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Funded by



2011-12 ANNUAL REPORT



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DVConnect - Be heard Be safe

In Brief...

DVConnect is the 24/7 statewide crisis telephone response service for people living with domestic and family violence.

We offer professional and non judgemental telephone support to thousands of callers every year and coordinate immediate safety to those having to leave the violence in their homes from anywhere in the state.

DVConnect Womensline receives over 4,000 calls every month and assists around 320 women and 380 children to safety. Along with this, Womensline is able to offer emergency shelter for the pets of women and children afraid to leave them behind. Between 12 and 20 pets are accommodated every month. This special support is provided by RSPCA Qld through the Pets in Crisis Programme.

DVConnect also helps around 350 men each month via our Mensline. Mensline also provides face to face court assistance to a further 150 men each month who attend court in relation to domestic violence protection orders.

DVConnect also provides the Statewide Sexual Assault Helpline and assists 300 women and men in relation to recent and past sexual assaults.



‘A woman in Australia is more likely to be killed in her own home by an intimate partner than anywhere else or by anyone else’

A Message from the Chair of the Board



On behalf of DVConnect, it is my great pleasure to welcome you to our 2011/2012 Annual Report.

This report provides an insight into the range of services and projects we are involved in and our many achievements this year. As we enter our 10th

year of service supporting the Queensland community, we continue to experience increased demand for our services. While this trend presents us with many challenges, it is important to remember the reasons why we do our work. The fact is that worldwide, one in three women may experience some type of violence in her lifetime. This is an appalling human rights violation. It is not just frightening, but simply unacceptable.

Every year in Australia, 80 to 100 women die at the hands of their male partners, often after a long, escalating pattern of violence. Last year in Queensland, 24 people shockingly lost their lives because of domestic and family violence and yet this goes almost unnoticed. Unfortunately, this saddest of all forms of violence, is a serious problem in the wider community, in every cultural, socio-economic and faith group in Australia and around the world. The right for all people to live free of violence and abuse is a fundamental value of our organisation. This is what drives us to carry on doing our work that, for the large part, goes unnoticed in the community.

While you read this report, one of our team will be assisting someone in Queensland who needs help. Without a dedicated, professional and highly skilled team of people we couldn't achieve what we do. Day in, day out, they perform tasks that many of us simply would not be able to do. I would like to thank them for their unwavering commitment, particularly our CEO, Diane Mangan, who continues leading our organisation with passion and energy. Diane and the whole team are determined to assist those in the community who reach out for support in their time of crisis.

Our support extends beyond the practical services we provide. We also provide a voice to those who suffer in silence, by raising awareness of their plight at community activities throughout Queensland, such as during domestic and family violence prevention month each year in May. During the last year, DVConnect has also been active in raising awareness about domestic and family violence through corporate and

other community presentations. We are thankful for the continuing support we receive from government agencies, particularly the Department of Communities, for the core funding of our organisation, including the Sexual Assault line. As well as being our main funder, the Department is an active partner with DVConnect and we have built a strong working relationship with them over the past decade. We also acknowledge Legal Aid for the grant that allows us to provide court assistance to more than 2,000 men every year. In addition, thank you to all our very generous corporate and private donors who contribute vital funds and services and volunteer their time. In particular, RSPCA Queensland and Queensland Rail for their generous support of our struggle to get families and their pets to safety throughout the State, Intimo Lingerie for their long-term financial support and Queensland Country Women's Association and Greyhound Australia for their work in sourcing, collating and distributing our care packs to families in crisis. I would like to acknowledge the generous work of our Advisory Committee members who provide valuable input to our organisation. Finally to my fellow Board members, thank you for your time, commitment and the expertise you bring to our organisation.

Janet Collier

Chair, DVConnect

Where we started

In 1980 a Statewide telephone crisis service was established by the then Department of Communities Crisis Care program and this number 1800 811 811, has been in operation ever since ... subsequently it was run by the Domestic Violence Telephone Service Inc, a non-government community agency. In 2002 following a successful tender to the Department of Communities DVConnect Limited commenced operation of DVConnect Womensline and DVConnect Mensline.

Where we are now

DVConnect now employs 54 staff including a small management and administration team and almost 50 counselling staff all of whom work varying shifts to cover our 7 day 24 hour telephone service.

In 2011 / 2012 DVConnect took in excess of 58,000 calls across all lines and provided crisis intervention and telephone support across a number of services including: - emergency responses, evacuation and emergency accommodation placement for families, telephone counselling for men, women and victims of sexual assault, education and support for men, prison and court support, homelessness support network, community education and arranging care for pets of families experiencing domestic violence.

Our Mission

To enable the seamless passage from violence to safety by delivering a range of support services to those in crisis as a result of domestic and family violence.

In 2003 an amendment to the Domestic Violence Act saw the inclusion of Family Violence (extending to elder abuse and informal care relationships) as a core component of the domestic violence telephone service, further extending the reach of our services; and in 2008 the Sexual Assault line was added to our list of core services.

What we value

- The right of all people to live free from violence and abuse
- The health and safety of staff and clients
- Planning and decision making that reflects justice, equity, integrity and collaboration
- The diverse needs of marginalised and disadvantaged groups
- Responsiveness, adaptability, innovation, creativity and an openness to change when attempting to address the needs of those affected by domestic and family violence





Where we're going

Our Vision

Be heard Be safe

DVConnect is committed to the right of people to be safe from violence both within their families and their communities. Our response to those affected by domestic and family violence strives to be professional, flexible and empowering which includes collaborative processes with other support services throughout Queensland.

We are committed to these objectives:

- Ensuring that no Queenslanders will be more than a telephone call away from professional support and information with which to sustain him or her through the domestic and family violence impacting his or her life;
- Protect the caller's privacy and confidentiality while within the law and the policies of this organisation;
- Taking into account all our callers cultural and special communication needs when they phone in;
- Continuing to be a key part of a seamless and coordinated system within the support service sector of Queensland, that is both supportive and meaningful for people affected by domestic and family violence;
- Developing and providing administrative structures that ensure accountability of service and support for the organisation.

Our Goals

- To be the leaders in crisis response for the Domestic and Family Violence Sector in Queensland;
- To be financially sustainable;
- To strive for improved refuge and crisis accommodation;
- To be an effective, safe and supportive workplace;
- To provide a high quality and effective crisis service
- To deliver a best practice and contemporary service
- To develop productive partnerships;

Message from the CEO

We have had another busy and eventful year and I am very proud of what the team at DVConnect have achieved.

In the 2011/12 year, we responded to more than 58,000 incoming calls across all four lines and made more than 66,000 outgoing calls to provide a front line response for the 8,000 women and children living with domestic violence that needed urgent help to get to safety. With the advent of police assisted referrals to us via SupportLink we are seeing an increased demand on our service, both to Womensline and Mensline. We are more than happy to receive these referrals from police because they have been alerted to the home because of domestic violence. These referrals allow us to help people who may not have called us themselves.

We also placed twice as many much loved members of the family into the Pets in Crisis Program last year. Without RSPCA Queensland we would not be able to provide this absolutely essential service to women who otherwise may not leave home. Our big drive this year to find someone to fund this program after the program's corporate partner withdrew last year after many years of support.

Along with the provision of our core telephone based service delivery we also provide some services on a face to face basis. These include court assistance at a number of the magistrate courts in and around Brisbane for both men and women and a Womensline and Mensline co facilitated support program for female prisoners at the Brisbane Women's Correctional Centre at Wacol.

In the past year, DVConnect also teamed up with others to host two successful symposiums that have addressed relevant and timely issues within the sector. We intend to continue bringing these information sessions to those in the wider sector including: legal, child protection, mental health and substance abuse to name a few.

Because of our Statewide connections in the fight against domestic and family violence, DVConnect regularly travels to different parts of the State each year to improve understanding of each other's practices. In addition, these trips assist us to better support services in regional and remote areas to provide local solutions for women and their children escaping violence. All of this would not be possible if the governing infrastructure of the organisation wasn't in place and functioning at the very high level that it is. My gratitude goes to the our board who give their time, expertise and cool heads to govern this vital 'full steam ahead' organisation, especially the Chair, Janet Collier. On that note, I would also like to acknowledge and thank Mitra Khakbaz who recently left the Board after almost 10 years of service. Mitra joined a few months before I started at DVConnect as the then Head of Counselling in 2003.

As I said at the beginning, DVConnect is a frantically busy service but one with a consistently high standard of response and this is because of the mammoth efforts of the crisis counsellors and their leaders. This response is because of the unshakable single focus of this organisation which is about making the lives of those living with domestic violence and sexual assault safer. .

Diane Mangan, CEO – DVConnect



What we do

DVConnect responds to domestic and family violence in Queensland via three public lines: Womensline, Mensline and Sexual Assault Helpline. Our 'Serviceline' is reserved for communication with external and sector services.

We not only work with almost every specialist and community service throughout Queensland around the safety needs of women and children but we also have the unique position of having a 'helicopter view' of the sector as a whole. This often allows us to see the gaps in the system enabling us to make decisions and take swift action. The physical and psychological safety of women and children living with domestic violence is the overriding focus of our work both on Womensline and Mensline.

Demand on the service

Last year the three crisis lines of DVConnect responded to **58,505** incoming calls for assistance from people all over the state because of domestic violence, family violence or sexual assault.



WOMENSLINE

Womensline

DVConnect Womensline is the 24/7 crisis response service for domestic and family violence throughout the state and responded to **49,202** incoming calls to both the 1800 and 1300 lines last year.

While Womensline receives many calls looking for information, crisis counselling and support around legal issues in relation to domestic violence, responding to the immediate safety needs of women and children, is by far the most demanding of the services DVConnect provides. Every month around **350** of the callers to Womensline are women in fear of their violent partners or family members and need a place of safety for themselves and their children and sometimes their pets. Womensline arranges all the travel and accommodation needs for the family until they have reached their destination be it one of



Julia has been in a relationship with her partner for 15 years and they have four children. She described it as 15 years of black eyes, bloodied noses, never enough money because he drank it all and even intimacy was a threatening experience. She said she was paralysed in the relationship and could not move.

DVConnect provided counselling and encouragement to Julia to seek a new life. With us working alongside her, Julia made the enormous decision to leave, you could hear the strength return to her voice. DVConnect then made it easier with safety planning, crisis accommodation, transport and arranged for her to go to a safe refuge - her passage to her new life.

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 the violence at home can be very complicated and demanding on workers because of the short time frame to work within and the limited options available as evidenced by the **5,540** outgoing calls a month.

The response by Womensline is supportive and non judgemental and understands 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 are also aware of some women who are suffering psychological and emotional trauma after a long history of abuse sometimes beginning in childhood and not presenting as articulately as they would wish. Some may also present in ways that indicate some form of mental illness and or substance abuse often also related to an extensive history of violence.

We know 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. ***This sacrifice cannot be understated.***



Womensline assisted Anna who came to Australia to marry the man she had lived with for many years in Europe. She endured his violent behaviour for as long as she could because she didn't know where to go for help. Police eventually became involved and referred Anna to DVConnect.

Anna spoke very little English but with the assistance of an interpreter we were able to find out what we needed in order to provide her with a place of safety. With the help of DVConnect and the refuge staff Anna is now free from violence, working and speaking English as her main language.

Police Referrals to Womensline via SupportLink

SupportLink referrals are non urgent electronic requests by Queensland Police for agencies to make follow up calls to people they have been called out to in relation to domestic violence. All urgent matters are referred directly by phone. SupportLink began as a trial to selected areas in 2010 and proved very successful. It rolled out across the State in 2011 with other domestic violence services also signing to the agreement to receive police referrals from within their local area. Last year, DVConnect received **2,488** referrals from this service.

Services provided by Womensline

The service provided by Womensline is largely broken down into four main categories, such as Information and Support, Crisis Counselling and Safety Planning, Face to Face Court Support and most importantly, Crisis Intervention. The latter is where Womensline is required to arrange an immediate place of safety for women and children escaping the violence at home. Last year, Womensline arranged emergency accommodation for **8,411** women and children throughout the state. **5,822** women and children were transported to safety including flights for **228** women and children from the Torres Strait and other remote areas.

Regional and Cultural Breakdown

Womensline calls are received mostly from the south east corner of the State. Whilst only around 9% of calls are from the Far North, most of these are from the Torres Strait Islands and tip of the mainland where the only transport to safety is by plane. Of the women from the various cultural groups calling the service:

- **83%** were Anglo Australian;
- **10%** were Aboriginal and/or Torres Strait Islander – but this rose to 26% of those needing immediate assistance to leave the violence at home;
- **7%** were from a Non English Speaking Background (NESB) but this increased to 11% for those that required crisis intervention. Of these, 40% requiring crisis intervention also needed an interpreter.

Languages most requiring the Telephone Interpretation Service last year were:

Amharic, Arabic, Burmese, Cambodian, Cantonese, Croatian, Dari, Dinka, Farsi, Filipino, French, Gujarati, Hindi, Indonesian, Japanese, Khmer, Kirundi, Korean, Lao, Mandarin, Persian, Punjabi, Portuguese, Russian, Samoan, Spanish, Sri Lankan, Swahili, Tagalog, Tamil and Vietnamese.



Sexual Assault Helpline

DVConnect has been providing the statewide Sexual Assault Helpline since 2008 and in that time has assisted almost **16,000** women, men and young people. Last year, the line responded to **3,331** people with most being in relation to sexual abuse from childhood with a smaller number because of acute/recent sexual assault.

DVConnect offers crisis counselling and support mainly but also information and referral for those needing urgent assistance and/or face to face counselling and support.

The impact of sexual violence can be considerable and may include experiences of anxiety, depression, flashbacks and panic attacks, feelings of guilt and worthlessness and a myriad of other health and social issues. Our counsellors provide validation and support, information on forensic and general medical processes, accurate information on making a complaint to police, referral phone numbers for further support in the caller's local community and some strategies around self care and keeping safe.

Rebecca, a young mother with two little children from central West Queensland, was referred by police. Rebecca told the counsellor that she had suffered very severe prolonged sexual violence from her partner. She had to leave because of his violence but he wouldn't let her take the children. The Sexual Assault Line Counsellor was able to help her regain custody of the children while also arranging for a medical examination for her and face to face counselling in her area.



The Sexual Assault Helpline also responds to SupportLink referrals from police.



MENSLINE

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. Last year Mensline provided this assistance to **6,224**

Queensland men either by phone via the Mensline helpline or in person at one of the seven magistrate's 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. Mensline provided Court Assistance to **2,088** men last year.

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. 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 partner or family member. Often this violence 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 around **2,000** police referrals via SupportLink for follow up with 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.



George called Mensline looking for counselling because of his recent violence towards his wife. He said that he had been drinking and that an argument led to his being physically violent towards his wife.

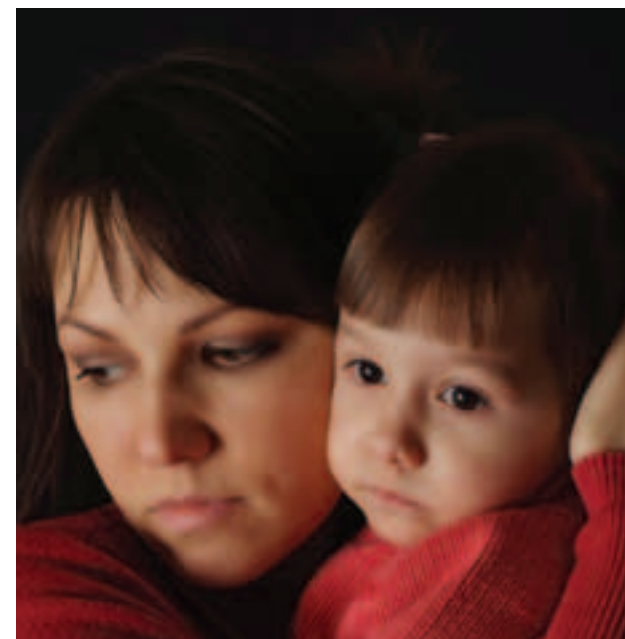
The police were not involved and his wife did not initiate a private protection order application but his actions shocked him. He said that he had witnessed his father being violent towards his mother and he was afraid that he might become the man his father had been. The shock of what happened impelled him to pick up the phone.

Unlike a lot of perpetrators, he freely admitted his behaviours, offered no rationalisations or minimisations. He said that he was very sorry for what happened and wanted to do something about it. He also had some insight into the impact of his violent behaviour on his wife and kids (and also himself). After discussing the situation, his behaviour and the impact on the family at great length Mensline made the appropriate referrals for ongoing face to face counselling. George knows he is welcome to call Mensline back at any time.



Homeless Persons Information Queensland (HPIQ)

For the past six years Mensline has been providing professional support to the 24/7 statewide Homeless Persons line after hours. Cases that are generally referred to Mensline are those involving adults with children and particularly vulnerable adults all of whom who are assessed as not capable of safely 'sleeping rough'. Mensline will often arrange overnight accommodation or transport to a safe place in these situations with a follow up back to HPIQ the following day. Mensline assisted more than **500** homeless adults and children throughout the state via HPIQ.



Coordinated Family Dispute Resolution (CFDR)

DVConnect Mensline has been a part of the Federal Attorney General's CFDR pilot for almost two years. Relationships Australia was funded by the Attorney General for this pilot of family law mediation in cases of domestic violence by phone for people requesting this. DVConnect Mensline has been providing the assessment of the men wanting this mediation and making recommendation for their suitability for mediation, ongoing professional support and participation in case management with other stakeholders.





Prison Support Program

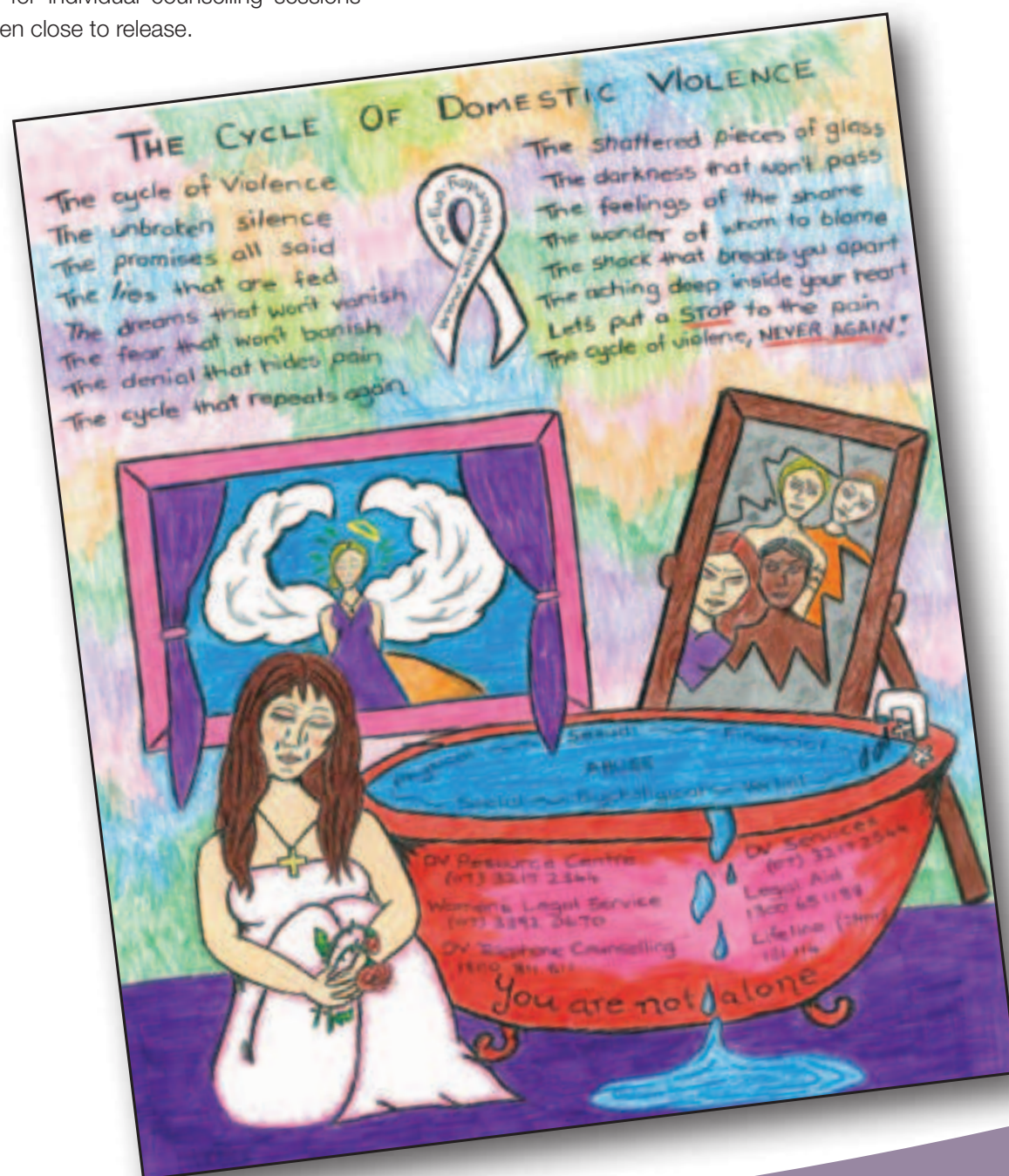
DVConnect was approached by the Brisbane Women's Correctional Centre (BWCC) at Wacol to provide counselling to the female prisoners, most of whom have experienced childhood abuse, domestic violence and sexual assault throughout their lives.

Prison statistics showed that **86%** of the inmates experienced some or all of the above and many would be returning to this life upon release from prison.

DVConnect began visiting the prison once a week to provide an open group information session with a female and male facilitator team (each from Womensline and Mensline). From these sessions, which were voluntary, came the request for individual counselling sessions especially for women close to release.

The program has evolved into a pattern of information sessions followed by counselling. As part of our program of support, DVConnect has implemented a pathway for women who choose not to return to a violent home life by referring them to a safe refuge instead. Others are offered follow up by DVConnect for the purposes of continuity and a handing over to a local service for the ongoing support.

This is a valuable program for the women because many of them have lived lives of such deprivation and degradation that knowing they could leave this abuse and that there are services like DVConnect was not something they had any understanding of. Our hope is to reach as many women, in prison as we can, to offer some information about their experiences and options for their own future safety.



These already emotionally drained and mostly financially strapped women are torn between protecting themselves and their children and the increased risk that their dear pets will (if they are not already affected) become the victims of the violence if they leave them behind.

No pets should be at risk of being abused and no one should feel that they can't leave a violent home, which is why in 2004 DVConnect and RSPCA Qld came together to create this program.

Pets in Crisis is an extension of the RSPCA Qld's foster care program that facilitates safe refuge for animals at risk until they can be reunited with their families.

Last year we assisted **235** animals with safe passage and since the program began, over 1,000 animals have been placed in the temporary care of RSPCA Queensland and on a much smaller scale, the Animal Welfare League on the Gold Coast.

This is one of the most valued support programs we offer and without exception beneficiaries of Pets in Crisis express their overwhelming relief and gratitude and we all 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.

Pets in Crisis

For any pet lover whose 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 of it towards their pets in order to frighten and control them into staying.

Places available in refuges for the victims of domestic and family violence are scarce, and in Queensland none are able to accommodate pets.

Sadly, hundreds of women, children and their beloved pets across Queensland are constrained in violent and fearful relationships because the fear and practical challenges of leaving are just too overwhelming.

And for the children moving without their special companions, at this time, compounds the loss and makes the trauma they are facing in their family life that much more intense.



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



The Not One more Quilt is the backdrop to the Candle Lighting ceremony in Brisbane



Candle Lighting Ceremony

The Candle Lighting Ceremony is a State-wide simultaneous vigil held on the first Wednesday of May (Domestic and Family Violence Prevention Month) and in the past couple of years has gradually become a national event with vigils in every State and Territory.

This year's Candle Lighting Ceremony was once again a great success, due in part to the efforts of CEO Challenge who attracted a huge crowd to a twilight

walk from the City to the Kangaroo Point Cliffs, swelling our attendance this year to around 150 supporters in total.

The very personal and emotional stories that were shared on the evening were a sad reminder to us all of the tragic consequences of domestic violence and why we were all gathered there. Thank you to everyone who contributed to this year's event.

Bianca Girven was murdered by her partner in Mt Gravatt two years ago and her mother, Sonia and her two sisters, Britney and Bonnie, spoke very poignantly about the tragedy of Bianca's death.

Listening to Sonia and her daughters speak was the new Minister for Communities, Child Safety and Disability Services, Tracy Davis. The Minister also told a very personal and moving story of a friend who was in a domestic violence situation and later murdered by her husband. The Minister's message was about the importance of being supportive of women living with domestic violence especially we now know that the unthinkable can happen.

Red Rose Rallies

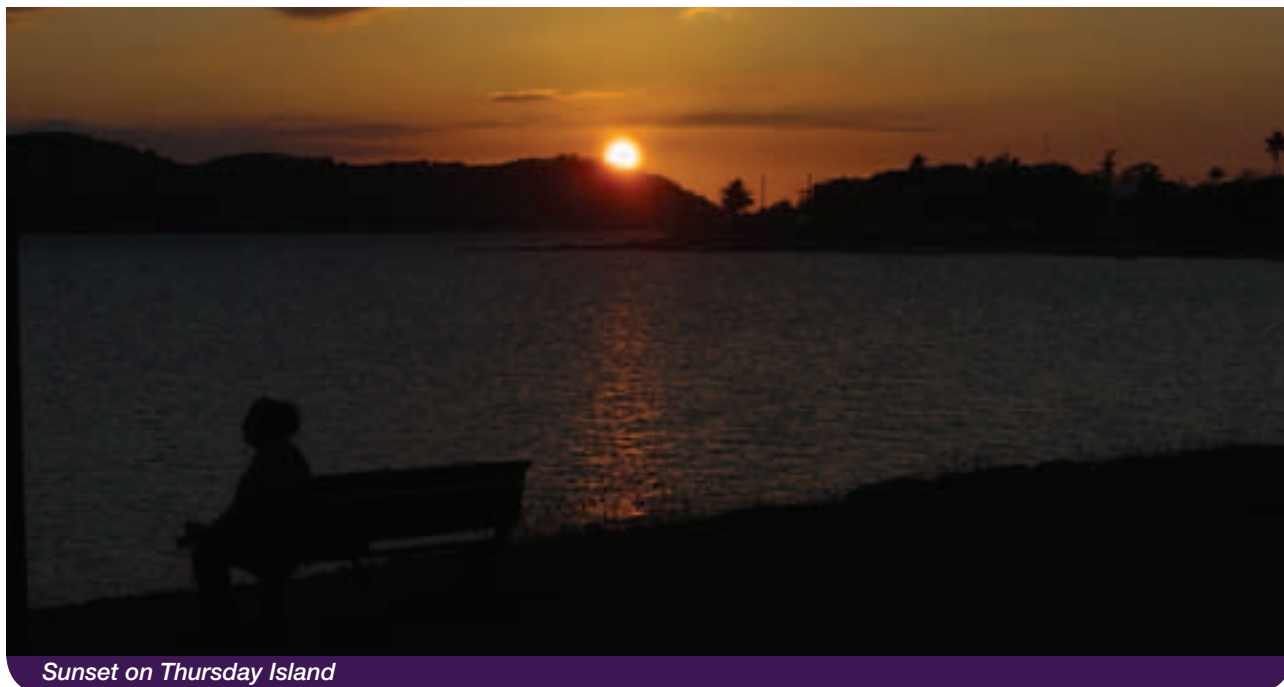
These silent rallies in Queensland are the initiative of the Domestic Violence Death Review Group (DVDREG) and are held in the same location outside Parliament on Friday lunch time of the week that the alert about the death of a woman is circulated by DVDREG.

The rallies are now growing to other parts of the state with Southport and Townsville also hosting them. It is expected that throughout the next year other centres will also hold them.



Homeless Connect

DVConnect staff once again supported Homeless Connect, a bi-annual event coordinated by the Brisbane City Council. The purpose of this event is to provide direct support for the homeless people living in the inner Brisbane area. The event involves community and government organisations as well as "hands on" services such as massages, haircuts, podiatry and optometry visits. A free breakfast and lunch is also served. Our stall staffed by both Womensline and Mensline is always in hot demand with counselling sessions often occurring on the spot.



Sunset on Thursday Island

Sector Engagement and Development

Every year staff from DVConnect travel to as many parts of the state as is necessary for the building of stronger working relationships with local services.

Torres Strait Islands

A specific area of interest for the past year was the Torres Strait Islands because of the high number of requests from women from the region for assistance to get to safety. This included two women from Papua New Guinea who had made their way to the region seeking safety because of the violence back in PNG.

DVConnect assists many women and their children to escape the violence at home by flying them to other parts of the Torres Strait or the mainland to either family or refuge on Thursday Island or in Cairns. Because of the regularity of our work in this area we have made a concerted effort to have a closer working relationship with services, including police, in the area.

Last year Womensline team leaders travelled to the Torres Strait Islands on three separate occasions to meet with local services and attend regional network meetings. DVConnect received a grant from the Mary MacKillop Foundation to make two of the three trips to the region.



DVConnect and Mura Kosker staff



Waiting for the boat between islands

Staff also travelled to Cairns, Mackay and Mt Isa for the purposes of meeting with local services providers and attending network meetings.

Annual Indigenous Forum - Mackay

Every year in May, DVConnect sends two workers to this forum which is hosted by the Centre for Domestic and Family Violence Research Centre. The forum is specifically hosted for Aboriginal and Torres Strait Islander workers in the field and because of the statewide reach of our service delivery we want to make contact with as many services and workers as we can throughout the state.

Symposium

DVConnect partnered with the Greater Brisbane Family Law Pathways Network to host a well attended and well received symposium entitled "What is in the best interests of children in Family Law decision making where there is Domestic Violence?". The keynote speakers were Dr Allan Wade a therapist, researcher and practitioner in the field of domestic violence in Canada and Associate Law Professor, Zoe Rathus from Griffith University and Member of the Order of Australia. The symposium was attended by both practitioners and academics in Family Law and domestic violence.

DVConnect is governed by a Board of Directors

Besides providing a strategic framework that guides and supports the professional management team in the development and financing of the company's activities, our Board also acts as a reference point for specific issues that require expertise beyond the core capability of the company's professionals.

The Board undertakes its duties and obligations as required by the Corporations Act, our Service Agreement and other funding service delivery guidelines issued by the Department of Communities.

Janet Collier - Director/Chair

Janet is a senior management and finance professional with 30 years experience and has worked throughout Australia, United Kingdom and East Timor. She has a broad range of experience in not-for-profit, public practice, business and government organisations. She is a fully qualified Certified Practising Accountant (CPA) and has a Bachelor of Business (Accountancy). Janet also holds a Masters of Asian Studies (Research). Janet's current focus is capacity building projects in South East Asia, focusing on strengthening the management and financial capability of organisations in the not-for-profit sector. Her previous roles include Chief Financial Officer for DVConnect, Director and owner of Biz Dynamix Pty. Ltd, a consultancy providing business and management consulting services to the SME market and Partner at Peden, Lavis and Co, Chartered Accountants.

Natalie Ewin - Director

Deputy Chair, from 16. 1. 12

Natalie has 12 years experience in project management in the government and non-government sectors. She is an experienced portfolio analyst and performance consultant who provides business planning advice to small business and also manages the Portfolio, Program and Project Management methodology in the Department of Communities. Natalie holds a Masters of Business Administration from the Queensland University of Technology and was presented with the Directors Award for outstanding academic achievement and recognised for excellence in business planning. She holds a Bachelors Degree in Biomedical Science from Newcastle University for which she was presented with a research scholarship for the regulation of mast cell secretion in Asthma.

During her time with the Queensland Police Service, Natalie worked as a Domestic Violence Liaison Officer, a Women's Advisory Group Coordinator and after being awarded Dux of the 51st Prosecutors Course, worked as a police prosecutor including prosecuting in the Brisbane Domestic and Family Violence Court.

Mitra Khakbaz - Director

(resigned 28. 5. 12)

Mitra is the Executive Manager (Community Engagement) at Multicultural Development Association. She has completed her Masters in Applied Linguistics, her Post Graduate Diploma in Community Development and Social Policy and her Masters in Social Administration with the School of Social Work at the University of Queensland. Prior to this role, Mitra was the coordinator for Centre for Multicultural and Community Development with the University of the Sunshine Coast. She has worked in various positions both in the community and education sectors and has managed various projects across Queensland with diverse communities focusing on regional settlement, parenting across cultures families and cultural interface, youth engagement, women empowerment, delivering cultural competency and anti-racism training.

Linda Dreghorn - Director/Company Secretary

Deputy Chair, until 16. 1. 12

Linda is the Company Secretary and is also currently Company Secretary for Green Cross Australia and a Principal Arts Development Officer at Arts Queensland. Her previous roles include Company Secretary and Legal Counsel for Major Brisbane Festivals Pty Ltd, General Manager of Brisbane Festival 2006, Secretary and Director of the Secretariat of the Queensland Law Society Inc., Coordinator of Due Diligence for Sun Water's acquisition of major water infrastructure and Lecturer in Law at the Queensland Institute of Technology. Linda holds a Bachelor of Arts and a Bachelor of Laws from the University of Queensland and a Graduate Diploma in Company Secretarial Studies. She has practised as a solicitor in Queensland for over 20 years.

Dr Ron Frey - Director

Ron is a psychologist who has lectured at the School of Psychology and Counselling at QUT for the past 20 years on topics of gender, human sexuality and developmental psychology. He holds a Bachelors Degree and a Masters in Special Education (1980) from Harding University in the United States, a Masters Preliminary Degree in Psychology (1985) from Sydney University and a Doctorate on The Nature of Gender from the School of Education and Social Work at the University of Queensland (2004).

Ron's vocational background includes youth work, child protection, probation and parole and refugee assistance. For 13 years he worked with the Joint Churches Domestic Violence Prevention Program and contributed to the manual developed for this program – Domestic Violence and the Churches (1995). He has been active in Men Against Sexual Assault (MASA) and served on the Australian National Committee of Defence for Children International. He has also worked extensively with the preschool sector and with child protection issues in cross cultural communities. Ron is a full member of the Australian Psychological Society, a nationally registered psychologist and currently divides his time between preparing forensic psychological assessments for courts, working at a south side centre which specialises in working with children and families affected by all forms of family violence and lecturing at QUT.

Heather Castledine - Director

Heather is a proud Kamilaroi-Kooma (aboriginal) woman and is actively involved with many indigenous organisations in Queensland. She is the Aboriginal Chair for Reconciliation Queensland Inc., committee member for the Logan Aboriginal and Torres Strait Islander Community Elders and Board for Murrigunyah (Aboriginal and Torres Strait Islander Corporation for Women – a sexual assault service).

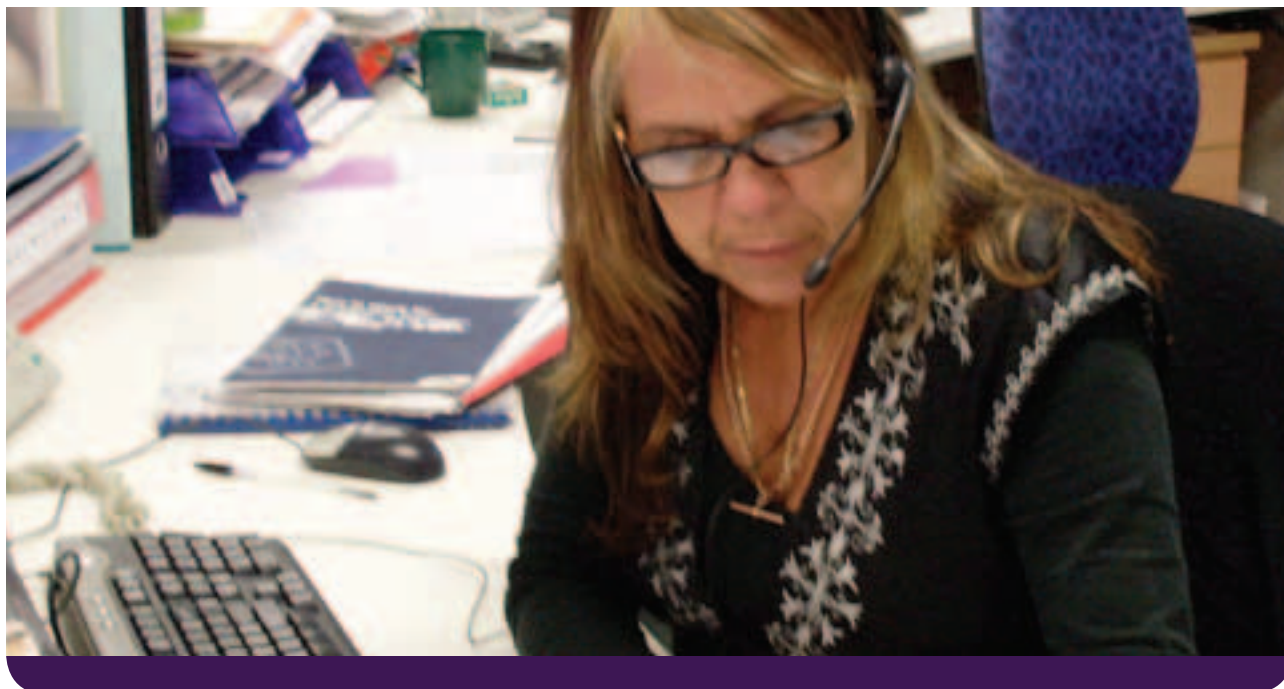
Heather works as an Indigenous Cultural Consultant to a team of clinicians for the Child and Youth Mental Health Service (CYMHS) of Queensland Health. She holds a Bachelor of Social Work, Certificate IV

in Indigenous Leadership, Diploma of Community Services, Certificate of Attendance to Attachment Theory and Practice Relevance for Aboriginal and Torres Strait Islanders Peoples, Statement of Completion A&TSI Cultural Awareness Facilitator Training, Outstanding Achievement for Reconciliation Learning Circle Kit, Certificate of Participation in Applied Suicide Intervention Skills and Statement of Attainment Senior First Aid and Aboriginal and Torres Strait Islander people Mental Health First.

Katherine Marnane - Director

(appointed 28. 5. 12)

Kath is the Director of Kath Marnane and Associates, Pty. Ltd., an international development firm based in Brisbane. Kath has over 20 years experience working in vocational education and training and holds a Masters in Arts (Policy and Leadership), Graduate Diplomas in Public Sector Management and Business (Human Resources Management), a Diploma in Teaching and a Certificate IV in Training and Assessment. Kath is internationally experienced having worked in Australia, Asia, and the UK and in the Pacific. She has also held senior management roles in Government and has led Australian TVET missions internationally. Her consultancy business is internationally connected with business networks including international government ministries and agencies, industry and community organisations in countries such as Vietnam, Malaysia and Cambodia.



Sector networks

Sector Network Meetings

As the only State-wide 24/7 telephone service, DVConnect plays a pivotal and unique role in the overall response to domestic and family violence and sexual assault in Queensland.

DFVCLAN (Domestic and Family Violence Crisis Lines of Australia) CEO attended the fourth annual meeting of the network in March 2012 in Tasmania.

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. The managers meet annually.

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. Generally there are between 12 and 24 such deaths and rallies in Queensland each year.

DVLON (Domestic Violence Liaison Officer's Network) Womensline and Mensline representatives attend these meetings every three months. This is the only network that involves police and is a valuable network for DVConnect.

HIMP (Homelessness Information Management Program) Reference Group This group was set up by the Homelessness Section of the Department of Communities to bring services from the Homelessness sector together around the improvement and streamlining of the service provision throughout the State.

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, the Immigrant Women's Support Service and DVConnect and meets three times a year.

Current Service Agreements/Other Grants

Current Service Agreements

Funded by



- **Department of Communities, Child Safety and Disability Services**

Funding for our core services comes from the Violence Prevention Team and our service agreement is covered by the Community Service Act 2007.

- **Sexual Assault Helpline**

Previously funded by Queensland Health until December 2011, is now funded through the Department of Communities

- **Womensline Court Support**

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



- **Mensline Court Support**

This program is funded by and made possible by the Legal Practitioner Interest on Trust Accounts Fund (LPITAF) and is administered by Legal Aid

Other Grants

Mary MacKillop Foundation

A grant for DVConnect to travel to the Torres Strait Islands to meet with service providers on a number of islands to assess the capacity of the local services to provide safe outcomes for women and children in the Region.



Gambling Community Benefit Fund

In 2012 funds were granted to develop a new and more responsive website.



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



- RSPCA Pets in Crisis program. A highly regarded and much valued program this year we assisted **235** animals to safety and in particular their coordinator of the Pets in Crisis program. We thank her for the amazing support she provides to our workers during some of the more challenging scenarios around ensuring animals can be moved to safety.
- Animal Welfare League QLD, who partner with us to foster animals in the Gold Coast area.



- 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 six 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.

Special thanks must go to the following people. Without your support, our fundraising efforts would be so much more difficult.

- Tanya Barker for her long term support and commitment to the building, maintenance and rebuilding of our database.
- Dani Dring and the Telstra Social Club who hosted a fundraising event for DVConnect in 2011.
- Sigrun Mielke who has been a dedicated volunteer for DVConnect for three years.

FINANCIAL REPORT YEAR ENDED 30 JUNE 2012

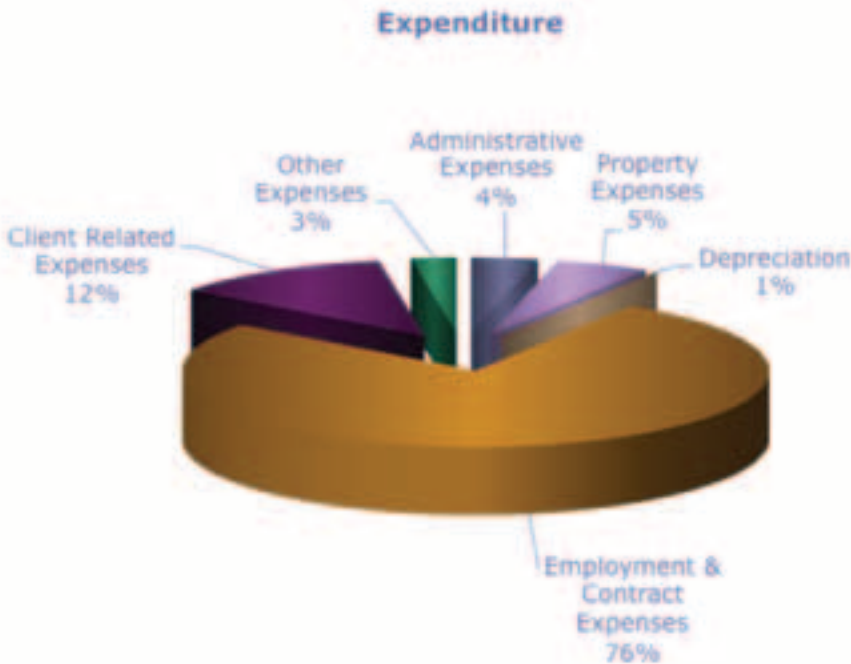
DVConnect Limited has been endorsed by the ATO as a Deductible Gift Recipient (DGR) and has Authority to Fundraise in Queensland, under the Charity number 1459

DVConnect Limited ABN 66 101 186 476

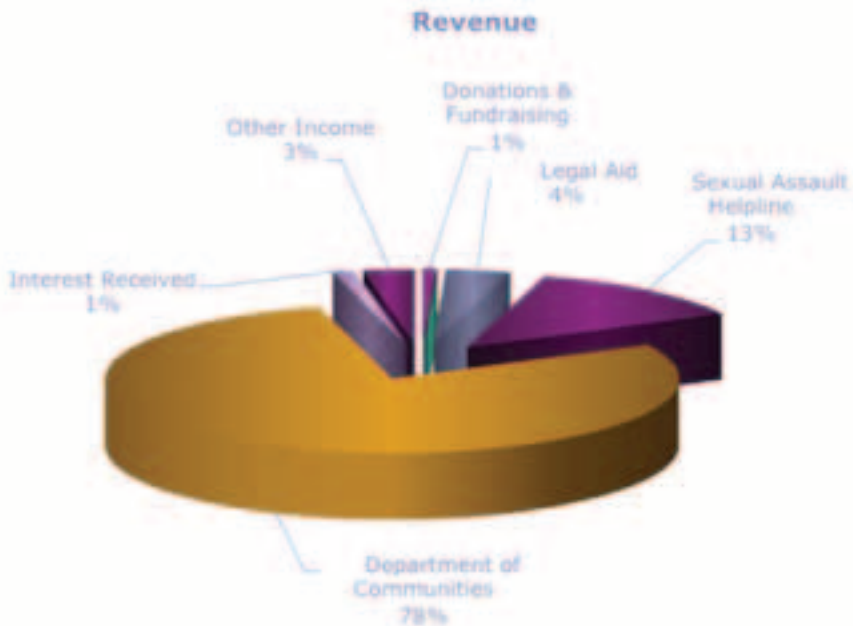


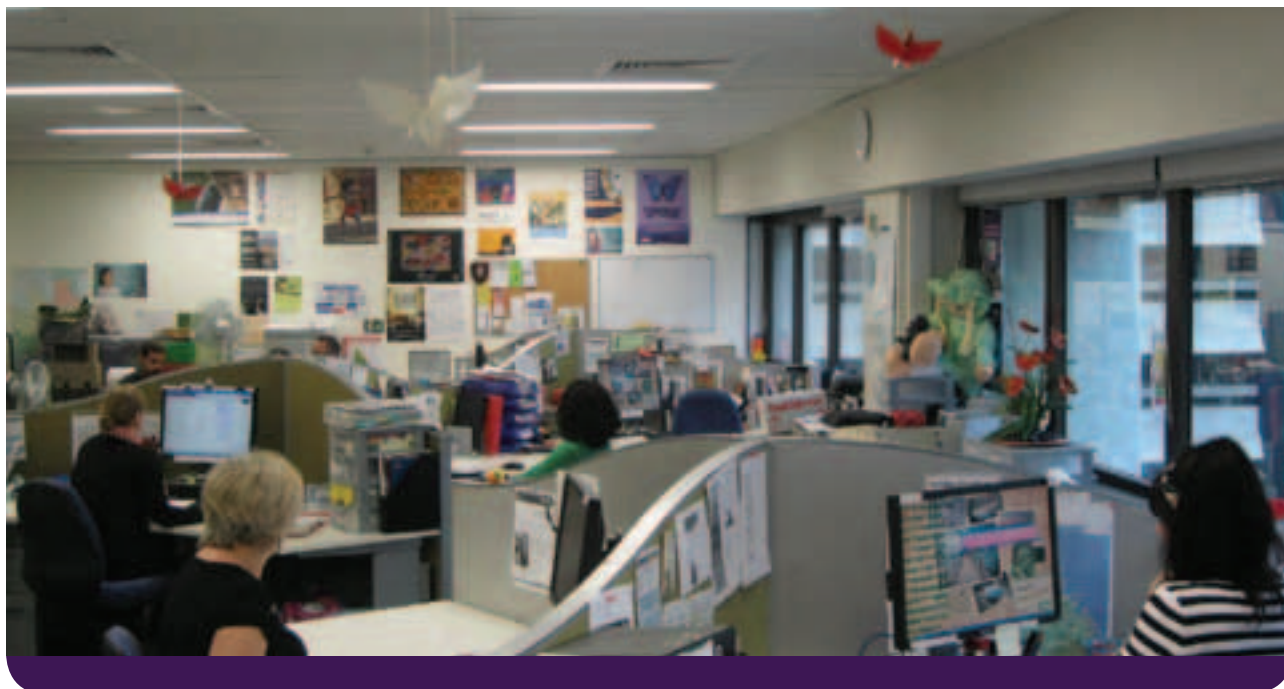
Income Statement**2012 (\$)****2011 (\$)**

Revenue		
Donations & Fundraising	22,005	15,230
Funding Income		
Legal Aid	114,860	108,780
Sexual Assault Helpline	408,088	394,500
Department of Communities	2,448,282	2,124,158
Interest Received	37,823	32,193
Other Income	90,515	77,615
Total Revenue	3,121,573	2,752,476
Expenditure		
Administrative Expenses	112,735	108,745
Property Expenses	159,523	147,167
Depreciation	211	146
Employment & Contract Expenses	2,341,343	2,118,380
Client Related Expenses	373,262	340,406
Other Expenses	76,733	61,828
Total Expenses	3,063,807	2,776,672
Surplus	57,766	- 24,196

**Balance Sheet****2012 (\$)****2011 (\$)**

Assets		
Current Assets		
- Cash and cash equivalents	862,716	687,387
- Trade and other receivables	8,563	88
- Other assests	580	6,660
Total Current Assets	871,859	694,135
Non-Current Assets		
- Property, plant and equipment	2,112	1,812
Total Non-Current Assets	2,112	1,812
Total Assets	873,971	695,947
LIABILITIES		
Current Liabilities		
-Trade and other payables	259,484	209,613
- Provision for Annual Leave	126,584	107,131
- Other	33,194	9,801
Total Current Liabilities	419,262	326,545
Non-Current Liabilities		
Provision for Long Service Leave	75,488	47,947
Total Non-Current Liabilities	75,488	47,947
Total Liabilities	494,750	374,492
Net Assets	379,221	321,455
EQUITY		
Accumulated surplus	86,541	28,775
General reserve	292,680	292,680
Total Equity	379,221	321,455





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

