


Annual Report

2019/20



"What you do is life changing. I want to thank the person I spoke to on the phone. It is because of you that my kids will have a better life."

"Thank you for this feeling of freedom. I feel like I have a second chance at life. Thank you, thank you, thank you."

"The Womensline service was absolutely brilliant. They did an amazing job helping my granddaughter leave the terrible situation she was in. Thank you."

Contents

Board of Directors	04	Pets In Crisis	21
Message from Shaan - Board Chair	06	Workplace DV Training	21
Message from Beck - CEO	07	Celebrating Our People	22
Our Vision, Mission, Values and Principles	09	Where we receive our funds	24
Our Impact	10	How we spent our funds	24
Womensline	12	Our Partners	28
Sexual Assault Helpline	15	Our Donors	28
Mensline	16	Financial Report	29
Mensline Court Support	19	Statement of Profit or Loss and Other Comprehensive Income	29
1800RESPECT	20	Statement of Financial Position	30

Board of Directors

Shaan Ross-Smith, Chair

Shaan commenced at Griffith University in late 2016 as the Director of the MATE program delivered through Griffith University's Violence Research and Prevention Program. Prior to commencing at Griffith University Shaan spent 16 years working with the Queensland Corrective Services through various managerial and director roles, including Director of Offender Rehabilitation and Management across Queensland. Shaan chose to diversify this experience in 2014 to work with victims/survivors at the Domestic Violence Prevention Centre as the Integrated Response Manager. Shaan did this while continuing to work with perpetrators through a behaviour change program. Shaan is passionate about ending gender-based violence.

Shaan holds post graduate qualifications in Psychology.

Enid Hughes, Deputy Chair

Enid is a strategic thinker and experienced management consultant bringing to the table broad executive capabilities across; business strategy, HR management, project management, brand management, organisational change and information technology. Her experience covers the private, public and not-for-profit sectors. Enid is focused on performance; with a passion for business transformation through technology and organisational change. Enid is an advocate of women at all levels and in all walks of life and is an active mentor.

Enid holds a Master of Business Administration and Bachelor of Applied Science (Computing).

Linda Dreghorn, Secretary

Linda is currently Company Secretary for Green Cross Australia, and Manager, Business Performance – Governance at Arts Queensland. 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.

Linda has a Bachelor of Arts and a Bachelor of Laws from the University of Queensland, a Graduate Diploma in Company Secretarial Studies and is a graduate of the AICD Company Directors' course.

Ben Bjarnesen, Director

Ben is a 2016 Churchill Fellow, who has conducted international research on how Police forces and support services can best respond to domestic violence incidents in LGBTQ+ communities. He is a training facilitator for the Queensland AIDS Council Domestic Violence Awareness Training and is involved with various other not for profit organisations. Ben is a guest lecturer and key note speaker both internationally and across Australia on the topic of domestic violence in LGBTQ+ communities. He is a member of the Queensland Government's LGBTQ+ Roundtable. Ben is an operational Police officer and has served in metropolitan Brisbane and outback Queensland. Ben spearheaded the development and implementation of the community support group, "Anything but Straight" in Roma. Ben was nominated for the Young Australian of the Year Award for this initiative. Ben is the Regional Coordinator (Brisbane Region) of the Queensland Police Service LGBTQ+ Liaison Officer Program and in 2017 was named as one of the top 50 most influential and inspiring LGBTQ+ Australians by Cosmopolitan Magazine.

Ben is the founder of the LGBTQ+ Domestic Violence Awareness Day. Ben holds a Diploma of Public Safety (Policing), as well as Certificate III Security Operations.

Glenn Henderson, Director

(Audit, Risk and Finance Committee Chair)

Glenn Henderson is a Chartered Accountant with over 25 years experience in commerce (both private and ASX listed), government organisations and the accounting profession.

Glenn's qualifications include Chartered Account (AU/NZ) and he has a Business Accounting Degree from QUT. He has worked predominantly in senior financial management positions in the services industry and has been involved in growing businesses both organically and through acquisition.

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 & Torres Strait Islander Community Elders and Chair of Murrigunyah (Aboriginal & Torres Strait Islanders for Women, a Sexual Assault service), and a Director of Youth & Family Service (YFS). Heather works as an Indigenous Cultural Consultant to a team of clinicians for the Child & Youth Mental Health Service (CYMHS) of Queensland Health. Heather holds a Bachelor of Social Work, Certificate IV in Indigenous Leadership and a Diploma of Community Services.

Resigned 18 November 2019.

Muna Ibrahim, Director

Muna Ibrahim is currently working as Disability Services Manager as well as Coordinator of Community Action for Multicultural Society (CAMS). She has been with Islamic Women's Association of Australia (IWAA) since 1992 in various roles: volunteer Treasurer on Board of Management Committee, became employed as Settlement Officer in 1995 (10 years) but at the same time job shared coordination of disability services (two years), Home and Community Care Coordinator (seven years), Coordinator of Aged Care for people with Dementia project (one year). Muna was Office Coordinator for four years until 2011 and this role included human resource coordination, workplace health and safety officer and newsletter editor. She was also involved as researcher into domestic and family violence in the Arabic speaking Muslim Community (two different projects), presenting information sessions and cross cultural training to organisations, hospital, schools. Muna has volunteered in doorknock appeals for Leukaemia Foundation & Heart Foundations and she is a Justice of the Peace. Muna speaks Arabic, English, Hindi/Urdu and is learning AUSLAN.

Muna holds an Advanced Diploma of Management (HR), as well as an Associate Diploma of Business (Computing).

Matthew Jones, Director

Matthew Jones is a Torres Strait Islander from Darnley Island, he is a Chartered Accountant and is the ninth Indigenous Australian to be accepted as a full member of Chartered Accountants – Australia and New Zealand. He has worked in public practice specialising in reconstruction and recovery as well as in a risk management role for a financier.

Matthew holds a Bachelor of International Business and a Bachelor of Arts Degree from Griffith University and is completing his Masters of Business Administration at the University of Queensland. His focus lies within the small to medium sized business sector concentrating on process improvement and sustainable organisational growth.

Fiona Maxwell, Director

Fiona's career has spanned the non-profit, government and university sectors in Australia and the USA. Prior to becoming CEO of Brisbane Powerhouse, Fiona was Queensland Manager for Philanthropy Australia, establishing the Brisbane office and supporting philanthropists and non-profits alike to grow the sector. Fiona has extensive experience building strong relationships with stakeholders in various industries including the service industry, internet start-up sector and philanthropic sector.

Fiona holds a Bachelor of Arts from Queensland University of Technology, a Masters from the University of New South Wales and recently completed the Executive Program for Non-profit Leaders at Stanford University.

Naomi Meade, Director

Naomi Meade is an employment law and employee relations specialist, with experience in both the public and private sector. Currently, Naomi is a Human Resource Manager at QIC, a government owned investment company. Previously she worked as the Queensland and Northern Territory Manager for employment relations case management at Qantas and as a practicing solicitor in workplace law with Crown Law in the Dept of Justice and Attorney General. She started her legal career as a family law solicitor, working in private practice, at the Women's Legal Service, and at the Family Court of Australia as a Legal Associate in the appellate division.

Naomi holds a Bachelor of Laws (LLB), a Bachelor of Business (BIntBus) Law. She also holds a Graduate Diploma Practical Legal Training, Law.

Leigh Tabrett, Director

Leigh has worked as a secondary teacher, a university administrator and senior public servant, ending her public service career as Deputy Director-General (Arts Queensland) in the Department of Premier and Cabinet. She has served on numerous state and national bodies and has been an advisor to both State and Federal Governments on higher education and on arts and cultural policy. She now works as a company director and business coach. She is Chair of Bleached Arts Ltd, which delivers the Bleach Festival on the Gold Coast, Deputy Chair of the Queensland Performing Arts Trust and a Director of the Community Services Industry Alliance. As Chair of One Mind Ltd, she worked to develop the WOW (Women of the World) Festival in Australia and the Pacific, including staging the Festival as part of the cultural program for the 2018 Commonwealth Games.

Resigned 25 January 2020



Message from Shaan

BOARD CHAIR

I wanted to start my report as the Chair of the Board with the words "What a year"... However that seems to have become one of the most used phrases of 2020 - and upon hearing it, the masses roll their eyes knowingly, and everyone assumes we are talking about COVID-19. And, yet, I'm not. I was referring to the other global pandemic, that doesn't get even a speck of the same attention that we collectively gave COVID-19. The pandemic that continues to disproportionately affect women and their children - and even more so when it combines with the COVID-19 pandemic. The pandemic that keeps our incredible staff's phones ringing 24/7 and their minds occupied constantly.

I know just how hard our staff have all worked this year, that goes without saying. Amidst yet more high-profile incidents of domestic violence that instantly shine a spotlight on the important work that they do, amidst unforeseen logistical challenges and amidst what I can imagine was their own heightened concerns, they delivered without even a whisper of impossibility. They rose to the occasion, because the safety of women experiencing domestic and/or sexual violence is always front of mind. They devote their careers to ensuring other people's safety. They are the often 'out of sight' front line workers, the ones who have held such challenging conversations during their shift, that had the potential to save and did save lives - and for some they took these conversations in to their own homes - their own safe spaces - knowing better than anyone that for many home is not safe at all.

They do it without the need for accolades and yet, those accolades have kept coming. Thank you.

The year had many highlights, some of which were:

In July 2019 we appointed our exceptional CEO Beck O'Connor. We would like to thank Beck for her unwavering passion, energy and support throughout this year, her first year as our CEO and look forward to building on our organisational capabilities together.

DVConnect were officially handed the keys to Bella's Sanctuary from Halycon and Mirvac and while our

relationship with those two exceptional organisations will continue to thrive, we were also excited to commence supporting women and their children with this purpose built, safe place to call home. The official launch in August gained media attention for all the right reasons. This was a Queensland first and hopefully, a first of many sustainable housing solutions for women and their children.

QSuper provided us with a further three years of support. Their commitment to ending violence against women through supporting our organisation speaks directly to their integrity and we are very grateful for them. It also speaks to DVConnect's ability to delivery on our promises and continuously meet stakeholder expectations.

In January 2020, DVConnect was successfully nominated as the Queensland Lead to partner with the AIDS Council of NSW (ACON) to help expand their Say it Out Loud LGBTQ+ healthy relationships program. This is an exciting new chapter for DVConnect as we seek ways to ensure everyone feels safe and comfortable connecting with our service and that we do not leave anyone behind.

We all know what happened in March. Globally we responded to COVID-19. Our 1800RESPECT and Crisis teams rapidly deployed to work from home and, as noted, above did so with a commitment to maintain exceptional service delivery.

So, here we are, another year down and so many incredibly valuable lessons learned. What we have learned this year will enable us to continually evolve and pivot to meet the demands of the people who desperately need us.

We have a renewed resolve to provide this service in innovative, dynamic ways, with a view to changing the landscape and preventing violence against women in Queensland and beyond.



Message from Beck

CEO

While no one could have predicted the magnitude of events that have occurred during 2019/2020, we have long since known the increase in prevalence of domestic, family and sexual violence during and immediately following natural disasters. With some of the most severe and prolonged bushfires in Australia's modern history and a global health event devastating the world on an unparalleled scale, this year has been an extraordinarily dangerous time for people living with or in fear of violence and abuse.

Unfortunately it is a long way from being over yet with pressures continuing to increase for many families, particularly in homes where violence already exists, who continue to endure financial hardship and unemployment, housing insecurity, complex physical and psychological health impacts and other effects of prolonged social isolation.

The measures also taken this year to tackle COVID-19 have seen day-to-day life altered in a way we have never experienced before. Whilst this has been absolutely necessary from a public health perspective, there have been unintended consequences, particularly for those experiencing domestic and family violence. Restrictions on leaving the family home in an effort to keep people well, had paradoxically also limited the scrutiny of what was happening inside the home, particularly for the safety and well-being of children. Despite this, DVConnect's vigilance has been unwavering and our high response rates held firm.

Over recent years DVConnect has rebuilt its infrastructure and service model to ensure a resilient service, which prepared us remarkably well for the rapid adjustment necessary to support the needs of callers in more innovative ways, ensuring the health and wellbeing of our staff and to continue to create pathways to safety despite significant barriers, such as the almost overnight shutdown of the travel and hospitality industries which we rely upon for emergency transport and safe accommodation.

Conversely, 2020 has had many silver linings. It has forced us all, as individuals, organisations, networks and

governments to think outside the box, to be agile and creative and to find alternatives to problems we may not have otherwise had the willingness, the resources or support to take. We have taken collaboration with problem sharing and solving to new heights, particularly cross sectors, and I have witnessed countless acts of integrity, compassion, accountability, respect and empowerment from the amazing teams of people I get to work with and lead every day.

This has been a unique and rewarding first year for me as a CEO and I would like to thank the Board, the Senior Leadership Team and all the staff for their outstanding contribution throughout the year. I am so incredibly proud to witness the commitment you make every day to improve the lives and safety of people experiencing violence and fear.

While we cannot predict the year ahead, DVConnect's values, strategy and actions position us well to thrive through changing times, to play a role in the nation's recovery and remain focused on our purpose.



Vision

Our vision is for all relationships to be free from domestic, family and sexual violence.

Values

Respect
Safety
Equality
Accountability
Empowerment

Mission

Through collaboration we enable seamless pathways from violence to safety and beyond.

Principles

We operate from a feminist framework and **we acknowledge** that domestic, family and sexual violence is gender based violence, predominantly perpetrated by men against women.

We provide services to support everyone experiencing domestic, family or sexual violence.

We are committed to working collaboratively as part of the broader system, developing innovative services and providing robust governance and organisational sustainability **to deliver on our vision and mission.**



Our Impact

In 2019/20
we received

137,987

contacts from
Queenslanders
needing support
for themselves
or others to work
towards living a life
free from domestic
family and/or
sexual violence.



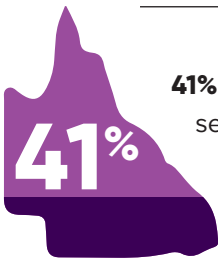
137,987 contacts in 2019-20

(33% increase on previous year) providing support to women, young people and men.



2891 young people

contacted our service.



41% of people accessing our services are from **Regional, Rural & Outer** regional areas across Queensland.

On average, **every** night we provide

15 children safe accommodation away from violence.



in the number of nights we supported **women and children** into emergency accommodation



1616 men using violence

received counselling intervention through our court support program



By providing training to

15 organisations

across Queensland through 2019/20

we are helping to strengthen the recognition, response and support for people experiencing violence in their workplace.

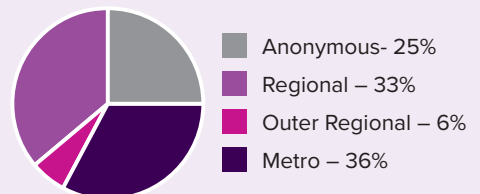


A key priority for DVConnect is to support the work of Queensland emergency responders to domestic violence and sexual assault through direct referral pathways and dedicated phonelines for Police and Ambulance Services.

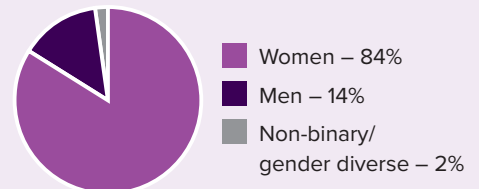
1108 direct calls were supported through the year. Mensline received 21% more online Police referrals compared to the previous year. This was as a result of COVID-19 and directly after the horrific murder of Hannah Clarke and her children Aaliyah, Laianah and Trey in February 2020.

SEXUAL ASSAULT HELPLINE

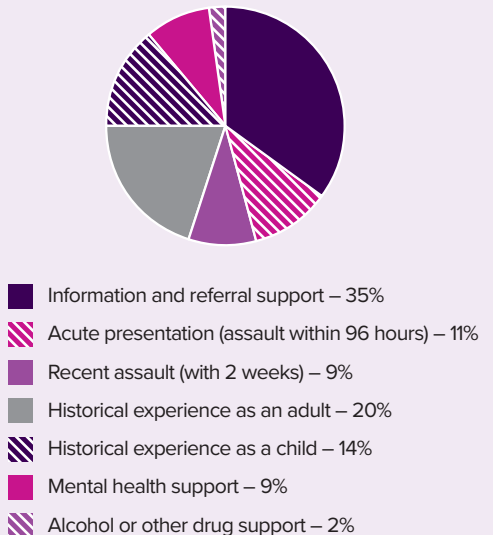
GEOGRAPHY



GENDER



PRIMARY PRESENTING NEED



Womensline

As the state-wide 24/7 domestic and family violence response service, our Womensline team is experienced in working in fast paced environments whilst navigating complex scenarios. Although rapid problem solving is not new to us, as of March 2020, there have been added complexities that we have had to consider and adapt to in order to prioritise the safety of women, children and families who are contacting us around the clock for practical assistance. Responding to crises requires strong partnerships with sister services and agencies working on the ground across our large state, and these partnerships have never been so crucial, nor services more flexible in coming together with DVConnect to adjust to an environment altered by COVID-19.

The Womensline team of Counsellors and Support Workers have endless examples of various incidents where a woman or family has contacted from a location where there was no public transport operating at the time, or perhaps only one bus a week available to provide passage out of the immediate area. In addition to navigating heavily restricted and limited travel options, there has also been town closures, border crossing restrictions, and services moving to a virtual response, and general impacts of COVID-19 on everyday life that our team have worked hard to overcome in order to manage risk and support access to safety. Queensland Police and regional domestic and family violence specialist services as well as Women's Shelters (Refuge) across the state have been instrumental in enabling us to overcome wide ranging hurdles that were highlighted during the height of COVID-19 responses, many of which are still impacting on our communities today.

DVConnect is proud to say that the Womensline remained (and continues to remain) available and accessible during what has been a challenging time in our global and organisational herstory. Over the 2019 – 2020 Financial Year, DVConnect Womensline received 122,484 phone calls from across the State. We supported 8,380 women with a crisis intervention due to domestic and family violence, and provided crisis counselling, support and referrals to a further 13,603 women. Although we know that domestic and family violence is predominantly perpetrated by men against women, we also know that children are frequently overlooked as the invisible victims of violence. Womensline provided necessary practical support in the form of safe emergency accommodation for 5,369 children between July 2019 and June 2020, a significant number of our young people who through no fault of their own were required to leave their home and seek protective measures.

These numbers and figures do not and cannot do justice to the personal experience of every woman and child who has contacted the Womensline for support, nor do these numbers accurately represent how insidious this form of violence is within our community as we know that many families do not report their experience or seek service support. What we can say is that over these last 12 months, DVConnect was contacted by 9,925 women in Queensland who were seeking high security Women's Shelter as a result of serious concerns for their (and where applicable, their children's) safety. Of these 9,925 women, 1,186 women and 1,643 children successfully transitioned to Refuge with the support of the Womensline team.

The stark difference in the number of women seeking Refuge comparative to the number who were then able to access Refuge is a reminder of how far we still have to go as a sector and more broadly as a community.

DVConnect Womensline aim to part of the solution, and we will persist alongside other specialist services in the sector to advocate for women and children to have access to safe Refuge and affordable housing, to be treated with respect and dignity in justice responses, for an increase in perpetrator accountability, and for all Queenslanders who have experienced violence to have their basic human rights met regardless of their cultural and linguistic background, ability, sexual orientation, or socio-economic status.

FORMS OF DOMESTIC AND FAMILY VIOLENCE'

- Psychological / emotional abuse
- Verbal
- Technology abuse
- Stalking
- Spiritual and cultural abuse
- Financial abuse
- Social isolation abuse
- Physical abuse
- Damage to personal property
- Sexual abuse

Victim Survivor Story, Xanthe*

Xanthe* called DVConnect very unsure of what help she could expect from us. Xanthe said that she was a devout Christian and any thought of leaving her husband was so distressing for her to contemplate and was concerned about the type of advice she might receive from someone who is not a Christian. The counsellor was able to assure her that after they talk she would be the one making the decision about her life and that all DVConnect would do is provide her the information she needed, options for her to consider and support around both. Xanthe is typical of many of the women who call DVConnect that don't fit the 'conventional mould' of what many believe is a victim and a perpetrator of domestic violence.

Xanthe is well educated and financially secure and comes from the part of town where it is thought that there is no domestic violence. Xanthe holds a very high level position as a financial advisor for a large firm in town but she is also married to a very highly connected man and

"No one will believe that he could do that to me not even the pastor. He presents so well."

leaving him is not only a frightening prospect because of his terrorizing control of her but also because of the shame she will feel not only within her working and social environment but also her church. She said, "No one will believe that he could do that to me not even the pastor. He presents so well". A safety plan was put in place between the Womensline counsellor and Xanthe and it was left that if she needed further help from us she would call. Three weeks later Xanthe called DVConnect to say that she would be leaving that night and needed our help get her from the property which we did.

**Name and location have been changed to protect our client's identity.*

Victim Survivor Story - Tahnee* & her 4 children

Tahnee* a 19 year old, contacted Womensline with concerns about her safety and the safety of her 4 children, all of whom were under the age of 10 years old. Having fled her house with her children and very limited belongings, Tahnee contacted us from her neighbours home and disclosed that the violence she was experiencing in the house she shared with her partner had escalated since the birth of her youngest child, only three weeks ago.

When Tahnee initially contacted the Womensline, she was highly distressed and she communicated that she was terrified that her partner would come over to the neighbour's house and force her and the children to return to the property. The Womensline counsellor and counsellor support worker were able to work as a team to manage this situation as best they could, by having one person always on the phone with Tahnee whilst the other contacted the local Women's Centre and organised a safe and supportive place for Tahnee and her children to be and receive some face to face counselling and support with the children that was deemed essential for Tahnee at this time. DVConnect organised transport for Tahnee and the children to the local Women's Centre. DVConnect worked closely with the staff at the Women's Centre to ensure that Tahnee didn't have to re-tell her story to various services, and we organised emergency motel accommodation for her and her children. That evening once settled into the motel and when feeling a lot safer,

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

DVConnect has many positive working relationships with partner agencies across Queensland, something that is particularly valuable in remote and regional areas where DVConnect can work with the partner organisations resources and local expertise.

Collaborative relationships with local support services and community groups are essential in situations where women are in need of some basic material aid, face-to-face support or even a comfortable place to sit with a cup of tea and feel safe for a couple of hours.

**Name and location have been changed to protect our client's identity.*

Victim Survivor Story – Lynette*

A Social Worker from a regional hospital contacted the Womensline, seeking assistance for a client who had been a victim of ongoing domestic violence. Lynette was a woman in her late 60's, and she had been experiencing abuse from her husband who was also her Carer. Lynette was financially dependent on her abusive partner therefore she had no access to money. Also, with limited mobility skills (due to her disability) in addition to the recovery process associated with injuries sustained after a combination of neglect and abuse by her husband, Lynette required access to a safe place that could also meet her care needs. In working closely with the Hospital Social Work team, DVConnect were able to identify that Lynette had an adult son who lived interstate and who was eager to support. Over the period of time that Lynette was in hospital, her son committed to setting her house up so that his mum had the aids required to support her appropriately. Unable to travel or live independently, DVConnect were able to assist Lynette's son to travel to Queensland

Informal support networks can be essential for women's wellbeing.

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

**Name and location have been changed to protect our client's identity.*

Victim Survivor Story – Daisy*

Our Womensline received a Police referral from a station in the Far North Queensland, seeking assistance for a First Nations female named Daisy*. The young woman had been experiencing domestic and family violence from her partner of six months. The violence had been escalating over the past few months. Due to living in a small remote community, her partner lived in close proximity to her (both Daisy and her partner lived with their families). The Police advised that though Daisy's partner was currently detained, there was a high likelihood he would be released within 24 hours, therefore this situation needed to be treated with urgency.

Daisy had identified a safe family member who resided in another town, however, we were having difficulties getting in contact with them as she did not have a contact number for them. It is our process to always confirm that family or friends identified to be safe, are willing to assist an individual who has contacted us for support, prior to us facilitating travel arrangements to alternative locations. In order to contact Daisy's family and confirm they were supportive of her staying with them, the Womensline team had to coordinate with local Police to locate the family member and confirm they were happy to have the young woman stay with them.

Having confirmed safety and sustainability of the accommodation option with her extended family member out of town, the Womensline team booked the next available flight. Local Police supported Daisy to the airport. Daisy arrived safely and is now residing with her extended family. It has been a few years since this occurred and Daisy has stayed connected to her culture and has achieved her goal of graduating from TAFE and is now employed full time.

The collaborative action between DVConnect and local remote Police has enabled this vulnerable young woman, who has experienced significant trauma, the opportunity to live a safe life and to start her journey of healing.

Daisy's survivor story demonstrates DVConnect's ability to quickly respond to complex circumstances, while also including culturally sensitive and appropriate practice. The initial call from Police was made less than 24 hours before Daisy was assisted with relocation to safety.

**Name and location have been changed to protect our client's identity.*

Sexual Assault Helpline

The Queensland Sexual Assault Helpline is available from 7.30am until 11.30pm, 7 days, 365 days of the year and is supported by specialist counsellors. In 2019-20 the Sexual Assault Helpline received 1638 calls from Queenslanders.

DVConnect are proud to have been providing the Queensland Sexual Assault Helpline for over 12 years, enabling us to offer support to any Queenslanders who has been impacted by sexual violence directly, as well as anyone concerned about a person close to them who has been affected by sexual violence.

The Sexual Assault Helpline is available from 7.30am – 11.30pm at night, ensuring that there is an afterhours and Queensland specific specialist response to anyone in the community needing this confidential and free service, many of whom choose to remain anonymous when they contact us for support. Whether an individual wants to discuss a historic childhood experience of assault or an acute sexual assault, our team of specialist Sexual Assault Helpline Counsellors are available to provide emotional support and practical information and referral options for any Queenslanders aged 14 years old and over.

Individuals who contact our Sexual Assault Helpline for support come from diverse backgrounds and situations. Within a week it is not uncommon for us to respond to calls that range from a young woman from Townsville reporting an acute sexual assault and seeking information on the forensic examination and criminal justice reporting process to a male in Ipswich who has a disability, and for the first time disclosed an assault by his parent's friend that took place over five years ago. Hospital Social

Workers, Occupational Therapists, family members all frequently contact the Helpline to seek information, advice and referral options.

Over this Financial Year, we have experienced a high volume of calls from concerned family members of individuals who have been sexually assaulted, or who they suspect might have been assaulted. Many of the family members are seeking advice around what actions might be most appropriate to take, especially in cases where the person who perpetrated the assault is also a family member. In all of these instances, the DVConnect Sexual Assault Helpline Counsellor responding to these calls has shown encouragement and compassion for the person who has rung, and provided practical referral points and information about processes to further resource the individual calling.



Mensline

DVConnect Mensline is a free, confidential telephone crisis counselling, referral and support service for Queenslanders identifying as male.

The Mensline service is available from 9am until midnight, 7 days a week, 365 days of the year and is supported by specialist counsellors. The counsellors can provide practical support and counselling through the lens of family safety and accountability. Mensline aims to highlight the impact of abuse on partners and families whilst challenging and supporting people who use violence to change their behaviour.

Over the 2019 – 2020 Financial Year, Mensline provided support to 14,439 Queensland men, via 6,345 incoming calls (predominantly self-referrals), and responding to 7,226 Police Referrals. Although primarily working with men who use violence, Mensline also provides support to men who are experiencing violence. In addition to making 817 referrals into Men's Behavioural Change programs over this 12 month period, we also provided 12 men and six accompanying children with emergency safe accommodation due to their experience of domestic and family violence.

Similarly to Womensline, there were key challenges that presented during the initial stages of a Queensland COVID-19 response, and everyday stressors that were further emphasised for families over this time. Our team worked with men who were reporting increased experiences of unemployment and financial hardship as well as having reduced access to children, border closures restricting their ability to leave the house where they had been using violence, and decreased opportunities to engage in face to face services and social supports that had previously been of value. The initial impacts of COVID-19 on men's wellbeing in relation to their choice to use violence and their experience of violence was reflected in spikes of incoming calls that the service received directly after COVID-19 related announcements. For example, on 23 March 2020, all non-essential indoor activities were banned and for the fortnight following, Mensline calls were up 10% when

compared to the same time period the previous year. Additionally, a key Government announcement around enforcing travel and exercise restrictions was followed by a 15% rise in calls comparative to the same fortnight from the previous year.

The statistics reflected above and the case examples highlighted below put emphasis on the value of having this essential service available to men across Queensland.

Mensline aims to highlight the impact of abuse on partners and families whilst challenging and supporting people who use violence to change their behaviour.



Victim Survivor Story – Anthony*

Mensline received a call from a social worker at a Hospital in Far North Queensland, stating that she was seeking assistance for a male to leave his home due to ongoing violence perpetrated by his male partner. The hospital social worker stated she was unsure of where to start or the services she needed to link in with to help support this transition.

At this time, the male identified did not have a plan regarding where he could go, nor did he have any funds to assist him to safety. Our Mensline counsellor spoke with him to gather background information to better understand his circumstances and level of risk. The risk posed to the client was significant with an extensive history of violence having been perpetrated by his ex-partner.

Mensline counsellors then coordinated a referral to the local regional domestic violence service who were able to work with the client to assist his release from hospital and to determine a safe exit plan. The client identified that he did not have family or friends that he could reside with or seek support from. The client also identified that he wished to leave the region, out of fear that his ex-partner

would become even more violent having realised that he had left the relationship. He self-identified Brisbane as being a region far enough away, and large enough for him to feel safe moving to.

Further coordination was completed between the local regional and domestic violence service and the Brisbane domestic and family violence service to transfer case management, should the client be able to move to Brisbane. DVConnect's Mensline counsellor facilitated communication between the services, and also booked travel to get the client quickly and safely to Brisbane. Upon arrival, the client was picked up by the Brisbane Domestic Violence Service (BDVS) and transported to safe accommodation.

The client has since made contact on a couple of occasions to express his gratitude at the quick and effective response, and also for further counselling support where he felt safe to disclose his feelings of shame around being a gay male, who was the victim of violence.

**Name and location have been changed to protect our client's identity.*

Person Using Violence – Glen*

Mensline were sent police referrals for a male, Glen, who lived in Gladstone. Glen had been referred as the respondent on a domestic violence order and although numerous attempts and means were used to try and contact Glen, contact ultimately could not be made and Mensline counsellor's ended efforts with the hopes that he would return contact in the near future to engage in help seeking.

Over the next four months, a further five referrals were received for Glen and concerns regarding his ongoing offending became increasingly evident. The escalating manner of the offending and the lack of engagement from Glen prompted Mensline counsellors to escalate the matter further.

Mensline commenced their consultations with the Vulnerable Persons Unit (VPU) of the Queensland Police

to raise concerns now that a pattern of behaviour had been established. The response from VPU was prompt and effective. The client was flagged with the Gladstone Domestic and Family Violence Coordinator at QPS, who had not previously been aware of this case. They were asked to follow up on the matter from a QPS perspective and on face to face contact with Glen, they were able to identify immediate family and environmental stressors that were intensifying the violence. Glen expressed the desire to seek support in these areas and the attending Police were able to link him in with local services to commence intervention locally.

**Name and location have been changed to protect our client's identity.*

Person Using Violence, Krishna*

Forty year old Krishna* contacted DVConnect Mensline from Brisbane. Krishna identified that the Police had provided the Mensline phone number and that he had been ousted from the house after he had used violence against his wife (the most recent incident witnessed by his children). As he called at 4.30pm the nearest Centrelink Office and other services were closed and Krishna identified that he had nowhere to stay that evening. He expressed outrage at being ousted from the house, although stated that his name was not on the lease. The Mensline counsellor worked with Krishna around the immediate presenting issue, that he had nowhere to stay. Krishna was articulating his desire to return to the house he was ousted from and his anger at this not being an option because of his choice to use violence. The Mensline counsellor spoke with him about the possible legal consequences of returning to the house he was ousted from, using this as an opportunity to reflect back to the individual that violence was always a choice that he made.

How he saw the impact of his violence on his children, whether he might consider connecting with ongoing supports and reengage with positive networks that he had previously been supported through and exploring alternative options to returning home, including staying with possibly family/friends.

The Mensline counsellor encouraged him to see how the Police intervention and the impact of his violence on his wife and children could be drawn upon as motivation for positive change and growth if he wanted to remain part of their lives and be a positive role model for his children.

Krishna confirmed that he would receive his next Centrelink payment the following day, therefore, the Mensline counsellor, with the consent and input of the caller, was able to ring Anglicare in the next town and confirm that shared housing/hostel was available for the individual. The Mensline counsellor booked bus travel out of the town that evening, thereby removing him from the likelihood of returning to the home. The caller also entered into an agreement with the Mensline counsellor that he would contact us from the hostel the following morning to confirm what his plans were for that day, as well as to consider what further support he might need. The caller followed through with this agreement and contacted Mensline, stating that he planned to remain in the hostel for the next week whilst seeking to contact family who lived in Mt Isa with the intention of relocating and looking for employment.

**Name and location have been changed to protect our client's identity.*

Person Using Violence, Mauricio*

Police responded to calls of domestic and family violence in a Brisbane suburb. Mauricio* had caused physical harm to his wife and was ordered to immediately vacate the house until Court proceedings involving his matter had concluded. Police referred Mauricio to DVConnect for immediate support, clarification and assistance with accommodation and other necessities. During his engagement with DVConnect, the counsellor was able to identify Mauricio was actively minimising the harm he caused, attempting to justify his behaviours, and he referenced the severe ramifications Court proceedings would have on his job, housing and personal circumstances. Mauricio disclosed

he had a Domestic Violence Order (DVO) taken out against him where he was under no circumstances allowed to approach the house or his family members. Mauricio disclosed he breached the DVO and had broken into the family house with the intention to self-harm and he had a rope in his possession. At this point in the conversation, Mauricio terminated the call. Mensline staff identified Mauricio was at high risk of self-harm and posed a threat to his family and immediately notified police. Mauricio was taken into custody.

**Name and location have been changed to protect our client's identity.*

Mensline Court Support

Our Counsellors provide Court Support either in person or via telephone and practical support through the lens of family safety and accountability. Mensline aims to highlight the impact of abuse on partners and families and challenges people who use violence to change their behaviour.

Case Study 1 - Adam*

Mensline Court support staff worked with a client, Adam, who attended Brisbane Magistrates Court. Adam stated that he was feeling frustrated and “messed around” by the system, stating that he did not understand “legal jargon” and found it difficult to understand what his legal position was. The Mensline Court Support Worker worked with Adam to understand the Order, his options for the day and what to expect from the upcoming proceedings in Court. The worker then made a contract with Adam

to keep him accountable for ongoing compliance with his Court Order and requested that he regularly make contact with the Mensline team in the future when he was struggling to “check in” as a means to keep himself accountable for his compliance with the order and clarify any new questions that arose. Adam has thus far complied with this “contracting” and shared gratitude as to how supported he felt through this process.

Case Study 2 - Luke*

Luke was a respondent identified at Court, who advised the Mensline Court Support Worker of his military career that resulted in him often working for long periods of time in Far North Queensland and Western Australia.

Luke discussed financial stresses associated with his family attempting to move into a larger home, and the general pressures that he was exposed to in his field of work. The Court Support Worker engaged Luke in discussion that challenged any justification or rationalisation of his choice to use violence. The domestic violence incident summarised in the papers presented at Court were referred to by the Court Support Worker to encourage Luke to consider the level of fear his wife had

experienced and encourage Luke to eventually come to the conclusion that he was taking things out on his wife rather than focusing on how he can process and manage stress in ways that would be supportive of his health and his relationship with his wife and child.

Luke was interested in exploring further supports through the military, but did not at this point indicate that he would engage in a behavioural change program, particularly as a result of the travel requirements associated with his role. Luke contracted with the Mensline Court Support Worker to explore available supports through his employer and reengage with Mensline via the 1800 number if he was seeking further support and/or information.

Case Study 3 - Brett*

Mensline Court Support staff worked with Brett at court who was appearing for his first mention. At this initial contact, Court Support workers spoke with him about the serious nature of his behaviour and discussions were raised about the benefits of attending a behaviour change program. The Court Support worker highlighted the supportive and structured environment that these programs provided and suggested that it would be

beneficial for Brett to sign up to his local program. He agreed and the worker assisted him with a referral. A few months later, at Brett's second mention, he reported back to workers that he had commenced in the program and had found it to be hugely beneficial. He was able to speak to some of the things he was learning and taking on board and this difference in his presentation was noted by the worker.

**Name and location have been changed to protect our client's identity.*

1800RESPECT

1800RESPECT is the national sexual assault, domestic and family violence counselling service. It is delivered by Medibank on behalf of the Federal Government Department of Social Services, as part of the National Plan to Reduce Violence against Women and their Children 2010-2020.

1800RESPECT provides specialist counselling through a panel of expert non-profit sexual assault, domestic and family violence support services, including DVConnect. This partnership is integral to ensuring a high quality service, while meeting the significant number of contacts to 1800RESPECT.

Case Study – Tabatha*

A caller rang in to talk about some problems she had encountered in a fairly new relationship, her first relationship since leaving her previous partner who was abusive towards her.

The caller started the session by saying that it was all her fault that the new relationship wasn't going well and she was seeking counselling to help her to be a better person. As the conversation went on, the Specialist Counsellor engaged her in discussion about her current partners behaviour – how he tells her she is 'too emotional' and how he ignores her when she

says she wants to be heard. The Specialist Counsellor and the caller spoke about what a healthy relationship should look like and how important it is to feel heard and supported by a partner. Towards the end of engaging with the Specialist Counsellor, the caller realised and reflected back that everything was not her fault, and that it is important for her to put herself first sometimes. The caller said she really wanted to seek counselling to process her trauma and find out who she was independent of someone else and how other people have wanted her to be.

Case Study - Tammy*

Tammy called 1800RESPECT presenting as distressed, saying she and her husband had been arguing all weekend. Tammy disclosed that she believed her marriage was never going to get better and she stated that she tried to work things out with her husband, John*, however John turns it around on her, blaming her for everything. Tammy stated that John gets anxious when she isn't home from work at the usual time and constantly demands to know where she is during the day and night, blaming her for his anxiety. Tammy said that John yells at her, calls her names and then justifies his behaviour, and he also tries to stop her from seeing friends and family. When speaking with the Specialist Counsellor, Tammy

questioned everything she did and disclosed feelings of "not being good enough" for John.

The Specialist Counsellor engaged Tammy in a discussion about the various types of abuse, and discussed the Power and Control wheel. Tammy knew John had been abusive as he had hit her in the past, however, the new information about control confirmed for her what she had been feeling and hadn't been able to voice. Tammy stated that she felt validated and that she will now need to think about leaving the relationship. The Specialist Counsellor and Tammy discussed how to prepare to separate and the risks of escalating behaviours/violence, collaborating on a safety plan around this.

**Name and location have been changed to protect our client's identity.*

DVConnect is a proud partner provider for the national 1800RESPECT service. For the year 2019-20 we answered 24,378 calls and currently answering more than 31% of all specialist counselling calls across the country.

Pets In Crisis

For people experiencing domestic and family violence in their relationship the practical logistics of keeping a pet out of a violent environment can seem too great and may discourage them from leaving. Our Pets In Crisis program is a collaboration with the RSPCA Queensland and the Queensland Government.

The program is designed to care for pets of those experiencing violence in their relationship, until they can find safe, alternative accommodation. While in the care, the RSPCA Queensland fund and provide safe accommodation, healthy food and medical attention.

In 2019-20 the Pets In Crisis program cared for 139 pets. This included 87 dogs, 46 cats, 4 birds, 1 guinea pig and 1 pig.

Case Study – Amara and Billy*

Amara contacted the Womensline seeking information about what services DVConnect provides and how DVConnect might assist someone in her situation. Amara had been in a relationship with an abusive partner for seven years and she had previously been in contact with the Womensline for counselling, support and information. On this most recent occasion, Amara contacted Womensline seeking immediate assistance to get to safety. When identifying potential difficulties and needs in sourcing safe accommodation, Amara stated that she had a four year old Chihuahua rescue dog named Billy*, that she could not leave at home. In fact, part of the abuse that Amara's partner had inflicted on her included tormenting Billy.

Amara revealed that the idea of leaving Billy behind had been a huge barrier in her previously accessing DVConnect services beyond counselling and support, and Amara's partner had directly threatened to harm or kill Billy if Amara ever left the relationship. The Womensline Counsellor that Amara spoke with discussed the Pets in Crisis program that DVConnect has available for women

and their pets who have experienced domestic or family violence. Although initially reluctant to part from Billy for any extended period of time, Amara self-identified that whilst safety was a priority, assistance through the Pets in Crisis program was the best thing for herself and Billy.

Knowing that DVConnect is partnered with reputable organisations through this program including the RSPCA Qld, Amara felt comfortable to enter Billy into the program.

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

**Name and location have been changed to protect our client's identity.*

Workplace DV Training

Various organisations across the Corporate and Community Services sectors have continued to recognise DVConnect for our specialist expertise in domestic and family violence and sexual violence response, and the value of our unique state-wide perspective. As a result, we are often approached by organisations who are committed to doing what they can to address violence against women, and it has been a privilege for us to develop and deliver training for these diverse workgroups.

Opportunities to engage more broadly and spread understanding of how to recognise domestic and family violence, appropriately respond, and options for referral pathways for colleagues, clients or community members is an aspect of our work that we value as a way to spread our message and participate in preventative work in this space. Of significance this year, DVConnect were approached about an exciting opportunity to use our specialist

domestic and family violence and sexual violence response knowledge to contribute to recognising the International Year of the Nurse and Midwife (2020).

Throughout the financial year, and to continue into the next, DVConnect developed specialist tailored training and commenced rolling it out throughout the state for Queensland Nurses and Midwives Union members. Initially face to face, we were fortunate to deliver this training in person from Mareeba and Atherton across to the South East Queensland corner. Since COVID-19 enforced restrictions, we continued to provide training to locations across the state through virtual platforms. QSuper once again came to the table and sponsored this training, enabling us to roll out highly specific and quality packages. DVConnect looks forward to forging ahead with provision of further opportunities to provide education awareness and training for more organisations into the future.

Celebrating Our People

Our people care deeply for the clients we support and are truly a remarkable and talented group who are passionate about ensuring seamless pathways to safety for those impacted by domestic, family and sexual violence.

Over the past 12 months we have once again met our HSQF accreditation to a high standard in our crisis services and had an evaluation by the University of NSW on the 1800RESPECT national specialist counselling program, highlighting the quality service being delivered. Having the team/s work acknowledged externally further validates the value and importance of the work each of them undertake.

This year the pandemic has certainly changed the way we work with nearly 50% of our staff within the space of a few weeks moving to a 'Work from Home' arrangement, to ensure our service delivery and our availability was not impacted. This required an enormous effort from everyone, particularly our IT department; staff and leaders and has now created a 'new normal' of additional flexibility available to staff on how and where they can work. The Work from Home arrangement is now available across all our programs with an increased investment in technology to facilitate.

The well-being of our team is always a priority and we have a strong framework of support including structured and supportive induction/training program over the first few months of employment; regular Professional Supervision (individual internal, external and group); EAP support; 24/7 on-call and debriefing and this year the introduction of Wellness Weeks. These weeks provided an opportunity to highlight the importance of wellbeing, both at work and home, in a holistic and fun way and have become very popular and valuable to the team. These weeks have also been impacted by COVID-19, so we look forward to re-introducing them soon.

Even though it has been a difficult time for everyone personally and professionally, our pulse survey conducted through the significant changes with COVID-19 demonstrates further the commitment and engagement of our team.

The introduction of our HRIS last year has seen significant improvements to the employee experience, particularly at the point of on-boarding, making the transition much smoother and more efficient. It has also become a valuable communication tool. Also over the last year since implementing our LMS, opportunities for learning and development internally have increased exponentially. Using an LMS provides the flexibility necessary for training within a 24/7 service and allows us to tailor content specific to the needs of our services and practitioners. With COVID-19 the requirement to have training available online, and in short timeframes, was made even more apparent and we have been leveraging on our current systems to make this available. Dedicated staff in the training area, has also resulted in significant enhancements being made to our induction programs to equip new staff specifically, with the skills necessary to support our clients.

This past year has tested everyone in the community with the global pandemic and once again our teams have stepped up, to ensure support has been available for those in the community 24/7. We feel so proud and privileged to work with this amazing group of people and thank each and every one of them for their continued support and commitment.



OF EMPLOYEES
PROUD TO WORK
FOR DVCONNECT



OF EMPLOYEES
ARE ALIGNED TO
OUR PURPOSE



OF EMPLOYEES
KNOW WHAT IS
EXPECTED OF THEM



QSuper increases their commitment to end domestic and family violence

QSuper has supported DVConnect since 2016 by funding employment of an additional full-time telephone crisis counsellor. The extra counsellor means an extra 4,000 calls per year can be answered from Queenslanders.

In 2019, QSuper extended their partnership with DVConnect for another three years.

QSuper CEO Michael Pennisi said QSuper's support wasn't just about providing funding that could help deal with more calls for help and potentially save more lives, but educating customers and employees about the prevalence of domestic violence and what they could do to take an active role in combatting it.

"There is only so much that governments and not-for-profits can do to overcome issues such as domestic and family violence. More and more it's up to organisations to work collaboratively to help tackle domestic violence in our communities," Mr Pennisi said.

"As an organisation with over 585,000 members and around 1,500 staff, we can play a role in calling out this abhorrent behaviour and letting the community know that we don't tolerate domestic and family violence." QSuper is further extending its support to a new project that aims to assist Queensland organisations to provide support to their employees who may be impacted by domestic or family violence.

The 'QSuper Workplace Domestic Violence Training Project' will allow DVConnect to employ a project officer for 12 weeks to develop Workplace Domestic Violence Training packages and a promotion plan to take the program to businesses across the state.

DVConnect CEO Beck O'Connor said increasing workplace support for employees who may be impacted by domestic or family violence may help cut community and domestic and family violence levels.

"It is our hope that the more Queenslanders who learn about what domestic violence is, are trained to recognise the signs, and can use tools to sensitively approach someone who may be experiencing abuse in their relationships, the more Queenslanders will be empowered to be someone who does something to help stop the violence," she said.

Mr Pennisi said as the state's largest superannuation fund, QSuper was continuing to take an active role in improving the lives of vulnerable Queenslanders.

"If every organisation in Queensland took some small steps to raise awareness and help provide support to anyone experiencing domestic or family violence it could have a huge impact in the community," Mr Pennisi said.



Where we receive our funds



**Queensland
Government**

DVConnect would like to recognise and express our sincere gratitude to funders, donors and partners that make it possible to deliver our services.

Womensline, Mensline, Sexual Assault Helpline

Department of Child Safety, Youth and Women

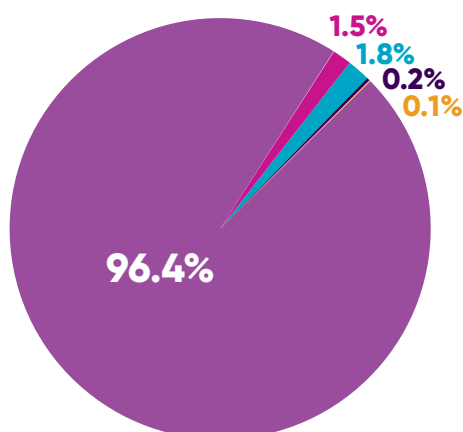
Mensline Court Support

Department of Justice and Attorney General

1800RESPECT

Medibank funds specialist counselling through a subcontracted panel of providers. In addition to the Australian Government Department of Social Services.

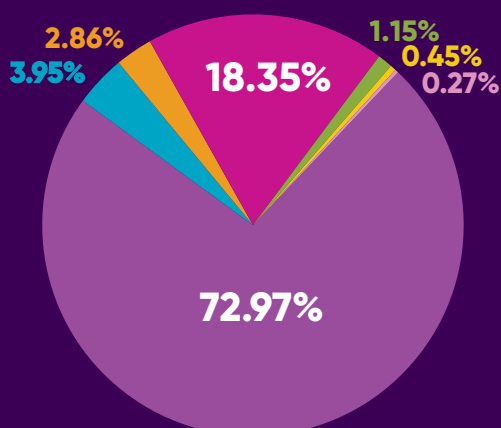
REVENUE 2019-2020



- Donations and Fundraising
- Government Funding
- Rental income
- Interest revenue
- Sponsorship, training fees and auspicing

How we spent our funds

EXPENSES 2019-2020



- Employment expenses
- Depreciation & amortisation expense
- Administrative expenses
- Client related expenses
- Property expenses
- Finance costs
- Other expenses



Bella's Sanctuary

ONE YEAR ON

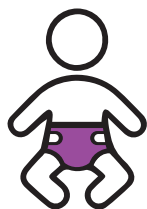
Bella's Sanctuary is an example of the corporate sector and the not-for-profit sector collaborating to change the future of those who have escaped domestic and family violence.

In 2019 Halcyon, Mirvac, 90 local businesses and DVConnect designed and built a 5 unit medium-term housing residence on the Gold Coast. The purpose of the residence is to provide a safe place for women and children who have escaped domestic and family violence so they can take time to heal and rebuild their lives.

The concept was born when it became evident that a lack of affordable housing and a void of medium-term accommodation options was reinforcing the opinion that a women's only options after leaving a refuge was returning to their abuser or homelessness.



First family
welcomed



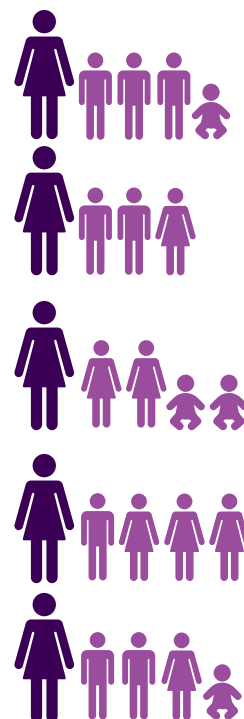
A baby
was born



Average
length of stay



at a time call
Bella's Sanctuary **HOME**



Feedback from Bella's Sanctuary residents

"I stayed at Bella's during a time when I struggled with my mental health and suicidal thoughts. I was encouraged and supported to seek professional counselling, which I did. I looked forward to the regular check ins and care from the Staff, which seem to come when I needed it most. I made lifelong friendships while in Bella's."

"The generosity and support I received while at Bella's was incredible. Without it I can't imagine how I would have got through those months. It gave me such a beautiful and safe place to call home while I healed. The professional and caring staff helped me start to put the pieces of my life back together. Bella's gave me time to process so much that had happened to destabilise my life."

"I cannot thank Bella's enough for the feeling of safety that had during my stay."

"I was 6 months pregnant when we arrived and I never once felt alone. The Staff checked in on me often and helped me with anything I needed. After initially being placed in a motel for a week with my daughter and our dog, then a refuge for 3 months, I can't tell you how amazing it was to walk into a place that felt like home. Bella's will be of benefit to many women and children in a situation like ours. I would love to see more homes built like this."

"I am humbled that at a time when I have no-where else to go and when I felt unworthy and so afraid about my future, that I received so much help. I felt so safe and cared for while I was at Bella's. Thank you for giving me the time to start my new chapter".

"I feel so blessed to have stayed at Bella's. Good fortune like that doesn't usually happen to me. I now feel like I can breathe again and start to rebuild my life without feeling fearful."

Our Partners



“Domestic violence has a significant social, emotional and financial toll on its victims, who are predominantly women. With women making up almost two-thirds of QSuper membership, and more than half our workforce, we feel a great responsibility to act.

“There is only so much governments and not for profits can do to overcome issues such as domestic violence and that’s why partnerships, such as the one we have with DVConnect, are so important.

“The partnership we have had with DVConnect since 2016 isn’t just about providing them with funding. As a large organisation we can play an active role in calling out this abhorrent behaviour and letting the community know that we don’t tolerate domestic and family violence.

“Through this collaborative partnership, we look for opportunities to educate our customers and employees about the prevalence of domestic violence, and what they can do to take an active role in combatting the issue.

“If every organisation in Queensland took some small steps to raise awareness and help provide support to anyone experiencing domestic or family violence it could have a huge impact in the community.”

QSuper CEO, Michael Pennisi

Our Donors

We want to extend a huge thank you to our generous donors who have demonstrated their commitment to ending domestic, family and sexual violence by helping fund us so we can continue doing what we do.

THANK YOU TO: Halcyon Home Owners, Dowling Family Foundation, Very Good Company, Jules Thompson – Broken Ballerina Foundation, Barbie Banks, Kim Groenwald, Queensland Nurses & Midwives Union, Rotary Clubs - Brisbane West, Serco Foundation, QBank, JBWCEF Badge Constructions, Commonwealth Bank of Australia, Bendigo Bank, Lories Hill College, Flight Centre, Park Lane Jewellery, Chief Medical Officer and Healthcare Regulation Branch, Queensland Health, Zonta, Country Women’s Association, Taking Shape, Rize Up.

We are acutely aware that our work is also made possible by the generosity of the many individual members of community who have personally gifted to DVConnect throughout the year. Your contribution is so important and we thank you for your support.

Financial Report

Financial Statements for the year ended 30 June 2019

DVConnect Limited ABN 66 101 186 476

DVConnect Limited:

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

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2020

	2020	2019
REVENUE	10,566,311	9,142,430
Other income	-	1,552,018
Employment expenses	(7,577,672)	(6,765,593)
Depreciation and amortisation expense	(409,871)	(63,037)
Administrative expenses	(297,335)	(286,477)
Client related expenses	(1,905,375)	(1,352,740)
Property expenses	(119,200)	(314,175)
Finance costs	(46,570)	-
Other expenses	(28,077)	(70,335)
CURRENT YEAR SURPLUS (LOSS)	182,211	1,842,091
OTHER COMPREHENSIVE INCOME		
Items that will not be reclassified subsequently to profit or loss:		
Total comprehensive income / (losses) for the year	182,211	1,842,091

The surplus has resulted from income not related to government contracts that are required to be fully spent.

Statement of Financial Position

for the year ended 30 June 2020

	2020	2019
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,644,366	1,464,953
Trade and other receivables	29,616	1,708
Financial assets	584,545	-
Other current assets	17,814	62,001
TOTAL CURRENT ASSETS	2,276,341	1,528,662
NON-CURRENT ASSETS		
Property, plant and equipment	1,924,427	1,952,826
Right of use assets	1,307,092	-
Other	-	33,698
TOTAL NON-CURRENT ASSETS	3,231,518	1,986,524
TOTAL ASSETS	5,507,859	3,515,186
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	844,196	451,310
Lease liabilities	201,291	-
Provisions	545,089	510,640
Other	-	(100)
TOTAL CURRENT LIABILITIES	1,590,576	961,850
NON-CURRENT LIABILITIES		
Lease liabilities	1,092,113	-
Provisions	127,832	38,210
TOTAL NON-CURRENT LIABILITIES	1,219,945	38,210
TOTAL LIABILITIES	2,810,522	1,000,060
NET ASSETS	2,697,338	2,515,126
EQUITY		
General Reserve	2,697,338	2,515,126
Accumulated surplus	-	-
TOTAL EQUITY	2,697,338	2,515,126

Victim/Survivor Feedback

“You guys saved us! Our life is 1000x better. We are free! We are safe! We are happy! All thanks to you.”

“DVConnect has changed our lives. Thank you to everyone who helped us find this freedom.”

“Thank you to your Counsellors. Their profound words gave me the strength to finally leave him. Thank you all.”

“I want to sincerely thank you and the entire DVConnect team for their past and present assistance during these past few years of family turmoil. Without such a wonderful service it would be that much harder for people like me and my kids to escape.”



Womensline

1800 811 811 | 24 hours, 7 days

Mensline

1800 600 636 | 9am – midnight, 7 days

Sexual Assault Helpline

1800 010 120 | 7:30am – 11:30pm, 7 days

1800RESPECT

1800 737 732 | 24 hours, 7 days

DVConnect Contact Details

 PO Box 10575, Adelaide Street,
Brisbane QLD 4000

 07 3156 2323

 mail@dvconnect.org

 www.DVConnect.org

 @DVConnect

 @DVConnectQld

 @DVConnectQld

DVConnect respectfully acknowledges and celebrates the Traditional Owners/Custodians throughout Australia and pays its respects to Elders, children and young people of past, current and future generations. We are committed to helping anyone experiencing domestic and family violence and/or sexual violence. This includes the LGBTQ+ community, children, pets and people of all ethnicities, religions, ages and physical abilities. Our core values are respect, safety, equality, empowerment and accountability.

DVConnect acknowledges the many women, women's organisation and survivor advocates who have spoken out about their experiences for decades. The work that we are doing builds on their legacy, their dedication and their advocacy that has preceded us. It is critical that we continue to learn from and include the voices of women when seeking to prevent violence across society.



DVCONNECT
Be heard. Be safe.