

# Domestic Violence Service Management



## Annual Report 2019 – 2020

[www.dvnsdsm.org.au](http://www.dvnsdsm.org.au) | [www.insightexchange.net](http://www.insightexchange.net)

# DVSM Board of Directors



**Anna Ross**  
Non-Executive Director  
and Chair



**Vicki Hartley**  
Non-Executive Director  
and Treasurer



**Suzanne Evans**  
Non-Executive Director  
and Company Secretary



**Joanne Yates**  
Non-Executive Director  
and Member (CEO DVNSW)



**Leigh Gassner**  
Non-Executive Director



**Lizette Twisleton**  
Non-Executive Director



**Moo Baulch**  
Non-Executive Director  
(leave of absence  
from October 2019)

## 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](mailto:admin@dvnswsm.org.au)**

**W: [dvnswsm.org.au](http://dvnswsm.org.au)**

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

# Message from DVSM Chair



It would be easy to focus solely this year on the period March to June 2020 and the COVID-19 pandemic's staggering impact on DVSM and our staff and clients. However, preparing this message has reminded me of the many highlights and achievements of DVSM throughout this year both before and after the impact of the COVID-19 pandemic.

As well as many other achievements, during the 19/20 Financial Year, the DVSM teams DVAHS, MOMO, ROAR and WHS:

- directly supported more than 1200 clients and many more indirectly;
- collaborated with clients and hundreds of stakeholders to support clients achieve their goals;
- continued to focus on our ability to create positive impact for clients, including through sessions for frontline staff including with Dr Linda Coates;
- engaged in compelling and effective advocacy to secure supports for women on temporary visas experiencing violence; and
- provided advice to NSW Government services on various service focused issues and were able to offer enhanced support for Aboriginal women and their families.

Insight Exchange has continued to play a significant role in supporting the work of responders across communities, services and systems. The work of Insight Exchange has been supporting responders to understand and be informed by insights from people who have shared with us their lived experience. Along with the participation of individuals in Insight Exchange interviews, feedback into resource development and the workplace insight paper, engagement initiatives have also extended across the ecosystem. The digital engagement with Insight Exchange in this financial year has been positively building with 6,545 unique users of the Insight Exchange website and high user engagement of 6,724 downloads of the Insight Exchange resources and materials, and 4,587+ views of the Insight Exchange videos.

While I have tried not to lose sight of the many achievements unrelated to the COVID-19 pandemic, it is of course necessary to address its impacts. Despite the unprecedented scale of the challenge, DVSM leadership and frontline staff responding swiftly and effectively. From the earliest days of the pandemic, our team:

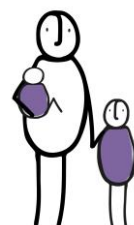
- were able to creatively support clients including refuge clients who were able to be temporarily accommodated in individual apartments;
- mastered web based technology platforms to stay connected while working from home; and
- found supports and solutions for clients impacted by the pandemic including through vigorous and effective sourcing and advocating to providers and other stakeholders.

The DVSM Board has been humbled and privileged to witness the incredible efforts of our teams at ROAR, MOMO, DVAHS and WSH throughout this year, in particular through the period dominated by our response to COVID-19. The guidance and insights of Board members Vicki Hartley, Suzanne Evans, Leigh Gassner, Lizette Twistleton and Joanne Yates was particularly important and appreciated this year, and I extend my sincere thanks to the Board for their wisdom and for always being available despite so many (often unreasonable) demands and deadlines.

*Anna Ross*  
Chair | DVSM Board of Directors

**“ Social Responses’ are the most potent preventative force. ”**

Dr Linda Coates



## Message from the Leadership Team



2019-2020 was another important and progressive year in DVSM's work, contribution and influence.

The DVSM team, across its varied functions has continued to work tirelessly to support individuals and families experiencing domestic and family violence and/or homelessness. In a year of major adjustments within communities and the service system, DVSM has been able to provide consistent service support. We made and continue to make improvements across practice, processes and systems as direct responders in the lives of individuals and families. We have also been able to further our contribution, through stakeholder engagement and the work of Insight Exchange to inform and support social, service and systemic responses to domestic and family violence.

With the prevalence of domestic and family violence, the challenges of our work continue to be vast and varied. Creating and sustaining cohesion across diverse locations and service models is a challenge shared by many organisations and one we have been able to make good strides in this year through digital technology and investment in team to team communication and our overall team community.

Responses to people experiencing domestic and family violence and/or homelessness have always been important and are more so than ever as we experience and navigate the challenges of a global pandemic in our local communities and day to day lives. Despite the complexities experienced in these times the DVSM team has held resolve in its focus and determination to support people in safe, dignified and effective ways through our varied models of service. In the FY19/20 year we have been able to support hundreds of individuals directly through services and support thousands of people through our digital platform and initiatives.

I have had the ongoing honour of leading DVSM's work in the CEO capacity and am very grateful to have worked with a strong team who have clear purpose and commitment to the individuals and communities we serve. I am delighted to be part of DVSM's steps to extend its work, welcoming Sally Grimsley-Ballard (who has been instrumental in this year of work) into the new General Manager role and closing the CEO role to step into the Insight Exchange work full-time as Director. There is ever so much to be done in providing safe, dignified and effective responses locally, nationally, informally and formally through services and systems. The extension of DVSM's work is to make a greater contribution to this shared challenge and responsibility.

Together Sally and I, and each of the DVSM team look forward to sustaining the good work in place and working with stakeholders and communities to strengthen understanding of and responses to domestic and family violence.

To everyone who has trusted us with your insights, your experiences, your information, your feedback, and your resources (funds, donations, grants) we are honoured to do this work and our commitment is steadfast in continuing to carefully and respectfully serve individuals and families across Australia.

*Sal Dennis*  
CEO during the FY19/20 year  
Director of Insight Exchange from FY20/21

*Sally Grimsley-Ballard*  
Executive Manager during the FY19/20 year  
General Manager of DVSM from FY20/21

# 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](http://www.dvnsdsm.org.au)



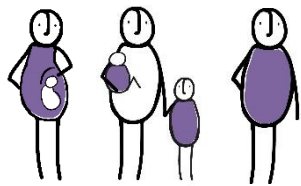
Our Heritage: We recognise the many years of important work already established and achieved through the NSW Women's Refuge Movement since 1974. We also recognise that there are many organisations working diligently and proactively to prevent, respond to and redress violence in society.

# 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.

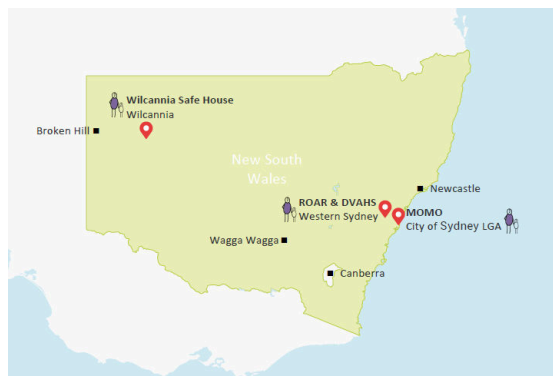
## ECOSYSTEM (The Wider System)

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

# 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 Insight Exchange

## **Our shared challenge | Our shared responsibility**

Domestic and family violence is in every postcode and community.

Preventing violence, understanding violence and improving responses to violence remains a cross cutting national issue and a shared challenge that no community, sector or system can achieve alone.

Every response matters. Any time. Every time. Every person and any community.

[Insight Exchange](#) exists to share in this challenge; to continuously learn, reflect and improve on how we contribute to safe, just, effective and dignified responses.

We also hold a commitment to support others in this shared responsibility.

## **About Insight Exchange**

[Insight Exchange](#) is an initiative of Domestic Violence Service Management (DVSM) a registered charity, which aims to prevent and to provide support for people experiencing Domestic and Family Violence (DFV), homelessness and other safety and wellbeing needs.

Insight Exchange centres on the expertise of people with lived experience of domestic and family violence and gives voice to these experiences.

Insight Exchange is designed to inform and strengthen social, service and systemic responses to domestic and family violence.

Launched in November 2017, Insight Exchange was designed by Domestic Violence Service Management (DVSM), in collaboration with Dr Linda Coates and Dr Allan Wade from Centre for Response-Based Practice Canada.

Insight Exchange has been established, developed and is governed by Domestic Violence Service Management and has been sustained through the generous humble donations of individuals and a silent donor for the benefit of many.

Insight Exchange has four key interdependent elements:

### **My lived experience**

Through Insight Exchange I have the opportunity to share my lived experience of violence in an accurate way through a safe, ethical and supported process.

### **My insight shared**

Insight Exchange shares my lived experience, highlighting my responses and resistance to violence and where 'social responses' were helpful, unhelpful or harmful.

### **Our social responsibility**

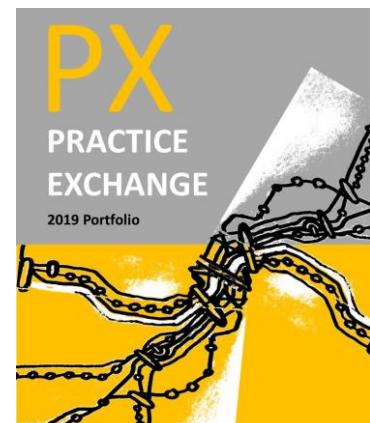
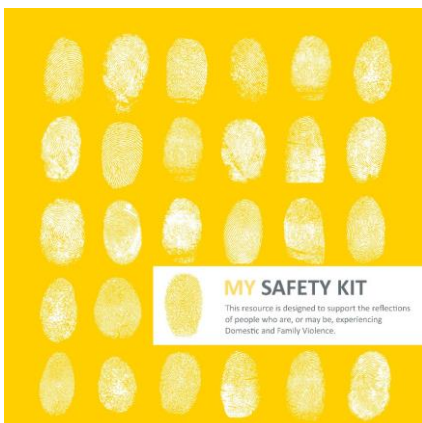
Through Insight Exchange we (all) have the opportunity to gain a more accurate understanding of lived experience of violence and the role we play as social responders.

### **Our social response**

Through Insight Exchange we (all) have the opportunity to strengthen our responses to violence as individuals, communities and organisations.

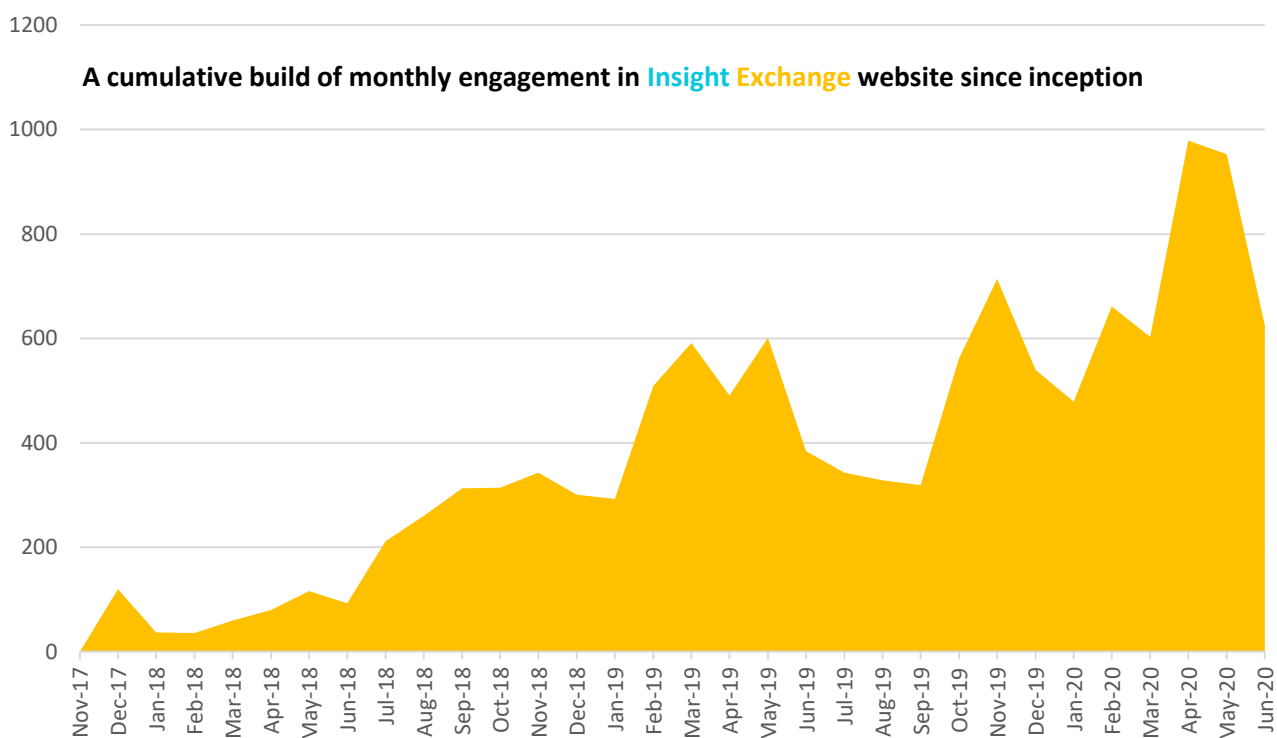
**Key highlights in the 2019-2020 year include:**

- Development and publishing of Insight Exchange narratives – [Voices of Insight and financial abuse narratives](#)
- Development and release of [My Safety Kit](#) for people who are reflecting on their experiences of domestic and family violence
- Design, implementation and publishing of [Practice Exchange \(PX\) portfolio](#) with 5 specialist service providers
- Provision of services from the [Language Lab](#) to corporate and EAP providers
- Development and launch of [Workplace Kit](#) including launch of the Insights Paper
- Commencement of joint project with [Centre for Women’s Economic Safety \(CWES\)](#)
- Invitation to be a member of the NSW Domestic Family Violence and Sexual Assault DFVSA Council
- DVSM’s Insight Exchange work, led by the Sightlines team, featured in recommendation 8 of the NSW Coroners DV Death Review Report (2017-2019)
- Development and release of COVID-19 guides to responding to people using violence
  - ✓ [A guide for family and friends](#)
  - ✓ [A guide for workplaces](#)
  - ✓ [A guide for responding to customers](#)
  - ✓ [A guide for faith communities](#)
  - ✓ [A guide for responding to tertiary students](#)
- Acceleration of the Insight Exchange platform resources with a growing engagement on the platform to use the library of resources and materials across sectors



### Insight Exchange Engagement

Since the inception of Insight Exchange in Nov 2017, there have been in excess of 10,000 users of the platform and this includes over 10,000 downloads of the resources and publications designed and hosted within Insight Exchange. This count excludes the hundreds of people who have engaged in person and the thousands who have used the video resources hosted on Insight Exchange on vimeo and you tube platforms. The engagement overall has included local (Sydney/NSW) engagement as well as broader engagement nationally and internationally.



A full engagement report (since inception to end June 2020) is published on [www.insightexchange.net](http://www.insightexchange.net)

Highlights include an outline of who has engaged across the ecosystem, from universal to statutory services.

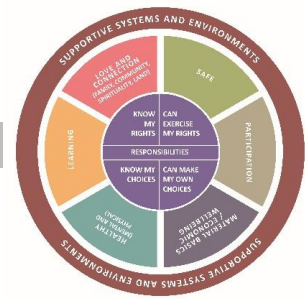


Insight Exchange also hosts examples of the [Insight Exchange Ideas Applied](#).

Whilst this engagement is positive and building (as shown below in the build of monthly user analytics data above), there is much work still to be done to improve awareness and understanding of violence and to enable more informed responses across the ecosystem. We can't do this work alone, nor can any one sector, and so our efforts continue to be with and in support of others- leaders, practitioners, formal and informal responders. Everyone has a role to play.

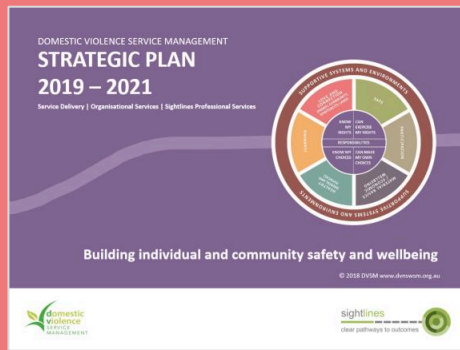
For more information about Insight Exchange explore [www.insightexchange.net](http://www.insightexchange.net) or [contact@insightexchange.net](mailto:contact@insightexchange.net).

# 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 their capacity to act and make decisions – this can be described as their ‘agency’.</p> <p>When a person is aware of their rights then they can make informed choices.</p> <p>It is important to recognise that a person's choices are not only informed by their rights but also by their responsibilities (which may be linked to their civil, cultural, family, community, spiritual connections including to land). If a person is experiencing DFV, the coercive control being experienced can limit and undermine their capacity to make choices, exercise their rights and fulfil their responsibilities.</p>	
SAFE	PARTICIPATION
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).	Includes having opportunities to have a voice and be involved as a citizen and in the community.
MATERIAL BASICS / ECONOMIC WELLBEING	HEALTHY (MENTAL AND PHYSICAL WELLBEING)
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.	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.
LEARNING	LOVE AND CONNECTION (FAMILY COMMUNITY, SPIRITUALITY AND LAND)
Is a continuous process throughout life. Elements of learning include the value of self-development for wellbeing.	Encompasses your family relationships, friends and connections with community, spiritual connection and connections to land.
SUPPORTIVE SYSTEMS AND ENVIRONMENTS	
Sitting across all areas, is the presence and provision of supportive systems and environments which support an individual’s wellbeing.	



## 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**

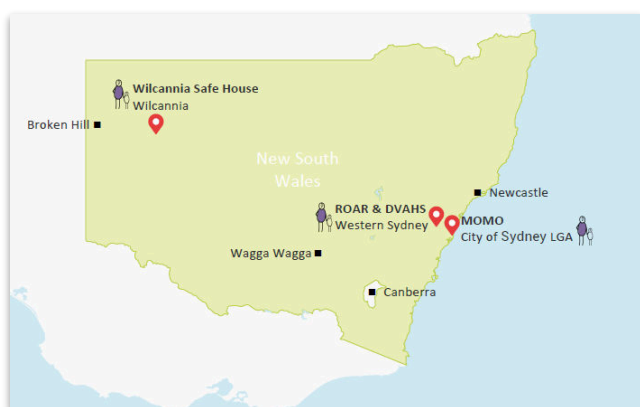
Offering information and support that can be used by individuals now and after they leave our service, to stay safe and enhance their wellbeing.

## 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)



For the 2019-2020 contract period we remained consistently busy in all of our services supporting women and their children and a very small number of men. Our support included short, medium and long-term case management, depending on the individual and families’ needs, goals and our services offered. DVSM was impacted by the COVID-19 pandemic where all services were moved to telephone and web-based support services from March with a very gradual resumption of in person services in late May/June 2020. During March and April new referrals were significantly reduced in our Sydney Services, particularly ROAR and MOMO while NSW residents observed isolating and physical distancing guidelines. For our MOMO contract, another contributing factor to lower client numbers presenting and supported during this pandemic period was not having the opportunity to conduct in person outreach and support 'walk-in traffic' whilst stationed at MOMO’s regular locations due to COVID-19.

Throughout the year and the unprecedented pandemic period, our teams provided innovative, thoughtful and holistic case management support to more than 1200 women and their children.

Count of Unique Individuals Supported	WSH	MOMO	ROAR	DVAHS	Combined Total
Contract Target	120	135	480	442	1,177
19/20 EOFY Count	222	124	441	475	1,262

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 continued to work tirelessly throughout the year to support all women, children and families who have reached out for advice, support and case management. We have continued to provide thorough responses to anyone making contact through 'no wrong door'. Our efforts to strengthen our responses to children's needs continue and our spaces remain welcoming for children and families. We were also able to provide small extras this year including art and crafts and games for children in all of the families we were supporting when NSW residents were required to isolate at the height of the pandemic.

We remain committed to supporting and advocating for improved responses to the needs of women on precarious visa conditions. DVSM published a position paper [Which Way Next](#) summarising the invisibilised experiences of people on visa limitations experiencing domestic and family violence. We have provided ongoing support to women and their children during periods of danger, uncertainty, loss, poverty and disadvantage. In 2019/2020 we supported as many women and their children as possible with their access to rights, resources and options that remain constrained by public policy. Many women on precarious visas continue to be faced with adverse options that undermine their dignity, safety and wellbeing.

Supporting the needs of women exiting (or soon to be exiting) correctional services continues as part of the ROAR work which includes providing refuge accommodation when available. We continue to strengthen our relationships and referrals 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 21–35 as illustrative of the work of our services.



## Key stakeholders we work with and would like to thank include:

### Formal

- Evolve Housing
- Mission Australia
- Rosie's Place
- RRT (Rapid Relief Team)
- Women's Housing Company

### Informal

- WS Integrated Violence Prevention & Response Service (IVPRS)
- Rizeup
- WASH House Inc
- Settlement Services International
- Jesuit Refugee Services
- Wesley Mission
- Anglicare
- Koala Mattress
- Oz Harvest





# Domestic Violence After Hours Service – Key Highlights

DVAHS has been very effective in responding promptly to women and children in crisis across each 24hr response period. The DVAHS team have worked tirelessly to widen their networks of referral and continue to be very resourceful in rapidly sourcing all support options for women and children. Women and their children seeking support continue to present with extremely challenging and urgent needs resulting from the violence and threats from partners, ex-partners or relatives using abuse.

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 21–35 as illustrative of the work of our services.



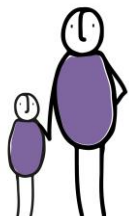
## Key stakeholders we work with and would like to thank include:

### Formal

- DV Line
- Link2Home
- Department of Communities and Justice

### Informal

- Providential Homes
- Harman Foundation
- Anglicare
- House of Sakinah
- WS Integrated Violence Prevention & Response Service (IVPRS)
- House of Welcome
- WASH House Inc
- Linking Hearts
- Jesuit Refugee Services



# Wilcannia Safe House – Key Highlights

The Wilcannia Safe House (WSH) team have continued to work in ways that listen to community and promote understanding about the role of services within community. The WSH ensure it is 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 21–35 as illustrative of the work of our services.



## Key stakeholders we work with and would like to thank include:

### Services

- Broken Hill Domestic Violence Court Advocacy Service
- Catherine Haven Broken Hill
- CatholicCare Broken Hill and Wilcannia
- Lifeline Broken Hill
- Local Suicide Prevention Group
- Maari Ma Broken Hill and Wilcannia Medical Service
- Mission Australia Broken Hill
- NSW Police Domestic Violence Coordinator
- Tenant Support and Educational Program from Murdi Paaki Services Ltd
- Warra Warra Family Violence Legal Service
- Wilcannia Community Restorative Centre
- Wilcannia Men's group

### 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 throughout the year to support a range of single women and women and their families presenting with different needs and support requirements. We also have provided advice and thorough ‘no wrong door’ responses to all individuals seeking support. Self-referrals to MOMO continued up until March this year when NSW and Sydney residents needed to isolate in their homes as a precaution response to the COVID-19 pandemic. During this period we still received referrals from partnerships and occasional self-referrals. It was a significantly quieter period for MOMO, especially as we meet and initially support a lot of women in person onsite at the service locations we sit in each week. These service locations were all temporarily closed and were offering very limited services.

Our advocacy continues 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 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 21–35 as illustrative of the work of our services.

## Key stakeholders we work with and would like to thank include:

### Formal

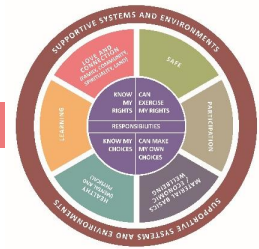
- Newtown Neighbourhood Centre (NNC)
- Housing NSW City Office – Strawberry Hills
- Redfern Community Centre
- Surry Hills Neighbourhood Centre



### Informal

- Legal Aid NSW
- B Miles Women’s Foundation
- Haymarket Foundation
- BaptistCare HopeStreet
- Community Domestic Violence Team, Sydney Local Health District
- NNC NEISH
- Dress for Success Sydney
- Good Shepherd
- Leichhardt Women’s Community Health Centre
- Mates on the Move
- Moving Forward
- Samaritan House Salvos
- Staying Home Leaving Violence (SHLV)
- St Vincent’s Hospital DV Team
- The Deli Women and Children’s Services
- Vincentian House
- WEAVE Youth and Community Centre
- Women’s Domestic Violence Court Advocacy Service (WDVCAS)
- Women’s and Girls’ Emergency Centre (WAGEC)
- YWCA

# Our History



2020

In February 2020, Insight Exchange launched the [Workplace Kit](#) for responding to DFV. In March 2020, in alignment with DVSM's vision, DVSM auspiced the [Centre for Women's Economic Safety](#). In July 2020, DVSM commenced the next chapter of 12 month Specialist Homelessness Service contracts ([MOMO](#), [ROAR](#), [DVAHS](#) and [Wilcannia Safe House](#)). A small number of individuals plus a silent donor further invested in Insight Exchange initiatives to sustain the work further. In August 2020, DVSM extended its work through establishing [Insight Exchange as a Foundation](#). To lead the extension of the work, a General Manager was appointed to lead DVSM's service provision, and the CEO of DVSM was appointed as Director of DVSM's Insight Exchange Foundation.

2019

DVSM commenced a new [strategic plan 2019 – 2021](#). Specialist Homelessness Service Contracts moved to mapping under Department of Communities and Justice (formerly FACS). Insight Exchange continued to engage with a diverse range of sectors, services and communities. Key highlights included cross sector masterclasses and [Practice Exchange](#). A small number of individuals plus a silent donor invested in Insight Exchange initiative to sustain the work further.

2018

In March 2018 DVSM launched the release of a cross-organisational [Practitioner Toolkit](#) shared internally and externally across sectors.

DVSM & Sightlines Professional Services completed and shared [projects and initiatives](#) to improve service design and delivery and build broader cross-sector awareness and improved responses to Domestic and Family Violence.

2017

In March 2017 DVSM established [Sightlines Associates](#) who lead and/or advise on projects that relate to identified practice priorities and community needs.

In June 2017 DVSM recontracted three Specialist Homelessness Services ROAR, MOMO and [Wilcannia Safe House \(WSH\)](#). The projects undertaken by Sightlines Associates have been designed to inform service improvements over the next contract period to 2020.

2016

In 2016 DVSM was successful in a competitive tender to deliver the [Western Sydney Domestic Violence Response Enhancement](#) (After Hours Services) (DVAHS).

2015

In July 2015 DVSM commenced the Children and Schooling Programme funded through the Department of the Prime Minister and Cabinet.

In September 2015 DVSM established a [Professional Services Division – Sightlines](#).

2014

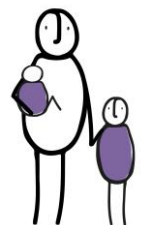
In November 2014 DVSM started [Moving Out Moving On \(MOMO\)](#) in Sydney's inner city, and expanded [Refuge Outreach Action Response \(ROAR\)](#) operations in Western Sydney.

2013

Domestic Violence NSW Service Management (DVSM) was established in 2013 as a non-profit company registered under the Australian Charities and Not For Profits Commission Act 2012.

# Practice Examples of Service Responses

The following examples are from real-world, real-life responses we have provided to individuals seeking support from our services in the 2019/2020 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.



44 year old mother with two young children, currently living at home with her husband (perpetrator). Has been experiencing domestic family violence for many years including controlling finances, monitoring mobile phone and email, manipulation and her husband threatening to harm himself if she were to leave with the children.

**Woman seeking information and support to leave an unsafe environment.**



Woman commenced support with DVSM after escaping financial, psychological and physical violence perpetrated by her ex-husband. She left the family home with her son and moved in with her sister which also resulted in a relationship breakdown forcing her and her son into refuge.

The woman arrived in Australia on a Precarious Visa. This visa means she is not eligible for any income support from Centrelink or SRSS.

**Woman was assisted to enrol her son into High School – Intensive English Centre along with brokerage support to purchase school uniforms and equipment.**

**The family were supported to apply for a transitional property, signed a lease and moved into her own home within 6 weeks.**

**Woman was also supported with job search and successfully obtained a permanent/fulltime position in a factory working pick and pack.**



A family unit presented to DVSM due to ongoing domestic violence. The main presenting individual resides with her mother and children. The woman stated that she believes that she is currently being stalked and that she is also being harassed and intimidated by her ex-partner. She has received threats of abuse and has had damage to property which she believes was perpetrated by the person of interest.

**Family unit requesting support to address safety concerns with police. They also requested support around physical and technologically facilitated violence that is being perpetrated against them and to assist in the safe relocation of the family.**



39 year old mother with her 8 month old baby in temporary accommodation due to Domestic Family Violence. DVSM received referral during On-call shift (i.e. overnight). Person recently acquired permanent residency.

At time of the referral, the woman had nil income, is from a culturally and linguistically diverse background and had no community or family supports.

Woman presented to DVSM with her teenage daughter needing support to flee Domestic Family Violence which consisted of physical, emotional, social and financial abuse. Their ability to leave the person of interest was also affected by the visa the family were on (a bridging visa).

**Woman began residing in the refuge with her daughter and was provided with financial assistance to support with purchasing food and everyday items for her and her child. Intensive case management was provided to ensure the woman was assisted with her Permanent Residency application, medical issues, support for her child to access education, psychological counselling support and financial support.**

**The woman and her daughter were recently granted Permanent Residency and have been assisted to access Centrelink and housing support.**



Single woman in her 40s with complex mental health concerns and trauma background, experiencing homelessness due to Domestic Family Violence.

**DVSM supported from Temporary Accommodation through to securing private rental.**



Young woman presenting with AOD use that required rehabilitation services, re-adjusting to living in her community after being incarcerated and requiring support with restoration of her children.

**DVSM supported through connecting the woman to numerous support services, advocacy and advice including a referral to NDIS. The woman was supported to sustain long term housing and sit her Driver Knowledge Test.**



Woman referred to DVSM after domestic violence and sexual assault incident. She has been a victim of DFV since her early teenage years.

At the time of referral, the woman was couch surfing with friends due to safety concerns with her home. Woman was separated from her two children due to no safe accommodation being available to them. The children were living with family on an interim basis.

Woman also presented with a diagnosis of 'Borderline Personality Disorder', 'depression and anxiety', financial concerns and a history of alcohol and drug misuse.

**Since working with DVSM the woman was supported to engage in counselling and AA, and secure accommodation with Housing NSW through DVSM advocacy for a housing transfer due to serious risk. She has demonstrated protective factors, has built her own budget and has set long term goals which include study, employment and a driving license.**



Woman with 2 year old daughter, is a citizen of another country and married to a non-resident. Her Visit Visa expired a few years ago. Daughter was born here but she is not a citizen of any county, as the woman cannot transfer her citizenship to her. She wants to return home, and take her daughter with her, however the daughter has no travel documents. Husband is still trying to contact the woman through mutual friends.

**DVSM is in the process of organising safe passage home for both mother and child.**



Woman experiencing Domestic Family Violence required immediate support and called DVSM to assist with relocating to safety from the area she was calling from. The woman has family in NSW but could not stay with them.

**DVSM supported the woman with her meals and accommodation whilst travelling to the refuge accommodation facilitated by DVSM.**

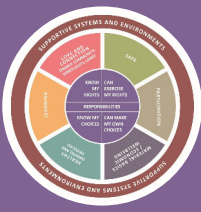


**"I am a unique person with unique experiences. I have rights and responsibilities. I respond to events and exercise choice. But violence and coercive control limit my options."**

**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

**Woman presented to DVSM with limited knowledge of her rights. As part of the service provision to the person, the team informed the woman of her rights and how to exercise them. With a broader understanding she was able to make informed decisions about what the next steps would be.**

DVSM supported a family by providing information regarding rights and responsibilities and Immigration, to enable a woman to travel back home with her daughter.

DVSM worked closely with a woman, to understand her rights and supports with regards to the Department of Communities and Justice. DVSM also supported her to regain trust in other services with whom she had negative responses from in the past.

**A strengths-based approach to practice allowed a woman who was engaging with DVSM, to regain confidence in her agency to resolve her family's homelessness.**

DVSM provided a woman with information about her rights and responsibilities and about alternative services, choices and options available to her.

**DVSM Case manager worked closely with the family to provide information and referrals regarding the client's rights and responsibilities. Support included for interactions and applications with Centrelink, Housing and legal matters.**

Woman was supported to understand their Apprehended Violence Order which is currently in place to protect her. She was provided guidance on how to make continued police reports around ongoing perpetration.



# 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

**Woman did not feel safe at home as perpetrator became aware of her address. DVSM supported her in liaising with a community housing provider and advocated for priority transfer to a new property. DVSM applied for Victims Services immediate needs support package (INSP) to pay for security upgrades at the new property in order to avoid financial hardship.**

**DVSM provided information and contact details** to crisis accommodation services **to support the individual** to leave the house where the abuse took place, **when she is ready**. The case manager offered to support her through this process.

DVSM supported a family with immediate evacuation away from the woman's partner.

**Woman was supported with court and police reporting, regarding AVO matters. She was also supported to relocate out of the local area away from the person of interest.**

Woman's front window smashed by perpetrator, giving him easy access to her property. A local service was sought for repairs, who generously fixed the window for the client free of charge. Brokerage for emergency accommodation was provided when the woman was receiving threats and did not feel safe to stay at her property. Further safety strategies included turning off location services on the woman's phone and providing a WESNET Safe Phone for communication.

A DVSM Case Manager supported a family to establish a plan for safety which included to liaise with the Real Estate to have the property locks changed and safe access to the property.

Safety was explored in relation to immediate needs and Domestic and Family Violence. The woman was referred to crisis accommodation and accepted by a suitable provider that accepts people on her visa type with nil income. Information was provided regarding legal supports available and services including WDVCAS.

A family unit is being supported with a staying home leaving violence referral to install cameras. They are also being assisted to safely relocate.



# 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

**Woman took control and responsibility to arrange reporting 3 days a week at the local Police station and committed to starting driving lessons. She also independently phoned Centrelink regarding her payments, obligations and participation requirements.**

Woman was supported to navigate the Department of Communities and Justice intensive support services involvement and referred to sexual assault counselling. She was also supported to access victim services and has become more independent regarding all facets of her participation in the community, including budgeting and decision making for herself and her children.

Case Manager worked flexibly and in a violence informed way with the woman to encourage greater participation in the DVSM program, as well as with other service providers who were working with her on her goals.

Woman regularly engaged with DVSM, she advised she felt very supported towards shared goal of securing long term accommodation (private rental) through DVSM's person-centred, capacity building, strengths-based approach.

**Woman who used her initiative to apply for work rights and engaged with DVSM Case Manager to actively seek employment. The woman obtained permanent employment and continues to actively engage with local church, her case manager and friends in the community.**

Woman was provided with all requested information and was encouraged to make decisions she was comfortable with, in ensuring her and the children's safety.



# 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

**Brokerage was utilised to rent a storage unit for a month for a woman with many belongings with her, which included over 20 bags. Her possessions could not be taken to crisis accommodation. DVSM also provided transportation to the crisis accommodation via taxi and referred her to further financial support agencies due to not being in receipt of any income and being ineligible for government support.**

Woman was provided brokerage support to secure new accommodation and household goods. She was referred to Anglicare and RizeUp to assist with home establishment.

DVSM assisted with gathering the necessary supporting evidence for a Victims Service's Immediate Needs Support Package (INSP) to cover removalist costs and other security measures.

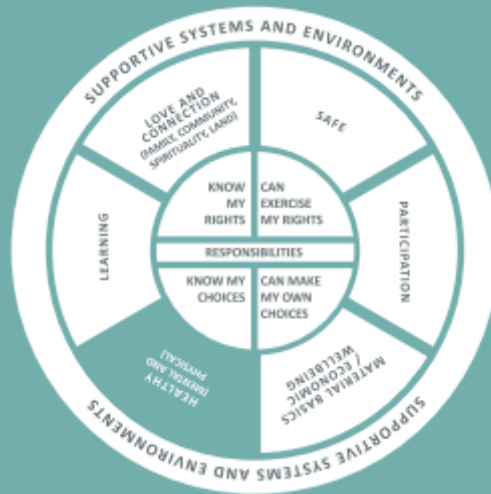
DVSM supported with reducing rental arrears and storage fees through brokerage. The woman advised she had most of her furniture and household goods in storage, including sentimental artefacts. The woman was referred to Anglicare for a washing machine.

**Woman was experiencing financial abuse prior to accessing support services. She was provided with finances by DVSM, through credited debit cards in order to give her autonomy over her spending. This woman has now been supported to access Centrelink support with her Permanent Residency and is on full payments.**

DVSM supported the woman with an application for Transfer Housing Assistance, assisted with application of Victim Services Immediate Needs Package, brokerage for food vouchers and Kmart vouchers as well as advocating for a Centrelink Crisis Payment for her.

Woman who was financially controlled by her husband before leaving the relationship, was supported with pantry items, school assistance, EAPA (electricity subsidy) Vouchers, rent advancement for securing lease and Gift Card to ensure that she could purchase food for herself and her son, before commencing employment.

Pram was financed through DVSM brokerage for a mother with her young baby. Assistance with pram supported independence and ensured she had active participation in resolving her homelessness by accessing essential services.



## 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

**DVSM offered immediate emotional support on numerous occasions to a woman with a complex trauma background. The woman was encouraged to continue working with her existing mental health supports and referred to Domestic Violence specific counselling. Contact details for further supports she may wish to access, were also provided.**

Woman who has experienced trauma, as a result of physical and emotional violence, was referred by DVSM to a specialist mental health support service. She was also provided psycho-social education around mental health, anxiety and suicidal ideation.

DVSM supported our client with a successful Victims Services NSW application. This granted her 20 sessions with a psychologist. The woman was supported to connect with a Sexual Assault/Domestic Violence counselling specialist.

**Woman was assisted with referral to sexual assault counselling service. DVSM also assisted the family with school liaison and negotiation and arranged NDIS access for her child, who presented with several intellectual, physical and psychological needs.**

Woman supported through Victim Services application, to access a psychologist who speaks her language. The woman also required access to a neurologist for ongoing treatment for headaches, which were attributed to the physical abuse she had experienced. DVSM provided support to access specialist care for digestive issues and the mother and her daughter were also assisted with optical care. DVSM provided support and advocacy as well as financial support where needed.

DVSM on-call case manager carried out the DVSM COVID-19 screening tool over the phone with a woman seeking support. The case manager advocated with Housing NSW to extend Temporary Accommodation at a suitable accommodation that adhered to COVID-19 measures. The woman was then supported into medium term crisis refuge accommodation.



# 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

**A woman was supported by DVSM in taking appropriate steps to regain her teaching accreditation, to enable her to re-enter the workforce and gain meaningful employment.**

DVSM assisted a woman with enrollment of her child into high school. The case manager liaised with the school counsellor and principal, to discuss some issues around bullying and also payment of school fees. An iPad was donated for this child through the advocacy of the family's DVSM case manager. This child went on to receive the principal's award for her grade.

Woman attending English classes through a local charity organisation. She will be assisted by DVSM to access TAFE English courses thereafter.

DVSM assisted woman to enroll her child into High School, Intensive English Centre (IEC). Her case manager attended a meeting at the school to discuss supports needed for the family. Financial assistance was provided to purchase school uniforms, books, stationary and other school equipment.

**Woman highlighted an interest in studying Nursing and will be assisted through DVSM support to access TAFE courses.**

A woman working with a DVSM service, expressed an interest in returning to work. Support was provided to her in exploring different TAFE courses to help increase her employment options.



## 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

**DVSM supported a woman to re-connect with family. She in turn decided to leave the crisis accommodation now having an alternative safe place to go.**

Woman discussed with DVSM hoping for and working towards having her child back in her care, once a suitable home has been allocated through Housing NSW.

**Woman was provided assistance to secure safe accommodation where she can now have both of her children in her care and also be closer to other family supports.**

DVSM supported a client to reconnect with her father who is living overseas. He is elderly and unwell but has offered financial support to his daughter for relocation costs.

DVSM provided emotional support, strengths-based practice, capacity building and advocacy, from the period of homelessness in Temporary Accommodation through to establishing private rental. This support included ensuring the woman's dog, that she has for 16 years, was also being supported by appropriate animal services.

Woman engaged with her local Church group where she went on to develop strong friendships and support groups. While living in crisis accommodation, this woman built strong connections with several other residents. She continues to engage in community activities outside of DVSM, after moving out of the service.

DVSM encouraged a woman to reconnect with old friends and family who are living interstate, in order to broaden her support network.

**DVSM ensured a woman had encouraging support networks around her, in addition to support services, this included her family and friends that she trusts.**



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

“

I would like to express my thanks and gratitude to DVSM for help finding the right people to guide me in this difficult time. Thank you to all those women and men that are so strong and passionate, giving their all in helping others getting back on their feet. You are much appreciated.

”

“

I was referred to ROAR by my previous case worker. I called the mobile number I was given and the lady that answered spoke with me for 2 hours and calmed me down because I was panicking about my situation of needing formula for my son, she then brought me fresh vegetables and fruit and a Coles voucher, she told me she might not be my case worker as she might have to refer me onto someone else although I was okay with that I really hoped she would be mine. A few calls later she told me she was going to be mine and she still is to this day and she has been there for everything and anything I have ever needed,

She is my caseworker but sometimes I feel so comfortable talking to like she is my friend and she always has comforted me through tough times and makes me feel like I am capable of living on my life with my son after DV. Even on the hard days I know I can call my case worker and after speaking with her I feel UNTOUCHABLE and I have come such a long way with her by my side and I don't know who or where or how I would be without her I want to thank her for taking my call that day and still taking my calls today and I will be so sad when I no longer need her but I will forever appreciate her and everything she has done for my son and I.

”

# 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](http://www.dvnsdsm.org.au)

[www.insightexchange.net](http://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?***



**Stakeholders and collaborators  
(noted on pages 14-17) we work with have said:**

I would like to acknowledge the excellent support that your After Hours Service provided to one of our clients tonight.

Thanks, the move for this client from her home to a safe place took less than half an hour. The speed with which you acted meant that she was taken to safety before her husband or her sons could stop her.

Please extend my appreciation of their work to them. Thanks

I would like to thank you very much for the excellent support that you offered tonight.

Thank you for staying with us on the call while waiting for the UBER that you so efficiently organized.

As you heard, our client was highly distressed and your support meant a lot to her.

She arrived safely at home and I spoke to her after she was settled.

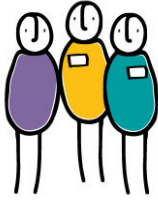
She will wait for your call tomorrow.

Thank you for your support.

Thank you so much for speaking with my client yesterday. She said just how down to earth you were and how much you put them at ease yesterday. She said you made them feel heard and empowered.

So thank you so much!





## Stakeholders and collaborators we work with have said:

I think you've done an amazing job articulating the issues in a clear way and explaining how the issues and barriers that women on temporary visas face, impact on their safety and wellbeing in the immediate and longer term. I think it's an interesting angle to highlight the cost in terms of the human cost on women and children and the cost on services and workers.

In terms of recommendations, the national advocacy group and NSW Women's Alliance have similarly called for a new temporary visa for people experiencing domestic and family violence which would make people eligible for all government services, amending the Family Violence provisions and reviewing the Victims Support Scheme to make it easier to substantiate claims and access support and services.

We have not focused on the police, NGO, perpetrator, community and tribunal/immigration response as much and I think it's really great that you've highlighted these issues!

The only other aspect that is a bit different is that the approach of the national advocacy group and DVNSW has been to focus on temporary visas rather than precarious visas (given the temporary visa status is what precludes people from accessing a whole range of government and other service and that in some ways all temporary visas are currently somewhat precarious).

Would you be happy to share your paper with the wider national advocacy group on women on temporary visas experiencing violence and would you be interested in joining it? I think the members would be really interested in your paper and work.

## 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 43 about the Dream Big 2gether Fashion Parade and the Careers Expo.*

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.

*Read example of a key highlight on Page 43 about the Dream Big 2gether Fashion Parade and the Careers Expo.*



Dream Big 2gether Fashion Parade



Wilcannia Team Careers Expo



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



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

In January 2019 Wilcannia Safe House established and organised a Fashion Parade event that centered on community participation and raising the self-esteem and self-confidence of Wilcannia children. The Parade, “Dream Big,” was a great success and exposed the community to the idea of acknowledging children’s rights to dream big and their aspirations.

Due to the success of the 'Dream Big' Fashion Parade, the 'Dream Big 2gether' Fashion Parade was booked in for November 2019. This year’s event focused on the empowerment of children to achieve their dreams and express their rights. The community event is also about encouraging and supporting the families and the whole community to get behind the children of Wilcannia and their aspirations. Dream Big 2gether was centred around bringing back the passion and drive in the entire community to get behind the children.

The Wilcannia Safe House team ensured the November event was another great success after much planning and practice supported by the Central School and a wonderful group of volunteers. The children were encouraged throughout the parade to walk with their heads high, their back straight and to have a smile on their faces, a lesson that they should tackle all their challenges with the same approach.

The Fashion Parade was this year nominated for an Australia Day award and will continue to be annual event in the community. Because of the pandemic disruptions the next event will be held again in the first half of 2021.

## Wilcannia Careers Expo 2019

In November 2019, a day after the **Dream Big 2gether Fashion Parade** the Wilcannia Safe House Team held a **Careers Expo**. The event coincided with the Fashion Parade to reinforce the Dream Big concept and to get the children to really think about their career aspirations. The event was attended by the local school and the students met with many different services such as the Army, Navy, Police, local workers, DCJ, Legal Services, Apprenticeships Support Australia, SES, Flying Doctors, TAFE NSW and more.

The students were able to speak to representatives from each of these services and get a good understanding of their career options, the career path and the supports that they can access to achieve their goals. The community was encouraged to get behind the event to strengthen the support for the children in achieving their goals.

## 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 NSW Government contracts. A profit for the year of \$958,245 was recorded. This profit was intentional as the Board received donations of \$835,916 supporting the Sightlines team and their Insight Exchange initiatives, these donations were required to be recorded in the year received due to the untied nature of the money however they were not yet spent and will be used to fund the work in the coming year.

Total income was \$5,098,034 compared to \$4,319,281. The increase of 18% is primarily due to the increase in other income which includes donations. 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 \$835,916, from supporters of our Sightlines work.

Total expense was \$4,139,789 compared to \$4,328,083 in the prior year. Overall expenses decreased by 4% across the organisation, which were mainly driven by the COVID-19 pandemic when at its peak in NSW.

Major expenses for the year included:

- Employment costs \$2,930,373
- Client and brokerage costs \$436,830; and
- Rent and occupancy costs \$204,228

Cash as at 30 June 2020, cash in bank was \$2,435,815 with a further \$3,070,033 held in cash investment accounts. Of the cash held in investment accounts \$1,234,435 is grant funding received in advance and restricted to funding our programs in the coming year.

The Company was not significantly impacted by the COVID19 virus due to its sources of revenue and hence did not qualify for job keeper payments. The Company received \$62,500 of cash flow boost in the period.

Looking ahead we will continue to plan and implement strategies for relevant and sustainable growth, this will include further investing in the Insight Exchange work to ensure the organisation capitalises on the continued 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**

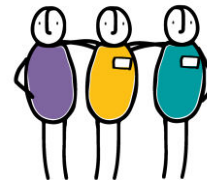
DVSM Service Delivery is funded by NSW Government Department of Family and Community Services (DCJ).

### **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.



**DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD**

**ABN 26 165 400 635**

**ANNUAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2020**



**DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD**

**ABN 26 165 400 635**

**Contents**

	<b>Page</b>
Responsible Entities' Report	1
Auditor's Independence Declaration	2
Statement of Profit or Loss and Other 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	16
Independent Audit Report	17

## 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 2020.

#### Directors

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

Anna Ross (Chair)

Suzanne Evans

Victoria Hartley

Leigh Gassner

Lizette Twisleton

Moo Baulch was on a leave of absence from 29 October 2019.

Joanne Yates was appointed as director on 17 October 2019 and resigned as at 2 June 2020.

Delia Donovan was appointed as director on 11 August 2020.

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 2020 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 29th day of October 2020

**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 2020 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

29 October 2020

**DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD**

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>Note</b>	<b>2020</b>	<b>2019</b>
		<b>\$</b>	<b>\$</b>
Revenue from contract with Customers	2	4,139,410	4,047,001
Other revenue	2	913,279	206,260
Interest revenue from financial assets measured at amortised cost	2	45,345	66,021
		<u>5,098,034</u>	<u>4,319,281</u>
Employee benefits expense		(2,930,373)	(2,890,268)
Client expenses		(436,830)	(667,076)
Rent and occupancy expenses		(204,228)	(223,869)
Depreciation and amortisation expense		(210,392)	(185,107)
Travel expenses		(23,216)	(56,503)
Computer and telecommunication expenses		(107,784)	(65,640)
Professional fees		(23,520)	(20,500)
Motor vehicle expenses		(80,770)	(102,084)
Conference and meeting expenses		(3,403)	(5,190)
Other expenses		(119,273)	(111,846)
<b>Surplus / (Loss) before income tax</b>		<u>958,245</u>	<u>(8,802)</u>
Income tax expense		-	-
<b>Surplus / (Loss) after income tax expense for the period attributable to the members of the Company</b>		<u>958,245</u>	<u>(8,802)</u>
Other comprehensive income after income tax		-	-
<b>Total comprehensive income / (loss) attributable to members of the Company</b>		<u><u>958,245</u></u>	<u><u>(8,802)</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 2020**

	<b>Note</b>	<b>2020</b>	<b>2019</b>
		<b>\$</b>	<b>\$</b>
<b>Current assets</b>			
Cash and cash equivalents	3	2,435,815	943,456
Trade and other receivables	4	14,353	21,819
Financial assets	5	3,070,033	3,023,899
Other current assets	6	22,547	25,197
<b>Total current assets</b>		<u>5,542,748</u>	<u>4,014,371</u>
<b>Non-current assets</b>			
Plant and equipment	7	65,846	183,992
Right of use asset	8	14,928	-
Intangible assets	9	23	5,583
<b>Total non-current assets</b>		<u>80,797</u>	<u>189,575</u>
<b>Total assets</b>		<u>5,623,545</u>	<u>4,203,946</u>
<b>Current liabilities</b>			
Trade and other payables	10	485,289	456,554
Employee benefits	11	137,872	138,893
Lease liability	12	15,323	-
Contract liabilities	13	1,244,435	826,408
<b>Total current liabilities</b>		<u>1,882,919</u>	<u>1,421,855</u>
<b>Non-current liabilities</b>			
Employee benefits	11	60,603	60,313
<b>Total non-current liabilities</b>		<u>60,603</u>	<u>60,313</u>
<b>Total liabilities</b>		<u>1,943,522</u>	<u>1,482,168</u>
<b>Net assets</b>		<u>3,680,023</u>	<u>2,721,778</u>
<b>Members' funds</b>			
Retained surplus	14	3,680,023	2,721,778
<b>Total members' funds</b>		<u>3,680,023</u>	<u>2,721,778</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 2020

		2020	2019
		\$	\$
<b>Balance at the beginning of the year</b>		2,721,778	2,730,580
Surplus / (Loss) attributable to members		958,245	(8,802)
<b>Balance at the end of the year</b>	14	<u>3,680,023</u>	<u>2,721,778</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 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>Cash flows from operating activities</b>		
Grants received (inclusive of GST)	4,554,934	4,410,221
Payments to suppliers and employees (inclusive of GST)	(3,898,051)	(4,572,312)
Receipts from government stimulus and customers	35,833	178,866
Donations received	840,076	158,597
Interest received	46,250	66,021
Dividends received	299	669
<b>Net cash provided by operating activities</b>	<b>1,579,342</b>	<b>242,062</b>
<b>Cash flows from investing activities</b>		
Payments for plant and equipment	(60,279)	(101,122)
Receipts from short term investments	-	724,727
<b>Net cash (used in) / provided by investing activities</b>	<b>(60,279)</b>	<b>623,605</b>
<b>Cash flows from financing activities</b>		
Principal portion of lease payments	(26,704)	-
<b>Net cash used in financing activities</b>	<b>(26,704)</b>	<b>-</b>
Net cash increase in cash and cash equivalents	1,492,359	865,667
<b>Cash and cash equivalents at the beginning of the financial year</b>	<b>943,456</b>	<b>77,789</b>
<b>Cash and cash equivalents at the end of the financial year</b>	<b>2,435,815</b>	<b>943,456</b>

3

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 2020

#### 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**

Domestic Violence NSW Service Management Ltd ("The Company") has adopted all of the new, revised or amended accounting standards and interpretations issued by the Australian Accounting Standards Board that are mandatory for the current reporting period.

The impact of the adoption of these Accounting Standards and Interpretations on the financial performance or position of the Company in either the current or prior financial reporting periods are discussed below.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

For the year ended 30 June 2020, the Company has adopted the following new Accounting Standards (and their relevant amending standards issued by the AASB):

- AASB 15 Revenue from Contracts with Customers;
- AASB 1058 Income of Not-for-Profit Entities; and
- AASB 16 Leases.

##### **AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities**

The mandatory date of adoption for AASB 15 and AASB 1058 was 1 July 2019. The Company has elected to apply the modified retrospective approach allowable under the Standards, reflecting the cumulative impact arising from adoption (if any) as an adjustment to opening accumulated surplus at 1 July 2019.

As a result, comparative financial information has not been restated.

AASB 15 involves the use of a five-step recognition model for recognising revenue, the steps are:

- Step 1 – Identify the contract with the customer;
- Step 2 – Identify the sufficiently specific performance obligations to be satisfied;
- Step 3 – Measure the expected consideration;
- Step 4 – Allocate that consideration to each of the performance obligations in the contract; and
- Step 5 – Recognise revenue.

The Company has described its new accounting policy below. The Company has elected to adopt the practical expedient whereby contracts that are considered to be 'complete' (where revenue has been fully recognised in accordance with previous standards) are not adjusted upon the adoption of the new standards.

AASB 1058 measures income by reference to the fair value of the asset received. The asset received, which could be a financial or non-financial asset, is initially measured at fair value when the consideration paid for the asset is significantly less than fair value, and that difference is principally to enable the Company to further its objectives. Otherwise, assets acquired are recognised at cost.

Where the asset has been measured at fair value, AASB 1058 requires that elements of other Accounting Standards are identified before accounting for the residual component. These standards are:

- AASB 15 Revenue from Contracts with Customers;
- AASB 16 Leases;
- AASB 1004 Contributions;
- AASB 137 Provisions, Contingent Liabilities & Contingent Assets; and
- AASB 9 Financial Instruments.

A transfer that requires the Company to use those funds to acquire or construct a recognisable non-financial asset to identified specifications; does not require the Company to transfer the non-financial asset to the transferor or other parties; and occurs under an enforceable agreement is recognised income when (or as) the Company satisfies its obligations under the transfer.

The Company has completed its analysis of the impacts of adoption and has concluded that there is no material change to the presentation, recognition and measurement of revenue as a result of the transition to AASB 15 and AASB 1058.



**DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020**

**NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)**

**AASB 16 Leases**

AASB 16 Leases replaces AASB 117 Leases and has been applied for the first time from 1 July 2019. In the previous financial year, lease rentals payable on operating leases were recognised as an expense on a straight line basis over the lease term.

On initial application of AASB 16, the Company has elected to adopt the modified retrospective approach, whereby the lease liability is measured at the present value of the remaining lease payments, discounted using the Company's incremental borrowing rate at 1 July 2019. The Company's incremental borrowing rate was 5.3%. The right of use asset has been recognised an amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments at the transition date. As a result, comparative financial information has not been restated.

A material impact has been noted upon the initial application of the Standard. The following amounts were recognised as at 1 July 2019 (refer to Note 8 for further details):

	<b>1 July 2019</b>
	\$
Operating lease commitments as at 30 June 2019	43,778
Less: Discounting based on incremental borrowing rate of 5.3% at date of initial application	(1,750)
Add: finance lease liabilities recognised as at 30 June 2019	-
Lease liabilities recognised as at 1 July 2019	<u>42,028</u>
Lease liabilities - current	<u>42,028</u>

**Basis of Preparation**

The financial statements are for 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 accrual 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 up to the nearest dollar.

**Functional and Presentation Currency**

The financial statements cover the Company 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 20 October 2020 by the directors.

**Going Concern**

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

**Accounting Policies**

**a) Revenue Recognition**

In the previous financial year, revenue recognised in accordance with AASB 118 Revenue was measured at the fair value of the consideration received or receivable. The Company recognised revenue when the amount of revenue can be reliably measured, it is probable that future economic benefits will flow to the entity and specific criteria have been met for each of the Company's activities. All revenue is stated net of the amount of goods and services tax (GST).

Revenue recognised under AASB 15, primarily grant revenue, is measured over time given that the contracts are sufficiently specific in respect to the obligations to provide services under the agreement. AASB 15 is to be applied and revenue is to be recognised when the obligations are met. This is in line with how Department of Communities and Justice revenue has previously been recognised.

Where consideration comprises variable components, the amount recognised as revenue is constrained to that amount that would not result in a significant reversal of the cumulative revenue recognised when that uncertainty is resolved.

The Company has elected not to recognise volunteer services as revenue.

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.

Cash Flow Boost subsidies are recognised when the right to receive the revenue is established.

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 2020**

**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 include 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:

<b>Class of fixed asset</b>	<b>Depreciation rates</b>
Office equipment	10%-53%
Furniture and fittings	10%-64%
Motor vehicles	20%-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 flow 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.

**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:

	<b>Amortisation rates</b>
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.

## DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

#### NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

##### **Leases**

At inception of a contract, the Company assesses whether a contract is, or contains, a lease. A contract is considered to contain a lease if it allows the Company the right to control the use of an identified asset over a period of time in return for consideration.

Where a contract or arrangement contains a lease, the Company recognises a right-of-use asset and a lease liability at the commencement date of the lease.

A right-of-use asset is initially measured at cost, which is the present value of future lease payments adjusted for any lease payments made at or before the commencement date, plus any make-good obligations and initial direct costs incurred. Lease assets are depreciated using the straight-line method over the shorter of their useful life and the lease term. Periodic adjustments are made for any re-measurements of the lease liabilities and for impairment losses.

Lease liabilities are initially measured at the present value of future minimum lease payments, discounted using the Company's incremental borrowing rate if the rate implicit in the lease cannot be readily determined, and are subsequently measured at amortised cost using the effective interest rate. Minimum lease payments include fixed payments, amounts expected to be paid under a residual value guarantee, the exercise price of purchase options for which the Company is reasonably certain to exercise and incorporate the Company's expectations of lease extension options.

The lease liability is remeasured when there are changes in future lease payments arising from a change in rates, index or lease terms from exercising an extension or termination option. A corresponding adjustment is made to the carrying amount of the lease assets.

Short term leases (lease term of 12 months or less) and leases of low value assets (\$5,000 or less) are recognised as incurred as an expense in the statement of profit or loss.

##### **Trade and Other Payables**

These amounts represent liabilities for goods and services provided to the 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 is based on historical knowledge and the 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 - Incremental Borrowing Rate*

Where the interest rate implicit in a lease cannot be readily determined, an incremental borrowing rate is estimated to discount future lease payments to measure the present value of the lease liability at the lease commencement date. Such a rate is based on what the Company estimates it would have to pay a third party to borrow the funds necessary to obtain an asset of a similar value to the lease asset, with similar terms, security and economic environment.

##### *Key Judgement - Lease Term*

The lease term is a significant component in the measurement of both the lease asset and lease liability. In determining the lease term, the full term of each lease has been assessed as the appropriate lease term for calculations under AASB 16. In this instance, the lease term has been assessed as being at the end of the current option period, as further options included within the leases are not reasonably certain to be exercised. Please see Note 8 for further details.

Factors considered may include the importance of the asset to the Company's operations; comparison of terms and conditions to prevailing market rates; incurrence of significant penalties; existence of significant leasehold improvements; and the costs and disruption to replace the asset. The Company reassesses whether it is reasonably certain to exercise an extension option or not exercise a termination option, if there is a significant event or significant change in circumstances.

**DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020**

**NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Continued)**

*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 charges 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 the recoverable amounts incorporate a number of key estimates.

*Key Estimates - Employee Benefits*

Provision is made for benefits accruing to employees with respect to salaries, annual leave and long service leave, when it is probable that settlement will be required, and they are capable of being measured reliably. Provision made in respect of the 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.

*Key Estimates - Coronavirus (COVID-19) pandemic*

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the Company based on known information. This consideration extends to the nature of the services offered, customers, staffing and geographic regions in which the Company operates.

The Board and Management worked closely with employees and clients during the period and the Company has been able to return to near normal services since 30 June 2020.

The Department of Community and Justice has recognised that the COVID-19 measures have the potential to increase the incidence of domestic and family violence, so have provided additional one-off funding to three of our four services.

Other than noted above, there has not been a significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the Company unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
<b>NOTE 2: REVENUE AND EXPENSES</b>		
<b>Revenue from contracts with customers</b>		
Grants received - restricted*	4,136,907	4,039,352
Resident fees	2,503	7,649
* Funds are allocated for a specific purpose - refer to note 21.	<u>4,139,410</u>	<u>4,047,001</u>
<b>Other revenue</b>		
Corporate donations	2,500	7,070
Non-corporate donations	837,576	165,598
	<u>840,076</u>	<u>172,668</u>
Dividends received	299	669
Cash flow boost	62,500	-
Other revenue	10,404	32,922
	<u>913,279</u>	<u>206,260</u>
Interest revenue from financial assets measured at amortised cost	45,345	66,021
	<u>45,345</u>	<u>66,021</u>
<b>Total Revenue</b>	<u>5,098,034</u>	<u>4,319,281</u>
<b>Expenses</b>		
Surplus / (Loss) before income tax includes the following specific expenses:		
Defined contribution superannuation expense	215,581	222,504
Finance costs expensed	1,461	-
Depreciation of Office Equipment	44,494	28,915
Depreciation of Furniture & Fittings	128,973	146,221
Depreciation of Motor Vehicles	4,265	4,410
	<u>177,732</u>	<u>179,546</u>
Amortisation of Right of Use assets	27,100	-
	<u>27,100</u>	<u>-</u>
<b>NOTE 3: CASH AND CASH EQUIVALENTS</b>		
Cash on hand	1,407	1,700
Cash at bank	2,434,408	941,756
	<u>2,435,815</u>	<u>943,456</u>
<b>NOTE 4: TRADE AND OTHER RECEIVABLES</b>		
Trade receivables	-	-
Other receivables	14,353	21,819
	<u>14,353</u>	<u>21,819</u>
<b>Terms and Conditions</b>		
Receivables are non-interest bearing and unsecured.		
<b>NOTE 5: FINANCIAL ASSETS</b>		
Interest Bearing Deposits - at amortised cost	3,070,033	3,023,899
	<u>3,070,033</u>	<u>3,023,899</u>
<b>NOTE 6: OTHER CURRENT ASSETS</b>		
Prepayments	22,365	25,015
Security Deposits	182	182
	<u>22,547</u>	<u>25,197</u>

DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
<b>NOTE 7: PLANT AND EQUIPMENT</b>		
Office equipment - at cost	210,513	187,464
Less: accumulated depreciation	<u>(187,240)</u>	<u>(143,536)</u>
	23,273	43,928
Furniture and fittings - at cost	663,762	645,561
Less: accumulated depreciation	<u>(638,735)</u>	<u>(509,762)</u>
	25,027	135,799
Motor vehicles - at cost	79,643	62,098
Less: accumulated depreciation	<u>(62,098)</u>	<u>(57,833)</u>
	17,545	4,265
Total Plant and Equipment	<u>65,846</u>	<u>183,992</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 \$	Total \$
<b>Balance at 1 July 2019</b>	43,928	135,799	4,265	183,992
Additions	24,532	18,201	17,545	60,279
Disposal	(693)	-	-	(693)
Depreciation expense	<u>(44,494)</u>	<u>(128,973)</u>	<u>(4,265)</u>	<u>(177,732)</u>
<b>Balance at 30 June 2020</b>	<u>23,273</u>	<u>25,027</u>	<u>17,545</u>	<u>65,846</u>

	2020	2019
	\$	\$
<b>NOTE 8: RIGHT OF USE ASSET (RoU asset)</b>		
Right of use asset (RoU asset)	42,028	-
Less: Accumulated Amortisation	<u>(27,100)</u>	<u>-</u>
Total Right of use asset (RoU asset)	<u>14,928</u>	<u>-</u>

	Lease assets
	\$
<b>Balance at 1 July 2019</b>	42,028
Additions	-
Amortisation	<u>(27,100)</u>
<b>Balance at 30 June 2020</b>	<u>14,928</u>

	2020
	\$
<b>Amounts recognised in the statement of profit or loss and other comprehensive income</b>	
Interest expense	<u>1,461</u>
Total cash outflow for leases	<u>28,165</u>

The company leases motor vehicles. Lease contracts are typically for fixed periods of 1 to 2 years.

	2020	2019
	\$	\$
<b>NOTE 9: INTANGIBLE ASSETS</b>		
Intangible Assets	5,583	11,144
Less: amortisation	<u>(5,560)</u>	<u>(5,561)</u>
Total intangible assets	<u>23</u>	<u>5,583</u>
	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>

**NOTE 10: TRADE AND OTHER PAYABLES**

**(a) Current**

Trade payables	159,519	160,124
Accrued expenses	65,183	46,059
GST payable	169,518	115,033
Other payables	<u>91,069</u>	<u>135,338</u>
	<u>485,289</u>	<u>456,554</u>

**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 2020

	2020	2019
	\$	\$
<b>NOTE 11: EMPLOYEE BENEFITS</b>		
<b>Current</b>		
Employee benefits - annual leave provision	137,872	138,893
	<u>137,872</u>	<u>138,893</u>
<b>Non-current</b>		
Employee benefits - long service leave provision	60,603	60,313
	<u>60,603</u>	<u>60,313</u>
<b>Analysis of total provisions:</b>		
Opening Balance	199,206	212,977
Movements in the provisions during the period	914	10,636
Provisions paid out on redundancy	(1,646)	(24,407)
	<u>198,474</u>	<u>199,206</u>
<b>NOTE 12: LEASE LIABILITY</b>		
<b>Current</b>		
Motor Vehicle lease liability	15,323	-
	<u>15,323</u>	<u>-</u>
<b>NOTE 13: CONTRACT LIABILITIES</b>		
Income in advance - restricted*	10,000	-
Grant funding in advance - restricted*	1,234,435	826,408
	<u>1,244,435</u>	<u>826,408</u>
* Funds are allocated for a specific purpose		
<b>NOTE 14: RETAINED SURPLUS</b>		
Retained surplus at the beginning of the period	2,721,778	2,730,580
Net surplus / (loss) for the period	958,245	(8,802)
Retained surplus at the end of the period	<u>3,680,023</u>	<u>2,721,778</u>

**NOTE 15: RELATED PARTY TRANSACTIONS**

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

Aggregate compensation	494,543	504,217
------------------------	---------	---------

**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 16: INFORMATION TO BE FURNISHED UNDER CHARITABLE FUNDRAISING ACT 1991**

The Company is authorised to fundraise under the *Charitable Fundraising Act 1991*. Donations amounting to \$840,076 received during the financial year were raised via fundraising appeals or activities.

	2020	2019
	\$	\$
a. Gross proceeds from fundraising appeals	840,076	172,668
Less: Direct costs of fundraising appeals	-	-
Net surplus from fundraising appeals	<u>840,076</u>	<u>172,668</u>

This fundraising surplus was applied against direct service and administration costs as detailed below:

b. Direct service and administration costs for the year excluding individually significant items amounted to:		
Direct service costs	1,218	2,243
Administration and Wages costs	4,512	4,233
	<u>5,730</u>	<u>6,476</u>

	2020	2020	2019	2019
	\$	%	\$	%
Total cost of fundraising	-		-	
Gross income from fundraising	840,076	n/a	172,668	n/a
Net surplus from fundraising	<u>840,076</u>		<u>172,668</u>	
Gross income from fundraising	840,076	100%	172,668	100%
Total cost of services	1,218		2,243	
Total direct expenditure	5,730	21%	6,476	35%
Total cost of services	1,218		2,243	
Total income received	5,098,034	0.02%	4,319,281	0.05%

**DOMESTIC VIOLENCE NSW SERVICE MANAGEMENT LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020**

**NOTE 17: CONTINGENT LIABILITIES**

At 30 June 2020 the Company had contingent liabilities consisting of a bank guarantee of \$21,402 relating to the current office lease.

**NOTE 18: EVENTS AFTER THE REPORTING DATE**

The impact of the Coronavirus (COVID-19) pandemic is ongoing and while it has been financially positive for the Company up to 30 June 2020, it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided. Refer Note 1 for Critical Accounting Judgements, Estimates and Assumptions in respect to the COVID-19 pandemic.

No other matter or circumstance has arisen since 30 June 2020 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.

**NOTE 19: 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:

	2020 \$	2019 \$
<b>Financial assets</b>		
Cash and cash equivalents	2,435,815	943,456
Trade and other receivables	14,354	21,819
Interest bearing deposits	3,070,033	3,023,899
<b>Total financial assets</b>	<u>5,520,202</u>	<u>3,989,174</u>
<b>Financial liabilities at amortised cost</b>		
Trade and other payables	485,289	456,554
Lease liability	15,323	-
<b>Total financial liabilities</b>	<u>500,612</u>	<u>456,554</u>

**NOTE 20: 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 2019 \$	Cash received during the financial year \$	Cash disbursed during the financial year \$	Cash as at 30 June 2020 \$
<b>Unrestricted funds</b>				
Cash and cash equivalents	943,456	36,132	(317,853)	661,735
Interest bearing deposits	2,197,491	872,542	-	3,070,033
	<u>3,140,947</u>	<u>908,674</u>	<u>(317,853)</u>	<u>3,731,768</u>
<b>Restricted funds</b>				
Government Grants	826,408	4,554,934	(4,146,907)	1,234,435
Other Income	-	-	-	-
Donations	-	850,076	(310,432)	539,645
	<u>826,408</u>	<u>5,405,010</u>	<u>(4,457,338)</u>	<u>1,774,080</u>

**NOTE 21: 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 2020 the total amount those members of the company were liable to contribute if the company is wound up is \$50.

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 15 :
  - 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 2020 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 29th day of October 2020

**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 2020, 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 2020 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 (including Independence Standards)* "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 2020, 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.
- 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.

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



- 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.

*Melina Alexander*

M A ALEXANDER  
Partner

29 October 2020

*Pitcher Partners*

PITCHER PARTNERS  
Sydney

