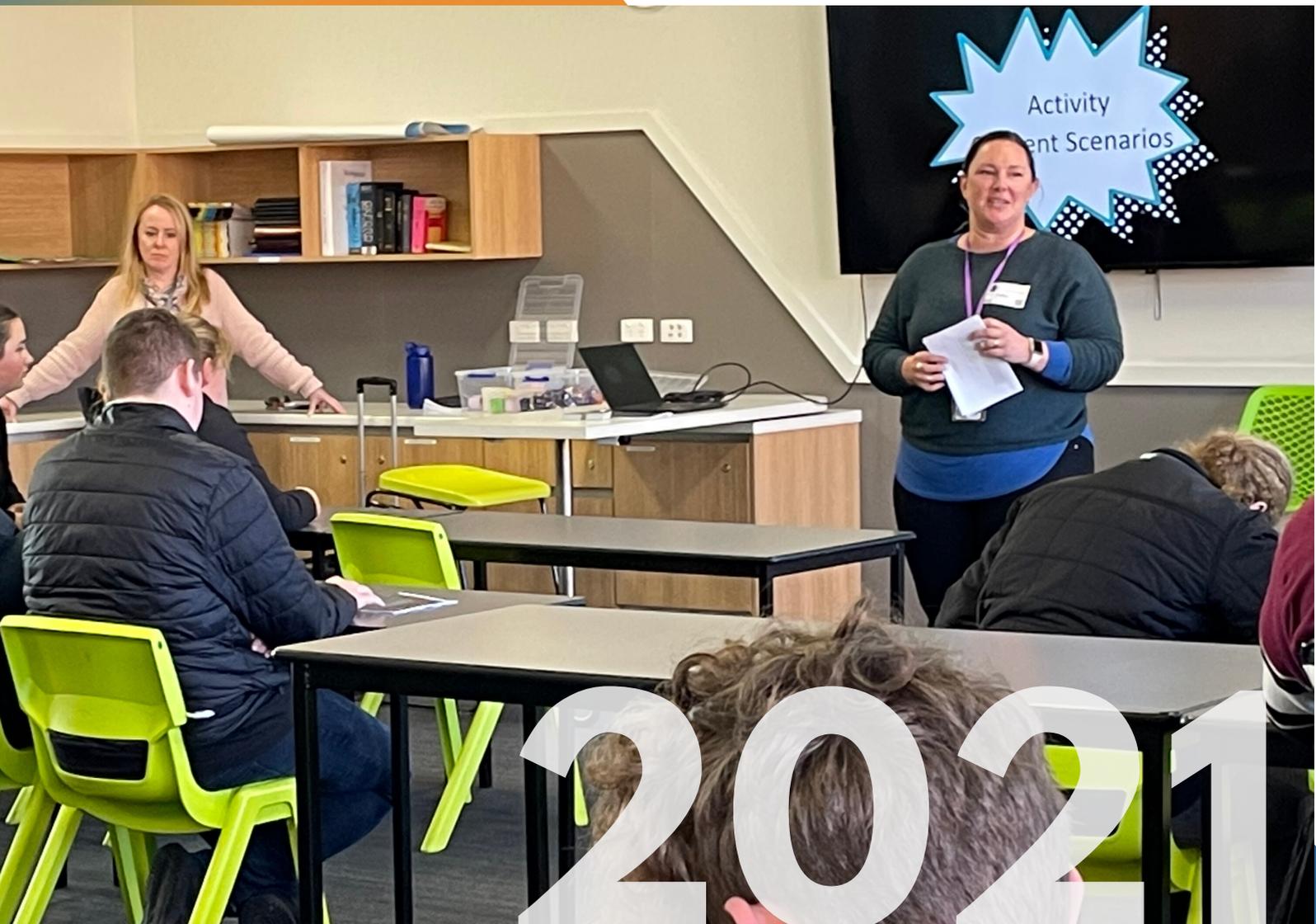




**Laurel House**  
SEXUAL ASSAULT SUPPORT  
COUNSELLING • EDUCATION • ADVOCACY • CHANGE

# ANNUAL REPORT

NORTH AND NORTH WEST TASMANIA  
SEXUAL ASSAULT SUPPORT SERVICES INC





Thank you for  
helping to heal  
our hearts

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# ABOUT LAUREL HOUSE



The North and North West Tasmanian Sexual Assault Support Service, known as Laurel House, is a not-for-profit, community-based specialist sexual assault support service.

We provide sexual assault trauma counselling, support, education and training.

We provide an inclusive, holistic service that addresses sexual inequalities and abuses by advocating for individual and community change.

We provide a range of confidential Tasmanian Government funded services that are free to victim-survivors throughout North and North West Tasmania. We offer face-to-face, online and phone counselling to adults, young people and children, and their family and supporters from our offices in Launceston, Burnie and Devonport and through outreach in rural locations.

Laurel House runs a 24-hour support service and offers support through the forensic, medical and legal processes. Laurel House also offers community, workforce and school-based education, professional training and debriefing.

Laurel House is also funded by the Australian Government's Department of Social Services to develop resources and deliver training that improves the capacity of mainstream health providers and disability services to respond to sexual assault in people with disabilities.



# OUR BOARD

AS AT 30 JUNE 2021

The Laurel House Board is comprised of a committed group of volunteers who bring a range of skills and experience. The Board met regularly during 2020/21 to lead the organisation through a period of considerable change. All of the Board Members have also served on Board sub-committees.



**JESS GREENE**  
PRESIDENT



**ANDREA PORTE**  
VICE PRESIDENT



**ROB FOGGO**  
TREASURER



**ELISE WHITMORE**  
SECRETARY



**ELISE FROST**  
BOARD MEMBER



**ELIZA JONES**  
BOARD MEMBER



**NICOLE CROOK**  
BOARD MEMBER

# PRESIDENT'S REPORT



**JESS GREENE**  
PRESIDENT

## **SOCIAL CHANGE DOESN'T JUST HAPPEN.**

Social change you have to fight for, and that is something we are committed to at Laurel House. The last 12 months has been an extraordinary time of courageous truth telling for survivors, coupled with persistence for change that cannot be ignored.

January 2021 began with Grace Tame being awarded Australian of the Year. Grace has demonstrated remarkable courage – using her voice to push for legal reform and raise public awareness about the impacts of sexual violence. Grace has emboldened so many other people to come forward, breaking the silence about sexual violence in our communities. Grace inspired Brittany Higgins to come forward and talk about her own trauma, which then sparked nation-wide protests for women who loudly said enough was enough.

In April this year, the Australian Government released 'A Roadmap for Respect: Preventing and Addressing Sexual Harassment in Australian Workplaces'. There were 55 recommendations contained in the report, and it is clear there is much to do to ensure people are safe in their workplaces.

In the Tasmanian context, the Commission of Inquiry into the Tasmanian Government's Responses to Child Sexual Abuse in Institutional Settings is well underway. We hope that recommendations from this Inquiry will ensure children are better protected against child sexual abuse in institutional contexts in the future. It's vital that we achieve best practice in the reporting of, and responding to reports or information about, allegations, incidents or risks of child sexual abuse in institutional contexts and eliminate or reduce problems that currently prevent appropriate responses to child sexual abuse in institutional contexts.

Ensuring justice for victims through processes for referrals for investigation and prosecution and support services forms an important part of this process.

Laurel House has responded to community need by focussing much attention over the last 12 months on education programs. Our staff have risen to the challenges presented through COVID, the additional demand on our services and significant organisational change.

Inwardly, this year we signed our new funding Agreement with the Department of Communities Tasmania, have engaged widely with health and disability services providers in relation to our National Disability Insurance Scheme Information, Linkages and Capacity Building (ILC) grant, and have seen some key personnel changes in the service.

I extend my sincere thanks and appreciation to Justine Brooks, who served as CEO of Laurel House until the end of 2020. Justine was instrumental in securing funding for our ILC project, and raised the bar in our Organisation in so many ways. Justine accepted an exciting role in her area of expertise, and we wish her all the very best.

Thank you also to Frances Pratt who ably led the Organisation in during the transition period to the appointment of our new CEO, the formidable Kathryn Fordyce. Like Justine and Frances, Kathryn is a fierce advocate, feminist and skilful leader and the Board are so optimistic about what is in future for the Organisation with Kathryn at the helm.

I extend my sincere thanks to outgoing Board members of 2021, Elise Whitmore and Rob Foggo. Elise is a powerhouse of a woman, and her legal expertise and dedication to clients will be missed. Rob is a steady set of hands when it comes to all things financial and was the first ever male Board member of Laurel House. We will all miss Rob's analysis and support.

In June 2021 we commenced a targeted recruitment drive for Board Members with clinical experience and have successfully recruited Charlotte Brown, Victoria Headlam and Jane Fleming. We look forward to drawing on their expertise to strengthen our clinical governance.

My sincerest thanks go to all our Board Members. They are all very busy people who donate their time, energy, knowledge and experience to Laurel House.

On behalf of the Board, I thank all Laurel House staff for providing such a needed and valued service in such a professional and caring way.

**Jess Greene**



# TREASURER'S REPORT

FINANCIAL RESULTS FOR YEAR ENDING 30 JUNE 2021



**ROB FOGGO**  
TREASURER

## BALANCE SHEET (STATEMENT OF FINANCIAL POSITION)

Overall our net assets position increased by \$83,145 during the financial year, from \$424,658 as at 30th June 2020 to \$507,803 as at 30th June 2021. The reasons behind this significant increase to net assets will be discussed throughout this report.

Some significant movements within the balance sheet during the financial year (ie from 30/06/2020 to 30/06/2021) included:

- Inroads were made into Unexpended Grants during the year, with some minor grants that were outstanding at 30/06/2020 totally expended during the financial year, and the ILCB Project Grant balance significantly reduced during the year. Overall the liability item called Unexpended Grants reduced by \$50,848, from \$298,359 at 30/06/2020 to \$247,511 at 30/06/2021.

### RECONCILIATION OF UNEXPENDED GRANTS

	30/06/2020	30/06/2021
NDIS ILC Grant	\$284,383.52	\$246,615.77
Aurora Digital Capacity	\$2,000.00	\$895.00
TasCOSS Grant	\$2,375.46	\$0.00
WBC Grant	\$9,600.00	\$0.00
<b>Total Unexpended Other Grants</b>	<b>\$298,358.98</b>	<b>\$247,510.77</b>

- Trade creditors were down from the equivalent time 12 months ago, with the balance being \$172,363 at year end compared with \$185,829 as at 30/06/2020. The trade creditors mostly consists of funds owed to the Tax Office, superannuation, a software supplier, our insurer and some marketing costs, with all those major creditors having subsequently been paid in July.
- Cash and cash equivalents rose by \$10,521 (from \$937,118 to \$947,639), with the organisation maintaining a strong base of liquid assets which enables strong agility with financial decision making.

## SURPLUS / DEFICIT (STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME)

For the 2020-21 financial year we achieved a significant surplus of \$83,145, which was a favourable variance to budget of \$94,114, with a deficit of \$10,969 budgeted for 2020-21.

The receipt of unbudgeted grant funding and the expenses associated with meeting the obligations of those grants are intended to have no effect on the net surplus, but can distort the individual revenue and expense category's position against budget. The table below removes all of those transactions to give a truer picture of the result against budget.

<b>UNDERLYING VARIANCES TO BUDGET 2020-21</b> (GRANT TRANSACTIONS REMOVED)	
<b>Revenue</b>	
Other Income	\$8,061
<b>Underlying Revenue variance to budget</b>	<b>\$8,061</b>
<b>Expenses</b>	
Employee Benefit Expense	\$60,092
Depreciation Expense	\$3607
Motor Vehicle Expenses	\$657
Occupancy Expenses	\$593
Administration and Other Expenses	\$21,103
<b>Underlying Expenses variance to budget</b>	<b>\$86,052</b>
<b>Total variance to budget</b>	<b>\$94,113</b>

As can be seen from the table above, labour savings generated from temporary vacancies were the main reason for the positive budget variance for the year, while lower spending than budgeted in the areas of advertising and recruitment were among the main reasons for a positive variance in "Administration and Other" expenses.

It should be noted that, although it was budgeted for, \$50,000 of our revenue came from the Federal Government's Cash Flow Boost as part of their stimulus package related to the initial impact of the COVID-19 pandemic in the 2020 calendar year.

## FUNDING CYCLE ANALYSIS (1ST JULY 2018 TO 30TH JUNE 2021)

The table below shows that for the period covered by the recently completed three year funding cycle, there was an excess surplus of \$124,472. As it became apparent a number of months before the end of the funding cycle that this would be the case, communications with the Department commenced and it was subsequently confirmed that the organisation would be allowed to retain the funds to meet future commitments.

<b>LAUREL HOUSE - THREE YEAR FUNDING CYCLE ANALYSIS</b>				
DESCRIPTION	FY2019 ACTUALS	FY2020 ACTUALS	FY2021 ACTUALS	3 YEAR TOTALS
Revenue - Dept Funding	\$1,432,883	\$1,563,828	\$1,635,149	\$4,631,860
Grant Revenue requiring acquittal	\$0	\$23,090	\$146,159	\$169,249
Grant Revenue not requiring acquittal	\$0	\$50,500	\$50,000	\$100,500
Reimbursements	\$40,754	\$14,281	\$6,397	\$61,433
Interest Received	\$1,122	\$799	\$508	\$2,428
Donations	\$466	\$742	\$8,424	\$9,632
Membership Fees	\$54	\$47	\$50	\$151
Victim Reports	\$1412	\$2,397	\$2,273	\$6,082
Training Program	\$0	\$0	\$4,036	\$4,036
Profit on sale of Fixed Assetts	\$10,242	\$0	\$0	\$10,242
<b>Total Income</b>	<b>\$1,486,933</b>	<b>\$1,655,685</b>	<b>\$1,852,997</b>	<b>\$4,995,615</b>
Employee Benefits Expense	\$1,161,770	\$1,175,975	\$1,380,437	\$3,718,182
Depreciation Expense	\$11,034	\$11,366	\$23,761	\$46,161
Motor Vehicle Expenses	\$29,222	\$25,665	\$26,353	\$81,240
Occupancy Expenses	\$147,991	\$125,594	\$132,905	\$406,490
Administration and Other Expenses	\$152,028	\$120,361	\$206,396	\$478,785
<b>Total Expenses</b>	<b>\$1,502,045</b>	<b>\$1,458,962</b>	<b>\$1,769,852</b>	<b>\$4,730,859</b>
<b>Total Surplus/(loss)</b>	<b>(\$15,112)</b>	<b>\$196,723</b>	<b>\$83,145</b>	<b>\$264,755</b>
Total 3 year surplus				\$264,755
less Grant Revenues not requiring acquital				-\$100,500
less Donations				-\$9,632
less Membership Fees				-\$151
less allowable surplus of \$10K per year				-\$30,000
<b>Excess Surplus</b>				<b>\$124,472</b>

The table above also demonstrates the considerable turnaround in the financial performance of the organisation from the early stages of the funding cycle.

## BUDGET 2021/2022

The table below shows how the budget set for the 2021-22 budget compares with the actuals for the 2020-21 financial year. The extra funds provided by the Department will certainly enable us to increase our employment expenses, while the final year of the ILCB grant will see accelerated expenditure as we bring the project to a close.

DESCRIPTION	2020-2021 ACTUALS			2021-2022 BUDGET		
	FY2021 DEPT FUNDING	FY2021 GRANT FUNDING	FY2021 BUDGET	FY2022 DEPT FUNDING	FY2022 GRANT FUNDING	FY2022 BUDGET
Revenue - Dept Funding	\$1,635,149		\$1,635,149	\$1,998,535		\$1,998,535
Grant Revenue requiring acquittal		\$146,159	\$146,159		\$341,081	\$341,081
Grant Revenue not requiring acquittal	\$50,000		\$50,000			\$0
Other Income	\$21,689		\$21,689	\$17,201		\$17,201
<b>Total Income</b>	<b>\$1,706,838</b>	<b>\$146,159</b>	<b>\$1,852,997</b>	<b>\$2,015,736</b>	<b>\$341,081</b>	<b>\$2,356,817</b>
Employee Benefits Expense	\$1,268,426	\$112,011	\$1,380,437	\$1,660,461	\$210,541	\$1,871,002
Depreciation Expense	\$21,536	\$2,226	\$23,761	\$16,643	\$0	\$16,643
Motor Vehicle Expenses	\$26,353	\$0	\$26,353	\$32,520	\$0	\$32,520
Occupancy Expenses	\$128,661	\$4,244	\$132,905	\$147,641	\$7,200	\$154,841
Administration and Other Expenses	\$178,793	\$27,604	\$206,396	\$155,607	\$123,339	\$278,946
<b>Total Expenses</b>	<b>\$1,623,768</b>	<b>\$146,084</b>	<b>\$1,769,852</b>	<b>\$2,012,872</b>	<b>\$341,080</b>	<b>\$2,353,952</b>
<b>Total Surplus/(loss)</b>	<b>\$83,069</b>	<b>\$75</b>	<b>\$83,145</b>	<b>\$2,864</b>	<b>\$1</b>	<b>\$2,865</b>

The Financial Statements for the Period Ended 30 June 2021 are available on request, and have been provided to all of our members.

Congratulations must go out to Kathryn, her predecessors Frances and Justine, her team and the Board for their efforts in maintaining a solid financial position for the organisation. Thanks also go to the Department for their ongoing support and commitments to future projects.

It has been my pleasure and honour to be the Treasurer of Laurel House for the last two and a half years. I have become associated with some of the most brilliant, dedicated and hard-working people I have ever met, and I am immensely proud of what we have achieved during this time. I will remain a strong advocate of Laurel House into the future and wish the organisation all the best into the future.

**Rob Foggo**

# CEO'S REPORT



**KATHRYN FORDYCE**  
CHIEF EXECUTIVE OFFICER

It has been a year of considerable change both within Laurel House and beyond. 2020/21 has seen the voices of victim-survivors both celebrated and denigrated. We have seen increasing demand for specialist sexual assault services and a number of key opportunities to ensure that we learn from the past including the Disability Royal Commission, the Tasmanian Commission of Inquiry, and the development of the fifth National Plan to Reduce Violence against Women and Children.

It's promising that the next national plan will be informed by a national victim advisory group. Responses to sexual violence in the next National Plan must include primary prevention, early intervention, crisis, legal and justice processes and recovery, healing and restitution.

During this year, an organisational restructure saw the appointment of Rhonda Skelton as Business Manager to drive improvements in governance, risk and assurance, and thanks to Rhonda's diligence and commitment we are already making headway. A new senior clinical structure drawing on the expertise of Suze Hart and Sharon King now offers additional support and guidance to our counselling and after-hours teams. A new team manager, and new Clinical Governance Subcommittee will also see further strengthening of our services. We have also been thrilled to welcome a number of skilled and motivated new team members.

I was honoured to commence as CEO at the end of May 2021. I have closely followed the work of Laurel House for many years and most recently was on the steering group for the disability workforce project. I would like to thank all of the staff and Board of Laurel House who have made me feel so welcome, and have supported me to learn the ropes. I am thankful for the commitment and passion of Justine Brooks who held the role of CEO from early 2019, and for the steady hand of Frances Pratt who led the team in an interim capacity until my appointment.

I am thrilled that my first CEO role is with an organisation that is so closely aligned to my values and provides me with an opportunity to elevate the voices of those who are often not heard. For my whole career, I have been a fervent advocate for people whose circumstances create disadvantage and marginalisation particularly people with disability, the LGBTIQ+ community, and people from regional and remote locations. As there are staggeringly high levels of sexual abuse in these populations, I am passionate about bringing all that I am and all that I have learned through my previous roles to the important work of Laurel House. It is a critical time to stand up against sexual violence. We need to address the drivers of sexual violence, we need to improve consent and respectful relationship education and we need to create a culture where all the community speaks up!

# EDUCATION PROGRAMS

2020/21 has been an exciting year for the Laurel House Education Programs. We undertook a complete rebranding of our young people's program and secured funding from the Westpac Foundation for Rural & Regional Renewal (FRRR) Grant.

The Consent - Sex & Respect program was piloted alongside counselling at Ashley Youth Detention Centre in Term 3 and 4 2020. Reports from the youth workers was that when the program was running the young people would talk about what they learnt throughout the week and would be looking forward to Laurel House coming back each Thursday. The staff shared that there was a considerable reduction of the inappropriate and harmful sexual behaviours being used by the young people, and noted that it is highly unusual to achieve such a positive response to a program within the detention centre.

Our staff ran consent education at Riverside High and Exeter High as part of the Party Safe Program for Grade 10 students, and look forward to delivering this again at the end of 2021. We also ran programs at Cressy District School and Launceston Christian School (LCS). One of the female students at LCS shared that the Laurel House program was a highlight for her and many of her friends. Big thanks to Rachel, Jen, Andy and Darlene for your support in running the program.

During this year we have worked closely with the Women's Legal Service Tasmania to develop the Consent, Sex and the Law Program that is designed for parents and teachers. We look forward to rolling this program out widely in 2021/22.

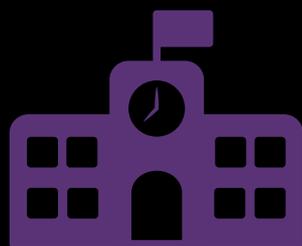
**Penny Beeston**



**PENNY BEESTON**  
TRAINING COORDINATOR

## CONSENT

## SEX + RESPECT PROGRAM



**10**

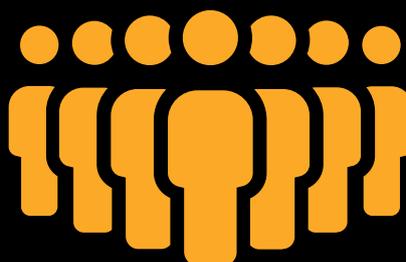
Programs

**4**

Schools

**1**

Detention  
Centre



**456**

Students

**36**

Teachers &  
Staff

# DISABILITY WORKFORCE SUPPORT PROJECT



**DR KIM ATKINS**  
PROJECT MANAGER

The Disability Workforce Support Project is a Commonwealth Government funded project that is addressing a significant gap in the disability service sector's understanding of, and response to, sexual abuse. The project takes a co-design approach and has developed educational resources and training to build workforce capacity to respond in a rights-based, trauma-informed way.

The project has been making significant progress, thanks to the active engagement and support of its reference and steering groups, which have diverse members drawn from across the state, as well as from interstate. The project team is poised to distribute a comprehensive toolkit to organisations across Tasmania in October. The project has identified the need for a 'Swiss cheese' approach to address different vulnerabilities arising from challenges to workforce skills, confidence, recruitment and retention. Resources have been designed with these factors in mind.

The resources consist of a suite of fact sheets, infographics, posters, communication tips and tools, training sessions, and a comprehensive guide to responding to a disclosure. New training sessions are being developed as the project progresses and in response to stakeholder advice. Together these resources are:

- increasing awareness of the nature and size of the problem of sexual assault in people with disability
- increasing understanding of the rights of people with disability
- promoting supported decision-making
- providing clear and systematic advice about what to do when a person with disability discloses a sexual assault, including referral pathways
- educating about reporting obligations
- debunking myths about disability and sexuality
- increasing understanding of the social nature of vulnerability and risks
- increasing understanding of trauma-informed care.

## PARTNER ORGANISATIONS



**17**  
Disability  
Organisations



**12**  
Health  
Providers



**5**  
Schools &  
Education  
Providers



**>9**  
Other  
Organisations  
or Individuals

In addition, the project team is working closely with people with disability and their advocates to develop two short documentary-style films on communication issues, including use of communication devices. A person-centred 'communication profile tool' is also being developed as a tool to proactively manage communications with service providers. Resources are being made available on the Laurel House website as they are developed.

The project has a number of organisations that have volunteered to be 'trial sites' and will help evaluate the project. Workers at trial sites have completed a pre-toolkit survey and will receive the toolkit and on-site and on-line training, after which time a post-toolkit survey will be completed. Information from the surveys will be analysed to see if there is a measurable improvement in confidence, skills, and knowledge of workforce. Consultations undertaken so far indicate that there is already an increase in understanding of the size of the problem and a greater interest in addressing it. Focus groups and broad consultation will commence late in 2021 and into 2022.

**Kim Atkins**

## AFFECTING PEOPLE WITH DISABILITY

Sexual assault of people with disability is at least twice that of the national average. There is no comprehensive method of determining the prevalence of sexual assault.



Adults with disability estimated to have experienced sexual assault in their childhood

**252,000**



People with disability estimated to have experienced sexual assault in previous 12 months

**72,000**



The prevalence rate for children is unknown

# COUNSELLING

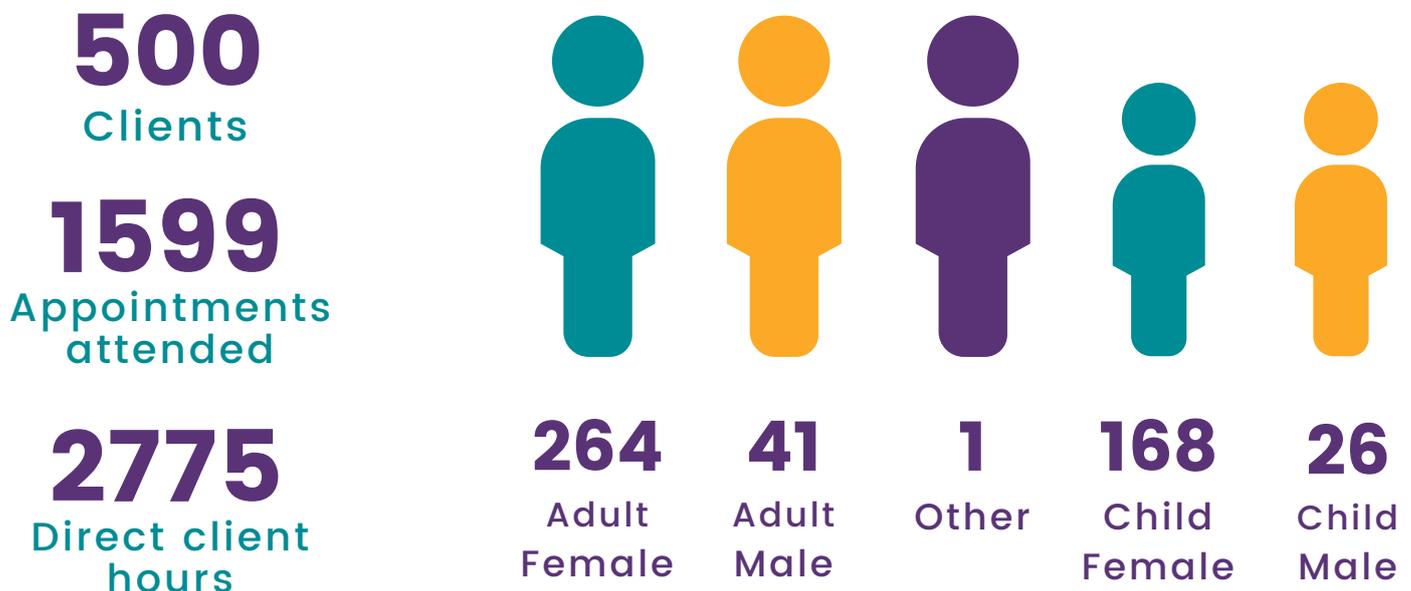
The Laurel House counselling team are a small, committed team covering the North and North West of Tasmania. We are made up of a mix of different backgrounds, experience, skills and knowledge yet we are all focused on providing an excellent service for victim-survivors of sexual assault. We understand the importance of providing a responsive and effective service, as we believe that recovery from the often devastating and pervasive effects of trauma is possible, and counselling can play a central role in this.

The 2020/21 year has seen considerable change and growth for the counselling team. The team in both regions saw new team members commencing in late 2020 and at the end of financial year we commenced recruiting to fill new positions created by additional funding from the Department of Communities. We continue to receive referrals at a steady rate and ensuring we can service the need in the community in a timely manner is at the forefront of our planning. A key change for the team has been the team structure, with Lucy, our Team Manager commencing in August. Lucy is a welcomed addition to the team and brings with her a wealth of experience and expertise. Sharon and I commenced in the Senior Counsellor positions in the North West and North respectively. This has provided more support for the expanding team and further scope to introduce new initiatives that will strengthen the accountability and responsiveness of our service.



**SUZANNE HART**  
ACTING TEAM MANAGER  
SENIOR COUNSELLOR

## NORTH STATISTICS



Clients access Laurel House for a range of reasons, some have a history of childhood sexual abuse that has never been spoken of. We sit with victim-survivors who have maintained silence around the abuse for years, sometimes decades, often sitting within a cloud of guilt and shame. While others have had more recent experiences, where the focus is often on establishing a sense of safety and control for them to regain or continue to live their lives in the way they want to.

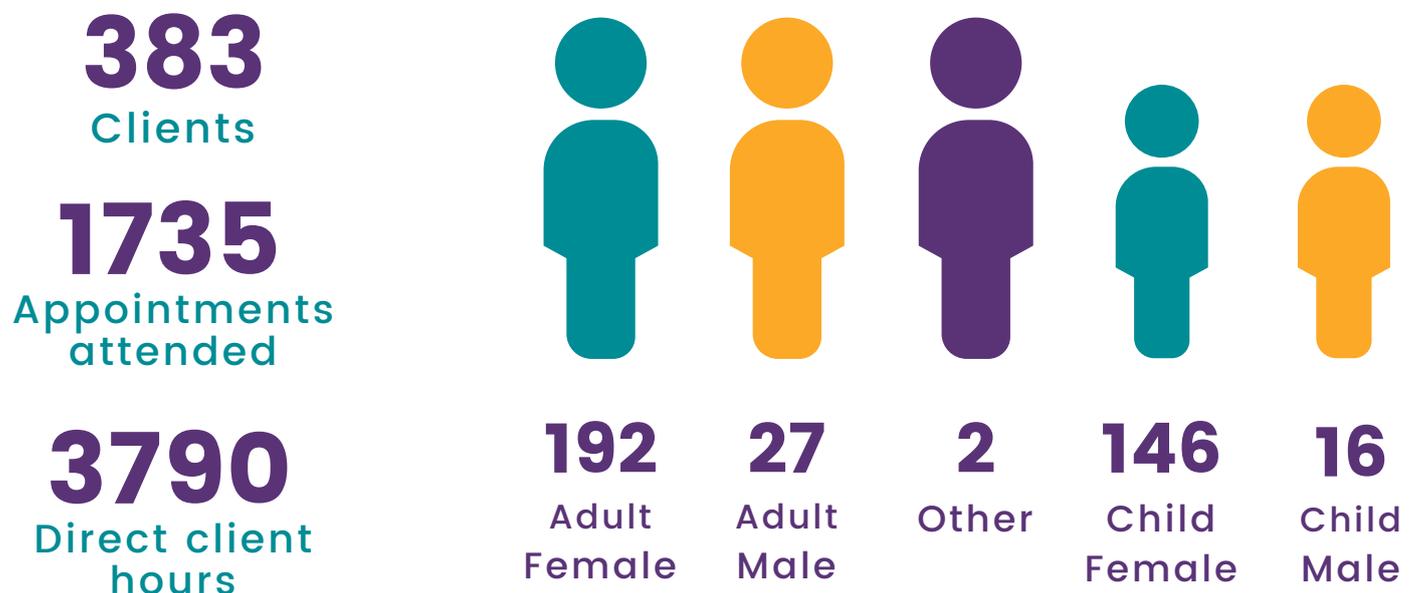
This year we have seen clients access the service as a direct result of hearing the media reports of sexual assault in our national parliament earlier this year, while others have reported that the influence of Grace Tame, Australian of the Year, has encouraged them to access support and share their story. It is often shifts in culture and national or global events that can have a significant impact on the individual, as we have seen with the Me Too movement over the past 4 years.

I wanted to take this opportunity to acknowledge and thank each member of the counselling team - Keva, Penny, Rachel, Amanda and Lesley in the North, Sharon, Alana, Karina, Margaret and Liz in the North West, and Joanne, our Intake and Assessment Officer who provides initial contact to all our clients across the regions. I know I speak on behalf of the team in saying we feel incredibly privileged to do the work we do, to listen to the stories of trauma and devastation and especially to support victim-survivors on their path to recovery.

**Suzanne Hart**



## NORTH WEST STATISTICS



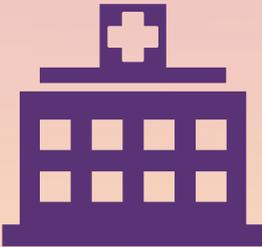
# AFTER HOURS SUPPORT

Our after hours work is a key component of our comprehensive sexual assault service. The work is crisis in nature, working alongside victim-survivors and their families and support people. Clients who access the service are often highly distressed. The team, working within a trauma informed framework, are focused on establishing safety and trust, with effective rapport building an essential skill for the role. It is critical our staff are responsive and able to work effectively with a range of stakeholders while remaining focused on the needs of the client.

The tasks are varied, with phone counselling a key component which means that receiving calls at any time during the night is possible. The service is available to the whole of community. We value the after-hours service as an additional support for our counselling clients, as participating in counselling can result in significant change which at times can be painful and distressing. Being able to access a counsellor after hours can be an important part of the recovery journey for clients of Laurel House.

We are lucky to have expanded our after hours team this year. The members of the after hours team have a mix of experience, skills and knowledge and I would like to take this opportunity to thank them individually - Monica, Keva, Nina and Corrina in the North and Mel, Karina and Nyssa in the North West. We value each of you, the skills you bring to the role and the service you offer to the greater community is highly valued.

**Suzanne Hart**



**Forensic  
Examinations**

**28**  
North

**16**  
North West



**After Hours  
Phone Calls**

**98**  
North

**71**  
North West



## Our thanks to our 2020/21 donors:

- Lions Club of Perth
- Australian Nursing and Midwifery Federation
- Lifelink Samaritans Tasmania Inc
- Launceston Choir in the Pub
- Bridget Archer MP
- WomanKind - Reclaim the Night
- North East Women's Temperance Union
- Rob Coles



# We thank you for your ongoing support of Laurel House

## Acknowledgements



Our core services are supported by the Crown through the Department of Communities Tasmania.

Our disability project is funded by the Australian Government's Department of Social Services.



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