



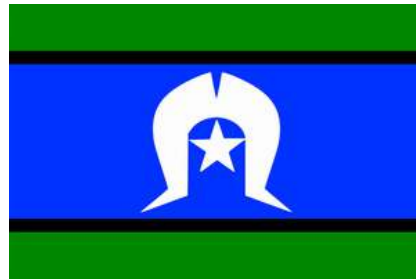
ANNUAL REPORT 2023 / 2024



STRONGER TOGETHER
STRONG WOMEN CREATING SAFE WORLDS

DVNSWSM.ORG.AU

ACKNOWLEDGEMENT OF COUNTRY



Domestic Violence Service Management acknowledges that we operate across New South Wales on Gadigal, Dharug, and Barkindji Land. We pay our respects to First Nations Elders—past, present, and emerging—and are deeply grateful for their ongoing wisdom, guidance, and support.

We recognise the traditional owners and custodians of the land throughout NSW and honor their connection to these lands, which were never ceded.

We are fully aware of the disproportionate rates of violence that First Nations women, families, and communities continue to face, and the ongoing harm caused by colonisation, institutional violence, and racism.

We acknowledge and stand in solidarity with the generations of resilience and collective resistance to violence within First Nations communities.

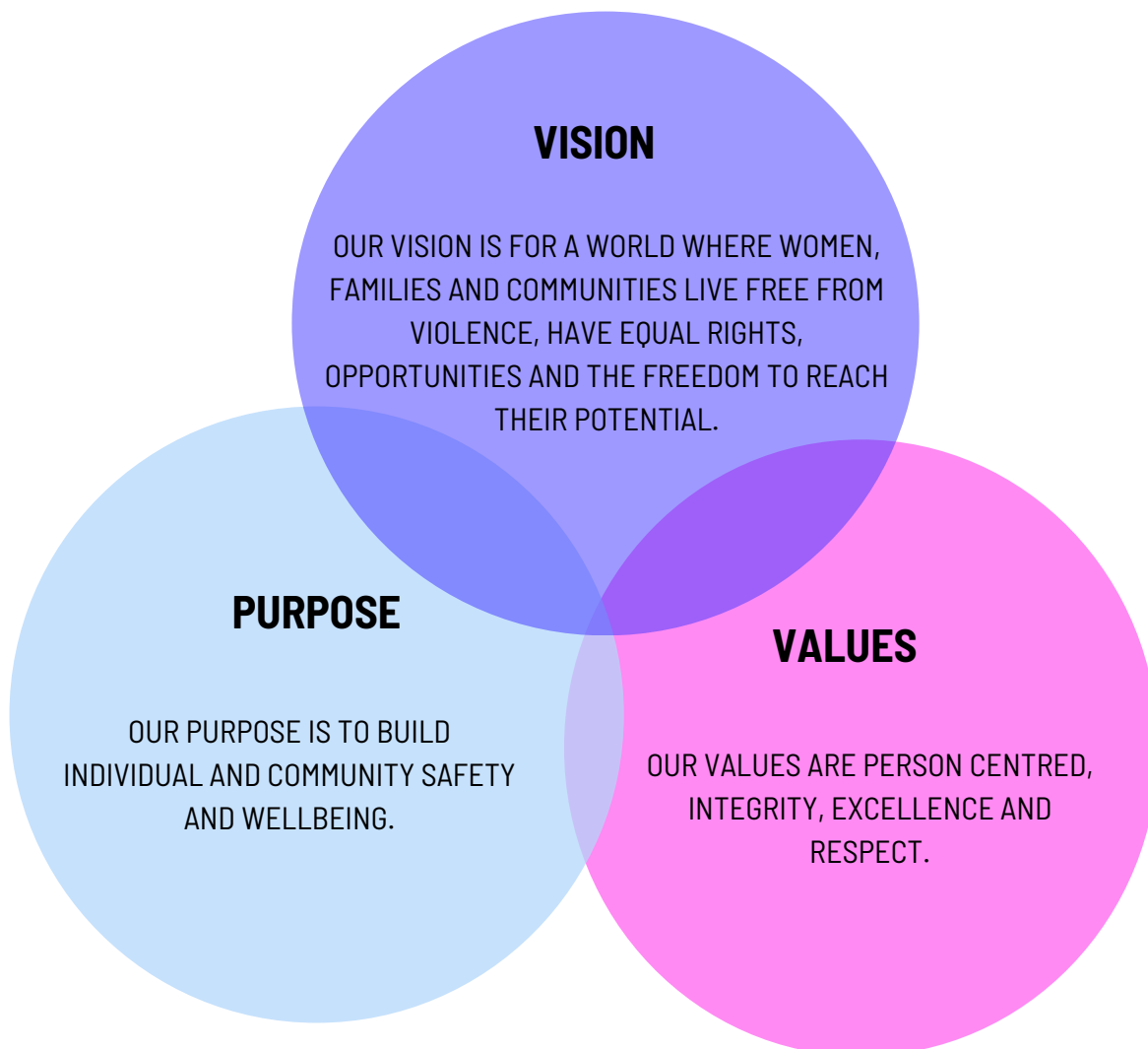
We are committed to working in partnership with First Nations community-controlled organisations, and with First Nations women and men, to end domestic and family violence and create a safer, more just world for future generations.

Always was, always will be Aboriginal land.

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OUR VISION



OUR 2025 AMBITION
THE DVSM COMMUNITY ARE UNITED IN DELIVERING IMPACT

OUR PEOPLE
ARE AT THE CENTRE OF EVERYTHING WE DO AND WE ARE CONTINUOUS LEARNERS

ANNA ROSS CHAIR



For DVSM, the 23/24 FY has seen many important milestones and meaningful progress on several exciting long-term projects.

I wanted to start my message this year by acknowledging some milestones related to our team.

In a hotly contested field from across Australia, in March 2023, our Wilcannia Community and Culture Manager Mary Ronayne was recognized for her extraordinary contributions to the movement against domestic and family violence in Australia. We are so proud that Mary was acknowledged for the work she does tirelessly every single day.

I would like to extend my sincere thanks to Vicki Hartley for her dedication and invaluable contributions to DVSM over the past decade. Serving as a Board Director and Treasurer since the organisation's inception 10 years ago, Vicki has played a pivotal role in ensuring that DVSM enjoys a secure and stable financial position, and we are deeply grateful for her leadership and unwavering commitment.

As we enter a time of transition, we also embrace new beginnings. With that, it is my pleasure to officially welcome Fabi Fugazza and Lindall West to the DVSM Board, having joined as Board Directors in December 2023. We are excited to have you both on board and look forward to the fresh perspectives and contributions you will bring to our work.

Several of DVSM's longer term projects have seen important progress this financial year. Through our partnership with Link Wentworth we are progressing the development of a Blacktown site of versatile town houses, that will be refurbished and become crisis accommodation homes, together with service facilities, provision for pets and communal outdoor spaces for children to enjoy. DVSM are currently planning our Service Provision for the new refuge, which is planned to be operational in mid 2025.

In December 2023, the DVSM team were advised by the Department of Social Services (DSS) that our submission for funding to create additional staff accommodation in Wilcannia had been successful. This new accommodation is an important step in addressing the critical housing shortage in the area, and will play a key role in attracting and retaining the skilled staff needed to deliver our important services. The two-bedroom dwelling is currently under construction and will offer a modern, purpose-built home. DVSM has been working closely with the Central Darling Shire Council, Coolibah Cabins, and DSS to bring this project to life. We look forward to utilising it to provide much-needed accommodation for our staff in the Far West of NSW. The build is due to be completed and operational in early 2025.

CEO Steph Smith and her leadership team have led the delivery of some extremely important events and accreditations:

ASES Accreditation: Since 2021 the DVSM team have been working towards achieving our Australian Service Excellence Standards accreditation. At the end of 2022, DVSM achieved certificate level. In late 2024, DVSM are scheduled to be evaluated for reaccreditation under the Australian Service Excellence Standards and, at the time of preparing this report, we were on track for an excellent result.

ANNA ROSS CHAIR



Great Place To Work: staff connection and staff wellbeing have been key priorities for the leadership team, and have been the subject of new initiatives such as All Staff meetings and wellbeing days. The efforts of the leadership team were acknowledged in March this year when DVSM was proudly certified™ by Great Place To Work® for the 2024 year. The prestigious award is based entirely on what current employees say about their experience working at DVSM. This year, 94% of employees said it's a great place to work. Great Place To Work® Certification™ is the most definitive “employer-of-choice” recognition that companies aspire to achieve.

Wilcannia Fashion Parade 2023: The 5th Annual Wilcannia Fashion Parade entitled Dreams & Promises event was held in October 2023. The parade is part of a larger preventative program - to ultimately eliminate domestic and family violence. This long-standing program is built around elevating the self-esteem and self-worth of young people in the Wilcannia Community whilst engaging the community through connection and education. Each year the event continues to grow, with participation from over 40 children (ages 5-17 years old) and increasing support and contributions from businesses around the Far West. The 2023 event another impressive success with over 200 community members and celebrating the event including a special dinner, performances from the local choir and school circus group, and importantly learning about the impacts of violence from the Wilcannia Safe House team, led by Mary Ronayne.

Looking forward, DVSM are committed to building future-focused partnerships with like-minded partners. As the sector faces increasing demands for innovative solutions to complex challenges, collaboration between the sector, nonprofits, corporations, governments, can amplify efforts and extend reach. These partnerships enable resource sharing, foster knowledge exchange, and unlock new funding opportunities.

A year of internal focus and strengthening has positioned us well for a year of investing in our external partnerships and projects as well as unlocking new opportunities. The Board thanks the DVSM team for another successful year and for positioning us so well for an exciting future in 24/25 and beyond.

ANNA ROSS
CHAIR | DVSM BOARD OF DIRECTORS

BOARD OF DIRECTORS

The DVSM Board of Directors guides the strategic direction of the organisation. They collaborate with the CEO and Senior Leadership Team to secure the resources, funding, and personnel needed to achieve our strategic objectives. Our Board comprises a dynamic team with diverse backgrounds and experiences, bringing a wealth of skills and expertise to DVSM, alongside an unwavering commitment to our vision.



ANNA ROSS
NON-EXECUTIVE DIRECTOR
AND CHAIR



VICKI HARTLEY
NON-EXECUTIVE DIRECTOR
AND TREASURER



SUZANNE EVANS
NON-EXECUTIVE DIRECTOR
AND COMPANY SECRETARY
(INCOMING TREASURER)



LIZETTE TWISLETON
NON-EXECUTIVE DIRECTOR



DR LEIGH GASSNER
NON-EXECUTIVE DIRECTOR

DVSM would like to extend our sincere thanks to Vicki Hartley who was part of the DVSM Board and Treasurer of DVSM for 10 years, Vicki completed her tenure in December 2023. The board would also like to officially welcome Fabi Fugazza and Lindall West to the DVSM Board, joining in December 2023.



FABI FUGAZZA
NON-EXECUTIVE DIRECTOR
(INCOMING COMPANY SECRETARY)



LINDALL WEST
NON-EXECUTIVE DIRECTOR

STEPHANIE SMITH CEO



The twelve months since our last AGM have been a period of significant change for DVSM. These changes, while challenging, have brought about positive transformations across the organisation. As we reflect on the year, there's a sense of both sadness for the colleagues we've had to say farewell to, and excitement for the new faces and fresh energy we've welcomed.

Our organisational structure is almost unrecognisable compared to the previous year, a necessary shift in response to the financial challenges posed by the post-COVID funding landscape. This has been a tough but important journey, ensuring that DVSM remains a financially viable and sustainable organisation. Every part of our operations has been carefully reviewed, and changes were made to ensure that we have the right people in the right places, with a firm focus on the future.

In Service Delivery, the Senior Leadership Team, and most recently in Shared Support, we've rolled out formal change processes that have achieved their intended outcomes. DVSM remains financially viable, and while change is never easy, I want to acknowledge the deep emotional impact it has had on our team. For many, the focus on stability is much appreciated as we move forward together.

This year has also seen us take huge strides in increasing efficiency across several areas. We've embraced technology as a tool to reduce costs and improve the way we work. Notable achievements include the roll-out of Atlassian's Jira Project Management platform, which came with a generous 70% discount from our community partners, and the outsourcing of our payroll processes to BeSpoke Payroll, cutting both processing times and costs. Additionally, we introduced real-time credit card processing through Webexpenses, streamlining reconciliation significantly. These changes have allowed Shared Support and Financial Services to reduce costs, which were then redirected to Service Delivery.

Our move to Barangaroo has been another game-changer. By sharing workspace costs, we've been able to access a modern, state-of-the-art building that supports our growing needs while also reducing our overheads.

DVSM has remained committed to being a learning organisation. We've invested in the Go1 Learning Management System, which gives us access to over 85,000 learning modules, ensuring our mandatory learning is accessible online. Alongside this, we've developed our own internal content, further supporting the growth of our team.

Our Senior Leadership Team has also participated in a year-long executive development program for Women in Leadership. This experience, focused on self-awareness and reflection, has strengthened our leaders and given them the strategies and coping mechanisms needed to navigate this year of change with resilience and confidence.

We've also placed a strong emphasis on health and safety, ensuring that every team member is supported with external Health and Safety training. Health and Safety now sits on every meeting agenda, and our Health and Safety Committee plays a central role in ensuring all staff are represented and feel supported. It's vital that every team member knows that DVSM is a place where their well-being is a top priority, and where Health and Safety is woven into the very fabric of our culture.

In March, we took the courageous step of participating in the Great Place to Work® survey, and I'm thrilled to share that 94% of our staff affirmed that DVSM is indeed a Great Place to Work®. We've since been working on engagement plans, making sure we continue to find new ways to ensure that our staff feel valued and invested in. Simple initiatives, such as rotating the team responsible for our monthly All Staff meetings, have created more ownership and fun, fostering a healthy sense of competition and camaraderie.

STEPHANIE SMITH CEO



With our new Operational Leadership Team in place, we're seeing exciting changes in how we deliver our services. We've made progress in streamlining systems, and our service practices are evolving to reflect a deeper alignment with Trauma-Informed Practice. Our Senior Practitioners are increasingly taking ownership of practice in their services, and under the guidance of our Practice Manager, we've successfully renewed our accreditations with the Australian Service Excellence Standards and the Australian Childhood Foundation.

Next year, we're embarking on an exciting journey to implement outcome-focused practice, which will align closely with the Department of Communities and Justice's Human Services Outcomes Framework. This shift will allow us to evaluate how our services directly contribute to client outcomes, providing critical evidence for future contracting and service delivery improvement.

I would also like to take a moment to acknowledge the unwavering support of our Board, particularly Anna Ross and Suzanne Evans, who are always there to lend their expertise and guidance on almost a weekly basis. Their efforts have been crucial in steering DVSM through this transformative year.

Additionally, I want to express my gratitude to the Department of Communities and Justice and the NSW Government for their ongoing support of the women, children, and communities we serve.

Finally, and most importantly, I want to offer my heartfelt thanks to the women and children who use our services, and to all our incredible staff. It's truly been a privilege to work alongside each of you day in and day out. Your dedication, compassion, and resilience continue to inspire me. As we close out this year, I encourage everyone to take a well-deserved rest, and we look forward to continuing our important work in the New Year.

STEPHANIE SMITH
CEO | DVSM

This year's focus

STREAMLINING
SYSTEMS

Achievement

AWARDED A
GREAT PLACE
TO WORK

Future goal

OUTCOMES
FOCUSED
PRACTICE

SENIOR LEADERSHIP TEAM

The Senior Leadership Team provides both strategic and operational leadership for the organisation. They collaborate with the broader leadership team and the extended DVSM staff to plan, implement, monitor, and support the organisation's initiatives.



STEPHANIE SMITH
CEO



KATH WHEELER
GENERAL MANAGER OPERATIONS



GRACE KIM
GENERAL MANAGER
FINANCIAL SERVICES



KATE HURLEY
BRANDING, PARTNERSHIPS
& PROJECTS MANAGER



MELANIE BAQUIR
GENERAL MANAGER
SHARED SUPPORT



MARA GREENWOOD
PRACTICE AND
INNOVATION MANAGER

During this financial year, the Senior Leadership Team farewelled two valued staff members, Mara Greenwood and Erin Gao, who decided to pursue new opportunities. We thank them for their dedication and important contributions to the Senior Leadership Team and wider organisation and wish them the very best in their future endeavours.

“

IN THE LAST YEAR ALONE
DVSM HAS HELPED MORE THAN

1,100

WOMEN AND CHILDREN EXPERIENCING
OR ESCAPING VIOLENCE

”



Each year the Domestic Violence Service Management team are advocating, educating, supporting and guiding women and their families from across the state. DVSM delivers frontline services to women and children escaping violence, across New South Wales.

OUR PROGRAMS & SERVICES



DVSM support people experiencing Domestic and Family Violence, homelessness, and other safety and wellbeing needs in NSW. We provide direct services to people experiencing Domestic and Family Violence and homelessness. DVSM offer a number of support services and programs across New South Wales including:



SPECIALIST SERVICES

OUTREACH SUPPORT SERVICE INNER SYDNEY CBD - MOMO
ACCOMPANIED CHILDREN'S SUPPORT SERVICE WESTERN SYDNEY - ACSS
CHILDREN AND YOUNG PEOPLE PROGRAM (WESTERN SYDNEY + FAR WEST)



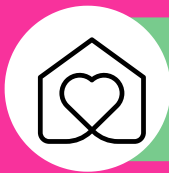
CRISIS SUPPORT

DOMESTIC VIOLENCE AFTER HOURS SUPPORT SERVICE
WESTERN SYDNEY



DFV SERVICES

TWO REFUGES LOCATED IN WESTERN SYDNEY



COMMUNITY & CULTURE

A SAFE HOUSE AND SUPPORT SERVICES
IN FAR WEST NSW (WILCANNIA)



SPECIALIST COUNSELLING

SPECIALIST DFSV COUNSELLING SUPPORT SERVICE
WESTERN SYDNEY

KATH WHEELER

GM OPERATIONS



Over the past year, I've had the privilege of transitioning into the GM Operations role, and I could not have done this without the ongoing support from the Senior Leadership Team. These brilliant women are always there to lend an ear, offer words of encouragement and share their expertise with me. I am so thankful to be working alongside you.

This year, we celebrated Mary Ronayne's 10-year work anniversary and Sandy Moffat's 9-year anniversary. In our sector, particularly within the DFV space, this is a significant achievement. Congratulations to both of you on this milestone!

We have welcomed Maz Marquez to the Leadership Team who brings a wealth of knowledge and experience to the organisation. In addition, Avani Bhatt transitioned from a Senior Practitioner role to a Service Manager position, while Emma Finnerty has moved from her role as Service Manager to Practice Manager. Our new staffing structure has facilitated growth and career progression opportunities, leading to two new DFV Workers advancing into Practitioner roles within just a year of their employment. We are also actively recruiting for a second round of DFV Workers to further enhance our team.

Looking back at the last year, I can appreciate the impact of significant staffing changes to our frontline teams based in Western Sydney and I'd like to acknowledge the long-term staff members who have moved on to new opportunities; their contributions have made a lasting impact on DVSM and the women and children we serve. Thanks to the resilience and adaptability of our current teams and service managers we are successfully maintaining our essential services while prioritising ongoing improvements in our service delivery, practice, and workplace culture. Considering the adjustments to our services and staffing, our DCJ contractors have been some of our strongest supporters. Our commitment to transparency and our ability to showcase strategic planning and outcomes has been well received and contributed to our strengthened relationships.

During FY23/24, we successfully completed the Resilience NSW contract in Wilcannia, which included a variety of community engagement events. We also concluded the FDV No Interest Loans Pilot Program, delivering valuable insight, feedback and recommendations to the funding body. DVSM's involvement in this pilot program fostered a strong relationship with Good Shepherd and the efforts and achievements of Bonnie Radcliff while in the FDV NILs Coordinator role, developed the program from the ground up, transforming it to into a statewide resource accessed by many women impacted by DFV. We successfully maintained our core funding for our SHS contracts, as well as for the ACSS pilot program and SWCYP programs. The rollover of surplus funds from the SWCYP program, along with the recent changes to contract guidelines to include brokerage, has significantly enhanced our capacity to address the financial needs of children and young people across Western Sydney and Wilcannia.

KATH WHEELER GM OPERATIONS



The collaboration between our finance and leadership teams kept our budgets on track, leading to increased spending towards direct client costs. This enabled us to provide brokerage assistance for women facing significant rent arrears, essential resources for daily living, and travel costs for safe relocations. We also expanded social and emotional development opportunities at our refuge sites by introducing therapeutic groups like *Wrapped in Angels* and recreational activities for both women and children. Additionally, we offered financial support to women on precarious visas, helping them maintain a basic standard of living and dignity while navigating complex immigration systems.

As we look forward at the year ahead, we are committed to ensuring DVSM practitioners are highly skilled, resilient, and aligned with our organisational values. We will focus on developing sound practice frameworks for our programs and are dedicated to implementing trauma-informed practices that foster healing and uphold the dignity of individuals.

I would like to express my sincere gratitude to our dedicated staff, partners, and supporters for their unwavering commitment over the past year. Together, we are well-prepared for a promising year ahead.

KATH WHEELER
GENERAL MANAGER, OPERATIONS

OUR WORK

Moving Out, Moving On

(MOMO)



ABOUT MOMO

Moving Out Moving On (MOMO) provides outreach support to women transwomen and non-binary people 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 services through outreach, meeting with women in flexible locations across the community.

KEY SERVICE HIGHLIGHTS

- MOMO has managed to provide support to 102 women and children despite limited staffing and changes in staff.
- MOMO has increased their visibility at the Outreach hubs with support being provided to 60 people in FY23-24 compared to the 21 supported in FY22-23.
- MOMO staff members volunteered for the Homelessness Street Count in March 2024.

OUR IMPACT : MOMO

A CASE STUDY

THE NEED:

Deborah* was referred to MOMO by Family Advocacy Support Services (FASS) as she had reached out for guidance in navigating separating from her partner.

Deborah had one child and was actively planning to leave her partner of 27 years. Deborah identified elements of coercive control including manipulation, social isolation, withholding information, denying access to services. Deborah also experienced verbal abuse. Additionally, Deborah had experienced substantial financial control and abuse. Upon engaging with MOMO, Deborah had no formal or informal supports in place.

DVSM PROVIDED:

The MOMO team provided Deborah with education regarding the experience of DV - including understanding cycles of violence, pinpointing elements of coercive control and how this had impacted her. Deborah was provided with a safe phone to contact services and navigate her plan to leave. She was supported to create a safety plan including packing a safe bag, planning for her son's relocation and preparing to leave the relationship. MOMO assisted Deborah with counselling supports - she was referred to financial counselling with the Centre for Women's Economic Safety and supported with an application for Victim Services counselling which she continues to engage with. Additionally, MOMO supported Deborah with her DCJ Housing application, organising removalists and setting up her new home with furniture donations, along with providing support accessing the Escaping Violence Payment.

POSITIVE OUTCOMES:

Deborah was able to safely leave the relationship with her son and settle into a private rental. She showed incredible strength in working through identifying elements of DV and planning to safely leave. Deborah regained her independence, reporting both herself and her son were able to choose where they lived and how they decorated their home for the first time, saying she felt empowered and safe in her new living environment. Deborah was able to gain complete control over her own finances and continues to manage her business independently.

OUR WORK

Domestic Violence Crisis Support Service

(DVCSS)



ABOUT DVCSS

Domestic Violence Crisis Support Service (DVCSS) services the Western Sydney Local Government Areas of Parramatta, Blacktown, The Hills, Holroyd and Auburn. DVAHS provides support to women and their children in Western Sydney who are experiencing or escaping Domestic and Family Violence. DVCSS provides personalised short-term case management both inside and outside of business hours for women who are homeless or at risk of homelessness because of domestic and family violence.

KEY SERVICE HIGHLIGHTS

- DVCSS had the opportunity to participate in Love Bites training and have had the chance to co-facilitate in local high schools.
- DVCSS team was able to support women with furnishing new properties and facilitated women fleeing domestic violence and homelessness.
- The team continued to work alongside existing partners and made more connections with external stakeholders within the Blacktown and Hills LGA.

OUR IMPACT : DVCSS

A CASE STUDY

THE NEED:

By the time Jennifer* and her two children had been referred to DVCSS for domestic and family violence, she had already attempted to leave the perpetrator, her husband, 18 times.

While undertaking a case management session with a DVCSS staff member, Jennifer made further disclosures around the safety of her children.

DVCSS staff worked to support Jennifer financially to establish safe and permanent accommodation.

DVSM PROVIDED:

The DVCSS team devised an individualised case management plan in collaboration with Jennifer to support and address the complexity of Jennifer's case and resolve her homelessness crisis.

- DVCSS conducted crisis accommodation referrals to ensure Jennifer and her daughter had safe accommodation.
- DVCSS supported Jennifer with applying for the escaping violence payment (EVP) to assist with financial support.
- DVCSS conducted child protection reports to ensure the safety and wellbeing of the children remained at the forefront.

POSITIVE OUTCOMES:

With the support of DVCSS, Jennifer successfully entered safe refuge accommodation with her daughter, escaping the DV she has experienced for years.

DVCSS encouraged Jennifer to sustain her engagement with mental health counsellors, which she continues to do to improve her mental health, and help her to build solid foundations for a fresh start for her family. Jennifer will soon be leaving refuge with her daughter, and moving onto a brighter future. DVCSS has provided Jennifer with financial support to reestablish herself when she secures her own property.

OUR WORK

Accompanied Children's Support Service

(ACSS)



ABOUT ACSS

Accompanied Children Support Service (ACSS) provides support to accompanied children and young people who are experiencing, or at risk of homelessness and who are experiencing, or who have experienced, domestic and family violence. ACSS provides case management and specialist counselling support to children and young people who are presenting to DVSM services with a parent or caregiver across the Blacktown LGA.

KEY SERVICE HIGHLIGHTS

- The ACSS team was able to participate in *Wrapped In Angels* training and then support 6 young people, both refuge and outreach in an 11-week program to facilitate and create blankets.
- ACSS team was able to support several families with furnishing their children's bedrooms when moving out of refuge in the past year.
- Working alongside and making more connections with schools within the Blacktown and Hills LGA, including a new connection with Winston Hills Public School.
- ACSS team member Judy attended an anxiety seminar with the mums and moving forward we are working towards facilitating the learnings within the ACSS program.

OUR IMPACT : ACSS

A CASE STUDY

THE NEED:

Chloe* was a young person who resided on refuge grounds with her mother and sister. Chloe's family was referred to ACSS for specialised case management support, counselling and refuge accommodation identifying as victims of domestic and family violence. Chloe experienced both psychological and emotional abuse in her home.

Chloe was originally rejecting therapeutic supports and disengaged from speaking about her experiences. The ACSS team worked to create consistency in her life by engaging in daily conversations and providing check ins within the home whenever possible. Over time, Chloe began requesting emotional support on a weekly basis from the ACSS team. Chloe also agreed to social outings with the team where the ACSS team were able to further connect and create a relationship with the Chloe on a personal, therapeutic and case support level.

DVSM PROVIDED:

ACSS supported the process by creating a relationship with Chloe which felt safe. ACSS provided the family with movie tickets as Chloe had expressed the want for this, a case manager from the team also attended with the family.

The team also took opportunities to connect with Chloe by organising a shopping day out with her and her sister, while their mother engaged in counselling supports.

POSITIVE OUTCOMES:

The ongoing support and consistency allowed Chloe to confide in, request the supports needed and reach out to the ACSS team when feeling unsafe and emotionally distressed. The team then worked with Chloe and her family on a weekly basis before they moved out of refuge and into transitional accommodation.

OUR WORK

Domestic & Family Violence Services

(DFVS)



ABOUT DFVS

Our Domestic and Family Violence Services in Western Sydney operates in Sydney's Hills district and Blacktown local government areas.

Our DFVS provides refuge accommodation, and as part of our core response we always assist people to find suitable accommodation.

Additionally, DFVS 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.

KEY SERVICE HIGHLIGHTS

- DFVS welcomed 2 DFV Support Workers which were able to introduce therapeutic and well-being-oriented programs for the families such as our much-loved breakfast club and other activities such as yoga, self-care days, nature walks, Game day etc.
- DFVS (ROAR) was able to commenced our first ever *Wrapped In Angels* group.
- DFVS (ROAR) has also been able to establish a new connection with Banksia Academy who provide employment and mentorship for women.
- In partnership with Junaya Family Services we were able to run Circle of Security on site for our residents.

OUR IMPACT : DFVS

A CASE STUDY

THE NEED:

Julie*, a mum of 2 children had been experiencing domestic and family violence throughout her 12-year relationship with her husband which was increasingly escalating. Julie and her family were referred to DFVS for specialist outreach case management support as they were residing in a new home where she no longer felt safe - due to threats of harm and intimidation by her ex-partner. Julie experienced emotional, psychological and financial abuse, the final straw for Julie was when one of her children was physically assaulted by the perpetrator.

DVSM PROVIDED:

DFVS supported Julie and her family with assistance to relocate to a new home. DVSM worked with WDVCS and Housing NSW to provide Julie with access to a rental subsidy to access safe and affordable housing in the private rental market. Julie was provided with brokerage support to secure a suitable property and move quickly. Security cameras were also installed which provided Julie with a greater sense of safety. She was connected with a financial counsellor along with general counselling support. Julie's son was also linked with our NDIS Early Childhood Intervention Partner to receive ongoing support. DVSM was also able to support and assist Julie with a private application AVO after police informed Julie of there being insufficient evidence to request an extension. DVSM also linked Julie with Legal Aid to support her through the family court.

POSITIVE OUTCOMES:

Julie was able to move quickly and safely into longer-term accommodation with DVSM's assistance. In addition to the material support, Julie was also provided with a sense of support through the counselling she received. Julie was able to get back on track with her finances with the additional funding supports provided. This enabled Julie to seek better employment options which she later obtained. Being linked through Legal Aid provided Julie with assistance in navigating the court system. Through the Family Court, Julie was granted the sole parental responsibility she was seeking. She now feels more at peace, safe and can focus on being with and providing for her children.

OUR WORK

Wilcannia Safe House

(WSH)



ABOUT 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.

KEY SERVICE HIGHLIGHTS

- 97% of the 170 clients supported identified as First Nations
- Provided 5,235 bed nights to women and children in need.
- WSH ran the 5th Annual Fashion Parade, empowering children and young people in the Wilcannia Community, over 200 community members attended, and were thrilled to feature a special address via video from the Governor of New South Wales - Her Excellency The Honourable Margaret Beazley AC, KC.
- At the Annual *Elsie Conference 2024*, our Community and Culture Manager Mary Ronayne was presented with an *Elsie* award for her extraordinary contributions to the movement against domestic and family violence in Australia. The *Elsie Conference* celebrated the 50th anniversary of the establishment of Sydney's first women's refuge in Glebe.

OUR IMPACT : WSH

A CASE STUDY

THE NEED:

Lisa* presented with her child for support from WSH. They had complex needs, suffering severe homelessness and housing debt that prohibited Lisa from applying for social housing. WSH worked with Lisa and offered her a crisis unit onsite at the safe house to provide a stable environment for Lisa and her child, providing safety and relief from homelessness.

DVSM PROVIDED:

Once Lisa and her child were in safe stable accommodation, the WSH team started intense support to build evidence to address Lisa's long term poor tenancy history, in an effort to help secure transitional accommodation.

The WSH team provided advocacy to services for financial assistance, material aid for both Lisa and her child including food, home start up packs, bedding, linen and hygiene items, along with transport. Lisa's child was also engaged in WSH's children and young people support programs. WSH assisted Lisa with referrals to external organisations including health, school and sporting clubs

POSITIVE OUTCOMES:

Once Lisa and her child were provided with safe, stable accommodation the WSH team were able to work with Lisa to improve their lives.

They helped Lisa learn more about her personality and capability and her ability to successfully achieve tasks big and small. Lisa learned that she can exercise her right and take charge of her own life. She continues to work through self care and participation within her community and with family. Lisa feels safe, more connected and committed to creating a better life for herself and her child.

OUR PROJECTS

As an organisation, DVSM is always focused on the future and increasing the positive impact our services have in the communities we work with. We have some key projects underway to enhance our services and help more women and children in need.

WESTERN SYDNEY REFUGE PARTNERSHIP CORE & CLUSTER

In late 2022, DVSM were advised the application for Tranche 2 Core and Cluster funding was successful. DVSM and Link Wentworth (LW) partnered to provide core and cluster crisis accommodation in Western Sydney. DVSM and LW have been planning this project and seeking appropriate properties for the refuge. Following initial scoping of a site at Rooty Hill, LW also identified a property in Blacktown that would be suitable for this project. Working with Blacktown City Council, LW will be purchasing a property consisting of versatile town houses, that will be refurbished and become crisis accommodation homes, together with service facilities, provision for pets and communal outdoor spaces for children to enjoy. DVSM are currently planning our Service Provision for the new refuge, which is planned to be operational in mid 2025.



Sketch of Tranche 2 Western Sydney Refuge

STAFF ACCOMMODATION PROJECT IN WILCANNIA PARTNERSHIP WITH DEPARTMENT OF SOCIAL SERVICES

In December 2023, the DVSM team were thrilled to learn from the Department of Social Services (DSS) that our submission for funding to create additional staff accommodation in Wilcannia had been successful. This new accommodation is an important step in addressing the critical housing shortage in the area, and will play a key role in attracting and retaining the skilled staff needed to deliver our services. The two-bedroom dwelling is currently under construction and will offer a modern, purpose-built home with new facilities. DVSM has been working closely with the Central Darling Shire Council, Coolibah Cabins, and DSS to bring this project to life. We look forward to utilising it to provide much-needed accommodation for our staff. We're excited for its completion in early 2025.



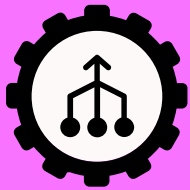
*Sketch of Wilcannia Staff
Accommodation Project
(pre-fabricated dwelling)*

OUR STRATEGIC PLAN

DVSM's core pillars reflect our commitment to business growth, exceptional service through best practices, and fostering an inspiring workplace. The Senior Leadership Team is actively spearheading the implementation of these priorities in collaboration with all departments.

Our entire DVSM team is dedicated to our shared vision, striving to make positive impacts in our partnerships, workplace, and professional practices.

DVSM 23/24 STRATEGIC GOALS:



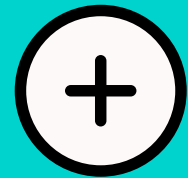
GROWTH OF BUSINESS

- Partnerships
- Diversity
- ReBRAND



GREAT PLACE TO WORK

- Remuneration & Reward
- Learning Organisation
- Values Driven Culture

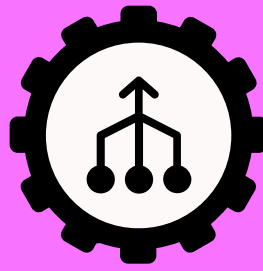


GOOD PRACTICE

- Staged Accreditation
- Embedded Practice
- Evaluation Framework

We are proud of our progress and achievements over the last year. We are committed to achieving our Strategic Goals and enhancing all elements of our organisation.

OUR 24/25 STRATEGIC PLAN



GROWTH OF BUSINESS

KEY GOALS

- 1** Enhancing our technologies and systems to support the growth of our organisation.
- 2** Stabilising and integrating organisational change to ensure that new systems structures and processes are embedded before significant growth occurs.
- 3** Utilising technologies to create efficiencies and streamline chart of accounts.
- 4** Grow DVSM's presence within the sector, amongst funders and the wider community to continue to enhance our impact and assist more women and children in need.

OUR STRATEGIC PLAN

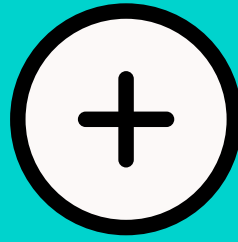


**GREAT
PLACE TO WORK**

KEY GOALS

- 1** Be a leader in continuous learning, staff wellbeing and achieve Great Place to Work Certification.
- 2** All service delivery staff are engaged and find DVSM a Great Place to Work.
- 3** Create connection and shared vision of organisation across all locations and services.

OUR STRATEGIC PLAN



**GOOD
PRACTICE**

KEY GOALS

1

Streamlining our systems and processes across the organisation.

2

Leading advanced practice to enhance the outcomes for adults and children experiencing DFV.

3

Optimise stakeholder forms for enhanced usability and insights.

4

Enhancing service delivery offering through partnerships.



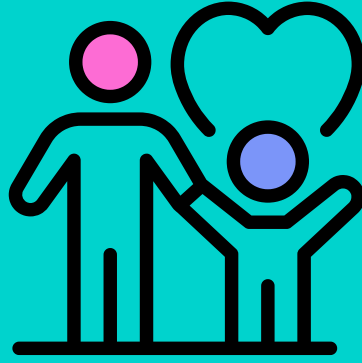
OUR IMPACT & HIGHLIGHTS

We are proud of the positive impact DVSM continues to have throughout the communities we serve. We are committed to increasing our impact across NSW, and enhancing the support we offer women and children experiencing domestic and family violence and homelessness.

Provided more than



Bed nights to women and children in need



Supported more than

1,100

women and children impacted by or experiencing domestic and family violence



Received funding from Department of Social Services and began construction of a much needed staff accommodation project in Wilcannia



Members of our Senior Leadership Team took part in a 12 month Advanced Leadership Course with Women in Leadership Australia



Office of DVSM team relocated in a cost effective move providing **30%** annual savings



Donations for DVSM services increased by **22%** year on year

27.4%

of clients across all programs identified as First Nations People.



Received Great Place to Work certification for prioritising creating an exceptional employee experience



INSIGHT EXCHANGE

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, family and sexualised violence.

Background context

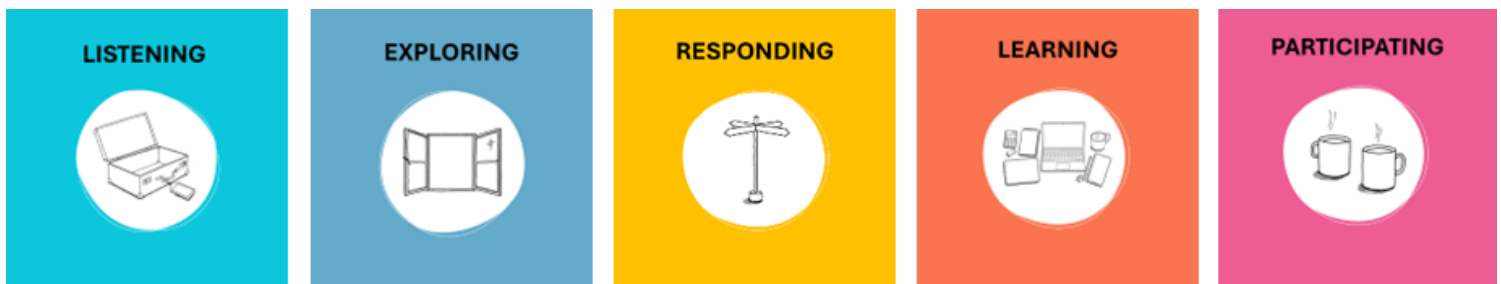
Launched in November 2017, Insight Exchange was designed by Domestic Violence Service Management (DVSM), in collaboration with Dr Linda Coates and Dr Allan Wade from Centre for Response-Based Practice Canada.

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.

Insight Exchange provides free (donated) information, insights and reflection materials to people in any community, service or system.

The menus in the Insight Exchange website include listening, exploring, responding, learning and participating.



Listening: Listening to lived experience insights is essential.

Exploring: Individually and collectively, we can listen to and be led by victim-survivors' insights and experiences of violence and abuse.

Responding: Our response to listening to lived expertise is what makes the difference – socially and systemically.

Learning: Individually and collectively, we can build on our understanding of domestic, family and sexualised violence to inform our responses.

Participating: We invite you to share responses to insights and resources & to share Insight Exchange in your community, services and systems.

The insights revealed in Insight Exchange materials are not representative of all people, families or communities. Women and girls are disproportionately impacted by violence and abuse. The use of gendered terms reflect the descriptions directly used in the insights featured.

INSIGHT EXCHANGE

Engagement 2023 – 2024

Insight Exchange is led and managed separately to DVSM services. The account of updates and engagement in FY23/24 feature in the following:

(1) Insight Exchange Engagement Report

www.insightexchange.net/strategy-and-engagement/

For example: The overall combined digital engagement points (website downloads and video viewings) in FY23/24 is 35K. Specifically, there were 16K unique users of the Insight Exchange website, with 8.6K downloads of publications. There were 6.1K unique users of the Insight Exchange Vimeo channel, and 17.9K viewings on Vimeo. A further 8.5K video viewings were on YouTube.

(2) Insight Exchange Updates

www.insightexchange.net/updates/

Our thanks

Insight Exchange would not be what it is today without the engagement, support and expertise of so many contributors. The work is enriched by all who participate, as well as Associate colleagues, collaborators, in-kind supporters, individual contributors, and donors. The industry specialists and suppliers we work with also make meaningful contributions through their skilled expertise and in various forms of donation to the work.

Most significantly, our thanks go to all people with lived experience of domestic, family and sexualised violence who have generously shared their insights for the benefit of others.

Contact Us

More information about Insight Exchange can be found at www.insightexchange.net

Contact the Director Sal Dennis contact@insightexchange.net

SUZANNE EVANS TREASURER



The financial operations of DVSM continue to be prudently managed with a strong balance sheet showing an increased net asset position of \$5,569,394 at the end of the financial year.

DVSM overall recorded a surplus for the year of \$299,957, reflecting a donation from a private individual for Insight Exchange which was almost double the prior year and higher interest rates on cash balances. The application of Accounting Standards, and especially the Revenue Recognition standard, requires certain donations and grants to be recorded as income in the year received due to terms of the payment received rather than when the money is spent, resulting in timing differences of revenue and expenses matching across years.

Partially offsetting the positive variance for the year was an impairment expense that was recognised for the Wilcannia Hub of \$(321,111). Since 2022, DVSM has been developing a property in Wilcannia to provide additional crisis accommodation and a community hub. During the financial year ended 30 June 2024 DVSM was required to assess the current recoverable value of the property against its cost value, and determined at this time and stage of development the value should be written down.

Total income was \$8,190,723 (2023: \$7,012,110), with the increase of 17% primarily due to the substantial increase in donations for Insight Exchange. DVSM's main source of core income remains NSW Government grant funding of core services – which comprise approximately 69% of total income in 2024. Total income also benefited from high interest rates during the year, increasing interest revenue by 70%.

Total expense was \$7,890,766 (2023: \$7,450,689). Expenses increased 6% across the organisation, mainly driven by the impairment expense relating to the Wilcannia hub, higher costs for the Insight Exchange program and overall increased employment costs with award rate increases across all services.

Looking ahead, DVSM is continuing to implement strategies for relevant and sustainable growth, including sourcing funding for strategic investments in the Services and evolving the Insight Exchange work to ensure the organisation capitalises on the continued momentum with both internal and external counterparties.

Finally, I would like to extend thanks on behalf of DVSM and the Board to Vicki Hartley, our inaugural and outgoing Treasurer who retired in December 2023.

SUZANNE EVANS
TREASURER | DVSM

FINANCIALS

DOMESTIC VIOLENCE (NSW) SERVICE MANAGEMENT CONSOLIDATED

STATEMENT OF INCOME AND RETAINED EARNINGS FOR THE YEAR ENDED 30 JUNE 2024

	FOR THE YEAR ENDED	30 JUNE 2024	30 JUNE 2023
REVENUE AND OTHER INCOME			
REVENUE			
Revenue from Contracts with customers		5,617,396	5,882,534
Other revenue		2,360,813	1,005,351
Interest revenue from financial assets measured at amortised cost		212,514	124,225
Total revenue and other income		8,190,723	7,012,110
EXPENSES			
Employee benefits expense		(4,628,651)	(4,573,216)
Client expenses		(379,835)	(530,317)
Rent and occupancy expenses		(291,727)	(223,956)
Depreciation and amortisation expense		(155,763)	(233,261)
Travel expenses		(48,520)	(64,262)
Computer and telecommunications expenses		(141,793)	(171,871)
Professional fees		(44,312)	(39,000)
Motor vehicle expenses		(111,115)	(82,095)
Conference and meeting expenses		(70,865)	(37,331)
Insight Exchange Project		(841,626)	(650,209)
Other projects		(305,000)	(17,754)
Impairment expense - Wilcannia Hub		(321,111)	(515,811)
Interest expense		(487)	(4,570)
Low value assets expense		(12,206)	(105,633)
Other expenses		(537,755)	(201,403)
(Deficit)/surplus before tax income		299,957	(438,579)
Income Tax expense		-	-
Surplus/(deficit) after income tax expense for the year attributable to the members of the Company		299,957	(438,579)
Retained earnings at the beginning of the year		5,269,437	5,708,016
Retained earnings at the end of the year		5,569,394	5,269,437

STATEMENT OF CONSOLIDATED FINANCIAL POSITION

	AS AT	30 JUNE 2024	30 JUNE 2023
ASSETS			
Current assets		7,162,106	6,124,304
Non-Current assets		22,078	485,647
Total assets		7,184,184	6,609,951
LIABILITIES			
Current liabilities		1,452,018	1,058,565
Non-Current liabilities		162,772	281,949
Total liabilities		1,614,790	1,340,514
Net assets/ total equity		5,569,394	5,269,437



OUR YEAR ON CAMERA



MOMO ON THE GO DURING 16 DAYS OF ACTIVISM

ACSS CRAFT ACTIVITIES

DVSM OFFICE STAFF UNITE
TO SAY NO EXCUSES



WRAPPED IN ANGELS
PROGRAM



OFFICE CUPCAKES
FOR IWD

OUR YEAR ON CAMERA



OUR ELSIES AWARD
WINNER, MARY!



SHARK CAGE TRAINING

THANK YOU

Thank you to our funders and partners: DVSM Service Delivery is funded by the NSW Government Department of Communities and Justice (DCJ) and Regional NSW.

Special Thanks from our Senior Leadership Team: We have many partners and supporters who provide great support and counsel, enhancing the work we do every day. Sal Dennis and the Insight Exchange team, Corrs Chambers Westgarth teams, Link Wentworth, Blacktown City Council, Geoff Laan and Greg Hill from Central Darling Shire Council, Esther Batchelor and the Capital Grants team at Department of Social Services, Danika Tonna and the team at Murdi Paaki Regional Housing, Paul Freckleton and the Coolibah Cabins team, the Department of Communities and Justice teams we work closely with, Daine and Regina Regional NSW, DVNSW and Homelessness NSW teams, NCOSS, Newtown Neighbourhood Centre, City of Sydney, Women's Housing Co, Link Wentworth, Home In Place, The WAGEC team, Cat Gander & the DV West Team, Rob Caslick and the Two Good Team, David Hartigan, Rize Up, WESNET, ACWA, Mitchell College Blacktown, and Nadia and the Australian Childhood Foundation team.

MOMO would like to thank: Newtown Neighbourhood Centre, HOMES NSW Strawberry Hills office, Kirketon Road Centre, Banksia Women, Leichhardt Community Corrections and UNITING – Edina transitional accommodation.

DFVS / ROAR would like to thank: RizeUp, Wesley Mission EVP, IARC, BACC, WashHouse, Blacktown Women's and Girls, Zonta Club, Start Safely Teams at Mt Druitt and Blacktown Housing.

WSH would like to thank : Wilcannia Police Inspector and local enforcement team, Wilcannia Central and Mission Schools, Wilcannia Central Darling Shire Council, Broken Hill Legal Services for pro bono legal support and advice, Homes in Place (CHP) and Murdi Paaki Housing (ACHP) (Housing) and Broken Hill Thrive Medical (NDIS and Disability).

DVCSS would like to thank : The Hills Shire Council, Blacktown City Council, Parramatta Cumberland Domestic Violence Prevention Committee and Mt Druitt Youth Services.

ACSS would like to thank : Rooty Hill Public School, Bert Oldfield Public School, Blacktown West, Blacktown South, John Palmer Public School and Winston Hills Public School.

Thank you to all our past and present sponsors, supporters, donors and volunteers from all the team and the communities we serve. Without our generous supporters and partners, we couldn't support the number of women in need that we do. Thank you to Peak Bodies especially DVNSW and Homelessness NSW and all our fellow Service partners across Greater Sydney and Far West NSW regions.



dvnswsm.org.au



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