Year in Review

2025/26

DVCONNECT™

Be heard. Be safe.



ACKNOWLEDGEMENT OF COUNTRY

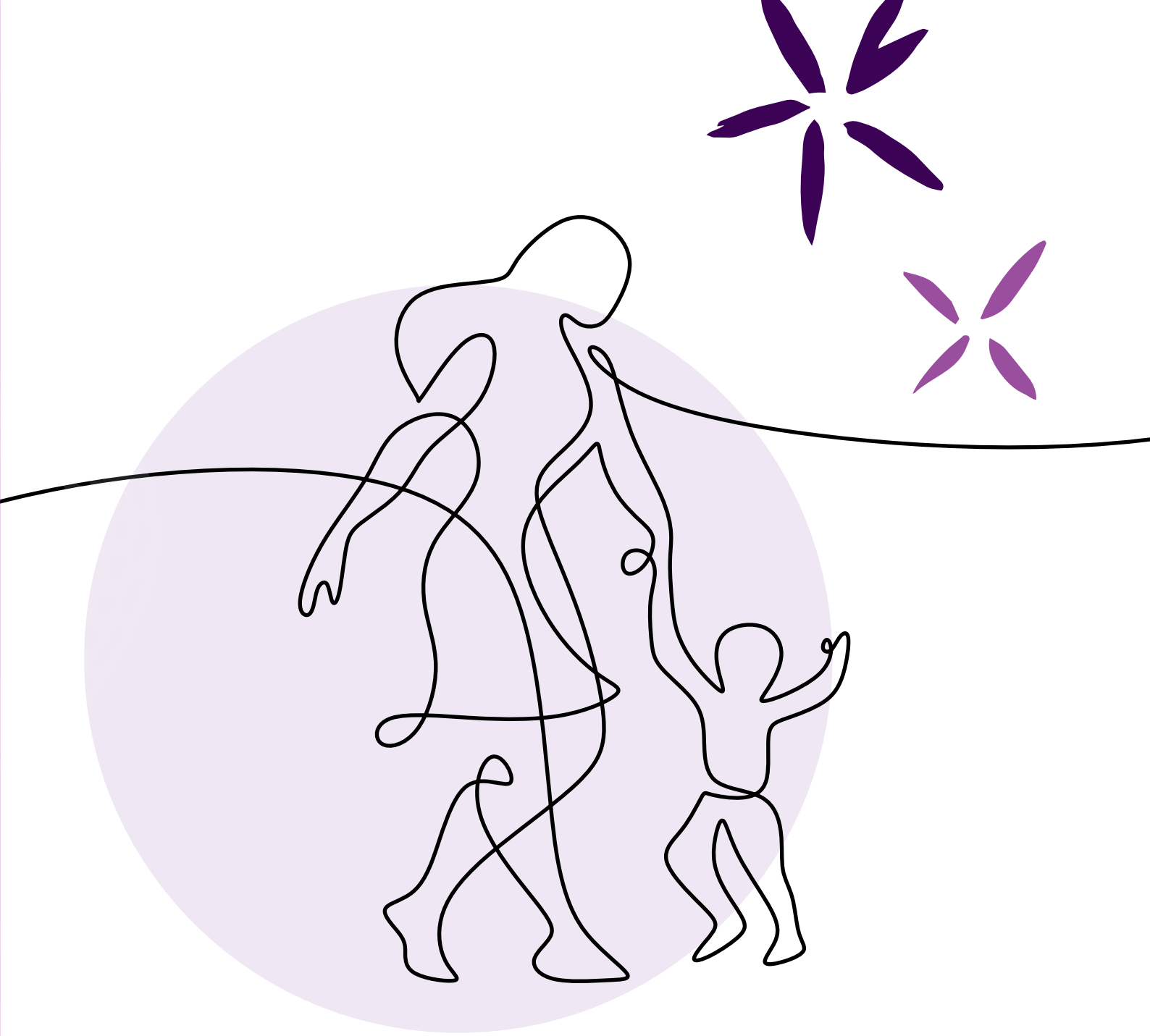
DVConnect acknowledges the Traditional Custodians of the various lands on which we live and work, and we pay our deepest respects to Elders past, present and emerging. We recognise that sovereignty was never ceded and honour the enduring strength, culture and wisdom of Aboriginal and Torres Strait Islander peoples.

We acknowledge the lived experiences of First Nations people who continue to experience disproportionate rates of domestic, family and sexual violence. We honour and pay our respects to those who have not survived, and to the families and communities who carry their loss.

HONOURING PEOPLE WITH LIVED EXPERIENCE

DVConnect acknowledges the victim-survivors, family and loved ones of victims, advocates, and community leaders who have shared their stories over many decades. Their courage and commitment has paved the way for increased awareness, accountability and systemic change. Our work honours them and builds on their legacy.

We remain committed to delivering services that recognise intersectional experiences, promote social inclusion, and uphold self-determination. It is through listening, learning and acting on these insights that we can contribute to preventing violence and creating safer communities across Queensland.



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ABN: 66 101 186 476 | Charity Number: CH1459

OUR YEAR

Vision

People in every community are safe from violence and interpersonal trauma.

Purpose

Supporting pathways to safety and healing from violence and interpersonal trauma.

Values

Integrity
We are trustworthy and act with honesty, always holding ourselves to a high level of ethical standards.

Compassion
We treat those we support and each other with patience, kindness, empathy and care.

Accountability
We lead by example, are transparent and solution focused, and take ownership for our decisions and actions.

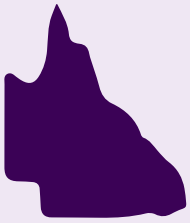
Respect
We are inclusive, treat all people with dignity and equity, and value each other's contributions.

Empowerment
We support and inspire all people to have a voice and be able to make choices to enable them to grow in strength, confidence and knowledge.

Principles

1. Violence is a human rights violation, and every person deserves to live a life free from violence.
2. We understand the importance of safe and responsive environments for clients, community and our staff.
3. Domestic, family and sexual violence is pervasively gendered and predominately perpetrated by men against women and children.
4. The use of violence is a choice and people need to be held responsible and accountable for their choices.
5. We acknowledge and respect intersectionality and equity as identity is shaped by multiple factors that create individual experiences of disadvantage.
6. First Nations people know best what their communities need and want. We recognise self-determination, the impact of cultural load and we contribute to the Closing the Gap targets.

Our Impact



DVConnect supports people who need a pathway to safety, no matter where they are in Queensland

Across all our services, we received and made more than **277,000 calls**

OVER **2,600 callers** identified as **living with disability**

OVER **6,000 callers** identified as **Aboriginal and/or Torres Strait Islander**

OVER **1,000 callers** identified as **LGBTQIA+**



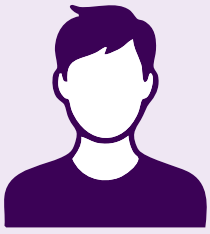
DVConnect Womensline received and made more than 222,000 calls

More than **3,600 women** were supported with a pathway **to safety through motel accommodation**, along with **3,400 children**

More than **660 women** were supported to **safe family and friends**

More than **380 women** were supported to **local refuges**

95 pets were supported to **safety through our Pets in Crisis program**, in partnership with RSPCA



DVConnect Mensline received and made almost 18,500 calls

More than **240 people accessed the START program**, a six-week intervention program for men who use violence

Sexual Assault Helpline received and made more than **5,900 calls**

VictimConnect received and made more than **27,000 calls**

DVConnect received over **8,000 police referrals** via our dedicated **online system**

STRATEGIC PLAN PERFORMANCE

DVConnect Strategic Plan Achievements 2025–2026

During the year, DVConnect strengthened its statewide response for people seeking safety and healing from domestic, family and sexual violence and interpersonal trauma. Guided by our priorities of People, Innovation, Integration, Practice and Governance, we improved access to support, invested in our workforce, strengthened evidence-informed practice and built more sustainable systems. This progress reflects our commitment to ensuring people across Queensland are heard, supported and connected with pathways to safety.

PEOPLE

We continued to invest in a skilled and supported workforce capable of responding safely to complex and changing community needs. Workforce planning became more proactive and data-informed, targeted recruitment strengthened service capacity, and staff turnover trended down. A new learning management system was introduced, supporting already robust induction, and professional development strategy. These changes ultimately improve access and response rates. We continue to strive to be an employer of choice and people have actively sought out roles at DVConnect over the past 12 months.

OUTCOMES

- Improved service responsiveness, with more people receiving support and reduced waiting times.
- Stronger workforce capability through induction, supervision, targeted training and contemporary learning systems.
- More proactive workforce planning, recruitment and retention activity aligned with service demand.

INNOVATION

We continued to develop new ways of reaching people, reducing barriers and influencing broader responses to violence. A new early triage approach was embedded, START expanded its early-intervention work with men using violence, with a strong evaluation report being tabled. We also progressed our commitment to intersectional inclusion through dedicated work with First Nations Communities and LGBTIQA+ services. We hosted two thought-leadership events, AccountabilityConnect and AbilityConnect, exploring opportunity to spotlight work and drive change. Many of these activities were underpinned by philanthropic investment. We also strengthened corporate partnerships and used community engagement, submissions and media to contribute to system improvement and public understanding.

OUTCOMES

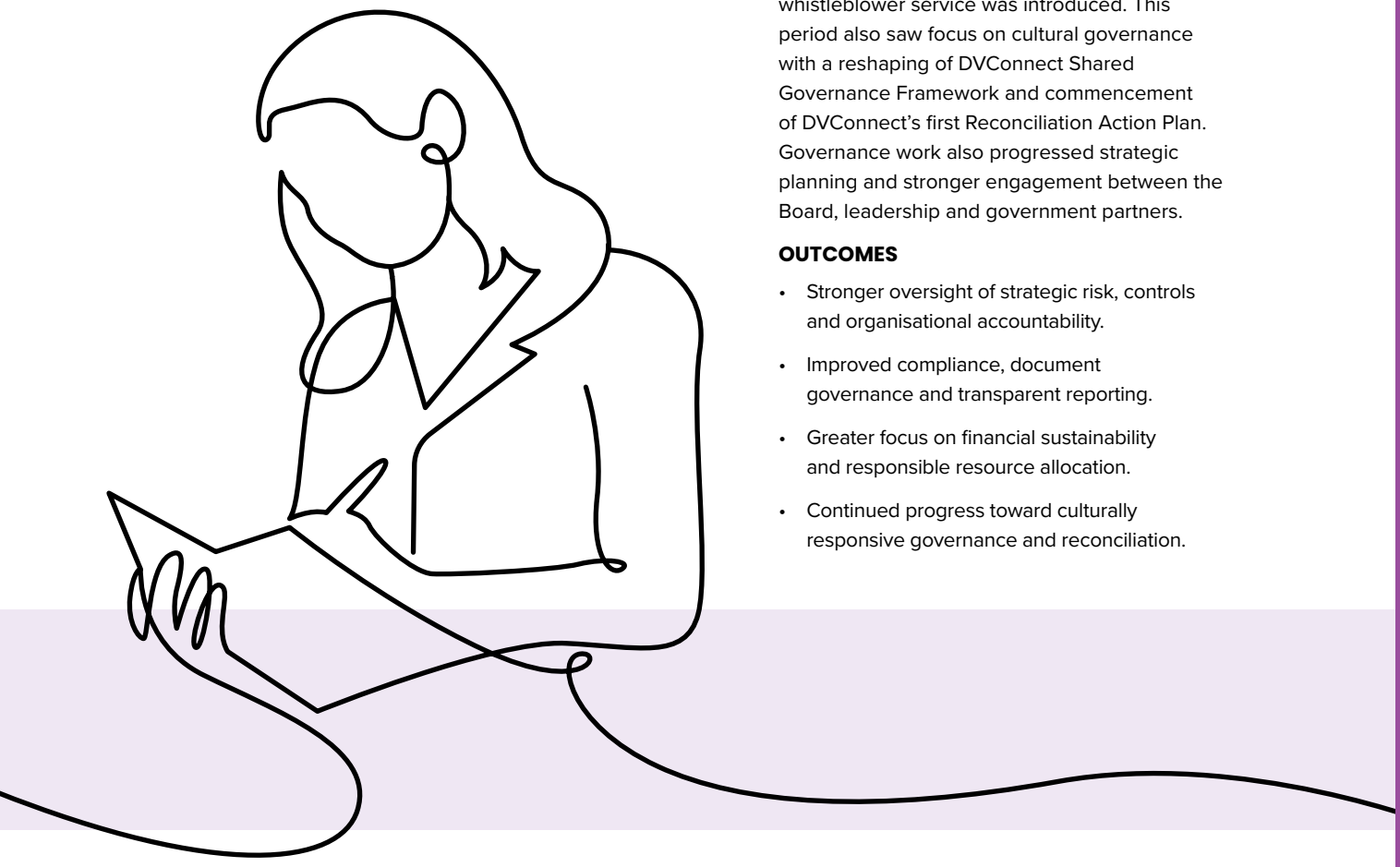
- Innovative service models improved accessibility, triage and early intervention.
- START strengthened pathways into accountability and longer-term behaviour change support.
- Thought-leadership activities: AccountabilityConnect, AbilityConnect extended DVConnect's reach and influence to over 140 participants.
- There was an increased focus over the year on ensuing our services better supported First Nations, LGBTQIA+, culturally diverse and disability communities.

INTEGRATION

We strengthened the systems, data and processes that support safe and sustainable frontline delivery. Power BI reporting, automated daily performance information and improved workforce modelling provided clearer insight into demand, staffing and service outcomes. Technology and workflow projects reduced manual activity and supported more accurate decision-making. Cybersecurity protections were also strengthened, while planning began for further system consolidation and responsible digital augmentation to reduce administrative demands on practitioners.

OUTCOMES

- Better data supported workforce planning and resource allocation.
- Automation reduced manual processes, duplication and reporting burden.
- Cybersecurity improvements strengthened organisational resilience and protection of information.
- Technology planning maintained a clear focus on improving client experience and supporting frontline practitioners.



PRACTICE

We continued to strengthen safe, trauma-informed and evidence-informed practice across all services. Quality auditing, call coaching, clinical supervision, critical incident review and feedback processes identified emerging themes and informed continuous improvement. Strong client feedback consistently highlighted feeling heard, believed, validated and safer after engaging with DVConnect.

OUTCOMES

- Quality assurance, feedback and incident review increasingly informed practice improvement.
- Staff capability was strengthened through targeted training, supervision and reflective practice.
- Partnerships improved referral pathways and coordinated responses across Queensland.
- Client feedback demonstrated the value of compassionate, specialist and trauma-informed support.

GOVERNANCE

DVConnect strengthened accountability, risk management and organisational sustainability during the year. A risk management system became operational and an independent external whistleblower service was introduced. This period also saw focus on cultural governance with a reshaping of DVConnect Shared Governance Framework and commencement of DVConnect's first Reconciliation Action Plan. Governance work also progressed strategic planning and stronger engagement between the Board, leadership and government partners.

OUTCOMES

- Stronger oversight of strategic risk, controls and organisational accountability.
- Improved compliance, document governance and transparent reporting.
- Greater focus on financial sustainability and responsible resource allocation.
- Continued progress toward culturally responsive governance and reconciliation.

Focus for 2026/2027

In the upcoming year, DVConnect will build on this progress by:

- Improving engagement with regional services and communities to strengthen statewide responses.
- Expanding START and progressing contemporary, multimodal options for accessing support.
- Improving responses for priority cohorts, including people with disability, First Nations peoples and LGBTQIA+ communities.
- Reducing re-traumatisation and improving support for women and children experiencing extended motel stays.
- Developing stronger data, systems and automation to support practice, planning and investment.
- Increasing access to crisis and transitional housing pathways.
- Strengthening financial sustainability, fundraising, partnerships and governance maturity.
- Continuing the reconciliation journey and embedding culturally responsive governance and practice.



Providing a lifeline to any Queenslander, no matter where or when

KYLE'S STORY*

When Kyle made the decision to pick up the phone and reach out for support, he wasn't sure if anyone could help him. For more than 18 months, he had been struggling to cope with a sexual assault that had occurred while he was experiencing housing insecurity.

Kyle is in his late 50s. He lives in a rural Queensland town of less than 5,000 people. He has been diagnosed with post-traumatic stress disorder.

When Kyle contacted Sexual Assault Helpline, he had not previously engaged with any therapeutic or psychosocial support. His mental health was deteriorating, with panic attacks increasing in frequency and an incident of self-harm. He had tried to reach out for support from friends, but their reactions were unsupportive.

Kyle's initial session with a Sexual Assault Helpline counsellor aimed to address these immediate issues. We addressed the internalised guilt and shame that prevents many men from seeking help. We reinforced that responsibility for the assault rests solely with the perpetrator, and that Kyle was not at fault.

In a follow-up appointment, Kyle met with the same counsellor for continuity of care. Immediately, the counsellor noted that Kyle was more relaxed and optimistic. He had accessed the provided referrals, lodged an application for compensation with Victim Assist Queensland, and arranged an appointment with SHIELD for trauma counselling and casework support. In the session, the specialist counsellor introduced more practical coping and grounding techniques to support Kyle's recovery.

Kyle responded positively, stating he felt "much better – much, much better actually" and expressed his appreciation for the support provided.

Kyle's story highlight the value DVConnect services provide to Queenslanders, no matter who they are, where they live, or when they reach out for help. Our phone-based model allows us to reach people all over the state. For many, it is the first time they have accessed support. We take pride in helping someone take the first step on their pathway to safety, recovery and healing.

* Names have been changed to protect our clients' privacy

Chair and CEO Combined Report

On behalf of the Board, we are pleased to present DVConnect's Annual Review and to acknowledge the extraordinary contribution of our people, partners, funders and community supporters over the past year. DVConnect exists so that people in every community can be safe from violence and interpersonal trauma. This year again demonstrated the critical role we play in Queensland's domestic, family and sexual violence response system, and the responsibility we carry to ensure that help is available when people need it most. Across all services our teams have responded to 84% of calls from people who have contacted us.

A central focus for the Board and Executive has been ensuring the best possible support for people who contact us through DVConnect Womensline; an essential crisis response for women experiencing domestic and family violence. During the year, DVConnect undertook significant work to strengthen triage and practice responses, support our frontline workforce, and ensure that women seeking safety are met with timely, skilled and compassionate support, with over 275,000 contacts and 83% of all calls being responded to across the year.

We have also been intentional in progressing work with men, recognising that lasting safety for women and children requires responses that engage people who use violence in ways that support accountability, behaviour change and risk reduction. This includes continued development of DVConnect Mensline and the pilot of START, a short-term, phone-based program designed to support men to take the first steps toward stopping their use of violence. Through this pilot, DVConnect is contributing to an emerging evidence base for accessible perpetrator interventions, particularly for men who may face barriers to service access or who are not yet ready to engage in longer-term programs.

We have formalised our work toward reconciliation, including commencement of our journey toward a Reflect RAP. This work strengthens our commitment to culturally responsive practice and to building relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations. It is essential to ensuring our services are safe, accessible and responsive for First Nations women, children, families and men who seek support from DVConnect.

We continued our collaboration with She is Not Your Rehab to keep the innerBoy app accessible across Australia.

Our progress has been made possible through collaboration. We thank our government partners, sector colleagues, researchers, community organisations and those with lived experience who continue to challenge, guide and strengthen our work. We particularly acknowledge the courage of victim-survivors whose voices remind us that systems must be accessible, culturally safe, trauma-informed and accountable.

We farewelled Nathalie Sarlin and welcomed Alena Tacey as our Company Secretary. We

also welcomed Christine Castley OAM to the DVConnect Board and Wendy Flavien as Director Integration, farewelled Kelly Dingli who moved on from the Director Clinical Governance role, and celebrated Rhea Mohena's appointment to Director Client Services.

We extend our sincere thanks to fellow Board Directors for their leadership and stewardship, and to the Executive Leadership team for their focus and resolve, and to every DVConnect team member for the skill, compassion and commitment they bring to this work every day. The work is challenging, but its purpose is clear. Together, we remain committed to a future where people are safe, respected and free from violence.



Carly Jacobitz
CHAIR



Jo Jessop
CHIEF EXECUTIVE OFFICER

OUR SERVICES

Response and Accountability

Our Response and Accountability services provide immediate support to people in crisis situations. For people impacted by violence, DVConnect is able to provide emergency transport and accommodation, finding pathways to safety for anyone who is at imminent risk of harm. We also provide safety planning, counselling, information, advice and referrals. Our services also extend to people who use violence, providing tailored safety planning, counselling and referrals to increase accountability for people using violence and improve safety for victim-survivors. Our services and programs under the Response and Accountability stream include:

DVCONNECT WOMENSLINE

DVConnect Womensline is our dedicated 24/7 crisis and acute response service supporting women experiencing domestic, family and sexual violence, as well as their non-offending family members.

Womensline is an integral part of DVConnect's service response and plays a vital role in supporting women and children to move towards safety. Our service is made up of four dedicated crisis lines, each designed to respond to the different needs and circumstances of women and families across Queensland.

Throughout the year, our Womensline team remained committed to providing a responsive, compassionate and trauma-informed service to women when they need support most. Our skilled practitioners work alongside women to understand their individual circumstances, identify immediate and longer-term safety needs, and support them to make informed choices about their next steps.

Every day, our team provides practical and emotional support, including safety planning, crisis intervention, referrals and connections to safe crisis accommodation, emergency transport and other specialist support services. We work closely with services and partners across the sector to strengthen pathways to safety and ensure women and their families can access the support they need.

Our Womensline team is available every day of the year, providing a listening ear, practical assistance and a coordinated response during times of crisis. Through our continued focus on service excellence, collaboration and person-centred practice, we remain committed to supporting women and children to navigate crisis and move towards safer futures.

Culturally safe support for a young mother

SAMARA'S STORY

Following a violent incident with her partner, Samara attended her local Hospital Emergency Department. The hospital staff referred her to DVConnect Womensline to help her safely leave the relationship.

Samara is a proud Aboriginal woman in her early 20s with two small children. She has been with her partner for four years and has experienced violence throughout the relationship. Samara had attempted to leave multiple times, but each time she was forced to return due to a lack of other suitable options. Her partner had threatened to withhold the children from her.

DVConnect Womensline placed Samara in safe motel accommodation while we explored her options. During this time, Samara was experiencing significant distress which was negatively impacting her mental health.

DVConnect's First Nations Practitioner connected directly with Samara, providing a culturally safe space for her to share her fears and concerns, particularly in relation to leaving the relationship and the potential loss of her children. Samara received referrals for multiple specialist services, including a First Nations Family Wellbeing Service and Queensland Indigenous Family Violence Legal Service.

Samara's story demonstrates the commitment of DVConnect staff to provide culturally safe support and bridge cultural, systemic and service barriers to ensure more effective and sustainable outcomes for First Nations clients.

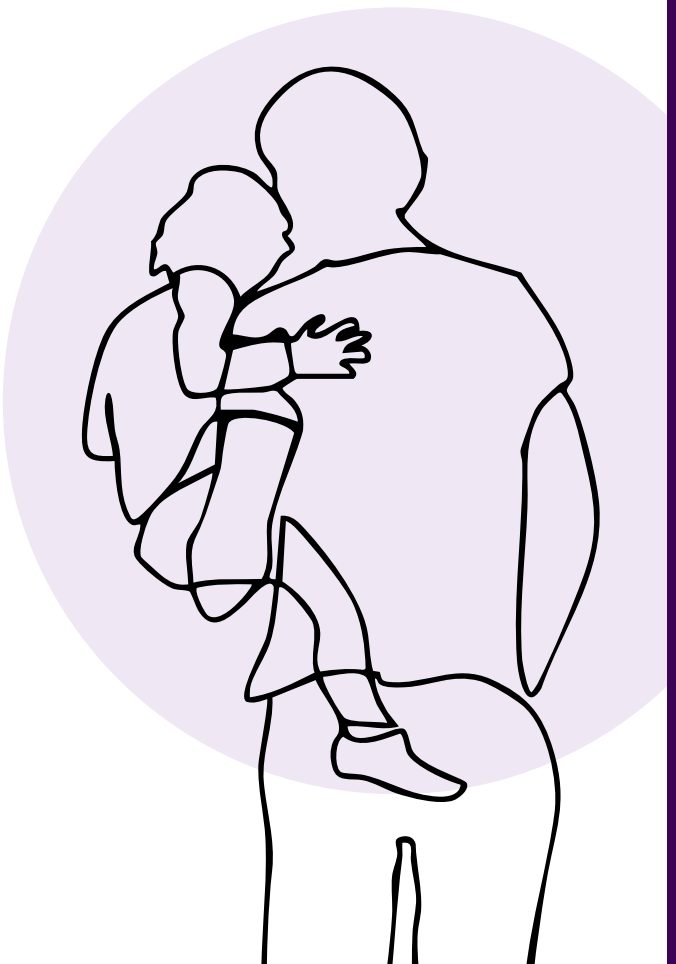
* Names have been changed to protect our clients' privacy

DVCONNECT MENSLINE

DVConnect Mensline provides confidential support, information and referral pathways for men in Queensland who are impacted by domestic and family violence, including men who choose to use violence and those experiencing violence or abuse.

Operating as part of DVConnect's statewide response, Mensline plays an important role in early intervention, risk identification and connection to specialist services that support safety, accountability and behaviour change.

DVConnect Mensline's primary referral pathway is through Queensland Police Service, and men can also reach out directly for support. Through specialist telephone-based support, Mensline assists callers to better understand domestic and family violence dynamics, explore safer choices, pathways to safety and access appropriate local support. The service contributes to DVConnect's broader purpose of collaboratively shaping choices and pathways for a life free from violence and abuse, with a focus on improving safety for victim-survivors, children, families and communities across Queensland.



START

START is an early intervention program that works with men who use intimate partner violence to disrupt the use of violence, promote accountability, and support the beginnings of behaviour change. Through early identification and engagement, the program provides timely interventions that challenge harmful behaviours, encourage responsibility, and connect participants with longer-term support pathways. By addressing violence at an early stage, START contributes to safer outcomes for women, children, families and communities across Queensland.

START was co-designed and evaluated by Griffith University's Disrupting Violence Beacon and is an evidence-informed program that promotes accountability, dignity and meaningful behavioural change for men who use violence. Through virtual one-on-one support, START has engaged participants from metropolitan, regional and remote communities across Queensland, extending access to specialist support and early intervention in areas where service options are often limited.

Building on its early success and innovative practice model, START has continued to attract support from both philanthropic and government partners. During 2025–26, the program secured funding for a further 12 months, providing stability to continue delivering services, strengthening evaluation activities, and expanding its contribution to the broader domestic and family violence service system.

How the START program can interrupt and prevent violence

PETER'S STORY

Queensland Police Service (QPS) first connected with Peter after attending an incident where he threatened suicide in front of his wife and child. Peter was living with significant mental health concerns, physical disabilities, and a history of childhood trauma. QPS identified Peter as the victim-survivor in the situation and referred him to DVConnect Mensline for support.

During his contact with DVConnect Mensline, Peter expressed that he frequently felt overwhelmed, angry, and disappointed in his own behaviour. He acknowledged that he had used verbal and emotional abuse towards his wife. DVConnect Mensline practitioners identified that Peter would benefit from the START program.

Peter worked closely with his assigned Men's Accountability Practitioner to reflect on his behaviours and their impacts. He came to understand the harm that his difficulties with self-regulation and threats of suicide caused his wife and child. At the end of the program, Peter had separated from his wife, but reported that they had been able to communicate more respectfully and prioritise their child's needs. Peter had also reached out to his mother and sibling to strengthen his support network. In the end, he was optimistic about his ability to work on his behaviours, address past trauma and seek longer term supports.

Peter's experience demonstrates the START model's potential to strengthen prevention efforts by engaging with men whose behaviours may not yet meet traditional thresholds for support and interrupt the progression of violence at critical stages.

* Names have been changed to protect our clients' privacy

PETS IN CRISIS

Since 2005, the Pets in Crisis Program has played an important role in supporting people and their animals impacted by domestic and family violence. Delivered by RSPCA Queensland, the program provides safe accommodation and veterinary care for animals while their families access safety and support.

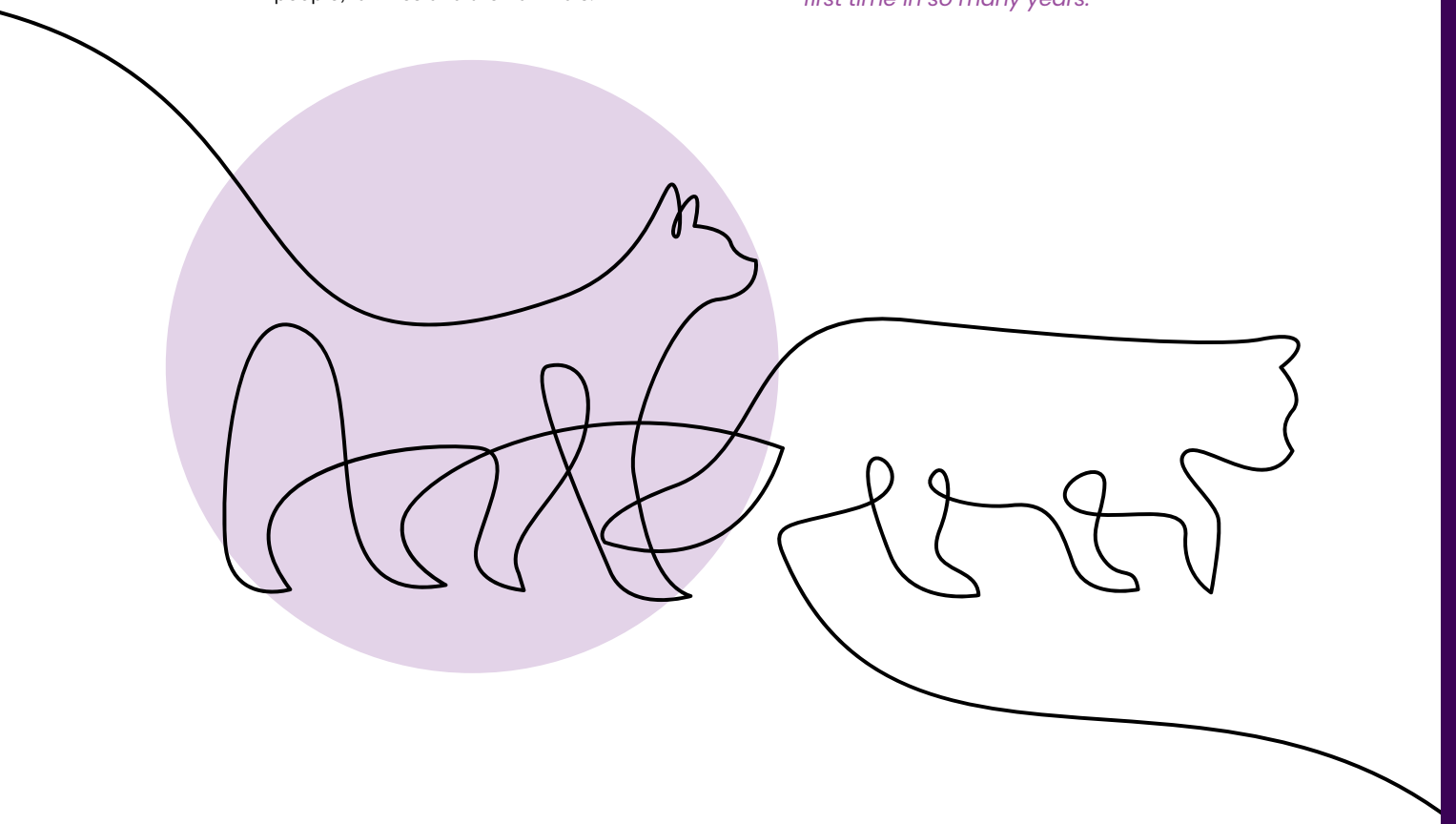
Animals can be an important part of the family and, unfortunately, perpetrators may use threats of harm or actual harm to pets as a means of control, manipulation and punishment. Concerns for the safety and wellbeing of a beloved pet can create significant barriers for women and families seeking to leave an unsafe situation.

Recognising the important bond between people and their animals, the Pets in Crisis Program supports pathways to safety that consider the wellbeing of the whole family, including pets. The program has continued to evolve and is now accessible through referrals from services across the domestic, family and sexual violence sector, strengthening pathways for people and their pets to access support when it is needed.

This collaborative approach reflects a shared commitment across the sector to holistic, trauma-informed responses that promote safety, dignity and wellbeing for people, families and their animals.

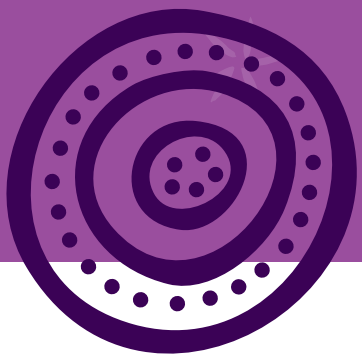


"One phone call to you and I was not rejected or referred on. I was heard, seen and valued. Within hours, I was helped and supported to feel safe and secure for the first time in so many years."



Recovery & Healing

Services that tend to the Recovery and Healing of victim-survivors are instrumental in our collective response to addressing violence on all levels. In recognition that the need for support to facilitate recovery and healing extends beyond the initial crisis period, the services within this stream are able to be accessed by victim-suvivors when they are ready, whether that is immediately following their experience or days, weeks or even years later. Having access to consistent and specialised support can make a crucial difference to a victim-survivors ability to heal and recover from trauma. Ensuring that victim-survivors and their non offending family are provided with services that support healing recognises that access to appropriate care is a human right. DVConnect's Recovery and Healing stream is composed of the following specialised programs:



VICTIMCONNECT

VictimConnect provides a 24/7, state-wide service supporting victims of violent crime across Queensland. Since joining DVConnect's Recovery and Healing stream in 2022, the service has placed safety and recovery at the centre of its work. This includes helping victim-survivors to understand their rights, navigate their options, access trauma-informed counselling, receive referrals to support their recovery, and get support and information about how to apply for financial assistance.

Our skilled Response and Connection Practitioners provide immediate support, information and referrals, and work closely with partners such as 54Reasons who provide case management support to assist vulnerable clients in completing Victim Assist Queensland (VAQ) applications.

Last year VictimConnect worked to streamline our process to be able to provide more victim-survivors with timely access to support. Our team noticed an increase in callers seeking updates for VAQ financial assistance applications for which enquiries need to be made directly to VAQ. We have made changes to our website and IVR messaging to better inform victim survivors of how to follow up these enquiries and the team have observed that this has lead to an improvement in the rate of calls that are within scope. This year we have also introduced the option for callers to leave a voicemail and receive a call back meaning that they are not having to wait in queue when calling at peak times. VictimConnect have worked closely with our partner agency 54Reasons to reduce the wait time for victim-survivors needing to access case management support. This went from almost 14 weeks in January 2026 to two and a half weeks by July 2026.

During the year, the team maintained a call response rate above 86%, ensuring every caller could reach timely help. To meet increased demand and reduce wait times for victim-survivors needing to access specialist counselling we introduced a triage pathway for specialist counselling. This has meant that wait times for access to specialist counselling have gone from over 8 weeks in July 2025 to under 6 weeks in July 2026, with access to triage counselling able to be booked in within 24-48 hours of intake. We have also streamlined our processes for providing specialist counselling to children. These processes have strengthened VictimConnect's ability to provide responsive, trauma-informed care.

Client feedback remains overwhelmingly positive, and clients frequently reflect on the difference that engaging with our team has had in their lives, the increase in their coping strategies and the impact of feeling heard, validated and being able to build connection with workers from our team. We also often hear favourable comparisons of the specialist counselling received through VictimConnect compared with other counselling experiences that our callers have had in the past with many expressing deep appreciation for the kindness, compassion and professionalism of our specialist counsellors.. As one client shared, "I felt heard, supported and believed. It was exactly what I needed".

VictimConnect remains a vital and growing part of DVConnect's commitment to restoring safety, hope and empowerment for victims of violent crime across Queensland.

SEXUAL ASSAULT HELPLINE

The Sexual Assault Helpline (SAL) provides confidential support, information, referrals, and short-term counselling to anyone in Queensland impacted by sexual assault, including non-offending family members and friends. The extended hours of 7.30am-11.30pm allow victim-survivors of sexual assault to access timely support as needed rather than having to wait to call through during business hours.

During the year, the response rate for SAL has remained extremely high at 89% and with calls usually able to be answered with little to no wait time for callers.

The SAL team have worked to increase our collaboration and partnerships across the sector through our ongoing engagement with the peak body Queensland Sexual Assault Network (QSAN) and other statewide partnerships — contributing to a connected, sustainable, and responsive service system across QLD. In May 2026 SAL introduced an additional referral pathway for agencies to be able to send a warm referral for victim survivors in addition to being able to provide the SAL contact number for victim-survivors to self-refer. Feedback from the sector around this addition has been positive and referrals have been received from a broad range of partner agencies since the introduction of this pathway.

Expanded specialist counselling provision continued with victim-survivors able to be offered the opportunity to access a booked follow-up session with a specialist counsellor in addition to immediate support at the time of initial contact with the service. Our team continues to work closely with services across the state to ensure coordinated and trauma-informed responses that prioritise safety, recovery, and dignity. Sexual Assault Helpline continues to play an active role in sector collaboration.

FORENSIC SUPPORT LINE

The Forensic Support Line is a specialist service established in response to the Commission of Inquiry into Forensic DNA Testing in Queensland, providing a trauma-informed pathway for those affected by the findings. Delivered by DVConnect's specialist sexual assault counsellors, the service offers confidential support and guidance to victim-survivors and their families navigating the complex implications of the inquiry.

This initiative highlights DVConnect's agility and leadership in responding to emerging community needs. Working in partnership with the Queensland Government, Forensic Science Queensland and the Queensland Police Service, the Forensic Support Line exemplifies how evidence-informed practice and collaboration can create clarity, compassion and confidence in times of uncertainty.

In 2025-26 the Forensic Support Line has remained positioned to provide specialist support as needed. Through being embedded within the SAL team our Forensic Support Line remains able to be flexibly scaled to meet demand for support.

"My sibling's situation is complex, had been ongoing for years and escalating more and more recently. Hearing more about their experiences over the years (which mirrored us older siblings in terms of violence) has been hard, but we're glad they feel safe to share. I just want to express mine and my sister's gratitude for the amazing support they've been provided from DVConnect... They were kind, empathetic and understood the nuances of domestic and family violence in a way that is often missing."

VICTIMS OF CRIME COMMUNITY RESPONSE (VoCCR)

In partnership with Victim Assist Queensland, DVConnect provided Victims of Crime Community Response (VoCCR) service – an essential after-hours crisis response to anyone in Queensland impacted by a violent crime. Our dedicated practitioners worked with victim-survivors to provide immediate support through crisis counselling, information, advice and referrals to other services for ongoing support.

DVConnect ceased working on the VoCCR program in 2025. We are confident we have worked alongside our other partners to leave a legacy of support for those needing to access this pathway to safety and healing.

BELLA'S SANCTUARY

As the first Australian independently purpose-built transitional accommodation housing pathway Bella's Sanctuary is a shining example of what can be achieved when the community come together to make this a priority. Bella's Sanctuary offers medium-term accommodation for up to five families and continues to thrive as a corporate and community funded initiative.

The past year saw Bella's five fully furnished units on the Gold Coast remain in high demand, supporting families to regain stability, independence and confidence in a safe and nurturing environment. Residents progressed toward sustainable housing, with dedicated case work support, strong referral pathways and space to heal and recovery from the impacts of domestic and family violence.

Women and children supported through Bella's have provided overwhelmingly positive feedback around what this place has meant to them, how having a safe and stable home has meant that they can begin to rebuild their lives after experiencing domestic and family violence.

During the year, Bella's has supported a number of women for whom English is their second language and with the assistance of Bella's sanctuary they have been supported to attend English lessons, learn to drive and enter the workforce.

Rebuilding a stable family life at Bella's Sanctuary

ANNE'S STORY

Anne is a mother to two primary school aged children – a family needing to rebuild their life after experiencing domestic and family violence. Anne migrated to Australia from Vietnam two years ago. Her partner had kept her isolated, discouraged her from making friends in Australia, and told her that if she ever told anyone about her situation he would send her back to Vietnam without her children. During this time, Anne's two children had to change school multiple times and were falling behind their peers.

After a stay in temporary refuge accommodation, Anne and her children moved into Bella's Sanctuary. During their stay, Anne prioritised stability for the children by keeping them at the school they had been enrolled in during their stay in refuge – this meant a long commute every day but allowed the children to have consistency with schooling.

Our Bella's Support Worker was able to assist Anne to access driving lessons, and she was able to get her license which allowed her to more easily complete the school run. Anne was also supported in her goal of applying for Australian citizenship and preparing for associated tests.

Anne was supported to find long-term affordable housing, and our Bella's team was proud to be a stepping stone in her family's recovery. Now, Anne has been able to start to rebuild her support network from a place of safety, participate in the community, and make new friends.

* Names have been changed to protect our clients' privacy



Practice Excellence

During the year, DVConnect strengthened its approach to practice governance, bringing together client safety, service quality, cultural accountability, workforce capability and continuous improvement. With a reshaping of the practice oversight committees at both Board and senior leaders with an expanded remit spanning safeguarding, emerging evidence, practice risk, workforce capability, research, cultural responsiveness and lived experience.

PRACTICE GOVERNANCE COMMITTEE

The former Clinical Governance Committee evolved into the Practice Governance Committee, with broader oversight of safeguarding, emerging evidence, practice risk, workforce capability, research, cultural responsiveness and lived experience. Cultural governance was established as a standing area of focus, strengthening accountability for First Nations practice, community partnership, Reconciliation and Closing the Gap priorities.

The Committee examined critical incidents, client documentation, priority cohorts, quality indicators, service models and research. Reviews resulted in practical improvements to informed consent, welfare-check decision-making, incident reporting, escalation processes and communication of risk assessments. This strengthened DVConnect's capacity to learn from risk, feedback and evidence and translate that learning into safer practice.

PROFESSIONAL SUPERVISION

Professional supervision continued to provide practitioners with structured, reflective and supportive spaces to consider complex practice, professional judgement, cultural responsiveness and the personal impacts of trauma work.

Individual and group supervision complemented call coaching, quality auditing and practice leadership. Themes identified through supervision and reflective practice contributed to workforce learning and continuous improvement, helping practitioners maintain safe, ethical and trauma-informed responses to people affected by domestic, family and sexual violence.

QUALITY AND TRAINING

Practice development increasingly considered the experiences of priority communities. Last year's work included an external review of First Nations practice and training resources, LGBTQIA+ consultation and capability development, child-safe compliance work, and collaboration with Queenslanders with Disability Network to strengthen responses for people with disability experiencing domestic and family violence.

Research and evaluation also informed service development. The evaluation of START examined the reach, accessibility and early outcomes of DVConnect's brief intervention for men using violence, while identifying priorities for further development.

Together, along with well-defined onboarding, coaching, audit, training activities supported a learning culture in which evidence, feedback and reflection inform practice improvement and help practitioners provide safe, compassionate and effective support.

WORKPLACE TRAINING

DVConnect delivered practical, trauma-informed workplace education covering domestic and family violence, sexual violence and elder abuse. Training supported participants to recognise warning signs, respond safely to disclosures and understand available support and referral pathways.

Programs were adapted for different workplace contexts and included focused content exploring domestic and family violence through trans and gender-diverse and First Nations perspectives. This approach connected specialist violence-response knowledge with broader workplace commitments to inclusion, cultural capability and psychological safety.partners for its practical, trauma-informed style.

AUSTRALIAN RETIREMENT TRUST PARTNERSHIP

DVConnect continued its partnership with Australian Retirement Trust, delivering domestic and family violence and elder abuse awareness sessions to more than 120 employees during the year, including targeted sessions for Trans Day of Visibility and National Reconciliation Week.

Along with positive participant feedback Australian Retirement Trust reported increased confidence among its Member Care team and recognised DVConnect's practical content, engaging facilitation and ability to create a safe learning environment for complex and sensitive discussions.

The partnership demonstrates how specialist expertise can strengthen workplace capability and help organisations respond more safely and inclusively to employees and members affected by violence and abuse.

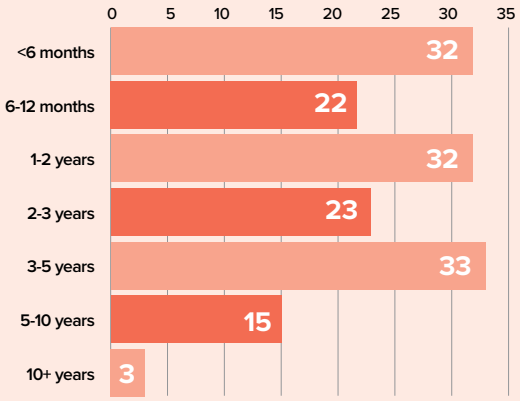


OUR PEOPLE

In 2025, DVConnect conducted a Staff Engagement Survey across all of our service lines and corporate services. Overall, 79% of staff who responded told us they are satisfied with their roles at DVConnect and 82% told us they are engaged and connected. Staff told us that DVConnect strengths are that the needs of our clients is a top priority, our purpose and values motivates them, and that they are proud to tell others that they work at DVConnect. Staff also told us the areas we can do better in and identified the need to rebuild our reputation as an employer of choice and they recognised that we could do better at change management.

As part of our wellbeing culture, we continued our social butterflies activities, a staff-led program designed to connect our diverse in-person and remote workforce through light-hearted, creative activities. Each executive takes a turn in supporting the team allocated to an event. We started the year with an Easter egg hunt, celebrated the Show Holiday, celebrated Pride month, participated in R U OK day and of course the holiday desk decorations, and our End-of-Year Celebration which was well attended with a fun filled time had by all.

Staff tenure



LEADERSHIP TEAM

DVConnect is supported by a highly experienced Leadership Team:

- Jo Jessop, Chief Executive Officer
- Michelle Royes, Director Practice Excellence
- Rhea Mohenoa, Director Client Services
- Wendy Flavien, Director Integration

Departures during the year

- Dr Kelly Dingli, Director Clinical Governance


Celebrating
5+ years at
DVCONNECT™
TWIX
Tacky
Tinsel
Town
PRIDE!
CONGRATS!
$50
Queer Trivia
Extraordinaire
Is this how you take an elfie?
J
O
Y

Staff Celebrations

DVConnect staff have regular opportunities to nominate one of their colleagues for the 'You Make a Difference' award – an opportunity to recognise and celebrate the people who make DVConnect the wonderful workplace we all enjoy. This year, two of our winners were:

BERNIE

Bernie leads with heart and competence. Her team says they all feel very supported and proud of what they have been able to achieve together as a team with Bernie's excellent change management skills and genuine interest in her team as people and practitioners. She is supportive and advocated for our organisation, clients, and workers.

KEELY

Keely is a long term and valued member of the team. She is always willing to put her hand up to help, no matter how busy she might already be. Keely steps forward to support new starters to the team when they have questions or knowledge gaps. She is so welcoming, helpful and friendly – she is a true all-rounder.

QCOSS COMMUNITY IMPACT AWARDS

We were also incredibly proud of our Service Integration Coordinator Nat Barthel who was nominated for the QCOSS Community Impact Awards. Nat was a finalist in the Frontline Hero category, an award that celebrates people whose dedication, compassion and service has made a profound difference in the lives of Queenslanders. Nat is a valued member of our team, providing opportunities to connect and strengthen relationships with services and community groups across the state.



Corporate Services

INFORMATION AND TECHNOLOGY

Our IT department manages and maintains the organisation's technology assets including hardware, software, and networks, with the support of third party providers engaged to ensure we provide a cost effective, reliable and trusted IT service. Significant work was completed in 2025 to ensure cyber security insurability and to maintain our Microsoft security score of 95% despite the increased sophistication of the cyber threats dealt with. The team also upgraded network hardware to support vulnerability management enabling the team to continue to provide technical support to all users in a safe and controlled environment.

PEOPLE ENGAGEMENT AND WELLBEING (PEW)

PEW as a function strives to create a positive and engaging work environment by focusing on the entire employee journey from hiring to retention. Significant improvements have been made in our time to recruit thereby enabling a staff member to start in a role much faster than in the previous year. Our staff retention has improved over the year and our tenure of service is quietly increasing as well. Staff well being continues to be another important aspect of the PEW function with many initiatives organised throughout the year to promote connectedness and bring in some fun to staff working on the front line serving our clients.

WORKFORCE PLANNING AND MANAGEMENT

This team supports the Service Delivery functions of our organisation to ensure the effective rostering of our frontline staff across all programs to enable them to meet predetermined performance targets. The team has worked closely with Data Analytics to automate reports and workflows enabling the analysis of staff availability vs call demand. Insightful information has now been made available to senior managers to enable them to start the process of roster optimisation. Work in ongoing in this area to improve the ability to predict demand, enable staff to provide their availability and auto match this data thus improving rostering capability.

PAYROLL

The team process employee fortnightly payroll runs ensuring compliance with all relevant legislation, awards and regulations and includes the creation of all records associated with payroll and extends to the regular financial statements and government reporting. Many payroll processes previously managed manually have now been automated improving the checks and balances.

ASSET MANAGEMENT AND WHS MANAGEMENT

Corporate Services supports Work Health and Safety and adherence to WHS policies by conducting inspections, maintaining inspection records, supporting hazard identification and its associated risks. Fire Warden re-training has been completed as well as updated First Officer training.

Regular inspections are carried out at Bella's Sanctuary as well to ensure it remains functional and any issues are addressed in a timely manner all of which contribute to helping to create a safer workplace for our staff and our clients at Bella's Sanctuary.

FINANCE

This team sits within Corporate Services and manages both the Accounts Receivable and Accounts Payable function. They also handle reconciliations for bank transactions, superannuation payments and Weel and Prezzee card transaction reconciliations whilst also supporting financial month end reporting.

OUR COMMUNITY IMPACT

SUBMISSIONS/ CONSULTATION

During the year, DVConnect strengthened its contribution to policy, legislative and system reform across domestic, family and sexual violence and victims-of-crime systems drawing on statewide service data, frontline practice intelligence and the experiences of people navigating crisis, recovery and justice systems.

- **Queensland Parole Board consultation:** contributed a practice-informed perspective on victim safety, access to information and meaningful participation in decisions affecting victims.
- **Review of the Charter of Victims' Rights, Stage 1:** called for rights to be practical, accessible and enforceable, supported by clearer complaints processes, independent oversight, consistent implementation and structured feedback from victims.
- **Inquiry into domestic, family and sexual violence and suicide:** advocated for an integrated continuum spanning prevention, crisis response, recovery and healing, recognising the long-term effects of violence on individuals, children and families.
- **Review of the Charter of Victims' Rights, Stage 2:** recommended clearer communication of rights, accessible and child-friendly information, stronger privacy protections, accountable complaints pathways and meaningful victim participation at key decision points.
- **Preventing perpetrators from accessing victims' superannuation death benefits:** supported reform to close a significant systems-abuse gap, while cautioning against approaches that rely too heavily on convictions, protection orders or other court outcomes that many victim-survivors never obtain.

Across these contributions, DVConnect advocated for systems that recognise coercive control, avoid misidentification, protect privacy and safety, and uphold the dignity and agency of victim-survivors. This work reflects our commitment to turning frontline knowledge into practical reform and ensuring the voices and experiences of the people we support inform decisions that affect them.

ACTIVITIES

DVConnect is committed to driving change across our communities with the goal of eliminating domestic, family and sexual violence. While our service provision is the organisation's primary method for enacting change, our collective thought-leadership and community engagement also provide strong avenues to pursue this goal.

In the past year, we have consistently sought opportunities to advance community understanding, improve responses, promote recovery and healing, and share our insights.

As sector-leading experts, we led, participated in and attended a range of conferences, meetings, and information sessions with colleagues – both within our sector and cross-sector collaboration with relevant services.



At the same time, we focused on increasing our engagement at community events and other connection opportunities, ensuring people know how, when and why to access our services.

We were particularly focused on connecting with our priority cohorts, including people from First Nations communities, culturally and linguistically diverse communities, people with disability, and people identifying as LGBTQIA+. Improving connections in regional, rural and remote communities was also a priority. DVConnect presented at the following:

- Brisbane DFV Forum May (hosted by WHEQ)
- Healthy Outback Communities Initiative in Winton (hosted by Western Queensland Primary Health Network)
- SPEAQ Forum (presentations on both START program and innerBoy)
- Annual Brisbane Candlelight Vigil
- Red Rose Rally
- National DFSV Recovery and Healing Conference
- DV Prevention Month stalls at multiple SEQ Hospitals
- Moreton Bay DFV Assemblage
- NDIS QLD Community & Stakeholder updates meeting
- Multicultural Australia Logan event (specifically for female Afghani clients)
- Combined Women's Refuge Group LGBTQIA+ service providers event
- Tenants QLD presentation on support for tenants experiencing DFV
- Q Shelter presentation for housing service frontline workers: 'Responding to DFV in the context of homelessness'
- Presentations to social workers from Toowoomba Hospital and other HHSs across Darling Downs region
- Multiple presentations to Electorate Officers at QLD Parliament
- Plus many other conferences, forums, meetings, stalls, webinars, information sessions and more throughout the year.

THOUGHT LEADERSHIP FORUMS

AccountabilityConnect

DVConnect hosted our inaugural full-day forum AccountabilityConnect in October 2025. The event brought together practitioners, policymakers and community leaders to strengthen approaches to engaging men who use violence and support meaningful behaviour change.

Our first event was a success, with over 60 attendees representing a range of DFSV services, police, government and academics. Our panel of leading experts from Australia and across the world engaged the room with thoughtful conversation, leaving delegates equipped with fresh perspectives, stronger networks, and renewed commitment to safer futures.

Thank you to our speakers:

- Jess Hill
- Professor Patrick O'Leary
- Tim Kelly
- Sarah Brown
- Dr Tony Fletcher PhD
- Murray Benton
- Rodney Vlais

AbilityConnect

In March 2026, DVConnect hosted AbilityConnect in partnership with Queenslanders with Disability Network (QDN). This full-day forum aimed to strengthen responses for people with disability impacted by domestic, family and sexual violence.

On the day, we explored policy, practice, and lived experience perspectives, with people with disability contributing directly to discussions on how responses can be more inclusive, accessible, and effective across both sectors. More than 80 delegates attended the forum and participated in robust conversations to improve collective understanding and approaches.

Thank you to our speakers:

- Nas Campanella
- Lesley Chenoweth AO
- Karin Brady
- Jennifer Cullen
- Gillian O'Brien
- Matilda Alexander
- Nadia Bromley
- Bec Shearman
- Det Snr Sgt Linda Thomas
- Tanya Quakawoot













DONATIONS & IMPACT

Donations and philanthropic partnerships continued to make an important contribution to DVConnect's work this year.

We saw a significant increase in community events following the updates of our online fundraising platform, allowing individuals and community groups to more easily organise their own events. We also developed new resources including a fundraising brochure to improve our fundraising storytelling and provide another easier avenue to donate.

Our seasonal campaigns were also highly successful, specifically raising funds to cover the cost of our printed resources (including discreet pocket cards and lip balms to be distributed to people at risk). We have seen a surge in requests for these resources over the year, including from police, hospitals, schools, maternity wards, community health organisations, community centres, and more. This funding allowed us to order an extra 25,000 resources which were distributed to organisations across every region of Queensland.

Philanthropic support allowed us to continue large-scale innovation, including START, our men's behaviour change program, and our AccountabilityConnect and AbilityConnect forums.







Corporate and community generosity also drove initiatives such as Bella's Sanctuary, fully funded through donations and partnerships.

Together, these contributions reflect the trust and shared purpose that help build safer futures for women, children and families across Queensland.

With thanks to our major donors:

- Airbnb
- Calabro Future Trust
- Douglas Family Foundation
- Dowling Family Foundation
- Elston Giving Foundation
- Southport Church of Christ
- QLD Country Bank
- QBank

And thanks to those who provided pro-bono support:

- Liam Fraser and Kingston Reid

And recognising those who organised and participated in our community events:

- Bridge to Brisbane
- St Michael and All Angels Anglican Parish of New Farm
- Souths Sharks Football Club
- RAFT (Run and Fun Tribe)
- Wynnum Ladies Night Disco
- Burlesqfit Academy event
- Australian Catholic University International Women's Day event
- Full Circle May Day Fundraiser
- Footlights Theatrical Well-Behaved Women show

MEMBERSHIPS

DVConnect operates in a strong network of services and organisations united by a common goal to end domestic, family and sexual violence. We know meaningful change comes from working together, sharing knowledge, shaping policy and advocating for solutions informed by lived experience. Through active participation in peak bodies, professional networks and advisory groups, we help drive reform, research and innovation across Queensland and nationally. This year, DVConnect became a founding governing member of Queensland Domestic and Family Violence Alliance (QDFVA), the new independent peak body for specialist domestic and family violence services across Queensland.

OUR GOVERNANCE

DVConnect Limited is a company limited by guarantee under the Corporations Act 2001 (Cth) and a registered charity with the Australian Charities and Not-for-profits Commission (ACNC). DVConnect is also a Public Benevolent Institution (PBI) and endorsed as a Deductible Gift Recipient (DGR) with the Australian Taxation Office.

DVConnect's Constitution allows for up to ten directors. The DVConnect Board continually reviews the organisation's practises and procedures to ensure strong governance in alignment with the Australian institute of Company Director's (AICD) The Not-for-Profit Governance Principles and the ACNC. Some governance areas of focus during the past year included:

1 PURPOSE, VISION AND STRATEGY

There is a clear strategy which aligns our activities to our purpose and vision.

- The rebalancing program of work was completed in line with the DVConnect 2025 Onwards Strategic Plan.
- In 2026, the organisation moved to the Enhance stage of the Strategic Plan, focussing on the key areas of People, Innovation, Integration, Governance and Practice.

2 ROLES AND RESPONSIBILITIES

There is clarity around the roles, responsibilities and relationships of the Board.

- DVConnect's Constitution was amended to ensure that the objects are aligned with the organisation's purpose, maintain alignment with the ACNC and other contemporary governance frameworks, and to enable the Board to appoint casual Directors until the next annual general meeting.
- The Board developed, reviewed and approved several key governance policies and procedures during the year.
- The work of the Board continued to be supported by the Audit, Risk and Finance, and Practice Governance committees.
- The Practice Governance Committee reviewed its functions and authority, with a revised terms of reference approved by the Board.

3 BOARD COMPOSITION AND EFFECTIVENESS

The Board is run effectively, and performance is periodically evaluated. The structure and composition of the Board align with purpose.

- A strong focus was maintained on diversity, ensuring that lived experience, cultural safety and sector experience continue to inform governance.
- We welcomed Chrisine Castley OAM during the year, increasing Board governance and multicultural capability.
- The Board Skills Matrix was updated to guide recruitment of a new Director to expand its capability.
- DVConnect joined the Board Observership Program, bringing on an emerging leader as a Board Observer, providing both a professional development opportunity and a fresh perspective at meetings.

4 RISK MANAGEMENT

The Board's decision making is informed by an understanding of risk and how it is managed.

- A detailed review of strategic and operational risks has been undertaken.
- New strategic risks around cyber and information security have been added to the risk register.
- The Audit, Risk and Finance Committee regularly reviewed the organisation's strategic risks, with enhanced risk reporting implemented to monitor and ensure safety and service quality across the organisation.

5 PERFORMANCE AND ACCOUNTABILITY

The organisation demonstrates accountability by continuing to use its resources appropriately and regularly evaluating performance.

- The monthly CEO and Financial Reports provide trend data, issues and opportunities, across all service streams.
- The Board continues to identify and refine appropriate measures to evaluate performance, including setting and monitoring KPIs.
- Full financial statements and the Annual Information Statement are available on the ACNC website, with the Annual Review available on the DVConnect website.

6 STAKEHOLDERS

There is meaningful engagement with stakeholders, and their interests are understood and considered by the Board.

- DVConnect is improving the way it records and tracks all complaints, and the Board has access to regular reports regarding actions and service improvement outcomes.
- Regular meetings are in place between the DVConnect Chair and CEO and key Government representatives.

7 SUSTAINABILITY

The Board approaches environmental, social and human considerations considering profile, reputation and community standing.

- Human rights and social sustainability remain central to DVConnect's purpose, with the Board actively supporting initiatives that uphold the safety, dignity and rights of individuals accessing services.
- DVConnect prioritises workforce sustainability, with a strong focus on staff wellbeing, professional development, cultural safety and a safe and respectful workplace.
- The Board recognises that sustainability extends to financial resilience and regularly considers strategies to maintain DVConnect's capacity to deliver essential services into the future.

8 ORGANISATIONAL CULTURE

The Board models and works to uphold a strong culture aligned to purpose, client centricity and compliance.

- Interests are identified, disclosed and managed on a regular basis prior to the start of each Board and Committee meeting.
- Procedures are in place regarding management of any potential misconduct, and relevant instances are reported to the Board.
- Expectations of behaviour are outlined in the Code of Conduct and action is taken where behaviours do not meet expectations.
- Staff engagement is measured using an external agency and DVConnect puts action plans in place to improve areas raised by staff.
- DVConnect's purpose, vision, principles and values are displayed at all relevant service and office locations.

Our Board



Carly Jacobitz AHPRA GAICD, Chair

Appointed Director 31 October 2022

Carly Jacobitz is a registered psychologist and AICD graduate with 20 years' operational and executive experience in human services. She is Deputy Chief Executive at Life Without Barriers and non-executive Director of PeakCare, Queensland's child protection peak body. Her extensive experience in child protection and disability within government and for-purpose organisations led her to serve on the Queensland Government's Truth, Healing and Reconciliation Taskforce and the QLD Child Death Review Board. Carly is committed to protecting vulnerable children and families, advocating for the care of people experiencing DFSV, and advancing men's behaviour change programs that serve to address its cause.



Murray Benton, Director

Appointed Deputy Chair 25 November 2024

Murray Benton is a proud Aboriginal (Barkindji Ngiyampaa) man and Deputy Chief Executive Officer at Queensland's Youth Justice and Aboriginal and Torres Strait Islander Child Protection Peak. His leadership spans child protection, youth justice, domestic and family violence, housing and homelessness, community-controlled services, governance and systems reform. Murray serves on Queensland's Child Death Review Board and has advised the Queensland Domestic and Family Violence Death Review and Advisory Board and Queensland Police Service Domestic and Family Violence Advisory Group. Drawing on lived experience, he champions culturally informed, trauma-responsive approaches centred on survivors and accountability.



Ben Bjarnesen BM OAM, Director

Appointed Director 19 August 2019

Ben Bjarnesen BM OAM is an educator, advocate and campaigner focused on improving safety and outcomes for LGBTQ+ victim-survivors of domestic and family violence. A former Queensland Police Service officer with more than 19 years' operational experience, Ben is a Churchill Fellow who has explored international best practice in police responses to DFV in LGBTQ+ communities. He founded the LGBTQ Domestic Violence Awareness Foundation in 2020 and has advised government and non-government organisations on service delivery, community safety and awareness. Ben was awarded the Medal of the Order of Australia in 2026.



Professor Patrick O'Leary PhD, Director

Appointed Director 31 October 2022

Professor Patrick O'Leary is a Professor of Social Work at Griffith University and has held senior university leadership roles for over 25 years. His research focuses on domestic and gender-based violence, perpetrator intervention, integrated and intersectional responses, child protection, the long-term impacts of child sexual abuse, hope and socially excluded young people. He is co-Director of Griffith University's Disrupting Violence Beacon, Chief Investigator with the Australian Research Council Centre of Excellence for the Elimination of Violence Against Women, and non-executive director for Survivors and Mates Support Network. Patrick was also a member of the Queensland Women's Safety and Justice Taskforce.



Simone Moffat-Lane, Director

Appointed Director 25 November 2024

Simone Moffat-Lane is a Chartered Accountant with more than 15 years' experience in financial leadership, audit, budget management and governance. As a Queensland Government Chief Financial Officer, she brings strong public sector accountability and financial decision-making expertise. Her career has included senior finance roles across professional services, listed companies and private equity health. Simone also holds an LLB Law (Honours) from the University of Edinburgh and has served as Treasurer and Board Director for a national not-for-profit homelessness service. She is passionate about using her financial and governance experience to support organisations that make a real difference in people's lives.



Christine Castley OAM, Director

Appointed Director 25 November 2025

Christine Castley OAM is an experienced executive across government and the community sector. A Malaysian-born migrant, her career has focused on public policy and systems reform. She is CEO of the Workplace Gender Equality Agency and holds Board roles with the Queensland Community Foundation, Residential Tenancies Authority and Queensland Theatre Company. Previously, Christine was CEO of Multicultural Australia and held Queensland Government Deputy Director-General roles. Her notable work includes the Not Now, Not Ever Report and the Multicultural Framework Review Panel. In 2026, she received the Medal of the Order of Australia for service to multicultural communities and public administration.



Alena Tracey, Company Secretary

Appointed Company Secretary 19 November 2025

Alena brings over 40 years of executive and technical experience across government and community sectors, specialising in governance, strategy, organisational management and service delivery. She is passionate about helping organisations achieve their objectives through collaboration, capability building and innovative ways of working. Alena is Company Secretary for API Leisure & Lifestyle and canopy Community, and volunteers with several community organisations. Previously, as an Executive Director with the Games Independent Infrastructure and Coordination Authority, she led corporate governance, enterprise risk, the 100 Day Review and Games Sustainability Program. Alena holds master's degrees in Business Administration and Human Resource Management.

Departures during the year

Fiona Maxwell, Director and Chair, resigned September 2025

Nathalie Sarlin, Company Secretary, resigned November 2025

Committee Reports

AUDIT, RISK AND FINANCE (ARF) COMMITTEE

The Audit, Risk and Finance Committee supports the Board of Directors in overseeing DVConnect's financial management, external audit and risk management, governance and compliance obligations. The work of the Committee helps strengthen accountability and ensure DVConnect continues to deliver services safely, effectively and sustainably.

The Committee comprises of four board directors and convenes monthly. The CEO attends the Committee meetings, with support from relevant senior leadership team members as required.

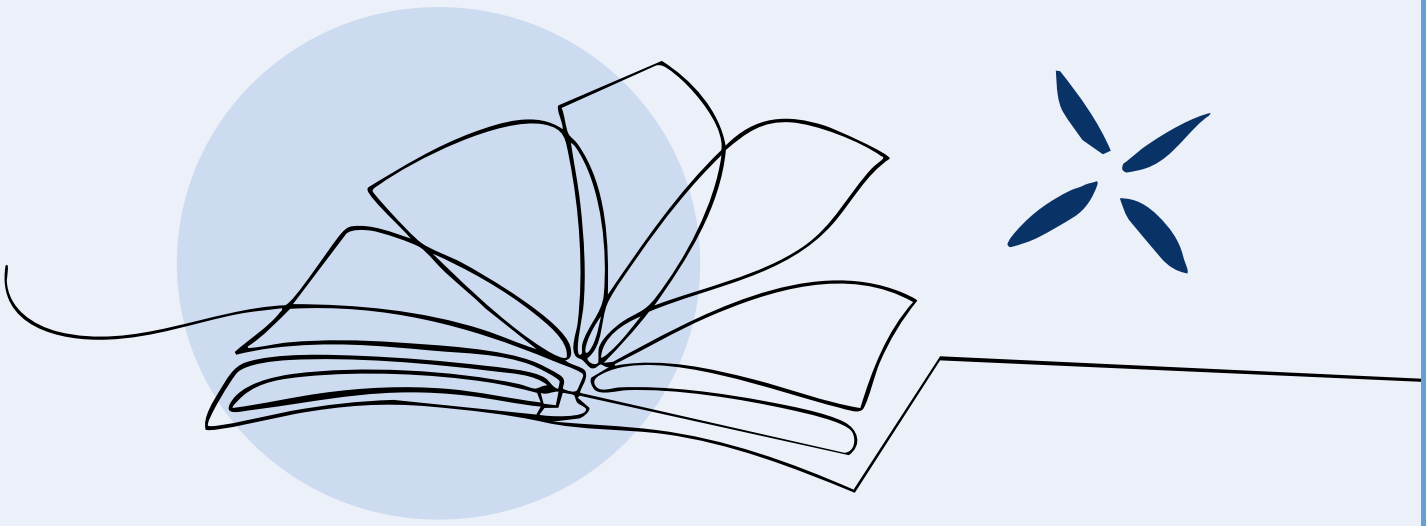
The Committee provides oversight and advice on DVConnect's financial strategy, budget, financial performance, policies and reporting. This includes reviewing the annual budget and annual financial statements and monitoring financial performance against the approved strategic plan.

During the year, the Committee considered key matters including financial performance, budget management, risk oversight, compliance obligations and policy updates. The Committee also worked with DVConnect's independent external auditor to support the annual audit process and provide assurance over the organisation's financial position. Vincents was appointed as DVConnect's financial auditor in 2024 and completed its third audit of the organisation's annual financial statements this year.

PRACTICE GOVERNANCE COMMITTEE (PGC)

The Practice Governance Committee (PGC) assists the DVConnect Board of Directors in ensuring the safety, quality and effectiveness of services. It was previously known as the Clinical Excellence Committee but changed its name to 'practice' to better reflect its coverage across all DVConnect service delivery areas. The PGC assists in fulfilling oversight responsibilities for internal control systems, clinical governance frameworks, quality management of services, and to ensure that clients are receiving the best services possible. The Committee also receives detailed information regarding high-risk client matters. New practice initiatives or areas of innovation are actively considered to support the strategic direction of DVConnect.

The Committee is comprised of three Board Directors and meets four times each year. Committee meetings are attended by the CEO and members of the senior leadership. During the year the Terms of Reference for the Committee were reviewed and updated. Other clinical and management representatives attend meetings depending on the topics under review. The areas of focus over the year included development of services for men who use violence, proposals for new initiatives, and opportunities for new areas of service delivery and expansion such as tenders and proposals to government and donors. Further the Committee has examined relevant theory of change and practice matters to ensure organizational alignment with the strategic plan.



OUR FINANCIAL PERFORMANCE

Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2026

	2026	2025
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from government grants	28,025,219	23,284,242
Receipts from donations	778,038	652,862
Receipts from other income	108,338	128,786
Receipts from ATO	-	1,379,325
Payments to suppliers and employees	(23,664,235)	(24,154,015)
Interest received	224,209	228,817
Net cash generated from operating activities	5,471,569	1,520,017
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for property, plant and equipment	(28,154)	(104,308)
Payment for intangible assets	(16,840)	-
Proceeds/(Payment) for investments in term deposits	133,136	729,711
Net cash generated from/(used in) investing activities	88,142	625,403
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of lease liabilities	(490,197)	(478,241)
Net cash used financing activities	(490,197)	(478,241)
Net increase/(decrease) in cash and cash equivalents	5,069,514	1,667,179
Cash and cash equivalents at beginning of the year	8,118,171	6,450,992
CASH AND CASH EQUIVALENTS AT END OF THE YEAR	13,187,683	8,118,170

Statement of Profit or Loss and Other Comprehensive Income

FOR THE YEAR ENDED 30 JUNE 2026

	2026	2025
REVENUE		
Operating revenue	23,094,983	25,432,005
EXPENSES		
Employment expenses	(16,626,087)	(17,280,665)
Depreciation expense	(839,319)	(657,641)
Administrative & Operational expenses	(1,558,368)	(2,157,798)
Client related expenses	(5,349,679)	(4,236,634)
Property maintenance expenses	(349,963)	(423,191)
Finance costs	(36,855)	(62,810)
Current year (deficit) surplus for the year	(1,665,287)	613,266
OTHER COMPREHENSIVE INCOME	-	-
Total comprehensive income for the year	(1,665,287)	613,266

Statement of Financial Position

AS AT 30 JUNE 2026

	2026	2025
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	13,187,683	8,118,170
Trade and other receivables	191,600	641,945
Other financial assets	183,120	174,605
Prepayments	190,373	203,231
TOTAL CURRENT ASSETS	13,752,776	9,137,952
NON-CURRENT ASSETS		
Property, plant and equipment	1,387,453	1,746,787
Right of use assets	326,243	761,232
TOTAL NON-CURRENT ASSETS	1,713,696	2,508,018
TOTAL ASSETS	15,466,472	11,645,969
LIABILITIES		
CURRENT LIABILITIES		
Trade payables	1,531,371	1,395,984
Other payables	7,454,610	1,723,283
Lease liabilities	365,306	453,343
Provisions	1,059,730	793,589
TOTAL CURRENT LIABILITIES	10,411,017	4,366,199
NON-CURRENT LIABILITIES		
Lease liabilities	-	365,304
Provisions	116	193,837
TOTAL NON-CURRENT LIABILITIES	116	559,141
TOTAL LIABILITIES	10,411,133	4,925,340
NET ASSETS	5,055,339	6,720,626
EQUITY		
General Reserve	5,055,339	6,720,626
Accumulated surplus	-	-
TOTAL EQUITY	5,055,339	6,720,626

The full audited Financial Statement, including notes, for the FY26 year can be found on the ACNC website by searching for DVConnect Ltd.

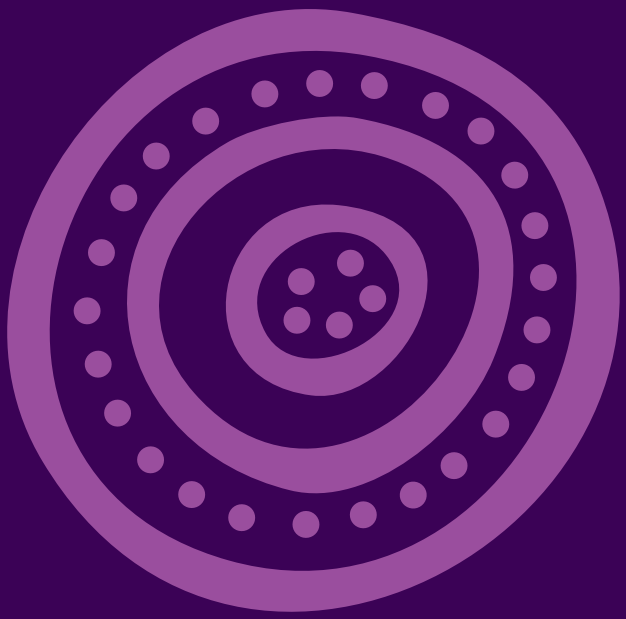
DVConnect Womensline
1800 811 811
24 hours, 7 days

DVConnect Mensline
1800 600 636
9am – 12am midnight, 7 days

Sexual Assault Helpline
1800 010 120
7.30am – 11.30pm, 7 days

Forensic Support Line
1300 264 827
9am – 6pm, Monday – Friday

VictimConnect
1300 318 940
24 hours, 7 days



DVConnect Contact Details

PO Box 10575, Adelaide Street,
Brisbane QLD 4000

07 3156 2323

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ARTWORK: BECAUSE OF HER WE CAN BY STEVIE O'CHIN

DVConnect worked with Stevie O'Chin, an Aboriginal artist in residence at the Birrunga Gallery, to create the unique and inspirational artwork seen in this document. Stevie's painting represents all women and families impacted by the traumatising effects of domestic violence. This artwork marks one small step in our organisation's commitment to reconciliation.

DVCONNECT™
Be heard. Be safe.