



Domestic Violence
Prevention Centre

*working to bring about lasting
solutions to the harm caused by
domestic and family violence*



ANNUAL REPORT 2019-20

WWW.DOMESTICVIOLENCE.COM.AU

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About DVPC

Our vision

TO BRING ABOUT LASTING SOLUTIONS TO
END THE HARM CAUSED BY DOMESTIC
AND FAMILY VIOLENCE.

Our mission

ADVOCATE RELENTLESSLY TO ACHIEVE CHANGE.

COLLABORATE TO IMPROVE SAFETY AND TO BUILD AND
SHARE KNOWLEDGE.

INNOVATE BY LISTENING TO THOSE MOST IMPACTED BY
DOMESTIC AND FAMILY VIOLENCE AND FINDING THE
SOLUTIONS THAT CREATE A RADICAL AND POSITIVE
CHANGE IN THEIR LIVES.

Our strategic priorities

A POSITIVE CULTURE & SKILLED, SUSTAINABLE
WORKFORCE

SERVICE DELIVERY THAT IS INFORMED AND GUIDED BY
OUR CLIENT'S EXPECTATIONS, WANTS AND NEEDS

A SUSTAINABLE & SCALABLE ORGANISATION BASED ON
SOUND GOVERNANCE & DECISION MAKING

STRONG PARTNERSHIPS

DVPC Board

Chairperson - Ms Jan Hardwick



Appointed Chair 2019. Appointed Vice Chair 2018. Appointed Director 2015.

Jan Hardwick has worked in leadership positions over the past 25 years for various private and not-for-profit organisations and brings to the Board capabilities across human resources, work health and safety, and injury and wellbeing management.

Jan values a transformational leadership style that encourages, inspires and motivates others to innovate and create change that will help grow and shape the future through diversity of thought and a strong sense of organisational culture.

Her passion and hope is to realise DVPC's vision "...to bring about lasting solutions to end the harm caused by domestic and family violence". Jan holds an Associate Degree in Law and a Bachelor of Legal and Justice Studies.

Vice -Chairperson - Ms Rowena Backler



Rowena is a proud Minyumbgal descendant on mother side and Ngiyampaa descendant on her father side. Rowena has worked on the Gold Coast for over 10 years in the family support/child protection sector with a local Aboriginal Torres Strait Islander service.

Rowena has been a long-time colleague of DVPC and advising and supporting better practice in networking with Aboriginal and Torres Strait Islander women and children that have experienced domestic violence and ensuring that women get support to empower themselves and their family.

Treasurer - Ms Melissa Donnelly



Melissa is a communications and brand strategist who established Affinity Communications in 2010 to serve businesses and not-for-profit organisations facing significant changes in their industry and markets.

Melissa has delivered strategic communications and brand outcomes for more than 30 years to not-for-profit, government bodies and businesses in social and community services, financial and professional services, training and education, mining and energy, and telecommunications.

She is acknowledged as a leading strategist and innovator in the ideation and delivery of strategic communications and engagement. Melissa's focus is on spearheading transformations in the approach to, and implementation of, communications, brand and marketing in dynamic, rapidly changing environments. Prior to establishing Affinity, Melissa operated in international markets and domestically as a senior executive for large enterprises and multinationals, including Telstra, ESPN, MTV and Bloomberg.

She joined the DVPC Board in November 2018 and has been Treasurer since January 2020.

Secretary - Mr John Gorman



John is the co-founder of Door 3 Consulting, a Gold Coast-based business improvement consultancy that applies a holistic, systems-based approach to solving intractable business problems.

John has over 35 years' experience across the domains of information systems, management, strategic planning, business analysis and business systems improvement. He has worked for a range of State and local government organisations and in the private sector.

John holds a Master of Management degree (Leadership) and a Bachelor of Business degree (Commercial Computing). John is a member of the Australian Institute of Company Directors (MAICD), and he has been a member of the DVPC Board since 2013.

Non -Executive Member -Dr Robyn Cameron



Dr Robyn Cameron is an Academic in the Department of Accounting, Finance and Economics at Griffith University. Robyn holds a PhD, is a member of CPA Australia and a graduate of the Australian Institute of Directors. Robyn joined the DVPC-Gold Coast in 2020; her motivation for doing so being to contribute to DVPC's vision and organisational governance practices.

Non -Executive Member -Ms Marie Cone



. Marie Cone is a Project Director for Halcyon (creators and managers of over 50's lifestyle communities) where she has been responsible for overseeing delivery of projects in the Gold Coast and Brisbane. In this role Marie has played a lead role in the delivery of sales, construction, community management and budgets of circa 100mil.

Marie has also held roles as Group Sales Manager and Resales Manager. Marie was also the lead in creating Bellas Sanctuary - purpose-built transitional accommodation for Domestic Violence victims and their children. This project was a joint venture between Halcyon /Mirvac and DV connect.

Marie has been recognised for her contributions in leadership and communities via the following awards:

2017: Runner up in Qld & Frasers Property, Women in leadership award for excellence

2019: Gold Coast business Women's Award: Category creating change (for Bellas Sanctuary)

2020: Top 100 Women in business and construction: Award for community excellence and contribution

2020: QLD Domestic and Family Violence honour role



CHAIRPERSON'S REPORT

As Chair of the Board for the Domestic Violence Prevention Centre - Gold Coast, I am delighted to introduce our annual report for 2019-20. It has been an absolute honor and pleasure to work with the Board, Leadership Team and Staff this reporting year and I am pleased to be reappointed as Chairperson to serve for a further year.

This report highlights DVPC's milestones, achievements and challenges over the past year as we continue to deliver our important work, providing quality frontline services to women and children in our community who are experiencing or are exposed to domestic and family violence.

This year, we have been confronted with the unexpected and unprecedented –drought, bush-fires and the first pandemic in more than a century. I am especially proud of the way in which DVPC met the challenges of COVID-19. In March, service delivery moved from face-to-face to telephone and video conferencing. Although we cannot claim to have predicted this pandemic, our long-term risk prevention and strategic planning and our investment in IT infrastructure placed us in an excellent position to meet the unexpected. The transition went very smoothly with no interruption in support being provided to women engaging with the service. Our CEO, Rosie O'Malley and the leadership team and staff are to be congratulated for their grace, flexibility and resilience as they navigated through these unprecedented changes both to their work and home lives.

Our wonderful management and staff have continued to work enormously hard over the past year to build partnerships within our Organisation and the broader communities despite the challenges of COVID-19. Within this report, there are many examples of DVPC doing amazing work and I would especially like to recognise and highlight the following:

- In September 2019 members of our Court Advocacy Team presented with colleagues from the DV Specialist Court to the Shepperton DV Specialist Court in Victoria.
- DVPC hosted Adolescent to Parent Violence (APV) Forum mapping service delivery with 28 organisations providing support to young people and their parents.
- DVPC delivered two "In Her Shoes" workshops to 40 pastors and staff from the Gold Coast Combined Christian Churches.
- In October 2019 - Inaugural Duluth workshops were delivered by Scott Miller from DAIP and our CEO.
- In November 2019 - We received a visit to DVPC and the Minister Farmer by Cheryl Thomas the CEO of Global Rights for Women.
- In January 2020 DVPC Secured a new five-year Service Agreement with the Department of Child Safety, Youth, and Women, and the Beenleigh Service Agreement was incorporated into our Regional Service Agreement.

- In February 2020 - DVPC formed a new partnership with Griffith University to pilot a new Men's DV Program.
- DVPC contributed to the professional development of magistrates at the Brisbane Conference
- DVPC contributed in ANROWS research regarding women being misidentified as perpetrators.
- Visit from Western Australia Parliamentary Committee to hear about DVPC's integrated work on the Gold Coast and at Court.
- In March 2020 DVPC took in delivering training to Magistrates at the Melbourne Judicial College.
- In April 2020 - all Men's DV Programs transitioned to being delivered on "Zoom" due to COVID-19 restrictions.
- Commenced Financial Management Improvement Plan (FMIP).
- In May 2020 DVIR meetings held on Zoom to keep key stakeholders engaged and supporting each other. Newsletters were being distributed to capture the significant amount of information and resources that were available for services to clients and staff.
- DVPC contributed to research being undertaken by Deakin University regarding the impact on women of police wearing body-worn cameras.
- In June 2020 our CEO was voted to be Convenor of the Queensland Domestic Violence Services Network (QDVSN)

Thanks also go out to both the federal and state governments—the disasters experienced over this reporting year have resulted in a commitment to a much needed and much appreciated injection of vital funding. These extra funds will allow us to provide extra services in the short term to counter what is already recognised as the dreadful fallout from this pandemic in relation to the increase of incidents of domestic and family violence. Despite this welcome additional funding in the coming year, it is likely community need will see our services stretched even more tightly during 2020–21.

I would also like to thank and acknowledge the work of my fellow Board Directors who volunteer their time to DVPC. They are an outstanding group of leaders, each providing unique and invaluable skills and experience towards supporting the governance of DVPC. I would also like to formally introduce and welcome our two new Board Directors, Dr Robyn Cameron and Marie Cone. Our focus for the coming year will be on planning and strategy. We have limited resources at DVPC, and our biggest challenge is invariably what we choose to do and what we choose not to do with the resources available.

Finally, I would like to express my gratitude, admiration and thanks to our CEO, Rosie O'Malley and her dedicated, hard-working and enormously capable management team and staff on whose shoulders DVPC stands.



Jan Hardwick
Chairperson

CEO REPORT

The theme for this year's DVPC AGM report is Women's Voices. And in the first half of 2020 listening to women's voices became particularly essential for us due to the COVID-19 Lockdown.

This was an extraordinary and uncertain time for us to be doing this work with women, for the following reasons:

- For clients that we were already working with it was important that we listened to them and learned about the safest ways for us to maintain contact with them during the Lockdown, particularly if they were still residing with the respondent.
- We saw a 120% increase in requests for support from women who had never contacted us previously (or even engaged with the service system). We needed to listen very carefully to learn how we could safely engage with them, and what we could do that would make things better (and not potentially worse) for them.
- We needed to hear from women about what they needed to support their children during Lockdown. Many concerns were raised by women around having to take children across the NSW border to visit their fathers and not knowing what this would mean if they contracted COVID and had to quarantine. During this time many women reported their ex-partners were not returning children from custodial visits saying "they're safer with me during this pandemic" and were reporting the extra layer of fear and coercive control they and the children experienced as a result of this.
- It was important to listen to women about how to do the wrap-around work with our stakeholder colleagues and partners, to hear what they needed most from us collectively during this time, as we worked out how to respond in creative and innovative ways.
- We particularly listened to partners of men participating in our DV intervention program. This was uniquely challenging as the partners and children were often in the house (sometimes the room) while the men were participating in these programs through Video Conferencing during the Lockdown period.
- We listened carefully to what our advocates told us they needed during the Work from Home period and we learnt new ways to keep connected through daily Whole of Team videoconferencing and using other IT platforms to update each other and move information quickly throughout the organisation.
- We also had the unique opportunity to listen to and learn from other DV services working throughout Queensland during this time, through weekly video conferences with Minister Farmer to keep her updated about what was happening at the frontline so she could make recommendations about responses and funding.

In April, some women that we were working with generously gave their time to tell us what was happening for them in the early phase of the pandemic and to tell us what they needed. Their words clearly communicate how important it was for them to still have access to services such as DVPC:

“The abuse has decreased due to having very limited contact with him. This is not due to the pandemic but through finding my voice and power with my Advocate’s support, DV education and empowerment. My Advocate is very knowledgeable, empowering and supportive”.

“So any sort of connection, human contact, a calming voice, a person to hear me...So it was the voice, the connection, to know that someone listens and understands.”

“As long as I know I can call anytime when I come up against difficulty like needing to maintain safe boundaries; I feel confident that I can get through my situation. “

“I know that there are people there for me”.

“Understanding, through that Purple Book, what the mind games are and coming out of that emotional abuse which catches up on you, and recognising what everything is”

Dr Norman Swan who appeared regularly on ABC breakfast television during the first wave of the pandemic in Queensland made a significant observation when he said “The worst that could happen is that six weeks from now the Shock Jocks are going to say, ‘Well I told you nothing would happen, we told you none of those responses were necessary’. Because when prevention works, nothing happens”.

This is also true of our work. When we work collectively, and survivors receive messages of help and support from us and get the responses they need, and when those causing the harm are kept visible and receive messages of accountability, then these interventions become prevention, and tragedies often do not happen. And we rarely celebrate the things that do not happen because of the work we do together.

Barrack Obama also said recently in his new book *The Promised Land* “I’ve come to realise that the nature of the presidency is that your most important work involved the stuff nobody noticed”.

Similarly, most of the things we do at DVPC or collectively in the DV Integrated Response, DV Interagency Group, the Specialist Court Operational Working Group, and in the police facilitated Triage meetings, are invisible to most people in our city. The people who know us and who know our work are the ones who have needed us in some of the worst moments of their lives. Our plan and mission are to ensure that we are visible and accessible to everyone who needs our help, and this is our plan moving into 2021.

I want to thank all the Advocates and Support staff at DVPC. I stand in awe every day of your wisdom, compassion, practice, and commitment to this work and to the women, children, young people, and men whom you work with. I know how much you give to this work, and how much this work takes from you.

I would like to acknowledge and thank all of our stakeholders who have walked with us again this year. Your professionalism and open-hearted partnering are what makes our unique collaborations possible. In this region, we know at a cellular level that we ALL do better when we all DO better (Paul Wellstone).

I have greatly appreciated the support Jan, John, Melissa, Rowena, Marie and Robyn from the DVPC Board this year. Particularly with our Financial Management Improvement Plan, the rewards of which are evident in this year's reports. Thank you for making the decisions that were in the best interests of DVPC, supportive of our staff, and that ultimately benefit the women, children, young people we serve and the men we work with.

I thank the DVPC Leadership Team for their ability to dig deep and at the same time, remain fluid and flexible during one of our most challenging years yet. Your integrity, work ethics, willingness to learn, to be vulnerable, and to laugh, is what makes it a pleasure and an honour to work alongside each of you every day.

With revolutionary love, deep respect, appreciation, and solidarity always, I wish you all a safe, restorative, and well-deserved break over the holiday period.



Rosie O'Malley
CEO



Service Snapshot



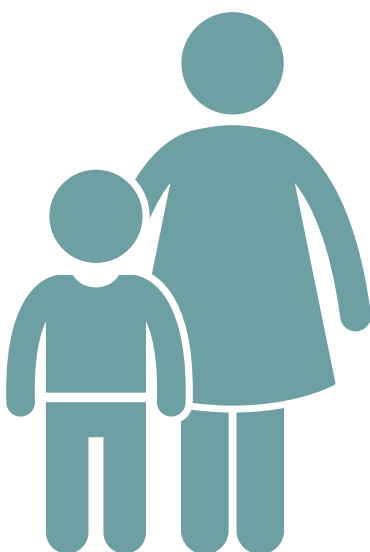
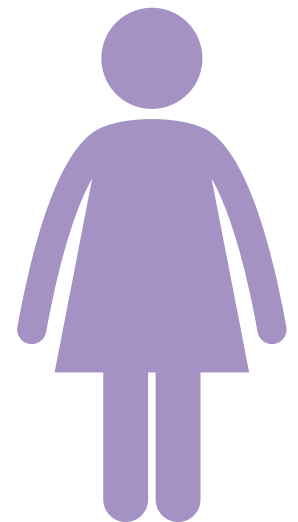
2258 phone enquiries were received
1680 callers were enquiring for themselves

578 calls were about another person
268 stakeholders contacted the service

17319 hours of support delivered to women

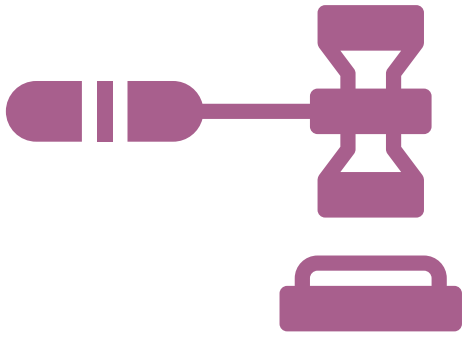
5674 women supported

15 % increase on previous fin year



4199 hours of support delivered to children and their mothers

513 children and young people supported



7049 hours of support provided
15 % increase on previous financial year

1353 women supported at Court

Client Expenditure

\$3,171 Accommodation

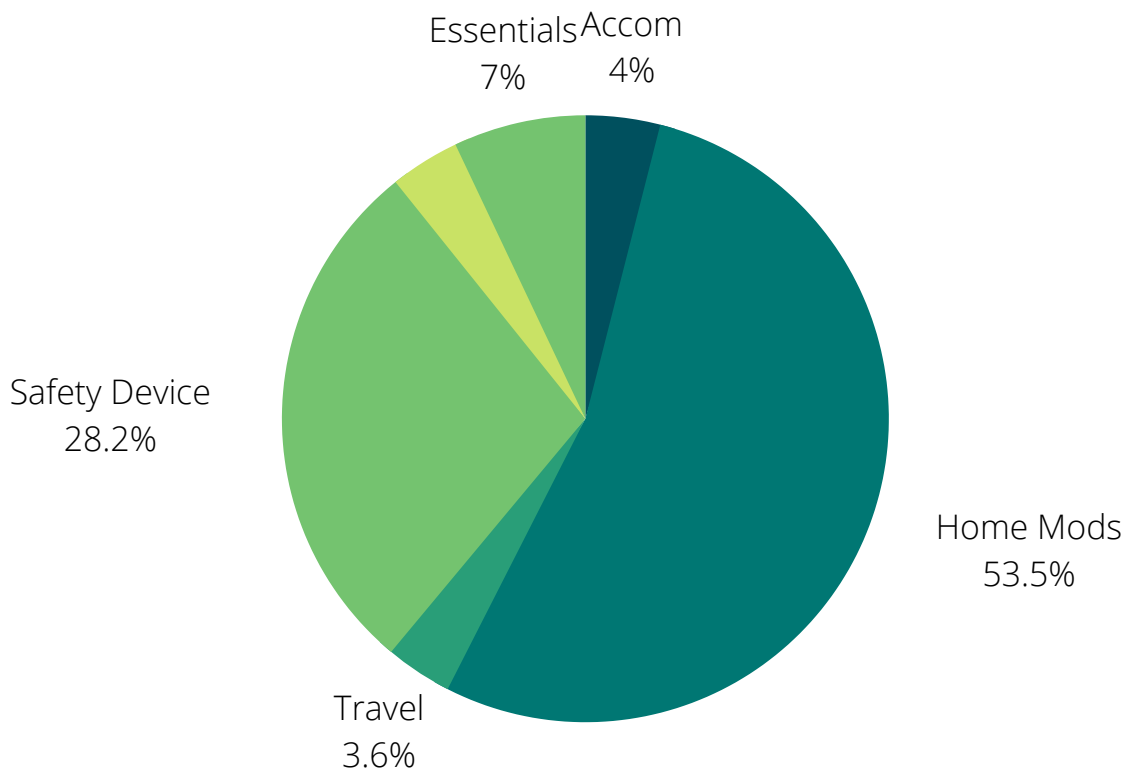
\$42,730 Home Modifications

\$2,840 Travel

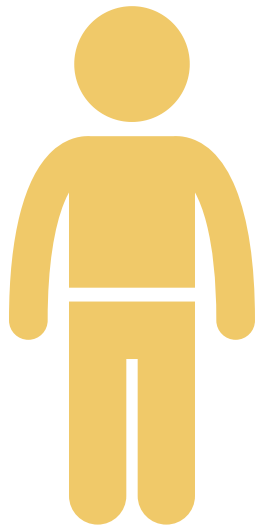
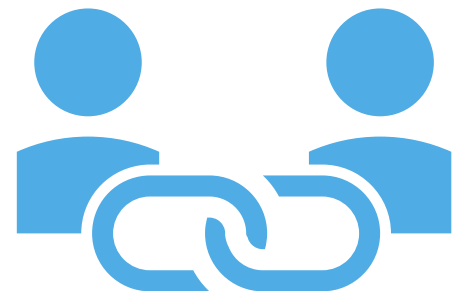
\$22,500 Safety Devices

\$2,966 Telephone

\$5,624 Essential Food & Clothing

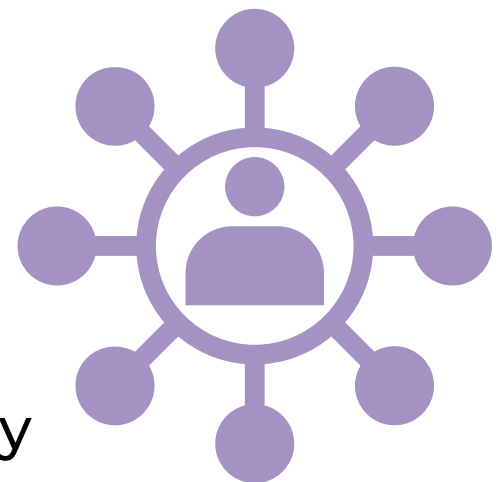


3231 Police Assisted Referrals (PARS) received
8.8 % of total PARS in QLD



126 men inducted into the Program
59 men completed the Program

10 Gold Coast Domestic Violence Integrated Response (GCDVIR) meetings were held
21 members representing 18 different organisations



3 Domestic Violence Interagency Group (DVIG) meetings were held
136 'members' (on the mailing list) representing 42 different organisations

The women's voices

At DVPC we say " the women teach us how to do the work", they do this by telling us what is important to them, what we do that helps and what doesn't and what they need from us. They tell us in person, over the phone, in emails, through surveys and evaluations and during focus groups. We want to share some of the things they have told us.

"THE PICTURE AND FEELING I HAVE WHEN I THINK ABOUT YOUR SERVICE IS THAT OF SOMEONE WALKING BESIDE ME DURING THIS CHALLENGING AND OFTEN PRETTY LONELY TIME WHO UNDERSTOOD WHAT I WAS GOING THROUGH, TOOK MY CONCERNS SERIOUSLY AND WHO I COULD CONTACT AND RELY ON FOR SUPPORT WHENEVER I NEEDED IT "

ABUSE HAS DECREASED DUE TO HAVING VERY LIMITED CONTACT WITH THE PUV (PERSON USING VIOLENCE). THIS IS NOT DUE TO THE PANDEMIC BUT THROUGH FINDING MY VOICE AND POWER WITH ADVOCATE'S SUPPORT, DV EDUCATION AND EMPOWERMENT. ADVOCATE IS VERY KNOWLEDGEABLE, EMPOWERING AND SUPPORTIVE "

"I WANT TO SAY IT IS A REAL CREDIT TO DVPC FOR CONTINUE TO UPHOLD SUCH HIGH STANDARDS THROUGH A DIFFICULT TIME"

"SO ANY SORT OF CONNECTION, HUMAN CONTACT, A CALMING VOICE, A PERSON TO HEAR ME... SO IT WAS THE VOICE, THE CONNECTION, TO KNOW THAT SOMEONE LISTENS AND UNDERSTANDS."

JUST WANTED TO SAY THANK YOU SO MUCH, FOR ALL THE HOURS SPENT ON THE PHONE HELPING ME THROUGH THIS DIFFICULT TIME. I REALLY APPRECIATE ALL THE HELP I RECEIVED FROM YOU. YOU DEFINITELY HAVE MADE A DIFFERENCE AND TAUGHT ME A LOT. YOU ARE GREAT AT YOUR JOB, AND ARE SUCH AN AMAZING LISTENER.

THINGS I FOUND PARTICULARLY USEFUL INCLUDE THE EMOTIONAL SUPPORT I RECEIVED IN AND OUT OF COURT, HANDS-ON PRACTICAL ASSISTANCE THAT HELPED ME THINK THROUGH ISSUES AND PROBLEM-SOLVE WHEN I FELT TOO STRESSED TO THINK CLEARLY AND THE COUNSELLING SERVICES YOU PROVIDE. I FELT TREATED IN A RESPECTFUL AND SENSITIVE MANNER AT ALL TIMES AND EVERYONE WAS SO PATIENT, UNDERSTANDING, POSITIVE AND CARING.

HE JUST WANTS ME TO COME OUT OF HIDING. THE ONLY TIME HE WILL SEE ME IS WHEN I GOT TO COURT. HE'S DONE TWENTY SOMETHING APPLICATIONS IN THE PAST 12 MONTHS. EVERY ONE OF HIS GETS REJECTED."

I REALLY DON'T THINK I WOULD HAVE HAD THE COURAGE TO TAKE THE STEPS I DID TO LEAVE IF IT WASN'T FOR YOUR SUPPORT AND GUIDANCE. YOU HAVE HELPED ME REALISE I WAS NOT TO BLAME FOR MY EX-HUSBAND'S BEHAVIOUR AND I HAVE A CHOICE IN MY FUTURE HAPPINESS. WORDS CAN NOT EXPRESS HOW GRATEFUL I AM, THANK YOU.

WHEN YOU GO THROUGH SOMETHING LIKE THAT, YOU FEEL ALONE. I FELT ISOLATED AND I DIDN'T KNOW WHAT TO DO OR WHERE TO GO. YEAH, I JUST FELT LOST I SUPPOSE. THEN WHEN YOU GUYS CAME ALONG, IT MADE ME FEEL LIKE WHAT WAS HAPPENING TO ME, NOT VALIDATED, BUT IT SHOWED ME, NOT REMINDED ME, I JUST REMEMBER BEING REASSURED THAT THIS IS WHAT I WAS GOING THROUGH IS NOT OKAY."

"ALL DVPC STAFF THAT HAVE HAD CONTACT WITH THE CHILDREN AND HAVE ALWAYS PRIORITISED OUR NEEDS. I HAVE BEEN OFFERED A LOT OF SUPPORT AROUND DV EDUCATION, CHALLENGING MY THOUGHTS AND PROVIDING SAFETY FOR OUR FAMILY. I FEEL COMPLETELY SUPPORTED AND HAVE FOUND CLARITY THROUGH MY ENGAGEMENT."

I JUST WANTED TO EXPRESS MY GRATITUDE FOR YOUR COUNSELLING SERVICE ESPECIALLY WHILE WE ARE VERY ISOLATED. MY COUNSELLOR IS SO AMAZING AND CARING, AND KNOWING SHE IS ALWAYS AT THE OTHER END OF THE PHONE WHEN I NEED HER MAKES ME FEEL LIKE I'M NEVER ALONE. TO BE HONEST, I DON'T KNOW HOW I'D BE COPING WITHOUT THE DV SERVICES AND HER REGULAR PHONE CALLS. I ACTUALLY FEEL SAFE HAVING YOUR DV SERVICES AVAILABLE TO ME, ESPECIALLY WHILE I'M FORCED TO PARTICIPATE IN COURT PROCEEDINGS ETC WHERE MY EX HUSBAND IS PRESENT.

I FEEL THAT DVPC STAFF UNDERSTAND MY SITUATION AND JUST GET ME AND UNDERSTAND WHAT I'M GOING THROUGH.

'I REALLY CANNOT THANK YOU ENOUGH FOR ALL YOUR SUPPORT AND HELP THROUGHOUT WHAT HAS BEEN THE MOST CHALLENGING/HARDEST TIME OF MY CRAZY LIFE! WITHOUT YOUR SUPPORT, UNDERSTANDING AND GENUINE COMPASSION I REALLY DON'T KNOW WHERE I WOULD BE TODAY! YOU HONESTLY HAVE BEEN A GODSEND FOR ME. I CAN'T THANK YOU ENOUGH!! THANK YOU SO MUCH FOR BELIEVING IN ME AND SEEING ME FOR WHO I REALLY AM!

I REMEMBER WALKING INTO THE LOUNGE AREA THE LAST TIME I WAS THERE, AND THIS OTHER LADY CAME IN AND WE JUST STARTED TO CHAT. SHE MUST HAVE SEEN THE LOOK OF TENSION ON MY FACE AND SHE SAID "IT'S WORTH IT. IT'S SO WORTH IT. THIS IS MY SECOND GO. I'VE COME SO FAR" ...

"I STILL MAKE EXCUSES FOR HIM BEHAVING THE WAY HE BEHAVED, OR I STILL FEEL GUILTY OR I STILL BLAME MYSELF A LOT OF THE TIME, BUT HER (THE ADVOCATE) BRINGING AN AWARENESS OF THOSE BEHAVIOURS AND LABELLING THOSE BEHAVIOURS GIVES ME A SENSE OF RELIEF IN A WAY."

• "I KNEW THAT YOU GUYS WERE IN THE BACKGROUND HELPING ME, SO I KNEW THAT SOMETHING WAS HAPPENING TO HELP US OUT. THAT WAS THE BEGINNING PART OF IT, AND THEN YOU ACTUALLY DID SOMETHING ABOUT IT. WHAT YOU SAID, YOU DID. YOU DIDN'T SAY IT AND NOT DO IT, AND THAT HAPPENS SO MUCH, SO THAT'S WHEN MY TRUST STARTED FORMING. YOU DIDN'T TELL ME ANYTHING IF YOU DIDN'T KNOW IT, YOU WOULD GO AWAY AND FIND OUT. YOU'D NEVER TELL ME SOMETHING WAS RIGHT WHEN IT WAS WRONG, EVER.

"JUST HAVING THAT PURPLE BOOK. SHOWING WHAT THEY DO, THE CYCLE, THE PATTERNS. I JUST DIDN'T KNOW ANY OF IT AND WHEN YOU'VE GOT THAT COGNITIVE UNDERSTANDING, YOU CAN SEE THE VISUALS, YOU HAVE SOMEONE THAT DOES VALIDATE, DOES UNDERSTAND, IS LISTENING, IS SAYING 'IT'S NOT YOU, IT'S WHAT HAPPENED TO YOU AND YOU DON'T HAVE TO APOLOGISE FOR THAT'."

"I THINK IF IT WAS 12 MONTHS EARLIER AND I WAS STILL GOING THROUGH WHAT I WENT THROUGH WITH THE SEPARATION, HE REALLY WOULD HAVE HAD A FIELD DAY WITH IT BECAUSE I WOULDN'T HAVE HAD ANY SELF -ESTEEM OR ANY WAY OF COPING AND STRENGTH MENTALLY TO COPE WITH IT ALL AND IT JUST WOULD HAVE ADDED TO EVERYTHING ELSE I HAD TO GO THROUGH. IT JUST CAME DOWN TO THE POINT IN TIME WHERE THE SUPPORT THAT I'D HAD, THE ELEMENT OF GETTING BACK, UNDERSTANDING, THROUGH THAT PURPLE BOOK, WHAT THE MIND GAMES ARE AND COMING OUT OF THAT EMOTIONAL ABUSE WHICH CATCHES UP ON YOU, AND RECOGNIZING WHAT EVERYTHING IS, I WAS ABLE TO CUT IT OUT BUT I CAN TELL YOU IT WOULD HAVE BEEN A REAL PROBLEM

"I THOUGHT I DIDN'T WANT TO TAKE THE TIME FROM THOSE POOR LADIES WHO HAVEN'T GOT ANYWHERE TO LIVE AND WHO WERE IN PHYSICALLY VIOLENT RELATIONSHIPS AND THEN I REALIZED I WAS JUST AS BADLY ABUSED."

JUST WANTED TO THANK YOU ALL THERE FOR YOUR SUPPORT IN HELPING ME AND MY LITTLE GIRL BE REUNITED AFTER THE HELL OF LAST YEAR.

SURVIVOR WIN : 1 MUM PLUS 3 KIDS
ASSHOLE: 0

"THE ONLY SAFE PLACE FOR ME IS DVPC, IT'S THE ONLY PLACE I TRUST, THE ONLY PLACE I CAN CRY AND BE SAFE WITH MY EMOTIONS OTHERWISE I HAVE TO JUST KEEP GOING AND GET THINGS DONE"

I FEEL SO MUCH BETTER WHEN I HAVE SOMEONE TO TALK TO, I FEEL SO SUPPORTED, I FEEL SO MUCH BETTER NOW I AM TALKING TO PEOPLE THAT REALLY UNDERSTAND AND REALLY KNOW WHAT IS GOING ON, YOU UNDERSTAND DV AND IT HELPS

"I REALLY APPRECIATE ALL THE TIME AND ALL THE SUPPORT THAT HAS BEEN GIVEN TO ME, IT REALLY REALLY HELPED, OTHER PEOPLE IN THE SAME SITUATION LIKE ME, CANNOT DO ANYTHING ABOUT IT AND IT REALLY HELPED HAVING PEOPLE TO TALK TO, NOT KNOWING THINGS ABOUT IT (DV), A LOT OF PEOPLE PROBABLY NEED THE HELP THAT YOU GIVE, SO THAT THE PUV'S CANNOT GET AWAY WITH IT, IT HELPS TO JUST HAVE SOMEONE THERE TO JUST TALK AND IT KEEPS ME REALLY HAPPY, THIS IS THE MAIN THING IS THIS, IF SOMETHING CHANGES AND IS REALLY SERIOUS I WILL CONTACT THE POLICE AND YOU."

I WAS ABLE TO SHARE A PIECE OF MYSELF THAT I LOCKED UP FROM THE WORLD AND FELT THE WEIGHT ON MY SHOULDERS LIFTED. THE GROUP IS A SAFE HAVEN AND A DIARY WHERE YOU CAN SPILL YOUR HEART. I REALISE I SEE THESE TYPES OF WOMEN EVERYDAY AND EVERYWHERE, AND FOR THAT I LEARNED TO NOT BE SO JUDGMENTAL.

Treasurers Report

It is with pleasure I present the financial results for the Domestic Violence Prevention Centre Gold Coast Incorporated ("the Organisation") for the year ended 30 June 2020.

These financial statements were prepared in accordance with the ACNC Act 2012, and Australian Accounting Standards and Interpretations of the Australian Accounting Standards Board. They have been audited by Crowe Audit Australia to meet the mandatory requirements of Australian Auditing Standards.

The Organisation is pleased to report a current year surplus before income of \$473,039, a significant increase of \$445,232 on the previous year's position of \$27,807.

A number of factors contributed to this positive movement including:

- Additional funding of non-recurring grants including funds for additional COVID-related expenditure to support Program delivery to women, children and men
- The ATO Cashflow [MD1] boost
- Reduction in overall expenditure
- Increase in asset valuation

The Organisation undertook a Financial Management Improvement Project during this financial year which has focussed on the development of systems and practices that:

1. Support DVPC's financial management and governance
2. Optimise accounting software; and
3. Automate manual practices where possible.

These improvements were recognised by the Organisation's auditors in the Audit Completion Report for the Year Ended 30 June 2020:

"We would like to take this opportunity to acknowledge the significant amount of process improvement that management has been implementing and continually working towards over the last 6 months. These process improvements will ensure that a stronger control environment exists in the 30 June 2021 financial year." Logan Meehan, Partner, Crowe

We present these financial statements to our members confident they represent more than just DVPC's financial position and performance. They also tell an important story of an organisation that has taken significant and courageous action to improve its financial governance. This has been done with the single-minded purpose of ensuring DVPC can sustainably continue towards its vision to bring about lasting solutions that end the harm caused by domestic and family violence.


Melissa Donnelly
Treasurer

Thank You

DVPC would like to take the opportunity to say thank you to the following people and organisations for their support

Myer Foundation and the team at Myer Robina

RizeUp

Cinta Graves

Gold Coast City Council

Donna Justo and Mark Meisenhelter

Givit

We want to acknowledge and thank the women, young people and children that come to our service for support,

You teach us every day about how to do the work. We thank you for sharing your stories with us, for telling us your hopes and your fears and for trusting us enough to do so.

Our commitment to you is that we will always work hard to be worthy of that trust.

