
2017-18 Annual Report



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Our Vision

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

Our Mission

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

Our Values

- Respect
- Safety
- Equality
- Accountability
- Empowerment

Our Principles

We operate from a feminist framework and we acknowledge that domestic, family and sexual violence is gender-based violence, predominantly perpetrated 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.





Message from the Board Chair and Business Transformation Manager

This has been a year of transformational change for DVConnect with the aim of improving systems, processes and relationships to provide better service experience, reach and accessibility for anyone impacted by domestic, family violence or sexual assault. DVConnect continues to run Queensland's 24/7 crisis phone based service. We received 98,174 calls through our Womensline and Service Line supporting women and their children with safe accommodation options to leave domestic violence situations.

DVConnect also runs Queensland's Sexual Assault Helpline receiving 2,152 calls and our Mensline service provides phone based services and court support for several Brisbane courts, receiving 14,860 requests for service.

In October 2017 DVConnect entered into a contract with Medibank to provide confidential trauma specialist counselling service for the national 1800RESPECT 24/7 line. We are thrilled to be part of this national service.

Our partnerships with QSuper, Queensland Rail, RSPCA Queensland, Country Women's Association and donations from individuals and other organisations demonstrates the collective uniting to end domestic and family violence.

DVConnect has been raising awareness, contributing to system wide reforms, and working with our fellow service providers to holistically shape our state.

We have an incredibly passionate and driven team who deliver quality services every day to individuals and families impacted by domestic, family violence and sexual assault. I am honoured and humbled to be the Chair of the Board of Directors at DVConnect and to be surrounded by the most supportive Board members, management team and most importantly the committed staff at DVConnect. Let's change the world!

**Shaan Ross-Smith,
DVConnect Board Chair**

Project Bell is the name of the business transformation program, when a woman has arrived safely to a Refuge a gold bell is rung which symbolises the team effort involved in her safe arrival. This transformation program puts people and culture at the centre to deliver systems and processes that are informed by people who use our services. Our social media reach for raising awareness about domestic, family and sexual violence and the services offered has increased significantly this year and we aim to do more.

Thank you to our staff, service partners and past clients for joining us on this transformational journey so that through collaboration we are enabling seamless pathways from violence to safety and beyond.

**Michelle Wicks,
Business Transformation Manager**

Message from survivors



"You guys saved us. Our life is one thousand times better. We are free! We are safe! We are happy! All thanks to this organisation."

"My children are very happy. DVConnect has changed my life. What you do is absolutely amazing. I want to thank the person I spoke to because my children are smiling now. I give the person I spoke to my love."

I wish 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 women and children.



DVConnect requests for service FY2017-18

The Queensland
state phone line
services:

- Womensline and Service Line received 98,174 phone calls and referrals
- Sexual Assault Helpline received 2,152 phone calls and referrals
- Mensline team received 14,860 requests for service (received phone calls and referrals) through the National phone service:
- 237 pets were provided with safe accommodation in 2017-18 Financial Year through the RSPCA Pets In Crisis Program. An additional 34 pets were relocated to other safety accommodation.

Womensline

- 72% of callers were provided with crisis counselling and/or safety planning
- Callers who were provided with crisis intervention or safety planning accounted for 80% of the counsellors time
- 145,503 outgoing calls were made for safety arrangements.

Crisis Services Provided

Refuge Placements

Women	1,371
Children	1,980
Total	3,351

Transported (fare paid) **5,594**

Women	2,327
Children	1,986
Totals	4,313

Motel Accommodation **9,485** (This refers to the number of nights women and children spent in accommodation)

Women	3,403
Children	4,309
Total	7,712

Mensline Service Provision

New Intakes **10,388**

Counselling	2,861
Information	5,206
Crisis Intervention	55
Court Support by Phone	44
Court Support in Person	2,222

Sexual Assault Helpline

New Intakes **990**

Presenting Issue

Acute Recent Sexual Assault	240
Sexual Assault as a Child	160
Sexual Assault as an Adult	373
Child/Adolescent Sexually Assaulted	92
Recent Disclosure of Sexual Assault	125





▼ We acknowledge and thank Redcliffe based Bigambul artist Jordan Roser for the use of his artwork in the 2017 – 2018 DVConnect Annual Report



DVConnect's 2018 - 2020 Strategic Plan

Vision:

All relationships are free from domestic, family and sexual violence.

Mission:

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

Principles of work:

DVConnect works from a feminist framework and we acknowledge the gendered nature of domestic, family and sexual violence predominantly against women. We provide services to support everyone dealing with 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 Strategic Pillars

Service Experience

Provision of a non-discriminatory service for diverse community members across QLD, with a strong focus on safety, empowerment and accountability.

People & Culture

Attract a diverse and high performing workforce, where we retain, engage and inspire our people and develop and support their professional growth and well-being.

Innovation, Collaboration & Leadership

Analyse service use and data to provide an evidence based contribution to the broader community and service system.

Sustainable Organisation

Create and maintain strong governance, transparency, and accountability throughout all levels of the organisation.

Performance Results

- Service response rates
- Service quality
- Transparency for clients
- Collaboration with and commitment to rural, remote and vulnerable communities.

- Staff satisfaction & retention
- Known for capability development and professional growth of staff and leaders
- Strive for excellence in workplace health, safety and well-being
- Standard of delivery of service
- Feedback from clients

- Participation in key networks
- Ongoing development of sector and corporate partnerships
- Innovative culture using rich data and analytics
- Recognised as a reputable and collaborative organisation within the broader system.

- Vigorous financial and risk assessment processes
- HSQF accreditation and meeting all other requirements
- Management team accountable to Board through monthly reporting
- Diversification of funding
- Diversity of skills in Board members
- Targeted marketing and fundraising plan.

Our Values

Respect

Safety

Equality

Accountability

Empowerment

The team at DVConnect

DVConnect comprises of an extensive team of Counsellors, Administration Officers, Board Members, Management, Funders, Partners and Donors.

Our Management Committee

Business Transformation Manager	Michelle Wicks
Crisis Services Practice Manager	Sophie McCashin
1800RESPECT Program Leader	Tania Felstead
Financial Controller	Michelle Francis
HR & Compliance Manager	Kathy Whiting

Our Funders

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

Womensline and Mensline

Funding for these services is provided by the Department of Child Safety, Youth and Women.

Sexual Assault Helpline

Funding for this service is provided by the Department of Child Safety, Youth and Women.

Mensline Court Support

Funding for this service is provided by the Department of Justice and Attorney General.

1800RESPECT

Medibank funds 1800RESPECT specialist counselling through a subcontracted panel of providers. Funding for 1800RESPECT is provided by the Australian Government Department of Social Services.

Project Bell

Funding for the Business Transformation Program is provided by the Department of Child Safety, Youth and Women.

Partners

Queensland Rail	QSuper
RSPCA QLD	QLD Country Women's Association

Additional Income and Support

GCBF Grant	Donations and Fundraising
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“

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

”

Our Board

Shaan Ross-Smith

Shaan Ross-Smith 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 sixteen years working with 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, 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.

Linda Dreghorn

Linda Dreghorn is the Company Secretary and was appointed on 22 February 2005. Linda was also appointed as a Director on 20 July 2010. Linda is currently Company Secretary for Green Cross Australia, and Manager, Business Performance – Governance at Arts Queensland. Her previous roles include Company Secretary and Legal Counsel for Major Brisbane Festivals Pty Ltd, General Manager of Brisbane Festival 2006, Secretary and Director of the Secretariat of the Queensland Law Society Inc., Co-ordinator of Due Diligence for SunWater's acquisition of major water infrastructure and Lecturer in Law at the Queensland University of Technology. 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 ACID Company Directors' course.

Fiona Maxwell

Fiona Maxwell'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 QUT, a Masters from the University of New South Wales and recently completed the Executive Program for Non-profit Leaders at Stanford University.

Enid Hughes

Enid Hughes is the Human Capital Partner at Deloitte. 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. She has managed multi-million dollar projects of multi-disciplined teams in large and complex organisations. Enid is an advocate of women at all levels and gender equality and is an active mentor. Enid holds a Master of Business Administration and Bachelor of Applied Science (Computing).



Our Board continued...

Leigh Talbrett

Leigh Tabrett PSM 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 is working 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.

Glenn Henderson

Glenn is a Chartered Accountant with over 25 years of experience in commerce (both private and ASX listed), government related organisations, not-profits and the accounting profession. Glenn is a qualified Chartered Accountant (Australia and New Zealand) and he has a Business (Accounting) Degree from the Queensland University of Technology (QUT).

Glenn has worked predominately in senior financial management positions in the services industry and has been involved in growing businesses both organically and through acquisition. Glenn has a passion for change and improvements. Glenn Chairs the Audit Risk and Finance Committee

Heather Castledine

Heather Castledine, Director 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 and Sexual Assault service), and a Director of YFS (Youth & Family Service). Aunty Heather works as an Indigenous Cultural Consultant to a team of clinicians for the Child & Youth Mental Health Service (CYMHS) of Queensland Health. She holds a Bachelor of Social Work, Certificate IV in Indigenous Leadership, Diploma of Community Services, Certificate of Attendance to Attachment Theory & Practice Relevance for Aboriginal & Torres Strait Islander People, Statement of Completion A & TSI Cultural Awareness Facilitator Training, Outstanding Achievement for Reconciliation Learning Circle Kit, Certificate of Participation in Applied Suicide Intervention Skills & Statement of Attainment of Senior First Aid & Aboriginal & Torres Strait Islander people Mental Health First.

Womensline

DVConnect's Womensline is Queensland's 24 hour a day, 7 day a week crisis response telephone service for domestic and family violence. Womensline responded to 98,174 calls in the 2017-2018 Financial Year.

The number one goal of Womensline is to respond to the immediate safety needs of our callers. Womensline offers free, professional, non-judgemental crisis counselling, information and support to people living with domestic and family violence.

Each day we support women who fear violent partners, ex-partners, or family members and who need a safe place for themselves, their children and potentially their pets.

Our professional team of Womensline Counsellors are committed to supporting individuals self-determination. We recognise that women are the experts of their own situation, who manage their own (and their children's) safety on a daily basis. Whether it be providing practical assistance in the form of supporting travel and accommodation needs to relocate a family from a violent environment to a safe destination, or providing comprehensive safety planning to remain with her partner, Womensline Counsellors are available and able to assist in the provision of information, presenting options, and working with callers

from an empowerment framework so that each individual has their unique safety needs met.

Managing the practical logistics of assisting women to relocate due to serious safety concerns, collaboratively developing sound safety plans for women who decide not to leave their current situation (Womensline acknowledges that this could be for a variety of reasons, including the fact that this could be a risk management strategy in itself), and also providing emotional support to women who have often experienced psychological and emotional trauma after a history of abuse is complex and requires specialist skills. Our team are dedicated to providing practical, quality and specialist support to women who are vulnerable and who have been surviving in dangerous environments. We have enormous respect for the women who call Womensline, and acknowledge it takes courage to reach out to services and seek help. The Womensline team are in a privileged position to be able to offer our much needed services.

Sophie McCashin



Womensline Case Studies

Case Study 1

Mary* is 60 and was in an abusive marriage for 27 years. She previously sought support from Womensline over several years to obtain information about available services and options.

Mary accessed legal information after she experienced tactics to exert power and control over her in the form of blaming, bullying, physical abuse and systemic abuse of the Court process. Mary developed an acute mental health illness and was hospitalised.

Mary gained face-to-face legal support and crisis counselling through DVConnect and was supported to leave her husband and access safe house accommodation after spending 2 nights in a DVConnect funded motel.

This case study demonstrates the coordination of several services to provide practical information, encouragement, and options to clients to ensure they are equipped with the tools they need to leave a domestic violence environment when they feel ready to do so.

Case Study 2

Binh* was 21 years old and had recently arrived in Australia from South East Asia. Binh was in a relationship for 3 years, however, it was after 6 months of marriage that her husband became physically abusive. The violence escalated and serious threats were made against Binh.

One evening, Binh's neighbours overheard a physical assault taking place and they contacted the Police who informed Binh about additional support available through DVConnect. Police then contacted Womensline to advise workers Binh's husband had previously been in law enforcement and he threatened Binh with lethal use of weapons.

On advice by DVConnect and with Binh's consent, local Police assisted Binh to pack essential belongings and transported her safely to local domestic and family violence services. This enabled Binh to access immediate face-to-face support and to talk to DVConnect from a safe place. The Police took out an Intervention Order against Binh's husband, and Binh was referred directly to Brisbane's short term Refuge where she could access more support and had time to make a decision about her next steps.

*Please note we have not used real names of clients in any of the case studies.

“

**Womensline service
were 'brilliant' &
did 'really good
work' with my
granddaughter.
Thank you.**

”

Womensline Case Studies continued...

Case Study 3

Nylah* and her 3 children under the age of 16 came into DVConnect emergency accommodation after Nylah's 4 month relationship escalated from verbal violence and threats into physical abuse. Nylah stated the "last straw" was when her partner threatened her children, one of whom has a severe disability and he broke all of her toys.

Nylah and her children were referred to a high security shelter however, right before they were to commence their travel to the shelter, Nylah took her children to see their biological father (not the perpetrator of violence) to say goodbye. The biological father of Nylah's children wanted to continue with their standard child care agreement where he would usually have the children for

several days (a mutually agreed arrangement independent of Family Law Court Orders), and Nylah was keen to ensure their children had this option as they would be moving several hours away to access safety.

DVConnect staff strongly advocated with the shelter to hold the vacancy for several days to enable Nylah's children to spend time with their father prior to leaving the South East Corner of Queensland. Nylah and her children were able to access shelter safely, in a way that was supportive of the children's needs and with the support of Nylah and the father of her children.

*Please note we have not used real names of clients in any of the case studies.

Sexual Assault Helpline

In 2017-18 the Sexual Assault Helpline received 2,152 calls from women, men and young people. The Sexual Assault Line offers telephone support and crisis counselling to anyone who has been sexually assaulted or abused and for anyone who is concerned someone they know may have been assaulted or abused.

Sexual Assault Line Case Studies

Case Study 1

Marama* rang the Sexual Assault Helpline and requested information about local services she could contact for face-to-face support. DVConnect's Sexual Assault Helpline Counsellor provided Marama with details of services nearby, however Marama expressed concern the services wouldn't support her based on her own experience perhaps not meeting the "eligibility criteria" to receive assistance.

Marama stated she had been separated from her ex-partner for 2 years, however he continued to come and visit their son and pressure her for sex at her home. Marama was coerced into having sex with her ex-partner out of fear of what he might do when she refused, and because she wanted to ensure her son continued to have a relationship with his father.

Marama said she hated what was happening to her but she thought it would not be classified as sexual assault as she had previously been in a consensual relationship with her son's father, and therefore, no one would believe her.

Marama cried after sharing her story because she received the validation she needed and confirmation that what she had been experiencing for many years was sexual violence. Marama was linked into relevant support which enabled her to access ongoing face-to-face counselling.

Case Study 2

Kayla* contacted DVConnect Sexual Assault Line and disclosed she had been walking through Brisbane city after University and was raped by a stranger. Kayla told the Sexual Assault Line Counsellor she disclosed what happened to her friend, and her friend asked her "Why didn't you just run away?". Kayla had not spoken about the assault since the incident happened because she was unsure how people would respond, and was concerned people would think she could have prevented being raped.

The Sexual Assault Line Counsellor reiterated that what had happened to Kayla was not a result of Kayla's actions but it was a choice made by the abuser, therefore the shame and blame was not Kayla's responsibility. Kayla was referred to specialised counselling services in her area, and was given information about the Brisbane Rape and Incest Support Services group (BRISSC) that she could access for further support.

This conversation demonstrates how the Sexual Assault Line can be the "first port of call" for people who have experienced sexual assault, and how Counsellors acknowledge the seriousness of sexual assault, respond in a way that does not victim blame, and then refers onto the most suitable ongoing support service for the individual contacting.

*Please note we have not used real names of clients in any of the case studies.

Mensline

DVConnect Mensline is a free, confidential telephone crisis counselling, referral and support service especially for men. In 2017-18 Mensline provided support to 14,860 Queensland men.

The Mensline service is available from 9am to midnight, 7 days a week and supported by specialist male and some female Counsellors. The Counsellors can also provide Court Assistance either in person or via the phone, and practical support through the lens of family

safety and accountability. Mensline aims to highlight the impact of abuse on partners and families, and challenge people who use violence to change their behaviour.

Mensline Case Studies

Case Study 1

Police responded to a report of domestic violence in remote Northern Queensland. On attendance, Police identified that Tom* would likely benefit from services that could assist with addressing his violent behaviour, and referred Tom to DVConnect Mensline.

DVConnect Mensline were unable to contact Tom on the phone, however Mensline mailed a letter to Tom which highlighted the services available: crisis counselling, clarification of Court processes, support and assistance to access local services, and having a conversation that would encourage Tom to look at the safety and wellbeing of other individuals affected by his decision to use violence.

Tom contacted DVConnect and was grateful Police had arranged an agency to initiate contact with him and offer help. Tom appreciated the seriousness of the situation and the critical need for change to benefit himself and all family members.

Case Study 2

Police responded to calls of domestic violence in a Brisbane suburb. Jim* 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 Jim to DVConnect for immediate support, clarification and assistance with accommodation and other necessities. During his engagement with DVConnect, the Counsellor was able to identify Jim 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. Jim disclosed he had a Domestic Violence Order taken out against him where he was under no circumstances allowed to approach the house or his family members. Jim disclosed he breached the Order 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, Jim terminated the call.

Mensline staff identified Jim was at high risk of self-harm and posed a threat to his family and immediately notified police. Jim was taken into custody.

*Please note we have not used real names of clients in any of the case studies.



Mensline Case Studies continued...

Case Study 3

David*, a recently retired ex-servicemen, contacted DVConnect following his use of violence against his partner. David was stressed, confused, and had become isolated from friends, family and colleagues after being diagnosed with Post Traumatic Stress Disorder (PTSD). Mensline discussed the impact of family and domestic violence on David's partner and broader social networks, and reinforced that it was critical to introduce change.

Mensline provided information about the Court process, options available to him, and Change Programs in his region. The Mensline Counsellor highlighted the nature of trauma and PTSD and discussed healthy coping strategies and what it would mean to David if he were to irreversibly damage his relationship with his partner and children as a consequence of his choices.

David committed to regaining his fitness and reconnecting with friends, colleagues, his Church and family members. David recognised domestic violence services were vital for improving his wellbeing and his relationship with his partner.

Several weeks later once Court processes were complete, David called back and stated he signed up for ongoing behavioural change assistance, and DVConnect Mensline had been significant in his journey towards rehabilitation. He advised his personal circumstances had been improving remarkably with the professional support he was receiving and he expressed gratitude to Police and DVConnect Mensline Counsellors.`

*Please note we have not used real names of clients in any of the case studies.

Pets To Safety

For people in domestic violence relationships, the practical logistics of keeping animals out of a violent environment can seem too great and may discourage people from reaching out.

People may fear for their pet's safety and don't want to put their pet at risk if they leave home. DVConnect, RSPCA Queensland and the Queensland Government have continued their commitment to the Pets In Crisis Program, a practical animal foster care program which facilitates safe Refuge for animals at risk of domestic violence until they can be reunited with their families.

RSPCA Queensland provides animal boarding and health care for a nominal fee for individuals fleeing domestic violence. Knowing pets will be cared for and reunited with them as soon as they are set up in a new home can mean that victims of domestic and family violence will reach out to DVConnect.

237 pets were provided with safe accommodation in 2017-18 Financial Year through the RSPCA Queensland Pets In Crisis Program.

DVConnect and RSPCA Queensland placed 127 dogs, 90 cats, 16 birds (includes 4 chickens) and 4 other animals into safe accommodation.

An additional 34 pets were transported to other safe accommodation in 2017-18 Financial Year. We relocated pets with 2 dogtainers and via plane, 10 animals via Pet Taxis, 5 dog movers and 17 animals through taxis.

237
pets

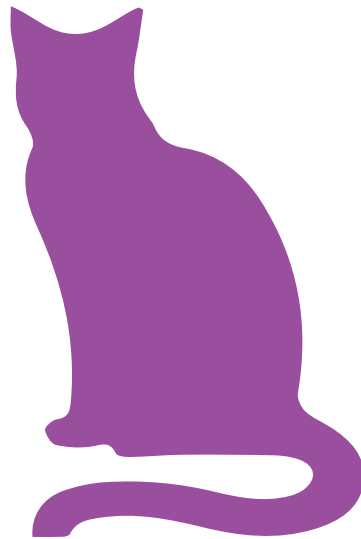


127
dogs



90
cats

All made safe.





Pets to Safety Case Study

Sharon* and her children were subjected to domestic violence and abuse. Sharon reached out to DVConnect and expressed she wanted assistance to leave a violent household. Sharon and her children were assisted into safe house accommodation. Naturally Sharon was anxious about leaving Missy, the family dog, with RSPCA Queensland, and was concerned about how Missy would cope with the change in environment. RSPCA Queensland reassured Sharon that Missy would be well cared for through a kind and professional service, and they would be reunited in 28 days.

Missy was taken into RSPCA Queensland care and supported by animal attendants and vet clinics to have a physical exam, vaccinations and to be de-wormed. Missy was de-sexed and cleared to proceed to the behavioural assessment stage. In the behavioural assessment stage she was cleared for safety handling, separation anxiety and given the tick that meant she was suitable for foster. While assessment took place, Missy was given twice daily walks and cuddles to ensure she received regular exercise and human connection.

Missy was placed with foster carers John and Jenny. John and Jenny were aware she was a Pets In Crisis dog and she had been exposed to a violent environment. Missy's foster carers were patient as she settled into a routine of regular walks. John and Jenny regularly provided updates to Sharon about how Missy was settling confidently into her new routine.

Missy's stay with John and Jenny was extended by 28 days because of Sharon's need for more time. Missy was in foster care for 2 months and the family reunion with Missy, Sharon and Sharon's children was emotional because it represented a new beginning as a family. Sharon was grateful and said to John and Jenny, 'Thank you so much for looking after my girl. I don't know what I would have done without this program'.

*Please note we have not used real names of clients in any of the case studies.

1800RESPECT

1800RESPECT, the national sexual assault, domestic and family violence counselling service, 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 2010-2022.

1800RESPECT provides specialist counselling via 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.

1800RESPECT Case Studies

Case Study 1

I was nervous to call and didn't want to do this at first, as I felt no-one would believe me. When I finally got the courage to phone, the Counsellor was amazing, she listened to me and it felt like she understood. She talked about how concerned she was for me and the rest of my family and I finally felt like I could breathe.

I rang 1800RESPECT because I was feeling devastated about my relationship with my husband. I was provided emotional support and had my experiences validated by one of the Specialist Counsellors who listened to my story with empathy and understanding. I felt supported by the Counsellor who encouraged me to look at the strength it had taken to walk away from the relationship, protect my children and start again. We focussed on the future, discussing self-care strategies and support networks for myself and my children. She encouraged us to engage in ongoing counselling from a service who had experience in working with the impacts of domestic and family violence.

I cried because I felt heard. She sat with me and just listened and I was so happy that I made the decision to call and ask for help.

Case Study 2

I phoned 1800RESPECT because I was worried about how my relationship was changing and I wasn't sure if it was domestic violence. I told the Counsellor how my boyfriend had become jealous when I went out with my friends, or with my mum for a weekly coffee. I then admitted that he had pushed me and I had fallen and that I was feeling frightened about what he might do next.

I was so grateful when I talked to the Specialist Counsellor about my fears and how upset and overwhelmed I was feeling. I felt like she really understood what I was going through and I felt safe enough to share with her that he had forced me to have sex a number of times. The Counsellor explained what domestic and sexual violence is and we talked about a safety plan. She was very helpful and reassured me that what I was feeling was understandable, telling me that I was strong and could have a safe, bright future. I am very grateful for the service.

Case studies are based on common 1800RESPECT calls and scenarios.

DVConnect Training

Throughout the year, DVConnect provided training about developing safe, best practice responses to domestic, family and sexual violence.

Packages were tailored to suit workplace and community needs, and provided as an informative experience for participants to sit alongside sector service providers and develop their approach to support individuals who may disclose experiences of abuse.

Our training incorporates strong messaging about DVConnect's stance on domestic and family violence and sexual assault being forms of gender based violence and we focus on key principles of recognising, responding and referring to disclosures. All DVConnect training packages utilised best practice standards and professional expertise to inform delivery.

Community Awareness and Support

“About 1 woman a week and 1 man a month were killed by a current or previous partner from 2012–13 to 2013–14,” Australian Institute of Health and Welfare, 2018.

DVConnect is committed to driving awareness about domestic violence prevention and providing practical crisis support to get families out of violent environments to safety. Part of DVConnect’s mission is to engage and educate the community about what constitutes as domestic violence and eliminating these ultimate acts of control. DVConnect strives to build strong relationships with service sector partners to collectively work to eradicate domestic violence.

We included key information about DVConnect services in the Queensland Police Legacy Child Safety Handbook which goes out to all schools.

Sector & Community Engagement

Qld Premier’s White Ribbon Breakfast

DVConnect was involved in the Premier’s White Ribbon Breakfast held at the Brisbane Convention and Exhibition Centre in November 2017. The White Ribbon Breakfast raised over \$12,000 through raffle tickets and a portion of the ticket price to attend was donated to DVConnect.

On-field representation with other DV Services at Brisbane Lions game

DVConnect was invited to participate in an on-field promotion with the Brisbane Lions during DV Prevention Month in May 2018. This provided the opportunity for 11 Brisbane service providers to unite, raise DV awareness and work to eliminate domestic violence.

Domestic and Family Violence Prevention Month – May 2018

Each year Domestic and Family Violence Prevention Month is held to:

- Raise community awareness about the effects of domestic and family violence
- Promote a zero tolerance to family violence message
- Promote the domestic and family violence services available
- Encourage people who have used violence to take accountability of their own actions

Domestic and Family Violence Prevention Month Activities

- Candle Lighting Vigil
- Qld Homicide Awareness Day
- Inala Says No Symposium
- QSuper Morning Tea and Afternoon Tea
- Beyond DV High Tea
- Darkness to Daylight CEO Challenge
- Bayside United Soccer Club DV Awareness Game
- Annual ANROWS Conference
- Attendance at the Indigenous Family Violence Prevention Forum
- Platform 1225 Forum: Abuse of Power – Confronting Dynamics of Harm





Corporate Partners & Supporters

Partnerships make a significant difference to DVConnect's work and service delivery capability every single day. DVConnect greatly values the contribution, invaluable support and fiscal contribution partners, individuals and community members make. Without this support, DVConnect would not be able to serve the community with critical domestic violence services.

Partnerships

QSuper Partnership

QSuper and DVConnect became Partners in November 2016 with QSuper's donated funds allocated to employ an additional frontline Crisis Counsellor. This partnership has strengthened and QSuper have continued to support DVConnect in several ways.

DVConnect sincerely thanks QSuper for their incredible and continued support through raising awareness of domestic and family violence within their workplace, holding morning teas in honour of DVConnect and providing volunteers for events. We greatly appreciate QSuper's commitment.

Queensland Rail

Queensland Rail provided practical support with logistics and contributed to moving 7,712 women and children into safety. Thank you Queensland Rail for your ongoing support.

You're The Voice choral event

You're The Voice Choral Event encourages Australians to use their voices to sing against domestic violence. Singers, professional choirs, community groups and individuals united which culminated in John Farnham's 'You're the voice'. The choral event was held at Southbank by Qld Music Festival. We thank Katie Noonan for the vision of bringing the voice in song to support those living with domestic violence.

Grants

DVConnect was the recipient of a \$5,000 grant from the Gold Coast Community Fund. This money will be directed towards Gold Coast residents who are seeking support with emergency safe accommodation wherever they are placed. The fund takes a zero domestic violence tolerance approach. We thank the Gold Coast Community Fund for their support!

Pets in Crisis fundraiser

Kara Cook of Cook Legal held a fundraising wine tasting event for DVConnect's Pets in Crisis Program on 2 November 2017. DVConnect would like to recognise and express our gratitude to Kara Cook who made the event possible. Kara raised close to \$3,000 and awareness for the Pets in Crisis program.

Dowling Family Foundation

We extend our appreciation to the Dowling Family Foundation for their generous donation which contributes to raising awareness about DVConnect Services and also providing practical support to people in domestic violence crisis.

Supporters

- Xtend Barre Newstead and Stones Corner
- Inner Wheel Club of Brisbane West Inc
- Queensland Law Society
- Beyond DV High Tea
- Gold Coast Community Fund

We thank all our supporters and partners for their on-going commitment to DVConnect.

QLD Country Women's Association

QLD Country Women's Association (QCWA) have supported DVConnect for over 5 years. QCWA have prepared emergency care packages of toiletries and personal care items. Each pack is valued at approximately \$25 and make a huge impact to women and children who have chosen to utilise emergency and safe accommodation. We thank QCWA for ongoing support that helps women and children who may flee unsafe environments unexpectedly and quickly.

Financial Report

dvconnect Limited ABN 66 101 186 476

Financial Statements for the year ended 30 June 2018

dvconnect Limited:

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

Statement of Comprehensive Income for the year ended 30 June 2018

	2018	2017
	\$	\$
Revenue	7,636,441	5,660,014
Administrative expenses	(266,411)	(176,559)
Property expenses	(364,381)	(173,236)
Depreciation	(51,216)	(25,162)
Employment and contract expenses	(5,219,854)	(3,752,858)
Client related expenses	(1,210,282)	(1,390,195)
Other expenses	(146,785)	(119,768)
Profit (loss) before income tax	377,512	22,236
Income tax expenses	-	-
Profit (loss) for the year	377,512	22,236
Other comprehensive income	-	-
Total comprehensive income (loss) for the year	377,512	22,236
Total comprehensive income (loss) attributable to members of the entity	377,512	22,236



Statement of Financial Position as at 30 June 2018

	2018	2017
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,665,901	850,698
Trade and other receivables	7,163	20,208
TOTAL CURRENT ASSETS	1,673,064	870,906
NON-CURRENT ASSETS		
Trade and other receivables	33,698	22,037
Property, plant and equipment	94,437	47,884
TOTAL NON-CURRENT ASSETS	128,135	69,921
TOTAL ASSETS	1,801,199	940,827
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	666,679	239,208
Unearned income	17,500	26,538
Provisions	396,964	324,853
Other	2,388	1,770
TOTAL CURRENT LIABILITIES	1,083,531	592,369
NON-CURRENT LIABILITIES		
Provisions	44,633	52,935
TOTAL NON-CURRENT LIABILITIES	44,633	52,935
TOTAL LIABILITIES	1,128,164	645,304
NET ASSETS	673,035	295,523
EQUITY		
Accumulated surplus		
General reserve	673,035	295,523
TOTAL EQUITY	673,035	295,523

Womensline

1800 811 811

Offering emergency assistance, crisis counselling and support to women and their children living with domestic violence

Operates 24 hours and 7 days a week

Mensline

1800 600 636

Operates from 9am – midnight 7 days a week

Sexual Assault Line

1800 010 120

Operates from 7:30am – 11:30pm 7 days a week

1800RESPECT

1800 737 732

Operates 24 hours and 7 days a week

References

Australian Institute of Health and Welfare (2018), Family, domestic and sexual violence in Australia (p. 68). Retrieved from <https://www.aihw.gov.au/getmedia/d1a8d479-a39a-48c1-bbe2-4b27c7a321e0/aihw-fdv-02.pdf.aspx?inline=true> 25 September 2018.



DVConnect respectfully acknowledges and celebrates the Traditional Owners of the lands through Australia and pays its respects to their Elders, children and young people of past, current and future generations. We value inclusivity and diversity.

We are committed to helping women (including transgender women and transfeminine-identifying individuals) and children of all ethnicities, races, sexual orientations, religions, ages and physical abilities.

DVCONNECT
Be heard. Be safe.