



DOMESTIC
VIOLENCE
**ACTION
CENTRE**
SERVICE AGAINST
SEXUAL VIOLENCE

Annual General Report

2018-2019



Vision Statement

“A community free from violence and abuse”

Philosophy

“That recognises gender inequity as the underlying cause of domestic/family and sexual violence where the majority of people subjected to violence and abuse in personal relationships are women and children”



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Board of Management Report

Consolidation

After significant growth and change over many years, DVAC has this year prioritised service consolidation and affirming positive organisational culture. This has seen the Board focus on supporting the organisation to benchmark and build upon best practice in meeting the needs of victims and survivors of violence across our serviced communities. A large portion of this work has entailed a project officer reviewing and updating policies, procedures and practice guidelines to streamline and make clear internal and external processes attached to the work DVAC undertakes. Coordinating and collaborating with the entire DVAC team to achieve this consolidation has been a significant task and we thank the team for their achievement of this strategic goal.

This consolidation has culminated in committing to complete a service review across the entire organisation, with the primary focus of enhancing the service experience of victims and survivors of violence, their needs, and the optimum assistance that DVAC can provide with the funded resources we receive. This work is still being finalised with a view that recommendations attached to the review will be completed in early 2020. Amongst consolidation, the Ipswich site was also successful in receiving Women's Health and Wellbeing Service funding, requiring the team to be operational and delivering this service within tight timeframes. The Board would like to acknowledge the hard work of all involved in rolling out this new service whilst maintaining and consolidating existing services.

Leadership Training

As part of consolidation, the Board felt it important to invest in leadership training for the entire organisation's personnel. As a feminist service, the Board see our team undertaking huge leadership roles right throughout the organisation on a daily basis, from advocating for women, to working through systems that can be challenging for victims and survivors of violence. The Board felt it very important to refine and define leadership for the entire team and to assist and support staff development. The Board also took part in leadership training with the senior leadership team to affirm that we were all working towards the same goals and priorities when it came to leadership and accountability of the service.

New Model Rules

The model rules work group completed a draft proposal of new model rules that will prioritise the organisation's reputational risk over Board members' appeal rights where allegations of inappropriate behavior are investigated. This is alongside with improving financial accountability and meeting requirements attached to governance. The Board felt it important to modernise and review existing rules to keep DVAC positioned strategically well into the future.

Board Changes

Stephanie Francis stood down from the Board due to work commitments earlier in the year, and the current Board would like to thank Stephanie for the service she provided to the organisation. As a lawyer, Steph assisted DVAC's decision making and we very much appreciated her advice, input and support particularly with the Model Rules Working Group. Debbie Render and Sheryl Moores have also joined the Board this year, increasing our group to six members. Both Debbie and Sheryl have business and financial experience and are much welcomed additions to DVAC's governance structure. Thank you also to our ongoing Board members, Robyn Forward, Laura Marschke and Susie Klein for your substantial contribution over the past 12 months.

The Board would like to thank all service partners, staff and clients who have taken part in the service review of DVAC. We also acknowledge the very important work that the entire DVAC team achieve in supporting victims and survivors of violence. The Board will continue to work to make sure that the overarching values of the organisation and leadership displayed in confronting gendered violence are maintained and strengthened. This aligns with the organisation's mission and strategic vision, and it is most important that DVAC is guided by the lived experience of those community members who rely on our service for support.

Nick Thompson
Chairperson



CEO's Report

AGM time has come around again and another big year for DVAC and the Service Against Sexual Violence.

We have spent most of the year consolidating the explosive growth we have had in the last three years. All our staff and volunteers have been exceptional during the growth and change we have had, and we truly value the hard work and passion that is exhibited every day. To illustrate the demand, we are facing across both service sites, we made and responded to 32,111 phone calls in 2018 with people and stakeholders accessing our services regarding client-related matters, for all our initiatives combined.

As always, we have exceptionally generous communities and corporate partners, and have enjoyed doing work with the Microsoft Team in Brisbane who have several staff donating their pro-bono hours to help us improve our understanding of Microsoft 365. We also want to thank Minter Ellison for their ongoing pro-bono work, as it enables us to ensure we are diligent in our management of contracts and other legal matters.

DVAC were grateful to receive a Gaming Grant to assist us to upgrade all our laptops, supporting staff to access our database and resources in a more time efficient manner. Our community members continue to donate food hampers, home-made blankets, toiletries, nappies, new clothes, handbags, and many other necessities for

women, children and young people escaping violence or needing additional support. Our Being Heard performance was fantastic this year due also to a very generous donation from the Clem Jones Foundation, enabling us again to hire the Civic Centre in Ipswich.

Biddeston State, Springfield Chamber of Commerce, Lutheran Bargain Centre and Ulysses Club Inc Ipswich Branch all raised significant funds towards our Emergency Relief funds which go to families traumatized by Domestic & Family Violence and Sexual Violence. We continue to be eternally grateful for all the donations we receive, as we rely on these funds to assist those who desperately need it.

I want to thank also all the service users, partners and stakeholders we work with every day. Thank you for the honest and valuable feedback you have given during our service review. We have heard it all and are working hard on looking at how we can implement recommendations that have come out of this feedback. We will send around updates following the review process and are excited about improving our responsiveness and services even further.

Gabrielle Borggaard
CEO



Business Manager's Report

I am pleased to present audited financial statements for the year ended 30 June 2019 for Domestic Violence Action Centre.

This financial year DVAC reported a total revenue of \$5,897,732 allowing the organisation to continue operations. As stated in the independent audit report DVAC is financially viable and is compliant with applicable Australian Accounting Standards.

DVAC has seen a steady organisational growth over past three years. The Board, CEO and Business Manager have worked together to ensure that the growth is financially sustainable.

I would like to take this opportunity to thank all of our financial supporters, members and staff for their ongoing

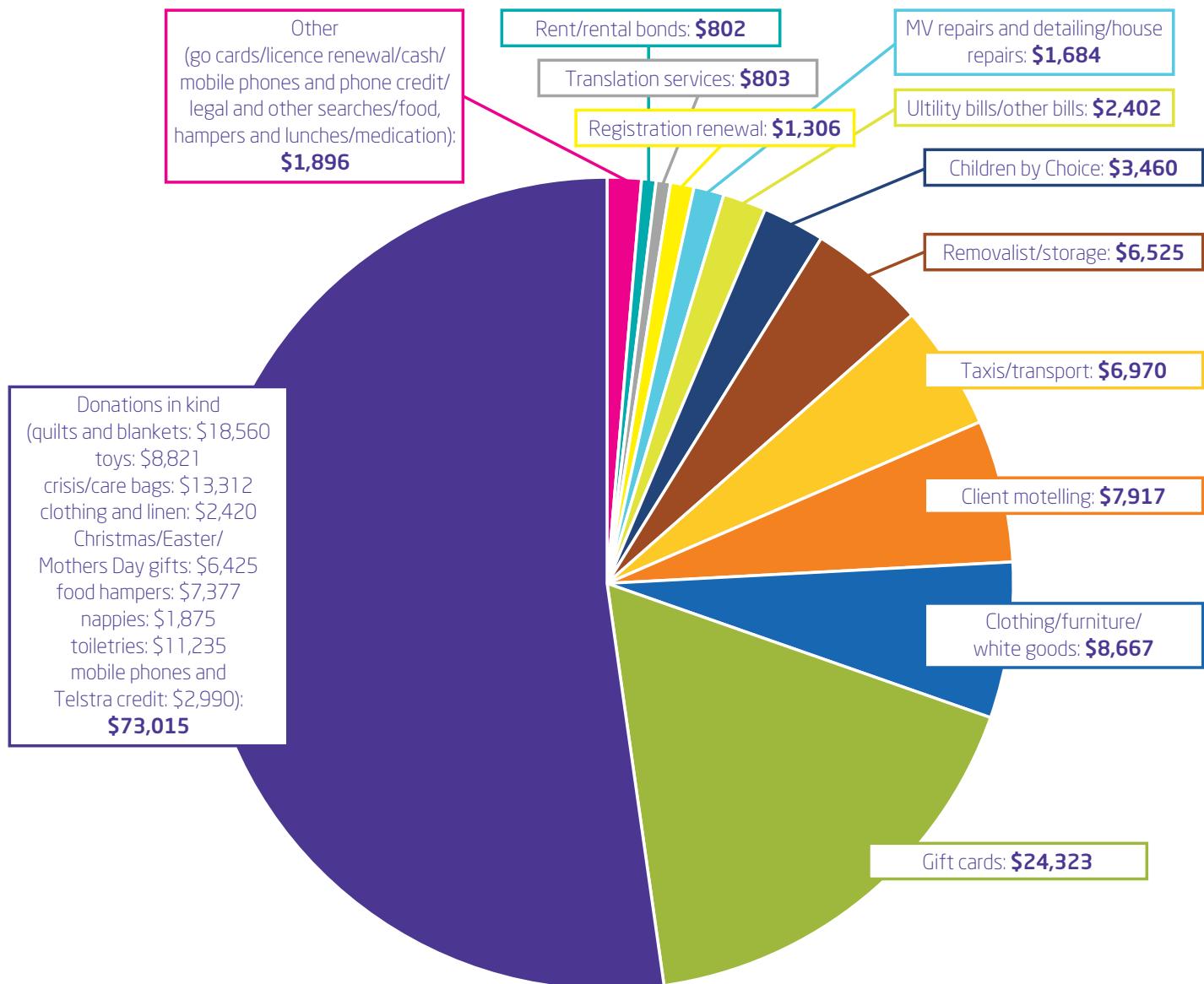
support, commitment and dedication to the organisation. Together we will work towards creating freedom from gender violence.

Thank you to our Administration Team for all your hard work and enthusiasm. Not having Admin Professionals is like missing the backbone in a successful organisation. Shine on Team, well done. Thankyou for all your dedication and support.

Jodie Redenbach

Business Manager

Emergency relief funded out of donations for the year ended 30 June 2019



Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2019

	2019	2018
	\$	\$
INCOME		
Grant	5,609,711	4,796,817
Training	71,968	18,948
Interest income	18,548	15,729
Membership	724	593
Donation	163,726	276,541
Fundraising income	3,425	3,160
Sundry income	29,630	21,668
TOTAL INCOME	5,897,732	5,133,456
EXPENSES		
Advertising	11,536	17,207
Audit fees	6,300	4,800
Bank charges	283	229
Client expenses	354,094	259,613
Committee & meeting expenses	3,110	6,392
Computer expenses	103,543	99,522
Consultants and contractors	15,850	15,850
Depreciation expenses	75,623	84,837
Electricity	8,117	2,153
Furniture & equipment expenses	21,439	10,210
Insurance	16,329	14,681
Maintenance - cleaning & gardening	19,659	21,772
Maintenance - building	18,873	12,685
Motor vehicle expenses	82,234	71,818
Postage	1,520	1,510
Printing & stationery	31,003	24,660
Rates	3,619	4,157
Rent	190,231	170,759
Security	13,848	7,212
Subscriptions & memberships	7,306	13,156
Sundry expenses	5,044	200
Training expenses	147,126	103,047
Telephone	75,647	55,609
Staff amenities	8,469	7,319
Special projects	30,240	29,704
Wages, superannuation and oncosts 2	4,654,787	3,904,993
TOTAL EXPENSES	5,905,830	4,944,095
Net surplus/(deficit)	(8,098)	189,361
Income tax expense	-	-
NET SURPLUS/(DEFICIT) AFTER INCOME TAX	(8,098)	189,361
OTHER COMPREHENSIVE INCOME	-	(49,000)
TOTAL COMPREHENSIVE INCOME	(8,098)	140,361



Statement of Financial Position

For the year ended 30 June 2019

	2019	2018
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	860,002	940,193
Receivables and other debtors	15,388	51,798
TOTAL CURRENT ASSETS	875,390	991,991
NON-CURRENT ASSETS		
Receivables and other debtors	18,142	18,142
Financial assets	10	10
Property, plant and equipment	690,850	735,574
TOTAL NON-CURRENT ASSETS	709,002	753,726
TOTAL ASSETS	1,584,392	1,745,717
CURRENT LIABILITIES		
Trade and other payables	447,770	670,585
Provisions	245,802	177,101
TOTAL CURRENT LIABILITIES	693,572	847,686
NON-CURRENT LIABILITIES		
Provisions	58,872	57,985
TOTAL NON-CURRENT LIABILITIES	58,872	57,985
TOTAL LIABILITIES	752,444	905,671
NET ASSETS	831,948	840,046
EQUITY		
Retained earnings	723,203	731,301
Reserve	108,745	108,745
TOTAL EQUITY	831,948	840,046



Toowoomba Service Manager's Report

Again, another fast paced, action filled year for us here in Toowoomba.

While time appears to have passed so quickly, I am aware there has been a huge amount of work that all the staff in the Toowoomba office have contributed to. This has occurred across all initiatives and we have had amazing outcomes for women and within the community.

The service has again grown with the addition of the Youth Sexual Violence Service and another Men's Behaviour Change Program being run in Dalby. Having the opportunity from the Department of Child Safety Youth & Women to increase services without having to apply for tenders makes the work so much easier. I feel confident that we are on the right track and providing the right support when the Department makes an offer like this - if only it could happen more regularly.

Some of the highlights from the last year include:

External training opportunities

We delivered fee-for-service training to services in the Paroo Council region at Chinchilla. The two- day training was well attended, and it provided our DV Practitioner who delivered the training with the opportunity to connect with some of our sister and support services operating in the Far South West.

We completed the contracted training to the Roma Lifeline DV Service in August. Some of the training was delivered in Roma, and we provided two opportunities for the Far South West DV service staff to come into DVAC Toowoomba office. This proved to be a very useful opportunity for their staff to look at the processes we use at DVAC, the work undertaken in the crisis team and to observe the Men's Group.

Community Events

Our Walk Against Domestic Violence and Remembrance Ceremony was again well attended. The dedicated



Domestic Violence Magistrate for Toowoomba was our guest speaker, providing those in attendance with a full understanding of the court processes, as well as the number of matters that are going through the local court system. The Walk is an important event in raising awareness and this year we encouraged a number of schools and students to be involved. It was great to see the students attend and paint their own posters to display during the walk.

We joined our sister DV services across the state in Red Rose Rallies. Unfortunately, two rallies occurred in a matter of weeks. We will continue to promote these Rallies as an opportunity to stand together to raise awareness of women being killed through domestic violence.



DVAC also decorated a tree for the Warwick region's Jumpers and Jazz Festival - not a winner though highly commended, and it proved to be a good talking point within the local Warwick community.

We are also so grateful to the local Toowoomba and Darling Downs districts for their ongoing generous support and donations - without this assistance we would not have been able to provide invaluable financial and practical support to our clients. A special thanks to Warwick Safe Haven, Biddeston P&C, Dignity First, Busy Bees and ladies from the Middleridge Golf Club.

Finally, I want to thank all the staff in the Toowoomba office - you have all worked so hard in providing support to the clients who have used the service in the last 12 months. It is a privilege to work alongside you all.

Kathleen Turley

Service Manager - Toowoomba



Ipswich Service Manager's Report

This past year has seen more growth and an increasing number of new staff joining our teams. We have recognized that rapid expansion in our service means some of our processes and service frameworks need updating and have put a lot of drive and energy into improving them.

We have all worked to make our processes the best to support our innovative and effective service delivery. In addition, DVAC committed to a review of the service to make sure we keep service users at the centre of our work, supporting those who experience domestic, family or sexual violence.



In relation to service delivery, this year has seen the introduction of the new Women's Health and Wellbeing Team at our Ipswich site, addressing some of the ongoing barriers that are experienced after crisis for families experiencing domestic, family or sexual violence. We have experienced an ever-increasing amount of cases being referred to our Liaisons and the High Risk Team within our Integrated Response Team. A major change for the Safety Team has been the separation of the intake and assessment function, and more of a focus on short term safety management. The Counselling Team has seen a number of new skilled staff join them and has a sustained high demand for service across their programs. Our Community Development Worker and Schools Educator have developed some ground-breaking work such as training to deliver Our Watch Training and of course the amazing 'Being Heard' Performance.



In 2018-2019 we have shown our commitment to our partnership with Universities in our area and beyond by providing several students with placements. We have also continued our commitment to sharing information and learning on responding to domestic, family and sexual violence (DFSV) with key partners through our quarterly practice forums and training. Last year we delivered Safe and Together Training in Ipswich, Toowoomba, Gatton and Mackay. We also delivered numerous training sessions to local stakeholders.



I am again so impressed with the sensitive and knowledgeable support that all staff have provided to our service users. They are a credit to the organisation. I also want to thank our partner agencies for their continuing support for our work and commitment to providing an effective response to DFSV in the Ipswich area.

Dawn Osborne

Service Manager - Ipswich



Ipswich Safety Team Report

The Ipswich Safety Team provides crisis support, case management and supportive counselling to assist women and children who have current safety concerns.

This can include assisting to access urgent safe accommodation, safety planning, DVO application support, providing information and referrals, advocacy, DV awareness, emotional support and practical short-term case management. Practitioners also provide support on the Intake and Assessment crisis phone line.

Our team is made up of six passionate and dedicated DFV practitioners providing support to the Greater Ipswich region and providing outreach support specific to the Goodna and Springfield, Somerset and Lockyer Valley areas, as well as an additional practitioner who co-ordinates our Safety Upgrades Initiative and Keeping Women Safe in the Home program (KWSITH).

June 30 2019 saw funding for KWSITH three-year trial come to an end. DVAC was one of the four regional DFV services that was chosen to participate. This program provided support to women experiencing

high risk DFV and women who were highly vulnerable and experiencing ongoing DFV. Brokerage was used to provide participants with a range of safety measures including CCTV, personal duress alarms/monitoring, and technology based sweeps and assessments. During this time, DVAC supported 167 clients in total.

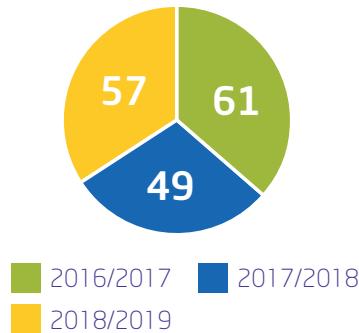
Additionally, under the Safety Upgrades program in 2018-2019, 74 women/families were provided with home security enhancements including lock changes, security doors or screens, sensor lights, etc.

Both of these programs have been consistently supported by local businesses who have collaborated with DVAC to ensure security enhancements are completed quickly and respectfully. We extend our huge appreciation for their ongoing support.

Sharon Monteith
Safety Team Leader - Ipswich

“DVAC is my big support in my life.”

KWSITH 2016-2017



Toowoomba Safety Team Report

The Safety Team in Toowoomba have had another busy year with crisis calls, Women's Health and Wellbeing Support, Safety Upgrades, our Child Safety Liaison position and Court Support in Toowoomba, Oakey, Dalby, Warwick, Stanthorpe, Pittsworth, Chinchilla and Goondiwindi.

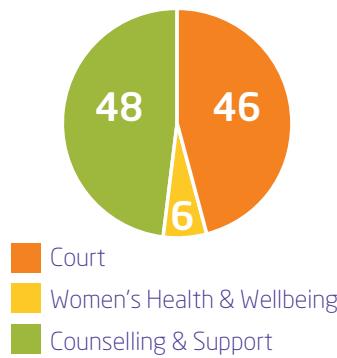
Additionally, the team have participated in range of community initiatives and been guest speakers at events including the Toowoomba DV Summit, the School Leaders projects that ran across the city and assisting with DFV training for staff across government and non-government organisations. Breakup of support over the past 12 months:

- 261 women in Women's Health & Wellbeing
- 2018 individuals (male and female) provided court support
- 2142 individuals provided counselling and support (includes women's counselling).

The Safety Team have been lucky enough to have four amazing Court Volunteers who selflessly work alongside the staff to provide support and two students who have assisted us in so many ways. The donations and community support we have received has meant that we have been able to offer over and above what we are funded to do in many cases. What a fantastic year of collaboration it has been throughout our region.

Sarah Warner
Safety Team Leader - Toowoomba

Toowoomba Safety Team Initiatives



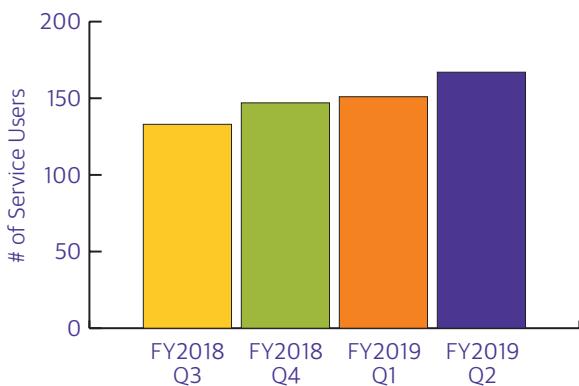
Ipswich Counselling Team Report

DVAC continues to strive to support survivors to recover from their experiences of domestic and family violence (DFV) and sexual violence, to lead richer lives and repair from the trauma in their past, creating a safer and more connected future.

We have an experienced and passionate counselling team who are dedicated to helping women, young people, children and some men (especially in the Sexual Violence Program) recover from their traumatic experiences.

Service Against Sexual Violence

Our Service Against Sexual Violence (SASV) is now over three years old and our four workers that work across two full-time equivalent positions continue to provide counselling and therapeutic support to survivors of sexual violence over 14 years old regardless of gender, and their safe caregiver or parent. We continue to experience high numbers of referrals, including children under 14 and acute sexual assault cases, despite the program's funding in response to need for historical sexual abuse counselling.



Fiscal Year/Quarter	FY2018 Q3	FY2018 Q4	FY2019 Q1	FY2019 Q2
Sexual Violence Program	133	147	151	167

Women's Counselling Program

Our Women's Counselling Program continues to provide counselling and support to women and survivors of domestic and family violence. We have two amazing and experienced counsellors within this program - one full-time and one part-time counsellor who provide women opportunities for recovery, reflection and healing from their experiences.

Family Counselling Program

Our Family Counselling Program continues to provide counselling and therapeutic support for children, young people and their safe and non-offending caregiver to recover and rebuild from traumatic experiences of domestic and family violence. This systemic approach is informed by attachment, trauma and DFV knowledge and skills to be able to work with the family creatively and safely. We have 3 workers across 1 full-time and 2 part-time positions.



Fiscal Year/Quarter	FY2018 Q3	FY2018 Q4	FY2019 Q1	FY2019 Q2
Children's Counselling and Support	175	197	185	196

Our women's group and kids' life skills group continue to take expressions of interest and provide groups for women and children respectively to connect with others, and empower them.

We continue to have a constant demand for these counselling and therapeutic programs due to high numbers of individuals and families contacting us for counselling and support. We recognize the privilege it is to be able to work with resilient and courageous child, adolescent and adult survivors, in creating the space to heal from trauma and speak up against their experiences of domestic and family violence and sexual violence.

Kelly Holcroft

Counselling Team Leader - Ipswich

Fiscal Year/Quarter	FY2018 Q3		FY2018 Q4		FY2019 Q1		FY2019 Q2	
	# of Service Users (Outcome)	# of Files (Outcome)	# of Service Users (Outcome)	# of Files (Outcome)	# of Service Users (Outcome)	# of Files (Outcome)	# of Service Users (Outcome)	# of Files (Outcome)
Women's Counselling	70	70	40	42	81	85	43	44

Toowoomba Counselling Team Report

Since commencing in the role of Toowoomba Counselling Team Leader in April 2019, I have discovered a team of dedicated and passionate workers. The last few months has seen the team come together to encourage better and more creative practice. This report will focus on the last five months.

The Women's Counselling initiative continues to receive steady referrals. The months of September and October have seen a slight increase in numbers. Part of this initiative also provides support to the female partners/ex partners of the men attending the Men's Behavioural Change Program through the Women's Advocate program.

The Service Against Sexual Violence continues to provide support to the Toowoomba region. In early October DVAC Toowoomba was able to fill the position of Youth Sexual Violence Counsellor.

The Men's Behavioural Change Program now facilitates three groups within the Toowoomba region. Two in Toowoomba, morning and evening, allowing flexibility for men who work. The third group has just commenced in Dalby. The Dalby group is part of a one-off funding by the Department. Dalby was chosen as a second site due to enquiries from Dalby Probation and Parole. Both facilitators completed the Duluth Training in May.

The Family Counselling program continues to grow and

provide creative counselling and therapeutic support for children, young people and their safe and non-offending caregiver to recover and rebuild from traumatic experiences of domestic and family violence. Some staff have undertaken Play Therapy training to increase their knowledge around trauma-focussed integrative play therapy.

Some of the professional developmental opportunities have included: attendance at Practice Forums, hosting a stall during Mental Health Week, attending stakeholder meetings, advocacy, Leadership Coaching and support with Penny Gordon, DVAC's review process, hosting two day DV training in Cunnamulla, and DV Workforce Forum hosted by ANROWS and Healing Foundation.

A huge thank you to the DVAC Teams for their support.

Every day I come to work knowing that I stand in strength and solidarity with wonderful women and men who make me laugh, make me dream, make me believe that a world free from violence is possible, make me reflect, make me feel ok to do silly things and best of all make me not alone in the world.

Jennyne Dillon
Counselling Team Leader



Integrated Response Team

The Integrated Response Team (IRT) is in its second year of operation and has continued to successfully build partnerships with stakeholders and clients to creatively deliver a service response that meets the needs of women and children in our community.

I am incredibly proud of my team and their passion and dedication to creating safety and ensuring that the dignity of all clients is held at the forefront.

As the Team Leader, I have been working closely with the Integration Manager from the Department of Child, Youth and Women to strengthen the integrated service response in Ipswich. The IRT is a wonderful example of the strength in partnerships in a functioning integrated service system, but there is always room for growth and improvement.

The IRT is made up of the following roles:

Health Liaison

- Partnership is very strong with a steady influx of referrals. A large bulk of these referrals are from The Emergency Department and the Antenatal space.
- The Health Liaison worker is on site at Ipswich Hospital on Thursdays and attends other days as needed to assist with crisis presentations.

Child Safety Liaison

- In the last 12 months there has been an increase of referrals from the Investigation and Assessment Teams at Child Safety. This has allowed The Child Safety Liaison to be involved at the earlier assessment phase and bring in a DFV lens with a Safe and Together Framework.
- The Child Safety Liaison has also been attending Practice Panels as a critical friend to ensure that a DFV lens is included in the ongoing planning for families impacted by DFV.

Court Advocate

- This year has seen very large numbers of matters being heard at Ipswich Court and as a result, a decision was made to move to two days for DVO matters.
- The Court Liaison provides specialist DVO support to internal DVAC staff and women with complex cases.



“Coming together is a beginning. Keeping together is progress. Working together is success”.

- Continues to coordinate Court volunteers. We thank our Volunteers for the amazing contribution they have made to our team.

High Risk Team Coordinator

- DVAC continues to operate as the lead agency for the Ipswich High Risk Team (HRT). Since becoming operational in February 2018 there have been over 250 referrals.
 - The High-Risk Team Coordinator has been heavily involved in developing relationships with the Core Members of the HRT as well as the associate members who are able to refer in to the HRT.
- There have been significant successes in the HRT due to ongoing collaboration that focuses on reducing the risk for victims while holding perpetrators to increased accountability.

DFV Practitioner

- This role provides support to all programs within IRT and can meet service needs as required. The flexibility of this role is beneficial to the whole team and the clients that are supported.

Senior DFV Practitioner - Mercy

- In this role the DFV practitioner attends DVAC one day a week and spends four days based at Mercy Family Services in Ipswich.
- This role plays a critical part in upskilling and supporting staff at Mercy around assessing risk and responding safely to Domestic and Family Violence.
- This role also provides the space for the Safe and Together Framework to be used in working with women and children experiencing DFV and case planning with perpetrators.

Natalie Williams

Integrated Response and Prevention Team Leader

Education and Training

Being Heard is kicking goals... winning awards such as the Child Safety Award and Ipswich Crime and Prevention Award, waiting lists for schools wanting to participate, and having VIPs such as the Honourable Di Farmer, Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence, attend our end of program public performance.

This year's breakdown:

Ipswich SHS, Redbank Plains SHS, Girls Grammar, Forest Lake SHS and Hymba Yumba.

- 1,728 students = Initial program (full year levels)
- 235 students = Intensive program (volunteer students)
- 78 students = Performed at the Ipswich Civic Centre
- 497 audience = Performance guests (conclusion of program)

Sinead Nunan
Community Education and Training Officer



You are actually making a stand by doing this, and it's a powerful message. It's been an absolute honour being here tonight.

**The Honourable
Di Farmer**

67%
increase for students becoming **very informed** on the subject of D&SV.



“ I want our stories to mean something.

BEING HEARD = PEACE

It brings communities together.

Student Quotes

Community Development

It's been another event filled year for the community development aspect of DVAC's work. In addition to the events highlighted below DVAC's community development worker has delivered more than 20 presentations, forums and talks to over 650 people across the greater Ipswich region.



Key Events for 18/19

- DVAC participated in NAIDOC events at Ipswich and Laidley
- Sexual Violence Awareness Month Event - 175 people came down to Ipswich USQ to hear from writer and social commentator Clementine Ford
- 16 Days of Activism against Gender-based Violence campaign was delivered via social media.
- DVAC held the annual Domestic Violence Candle Vigil and Remembrance March on May 1st with over 100 people in attendance.
- DVAC celebrated International Women's Day with over 100 women by attending a movie screening of 'On the Basis of Sex'
- DVAC participated in Multicultural events such as the AAWA hosted Domestic Violence Prevention Month event and a breakfast hosted by ECCQ for Queensland Multicultural month.

Annie Douglass

Community Development Worker

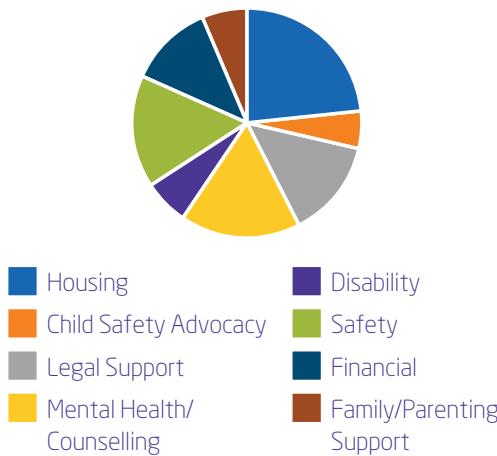


Women's Health and Wellbeing Team

The Women's Health and Wellbeing team commenced on 28 November 2018. Over the past year, it has been exciting to watch our team develop. Specifically, how we have developed our case work approach to be able to support and partner with women regarding a broad range of issues. We have a team of professional, hard-working, skilled and compassionate women.

With women and families, we work to identify and break down the barriers to their long-term recovery "to claim their lives back" after surviving domestic and family violence. This work involves addressing the gaps in service delivery to increase access to resources in order to empower women and their families to break the cycle of crisis and violence.

Primary Reason for Referral



families have sought support from our team.

Our team is made up of five Domestic Violence Practitioners, including two part-time roles. We cover the Greater Ipswich region and we aim to respond with outreach support wherever our clients need. One of our practitioners spends one day a week in Beaudesert. We

have worked to develop strong partnerships with services in the Beaudesert community in order to add value to the existing support agencies. Partnerships within the community is also an important part of our work in Ipswich, where collaborating with stakeholders and coordinating case work for our clients is important.

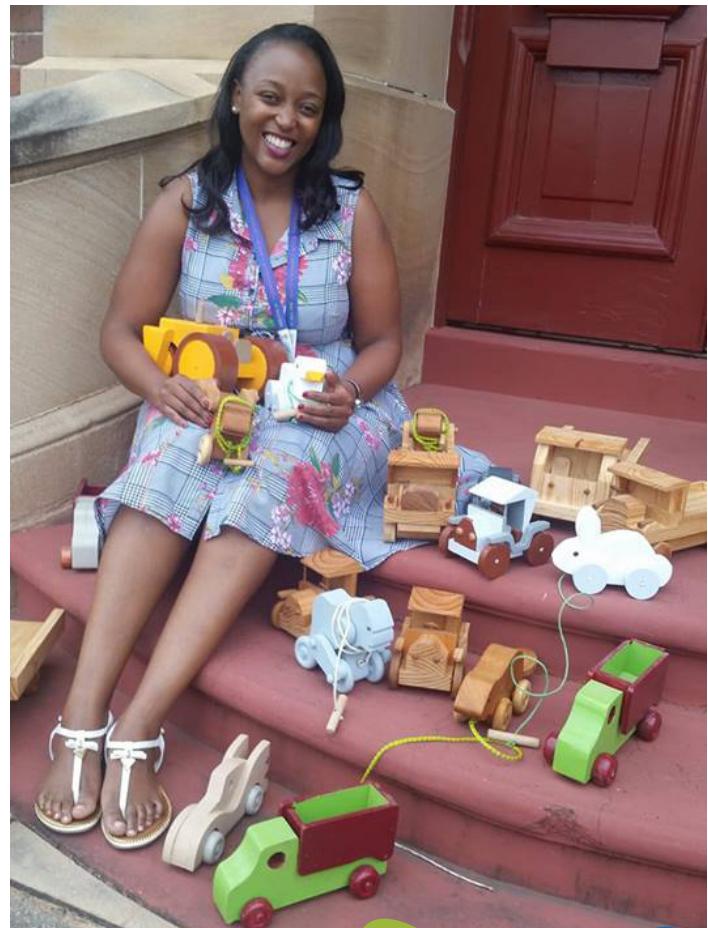
Laura Waddell

Women's Health and Wellbeing Team Leader

Our team focus is:

- Access to employment and training
- Building financial capacity
- Support women and families with disability to have a voice and access to resources
- Access to safe, stable and affordable housing
- Supporting women and families who are culturally and linguistically diverse
- Court and legal advocacy and support
- Supporting and advocating women's access to appropriate mental health support
- Working with families to support healthy relationships, parenting, and attachment through emotional and practical support

Since our commencement, we have worked with approximately 145 clients. The diagram (centre) provides a snapshot of the primary reasons why women and their



Acknowledgements

Funded by



The Department of Child Safety Youth and Women funding for:

The Resource Service; Counselling and Support; Court Support Initiative; Integrated Response; Children's Counselling and Support Initiative; Perpetrator Intervention Program; Women's Health & Wellbeing Program; Sexual Violence Program; Safety Upgrades Program; Keeping Women Safe in their Home Trial and DV Prevention Month Grant.

Thank you sponsors and supporters

Minter Ellison	ANZ Gatton
Clem Jones Group	Ann Williamson
Microsoft	Phuong Nguyen
Springfield Chamber of Commerce	Brisbane Vintage & Collectables Op Shop
Nappy Collective	Ipswich Lutheran & Bargain Centre
Men's Shed Kalbar	Teen Challenge
USQ Springfield	Hands for Homeless
Share the Dignity	CWA Boonah
The Quiltmakers of Peppermint Stitches	C3 Church Springfield
Depart Education Metropolitan Region (HR)	Lions Club of Ipswich
Rotary Club Ipswich North	Best Employment
RizeUp Australia	Biddeston State School
City Hope Care	Parishioners of St Theresa's Parish Toowoomba
Annette Boyle	Springfield Yarners Group
Pat Hannam	Toowoomba Golf Club Ladies Committee
Judith and Robin Hill	Commonwealth Bank Australia - Toowoomba branch
St Andrews Springfield Anglican Church	Warwick Safe Haven
Gemma Jensen	Biddeston P&C
Eileen McKenzie	Dignity First
Collection House	Busy Bees

Various wonderful individuals and groups in our community directly donating to our service or through www.givenow.com.au/dvac

"I commend the efforts and appreciate everything you do. I wouldn't have made it this far without you all."





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