

WE ACKNOWLEDGE THE TRADITIONAL OWNERS OF THE LANDS AND WATERS ON WHICH WE LIVE AND WORK. WE PAY OUR RESPECT TO ELDERS, PAST, PRESENT AND EMERGING.

WE RECOGNISE THE UNIQUE JOURNEY OF ABORIGINAL AND TORRES STRAIT ISLANDER WOMEN AND THE CONTRIBUTIONS THEIR VOICES MAKE WITHIN OUR ORGANISATION AND THE WIDER COMMUNITY.



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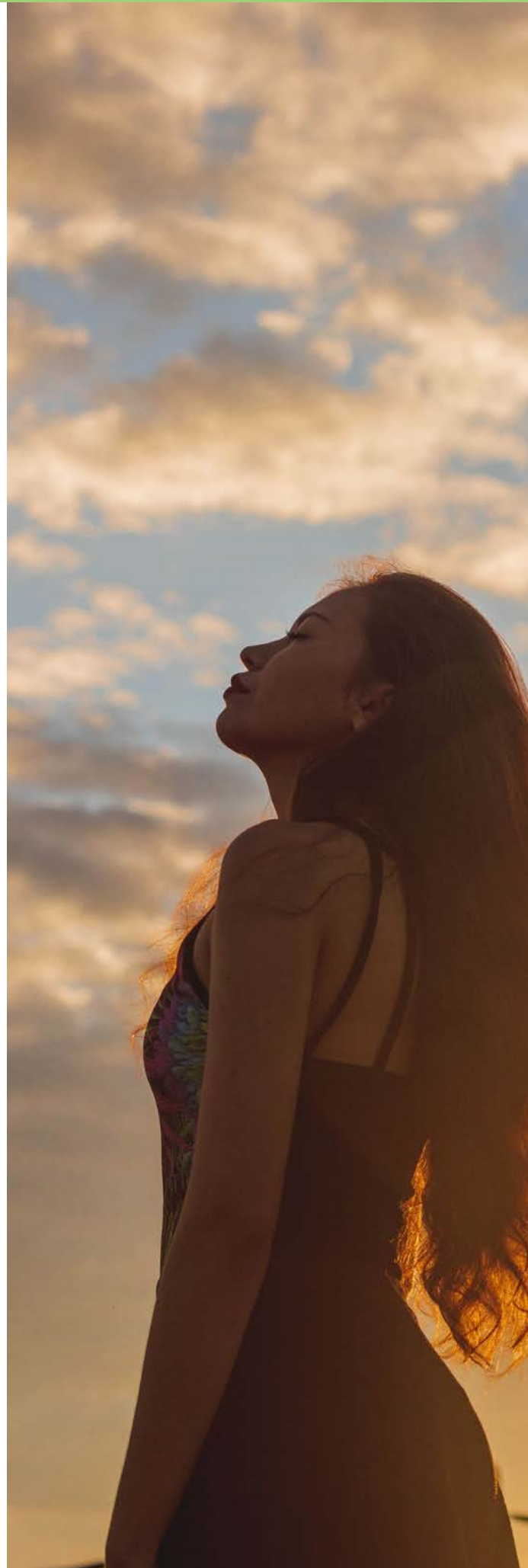
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a year's overview

WHERE WE ARE NOW

This year, DVAC has grown and strengthened in our Governance and Practice. We have responded with resilience to the challenges of increased service demand and complexity of the needs of the people who we service. We have been agile and responsive to the changing work environments due the COVID-19 pandemic and are proudly providing high quality services to people in need.

This year we completed our internal service review quality improvement action plan. The actions were borne from extensive feedback from stakeholders and the DVAC Community. We made leaps towards our commitment as a child safe, child friendly organisation and strengthened our service delivery models and program logics across all DVAC services.

This year we celebrated 25 years of providing services in our communities. Together we glammed up and celebrated all of the hard work, commitment and successes of the team, and DVAC supporters over the last 25 years. We reviewed our strategy and set a new strategy to bring us into the future 2021-2025. Our new strategy brings focus on our priorities for the upcoming years whilst also staying true to our purpose.

In May, we launched our Reflect Reconciliation Action Plan and our new website and brand. Our new brand brings the past into the present - reflecting our DVAC herstory and bringing our values to the forefront.

Our Governance continues to strengthen, with a strong focus on internal policy and systems enhancement and undertaking a governance review supported by pro bono legal advice from Minter Ellison.

We continue to strive for excellence in service delivery, practice innovation and advocacy for lasting change. We are deeply grateful to all of the DVAC community who have contributed to our success, our DVAC team of dedicated Board members, staff and volunteers. We are thankful for our community partners and the generosity of people who have donated to support the cause of DVAC in the last year. Together we are stronger, and together we work to end gender based violence in our communities. It is with great pride that we present this years Annual Report on behalf of DVAC.

Nick Thompson, Chair & Amie Carrington, CEO



STRATEGY ACHIEVEMENTS

2019 - 2021

DVAC achieved significant progress towards the strategic plan goals and spent time reflecting and developing our new strategy. Celebrating 25 years of service in our communities.

Key Indicator	Achievements
Growth and innovation in service delivery and sector relationships.	<ul style="list-style-type: none"> • Increased partnership development with Queensland Police • Expansion of Ipswich City Council partnership for annual Remembrance Day event • Time limited co-located partnership role with Liworaji Aboriginal Corporation • Joined the Management Committee for the Ending Violence Against Women Peak • Active members of key networks QSAN, SPEAQ, QDVSN, WHA
Leaders in training, activism, development, advocacy and research.	<ul style="list-style-type: none"> • Legislating against Coercive Control - QLD Women's Safety Taskforce Submission • Contribution to joint National Curriculum Review Submission and National Plan consultation. Contribution to QLD Criminal Code consultations and the QLD Women's Strategy Consultation • Leading our communities with Quarterly Practice Forums, Advocacy events and Red Rose Rallies • Social Media awareness campaigns
A responsive and innovative service informed by feedback, review and women's voices.	<ul style="list-style-type: none"> • Implemented recommendations from the Organisational Review • Implemented child friendly feedback systems to improve the way that we engage and listen to children and young people • Launched our Reflect Reconciliation Action Plan
Consolidation of infrastructure and culture.	<ul style="list-style-type: none"> • Our Leadership team strengthened their technical and adaptive skills as leaders through bespoke training and development • We embarked on systems review and document control project • Completed full review of our organisational policies • We launched a new website with improved accessibility, inclusiveness and enhanced our Organisational brand
Generation of diverse income streams.	<ul style="list-style-type: none"> • Expanded our fee for service specialist training to offer virtual training workshops • We succeeded in attracting donations to support our emergency relief support for survivors

ORGANISATIONAL STRATEGY

2021-2025

This year we celebrated the 25 years of DVAC. We are proud of our continued efforts and the meaningful change that we support in people's lives. Our new strategy builds on our strengths - our connection to community, our voice and advocates our commitment to excellence and practice innovation. We also address the challenges that we anticipate we will face as an Organisation in the short term future so that we can be resilient, continuously grow, improve and strengthen as an Organisation.

Our Vision

Reduce the prevalence and impact of gender based violence in our communities.

Our Mission

- Provide services that support survivors on their journey for safety and healing from sexual, domestic and family abuse.
- Be leaders of service excellence.
- Advocate for lasting change and accountability.

Our Values

Our values are the pillars of the Domestic Violence Action Centre and they guide our behaviors and culture. Our values are Community, Accountability, and Resilience.

Our Organisational strategic goals 2021-2025

- #1** DVAC services set a benchmark for excellence and overcome the funding challenges faced by our sector.
- #2** DVAC contributes to State and National reform bringing the voice of survivors, children and experienced professionals to the forefront.
- #3** DVAC builds on the relationships in our communities and we are inclusive and we celebrate diversity.
- #4** DVAC acquires alternative revenue streams to enhance our capacity to deliver unfunded services.
- #5** Our systems meet the complexity and needs of a growing Organisation.
- #6** Our teams are highly skilled, have pride in their work and feel that they belong at DVAC.

*Our Reflect***RECONCILIATION
ACTION PLAN**

OUR VISION FOR RECONCILIATION IS AN AUSTRALIA THAT EMBRACES UNITY BETWEEN ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AND OTHER AUSTRALIANS. OUR VISION IS WHERE THERE IS HISTORICAL ACCEPTANCE OF OUR SHARED HISTORY AND REMOVAL OF NEGATIVE RACE RELATIONS. WHERE ALL AUSTRALIANS EMBRACE THE ELDERS PAST, PRESENT AND FUTURE FOR THE STRENGTHS AND WISDOM THAT THEY BRING TO OUR NATION'S FUTURE.

The Artwork 'The Pretty Painting'**Artist Susie Klein**

This visually pretty painting hides the hurt, pain and suffering at the hands of Domestic Violence. It tells this story by using a collection of colours, marks, shapes, and symbols which, at first glance, it is easy to dismiss Domestic Violence happening in our families and across our communities.

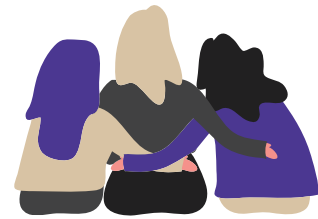
You will see in the top left-hand side of this artwork; the large meeting place symbol representing the DVAC team banding together to work on ways to provide support and ways to help those in need.

The dinawaan/emu prints, represent others who work with DVAC to help and walk the journeys of those experiencing and recovering from Domestic Violence. There are other meeting place symbols of Elders sitting at the edge of safe spaces in this artwork who come together to support DVAC in their communities.

The flowers represent those who have passed away from DV, linking them to the mourning of those left behind and the blue spinning symbols show the turmoil caused around in your head. The yellow marks and shapes, show the people who are breaking the DV cycle.

OUR IMPACT IN 2021

We provided support to more than **9,000 people**



37,288 phone calls



16,400 appointments



106% increase in Urgent Lock Changes



201 safety Upgrades



Our team included 65 staff, 25 volunteers & 4 Students



Program Logics

DVAC services work to improve the safety of women and children, and people accessing our services. We worked hard this year on evidencing our theory of change; highlighting how our Organisational vision, values and practice principles align with our service objectives and activities to create positive impacts for our clients. The result is a Program Logic for each of DVAC's services.

This is important to us at DVAC because the Program Logics show the link between why we approach our service delivery in a particular way to achieve change. It shows rationale behind our service delivery in an easily digestible and logical format to describe our service activities and interventions that bring about particular outcomes.

Our team tell us that the Program Logics have helped solidify a shared understanding of program goals, processes and the positive change we create for people who access our services. Our services are designed to reduce the prevalence and impact of gender based violence, are aligned with the Regulatory framework and have a clear logic of change.

Our services for survivors are designed to maximise the safety of women and children as the first priority. All programs start with qualified and experienced staff. Shared short-term outcomes across all Program Logics are the assessment of risk and need, improved safety, and resourcing clients to make informed decisions. Shared medium-term outcomes across our services include reduction in domestic and family violence, increased health and wellbeing and knowledge of resources. We know these are essential components in keeping woman and children safe.

SERVICE EXCELLENCE



DVAC has continued to strive for excellence in practice and innovation and completed a full service review to implement best practice in a resource stretched environment. Although it was difficult to narrow down to a single example, we have chosen to highlight the QPS Toowoomba and DVAC partnership development this year.

In January 2021, DVAC and QPS Toowoomba started an exciting and essential partnership that has seen stronger and trauma informed responses being provided by police to clients attending the Toowoomba Police Station. This work is the result of discussions with police over the past 18 months between Superintendent Mark Kelly and Kath Turley, Toowoomba Service Manager. DVAC has been able to allocate some funds to this trial co-location role that is being evaluated by QUT Social Justice Department.

Our Specialist Domestic Family Violence worker reflects, *"We have seen positive impacts for both DVAC and Toowoomba Police and a strengthened relationship with frontline officers who respond to domestic violence call outs in our community."*

Police have identified benefits of having a domestic violence worker placed at the station for real time advice and information for officers, support for survivors and information sharing for high-risk clients."

Over the trial period, 108 victims of DV have been supported by DVAC during their engagement with Police. Officers have engaged with the worker 341 times for advice or information to support their role in keeping the Toowoomba community safe.

DVAC staff have seen increased support and confidence for women reporting breaches and holding perpetrators accountable for their behaviour. We look forward to further developing the role over the next funding period and strengthening our relationship with Toowoomba Police as we work together to create a community free from violence.

ADVOCACY FOR LASTING CHANGE



At DVAC we tirelessly advocate to create lasting change to stop gender based violence in our communities. This year we had a strong voice at Local, State and Federal levels.

We led important activism events such as Domestic Violence Prevention Month marches in collaboration with local communities, Red Rose Rallies, 16 Days of Activism, and International Day for the Elimination of Violence Against Women. We celebrated and partnered on activities for NAIDOC Week, Child Protection week, and Wear it Purple Day.

Our Social Media campaigns saw an increase in followers and breadth of audience, and we launched our online Domestic violence awareness campaign and refreshed Organisational brand and website.

DVAC submitted to the QLD Women's Safety Taskforce - regarding legislating against Coercive Control.

We have been a strong voice advocating for much needed funding to meet the increased demand for essential services that we provide and for an increased commitment to Primary Prevention and work with perpetrators to end gender based violence.

DVAC is an active member of Sector Peaks and Networks such as Ending Violence Against Women Queensland, Queensland Domestic Violence Services Network, Queensland Sexual Assault Services Network, Services and Practitioners for the Elimination of Abuse Queensland and the Women's Health Alliance as well as several local level alliances and working groups in our communities and we spoke at specialist conferences.

We have contributed to joint submissions including:

- Queensland Women's Strategy Consultation 2021
- The 5th National Plan to Reduce Violence Against Women and their Children
- ACARA Australian Curriculum Review Consultation 2021
- Criminal Code (Consent and Mistake of Fact and Other Legislation Amendment Bill 2020

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2021

	2021	2020
	\$	\$
INCOME		
Grant	6,718,659	6,288,122
Government incentives	50,000	50,000
Training	61,442	43,237
Interest income	2,123	8,012
Membership	354	634
Donation	192,673	187,057
Fundraising income	-	717
Sundry income	42,353	-
TOTAL INCOME	<u>7,067,604</u>	<u>6,577,779</u>
EXPENSES		
Advertising	10,976	16,303
Amortisation expense	79,692	79,239
Audit fees	8,000	7,300
Bank charges	-	332
Client expenses	405,059	343,738
Committee & meeting expenses	13,813	5,892
Computer expenses	100,140	134,898
Consultants & contractors	15,850	15,850
Depreciation expenses	65,948	62,138
Electricity	9,268	8,444
Furniture & equipment expensed	41,279	41,274
Insurance	18,304	17,280
Interest expense	4,581	7,416
Maintenance - cleaning&gardening	73,545	35,240
Maintenance - building	12,646	26,653
Motor vehicle expenses	32,385	42,743
Postage	1,117	1,236
Printing & stationery	31,083	29,014
Rates	3,877	4,201
Rent	107,824	91,086
Security	4,188	26,677
Subscriptions & memberships	10,973	7,410
Sundry expenses	137	618
Training expenses	132,726	140,203
Telephone	78,220	80,819
Staff amenities	8,815	8,501
Staff recruitment	12,504	-
Special projects	24,918	19,628
Wages, superannuation and oncosts	5,642,319	5,325,179
TOTAL EXPENSES	<u>6,950,187</u>	<u>6,579,312</u>
Net surplus/(deficit)	<u>117,417</u>	<u>(1,533)</u>
Income tax expense	-	-
NET SURPLUS/(DEFICIT) AFTER INCOME TAX	<u>117,417</u>	<u>(1,533)</u>
OTHER COMPREHENSIVE INCOME		-
TOTAL COMPREHENSIVE INCOME	<u>117,417</u>	<u>(1,533)</u>

Domestic Violence Action Centre Inc.

ABN 91 593 855 217

Statement of Financial Position

As at 30 June 2021

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents	3	1,278,591	1,009,175
Receivables and other debtors	4	31,284	14,514
TOTAL CURRENT ASSETS		<u>1,309,875</u>	<u>1,023,689</u>
NON-CURRENT ASSETS			
Receivables and other debtors	4	18,143	18,143
Financial assets	5	10	10
Property, plant and equipment	6	668,175	692,698
Right-of-use assets	7	75,093	147,536
TOTAL NON-CURRENT ASSETS		<u>761,421</u>	<u>858,387</u>
TOTAL ASSETS		<u>2,071,296</u>	<u>1,882,076</u>
CURRENT LIABILITIES			
Trade and other payables	8	529,478	476,167
Lease liabilities	9	78,370	80,784
Provisions	10	430,307	366,955
TOTAL CURRENT LIABILITIES		<u>1,038,155</u>	<u>923,906</u>
NON-CURRENT LIABILITIES			
Lease liabilities	9	-	71,404
Provisions	10	88,954	59,996
TOTAL NON-CURRENT LIABILITIES		<u>88,954</u>	<u>131,400</u>
TOTAL LIABILITIES		<u>1,127,109</u>	<u>1,055,306</u>
NET ASSETS		<u>944,187</u>	<u>826,770</u>
EQUITY			
Retained earnings		835,442	718,025
Reserve		108,745	108,745
TOTAL EQUITY		<u>944,187</u>	<u>826,770</u>

ACKNOWLEDGEMENTS

DVAC is able to provide our quality services due to the funding support provided by the Queensland Government



*THANK
You*

DVAC Emergency Relief and supports are funded through the generous donations and support from the community. We would like to acknowledge the inkind or financial support of:

Beyond CRM	Myer Community Fund
Biddeston State School	Older Mens Network
Bremer Waters	Peppermint Stitches
Brisbane Vintage & Collectables Op Shop	RAAF Base Amberley
Busy Bee's – Toowoomba	Percy Moody
C3 Church Springfield	RAAF Base Amberley
Centenary Heights State High School	Rapid Relief Team - Toowoomba
City Hope Church	River 94.9
City Women	Riverlink Shopping Centre
Commonwealth Bank Springfield	RizeUp
CWA Boonah	Rosewood Yoga group
Department of Housing	Rotary Club Ipswich
Fairholme College	Rotary Club of Ipswich City
Friends with Dignity	Salvation Army Ipswich
Good360	Share The Dignity
GWI	Soroptimist International
How To People	Springfield Chamber of Commerce
Ikea	St Mary's Parish Ipswich
Ipswich Catholic Community	St Theresa's Parish
Ipswich City Council	The Nappy Collective
IYAC Ipswich Youth Advisory Committee	Toowoomba Golf Club Women's Committee
Jennifer Howard MP	Uni Links Child Care Centre
Power Tynan Accountants	Wesnet
Lions Club	Whitehill Road Churches of Christ
Loan Market	Zephyr Education
Lutheran Bargain Centre	Zonta Ipswich
Minter Ellison	

A special thankyou to all of the generous individuals who made donations directly to DVAC

“We are inspired every day by the determination and resilience of the people who we service. We thank you for your trust and your openness to work together to create a more positive future free from gender-based violence.”



(C) Artist Hunna Bee

