pantry items. As a student on placement, seeing women, staff, clients,

volunteers, and children come together to give and receive goods that would have otherwise gone to waste, has reminded me of the value of community.

The deliveries always put everyone in such high spirits, and it has been a great opportunity for me to get to know the families that we support.

On behalf of the team at Bonnie's we want to say a huge thank you to OzHarvest and their network of donors for their continued support and making Fridays something we all look forward to. It's a great way to end the week on a high note.

Written by Alyssa - Community Services student (doing placement at Bonnie's)

DONATIONS AND PARTNERSHIPS

Xmas drive

We were so grateful to receive a very generous load of toys and gifts from one of our ex-colleagues, and Bonnie's bestie, Maddy. For the past 2 years, Maddy has kindly rallied her new workmates to gather donations for us.

We want to say a BIG thank you to Maddy and her colleagues at **Healthcare Professionals Group (HPG)**! These presents certainly put a smile on lots of kids faces.



Cabramatta Library

Bonnie's is immensely grateful for the invaluable support from Fairfield Council and our local libraries. This year, we received a generous donation of multilingual books from Whitlam Library Cabramatta, including English, Vietnamese, Cambodian, Arabic, and Spanish. These books have been placed in our refuges for our families to read and enjoy!

We are also grateful to Wetherill Park Library's Knitting Group who handmade beautiful 'trauma teddies' for our little children. These teddies are so comforting during a challenging time. The kindness and thoughtfulness of our libraries and their staff make a huge difference to our community.

Jessica



DONATIONS AND PARTNERSHIPS



Moving Mountains with Mounties

Mounties is a historic community-centred club and hospitality business based in South-West Sydney that shares Bonnie's vision of keeping SW Sydney safe for everyone. They generously donated to Bonnie's again this year and collaborated with our staff for their Domestic Violence Champion Training Day.

Mounties Community Manager Arely, and Bonnie's DVRE Worker, Kate, share their own perspectives of the meaningful work we were able to do together.

Domestic Violence Champions and Training

As part of Mounties Group Domestic Family and Sexualised Violence (DFSV) Action Plan, we are committed to collaborating with the local domestic violence sector. With Bonnie's, this took the shape of donations and also, importantly, creating a support pathway for our members and guests to spot the signs of domestic violence. We trained our entire group

of over 1000+ staff from, the CEO, Board, and managers, to the floor staff on the spectrum of domestic and family violence.

The DV Champions went through additional training and heard about the difference that the support offered by Bonnie's can make. After the presentation the DV Champions felt more confident and empowered to be able to support those reaching out. Remarkably, we have had over 30 disclosures since implementing the DFSV Action Plan.

Proactive community organisations that enrich their staff's understanding of the dynamics of domestic and family violence (DFV) is so helpful in keeping all women safe; impacting not only the lives of their customers but also safety in the broader community. Through the various presentations, Mounties DV Champions learnt about what DFV is and how to safely and effectively respond to disclosures.

Working closely with Mounties was a great example of how we can all play our part in creating a safer South-West Sydney. We're so happy to have been invited.

Relieving the burden of back-to-school expenses



As someone who experienced financial abuse for many years. I know how stressful it can be for women escaping violence to provide their kids with the essentials. Now in my position as

Community Manager at Mounties groups, I can support women bring a smile to children's faces by providing them with school backpacks packed with essentials to start the new year. We wanted to make these families feel special and bring some relief to the added pressure on mums during this time. Our team at Mounties got together to pack our donation of 50 High School Backpacks, and 50 Primary School Backpacks full of new stationery etc.

Arely, Community Manager at Mounties groups



Every year we can see the added anxiety and uncertainty that a new school year can bring. All our mums want their kids to feel excited and ready for the fresh start Term 1 can bring. That's

why, we were all very excited to receive this very generous donation. When families visited our office, it was so great to see some mums not even wait to be offered the bags but to proactively ask for them first. This really highlights the significant positive impact the donation had on our clients. Thank you, Mounties!

Kate, DVRE Worker

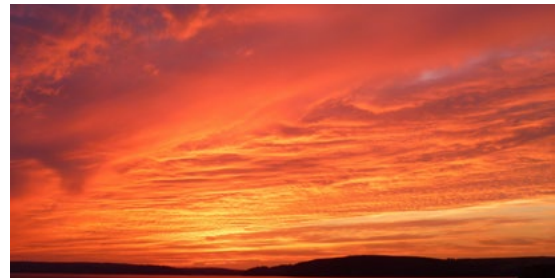
From the Blog

Love Bombing

Perpetrators of domestic violence often don't start their relationships by being violent or abusive. They often start their relationships with a different type of manipulation that can come across as love and affection, which I think makes it that much scarier. This tactic is called, 'love bombing'.

According to Relationships Australia, love bombing is a form of emotional manipulation and abuse utilised to earn someone's trust and make someone easy to isolate and control.

Continue reading at <https://bonnie.org.au/love-bombing/>



Standing strong: Honouring the Bravery of Survivors of Domestic Violence

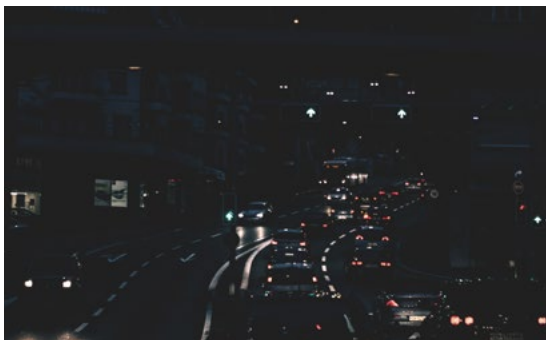
As advocates working closely with women who have survived domestic violence, we witness firsthand the immense courage and resilience they embody every day. These women often come to us at their most vulnerable, having endured heartbreak, fear, and trauma while navigating a system that should protect them but often fails.

Continue reading at: <https://bonnie.org.au/standing-strong/>

More than the sum of our scars

Driving home under the quiet sky,
A song drifts through the radio's soft sigh.
A voice, tender from the north,
Spoke of scars and their worth.
"We are more than the sum of our scars," she said,
A simple truth, profound and widespread.
Her words, like a gentle embrace,
Echoed the faces in my sacred space.
At Bonnie's, where hope and resilience meet.

Continue reading at <https://bonnie.org.au/more-than-the-sum-of-our-scars/>



Working together

Stepping into Bonnie's for my placement, I felt a whirlwind of feelings. I was buzzing with excitement - this was my final placement, the one where I'd show all I've learned. But with new beginnings come those jittery nerves. I knew this experience would be unlike any other. Still, I'm the type to focus on the bright side. Dwelling on doubts doesn't do my confidence any good. And as I dove into Bonnie's ethos, I realised our values clicked in more ways than one.

In my initial weeks, quick meet-and-greets with the team were golden. It broke the ice, helping me figure out who did what. The team's warm, open vibe meant I could shadow anyone, with permission of course. And everyone was so forthcoming, urging me to reach out if I ever felt stuck. Still, I treaded carefully, conscious about not crossing any lines.

Continue reading at: <https://bonnie.org.au/working-together-my-journey-with-bonnies-team/>

A Statistical Snapshot

Total number of clients we supported in 2023-24

1,433

Specialist Workers For Children and Young People

52
children

Domestic Violence Response Enhancement Program (DVRE) supported

196

73 mums and 123 children

Liverpool Women's Health Centre (LWHC)

407

181 women and 226 children

Victims Services Counselling Sessions

112

sessions from Sep 23 to June 24

Country of birth

64.1%

Australia

32.5%

overseas

12.4%

Aboriginal & Torres Strait Islander

3.4%

not known

Our Board



Betty Green
Chairperson

Betty is a committed feminist advocate and her work in the women's community services spans three decades. Violence against

women, particularly domestic violence, has been her focus.



Wendy Morgan
Vice Chairperson

Wendy Morgan is an Aboriginal Woman from the Dyiringanj People of Wallaga Lake that forms part of the Yuin Nation on the Far South Coast of

NSW. Wendy is an activist and Aboriginal rights advocate who has worked in government, NGOs and local land councils for more than 30 years.



Frances Atkins
Treasurer

Frances has significant experience in banking and finance and is currently the CEO of Givable, a platform that helps businesses track

the impact of their social and sustainable purchases.



Arely Carrion
Secretary

Arely is an Executive Manager Community for Mounties Group. With nearly 30 years of experience in the hospitality industry,

Arely has held various operational roles across multiple venues, showcasing their versatility and expertise.



Dr Lai Heng Foong

Dr Foong is a Senior Emergency Physician and Sexual Assault and Forensic Physician based in Sydney who has a passion for Public Health, including Domestic

violence, Disaster preparedness, Climate Change and Health, Indigenous Health and the social determinants of health.



Karen Beetson

Karen Beetson is a Mandandanji woman from south west Queensland. Karen has worked for over 30 years in Aboriginal Community Development beginning

her career in Aboriginal Employment and Education. She has worked for NSW Juvenile Justice and is currently the Director of Aboriginal Health Sydney Children's hospitals Network.

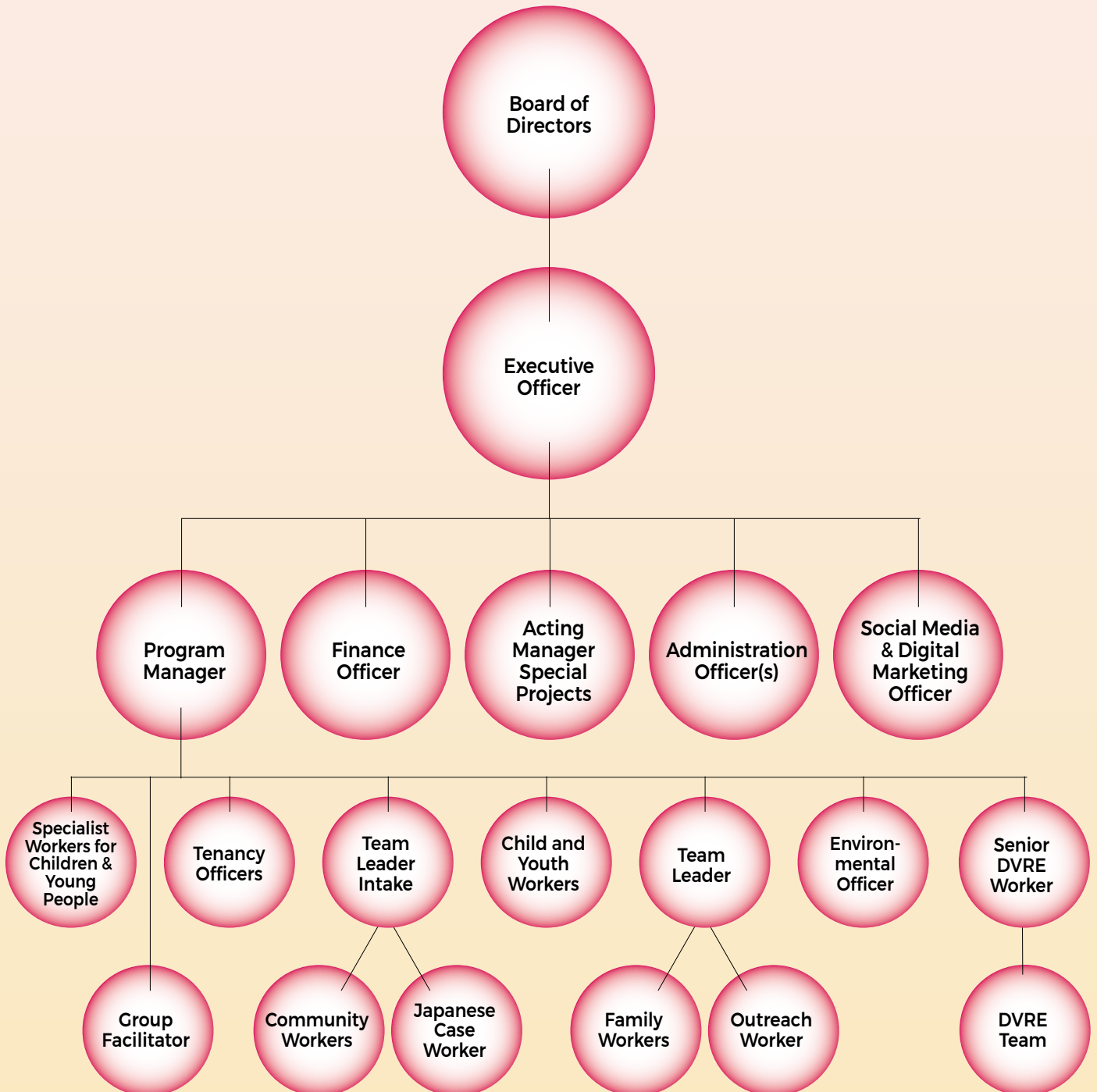


Amelia Scott

Amelia Scott is Bonnie's longest serving Board member. Amelia has a wealth of experience in health and in particular women and children's health.

Organisational Chart

Bonnie Support Services Ltd



Five Year Financial Summary

Bonnie Support Services Ltd

ABN 24 003 100 445

	2023-24	2022-23	2021-22	2020-21	2019-20
Income					
Government grants	3,302,162	2,978,898	3,002,043	2,643,992	2,330,669
Donations and corporate support	115,613	47,804	47,040	54,764	100,988
Rental income	258,141	239,360	255,596	246,149	273,681
Interest	107,532	17,353	1,773	4,875	15,998
Other	44,638	22,989	36,998	56,852	56,882
Total Income	3,828,086	3,306,404	3,343,450	3,006,632	2,778,218
Expenses					
Salaries and on costs	2,750,817	2,471,844	2,291,162	2,151,672	1,917,964
Client brokerage	121,141	207,750	295,812	282,343	209,122
Operating expenses	634,347	579,833	732,940	491,862	541,515
Total Expenses	3,506,305	3,259,427	3,319,914	2,925,877	2,668,601
Net Surplus/(Deficit)	321,781	46,977	23,536	80,755	109,617

The Company recorded an operating surplus of \$321,781 for the year ended 30 June 2024 compared to an operating surplus of \$46,977 in 2023. Income from government grants has increased by 11% compared to the previous year. The company was successful in obtaining funding under the State Government Supplementary Capital Maintenance Program to undertake leasehold improvements at several transitional properties. Capitalising the leasehold improvements has resulted in a net surplus position this year with anticipated deficit positions the following years as depreciation deductions are gradually transferred.

State government funding for the provision of a Specialist Workers for Children and Young People Service has continued in 2023-24. The company has been working in partnership with philanthropic and other non-government organisations to harness opportunities to provide more crisis accommodation services to women and children.

Bonnie Support Services measures its performance through annual accountability reports for each individual funding contract. The company also uses a range of other performance measures to ensure its strategic goals as stated in the Strategic Plan 2021 -2024 are achieved.

The company monitors its performance against budget and rolling forecasts. The budget is approved by the Board of Directors prior to the commencement of the financial year. Financial results are presented to the Board who use this information for the purpose of tracking progress, determining if agreed objectives are met and to inform future planning.

A complete copy of Bonnie's Financial Report 2024 including our audited financial statements, accompanying notes and Auditor's Report can be downloaded from our website www.bonnie.org.au or the ACNC register.

Donors and Supporters 2023-24

All Saints Catholic College	Diane Powell	John Ellis	Myer Liverpool
Andrea Rejante	Donna Patterson	John Holland	Myer Local Giving
Anglicare	Doreen Langford	Kathleen Maxwell	Nasleene Buksh
Anna Kerrigan	DRLC Stronger for Life Gym Group	Kathy Agostino	Our Lady of the Sacred Heart knitting group
Anna Pelle	Emma Gleeson	L Lim	Power Care Link
Anna Ralston	Erin Wroblewicz	Legrand Australia	Primo Foods Pty Ltd
Athena Buksh	Fairfield Council	Lifesource Community Care Fairfield	Rana
Australia Post	Fairfield Seniors Network	Linda Lawson	Robyn Metcalfe
Be Recruitment	Fern Lim	Lions Club of Sydney Defence and Emergency Services	Roger Rodrigues
Bethany Smith	Fran Gerlan and Peter Sadler	Liverpool Ambulance Station	RSS Global
Bill Crews	Fresh Corporate	Liverpool High School	Sacred Heart Cabramatta Primary School
Bridget Stewart	Geoff Cottle	Living Grace Christian Church	Sacred Heart Villawood
Cabramatta High School	Georgia Perry	LWRC	Savannah McFerrin
Cabramatta Library	Gerry Browne	Maddie and Kai Cassidy	Stax
Cabramatta Liquor Accord	Ghaidaa Alkhonz	Mai Nguyen	Susan Varga
Cabramatta Schools as Community Centre	GIVIT	Mailin	Susanna Mason
Camille Alarcon	Grace Community International	Marcia James	Tbraidz
Canley Heights Public School	Cyda	Marvin Do	Thi and Tuyet
Carol Mesaglio	Habitat for Humanity Australia	McGrath Estate Agents	to nu CO
Carole Best	Holroyd City Lions Club	MFS International Australia	Tobruk Village Austral
Charitable Giving (UK)	Hoxton Park Community Health Centre	Michelle Straub	Too Good
Claire Rowe	Inner Wheel Club of Liverpool Combined Inc.	Milica Krsnic	Transport for NSW
Dandelion Support Network office	Intelligent Foundation and Percent	Miller Public School	V Baird
Daniel Cassidy	Jasmine Blu	Monique Keating	Vanessa
Deanna Ivatic	Joanne Lim	Monique Retamal	Verona School
Denis Bellerose	Joannou Paraskevoula	Mounties	Veronica Mitchell
Department of Communities and Justice		Myer Community Fund	Welcome Merchant
Diana Howes			Wendy Morgan
			Woolworths Cecil Hills



The story of the painting on the cover

The cover of this year's Annual Report is a painting collaboratively created by all of us at Bonnie's. We painted it during a workshop held by Dalmarri, as part of our second Innovate Reconciliation Action Plan. The original hangs on the wall in our office, welcoming women and children into our colourful, diverse, and creative

service. We selected this artwork for the cover because it represents a piece of all of us, capturing the essence of our shared histories, our multiculturalism, and our creativity. The centerpiece bird is not only Bonnie's logo but our aspirational guide, who journeys with us and all women on their way to safety, empowerment, and freedom.



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