

DAWN HOUSE INC
ANNUAL REPORT
2015- 2016



www.dawnhouse.org.au

REPORT TO THE AGM FROM THE CHAIRPERSON OF THE DAWN HOUSE GOVERNANCE COMMITTEE

I write this as the Acting Chairperson of the Dawn House Governance Committee. Kathryn White was elected and served for nine months as Chairperson, but resigned from both the Chair and as a member of the GC. Thank you to Kathryn for your work over this year and as an active member of the GC for several years. In particular, Kathryn managed the Enterprise Agreement and completed the negotiations which had stretched out way too long, on behalf of the GC.

Dawn House is in a stable and strong place.

In my view, this is due to two factors:

- The willingness, dedication and ability of staff to stay committed to, and passionate about their work and our clients; and
- Supportive and strategic leadership from the Executive Officer (Susan Crane).

Dawn House staff are the foundation upon which all our work rests – thank you to you all for remaining hopeful and hanging in there. You are the front line for women and children who come to Dawn needing non-judgemental and competent support, and it is the knowledge and professional approach you bring to your daily work that supports clients to make significant changes to their lives. Well done!

When Susan returned to Dawn, this time as our Executive Officer, I noted in the Annual Report for that year that she had successfully negotiated a three year agreement with our funders to maintain current funding. Unfortunately, this year the then Department of Children and Families (now Territory Families) only offered a one year extension of funding on the basis that they are undertaking program planning and service design work across the sector. Furthermore, funding was withheld on the basis of previous underspends. This matter was finally resolved with the help of NTCOSS. The new government has publically committed to five year agreements with service providers, and while we acknowledge there will be transition issues to resolve, we look forward to a more cooperative relationship with Territory Families, consistent with the incoming government's commitments.

A great and long awaited achievement has been getting the certificate of occupancy for the new donga. This saga has gone on for many years, but it's great to see the completed rooms and the play areas are also fantastic.

Dawn House provides regular commentary on matters relating to family violence as part of our advocacy role, which contributes to raising public knowledge and awareness of issues, which then contributes to more targeted and considered responses to family violence. Dawn House DVIWs and an ex-client contributed to an award-winning story about the problems faced by women leaving violent relationships whose visa status becomes compromised by leaving that relationship. James Oaten (ABC Darwin) won the *Our Watch* award for best local/community journalism for his report *Hidden victims: Women on visas feeling trapped after domestic violence abuse*. The *Our Watch* awards recognize exemplary reporting to end violence against women.

The Governance Committee met with Reece Kershaw, NT Commissioner of Police, to explore what was meant by 'pro-active' policing as it applied to the way police responding to family violence and

also learned about his aim to ensure the NT Police service achieves a 50:50 gender balance in its ranks.

Jo Sangster from the Domestic Violence Directorate also attended a meeting to advise the Committee about progress on implementation of the Domestic and Family Violence Strategy.

Thanks to both Reece and Jo for talking with us.

I look forward to continuing to serve as part of a dynamic and supportive Governance Committee comprising women who work from a feminist perspective to oversight the provision of quality services to women and their children who are affected by domestic and family violence.

Thank you to my Committee colleagues and the Dawn House staff – you are all legends, and we'll just keep doing it because we want to.

Lu Stuart

A/Chairperson

Dawn House Governance Committee

Treasurer's Report

Noya Chong Wah

I am pleased to present the Treasurer's report on the 2016 Audited Financial Statements for Dawn House.

Our primary funding body in the 2015-16 financial year was the Department of Children and Families. The Commonwealth Department of Social Services reduced Emergency Relief Funding by half, from \$36,000 per annum to \$45,000 over a 2½ year period. Currently, we are funded until June 2017, and there is talk of 5 year funding after that.

Dawn House's total income for the year was \$1,503,315, which includes \$82,301 in rental income, \$11,338 in recoveries, \$11,025 in other income and \$1,398,651 in government grants. Overall, we have a deficit of -\$8,586, due to higher expenses, and some one-off large expenses such as upgrading the server and computers, reticulation and the electric front gate. Next year's budget will give us a small contingency to deal with any similar future situations.

Dawn House had net assets of \$1,447,234 as at 30 June 2016.

There were \$100,460 in unexpended grants at 30 June 2016, much of which has carried over from the 2014/15 financial year. This year we are not carrying any operational surplus.

Dawn House retained the services of auditor Adam Dohnt FCA this year.

I would like to thank the Executive Officer and staff of Dawn House, as well as the Committee, for allowing me to be the Treasurer this year. I look forward to a successful 2016-17 year as well.

Executive Officer – Susan Crane

I was reading last year's Annual Report and it noted that there had been a huge turnover of staff in that financial year. Well, I am very happy to say that this year's story is a completely different one and Dawn House is now fortunate to have a stable workforce. We welcomed Francesca Bennett as our Counsellor in September 2015 after Sandra Plaisted left and Alex Richmond as our Community Educator in March 2016 after Amelia Stone left the position. In my experience, this is the best team that I have ever worked with since I started at Dawn House all those years ago. Each team member is incredibly committed to providing a professional service to clients and we all work from a shared experience of feminism in the domestic violence context. There have been some great wins for clients this year including clients being granted residency status after the intervention team worked intensely to navigate their way through the immigration system. Women and children have been fantastically supported and advocated for in the Family court system and legal system, with clients being granted Domestic Violence Orders even when legal advice inferred their application would not be successful. On other occasions, staff have liaised successfully with Centrelink for clients to access special benefits and also with Red Cross for clients to receive some financial assistance from the Immigration Department for those clients not eligible for any Centrelink assistance. Thanks to dv intervention workers Be Andrews, Jude Muggeridge, Fran Windsor and Inez Robinson for your dedication and hard work this year. Thank you to Kimberley Johnson as Children's Support Worker for your continued advocacy and support to women navigating the Family Court and organising support and holiday programme activities for the children in our service. We were fortunate to sponsor Bridie Flaherty as Housing Support Worker in early 2015 and she continues to provide outstanding services to women with housing needs and manage the Dawn House outreach properties including updating all of the procedures for those properties. Shelly Murada as living Skills worker is the SHIP data base queen and is amazing at supporting the women to acclimatise living in a shelter and in our outreach properties. Kay Solley as Office Manager has a gift for introducing innovative systems and stream lining procedures in Dawn House and Dawn House now runs like a well-oiled machine with well documented office procedures and manuals now in place. Thank you Kay. Overwhelmingly, clients and other services comment on what a great Counsellor Francesca Bennett is as evidenced in that service now having a wait list which has not happened in my recent experience. Fran uses a range of therapeutic interventions as well as other techniques such as meditation to support and enrich the lives of those women who have suffered so many traumas as a result of domestic violence. Kate Munroe continues to provide fantastic financial support as finance officer and is going from strength to strength with each year's audit becoming more streamlined due to her fantastic administration skills. Alex Richmond brings a wealth of knowledge and experience to the role as Community Educator and has some fantastic breakthroughs in training of Department of Children and Family staff as well as legal practitioners. Good work Alex!! We also welcomed Mona Roberts as a casual staff member this year. Mona has fitted in well to the team and continues to relate really well with clients. We were also very lucky to have Jenna Taylor join us as a

student. She did a great job in filling in as HSW whilst Bridie was on leave. Thank you Jenna. Finally, I am happy to say a big thank you to Nicky Fearn as Team Leader who continues to lead and support the team in a creative and thoughtful way and provides much appreciated support to me in my role as Executive Officer.

A well run organisation needs a well-run and supportive Management team and I want to thank all those who are on our Governance Committee; Lu Steuart, Noya Chong Wah, Melanie Warbrooke, Yolande Turnbull, Catherine Holmes, Paula Bradford and Jeanette Callaghan. We said goodbye to Cheryl Schmidt and Kathryn White this year. Thank you all for being on the Board.

As per our strategic plan, Dawn House continues to be supportive of staff as can be evidenced by;

- Monthly supervision
- Dawn House paying for staff to access EASA up to 5 times for work and non-work related issues in any given year.
- Regular check ins at case management meetings and staff meetings for staff to debrief and check for any signs of vicarious trauma.
- Access to 1800RESPECT for critical debriefing outside of normal working hours (telephone service). On site debrief to staff following a very traumatic and challenging issue with a client.
- Provision of clinical supervision for some staff members.
- Above award rates of pay and conditions.
- Paid lunch breaks.
- Professional development and training opportunities.
- Staff healing day with lunch provided and staff participating in relaxation activities.

Dawn House continues to be busy and statistics for the year are as follows;

- Crisis accommodation provided to 357 individuals. 64% were children aged under 16 and 30% were women aged between 20 and 39 years.
- Most families stayed between 2 and 14 weeks
- 35% of clients identified as Indigenous, 24% as CALD and 41% as Caucasian.
- There were 557 turnaways in the last year. The main request was for emergency accommodation. The majority of turnaways was because the client did not meet the Dawn House criteria.
- Dawn House was contacted 15 368 times for information and support
- Staff provided 4 811 hours of support and case management to clients
- Dawn House provided \$18,500 of emergency relief assistance. Main areas of emergency relief spending were on offsite accommodation when shelter was full, client travel and food assistance by way of food vouchers.
- Dawn House received 66 referrals from Support Link in the 2015 – 16 financial year.

A new website was developed and went live in August 2015. This has been accessed from all over the world and just shows our rather small NGO is contributing to the education of people from a range of different cultures. They can access the website on their phone and tablets, which helps to keep the information on domestic violence accessible and mobile to a larger audience.

There has continued to be good media coverage of Dawn House through radio and television interviews and letters to the editor being published in the NT News on several occasions. Staff continue to network with other agencies by shared case management and attending various network activities such as DARWYNN and the Darwin DV network. Dawn House was represented by the Executive Officer at a number of local and regional meetings and networks, ensuring that Dawn House made her valuable contributions to discussion of key issues, and ensuring that Dawn House stayed abreast of current thought and action in areas pertinent to her work.

The office extension project (donga) commenced almost 4 years ago is finally completed and provides office space for the Housing Support Worker and Community Educator. There is also a spare office that enables us to have access to a private space to speak with clients.



Staff space in front of the donga

We were fortunate this year to receive a grant from LUCRF (Labour Union Cooperative Retirement Fund) to upgrade two of our playgrounds and install soft fall in both. This was very appreciated by the children staying at Dawn House as both of the playgrounds were in a state of disrepair and not meeting safety standards. Each of the houses now has a separate playground for the children to enjoy.



Other upgrades to Dawn House include the replacement of the ancient reticulation system, replacement of the server and the upgrade of security cameras, meaning that we now have video monitoring both inside and on the periphery of the shelter. All the beds were replaced this year and rooms now have colour coordinated sheets, doona covers and curtains so rooms are much more welcoming now. Thanks to all staff who took on the task to take the old beds apart and put the new beds together.

The Domestic Violence Directorate confirmed in June that Dawn House was to receive a one off payment of \$86 000 from the Commonwealth Safe at Home funds to meet service gaps anticipated by an increase in demand following the national advertising campaign. The funds will be used to support clients in their transition to independent housing, support clients with complex immigration issues and/or family court matters and ensure client safety and wellbeing.

Staff were pleased to have morning tea with Rosie Batty at Dawn House when she visited Darwin this year and some staff attended her inspiring address at the Darwin conference centre later that day.

Dawn House has received a number of really generous donations this year including;

- Woolworths and Coles – eater egg vouchers
- CWA – Toiletry packs
- Balance podiatry – shoes
- Brumby's – bread
- Palmerston Baptist Church – towels and toiletries
- Love Intimo – sleepwear
- Champagne fitness – kitchen items
- Kiwanis – cash donation
- Lorna Jane – gym wear

- Hillsong church – kitchenware
- Robins kitchen – kitchenware
- Silk Air – cash donation
- Share the dignity – sanitary items
- Montara Venture – sheets
- Nappy collective – nappies
- Grill's Casuarina – cash donation
- GP information services – cash donation
- Wicked NRG – house hold items
- Donate now – on line cash donations
- ABC giving programme – cash donation
- Alfreds – cash donation
- Numerous individuals

Client Feedback Report 2016

This report encompasses the clients that have been in our crisis accommodation service from the beginning of the year until September 2016.

11 of the clients that passed through Dawn House were happy to fill in the client feedback form.

Out of the 11 clients only two had anything negative to say:-

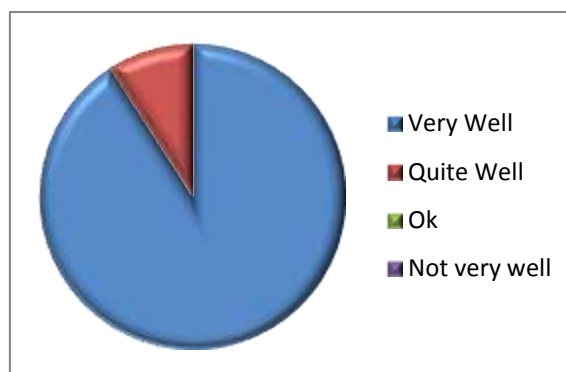
- ❖ One mentioned that there was not enough lighting around Dawn House of a night.
- ❖ The other complaint was from a client who was abused by a housemate.

Very thankful to DH for making me feel very good about myself.

1. What Needs did you expect help with from the refuge?

- I really didn't know about the shelter
- Referred by Anglicare, told shelter will help to find housing, centre link, support for legal aid
- I expected holistic help
- I did not really know but hoped DH would help me
- Assistance/help with my situation
- To help me get back on my feet after leaving dv and help accommodate my children and I in permanent housing
- Everything offered was for us, so helpful, we are so thankful
- Support
- Assistance and safety
- Place to stay, help got my visa and centre link and to know all my rights
- I received all of the help I could have needed

2. How well have your needs been met?



3. Did you find house meetings to be:-

Although the question was useful, not useful, well run and poorly run. All of the clients said that the house meetings were useful.

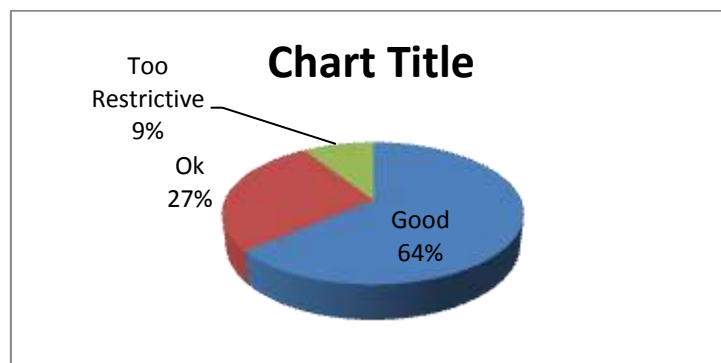
Feedback given from question 3

- Good that someone prepare food
- Good to have one night not to cook and be altogether
- Difficult to talk to others about problems
- Very useful, I learned a lot and meet new friends



4. What did you think of the Dawn House Rules?

Good	7
Ok	3
Too Restrictive	1



5. What suggestions do you have to make Dawn house a better place for children?

- Asking, keep residents how their, washing up cleaning all going
- Good to have the three playgrounds, pity they are not working at the moment
- Maybe a swimming pool
- They enjoy their time at DH, plenty of space to run around with scooter and bikes
- I think brightening the place up a bit would help
- My sons suggestion is having kids excursions one day a week
- Parents should be reminded to look after kids but in a more relaxed way.
- More activities
- Facilities are great

6. If you had a hassle with a worker, were you able to talk about it with the worker concerned or another worker?

I couldn't have got where I am without the support I got

- Other person not picking up after themselves
- would not say anything/would just let it go
- I didn't have a hassle but I find it easy to talk with the worker
- I always able to talk to worker about things. She explained rules etc
- No Problem
- I didn't have any hassles
- No hassle at all. All the ladies were fantastic
- Never had a hassle with workers
- Yes
- I haven't experienced any hassles from worker. They are all very nice to us

7. Did you suffer or see anyone else suffer from any discrimination or prejudice while you were at Dawn House?

All clients said that they had not witnessed any discrimination or prejudice.

8. How much do you think would be fair to contribute to Dawn House for rent/electricity?

All of the clients considered the rent for Dawn House to be fair.

9. Would you return to dawn house if you needed to?

All of the clients that answered said yes and answered:-

- I would return
- Because I feel safe here and the kids feel safe
- I am not going to need to
- This was my second time, hopefully I don't come to this situation again, but if so, I would love to come back. It was so safe and all the ladies were excellent
- Yes very much so
- Because I felt safe and secure and they are helpful. They treat us very nice to.
- I hope not to

10. Is there anything else you would like to mention (good or bad) about the service offered at Dawn House?

It was all good for me and my son; the workers are all wonderful and helpful

- It's a good place
- All good. The time I have spent at DH has been very good for me and especially for the children, in safety with no loud shouting at them
- No, it's been very helpful, ever since the day I contacted DH things have got better
- DVIW rocks, so does LSW and all experience was good
- A very big thank you to all for the help and support in this hard time I went through, don't know how I would of got through without the support of everyone
- It was really good. Thank you so much for everything
- Very good service, I thank them all for helping us, they are like angels to me

11. Please comment on the advice/assistance provided in the following areas

Counselling/ Emotional support:-

- One time saw counsellor
- I was able to talk about how I feel
- Has helped a lot and will continue
- Counsellor very helpful, continuing with sessions
- Helps me overcome fear and worries
- Very good
- I felt no need

Extraordinary

Housing:-

- Happy with assistance given re housing
- Very affordable
- Good house
- HSW very helpful
- Helped to find a place to stay
- Excellent
- Put in application for housing

Health/medical needs:-

- No doctor in place at the moment, children may need check up.
Children not sleeping
- when we get settled
- They take us if we need to see doctor

income/social security:-

- Excellent
- CW helped a lot with centre link and Medicare. Gave lots of support sometimes nearly all day at Centrelink

- Sorted out Centrelink
- They helped me process my centre link and give me voucher for food
- Centrelink will fix it up

custody access or other family law matters:-

- DVO Friday
- Extraordinary
- They helped me to file DVO and child custody
- Great help
- Didn't need one

All advice and assistance provided in all areas was perfect

Other:-

- Received food and clothes as left home without clothes or possessions on arrival
- Has needed a lot of support in language difficulties. Very thankful to DH for making me feel very good about myself. Very thankful to CW especially for so much time and help with language and written documentation and help me enrol in Charles Darwin University for study
- All advice and assistance provided in all areas was perfect. My son and I thank everyone!!
- All of them. I really appreciate a lot
- CW very good re assistance and to talk to when needed
- I couldn't have got where I am without the support I got

Summary

The tone of the client feedback forms was very positive about both Dawn House as a service and the staff at Dawn House. Most of the clients were very grateful for the help that they received during their time at Dawn House. Overall the only issues so far for the year have been with other housemates which have been addressed by either the Executive Officer or Dawn House staff.



ANNUAL GENERAL MEETING REPORT 2015-2016

The Domestic Violence Counselling Service (DVCS) provides a safe and confidential space for women who are affected by and/or at risk of domestic violence (DV).

Counsellor personal profile

I am a 45 year old Indigenous woman and was born and raised in Darwin and have lived here for most of my life. I was blessed with a large extended family and I am the proud mother of 2 sons who are 23 and 16 years old. I completed a Bachelor of Behavioural Science (Honours) degree and partially completed a psychology internship before making the decision to register as a counsellor, due to personal reasons. I have been counselling for 4 ½ years and I have been in this role since September 2015. I am grateful for the opportunity to work in an area that I have always been passionate about, empowering women.

Trends

Between 01/07/15 and 30/06/16:

117 new referrals were received.
72 women engaged in counselling.
295 counselling sessions was delivered.
324.5 hours of counselling was delivered.

Of the referrals received, some clients could not be contacted or decided they were not ready to engage in counselling and some were placed on a waiting list. The highest percentage of clients who engaged in counselling identified as non-Indigenous Australian, followed by women from culturally and linguistically diverse backgrounds (e.g. Filipino, Indonesian & African) and the lowest percentage of clients were of Indigenous Australian descent.

The majority of women had children aged 0-17 years old, some had adult children 18 years or older and a small number of clients had no children. Some women had children who were in foster care or being cared for by family members.

A number of clients sought counselling for psychoeducation on DV, to clarify their options and seek information on available support services and only required short term support. Some clients sought counselling for support to leave their relationships and others had already separated from their partners and required support whilst undergoing legal processes including: domestic violence orders, criminal charges, mediation, custody issues, property settlement or spousal visas. Clients also presented with complex trauma issues (related to DV and childhood trauma) and sought support to address their trauma and effectively manage their symptoms. Clients with the highest attendance were women who had left their relationships and those with complex trauma issues. Five clients sought counselling for family violence which was being perpetrated by a family member (i.e. father and sons) and whom also had a family history of DV.

Highlights

- One of the highlights that stand out for me has been working with the courageous women I have met through my role and watching them go from strength to strength and reclaim their independence and move on with their lives.
- Successfully re-establishing the DVCS and providing a counselling service that has become known in the community as a professional and quality service has been very rewarding. I have received positive feedback from clients, Dawn House staff and staff from other local organisations which has inspired me to continually grow and develop both personally and professionally.
- I delivered a 4 week group therapy program to residents of Catherine Booth House which was well received by clients and great feedback was received from staff and clients. I have had requests to deliver additional programs which have prompted me to further develop the program and I aim to deliver regular weekly sessions, over an 8 to 10 week period to interested parties.
- I was given the opportunity to attend the Shark Cage training that was held in Melbourne and gained further tools and knowledge to use with clients, individually and in groups, and I am in the process of implementing what I have learned into the group therapy program. I also had the privilege to attend the International Indigenous Say No to Family and Domestic Violence conference which was held in Adelaide and learned from and was inspired by leaders in the DV arena and met other delegates from the Northern Territory who kindly offered their wisdom and support when required.

Challenges

- There is a lack of services that offer specialist DV counselling in Darwin which has led to a high demand for counselling and having to place women on waiting lists. I am hopeful that delivering a group therapy program will alleviate some of the pressure by reaching a greater number of women.
- Some clients attend counselling sessions with young children due to having limited funds to place them in child care and having no friends or family to care for them. This is disruptive and clients are often distracted by their caring responsibilities during sessions which make it difficult for them to fully participate and openly discuss their issues. It is also impossible to engage in skill development exercises (e.g. coping and relaxation) to manage their mental health symptoms.
- There are limited case management support services for DV victims who do not reside in DV shelters. My observations indicate some clients struggle to cope when they leave their relationships and feel overwhelmed with financial stress, legal appointments and having to find accommodation etc. These clients would benefit from the practical support that case management services could provide.
- There has been an increase in clients on spousal visas who have left abusive relationships and whom require reports for Playfair Immigration and Visa Services to confirm they have been victims of DV, perpetrated by their ex-partners. The DVCS is able to provide these reports, but they are very time consuming and the focus of the sessions is on obtaining

information for the reports instead of providing therapeutic interventions. Due to the high demand for DV specific therapeutic counselling services I (with the support of Dawn House Executive Officer) have made the decision to only provide these reports if the need arises during the course of counselling. The DVCS will not accept referrals that are purely for the purpose of providing documentation for visa issues.

The DVCS is a valuable and much needed service and I have loved having the opportunity to give back to the community by making a difference in the lives of the women and families who have accessed the service. I would like to thank Dawn house staff and the management committee for all their support over the past 12 months. It has been great to be part of an amazing team of strong and dedicated women who give so much to the families who seek shelter and support.

Francesca Bennett BBSoc (Hons) M.A.C.A (Level 3)
Domestic Violence Counsellor
Dawn House Inc.

July 2015- June 2016

Annual report- DVCE

Staffing

Amelia Stone filled the position for the majority of the financial year before returning to Melbourne in March 2016. Alex Richmond has been in the role since then.

Highlights from the period included

Domestic Family Violence Network meetings

The DVCE coordinates the Domestic and Family Violence Network. Since March, the DVCE has resumed the role of also facilitating these meetings. The network has been reinvigorated and strengthened during this year. It now has over 150 individuals, representing organisations as diverse as Police, Defence, Counselling services, Women's refuges, various Government Departments including the DV Directorate, Legal services, Health services and Educational institutions. Members are very engaged and the network is being sought out to access specialist expertise on DV. Members of the network have been invited to attend a meeting with the Police Commissioner; they have contributed to the review of the Domestic Violence Act and successfully lobbied for the reinstatement of a specialist NT Police DV Unit and mandatory Domestic and Family Violence training for all NT Police. Through the network, members are working effectively at sharing information, trends and training opportunities. They are also working effectively to identify gaps and issues in the systems, and are positioned for more effective work in this area.

CALD Community education

A number of very successful sessions were held with women from CALD backgrounds during the period. These were held in partnership with a variety of organisations to assist with access and cultural safety. Partner organisations included the NT legal Aid Commission, Adult Migrant English Program, Anglicare RAMS program, Melaleuca Refugee Service, Indonesian Consulate and the African Australian Women and Girls Friendship Association. The DVCE continues to be sought out for training which sensitively explores gender and violence with this very vulnerable group.

Health Professionals Community Education

High demand for training continues to come from health workers and services who are often the frontline of the DV epidemic. Feedback from practitioners is very positive with all feeling better equipped to respond to DV following DVCE sessions

A focus on Family Law

Since March, the DVCE position has been focusing on the Family law system as a place where DV education is desperately needed. A 2015 evaluation of the 2012 Family Violence Amendments to the Commonwealth *Family Law Act 1975* refers to the **persisting unsubstantiated belief** among some sections of the community, including some lawyers and non-legal professionals, **that women often make false or exaggerated claims of domestic and family violence to obtain a tactical advantage in parenting proceedings.** Our client's experiences attest to this misunderstanding and the terrible consequences that flow from it and the intervention team have advocated strongly for a focus on training Family Law Practitioners. The DVCE is working with key partners, including The NT legal Aid Commission and the Family Law Pathways Network to design and develop training for Family Law practitioners. Successful one-on-one training was conducted with Judge Young who is the NT's Family Court Judge. He was very enthusiastic about the value of the DVCE training and the need for the training for all Family law Practitioners.

Fee for Service Work

The DVCE was invited by the AFL to participate in a Respectful Relationships leadership program running for club officials from across North QLD and NT. The training was extremely well received and the AFL have invited the DVCE to continue working with them to deliver training at their Victorian HQ. This work is fee-for-service. Negotiations are underway to develop a train-the trainer model for the Department of Defence. This work will be fee-for-service.

A focus for the future

With increasing requests for DVCE, and a limited capacity, a decision has been made to focus on key areas in the next year. These areas have been selected because of the trends and systemic issues that have been identified by the Dawn House Intervention team in their work with clients and demonstrate the value of having close connection between the DVCE and the workers hearing the client's stories first hand. It allows for a flexible responsive and strategic approach to Community Education. Work will continue on rolling out DV community education to mediators, legal practitioners and Judges who work in the area of Family Law, following the huge problems for survivors of DV in this area, being highlighted by Dawn House staff. Work will continue educating the frontline health professionals to identify and respond to DV. We will continue to develop relationships and contact with women from CALD communities through targeted and culturally sensitive education programs. Finally, the DVCE will work with others to support the development of effective training for NT Police.

Safety planning Booklet

During this period, the DVCE worked with others at Dawn House team on the development of a Safety planning booklet for use by women and the various professionals who support them, it will be launched in November 2016.

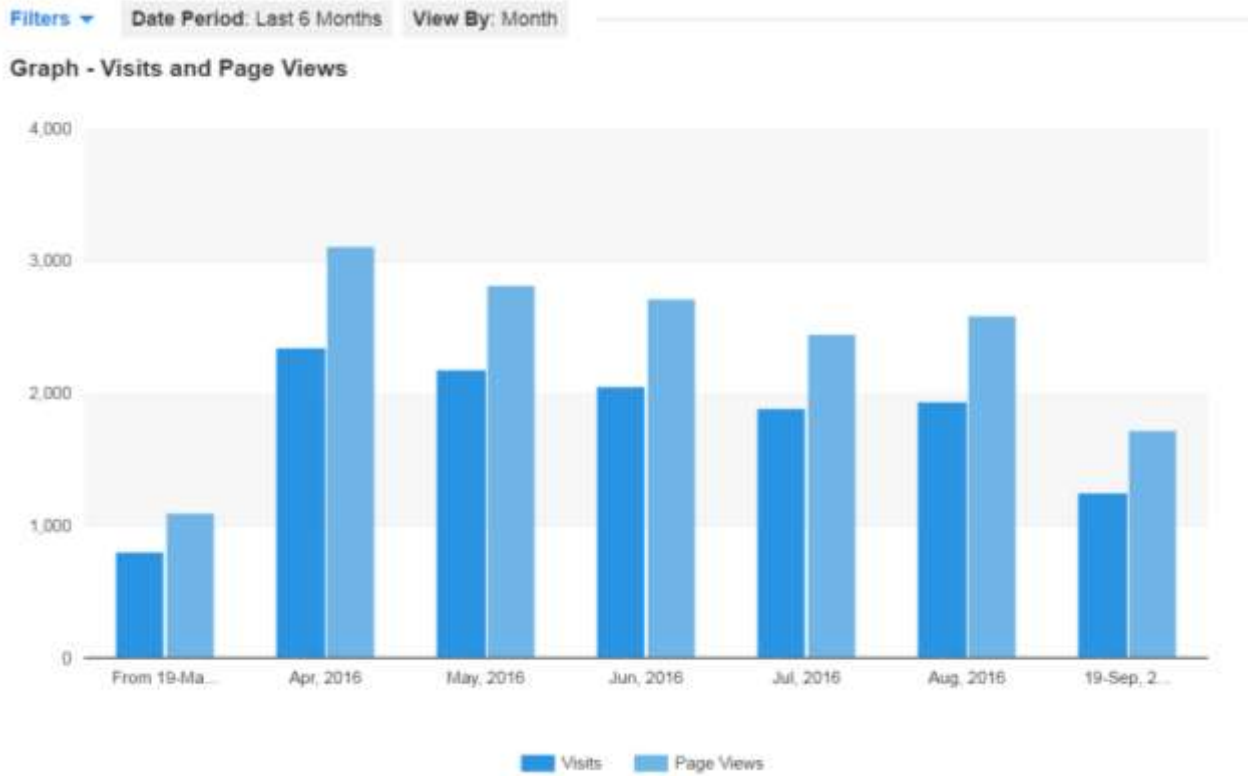
Dawn House Website Report



The Dawn House website is designed to be computer, iPad and mobile friendly.

Over the last 6 months the Dawn House Website has had a total of **11,679** distinct visits, from all over the world.

Visit Number	Visits
1	11,202
2	308
3	94
4	31
5	20
6	3
7	8
8 and above	13



A breakdown of these visits by month:-

Month	Visits	Page Views
From 19-Mar, 2016	804	1,097
Apr, 2016	2,350	3,110
May, 2016	2,176	2,820
Jun, 2016	2,049	2,718
Jul, 2016	1,883	2,445
Aug, 2016	1,942	2,581
19-Sep, 2016	1,260	1,743

Worldwide visitors:-

As you can see from the map below, the Dawn House website gets visitors from all over the world; this even includes countries that are not English speaking.

Australia has the highest number of visits to the Dawn House website with the United States of America being the next highest number of visits.

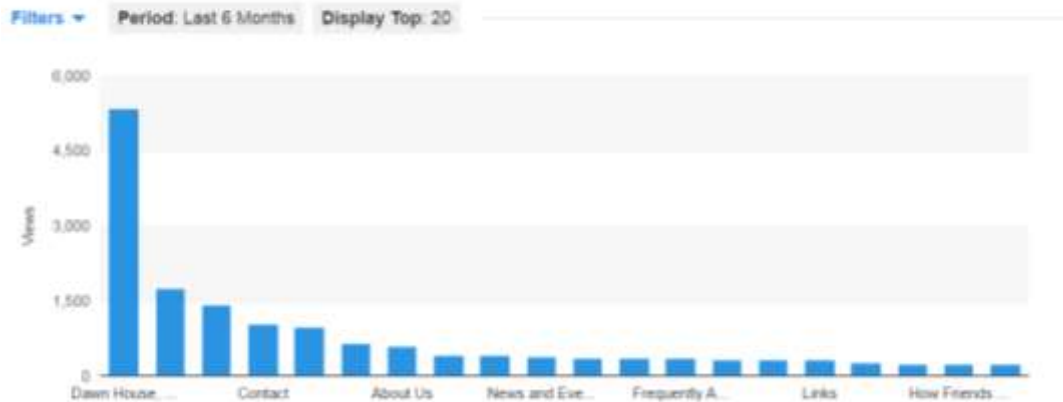
In order after this are China, Germany, Japan, France, Poland and the United Kingdom.



Note:- Dawn House also had one visit from Oman, Panama, Guam, Chile and Kazakhstan

Pages most frequently viewed:-

Web Pages



Item	Type	Views
Dawn House, Darwin - Northern Territory	Pages	5,359
What is Domestic Violence?	Pages	1,763
Women's Shelter	Pages	1,424
Contact	Pages	1,033
Contact Us	Pages	992
Domestic Violence Counselling Service	Pages	656
About Us	Pages	584
Domestic Violence Community Education	Pages	430
Resources	Pages	420
News and Events	Pages	382
Practical Advice	Pages	369
Support Services	Pages	366
Frequently Asked Questions	Pages	343
Myths About Domestic Violence	Pages	341
Our Services	Pages	338
Links	Pages	323

Dawn House Website is kept as up to date. All links are regularly checked and feedback about broken hyperlinks is acted upon and rectified as soon as possible.