



2016-17 ANNUAL REPORT



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Executive summary

We are proud to provide Queensland's 24/7 crisis telephone response service for people experiencing domestic, family or sexual violence.

Our service is a critical service within the wider sector system where we are all striving to end domestic, family and sexual violence.

In 2016-17 we received over 101,050 calls through our Womensline, providing 8444 women and children with emergency accommodation, supporting and coordinating the safe placement of 5040 women and children into refuges or shelters.

“ DVConnect has change my life,
what you do is amazing,
I am very happy with my refuge and
best of all my children are now smiling”

One of the constraints for women and children to leave a domestic and family violence home is the fear that their pets will become victims if left behind. Here at DVConnect we have also helped place 305 pets into safe accommodation, enabling those women and children to leave violence and find safety.

The services we provide are professional and non-judgemental. DVConnect respects and values every individual regardless of identity, gender, culture, age, ability or disadvantage.

Our state-wide Sexual Assault Helpline also helped 2,153 women and men in relation to recent and past sexual assaults.

Our statewide Mensline where we offered targeted counselling, support and referrals to 7,448 men last year who were either experiencing or using violence. In addition, the Mensline also provided court face to face support and referral service to a further 2,719 men at seven magistrate courts, in and around Brisbane, in relation to domestic violence protection orders.

Working together with our community, sector services and our partners to create a one service response is something we are very passionate about and we do this through specialist training, advocacy, and involvement in reform programs. We thank all our partners and other stakeholders for your support and dedication.

Thank you also to the team at DVConnect for the sacrifices, unwavering passion and compassion that is keeping women and children safe from domestic, family and sexual violence.

We believe in continually strengthening our service and the integration with the wider services. We are looking forward to the opportunities to come during 2017-18.





Our Vision - Be heard - be safe

A Queensland free from domestic, family and sexual violence.

Our Mission

To enable the seamless passage from violence to safety.



Womensline

DVConnect Womensline is Queensland's 24/7 crisis response telephone service for domestic and family violence and throughout 2016/17 responded to 101,050 calls.

Womensline receives many calls looking for information, crisis counselling and support in relation to domestic violence, responding to their safety needs is our core business and the highest demand of our service. Every day we help women in fear of their violent partners or family members and need a place of safety for themselves, their children and sometimes their pets.

In addition Womensline arranges travel and emergency accommodation until they have reached their safe destination, be it one of the many domestic violence refuges throughout the state, family or friends elsewhere in the state/country/overseas or other accessible housing.

Providing this outcome for women fleeing violence, can be very complicated and demanding on workers because of the short time frame to work within and the limited options available.

We also provide referrals for women who are suffering psychological and emotional trauma after a long history of abuse, sometimes beginning in childhood.

The response by Womensline is supportive and non-judgemental and we understand that women often leave domestic violence a number of times, before making a final move. We understand that throughout this period of uncertainty women are often painfully working through what they need to do for themselves and their children.

We know and recognise that it takes a great deal of courage for the women who phone in for help for themselves and their children as they come to terms with having to leave their homes, belongings and lifestyle behind. Their courage and sacrifice cannot be understated.



Womensline case study 1

A Social Worker from a regional hospital contacted the Womensline, seeking assistance for a client who had been a victim of ongoing domestic violence. Janice was a woman in her late 50's, and she had been experiencing abuse from her husband who was also her Carer.

Janice was financially dependent on her abusive partner therefore she had no access to money. Also, with limited mobility skills(due to her disability) in addition to the recovery process associated with injuries sustained after a combination of neglect and abuse by her husband, Janice required access to a safe place that could also meet her care needs.

In working closely with the Hospital Social Work team, DVConnect were able to identify that Janice had an adult daughter who lived interstate and who was eager to support. Over the period of time that Janice was in hospital, Janice's' daughter committed to setting her house up so that her mum had the aids required to support her appropriately.

Unable to travel or live independently, DVConnect were able to assist Janice's daughter to travel to Queensland to collect her mum from the hospital. DVConnect then assisted mum and daughter to return to the adult daughter's home interstate.

Sourcing high security accommodation in the form of Shelter is not the only option that DVConnect is able to assist women into, and often times there are relatives or friends who our clients identify that are in a position where they want to and can provide their loved one with safe accommodation and support. DVConnect acknowledges that informal support networks can be essential for women's wellbeing, and there can be a lot of value in these supports, as an alternative to when appropriate to do so.

Womensline case study 2

Chen contacted the Womensline seeking information about what services DVConnect provides and how DVConnect might assist someone in her situation. Chen had been in a relationship with an abusive partner for 7 years, and she had previously been in contact with the Womensline for counselling, support and information. On this most recent occasion, Chen contacted Womensline seeking immediate assistance to get to safety.

When identifying potential difficulties and needs in sourcing safe accommodation, Chen stated that she had a 4 year old staffy cross, Marble, that she could not leave at home. In fact, part of the abuse that Chen's partner had inflicted on her included tormenting Marble. Chen revealed that the idea of leaving Marble behind had been a huge barrier in her previously accessing DVConnect services beyond counselling and support, and Chen's partner had directly threatened to harm or kill Marble if Chen ever left the relationship.

The Womensline Counsellor that Chen spoke with discussed the Pets in Crisis program that DVConnect has available for women and their pets who have experienced domestic or family violence. Although initially reluctant to part from Marble for any extended period of time, Chen self-identified that whilst safety was a priority, assistance through the Pets in Crisis program was the best thing for herself and Marble, and knowing that DVConnect is partnered with reputable organisations through this program, Chen decided to enter Marble into the program.

On the same day that Chen contacted the Womensline, she had an appointment at a nearby RSPCA that participates in the Pets in Crisis program. Chen signed all documents that ensured Marble would be safe in foster care over a period of a month, and then Chen was assisted to emergency motel accommodation and also refuge.

Womensline case study 3

Bindi, a young Aboriginal woman, was 19 years old when she contacted the Womensline with concerns about her safety and the safety of her 3 children, all of whom were under the age of 5 years old.

Having fled her house with her children and very limited belongings, Bindi contacted from her neighbours home and disclosed that the violence she was experiencing in the house she shared with her partner had escalated since the birth of her youngest child, only 6 weeks ago. When Bindi initially contacted the Womensline, she was highly distressed and she communicated that she was terrified that her partner would come over to the neighbour's house and force her and the children to return to the property.

The Womensline Counsellor and Counsellor Support Worker were able to work as a team to manage this situation as best they could, by having one person always on the phone with Bindi whilst the other contacted the local Women's Centre and organised a safe and supportive place for Bindi and her children to be and receive some face to face counselling and support with the children that was deemed essential for Bindi at this time.

DVConnect organised transport for Bindi and when her and the children arrived at the Women's Centre. DVConnect worked closely with the staff at the Women's Centre to ensure that Bindi didn't have to re-tell her story to various services, and we organised emergency motel accommodation for her and her children.

That evening once settled into the motel and when feeling a lot safer, Womensline staff commented that when they spoke with Bindi it was like speaking to a different person. Bindi felt supported and safe, and had been visited in the motel by a staff member from the Women's Centre who gave Bindi children's clothes, nappies and food so that she had more resources than what she had fled with. Bindi was deeply appreciative of the prompt response and support she had received through a coordinated service response facilitated by DVConnect. Bindi and her children were successfully referred onto high security Refuge accommodation.

DVConnect has many positive working relationships with partner agencies across Queensland, something that is particularly valuable in remote and regional areas where DVConnect can work with the partner organisations resources and local expertise. These relationships have proven to be essential in situations where women are in need of some basic material aid or face to face support, or even a comfortable place to sit with a cup of tea and feel safe for a couple of hours.





Sexual Assault Helpline

In 2016-17 DVConnect received 2,153 calls from women, men and young people. We provided predominantly crisis counselling and support, and also information and referral for those needing therapeutic or face to face counselling and support.

Sexual Assault Line case study 1:

Simone was a middle-aged woman with 2 children under the age of 6 years old. Simone contacted the Sexual Assault Line and disclosed serious concerns about her young daughter. Simone's concerns around the possible sexual assault of her daughter was the main issue that Simone called DVConnect for, however, with further exploration and gentle prodding from one of our experienced Counsellors, Simone disclosed that there had been a history of verbal abuse, isolation, and intimidation used in the home by her current partner. This current partner was also the person that Simone believed was sexually assaulting her daughter.

With Simone's permission, the Sexual Assault Line Counsellor immediately contacted Child Safety and was able to provide more detail to inform the investigation pertaining to the family that Child Safety had open. In the meantime, our Sexual Assault Line Counsellor had also facilitated the immediate relocation of Simone and her children from the unsafe home to a local Police Station where they could wait and initiate the reporting process.

More often than not, women who contact DVConnect seeking safety are first assisted into a safe motel as an alternative to Refuge whilst waiting for appropriate vacancies to become available. However, on this occasion, a vacancy in a suitable high security Shelter was indicated as available, and the Sexual Assault Line Counsellor was able to immediately refer Simone and her children into this vacancy. On the same afternoon that Simone had reached out to DVConnect for the first time, Simone and her children had safely arrived at Shelter and had followed formal processes to ensure that there would be legal ramifications against the perpetrator as a result of his actions, and Simone's children were in a safe environment where they could access supports that they needed.

Sexual Assault Line case study 2:

Our Sexual Assault Line is open to anyone who has experienced sexual assault, regardless of how they identify. One morning, the Sexual Assault Line Counsellor received a call from Robert, a man in his forties who had been assaulted as a young person.

Robert did not feel comfortable providing much in the way of identifying information about himself to our Counsellor, nor did he have to. What Robert did want to talk about was how he felt memories of his past experience had been seeping into his consciousness more and more in recent times. Robert had not reported the sexual assault to anyone previously, and felt that he had "dealt with it all", moving forward with his life and keeping his past buried. Although this had worked for him previously, Robert reached out to DVConnect because he identified that the impact his past experience was having on the present could not be ignored, and he wanted to resource himself with information about what help was available to him as an adult survivor of sexual abuse and as a deeply private person.

Our Sexual Assault Line Counsellor supported Robert during his first disclosure, and talked him through options and referral pathways available to him that could provide him with specialist support moving forward, including information about MARS Australia (Men Affected by Rape and Sexual Abuse).

Robert ended his contact with DVConnect equipped with information and resources that would be beneficial to support him in addressing what had happened to him as a young person. In addition, he received a non-judgemental and professional response from the Sexual Assault Line Counsellor who was able to ease Robert's nerves about reaching out, and provide a safe space for him to disclose details of trauma he had experienced many years previously.



Mensline

DVConnect Mensline provides counselling and referral to men who are violent to their partners and other members of their family and also to those who are victims of domestic and family violence. In 2016-17 Mensline provided assistance to 7,448 men either by phone via the Mensline or in person at one of the seven magistrate courts in and around Brisbane.

Mensline is available from 9am to midnight, seven days a week and is covered by a dedicated team of male and some female counsellors. Whilst they do not provide legal advice, our Mensline team do also provide assistance to men appearing in one of the seven magistrate's courts in relation to Domestic Violence Protection Orders. We spend time with the men before they enter court preparing them for the court process around these applications and their options for taking responsibility for their behaviour. Mensline provided Court Assistance more than 2,719 men, either in person or over the phone.

All of the assistance by way of counselling and practical support that is provided to men either by phone or at court is done through the lens of family safety and accountability. Mensline uses every opportunity to work with individual men whose actions create an environment of fear for their partners and children. Our resolve is to highlight the impact of abusive behaviours, challenge those who use violence to take responsibility for their actions and encouraging them to contact services to help them change.

A much smaller percentage of men who call Mensline do so because of the violence they are experiencing within their relationships often by another male partner or family member. Sadly, Mensline also supports men at court who are seeking a protection order from their adult children. An even smaller number of men call Mensline because of violence from a female is on a very different level to that experienced where the male is the perpetrator of violence. Most of these situations do not have the element of fear in these relationships but Mensline is very responsive to these situations and provide support and practical assistance where required.

Mensline also received over 4,453 police referrals via Policelink during 2016-17. These referrals involved a follow up call to men who have consented to police for Mensline to contact them for ongoing assistance. These are instances where police have been called to the home because of domestic violence. Many of the men are pleased to have this support from Mensline and engage with the counsellor about strategies for the future prevention of violence within the home.

Mensline case study 1:

DVConnect Men's Line Counsellor contacted a male client who was referred to us by the Police, the Police were seeking our assistance to assist this person, who was the perpetrator of DFV. As often is the case the male client was angry and blaming of others to minimise his involvement and contribution to the domestic violence. The Counsellor assured the male client that our offer of assistance was sincere and that there certainly is a way forward to improve the situation for him and the family. The male client had been served with a DV application that morning and was confused and angry. The information we provided him about the application and court process took away much of his anxiety, which allowed him to be more open to hear about other positive and useful information our Counsellor provided. After discussing the situation and the impact of his behaviour upon his family and that of his children who were 4 and 6, he then agreed to seek further assistance and participate in a Men's Behavioural Change Program. This type of outcome is a critical piece in the holistic response towards Queensland being free from domestic, family and sexual violence.

Court Support case study 1:

A distressed and agitated man presented at court as the respondent and had very limited English. The Mens Line worker gestured to him to speak with him in an office where it was established that he was a recent Iranian refugee and could only speak Farsi. He could not understand the written DV application and was frightened about Police, the Magistrate, the lawyers and what would happen to him, his family and deportation. It was suspected that his fear was triggered from experiences in Iran. The Mens Line worker, being both a social worker and lawyer, contacted the Telephone Interpreter Service who immediately patched through a Farsi interpreter to the Mens Line's mobile phone where the application was explained, the court process and the role of the officers to make sure violence is stopped. The availability of services for his relationships to stop violence were accepted by the respondent and details provided. The duty lawyer was also invited to speak with the client given the interpreter who confirmed the process, and represented his client in court where the acceptance of services to stop violence was made part of the proceedings. Post court, the client was very grateful for all concerned involved including Police and the Court for the opportunity to remedy his behaviour and to build up family supports to rectify the problems.

Court Support case study 2:

Many times every day and night DVConnect Mens Line receives calls throughout Queensland from men referred by Police or other stakeholders for clarification and assistance when they are charged or an application taken in relation to domestic and family violence. This is typically shortly followed by an electronic referral to DVConnect Mens Line from Police to make contact with the individual to provide support and assistance whether they are the perpetrator or the victim. Invariably because of the crisis context the man is confused about the court process and options which are then further explained and clarified by DVConnect Mens Line workers. Importantly, the impact on any victim including any children by the violence is emphasised. In a recent example it was explained to the caller how serious the situation was and how an opportunity is being afforded to him to get help. He accepted the offer of enrolling in a men's behaviour change program and the next day when he went to Court his attendance at the program was made part of the DV order. He was grateful for the telephone assistance and advice he received the night before and also again from the Mens Line worker present at Court.

Court Support case study 3:

A young man went to court as the respondent obviously angry and mistrustful. The DVConnect Court worker offered only brief speaking, which may help and which was accepted. The Court process and options were clarified. With assistance the young man reflected on the pain he had caused his partner and child and he was suddenly remorseful. The offer of assistance to the family for support and behavioural change was made. He appreciated how much more serious it could have been and so he had a chance to make amends and improve himself realising his partner would respect his efforts. He immediately rang the service provider and was placed on the waiting list in the near future for counselling. He also accepted to speak with the duty lawyer. The Men's Line worker reported in Court to the Magistrate the client's decision and a Voluntary Intervention Order was made. The young man was grateful for the chance to stay with his partner and child and try to be the best man he could be. The Magistrate thanked all involved to achieve this positive outcome by consent.

DVTrainingConnect

DV Training Connect has maintained its high quality position within the training sector, through 2016-17, with its clarity around the safety-first analysis, and that the responsibility for that safety rests with the abuser not with the victim.

As difficult as it is to believe here in 2017, with countless ways that harms are measured, we are still having to negotiate debates about gender parity in domestic and family violence in our training sessions.

In intimate relationship deaths in Queensland women are 4 times more likely to die at the hands of the current or former partner and of the men who did die in intimate partner violence over the last decade in Queensland, 85% had a prior record of being a perpetrator.

It is not easy, it is not simple but No violence is OK. Our training focuses on building conviction in the attendees, that safety is every-one's fundamental human right, regardless of their occupation, dress sense, or choice of location late at night. The behaviours of the victim have no bearing on the choices of the perpetrator.



Pets in Crisis

For any pet lover their animal is part of the family, the thought of leaving them behind in an emergency is unthinkable!

DVConnect counsellors regularly speak to women whose intimate partners use violence or threats towards their pets in order to frighten and control them into staying.

Placing pets in refuges with women fleeing domestic and family violence are scarce.

Sadly, hundreds of women, children and their beloved pets across Queensland are constrained in violent and fearful relationships because the fear of leaving their pets behind are just too overwhelming. For the children moving without their special companion, at this time, compounds the loss and makes the trauma they are facing in their family life that much more intense.

Pets in Crisis Program is supported by RSPCA Qld's foster care program which facilitates safe refuge for animals at risk until they can be reunited with their families. RSPCA Qld provides animal boarding and health care, for a nominal fee, for individuals fleeing domestic violence.

DVConnect placed 305 pets into safe accommodation and 205 of those were helped through the RSPCA Qld's foster care program. There were 64 cats, 131 dogs, 2 Birds, 4 Guinea Pigs, 2 Rats, and 2 Lizards. This means we were able to help more women and children to safety because they knew their pets were also safe. These families have expressed their overwhelming relief and gratitude and we cannot thank RSPCA Qld enough.

Pets in Crisis helps whole families!

Knowing that their pets will be cared for and that they can be reunited as soon as they can get back on their feet is sometimes the catalyst for many women having the courage to take that vital step towards leaving a violent domestic situation and protecting themselves their children and just as importantly their pets.



Community Awareness and Engagement

Every month in Australia six women die at the hands of their intimate partner, at least one of them is from Queensland.

DVConnect combines with other services and individuals in the sector and the community to highlight the most preventable of all deaths for the obvious purpose of reducing or eliminating these ultimate acts of control.

Two significant community awareness events that DVConnect participated in were:-

- Candle Lighting Vigils which are held annually throughout the state and now around the country as simultaneous events of remembrance and awareness about those who have died because of domestic and family violence
- Red Rose Rallies which are called every time a person (mainly women) dies because of domestic and family violence in Queensland.

Candle Lighting Ceremony

Wednesday 3rd May 2017 we had another very successful turnout for the annual candle lighting vigil that has become the National Day to remember with candle light vigils all over the country at the same time. Tonight we remembered the 71 people (Women, children and men who have died at the hands of domestic and family violence). 18 of those lost were from Queensland. As well 2 bystanders died trying to prevent a homicide.

The image below is of three of our special women (Di Thompson - mother of Leanne Thompson killed 2006), Natalie Hinton - mother of Tara Brown killed 18 months ago) and Sonia Anderson - mother of Bianca Girven killed 7 years ago).

Again we were honoured to have the Premier, Annastacia Palaszczuk, Ros Bates for Tim Nicholls, Senator Larissa Waters, MP for Bulimba, Di Farmer and a great representation from police led by Deputy Commissioner, Brett Pointing. Betty Taylor, CEO of the Red Rose Foundation spoke about the long acknowledgement of the sector about the preventability of domestic homicide and where it all began on the Gold Coast in 1993 when a woman was stabbed to death and thrown out at the Southport police station because she dared to vary the standard conditions of her protection order. From there this journey has ultimately led to the National Day to Remember and the Red Rose Foundation in order to keep that fight to save lives going.

Rosie Batty joined us again to launch the Darkness to Daylight run that over 2,000 people have registered to enter including a team of 8 from DVConnect. This brilliant initiative in support of the vigil comes from CEO Challenge and Minter Ellison.



Silent Rallies a Mark of Respect

Red Rose Rallies

These silent rallies in Queensland are the initiative of the Domestic Violence Death Review Group (DVRAG) and are held in the same location outside Parliament in Brisbane on Friday lunch time of the week that the alert about the death of a woman from domestic violence is circulated by DVRAG.

The images displayed are for the Red Rose Rallies that are held in Brisbane, Gold Coast and Townsville after each death in Queensland. The Brisbane Rally is held on the corner of Alice and George streets. Alerts are sent through the DVConnect Facebook page and Red Rose Foundation Facebook page. Everyone is welcome to attend. These are silent rallies as a mark of respect for the victim and support for family and friends



Sector Engagement

White Ribbon Breakfast 2016

November 25th is the International day of the Elimination of Violence against Women but it is also known as being White Ribbon Day. Members of the DV Connect management , staff and the Board gathered with the Premier and a few hundred other people to talk and acknowledge the need for men to be alongside their female colleagues in clearly condemning acts of violence against women and girls throughout Australia. Originating in Canada the White Ribbon is a symbol worn by men who pledge to never condone, accept or remain silent about men's acts of violence towards women and girls. It symbolises a call to action by men who may not be violent but are often silent. Mensline and Womensline are forefront in championing accountability and in shifting the question from "why doesn't she leave to why doesn't he stop?"

A Touch of Love for Tara Brown

On Sunday 11th September 2016 there was a touch football match to remember and celebrate the life of Tara Brown that was tragically cut short as a result of domestic violence in September 2015. People gathered to remember and there were various touch football matches being played, along with music and entertainment. At the conclusion of the day white and purple balloons were released in memory of Tara. DVConnect attended and plan to attend in years to follow.

DVConnect, QPS and RSPCA at the EKKA

In August 2016 DVConnect, Queensland Police Service and RSPCA manned a booth at the Brisbane Exhibition (EKKA) at the RNA Showground in Bowen Hills.



Fundraising for DVConnect

Pets in crisis

On Friday 4th November 2016 Cook Legal, RSPCA Qld and DVConnect held a fundraising wine tasting event at 1889 Enoteca for DVConnect's Pets in Crisis Program. We would like to say a big Thank you to Kara Cook and the team of students from QUT who made this evening possible. Thanks to their efforts we managed to raise around \$3000 and awareness for our Pets in Crisis program.

Sovereign Waters retirement Village – Art Show

In August 2016 Sovereign Waters Retirement Village at Victoria Point hosted an art show in which all proceeds were donated to DVConnect. They raised a total of \$10 000 that was much appreciated by DVConnect.

QSuper – Donated funds to employ an additional frontline crisis counsellor

In November 2016 it was announced that QSuper would cover the wage of an additional front line worker at DVConnect. This was a welcome relief to a very tired workgroup. As a result, the new 12pm to 8pm shift was developed meaning we were able to answer more calls for help.



DVConnect Board of Directors

Shaan Ross-Smith (Chair)

Linda Dreghorn (Director/Company Secretary)

Heather Castledine (Director)

Wilhelmus Kerkhof (Director/Audit, Risk and Finance Committee Chair)

Professor Heather Douglas (Director)

Glenn Henderson (Director)

Leigh Tabrett (Director)

Enid Hughes (Director)

Fiona Maxwell (Director)

Sector networks

Red Rose Foundation

DVConnect attended the Red Rose Foundation High Tea at the Marriott to launch the Red Rose Advocates program.

The Red Rose Advocates are mostly the mothers of women who have been killed by partners or ex partners who have become a part of the foundation. Those attending were:

Marlene Locke (mother of Sherelle Locke killed February 2014), Di Thompson (mother of Leann Thompson killed September 2006), Dionne Fehring (mother of Jessica and Patrick Dalton killed April 2004), Natalie Hinton (mother of Tara Brown killed September 2015) and Sonia Anderson (mother of Bianca Girven killed March 2010). With them is RRF CEO, Betty Taylor and MC for the event, Kay McGrath (Channel 7).

SafeNet Australia

- CWRG (Combined Women's Refuge Group: Southeast Queensland, Central Queensland and North Queensland)
- DVConnect attended the southeast CWRG each month and the northern CWRG twice in the past year. We believe it is vital that DVConnect maintains regular communication with regional services.
- SPEAQ (Services and Professionals for the Elimination of Abuse Qld). This network meets monthly by teleconference – mostly the practitioners.
- DVCAN (Domestic Violence Court Assistance Network). This network is made up of services that provide court support to women attending court in relation to a Domestic Violence Protection Order. Mensline is also a member of this network because of the face to face court assistance provided to men who attend court in relation to the domestic violence matters before the court.
- DVDRAG (DV Death Review Action Group) initiated the Red Rose Rallies in Queensland that are held outside Government House at midday on Fridays, every time a person (mainly women) is killed because of domestic and family violence.
- DVLON (Domestic Violence Liaison Officer's Network) Womensline and Mensline representatives attend these meetings.
- VISION (Victim Services Interagency Organisation Network) Vision is a network of government and non-government agencies funded for direct service delivery for victims of personal (violent) crime in Queensland. The network, rather than providing service delivery itself, offers a networking and information sharing opportunity for agencies to discuss policy matters and areas of interest to victim services.
- QDVSN (Queensland Domestic Violence Services Network). This network is made up of the 12 regional specialist domestic violence services, the Centre for Domestic and Family Research and the Immigrant Women's Support Service and meets three times a year. DVConnect attends part of the quarterly meetings.

Current Service Agreements/Other Grants

Current Service Agreements

- **Womensline**

Funding for our core service, Womensline, comes from the **Department of Communities, Child Safety and Disability Services**; Violence Prevention Team and our service agreement is covered by the Community Service Act 2007.

Funded by



- **Sexual Assault Helpline**

Funded through the **Department of Communities, Child Safety and Disability Services**

Funded by



- **Womensline Court Support**

Funding for this service is from Department of Communities for Holland Park Court.

Funded by



- **Mensline Court Support**

This program is funded by and made possible by the Department of Justice and Attorney-General

Funded by



Our Partners and Supporters

DVConnect recognises the significant support and contribution made by the following Government, Corporate and Community Supporters. Without the invaluable support and fiscal contribution provided by these organisations our Statewide domestic and family telephone crisis lines would not be able to continue to provide and expand our essential services to the growing number of individuals and communities in need throughout urban, rural and remote Queensland.

Partners and Supporters

- RSPCAQLD / Pets in Crisis program. A highly regarded and much valued program this year we assisted 154 animals to safety. We are truly appreciative of the amazing support the team at RSPCA Qld provide to our workers during some of the more challenging scenarios around moving animals to safety.



- Queensland Rail who is a major supporter of DVConnect in the free long distance travel they provide to our clients. This partnership was brokered through CEO Challenge.



- CEO Challenge who provide us a voice in the Corporate Sector and are tireless in their pursuit of financial and social support for domestic and family violence services throughout Queensland.



- The Queensland Country Women's Association who support us by making Carepack bags and providing the contents.



- Greyhound Australia who provide assistance to us by distributing Carepacks to various destinations throughout the State.



- Intimo Lingerie who have been a financial supporter of DVConnect for seven years. In November each year, Intimo donates \$1 for every white bra sold to community organisations in each State. The money raised by Queensland Consultants is donated to DVConnect.



- RiseUp Australia is a community driven organisation dedicated to supporting the brave families affected by Domestic and Family Violence.



Special thanks this year must go to the many community groups and individuals who went out of their way to participate in and initiate some fabulous events to raise awareness and important funds to support DVConnect ...We are sincerely grateful and THANK YOU!

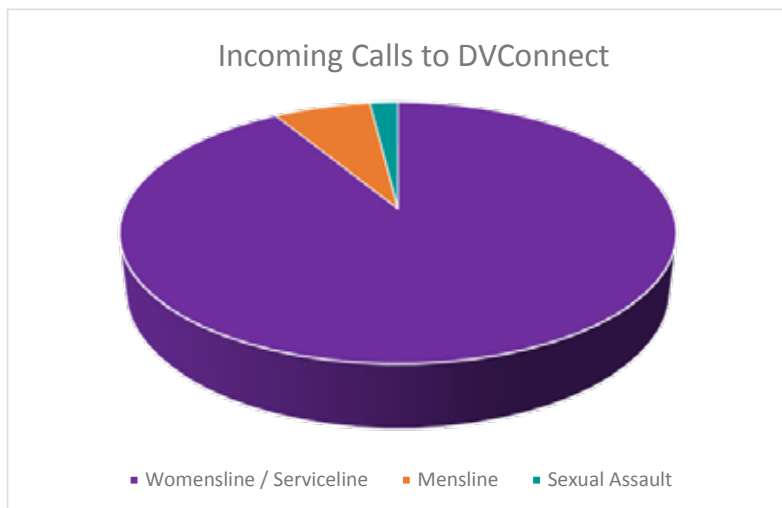
Stats

Incoming Work to DVConnect

Incoming Calls

Womensline / Serviceline	101,051
Mensline	7,448
Sexual Assault	2,153

Total Incoming Calls **110,652**

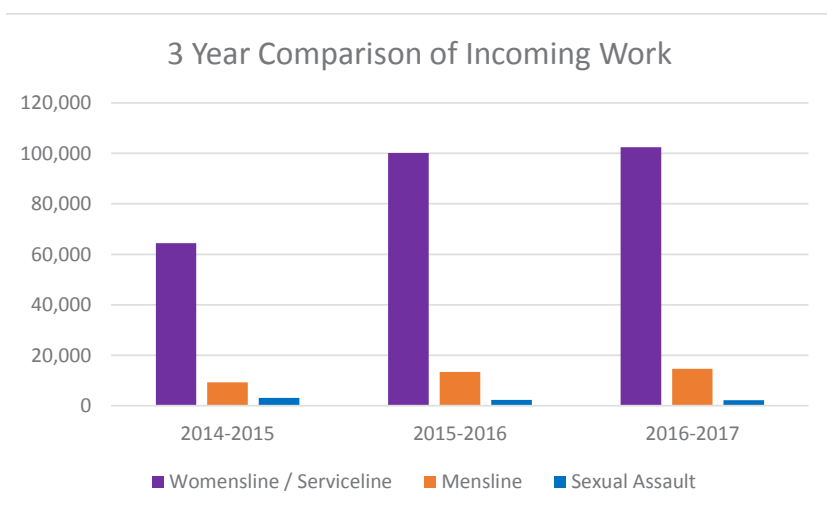


Incoming Referrals

	Womensline	Mensline	Sexual Assault
Police Referrals	1,307	4,453	89
Court Support (Face to Face)		2,719	

Total Incoming Referrals **8,568**

	2014-2015	2015-2016	2016-2017
Womensline / Serviceline	64,408	100,091	102,447
Mensline	9,220	13,396	14,620
Sexual Assault	3,073	2,343	2,153
Total	76,701	115,830	119,220



Womensline

65% of callers were provided with crisis counselling and/or safety planning

35% of callers were provided with an outcome

Callers who were provided with crisis intervention or safety planning

accounted for 80% of the counsellors time

156,770 outgoing calls were made for safety arrangements.

Crisis Services Provided

Refuge Placements

Women	1,499
Children	3,541
Total	5,040

Transproted (fare paid)

Women	6,053
Children	2,527
Totals	2,966
	5,493

Motel Accommodation (nights)

Women	12,254
Children	3,578
Total	4,866
	8,444

Pets In Crisis Programme:

305 pets were provided with safe accommodation

Sexual Assault Helpline

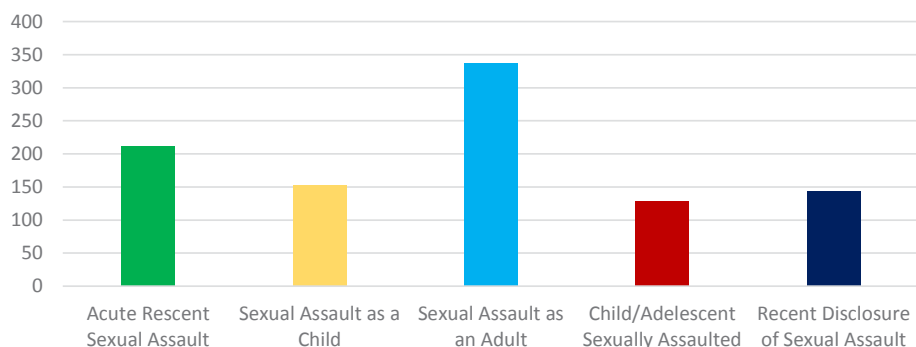
New Intakes

974

Presenting Issue

Acute Rescent Sexual Assault	212
Sexual Assault as a Child	152
Sexual Assault as an Adult	337
Child/Adelescent Sexually Assaulted	129
Recent Disclosure of Sexual Assault	144

Presenting Issue



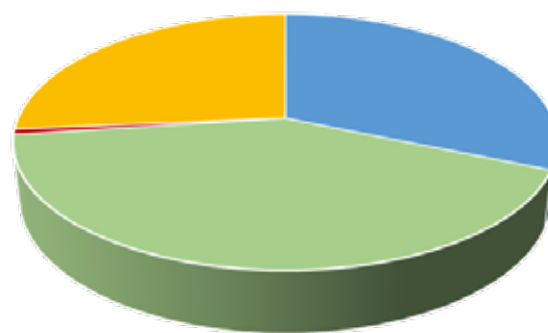
Mensline Service Provision

New Intakes

11,087

Counselling	3,476
Information	4,616
Crisis Intervention	72
Court Support by Phone	204
Court Support in Person	2,719

Mensline Intakes



■ Counselling ■ Information ■ Crisis Intervention ■ Court Support

Financial Report

dvconnect Limited ABN 66 101 186 476

Special Purpose Financial Statements for the year ended 30 June 2017

were prepared by PKF Hacketts Audit

dvconnect Limited

- is a Registered Charity (Public Benevolent Institution entity subtype) with the ACNC
- has been endorsed by the ATO as a Deductible Gift Recipient
- has authority to Fundraise in Queensland under Charity Number CH1459

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

	2017(\$)	2016(\$)
REVENUE	5,660,014	5,228,176
EXPENDITURE		
Administrative Expenses	(176,559)	(188,693)
Property Expenses	(173,236)	(146,278)
Depreciation	(25,162)	(37,004)
Employment & Contract Expenses	(3,752,858)	(3,297,977)
Client Related Expenses	(1,390,195)	(1,351,273)
Other Expenses	(119,768)	(84,311)
Profit (loss) before income tax	22,236	122,640
Income tax expenses	-	-
Profit (loss) for the year	22,236	122,640
Other comprehensive income	-	-
Total comprehensive income (loss) for the year	22,236	122,640
Total comprehensive income (loss) attributable to members of the entity	22,236	122,640

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	2017(\$)	2016(\$)
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	850,698	1,256,688
Trade and other receivables	20,208	15,192
TOTAL CURRENT ASSETS	870,906	1,271,880
NON-CURRENT ASSETS		
Trade and other receivables	22,037	20,167
Property, plant and equipment	47,884	67,701
TOTAL NON-CURRENT ASSETS	69,921	87,868
TOTAL ASSETS	940,827	1,359,748
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	239,208	392,182
Unearned income	26,538	342,394
Provision for annual leave	324,853	273,476
Other	1,770	7,247
TOTAL CURRENT LIABILITIES	592,369	1,015,300
NON-CURRENT LIABILITIES		
Provision for long service leave	52,935	71,161
TOTAL NON-CURRENT LIABILITIES	52,935	71,161
TOTAL LIABILITIES	645,304	1,086,461
NET ASSETS	295,523	273,287
EQUITY		
Accumulated surplus	-	-
General reserve	295,523	273,287
TOTAL EQUITY	295,523	273,287

Domestic or Family Violence?

DV CONNECT
anyone can **make the call.**

1800 811 811

www.dvconnect.org



WOMENSLINE

1800 811 811

Phone line for women, children
& young people. 24 hours, 7 days



MENSLINE

1800 600 636

Phone line for men.
9am - midnight, 7 days



SEXUAL ASSAULT LINE

1800 010 120

Sexual Assault Helpline 24 hours, 7 days





DVConnect Limited

PO Box 10575

Adelaide St

Brisbane Qld 4000

Phone 07 3156 2323

Womensline 1800 811 811

Mensline 1800 600 636

Sexual Assault Line 1800 010 120

Email: mail@dvconnect.org

www.dvconnect.org

Funded by

