

A RESOURCE BOOKLET

ON WOMEN'S

REFUGES (N.S.W.)

1982

THIS MATERIAL WAS COLLECTED DURING THE EVALUATION
OF THE WOMEN'S REFUGE PROGRAMME 1981-82, AND IS
COMPLEMENTARY TO THE REPORT "WOMEN IN CRISIS -
AN EVALUATION OF WOMEN'S REFUGES IN N.S.W., 1982."
THE INFORMATION CONTAINED HEREIN IS CORRECT AT
THE TIME OF PRINTING BUT IS SUBJECT TO CHANGE
AS WOMEN'S REFUGES SERVICES, BY THEIR NATURE OF
PARTICIPANT INVOLVEMENT, ARE IN CONTINUAL DEVELOPMENT.

ALBURY WOMEN'S REFUGE

ESTABLISHED: 1976 by Community Service Centre.

AIMS: To provide emergency accommodation for women in crisis, with or without children. To give women support through this period.

SPACE and FACILITIES:

Room: Large old boarding house, 8 small bedrooms, kitchen, lounge room, office (doubles as night workers' bedroom), two bathrooms, laundry, etc.

Food: All food supplied except meat.

Rules: No Men.
No Drugs.
No Alcohol.

CHILD CARE:

Workers: 2 Child Care Workers.

Space - the refuge has no back yard so rents a child care annexe two blocks away.

Activities - playgroup, varied programmes, outings, picnics with mothers. After school activities, weekend excursions. One day per week is set aside for follow up with ex-resident children.

STAFF AND STRUCTURE:

Workers: 8 workers sharing responsibilities. Many voluntary workers, including management committee.

Hours Covered: 24 hour service. Each worker does day and night shifts.

Management: Run by management committee which includes workers who have three votes but cannot hold executive positions.

Resident and Ex-resident Involvement: Residents do cooking and housekeeping for themselves and answer phone if worker not available. Two ex-residents have permanent jobs at the refuge and others are given priority in relief work. Residents and ex-residents have opportunity to join the committee at the A.G.M.

RELATIONSHIP with COMMUNITY:

Albury Refuge has good liaison with all groups in the community, except housing agencies. Most groups are supportive of the refuge, but, because of the lack of backup facilities in the area, they get many inappropriate referrals.

HOUSING POSSIBILITIES:

The private rental market is very expensive and low cost houses and flats are both difficult to find in Albury/Wodonga. Some Real Estate Agents discriminate against women staying at the refuge.

The Housing Commission staff are very unco-operative with the refuge. They refuse to acknowledge that refuge residents are in need of emergency housing and will not put them on the Special Allocation List, (even a woman with five children was not considered to be entitled to this). The Housing Commission staff are unsupportive and judgemental of women who have left their husbands. No woman has been allocated a house while at the refuge or after leaving. The Evaluation recommends that this situation be examined more closely by the Housing Commission bureaucracy, as it contravenes policy which has been established through many meetings with Women's Refuges.

FOLLOW UP:

Follow up work is done by volunteers as well as paid workers. Ex-residents are encouraged to visit at any time. Child Care Workers do some work with ex-resident children and many attend the playgroup. Albury Refuge sees follow up as a priority and needs funds to employ workers to ensure that ex-residents are supported in their needs after leaving the refuge.

NEEDS: Adequate wages for all workers and funds for follow up worker.

Increased child care funding to ensure secure child care space and relief worker.

Funds for travel costs.

Halfway housing and support from the Housing Commission.

AMELIE HOUSE, COMO

ESTABLISHED: 1978 by St. Vincent de Paul Society.

AIMS: To provide emergency accommodation for disadvantaged mothers and children.

SPACE and FACILITIES:

Room: 5 bedrooms, 2 kitchens, lounge room, dining room, 2 bathrooms, laundry.

Food: All provided, evening meal cooked by live-in worker.

Rules: Stay can be long or short term depending on needs of mother and children.

No smoking in bedrooms, no alcohol in house.

Resident Housemother, with residents' co-operation, is responsible for the running of the house.

Visitors by arrangement with Housemother.

Rise and shine at 7.00 a.m. Breakfast and lunch prepared by residents, dinner prepared by Housemother 5.00-6.00 p.m. Guests to be in and no visitors after 9.00 p.m.

CHILD CARE:

No child care funding. Fully equipped playroom. Enclosed backyard with play structures.

Regular activities for pre-school and school aged children.

STAFF AND STRUCTURE:

Staff: 1 welfare worker 9.00-5.00 weekdays, 1 live-in worker for evenings and weekends. 1 Childcare worker, 11 volunteers.

Hours Covered: 24 hours.

Management: Management Committee is comprised of members of the community and consists of members of the St. Vincent De Paul Society, Government, Welfare, Community and non-Catholic Church Groups and operates under the Regional Council of the St. Vincent De Paul of Sutherland. Workers make day to day decisions with Management Committee who are also volunteers.

Resident and Ex-resident Involvement: Encouraged to attend meetings and participate in house, or just come and chat.

FOLLOW UP: Refuge would like funds for follow up worker. At present, all follow-up is done by the St. Vincent de Paul Conference in the area to which a woman moves.

RELATIONSHIP with COMMUNITY GROUPS:

Amelie House gets full support and co-operation from all groups.

HOUSING: Very difficult to obtain housing in local area due to cost e.g., ex-residents were paying \$100 for a house, \$70 for two bedroom flat, \$70 for a caravan. The refuge recommends that residents seek houses outside Sutherland area. Some women are forced back into intolerable domestic situations because of the lack of housing opportunities.

ARMIDALE WOMEN'S REFUGE:

ESTABLISHED: 1975 after 'ZONTA' (a group of women) called a public meeting.

AIMS: To provide emergency, short term accommodation and support for women and children and information and support for all women and children in the community.

SPACE and FACILITIES:

Room: Four bedroom house with large kitchen/dining room, medium sized lounge room, 2 bathrooms, 3 toilets in the house and 2 outside for kids and visitors to the office and drop-in centre, reasonable laundry facilities, small quiet/visitors' room. Two room building in the grounds of the refuge but separate from the house, one room is the refuge office and the other is a drop-in resource centre for refuge women and all women and women's groups in the community.

Food: Only tea, coffee, sugar and all cleaning materials provided.

Rules: No men in the refuge.
No violence in the refuge.
No drug or alcohol affected behaviour in the refuge.
No drugs or alcohol in the refuge.

CHILDCARE:

Workers: Two child care workers each paid 25 hours/week.

Space: A separate child care/playroom in the back yard. Medium sized backyard with tables and play equipment and covered-in cement play area.

Activities: Play sessions, and lunch provided for children in playroom, children also taken on outings (horse riding, deer park, pool) and to weekly playgroup with mothers and weekly childcare at childcare centre in town. Monthly mother's and children's activity day at the refuge, bar-b-que, live music and art and craft activities (how to use junk).

STAFF and STRUCTURE:

Staff: Three workers are paid to work 25 hours/week (excluding child care). Another 2 workers are paid seven and a half hours/week in the evenings. Volunteers cover the weekends and there is a \$10 allowance per night for being 'on call'. Some of these women also do paid relief work.

Hours Covered: 24 hours covered with redirected phone calls to workers when there are no workers on the premises.

Management: The Women's Shelter Armidale is a registered charity, an association of people from the community that elects a management committee to run the refuge and a separate management committee to run the half-way houses. For the past twelve months the refuge management committee has met concurrently with the house committee consisting of paid and unpaid workers, residents and ex-residents, and everyone has an equal say. This group makes all policy decisions.

Resident and Ex-resident Involvement: Encouraged to be extensively involved. House meetings held daily.

Workers feel that they would be able to give more time to the women in the house if they did not have so many outside demands on them. For example, workers are involved in other resource groups for women in the community. Furthermore, workers feel frustrated by lack of certain skills, eg. rape counselling, which they do not have access to because of the unavailability of suitable courses. They also feel isolated from city refuges and resources, not having enough money to fly down or pay relief workers.

RELATIONSHIP with COMMUNITY:

Very good relationship with the community generally. There is considerable co-operation with the local Y.A.C.S. office, especially with regard to 'children at risk'. Y.A.C.S. funds the running and wage for a worker for half way houses. Interpreter services are needed in the community, or funds to pay local people to act as interpreters.

HOUSING POSSIBILITIES:

Because Armidale is a student town it is difficult to find housing on the private market. Two bedroom flats cost between \$45 - \$50/week. Three bedroom houses can cost up to \$85/week. Heating is often not provided in rented houses and Armidale has a very cold climate.

FOLLOW UP: Childcare is offered to ex-residents in the form of playgroups and after-school programmes with transport provided. The children and women are taken on outings and holiday camps. There is an ex-resident group and courses are offered to women through TAFE OUTREACH and the Board of Adult Education on topics such as 'Surviving on a Low Income'. Workers also visit ex-residents and encourage them to become involved in the refuge if they want, and to use the drop-in centre.

Through the existence of the half-way houses, refuge workers have become more aware of the needs of ex-residents.

Ex-residents are also employed at the refuge.

NEEDS: Funding to cover improved working conditions such as, wage increases, over-time, penalty rates, long service leave and maternity leave; more paid hours for follow up; child-care for workers; and conference expenses.

BETSY WOMEN'S REFUGE

ESTABLISHED: 1975 by a concerned group of women with support from the community after months of investigation and research.

AIMS: To support and care for women who are victims of domestic violence or homelessness.

SPACE and FACILITIES:

Room: The refuge is divided into two floors. Top floor: 4 bedrooms/dining/lounge/kitchen area, bathroom. Internal staircase to lower floor: 2 bedrooms/kitchen/dining/lounge area, bathroom/laundry. Storeroom, Office, separate childcare rooms, women's room. Two separate self contained units for women not ready to live alone but not in need of total support.

Food: All food provided with consideration given to dietary needs of minorities.

Rules: No drugs, alcohol or men in the refuge
Disputes between residents to be settled quietly with workers or board members.
Women to share responsibility for the running of the household.

CHILD CARE:

Workers: 2 workers five days per week 10.00 a.m - 2.30 p.m.

Space: Child care rooms attached to refuge, outside playground with climbing equipment

Activities: Mainly geared to pre-schoolers, including puzzles, games, craft, and some outings. No afterschool programme.

STAFF and STRUCTURE:

Staff: 8 workers

Hours Covered: Workers rostered from 9.00 a.m. - 9.30 p.m. Caretakers live in separate quarters on the premises and workers' phone numbers are available for emergencies.

Management: Betsy has an active management committee which makes most policy decisions in consultation with staff and residents. This works fairly well, however when there is conflict between workers and management, the latter have ultimate authority.

Resident and Ex-resident Involvement: Residents are responsible for the day to day running of the house and are encouraged to come to meetings.

RELATIONSHIP with COMMUNITY: Betsy has a very supportive local community, particularly with the Bankstown Council, service and womens organisations.

HOUSING POSSIBILITIES: Residents are encouraged to apply for Housing Commission accommodation. There is limited local housing available in the area.

FOLLOW UP: Ex-residents can visit the refuge at any time. When necessary workers visit or phone individuals.

NEEDS: Funds for follow up, extra child care.

BONNIE

ESTABLISHED: In 1975 by a community group in Green Valley.

AIMS: Provide emergency accommodation and security for women and their children. Support and information at the refuge and after they leave. Opportunity for women to become independent and self determining and self managing individuals.

SPACE and FACILITIES:

Room: 5 bedrooms, kitchen, dining room, lounge room, 2 bathrooms, laundry and separate office space.

Food: All food is provided by the refuge.

Rules: No men
No alcohol
No drugs

CHILD CARE:

Space: 2 child care rooms and large fenced backyard adjoining a park.

Workers: 5 part-time workers.

Activities: 9-5 Monday to Friday. All types of activities. After school and holiday activities, craft, camping, outings, 3 nights per week and Saturday activities.

STAFF and STRUCTURE:

Staff: 4 part-time workers.

Management: Collective made up of paid workers, general and child care. Which reports 3 monthly to a management committee (nominal supportive.)

Hours Covered: 9am - 10pm. Workers are on call for emergencies at night and weekends.

Resident and Ex-resident Involvement: Residents are involved to the fullest extent in the day to day running and there is opportunity available for them to be involved in policy making to the fullest extent also. Ex-residents are given priority when staff are employed provided the minimum requirements to work at the refuge are met. That is workers must have a car and a phone so that they can be available in crisis situations. 2 ex-residents are employed at present.

RELATIONSHIP with COMMUNITY: Refuge feels that all agencies in area could be improved upon. Supportive services are Y.A.C.S., Service Club, Council, Social Security, Child Care Centres, Police (sometimes). Unsupportive groups were Estate Agents and the local police sometimes. Local community recognises the need for the refuge service but would rather not have it as neighbours.

HOUSING POSSIBILITIES: As for other western suburbs refuges.

FOLLOW UP: Ex-residents are invited to meetings but support offered to ex-residents is mainly in times of crisis rather than on-going follow up because of funding inadequacies.

NEEDS: Funding for follow up workers, more general funding to improve facilities, improved co-operation from government agencies. List of reliable interpreters to be called on when needed. Specific funding for the operation and administration of half way houses.

BRINGA WOMEN'S REFUGE, DEE WHY

ESTABLISHED: 1975 by a group of women in the area headed by a Social Worker from Social Security. Over 100 women, many representatives from women's groups attended a meeting on November 13, 1974 at which the Manly/Warringah Women's Resource Centre association was formed.

AIMS: To assist women and children in and out of crisis and hopefully help women become more aware of themselves and their potential.

SPACE and FACILITIES:

Room: Four bedrooms, combined kitchen, dining and lounge room, bathroom, upstairs, office and workers area downstairs.

Food: All food is provided.

Rules: Children in bed by 8.30
No male visitors
Drugs and alcohol forbidden
Women should be back at refuge by 11.00 p.m
Children must not be left by mothers unless some babysitting arrangement has been made with another woman.

CHILD CARE:

Workers: Bringa has 4 child care workers:-

2 workers 3 days 9.00 - 2.30
1 worker 3 afternoons 3.30 - 5.30
1 worker weekends 10.00 - 3.00

Space: Bringa rents the house nextdoor to the refuge and combines their backyards for child care. The house has different activities rooms and the yard has a lot of climbing equipment, sandpit and pleasant space.

Activities: Bringa has a playgroup running each day which resident, ex-resident and women from around the area use, sometimes five days per week. A range of craft, toy and play equipment is available for children's use.

STAFF and STRUCTURE:

Staff: Eleven workers each do either day work, child care, night work or weekends. Rosters and responsibilities are not rotated between groups of workers.

Hours Covered: Bringa has one of the most efficient roster systems seen by the evaluation, which seems to work well for both workers and women using the refuge. The 24 hour, 7 day week operation is shared as follows:-

Four workers each do three days (9.00 a.m. to 4.30 p.m.)

Four workers do child care.

Two workers do night work, one for two nights, one for three (from 4.00 p.m. to 9.30 a.m.)

One worker does the weekends from Saturday 9.30 a.m. to Monday 9.30 a.m.

The roster is suited to the lifestyles of the workers, e.g., the day workers have school aged children, the night workers are students, the weekend worker has a grown-up family. Night workers have a bed, lounge and bath rooms downstairs so that, although the refuge has a worker available at all times, the residents still have privacy from continual supervision.

Management: The refuge has a Board of Directors of five people which meets monthly, usually with at least one worker present. Workers have the major responsibility for the running of the refuge. Expenditure is prepared by workers and approved by the Board, which also takes responsibility for administration. Workers have meetings once per month, but see the need to meet more regularly.

Resident and Ex-resident Involvement: Residents have responsibility for the domestic running of the house. Two ex-residents have been employed at the refuge, many others return to the playgroup. House meetings are held once per week with residents and workers attending.

RELATIONSHIP with COMMUNITY:

Bringa has noticed the changes in attitudes of groups over the recent period of government cutbacks and staff ceilings to different agencies. The work pressures on staff at agencies such as Social Security, Youth and Community Services has been to the detriment of some refuge residents. Voluntary agencies such as St. Vincent de Paul, Lifeline have become more judgemental in their attitudes to some women. In general the refuge gets support from the community, particularly Youth and Community Services, Schools, Solicitors and Health Services.

HOUSING POSSIBILITIES:

In general highrise flats are the only rental accommodation available in the Manly/Warringah area. Many residents apply for Housing Commission allocations, and usually get houses in the outer western suburbs, making follow-up work very difficult.

FOLLOW UP: The main support given to ex-residents is encouragement to visit the refuge and use the playgroup. Lack of time and the difficulties of transport and distance make follow up problematic when women move out of the area.

The refuge provides food parcels and financial assistance to women when necessary, and also operate as a resource centre for any woman.

NEEDS: Independant funding is needed for the child care house which has grown in usage beyond the resources of the refuge.

Follow up work must be funded to ensure more adequate support for ex-residents.

The refuge bathroom facilities are insufficient for the numbers of women and children usually staying at the refuge and extensive renovations are needed.

BUTLER LODGE, GLEBE

ESTABLISHED: 1976 by the St. Vincent de Paul Society.

AIMS: To provide shelter, care and support for women/children in crisis. To provide back up support in later community life.

SPACE and FACILITIES:

Room: Very large old house in reasonable condition. There are 5 bedrooms, 2 bathrooms, medium sized kitchen, dining room and lounge room, an office at the front of the house and a small back office. There is one room set aside for child care. The refuge tries not to take more than 28 women and children at one time, though it is often overcrowded.

Food: All foods supplied

Rules: Everyone must be in by 9 p.m.
Women must not leave children, except with child care workers.
Duties to be done daily
Beds to be made before 10 a.m.
Strip beds and wash sheets before leaving.
No alcohol, drugs on premises.
Male visitors to leave by 9.00 p.m.
No smoking upstairs.
If a resident stays out overnight without permission from the president she will not be re-admitted.

CHILD CARE:

Workers: One full-time child care worker (40 hours per week).

Space: One room in the house. Medium sized backyard, cobblestone covered, with no outdoor equipment for climbing etc.

Activities: Daytime organised child care activities. These activities are available Mondays to Fridays from 10 a.m. to 6 p.m. Picnics on Saturdays to which ex-residents are welcome. Camps.

STAFF and STRUCTURE:

Staff: One welfare worker who works a 40 hour week. One refuge worker who works a 72 hour shift including overnights and one who works a 96 hour shift.

One volunteer works a day shift and one a night shift every day. There is a pool of between 30 to 60 volunteers. The male volunteers tend to work the evening shifts.

Hours Covered: 24 hours per day.

Management: a) an executive committee of eight, of which the President is the active link with the running of the refuge.
b) The committee is responsible to the State Council of the St Vincent de Paul Society.
c) All paid refuge workers are on the executive. The President consults the workers frequently.
d) Volunteers are invited to participate in the executive.

Resident and Ex-resident Involvement: The extent to which women who have used the refuge are involved in policy making is on the basis of feedback. Household chores are organised and performed by the guests.

Work Conditions: Overcrowding increases stress amongst residents and thus workers. Award wages are paid to the staff.

RELATIONSHIP with COMMUNITY: Generally the refuge has a good relationship with other community groups, though it is felt that many agencies are understaffed. The only unsupportive group is Estate Agents.

HOUSING POSSIBILITIES: There is a serious lack of low income housing, and community half-way housing for chronically homeless women and women who have been in psychiatric hospitals. This refuge receives a large number of referrals from psychiatric hospitals and women with drug and/or alcohol problems. It is almost impossible to find accommodation for these women when they are due to leave the refuge. Butler Lodge has been forced to allow women to stay longer because of this situation. The Housing Commission has been helpful where possible. Butler Lodge also has a three bedroom annex at Concord.

FOLLOW UP:

- a) Return visits for coffee and meals
- b) Child care
- c) Counselling and external visits by welfare worker.

NEEDS:

- a) Immediate access to psychiatric help for services.
- b) Long term accommodation for aged women which will be stable.

CANBERRA

ESTABLISHED: Set up in 1975 by interested women from Women's Electoral Lobby and Women's Liberation Movement.

AIMS: To provide safe shelter in crisis for women and their children.
To provide support, information, self care and understanding.

SPACE and FACILITIES:

Room: 2 x 2 storey houses, 1 used for C.C. and other activities
6 bedrooms
large lounge room
large kitchen dining area
separate office space
bathroom and laundry

Food: All food requirements

Rules: No men, no drugs, no alcohol, no violence.

CHILD CARE:

Workers: 3 part-time

Space: Inside one house specifically set aside for child care, outside small enclosed yard.

Activities: After school programme 4 - 5 days per week, school holiday programme, indoor and outdoor activities, outings, occasional camps.

STAFF and STRUCTURE:

Number of paid Workers: 7

Hours Covered: Workers cover office hours and are available on call at night and weekends.

Management: Collective is made up of paid workers, unpaid workers and ex-workers.

Resident and Ex-resident Involvement: no priority given to ex-residents but several ex-residents have had paid jobs at the refuge.

Resident Participation: Cooking, shopping, cleaning; extent of involvement varies with individuals and households.

Rules: No men
No alcohol
No drugs

RELATIONSHIP with COMMUNITY: Relationships within the Canberra community vary but support for the refuge has increased since the refuge was set up. Groups who are supportive to the refuge include Uniting Church, Occasional Care and some service clubs. Unsupportive groups were Pro-family associations eg. Family Life Movement. The refuge is seen by the community in both a positive and negative light and varies from negative criticism to positive support.

HOUSING POSSIBILITIES: Rents are expensive and housing is in high demand - the refuge has had some success establishing women in government housing but they are often situated in isolated areas away from shopping and other facilities.

FOLLOW UP: Emotional and practical support. Ex-resident day has developed into a supportive network. Information is given to ex-residents on self-help groups within the community and the refuge provides counselling on budgeting problems. The refuge provides a specific follow up programme with separate funding from Family Support Services, for a 3 year period which is administered by Y.A.C.S. in New South Wales.

NEEDS:

Space	- More bedrooms
C.C. space	- Bigger play area for children
Workers	- Follow up, paid time; more migrant workers
Wages	- Proper wages

CARRIE'S PLACE, MAITLAND

ESTABLISHED: 1979 by a group of women associated with the Business and Professional Women's Club.

AIMS: To provide temporary accommodation for women and their dependent children in crisis situations.

To acquaint women in the refuge of the support services that are available from Government and non-Government bodies.

To acquaint them of their legal position.

To assist women to obtain accommodation for themselves.

SPACE and FACILITIES:

Room: 4 bedrooms, lounge room, big kitchen, laundry, bathroom, separate office building, large pleasant backyard with enclosed and covered play area.

Food: All food is supplied.

Rules: No smoking inside, except in laundry.
All women to share responsibility for house work.

CHILD CARE: No funding for Child Care.
Large fenced-in yard covered play area,
separate area for older children, some toys.
Volunteers sometimes take children on outings.

STAFF and STRUCTURE:

Workers: 3 workers, one of whom is the Co-ordinator.

The refuge was staffed by volunteers until it received funding in 1980, and these volunteers are still very active in the refuge.

Hours Covered: Volunteers (on monthly roster) 9.00 a.m. - 12.00 midday, everyday

Supervisors: 12.00 midday - 4.00 p.m.

4.00 - 11.00 p.m.

Weekend Worker: 3.00 - 10.00 p.m.

Night supervisor: 10.00 p.m - overnight

Structure: Management Committee of elected women run the refuge with co-operation from staff. All management members also work as volunteers.

Involvement of Residents and Exresidents: As a new refuge, Carrie has not worked out ways of involving these women in the running of the refuge. They encourage ex-residents to visit, but women come from, and are rehoused in, a wide geographic area. Some ex-residents have been volunteers but have had problems with transport and child care. The night supervisor is an ex-resident.

Work Conditions: Great need for child care funding to employ workers.

Hourly rates of pay low.

RELATIONSHIP with COMMUNITY:

Carrie has co-operative and supportive relationships with almost all groups and is well accepted within the community. However there is an appalling lack of services in the Maitland area for a large population. Child Care, Health and Welfare Organisations are inadequate to cope with the demands of the growing numbers of people moving to the Hunter Region, and the refuge is more and more bearing the cost.

HOUSING POSSIBILITIES:

As in all areas of the Hunter Region, the housing market in Maitland is extremely competitive and expensive. Rents have doubled over a twelve month period and even caravan accommodation, if obtainable, will cost a woman eighty dollars per week. Women are frequently forced back into intolerable situations due to the cost and scarcity of housing. Single women, on unemployment benefits, are in an impossible situation regarding accommodation. There is a chronic need for rent subsidization for low income people.

FOLLOW UP: Dressmaking, cooking and budgeting classes given by co-ordinator. Follow up visits mostly done by volunteers.

Carrie's is also attempting to have a monthly social get together for ex-residents.

NEEDS: Child Care Funding.
Follow up funding.
Half-way housing.
Better wages for existing workers.
Funding for more hours on weekends.

CATHERINE HAVEN, BROKEN HILL

ESTABLISHED: 1977 by Salvation Army.

AIMS: Provide shelter, counselling and assistance to needy women and children. Emphasis on family counselling.

SPACE and FACILITIES:

Room: 4 bedrooms each with own bathroom facilities, kitchen with separate stove, fridge, table, etc., for each family, lounge room. House air conditioned and heated.

Food: Emergency only provided. Food vouchers given.

Rules: Each woman to cook for her own family and share general domestic work. No men, no alcohol.

CHILD CARE: Child care worker on call for times manager sees need for child care. Outdoor area, games etc., for children.

The refuge gets good back-up from child care groups in the community and doesn't see the need for a full time child care worker.

STAFF and STRUCTURE: Husband and wife managers. They live on premises and make all decisions, under annual supervision from Salvation Army Welfare Department.

Hours Covered: 24.

Resident and Ex-resident Involvement: An ex-resident is paid as supervisor when manager is on leave or at conferences. Otherwise little resident/ex-resident participation.

RELATIONSHIP with COMMUNITY: The refuge gets full support from all groups.

HOUSING: There is a desperate housing shortage in Broken Hill and a general feeling of pessimism as to the future of the town. The mining companies from which 75% of families gain their income, have been under pressure to reduce their work force for some time. There is no new building taking place but still a great demand for the existing housing. Consequently, any caravan, flat or house which becomes available is very expensive. Women on pensions have only the options of moving in with their family, leaving the area or returning to their previous situation.

There is no special allocation of Housing Commission homes, and refuge residents wait their turn with all other people needing homes.

FOLLOW UP: There is no organised follow up. Women are free to visit the refuge. The refuge is mostly concerned with family counselling and reuniting husbands and wives, or with assisting women to leave the area, often to go to another refuge.

NEEDS: Half-way housing.
Follow-up worker.

CAWARRA WOMAN'S REFUGE, MT. DRUITT

ESTABLISHED: 1979 by the Department of Aboriginal Affairs.

AIMS: To give emergency accommodation in crisis situations and to offer practical support and to encourage women to use government agencies.

SPACE and FACILITIES:

Room: Five bedroom large house, with two loungeroom, medium sized kitchen and dining room. There is a separate office and the garage is used for child-care. Generally in good condition.

Food: All foods supplied.

Rules:

1. Chores to be done daily, on roster system.
2. Everyone to be up and organised by 9.00am.
3. Everyone to be home by midnight.
4. No drugs or alcohol.
5. No men.

CHILD CARE:

No. of Workers: Four part-time, two working at one time.

Space: Garage for indoor activities and a large backyard.

Activities: Indoor play during the day with toys and books. Outings.

STAFF and STRUCTURE:

No. of Workers: Four part-time plus one full-time and volunteer hours done by workers.

Hours Covered: 24 hours per day, workers on call at night. A worker will stay overnight if necessary.

Management: There is a supportive management committee of ex-residents with the aim of working towards a collective. All committee members and paid workers are Aboriginal women. Decisions on the running of the refuge are made by consensus by workers and presented to management.

Resident and Ex-resident Involvement: The ex-residents on the management committee are involved in policy decision making. One of the aims of the refuge is eventual ex-resident control. Residents are sometimes involved in shopping etc., though workers are responsible for seeing that the refuge is maintained at a certain standard.

Work Conditions: The management of this refuge believes in offering Aboriginal women employment in meaningful work, since Aboriginal women are discriminated against on the employment market. However, due to inadequate funding, work conditions are not good because the staff are over-worked. Childcare workers also work under stress because of lack of suitable space and equipment.

RELATIONSHIP WITH COMMUNITY: Due to discrimination by local people this refuge had difficulty finding a house initially. Agencies which have been found to be unsupportive of the women using the refuge are the Smith Family and the Salvation Army. The agencies were seen to give an appropriate support and respect to women and workers from the refuge only some of the time. Local agencies which have been found to be particularly helpful are Police, Y.A.C.S., Rotary, Social Security and the Housing Commission.

FOLLOW UP: The house is always open to ex-residents who want to call in. There seems to be a strong social network around the refuge, many of the women regarding it as "one big happy family". However, because of lack of funds refuge workers cannot do the follow up work they think is needed.

HOUSING POSSIBILITIES: The refuge ran a three bedroom house as an annexe, accommodating three women and their children. This house was an entirely separate refuge until lack of funding for additional workers forced them to close it. The private rental market greatly discriminates against Aboriginal women and their children, which leaves them totally dependant on government housing. There are better housing opportunities offered through the Housing Commission.

NEEDS:

- a) Funding for follow up work
- b) Funding for improved space and facilities for childcare.

CENTRAL COAST WOMEN'S CRISIS CENTRE AND
REFUGE, TOUKLEY

ESTABLISHED: February 1976 by interested women in the community, some of whom had experienced violence and/or been forced to use all types of unsatisfactory accommodation. Helping agencies such as St. Vincent de Paul Society, Salvation Army, Smith Family came to their aid with donations of food and clothing.

AIMS: To provide accommodation for women and children in crisis. To assist by providing supportive, non-judgemental counselling which will facilitate independent decision making and self-help by clients. To provide transport when necessary and information on legal, social security, housing and health matters, and on any other appropriate services.

SPACE and FACILITIES:

Room: 4 bedrooms, 2 bathrooms. Beds and cots for approx. 17 people.

Food: All food requested by residents who plan their own meals.

Rules: No men, alcohol or illegal drugs allowed on the premises. Maintain confidentiality of Refuge address and house phone no. Maintain reasonable standards of cleanliness and personal hygiene. Act in a co-operative manner with others at the Refuge. Ensure adequate babysitting for children.

CHILD CARE:

Workers: One full-time and two part-time childcare workers.

Space: A large church hall as an annexe, 3 kms. from the Refuge. Ample indoor space but no outdoor space and an inadequate toilet.

Activities: The full-time childcare worker is responsible for the day-to-day care of the children and their welfare during their mother's absence. Hours offered are from 9 a.m. to 3 p.m. weekdays and Sundays. One part-time worker takes families out on weekends while the other takes the school-aged children on activities after school. During the school holidays an additional full-time childcare worker is employed to take children on outings, camps and other activities.

STAFF and STRUCTURE:

Workers: Three full-time and one part-time refuge workers.

Hours Covered: Monday to Friday, 9.00 a.m. to 4.30 p.m.

Office telephones are diverted direct to Lifeline after hours and workers are on call at nights and weekends (rostered).

Management: All workers are responsible to the Board of Management for implementation of policies and the day to day running of the Refuge, but all workers are totally involved in decision making processes.

Resident and Ex-resident Involvement: Their suggestions and needs are always taken into account and regular meetings are held to facilitate open communication. Women in the Refuge are responsible for housekeeping, cooking, cleaning, arranging babysitting etc. and supporting one another in crisis, when necessary. Residents may also become involved in the other operations of the Refuge.

Work Conditions: Insufficient house and office space means that overcrowding is sometimes a problem - particularly when privacy is required. Insufficient staff for provision of adequate relief and follow up work.

RELATIONSHIP WITH COMMUNITY: Generally very well supported, especially when the refuge was minimally funded and first established. Neighbours have no complaints about the Refuge being in their street. Some doctors and solicitors in the area are not particularly sympathetic to women.

HOUSING POSSIBILITIES: Private rental is readily available but rents are often too high to allow survival on the Supporting Parents' Benefit. Problems occur during November, December and January (the 'tourist' season) when landlords can charge holiday rents and tenants are sometimes evicted to make this possible. There are several Housing Commission estates on the Central Coast, providing very good and often new accommodation. Waiting times are 3-4 years and there are no 'out-of-turn' allocations. The facilities in the Housing Commission areas are inadequate, with shops, public transport and public telephones literally miles away. There are few facilities for children.

FOLLOW UP: A weekly ex-residents' group attempts to cater for the social relations, childcare, information and general survival needs of as many ex-residents as possible. A pick-up service and free childcare are available for this day. Other follow-up work is done whenever time is available. Continued support and referrals are available and workers will accompany ex-residents to court etc. if required.

NEEDS: Money to build their own Refuge which would provide more space, privacy areas, indoor play area for children and better storage facilities. More funding for more staff - relief and follow up staff of prime importance.

COMMUNITY COTTAGE - BLACKTOWN

ESTABLISHED: March 1975, Blacktown Community Aid.

AIMS: To provide a) Crisis accommodation for women and children
b) a caring sharing atmosphere and to offer whatever services they require to help them make a happier life for themselves.

SPACE and FACILITIES: The refuge has the use of 2 H.C. cottages next door to each other.

Room: 6 bedrooms, 2 bathrooms, 2 loungerooms, 2 kitchens, 1 office and counselling room, 2 laundries.

Food: All food except milk.

CHILD CARE: Converted shed used for child care - large backyard with play equipment

Workers: 4 part-time.

Activities: Variety of activities according to age range from 0-14 years.

STAFF and STRUCTURE:

Staff: 6 paid part-time workers.

Hours Covered: 9 a.m. - 6 p.m. - after hours on call system.

Management: Limited company with Board of Directors. Management committee is comprised of the paid refuge staff.

Resident and Ex-resident Involvement: Women in the house are regularly consulted re the day-to-day running and policy making of the Refuge. They draw up their own rosters and menus etc. No priority is given to ex-residents when employing staff, they compete on the same level as all other applicants.

Work Conditions Most staff have some degree of welfare training or child care training. Everyone starts on \$6 per hour with yearly increments and C.P.I. rises (if any).

RELATIONSHIP WITH COMMUNITY: Refuge states that its relationship with the community is generally good and that the refuge is seen by other groups as an extremely useful community service.

FOLLOW UP: 1) Encourage ex-residents to keep in touch after they leave
2) Ex-residents days and luncheons.
3) Home visits where possible.

HOUSING POSSIBILITIES: Refuge has a reasonably high success rate with their applications to Special Allocations Committee of the H.C. Houses on the P.R.M. range from \$75 (2 bedrooms unit) - \$120 (5 bedrooms house)

NEEDS: Permanent Tri-Annual Funding with reasonable increases and salaries equivalent to hours worked.

CORNER HOUSE, BATHURST

ESTABLISHED: February 1978, by a concerned group of citizens.

AIMS: To help women in crisis, give support, help them to become self-reliant and independent, so they don't have to return to intolerable situations. Increase women's confidence in themselves and offer them alternatives.

SPACE and FACILITIES:

Room: Five bedroom Housing Commission house, combined lounge/diningroom, small kitchen, bathroom, shower and toilet, a second toilet and office.

Food: All basic foods, except meat.

Rules: No men
No drugs
No alcohol

CHILD CARE:

Workers: Three part-time.

Space: Enclosed medium sized yard.

Activities: Pre-schoolers taken to local occasional care and older children to after school activities. Picnics, toys, excursions, plays, films, swimming, roller skating, sport crafts, C.Y.S.S. for older girls. Children are also taken camping and to a holiday centre.

STAFF and STRUCTURE:

No. of Staff: 5 part-time co-ordinators.

Hours Covered: 9 - 6 weekdays, 5 hours child care and 4 hours general work both Saturday and Sunday.
3 hour and 4 hour night roster.

Management: Collective with the backing of the company structure to provide legal entity. There are two Board members, one of which is a paid worker and the other an unpaid worker.

Resident and Ex-resident Involvement: Encouraged to join the collective and given priority in relief work, encouraged to apply for permanent positions within the refuge after they leave. Residents cannot be on the collective until after they leave the refuge but are still involved in policy making in that they may freely express opinions about the place. They may attend weekly workers' meeting. Residents and ex-residents are often called on to help out in the office, answering phones etc. Residents are always consulted before new residents arrive if the house is full. Residents organise between themselves the nitty gritty of cooking, cleaning, washing etc.

WORK CONDITIONS: Difficulties - cramped office conditions, lack of area for meetings, no specific area for children, distances to be travelled to follow up ex-residents, cheap accommodation scarce in a "student" city. Advantages - pleasant quiet surroundings (park opposite).

RELATIONSHIP WITH COMMUNITY: Supportive agencies in the community are Y.A.C.S., Department of Social Security, Family Workers Scheme, Child Care Centre, Holiday Centres, Salvation Army, C.Y.S.S., A.P.E.X., Aboriginal Resettlement Scheme, Police, Local Council. Unsupportive agencies are local St. Vincent de Paul, most Estate Agents, Housing Commission --though the refuge felt that this depended on staff attitudes.

HOUSING POSSIBILITIES: Almost impossible to gain out of turn Housing Commission housing. Waiting list is approximately two years long. Real Estate Agents discriminate against women from the Refuge. Rental for a three bedroom house/flat in the area ranges from \$70 to \$85 per week.

FOLLOW UP: Visiting, discussing problems, encouraged to be involved in running of Refuge, child care, outings, relief work, functions, support network through collective involvement. Ex-residents are encouraged to join collective, plus attend weekly workers' meetings.

NEEDS: Adequate wages, more workers, larger house, larger yard, a new bus for transporting children, funding for follow-up, more community resources (eg. Women's Health Centre, Drug and Alcohol counselling), better housing opportunities, better public transport.

DELVENA WOMEN'S REFUGE, CHATSWOOD

ESTABLISHED: 1976 by concerned people in the community who worked as volunteers.

AIMS: To provide a supportive environment for women and children in crisis, to enable them to make effective decisions for themselves regarding their future. There is a recognition of the many problems which women and children needing refuge exposes. This has led to the provision of many and varied services which the community is unable to offer eg. follow up.

SPACE and FACILITIES:

Room: Large older house in reasonable condition, overlooking Sydney Harbour. There are four bedrooms, two of which are small, one small kitchen, reasonable sized dining room, large lounge room, one bathroom, one separate shower room, two toilets. The office is in a separate room upstairs.

Food: All of the foods necessary for a good diet.

Rules: No men
No illegal drugs
No alcohol

CHILD CARE:

No. of Workers: Two part-time workers.

Space: Enclosed verandah with indoor equipment, outdoor equipment in an enclosed outside area which is very small. Access to the waterfront for bigger children. They have recently acquired a separate annexe which they rent at \$10.00 per week. This was gained through the co-operation of the local council.

Activities: Depending on the ages of the children -- indoor games, painting, clay work, outings, swimming, bush walking etc.

STAFF and STRUCTURE:

No. of Workers: Eight paid part-time workers seven of whom are ex-residents, plus fluctuating sessional workers who work one day per week, all of whom are ex-residents.

Hours Covered: Basically divided into morning, afternoon and evening shifts. Collective members attempt to work in with house's needs and those of each worker. All workers do at least once evening per week. Volunteers are necessary as there are too few paid workers. Workers are on call overnight in case of emergency.

Management: Began as a management committee of volunteers. Changes occurred after funding was received and paid workers employed. Now there is a collective with a nominal committee made up of concerned volunteers, some of whom are ex-residents. Paid workers effectively make all day to day decisions. Collective meetings are held weekly. Paid and unpaid workers attend.

Resident and Ex-resident Involvement: Residents and ex-residents are encouraged to attend collective meetings. There is a change in emphasis from residents only being responsible for menial domestic tasks to being involved in all aspects of day to day running of the refuge. Ex-residents are given priority when employing new workers. There are seven ex-residents workers employed at present.

Work Conditions: There are insufficient paid workers to cover the 24 hour service Delvena would like to offer. Those who are paid work many hours unpaid overtime and are consequently under a lot of stress. Because of the lack of child care facilities and staff, child care is often neglected as workers are absorbed into other day to day crises.

RELATIONSHIP WITH COMMUNITY: The refuge is accepted by neighbours as a social necessity, and by the community generally as an essential service for women and children in crisis. APEX and Rotary Clubs are quite supportive and provide a Christmas party for children. The groups which are unsupportive, on occasion, are police and Estate Agents.

HOUSING POSSIBILITIES: Rental accommodation in the immediate area is way beyond the means of most ex-residents. To find reasonable, low cost housing women are forced to go to Manly, Ryde or the inner city, all of which are a long way from the refuge. If they are lucky enough to receive out of turn Housing Commission housing it will most likely be in the Western Suburbs.

FOLLOW UP: The refuge is open to any ex-resident to call in. There is a regular newsletter inviting ex-residents to refuge functions as well as keeping in contact. Ex-residents have the opportunity to do sessional work at the refuge. There is a need for follow up workers as the present workers have insufficient time to visit many ex-residents.

NEEDS: a) There is a desperate need for more paid workers and for higher wages for present staff, since many work hours of unpaid overtime.

Wages are need for

1. Night staff
2. Follow up workers
3. Another child care worker

b) Funding is also needed for an annexe for the children so that pre-schoolers can be taken away from the refuge during school hours and after school activities be provided for school children. At present child care facilities are inadequate largely due to lack of space, though the acquisition of an annexe away from the refuge has relieved this situation.

ELSIE WOMEN'S REFUGE, GLEBE

ESTABLISHED: in 1974 by a group of militant feminist squatters.

AIMS: To provide emergency and temporary accommodation to women and children in crisis giving them access to information. To try to provide a political analysis of their situation and show alternatives to this.

SPACE and FACILITIES:

Room: 8 bedrooms, kitchen, diningroom, lounge, 2 bathrooms, laundry and separate office, kid's playroom.

Food: Refuge provides whatever food the women choose to eat.

CHILD CARE:

Workers: 3 part time workers.

Space: The refuge has a rented child care annexe away from the refuge because there is little indoor or outdoor space for children. There are some climbing frames in the small front yard.

Activities: Non structured and non institutional activities for all resident and ex-resident children.

STAFF and STRUCTURE:

Staff: 9 part time paid workers.

Hours Covered: 24 hours per day.

Management: The refuge is run by a collective of women which includes the workers, residents and ex-residents.

Resident and Ex-resident Involvement: Women who use the refuge can be involved to whatever extent they wish. The refuge is run on a day to day basis by the residents who answer phones, pick up donations, help other women move, shop and accompany other women to appointments. When jobs become vacant ex-residents are given priority. At the time of the evaluation visit there was a very active group of ex-residents who wanted to work at the refuge and who also wanted to compile a resource booklet "What is a Refuge".

RELATIONSHIP WITH COMMUNITY: The refuge sees that their community image is negative and the support received from other groups is limited. Supportive organisations include the Glebe Drug Referral Centre, Harris Street Centre (School Holiday Programme), The "Glebe" Newspaper, Glebe Primary and Forest Lodge Schools and Leichhardt Youth and Community Services.

HOUSING POSSIBILITIES: Housing in the inner city area is expensive and in great demand. Refuge residents who wish to rent accommodation in that area are forced to pay high rents for sub standard houses. The refuge has a good success rate with the Housing Commissions Special Allocations Committee but allocations are usually to the Mt. Druitt, Campbelltown or Liverpool areas, situated large distances from the support network a woman builds up while at the refuge.

FOLLOW UP: Refuge workers visit ex-residents and encourage them to set up their own support networks. Many ex-residents move to the Western Suburbs when they leave the refuge where it is impossible for workers to keep in contact because of lack of funding for that purpose.

NEEDS: Increased funding for all areas of refuge operation, more alternatives for women when they leave the refuge, wages for a migrant worker, wages for a follow up worker.

ESSIE WOMEN'S REFUGE, ROOTY HILL

ESTABLISHED: December 1977 when funding was received by a feminist group.

AIMS: To provide a caring and supportive environment for women and children escaping domestic violence and to encourage women to be independent and self determining in making decisions about their lives. Also to recognise the rights of their children as independent beings as well.

SPACE and FACILITIES:

Room: The refuge has recently moved to a 5 bedroom house specifically designed and built as a refuge. The house is rented from the Housing Commission.

It has a large lounge room, kitchen, dining room, older children's room, 2 bathrooms, 2 toilets, laundry facilities and a separate office with a storage room attached, and a quiet counselling room. There is also a large backyard.

Food: All food except commercial baby food.

Rules: NO ALCOHOL
NO ILLEGAL DRUGS
NO MALE VISITORS ALLOWED AT THE HOUSE.

CHILD CARE:

Workers: There are four child care workers who are members of the collective.

Space: A large room at the back of the house is used as the children's room. It is reasonably well equipped with toys, games, books etc.

Activities: Pre-school activities; afterschool activities such as crafts, roller skating, bowling, excursions, kids' meetings.

STAFF and STRUCTURE:

Staff: Six

Hours Covered: There are workers at the refuge from 9 a.m. - 6 p.m. six days of the week. Women take responsibility for the refuge when there are no workers present and ring workers in an emergency.

Management: A collective with a nominal Board of Directors, the majority of whom have to be collective members.

Resident and Ex-resident Involvement: Women who use the refuge effect policy changes by virtue of their needs, eg. night curfews. They are welcome to attend collective meetings and voice their opinion. They also make many of the decisions in the day to day running of the house. House meetings are held twice weekly. Ex-residents are encouraged to stay involved in refuges.

Work Conditions: Workers are paid at Australian Social Welfare Union (A.S.W.U.) rates. However, workers still work many hours unpaid overtime attending meetings, doing follow up etc.

RELATIONSHIP WITH COMMUNITY: The refuge has put effort into establishing links/P.R. with many local community groups. It is felt that to maintain a good relationship this is necessary.

Local agencies which are particularly supportive are police (some individuals), Department of Social Security, Y.A.C.S. (some individuals), St. Vincent de Paul (for clothes), Blacktown Council, local radio station and newspaper. Groups which have been unsupportive are one local paper, estate agents, some police.

HOUSING POSSIBILITIES: Estate Agents unsympathetic, rents high. Many ex-residents are now waiting for out of turn housing from the Housing Commission because there is no other accommodation of a reasonable standard for low rental. The Blacktown Accommodation Collective are a recent addition to housing alternatives.

FOLLOW UP: One worker introduces the ex-residents to other ex-residents in her new area. She also introduces ex-residents to resources in the area, but all this is done on a very limited time budget. Women come back to the refuge for house meetings and visits. This refuge has also assisted in setting up a resource centre for women who move into the western suburbs from the refuge. The resource centre is open to ex-residents of other refuges who move to the western suburbs as well as to women already living in the area.

NEEDS: Funding to cover wages for more workers since the new house accommodates greater numbers of women and children, and the present collective is over worked.

WOMEN'S REFUGE, GRAFTON

ESTABLISHED: 1976 by Grafton Community Care Council. Due to conflicts with this group the refuge became autonomous in 1979.

AIMS: To provide shelter and support for women and children from a crisis situation.

SPACE and FACILITIES:

Room: Four bedroom house, medium kitchen, lounge room, three bathrooms, office and a bedroom/child care room, storeroom and pantry.

Food: Emergency food only.

Rules: No men
No drugs
No alcohol
Housemeetings held once a week
Everyone help with housework

CHILD CARE:

Workers: Two paid workers.

Space: Once bedroom is used as a playroom. It has cupboards, blackboards, children's table and chairs, large backyard with climbing equipment. A nearby hall is rented for the playgroups.

Activities: Constructive programme of creative activities, supervised free play, outings, picnics, day trips and community functions. The house is often overcrowded so children are taken out to give them space. Child care is offered 7 days per week if necessary, sessions are flexible.

STAFF and STRUCTURE:

Staff: Five paid workers and three volunteers.

Hours Covered: 24 hours per day covered. Day staff work 8 hour shifts and night staff work 16 hour shifts. Child care workers work 32 hours per week. All workers are paid for 25 1/2 hours per week but must do up to 14 1/2 hours voluntary work to make up the 24 hour service.

Management: There is a management committee made up of one paid worker, one volunteer, 3 ex-residents and 2 community people. They make decisions about spending above \$80, budgetting, new staff, purchasing large equipment etc. Meetings are open and most paid workers attend. The refuge is registered as a co-operative.

Resident and Ex-resident Involvement: Women who stay at the refuge are encouraged to be involved in the running of the refuge as much as they choose. Ex-residents have been employed as staff.

WORK CONDITIONS: There is no sick pay available to workers because of lack of funding. Workers find it difficult to attend conferences and meetings in other areas because of inadequate funding and because it leaves the refuge short staffed. This refuge is forced to rely on the voluntary committment of concerned women because of funding inadequacies. All paid staff do voluntary hours as well.

RELATIONSHIP WITH COMMUNITY: Conflict with the Community Care Council over the running of the refuge stemmed from issues such as lack of worker involvement in policy decision making and lack of rights for residents. In order to enable residents and ex-residents to have a say the workers became autonomous from the Community Care Council. There is an ongoing debate between the two as to who owns the refuge premises. The Community Care Council claims it owns the refuge house and has asked for \$170 per week rent from the refuge group. The refuge could not afford to pay such a huge amount and furthermore believe that since the house was funded as a Women's Refuge, and they are receiving funding from Y.A.C.S. to run a women's refuge, it should remain under their control. Relations with other community groups vary, depending on personalities and the media image of the refuge at the time. Community groups which have been particularly supportive to the refuge are the police, Department of Social Security, the local radio station, Community Health Centre, Birthright, and St. Vincent de Paul. The refuge has had no problems with immediate neighbours.

HOUSING POSSIBILITIES: Rents are extremely high and Estate Agents discriminate against women because they have children and because they come from a refuge. There is no out of turn Housing Commission housing and it takes at least eighteen months for a Housing Commission house to become available.

FOLLOW UP: Ex-residents are encouraged to call in anytime. Visits by workers to ex-residents are generally in unpaid time. There are two ex-resident playgroups every week and ex-resident discussion group programs are held from time to time. Child care is provided. These discussions cover topics of concern to ex-residents such as: "Single Parents, Health, Relationships".

There are outings for ex-residents every weekend.

NEEDS: Funding to cover wages for unpaid hours, sick pay, paid time for follow up, relief workers, an increase to the hourly rate of pay, maternity leave, paid overtime, another vehicle, rent for a half-way house. More funds are also needed for childcare equipment, wages and space.

WOMEN'S REFUGE, GRIFFITH

ESTABLISHED: 1978 by a group of interested, concerned people in the community.

AIMS: To aid women and children in crisis and provide them with accommodation on a short term basis and assist them to make the changes necessary for a satisfactory lifestyle.

SPACE and FACILITIES:

Room: A large four bedroom house which the refuge committee owns. It has a large lounge room, kitchen/dining room, good laundry facilities, a quiet room for women, a play-room for children and a room for night workers to sleep in, which is attached to the office area.

Food: All that is needed for a balanced diet.

Rules: Fairly complex - no smoking in bedrooms, bedtime for children, house meetings, sharing of cleaning and cooking. Have since been changed to a more relaxed, less complex set of rules.

Child Care: There are two part-time childcare workers, who work 21 hours per week each.

Space: A reasonably well equipped playroom inside the refuge (however the equipment in this playroom is suitable only for pre-schoolers). Large back yard with minimal play equipment.

Activities: Play groups, outside exercise games, outings.

STAFF and STRUCTURE:

Number of Workers: Four Refuge Workers.

Hours covered: 24 hours per day, 7 days per week, on a monthly rotating roster.

Management: The management committee comprises a small group from the community, plus four refuge and two child-care workers. The daily operation and decision making of the refuge is executed by the paid staff and administrative decisions etc., are made jointly by members and staff during committee meetings.

Resident and Ex-resident Involvement: Women who use, or have used the refuge are not involved in policy making to any great extent, because many of them either move on or do not keep in touch with the refuge. Residents are involved in the domestic duties related to the day to day running. Occasionally they answer the phone. One ex-resident is employed as a full-time worker.

WORK CONDITIONS: This refuge is totally underfunded. In the past, the brunt of this was borne by the paid workers, who provided many hours of voluntary work to keep the refuge operating. A pay increase, which the workers insisted upon, was granted this financial year, but on current funding levels, the reality is that they will run out of money before the end of the year.

FOLLOW UP: Workers and volunteers occasionally visit ex-residents. There is an open invitation to ex-residents to call back whenever they feel the need, as someone is available 24 hours per day. Funds are desperately needed to ensure ongoing ex-resident support.

RELATIONSHIP WITH COMMUNITY: Through an enormous amount of P.R. with the community, the workers and committee have established a good working relationship with the general community. Other agencies are beginning to recognise the expertise and value of refuge workers as essential to the community. One group which are still unsupportive of women leaving the refuge are some estate agents.

HOUSING POSSIBILITIES: Estate agents are inclined to discriminate against women who come from the refuge. Two bedroom flats can cost \$45 to \$55 per week. There is no communication with the Housing Commission and the waiting list for houses is 2 to 5 years. There is no emergency housing in Griffith or priority lists.

NEEDS: The totally inadequate annual allocation to the Griffith refuge needs urgent reconsideration by Y.A.C.S. Funding needs to be increased to cover an increase in wages, also wages or petrol allowance for a follow up person (at present this is voluntary). Childcare funding needs to be increased to allow for the purchase of more equipment, wages for another worker and a special grant is needed to provide for a further garage type building to be constructed in the refuge yard, as an activity centre for school age children.

INVERELL WOMEN'S REFUGE

ESTABLISHED: 1979 by Charitable Organisation.

AIMS: To provide temporary accommodation and support for women and children with emphasis on follow-up.

SPACE and FACILITIES:

Room: 3 bedrooms, lounge room, television room, kitchen/dining room, bathroom, laundry, office.

Food: Initial essentials only.

Rules: No alcohol, drugs or men. Residents required to do own housework. Report to staff on whereabouts at all times.

CHILD CARE: Inverell is not funded for child care expenses. They have a large backyard and some play equipment but money is urgently needed to improve these facilities for children using the refuge.

STAFF and STRUCTURE:

Workers: 6 workers and volunteers.

Hours Covered: The refuge is staffed from 9.00 a.m. to 9.00 p.m. each day by two five hour shifts. Answering service after hours, to paid workers.

Management: The organisational structure of Inverell refuge has undergone much change since its original establishment, as the committee and workers have developed in ideas and experience. A worker's committee makes decisions but the management committee retains the right of veto. Areas of responsibility of workers and management committee are still in a process of definition.

Involvement of Residents and Ex-Residents: Many workshops, outings and activities organized by residents, ex-residents and workers. Ex-residents employed at the refuge. Emphasis on involving as many ex-residents as are interested in participation in the refuge.

RELATIONSHIP with COMMUNITY:

Inverell is a quite well serviced geographic area and most agencies are supportive of the refuge.

HOUSING: Women generally don't need to stay at the refuge for very long as low cost but sub-standard housing is fairly easily obtainable in the area (hence the emphasis on follow up).

Housing Commission homes are more difficult to get, particularly because of their "no risks" policy whereby a woman who has debts must wait longer than others.

FOLLOW UP: Ex-residents are encouraged to visit the refuge, attend house meetings, workshops, etc. The refuge has an excellent newsletter, prepared by paid and unpaid workers (mostly ex-residents) which is sent out regularly to all interested in activities (see appendix on Newsletters).

NEEDS: Child Care funding.
Follow up funding.
Additional wages funding to enable refuge to have more than one worker rostered at peak periods.

JENNY'S PLACE, NEWCASTLE

ESTABLISHED: September 1977 by a collective of women.

- AIMS:
1. To provide refuge for women i.e. a place where they may come and be safe, amongst other women who are sympathetic, while they recover from the shock of physical or emotional trauma.
 2. To discover something about themselves and go back into the world, able to live independently. Where necessary children of women needing refuge will be accommodated.
 3. To assist women to obtain whatever help is necessary -- legal, welfare, medical and psychological -- and to find accommodation.
 4. To inform women of their rights to become independent, self-managing and to try to provide them with the opportunity to do so, as far as is possible.
 5. To provide residents with support and communication and to minimise, as far as possible, their isolation after they leave the refuge.
 6. To gather information about women's needs.
 7. To use the information collected to pressure the government and others to provide adequate finances and services to assist women in distressed circumstances, and to educate people in general about the difficult situation of women in this society, and of the need to change it.

SPACE and FACILITIES:

Room: Three bedroom house, small kitchen, dining room, one outside toilet, separate office not seen as necessary.

Food: All foods provided except luxuries.

Rules: No men on the premises
No violence on the premises
No alcohol or non prescribed drugs on the premises

CHILD CARE:

Workers: 2 part-time workers

Space: Small enclosed yard at refuge. Annexe with two large rooms and one small room, toilets, and a medium sized yard, in the vicinity of the refuge.

Activities: Child care is provided for preschoolers during the day and school activities are provided for school aged children. Child care hours are flexible, to 40 hours per week, depending on the needs of the refuge, and are mostly spent at the Annexe. This is reasonably well equipped with toys, craft and appropriate equipment for children of variable ages. There are also week-end excursions, holiday programmes when funding allows. Ex-resident children are included in the holiday programmes.

STAFF and STRUCTURE:

Staff: 4 paid part-time workers and 1 paid relief worker.

Hours Covered: 7 days per week, until midnight, when women in the house can ring workers at home in case of emergency. The paid collective members work 7 to 8 hours shifts on a rotating basis.

Management: Collective with some members taking on roles that fulfil the functions of roles usually allocated to members of a Management Committee (e.g. President, Secretary, Treasurer). These unpaid workers do not work in the house but are totally involved in all aspects of the refuge group, and the refuge movement. These unpaid workers fulfil other roles which free the paid workers to work more effectively with the women staying at the refuge, examples of these roles are repairs, maintenance and administration.

Resident and Ex-resident Involvement: There are weekly house meetings of workers and residents at which decisions on the day to day running of the house are decided within the policy of the collective. Some ex-residents have become members of the collective.

Work conditions: Hourly rates of pay \$7.25 as at 14 August 1982, 4 weeks annual leave with 17 1/2% loading. 35 hours per annum for sick leave. Conference cover.

RELATIONSHIP with COMMUNITY: The refuge has received support from the vast majority of agencies in the area. It has been noted, however, that the degree of support depends to a large extent, on the attitude of the individual worker at the agency. Because of the constant turnover of staff in agencies the refuge has realised the need for on-going communication with the various agencies to make sure that they understand the needs of the refuge and the women staying there and that the refuge understands exactly what it is that agency is offering.

FOLLOW UP: Allocation of workers to specifically do follow up work when funding allows. This includes visiting ex-residents, holiday activities for ex-residents children and assisting women in their new community. There is also phone support from the refuge and support from the workers for ex-residents who drop in.

Housing Possibilities: Housing Commission housing has a 2 - 3 year waiting period; out of turn housing is still difficult to obtain but has improved since they first opened when only one woman, staying at the refuge, in 2 years obtained housing this way. Private rental market is expensive - 2 bedroom flats can cost upwards of \$80 per week, while a poor standard 3 bedroom house may cost \$100 per week to rent.

NEEDS: Better designed refuge which would allow an area for private uninterrupted discussions with women in the house. The collective would like to be able to pay an 'administrator' to do about 15 hours of work per week. Other needs include half-way houses, more workers (2 general and another child care worker), another vehicle, secure and adequate level of funding to operate properly and more appropriate community support services for women.

JUNO - WARILLA

ESTABLISHED: 1976 by interested group of women who were aware of the special needs of women in the Wollongong area (South Cost).

AIMS: Emergency accommodation for women and children fleeing physical and mental violence. To enhance the dignity and well being of these women and children.

SPACE and FACILITIES:

Room: The refuge is a 3 bedroom cottage with kitchen dining room bathroom laundry.

Food: Emergency food.

Rules: No men
No alcohol
No violence
No racism
Residents are expected to keep house clean as it is their home for that time and to be in at 9. p.m at night

CHILD CARE:

Workers: 1 child care worker

Space: Garage converted into a child care

Activities: Beach, play gym, music, arts and crafts, educational play, general activities.

STAFF and STRUCTURE:

Staff: Part time 5 paid workers 1 full-time

Hours Covered: 9 a.m. - 4 p.m. and on call roster.

Management: The refuge is a limited company with a board of Directors but everyone who is involved is part of the decision making process.

Resident and Ex-resident Involvement: Women in the refuge do the cooking and cleaning but have no say in making decisions either on day to day running or operation. No priorities given to ex-residents when employing workers.

Work Conditions: Workers are paid award wages and receive sick and holiday pay.

RELATIONSHIP with COMMUNITY: Refuge has established good relationships within this community after 7 years of hard work. They are now seen as an intergral part of the welfare network in the area and are invited to participate in case conferences of other groups.

HOUSING POSSIBILITIES: The housing alternatives in the Wollongong area are limited. Rents are high \$90 - 120 for a three bedroom house \$55 to \$75 for a 2 bedroom flat. Housing commission waiting lists for a 3 bedroom house are 3 years and the Housing Commission are reluctant to allocate refuge residents out of turn Housing though the refuge has a good liaison with the Housing Commission Welfare Officer who assists in any way she can.

FOLLOW UP: is provided in a limited way by the refuge workers in the form of visits and open house at the refuge for ex-residents. Funding is not adequate to provide a good follow up programme.

Halfway House: (Housing Commission)

20 miles from the refuge. A large house in excellent condition (no repairs) \$72 per week. Large enough for 3 small families with good space for children in the yard and store room - phone close to transport and shops.

NEEDS: Larger House, improved facilities continued Federal Capital funding, continued child care funding.

LISMORE

ESTABLISHED: In 1977 by a group of feminist women.

- AIMS:
- To seek as a general policy to enrich the economic, social and general welfare of all women in the region of Lismore, regardless of creed, status, race, age or politics.
 - To concentrate on those areas in the broad spectrum of women's needs not adequately served at present.
 - To co-operate and assist with the development of existing agencies already serving those needs without seeking to intrude on their autonomy.
 - To include within its general policy the establishment of health, crisis, shelter, development and creative programmes, educational programmes, future research, workshops, discussion groups and child minding facilities for those in residence.

SPACE and FACILITIES:

Room: 4 bedrooms, lounge, dining, bathrooms, 2 kitchens, laundry. Separate area for ex-residents and workers includes office and bedroom for night worker and separate kitchen.

Food: All food.

Rules: No men
No drugs
No alcohol

CHILD CARE:

Workers: 3

Space: Some area under house is used for child care. The Refuge is currently building a child care room.

Activities: Arts and crafts activities, sand and water play sporting and outdoor activities, roller skating tennis walks, outings to beaches and parks, library, pools, indoor games reading cookery and woodwork.

STAFF and STRUCTURE:

Staff: 4 paid workers

Hours Covered: 24 hours per day.

Management: Collective with nominal supportive management committee.

Resident and Ex-resident Involvement: Residents very involved in day to day running, completely manage the household running shopping cooking cleaning answering phone. Ex-residents are not given priority when staff are employed but there are 2 ex-resident workers and the treasurer of the refuge is also an ex-resident.

RELATIONSHIP with COMMUNITY: Refuge has worked hard to enlist the support of the community and has achieved relative success in the area of raising public awareness about the need for the refuge service. Supportive groups include Police, Y.A.C.S., Care ring, Brewster St. Kindergarten and some service clubs including women's clubs. The refuge saw that the Housing Commission were un co-operative, as was the Youth and Community Services District Office at Casino. Estate agents were the only group seen by the refuge as definitely unsupportive.

HOUSING POSSIBILITIES: Housing Commission give no priority to refugee residents; 3 year list. Rents range from 2 bedrooms \$65-\$70, unfurnished to 3 bedroom houses \$75-\$80 with no kids.

FOLLOW UP: Child care, organised outings, transport emotional support, food, financial support, cups of tea. Ex-residents had an organised group which met on a regular basis and put out a newsletter.

NEEDS: Increased child care funding, more funding for all areas including follow up.

LOUISA WOMEN'S REFUGE, QUEANBEYAN

ESTABLISHED: 1979 by a collective of local women who recognised the need for a women's refuge in the area.

AIMS: To provide immediate physical protection and emergency accommodation for any woman with or without children.

To work towards a society where there is no need for women's refuges.

To raise public awareness of the status of women and children.

To promote alternative ways of living.

SPACE and FACILITIES:

Room: 4 bedrooms, 2 bathrooms, kitchen, dining room, lounge room, office, storeroom. While the house has a warm and comfortable atmosphere, it is in appalling condition structurally. The council, which owns the building, has plans for its demolition, and has promised that it will help "Louisa" to find alternative accommodation during the next year.

Food: All food provided

Rules: No men
No illegal drugs
No alcohol
No religion
No Irish jokes

CHILD CARE:

Workers: 2 childcare workers

Space: Large yard and outside children's room with toys, books, craft equipment.

Activities: Pre-school, outings, occasional major excursions.

STAFF and STRUCTURE:

Staff: 7 workers, general jobs rotated.

Hours Covered: Workers rostered from 9.00 a.m. to 8.30 p.m., overnight answering service switched through to workers' homes.

Management: The refuge is run by a collective consisting of paid workers, ex-residents and local women. It is a company with a board of directors but all running and policy decisions are made at the fortnightly collective meetings.

Resident and Ex-resident Involvement: All are encouraged to join the collective and participate in the refuge decision making. Residents are responsible for the day to day running of the household. Ex-residents are given priority in paid relief work but compete on the same level as other women for permanent employment.

Work Conditions: Workers (and residents) suffer from the run down state of the present refuge building.

RELATIONSHIP with COMMUNITY:

The refuge has supportive liaison with Family Day Care, Police, Community Workers and Girl Guides. Other agencies are not so co-operative - some, such as Social Security, because of shortage of staff; others because of the attitudes of staff and individuals. The refuge uses services in the A.C.T. when possible, particularly for health and legal services, as those in Queanbeyan are inadequate.

The community generally is lacking in sympathy for the refuge.

HOUSING POSSIBILITIES:

In the past residents of the Queanbeyan Refuge applied for emergency accommodation in the A.C.T. However, policy has changed so that women must have been resident in the A.C.T. for 9 months for eligibility.

Queanbeyan has no special allocation facilities within the Housing Commission and the waiting period is approximately two years. Staff at the Housing Commission are consistently rude to refuge residents and workers and unwilling to give information or assistance. Applications are checked by an officer who has judgemental standards and sees refuge ex-residents as "at risk" tenants.

Possibilities on the private rental market are limited by high cost and scarcity of housing.

FOLLOW UP: Louisa attempts to give back-up support to ex-residents through visits and phone contact. They encourage ex-residents to drop into the refuge and give them priority in relief work. A newsletter is sent to all ex-residents and they are encouraged to participate in workshops and refuge activities.

NEEDS: Louisa desperately needs a new house as their present home is beyond renovation (without vast expense).

Funding for a follow-up worker and expenses associated with travel are also priorities.

MARIAN VILLA, ARNCLIFFE

ESTABLISHED: In 1976 by the St. Vincent De Paul Society.

AIMS: To give our clients accommodation and help in their future, to get them into permanent accommodation, teach them to cook and run a house. To rehabilitate women and teach them to be caring mothers and return to the community as early as possible to re-establish their lives.

SPACE and FACILITIES:

Room: 5 bedrooms, kitchen, large dining room, 2 bathrooms large lounge room with tea and coffee making facilities.

Food: Three substantial meals per day menu determined by house mother, "except in the cases of ethnic ladies who might like to cook their own types of food".

Rules: Set mealtimes, duties allocated by committee or matron.
Children responsibility of mother
No alcohol
Visitors supervised by matron
Guests in by 9 p.m. and doors locked
Guests are not to answer door or telephone.
Any guest seeking an abortion must find alternative accommodation
No male visitors except St. Vincent de Paul volunteers and tradesmen.

CHILD CARE:

Workers: 1 worker (part-time)
1 casual worker.

Space: Garage converted to Child Care room, small enclosed yard with park like equipment.

Activities: Regular Saturday outings, extra activities during school holidays.

Staff: 1 welfare worker (full-time) 35 unpaid workers (including males)
1 part-time housekeeper
1 full-time housekeeper

Hours Covered: 24 hours per day.

Management: The refuge is run by a house committee which is under the conference of the St. Vincent de Paul Society. Marian Villa meetings are held monthly.

Resident and Ex-resident Involvement: Residents and ex-residents are not involved at any level of refuge operation. Residents have rostered duties to perform each day including cooking and cleaning. These duties are supervised by either voluntary staff or house mother. Ex-residents are given no priority when staff are employed and have never applied. Residents have regular fortnightly meetings when suggestions can be passed on to the housekeeping committee.

RELATIONSHIP with COMMUNITY: Refuge house committee sees that the refuge has a good relationship with other community groups with the exception of service clubs (who haven't been approached for help) and estate agents, who are not interested in renting houses to women on pensions. There are no objections to the refuge by neighbours and some of the general community doesn't know the refuge exists. The refuge feels that this is good for privacy, as the refuge has no outside signs of identification.

HOUSING POSSIBILITIES: Most refuge residents are housed by the Housing Commission in either the Campbelltown or Mount Druitt areas. Housing alternatives in the Arncliffe area are limited for refuge residents by their expense.

2 bedroom flat \$70 per week
3 bedroom house \$95 per week

Work Conditions: 1 Welfare worker paid award wages, 1 child care worker paid award wages, 1 live in house keeper paid a small wage in return for keep. The workers are directly responsible to the House Committee who stated in our evaluation visit to Marion Villa that they expected their workers to be "good servants." Workers have very little decision making power.

FOLLOW UP: Follow up in the form of food, clothing and household items and home visits is provided by the local branches of the St. Vincent de Paul in whichever area residents resettle. Ex-residents are not encouraged to return to the refuge to visit.

NEEDS: Conditions are adequate and the refuge stated that they had no further needs.

MARRICKVILLE WOMEN'S REFUGE

ESTABLISHED: In 1975 by a group of feminist women.

Aims: To support women and children in crisis situations.

To provide migrant workers and services for migrant women.

To provide immediate shelter and assistance for financial, medical, legal, housing, clothing, educational and emotional needs.

To provide follow-up support for women and children after they leave the refuge.

To provide women and children with positive alternatives for their future.

SPACE AND FACILITIES

Room: 6 bedrooms, 2 bathrooms, lounge room, kitchen, dining room, kids room, women's room, laundry, office.

Food: All food provided.

Rules: No men
No illegal drugs or alcohol
No violence to any woman or child
No racism

CHILD CARE:

Workers: 3 workers each working 3 days per week.

1 worker for collective meetings.

Space: Separate child care room, enclosed front and back yard with climbing structures, sandpit etc.

Activities: Outings and excursions, activities at refuge.

STAFF AND STRUCTURE:

Workers: 11 workers who each work three days per week. This includes 2 migrant workers and 3 child care.

8-15 night roster workers each staying between one and eight nights per month.

Hours Covered: 24 hours per day.

Management: The refuge is run by a collective.

Resident and Ex-resident Involvement: These women participate in all aspects of the collective.

Work Conditions: Workers have extremely low rates of pay but have adequate provisions for holiday, sick and maternity leave.

RELATIONSHIPS WITH THE COMMUNITY

The community is reasonably aware of and supportive of the refuge. However, there have been periodic organized campaigns against the refuge by the male migrant community.

FOLLOW-UP: is given high priority by the refuge but because most residents move to the Western Suburbs and there is no specific funding for follow-up, often workers find it difficult to maintain contact. Many ex-residents do night roster.

HOUSING POSSIBILITIES: Most women are allocated Special Allocation Houses in the west. Rents on the local private rental market are high: \$70 per week for a 2 bedroom flat and \$120 for a three bedroom house.

Needs: Increased funding for all aspects of refuge operation, particularly wages.

MAYFIELD

ESTABLISHED: July 1975 by the Salvation Army.

AIMS: To provide a stress free environment where mothers can relax and review problems and where children can relate better to mothers. Referrals to other agencies are available if required.

SPACE and FACILITIES:

Room: Three bedroom house with small kitchen, dining room, lounge room, bathroom and toilet, laundry facilities. Separate rooms for both permanent and casual live-in workers.

Food: All food necessary for three good meals a day plus morning and afternoon tea and supper.

Rules:

1. Everyone to be inside the refuge by 8.30 p.m.
2. No alcohol
3. No smoking inside
4. Women must control their own children
5. Children are to be in their room by 8.30 p.m. (High School Children have an extra hour).
6. No running through halls
7. The phone number is not to be given to anyone but the women's mothers.
8. Everyone is called at 7 a.m. for breakfast at 7.30 a.m. (half an hour later Saturday, Sunday and holidays.)
9. Children are not to run around the house until then.

NB. Women are informed of the rules before they come to the refuge.

CHILD CARE:

Workers: One

Space: A medium sized room which is separate from the rest of the house and well equipped with toys and books. An enclosed play area with trampoline and other equipment. A medium sized yard with guinea pigs for the children to watch.

Activities: Residential care, pre-school and long day care as well as occasional care and outings. Generally six hours of child care is offered per day.

STAFF and STRUCTURE:

Staff: One Salvation Army officer, who is relieved by one part-time social worker and one part time counsellor, one child care worker and two child care relief workers.

Hours Covered: 24 hours per day by the live-in worker.

Management: The refuge is run by the Salvation Army who provide a supervisor.

Resident and Ex-resident Involvement: One ex-resident is a relief child care worker. There are resident and ex-resident meetings. Whilst residents are not required to do the cooking they may do so if they wish.

Work Conditions: Adequate, according to workers at the refuge, although more space and more funding for capital expenditure would ease the situation.

RELATIONSHIP with COMMUNITY: Generally very good, apart from lack of interpreter services and perceived shortage of welfare officers at the Department of Youth and Community Services and the Housing Commission. Local doctors have also been found not to be very helpful. The Family Law Court was seen to have too great a case load and to favour men in family disputes.

HOUSING POSSIBILITIES: Similar to others in the Newcastle region.

FOLLOW UP: Material assistance, counselling, care of children by staff in their own homes when needed. The refuge house is open to ex-residents to drop in.

NEEDS: This refuge needs more space both for counselling women in private and for child care. Another worker is also needed for office work.

MORUYA

ESTABLISHED: June 1981 by a group of South Coast women who recognised the need for a refuge and women's resource centre in the area. The closest refuge was in Warilla.

AIMS: To provide crisis accommodation and follow up support for women and children. To promote public awareness of issues affecting women e.g., housing, rape, unemployment.

SPACE and FACILITIES:

Room: 3 bedrooms, lounge room, kitchen, bathroom, laundry.

Food: All food.

Rules: No men
No alcohol
No drugs

CHILD CARE: Moruya refuge receive no child care funding so the service they provide is financed by general refuge funding and therefore limited.

Space: Small enclosed yard, no separate child care space.

Activities: Sand and water play, toys and beach excursions.

STAFF and STRUCTURE:

Staff: Two paid full time wages shared by 6-8 part-time workers.

Hours Covered: 24 hours

Management: Collective made up of paid workers and interested women in the area.

Resident and Ex-resident Involvement: Residents are expected to be involved in the day to day running of the refuge and are able to choose the extent of their involvement in policy making.

RELATIONSHIP with COMMUNITY: There is a mixed reaction in the community and some hostility towards a group of women working in a non traditional structure. The refuge feels that there is also a mixed reaction because a large percentage of women who live in the refuge are aboriginal women and the refuge area has previously been a "white" area.

HOUSING POSSIBILITIES: Rented housing in the area is expensive and low standard (\$50 - \$80 for 2 bedroom flats/houses), almost impossible to find.

5 year waiting list for Housing Commission; because of the shortage of housing women stay for longer periods at the refuge.

FOLLOW UP: At the time of the evaluation visit the refuge had only been operating for a short time and there was no specific follow up programme. However the collective expressed strongly that follow up was a high priority.

NEEDS: Bigger refuge, more women to join the collective.

SALVATION ARMY HOME FOR WOMEN AND CHILDREN, LA PEROUSE

ESTABLISHED: 1944 by Salvation Army.

AIMS: To provide emergency accommodation in an atmosphere that is supportive, instructive, informative and generally conducive to the rehabilitation of all members of families at risk to be self-respecting members of the community.

SPACE and FACILITIES:

Room: Huge building, one side - 7 bedrooms, child care, kitchen, television room; other side - manager's residence, office, chapel. Dining room in middle. Bathroom, laundries, storeroom and clothing-pool also.

Food: All food is provided.

Rules: Meals at set times.
Restricted smoking areas.
Late entry and overnight absence only by permission of management.

CHILD CARE:

Workers: 1 full-time, 1 part-time.

Space: Beautiful location within easy access to 2 beaches, lots of playing area inside and outside refuge including climbing equipment, bikes and trampoline. Big children's room, well equipped.

Activities: Outdoor - beaches, park areas, swings.

Indoor - T.V., craft, indoor games, toys.

STAFF and STRUCTURE:

Staff: Manager and wife plus assistant - all Salvation Army Officers.
Child care workers not necessarily Salvation Army members.

Hours Covered: Salvation Army Manager and his wife live in, as does assistant.

Management: By Manager and assistant. Residents not involved.

Resident and Ex-resident Involvement: Domestic duties shared by residents.

Work Conditions: All Salvation Army Officers are paid according to the organisation's rule, i.e., \$76 for a single person, \$130 for a married couple. Accommodation is provided.

Child care workers are paid award wages.

RELATIONSHIP with COMMUNITY:

All community groups co-operative.

FOLLOW UP: Constant phone access, open invitation to call in, appropriate supportive referrals, friendship, encouragement to join in Salvation Army and community activities. Very little ex-resident participation in the refuge, partly due to distance from refuge of rehousing.

HOUSING: Little private rental accommodation available in the area. Women encouraged to apply for Housing Commission.

Lists of reasonably priced accommodation is kept for residents information.

NEEDS: More resident and ex-resident participation in the refuge.
Funds for follow-up.
Covered outdoor area for children in wet weather.

TAMWORTH WOMEN'S REFUGE

ESTABLISHED: 1978 by the Tamworth and District Social Services Council.
Became autonomous 1981 as Tamworth Women's Refuge.

AIMS: To provide short term emergency accommodation for women and children in crisis.

SPACE and FACILITIES:

Room: The refuge was previously a 3 bedroom cottage. One of these bedrooms was used as a office and as sleeping space for night workers. Extensions have since been added, giving both extra bedrooms and child care space, 4 bedrooms, small lounge room, kitchen, 2 bathrooms 2 toilets and laundry.

Outside small fenced yard with play equipment.

Food: Emergency and basic needs are supplied.

Rules: No men,
No alcohol,
No drugs,
Women are requested to be in by 11 p.m. and make arrangements for the care of their children while they are out.

CHILD CARE:

Workers: 2 part-time workers

Space: Indoor playroom, Outdoor yard with play equipment.

Activities: Swimming, Sport and recreation activites, picnics and after school and holiday activities.

STAFF and STRUCTURE:

Staff: 3 full time co-ordinators, 4 casual workers, 10 volunteers.

Hours Covered: 24 hours per day.

Management: The refuge is operated by a supportive Management Committee of an unincorporated association which intends to become a co-operative. Originally the refuge was under the umbrella of the Tamworth and District Social Services Council who were very unsupportive of the workers. The refuge became autonomous in 1981.

Resident and Ex-resident Involvement: Residents are involved in the day to day running of the refuge on a household level. They do their own cooking and are responsible for the cleaning of the house. Ex-residents compete on an equal basis with other applicants when jobs become vacant. At the time of the evaluation visit, ex-residents interviewed stated that they would be interested in working at the refuge on a voluntary basis. 2 ex-residents are on management, one as secretary. 2 volunteers are ex-residents.

Work Conditions: Have improved considerably since the refuge became autonomous from its umbrella group. The workers were previously paid \$3.64 per hour whereas now they are paid at a rate of \$5.50 per hour. Workers also receive holiday and sick pay.

RELATIONSHIP with COMMUNITY: The refuge is seen in a favourable light by their local community who are sympathetic to the need for such a service in the area. The only organisation who is unsupportive of the refuge is the Department of Social Security. Both residents and ex-residents of the refuge complained of the rudeness and non co-operation of the counter staff of the local branch. Some real estate agents could be more supportive. After complaints from staff and meeting with the District Officer of Social Security counter staff attitudes are now much improved.

HOUSING POSSIBILITIES: As with other country towns the Housing Commission in Tamworth does not give "out of priority" accommodation to residents of the refuge. Housing on the private rental market is expensive and limited. Average cost of a 3 bedroom house in Tamworth is \$70 - \$80 per week, 2 bedroom flats \$50-\$65 per week.

FOLLOW UP: The refuge places a high priority on the provision of follow up services for its ex-residents but because of the inadequacies of funding the refuge finds it very difficult to provide this service.

NEEDS: The refuge needs more funding to cover the following areas: follow up, a salary for a worker to administer the refuge halfway house, more operating costs to cover increases in phone, electricity costs and wages, a mini bus for child care, increased capital funding to cover the cost of furnishing the half way house.

WAGGA

ESTABLISHED: 1975 by Community Aid and St. Vincent De Paul

AIMS: To give emergency accommodation and support to women and children in crisis situations.

SPACE and FACILITIES:

Room: 5 bedrooms, lounge room, kitchen, 2 bathrooms, laundry and housemothers' self contained flat.

Food: Emergency food only, women supply own food.

Rules: No men on the premises
No alcohol
No drugs
Residents to be in by 10.30 p.m. (except in emergencies)
Children to be in bed by 8.30 p.m.
Residents are to help with household duties including cleaning up before they leave the refuge.

CHILD CARE: Numbers of children do not warrant the employment of a separate child care worker. Child care trainee students work one day a week as volunteers at the refuge. Residents are assisted to use established community services.

STAFF and STRUCTURE:

Staff: 3 paid staff work shifts to cover 24 hours per day. There is a self contained flat at the back of the refuge where workers sleep while on duty.

Management: Management committee, which includes all workers, runs the refuge and makes decisions. Workers partake in all management decisions.

Work Conditions: Wage for 48 hour shift is \$86.26. This includes 20 - 24 hours when the worker is off duty in the separate flat and on call only.

Resident and Ex-resident Involvement: Residents are responsible for keeping the house clean and for doing their own cooking but have no decision making power. Ex-residents are not involved in refuge operation, this is not however a matter of policy, it just doesn't happen.

RELATIONSHIP with COMMUNITY: Refuge sees itself as being highly regarded in the community as a worthwhile facility. Relationships with community groups are all good and the refuge considers that there are adequate services provided for women in the local area.

HOUSING POSSIBILITIES: Average rent for a 2/3 bedroom house ranges from \$60 to \$80 per week. One of the refuge committee members is on the Housing applications Committee of the Housing Commission but there is no priority given to refuge residents.

FOLLOW UP: Ex-residents are welcome to come back to the refuge for help with any problem but there is no specific follow up programme.

NEEDS: "We feel that our refuge is adequate for the needs of women and children in crisis, but this could alter as numbers grow."
(management questionnaire).

WARRINA - COFFS HARBOUR

ESTABLISHED: 1978 Community Aid and Development Organisation (C.A.N.D.O.)
as a result of research done by W.E.L.

AIMS: To help women and children in a crisis situation and to give them
back up support.

SPACE and FACILITIES:

Room: 6 bedrooms, lounge room bathroom laundry.

Food: Emergency food

Rules: No men, no drugs, no alcohol, no violence (verbal or physical).

CHILD CARE:

Workers: Two

Space: Large garage converted to child care annex, small yard fenced

Activities: Crafts, outings, camping fishing, visiting movies.

STAFF and STRUCTURE:

Staff: Five

Hours Covered: 24 hours

Management: Refuge became a co-operative in June 1982. Everyone has
equal decision making power.

Resident and Ex-resident Involvement: Residents and ex-residents may
attend both staff and committee meetings and directors' meetings,
if they wish.

Work Conditions: Award wages, sick and holiday pay.

RELATIONSHIP with COMMUNITY: Refuge has general acceptance within the
Community. This has increased since people have become more
aware of what the refuge does, how it operates and who the
workers are. The refuge sees that groups who are unsupportive
are local D.S.S., the local Hospital, conservative women's groups
and some real estate agents. Neighbours have often made
complaints about the refuge and have taken up petitions against
the refuge.

HOUSING POSSIBILITIES: There is a severe housing crisis in the Coffs
Harbour area because of its popularity as a tourist resort in the
summer months. Rents are very high and the Housing Commission
does not allocate out of turn accommodation to refuge residents.
Waiting lists are long and a large percentage of women who leave
the refuge move into expensive poor standard flats or into
caravan parks.

FOLLOW UP: The refuge places a high priority on the provision of follow
up services. There is a weekly ex-resident "drop-in day" and the
refuge makes their child care facilities available to
ex-residents.

NEEDS: Cheaper and more suitable premises, more funding, more staff,
more follow up, more community awareness programmes and more
community support.

WOMEN'S STRESS CENTRE - THE INFANTS HOME, ASHFIELD

ESTABLISHED: 1874 as The Foundling Hospital and in 1875 mothers taken in. Funded as a women's refuge in 1977 through the Board of Directors, The Infants Home, Ashfield. Incorporated by an Act of Parliament in 1924.

AIMS: To assist mothers by providing a temporary home for mother and child (under five years) and facilities for learning child care and home management. Emphasis is on rehabilitation.

NOTE: The Women's Stress Centre is quite different to other women's refuges. It's service is restricted to mothers with children under five years whom it is thought will gain benefit from counselling and support services. It is essentially geared towards the needs of young children and defines itself as a specialist service to help mothers learn skills for good parenting.

As a women's refuge, the Stress Centre does not meet the guidelines regarding a self-help, non-professional, non-institutional approach involving residents, ex-residents and staff in the decision making.

SPACE and FACILITIES:

Room: 8 bedrooms, lounge, kitchen, bathroom, laundry.

Food: All provided.

Rules: Families coming into residence will be seen by Sister and Doctor if necessary.

Mothers are responsible for their own room and part of communal area. Rooms will be inspected periodically for maintenance and health reasons.

Resident children are encouraged to attend day care section. Children must never be left unattended. No-one may mind more than one person's children at one time. Please advise a staff member if someone is minding your child. Access for fathers can be arranged with the Social Worker, if necessary.

CHILDCARE:

Workers: The childcare section of the Stress Centre is open to women from the community as well as residents of the Mothers Unit. Three workers are involved.

Hours Covered: 9a.m. - 5p.m. Workers prefer women to spend time with their child/children in the childcare area, but also provide occasional care if women have appointments, or need a break. Housemothers will also mind children in non childcare hours when the need arises.

Activities: There is a great range of equipment and toys for young children, and good indoor and outdoor space. The Childcare section has the facilities of a preschool.

STAFF and STRUCTURE:

Staff: The staff of the Stress Centre have responsibilities to the whole of the Infants Centre, which is primarily concerned with Long Day Child Care. Two social workers are employed to provide professional counselling, three child care/health workers work

with physical needs of the children with emphasis on hygiene and child development. Three housemothers share the supervision of the Mothers' Unit. Members of the Board do voluntary work within the Centre. The roles of all paid workers are clearly defined, and not rotated.

Hours Covered: Live-in Housekeepers cover weekends and evenings with senior staff and Board members on call.

Management: The refuge is run by the Infants Home Board of Management. The staff are not involved in policy decision making, nor are residents or ex-residents.

Resident and Ex-resident Involvement: Women who use or have used the Stress Centre do not participate in the running of the refuge apart from domestic duties. The roles of all persons involved in the Infants Centre are clearly defined and the Board sees no necessity to attempt to examine or ease the power imbalance this has created.

Work Conditions: All workers are paid award wages with associated provisions. Staff would like to have greater participation in decision making and more communication with workers in other refuges.

RELATIONSHIP with COMMUNITY:

All groups within the community are supportive of the Infants Home.

Housing Possibilities: The Infants Homes have been given by an anonymous donor (see Annual Report) eight home units a short distance from the refuge. These Units are used as half way housing for women and children leaving the Stress Centre who are in need of ongoing support, or who are awaiting Housing Commission Accommodation. Private rental houses in the area are expensive and difficult to find. Women are encouraged to apply for Housing Commission homes, which are generally in the outer western suburbs, and thus make on-going support difficult.

FOLLOW UP: The centre runs a playgroup for ex-residents. However, the constraints of workers and time mean that any further follow up is not possible unless an individual woman chooses to come back and talk to workers.

Women leaving the refuge are referred on to resources in their new area but staff do not have time to check if women have used services.

AREAS OF NEED: It is crucial that workers and residents are given greater participation in the running and decision making process of the Stress Centre. The Board of the Centre needs to closely examine the guidelines, and in consultation with workers and residents, look at ways of breaking down the institutionalised, professionally based emphasis of the Centre.

Funds for a follow-up worker are also a priority.

WOY WOY WOMEN'S REFUGE

ESTABLISHED: 1976 by a sub-committee of the Woy Woy and District Community Service. Became autonomous 1978 as Woy Woy Women's Refuge.

AIMS: To meet the demands of women in crisis situations generated by economic, social and physical circumstances, which make the present living situation intolerable, by providing short-term emergency accommodation for women and their dependent children, as well as continuing support for their own welfare.

SPACE and FACILITIES:

Room: 4 bedrooms, kitchen, lounge, dining, 2 bathrooms and rumpus room, guazed in playroom inside.

Food: All provided.

Rules: No male visitors
No drugs
No alcohol
Women share housework and cooking

CHILD CARE:

Workers: 2

Space: Acre of land, outside child care room with T.V., library, toys, swings and sandpit; swimming pool (fenced), refuge bus.

Activities: Swimming, fishing, organised indoor and outdoor games and activities, picnics, outings.

STAFF and STRUCTURE:

Staff: 8 partime workers

Hours Covered: Workers at refuge 9.00 a.m. to 5.00 p.m. Answering service after hours.

Management: Management Committee and Workers make decisions jointly.

Resident and Exresident Involvement: Residents responsible for household decisions. Housemeetings fortnightly. Most ex-residents settle in the area. Many ex-residents employed on casual basis.

Work Conditions: All workers employed on casual basis, receive sick pay and holiday pay.

RELATIONSHIP with COMMUNITY: Very supportive community generally. Good health and welfare services, police co-operative, service clubs and other groups generous.

HOUSING: This refuge is in a summer resort area and rents are exhorbitant during season. Relations with real estate agents have improved over the years, but many women are still forced to leave houses during the season when rents can increase from \$70 to \$200, due to demand for holiday accommodation.

The Housing Commission has had no special allocation in this area for many years, this policy has changed but there are still no houses available.

FOLLOW UP: Workers visit ex-residents and help out with health problems, finances and food. Part-time employment is available for some ex-residents and all are welcome to come and chat. Outings organised occasionally. Ex-residents are invited back to refuge frequently for B.B.Q. lunch and get-together.

NEEDS: Full-time wage for follow-up.
Realistic wages and work conditions.
Better communication with other refuges.
Better transport in area as refuge is 3 kms from shopping centre.

SINGLE WOMEN'S REFUGE, WAVERLEY

ESTABLISHED: 1981 by group of concerned feminists.

AIMS: To encourage self responsibility in a safe wimin orientated, non-judgemental environment.

To undermine the causes of women's oppression.

SPACE and FACILITIES:

Room: Beds for 16 women, kitchen, lounge room, music room, pool table room, office, activity room.

Food: All provided except meat and caviar.

Rules: No men, no alcohol, no drugs, no physical or mental violence.

STAFF and STRUCTURE:

Staff: 10 workers.

Hours covered: 24 hour, 7 day roster of workers.

Management: Collective who share responsibility, decision making, liaison, rosters, etc.

Resident and Ex-resident Involvement: Encouraged to participate in all aspects of daily organisation including domestic, office, campaign work.

Work Conditions: Generally very poor, hourly rate of less than \$4.50.
No shift allowances.
Inadequate funds for relief workers.

RELATIONSHIPS with COMMUNITY:

Council supportive. Community slow to show support - estate agents and police unhelpful. Social Security reasonable after much public relations work by refuge workers.

FOLLOW UP: Women are encouraged to continue their participation in the refuge after they leave. Most follow-up revolves around the four half-way houses where eleven ex-residents live. Funds are urgently needed for workers to concentrate on the needs of these women, as many have not previously lived independently of an institution.

HOUSING POSSIBILITIES:

Single women on unemployment benefits have the limited options of shared accommodation, half-way housing or squatting in disused houses. None are secure.

AREAS OF NEED: Funds for workers for follow up, research, and relief workers. Adequate wage levels.

WOMEN'S PLACE - KINGS CROSS

ESTABLISHED: 31 August 1981 by the Women's Place Collective.

- AIMS:
- a) To provide a safe, non-judgemental shelter for homeless and/or drug and alcohol affected women and girls.
 - b) To raise consciousness about drugs and alcohol within a feminist framework.

SPACE and FACILITIES:

Room: Double story 4 bedroom house in reasonable condition. There is a kitchen, diningroom, bathroom and laundry facilities and a large longeroom. There is a separate office and a small, pleasant backyard.

Food: Due to lack of funds only eggs and vegetables are provided.

Rules:

- No Drugs or Alcohol
- No Men
- No Violence
- No Smoking upstairs

STAFF and STRUCTURE:

Staff: 16

Hours Covered: 24 hours per day on weekends, 18 hours per day on weekdays.
There are two workers on at a time on a rotating roster basis.

Management: Women's Place is run by a collective of paid workers.

Resident and Ex-resident Involvement: Residents are encouraged to help with shopping, housekeeping, and washing. Due to lack of funds for follow up and the fact that many women do not keep in contact with the refuge, there is little ex-resident involvement at this stage.

Work Conditions: Because of the necessity to have two workers at the refuge at once, workers have had to accept poor work conditions of long hours and low pay. The nature of the work requires training courses on drug and alcohol addictions for new workers. This has to be done without replacements for workers giving the course; obviously this places great strain on the collective.

RELATIONSHIP with COMMUNITY: Because of the transience of the population in this area little interest has been shown by the immediate neighbours of the refuge. Local police refer women to the refuge but have generally been found to be unsympathetic in their attitudes. Inner city hospitals which refer women with drug and alcohol problems have been found to be moralistic with regard to women who have overdosed. Estate agents have been found to be discriminatory against residents of the refuge, as have some church organisations. Counter staff at the Departments of Y.A.C.S. and Social Security have often been found to be uncooperative. This refuge is dissatisfied with the lack of information it receives from Y.A.C.S. head office, and would prefer to be part of the Women's Refuges Programme (at present they are part of the Homeless Person's Programme.)

There is inadequate back up support offered by other community agencies for women with severe emotional problems. This refuge strongly believes that there is a need for a women's refuge specifically for such women. Agencies which have been particularly co-operative are other women's refuges, Wayside Chapel and Aquarius Youth Service.

HOUSING POSSIBILITIES: It is very difficult for the women to find suitable low cost accommodation on the private rental market. The Housing Commission will only consider women who are on pensions for public housing. The refuge now has two halfway houses.

FOLLOW UP: There is an open invitation for ex-residents to return to the refuge at any time. Refuge workers offer support to women who need to go to Detoxification Centres and/or meetings of Alcoholics Anonymous. The refuge also provides afternoon workshops where women can learn new skills, eg. aspects of drug and alcohol addiction, building and resources.

NEEDS:

1. Bigger refuge (five or six bedrooms)
2. Improvements to the house
3. Street workers for follow up
4. More funding for capital costs and wages
5. Access to low cost accommodation for ex-residents
6. Women's Detox. Unit
7. More drug and alcohol rehabilitation programmes for women.

LOCATION MAP OF WOMEN'S REFUGES IN NEW SOUTH WALES

