



DOMESTIC  
VIOLENCE  
ACTION  
CENTRE  
SERVICE AGAINST  
SEXUAL VIOLENCE

# Domestic Violence Action Centre Annual Report

2019-2020

PASSIONATE  
LEADERS CREATING  
FREEDOM FROM  
GENDER-BASED  
VIOLENCE



# Acknowledgement

We acknowledge the Traditional Custodians of the land on which we work and live, and recognise the continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

## DVAC Philosophy Statement

The Domestic Violence Action Centre (DVAC) provides high quality services to women, children and young people who have experienced domestic and family violence in the Ipswich, Toowoomba and surrounding regions. DVAC works from a feminist perspective. We have a gender analysis of domestic violence that understands that domestic and family violence is a result of systemic power imbalances and inequalities. We acknowledge the intersectionality of the many barriers that exist for women and their families as they seek safety and support, and that women from diverse backgrounds can face particular and unique barriers. We are strong advocates for change on all levels. We actively stand against all forms of oppression (including racism, sexism, ableism, homophobia, and multiple other forms of oppression) and believe in the right of justice, equality and fairness for all.

We regard women as the experts over their own life and we see our work as a partnership that is respectful, transparent and accountable. We work from a relationship based approach where we are committed to sharing information, validating choices and ensuring we provide a safe space that is non-judgmental and at all times supportive.

We apply the same set of values and principles to all levels of our work – with clients, with colleagues and in our valued relationships outside of our Organisation. We aim for a high level of integrity in all aspects of our work and we welcome feedback and input from all those involved with our service.

Through high quality service delivery combined with education, training, awareness raising and activism against violence in all its forms, our hope is to use our passion as leaders to create a world free from gender based violence.

Our Values are: **SAFETY, ACCOUNTABILITY, SUPPORT & ACTION**



Clients are not photographed within this report.  
Names in stories have been changed in the interests of privacy.  
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The photographs used within the report are a combination of purchased imagery and rightfully owned images of DVAC

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“ I don't think I would still be alive, if it weren't for the support from DVAC. ”

Survivor

## Message from the Chairperson



**Nick Thompson**  
DVAC Chairperson

Reflecting on the last twelve months, it's clear that change has been something the DVAC team have been presented with, adapted to and worked to embrace. The Board would like to acknowledge the work of all staff in being open, resilient and adaptable to the complexity that 2020 has provided to both the agency and the clients we serve. We'd also like to thank the team for continuing to hold on to and promote DVAC's culture, values and mission in what has been a challenging year globally and locally.

After over 11 years of service Gabrielle Borggaard moved on from the role as our CEO at DVAC. The Board would like to thank and acknowledge the significant contribution Gabrielle has made to DVAC and our clients over the years and wish her well on her next journey.

The Board engaged Ontalent to recruit for the CEO role and after a very competitive process in March, Amie Carrington was hired to lead DVAC into the future. Amie has extensive experience in leadership of services for families and children in regional and remote Australia. This experience comes from Amie's previous role as Executive Manager, Child and Family services within the Northern Territory for a large not-for-profit. Amie brings great experience in both service delivery and management. Amie has hit the ground running in working with the DVAC team to support the strategic and operational goals of our services and to move DVAC into the future.

We also farewelled Kate Kunzelman from the Board and acknowledge her contribution to DVAC and wish her well in her role as Councilor at Ipswich City Council.

The finalisation of the service review from 2019 has been operationalised by our leadership team and CEO and I would like to thank each and every one of the DVAC team who embraced the review and prioritised positive outcomes for our clients as a guiding principal for structural change.

DVAC have made a commitment to Reconciliation and started the process of a Reconciliation Action Plan with a RAP working party made up of staff and Aunty Susie Klein from the Board. The Board are excited about the opportunity this process presents in making sure our services are culturally appropriate and adaptable to the needs of the local Aboriginal & Torres Strait Islander community and that our relationship continues to grow.



## Message from the Chairperson

"DVAC has overcome obstacles presented by COVID-19 and continued working in solidarity as passionate leaders creating freedom from gender violence"

Nick Thompson

No one anticipated the challenges that would confront us in 2020. At a local level the Board was presented with unique challenges in keeping our clients and staff safe from the complex and alarming health concerns of COVID. The Board quickly made the strategic decision of providing COVID pandemic leave. As an organisation whose workforce is predominantly women and taking on caring responsibilities for family, we felt it important that additional leave was provided to those staff that may need it. We were fortunate to have Jodie Redenbach take on the acting role of CEO whilst we learnt what the Government and medical advice was in relation to managing the risk of the virus. DVAC implemented a COVID Safe Plan that supported our staff, rapidly updated our IT infrastructure and kept our services running to support those victims and survivors of violence across our region keep safe. Staff were adaptable and remained client focused and kept our services available throughout the entire period.

The Board & acting CEO also met with State Government MPs Charis Mullen & Jennifer Howard to discuss pandemic leave and the concern for our clients isolating with users of violence. We were very fortunate to receive some top up COVID funding to mitigate these concerns and are again grateful for the rapid response in which we received this. DVAC also undertook an online campaign to shine a light on the very real safety concerns for victims and survivors of violence self-isolating with users of violence.

This year the Board undertook training with the Governance Institute in Governance and Risk Management and have also completed all training modules in the National Principles for Child Safe Organisations. The Board undertook a skills matrix of existing members and have expanded our board membership to include Naomi Todd with a human resourcing background and Louise Secombe who is an experienced lawyer located in Toowoomba. I'd like to thank the Board for their continued service to the governance of the organisation and commitment to DVAC's mission and purpose. Later this year the Board and Leadership team are taking time together to develop a new strategic plan for the organisation taking us forward past COVID. We will use this opportunity to regroup and focus on how we can best support victims and survivors of violence to achieve our Mission with the finite resources we have available and create our vision for the future.

Once again on behalf of the Board I'd like to thank the staff, and broader Ipswich & Toowoomba communities for prioritising the needs of our clients and passionately advocating on their behalf. This year has been particularly challenging for many members of our community and the Board would like to acknowledge the work undertaken to lead through this collective anxiety and provide a service that continues to be responsive, client centred and adaptable.

Nick Thompson, Chairperson

# Message from the CEO



**Amie Carrington**  
DVAC CEO

I was delighted to start in the role of CEO at DVAC in March 2020.

It is such a privilege to work alongside the team and Board as passionate leaders preventing gender based violence. Gabrielle Borggaard has left a legacy after over a decade of leadership as CEO. This legacy has positioned DVAC with professional, ethical and high quality services and a reputation as a leading service provider. I am very grateful for the how welcoming and supportive the teams have been. The people at DVAC - our Board, staff and volunteers are truly amazing.

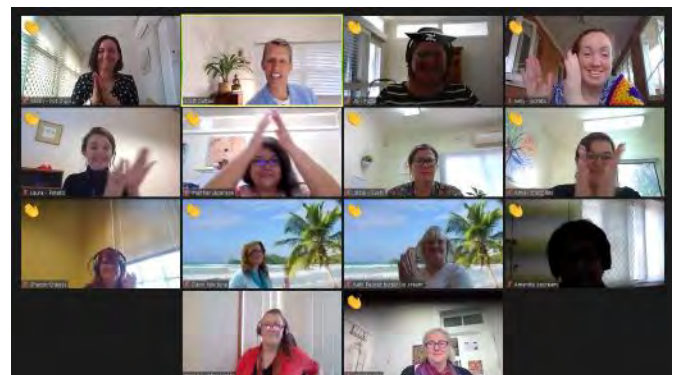
Our strong foundation is what enabled DVAC to rebound from the challenges we faced after the devastating murder of Hannah Clarke and her three children, and to adapt to the unpredictability and rapid workplace changes required to respond to COVID-19. We have rebounded from the struggles of working remotely and found innovative ways of continuing to provide quality services. I am proud to say that DVAC did not need to reduce our supports to people using our services during this time. This is because of the dedication and resilience of the teams who overcome hurdles and adapted to rapid change.

We made two very important commitments this year. Firstly, we made a commitment to Reconciliation and embarked upon our Reconciliation journey. Secondly, we committed to becoming an Organisation that meets the National Child Safe Organisational Standards. Both commitments will be an important part of building on our great work and into the future. This year, we have progressed with our strategic goals. We work to embed the Organisational enhancements following a significant Organisational review consolidate our infrastructure and culture, and achieve growth of innovation in service delivery.

I want to thank all of the generous donors who made the emergency relief possible - your generosity truly helps people in times of crisis. I also would like to thank all of the community partners and collaborators who worked with us and supported clients; together we make a difference.

In the year to come we will be taking stock and reflecting on our achievements, our strengths and our challenges. We will be celebrating our wins and planning for new opportunities. We will continue to strengthen DVAC with a focus on our systems and how we communicate so our message can be received, as we prepare for our next strategic plan.

Next year we will celebrate 25 years of DVAC, and I hope that you will join us!



# Achievement toward our Strategic Goals

## Growth and innovation in service delivery and sector relationships

We have maintained our focus on collaboration with community partners to innovate and improve integrated service delivery. We have enhanced the use of technology to provide quality services, and implemented work from home arrangements to improve work life balance for our staff. We have embedded further focus on reducing barriers to service access for clients.

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## Leaders in training, activism, development, advocacy and research

We activated awareness raising and education about Family, Domestic and Sexual violence through our networks, campaign commitments, advocacy, quarterly Practice Forums and contribution to research. We provided a strong voice on several key areas such as the impact of COVID-19 on victims' experiences of domestic violence, Legislation for Coercive Control, Strangulation and consent.

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## A responsive and innovative service informed by feedback, review and women's voices

We completed our Organisational Review gaining feedback from 47 service users, 83 Stakeholders and all staff. We have enhanced our Organisation to provide continuous improvement of innovative, values based services. We have steadily progressed through implementing all 25 recommendations.

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## Consolidation of infrastructure and culture

Our Policies and Procedures have been comprehensively reviewed, our client data management system enhanced, and we have improved our HR supports and processes and advanced our IT infrastructure.

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## Generation of diverse income streams

This year we received support from donations and sponsors and expanded our relationships with philanthropic groups. We continue to provide specialist training services, with an intention to expand this work in the future.

# Providing quality services in the year of Coronavirus

DVAC has continued to provide high quality services throughout the Coronavirus global pandemic.

The challenges of social distancing and unintended consequences of pandemic management have resulted in a more complex service delivery environment. DVAC has experienced an increase of complexity in the needs of people accessing our services and increased financial hardship, and extremities of violence.

DVAC has adapted to provide virtual services, and technology enhancements for all staff to ensure we have rebounded through the periods of collective social anxiety, faced down the unknowns brought by COVID-19. We prioritised keeping our services available, safe and accessible throughout the year. We adjusted to managing virtual and remote teams.

DVAC response has been made possible by the flexible and responsive one-off funding available under the Commonwealth Government's COVID-19 domestic and family violence funding enhancement. This enabled DVAC to quickly improve technology enabled services. The infrastructure and learnings will stay with DVAC beyond 2020 and help our future success as passionate leaders creating freedom from gender-based violence.



We used art tools through online conversations in counselling this year - this is a painting of the brain

## Case study example of the impact of COVID-19 funds

*The COVID-19 Funding DVAC received assisted a woman and two children (the youngest an infant) to flee domestic and family violence. While she was pregnant with her youngest child, the woman had to flee from her home due to significant DFV from an ex-partner who had been released on parole for violent offences. She then had to flee again once her youngest child was born and spent some time living in emergency housing. The woman was offered a permanent housing option and did not have the necessary items (like a fridge, microwave, vacuum, cot, sheets) to move into the home. Through access to COVID-19 funding DVAC was able to provide the necessary household items so she could move into a safe home for her and her children, in addition to our case management and individual supports. She said, 'It is just so good to know that there is support out there for women who are in this situation. I never knew that there was a greater likelihood of experiencing domestic violence in pregnancy. We have been essentially homeless. I want everyone to know that assistance is available for when you are feeling the most alone. Without the support of the service and emergency accommodation I would probably still be experiencing domestic violence. The support from these services has helped me move forward and to create a secure and safe environment for myself and my children. Having access to basic items needed for everyday living made sure we could move into our own home much sooner.'*



# Our impact in numbers

Our team comprised of 13  
volunteers, 60 staff and 9  
students.

**82** In total



**8,933**

Individuals received  
support.



Between 5 and 20%  
of our clients  
identified as  
Aboriginal and  
Torres Strait Islander  
depending on the  
program.



36 Languages are  
spoken by  
individuals who  
received  
support from DVAC.



**15,378**

Client Appointments  
conducted.



120 people who we  
supported identified as  
having additional  
accessibility needs due  
to a disAbility.

Risk assessment data revealed that 1 in 5 victims shared that the person using violence had threatened to harm or kill them.

# Being Heard - Program Highlights



Schools who participated with Being Heard this year were Ipswich SHS, Redbank Plains SHS, Girls Grammar, Forest Lake SHS and Hymba Yumba. 67% of students who participated felt that they became very informed about domestic violence. This year we also focused energy on developing a program for the younger age groups and look forward to working with schools to implement it.

Being Heard is a hands-on and pragmatic approach to educating youths on domestic and sexual violence, and healthy relationships. It is an active treatment approach that offers a practical and theatrical platform for students to express their feelings, solve problems, and achieve positive outcomes. Being Heard educates and empowers young people in our community.



12,245

we reached 12,245 people

2,699

we supported 2,699 students to participate

*"I'm a proud Gooreng Gooreng and Dharumbal woman. I am a survivor. I come from a strong line of women. Speaking up, being safe and being strong was instilled in me from a very young age. Sometimes being strong is hard, but I refuse to be a victim to that. I was frightened to speak up and tell my story because of judgement and bullying, but all that mattered to me was breaking the silence. I would also like to thank my mum for believing me, because after that I knew I was going to be okay. Thank you" - Participant*

# Counselling Services

DVAC has provided high quality counselling services that achieve strong outcomes for clients. We provide holistic assessment, safety planning and therapeutic counselling to support survivors to achieve improved quality of life.

Demand for counselling services has increased in the last year, and we have seen an increase in referrals from the Police and the Hospital as primary referrers and the increase in acute sexual violence needs at the time of referral. This has created an increase of complexity of the needs as well as crisis presentation at the time of referral to DVAC.

DVAC has responded to this changing landscape with a focus on integrated, trauma informed service delivery, ensuring crisis needs are able to be met as a priority. We have reviewed our processes and systems so that we can best manage waitlists and increased demand.

*"Counselling at DVAC has given me a place to brain dump and receive validation I didn't know I needed, through people who are experienced with recognising DV and believe me as I describe the trauma we've endured.*

*I've made personal breakthroughs that I haven't been able to come to on my own efforts. For my children, a safe and familiar person to have important conversations with, that they look forward to.*

*For my son especially, to have someone to learn to communicate the deep things he often makes efforts to discuss with me. The help of a dear counsellor has helped with him finding how to express his traumatic experiences effectively for his age and what he relates to in his daily life. This has made my older daughter look forward to her turn in counselling with less fear."*

- Survivor



# Counselling experience testimonial

“ Without DVAC and my counsellor I would not know where I would be emotionally. The sessions have helped me immensely understand DV and the power and control wheel and the facets of this that I have been through with my ex-husband. I now have a better understanding of my ex-husband's actions and how to stop putting all the blame on myself. I now have knowledge on how to cope with the ongoing PTSD and the triggers I still face daily due to after effects of his abuse. The counsellor has also taught me ways to co-parent, set boundaries and communicate with my ex-husband so he has less control over me and my young son's life, and to relieve my ongoing unease emotional reactions towards him. I am also finding the group very rewarding and this is another avenue of support by connecting with other women in a similar situation to my own.” - Survivor



**DOMESTIC ABUSE INTERVENTION PROJECT**

202 East Superior Street  
 Duluth, Minnesota 55802  
 218-722-2781  
[www.duluth-model.org](http://www.duluth-model.org)

# Court Support Services

This year the dedicated team of staff and volunteers at DVAC has provided court for Domestic and Family Violence matters at Chinchilla, Dalby, Gatton, Goondiwindi, Ipswich, Oakey, Pittsworth, Stanthorpe, Toogoolawah, Toowoomba and Warwick Courts.

We supported over 4,000 people at Courts this year. A big thankyou to our wonderful volunteers who help to provide the information and emotional support to people at Court, we couldn't achieve this without you.

## Volunteer testimonial

*"I'm forever grateful for the experience gained from my time at DVAC for the past 11 months. It is an amazing feeling to be able to develop a great relationship with these strong and kind women. DVAC makes you feel equal and a part of the team, they value and respect you. I have gained countless knowledge from being here which has increased my confidence within my future career and myself. The DV Specialist and her court team are beyond incredible, and because of her I have landed my first job in my profession. I've enjoyed my time so much at DVAC that I have found it hard to part ways with the team.*

*I recommend DVAC 110% and beyond. They are a great organisation that are passionate about women's rights and the wellbeing of those experiencing domestic, family and sexual violence. If there was one thing I could recommend would be that the court environment has many roles and is heavily fast paced which would require more team members to be trained in order to make this work. The team consist majority of volunteers who are willing to dedicate their time because we are passionate for this organisation and for the women who are in need of protection. I know I will take away great things about DVAC and cherish them entirely and will continue to let others know about DVAC."*

*- Court Support Volunteer*



# Integrated Service Response

In the last 12 months DVAC has joined with other DV Services across the state in remembering Queenslanders who have been murdered as a result of DV. Sadly, we have held 4 rallies prior to COVID. During COVID we remembered 2 Queenslanders and held in office rallies to remember these individuals. DVAC is committed to our work to prevent intimate partner homicide.

Our Annual Walk Against Domestic Violence and Remembrance Ceremony was run online due to COVID and it was great to be able to come together across both sites in holding the event this year.

We have increased participation in Social Media Campaigns, such as the Shine a Light Campaign we ran for Domestic Violence Awareness Month, and our virtual Remembrance Day event in May. We have also continued our commitment to participate in 16 Days of Activism and Reclaim the Night.

COVID did not halt our ability to run our quarterly Practice Forums – our staff have continued to grow and develop their IT capability in holding the Practice Forums virtually with great interaction from participants who attended. Our Practice Forums included;

- Improving Responses for Women and Children Experiencing DFV
- Responding to Recent Presentations of Sexual Assault
- Technology-Facilitated Abuse in Domestic Violence
- Learning The Language: Understanding LGBTIQ+
- Working with men who use violence in intimate partner relationships

We continue to provide First Constable training to the officers who have been stationed in the Toowoomba and surrounding regions – this is always a great opportunity to inform police straight from the academy with the knowledge and understanding of support services they can refer individuals to and to assist them in understanding and responding to domestic violence call outs. These sessions always promote a lot of discussion amongst the officers attending.

We continue to provide leadership within our advocacy and relationships.

We are proud of the work at DVAC contributing to Sector and community networks and working alongside values partners to enhance collaboration and partnership to reduce gender based violence in our communities.



# High Risk Team Ipswich

DVAC continues to operate as the lead agency for the Ipswich High Risk Team (HRT). There continues to be a high level of referrals coming through to the HRT which has been managed by the effective processes which Ipswich HRT operates under.

The partnership work between the core members has developed significantly and the high level of collaboration contributes to the substantial successes in keeping perpetrators of accountability, mitigating high risk for victims and their families and improving their safety.

In particular there has been significant development around building a memorandum of understanding of each of the core members roles between the non-government and government agencies, and stronger relationships have been built. This has made for stronger outcomes and great collaborative responses in support of the safety of women. For example, Ipswich High Risk Team has designated QPS attendance whom attend weekly meetings and provide exceptional QPS response to DFV. This is something that has strengthened the service system response to DFV in the Ipswich area.

In light of the recent pandemic, COVID-19 has added additional pressures to the service system response required for women experiencing DFV. Ipswich HRT had to make some amendments to how they continued to manage the information sharing. Ipswich HRT have worked exceptionally well as a team to manage twice weekly virtual meetings to support ongoing risk management and for the processes to continue effectively and ensure that the pressures of COVID-19 were overcome.



*"I wanted to let you know that it is always such a pleasure to sit in on your reviews – you have that amazing social work skill of making an assessment and safety planning through what appears to be a nice, flowing conversation. It's so lovely to see after sitting in on too many medical/psychiatric reviews that are so formulaic and not centred around the patient at all." Feedback from professional stakeholder*

# Client Feedback

*"Mum wanted me to tell you all how grateful she is for everything you have done for us. She is overwhelmed by all of this just like me as we never could have dreamed to be in this situation. But she is forever thankful that there are special people like you who help and support women like me in the worst times of our lives.*

*On that note I'll say it again and again. Thank you all for everything. All the behind the scenes things that was huge, and took the pressure off me so I didn't have to worry about it. I know that you all vouched for my boys and me and I'm so glad we had you all on our side.*

*When I say we couldn't have done this without you I mean it. The services provided for woman and children in dv is exceptional. If I wasn't a teacher I would definitely have loved to do what you do. You empower women to see the light at the end of the tunnel. Be proud of yourself.*

*It's hard to see now but deep down I know we did the right thing for my boys. I will tell them one day about this and how amazing you were to help their mumma, so that she could give them the best life.*

*My goal is to teach my boys right from wrong and to treat women and girls with respect and dignity. I will teach them that they can be successful and will be. I pray that they grow up to be gentlemen and live happy healthy and successful lives. My boys are strong, they fought for their lives from the day they were born. I have no doubt that strength will get them through life. They are my reason to keep going. They bring so much joy to me, it's hard to explain but when you have a child it's love at first sight, some thing you will never feel again...*

*We will miss you all so much. I've never felt support like I have with you all. Thank you for being you."*

*"Letting you know of the EXCELLENT SERVICE that I have received and continue to receive from the DV Specialist. I badly fractured my arm and ended up spending 7 weeks in Hospital. When I came home she rang me the very next day, seeing how I was feeling and what could she do to help. She gave me a couple of numbers to see if I could get some assistance, which I rang and I'm happy to report now getting personal care, domestic and transport. She told me that she would ring in a few days and she did. She is the most caring supportive professional person I have come across."*



# Men's Behaviour Change Program

The Men's Behavior Change Program (MBCP) is designed to assist each man to stop using violence and abuse in their relationships by providing opportunities to:

- learn new skills to deal with difficult situations
- understand their patterns of behaviours and triggers
- keep their family safe
- enhance communication skills
- create healthier relationships
- become a safe role model for children

The challenges of COVID-19 also created an opportunity to expand the MBCP service delivery to utilise online forums of connection. This increased our capacity to provide much needed support in the more rural areas of the Darling Downs region. Motivation from the MBCP team in Toowoomba was initially focused on continued improvement in holding men accountable for their continued abuse/violence and increasing the safety of women and children during the COVID-19 Pandemic. The online mode of delivery has provided us with a number of advantages such as:

- increased engagement because of increased convenience for clients
- increased safety for our female facilitator as all assessments that are undertaken
- confidentiality of observers in the group
- more opportunities for men in rural areas to engage with the program



**29 men completed the  
27 week program**

*"Primarily my motivation was to provide child safety and the courts with proof that I was not committing domestic violence and I was not a risk to my children. My expectations were low, however for the past 27 weeks the information I received was far more valuable. I find myself thinking about the words I use before I speak, I am constantly reflecting on my beliefs and the effects that my actions are going to have on people. This group has been an eye opener for me and has supported me to make healthier choices when it comes to communicating with my ex-partner and children. The group was very productive for me." Client of MBCP*

# Men's Behaviour Change Program- Client testimonials

"I have been seeing counsellors and psychologists for nearly five years and I have gained more out of this programme in the 6 weeks I have been here than I have in five years."

"MBCP has allowed me to look at the beliefs I hold about what kind of man I am, it has allowed me to reflect and challenge some of my beliefs."

"Discussion group has been beneficial to me; topics discussed have provided me with more insight into how I have justified abusive behaviours in my relationship."

"I can relate many of my beliefs and values around my Father's beliefs and values and the topic of male privilege has made me reflect on what male privilege I hold in my relationship. It is very confronting when I am challenged with behaviours, I know I am using, I thought it was my right as a man."

"These groups should have been around when I was a young man. I am learning that healthy communication is the key to having a healthy relationship. I just needed to be right it was all about my ego and winning."

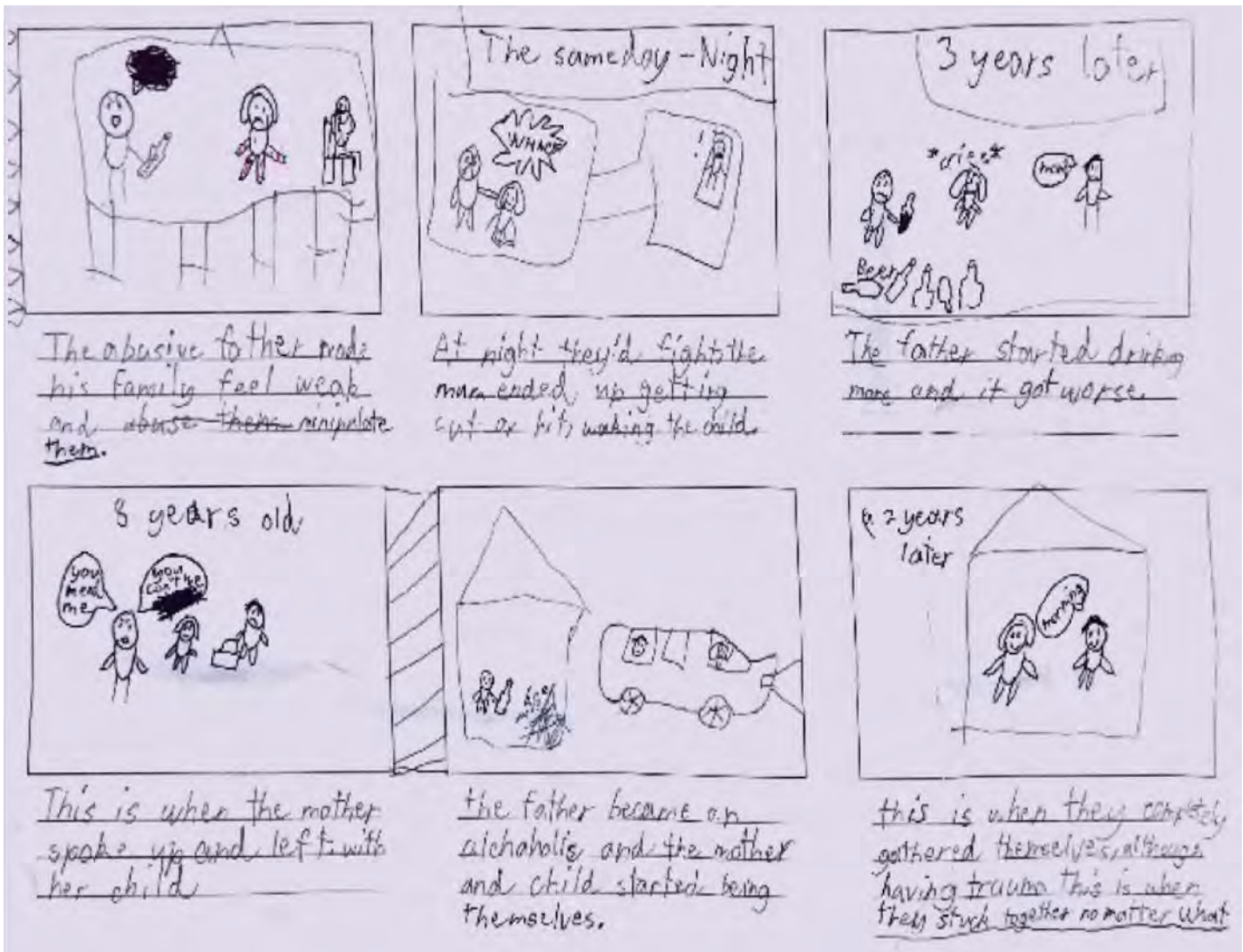
*"Group has made me realise that the buck stops with me. Group has helped me be more accountable and own my behaviours. I learnt that I have minimised my behaviour and blamed other people, what I know now is that everyone has a choice and group taught me that there is always a non-violent choice to every violent or abusive behaviour."*

# DVAC supports for children and young people

This year DVAC started our journey to meet the National Principles for Child Safe Organisations. The National Principles reflect ten child safe standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse, with a broader scope that goes beyond sexual abuse to cover other forms of potential harm. The goal is to build a child safe culture within our Organisation and advance the safety and wellbeing of children and young people who engage with DVAC.

DVAC is committed to providing high quality services to all people impacted by family and domestic violence, including children and young people and increasing the voice of children and young people who are victims of violence and abuse.

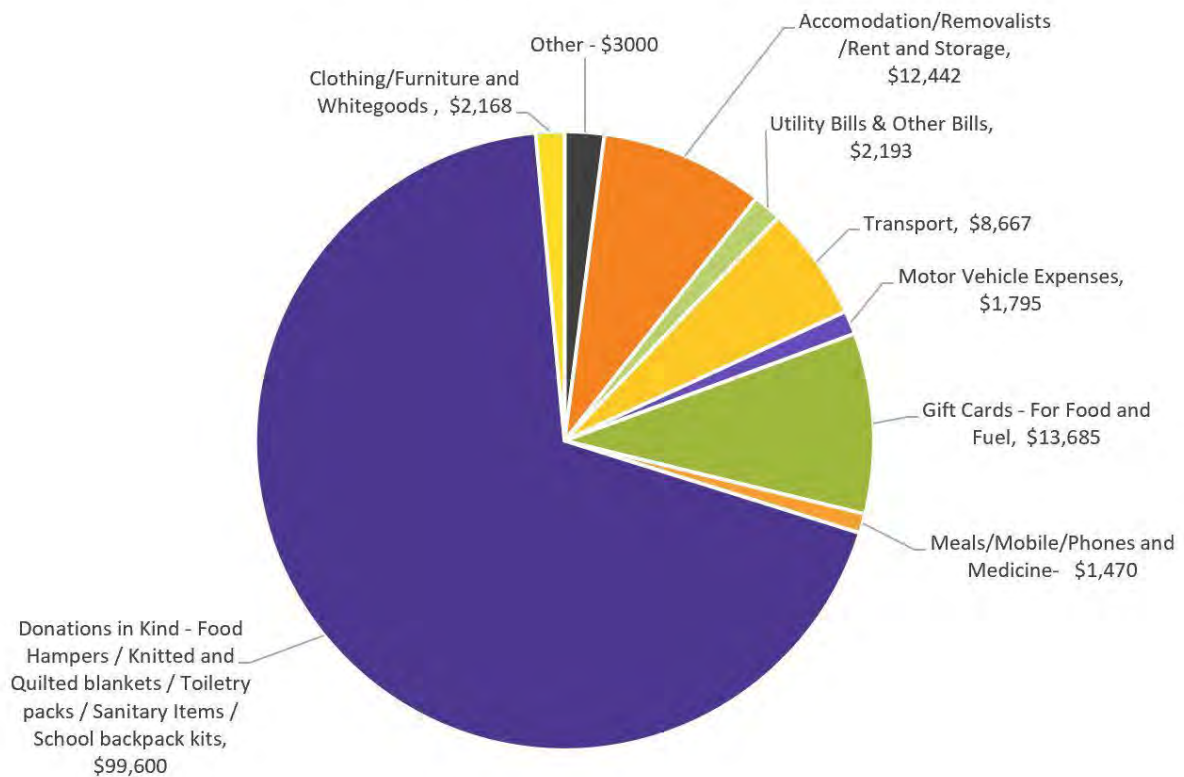
## From a young person's perspective - 'Brave'



# Emergency Relief

Emergency Relief is provided thanks to the generosity and kindness of donations from the community. In times of crisis donations can make the difference between families fleeing having a meal or going without. Here is a case study of how Emergency Relief helped a family in need.

## Emergency Relief 2019-2020 - \$142,852



*J. contacted DVAC having fled her abusive husband with her three young children. J and the children had originally gone to stay with a family member in town, but this relationship was strained, and the household overcrowded so J and her children had moved into a tent at a caravan park about 45 minutes away as a last resort.*

*When J. first attended the office, she and the children had very few possessions. Most of their larger items were kept in a storage unit which she was using her minimal income to fund and they did not have enough warm clothing and blankets to survive as we headed towards winter. DVAC had received a donation of new winter clothing, hand knitted blankets and food parcels. J picked out the items that she and the three children could immediately use to make them more comfortable.*

*DVAC supported J to access homelessness services and shortly afterwards J was successful in gaining a tenancy in a private rental. Due to financial donations that had been received from a community group, DVAC assisted J to pay for transportation of her belongings in order to make her new home safe and comfortable for the family.*

# Financial Report

I am pleased to present the audited financial statements for the year ended 30 June 2020 for the Domestic Violence Action Centre on behalf of the Board. DVAC is in a sound financial position as you will see from the 2019/2020 audited Financial Statements. In summary, the audit indicates that revenue has increased slightly by 12% primarily through additional Government Funding during COVID when compared with 2019.

Our audit confirmed that DVAC has:

- Sound Internal Financial Controls Stable yearly income with good reserves;
- No issues were identified from the audit; and,
- DVAC is financially viable and is compliant with applicable Australian Accounting Standards.

DVAC has seen a steady organisational growth over the past 3 years. The Board, CEO and Business Manager have worked together to ensure that the growth is financially sustainable. DVAC 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.

DVAC primarily receives funding from the Queensland Government Department of Child Safety, Youth and Women. Our full financial report is in appendix A.

Together we will continue to work towards creating freedom from gender violence.

## Financial statistics

Organisational revenue is from QLD Government funding through the Department of Child Safety, Youth and Women

Debt to equity ratio 1.27

12% Grant funding growth 2019- 2020 financial year

108.6% total funding growth since 2016

Jodie Redenbach  
Business Manager

# Statement of Profit or Loss and Other Comprehensive Income

## For the year ended 30 June 2020

	2020	2019	
	\$	\$	
<b>INCOME</b>			
Grant	6,288,122	5,609,711	
Government incentives	50,000		-
Training	43,237		71,968
Interest income	8,012		18,548
Membership	634		724
Donation	187,057		163,726
Fundraising income	717		3,425
<b>TOTAL INCOME</b>	<u>6,577,779</u>	<u>5,868,102</u>	
<b>EXPENSES</b>			
Advertising	16,303		11,536
Amortisation expense	79,239		-
Audit fees	7,300		6,300
Bank charges	332		283
Client expenses	343,738		354,094
Committee & meeting expenses	5,892		3,110
Computer expenses	134,898		103,543
Consultants and contractors	15,850		15,850
Depreciation expenses	62,138		75,623
Electricity	8,444		8,117
Furniture & equipment expensed	41,274		21,439
Insurance	17,280		16,329
Interest expense	7,416		-
Maintenance cleaning and gardening	35,240		19,659
Maintenance - building	26,653		18,873
Motor vehicle expenses	42,743		64,234
Postage	1,236		1,520
Printing & stationery	29,014		31,003
Rates	4,201		3,619
Rent	91,086		186,952
Security	26,677		13,848
Subscriptions & memberships	7,410		7,306
Sundry expenses	618		5,044
Training expenses	140,203		147,126
Telephone	80,819		67,296
Staff amenities	8,501		8,469
Special projects	19,628		30,240
Wages, superannuation and oncosts	<u>5,325,179</u>	<u>4,654,787</u>	
<b>TOTAL EXPENSES</b>	<u>6,579,312</u>	<u>5,876,200</u>	
Net surplus/(deficit)	(1,533)	(8,098)	
Income tax expense	-	-	
<b>NET SURPLUS/(DEFICIT) AFTER INCOME TAX</b>	<u>(1,533)</u>	<u>(8,098)</u>	
<b>OTHER COMPREHENSIVE INCOME</b>	<u>(1,533)</u>	<u>(8,098)</u>	
<b>TOTAL COMPREHENSIVE INCOME</b>			

# Statement of Profit or Loss and Other Comprehensive Income

## For the year ended 30 June 2020

	Note	2020 \$	2019 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	1,009,175	860,002
Receivables and other debtors	4	<u>14,514</u>	<u>15,388</u>
<b>TOTAL CURRENT ASSETS</b>		<u><b>1,023,689</b></u>	<u><b>875,390</b></u>
<b>NON-CURRENT ASSETS</b>			
Receivables and other debtors	4	18,143	18,142
Financial assets	5	10	10
Property, plant and equipment	6	692,698	690,850
Right-of-use assets	7	<u>147,536</u>	<u>-</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u><b>858,387</b></u>	<u><b>709,002</b></u>
<b>TOTAL ASSETS</b>		<u><b>1,882,076</b></u>	<u><b>1,584,392</b></u>
		<u>131,400</u>	<u>58,872</u>
		<u>1,055,306</u>	<u>752,444</u>
		<u>826,770</u>	<u>831,948</u>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	476,167	447,770
Lease liabilities	9	80,784	-
Provisions	10	<u>366,955</u>	<u>245,802</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u><b>923,906</b></u>	<u><b>693,572</b></u>
<b>NON-CURRENT LIABILITIES</b>			
Lease liabilities	9	71,404	-
Provisions	10	59,996	58,872
<b>TOTAL NON-CURRENT LIABILITIES</b>			
<b>TOTAL LIABILITIES</b>			
<b>NET ASSETS</b>			
<b>EQUITY</b>			
Retained earnings		718,025	723,203
Reserve		<u>108,745</u>	<u>108,745</u>
<b>TOTAL EQUITY</b>		<u><b>826,770</b></u>	<u><b>831,948</b></u>

# Thank You DVAC Sponsors and Donors

A special thanks to the probono support provided by MinterEllison and Microsoft

382 Squadron RAAF Base Amberley  
Baby Bunting  
Blue Waters Retirement Village  
Brisbane Airport Giving Fund  
Biddeston State School  
BrizFloors  
Bunnings  
Busy Bees Toowoomba Central  
C3 Church  
Centenary Heights SHS  
Centrelink  
City Hope Church  
CWA Boonah  
CWA Esk  
Drug Arm  
Esk Blankets with Love  
Friends With Dignity  
QIC Grand Central Plaza



Hands for Homeless  
IKEA  
Inglewood Multipurpose Health Service  
Ipswich Cares  
Ipswich State High School  
Joshy's Jumble  
Life Without Barriers  
Mens Shed Fassifern  
Middle Ridge Golf Club Women's  
Committee  
Mens Shed Fassifern  
Moorooka Op Shop  
Myer Toowoomba  
Northside Baptist  
Northside Baptist Church  
Peppermint Stitches

*"I was so grateful to have received a wonderful food hamper, nappies and toys for my children. This was one less thing for me to worry about."*



*"I was given some emergency supplies and this lifted such a burden of weight for me"*



# Thank You DVAC Sponsors and Donors

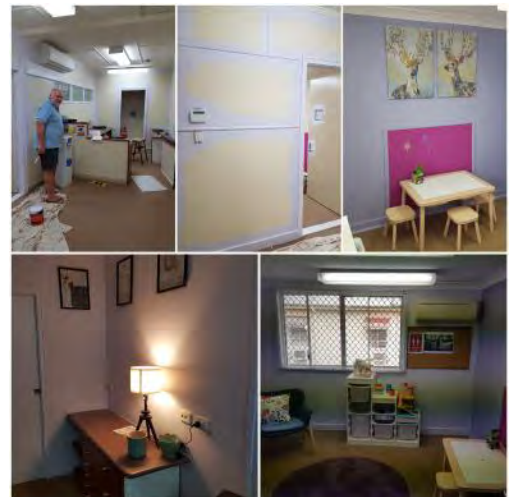
QIC Grand Central Trust  
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Queensland Children's Hospital  
Red Heart Campaign  
Riverlink  
Rizeup  
Rotary Club of Ipswich City  
Rotary Club of Ipswich North  
Share The Dignity

Springfield Anglican Church  
St Theresa's Parish Church  
Teen Challenge  
Toowoomba City Women  
Unilever  
University of Southern Queensland  
Warwick Safe Haven  
Wesnet  
Westbrooke Family Medical

Various wonderful individuals and groups in our community directly donating to our service or through [www.givenow.com.au/dvac](http://www.givenow.com.au/dvac)



*"Thank you DVAC, I can't believe the generosity of strangers who have given me breathing space by providing food and gifts for my children. who have suffered so much."*



## Acknowledgement

Funded by



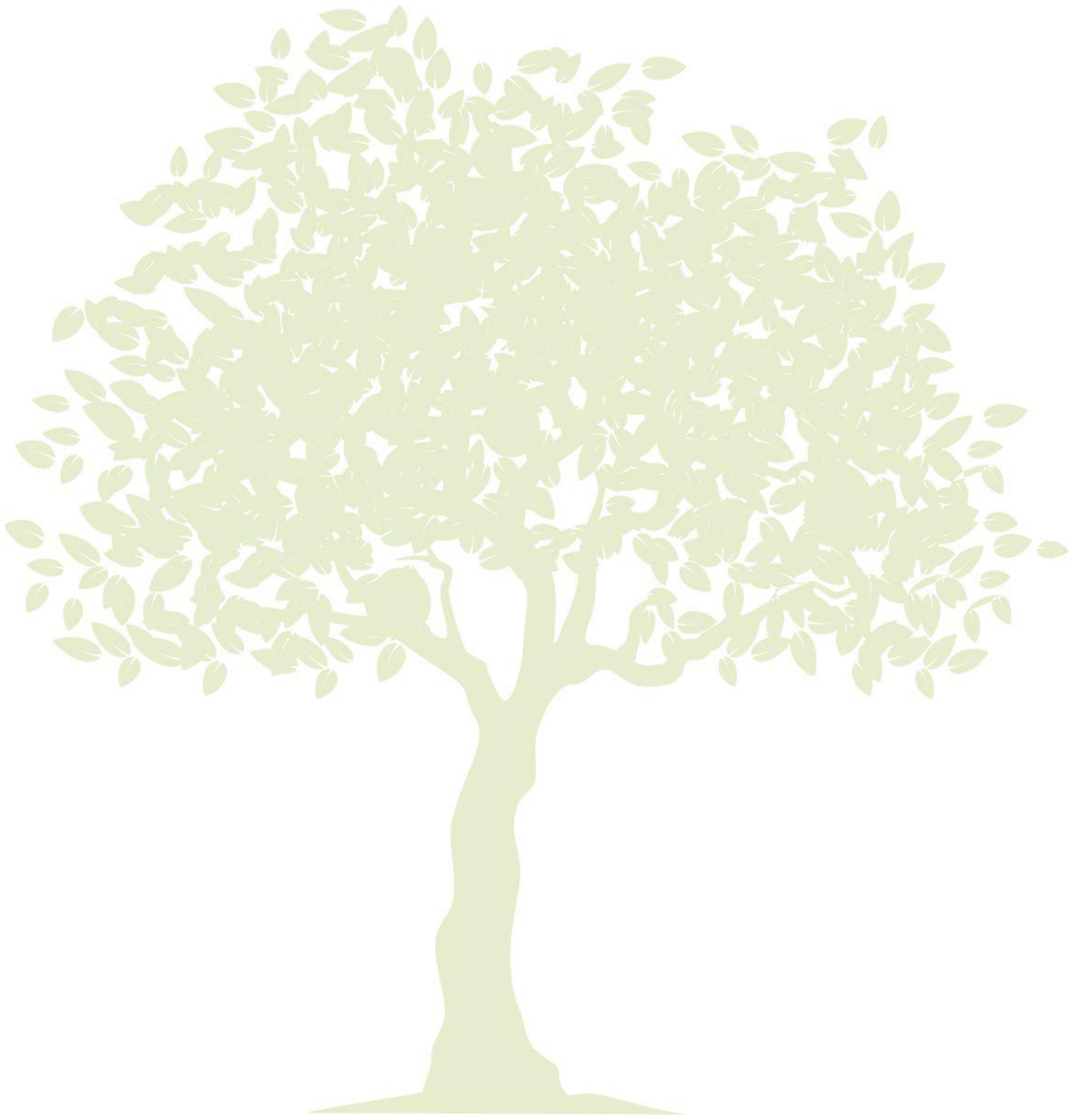
The Department of Child Safety, Youth and Women provides funding to DVAC to provide services through:

Resource Service; Counselling and Support Initiative, Court Support Initiative; Integrated Response; Children's Counselling and Support Initiative; Perpetrator Intervention Program; Women's Health & Wellbeing Program; Sexual Violence Program; Youth Sexual Violence; Safety Upgrades Program; Keeping Women Safe in their Home; DV Prevention Month Grant and one off COVID-19 enhancements.

# Thank you

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.







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

