



# ANNUAL REPORT

2020 / 2021

# ACKNOWLEDGEMENT OF COUNTRY



Domestic Violence Service Management operates across New South Wales on Gadigal Land, Dharug Land and Barkindji Land. We pay our respects to First Nations Elders past, present and emerging.

We thank the traditional owners and original custodians of lands throughout NSW for your wisdom, guidance and support to work on land that was never ceded.

We acknowledge the disproportionately high rates of violence impacting First Nations women, families and communities and the ongoing impacts of colonisation and institutional violence and racism.

We acknowledge that we work in the context of generations of resilient and holistic resistance to violence in First Nations communities.

We commit to partnering with First Nations community-controlled organisations and First Nations women and men to end domestic and family violence and create a safer world for future generations

Always was, always will be Aboriginal land.



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Thank You

# OUR VISION & PURPOSE

## VISION

OUR VISION IS FOR A WORLD WHERE WOMEN, FAMILIES AND COMMUNITIES LIVE FREE FROM VIOLENCE, HAVE EQUAL RIGHTS, OPPORTUNITIES AND THE FREEDOM TO REACH THEIR POTENTIAL.

## PURPOSE

OUR PURPOSE IS TO BUILD INDIVIDUAL AND COMMUNITY SAFETY AND WELLBEING.

## VALUES

OUR VALUES ARE PERSON CENTRED, INTEGRITY, EXCELLENCE AND RESPECT.

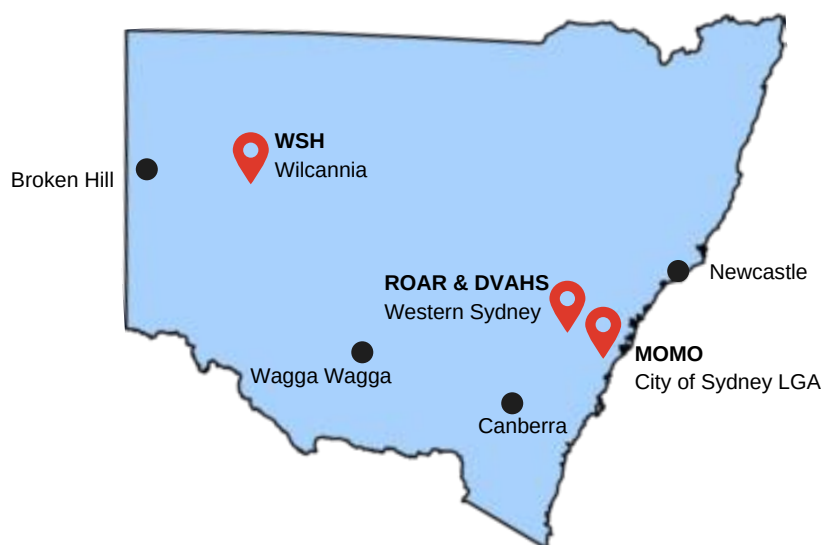
# ABOUT DVSM

Domestic Violence Service Management (DVSM) provides direct services to people experiencing Domestic and Family Violence and homelessness. We are also continuously working to strengthen social, service, and system responses to people experiencing domestic and family violence together with Insight Exchange. DVSM provides support services in an urban context (Inner Sydney), in a suburban context (Western Sydney), and in remote rural NSW (Wilcannia).

DVSM offer four services across New South Wales. Moving Out Moving On (Inner Sydney), Refuge Outreach Action Response and Domestic Violence After Hours Service (both in Western Sydney) and Wilcannia Safe House in rural New South Wales.

**Each year the DVSM team are advocating, educating, supporting and guiding women and their families across Greater Sydney and Far West NSW.**

**This year we supported more than 1,400 women and children through our services, but there are so many more who need assistance.**



*A map of DVSM Locations within New South Wales*

The geographic span of our services offers unique insights and approaches across the diverse communities we work within.

# A MESSAGE FROM OUR CHAIR



In another year where a global pandemic has tested our resilience, the DVSM team have (notwithstanding lockdowns, closures and shortages) continued to deliver services to more women and children than ever. In August 2020, DVSM extended its work by establishing two Executive leaders to drive the important 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. The two roles report directly to the DVSM Board with distinct accountabilities and a shared commitment to DVSM's vision and purpose.

As well as many other achievements, during the 20/21 Financial Year, the DVSM teams at DVAHS, MOMO, ROAR and WHS have:

- Supported 1400 Women and Children, well in excess of contracted numbers
- Celebrated many women achieving their goals and, with other stakeholders, supported them to do so
- Increased our strong internal focus on enhancing the ability of our teams to create a positive impact for clients, including through tailored training sessions for staff and leadership training and mentoring
- Continued our compelling and effective advocacy to secure supports for women on temporary visas experiencing violence, including through participation in the National & NSW Advocacy Groups for Women on Temporary Visas
- Secured other important opportunities for advocacy in Greater Sydney and Wilcannia.
- Contributed to the development of coercive control knowledge and understanding including through our [DVSM Coercive Control paper](#) and [subsequent presentation](#) to the *NSW Parliament Coercive Control Joint Select Committee Inquiry* in early 2021
- Enhanced our focus on Safeguarding children in all our services
- Enhanced our focus on supporting and celebrating First Nations women and children including by collaborating with other service providers to First Nations women and their families
- Secured several new grants for funding to address the impact of COVID-19 from Multicultural NSW, City of Sydney & the Social Sector Transformation Fund enabling DVSM to support more clients & commence digital projects.

Insight Exchange has continued its impactful work developing powerful and provoking resources informed by people with lived experience of domestic, family and sexualised violence, including the confronting and impressive 'I am, I can' and 'Who benefits? Who decides?' animations that challenge conventional perceptions and approaches. Insight Exchange has also seen significant collaborations this year, including with Professor Julie MacFarlane and the Centre for Women's Economic Safety. The impact of Insight Exchange continues to grow through these collaborations and through direct digital engagement which has seen a significant increase on last year, with 10,916 unique users of the Insight Exchange website as well as high user engagement through downloads and views of resources and videos.

As ever, the DVSM Board has been in awe of the work of the wonderful DVSM and Insight Exchange teams throughout 2020/21, especially their tenacity and resilience as the pandemic continues to challenge our work. I am indebted to my fellow Board members Vicki Hartley, Suzanne Evans, Leigh Gassner, Lizette Twisleton and Delia Donovan for their wisdom and insights throughout the year.

# OUR BOARD OF DIRECTORS

The DVSM Board of Directors drive the strategic direction of the organisation. Working with the General Manager and Executive Team to enable the organisation to obtain the resources, funds and personnel necessary to implement the organisation's strategic objectives. Our Board are a strong and dynamic team with varying backgrounds and experience who bring a range of skills and expertise to the organisation, in addition to unwavering commitment to the DVSM vision.



**ANNA ROSS**  
NON-EXECUTIVE DIRECTOR  
AND CHAIR



**VICKI HARTLEY**  
NON-EXECUTIVE DIRECTOR  
AND TREASURER



**SUZANNE EVANS**  
NON-EXECUTIVE DIRECTOR  
AND COMPANY SECRETARY



**DR LEIGH GASSNER**  
NON-EXECUTIVE DIRECTOR



**LIZETTE TWISLETON**  
NON-EXECUTIVE DIRECTOR



**DELIA DONOVAN**  
NON-EXECUTIVE DIRECTOR  
AND MEMBER, CEO DV NSW

# A MESSAGE FROM OUR GENERAL MANAGER



What a 12 months it has been! Full of challenge and resilience *and* positive results for the families! And our fantastic DVSM team have effectively increased our support to more women and children. Thank you to our wonderful DVSM team who have delivered every day. Thank you to our dedicated DVSM Board who provide our ongoing governance and support throughout the year. We thank each of the women and children who have trusted us to support them. Thank you to our DCJ Contract Managers for your support and re-contracting our four Services for a further three years. And our thanks also go to our peaks, partners, donors & stakeholders. Without everyone working together we would not be able to deliver the services we do each day, including our on-call services 365 days of the year.

This financial year has been book ended by the COVID-19 pandemic and our teams adjusting quickly as restrictions continue to change. There is no question of the demand for domestic and family violence support in NSW. Further public discourse in the past 12 months, we believe, has contributed to more women bravely approaching DVSM teams seeking support. Our teams share that the complexity of the violence women and children are experiencing and escaping has intensified. We have seen further conversation and debate around coercive control. We have also seen more widely accepted terms and understanding of forms of abuse women have been experiencing in intimate and family relationships for a long time. And every day our DVSM team rises to meet the challenges and demands and to guide, educate and advocate.

We have walked alongside more than 1,400 women and children this year. Safe housing and accommodation remain amongst the most challenging demand due to supply and finances. Some women only need our case management for very brief periods, where others we have had the privilege of supporting for months. We thank every single person who has donated financially and in-kind to DVSM this year contributing to women escaping the violence. Your donations also support us to tailor our case management support to each woman and any children and pets she has.

Our teams have been able to maintain efforts working on our Strategic Priorities and have formed internal working parties that enhance our cross-team collaboration. Despite stretched teams and increased demand, we have continued to look for ways we can improve and share systemic challenges we are encountering with our hard-working peaks and relevant government departments. This has included brief papers and case studies. We remain resilient and hopeful as, despite the complexities we are seeing, new partnerships form and there is a further commitment to prevention and early intervention.

Internally we have improved DVSM systems including HR and communication channels, our Work Health and Safety planning including risk management and business continuity and we are on track with our preparations for ASES accreditation. We've also managed to hold two 'in person' staff days and a number of all staff training sessions including First Nations cultural awareness and Safeguarding Children.

Overall we've seen so much determination and drive in our teams and the women and children we support achieving their goals despite the challenges. Finally, a huge thanks goes to the DVSM Executive and Leadership teams. It's been a pleasure and privilege to be leading DVSM and our fantastic team in FY20/21.

**SALLY GRIMSLEY-BALLARD**  
**GENERAL MANAGER | DVSM**



# OUR EXECUTIVE TEAM

The Executive Team provide strategic and operational leadership to the organisation. Our Executive Team work together with the leadership and extended DVSM staff to plan, implement, monitor and support the organisation.



**SALLY GRIMSLEY-BALLARD**  
GENERAL MANAGER



**MICHELLE JOOSSE**  
ORGANISATIONAL SERVICES MANAGER

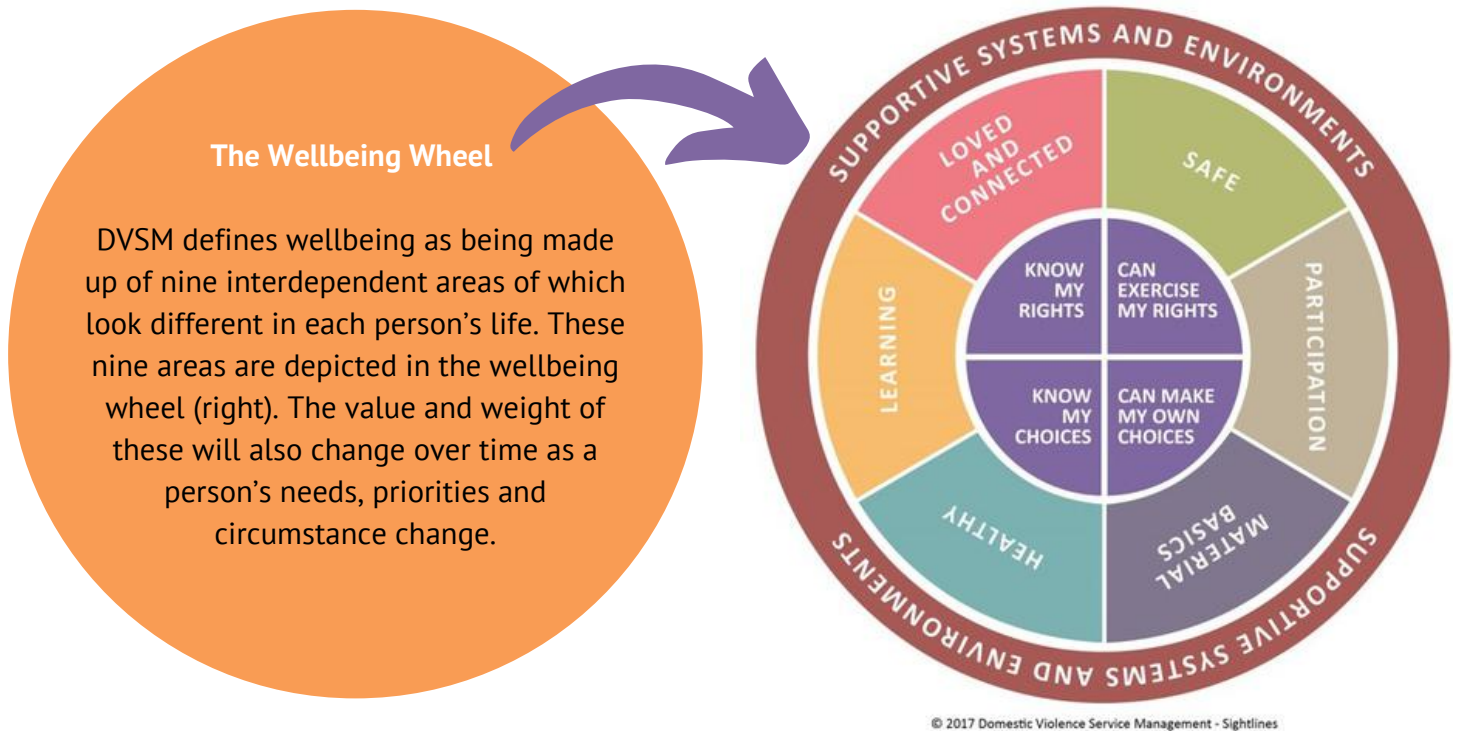


**NEESHA ECKERSLEY**  
PEOPLE AND PRACTICE MANAGER



**TERESA DESMOND**  
PEOPLE AND PRACTICE MANAGER  
(SYDNEY SERVICES)

# OUR APPROACH & METHODOLOGY



We know that when someone seeks support, it might be the first, last or only time they reach out. We often only have one chance to respond with dignity and make a connection with a woman. Every interaction counts, honouring resistance matters.

DVSM provides holistic and intensive case management directly to women and children in need. We walk alongside women and offer solutions to often complex situations. We will support women and children in seeking refuge and empower them to reconnect in their community. In addition to our case management, each week we spend hours implementing 'no wrong door' referrals to other services to ensure that women and children are supported and do not fall through the systemic gaps.

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.

# OUR APPROACH

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

## OUR FRAMEWORK

Our purpose is to build individual and community safety and wellbeing. 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. It includes a person's rights responsibilities and choice, safety, love and connections (to family, community, spirituality, land), learning, participation, physical and mental health, material and economic basics.

Upholding  
Dignity

Whole of Person  
Wellbeing

Creating a  
foundation of  
safety

Practice  
Dashboard

Building on  
Personal Safety &  
Navigating Risk

Each of these interdependent areas 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 circumstances change (DVSM, 2017).

•••

## 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.

•••

## OUR CHALLENGES

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. DVSM share this challenge to continuously learn, reflect and improve on how we contribute to safe, just, effective and dignified responses.

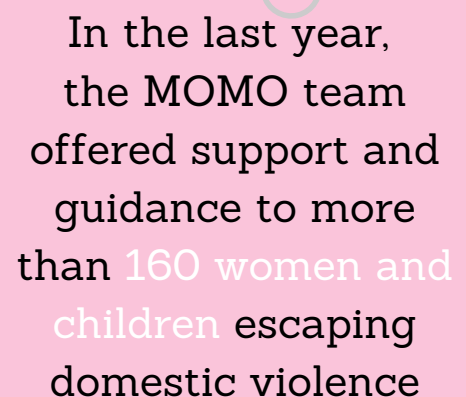
# OUR WORK

## MOVING OUT MOVING ON (MOMO)

**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. MOMO provides personalised case management support including but not limited to; navigating and understanding housing options available, assisting with the completion of documentation for access to financial support, the purchase of necessary items to support children educational needs including school uniforms, and the provision of information and referrals regarding Apprehended Domestic Violence Orders (ADVOs) and Family Law matters as well as court support.

### **MOMO Year in review:**

- A new team of MOMO Case Managers and Service Lead commenced with DVSM in July 2020
- DVSM successfully applied for a City of Sydney grant, enabling the recruitment of a third case manager who commenced with the MOMO team in February 2021.
- MOMO has been able to maintain continued service throughout the pandemic restricted periods in Sydney. MOMO worked remotely providing intensive case management support to women and families.
- MOMO resumed delivering case management services from Newtown Neighbourhood Centre in September 2020 & Surry Hills Neighbourhood Centre from April 2021 before being impacted by COVID-19 restrictions again.



In the last year, the MOMO team offered support and guidance to more than 160 women and children escaping domestic violence

### **Key Highlights for MOMO July 2020 – June 2021**

- MOMO exceeded contracted client numbers.
- 24 women (and their children) who identified as Aboriginal and Torres Strait Islander were supported through MOMO.
- 58 women (and their children) from Culturally and Linguistically Diverse backgrounds were supported through MOMO.
- The MOMO team continued to work with women and families on precarious visas with no income.

# HOW WE HELP: CASE STUDY MOVING OUT MOVING ON (MOMO)

## THE NEED:

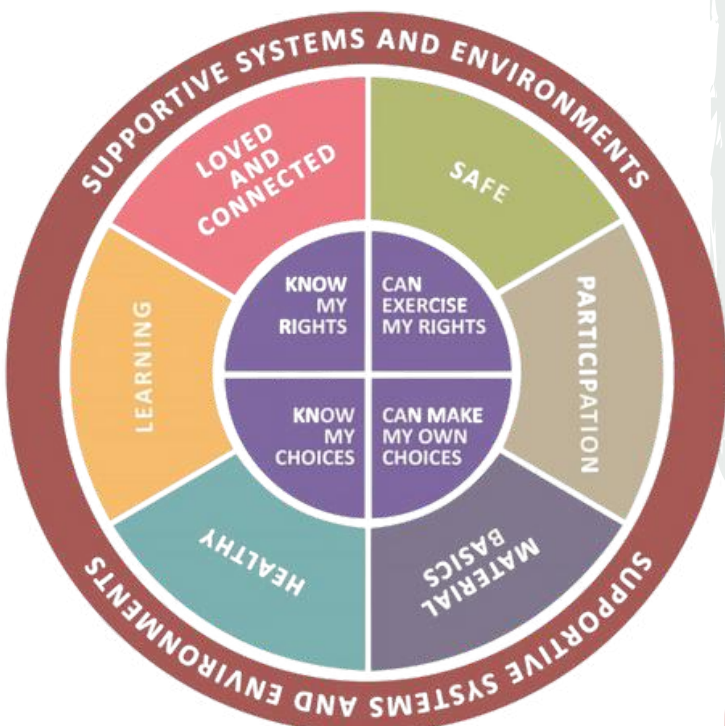
Rebecca\* and her three children were experiencing domestic and family violence perpetrated by her ex-partner. Rebecca and her children escaped their regional property and relocated to Sydney. The family required assistance with advocacy and navigating housing, mental health, legal, financial support resources, and social support systems, in a new suburb that was unfamiliar away from their community network.

## DVSM PROVIDED:

MOMO assisted Rebecca and her family by obtaining financial support for food, clothes, and other items of necessity. The family received access to counselling services along with legal support. Rebecca received information and resources to local social support and playgroups. Rebecca was also supported through the application process for temporary housing, enabling her family access to a safe place to stay.

## POSITIVE OUTCOMES:

DVSM's holistic and intensive case management - which is reflected through our Wellbeing Wheel - has helped Rebecca and her family achieve positive outcomes through adversity.



### PARTICIPATION

Rebecca received a referral to counselling support and DVSM encouraged her to continue engaging with health professionals and support services to maintain good mental health and wellbeing during the stressful period.

### SAFE

DVSM supported Rebecca with an application to help her secure affordable private rental accommodation.

### SUPPORTIVE SYSTEMS AND ENVIRONMENTS

Rebecca completed a safety plan to help identify any safety concerns and DVSM coordinated safety for Rebecca and her children.

### MATERIAL BASICS

DVSM advocated for Rebecca to obtain an Immediate Needs Support Package and counselling to help with the financial and emotional stress caused by domestic and family violence.

\*Names and details have been changed to protect the identity of DVSM's client

# OUR WORK

## DOMESTIC VIOLENCE AFTER HOURS SERVICE (DVAHS)

**The Domestic Violence After Hours Service (DVAHS)** operates outside of business hours for people needing immediate assistance experiencing domestic and family violence in Western Sydney. DVAHS provides personalised short-term case management for women and their children who are homeless or at risk of homelessness due to domestic and family violence. DVAHS also assist women and their families by making referrals to longer-term or specialised services based on a person's needs.

### **DVAHS Year in review:**

- In the last year DVAHS were able to support 262 women and 273 young people/children seeking crisis support.
- Of the total number of women and children supported, 13.9% identified as Aboriginal.
- DVAHS team participated in a Case Manager Planning Day focused on enhanced service to clients.
- DVSM organised presentations to local Police in Western Sydney and participated in a number of different DV forums, which continue to strengthen and foster our ongoing partnerships



In the last year, the DVAHS team offered crisis support to more than 530 women and children escaping domestic violence

### **Key Highlights for DVAHS July 2020 – June 2021**

- DVAHS exceeded contracted client numbers.
- 421 of the women and children supported met their case plan goals and DVAHS were able to support them with their immediate needs.
- 49 of the women and children supported were successfully referred to external services for continued long term support.
- During the last year DVAHS supported 35 women and 8 children on a (precarious) visa with nil income.

# HOW WE HELP: CASE STUDY DOMESTIC VIOLENCE AFTER HOURS SERVICE (DVAHS)

## THE NEED:

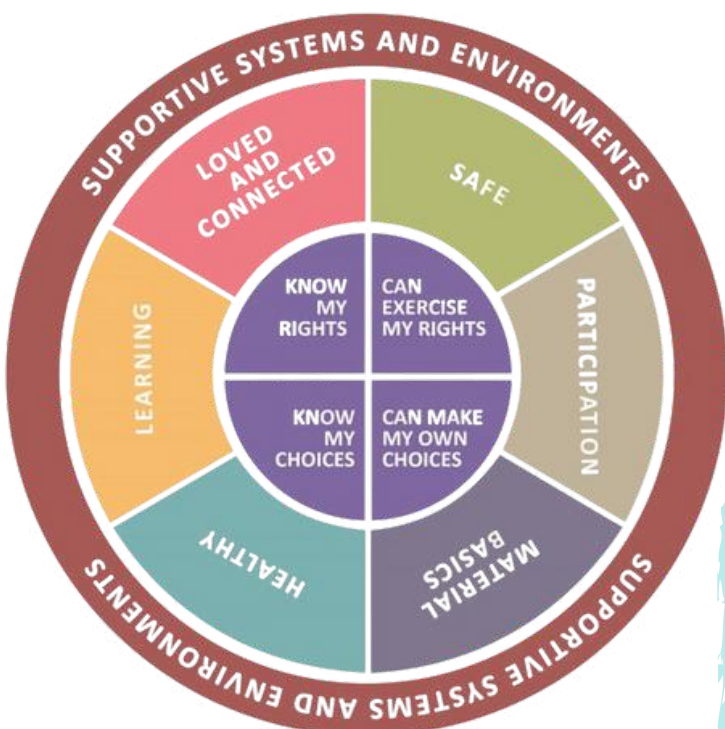
Lucinda\*, a single woman with a 10-month-old son, sought support from DVAHS when fleeing a volatile situation. Lucinda arrived in Australia over 10 years ago on a precarious visa, and experienced domestic and family violence over a long period, at the hands of her former partner, who is also her son's father. She was isolated and didn't have any family or external support network within her local community. Lucinda and her son were at significant risk of homelessness due to nil income; and her ineligibility for government welfare support due to her precarious visa status.

## DVSM PROVIDED:

DVAHS supported and walked alongside Lucinda to make her housing more secure and discussed alternative accommodation options. DVAHS liaised with local childcares and negotiated a reduced rate for Lucinda's son to attend twice a week so his mother could look for employment - to reduce their risk of homelessness, and supported her with the cost of 2 months childcare to enable her to get back on her feet. Lucinda was provided information on her options to afford her full agency of her situation, ensuring she had access to services and support she required, inclusive of counselling and financial support.

## POSITIVE OUTCOMES:

DVSM's holistic and intensive case management - which is reflected through our Wellbeing Wheel - has helped Lucinda achieve positive outcomes in her time of need.



\*Names and details have been changed to protect the identity of DVSM's client

### PARTICIPATION

Lucinda was involved throughout process and had agency to decide on referrals which she deemed appropriate. Lucinda did not feel comfortable being referred to agencies which were only supporting people from her cultural background due to the stigma she felt. Lucinda was supported to make her own decisions throughout the process.

### LEARNING

Lucinda remained very resourceful and engaged throughout support period to address her needs. DVAHS provided her with information and support about multiple resources to suit her needs.

### MATERIAL BASICS

DVAHS advocated for living allowance for Lucinda and supported her with emergency relief referrals. DVAHS provided vouchers for food and clothing and other basic necessities to ensure Lucinda and her son's immediate needs were addressed.

### HEALTHY

DVAHS confirmed Lucinda was being supported by a Child Health Nurse to support her with baby, and that she had regular counselling that she found helpful.


# OUR WORK

## REFUGE OUTREACH ACTION RESPONSE (ROAR)

**Refuge Outreach Action Response (ROAR)** offers crisis accommodation and outreach support for women with children escaping domestic and family violence. ROAR provides refuge accommodation, and as part of our core response we always assist people to find suitable accommodation. Additionally, ROAR provides outreach support in the community to people who are escaping or experiencing Domestic and Family Violence and those who are experiencing homelessness or at risk of becoming homeless.

### ROAR Year In Review

- ROAR team maintained full service and refuge operation after successfully implementing a hybrid working from home and working from site model to reduce the WH&S impacts on clients and staff due to COVID-19. Outreach was successfully conducted remotely for most of the FY.
- Staff changes in the FY included leadership changes and staff recruitment of 3 case managers with 1 staff member going on maternity leave.
- Existing MOUs were reviewed with all social housing providers and new relationships were formed with the House of Sakinah providing temporary accommodation.
- DVSM was successful in receiving the Multicultural Grant which provided funds to directly support those on precarious visas.
- ROAR participated in a the DVSM case manager planning/team building day with all services.
- All ROAR staff completed Senior First Aid training in January 2021.



In the last year, the ROAR team offered assistance and support to 578 women and children escaping domestic violence

### Key Highlights for ROAR July 2020 – June 2021

- ROAR exceeded contracted client numbers.
- Successfully supported clients both refuge and outreach through adjusted working model due to COVID-19.
- Created a new connection with Koala Furniture for donations of furniture for clients.
- Commenced working with NSW Police to conduct Police Area Command presentations to local police officers sharing information about DVSM and the services we provide to victims of DFV.
- ROAR assisted 75 individuals (including mothers and their children) to transition out of refuge into alternative accommodation.
- New relationships with the following services were created in 20/21 FY; STARTTS, SYD West Multicultural Service, Family Referral Services, Brighter Futures, House of Sakinah, Moving against Domestic Violence, Sonder, Ladder – Youth Service, Riverstone Police, NSW Police Force Regional DV Coordinator, House of Welcome and CPR Reality.



# HOW WE HELP: CASE STUDY REFUGE OUTREACH ACTION RESPONSE (ROAR)

## THE NEED:

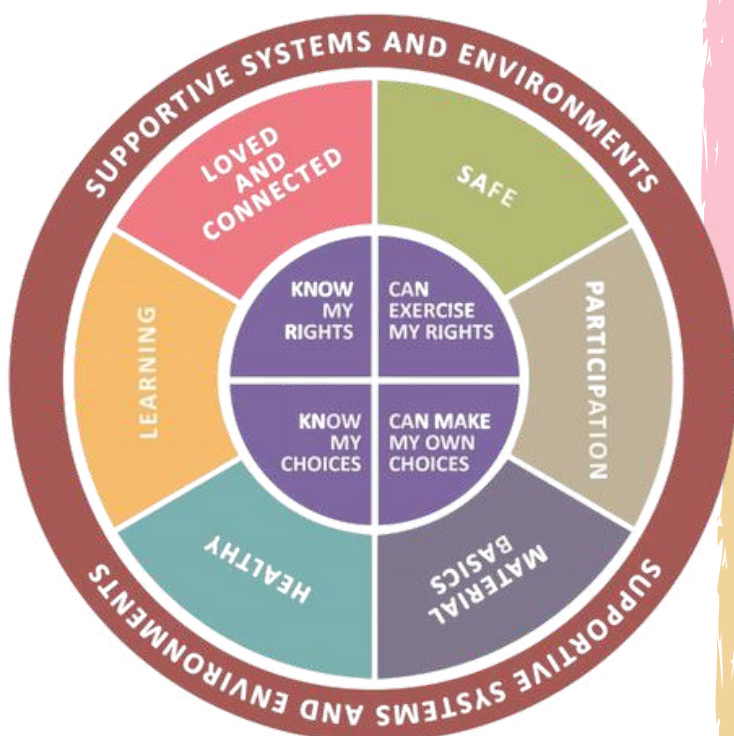
Carol\* commenced support with ROAR after escaping financial, psychological and physical violence perpetrated by her ex husband. She left the family home with her son and moved in with her sister which also resulted in a relationship breakdown - forcing Carol and her son into refuge. Carol arrived in Australia on a Precarious Visa, which did not entitle her to any income support from the government through Centrelink.

## DVSM PROVIDED:

DVSM advocated on Carol's behalf to ensure she got the support she needed. DVSM helped Carol's with letters of support for an apprehended violence order application and liaised and advocated with Legal Aid and private Solicitors for representation at Family Law Court. Carol was assisted with her son's enrolment into High School, along with financial support for the purchase school uniforms and other school equipment. Finally, Carol was assisted to apply for a transitional property and after 6 weeks in our refuge, Carol signed a lease and moved into her own home. Carol was also supported with her job search and successfully obtained a permanent/fulltime position in a factory working pick and pack.

## POSITIVE OUTCOMES:

DVSM's holistic and intensive case management - which is reflected through our Wellbeing Wheel - has helped Carol achieve positive outcomes and enabled her to thrive.



### LOVED AND CONNECTED

Carol engaged with her local Church group developing strong friendships and support groups. While living in the refuge, she built strong connections with several women and engages in community activities outside of the refuge even after moving out.

### SAFE

Carol signed a private rental lease with family members, they are no longer at risk of homelessness.

### LEARNING

Carol's son transferred from English Intensive Classes to mainstream classes in a local High School. Carol has supported her son to access therapeutic support for counselling with the school.

### PARTICIPATION

Carol is a very independent woman who used her initiative to apply for work rights and engaged with DVSM to actively seek employment. She obtained permanent employment and continues to actively engage with local church, Case management and friends in the community.

\*Names and details have been changed to protect the identity of DVSM's client

# OUR WORK

## WILCANNIA SAFE HOUSE (WSH)

**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 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.

### WSH Year In Review

- **Wilcannia Fashion Parade 2021: Dream Bigger**

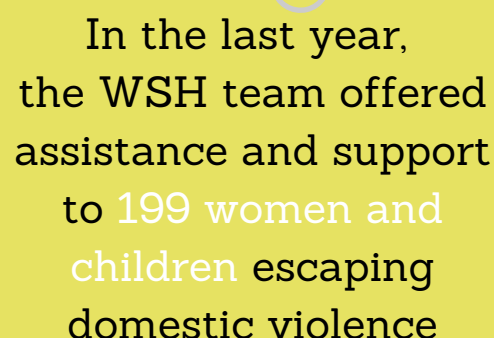
42 Children, 8 woman & over 250 people participated in the community event on May 5. Along with the fashion parade, the evening included educational messaging for the community on eliminating domestic and family violence and how to report it.

- **Safety Hands Project**

Received an increase in the number of referrals from Wilcannia Central School to our effective and tailored program for children and young people.

- **Financial Relief**

As a result of a special philanthropic grant, WSH was able to eliminate housing debts and offer financial relief to 7 women and 15 children allowing for the return to an acceptable standard of living. We were very grateful to the funder for this opportunity.



In the last year,  
the WSH team offered  
assistance and support  
to 199 women and  
children escaping  
domestic violence

### Key Highlights for WSH July 2020 – June 2021

- Wilcannia Safe House exceeded contracted client numbers.
- Wilcannia Safe House attracted and secured two more First Nations Staff members.
- Wilcannia Safe House received a Regal Visit – The Honourable Margaret Beazley Governor of NSW visited the Wilcannia Safe House team on 20 April 2021.
- The Safe House team was visited by NSW politician, the Honourable Penny Sharpe MLC in Wilcannia and was subsequently invited to visit with her at the NSW Parliament House.

# HOW WE HELP: CASE STUDY WILCANNIA SAFE HOUSE (WSH)

## THE NEED:

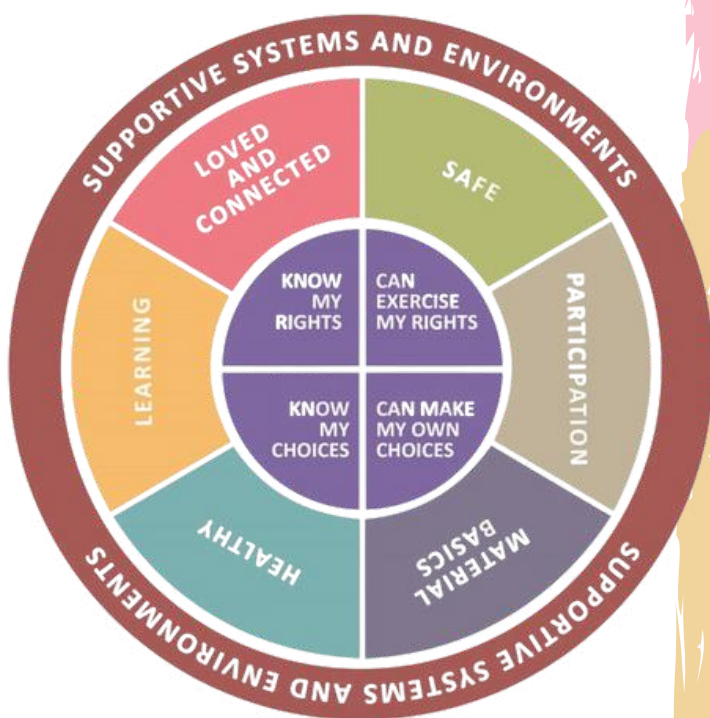
Jodie\*, a pregnant woman with 2 children presented to WSH after experiencing domestic and family violence. Jodie and her young children were living with her partner (the offender) and her extended family. Jodie wanted to leave her situation for a long period of time, but remained with her partner as didn't feel she had access to safe accommodation. Jodie realised she needed to flee this volatile situation urgently.

## DVSM PROVIDED:

Upon her arrival at Wilcannia Safe House, Jodie was given safe accommodation with her children for the night and worked with her case manager to complete safety plan. Jodie had difficulty transitioning from the property due to outstanding housing debt, and was supported by DVSM through the provision of temporary housing. In addition, DVSM secured financial support to clear the remainder of her debt, enabling Jodie to relocate into a transitional property with her children, with continued support from DVSM.

## POSITIVE OUTCOMES:

DVSM's holistic and intensive case management - which is reflected through our Wellbeing Wheel - has helped Jodie achieve positive outcomes and future prospects.



### LOVE AND CONNECTED

Jodie is now more connected to herself, family and culture. Jodie is now trusting her own instincts and acting on her own decisions.

### SAFE

After escaping this volatile situation, Jodie completed safety planning with her case manager and was supported her to pay her housing debt which allowed her to and her children to relocate into a safe DVSM transitional property.

### LEARNING

Knowing her options and safety planning gave Jodie confidence to understand when her safety was compromised. Jodie learnt that she is a free agent and has increasing her understanding of her self and her culture. and using this as a strength to tackle any barriers that have been presented to her. Jodie now displays confidence in her everyday life which she never felt she could do before.

### HEALTHY

Working with the DVSM staff to alleviate safety and accommodation stressors helped Jodie to understand her options and in turn increased her self esteem and awareness. Jodie's relationship with her own family improved as a result. Jodie also attended all of her antenatal appointments in preparation for the birth of her child.

\*Names and details have been changed to protect the identity of DVSM's client

# OUR IMPACT

We are proud of the positive impact DVSM has throughout communities in NSW. Our critical frontline services for women and children experiencing domestic and family violence and homelessness evolve and are enhanced every year. DVSM are also committed to amplifying the voices of our clients, to influence positive change for women and children across the country.

Reflecting on our impact for FY 20/21...

WE ADVOCATED ON  
BEHALF OF CLIENTS AT

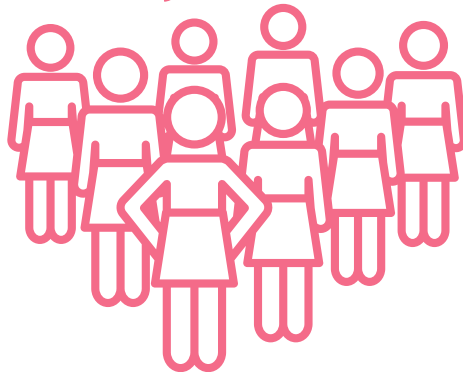


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GOVERNMENT  
INQUIRIES IN 20/21

WE SUPPORTED

**1,415**

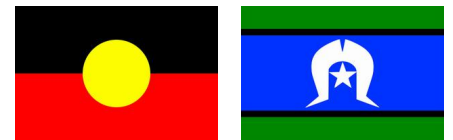


WOMEN AND CHILDREN  
ESCAPING VIOLENCE AND  
HOMELESSNESS

IN THE LAST YEAR

**36%**

OF CLIENTS WE  
SUPPORTED IDENTIFIED  
AS FIRST NATIONS



WE ENHANCED OUR SERVICE  
THROUGH

**1,470**

HOURS OF STAFF TRAINING  
AND DEVELOPMENT

WE PROVIDED

**23,970**

BED NIGHTS OF SAFE  
ACCOMMODATION TO  
WOMEN AND CHILDREN



WE  
SUBMITTED

**3**

ADVOCACY  
PAPERS

TO GOVERNMENT  
GARNERING ADDITIONAL  
SUPPORT AND ASSISTANCE  
FOR WOMEN AND CHILDREN

# DVSM IN FOCUS 20/21



Leadership Retreat



Leadership Planning



Strategic Priorities



Wilcannia Fashion Parade 21



All Staff Development Day Jun 21



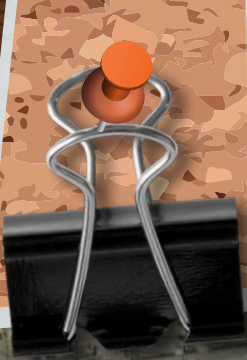
Team MOMO



Our updated Refuge Playroom



Wilcannia Fashion Parade May 21



Team DVAHS

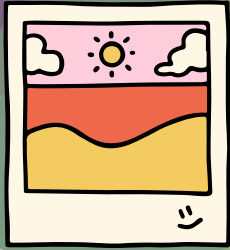


Our Org Services Team



All Staff Development Day Jun 21





# DVSM IN FOCUS 20/21



Team ROAR



Mary meeting  
The Hon Penny Sharpe



Exec Team Wilcannia Road Trip



MOMO at NNC



ROAR Playroom makeover in progress



DVSM Team at Wilcannia Fashion Parade '21



Team WSH

#IWD2021 #CHOOSETOCHALLENGE



Leadership Planning Day Nov '20

# KEY ORGANISATIONAL MILESTONES

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.

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.

2016

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

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 re-contracted three Specialist Homelessness Services **ROAR, MOMO and Wilcannia Safe House (WSH)**.

2020

In August 2020, **DVSM extended its work by establishing two Executive leaders to drive the important 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. The two roles report directly to the DVSM Board with distinct accountabilities and a shared commitment to DVSM's vision and purpose. DVSM continued to provide services throughout pandemic restrictions & uncertainty.

2021

DVSM contributed to the NSW Parliament Coercive Control Joint Select Committee Inquiry providing a submission and presenting frontline examples. In June 2021 DVSM was **re-contracted to provide the (4) Specialist Homelessness Services ROAR, DVAHS, MOMO and Wilcannia Safe House (WSH) for 3 years.** DVSM & Insight Exchange released project findings and fact sheets regarding acquired brain injury and strangulation.

# DVSM & INSIGHT EXCHANGE

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 (DVSM) a registered charity (ABN 26 165 400 635).

Insight Exchange has been sustained through the generous donations of individuals and a silent donor for the benefit of many.

The Insight Exchange team is led by Director, Sal Dennis (former CEO of DVSM and founding collaborator in the design and establishment of Insight Exchange), and Assistant Director, Rebecca Glenn.

DVSM Services and Insight Exchange share learning to achieve the shared purpose of building individual and community safety and wellbeing.



**INSIGHT EXCHANGE  
DIRECTOR, SAL DENNIS**



**INSIGHT EXCHANGE  
ASSISTANT DIRECTOR, REBECCA GLENN**



# INSIGHT EXCHANGE

[www.insightexchange.net](http://www.insightexchange.net)

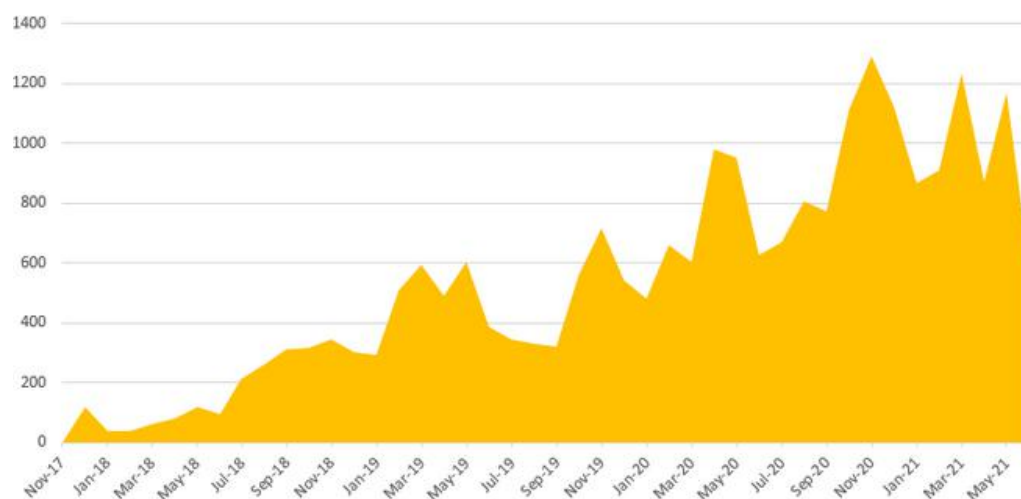
Insight Exchange centres on the expertise of people with lived experience of domestic and family violence and gives voice to these experiences. Insight Exchange is designed to inform and strengthen social, service and systemic responses to domestic and family violence.

Insight Exchange hosts insights, information and resources for people experiencing domestic, family and sexualised violence and people who are responding to them.

Insight Exchange resources, including public events, publications, animations and videos, are designed to be free for anyone to ensure cost is no barrier to access. Engagement has been built through a range of in-person and digital connections and participation opportunities.

## Digital Engagement

A cumulative build of monthly engagement in Insight Exchange website since inception (Nov 2017 – end June 2021) shows a total of **21,490 unique users** since inception and **10,916 unique users** are in the FY20/21 FY. This cumulative data is presented in the graph below.



Digital engagement has involved downloading of resources and videos with 24,035 downloads (13+K downloads in FY20/21) and 17,738 video viewings (9K viewings in FY20/21) since inception.

The [Engagement Report](#) reflects how participants in the Insight component have engaged from across Australia in sharing their lived experience insights. The Engagement Report also reflects how responders in the Exchange component have engaged from across the ecosystem (including universal services through to statutory services), all of which have a significant part to play in responses to domestic and family violence.

## Individual participants with lived experience

Since inception 1,117 people with lived experience of domestic, family and sexualised violence who shared their insights and/or voiced their feedback into Insight Exchange resources.


Participants have shared lived experiences that occurred in the ACT, NSW, NT, Qld, SA, Vic, and WA. Participants have participated from NSW, NT and Vic. Insight Exchange continues to offer a hybrid opportunity to participate in in-person or virtual interviews.

This year we collaborated with Artist Louise Whelan to develop a collection of original artworks inspired by the Insight Exchange Voices of Insight narratives. The initiative is designed to illuminate visual metaphors and symbols used by Insight Exchange participants as part of how they describe their lived experiences of domestic and family violence to inform social, service and systemic responses. Read more at the Insight Exchange Arts Lab | [Voices of Insight Collection](#)

# INSIGHT EXCHANGE

## Engagement across the ecosystem in understanding lived experience insights

Insight Exchange continues to work with organisations/institutions across the response continuum from universal through to statutory services.



<b>Universal Services and organisations</b> eg. workplaces, businesses, education, community	<b>Extra or early supports</b> eg. HR, Employee Assistance Programs	<b>Human Services (Govt, Non-Govt)</b> eg. Health, Support Services and Helplines	<b>Specialist Domestic, Family and Sexualised Services</b>	<b>Statutory Services / Systems</b>
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Read about who has engaged with Insight Exchange in the [Engagement Report](#) and read more about the [Insight Exchange Ideas Applied](#) (second edition) presenting point in time insights from responding organisations.

In 2020-2021 we engaged with a small group of Insight Exchange [Associates and Collaborators](#) from a range of contexts. This initiative has been a valuable opportunity to support reflection, learning, peer support and to refine and develop Insight Exchange resources. Reflections from the initiative are shared in [‘Who benefits from keeping us apart?’ A collection of reflections from Insight Exchange Associates FY20/21](#).

### Collaborations and insight-informed resource development

Insight Exchange has funded a joint project with Centre for Women’s Economic Safety (CWES) to develop a [Guide: Support My Economic Safety](#). It provides guidance and reflections for people in organisations and systems who want to improve responses to economic abuse.

The University of Sydney is conducting a research study on behalf of Insight Exchange (2021/22). The research project is titled: Exploring Participants and Social Responders experiences and perceptions of Insight Exchange. The research project (2020/667) is approved by University of Sydney Human Research Ethics Committee (HREC). The report will be published in FY21/22.

2020 – 2021 The Director of Insight Exchange is a member of the NSW Attorney General’s Domestic and Family Violence and Sexual Assault Council.









More information about Insight Exchange can be found at [www.insightexchange.net](http://www.insightexchange.net)  
Director, Sal Dennis & Assistant Director Rebecca Glenn

# OUR STRATEGIC PRIORITIES

DVSM's current Strategic Plan 2019-2021 has four key priorities that were designed to continue DVSM's work in building individual and community safety and wellbeing. In October 2020 the DVSM Leadership Team identified objectives to work on within the four Strategic Priorities. In November 2020 four working groups were established to focus on each priority, with representation across the organisation. Further work was undertaken by the Leadership Team in March/April 2021 to formalise a detailed Operational Plan with objectives and measures. The following pages show some of the objectives and highlights so far.

## STRATEGIC PRIORITIES

## KEY OBJECTIVES

	<b>WORKING WITH INDIVIDUALS &amp; FAMILIES (DIRECTLY)</b>		<ul style="list-style-type: none"><li>01. Offer excellence in service delivery to individuals and families</li><li>02. Strengthen and grow our dynamic healthy workforce.</li></ul>
	<b>WORKING WITH INDIVIDUALS &amp; FAMILIES (INDIRECTLY)</b>		<ul style="list-style-type: none"><li>01. Develop and strengthen key partnerships to maximise capacity and to amplify communications.</li><li>02. To advocate and influence change to increase safety for women and children</li></ul>
	<b>WORKING WITH CHILDREN AND YOUNG PEOPLE</b>		<ul style="list-style-type: none"><li>01. Offer excellence in service delivery to Children and Young People</li><li>02. Enabling Children and Young People to thrive through tailored services</li></ul>
	<b>WORKING WITH FIRST NATIONS COMMUNITIES</b>		<ul style="list-style-type: none"><li>01. Offer excellence in service delivery to the First Nations Communities</li><li>02. Connecting with First Nations Communities to support and empower women and children</li></ul>

# STRATEGIC PRIORITY 01



## WORKING WITH INDIVIDUALS & FAMILIES (DIRECTLY)



### KEY OBJECTIVES

01. Offer excellence in service delivery to individuals and families
02. Strengthen and grow our dynamic healthy workforce.

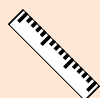


### KEY GOALS

Identify key areas of opportunity to improve services offered to the community.

Become a Language Leader:  
Embed Insight Exchange education and language into day to day work: (Response Based Practice framework)

Implement ASES quality framework for specialist homelessness services in NSW



### MEASURES INCLUDE

Complete a Gap analysis, including detailed usage of CIMs/analysis of data to inform improved service delivery (outcome information, referral information) By Mar 2022

Increase Insight Exchange usage to benefit clients and staff confidence utilising tools - measure through staff survey by Dec 2021

Achieve ASES accreditation by Sept 2022 (Initial audit assessment February 2022)



### PROGRESS AND ACHIEVEMENTS TO JUNE 30 2021

- Gap analysis work, including safety planning template & referral information underway
- All Staff Development Day included Insight Exchange '[Foundations](#)' and '[Foundations Applied](#)' training in June 2021
- New case study template developed which includes opportunity to share the woman's (and children where relevant) story and systemic challenges and solutions
- Regular reviews of templates and tools
- ASES preparation underway

# STRATEGIC PRIORITY 02



## WORKING WITH INDIVIDUALS & FAMILIES (INDIRECTLY)



### KEY OBJECTIVES

01. Develop and strengthen key partnerships to maximise capacity and to amplify communications.
02. To advocate and influence change to increase safety for women and children



### KEY GOALS

Create and grow new partnerships to enrich our (DVSM) services

Strengthen existing partnerships to increase capacity to help more women in need

Advocate for action and influence systemic change



### MEASURES INCLUDE

Increase in no# external partnerships across DVSM teams

Increase in referrals received and no# MoUs in place

25% Increase in opportunities to advocate and create awareness with government, corporate and interagency partners highlighting DVSM practices and outcomes and identified systemic gaps



### PROGRESS AND ACHIEVEMENTS TO JUNE 30 2021

- Commenced Reviews of opportunities to advocate and create awareness with government, corporate and interagency partners highlighting DVSM practices and outcomes and identified systemic gaps
- Initial Website enhancements completed
- DVSM Social Media channels utilised to share information/drive advocacy
- Contributed to National Action Plan to Reduce Violence Against Women and Children National survey and received roundtable discussion invitation
- Coercive Control frontline examples paper and hearing submission invitation
- Women on Temporary Visas advocacy including case studies shared
- Blacktown and Wilcannia place based projects with partners commenced

# STRATEGIC PRIORITY 03



## WORKING WITH CHILDREN AND YOUNG PEOPLE



### KEY OBJECTIVES

01. Offer excellence in service delivery to Children and Young People
02. Enabling Children and Young People to thrive through tailored services



### KEY GOALS

Ensure staff are equipped and empowered to support families holistically

Increase the profile and education of DFV with Children and Young People

Offer specialised supports to improve the experience of our clients



### MEASURES INCLUDE

Implementation of additional training and support for staff working with Children and Young People: general and trauma specific and Safeguarding training and development

Advocate commencing community education at a young age. Evaluate and report on existing successful programs/education - healthy relationships, DFV (programs/education) & identify opportunities for DVSM

Review and revise language by January 2022



### PROGRESS AND ACHIEVEMENTS TO JUNE 30 2021

- Implementation of additional training and support for staff including Child Safe general and trauma specific and Safeguarding training
- Conducted reviews of existing successful programs/education - healthy relationships, DFV, consent.
- Explored ways to increase in-house specialised supports
- Continued work to increase CYP safety into all we do: through our language, our spaces, and our service
- Client spaces enhanced (playrooms)
- Cross team information shared to enhance supporting young people including the Saftey Hands program
- Consideration of increasing impacts of DFV on children and young people community understanding through workshops or events.

# STRATEGIC PRIORITY 04



## WORKING WITH FIRST NATIONS COMMUNITIES



### KEY OBJECTIVES

01. Offer excellence in service delivery to the First Nations Communities
02. Connecting with First Nations Communities to support and empower women and children



### KEY GOALS

DVSM is a culturally safe space for First Nations Clients

DVSM has strong community links to First Nations Communities

Increase DVSM capacity (through partnerships and grants) to better service the needs of First Nations clients and communities.



### MEASURES INCLUDE

Embed Cultural awareness and safety into all we do, through our training, our language, our spaces and our service (Phase 1 by August 2021; Phase 2 by March 2022)

Increased relationships in all teams with First Nations Organisations and ongoing environment scoping.

Schedule further staff development and review and revise our language throughout DVSM.



### PROGRESS AND ACHIEVEMENTS TO JUNE 30 2021

- Full day Cultural Awareness training for all staff
- Continued work to increase cultural safety into all we do, through our training, our language, our spaces and our service
- Installing Aboriginal Australia Posters (AITSIS) & Language maps in all DVSM spaces
- Purchased First Nations artworks for all DVSM locations and offices
- New relationships with First Nations Organisations
- Increased numbers of First Nations women and children supported through our services
- Explored commencement of a DVSM 'Reflect' Reconciliation Action Plan.

# TREASURER'S REPORT



The financial position of the organisation remains strong with the team ensuring that grants are acquitted per the terms of the NSW Government contracts whilst investing in the Insight Exchange operations. A total profit for the year of \$138,685 was recorded, this was split between a profit of \$196,432 for DVSM Services and a loss of \$(57,746) for Insight Exchange (see below for more information). The Insight Exchange loss was intentional and a timing difference as the Board received donations of \$835,916 in 2020 specifically supporting the Insight Exchange team and their initiatives, these donations were required to be recorded in 2020 revenue due to the untied nature of the money however they were unspent and have been partially used to fund the work this year.

Total revenue was \$5,124,649, slightly higher compared to \$5,098,034 in 2020. An increase in restricted grants received for services, including some one-off COVID-19 specific grants for additional services, is offset by a decrease in other revenue 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 further donations amounting to \$305,467 from supporters of our Insight Exchange work.

Total expense was \$4,985,964 compared to \$4,139,789 in the prior year. Overall expenses increased by 20% across the organisation, which were mainly driven by increases in employee benefits and client expenses. Major expenses for the year included: • Employee benefits expense \$3,444,559; • Client and brokerage costs \$839,288; and • Rent and occupancy costs \$178,626.

For information I am providing the segment view of the operations profit as revenue reporting accounting standards will continue to create timing differences across financial years in Insight Exchange:

Year ended 30 June 2021	Year ended 30 June 2021	Insight Exchange \$	Total \$
Revenue	4,817,740	306,909	5,124,649
Expenses	(4,621,308)	(364,656)	(4,985,964)
Profit/(Loss)	196,432	(57,747)	138,685

Cash as at 30 June 2021, cash in bank was \$2,245,945 with a further \$2,765,003 held in cash investment accounts. Of the cash held in investment accounts \$727,626 is grant funding received in advance and restricted to funding our programs in the coming year.

The organisation was not significantly impacted by the COVID-19 virus due to its sources of revenue and hence did not qualify for job keeper payments. DVSM received \$37,500 of cash flow boost in the period and \$389,050 in COVID-19 related one off grants.

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.



# FINANCIALS

## DOMESTIC VIOLENCE (NSW) SERVICE MANAGEMENT CONSOLIDATED

### STATEMENT OF CONSOLIDATED PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	FOR THE YEAR ENDED	30 JUNE 2021	30 JUNE 2020
<b>REVENUE AND OTHER INCOME</b>			
<b>REVENUE</b>			
Grants received		4,710,921	4,136,907
Resident Fees		6,730	2,503
		<b>4,717,651</b>	<b>4,139,410</b>
<b>OTHER INCOME</b>			
Corporate Donations		-	2,500
Non-Corporate Donations		333,574	837,576
Dividends received		44	299
Cash Flow Boost		37,500	62,500
Interest revenue from financial assets measured at amortised cost		31,556	45,345
Other Revenue		4,324	10,404
		<b>406,998</b>	<b>958,624</b>
<b>Total revenue and other income</b>		<b>5,124,649</b>	<b>5,098,034</b>
<b>EXPENSES</b>			
Employee benefits expense		(3,444,559)	(2,930,373)
Client expenses		(839,288)	(436,830)
Rent and occupancy expenses		(178,626)	(204,228)
Travel expenses		(23,524)	(23,216)
Computer and telecommunications expenses		(114,317)	(107,784)
Professional fees		(16,000)	(23,520)
Motor vehicle expenses		(73,663)	(80,770)
Conference and meeting expenses		(13,392)	(3,403)
Other expenses		(131,118)	(119,273)
<b>Total expenses before depreciation and amortisation</b>		<b>(4,834,487)</b>	<b>(3,929,397)</b>
<b>Surplus before depreciation, amortisation and income tax expense</b>		<b>289,162</b>	<b>1,168,637</b>
Depreciation and amortisation expense		(151,477)	(210,392)
Income Tax expense		-	-
<b>Surplus for the year</b>		<b>138,685</b>	<b>958,245</b>

### STATEMENT OF CONSOLIDATED FINANCIAL POSITION

	AS AT	30 JUNE 2021	30 JUNE 2020
<b>ASSETS</b>			
Current assets		5,072,876	5,542,748
Non-Current assets		432,847	80,796
<b>Total assets</b>		<b>5,505,723</b>	<b>5,623,544</b>
<b>LIABILITIES</b>			
Current liabilities		1,392,690	1,882,917
Non-Current liabilities		294,325	60,603
<b>Total liabilities</b>		<b>1,687,015</b>	<b>1,943,520</b>
<b>Net assets/ total equity</b>		<b>3,818,708</b>	<b>3,680,023</b>

All figures are in Australian dollars

# THE FUTURE

Looking ahead some of our key priorities and projects include:

- a DVSM 'Reflect' Reconciliation Action Plan
- ASES (Australian Service Excellence Standards) audit and accreditation
- Safeguarding Children certification with Australian Childhood Foundation
- Primary and High School staff 'DFV Expos' facilitated with partners to increase awareness and understanding of DFV for schools and build connections with frontline services.
- A new strategic plan from July 2022
- Further training and communities of practice discussion for continuous service improvements
- Continued focus on staff development across DVSM
- Helping more women and children escaping violence
- Continued advocacy particularly for women and children who identify as from First Nations; living with a disability; LGBTQI; and living in Australia on temporary visas.
- Identification of systemic issues and sharing of case studies
- A DVSM Intranet supporting staff
- Further digitisation of tools and spreadsheets
- Exciting Partnerships
- Diversification of funding streams
- Prevention and early intervention projects using service system knowledge
- And a very special project in Wilcannia we cannot wait to share!



# THANK YOU

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

## **Thank you to our funders**

DVSM Service Delivery is funded by the NSW Government Department of Communities and Justice (DCJ). Extra grants were received with thanks from the City of Sydney, Multicultural NSW, and Women NSW.

## **Thank you to our donors**

DVSM would like to thank everyone who has made a donation to our important services. Thank you for your contribution that helps us make a difference to the lives of women and children escaping violence.

## **Thank you to our supporters and partners**

Without our generous supporters and partners, we couldn't support the number of women in need that we do. This includes the Peaks especially DVNSW and Homelessness NSW and all our fellow Service partners across Sydney and Wilcannia regions. Thank you to Corrs Chambers Westgarth, L.E.K, Bluebox, TechAnts, Wesnet, DV Safe Phone and Consultants: Karen Bevan, Samantha Donnelly, Naomi Abbott, Kate Scott, Maeve Ashby, Lynn Connolly, Libby Darlison and Catalina Consultants.

## **Refuge Outreach Action Response would like to thank...**

Evolve Housing, Mission Australia, Rosie's Place, Rapid Relief Team, Women's Housing NSW, Western Sydney Integrated Violence Prevention & Response Service (IVPRS), RizeUp Australia, WASH House, Anglicare, Koala Mattress, One Door Mental Health, STARTTS- NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors, SYD West Multicultural Service, Family Referral Services, Department of Communities and Justice, Brighter Futures, House of Sakinah, Moving against Domestic Violence, Sonder, Ladder – Youth Service, Riverstone Police, NSW Police Force Regional DV Coordinator, House of Welcome, CPR Reality.

## **Moving Out Moving On would like to thank...**

Surry Hills Neighbourhood Centre, Newtown Neighbourhood Centre, Housing NSW City Office – Strawberry Hills, Baptist Care Hope Street, B Miles Women's Foundation, Leichhardt Women's Community Health Centre, Mates On The Move, Moving Forward, The Deli Women and Children's Centre, WEAVE Youth and Community Centre, Women's Domestic Violence Court Advocacy Service (WDVCAS), Women and Girls Emergency Centre (WAGEC), Uniting

## **Domestic Violence After Hours Service would like to thank...**

DV Line, Link2Home, Centrelink, Providential homes, House of Sakina, Domestic Violence Liaison Officer, Legal Aid, Immigration Rights and Advice Centre, WASH House, Linking Hearts, West Connect, Local Police, Integrated Violence Prevention Response Service, Jesuit RS, Pathways Pendle Hills, Cumberland Women's Health, Blacktown Women's and Girls Health Centre, Parramatta WDVCAS, Neami National.

## **Wilcannia Safe House would like to thank...**

Catherine Haven (SHS) Broken Hill, NDIS, CatholicCare Mental Health team, VANs NIAA (Aboriginal Affairs), Mission Australia, Wilcannia/Broken Hill Police, Warra Warra Family Violence Legal service, Wilcannia Community Restorative Centre, Shadow Minister Ms Penny Sharpe, Mid- Lachlan Housing, Safety Action Meetings, Far West Legal Service, DVNSW First Nations People Woman's Advisory group, DVNSW, Wilcannia Central School Reference Group, Wilcannia Interagency group, DCJ, Wilcannia Local Suicide Prevention Group, Wilcannia Health Council, Uniting- Family Connection Services, Wilcannia Motel *Thank you to our Volunteers:* WSH -Tehla Weatherall, Melanie Mitchell, Patricia Whyman, Lynette Hill, Mary Ronayne, Maari Ma - Louise Moriarty, Anne (Dodie) Harris, Maari Ma – Community Dinner team, Community Restoration Centre - Forketi Thronycroft & Wilcannia Central School – Sarah Donnelly, Kim Vo and Chrissy Ashby.



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