



Support Help & Empowerment Inc  
Annual Report  
2012 - 2013

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## *Support, Help and Empowerment Inc. History*

Support, Help and Empowerment Inc. was established because a group of people believed that violence against women is a violation of human rights. Members of the Domestic Violence Action Group Inc. acknowledged in 1987 the many long-term effects of violence on women's lives and therefore decided to set up an appropriate women's service that was based on the philosophy of equity and empowerment.

The service, Support, Help and Empowerment Inc. (SHE) commenced in July 1989 and was staffed by trained non-paid workers.

Financial support and assistance for this venture initially came from community groups, businesses and many individuals and later the Departments of Community Services and Premier and Cabinet. These departments provided some basic equipment and library resources. Funding from the Department of Community Services in July 1991 enabled SHE to employ workers and expand the service.

Since its establishment, SHE has operated with the belief that women are entitled to a life free from violence.

## *Funding Bodies*

The ongoing funding from the Department of Health and Human Services has enabled us to continue this important work.

Additionally we would like to thank the Community Support Levy for the funding of two small projects throughout the year.

## *Management Collective Message - Romy Winter*

Once again, a busy year for SHE. As well as continuing to provide the only long-term counselling for women who have experienced or continue to experience family violence; we have been busy in raising awareness of the continuing prevalence of family violence in our community.

In August 2012 we prepared a considered response to the Tasmanian government's **Primary Prevention Framework to Reduce Family Violence and Sexual Assault in Tasmania 2012-2015**. We expressed major concerns about the emphasis on sexual assault, the de-gendering of the crime of domestic/family violence and the lack of detail regarding actual primary prevention strategies.

## *Management Collective Message - continued*

SHE participated in the Red Rose Ceremony organised by the Hobart Women's Health Centre to honour the life of Jessica Kupsch who lost her life at the hands of her partner in August 2012. SHE also organised a One Billion Rising dance event on Parliament Lawns on Valentine's Day 2013 which was attended by over a hundred women including Tasmanian Premier, Lara Giddings. SHE also held its annual candlelight ceremony on Parliament lawns on 1<sup>st</sup> May to honour all victims of domestic violence. We have been making use of our *Facebook* site to publicise these events and raise various issues relating to women.

A strategic planning session was undertaken in April 2013 with the Management Collective and Staff. We have commenced a rebranding process as the branding is very dated and website is due for redevelopment. We have engaged Kontrast to take us through this process and look forward to a vibrant new image in upcoming months.

One of the challenges faced during 2012-13 was the breakdown in relations with the Hobart Women's Shelter regarding the provenance of the Keep Yourself Safe and Sane (KYSS) outreach group. Conflict arose around the launch of a set of postcards developed out of the KYSS group at the Shelter in December 2012 where ownership of the program was attributed to HWS. SHE had commenced running KYSS at the shelter in the 2011-12 reporting year with material collated and value added to by SHE counsellor Jane Withers. While we acknowledged the Shelter had sought and received funding for additional projects to add to the resources available to KYSS clients and some intellectual property had accrued via HWS workers co-facilitating the groups; we felt that the original KYSS program belonged to SHE. Various attempts to resolve the issue continued throughout 2013 however HWS have not been willing to discuss a draft MOU presented in January 2013.

Coordinator Lisa Zeitzen was on extended leave during this financial year. Jane Withers was Acting EO Between September 2012 and January 2013. It was with great regret we accepted Lisa's resignation, which came into effect at the end of this year. Unfortunately the funding that enabled SHE to employ Anna C on Fridays also came to an end at this time.

Management Collective also experienced some changes during the year. We welcomed Shirley O'Toole to Management Collective in September 2012 however Shirley left to go travelling in March 2013. After many years with the Management Collective, Maria Walker resigned in December 2012 for health reasons. Thank you Maria, for your contributions over the years. We welcomed Emma Benson to the Collective in March 2013.

On behalf of the management collective I would like to give thanks to all the staff for their dedication, energy and professionalism, which enable SHE to work so well with its clients.

## *Executive Officer Message - Lisa Zeitzen*

Wow, another year has flown by and sadly I report that I have tendered my resignation from SHE due to health and personal issues which I experienced throughout 2012/2013. During my time at SHE I have seen many staff and Management members come and go. Each and every one of them helped make my time at SHE memorable and I would like to extend my sincere gratitude to all who have been involved with SHE throughout my working history.

Again, I would like to extend my personal thank you to all members of SHE for their support and kindness during the year. The end of 2012 saw me on a long absence that saw the staff and management handling many issues throughout this time. Your assistance and understanding was greatly appreciated.

Group work, community education sessions, meeting attendance, workshops, professional development and the continued delivery of counselling to individuals has seen 2012-2013 be a busy year for staff as per usual. Case work and the stories with which the counsellors face on a day to day basis appear to be increasingly disturbing, complex and require a great deal of expertise of which the SHE counsellors hold.

It was pleasing to note the State departments commitment and payment of monies to fund the Pay Equity Order.

SHE's continued participation in external meetings such as the South East Area meetings, the practitioners meetings and continued involvement with the Local and State-wide DVCC has once again provided SHE with the opportunity to profile and highlight the organisation amongst the sector and other community groups.

Many new members joined our Management Collective with all members working diligently and contributing to ensure that the organisation runs smoothly, cohesively and continuously striving to achieve better outcomes for both clients and staff. We welcome new members and hope that we can continue to recruit members throughout the coming year.

We extend our gratitude to the Department of Health & Human services for their continued funding and look forward to our continued partnership into the New Year.

I wish SHE and all the individuals involved with the organisation a productive 2013/2014 year to come.

## *Practitioners' Message*

### *Core Program*

Family Violence counselling remains the core focus of SHE. Counselling is delivered via face to face or telephone sessions with individuals. We have a limited provision of outreach to clients.

In the 2012/13 financial year there were 2.6 full time equivalent staff employed at SHE which is broken down to the full time equivalent of 2.2 counselling staff and the administrative EO working 18-20 fulltime hours. Excluding time for staff development, supervision and administration time, there are up to 40 appointments available each week for women seeking support.

While no shows continue to be problematic (62% last financial year), on the whole we are booked for up to an average of 7-10 days in advance. New referrals remain fairly steady throughout the year. The most frequent source of referral comes from the women themselves (53), followed by women's shelters (35) and family violence services (30). Other frequent sources include government departments, other community services, child protection and family and friends.

### *Clients*

We counselled women from 15 years (4) to 84 years (1), with the bulk of them ranging between 25 to 44 years. More specifically, women from 40-44 years (46) used our services the most, followed closely by women 30-34 years (38), 25-29 years (37) and 35-39 years (35).

Most clients were born in Australia and spoke English very well. Eighteen clients identified as Aboriginal. Other more common countries of origins were New Zealand (6), the Philippines (5) and England (4) and languages other than English spoken were Tagalog (2), German (2) and African (2). Telephone Interpreting Services were required for one client from Rwanda.

Kingston (33), Glenorchy (26) and Hobart (21) were the most represented suburbs, though it must be considered that both Kingston and Glenorchy have women's shelters that refer their clients to us on a regular basis. Claremont (15), Bridgewater (11), Lenah Valley (11) and New Town (11) also figured prominently in the statistics. Following a similar pattern Glenorchy (80), Hobart (71) and Clarence (53) were the Local Government Areas with the highest representation in our service, trailed by Brighton (22) and Sorell (11).

## *Clients - continued*

The Women's stories of their experiences of domestic/family violence and abuse are of an increasingly serious and disturbing nature. Most of the clients had a history of family violence (228) and/or were currently experiencing it (132). Not surprisingly, current emotional or psychological abuse (32) was the most frequent type of abuse named. Diagnosed mental health issues and chronic health problems and unsafe, inadequate or inappropriate housing were major issues often resulting in homelessness and requiring assistance in transitioning to a new home.

Though their struggle to establish a life free from violence and abuse is complex and confusing, as counsellors Liz and Jane continue to be amazed at the strength and resilience clients demonstrate. It is an honour to be a part of their journeys.

## *Extended Hours Service*

SHE has continued to provide an extended hours service once a week to accommodate clients who are unable to attend day sessions. This service has been valued by women who work full-time between 9-5 and women without access childcare during the day.

## *Community Education*

SHE presented several domestic violence education sessions to students in Grades 11-12. Two sessions were held at Guildford Young and another session at St Mary's. SHE created a session format that is activity-based and engaging for people in that age range. We have had positive feedback regarding these sessions and it was a very valuable opportunity for SHE to reach a large number of people at a critical point in their lives.

SHE also presented a training session to Royal Hobart Hospital. This session focused on recognising covert emotional abuse. The attendees at this in-service training were from a range of professionals located within the hospital: social workers (including those on university placements), loss and grief counsellors, antenatal clinics, paediatricians, midwives, specialist doctors, nurses, occupational and physical therapists and nutritionist. A number of the attendees expressed their appreciation to us, stating their astonishment at just how complex and covert the issue of domestic/family violence and abuse is.

## *Groups*

### *KYSS Group report*

KYSS Group has just completed its fourth session out at Gagebrook Community Centre. It is being co-facilitated by family support workers from Jordan River Services. It is a small group of four very committed and determined women.

Jane has created a new course outline and session contents, which is being piloted with Jordan River Services. The end result we are aiming for is a professionally produced and printed KYSS Manual to roll out to local and state wide agencies in the same manner as it is being done at Jordan River Services. Romy, Kaylene (Management Committee members) and Jane wrote a submission for a Tasmanian Community Funds small grant (\$10,000.00). The TCF Board is considering applications in late November / early December. We will receive notification of the outcome of our application in mid-January 2014. Cross your fingers everyone!

Jane emailed various neighbourhood / community houses, women's shelters and other non-government agencies promoting KYSS in June and followed up on a number of them. So far Working It Out has expressed an interest in having KYSS run at their agency. Jane has already met with Carolyn Hay (educator/counsellor). This is being followed up currently.

### *SHE/HWHC C.A.R.E.S. Group report*

In May 2013, SHE developed and co-facilitated a 6-week group with the Hobart Women's Health Centre. The group was called the C.A.R.E.S. 'Tuning into you' Group and used an Acceptance and Commitment informed approach.

The group was open to any woman with an interest in sharing strategies and ideas for emotional wellbeing and healthy relationships. Topics covered included confidence; assertive communication for feelings, needs and boundaries; negotiating intimacy and consent; empowerment and self-care.

We piloted a pre- and post-evaluation as part of the group evaluation. Participants were asked to complete a self-rating form that assessed their sense of confidence, assertiveness and self-empowerment both before and after the group. Only a small number of respondents returned the post-rating form, however, the difference in mean scores was very encouraging. There was an increase of 7.8 in scores from 30.4. (out of a possible 56) to 39.5. These results have encouraged SHE to include more comprehensive pre- and post-assessment measures in the future.

## Projects and Events

### Red Rose Alert Ceremony

In August 2012, SHE participated in the organisation of the Red Rose Alert Ceremony on Parliament lawns. This ceremony was to recognize the domestic homicide of Jessica Kupsch in Launceston and to show support for ending violence against women and children. This was a very well attended event.

### One Billion Rising

In February 2013, SHE organised a dance party as part of the global campaign One Billion Rising that calls for an end to violence, and for justice and gender equality. The event was held at Parliament House lawns. Attendees were taught some fun dance moves then all joined together in a dance to show support and say 'NO' to violence. Attendees were also invited to personalise a statement as to why they are rising to say 'NO' to violence against women.

Photographs of people holding their statements are displayed on SHE's Facebook page.



## *Candle Lighting Ceremony*

The public candle lighting ceremony was held at Franklin Square on the May 1st 2012 at. The event was for everyone in the community to come together and remember and recognise all victims of domestic violence. The ceremony joins the many candle lighting vigils held throughout Australia by various domestic violence services at different times, all in remembrance of those who have died as a result of domestic violence. Minister Cassie O’Conner was the event’s MC and Police Commissioner Darren Hine participated as a White Ribbon Day Ambassador



### *'Photo-voice' Project*

Jane provided counselling support to the women partaking in the Postcard Project at HWS (Hobart Women's Shelter). This was a project funded through a Community Support Levy under the Charitable Organisation Grant Program, Department of Health and Human Services. Iona Johnston, the FLAVERS (Family Literacy and Vocational Education Resource and Support) worker, at HWS applied for.

Jane and Iona co-facilitated the KYSS Group. Women who were a part of the KYSS Group were invited to use photography to create postcards and captions with messages aimed at women who are experiencing or who have experienced domestic / family violence and abuse. The theme was about seeking support and used various images of hands gesturing support. The women spoke eloquently and passionately about the subject. The post cards were placed in various pubs and venues where they were free to take.

Jane attended the launch at the Glenorchy LINC in November 2012 along with Romy and Rose from the Management Committee. Casey O'Connor (Green Party - Minister for Human Services) launched the project and, Liberal Shadow Minister for Human Services Elise Archer also attended. Larger versions of the postcards were displayed in the LINC for a month after the launch.

### *Social Work Student Supervision*

In 2012, we had Louise Cornish, a Masters of Social Work student from the University of Tasmania complete her final placement at SHE. Louise is very passionate about social welfare issues and has really engaged with issues around domestic violence specifically and violence against women in general. Louise researched how viable a coalition of women's services would be for Hobart.

### *Toolkit to leaving*

*Toolkit to leaving:* Women leaving domestic violence are often faced with many complicated financial, health and legal situations. In conjunction with Women's Legal Service Tasmania, Liz developed a booklet that can be utilized by all women leaving abusive relationships.

### *Inter agency domestic violence forum*

SHE was involved in facilitating and attending a forum for workers in the domestic violence sector to discuss issues following family violence such as housing, Centrelink and Child Protection. This was extremely well attended and promoted much discussion as to how workers can assist clients.

With clients' written consent, de-identified cases were selected and presented to the Government Agencies for discussion and comment. It provided them with valuable insight into the experiences of clients from frontline workers in the domestic violence sector.

### *Information Paper - National Centre for Crime & Justice Statistics (NCCJS)*

In October 2012 SHE was one of many agencies solicited to contribute to the development of an Information Paper by the National Centre for Crime and Justice Statistics (NCCJS) in the Australian Bureau of Statistics. This Paper presents a combined Conceptual Framework for Family, Domestic and Sexual Violence. It is the first step towards a broader project to improve the evidence base for family, domestic and sexual violence during the life of the National Plan to Reduce Violence against Women and their Children.

The NCCJS is undertaking this work on behalf of the Office for Women at the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) under the auspices of the National Plan. The Draft Information Paper was released late 2012. SHE has a hard copy.

### *National Plan to Reduce Violence Against Women and Their Children*

SHE provided comments and suggestions for the “*Taking Action: Tasmania’s Primary Prevention Strategy to Reduce Violence Against Women and Children*”. This document is the Tasmanian contribution to the *National Plan to Reduce Violence Against Women and Their Children*”. This was another on-line exercise.

## *Training and Professional Development*

SHE practitioners continued participating in relevant professional development opportunities. Highlights included:

- All counsellors completing the introductory Acceptance and Commitment Therapy (ACT) training with Russ Harris.
- Liz attended the 6th Australian & New Zealand conference of the Association for Contextual Behavioural Science (Acceptance and Commitment Therapy Conference) in Melbourne. This conference included a two-day workshop on 'Brief Interventions for Radical Change presented by Kirk Strosahl and Patricia Robinson.
- Suicide Alertness For Everyone Training (Safe TALK) at Lifeline (Jane and Anna)
- Georgina O'Donnell (forensic psychologist) presentation titled "The Assessment of Family Violence for Intervention Needs: Risk Factors for Physical, Sexual and Psychological Violence". This presentation is organized by FVCSS (Family Violence Counselling and Support Service).
- Attended the Foundation to Prevent Violence Against Women consultation session in late August. They anticipate publishing a summary of these nation-wide consultations on their website at [www.preventviolence.org.au](http://www.preventviolence.org.au) before the end of 2013. I have checked the website recently but the document is not yet available.

SHE staff continued to be involved in a number of interagency meetings including:

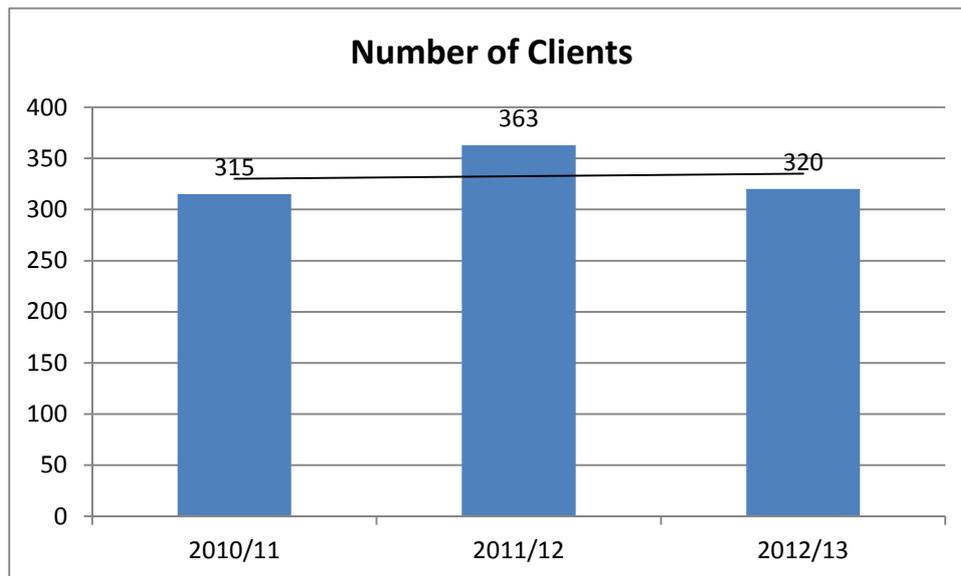
- Local and state-wide Domestic Violence Coordinating Committee
- Adolescent violence in the Home Working Party and the Hobart Family Law Pathways Network
- South West Area Advisory Group (Department of Health and Human Services)

## Client Statistic 2012 - 13

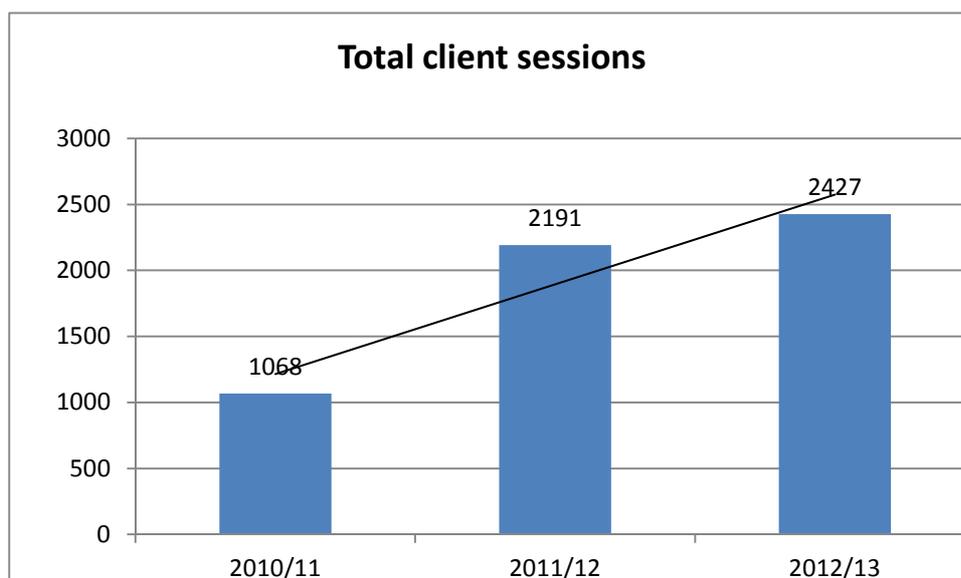
The following statistics are obtained from the IRIS database.

### Client Rate

Data show that the number of clients accessing SHE services remains steady over the past three years.



While numbers of clients are stable, the clients are attending more sessions. Client sessions have increased by 10 per cent compared to last year. Fifty five per cent of sessions are conducted via telephone compared with 44 per cent face to face.

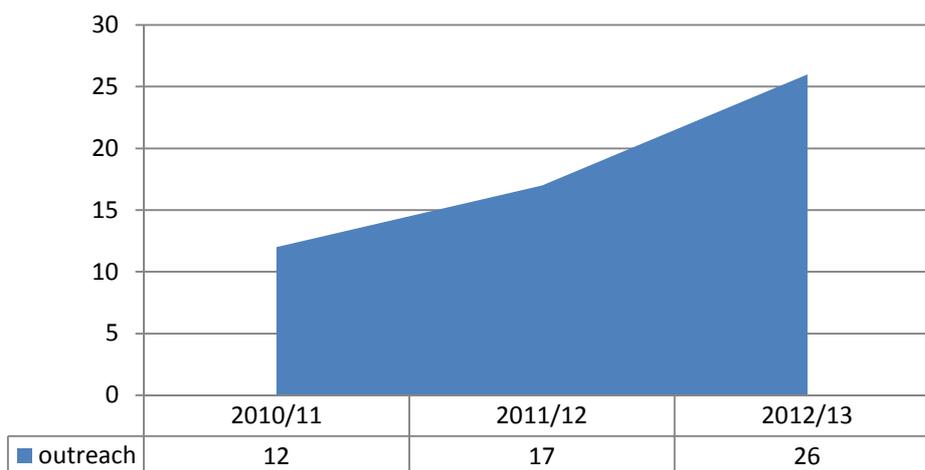


Clients lived in a broad area of Tasmania as well as some who had moved interstate. However the majority of clients came from Hobart and surrounding areas.

## Outreach

Demand for outreach continues to increase as more clients do not have access to transport or the funds to access public transport. This impacts on the service through additional time required to travel to and from appointments with these clients as well as costs for travel. Whilst the service is dedicated to meeting the needs of our clients, the viability of meeting increased demand for outreach needs to be closely assessed.

### Outreach to engage client



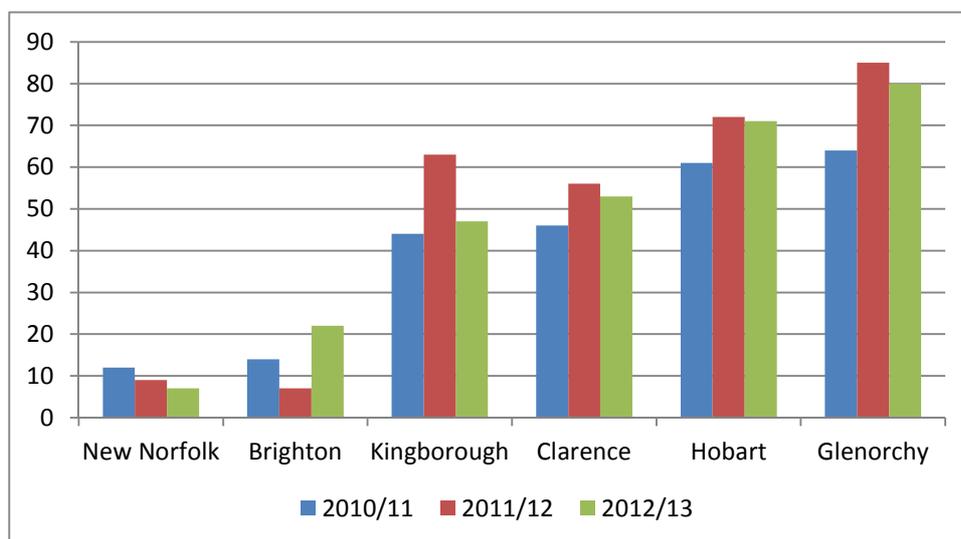
## Identified Issues

Aside from current issues around family violence (physical, emotional, verbal and economic abuse) and dealing with past violence, clients raised 80 different types of issues during counselling. These included housing, financial and household issues, mental health issues, physical health, sexual assault, substance abuse and child protection issues.

## Catchment Areas

Local Government Area	No	%
Glenorchy	80	25%
Hobart	71	22%
Clarence	53	17%
Kingborough	47	15%
Brighton	22	7%
Sorell	11	3%
Huon Valley	8	3%
New Norfolk	7	2%
Southern Midlands	5	2%
Not recorded	4	1%
Central Highlands	3	1%
Outside Tasmania	3	1%
Tasman	2	1%
Central Coast	1	0%
Devonport	1	0%
Glamorgan/Spring Bay	1	0%
Northern Midlands	1	0%
	320	100%

The LGAs in Hobart and surrounds accounted for almost 88 per cent of clients in 2012/13. As in previous years, the majority of clients were from the Glenorchy municipality, Hobart, Clarence and Kingborough.



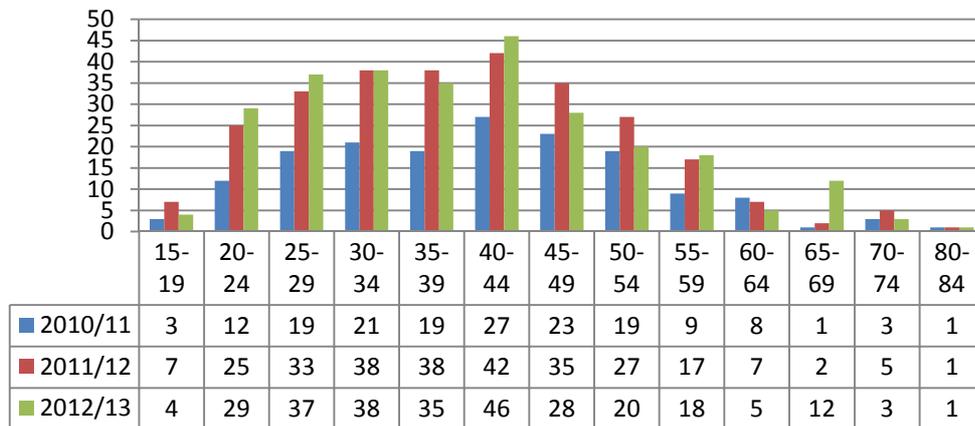
## Multicultural / Indigenous client participation

Most clients were born in Australia and spoke English very well. Eighteen clients identified as Aboriginal. Other more common countries of origins were New Zealand (6), the Philippines (5) and England (4) and languages other than English spoken were Tagalog (2), German (2) and African (2). Telephone Interpreting Services were required for one client from Rwanda.

## Client age ranges

We counselled women from 15 years to 84 years in the 2012/13 year. Half the clients were aged between 25 to 44 years. Women aged from 40-44 years used our services the most (14%) followed closely by women 30-34 years (12%), 25-29 years (12%) and 35-39 years (11%).

### Age Groups



2012/2013  
Audited Financial Figures  
Prepared by Macquarie Accounting