

Domestic Violence Service Management



Annual Report 2018 - 2019

www.dvnsdsm.org.au | www.insightexchange.net

DVSM Board of Directors



Anna Ross
Non-Executive Director
and Chair



Vicki Hartley
Non-Executive Director
Treasurer



Suzanne Evans
Non-Executive Director
and Company Secretary



Moo Baulch
Non-Executive Director and
Member (CEO of DV NSW)



Leigh Gassner
Non-Executive Director



Lizette Twisleton
Non-Executive Director

Acknowledgement and thanks:

Domestic Violence Service Management (DVSM) would like to thank all contributors, critical friends and communities, who have engaged directly or indirectly with our work.

T: (02) 9251 2405

E: admin@dvnswsm.org.au

W: www.dvnswsm.org.au

Domestic Violence NSW Service Management is a registered charity (ABN 26 165 400 635).

Message from DVSM Chair



This year, I have been reflecting on one of DVSM's principles – that "it is necessary for all of us to take responsibility for making change happen". The 2018-19 year was another 12 months full of action and challenge for our organisation. Across all aspects of our work, our amazing DVSM team have been tenaciously taking responsibility for making meaningful and profound change happen.

Along with the rest of the Board, I learn a great deal about our work from the insights of women who receive our services and whose lived experience of DVF teaches us so much about the impact of what we do. In so many of those insights, comment is made about the value and significance of the support received from the incredible DVSM team members who work directly with people experiencing DFV. Every day, our ROAR, MOMO, DVAHS and WSH teams make change happen and take responsibility in a deeply meaningful way for the wellbeing and safety of the individuals and families that seek their support. Our Annual Report, and Insight Exchange initiative, contain many insights that demonstrate the positive change that the DVSM team already contribute to every day. Further, the generosity of the people willing to share their lived experience insights helps all of us at DVSM to deepen the positive impact of our work.

DVSM also seeks to make change happen for individuals and families with whom we do not work directly. Our efforts to take responsibility for positive change include to support the reflections and efforts of other service providers with whom individuals and families experiencing DVF will interact. Our work in 2018-19 included engagement with NSW Department of Justice Diversity Services, NSW Department of Justice Corrective Services, NSW Department of Justice Death Review Team, NSW Health – Education Centre Against Violence, Domestic Violence NSW (Peak), No to Violence NSW (Peak), Women's Health NSW, Women's Domestic Violence Court Advocacy Service, UTS Transdisciplinary Innovation Faculty, Sydney Uni Law School, Employee Assistance Professionals Association Australasia, Converge International, Penrith Women's Health Centre, South East Sydney Local Health District, North Sydney Local Health District, Liberty DFV Specialist Service, and more.

We are proud of our work with these organisations and excited about what has already been achieved in these collaborations as well as the possibilities ahead.

On behalf of the DVSM Board, I extend sincere thanks to our incredible teams at ROAR, MOMO, DVAHS and WSH working directly with individuals and families experiencing DFV and to the organisations and individuals who have collaborated with us this year – in several instances for another year of successful partnering. Particular thanks to Sal Dennis, Joanne Tan and Suzan Delavere for providing such dedicated and inspiring leadership throughout 2018-19 and to Mary Ronayne who was the creative and logistical director of the wonderful Dream Big – Fashion Parade – a real highlight of the year. I would also like to formally welcome our new directors Leigh Gassner and Lizette Twistleton who bring our Board such rich and diverse experience. We are lucky to have the benefit of their wisdom and perceptiveness and Leigh and Lizette's presence on the Board will undoubtedly increase our ability to make change happen. Thanks also to our long-standing Treasurer Vicki Hartley and Directors Suzanne Evans and Moo Baulch. As usual, it has been a pleasure working with these inspiring and dedicated women who care so deeply about DVSM and its important work.

Anna Ross

Chair | DVSM Board of Directors

**We work in a way that is mindful
that a person contacting us might
be doing so as the **first, only or last**
time they seek support.**

**The quality of our response matters
in every conversation.**



Message from DVSM CEO



At the start of 2019 we transitioned from one strategic plan into the next, a plan informed by the ethics and values held by the staff team about our purpose and resolve to support individual and community safety and wellbeing.

This annual report serves to report on our efforts and progress as we make strides to fulfil the commitment and influence set out in our shared strategic plan.

This year the quality of our service provision has been strengthened further and we are increasingly invited to support the reflections and efforts of other providers/services. We are working to continuously improve direct service delivery with individuals and families, and to extend our influence toward achieving more coordinated and integrated responses from and with other providers, locally and at a systemic level.

It has been heartening and renewing to see that our influence externally is disproportionate to our size. Through the ethical practice of the services and the influencing work of the Sightlines team and with the support of our organisational services team we have been able to invest and contribute across all the seven levels of influence outlined on Page 8 in this report.

By the time people are calling our services for support they are often facing extraordinary loss despite their creative and resourceful efforts to resist and respond to violence, abuse, systemic oppression and disadvantage. We also know and continue to learn that people reach out to our services because of the unhelpful, or worse, harmful responses of others who have not understood violence or safety. And yet, social responses are of such significance and within our shared means to collectively improve.

To this end, our work with others remains intentional and serves to improve early and earlier responses in the lives of people who may need to use a service like ours. We continue to work toward supporting improved awareness and response of informal and formal responders across diverse contexts and to finding creative and sustainable ways to uplift responses at scale.

I am continually honoured to be working with a Board, executive leadership team and service teams who are unswervingly clear on who they work for and why. In our different and collective roles we each and together work to serve the people whose lives need us to support at our best and with our best.

With thanks and gratitude to the full team and all the stakeholders, donors and collaborators who support the efforts of our work.

Sal Denis
Chief Executive Officer | DVSM

About DVSM

Domestic Violence Service Management (DVSM) is a registered charity which aims to prevent and to provide support for people escaping/experiencing Domestic and Family Violence (DFV), homelessness and other safety and wellbeing needs.

Our Vision: A world where women, families and communities live free from violence, have equal rights, opportunities, and the freedom to reach their potential.

Our Purpose: Building individual and community safety and wellbeing.

Our Values: Person Centred, Integrity, Excellence, Respect.

Our Principles:

- Violence is never acceptable or excusable
- We uphold an individual's dignity
- Our approach is person centred
- Respect and equality is critical
- We are committed to the design and delivery of effective services
- We respond justly
- We collaborate
- We work with integrity, inclusivity and excellence
- We foster a supportive environment for staff wellbeing, development and succession
- It is necessary for all of us to take responsibility for making change happen.

A full description of our Values and Principles and 2019 -2021 Strategic Plan is available at www.dvnsdsm.org.au



Our Heritage: We recognise the many years of important work already established and achieved through the NSW Women's Refuge Movement since 1974. We also recognise that there are many organisations working diligently and proactively to prevent, respond to and redress violence in society.

About DVSM Service Delivery

DVSM is a registered charity which aims to prevent and to provide support for people escaping/experiencing Domestic and Family Violence (DFV) and homelessness.

DVSM provides support services in an urban context (Inner Sydney), in a suburban context (Western Sydney) and in remote rural NSW (Wilcannia). We [partner and collaborate with other services](#) to support individuals and families.



Moving Out Moving On (MOMO) provides outreach support to women with or without children in the inner city of Sydney, who are escaping from or experiencing Domestic and Family Violence or are homeless or at risk of homelessness.

The service prioritises work with;

- Women with or without children impacted by Domestic and Family Violence
- Aboriginal and Torres Strait Islander women with or without children impacted by Domestic and Family Violence
- Women from culturally and linguistically diverse backgrounds impacted by Domestic and Family Violence.

Refuge Outreach Action Response (ROAR) operates in Sydney's Hills district and Blacktown local government areas and provides refuge accommodation for women and their children escaping Domestic and Family Violence. Additionally, the service also provides outreach support for people who are escaping or experiencing Domestic and Family Violence, and those who are homeless, or at risk of homelessness.

The service prioritises work with;

- Women with children who are escaping or experiencing Domestic and Family Violence
- Women with children who are leaving institutions
- Other family groups
- Fathers with accompanying children who are homeless or at risk of homelessness
- Aboriginal and Torres Strait Islander families.

Domestic Violence After Hours Service (DVAHS) provides an after hours response for women and women with accompanying children in Western Sydney who are experiencing or escaping Domestic and Family Violence.

The service prioritises work with;

- Women and any accompanying children who are in temporary accommodation due to escaping Domestic and Family Violence
- Aboriginal and Torres Strait Islander people who are escaping or experiencing Domestic and Family Violence.

Wilcannia Safe House (WSH) provides overnight, short and medium term accommodation for women with or without children who are escaping or experiencing Domestic and Family Violence. The accommodation available at the WSH are independent units, however, with agreement from all individuals residing there and those seeking accommodation these units can be shared with separately presenting groups or individuals.

The service also provides outreach support for people in the community who are escaping or experiencing Domestic and Family Violence, are homeless, or at risk of homelessness. The Wilcannia Safe House predominantly supports Aboriginal and Torres Strait Islander people.

The service prioritises work with;

- Young People between 16 and 25
- Women over 25
- Families with children including those escaping Domestic and Family Violence.

About DVSM Professional Services (Sightlines)

DVSM provides professional services (Sightlines) to build capacity and share learning about Domestic and Family Violence within the Community Services sector and more broadly with the wider ecosystem of corporations, organisations, institutions, online and local communities.

Sightlines works in a way that involves actively listening to people and communities with lived experience of Domestic and Family Violence and draws on practice-based evidence and evidence-based practice to improve social and service responses to violence.

The Sightlines Team

The Sightlines Team includes [DVSM's CEO](#), the [Sightlines Participation and Engagement Advisor](#) and team of [Sightlines Associates](#) who lead and/or support projects that relate to practice priorities and community needs.

Sightlines initiatives to date have included engagement with the following organisations:

NSW Department of Justice Diversity Services, NSW Department of Justice Corrective Services, NSW Department of Justice Death Review Team, NSW Health – Education Centre Against Violence, Domestic Violence NSW (Peak), No to Violence NSW (Peak), Women's Health NSW, Women's Domestic Violence Court Advocacy Service, UTS Transdisciplinary Innovation Faculty, Sydney Uni Law School, Employee Assistance Professionals Association Australasia, Converge International, Penrith Women's Health Centre, South East Sydney Local Health District, North Sydney Local Health District, Liberty DFV Specialist Service, and more.

Projects within the [Insight Exchange initiative](#) include:

- [Follow My Lead](#)
- [Voices of Resistance](#)
- [Voices of Insight](#)
- [Voices of Experience](#)
- [Creating Conversations Events](#)
- [Language Lab](#)
- [Practice Exchange](#)
- [Understanding Financial Abuse](#)
- [Network of workplaces and EAPs](#)

Insight Exchange resources – including public events, publications and videos – are designed to be free for anyone to ensure cost is no barrier to access.

In the resource section of the Insight Exchange website you will find:

[Publications](#)– including booklets and other material produced by Domestic Violence Service Management (DVSM). You are welcome to use this material with attribution in your own context, following our [guidelines for use](#).

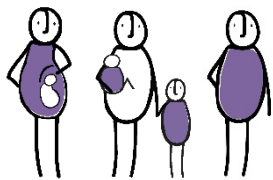
[Videos](#)– of Creating Conversations events and masterclasses featuring Dr Linda Coates and Dr Allan Wade from the Centre for Response-Based Practice, Canada. You are welcome to use this material with attribution in your own context, following our [guidelines for use](#).

Working intentionally with others

Domestic and Family Violence, homelessness and disadvantage are prevalent throughout society, and we need to continue to work actively and adaptively with others in order to achieve change at scale.

We draw from lived experience and practice insights to improve our services and to inform better design and responses. We use this insight to build on and to broaden social engagement in pathways for change that improve the safety and wellbeing of individuals, families and communities.

Our Strategic Plan sets out the intention of our work over a three year period, allowing for emergent learning, discovery and adaptation to achieve the broader intentions of our role in long term social change.



Together, across teams and with partners and collaborators, we work intentionally at each of these levels to build individual and community safety and wellbeing.

INDIVIDUAL LEVEL (Adults, Children, Young People and Families)

We work in a person centred way, upholding dignity, and building learning from individuals' lived experiences to shape our response and to improve our practice.

PROGRAM LEVEL (Service Delivery)

We work together as teams and across services using 'evidence-based practice' and 'practice-based evidence' to shape our program and to improve our service design.

COMMUNITY LEVEL (Local/Groups/Online)

We work to understand communities through project work and community engagement initiatives. We use this understanding to inform our individual practice and program level design.

MULTI-AGENCY LEVEL (Local Service Providers)

We identify and work with partners, collaborators and other providers to optimise knowledge, share expertise, resource and professional commitment to continuously improve.

SYSTEMIC LEVEL (Human Services System)

We use the learning in our work with individuals, programs, communities and other agencies to identify systemic barriers and influence change and improvements to systems.

ECOSYSTEM (The Wider System)

We collaborate with corporates, institutes, faith, cultural and local communities to support their work as influencers and leaders of social change.

Safety and Wellbeing



DVSM defines wellbeing as being made up of nine interdependent areas each of which will look different in each person’s life. These nine areas are depicted in the wellbeing wheel (see right) and further explained, below. The value and weight of these will also change over time as a person’s needs, priorities and circumstance change

RIGHTS, RESPONSIBILITIES AND CHOICES	
<p>DVSM works to support people’s rights, responsibilities and choices, working with your capacity to act and make decisions – this can be described as your ‘agency’.</p> <p>When you are aware of your rights you are able to make informed choices.</p> <p>It is important to recognise that your choices are not only informed by your rights but also by your responsibilities (which may be linked to your civil, cultural, family, community, spiritual connections including to land). If you are experiencing DFV, the coercive control you are experiencing can limit and undermine your capacity to make choices, exercise your rights and fulfil your responsibilities.</p>	
SAFE	PARTICIPATION
<p>Means feeling free from violence or the threat of it (violence could be psychological, verbal, physical, sexual, reproductive control, social, financial, property damage, stalking, image based or technological abuse).</p>	<p>Includes having opportunities to have a voice and be involved as a citizen and in the community.</p>
MATERIAL BASICS / ECONOMIC WELBEING	HEALTHY (MENTAL AND PHYSICAL WELLBEING)
<p>Includes the provision of food, safe and adequate shelter, money and other basic human needs. Includes the economic resources you have available to support not only your material living conditions, but the control over these resources and conditions.</p>	<p>Includes physical health and nutrition, as well as mental health and self-esteem. Mental health is a key aspect of what it means to be healthy.</p>
LEARNING	LOVE AND CONNECTION (FAMILY COMMUNITY, SPIRITUALITY AND LAND)
<p>Is a continuous process throughout life. Elements of learning include the value of self-development for wellbeing.</p>	<p>Encompasses your family relationships, friends and connections with community, spiritual connection and connections to land.</p>
SUPPORTIVE SYSTEMS AND ENVIRONEMENTS	
<p>Sitting across all areas, is the presence and provision of supportive systems and environments which support an individual’s wellbeing.</p>	



Reporting against the 2019-2021 Strategic Plan

The Annual Report will report against the four focus areas in our strategic plan:

1

Working with individuals and families who we support directly

[excerpt from 2019-2021 Strategic Plan]

2

Working with individuals and families who we support indirectly

[excerpt from 2019-2021 Strategic Plan]

3

Working with children and young people

[excerpt from 2019-2021 Strategic Plan]

4

Working with Aboriginal and Torres Strait Islander Communities

[excerpt from 2019-2021 Strategic Plan]

1

Working with individuals and families who we support directly

[excerpt from 2019-2021 Strategic Plan]

We work in a way that upholds people's dignity as they seek and navigate supports. This way of working relies on us upholding a reliable and trustworthy reputation as a service and enabling a strong foundation of safety with the person we are supporting.

Wellbeing matters to adults, children and young people and this includes their safety.

Being 'safe' is more than being physically safe –it includes all aspects of wellbeing. DVSM defines wellbeing as being made up of interdependent areas each of which will look different in each person's life. The value and weight of these will also change over time as a person's needs, priorities and circumstance change.

We know that when someone seeks support, it might be the first, last or only time they reach out.

Every interaction to support someone is important.

Our approach aims to be:

Informing

Offering new information or increasing an individual's awareness about Domestic and Family Violence and homelessness, risks to their personal safety and wellbeing and ways to enhance their safety and wellbeing.

Empowering

Supporting individuals to restore dignity, power and control over their life, enabling them to exercise options and make informed decisions about their lives and set their own goals.

Enduring

Offering information and support that can be used by individuals now and after they leave our service, to stay safe and enhance their wellbeing.

DVSM Services Working with People we support directly



DVSM delivers services to support people experiencing Domestic and Family Violence, homelessness, or other safety and wellbeing needs in urban, suburban, and remote rural contexts.

- **Western Sydney** – [Refuge Outreach Action Response](#) (ROAR)
- **Western Sydney** – [Domestic Violence After Hours Service](#) (DVAHS)
- **Remote rural NSW** - [Wilcannia Safe House](#) (WHS)
- **Inner Sydney** – [Moving Out, Moving On](#) (MOMO)



Count of Unique Individuals Supported	WSH	MOMO	ROAR	DVAHS	Combined Total
Contract Target	120	135	480	442	1,177
18/19 EOFY Count	155	172	579	546	1,452

The following pages outline the key highlights from each service, including a list of key stakeholders that we work with and a consolidated list of examples of how we support the safety and wellbeing of individuals and families we directly support.

Refuge Outreach Action Response – Key Highlights

The ROAR team have worked tirelessly to provide ‘no wrong door’ responses to all individuals and families seeking support. Our efforts to tune in to and respond to children’s needs are strengthening as we build stronger ties with other responding and specialised services within our area. Children who are residents at our sites have benefited from the uplift in the outdoor play areas and living spaces to support day to day family interactions.

We continue to support and advocate for improved responses to the needs of women on precarious visa conditions who have exhausted all options and seek refuge and resource through our service for lengthy periods. Their access to rights, resources and options are constrained by public policy and many women on precarious visas are faced with adverse options that undermine their dignity, safety and wellbeing. Our work continues to support their experiences and their children’s experiences during periods of danger, uncertainty, loss, poverty and disadvantage.

Our work to support the needs of people exiting (or soon to be exiting) correctional services continues to build and we have developed trusted corridors of information and referral with western Sydney stakeholders.

Our work continues to centre on the wellbeing needs of people we support, and examples of practice are shared in pages 17 – 34 as illustrative of the work of our services.



Key stakeholders we work with include:

Formal

1. Evolve Housing (transitional)
2. Mission Australia (MOU)
3. Rosie’s Place
4. RRT (Rapid Relief Team) with providing the family food boxes
5. Women’s Housing NSW

Informal

1. WS Integrated Violence Prevention & Response Service (IVPRS)
2. Rizeup
3. WASH House
4. Settlement Services International
5. Jesuit Refugee Services



Domestic Violence After Hours Service – Key Highlights

The DVAHS model we have was redesigned early in 2019 to improve the timing of responses across each 24hr response period. The DVAHS team have worked proactively to build broader networks of referral and have been resourceful in rapidly sourcing accommodation options for women and children in some of the most complex and compromised circumstances resulting from the violence and threats from partners or relatives using abuse.

The DVAHS team have proactively worked to build understanding of the service offer amongst central referrers, other stakeholder referrers and in community.

The DVAHS team work creatively day and night to support women and their families and pets to meet their immediate needs and to work through options for future steps. Every day and evening is different, and the team are persistent in providing thoughtful and calm support through very difficult adversities for women and their families. The LGA areas covered are significant in scope but the team are highly responsive and resourceful with diverse networks.

Our work continues to centre on the wellbeing needs of people we support and examples of practice are shared in pages 17 – 34 as illustrative of the work of our services.



Key stakeholders we work with include:

1. DV line
2. Linked 2 Home
3. Providential homes
4. Department of Communities and Justice
5. Harman foundation
6. Anglicare
7. House of Sakina
8. Mt Druitt Hospital emergency department



Wilcannia Safe House – Key Highlights

The Wilcannia Safe House (WSH) team have continued to work in ways that listen to community and rebuild trust and understanding about the role of services within community. The WSH continues to be a place and space where community members can seek support, talk through challenges, find refuge or transition into temporary or transitional accommodation whilst supported to source longer term housing security and connection to land, loved ones and opportunity.

We continue to engage strategically and supportively with local service providers at an individual and service level. We do this by participating in and initiating opportunities to bring together community connections and work on community informed priorities. Our work to support the needs of local children continues and more illustrative information about two key initiatives which support protective behaviours and children's rights are outlined in the pages to follow.

Our work continues to centre on the wellbeing needs of people we support, and examples of practice are shared in pages 17 – 34 as illustrative of the work of our services.



Key stakeholders we work with include:

Services:

Catherine Haven (SHS) Broken Hill
CatholicCare Wilcannia Office
Violence, Abuse and Neglect service (former Integrated Violence Prevention Response Service) Broken Hill
Junior Rugby League
Lifeline
Local Suicide Prevention Group
Marri Ma
Mission Australia
Wilcannia Police
Warra Warra Family Violence Legal service
Wilcannia Community Restorative Centre
Woman's Legal Service (Sydney)

Peak/s:

NCOSS

Active member of (Committee's and groups):

Central School Reference Group
Wilcannia Health Council
Wilcannia Interagency



Moving Out Moving On – Key Highlights

The MOMO team have worked consistently to provide ‘no wrong door’ responses to all individuals seeking support. This year there has been an increase in self-referrals into MOMO from the confidence built through word of mouth from others who have previously accessed MOMO support.

We continue to support and advocate for the improved responses to the needs of women facing a range of complex challenges as they resist and respond to violence in circumstances compounded by poverty and high living costs in inner Sydney areas. Our work seeks to support the needs of people across the city. The intent is to respond in ways that match their safety and wellbeing needs and uphold the social supports that women have in place or are having to rebuild.

Our work continues to centre on the wellbeing needs of people we support, and examples of practice are shared in pages 17 – 34 as illustrative of the work of our services.



Key stakeholders we work with include:

MOMO operates from the following service sites regularly each week:

- Surry Hills Neighbourhood Centre
- Newtown Neighbourhood Centre
- Housing NSW City Office – Strawberry Hills
- Redfern Community Centre.

Stakeholders we work with:

- Baptist Care Hope Street
- BMiles Women’s Foundation
- Dress for Success
- Good Shepherd
- Haymarket Foundation
- Legal Aid NSW
- Leichhardt Women’s Community Health Centre
- Mates On The Move
- Moving Forward

- Newtown Early Intervention Service Hub (NEISH)
- RPA Community Domestic Violence Team
- Samaritan House- Salvos
- Staying Home Leaving Violence (SHLV)
- St Vincent’s Hospital-O’Brien centre, DV Team
- The Deli Women and Children’s Services
- The Generous and Grateful
- Vincentian House
- WEAVE Youth and Community Centre
- Women’s Domestic Violence Court Advocacy Service (WDVCAS)
- Women and Girls Emergency Centre (WAGEC)
- YWCA

Practice Examples of Service Responses

The following 19 examples are from real-world, real-life responses we have provided to individuals seeking support from our services in the 18/19 financial year.



Note: The descriptions are truncated to show the diversity of support and do not always include context or process. The descriptions do not represent what people have already done and are doing to resist and respond to violence with dignity, resourcefulness, compassion and creativity.

Sitting across all areas in the examples, is the presence and provision of supportive systems and environments which support an individual's wellbeing.

Context when seeking support



Mother with four children fleeing partner who has used domestic and family violence for 20 years.



A woman with a young child in her care on a spousal visa needed to leave home however she was not able to work due to limited English language skills as well as being bound by childcare needs.

She was ineligible for housing support so needed to find private rental. Services consistently declined her access to refuge accommodation due to lack of income and visa status. She stated she would be killed if she returned to her country of origin.

A 23 year old woman referred from hospital after an assault from her ex-partner. She engaged with service with no clothes or belongings with her.



A woman was referred due to concerns of forced labour and exploitation from her partner and family.

She has been subject to severe abuse over 10+ years, been denied medical attention and has ongoing physical and mental health concerns.

She speaks minimal English and has few supports in Australia.

She requested assistance to secure Centrelink payment, safety planning and securing accommodation.

Women with three children on holiday in Australia from overseas to visit ex-partner and children's father. On arrival, ex-partner refused to support her return home as planned.

Referral after accessing temporary accommodation with one of the children who has significant support needs.



Woman came to the service after being assaulted by her partner and fleeing the home. She had been abused over a period of 20 years and had very limited support network.

After a couple of nights in temporary accommodation, she wanted support to return home while she planned her future in collaboration with our service.

She identified a number of strategies to increase her safety at home and used the service to explore options.

After returning home, she was referred to a local service for ongoing support and has subsequently moved out of her home and into independent accommodation.



Referral received from woman facing financial issues and required support to navigate the problems. She was receiving threatening letters from companies, and receiving constant phone calls and was frightened to answer the phone. She was suffering in her mental health in response to the death of her niece who was involved in a horrific accident.



A 57-year-old woman seeking support is originally from Africa has been subject to very serious abuse from two previous partners. She has four adult children who all have issues with mental illness, substance abuse and/or gambling.

She is living alone in social housing, and no current income due to complex financial and legal issues as a result of a previous marriage settlement. She has been living on money borrowed from others for past two years.



A 19 year old Aboriginal female returning home to extended family, was supported after family violence incident with siblings.

She attended local Police Station for a domestic violence incident, then referred onto our service for support and later accommodated at a local motel. After working together with three services she's now secured her own accommodation and employment locally.



A woman who is single and lives alone with her pets seeking support as she's struggling with skills needed for independent living. She is struggling financially and to manage she gathers material aid from different services or borrows money from family on non-pay week and sometimes straight after pay day. She is known to purchase belongings (laptop, stereo) and sell off at a much lesser price for instant cash in hand.

She expressed that her family take advantage of her and so she isolates herself from them. She suffers anxiety attacks when attending local service for reporting domestic violence.

A 40-year-old woman with seven children, five of whom have developmental disabilities is seeking support. The family was referred by FaCS and there is a long history of physical, verbal, emotional, financial and sexual abuse against family members by the perpetrator. An AVO in place and continuing police involvement. Perpetrator currently in gaol, applying for bail.



Mother and four children experienced long term domestic and family violence.

The perpetrator of violence was considered to be a 'good bloke dad and partner' until his use of abuse was exposed.

He played mind games by having the mother believe when she defended herself like last incident (where she stabbed him because he was choking her), that he would go to Police have her charged and children would be taken into care of the Minister. This kept the mother from reporting.

Someone recommended she come and see staff at our service to talk about her safety and wellbeing needs and her children.



A woman has been accessing our service for many years. Client has eight children with the four youngest children removed by FaCS and four grandchildren, two of the grandchildren are in her care. Some of the children are self medicating with drugs which is a constant concern for the woman.

The family are close but are constantly arguing, which often escalates to family violence, particularly property damage. She is at risk of eviction due to the property damage and rental arrears.

The team is working directly with the client to resolve the issues and maintain the family connection and the tenancy.



A woman was referred by Housing NSW. At the time she was residing with the perpetrator of violence and their children. An ADVO had been put in place and the perpetrator was only allowed in certain rooms of the house, however the abuse was continuing. An exclusion order was not granted as the property was co-owned.

She is now residing in safe accommodation, she is employed, and she feels she now has a healthy relationship with her daughter. She is in the process of applying for a divorce, which she describes as an important part to her healing.



Mother and her eight children escaping family violence residing in private rental through Start Safely subsidy.



A woman seeking support who comes from non-English speaking background. When first arrived at the refuge she was suffering depression and detached from her two-year old daughter.

Her focus was on her three other children who were with her ex-partner and she had not seen them in almost a year.

She didn't go anywhere and didn't engage with other residents.

Our service has provided assistance and support and she has become independent and confident.

She catches public transport and organises to attend appointments with other service providers independently.

She is very attentive to her child's needs and engages in fun activities with her. She interacts with other residents and always has a smile on her face.



A woman with two children in her care requested assistance to apply for a transfer with Housing NSW due to immediate safety concerns.

The current ADVO has been breached on numerous occasions and she continues to receive threats against her and her children.

She is currently caring for her mother who has been diagnosed with cancer.



A woman was referred through another service provider. She had been with them for 18 months but had to be relocated to us because of safety concerns.

She is from Vietnam and came here on a student Visa. She was sexually assaulted by her partner and has a young toddler.

She reported that since she has moved to our refuge she feels she got her dignity back as she has access to a regular living allowance through brokerage funding and she doesn't have to ask for things from anyone. She can go and buy what she needs for herself and her child.

Service is working closely to assist her with her legal matters and has referred her to counselling services and other service providers.



Pregnant woman moving into refuge with limited English skills and significantly suffering in her mental health. Unfortunately, the pregnancy terminated unexpectedly.



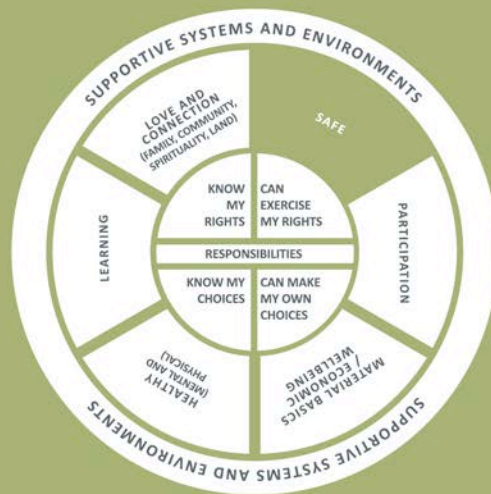
**"I am a unique person with unique experiences. I have rights and responsibilities. I respond to events and exercise choice. But violence and coercive control limit my options.
Follow My Lead, 2018.**

"The person using violence violates my rights, restricts my choices, and limits my capacity to act and put into force my own decisions."



Wellbeing Domain: **RIGHTS, RESPONSIBILITIES AND CHOICES** | Examples of service support

- Supported person to a better understanding of her rights and what supports are available to her if needed in the future.
- Person didn't want to do anything about family violence with brother and sister. Our case worker respected her decision and moved on to support basic needs.
- Supported person with information re: local services.
- Provided person with information on options and choices that were available.
- Conversations with person about her rights in Australia and which services could provide support.
- Provided person with the DVSM Outreach handbook and conversation around complaints and feedback.
- Supported person with access to advice and information about rights and options for returning to home country with child.
- The team member discussed with person their legal rights and explored options using the Risk/Benefit framework.
- Supported person with access to advice regarding right to safe accommodation through temporary accommodation and associated responsibilities in accordance with housing case plan.
- Support provided to person to resolve her current financial impasse, providing information, resources and appropriate referrals to ensure she has all the information and resources to promote greater understanding of her options and to encourage informed choices.
- Support to person to ensure she was informed of her rights, had access to legal advice and was aware of the options available during a legal issue.
- Provided person with information on legal and financial rights.
- Worked closely with the family to provide information and referral regarding the clients rights and responsibilities. In particular, with matters relating to legal matters, Centrelink, Housing and Victims Services.
- Worked closely with the family to provide information regarding rights and responsibilities. In particular matters relating to Family Court, Housing, Centrelink.



SAFE

“I don’t like what is going on. I am resisting and responding to the abuse, trying to manage it. I didn’t attract it, I don’t accept it, but I can’t stop it.”

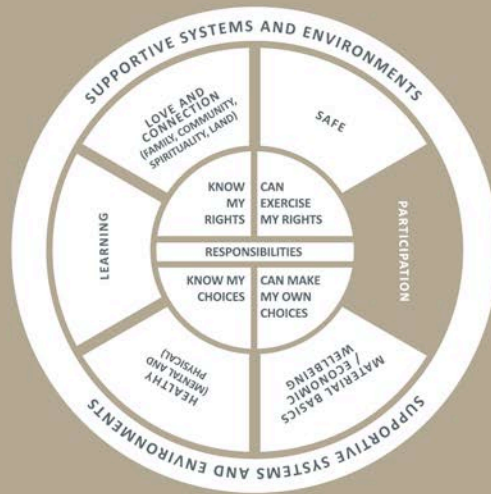
My safety is compromised, and I may be in danger of physical harm or being injured or killed.”



Wellbeing Domain: SAFETY

Examples of service support

- Supported person with their concerns about safety due to son who is unwell and refusing to take his prescribed medication; frightened of being evicted and homeless.
- Supported person with ADVO against an ex-partner due to family violence.
- Supported person by relocating to DFV service in another location for safety. Setup safety plan for whilst in our area. This support continued until partner was incarcerated.
- Supported person with a safety plan for them and the grandchildren if and when the arguments escalate and supported person with challenges of feeling anxious, isolated, vulnerable and lonely.
- Providing food and a safe space for sleeping.
- Support to ensure police attended former place of residence to retrieve medication and personal belongings from family home.
- Support with emotional wellbeing, connection with Indigenous Department in Centrelink to report instead of attending local office when reporting for government payment.
- Advocacy with Housing for an extension on temporary accommodation to ensure the safety of mother and children. Discussed AVO and understanding of this. Conversations to be had with real estate agencies regarding rentals and confidentiality.
- Discussed safety needs and provided access to the Safe Connections scheme due to stalking by ex-partner and their spouse.
- Ongoing support and assessment of sense of safety for both mum and child.
- Advocacy with Housing to extend temporary accommodation.
- Support with purchasing safe accommodation for two weeks to continue to secure longer term option or access to refuge accommodation.
- Support with ongoing advocacy, the family was accepted to a refuge and is well supported.
- As the person planned to return home, she developed a number of strategies to increase her safety while she planned for the future. She was issued a Safe Phone to use for communicating with the service.
- Referrals sent to youth crisis refuges and transitional providers. Safe transitional accommodation sourced from other service provider.
- To prevent the perpetrator entering the house, referral was made to Staying Home Leaving Violence for assessment. New locks installed on doors and security cameras installed. Case manager negotiated permission for installation with FaCS Housing.
- Person has extensive debt, and service advocated for her with her bank who wiped \$10,000 credit card debt.
- Supported person with contacting financial counsellors and legal services to assist her to gain the knowledge and resources to resolve her financial issues.
- Advocated to Housing NSW for urgent transfer out of the Sydney area, provided information on and liaised with support services/refuges/transitional accommodation in the requested transfer area.
- Assisted her to discuss breaches of ADVO with police and WDVCS.
- Discussed with person technological safety for herself and the children.
- Support for person to complete Victim Services application. Service used brokerage to pay for storage to ensure clients belongings were safe as perpetrator and her children had destroyed several of her personal belongings in the past.
- Provided information and made referrals to refuges on behalf of person.
- Assisted with safety planning to leave her home and arranging transport to women's refuge.
- Assisted in securing Centrelink payment for person without her partner being notified.
- Safe accommodation provided for family at in temporary accommodation due to her ex-partner (the perpetrator) invading her home and stealing her car.
- Assisted with liaising and referral to the Staying Home Leaving Violence team to change locks on her home.
- Supported by discussing strategies and providing a safe phone, as ongoing concerns about safety with perpetrator being local.
- Provided emotional support during distress of incident and assisted to develop safety strategies.
- Support to plan for when husband returns to the home or if he asks her to leave at any time. She is not on the lease, so case manager supporting to develop a plan.
- Supported family almost daily with conversations over the phone..



PARTICIPATION



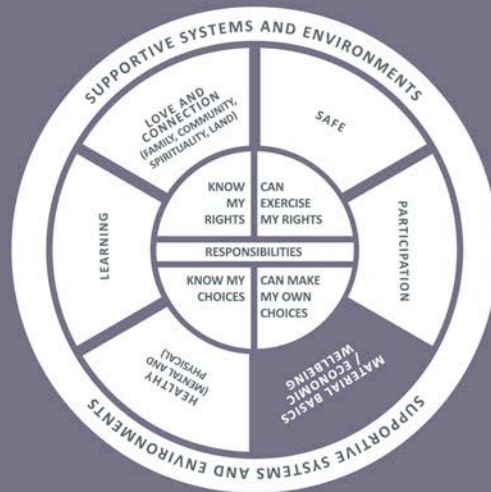
“My opportunity to participate, have a voice and be involved as a citizen, in the community and in my family, may be limited.”



Wellbeing Domain: PARTICIPATION

Examples of service support

- Supported the local women's football team
- React, Recognise, Report (RRR) awareness day.
- Provided support and coordinated referrals including referral to financial counsellor who has provided person with a budget, and to tenancy support who are supporting person to maintain the tenancy. Person has actively engaged with services that the case worker has referred her to.
- Person reached out when in a depressed state, homeless and no hope for employment. Through her supported engagement with local business she has secured employment with accommodation attached to the employment.
- Person is actively working with financial counsellor who has provided pictorial budget to assist with low level of education and understanding.
- Support with cooking classes to assist with skills development.
- Support to access culturally-specific physical and mental health support.
- Support with driving lessons (independence)
- Support in obtaining part-time employment (financially stability).
- Support to access various services such as Centrelink, Housing, Victims Services.
- Provided with petrol card, food vouchers and brokerage support for bond for new home.
- Support provided to this family was facilitated by our staff but fully designed through participation of the family. Prioritising and service planning was by participation and the lead of the person.
- Transport provided to facilitate participation at GP, housing NSW appointments and transitional housing.
- Brokerage provided for replacement of identity documents.
- Brokerage for school camp and school uniforms for the children.
- Family assisted to link into grants for participation in sports for the children.
- Referral to Dress for Success for a school formal outfit for one of the girls.
- Support with referral to a day shelter which they attend daily for meals, companionship and support. Provided person with an Opal card to get there, especially in winter or when in pain.
- Support provided to encourage access to counselling.
- Provided an Opal top-up to access appointments.
- Supported person to develop her resume.
- Referred her to Dress for Success to strengthen interview skills and ensure she had a new outfit that she felt comfortable in when she attended interviews. Person now has two part-time jobs.
- Support provided to encourage access to counselling.
- Support provided to attend women's hub.
- Supported family with transport when car was getting fixed to transport children to school.
- Ongoing support to continue to access TAFE despite perpetrator attending same campus.
- Engaging with a number of formal services such as support services, social groups as well as attending TAFE classes.
- Referral to GP, specialist service for children, young people and families, and viewing of private and transitional properties.
- Providing transport and orientation to public transport.



MATERIAL BASICS / ECONOMIC WELLBEING

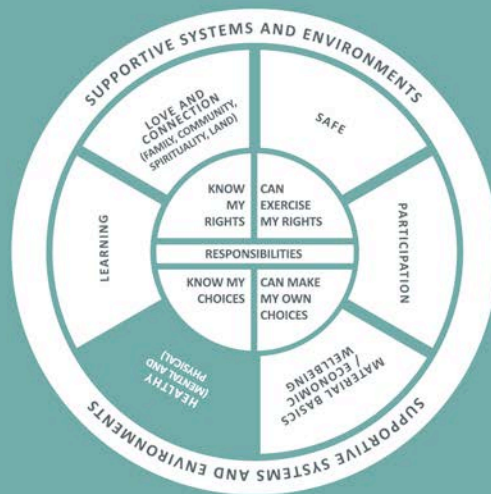
“The person abusing me tries to suppress my resistance by limiting my access to material basics, such as food, housing, clothing, and money, as well as assets and economic opportunities including study or employment.

If they can undermine my material and economic wellbeing, they will be more able to use violence.”



Wellbeing Domain: MATERIAL BASICS / ECONOMIC WELLBEING | Examples of service support

- Service provided support such as access to financial counsellor to develop a payment plan, and Tenancy Support to organise a payment plan with the housing provider.
- Support with strategies on reducing and eventually having no arrears, plus living within a manageable budget. Support to remain in their current rental property and in current permanent employment to provide for their children.
- Service provided support with application to Victims Services to re-establish home, and when payment was approved assisted with purchase of new furniture and freight costs.
- Person seeking support has very little in the way of material possessions due to the property damage when abuse escalates, and the perpetrator of violence mismanages the family finances. Service provides financial assistance to obtain a ticket to return home to other family in hometown, including extra two days accommodation, food and personal item package.
- Service providing support in how to read a recipe, shop for cost effective ingredients. Support with how to cook and prepare meals to build up fridge/freezer for longer periods of time to save costs.
- Supported with brokerage for bond payment. Provided with emergency brokerage such as food vouchers and toiletries.
- Supported to secure flights back to home country as well as transport to the airport in Australia and on arrival home at midnight. Provided access to emergency brokerage for food while in temporary accommodation.
- Support through brokerage for food and other essential items. Provided Opal card and gift cards to purchase toys and comfort items for child while living in temporary accommodation.
- Provided basic clothing items. Provided emergency brokerage to meet needs while in temporary accommodation.
- Provided toiletries and other basic items including gift vouchers for food and clothes, and transport to go shopping.
- Service assisted with brokerage for a clothes dryer so that person could manage the washing for their seven children during winter and supported the person to apply for assistance to help with gas and electricity bills for the family.
- Service negotiated for person's rent arrears with FaCS Housing, to be calculated on minimum rent and then paid the sum to relieve the position of debt whilst facing risk of homelessness and abuse. The person has not accrued further rental arrears.
- Service supported with emergency brokerage for food and petrol vouchers, and provided a washing machine and new phone. Information has been provided on services that offer financial support to attend funerals and for rental arrears. Support also provided to appeal fines and Work Development Orders option discussed.
- Service provided brokerage for car registration to ensure person had access to transport and could attend regular supervised visits with her children.
- Service advocacy for Centrelink payment approval and crisis payment, as the person was originally assessed as ineligible due to partner's assets.
- Service supported with emergency food and clothing and with financial assistance for furniture, changing the locks on her car after being stolen and also repairs on the car. This has been due to the expense of raising several children on her own and also having unexpected expenses due to the ongoing abuse.
- Service supported with budgeting skills, provided grocery vouchers until Centrelink payments were finalised, and coached person in how to use ATM.



HEALTHY (MENTAL & PHYSICAL)

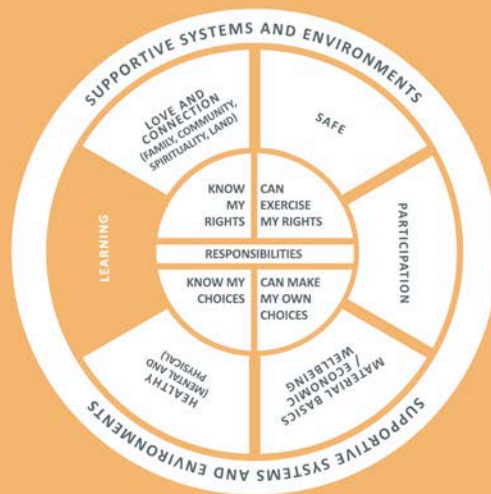
“My body and mind suffer from the violence and coercion. I can become physically unwell, fearful, desperate, lonely, sad, and angry.

Although my despair is one form of resistance to the violence, I may be seen as ‘clinically depressed’ or as having another disorder. My feelings are ethical emotional responses to violence.”



Wellbeing Domain: **HEALTHY (MENTAL & PHYSICAL)** | Examples of service support

- Person suffering depression, ongoing grieving and bereavement in response to abuse, loss and unmet medical and mental health needs of son with diagnosis. Support to see doctor and develop a health care plan that includes referrals to specialists to review their physical and mental health.
- Service working with psychologist after referral from service for mum and one child. Service has been working closely with family to support them to look after their health and wellbeing and maintain a healthy home for the family.
- Agreement with police to retrieve personal belongings and medication of individual who is epileptic and suffers with depression and anxiety.
- Supported individual managing homelessness and health risks with high focus of diabetes, to change shopping to suit a healthier lifestyle in place of fast foods.
- Supported with information on accessing counselling services for mother and children. Service initiated conversations and support to make contact with school counsellors and the GP for mental health care plan.
- Discussed medical needs including access to prescribed medication. Offered support to access a GP and emergency department while waiting to leave the country for safety and support.
- Daily contact with service to assess mental health and offer support.
- Supported to discuss health concerns with her GP. Through a mental health care plan, was able to access psychological services through an already established connection.
- Individual had experienced significant head trauma from assault. Supported to attend GP for head injury follow up, and referrals made for counselling.
- Support with applications to Victims Services for recognition payment for herself and counselling for all seven children to access specialist counselling services.
- Person seeking support has severe arthritis and several other serious medical conditions, and service has assisted with brokerage for medical expenses and medication.
- Support provided to re-engage in counselling with Victims Services. Discussions regarding general well being and carer stress.
- Person seeking support expressed interest in exercise to assist with her anxiety. Service provided brokerage for swimming pass at a local aquatic centre.
- Support provided to engage in counselling. Discussions had regarding general wellbeing. Encouragement provided to access medical services/specialists.
- Assisted person with emotional support due to experiencing DFV and also the continual fear of it reoccurring.
- Supported with access to GP using interpreter and face-to-face support by case manager on a number of appointments. This included linking in with a grief counsellor in native language following the loss of her child.
- Provided ongoing support to maintain own health and that of children. Engaged family with GP, organised vaccination for the child and referral was made to trauma specialists.



LEARNING

“Because I am forced to deal constantly with violence and abuse, and possibly with negative responses from others, I experience fatigue and isolation.

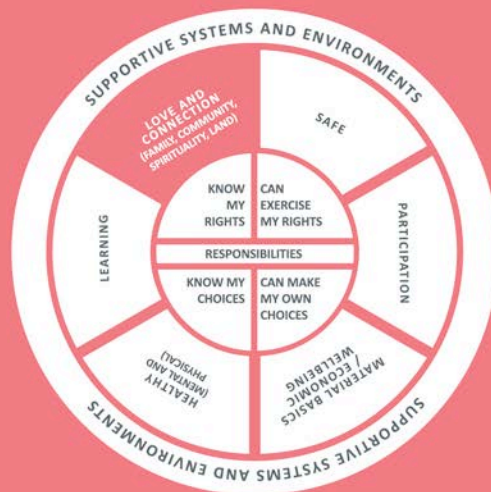
Sometimes I cannot help but ignore or avoid activities that could help me learn and develop as a person because of competing priorities related to violence.”



Wellbeing Domain: **LEARNING**

Examples of service support

- Working with a financial counsellor to establish and maintain a budget they can manage.
- Person has experienced bullying and emotional distress when seeking support from services across their lifetime. Service is working with the person to support their self confidence and reduce dependency on services over time.
- Service supporting person to seek clarity on information, before reacting.
- Service has supported person to successfully obtain her provisional licence which changes their support and connection opportunities.
- Supported with information regarding domestic and family violence.
- Provided significant guidance and information about travel options and supported to book flights back to her home country to reconnect with other ongoing support.
- Referred and supported to access employment service to assist.
- Supported person to know/learn more about technological safety (through WESNET program), legal rights and housing options.
- Provided information on signs and impacts of brain injury.
- Service has worked collaboratively with FaCS, police, WDVCS, Victim's Services, Staying Home Leaving Violence, schools and person's support person to help maintain the safety and wellbeing of her children and herself.
- Support to obtain her Unique Student Identifier (USI) so that she could undertake courses she was interested in through community providers. This providing her with social companionship and a creative outlet.
- Support provided to learn about available support services and how to access refuge accommodation if required.
- Supported person to continue her learning and further develop skills through a referral to an employment skills program as well as attending local computer classes.
- Support provided to learn about support services available legal advice, Housing NSW.
- Supporting mother with looking for appropriate learning pathways for her children and also brokerage for laptop for her daughter in high school.
- Supported with advocacy to access student support at TAFE to continue course.
- Supported to access English classes and also commence the completion of a first aid certificate needed to work. Person now attends TAFE four days per week.
- Supported mother to be independent and gain control of her finances and present herself at other services with the use of an interpreter.
- Supported mum with her steps toward independence and to regain control of her finances and how to access other services.



LOVE AND CONNECTION (FAMILY, COMMUNITY, SPIRITUALITY, LAND)

“My family relationships, friends and connections with community, spiritual connection and connections to land may be under threat.

The person committing the abuse may isolate me from those I love and manipulate others against me, and undermine my relationships including my parenting. They may threaten or abuse my children, friends or family, pets, property, and things that are important to me as a means to control me. They may try to use my beliefs and spirituality to control and isolate me.”



Wellbeing Domain: LOVE AND CONNECTION

Examples of service support

- Service supported person to connect with her mother in QLD who recommended she reach out.
- Service is supporting the family to maintain healthy strong relationships and to remain in their current home, which will keep the person and her family connected to their extended family and community/country.
- Support after relationship breakdown between mother and daughter with reuniting with family (siblings) who were raised in another community.
- Support with temporary accommodation for three days to think about next steps, and to make some long-term goals. The accommodation assisted in the mother and daughter talking again and accommodation and employment being offered.
- Supporting improved communication with brother, and support to identify and connect more with people who genuinely care.
- Supported person to connect with a service provider who assisted with obtaining drivers licence.
- Provided emotional support to mother and children. Discussed disclosing DV to family and friends.
- Support with considerations and ideas around informing school counsellors and speaking with GP.
- Provided emotional support during time of distress due to DFV and circumstances. Explored ongoing needs for counselling and coming to terms with two children staying in Australia.
- Provided ongoing emotional support and linked in with counselling support to the young boy as well as mum.
- Supported with advocacy to FaCS regarding relocation of children to care of family member in QLD.
- Provided emotional support.
- Provided emotional support and informal support networks discussed.
- Supported person to participate in creative arts workshops where she was able to develop connections with other women and express herself artistically.
- Supporting the family through Victims Services due to the trauma that they have experienced and counselling supports for the children.
- Providing support via safe phone to keep contact with family overseas.
- Supported to continue engagement with local social groups and playgroups for children.
- Supporting the family with access to parenting group to further strengthen family unit.
- Supporting person with access to parenting group to further strengthen her bond with the child.



What have individuals and families who we supported directly said about their experience of DVSM?

I would like to take this opportunity to thank you and your DVSM service for supporting me and my little girl through a very difficult time. Leaving a traumatic and unsafe situation you have helped me to keep my child safe and provide underpinning supports.

The framework is not perfect - it is not easy to leave a partner and face serious hardship however to know my child is safe and I am able to get on with my responsibility to her as her primary care unhindered by some of the previous experiences is a testament to your support.

Your support is beyond amazing I just can't say how grateful.

I am absolutely petrified of what I am seeing happening in front of me, the court system, the need to comply and accept many unfair things, remain calm whilst they want to take my beloved child.

It is a stark reminder our country has far to go.

But your organisation reflects how far we have come, it really does.

You have been there and helped when I thought I was alone.

You have shown me that within all that is going on that I am heading in the right direction and I am slowly but surely getting there.

I appreciate all that you have helped me with and supported me through.

Thank you for everything, yes it may have been your job, but you were so well at it."

2

Working with individuals and families who we support indirectly

[excerpt from 2019-2021 Strategic Plan]

Many people experiencing Domestic and Family Violence, homelessness and other safety and wellbeing needs may not now, or ever reach out to services like DVSM.

To support these people (through other organisations/responders), or remotely (through our web platform and resources) DVSM is committed to mobile working, online support and developing accessible resources that are person centred rather than service dependent in their design.

DVSM is committed to ensuring that any resources it produces, any events it hosts, and information it shares are free and without cost barriers to people and communities who need it most.

Domestic and Family Violence is a shared social issue. It doesn't belong to nor can it be prevented and redressed by or through direct service delivery alone.

"... We all have a role, we all have a part. Whether we want to take it up consciously or not." Dr Allan Wade

Every facet of society has a role to play in preventing, reducing and responding to violence.

Our work explores where and how we can directly and indirectly contribute as a catalyst to increased awareness, engagement and improved response from responders across the ecosystem.

We engage in the broader ecosystem through projects, initiatives and relationship building to understand who is well placed within systems, sectors and communities to influence positive change and we work to support their leadership

Supporting people indirectly through
www.dvnsdsm.org.au
www.insightexchange.net

Two key elements drive the priorities of our work:

67% of women sought support from a friend or family member more than other supports

(Australian Institute of Health and Welfare Report (2018))

How can we support people experiencing Domestic and Family Violence who may not now or ever reach out to services like us?

"Social Responses' are the most potent preventative force."

[Dr Linda Coates](#)

How can we support social and service responders in understanding the complexities of *Concepts of Safety from the lead, perspective, and voice* of people experiencing abuse?



Supporting people indirectly through DVSM Website www.dvnsdsm.org.au

DVSM has been able to support practitioners and members of the public with access to information via our DVSM website. We use the platform to:

- Explain who we are and what we provide
- Provide access to resources and tools
- Signpost to other services that may be able to support other safety and wellbeing needs
- Clearly introduce our Board and Leadership Team
- Provide pathways to be involved

From July 2018 to the end of June 2019 the following engagement with the DVSM website has occurred.

Total number of users within this financial year

11,034

Total number of page views

55,228

Top 5 Countries browsing the DVSM Website	Unique Users
Australia	9,305
United States	844
South Africa	166
India	119
United Kingdom	97
Top 10 Cities browsing the DVSM Website	Unique Users
Sydney	6,734
Melbourne	947
Brisbane	537
Chicago (USA)	401
Canberra	205
Adelaide	202
Perth	106
Newcastle	104
Boardman (USA)	92
Central Coast	88



Supporting people indirectly through Insight Exchange www.insightexchange.net

About Insight Exchange

Insight Exchange is a DVSM initiative that:

- Shares people's lived experiences of violence
- Provides more accurate and just representations of these experiences and where social responses have been helpful, unhelpful or harmful
- Informs social responsibility and action

Insight Exchange centres on the expertise of people with lived experiences of violence and gives voice to these experiences. It is designed to inform and strengthen social, service and systemic responses to Domestic and Family Violence.

The INSIGHT component invites people with lived experiences of Domestic and Family Violence to share their experience through a safe and ethical process that affirms agency and upholds dignity.

The EXCHANGE component shares a person's insights in a de-identified way with individuals, communities and organisations. Fully accurate insights can better inform our awareness, responsibility, and how we all respond to Domestic and Family Violence.

Insight Exchange has been designed by Sightlines Professional Services Division of Domestic Violence Service Management (DVSM), in collaboration with [Dr Linda Coates and Dr Allan Wade](#) from the Centre for Response-Based Practice Canada.

Why Insight Exchange is important

Currently people with lived experience of Domestic and Family Violence have a range of mechanisms through which to share their experience. Each of these is important however each have limitations in that they do not seek out, explore and give voice to peoples resistance and responses to violence. In addition many of the current mechanisms for sharing lived experience of abuse have no specific link to social change initiatives that inform prevention and improved social, service and system responses.

Since its inception in November 2017, we have been able to support and learn from the insights of individuals with lived experience of violence and build engagement across 175+ contexts to contribute to redressing violence.

In this time, the following initiatives and developments have been made and achieved through the INSIGHT and EXCHANGE components and through the development and distribution of shared resources.

Summary of engagement in **Insight Exchange**

Insight – people with lived experience

The **insight** component of Insight Exchange invites people with lived experiences of domestic and family violence and other adversities to share their experience through a safe and ethical process that affirms agency and upholds dignity.

- Follow My Lead | 2218 Copies Shared
- Voices Of Resistance | 4 Prototype Narratives | 623 Copies Shared
- Voices Of Insight | 4 Published Narratives | 70 Downloads
- Voices Of Experience | 5 Published Reflections | 142 Downloads

Exchange – social responders / social responses

The **exchange** component of Insight Exchange shares a person’s insights in a de-identified way with individuals, communities and organisations. More accurate insights can better inform our awareness, responsibility, and how we all respond to domestic and family violence.

The exchange component is also an opportunity to bring together people and organisations that wouldn’t normally intersect to enable access to ideas, evidence, reflections and resources that build awareness about violence and inform social responsibility and social action.

‘Exchange initiatives’ are created as opportunities for sharing and learning about each other’s challenges, contexts and contributions.

- Provision of 16 awareness raising and learning opportunities
- Reach of individuals and 179 contexts engaged
- 3982 downloads from Insight Exchange digital platform

Resources – publications | videos

Insight Exchange **resources** – including public events, publications and videos – are designed to be free for anyone to ensure cost is no barrier to access.

- 40 resources | videos available on insightexchange.net

Insight Exchange in more depth:

The following pages give depth to this summary and are presented under two components:

- Insight component
- Exchange component

Follow My Lead



Follow My Lead – is an awareness-raising resource for any person who at some point may be listening to and responding to their friends, family members, colleagues, peers or to the people who use their service, who are experiencing Domestic and Family Violence (DFV). The resource may also have benefits for people who are: thinking about their own relationships and experience of DFV, seeking support about their own lived (or live) experience of DFV, and/or working as a service responder to people experiencing DFV.

- 1,118 Downloads
- 1,100 donated print copies (84 copies donated internationally)
- 5 customised copy – [Converge International](#) | [CSIRO](#) | [Penrith Women’s Health Centre](#) | [Lithgow Community Projects](#) | [Lower North Shore Domestic Violence Network and Relationships Australia NSW](#).

“Just thought I would flick you a brief email to let you know that I used follow my lead with a group of Child and Family Health nurses yesterday. I worked through the ‘worldview’ with small groups looking at 2 rings each and then coming back to the group to say about their rings and what had stood out to them from the women’s comments.

The response was amazing. The nurses were very engaged with the content and found it very eye opening. One nurse advised that even though she was very familiar with working with women experiencing violence she felt it was the first time she had connected with the experience of it for the woman and had felt the complexity and the ‘active’ role living that experience. Thank you for an amazing resource.”

Domestic Violence Co-ordinator | Northern Sydney Child Protection Service | Northern Sydney Local Health District (March 2019)

Voices of Resistance



MISHKA



JAN



THE WOMEN NEXT DOOR



MICHELE

[Voices of Resistance](#) – a project that documented four women’s resistance and responses to the violence they experienced. The project participants supported the development and prototyping of the interview process for Insight Exchange through the sharing of their resistance and responses to violence. The result of the prototyping phase is an interview process with clear protocols and steps that provides a structure for an interview that affirms agency, is safe, ethical and upholds a person’s dignity.

- 183 Downloads
- 440 donated print copies

“As a man working with men to end their violence, I found your stories so profound and insightful. I will carry these into my work with men and hope to support them to develop greater empathy and insights into the impacts of their behaviour on the women and children in their lives. Thank you so much for your courage and strength. I am continually inspired by the women who continue to contribute to the cause of ending men's violence. It's time more men stood beside you in this, and you've inspired me to continue toward that goal.”

Luke Addinsall | Clinical Specialist | Men and Family Centre (2018)

Voices of Insight

[Voices of Insight](#) – are de-identified narratives of people’s lived experience of domestic and family violence and other adversities. The narratives have been developed through the Insight Exchange interview process designed to affirm agency, uphold dignity and support safety.

What did participants with lived experience of violence say?

“I read your process and authority (consent) and I was very impressed. What you have done, has not once happened in any interactions I've had.”

Participant reading the Insight Exchange Participation Guide, 2019

“I want to say a huge thank you. There were many aspects (of the interview) which I found supported things I had identified but rarely have an external perspective around, so it was in actual fact quite a significant experience for me.” Participant 2019

“Thanks.. just doing that interview and reading it now has really changed my perception again. I'm not sure where or how, but I feel different and in a good, moving-on way.” Participant 2019

Voices of Experience

[Voices of Experience](#) – are written insights and reflections from people with lived experience of domestic and family violence and other adversities. The participants are the authors of the written insight, and in some pieces, the Insight Exchange team have inserted content from the Follow My Lead resource as headings to help orientate the reader and to build understanding of the lived experience of violence.

[What does safety mean for me?](#)

[Dear Australian police officers](#)

[His abuse has and continues to harm my children](#)

[The threat of violence is violence](#)

[Liberty and Violence](#)

The **Exchange** component of Insight Exchange shares a person's insights in a de-identified way with individuals, communities and organisations. More accurate insights can better inform our awareness, responsibility, and how we all respond to Domestic and Family Violence.

The Exchange component is also an opportunity to bring together people and organisations that wouldn't normally intersect to enable access to ideas, evidence, reflections and resources that build awareness about violence and inform social responsibility and social action. 'Exchange initiatives' are created as opportunities for sharing and learning about each other's challenges, contexts and contributions.

Reach of individuals and 179 contexts engaged

606 unique individuals have engaged one or more times with exchange initiatives. These individuals have been from 179 contexts from NSW, VIC, ACT, TAS, QLD, NT, WA, New Zealand, Fiji, Pacific Islands Territories.

When plotted across the response continuum, the 179 contexts we have engaged with, show an engagement across universal through to statutory services – see table on the following page.

Reach to 3,982 downloads via Insight Exchange platform

Since the establishment of the digital platform Insight Exchange there have been 3982 downloads. Users include people based in Australia and internationally.

Examples include:

- **Language and Violence Resource Kit** | 271 shared copies | 191 downloads | 80 donations
- **Language and Violence Tool for Social responders** | 208 shared copies | 128 downloads | 80 donations
- **Language and Violence Tool for People with lived Experience of violence** | 100 shared copies | 20 downloads | 80 donations
- **The Fact Pattern** | 201 shared copies | 21 downloads | 180 donations
- **Guide for Selecting a Counsellor** | 550 shared copies | 37 downloads | 180 donations

Social action informed/enriched by engagement with Insight Exchange

Closing the gap on Safety

Our Safe 2 Vote communications was picked up by Women's Electoral Lobby and adapted to support guidance about safety during voting for the 2019 federal and state elections.

Sharing Follow My Lead with local stakeholders

- Penrith Women's Health Centre have centred a local forum around the core messages within Follow My Lead.
- A local council and DV Working Group in Sydney have collaborated to fund and distribute **3000+ copies of Follow My Lead** amongst their networks.
- **Lithgow Community Project Inc** - Distributed the resource as part of their homeless persons week event aimed at service providers in the Lithgow LGA and clients directly receiving DFV-focused support.
- **Building Follow My Lead into clinical governance** "I am currently writing our **clinical governance policy for DFV** and have included the reading of 'Follow My Lead' as part of our compliance measures for client service officers (call centre) and all our counsellors." *National EAP*

Reach of individuals and 179 contexts engaged

<p>Advertising & Entertainment Tertiary Education Institutes Public Spaces Transport and Infrastructure Education & Care Contexts Sport and Leisure spaces Faith Based Contexts The Arts Workplaces News Media</p>	<p>Human Resources EAP Providers (Psychological, Legal, Financial Service Menu)</p> <p>Community and/or volunteer leadership and support roles (e.g. Faith and Cultural Leaders)</p>	<p>Health, Family and Community Services (e.g. Relationships & Family Support, Counselling, Mediation, GP, Hospitals, Health Clinics, Helplines)</p> <p>Related Government portfolios/ departments</p>	<p>Domestic and Family Violence Specific Services (e.g. Central Helplines/Triage – (e.g. DV Line, Linked to Home), SHS, Men's Behaviour Change Programs, WDVCS, specific health response services)</p>	<p>Legal and Justice Contexts (Mandatory/ Statutory) (e.g. Corrections, Courts, Police, Child Protection)</p>
54	15	61	37	12
<p>“As a champion/volunteer and also a person with lived experience, this has been really beneficial for me in the context that when we initiate the conversations within my company and launch our awareness campaign, we create the conversations that help victims to speak comfortably Employee - Corporate</p> <p>“I intend to implement the learnings from today into procedure, practice and policy within our church context. Our church is on a cultural change journey and the imperatives I walk away with today will assist with raising awareness in this space.” Faith Leader</p>	<p>“It provides an opportunity for my own personal practice to be more informed but also to allow for education and growth within my staff through supervision. I have also been writing/re-writing some of our policies and this now provides an opportunity to ensure that this does not reinforce disempowering and victim blaming language.” Manager - National Employee Assistance Program</p>	<p>This session has really deepened plus challenged my knowledge. It has made me reflect on my language plus the social dynamics that influence language framing of violence. I will continue to reflect on the implications for my policy work plus how I communicate & educate other policy makers. It has motivated me to continue to enquire and learn. Employee - Ministry of Health Royal Commission</p>	<p>This session will set me on a path of discovery and re-thinking how to work with every counselling team – moving from promoting ‘learned helplessness’ with clients towards ‘meaningful resistance stories’. Employee - Service Provider Western Sydney</p>	<p>“As a law student I see harmful language frameworks and tools perpetrated and utilised on a daily basis. I would love to see the legal profession treat victims/ complainants with compassion and dignity and start to portray the reality of violence.” Law Student</p> <p>“It makes me think of the language we are using in the legal setting though Dr Linda’s use of unilateral and mutual based approach when writing a victim’s report. Also, the importance of social responders to map the journey of any DV victim. The first interaction with any DV worker or agency can have a fundamental effect of that journey.” Employee - Department of Justice Diversity Services</p>

ZOOM in Sample | Masterclass on Language and Violence



Dr Linda Coates

Live Session initiated and hosted by DVSM (Nov 2018)

Video hosted on DVSM initiative [Insight Exchange](#)

Viewing data: December 2018 to end of June 2019

563 video viewings.

Masterclass Language and Violence Dr Linda Coates...



Looking ahead

The following table outlines the key outputs of Insight Exchange mapped against the response continuum;

Advertising & Entertainment Tertiary Education Institutes Public Spaces, Transport and Infrastructure Education & Care Contexts Sport and Leisure spaces Faith Based Contexts The Arts Workplaces News Media	Human Resources EAP Providers (Psychological, Legal, Financial Service Menu) Community and/or volunteer leadership and support roles (e.g. Faith and Cultural Leaders)	Health, Family and Community Services (e.g. Relationships & Family Support, Counselling, Mediation, GP, Hospitals, Health Clinics, Helplines) Related Government portfolios/depart ments	Domestic and Family Violence Specific Services (e.g. Central Helplines/Triage – e.g. DV Line, Linked to Home, SHS, Men's Behaviour Change Programs, WDVCAS, specific health response services)	Legal and Justice Contexts (Mandatory/Statu tory) including (e.g. Corrections, Courts, Police, Child Protection)
◀◀ Safe ethical participation opportunities for people experiencing violence to share their insight ▶▶				
◀◀ Insight narratives and resources shared across the response continuum ▶▶				
◀◀ Resources for people experiencing violence ▶▶				
◀◀ Awareness and capacity building 'Exchange' events (cross-context and cross-discipline) ▶▶				
◀◀ Resources for responders (cross-context and cross-discipline) ▶▶				
◀◀ The Language Lab ▶▶				
◀◀ Network - workplaces & EAPs ▶▶		◀◀ Practice Exchange ▶▶		



What have individuals and families who we supported indirectly said about their experience of DVSM?

“I remember the first time we met, you telling me about how the aim behind developing insight exchange and your research projects were to improve and expand services knowledge and responses. I hope this is further affirmation, for all of you working behind this, that what you are doing is creating change. Even though it maybe a small group, and limited in certain ways due to funding, the research is so original, and relevant. Its just gives me such a positive energy knowing that people are caring enough to dedicate their time and hours to further this along.”

I would also like to note that in sitting with this young woman today and talking with her about how powerful her letter has been, it comes to mind that this is possibly one of the most significant social responses she has received to date. She said to me today ‘I never thought anyone would really read it, I thought they would glance at it but it wouldn’t make much difference.’ So I want to say a huge thank you from her and me, because the use of this letter in the training, and the acknowledgment that her story is meaningful and deserves to be heard, has probably been more therapeutic than any service we could offer.

This young woman has often talked about wanting to make a difference in the world. She left our session by saying ‘if all that happens is one police officer changes how they talk with victims, it will have been worth it’.

Talking things out with you, and able to have a fresh insight from someone looking in, gave me a lot to think about and has really changed my perspective.



What have stakeholders and collaborators we work with said?

“Since the DFV/ABI launch in July 2018, we’ve been trying to make some quality improvements to better screen for ABI (including questions about strangulation) & respond therapeutically & effectively if there’s a positive screen. This means DFV counsellors at the centre are more able to open up a conversation with clients living with ABI...”

Many thanks to DVSM (along with BIA & universities) for paving the way in this huge area of need DFV/ABI.”

“I've been thinking of DVSM's and Insight Exchange's work quite a bit too of late - for example, today when providing training in Melbourne I discussed Follow My Lead and one of the participants was already aware of it and spoke very glowingly of it.

...For me, usefulness in terms of Insight Exchange resources means, in my training work, being able to talk about, or visually present, resources that emphasise particular points or themes I'm making / training into in ways that come from and represent actual victim-survivor voices and experiences, in powerful and engaging and accessible ways, visually through the videos or Follow My Lead diagrams.

It's enabling themes and concepts to be determined by victim-survivor voices, experiences, views, worlds... and bringing these into training practitioners.”

“Absolutely amazing resource. I have in fact just used Follow My Lead again this morning with midwives at a psychosocial review refresh session. Midwives must routinely screen for DV. Again, a really positive result. Such an effective tool to shift positioning of a woman experiencing violence from a passive victim to an active resister/assessor of safety/provider of safety. Someone who health workers desire to partner with in upholding dignity as opposed to feeling overwhelmed by powerless and complexity.”

Working with children and young people

[excerpt from 2019-2021 Strategic Plan]

Our Wellbeing Framework relates to children and young people and serves to;

- describe and guide the focus of our support with children and young people as individuals and as part of a family and community
- centre our support on each child's rights, responsibilities and choices (their agency).

DVSM works to serve as a supportive system and environment to children and young people, supporting their access and opportunity to: material basics and economic stability, health, love and connection, learn and keep learning, participate in the community and the world around.

We work with each other and with others to support children and young people to thrive and have their rights and voice heard and valued.

Children and young people are as diverse as adults and their experience is influenced and formed by their own individual experiences and by family, community, social, cultural and environmental contexts.

We acknowledge that children and young people's:

- experiences and views are unique (including those of siblings from the same family)
- perceptions of safety, needs and priorities may be different from adults
- experiences and opportunities are directly or indirectly influenced by the decisions and/or experiences of their family members.

DVSM will work to create more space to listen to and hear from children and young people authentically, supportively and regularly throughout our work. This will inform how we understand each individual's experiences, needs, views and hopes, and how we support each child and young person's safety and wellbeing.

Our way of working with children and young people will be characterised by fulfilment of our Values and Principles and by supporting connection to family, community, kin, culture and country.

We will be extending ways for children and young people's voices to be heard about issues and decisions that impact their rights, choices, dignity, safety and wellbeing.

In our interactions and activities with children and young people we will be:

- asking more and assuming less
- involving more and overlooking less
- planning with, not planning without.

A child or young person's experience of Domestic and Family Violence and/or homelessness is unique. Children and young people, like adults, resist and respond to violence, and use awareness, caution, concern for others, creativity and deliberation in navigating and responding to violence. In these responses, children and young people are holding and asserting their identity and dignity.

Read example of a key highlight on Page 35 and 36 about the Dream Big Fashion Parade and the protective behaviours initiative - React, Recognise and Report (RRR).

4

Working with Aboriginal and Torres Strait Islander Communities

[excerpt from 2019-2021 Strategic Plan]

We work with Aboriginal and Torres Strait Islander Communities across our service provision. In the last Strategic Plan we engaged in projects and initiatives to become more informed about cultural safety and community connections. This learning has been, and continues to be for the purpose of improving our understanding and approach to supporting communities.

We recognise that our efforts to design and provide culturally safe services can continue to improve and that we must draw from the experience and wisdom of others.

The position we are taking in working with Aboriginal and Torres Strait Islander Communities is directly drawn from and informed by the following statements and principles. These are not exhaustive or exclusive.

Aboriginal and Torres Strait Islander people were the first sovereign Nations of the Australian continent and its adjacent islands and possessed it under their own laws and customs. (Ref 05)

We acknowledge that Aboriginal and Torres Strait Islander women and men have equally important, but different and complementary roles in families and communities.

Domestic and Family Violence has never been considered part of Aboriginal and Torres Strait Islander culture.

We acknowledge that Aboriginal and Torres Strait Islander communities:

- hold solutions to redressing Family Violence
- have strengths and resources
- are strong and adaptive
- cultural knowledge base is valid
- kinship and skin group relationships are important
- have legitimate and important things to say
- are not all the same and local communities need local solutions.

Our way of working with Aboriginal and Torres Strait Islander communities will be characterised by fulfilment of our Values and Principles and by:

- recognising and respecting local lore and culture
- respecting Aboriginal Peoples right to constitutional change, structural reform, and justice
- having a commitment to local and ongoing ownership of development processes
- accountability to local communities we work with for quality service responses and delivery.

In our interactions and activities we will be:

- listening more and talking less
- following more and steering less
- advocating more and complying less
- including more and ignoring less
- collaborating more and commanding less
- led by the priorities and timing of local communities
- more transparent about what data we collect, where it goes and how it is being used
- reducing comparisons of Aboriginal population against the non-Aboriginal population
- seeking more guidance on how Aboriginal Communities are tracking their own progress and what story they seek to tell over time.

We acknowledge that when Aboriginal and Torres Strait Islander people have power over their own destiny their children can flourish.

A key highlight in working with children and working with Aboriginal and Torres Strait Islander communities

Dream Big – Fashion Parade

An initiative designed and shared by Community and Culture Manager Mary Ronayne



In January 2019 the DVSM Wilcannia Safe House was awarded the Central Darling Shire 2019 Australia Day award for 2018 'Dream Big' Fashion Parade Wilcannia Event of the Year Award.

Why a Fashion Parade?

A child centered community participation Fashion Parade was considered the best event when thinking about raising self-esteem and self-confidence of Wilcannia children and an opportunity for the Wilcannia Safe House to be standing up for children's rights.

History and Context:

The idea to raise awareness about rights came about from listening to many individual personal experiences where individuals shared similar negative social and systemic responses when reaching out for support. This negative response has been experienced across generations and community have had reason to lose faith in the legal systems. Domestic and Family Violence, sexualised assault, mental illness and abusive behavior have been continuing concerns held by the community.

The Safe House team worked strategically for two years, 'talking less and listening more' to understand what responses we could offer of value. We have spent time actively listening and giving advice only when asked or when we observed that limited help or support was being offered. With time we were invited to join groups and committee's and found that there were minimal efforts to support or stand with anyone for a small or big change. We identified that there were assumptions held about victims of domestic and family violence for example ideas like "they'll just go back".

By being actively engaged in the Committee's (CWP) Community Working Party, through participation with leading organisations and groups we promoted first the React, Recognize and Report (RRR) program with children and then created the first Fashion Parade centered on and from children.

In establishing the idea and checking interest and support we worked with the local Men's group, the Women's group, Central School, Pre-school Teachers and students and CEO's, Managers and Individuals from the Local and Regional service providers and Peak bodies, and with parents of the Warrika's Woman's Football club.

Each organisation and individual we worked with had a ripple effect in joining the stance against Violence, raising awareness about Rights and the NSW Legal Rights department, and signposting to "No to Violence" Men's behaviour change programs.

React, Recognise and Report (RRR)

The React, Recognise and Report (RRR) program was introduced amongst community and services to take forward the messages and learning about protective behaviours for both children, families and community leaders. Time has been spent helping everyone understand appropriate ways to respond.

- The Women's Football club guernsey's were paid for by and the guernsey's were used to promote the React, Recognise and Report (RRR) message. The WSH team met with the football team at a training session and explained in detail what the RRR stood for and how they could use the RRR with their children and anyone who may ask what does the RRR stand for.
- For NAIDOC (National Aborigines and Islanders Day Observance Committee) Week the Little Darlings Pre-school Aboriginal Engagement office invited us to present RRR to their students.
- We presented at the preschool and then we were invited by the Central School Aboriginal language teacher to present at the Central School. We were invited to be part of the local reference group where concerns about children's violence towards their teachers was being discussed. We discussed ideas about the importance of children knowing their rights and that they breach other people's rights when they physically abuse others. We invited the NSW Legal Aid Human Rights department to run two workshops with the children about the meaning of rights.

The work about protective behaviours and children's rights has informed the focus of the Wilcannia Fashion Parade and brought the community engagement toward ideas about 'dreaming big'.

A community event centred on children and children's futures:

The 2018 Wilcannia Fashion Parade event was such a successful event. Over **200** people attended and the event went off with a big bang, much was achieved and went way beyond expectations. There has been a series of comments and thankyou's received from stakeholders with examples below and on the following page.

A huge congratulations to Mary and the full WSH team and wider Wilcannia Community for a resounding success.

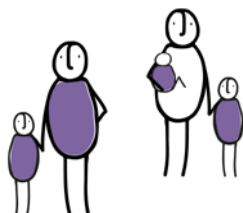
Key feedback on the Fashion Parade:

"Congratulations Mary. Wilcannia's kids need this sort of success with united community behind them."

CEO | Wilcannia Aboriginal Land Council

"Best event held in Wilcannia in thirty years"

Aboriginal Elder



Huge thank you Mary and to all your helpers. Thanks so much for inviting us to attend and support this wonderful event.

Massive shout out to all the kids who participated and those who worked behind the scenes to bring this incredible event together. I am sure that the process of pulling this night together would have been so beneficial to the kids - being part of something for weeks, practicing, learning how to cooperate with each other and finding the courage to walk out in front of everyone with such pride and confidence.

The night was such a message of hope, with the community focused so passionately on the children. Loved the attention to the UN Rights of the Child and asking them all what they want to be when they grow up. It is so important to create positive expectations that include being able to stay in community and find a pathway to participate in work, social and community wellbeing.

No to Violence (NTV)



Message from DVSM Treasurer



The financial operations of the organisation continue to be prudently managed with the team ensuring that grants are acquitted per the terms of the Government contracts. A small loss for the year of \$8,802 was recorded. This loss was intentional as the Board decided to invest some of the prior year reserves of the company in supporting the Sightlines team and their Insight Exchange initiatives. Total income was \$4,319,281 compared to \$4,530,764. The decrease of 5% is due to prior year including approved roll over of funding from 2017. DVSM's main source of income remains State Government grant funding, however we continue to work on diversifying income sources to reduce our risk exposure and were delighted to have received donations amounting to \$172,668, from supporters of our Sightlines work.

Expenses Total expense was \$4,328,083 compared to \$4,208,823 in the prior year. Overall expenses increased by 3% across the organisation, which were mainly driven by increased employment costs. Major expenses for the year included: • Employment costs \$2,890,268; • Client and brokerage costs \$667,076; and • Rent and occupancy costs \$223,869.

Cash At 30 June 2019, cash in bank was \$943,456 with a further \$3,023,899 held in cash investment accounts. Of the cash held in investment accounts \$826,408 is grant funding received in advance and restricted to funding our programs in the coming year.

The Year Ahead Looking ahead we will continue to plan and implement strategies for relevant and sustainable growth, this will include further investing in the Sightlines Professional Services work to ensure the organisation capitalises on the current momentum with both internal and external counterparties.

Vicki Hartley Treasurer,
DVSM Board of Directors

Acknowledgement and Thanks

Thank you to all our past and present sponsors, supporters, donors and volunteers from all the team and the communities we serve.

FUNDERS

DVSM Service Delivery is funded by NSW Government Department of Family and Community Services (FACS)

DONORS

DVSM is committed to ensuring that any materials it produces, any events it hosts, and information it shares is free and without cost barriers to people and communities who need it most.

In order to develop these priority areas we need to work in new ways with new resources and supportive donors.

Thank you to all our past and present donors, from all the team and the communities we serve.

2018 – 2019

- Acmena
- Association of Financial Advisers Foundation
- Individual donations from members of the public



DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

ABN 26 165 400 635

ANNUAL REPORT

FOR THE YEAR ENDED 30 JUNE 2019

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

ABN 26 165 400 635

Contents

	Page
Responsible Entities' Report	1
Auditor's Independence Declaration	2
Statement of Comprehensive Income	3
Statement of Financial Position	4
Statement of Changes in Members' Funds	5
Statement of Cash Flows	6
Notes to the Financial Statements	7
Responsible Entities' Declaration	14
Independent Audit Report	15

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

RESPONSIBLE ENTITIES' REPORT

The Directors of Domestic Violence NSW Service Management Ltd (DVSM), as registered Responsible Entities registered with the Australian Charities and Not-for-profit Commission, present their report for the financial year ended 30 June 2019.

Directors

The names of the directors in office during or since the end of the financial year are:

Anna Ross (Chair)

Moo Baulch

Suzanne Evans

Victoria Hartley

Leigh Gassner (appointed on 13 December 2018)

Lizette Twisleton (appointed on 13 December 2018)

DVSM is a registered charity which aims to prevent and provide support to people escaping/experiencing Domestic and Family Violence (DFV), homelessness and other safety and wellbeing needs.

The principal activity of DVSM during the financial year was the provision of direct support and services in Inner Sydney, Western Sydney and in remote rural NSW (Wilcannia). DVSM also provides professional services to build capacity and share learnings about DFV within the Community Services Sector and more broadly, with the wider ecosystem of corporations, organisations, institutions, online and local communities.

Vision and Purpose

Our vision is a world where women, families and communities live free from violence, have equal rights, opportunities, and the freedom to reach their potential. Our purpose is to build individual and community safety and wellbeing.

Values

The values that guide DVSMs work are:

Person Centered

We listen and embrace diversity to support our service users to achieve their self-defined goals

Excellence

We exceed expectations with our professionalism and evidence based products, programs and services

Respect

We remain open minded and non-judgemental

Integrity

We are ethical, transparent and accountable

Strategy and objectives

In order to make the most difference towards achieving our vision, DVSM will:

- build understanding of, and improve prevention and responses to Domestic and Family Violence, homelessness and other safety and wellbeing needs through a person-centred approach
- use this insight to build on and to broaden social engagement in pathways for change that improve the safety and wellbeing of individuals, families and communities
- draw from lived experience and practical insights to improve our services and to inform better designs and responses
- work strategically, collaboratively and in new ways that accelerate positive social change
- continue to work actively and adaptively with others in order to achieve change at scale.

Performance measures

DVSM measures its performance against the key performance indicators of financial performance to budget and service outcomes for service users.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ending 30 June 2019 has been received and can be found on page 2 of the Financial Report.

Signed in accordance with a resolution of the Directors of the company



Victoria Hartley
Director

Dated in Sydney this 22nd day of October 2019

**AUDITOR'S INDEPENDENCE DECLARATION
TO THE RESPONSIBLE ENTITIES' OF DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD
ABN 26 165 400 635**

I declare that to the best of my knowledge and belief, during the year ended 30 June 2019 there have been no contraventions of:

- i. the auditor's independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- ii. any applicable code of professional conduct in relation to the audit.



M A ALEXANDER
Partner

PITCHER PARTNERS
Sydney

22 October 2019

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2019**

	Note	2019 \$	2018 \$
Revenue	2	4,319,281	4,530,764
Employee benefits expense		(2,890,268)	(2,568,235)
Client expenses		(667,076)	(635,660)
Rent and occupancy expenses		(223,869)	(262,009)
Depreciation and amortisation expense		(185,107)	(131,364)
Travel expenses		(56,503)	(127,183)
Computer and telecommunication expenses		(65,640)	(92,887)
Professional fees		(20,500)	(91,954)
Motor vehicle expenses		(102,084)	(88,767)
Conference and meeting expenses		(5,190)	(31,642)
Other expenses		(111,846)	(179,122)
(Loss) / Surplus before income tax		<u>(8,802)</u>	<u>321,941</u>
Income tax expense		-	-
(Loss) / Surplus after income tax expense for the period attributable to the members of the Company		<u>(8,802)</u>	<u>321,941</u>
Other comprehensive income after income tax		-	-
Total comprehensive (loss) / income attributable to members of the Company		<u><u>(8,802)</u></u>	<u><u>321,941</u></u>

The above statement of comprehensive income should be read in conjunction with the accompanying notes.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019**

	Note	2019 \$	2018 \$
Current assets			
Cash and cash equivalents	3	943,456	77,789
Trade and other receivables	4	21,819	19,507
Other financial assets	5	3,023,899	3,748,626
Other current assets	6	25,197	65,215
Total current assets		<u>4,014,371</u>	<u>3,911,137</u>
Non-current assets			
Plant and equipment	7	183,992	303,186
Intangible assets	8	5,583	11,144
Total non-current assets		<u>189,575</u>	<u>314,330</u>
Total assets		<u>4,203,946</u>	<u>4,225,467</u>
Current liabilities			
Trade and other payables	9	456,554	410,216
Employee benefits	10	138,893	126,649
Other current liabilities	11	826,408	871,694
Total current liabilities		<u>1,421,855</u>	<u>1,408,559</u>
Non-current liabilities			
Employee benefits	10	60,313	86,328
Total non-current liabilities		<u>60,313</u>	<u>86,328</u>
Total liabilities		<u>1,482,168</u>	<u>1,494,887</u>
Net assets		<u>2,721,778</u>	<u>2,730,580</u>
Members' funds			
Retained surplus	12	2,721,778	2,730,580
Total members' funds		<u>2,721,778</u>	<u>2,730,580</u>

The above statement of financial position should be read in conjunction with the accompanying notes.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

STATEMENT OF CHANGES IN MEMBERS' FUNDS
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Balance at the beginning of the year	2,730,580	2,408,639
(Loss) / Surplus attributable to members	<u>(8,802)</u>	<u>321,941</u>
Balance at the end of the year	12 <u>2,721,778</u>	<u>2,730,580</u>

The above statement of changes in members' funds should be read in conjunction with the accompanying notes.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
Cash flows from operating activities		
Grants received (inclusive of GST)	4,410,221	3,440,693
Payments to suppliers and employees (inclusive of GST)	(4,572,312)	(4,525,671)
Receipts from customers (inclusive of GST)	178,866	21,076
Donations received	158,597	21,336
Interest received	66,021	85,229
Dividend received	669	401
Net cash provided by / (used in) operating activities	242,062	(956,936)
Cash flows from investing activities		
Payments for plant and equipment	(101,122)	(208,489)
Receipts from short term investments	724,727	441,596
Net cash provided by investing activities	623,605	233,107
 Net cash increase / (decrease) in cash and cash equivalents	 865,667	 (723,829)
 Cash and cash equivalents at the beginning of the financial year	 77,789	 801,618
Cash and cash equivalents at the end of the financial year	943,456	77,789

The above statement of cash flows should be read in conjunction with the accompanying notes.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all periods presented unless otherwise stated.

New, revised or amending Accounting Standards and Interpretations adopted

The Company has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period including AASB 9 Financial Instruments. There was no financial impact to the Company results in 2018 or 2019, in respect to the adoption of AASB 9.

Financial Instruments

The company has adopted AASB 9 from 1 July 2018. The standard introduced new classification and measurement models for financial assets. A financial asset shall be measured at amortised cost if it is held within a business model whose objective is to hold assets in order to collect contractual cash flows which arise on specified dates and that are solely principal and interest. A debt investment shall be measured at fair value through other comprehensive income if it is held within a business model whose objective is to both hold assets in order to collect contractual cash flows which arise on specified dates that are solely principal and interest as well as selling the asset on the basis of its fair value. All other financial assets are classified and measured at fair value through profit or loss unless the entity makes an irrevocable election on initial recognition to present gains and losses on equity instruments (that are not held-for-trading or contingent consideration recognised in a business combination) in other comprehensive income ('OCI'). Despite these requirements, a financial asset may be irrevocably designated as measured at fair value through profit or loss to reduce the effect of, or eliminate, an accounting mismatch.

Impairment

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having taken all possible measures of recovery, if management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance account.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the company recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and interpretations issued by the Australian Accounting Standards Board ('AASB'), the financial reporting requirements of the *Australian Charities and Not-for-Profits Commission Act 2012*, and the *Charitable Fundraising Act 1991*. The Company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Historical cost convention

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

Functional and Presentation Currency

The financial statements cover Domestic Violence Service NSW Management Ltd (DVSM) as an individual entity. The financial statements are presented in Australian dollars, which is DVSM's functional and presentation currency.

The financial statements were authorised for issue on 22 October 2019 by the directors.

Going Concern

The financial statements have been prepared on a going concern basis.

Revenue Recognition

Revenue is recognised when it is probable that the economic benefit will flow to the Company and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable.

Grant revenue is recognised in the Statement of Comprehensive Income when it is controlled. When there are conditions attached to grants, revenue relating to the use of those grants for specific purposes is recognised in the Statement of Financial Position as a liability until such conditions are met or services provided.

Donations and bequests are recognised as revenue when received unless they are designated for a specific purpose, where they are carried forward as unearned income in the Statement of Financial Position.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Other revenue is recognised when the right to receive the revenue has been established.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019**

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of less than three months that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Trade and Other Receivables

Trade and other receivables are recognised at amortised cost, less any allowance for expected credit losses.

Plant and Equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation

The depreciable amount of all fixed assets including capitalised leased assets, are depreciated using the straight line method, at rates based on their estimated useful lives to the company commencing from the time the asset is held ready for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates and methods used for each class of financial assets are as follows:

Class of fixed asset	Depreciation rates
Office equipment	10%-53%
Furniture and fittings	10%-64%
Motor vehicles	20%-25%
Property improvements	5%-25%

The assets are depreciated at a rate of the useful life or the remaining period of the grant, whichever comes lower.

The residual values and useful lives are reviewed and adjusted, if appropriate, at each balance date.

An item of plant and equipment is derecognised upon disposal or when there is no future economic benefit to the company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

Recoverable amount is the higher of an asset's fair value less costs to sell and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019**

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Intangible Assets

All intangible assets are accounted for using the cost model whereby capitalised costs are amortised on a straight-line basis over their estimated useful lives, as these assets are considered finite. Residual values and useful lives are reviewed at each reporting date.

The following useful lives are applied:

	Amortisation rates
Website Development	40%

Subsequent expenditures on the maintenance of the website are expensed as incurred.

When an intangible asset is disposed of, the gain or loss on disposal is determined as the difference between the proceeds and the carrying amount of the asset, and is recognised in profit or loss within other income or other expenses.

Leases

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Trade and Other Payables

These amounts represent liabilities for goods and services provided to the incorporated company prior to the end of the financial period and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the company to employee superannuation funds and are charged as expense when incurred.

Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of the goods and services tax ("GST"), except where the amount of GST incurred is not recoverable from the Australian Taxation Office ("ATO"). In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Critical Accounting Estimates and Judgments

The directors evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Organisation.

Key Estimates – Useful lives of assets

The company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

Key Estimates – Impairment

The directors assess impairment on each reporting date by evaluating conditions specific to the company that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing recoverable amounts incorporate a number of key estimates.

Key Estimates – Employee Benefits

Provision is made for benefits accruing to employees in respect to salaries, annual leave and long service leave, when it is probably that settlement will be required, and they are capable of being measured reliably. Provision made in respect of employee benefits not expected to be settled within 12 months are measured at the present value of the estimated future cash flows to be made by the Company at the reporting date.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
NOTE 2: REVENUE AND EXPENSES		
Revenue		
(a) Operating activities		
Grants received - restricted*	4,039,352	4,352,999
Resident fees	7,649	20,061
Other revenue	32,922	1,980
* Funds are allocated for a specific purpose - refer to note 18.	<u>4,079,923</u>	<u>4,375,041</u>
(b) Donations - unrestricted		
Macquarie Bank	-	41,003
Commonwealth Bank of Australia	-	20,000
Other corporate donations	7,070	-
Non-corporate donations	165,598	1,336
	<u>172,668</u>	<u>62,339</u>
(c) Non-operating activities		
Interest revenue calculated using the effective interest method	66,021	92,984
Dividends received	669	401
	<u>66,690</u>	<u>93,385</u>
Total Revenue	<u>4,319,281</u>	<u>4,530,764</u>
Expenses		
(Loss) / surplus before income tax includes the following specific expenses:		
Defined contribution superannuation expense	<u>222,504</u>	<u>205,917</u>
NOTE 3: CASH AND CASH EQUIVALENTS		
Cash on hand	1,700	1,200
Cash at bank	941,756	76,589
	<u>943,456</u>	<u>77,789</u>
NOTE 4: TRADE AND OTHER RECEIVABLES		
Trade receivables	-	-
Other receivables	21,819	19,507
	<u>21,819</u>	<u>19,507</u>
Terms and Conditions		
Receivables are non-interest bearing and unsecured.		
NOTE 5: OTHER FINANCIAL ASSETS		
Interest Bearing Deposits - at amortised cost	<u>3,023,899</u>	<u>3,748,626</u>
NOTE 6: OTHER CURRENT ASSETS		
Prepayments	25,015	65,033
Security Deposits	182	182
	<u>25,197</u>	<u>65,215</u>

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
NOTE 7: PLANT AND EQUIPMENT		
Office equipment - at cost	187,464	158,079
Less: accumulated depreciation	<u>(143,536)</u>	<u>(114,621)</u>
	43,928	43,458
Furniture and fittings - at cost	645,561	608,834
Less: accumulated depreciation	<u>(509,762)</u>	<u>(363,541)</u>
	135,799	245,293
Motor vehicles - at cost	62,098	62,098
Less: accumulated depreciation	<u>(57,833)</u>	<u>(53,423)</u>
	4,265	8,675
Construction work in progress - Furniture & Fittings (including outdoor)	-	5,760
Total Plant and Equipment	<u>183,992</u>	<u>303,186</u>

Movement in Carrying Amounts

Movement in the carrying amounts for each class of plant and equipment between the beginning and the end of the current financial period are set out below:

	Office equipment \$	Furniture and fittings \$	Motor vehicles \$	Construction work in progress \$	Total \$
Balance at 1 July 2018	43,458	245,293	8,675	5,760	303,186
Additions	29,385	30,967	-	-	60,352
Transfers	-	5,760	-	(5,760)	-
Reclassification to intangible assets	-	-	-	-	-
Depreciation expense	<u>(28,915)</u>	<u>(146,221)</u>	<u>(4,410)</u>	<u>-</u>	<u>(179,546)</u>
Balance at 30 June 2019	<u>43,928</u>	<u>135,799</u>	<u>4,265</u>	<u>-</u>	<u>183,992</u>

	2019 \$	2018 \$
NOTE 8: INTANGIBLE ASSETS		
Reclassification from construction work in progress	11,144	13,900
Less: amortisation	<u>(5,561)</u>	<u>(2,756)</u>
	5,583	11,144
Total intangible assets	<u>5,583</u>	<u>11,144</u>

	2019 \$	2018 \$
NOTE 9: TRADE AND OTHER PAYABLES		
(a) Current		
Trade payables	160,124	163,926
Accrued expenses	46,059	139,816
GST payable	115,033	21,915
Other payables	<u>135,338</u>	<u>84,558</u>
	456,554	410,216

Term and conditions

All other payables are non-interest bearing and unsecured.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
NOTE 10: EMPLOYEE BENEFITS		
Current		
Employee benefits - annual leave provision	138,893	126,649
	<u>138,893</u>	<u>126,649</u>
Non-current		
Employee benefits - long service leave provision	60,313	86,328
	<u>60,313</u>	<u>86,328</u>
Analysis of total provisions:		
Opening Balance	212,977	195,937
Movements in the provisions during the period	10,636	19,707
Provisions paid out on redundancy	<u>(24,407)</u>	<u>(2,667)</u>
	<u>199,206</u>	<u>212,977</u>
NOTE 11: OTHER LIABILITIES		
Income in advance - restricted*	-	15,226
Grant funding in advance - restricted*	826,408	810,570
Grant funding - unspent funding to be returned to funder - restricted*	-	45,898
	<u>826,408</u>	<u>871,694</u>
* Funds are allocated for a specific purpose		
NOTE 12: Retained surplus		
Retained surplus at the beginning of the period	2,730,580	2,408,639
Net (loss) / surplus for the period	<u>(8,802)</u>	<u>321,941</u>
Retained surplus at the end of the period	<u>2,721,778</u>	<u>2,730,580</u>
NOTE 13: LEASE COMMITMENTS		
Operating lease commitments		
Non-cancellable operating leases contracted for but not capitalised in the financial period		
Payable		
- within one year	121,991	109,371
- after one year and within five years	75,950	33,293
	<u>197,941</u>	<u>142,664</u>

Operating leases consist primarily of office premises rent and motor vehicle leasing. All leases are non-cancellable leases, with rent payable monthly in advance.

NOTE 14: RELATED PARTY TRANSACTIONS

The aggregate compensation made to key management personnel of the company is set out below:

Aggregate compensation	<u>504,217</u>	<u>326,247</u>
------------------------	----------------	----------------

Other transactions with the Organisation

All transactions with directors and director related entities were contracted on the same commercial terms and conditions offered to other parties.

NOTE 15: INFORMATION TO BE FURNISHED UNDER CHARITABLE FUNDRAISING ACT 1991

The company is authorised to fundraise under the *Charitable Fundraising Act 1991*. No fundraising appeals were conducted during the period and as such the Company did not utilise this authority in order to meet its charitable fundraising purposes. Donations amounting to \$172,668 received during the financial year were not raised via fundraising appeals or activities.

NOTE 16: CONTINGENT LIABILITIES

At 30 June 2019 Domestic Violence NSW Service Management Ltd had contingent liabilities consisting of a bank guarantee of \$21,402 relating to the current office lease.

NOTE 17: EVENTS AFTER THE REPORTING DATE

No matter or circumstance has arisen since 30 June 2019 that has significantly affected, or may significantly affect the company's operations, the results of those operations or the Company's state of affairs in future financial years.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019**

NOTE 18: FINANCIAL RISK MANAGEMENT

The company's financial instruments consist mainly of deposits with banks, and accounts receivable and payable.

The carrying amount for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	2019 \$	2018 \$
Financial assets		
Cash and cash equivalents	943,456	77,789
Trade and other receivables	21,819	19,507
Interest bearing deposits	3,023,899	3,748,626
Total financial assets	<u>3,989,174</u>	<u>3,845,922</u>
Financial liabilities at amortised cost		
Trade and other payables	456,554	410,216
Total financial liabilities	<u>456,554</u>	<u>410,216</u>

NOTE 19: TABLE OF RESTRICTED AND UNRESTRICTED CASH

Restricted cash represents funds which are to be used for a specific purpose. DVSM currently have four service contracts with the Federal and NSW Government which restrict the associated funding to the service, clients and outcomes outlined in the contract.

	Cash as at 1 July 2018 \$	Cash received during the financial year \$	Cash disbursed during the financial year \$	Cash as at 30 June 2019 \$
Unrestricted funds				
Cash and cash equivalents	77,789	580,465	285,202	943,456
Interest bearing deposits	<u>2,876,932</u>	66,021	(745,462)	<u>2,197,491</u>
	<u>2,954,721</u>	<u>646,485</u>	<u>(460,260)</u>	<u>3,140,947</u>
Restricted funds				
Government Grants	856,468	4,009,291	(4,039,352)	826,408
Other Income	15,226	-	(15,226)	-
Donations	-	158,597	(158,597)	-
	<u>871,694</u>	<u>4,167,889</u>	<u>(4,213,174)</u>	<u>826,408</u>

NOTE 20: ADDITIONAL INFORMATION

Domestic Violence NSW Service Management Ltd is a public company, limited by guarantee and domiciled in Australia.

The company is incorporated as a company limited by guarantee. In accordance with the company's constitution each member of the company is liable to contribute \$50 if the company is wound up during the time he/she is a member or within one year thereafter. As at 30 June 2019 the total amount those members of the company were liable to contribute if the company is wound up is \$300.

Principal place of business and registered office:

PO Box R898
Royal Exchange NSW 1225
Australia

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD
RESPONSIBLE ENTITIES' DECLARATION

The Responsible Entities of Domestic Violence NSW Service Management Ltd declare that:

1. The financial statements and notes as set out on pages 3 to 13 :
 - a. are in accordance with the *Australian Charities and Not-for-Profit Commission Act 2012*;
 - b. give a true and fair view of the financial position of the Company as at 30 June 2019 and of the performance for the financial ended on that date; and
 - c. comply with Australian Accounting Standards - Reduced Disclosure Requirements (including Australian Accounting Standards Interpretations) of the Australian Accounting Standards Board, and other mandatory professional reporting requirements.

2. In the Responsible Entities' opinion:
 - a. the provisions of the *Charitable Fundraising Act 1991*, the regulations under that Act and the conditions attached to the authority have been complied with; and
 - b. there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Responsible Entities.



Victoria Hartley
Responsible Entity

Dated in Sydney this 22nd day of October 2019

**INDEPENDENT AUDITOR'S REPORT
TO THE RESPONSIBLE ENTITIES' OF DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT
LIMITED
ABN 26 165 400 635**

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Domestic Violence NSW Service Management Limited, the "Registered Entity", which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in members' funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the financial report of Domestic Violence NSW Service Management Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Registered Entity's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements (including Australian Accounting Interpretations) and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not for-profits Commission Act 2012* "ACNC Act" and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* "the Code" that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in the Responsible Entities' Report for the year ended 30 June 2019, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Responsible Entities for the Financial Report.

The responsible entities of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible entities are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the Registered Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Registered Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF ALBERT INVESTMENTS PTY LIMITED
ABN 90 008 389 393**



- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Registered Entity's internal controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A handwritten signature in black ink that reads 'Mehna Alexander'.

M A ALEXANDER
Partner

A handwritten signature in black ink that reads 'Pitcher Partners'.

PITCHER PARTNERS
Sydney

22 October 2019

