



2014-15 ANNUAL REPORT



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DVConnect - In brief...

DVConnect is the 24/7 state-wide crisis telephone response service for people experiencing domestic and family violence.

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

DVConnect Womensline received over 63,955 calls last year and assisted more than 11,480 women and children to immediate safety throughout the state.

Through our Pets in Crisis program we were able to assist a further group of women and children, constrained by the fear that their pets would become victims if left behind, by offering emergency shelter for 154 pets. This is an average of around 12 pets per month.

DVConnect also helped 7,360 men via our Mensline last year. In addition Mensline also provided face to face court assistance to a further 1880 men who attended one of five magistrate courts, in and around Brisbane, in relation to domestic violence protection orders. Mensline also provided court assistance to a further 220 men from other parts of the state by telephone.

DVConnect also provides the State-wide Sexual Assault Helpline which received 3073 women and men in relation to recent and past sexual assaults including institutional abuse.





*‘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’*

(ABS 2006)

A Message from the Chair of the Board

It is again my privilege to present to you our Annual Report for 2014-15. Each year we hope for a reduction in the need for our services, but unfortunately, our call centre continues to receive an increasing number of calls each month.

Recent events have seen public awareness of domestic and family violence in the community higher than ever before. As a result, DVConnect has also experienced unprecedented exposure in the media. Sadly, this exposure has meant a significant increase in the calls received by our counsellors.

DVConnect has taken over 74,000 calls this year, with numbers increasing dramatically from October 2014. We continue to struggle to find sufficient refuge placements to house these women and children seeking our help, with up to 30 women and their children housed in motels across the State on any given night.

The release of the "Not Now, Not Ever" Report in February 2015 has seen some 140 recommendations in improving sector processes, our community attitude to, and support of victims of domestic and family violence. It is hoped each and every one of these recommendations is implemented quickly. In the interim, we have continued to be supported by Department of Communities, Department of Justice and Attorney-General, and more recently the Premier's Department in providing extra funding to assist in ensuring we continue to provide much needed support to the increasing demands on our services.

The Board of DVConnect continues to play a strategic role in supporting our CEO and management team. In 2015 we appointed three new Board members to complement the experience and knowledge of the existing Board. Our focus is on steering the organisation to excel in corporate governance, and to maintain our ongoing commitment to provide a "seamless passage from violence to safety". The depth of experience of our current Board members will ensure the focus is on supporting our management team to achieve our mission.

The Board is also cognisant of the need to supplement funding received by the various Government departments, and we, along with the management team continue to explore other avenues of income streams. DVTrainingConnect provides tailor-made seminars in identifying domestic and family violence. These seminars continue to be supported by both the public and private sector, with each seminar fully booked. We see DVTrainingConnect as a long-term strategy to not only educate the business sector, but to also supplement the funding we receive.

I would like to thank the Board members for their continued support throughout the year. At times, some have donated many hours of their time to ensure DVConnect excels in Corporate Governance issues. To the DVConnect team headed by our CEO Ms Diane Mangan, I applaud your tenacity, passion and drive that continues to soar to new heights. Your dedication to ensuring each and every woman who calls our crisis line is provided with the help and support they need, is relentless. I am heartened by the never-ending energy and cohesion shown by all the team each time I visit. A huge thank you to each and every one of the team. Because of you, we have been able to help many women and children flee to safety.

I would also like to acknowledge the financial support of Department of Communities, Department of Justice and Attorney-General, the Premier's Department, RSCPA, CWA, Queensland Rail and our many silent donors. Without your funding and donations we could not provide this much needed service to the community.

Michelle Farr





Our Mission - Be heard - be safe

To enable the seamless passage from violence to safety.

Our Vision - Be heard - be safe

A Queensland free from domestic, family and sexual violence.

Message from the CEO

DVConnect operates the busiest statewide domestic and family violence crisis line in Australia and last year it became significantly busier. Like any other year, DVConnect provided support to thousands of people who were living with domestic and family violence throughout the state. We have always had a high demand for our support but in October 2014 there was an almost overnight spike in calls to DVConnect, particularly Womensline. Womensline went from receiving 100-150 calls a day to 200-250 calls a day with some days reaching into 300. This came so suddenly that we were completely unprepared to meet this increased relentless demand. The DVConnect board made the decision to recruit more staff which was done immediately using all available resources to support this decision. The department subsequently provided extra funding to help us maintain this extra staffing level, at least, for the next two years. The surge in calls has maintained its momentum and we firmly believe that we have reached a new normal in demand for the service. This just means that more and more people know about DVConnect and that there is help out there for them and it is important for the service to be as accessible as we can to those who need our help. However, this is not all that can or should be done to meet this societal scourge.

The Chair mentioned the Bryce Taskforce recommendations and the attention paid to them by both government and media. All of this allows for the spotlight to begin to be on addressing the root cause of domestic violence and hopefully the targeting of this cause. Historically, the community has tolerated the presence of domestic violence without even knowing that it had a name but ever since it was labelled in the UK parliament in the 1970s its days of anonymity and acceptance were under threat albeit slowly. In the past 20 years there have been two comprehensive studies (Access Economics and KPMG) commissioned by the federal government to look

at the cost of domestic violence to the country. What they have showed is that the financial cost to the Australian community is \$15 billion with around \$3 billion of that being in Queensland alone. Knowing how much of an impact domestic violence has on the community gives us permission to have an opinion about it because not only is the community bearing the financial burden of it but we are also working and living with the social impacts of this so called private family matter. We can continue to meet the impact of this violence at the bottom of the cliff in which case we will keep expanding the need for this response or we can be quite targeted in our prevention and embrace zero tolerance for it at the top of the cliff.

The Taskforce Report has further reignited the discussion and debate about what domestic violence is and those of us in the sector are both pleased for the public debate but also dismayed at the level of confusion about what constitutes domestic violence. If we are not clear then it is impossible to accurately target the cause of it. Domestic violence is where a person lives in fear of the person they are in an intimate relationship with and it doesn't matter which way you look at, it is women and children who are overwhelmingly the victims of it.

To maintain the level of response we have to provide to the many more families in crisis because of violence I would like to acknowledge the partnership DVConnect has with the Department of Communities for the core funding of this vital service. I would also like to acknowledge the Department of Justice and Attorney-General for the funding of our Mensline court assistance program, a program that complements and supports the core work of family safety that underscores the purpose for our existence.

Diane Mangan



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.

Last year the three crisis lines of DVConnect responded to over 74,384 incoming calls (this is an increase of 10,000 calls from last year) for assistance from people all over the state because of domestic violence, family violence or sexual assault.





Womensline

DVConnect Womensline is the 24/7 crisis response service for domestic and family violence throughout the state and responded to 63,955 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. On average every month 500 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 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 more than 7,816 outgoing calls a month last year.

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 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.



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 over 9,192 women and children throughout the state. Around 8,229 women and children were transported to safety including 105 air flights (around one flight every three days) 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, the Gulf 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:

- 66% were Anglo Australian;
- 9% were Aboriginal and/or Torres Strait Islander – but this rose to 21% of those needing immediate assistance to leave the violence at home;
- 16% were non Australians but from an English speaking country.
- 9% were from a Non English Speaking Background (NESB) but this increased to 10% for those that required crisis intervention. Of requiring crisis intervention 22% also needed an interpreter.

Languages most requiring the Telephone Interpreter Service are:

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.



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 9,220 Queensland men either by phone via the Mensline helpline or in person at one of the five 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 five 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 more than 2,070 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. 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 over 2,800 police referrals via SupportLink this year. These referrals involve 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.

Case Study 1

'Worker spoke with a Jeremy (not his real name) who is the respondent to an application for a Domestic Violence Order (DVO). After talking to Jeremy about the application he began to see his abusive behaviour in the relationship and the impact it had had on his partner. Jeremy said that he would consent to the DVO and needed face to face counselling. and would follow up with Mensline.'

Case Study 2

Mensline worker spoke with a 28 year old man at Court. He had 3 children under 5. He was distressed and angry and said that his wife and children had left him a few days earlier. He said that she is probably suffering from post-natal depression or some other mental illness. At first he was in deniable that there was any domestic violence but after I explained what domestic violence he did acknowledge that he had been controlling and was aware that her partner was afraid of him. He also acknowledged how his behaviour could impact the children. He accepted that he should attend a behaviour change program and was invited to contact Mensline for further support.'

Homeless Persons Information Queensland (HPIQ)

For the past seven 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 have been 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 phone call back to HPIQ the following day. Mensline assisted 498 homeless adults and their children throughout the state via HPIQ referrals every year.

Homeless Connect

Twice a year Brisbane City Council brings together community and government organisations as well as "hands on" services such as massages, haircuts, podiatry and optometry visits to provide direct support for the homeless people living in the inner Brisbane area. A free breakfast and lunch is also served and the DVConnect stall is always in hot demand with counselling sessions by our Mensline and Womensline staff, often occurring on the spot.



Sexual Assault Helpline

DVConnect provides counselling on the Sexual Assault Helpline and this year we assisted 3,073 women, men and young people. Last year, calls relating to sexual abuse in childhood accounted for 606 of the calls with the remaining calls coming from victims 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.

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

DVTrainingConnect

DVTrainingConnect has spent a busy year developing and delivering interactive workshops. The focus of the information has always been on safety but our central component of these training sit in the discussion on “why doesn’t he change” rather than “why doesn’t she leave”.

We have delivered six in house training events over the course of 2015 and attracted participants from multiple sectors who have overwhelmingly benefited from the training, stating that they enjoyed the interactive aspect of engaging deeply with concepts and constructs that are often a challenge to conceptualize. We have travelled to Cooktown to provide a 2 day training package for a cross section of workers.

We have also delivered short educational and awareness raising presentations to audiences such as JP’s, Social Work Students, Lawyers and Judges, first year Police Constables and Trade Union Members.

Mark Walters, our Mensline Coordinator has also been involved in delivering a masterclass for working with men in collaboration with the Centre for Domestic and Family Violence Research (CDFVR) in Mackay and a New Zealand academic called Andrew Frost.

We designed and delivered a webinar on telephone counselling for the CDFVR for regional and remote services on - Thursday Island, Murgon and Rockhampton.

Mark also designed and delivered another professional development webinar called The Language of Accountability for which there were 105 registrations. This is also recorded and available on the CDFVR webpage.

Plans are underway for a full calendar for next year with new content offerings and new mediums of engagement.



Feedback on our training recieved in August 2014:

- Insight into the journey of a victim of Domestic Violence
- Greater understanding of risk factors
- Emphasised systems abuse – more application
- Ability to recognise less obvious indicators of Domestic Violence
- Knowledge of how to tease out further information in order to “make a plan”
- The importance of keeping safety as highest priority
- Self-care techniques
- Good reflection on how the sector is responding to Domestic & Family Violence
- More insight on perpetrators
- Gaining an understanding of the internal processes of victims and perpetrators of violence
- Forms of abuse and safety procedures
- Using the safe words when talking to clients
- Better understanding of the role of DVConnect



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.

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.

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

RSPCA Qld continues to provide animal boarding and health care, for a nominal fee, for individuals fleeing domestic violence. The aim of the program is to reunite owners with their pets after the initial upheaval and family stress has passed.

Almost 122 animals came into the program, referred by the state's leading domestic violence support organisation, DV Connect. This figure included 47 cats and 70 dogs.

With clients owning approximately 1.7 animals each, that's 72 individuals and families who benefited from the program.

Throughout the state we provided over 4100 days of care, with each animal staying for in the program for an average of 34 days. 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.

In addition DVConnect assisted an addition 32 Families with pets in crisis related services.

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:-

- Red Rose Rallies which are called every time a person (mainly women) dies because of domestic and family violence in Queensland
- 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

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 is circulated by DVRAG.

2015 has been a particularly horrific year for domestic and family violence murders. Queensland has seen the deaths of twelve women, two men, one child and two unborn babies. All died at the hands of men. 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, Red Rose Rally Facebook page and RRR Twitter. Everyone is welcome to attend. These are silent rallies as a mark of respect for the victim and support for family and friends



Candle Lighting Ceremony

6pm on 6th May 2015 Candle Lighting vigils were held all over the country to remember those who had died as a result of domestic or family violence. This year was the 10th anniversary of these synchronized vigils that began in Queensland, with the other states coming on board in 2010. In 2015 this was truly a national event. It is at these vigils that many family and friends of those who have died find the support that is especially for them and this cannot be understated.

It is the aim of the sector throughout the country to continue increasing the awareness of and attendance at these vigils every year until they become a significant part of the national conscience. This year in Brisbane the vigil at Southbank was attended by Dame Quentin Bryce, Premier Anastacia Palaszczuk, Leader of the Opposition Laurence Springborg, Police Commissioner Ian Stewart, Federal Attorney General Opposition Spokesman Graham Perrett and was emceed by Sofie Formica. For the families, Helen, Sonia and Bonnie spoke about the pain of their losses to

domestic violence before a large crowd and media. This was their night and they took the opportunity to take the gathering to a place of silence and sober reflection of the everyday reality for many families throughout Queensland.

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.

At the conclusion of the Southbank vigil, Rob Reid from Minter Ellison started the CEO Challenge Darkness to Daylight run in honour of those who have died as a result of domestic and family violence. The images from the vigil and run are courtesy of CEO Challenge.



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.

A specific area of interest in recent times has been Far North Queensland and Torres Strait Islands because of the high number of requests from women from the region for assistance to get to safety.

Longreach Leadership Forum

DVConnect was successful in our application for one-off funding from the Department of Communities to provide awareness raising activities during Domestic and Family Violence Prevention Month in May. DVConnect Mensline Coordinator Mark Walters and Womensline Coordinator, Dayle Marino travelled to Longreach and facilitated a Leadership Forum on the 4th May 2015 titled "Domestic and Family Violence: Making Our Community Safer for Families". The forum was well attended and included participants from Child Safety, Legal Aid Qld, Red Cross, Anglicare and a range of other local community services. It was an interactive forum with robust discussions, analysis and a shared commitment to developing a whole of community response to domestic and family violence in the Longreach region. We would like to acknowledge and thank Anglicare Central Queensland, in particular Grace Thomson, for hosting this event.



Annual Indigenous Forum - Mackay

Every year in May, DVConnect sends at least 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 state-wide reach of our service delivery we want to make contact with as many services and workers as we can throughout the state.





ENDING VIOLENCE AGAINST WOMEN QUEENSLAND INC.

*Peak body for Sexual Violence, Women's Health and
Domestic Violence Services*

The Ending Violence against Women Queensland Peak Body provides a representative and united voice for Queensland women and children affected by gender-based violence, and the individuals and service agencies that provide specialist support.

EVAWQ believe that:

- Violence against women and children is a human rights violation
- Women and children are entitled to a safety response from the community



DVConnect has played an instrumental role in progressing the work of EVAWQ, and as the auspicing agency has provided financial support and resources for the secretariat role as well as other in-kind support.

This year saw tremendous progress on the work of the Peak. After the efforts of the 2013/14 the Peak has managed to progress full steam ahead with the following achievements for the 2014/15.

July 2014 – September 2014

- Secured pro bono legal assistance from Tress Cox to assist in the establishment of the peak as an Associated Incorporation
- Development of EVAWQ website
- First e-news of EVAWQ distributed



November 2014

- EVAWQ submission to the Special Taskforce on Domestic and Family Violence
- Second e-news distributed

January/February 2015

- EVAWQ logo developed
- First Inaugural meeting of EVAWQ with a total of 41 participants representing 29 services.

April/May 2015

- Third e-news distributed
- EVAWQ introduction letter sent out to all Member of Parliament
- Meetings with various members of Parliament
- Advocacy letters in relation to the misogynist public advertising of Wicked Campers

[http://www.violenceagainstwomenqld.com.au/
Evawq@dvconnect.org](http://www.violenceagainstwomenqld.com.au/Evawq@dvconnect.org)

THE STEERING COMMITTEE

Brisbane Rape and Incest Survivors Support Service	Logan Women's Health & Wellbeing Centre Inc.
Caboolture Regional Domestic Violence Service	Mary and Martha's Women's Refuge
Cairns Regional Domestic Violence Service	Madonna House
Centre for Domestic and Family Violence Research	North Queensland Domestic Violence Resource Service
Children by Choice	Sera's Women's Shelter
Domestic Violence Resource Service (Mackay and Region)	Sisters Inside
DVConnect	Working Against Violence Support Service
Immigrant Women's Support Service	Women's House
Lena Passi Shelter	Zig Zag Young Women's Resource Centre Inc.

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 and the Department of Justice and Attorney General.

Michelle Farr – Director / Chair / Audit, Risk & Finance Committee member

Michelle Farr is a certified practising accountant with over 20 years' experience in the small business and not-for-profit sectors. She has owned her own practice since August 2003, and continues to provide business advice to many long-term clients.

Michelle's qualifications include Fellow Certified Practising Accountant, member of the National Tax and Accountant's Association, member of Australian Institute of Company Directors (MAICD), and is a registered Tax Agent. Michelle has a Business Degree from Griffith University (Accounting) and is a Commissioner for Declarations. She has completed her Diploma of Financial Planning, and is a CPA accredited Self-Managed Superannuation Fund specialist.

Michelle has been involved in business growth advice, business planning, structuring, tax minimisation strategies, superannuation, capital gains implications, human resource management, compilation and implementation of policy manuals and procedure manuals as well as typical accounting duties for her many clients across numerous industries.

Her passion for community involvement has seen Michelle actively involved in various community committees over the years, including CPA Australia, Business Women Incorporated, and many school Parents and Friends Associations. Whilst in these roles, Michelle has successfully established a community not-for-profit kindergarten, and restructured a school canteen into a profitable business for a local private school on the Gold Coast.

Michelle is registered as an authorised consultant with the Department of Employment, Economic Development and Innovation to provide business advice to clients in receipt of government grants. She also regularly consults with clients to assist in obtaining such government grants for business development, and more recently flood recovery.

Linda Dreghorn – Director / Secretary/Audit, Risk and Finance committee Member

The Company Secretary is Linda Dreghorn who was appointed as Company Secretary on 22 February 2005. Linda was also appointed as a director on 20 July 2010.

Ms Dreghorn is also currently Company Secretary for Green Cross Australia and a Policy Manager 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., Co-ordinator of Due Diligence for SunWater's acquisition of major water infrastructure and Lecturer in Law at the Queensland University of Technology.

Ms Dreghorn has a Bachelor of Arts and a Bachelor of Laws from the University of Queensland and a Graduate Diploma in Company Secretarial Studies. She practised as a solicitor in Queensland for over 20 years.

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.



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.

Elissa Farrow – Director Audit, Risk & Finance Committee Chair

Elissa Farrow has extensive experience in defining strategy and implementing it successfully. Elissa runs a successful training and consultancy business in Brisbane and has supported many organisations in private, public and community to successfully deliver customer and client value. Elissa has practically managed programs and projects for the last 12 years. She has also been an organisational change manager on a number of large government reforms. Elissa has delivered key governance documents such as strategic plans, performance frameworks and reports. She has reviewed governance arrangements at corporate and strategy delivery levels and provided program and project assurance and benefit reviews.

Elissa is experienced in providing training, mentoring and coaching in the areas of project management, program management, executive and team coaching and personality profiling. Elissa manages her own business About Your Transition and is a registered trainer of PRINCE2 and holds Certificate IV in Training and Assessment as well

as PROSCI, Myers Briggs Type Instrument and Team Management System certification and facilitation.

Elissa has formal academic and industry qualifications in social science, management, program, project, portfolio and change management amongst other certifications.

Wilhelmus Kerkhof - Director

Will Kerkhof is an experienced transformational leader with over 28 years' experience in not-for-profit, public and private sector organization. Will works with MDA Ltd (previously Multicultural Development Association) to enhance the data management and reporting capability of this organisation that focusses on achieving the best settlement outcomes for clients and works to actively promote multiculturalism. As a previous Chief executive officer of three not-for-profit organisations in health and housing context, he brings a wide range of knowledge, skills and experience to support the important work DVConnect Limited is undertaking. Will is married with two young children aged 5 and 7.

Natalie Ewin Director/Audit Risk and Finance committee member

Natalie has 12 years' experience in project management in the government and non-government sectors. Natalie 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.

She also 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. She has particular interests in portfolio analysis, program management, business planning, performance management and innovating for business sustainability.

Lydia Mudryj Director

Lydia is an experienced trans-Tasman lawyer, commercial litigator and manager, with over 25 years working in the legal jurisdictions of New Zealand, Australia and the Pacific region. She was a partner of a national firm in New Zealand and more recently the head of litigation for a Gold Coast law firm. She is also qualified to teach English as a second language and has a Certificate IV in training and assessment. She has over 20 years' experience teaching many components of the law to lawyers, legal clerks, students and clients through oral presentations and in the provision of written work in NZ and Australia.

In particular, Lydia's skill competencies include managing and advising on high level corporate litigation strategies for clients across a diverse range of industries, advising clients in the banking and finance industries and representing professional indemnity insurers in Australia and New Zealand. She also has extensive experience in various dispute resolution forums including arbitration, mediation and litigation, and advises businesses on corporate governance, risk management strategies, competition and trade practices.

Most recently Lydia has become involved in teaching English as a second language, on a voluntary basis, to foreign students/new migrants on the Gold Coast and also contributes her time, as a committee member to a not for profit association, Business Women Incorporated.

Shaan Ross-Smith Director

Shaan Ross has performed in managerial roles within Queensland Corrective Services (QCS) and the Department of Justice and Attorney General for a period of over 13 years, across a comprehensive range of positions including Regional Programs and Training Officer, Probation and Parole Officer, Supervisor and Assessment Unit Officer. More recently Shaan accepted an opportunity to work with the Domestic Violence Prevention Centre as the Integrated Response Manager. This role required the collaboration of significant Government and non-Government providers to coordinate the management of high risk domestic violence matters. Shaan credits this diverse experience as providing her with a rich professional perspective of the criminal justice system and its interface within the broader community.

Since returning to Queensland Corrective Services, Shaan has acted in the role of Director, Offender Rehabilitation and Management Services, overseeing three distinct portfolios, namely Offender Intervention, Offender Management and Education and Re-entry. Most recently Shaan has

undertaken a review of internal processes related to Domestic Violence across Queensland Corrective Services before returning to her substantive position as District Manager within Probation and Parole.

Shaan holds a degree and postgraduate degree in Psychology through Griffith and Bond Universities. She is a guest lecturer at both QUT and Bond University on the topic of ending domestic violence.

Glenn Sweeny Director

Glenn is General Manager at Qscan Radiology Clinics. He previously worked for Stellar Asia Pacific as Group General Manager Operations (Bigpond), Trading Post and APN News & Media in finance, sales and operations roles. Prior to these roles Glenn gained experience in public practice as an accountant.

Glenn has a Bachelor of Business (Accountancy) from Charles Sturt University – Albury NSW. He is also a member of the Australian Institute of Company Directors.

Patricia Davis Director

Tricia Davis is a strategy, marketing and business improvement professional with over 19 years of senior experience across commercial and not for profit organisations.

Following a career foundation as a Physiotherapist Tricia held senior management roles across government and commercial sectors including pivotal roles during the deregulation of Australia and Queensland's telecommunication and energy sectors. Past senior commercial roles include National Multimedia Sales and Marketing Manager (Optus), Queensland Sales and Installation Manager (Optus), Group Product Manager, Telecommunications (Energex), National Channel Manager - energy and non-energy products (Energex) and Health and Safety Manager (The Queensland University of Technology).

In 2003 Tricia established SANDBOX, a quality assured agency that delivers program design, management and evaluation, strategic planning and marketing services. Here Tricia leverages her commercial experience to assist not for profit and government organisations to grow, thrive and navigate transformative change. Through SANDBOX Tricia has led some of Queensland and Australia's largest and innovative government and not for profit community service programs and their evaluations.

Tricia is a former Chairperson of Family Planning Queensland, Director of Sexual and Reproductive Health and Family Planning Australia and Director at Womensport Qld.

Tricia is a Fellow of the Australian Institute of Company Directors and Fellow Certified Practising Marketer of the Australian Institute of Marketing.

Sector networks

Sector Network Meetings

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

Queensland's Women's Sector Peak

DFVCLAN (Domestic and Family Violence Crisis Lines of Australia) CEO attended the annual meeting in Canberra

CWRG (Combined Women's Refuge Group: Southeast Queensland, Central Queensland and North Queensland) DVConnect attends the southeast CWRG. 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.

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 is killed because of domestic and family violence.

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.

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. This network 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

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 122 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 many years. The money raised by Queensland Consultants is donated to DVConnect.



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



- Matter Solutions who have donated DVConnect's new website in 2015.



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!

Incoming Work To DVConnect

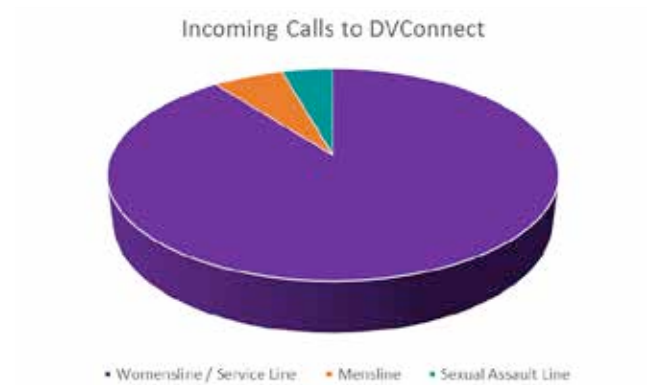
76,701

Incoming Calls

Womensline / Service Line	62,937	
Mensline	4,230	
Sexual Assault Line	3,073	
Total Incoming Calls		70,240

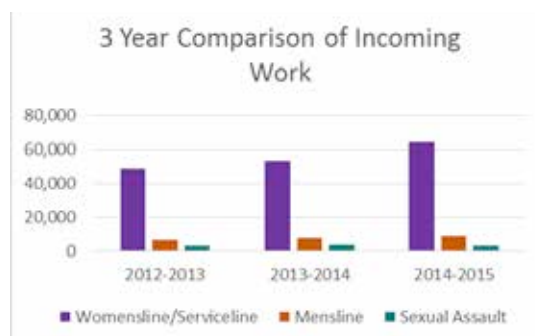
Incoming Referrals

	Womensline	Mensline	
Police	1,018	2,804	
HPIQ (Homeless Persons Information QLD)		322	
Court Support (Face to Face)	453	1,864	
Total Incoming Referrals			6,461



3 Year Comparison of Incoming Work

Line	2012-2013	2013-2014	2014-2015
Womensline/Service Line	48,544	53,313	64,408
Mensline	6,516	7,558	9,220
Sexual Assault	3,135	3,433	3,073
Total	58,195	64,304	76,701



Womensline Service Provision

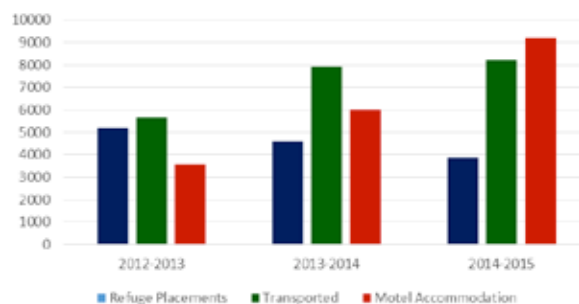
75% of callers were provided with information and or safety planning.

25% of callers were provided with crisis intervention outcome

101,844 outgoing calls were made for safety arrangements

Crisis Services Provided	Total
Refuge Placements	
Women	1,389
Children	2,501
Total	3,890
Transported	
Women	3,799
Children	4,430
Total	8,229
Motel Accommodation	
Women	3,701
Children	5,491
Total	9,192

3 Year Comparison of Crisis Service Provision



Pets In Crisis Programme:

181 pets were provided with safe accommodation.

Mensline

New Intakes	7,521
Counselling	2488
Information, Referral	2939
Crisis Intervention	24
Court Support by Phone	206
Court Support in person	1,864

Intakes

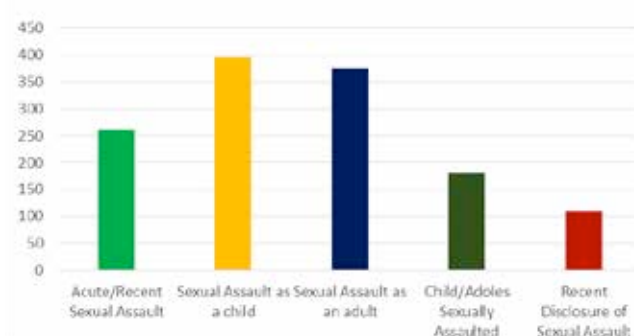


- Counselling
- Information, Referral
- Crisis Intervention
- Court Support by Phone
- Court Support in person

Sexual Assault Line

Presenting Issue	Total
Acute/Recent Sexual Assault	261
Sexual Assault as a child	396
Sexual Assault as an adult	374
Child/Adoles Sexually Assaulted	180
Recent Disclosure of Sexual Assault	109

Presenting Issue



STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

DVConnect Limited ABN 66 101 186 476

Special Purpose Financial Statements for the organisation for the financial year 2014-2015
were prepared by PKF Lawler Audit

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

INCOME STATEMENT	2015(\$)	2014(\$)
REVENUE	3,538,330	3,231,446
EXPENDITURE		
Administrative Expenses	157,126	140,058
Property Expenses	138,785	157,525
Depreciation	33,794	19,363
Employment & Contract Expenses	2,751,108	2,514,226
Client Related Expenses	592,330	432,818
Other Expenses	62,312	82,288
Profit (loss) before income tax	(197,125)	(114,832)
Income tax expenses	-	-
Profit (loss) for the year	(197,125)	(114,832)
Other comprehensive income	-	-
Total comprehensive income for the year	(197,125)	(114,832)
Total comprehensive income (loss) attributable to members of the entity	(197,125)	(114,832)

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	2015(\$)	2014(\$)
ASSETS		
Current Assets		
- Cash and cash equivalents	522,407	653,748
- Trade & other receivables	79,349	17,085
- Total Current Assets	601,756	670,833
Non-Current assets		
- Trade and other receivables	20,167	20,167
- Property, plant & equipment	82,049	114,360
- Total Non-Current assets	102,216	134,527
Total Assets	703,972	805,360
LIABILITIES		
Current Liabilities		
- Trade & other payables	272,764	229,263
- Provision for annual leave	161,002	120,785
- Other	1,454	3,446
- Total Current Liabilities	435,220	353,494
Non-Current Liabilities		
- Provision for Long Service Leave	118,105	104,094
- Total Non-Current Liabilities	118,105	104,094
Total Liabilities	553,325	457,588
Net Assets	150,647	347,772
EQUITY		
Accumulated surplus	-	(2,228)
General reserve	150,647	350,000
Total Equity	150,647	347,772

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

