



ANNUAL REPORT 2018-2019

Nova for Women and Children

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nova
for women and children

Just a big massive
thankyou gift for you
let you know how
much I do need
truly appreciate
support, help, and
having me
your the only
believes in me
you have no id
amount of respect
love I have for y
you are one amazin
your the salt of t
are Keep everything
when the Storm is
const. I love you

To the Nova Staff,
Thank you for giving
me the time of
day, for all your
help & support
I'm so grateful

For us a hard time
For the tough time
ouch the tough time
Past year of so.
e been a great +
ave best core worker
e with us. Your friendship
y always keep in con
ach other. If ever I
reference I know you
Relay + call you
will like you
ee giving
that

ABOUT NOVA

Our Vision

A world where women and children live: a life that is safe, independent, valued, respected and free from violence.

Our Values

Are built upon the foundations that women and children matter. Underpinning this we;

- Act with good intent
- Focus on strengths
- Promote collaborative, innovative and inclusive practice
- Embrace diversity
- Work respectfully

Our Purpose

To prevent or end homelessness, confront injustice and advocate for the right of women and their children to be safe.

Our Why

A world where women and children matter



OBJECTIVES

Goal 1: We deliver and develop quality services that have a positive impact for women and children experiencing or at risk of homelessness and domestic and family violence

Strategic objective 1.1

We ensure best practice principles and evidence underpin all our work, service development and planning

Strategic objective 1.2

We will develop strategic partnerships as we pursue growth opportunities

Strategic objective 1.3

We are identified as a leader in the development and delivery of services for women and their children



Goal 2: We offer culturally appropriate, inclusive and supportive services to women and their children

Strategic objective 2.1

We recognise inequalities experienced by Aboriginal and Torres Strait Islander women and deliver a culturally safe service that seeks to address structural and systemic inequalities

Strategic objective 2.2

We aim to embrace the diversity of women and their children

OBJECTIVES CONT.

Goal 3: We have capable and engaged staff

Strategic objective 3.1

We will have suitably skilled and qualified staff and leaders who are valued for their contributions and care about the work they do

Strategic objective 3.2

Create a culture that empowers and enables people to succeed together

Strategic objective 3.3

Staff matter

Goal 4: We are a sustainable and dynamic organisation capable of achieving our purpose

Strategic Objective 4.1:

We recognise inequalities experienced by Aboriginal and Torres Strait Islander women and deliver a culturally safe service that seeks to address structural and systemic inequalities

Strategic Objective 4.2:

We will work towards adopting the UN Sustainable Development Goals (SDGs)

Strategic objective 4.3:

Strengthen our financial capacity

“NOVA is very responsive to requests to have complex or urgent cases be given special consideration. Support is often prioritised and the client given an urgent response”

AGM AGENDA

The Annual General Meeting of
Nova for Women and Children
Monday 14 October 2019 5.30p.m
558 Hunter Street, Newcastle West NSW

1. Acknowledgement of Country
2. Chairperson's welcome
3. Apologies
4. Minutes of the AGM of Nova for Women and Children held on 8 October 2018
5. Business arising from minutes
6. Presentation of Annual Report
7. Presentation of Auditor's Report
8. Declaration of Positions Vacant
9. Election of Committee Members
10. Special resolution – transfer from Association to Company Ltd. by guarantee
11. General Business
  - a) Appointment of Auditor
  - b) Signatories
  - c) Appointment of Public Officer
  - d) Times and dates of future Board Meetings



MINUTES FROM PREVIOUS AGM

Monday October 8 2018

Meeting commenced: 5.10pm

Meeting closed: 6.05pm

Agenda Items

1. Attendance and apologies

Attendance: Kelly Hansen, Kelly Drury, Lee Liewes, Lou Rak, Lee-Anne Holmes, Lianne Dean, Rayleen Ableson, Sophie Hedges, Katy Mooney, Kate Davies, Fiona Edwards and Chris Dole.

1a. Acknowledgement of Country

Acknowledgement provided by K Drury.

2. Chairperson's welcome

Welcome provided by L Holmes.

3. Previous Minutes

The minutes of the previous meeting were tabled and accepted.

Motion moved: K Mooney

Seconded: L Dean

4. Business Arising

No business arose from the minutes.

5. Amendments to the Constitution

K Mooney has realigned Nova's Constitution to be in line with updated legislation

A special resolution was held. Resolution unanimously passed by Board.

MINUTES FROM PREVIOUS AGM CONT.

6. Presentation of Annual Report

Board members received a hard copy of the Annual Report, electronic copy held in Dropbox. Chairperson L Holmes acknowledged the hard work of the CEO and all Nova employees. Wendy Oxley acknowledged and thanked for her contribution to the Board. CEO K Hansen expressed great pride in the Nova team for their ongoing commitment to their work and the women and children accessing Nova. K Hansen also expressed gratitude to the Board and Nova team for their support over the last 12 months.

Operations Manager L Liewes noted the committed and generous Nova staff.

Motion moved:

L Dean

Seconded:

L Rak

7. Financial Report

Provided by Treasurer R Ableson. A copy is contained in the Annual Report, a clear breakdown of funding is contained therein.

Motion moved: L Dean

Seconded: K Mooney

8. Special Resolution

A special resolution has been raised regarding the possibility of Nova for Women and Children Incorporated to transfer its registration from an incorporated association registered under the Act to a company limited by guarantee (CLBG) registered under the Corporations Act 2001 (Corporations Act) under the name Nova for Women and Children Limited.

Having given consideration to the request from NSW Fair Trading as well as taking into account federal regulation by the Australian Charities and Not-for-Profit Commission (ACNC) the Board

MINUTES FROM PREVIOUS AGM CONT.

considers that the Association would be better served by changing its structure from an Incorporated Association to a CLBG registered under the Corporations Act with Australian Securities and Investment Commission.

The Board believes that as a CLBG the organisation will have greater flexibility in its operations, room for growth and will have simpler and fewer reporting requirements through the ACNC due to its memorandum of understanding with ASIC.

Motioned moved:

K Mooney

Seconded: L Rak

9. Declaration of positions vacant

All positions declared vacant by Returning Officer Chris Dole.

Nominees for positions were provided and accepted as follows:

Chairperson - Lee-Anne Holmes

Vice Chairperson - Lianne Dean

Treasurer - Rayleen Ableson

Secretary - Louise Rak

Ordinary Member - Kelly Drury

Ordinary Member - Katy Mooney

Ordinary Member - Wendy Oxley

Ordinary Member - Sophie Hedges

Ordinary Member - Kate Davies

MINUTES FROM PREVIOUS AGM CONT.

10. General Business

a) Appointment of an auditor

Acumon to remain as auditor.

Motion moved: R Ableson

Seconded: L Dean

b) Signatories

L Holmes

L Dean

R Ableson

K Mooney

Motion moved: L Rak

Seconded: L Dean

c) Appointment of a public officer

K Mooney to remain as public officer.

Motion moved: L Dean

Seconded: L Rak

Meeting closed- 6.05pm

Moo Baulch, former CEO DVNSW

Women and Children Matter Rally



CHAIRPERSONS LETTER 2018-2019

It is with great pleasure that I present the 18/19 AGM report for NOVA for Women and Children Inc.

This year has been one that could be termed as a year of "Consolidation" which has been evident across the various facets of the organisation including the governance, management and operations. From the perspective of the board, consolidation has occurred in the work that has been achieved in relation to ensuring best practice in strategic planning, decision making and role delineation. It has been a real pleasure to work alongside the other board members who contribute a great deal of enthusiasm, commitment, expertise and experience in the governance of the organisation.

We are very fortunate at NOVA to have staff who are passionate about the work that they do to ensure the best possible outcomes for women and children. They are also passionate about the organisation and this is demonstrated in their willingness to take part in the community events, campaigns, forums and activities that NOVA participates in. This year's International Women's Day event showcased the collaboration and dedication of all levels of the organisation that makes NOVA so successful.

I would especially like to thank Kelly for the vision that she provides in the leadership of the organisation as well as in the homelessness sector. Her tenacity, intelligence and absolutely unshakeable commitment to equity for women and children is the driving force that keeps NOVA at the forefront. Lee's expertise in operations provides the foundation for the delivery of quality services that is evidence based and grounded in best practice.

I would also like to thank the other staff that provide support to the CEO and the Operations Manager for your professionalism

and attention to detail. The work that you do is critical in the smooth running of the organisation.

Thanks and admiration to the support work teams at the various locations who always go that extra mile for the women and children that they support at some of the most challenging times of their lives. This is important work that makes a huge difference to so many. Unfortunately, there are far too many incidences across Australia that we know of where women are dying at alarming rates. While, on the one hand it is very difficult to hear these stories that are often far too close, I am confident that the roles that we collectively play has had a positive impact for the women and children that are safer as a direct result of the support that NOVA has provided. We will not be disillusioned by the tragedies, but ensure that we continue to work to create safety and social justice.

**Lee-anne
Holmes**
Chairperson

MEMBERS OF THE BOARD 2018-2019



Lee-anne Holmes
Chairperson



Lianne Dean
Vice Chairperson



Louise Rak
Secretary



Rayleen Ableson
Treasurer



Katy Mooney
Public Officer



Kate Davies
Board Member



Kelly Drury
Board Member

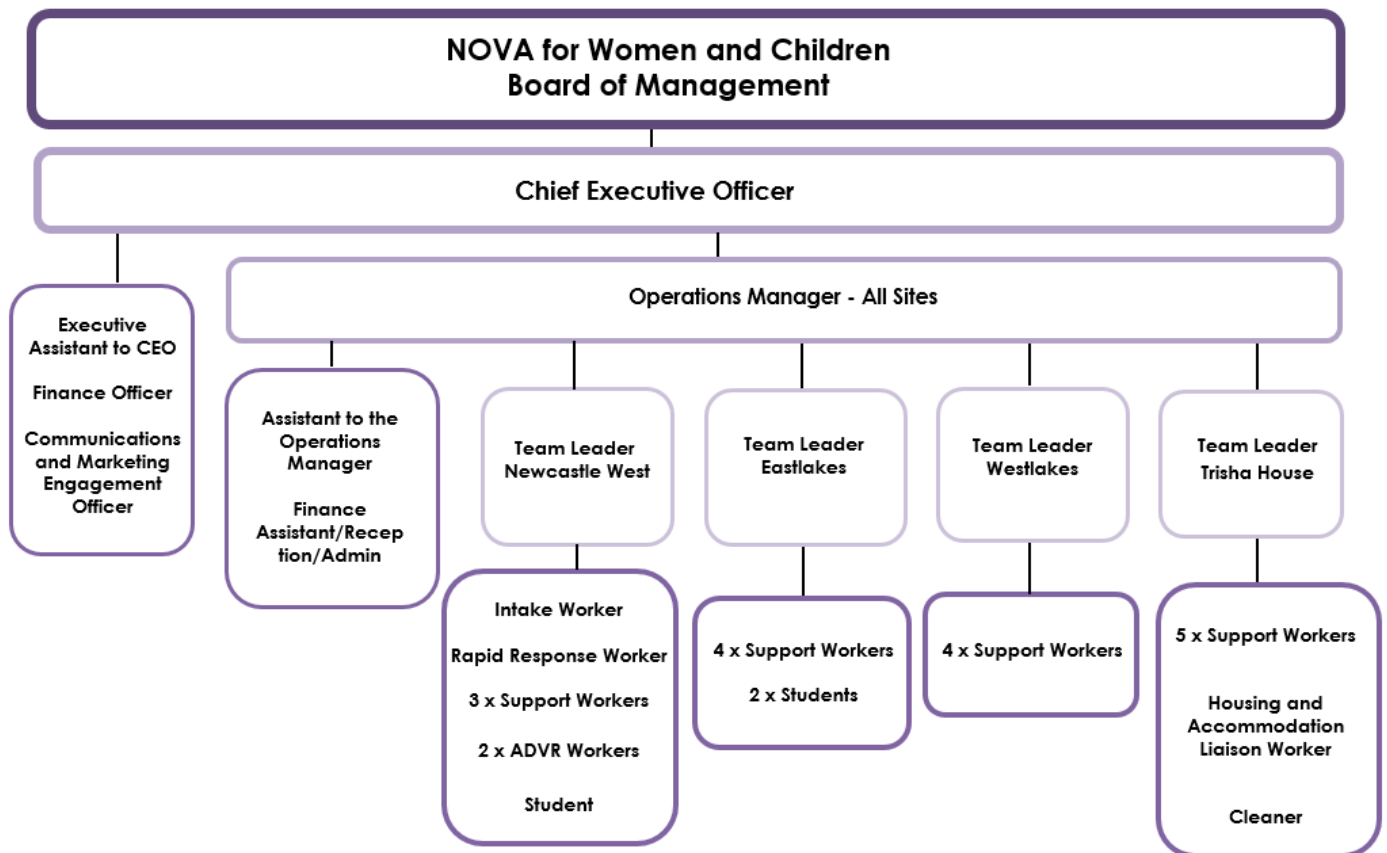


Rozyta Englert
Board Member



Kelly Hansen
CEO Nova

ORGANISATIONAL STRUCTURE 2019



“We need more progressive and responsive services such as NOVA. NOVA and the work they do is held in high regard – I have seen their work change people's lives.”

MESSAGE FROM THE CEO

*“Our lives begin to end the day we become silent about things that matter.”
Martin Luther King Jr*

Nova for Women and Children refused to be silent this year. We moved out of our comfort zone and held two very successful events. The first one, the ‘Women and Children Matter Rally’ was motivated by our collective outrage of women murdered in October 2018.



Nine women in eleven days lost their lives due to domestic violence.

The final total of women murdered for 2018 was outrageously high.

During October 2018, the media was largely silent, the government was silent and the workers at Nova became more desolate. We asked ourselves how many more women needed to die before there was outcry from society. Nova took it to the streets, our ‘broken red hearts’ display on the front of our building on Hunter Street counts women and children murdered from domestic violence.

Our rally involved placards, dignitaries, the media, songs and guest speakers. We will be quiet no longer!

Our International Women’s Day breakfast was a sold out event and once again we were vocal on the issues concerning women and children. Although we celebrated, we were not going to let the day pass without emphasising the real barriers of gendered poverty, gender inequality, homelessness and domestic violence that women face every day.

MESSAGE FROM THE CEO

While these issues continue to prevent women from reaching their aspirations and continue to keep women and children in unsafe situations, we won't be quiet!

The introduction of the Supported Temporary Accommodation program at Trisha House pushed the organisation further outside our comfort zone. The program provides financial security for Trisha House but has made Nova re-adjust its practice and has extensively increased the workload at the site. I would like to thank the Team Leader and staff at Trisha House for their dedication and commitment to the program, I know at times it hasn't been easy.

I would have to say, it has been a tough year for the organisation. We work within a broken system and it can be frustrating in our attempts to alleviate structural barriers. It is also disheartening to know poverty and homelessness is on the increase which means more and more women and children will be coming to our service requiring shelter, food and safety.

We can only hope and work towards change, where social policies reflect a human rights framework and our language shifts towards compassion and understanding.

To all the Team at Nova and to the Board, all of the hard work this year and the push for social change would never have occurred without your commitment and belief in social justice.

I thank you

*Kelly
Hansen*
CEO

OPERATIONS REPORT

Women and Children Matter



Reflecting on the past year in preparation for the annual report I wondered how we managed to achieve what we did.

I thought about the determination, perseverance, and strong belief in social justice that I see as I interact with my Nova colleagues. The shared purpose in ensuring the women and children we support are provided with a high quality service in the most respectful and self-determining way.

I thought about how lucky we are to have awesome workers with many years of experience, education, skills and knowledge. We were fortunate in recruitment with some amazing new TAFE and Social Work graduates employed. We also hosted a number of students who were keen to learn and to pass on their knowledge and experience.

I thought about the values workshop we did at the commencement of Nova for Women and Children and the resulting mantra "together we can", I thought about our overarching belief that "women and children matter" and found my answer:

A workforce of incredible women who have *women and children matter* at the forefront of what they do every day at home and at work. A tribe of women who appreciate that *together we can*.

OPERATIONS REPORT

Just a few of our achievements:

- The Supported temporary accommodation project, we hit the ground and have not stopped running with this program.
- Having the Georgetown property ready and accommodating women after hitting many unforeseen obstacles after getting the keys
- Organising and attending a rally to express our anger at the number of women and children murdered by a male known to them, and the lack of action let alone acknowledgement by politicians.
- Continuous improvement is something we are constantly working on, one of the ways we can gather practical and useful data for this is satisfaction surveys. In this year we undertook 3 – client, staff and other services. We will be doing this annually at a minimum.
- Visiting or passing by our Hunter Street office you cannot miss our very in-your-face display of broken hearts representing each woman and child who has been murdered this year. We acknowledge and honour these women and children, we won't forget them and we will continue to seek a world where women and children live a life that is safe, independent, valued, respected and free from violence.

Strong women aren't simply born, we are forged through the challenges of life. With each challenge we grow mentally and emotionally. We move forward with our head held high and a strength that cannot be denied. Women who have been through the storm and survived. WE ARE WARRIORS

Thank you Nova warriors and our many, many supporters in the community. Looking forward to a very exciting 2019/20

Cheers

Lee

**Lee
Liewes**
Operations
Manager

NEWCASTLE WEST

The Year

The team at Newcastle West has once again shown its resilience, commitment and determination given the number of obstacles which continually arise to challenge us! It has however been a great year with many highlights and achievements.



The Site

Some of the year was frustrating in terms of on-going light rail works around the building which directly affected staff and client access to the building; we noted a sharp decline in the number of women dropping-in to the service. On-going issues regarding the Telstra change over and the NBN must also be sited as seriously impacting on service provision - thank goodness this appears to now be resolved.

It has become increasingly clear that the site at Newcastle West does not serve the needs of the service in terms of space and the way Nova seems to continually grow!! Despite this the workers are loath to separate (separate sites for Case Workers and Administration) while at the same time the location of this site in terms of a drop-in point for women and the practicality it provides are both issues which are permanently on the agenda whenever the difficulty is discussed.

NEWCASTLE WEST

Staff Turn Over

There have been many changes to the Team at NW this year with a number of staff coming and going as well as commencing and resigning. This has resulted in the Case Worker team at the NW site being almost a completely new crew!

Kelly Peninton resigned after many years with Nova for Women and Children and her contribution to the Service is missed. Tanya came to NW from Westlakes, Sheree left NW to go to Westlakes, new workers welcomed to Nova for Women and Children included- Loreen Smith, Sarah O'Brien, Jessie O'Cass and Simy Pulikkottil.

The Intake position had an Officer rotation, with Chantel McDermott moving in to Case Work at Trisha House and Katie Clarke coming in to the role from East Lakes. Katie is a welcome addition to the Team at NW and I am sure the same goes for Chantel at Trisha House.



NEWCASTLE WEST

Groups

The Coat of Many Colours group - was run by Ros Singleton from the Family relationship and Skills project twice throughout the last financial year. The group afforded a space for women to create and reflect on their journey and dreams; indeed, the women who attended these groups provided wonderful feedback and we will look forward to running another in the future.



Reclaiming My Place - art as therapy group with the University of Newcastle - a number of current and former women supported by Nova for Women and Children attended and creating works of art drawn from their own feelings and experiences. These were then impressively showcased in a successful exhibition at Watt Space.

Discussions with Relationships Australia have resulted in a plan to provide Connected Kids and Families Groups for women and children and dates in October have been set for the Lakes district and NW/Trisha House sites. This should be a great group for the women receiving support from Nova to access with the group focusing on communication, engagement and the relationship between mother and child in the context of trauma and instability.

Voice of the Child training was carried out by workers from The Canopy towards highlighting the needs of children in the paradigm of DV and associated trauma regarding homelessness and safety. Workers from each site received a work book and practical kit to use with the children supported by Nova in their Case Work and plans.

**Gabrielle
Ewers**
Team Leader

MEDIUM TERM ACCOMMODATION

This year Nova acquired a duplex located in Newcastle's Western Suburbs as part of the 2014 tender package and is funded by Department of Communities and Justice (DCJ). This property consists of two brand-new town houses.

The bedrooms and bathrooms were beautifully furnished by Girl Friday. The kitchen and living areas were furnished by talented Nova staff using the allocated DCJ funding.

These townhouses are two separate dwellings and do not have communal living areas, providing privacy for the



occupants. The property also incorporates an office for accessibility to case workers. Nova have equipped the property with a back to base alarm system and security cameras, so that safety is comparable to our refuge accommodation.

The beauty of this property is in its flexibility for occupants. For example, women with sons who are too old to accompany their mothers into refuges can remain together as a family unit; transgender people who are uncomfortable with communal living; extremely traumatised women and children who cannot cope with living with strangers, and many more who for one reason or another, cannot go into a refuge.

Georgetown is also unique in that it offers a three month occupancy, giving women and their children a stable and secure base from which to find a safe and appropriate long-term home.

What a year it has been!



There have been some changes to our team with the resignation of Annette Halloran, and the addition of the wonderful Olivia Dobney, who began with Nova as a student placement. Which meant that we stayed at a full

complement of staff, and were able to maintain our exciting projects including Hunter Homeless Connect Day. A representative from Eastlakes attended the meetings for Hunter Homeless Connect Day and was part of organising the big day. Eastlakes staff also assisted on the day.

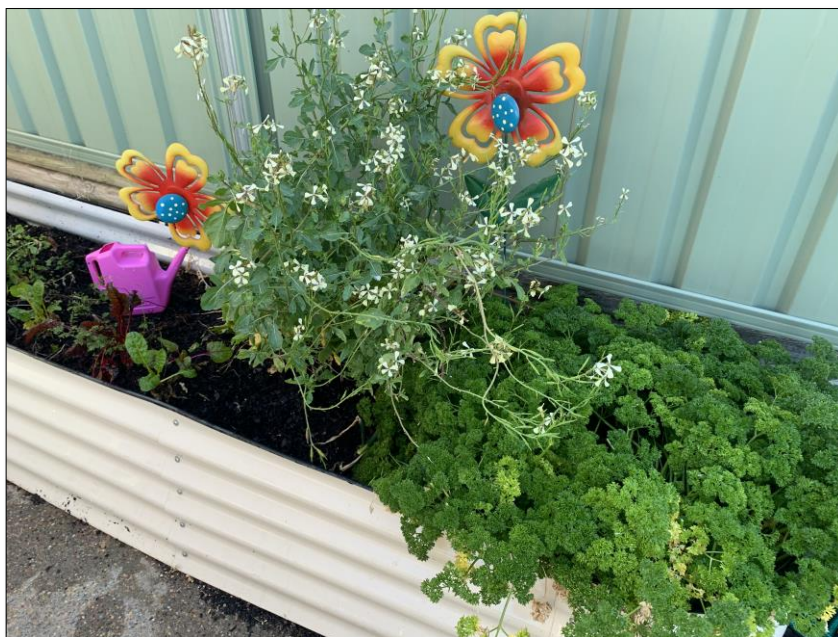
Wellbeing is a priority for staff and the women and children that we support at Eastlakes. Our veggie gardens, which were planted last year with the help of ZONTA Newcastle and Swansea Men's Shed, are flourishing with a bumper crop of tomatoes and spring onions. These are healthy additions to our regular cooking classes. The women and staff come together to cook up delicious, healthy and budget friendly meals. This builds confidence, life skills and a sense of community within the refuge.

EASTLAKES

Continuing with our theme of wellbeing, our regular craft groups provide a much needed break for the women. Being creative over a coffee and a chat is something that we all look forward to.

Eastlakes Partnerships

- ZONTA Newcastle and Hunter
- Swansea lions
- Eastlakes Salvation Army
- Swansea Men's Shed
- St Luke's uniting church
- Belmont Quirky Quilters
- Ignite Community
- Belmont Rotary Club
- Lake Macquarie Fair



Girl Friday

Girl Friday also gave Eastlakes a makeover by painting the whole interior of the refuge for us before Christmas.

Ignite Community

Ignite Community once again put on a curry night fundraiser. This is a once yearly event held by Pete and Claire Weedon, members of the Ignite Community, at their home in Belmont. This event has been running for 6 years and continues to be a great source of donations for our refuges. Invitees are asked to bring a donation bag of various items including pay a \$10 cover charge. Donations are distributed to the refuges and the money raised on the cover charge is used to purchase food vouchers for use in-house. I've had the pleasure of attending every year and continue to be amazed at the generosity displayed by the members of this community.

Support for the Women

There has been a marked increase in clients presenting with Mental Health issues. Mental health services will not take clients on unless they are on the NDIS and getting them assessed can be lengthy and problematic.

Older women are also increasingly coming through our service. This demographic is particularly challenging for Nova workers as they are often overwhelmed by the sheer amount of paperwork they need to complete to access services like social housing. Good partnerships within FaCS Housing has assisted this process.

What is working well is the team's ability to change direction with clients as needed.

Working together as a team has helped us get some amazing outcomes for our clients this year.

In closing, I just want to say that I am so proud of the team at Eastlakes and the work we all do. Thank you Brigitte, Annette, Olivia, Katie and Emma and students Clare and Summa for making this year a productive, positive and successful one.

Some words from Olivia Dobney

I completed my work placement with Nova in October 2018 out at Eastlakes and was overwhelmed with how amazing the team were. So much so, that when I was offered a permanent position in January 2019, I didn't hesitate in accepting. The support I have received from Nova as an organisation since starting my career, has been amazing. All of the ladies have shown understanding and patience while I have gained the confidence needed within my role. I can't thank you all enough.

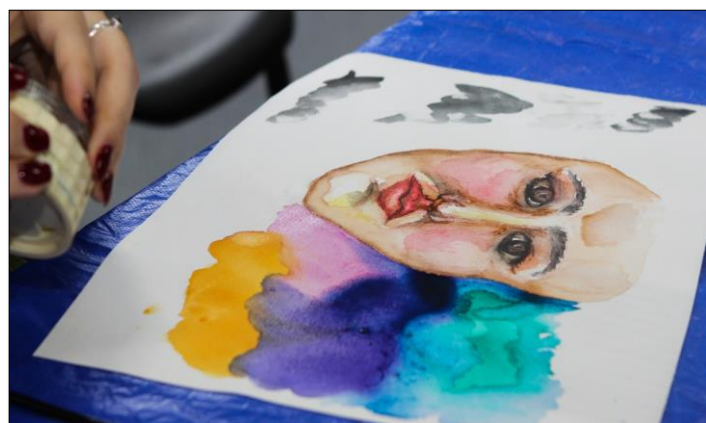
*The
Eastlakes
Team*

ART AS THERAPY

Art as Therapy

**In partnership with
Newcastle University**

In October Eastlakes were offered the opportunity to take part in an Art Therapy workshop. This workshop was conducted over several weeks and at the end, the works were framed and an exhibition was held at Newcastle University. Some very spectacular works of art were created. It was amazing to see the transformation in some of the women.



WESTLAKES

I have always been in awe of the amazing work the women of NOVA are capable of and this year is no different.

Westlakes has been a vibrant fast paced work environment as always and with a focus on growth in our community staff have been out and about more this past year participating in and representing Nova at events and functions.

In line with other services in the SHS sector Westlakes had an unusual number of staffing changes. We were pleased to welcome Ainsley Henke and Fiona Earl Baillie to Westlakes and Sheree Farnham to Westlakes from the Newcastle site. Sheree and Fiona have been valuable additions to the team and give their own brand of unique humour, working style and comradery to the team.

Sophie Wheeler, Kristy Brogan, Kerry Wade and Ainsley Henke are no longer with the service, moving onto positions more compatible with their personal and family needs. Tanya Rowney relocated to the Newcastle West office.

Working as intensely as we do with the women and children we support both on site and via outreach we are very appreciative of being offered a wellbeing hour each week. Our aim is to have a team activity off-site and with no work talk. This supports self-care and also team bonding and watching this team bond and grow during these times has been inspiring.

Outreach numbers have risen this year and there has been noticeable growth in the Cameron Park, Edgeworth and Bonnells Bay areas. Given this trend these areas will be prioritised in our service planning.

A partnership with The Canopy saw all staff complete Voice of the Child training. Developed by both organisations and delivered by The Canopy the training has sparked a lot of discussion and inspired some new work practices to assist staff in meeting the needs of the children coming through the service.

WESTLAKES

Our gardens once again had a spruce up from a great team of volunteers from C3 Church and also from a fabulous board member. This kind of assistance is always welcome at Westlakes as there is a large yard and garden area to maintain.

I am looking forward to another year working with the awesome (all sites) team of women that is NOVA. I know we can rise to the challenges ahead and support one another in supporting the clients we work with.

Bring on 2020!



*Carol
Coorey*
Team Leader

TRISHA HOUSE

Trisha House has seen many changes since the last AGM

Supported Temporary Accommodation

At the end of July 2018, Nova commenced a partnership with FaCS Housing to provide Supported Temporary Accommodation in 6 of the total 13 rooms at the Trisha House site. These rooms are comprised of 4 single rooms and 2 family rooms. The roll out of this program was very testing initially for staff at Trisha House. Over time, we have developed a productive and cohesive partnership with FaCS Housing staff. It was agreed that Housing would refer all of the Supported TA clients for seven (7) days initially with the possibility of extensions requested on a case by case basis.

The total amount of assisted clients in this program is approximately 230 clients to date with the average number of referrals each month being 14-18 clients. The average of the successful outcomes for these clients is 50%. Clients are either given a longer stay in a Non-Supported Temporary Accommodation room at Trisha House, referred to our East or Westlakes Refuges, sent to a non-Nova Refuge or manage to gain accommodation in the private or social housing sector. In October, 2018, it was necessary for Nova to employ a full-time Rapid Response worker to manage the Supported TA clients.

It wasn't long after the program started that Trisha House staff identified that we needed the assistance of a house cleaner to manage the quick turnover of the rooms as staff were unable to do so and still manage caseloads and provide serviced to clients.

TRISHA HOUSE

The Supported TA model comes with potential risks to the site and to staff. However, Trisha Staff manage any risks as soon as they are identified in an extremely professional manner. Any critical incidents are reported and recorded. Given the volume of clients that have utilized the Supported TA, the incidents are on average about 8% which is fairly low.

Staff

Trisha House now has 7 caseworkers, comprising of a Team Leader and 6 workers. Our lovely house cleaner makes up the 8th staff member.

The Trisha House staff give enormous amounts of effort to make Trisha House operate as smoothly as possible. The team is very cohesive and supportive of each other. Staff are encouraged to take regular annual leave breaks to assist with self-care and we attempt to have fortnightly outings for lunch for team-building.



TRISHA HOUSE

The Site

Apart from the Supported TA project, the Trisha House complex has seven (7) rooms where women without children can stay for up to a 12 week stay and pay occupancy fees. A condition of the stay is that they are actively working with their allocated case worker to achieve and resolve housing goals.

Feedback from the Women

The site is still receiving mostly positive feedback from the women who are assisted there and many women have quoted how safe and supported they feel, not only from the Nova staff but the other women on site. A fair few supportive friendships have been forged between residents. At times the site has a "dormitory" type feel for the women.

Improvements to the Site

The play area for the children is having a shade sail erected through a Community Grant from Orica. This will provide much needed shade from the sun when the hot summer months arrive.

Assistance from Other Organisations

Trisha House has a weekly delivery from Oz Harvest. This is frozen into meals and allocated to women in need. Trisha House also gets a weekly delivery of pastries from Survivors R Us, a welcome treat! Zonta assist our site in supplying items ranging from Opal Cards, additional linen, cutlery and crockery sets, toiletries and much more. The assistance from these external services assists Nova staff to provide a quality service to the women and children.



*Julie
Osland*
Team leader

AFTER HOURS DOMESTIC VIOLENCE RESPONSE ENHANCEMENT

The After Hours Domestic Violence Response (ADVR) project funding was extended until June 2020, bringing it in to line with other CJS funded projects.

Sarah and Jessie's roles are being funded by the After Hours Domestic Violence Response project collaboration between Nova for Women and Children, Jenny's Place, Port Stephens Family and Neighbourhood Centre and Warlga Ngurra. The positions fit the project very well in terms of the ability to assess and allocate women in immediate risk and crisis due to Domestic Violence more quickly than perhaps if the usual SHS pathway needed to be followed.

The ADVR has also established an MOU with Hunter Women's Domestic Violence Court Advocacy Service (DVCAS) which has allowed for referral to the ADVR to be enhanced taking in to account that referrals to the project have been missed due to police failure to directly refer. By ADVR Outreach workers attending the Hunter DVCAS, women are able to be referred to ADVR for an immediate support and outreach response who may otherwise have missed out on the benefits the ADVR can provide.

An alternative crisis property to the one previously in Morrissett has also been secured in Elmore Vale and is currently occupied by a Culturally and Linguistically Diverse (CALD) woman and her teenage son. This woman has obtained casual work and is working very hard towards securing alternative accommodation, with one of her greatest barriers being the status of her residency VISA.

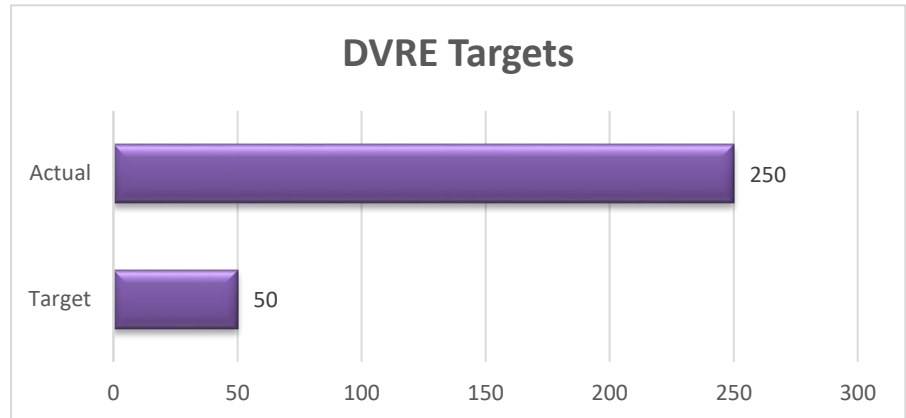
The short-stay crisis accommodation provided through ADVR at Port Stephens - opposite the police station in Raymond Terrace is very well utilised after hours by the local police. The Port Stephens ADVR Outreach Worker recently relayed that one woman who was provided access to the property late at night with her young family was able to calm her son by asking him to count the number of police vehicles he could see from the bedroom window which made him feel safe and protected.

**Gabrielle
Ewers**
Team Leader

AFTER HOURS DOMESTIC VIOLENCE RESPONSE ENHANCEMENT

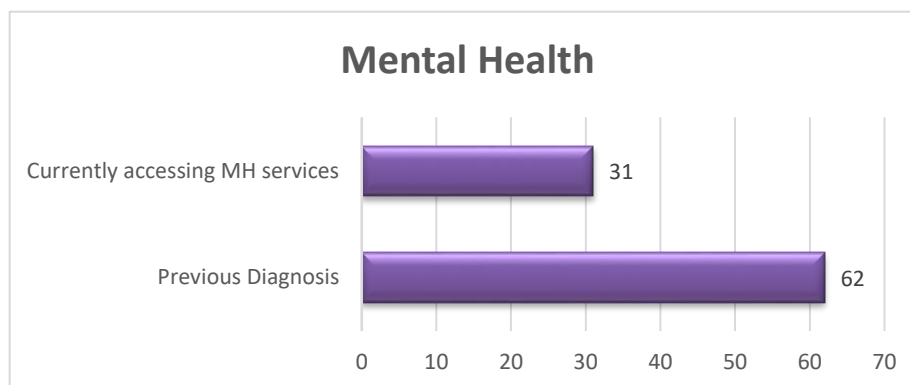
The Domestic Violence
Response Enhancement
Project made contact with

250 women.



Client Demographics

Age	16 and under	25	10%
	17-29 years	80	32%
	30-39 years	78	31.20%
	40-49 years	46	18.40%
	50 years and over	18	7.20%
Aboriginal		49	19.60%
Torres Strait Islander		1	0.40%
Born Overseas		22	8.80%



Domestic and Family
Violence is cited as the
main presenting reason
for seeking support, with
245 of the **250**
contacts made.

MARKETING AND FUNDRAISING REPORT

This last financial year has definitely been a year of growth for Nova in regards to our community awareness, fundraising, sponsorships and grants. The generosity that has come from numerous organisations, groups and individuals has been amazing, and from this we have been able to assist many more women and children in need in so many ways.

Some of you may have seen our Tap Donation Machines in various businesses in Newcastle and Lake Macquarie, and for those that have, and 'tapped' to donate \$2, we thank you very much. So far, from these machines alone we have raised over \$2900 which is a fantastic amount and the result of many generous people. We'd especially like to thank the Staff and Customers from The Happy Wombat in Hunter Street Newcastle West, who have collectively raised over \$2000 of this grand total, which is a truly outstanding amount.

We'd like to make special mention of some very generous Grants we have received that have been of significant help to us this past financial year. With a Stronger Communities Grant through the office of MP Pat Conroy, we were able to install new clean energy lighting at our Eastlakes Refuge, making a dramatic improvement to the aesthetics of the building, and significantly reducing our ongoing power costs. A grant from the Orica Community Investment Program, is also providing a new waterproof shade structure over our children's playground at Trisha House. The team at Shade to Order have also generously contributed to the planning and financial costs of this project and construction is now underway. Once finished it will provide the children with a beautiful and protected place to play for many years to come.

This year also saw the formation of a great association with the Newcastle Jets. Their CEO Lawrie McKinna, admin staff, and players themselves have been a great support to Nova and our clients, and we're extremely grateful for their assistance and generosity. The Jets were avid supporters at our Women and Children Matter Rally in Newcastle, and along with Mansfield Catering provided our staff and clients with a fantastic Christmas BBQ. On top of that, you may have seen Nova on the field at the Jets game just after Christmas. On that day we raised awareness in the Hunter of the homelessness and domestic violence situation we have right here in our town. We are very grateful to the Jets for this opportunity

MARKETING AND FUNDRAISING REPORT

and on that day, the Newcastle crowd gave generously to our cause and raised over \$2200 to assist the women and children we support.

Nova would also like to thank all of the other amazing groups, organisations, shops, clubs and individuals that have assisted us with fundraising, Christmas giving trees, special projects and lots more. Along with our friends on Facebook that follow us each week many of you have generously contributed to our call outs for help via our Wish List Wednesday, Winter Jacket Library Appeal and many more, and we are extremely grateful for your ongoing kindness and assistance. Each week on Facebook we thank as many people as we can via our Thankful Thursday posts, to spread the word and show our appreciation. Quite simply, Nova could not do the job we do without the continued support of our community, and for this, we thank you.



**Wendy
Pinch**

Communications
and Marketing
Engagement
Officer

COMMUNITY ENGAGEMENT

16 Days of Activism

Women and Children Matter Rally



Management and staff at Nova were upset and outraged at the number of women and children being murdered by men, mostly known to them, throughout 2018, culminating in 9 deaths in 11 days in October. We decided to channel our outrage into a public rally protesting the lack of response by government. We named it the Women and Children Matter Rally to remind the government and the public that these women and children were real people whose loss left devastation for those who knew and loved them.

We are grateful to our guest speakers Kelly Hansen, CEO, Nova; John Gralton, Superintendent NSW Police; Moo Baulch, CEO DVNSW; Helen Cummings; a representative for Sharon Claydon MP; Tim Crakanthorp MP and Kate Washington MP. Blue Moon Music inspired and moved us with their performance of Stand by Me. We had a great turnout from the community services sector and the public.

International Women's Day

Breakfast @ Merewether Surfhouse



Nova's inaugural International Women's Day Breakfast was held at the beautiful Merewether Surf Club overlooking picturesque Merewether Beach. It was a sold out event where guests enjoyed a delicious breakfast while they listened to our panel of fascinating women being interviewed by Kelly Hansen.

We are grateful to our panel, which consisted of Jane Goodall – author and academic; Cassidy Davis – Newcastle Jets player; Joanne McCarthy – award winning journalist.

Blue Moon Music once again inspired us and got us on our feet, dancing and singing along to "Sisters" by Annie Lennox and Aretha Franklin.

COMMUNITY ENGAGEMENT

Reclaim the Night

Newcastle Foreshore



A good turnout from Nova joined the Reclaim the Night March along the Newcastle Foreshore. We walked and chanted slogans such as

"What do we want? No more murders! When do we want it? NOW!"

"Claim our bodies claim our rights, take a stand reclaim the night!" "Say it once, say it again, no excuse for violent men!" with gusto!

Newcastle Jets

BBQ Day



Nova staff and clients enjoyed a delicious Christmas BBQ lunch cooked for us by Mansfield Catering, sponsored by the Newcastle Jets Football Club.

Jets players also attended and offered autographs whilst mingling with the women and children.

There were some star struck Jets fans who got to meet their favourites.

COMMUNITY ENGAGEMENT

Anti-Poverty Week

Open Day



Nova threw open its doors and welcomed the public, members of the sector, and local students to our Open Day. A stream of visitors explored our drop in hub and office, including the old gaol cells which give an insight into the history of our building. Nova staff created vignettes portraying various forms of what people can experience when homeless, including sleeping rough and couch surfing.

Our CEO Kelly Hansen gave a number of informative speeches on the day. She also took to the stage at Politics in the Pub as part of a panel speaking on the effects of poverty along with Dave Adamson from Compass Housing and local artist Hannah Furmage.

Carols by the Beach

Empire Park - Bar Beach



On a classic Australian summer evening by the beach, Nova staff joined hundreds of families to celebrate Christmas. Carols by the Beach is a community event hosted and run by local C3 Churches and volunteers. Live bands performed all the favourite carols as little kids and big kids waved glow sticks and sang along. Nova staff joined in from our mobile hub while handing out information for anyone who stopped by to inquire. The evening culminated in a spectacular fireworks display.

OUR MOBILE HUB – BETTY

Our mobile hub, affectionately known by Nova staff as 'Betty', is an integral part of our community development and a great way to meet new clients whilst out and about in the community. She is a Mercedes Benz Sprinter van. She is large and roomy and we have fitted her with an awning, making her the perfect mobile office for our workers.

Betty attended many community events throughout the year including Reclaim the Night, NAIDOC Week, Hunter Homeless Connect Day, Walk a Mile Kouri Style, Carols by the Beach and many more.



WOMEN'S ACHIEVEMENTS!

Phoebe

Phoebe was referred to Supported TA project from a mental health unit. Phoebe had experienced long term Domestic Violence as well as long periods of homelessness intermittently. Complicating this were other complex issues. Her stay initially was for seven days. Due to the complexities of her story, Phoebe was offered a non TA room at Trisha House.

During this period Phoebe received more intensive mental health services and an application for NDIS was lodged. Phoebe worked toward resolving family legal matters and housing needs.

The outcomes for Phoebe were

NDIS plan was activated and appropriate supports put in place.

Affordable and appropriate supported housing was obtained

Legal services engaged

Other appropriate referrals to specialised agencies were put in place.

Nova will stay engaged with Phoebe on an outreach basis to ensure that all services are continuing.

This is an example of how longer term accommodation, access to supports and strong advocacy can make a huge difference to the lives of our clients and prevent future homelessness.

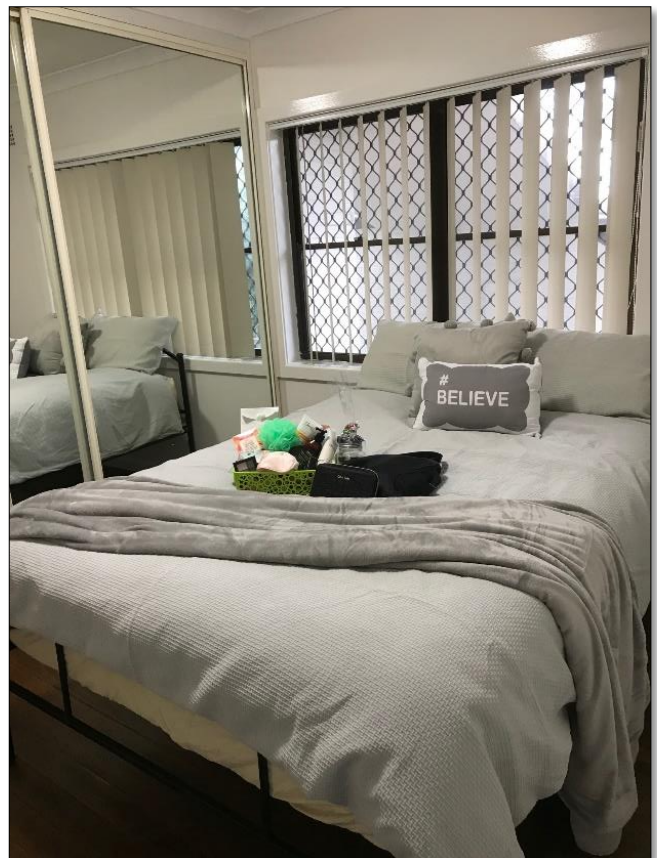
WOMEN'S ACHIEVEMENTS!

Rachel

Rachel, a teenage mom and her young child were homeless and fleeing domestic violence. Rachel had been looking for a private rental within her current affordability for quite a few months. Since engaging the services of Nova for Women and Children, Rachel found the determination to continue to find her own home. After submitting numerous rental applications, and with Nova advocating on her behalf, Rachel were finally approved for a 2 bedroom newly renovated rental property.

With no furniture or any other household items,. Nova contacted Friends with Dignity and as a result they provided assistance and transformed her unit into a warm and welcoming home. Rachel and her child are now able to have a fresh start and rebuild their lives. Nova continues to support them on an outreach basis.

Here are some photos of Rachel's new home ☺

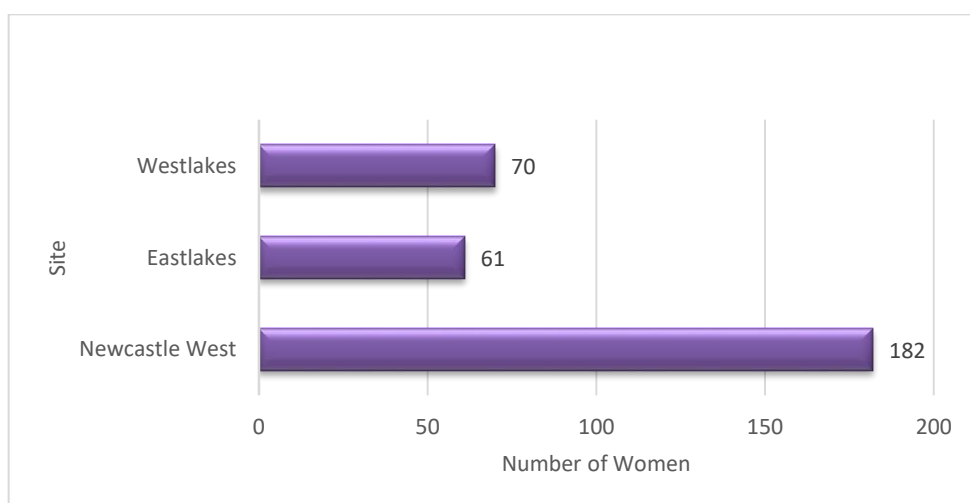


DATA COLLECTED FOR THE PERIOD

July 1st 2018 - June 30th 2019
Nova Assisted 1213 clients

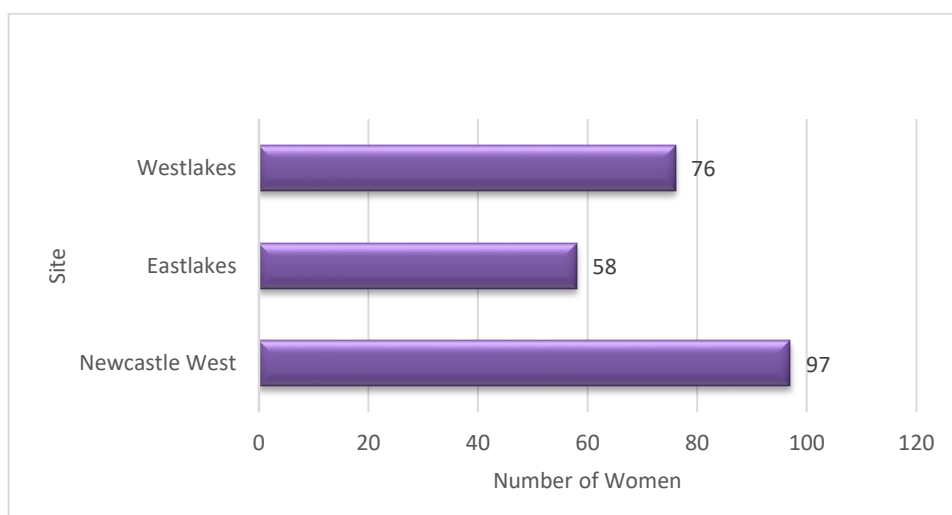
Aboriginal and Torres Strait Islander Clients

313 Nova clients identified as Aboriginal or Torres Strait Islander



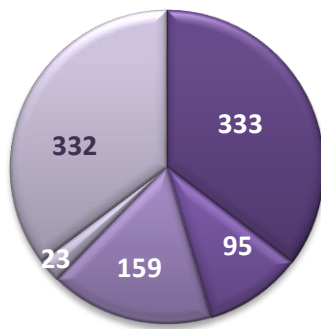
Persons 16 and under

231 persons 16 and under were assisted by Nova



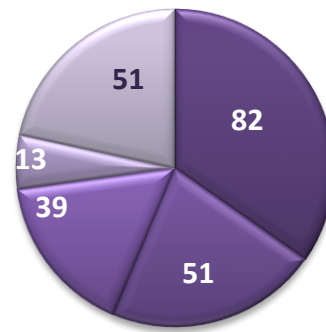
MAIN PRESENTING REASONS

**Main Presenting Reasons
Newcastle West**



- Domestic and Family Violence
- Housing affordability stress
- Housing Crisis
- Financial Difficulty
- Other

**Main Presenting Reasons
Eastlakes**



- Domestic and Family Violence
- Housing affordability stress
- Housing Crisis
- Financial Difficulty
- Other

Main Presenting Reasons for
seeking assistance from Nova

Domestic Violence

505 persons

Housing Crisis

258 persons

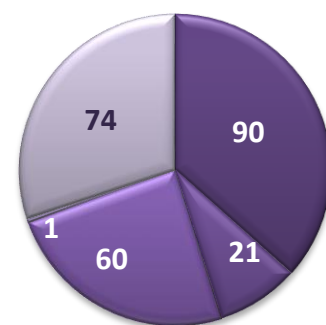
Housing Affordability Stress

167 persons

Financial Difficulty

37 persons

**Main Presenting Reasons
Westlakes**



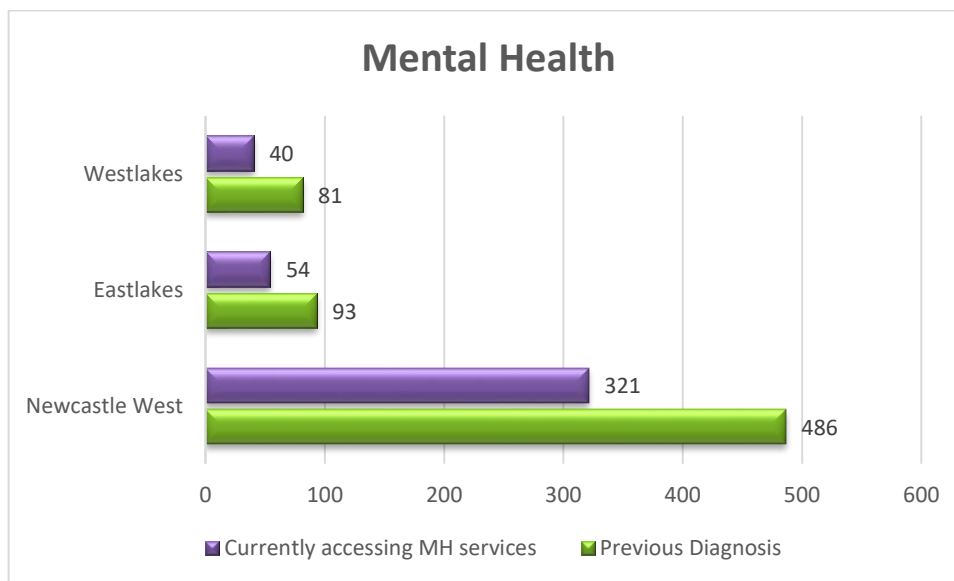
- Domestic and Family Violence
- Housing affordability stress
- Housing Crisis
- Financial Difficulty
- Other

AREAS OF CONCERN

Mental Health

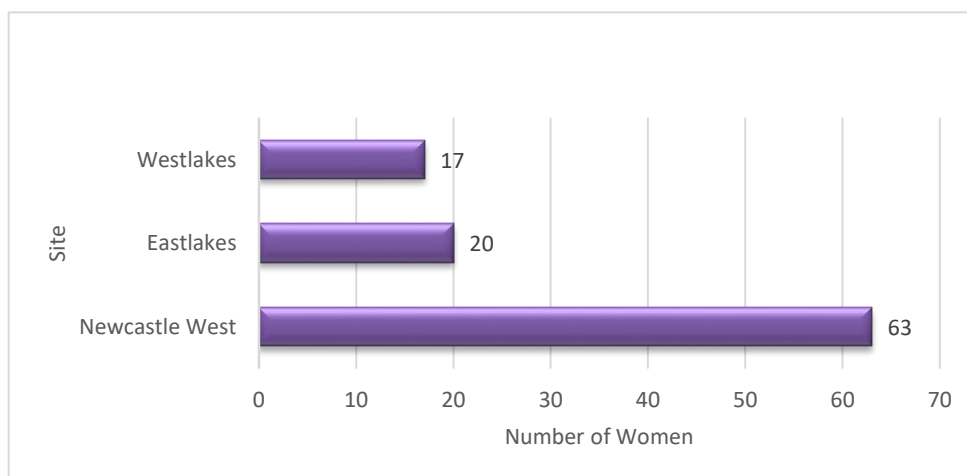
660 clients have been previously diagnosed with a mental health condition by a health professional

415 clients are currently accessing mental health services



Older Women

100 clients presenting for assistance were aged 55 and over



ACKNOWLEDGEMENTS

- Action Boxing and Fitness – Brad & Jackie
- Adamstown Ladies Mothers Union Group
- C3 Church Victory & C3NC
- Callaghan College Waratah Technology Campus
- Cardiff Wholesale Cars
- Department of Family & Community Services, Community Services & Housing
- Australian Flooring Specialists
- Aveo Village Shortland Waters
- Baptist Church Craft Group Tea Gardens
- Betta Electrical Belmont
- Big W Marketown
- Boolaroo Knitting Group
- Bradley O'Toole – Carpenter
- Bunnings – Glendale & Kotara
- Cardiff Wholesale Cars
- Cassidy Davis – Newcastle Jets
- CDAir
- Central Coast Wood Turners
- Chemist Warehouse
- Crema Coffee Garage Broadmeadow
- Crystal Magik
- Dan Holmes - Tea Gardens Hawkes Nest Meals on Wheels
- Disability Advocacy Service
- Entertainment Book
- Essential Ingredient
- Euroform Kitchens
- Every Little Bit Helps
- Evolution Financial Advisors
- Friends with Dignity
- Girl Friday

- GMJ Projects Pty Ltd
- Good Guys Kotara
- Got Your Back Sista
- Greg Jones – Plumber
- Grill'd The Junction
- Habitat for Humanity
- Hall & Wilcox Lawyers
- HIC Services Frank and Jan Bynon
- Hunter Water - Major Projects Group
- IBIS Newcastle
- Iesa McFarlane
- Ignite Community
- Innovative Computer Solutions
- Jane R Goodall
- Janice Ives
- Jenny Dodd
- JB Hifi
- JBZTV
- Joanne McCarthy
- Justiz Community
- Innovative Computer Solutions
- Junction Fair Shopping Centre
- Keepin' the Wheels in Motion
- Kmart Kotara and Waratah
- Lambourne Partners
- Lake Macquarie Council
- Lions Club of Newcastle, Wallsend and Swansea
- Local Mobility Cardiff
- Lowes Kotara
- Lush Cosmetics Kotara
- Macquarie Scorpions Rugby League Club
- Maintenance Call Centre
- Compass Housing

- Mansfield Catering
- Meals on Wheels
- McDonalds Mayfield East
- Merewether Surfhouse
- Merry Go Round Kids
- MP Pat Conroy
- MYNT Hair & Body
- Nappy Initiative
- Newcastle High School volunteers
- Newcastle Jets
- Newcastle Multicultural Church
- Newy Paddlers
- NTM Electrical
- Orica - Kooragang
- Oz Harvest
- Pamper Care project
- Pappas Bagel Bar Newcastle
- Park Avenue Homes
- Pingala
- Planet Fitness Belmont
- Plus Fitness Marketown
- Press Book House
- Ranjenco Pty Ltd
- Respectus
- Robinson Property The Junction
- Ross Prince Construction
- Rotary Clubs at Wallsend, Maryland and Sunshine
- Salvation Army Eastlakes
- Samoan Presbyterian Church Sunday School
- Shade to Order
- Share The Dignity
- Simone Van Der Kallen
- Sleepy's the Mattress Experts
- Sparke Helmore Lawyers

ACKNOWLEDGEMENTS

- St Luke's Uniting Church ladies mission
- Survivors R Us
- Swansea Men's Shed
- Taubman's Paints
- Telstra SNP Monitoring
- The Canopy
- The Exchange Hotel Hamilton
- The Grange Craft Group
- The GTP Group and Charlestown Square
- The Happy Wombat
- The Lady Tradies
- The Nappy Collective
- Tilligery Emporium
- Toronto Scorpions Rugby League Club
- University of Newcastle CEEHE
- Wesley Mission
- Yvonne O'Donnell from Red Cross
- Zonta

FINANCIAL REPORT AS AT 30 JUNE 2019

Balance Sheet

Assets

	30-Jun-19	30-Jun-18
Bank		
CAOP Investment Account	-	188279
CAOP Trading Account	-20	1900
Masteral Enterprises (Payrite)	24377	3600
Newcastle Credit Card Term Dep	11200	11200
NOVA Lake Macqua Term Deposit	13081	12841
NOVA Lake Macquarie Investment	1159	577052
NOVA Lake Macquarie Trading	800	18650
NOVA Ncle Investment Account	1720	964808
NOVA Newcastle Term Deposit	13081	12841
NOVA Newcastle Trading Account	3026	32716
WBC CAOP	191094	-
WBC Lake Mac Investment	858770	-
WBC Lake Mac Trading	20987	-
WBC Newcastle Investment	878913	-
WBC Newcastle Trading	32208	-
Total Bank	2050396	1823887
Current Assets		
Accounts Receivable	19760	2319
Other Creditors	-	18570
Petty Cash - Eastlakes	300	300
Petty Cash - Newcastle	500	500
Petty Cash - Trisha House	300	300
Petty Cash - Westlakes	500	300
Rental Bond	6000	6000
Total Current Assets	27160	28289
Fixed Assets		
HAPS Plant & Equipment	1570	1570
HAPS Plant & Equipment - Accumulated depreciation	-1570	-1570
Less Accumulated Depreciation - Plant & Equip Establish Costs	-23714	-
Motor Vehicle - Accumulated depreciation	-341321	-255096
Motor Vehicles	423035	423035
Plant & Equip - Establishment Costs	38352	-
Plant & Equipment	337062	312221
Plant & Equipment - Accumulated depreciation	-218601	-158179
Total Fixed Assets	214813	321981
Non-current Assets		
Work in progress	3500	-
Total Non-current Assets	3500	-
Total Assets	2295867	2174155

FINANCIAL REPORT AS AT 30 JUNE 2019

Profit and Loss

	30-Jun-19	30-Jun-18
Income		
ADVR State Funding	372527	260000
Community Development Income	6316	-
Donations Other	16399	23740
Fundraising	9264	-
Interest	12916	19008
Lake Macquarie Grant	1007670	989736
Management Fee	618832	628010
Membership	18	30
Newcastle Grant	1328079	1311323
Occupancy - ADVR	199	2771
Occupancy - Eastlakes	13530	9026
Occupancy - Trisha	36528	37253
Occupancy - Westlakes	19191	16829
One-off Grant	19544	14500
Reimbursement of Grant	23269	-
Rent Choice Youth Support	9000	6000
Sundry Income	6643	16695
Supported Temporary Accommodation	212076	-
Temporary Accommodation	2596	2215
Total Income	3714597	3337136
Gross Profit	3714597	3337136
Plus Other Income		
Brokerage Reimbursement - Lake Mac Going Home	18255	9398
Brokerage Reimbursement - Lake Mac Staying Home	4682	2480
Brokerage Reimbursement - Newcastle Going Home	12043	7291
Brokerage Reimbursement - Newcastle Staying Home	16098	6531
Contribution by Entity	8786	-
Profit/(Loss) on Sale of Assets	-	1301
Unspent ADVR Funds	-104690	-
Total Other Income	-44826	27001
Less Operating Expenses		
Activities	1058	408
Advertising/Event Expenses	300	5079
ADVR - Brokerage	5465	2662
Audit/Accountant Fees	18334	11055
Bank Charges	921	1087
Brokerage Reimbursement - Lake Mac Going Home	29002	15068
Brokerage Reimbursement - Lake Mac Staying Home	4947	2634
Brokerage Reimbursement - Newcastle Going Home	36569	15991
Brokerage Reimbursement - Newcastle Staying Home	4417	6337

FINANCIAL REPORT AS AT 30 JUNE 2019

CDSE Birth Certificates	141	56
CDSE Children's Activities	314	-
CDSE Client Cleaning Packs	778	-
Centre Pay Charges	810	761
CEO M/V expenses	1814	1607
CEO Meeting & Travel Expenses	3118	10239
Chuffed Fees	32	-
Cleaning - Office	4500	4590
Community Development	11439	640
Computer Expenses	2359	7596
Conferences	23226	6369
Consultancy	160	958
Contribution to Programs	8786	-
Donations	-	940
Electricity, Gas & Water	23895	18390
Employer Assistance Program	150	2395
Establishment Costs	11854	-
Fringe Benefits Tax	3692	1219
Fundraising Expenses	1392	-
Furniture & Fittings	-	483
Gardening Maintenance & Repairs	50	1280
Head Leasing Address Housing	-	40000
Health & Safety	394	1574
Insurances	8758	7169
Internet	1916	3010
Jenny's Place Funding	-	34341
M/V - Mobile Hub	-	453
M/V expenses for Lee L	3015	888
M/Vehicle Expenses	15139	10930
Management Fees	618832	628010
Meeting Expenses	5319	4415
Motor Vehicle Depreciation	86225	97146
MV Insurance/Rego	29519	25537
Office Furniture & Equipment	8016	3699
Office Maintenance & Repairs	17581	15685
Office Rent	14564	12961
PayPal Charges	16	125
Payroll - Outsourcing fees	9136	5607
Plant & Equipment Depreciation	84136	90175
Port Stephens Family & Neighbourhood Service Funding	49418	47342
Postage	781	966
Printing & Stationery Nova	22897	20732
Refuge Amenities Maintenance & Repairs	31763	42087
Resources	1491	586
S&W Workers Compensation	739	-
Security	3103	2549

FINANCIAL REPORT AS AT 30 JUNE 2019

Sick Leave Provision Expense	-	-
Staff Amenities	4808	4676
Staff Development	316	-
Staff Training	11531	14928
Staff Travel	1691	15152
Subscriptions & Memberships	2970	1392
Sundry Expenses	17652	1879
Superannuation Expense	178848	152021
Supervision Staff	2430	2509
Telephone - Mobiles	21169	19893
Telephone - Office	17804	21795
Travel	293	-
Trisha House	98771	84155
Wages	1899636	1619163
Wages - Annual Leave Provision Expense - Lake Macquarie	-10907	-9730
Wages - Annual Leave Provision Expense - Newcastle	5990	12773
Wages - Annual Leave Provision Expense - Nova	5140	830
Wages - Annual Leave Provision Expense - Nova Centralised	22792	-7361
Wages - Annual Leave Provision Expense - Supported TA	1660	-
Wages - Long Service Leave Provision Expense - Lake Macquarie	749	521
Wages - Long Service Leave Provision Expense - Newcastle	-6088	17127
Wages - Long Service Leave Provision Expense - Nova	102	153
Wages - Long Service Leave Provision Expense - Nova Centralised	12401	1446
Wages - Long Service Leave Provision Expense - Supported TA	54	-
Wages - Recruitment Costs	1351	-
Wages On Call	37390	-
Warlga Ngurra Funding	37484	44537
Workers Compensation	40025	45287
Total Operating Expenses	3618345	3256978
Net Profit	51426	107159

FUTURE DIRECTIONS

- The Organisation will continue to raise awareness on issues and structural barriers that impact on women and children. Events will be planned around key gendered themes throughout the year.
- Our intention is to become known as an inclusive service provider, to strengthen and develop our learnings from the previous year.
- Accreditation for the National Standards in Excellence for SHS providers remains essential to the well-being of the organisation. Nova will continue to progress on this and ensure offered resources are fully utilised. Nova's goal is to be fully prepared for the official launch of the accreditation process.
- A part of our strong focus upon quality and evidence based service delivery is the exploration of options to expand Nova's presence and operations in Lake Macquarie.
- The diversification of income streams for Nova is paramount to the organisation's drive for innovative approaches and strong financial viability
- Relocation of the Newcastle Hub to an accessible location and more appropriate building would enhance service delivery to the women and children Nova support. A business proposal will be developed and implemented to find new accommodation for the Newcastle West support team and administration team.

TWO AMAZING STORIES

Cherie's Story

In February, we were given an opportunity to nominate one of our clients to receive the gift of a car. We nominated our long-term client, Cherie Santiago and she was chosen to receive the car! Cherie is a 63 year old woman who is living on the Newstart allowance. She is required to job seek to meet her obligations for this payment and was being rejected for jobs because she did not have any transport. She would often have to catch 3 or 4 buses to job interviews. When she became a client of Nova she was living in a tent. She was successfully housed through FaCS Housing and continues to keep in touch with Nova. Cherie shed many tears as she was overwhelmed with gratitude on the day she was presented with the car. She shared that her brother had been very unwell and she had no way to travel to visit him but now she would also be able to do that. The car has changed her life immeasurably.



TWO AMAZING STORIES

Neri's Story

Neri was born with a rare bone condition in her feet, that over the years progressed to the point where it severely affected her mobility. By the time we met Neri she was virtually incapacitated and even a walk to the local shops was absolute agony for her. It impacted her life in so many ways, and with a young and active son, it now restricted his life too. Unlike many mums, Neri could barely walk her son to school, a trip to the beach was out of the question, as was fishing or a trip to



the movies, without lots of assistance and severe pain. Shopping was virtually impossible too, as without a car of her own, Neri was unable to walk home carrying bags of groceries. All those day to day things, not just the necessary ones, but others for enjoyment, were just too difficult to manage.

When Nova put the call out for a mobility scooter to help Neri on our Wish List Wednesday Facebook Post, it came to the attention of Dale, the Manager at Local Mobility at Cardiff. Dale happened to have a reconditioned scooter in stock and jumped at the chance to help out. With a quick overhaul, Neri's scooter was ready to be delivered and to say she was over the moon is an understatement. On delivery day, we met Neri at her local park where there were pathways for her to practice on and after a quick lesson from Dale, Neri and her son were soon zipping along beaming with happiness. Neri tells us the scooter has given her a new lease on life, she's been to the Museum, Art Exhibitions, the Beach and now even finds shopping enjoyable. "I can roam the aisles at my own pace, see whats available and can easily take it all home in the front basket" she says. With the help from transport staff, Neri's even been on the train, something that before was almost impossible for her to do.

We'd like to give a huge thank you to the team at Local Mobility at Cardiff for all their help and assistance with this fantastic gift. It's been so rewarding for the staff at Nova to be able to help someone get their life back.

NOVA AND THE COMMUNITY



[illegible]



#WOMENANDCHILDRENMATTER

