



Domestic Violence
Prevention Centre
Gold Coast Inc.

ANNUAL REPORT
FOR 2018-19



CHAIRPERSONS REPORT

As chair of the Board, I am delighted to introduce our annual report for 2018-19. For 26 years, DVPC has been committed to supporting and walking with the women and children of our community who are experiencing or exposed to Domestic and Family Violence.

Not unlike any previous years, this year DVPC has faced lots of challenges and yet throughout all of this we stay strong and committed to our goal. The Board is constantly in awe and admiration of our amazing management team, led by a great CEO in Rosie O' Malley, who so effectively provides guidance and support to our equally amazing staff who are so skilled, passionate and dedicated to the work they do. We are truly grateful and applaud and appreciate each and every one of you.

Forty years ago, I remember a young man telling me his heartbreaking story. When he was eight years old, he hadn't seen his Mum for a week because she was in hospital after birthing his brother. He missed her. He and his sisters walked home from school this day, and their Dad met them at the door. He said he had a great surprise for them and told them that Mum was home with their baby brother. The little boy was so excited. He ran into his parent's bedroom expecting to hug his Mum and paw over his baby brother. He told me that his joy was short-lived as all he could see was his Mother sitting in bed with a blackened eye trying to smile through a veil of tears while nursing her new baby. He said that wasn't the beginning of the violence, and sadly it was not the end of it. Plenty of people knew it was happening, but no one would "interfere" in domestic issues in those days. Not even his Grandparents. Not even the police.

We have come a long way since then, but the services provided by DVPC sadly remain in high demand from those in need. Whilst we are very grateful for the funding and donations that we so generously receive, we can only make it stretch so far. The Board is, however, committed to a creative and responsive strategic plan focused on innovation.

In particular, exploring opportunities that increase awareness and education whilst also working to increase funding through additional income streams, such as the provision of workshops and training to the wider community and businesses.

CHAIRPERSONS REPORT

As a Board, we are committed to driving the strategic direction of the organisation through working with our CEO, Rosie to obtain the resources, funds and personnel necessary to implement DVPC's strategic objectives. Throughout this coming year we will also be focused on the stability and consistency of the Board and will review its composition in order to ensure that we have sufficient Board members with the specific skill sets required to support each other and benefit DVPC.

I would like to thank the Board members for their continued commitment to the governance of DVPC and for volunteering their time and providing their ongoing support to me in the capacity of Chair. I am very grateful of their wisdom, good humour and persistence.

JAN HARDWICK

Chairperson

CEO'S REPORT

In my AGM report last year I referred to Auschwitz survivor and Nobel Peace Prize winner Elie Wiesel's quote that he has spent his life fighting against indifference, because it is "indifference that enables everything that is bad to exist". I suggested that we try to define ourselves by that underlying question – how do we end the indifference?

One of the ways we at DVPC have been trying to answer this question during 2018 and 2019 is to **'Make the Invisible - Visible'**. Some of the ways we have done this are captured in the AGM Reports from our various programs:

We have held Focus Groups with women and listened to what is important to them and having this guide our work. One woman in our Assessment, Service, Connect (ASC) Focus Group told us that what was important to her was "you gave me so much knowledge, information, access to so many things and you also give so much warmth...You gave me comfort. You made me feel really safe. You made me believe". This feedback is a great example of a woman making her experience and needs visible to us, and DVPC making visible to the woman everything that is available to her.

At the Southport Specialist DV Court, our Court Advocacy Team recognised the invisibility of women in DV related criminal matters. Women were reporting they were feeling "left in the dark" and "invisible" within the Court System. By highlighting this through the Court's weekly Operational Working Group meetings and with Police Prosecutions, a collaborative response was developed to ensure that when women make this request, the matter does not proceed without them being present.

For our Beenleigh team it was the emerging visibility of young people identifying with a different gender from the one they were assigned at birth; and considering how DVPC address training needs and partnerships with key stakeholders to tailor responses to them.

In our Southport team, it was piloting our new Intake Model to make Advocates work practices visible and identify gaps in our service delivery, and from this the development of contemporary Practice Guidelines. Additionally, the visibility of children has been increased with the Intake Model resulting in a higher demand for DVPC's Children's Service (and a current waitlist).

In the DV Integrated Response (DVIR) visibility is being targeted with 'Measuring' the impact our collaborations are making. Also making our collective work visible through supporting some Griffith students to make a short video piece featuring interviews with our DVIR partners, which we will include on our website.

The longstanding work of Men's DV Education and Intervention Program (MDVEIP) was made visible this year through co-delivering two three-day workshops with Scott Miller from Duluth to 50 practitioners from across Australia, including our own 12 highly skilled Men's Program Facilitators.

Our newest program commenced on 31 October 2018. The Numala Yalnun program has made visible the number of Aboriginal and Torres Strait Islander people attending the Southport DV Specialist Court. From August 2018 to January 2019, only five people identified as indigenous in this Court. Through the Identification Project that was undertaken by workers from the Numala Yalnun program 288 people identified as indigenous at this Court in the five months from February to 30 June 2019. Eighty-four children from non-indigenous parents were also identified. Moving forward the delivery of specifically developed Aboriginal and Torres Strait Islander Court Support and Men's DV Programs are awaiting funding. The Numala Yalnun program has incorporated three Aboriginal colleagues into the DVPC family, and since they commenced this work in the past financial year five other existing DVPC colleagues have identified as Aboriginal - literally making the invisible visible in our own organisation!

What is also visible in our city this year is that domestic violence incidents are still at record highs, in fact, the Gold Coast has seen a 16.2% increase on the previous year. While some of this is the result of the extraordinary work of the Police DV Taskforce and the Southport Specialist Court, i.e. better responses mean that more women

feel safe to report the domestic violence and apply for protection orders, and perhaps as a result of population increases; this all means a rising workload for a static number of Advocates at DVPC.

It has been said that we measure the things we can count, and then we think that these are the things that matter. But what about measuring what we care about? Such as:

- Women receiving consistent responses – instead of getting different responses depending on who they talk to.
- Children feeling safe to tell us what is happening for them – instead of fearing of what will happen to them and their family when they speak up.
- The value and impact of how we work together as a WHOLE on the Gold Coast to respond to domestic violence – instead of focusing on our own small piece of the work and our individual daily challenges.

At last year's AGM, I encouraged all of us to take up Elie Wiesel's call to "Think higher and to feel deeper". As Jacob Needleman further adds – to find that "higher, finer energy within oneself". He goes on to say that "Only fools imagine that freedom means getting what one happens to desire...inner freedom, real freedom begins with obedience to a higher influence".

One of our close partners in this work, Nika from the Department of Housing, describes this "higher influence" in these terms: "When you work within an organisation, the organisation is always bigger than you, but this work that we do together in the DVIR is bigger than our organisation, it's bigger than all of us". Beautifully and perfectly said Nika!

The challenge for DVPC and the DVIR is to create a culture, an internal sensibility, that mirrors the kind of sensibility of the content we offer to the world. A culture of working together, not against one another; of focusing on what we can do, not what we cannot do. Then we can collectively be the disruption that will change the world.

With revolutionary love always
Rosie

Rosemary O'Malley
Proudly and humbly
CEO of DVPC

Domestic Violence
Prevention Centre
(Gold Coast) Inc.

2018-19 Annual Report

WOMEN'S COUNSELLING

**3634 Women
Supported**

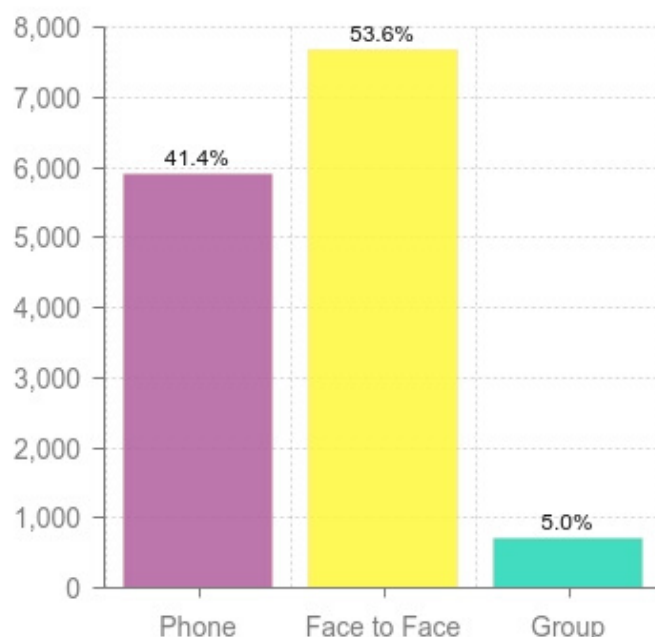
11255 hours of support delivered
35447 Contacts

1613 Community
Enquiries

1784 Police
Referrals

Support Hours Delivered

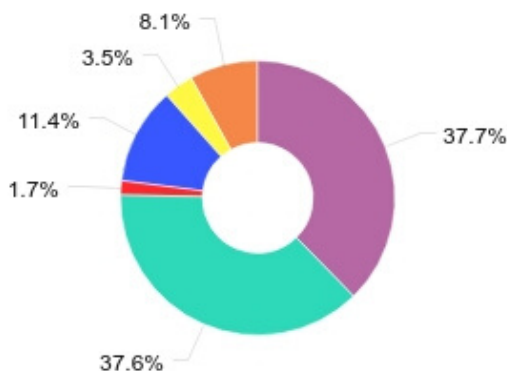
Southport DVPC



Safety Related Expenditure

Client Expenditure by Category

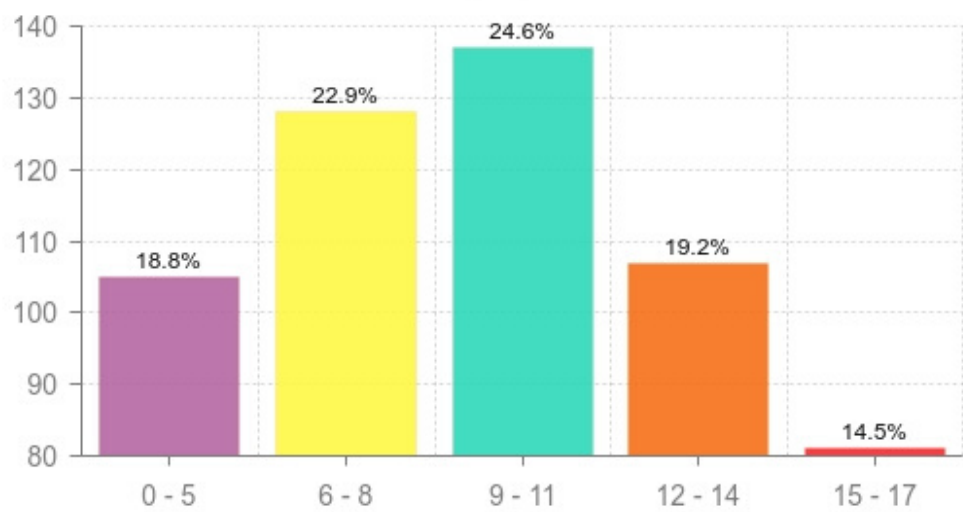
Southport



Home Modifications	\$ 32,876	Safety Devices	\$ 32,833	Travel / Fuel	\$ 1,452
Accommodation	\$ 9,964	Telephones	\$ 3,049	Food Vouchers	\$ 7,034

CHILDREN'S COUNSELLING

Age Distribution
Southport DVPC



558
Children &
Young People
Supported

2,407
hours of
support
delivered

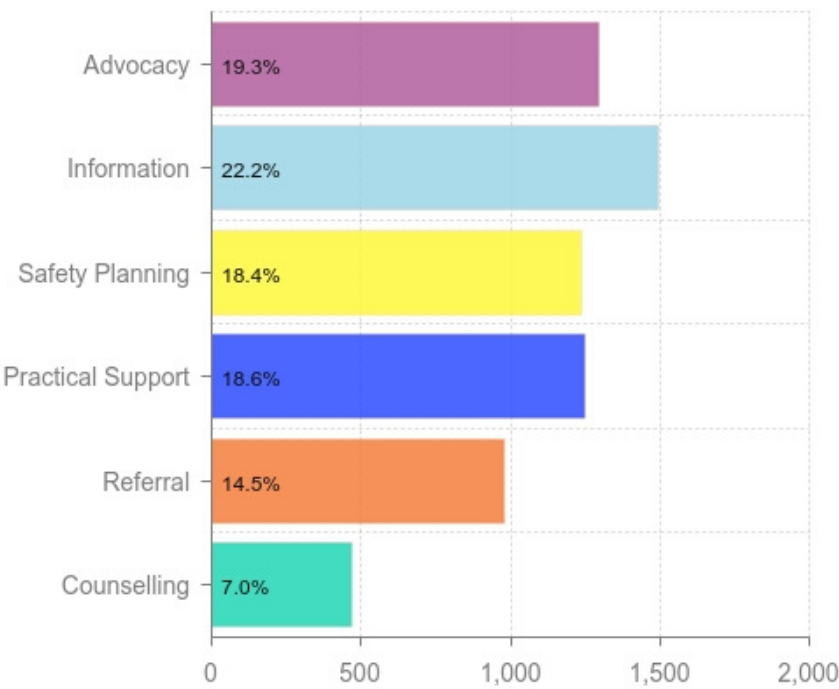
COURT ADVOCACY PROGRAM (CAP)

5967 Hours of
Support Delivered

1205
Occasions
of In-Court
Assistance
Provided

8991
Contacts

Court Support by Service Type
No. Women Supported



BEENLEIGH/EAGLEBY/NORTHERN GOLD COAST DOMESTIC AND FAMILY VIOLENCE OUTREACH SERVICE

1160 Women

Supported

4573 hours of support delivered

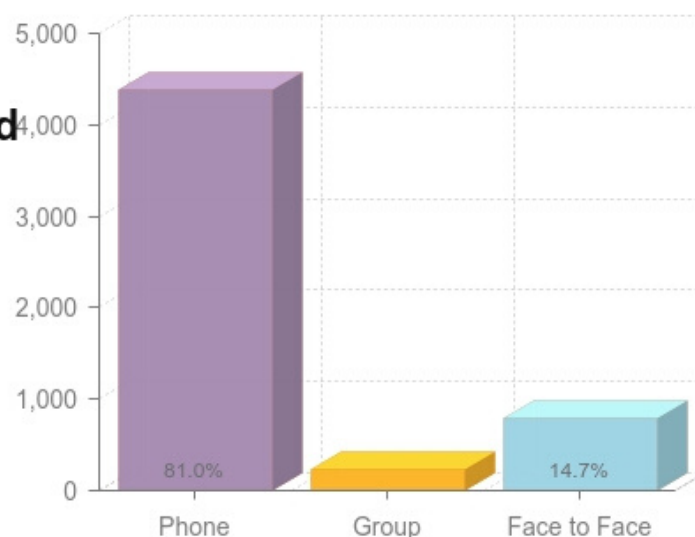
15285 Contacts

**117 Community
Enquiries**

**884 Police
Referrals**

Support Hours Delivered

BENDFVOS



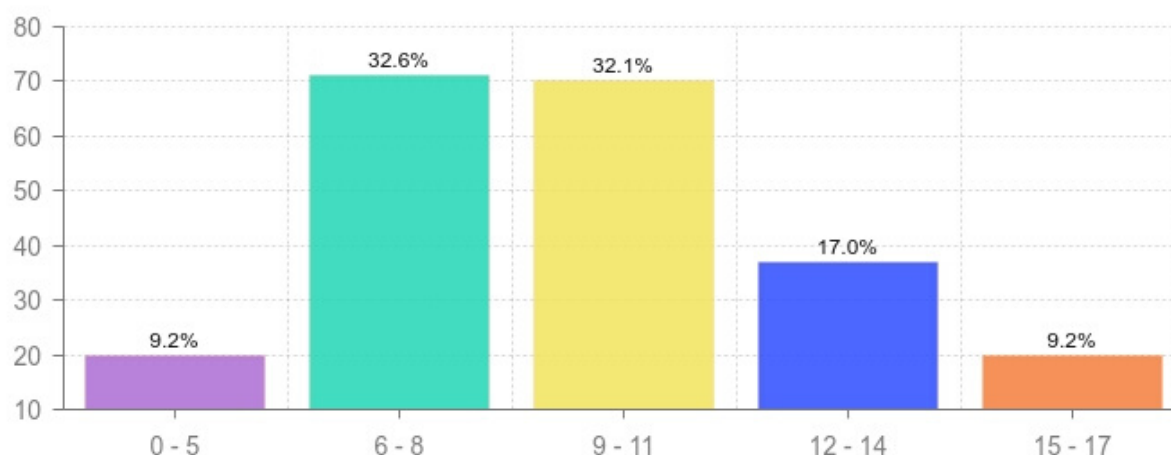
CHILDREN'S COUNSELLING (BENDFVOS)

215 Children & Young People Supported

1252 hours of support delivered

Age Distribution

BENDFVOS



INTEGRATED SERVICE SYSTEMS (ISS)



11

Domestic Violence Integrated Response (DVIR) Meetings Convened



10

Domestic Violence Interagency Group (DVIG) Meetings Convened

43

Organisations represented at Domestic Violence Interagency Group (DVIG) Meetings

100%

Stakeholder commitment to the DVIR and DVIG

ASSESSMENT SERVICE CONNECT (ASC)

2313 Hours of Service Delivered



14 Families

Self-identified as being Aboriginal or Torres Strait Islander



16 Families

Self-identified as being from a Culturally or Linguistically Diverse (CALD) Background

MEN'S DOMESTIC VIOLENCE EDUCATION AND INTERVENTION PROGRAM (MDVEIP)



113

**Men
completed
Gold
Coast/Logan
Programs**



191

**Women Supported by
Women's Advocate**

4758

Contacts

1585

**Hours of Support
Delivered**

SOURCES

DPVC (Gold Coast) InfoExchange Database

CREATED BY

Domestic Violence Prevention Centre (Gold Coast) Inc.



FINANCIAL OVERVIEW

In the 2018/19 DVPC's annual income was \$4,013,885 which was an increase of \$243,734.00 on the previous year. The income was primarily from grants from Dept of Child Safety, Youth and Women and QCS. Donations, rent lease costs, small grants and interest made up the remainder.

Our expenditure increased from \$3,612,040 in 17/18 to \$4,000,004 in 2018/19.

Key points to note:

Salary Expenditure increased by \$582,494 as DVPC increased the amount of funding for direct service provision including the funding of the Intake Model Pilot. Wages represent the majority of the spending of the organisation at nearly 80% of total expenditure.

DVPC replaced their fleet of computers and migrated to a Cloud based server to boost mobility and security. The costs of the replacement computers was \$33 K which was expended in this year.

We are also committed to making provisions for items such as Organisational training, Employee Assistance Program (EAP) and replacement of equipment and have added to the provisions from the previous year.

DVPC operated as a net surplus of \$5,882 for the financial year.

The Board have initiated a review of financial systems and practices and will continue to review and improve governance processes to ensure that financial reporting, accountability and stability are maintained.

DVPC is in a stable financial position as we move forward. We are hopeful of increasing our funding sources in the next financial year to increase our ability to deliver high quality services to meet the demand on our service.

The accounts have been independently audited and signed off by Robert L Martin.

WOMEN'S COUNSELLING

DVPC is committed to trialing new initiatives in our work with Women and Children impacted by Domestic and Family Violence in the attempt to provide effective services that respond to risk and safety. Monday 17th September 2019 welcomed the launch of the DVPC Intake Model Practice Framework replacing the existing Response Model. The latter required advocates to manage a case load, respond to all crisis line calls, complete the intake of new clients, and provide the ongoing work with women despite their current work load. This was resulting in overwhelm for advocates, and contributing to practice confusion – are we advocates, intake workers? crisis response advocates? counsellors or case managers? In addition, we wondered what was the impact for women requesting service.

The Intake Model was proposed to address these concerns, amongst others, in order to provide structure, consistent intake responses, prioritization, allocation and a response period.

The Intake Model has enabled the visibility of roles for the Intake Advocates who respond to the initial request for service and assess risk, the Women's Advocates who are allocated the work with women and develop a response and safety plan, and the Co-ordinator's who can assess caseloads, equity, and practice development more clearly. The assessment of risk ensures that women have scheduled appointments made according to the level of risk; high risk consults, high risk referrals made as required; and ongoing contact made by the advocate with an agreed contact agreement. Updated risk assessments and safety plans are made visible within the Intake Model and the current DVPC Database. The work practices by DVPC workers are made visible with the Intake Model where gaps with service delivery being easily identified (i.e. no follow up actions made). This in turn informs the evolving Practice Guidelines and advocate practice discussions.

The advocates were working in separate offices when the Response Model was in place, and a reorganizing of offices was completed for the launch of the Intake Model so all advocates in specific teams were working together (Intake / Women's Advocates / Children's Advocates).

Working together in teams has supported the visibility of practice, peer consults, support with case management, and mentoring with more experienced advocates working closer to newer advocates.

The Intake Model has contributed to the visibility for children who receive service from the DVPC Children and Young Persons team with an internal process to support this. For example, when requests are made by women for their children to the WCSC who ensures that Children's Intakes are completed, and allocation is made. The inclusion of children appears more visible than previously in the Response model resulting in a high demand for Children's Service and a current waitlist, along with both Women and Children's Advocates consulting with each other as necessary. The philosophical position of Women and Children at the Centre of our work at DVPC appears also more visible.

Currently the Intake Model is under review given it was a 12-month trial project. The review will evaluate its effectiveness based on responses from women, advocates, coordinators, external stakeholders, and the data drawn from the DVPC database. Modifying the Intake Model is expected and is welcomed given the evolving nature of the work at DVPC and the responses required. However a return to the Response Model is not anticipated.

It has been a big year and I want to acknowledge the passion and commitment of the team. I am constantly amazed by the willingness of workers to go above and beyond to get great outcomes for women. To the individuals who work so hard everyday, please know it is not invisible, it is seen and appreciated.



COURT ADVOCACY PROGRAM

Court Advocacy Program continue to embody our mission statement
“Enhancing Women and Children’s Safety by Advocating and Influencing systems”

Victims Visibility in Domestic Violence Criminal Proceedings : The Court Advocacy Program (CAP) recognised the invisibility of Domestic Violence (DV) victims in DV related criminal matters. Women were presenting at court requesting to be present for the DV civil application and/or criminal matters. CAP had been observing the respondent's DV related criminal matters were mentioned without the women being called into the courtroom and outcomes were advised post mention. Women were reporting they felt “left in the dark” regarding the respondents DV criminal matters, causing them to feel “invisible” within the court system. Women reported the importance of being present to monitor the respondent’s behaviour in court to assess their current risk and to be visible within the process, to have the impact of the abuse and their story visible to the respondent and judiciary. CAP saw the impacts on women and recognised the significance for victims to be part of the process. CAP implemented a process through check in to ensure the Court and Prosecutions were aware of the women present for the Respondents criminal matters, highlighting the importance of this process through the Operational Working group to the Court and Prosecutions.

Through a collaborative response CAP and the court are continually advocating for women to be present when requested and to ensure the matter does not proceed without the woman’s presence.

CAP received feedback from a woman who was present in the respondent sentencing stating :

"witnessing the Prosecutor read the facts and charges along with the Magistrate's decision to record a conviction and impose a suspended sentence, has validated his behaviours are unlawful and unacceptable by society. I feel validated by this process and empowered to report further breaches"

"Victim Impact Statements : CAP have advocated for Police Prosecutions to read victim impact statements at DV criminal hearings. Women were requesting through CAP for their victim impact statement to be read in court to verbalise the impact the abuse has on herself, children and the wider community. Through CAP's strong advocacy we have observed Police Prosecutions read impact statements upon request on a couple of occasions. CAP received feedback from a woman stating:

"hearing my impact statement read in court has given me hope that I am regaining my power and strength as a survivor of Domestic Violence."

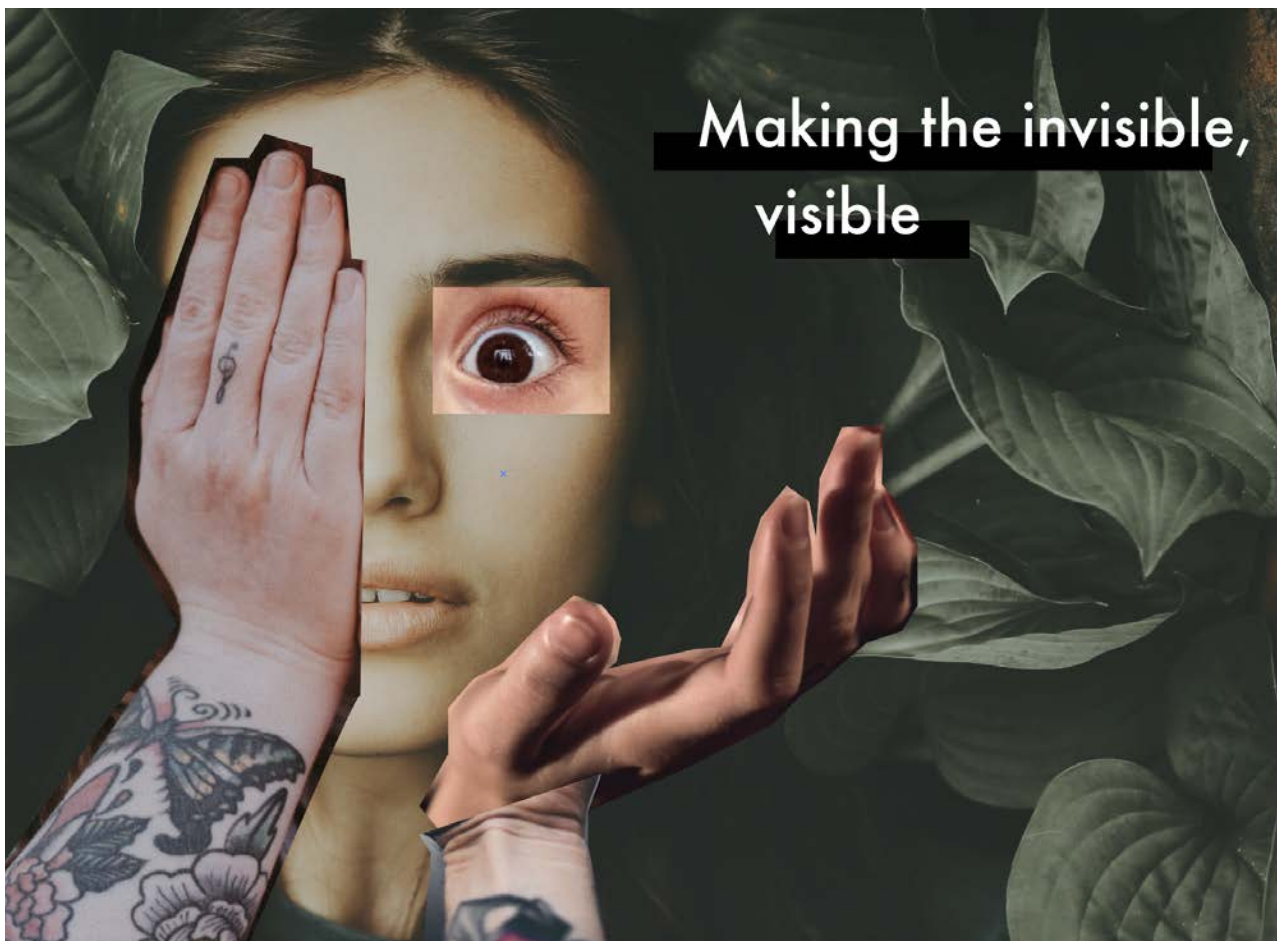
Although this is still not a regular process, CAP continue to be strong advocates for women's impact statements to make the women's and children's experiences visible while holding perpetrators to account and educating the wider community.

DVPC's Visibility within the Domestic & Family Violence Jurisdiction : CAP continue to build and enhance relationships within the Domestic and Family Violence Magistrates Court across Southport and Coolangatta to enhance the visibility of DVPC within the Court and Judiciary. CAP noted a positive engagement with external stakeholders, including Specialist Magistrates after distributing professional biographies. The biographies outlined the qualification and experience of each CAP employee highlighting a multidisciplinary team. CAP has seen an increase in DVPC visibility with the DV Specialist Magistrates frequently requesting CAP assistance in court. Magistrates outline the women's need for DV counselling, safety planning and assessments for the Turning Points Program.

Visibility of Women's Reactive and Retaliatory Violence within the Criminal Jurisdiction : The Court Coordinator oversaw facilitating Turning Points together with a specialist group facilitator and Woman's Advocate from DVPC. The Turning Points Program sits within the Court Advocacy and Counselling Team Program. Turning Points visibility has increased through CAP education to duty lawyers and the Judiciary, with increased referrals from Duty Lawyers and

Turning Points facilitators have on two (2) occasions provided support letters for women in the DV Criminal Jurisdiction named as defendants. The support letters outlined the women's experience of prolonged domestic violence throughout their lives and current abuse perpetrated by the "victim" within the proceeding.

The letter confirmed engagement in the Turning Points Program outlining the women's reactive and retaliatory violence to the ongoing abuse. The women disclosed their lawyers advised to expect a term of incarceration at sentencing. However, when the Magistrates set down the sentencing weight was given to the information outlined in the Turning Points support letter resulting in a non-custodial sentence. CAP continue to advocate for the women's experience of Domestic Violence to be visible within the civil and criminal jurisdictions.



CHILDREN'S COUNSELLING

Children and Young People who have been exposed to or have directly experienced domestic and family violence access support from DVPC support, often at the same time as their mother. Whilst children's experiences and voices are under-represented in professional practice around domestic and family violence (Callaghan, Alexander, Sixsmith & Fellin, 2015), the introduction of the Intake Model at DVPC has contributed to a significant increase in the number of referrals to the Children's Service, both internally and externally. This is a result of new processes to streamline responses, and has supported DVPC to focus on illuminating an aspect of domestic violence that is often the least disclosed or discussed – the impact on children (Osofsky, 2018).

During the initial contact with women, the Intake Team are able to identify the risks and needs of vulnerable children involved. The Intake process allows for an in-depth discussion of all services available at DVPC, and internal referrals to the Children's Service can occur at this point of contact. Many women that are currently engaged with their own Women's Advocate have also linked their child/ren in with a Children & Young Person's Advocate. In response, DVPC are able to arrange for face-to-face appointments to occur simultaneously, enabling advocates to better accommodate the needs of both women and children. DVPC has also experienced an increase in external referrals to the Children's Service, both from external agencies and from self-referrals made by women. It is not unusual to see referrals for all children within the family unit which has seen a further increase in the number of requests for children's intakes and support.

DVPC's focus on viewing both women and children/young people at the centre of our work supports our work practices and philosophies, making the invisible victims of domestic violence visible.

BEENLEIGH

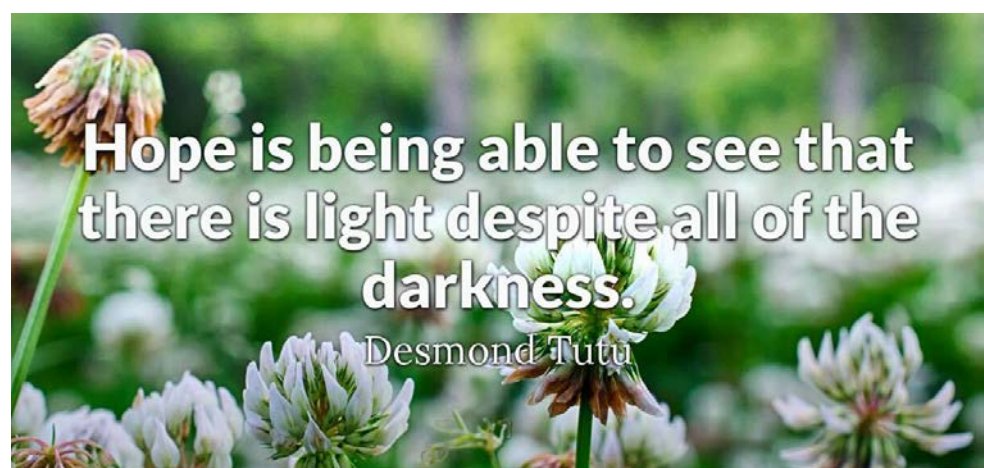
WOMEN'S PROGRAMME -i.REFLECT WOMEN'S GROUP

We have provided specialist group work with women who experience domestic violence and abuse since the establishment of the organisation in the area. Over a 12 month period two groups are delivered in Term 2 and Term 4 during school hours. Organisationally it has become visible that sustainability is an issue for continued group work with women.

The Logan Integrated Service Response has enhanced relationship building with key service providers. One of those providers - The Benevolent Society - specialist DV worker Larissa, approached DVPC about groupwork options for women she was supporting. This conversation provided a solution of sustaining ongoing groupwork with a partnership forged to co facilitate the group with DVPC. In Term 2 2019 the inaugural group was held with seven women and four attending all 8 sessions. The group completed a joint artwork and it was presented to Larissa and TBS for their Logan office. This example of collaborative partnerships with other key stakeholders will be continued to provide and support continuing group work with women.

WOMEN'S FOCUS GROUP -DECEMBER 2018

A group of five women were empowered and courageous enough to attend the inaugural focus group and provide critical feedback about DVPC services. Their reflections and comments were overall very positive and provide a starting point to develop and plan other focus groups that encourage women to make their experiences visible and contribute to the development of responses that work towards meeting their identified needs.



MENS DOMESTIC VIOLENCE EDUCATION INTERVENTION PROGRAM (MDVEIP)

With a change in MDVEIP Coordinators, after Pam Robertson picked up a position closer to family there was an opportunity to conduct a review of all files, forms and processes in the MDVEIP. Pam had done a wonderful job building on what we had, but as the program expanded in recent years, the administrative component of the MDVEIP had also grown in complexity.

With the increased focus in recent years on our Men's Program and the recognition that the system needs to do better in providing programs and interventions for men who use violence and abuse in their relationships, it is important that our administrative foundations are strong. The invisible administrative practices and resources that underpin the MDVEIP are the foundation on which the program operates. With the evolution of the DVPC IT System, remnants of the MDVEIP program were located across various system folders and files and desperately required some consolidation.

2018 / 19 also brought an increased level of interest from Private Practitioners to engage in the work of providing Men's Behaviour Change Programs. We firmly believe that Specialist Domestic Violence services are best placed to provide these programs, since our work and our approach is directly informed by the needs of women and children and as such, we know the impact abusive behaviours can have on their partners. It is through this 'DV Lens' that our approach and effectiveness is developed and refined.

As the demand increases though, our invisible administrative practices and resources must be robust and resilient to enable us to scale up our work and continue to find efficiencies in what we do, especially considering the budget limitations around providing more Men's Programs. The imperative to both innovate and consolidate 'back of house' systems and processes will be important if we are to keep pace with increased demand.

The additional invisibility in the work of the MDVEIP is in the skills and knowledge held and demonstrated by our Facilitation Team. There are 12 outstanding Men's Program Facilitators who work for DVPC and we were fortunate this year to have Scott Miller from Duluth spend two weeks with us on the Gold Coast to provide training, not only to our team but to almost 50 practitioners in total from across Australia. To have this training in Southport and to deepen the relationship with Scott and Duluth, further strengthens our work, our staff and our position as one of the leading Men's DV Program service providers in Australia.

DOMESTIC VIOLENCE INTEGRATED RESPONSE (DVIR)

One of the key focus areas for the DVIR this year was 'Measuring'. How are we measuring what we do as a collective? All the DVIR partners know the value and quality of our work together, but other than our own stories and an inner knowing, there was no tool in place to collect, capture and present our work in a quantitative way.

To help fill this gap we constructed a matrix identifying 35 data points sourced from 14 different DVIR member organisations. It will take at least 12 months to identify a base line for us to begin to map trends but having a central point of reference for DVIR data measures should position us well to better understand the demand we are experiencing and impact we are making.

The challenge in bringing a tool like this together, is that we are sourcing data from multiple organisations, many with different service boundaries. This is even more challenging when considering that the Department of Justice and Attorney General (Southport Specialist Court) produces their data reports 12 months in arrears. Recognising the variables involved, some flexibility will be required to present the data and at this stage we are expecting Quarterly Updates with an Annual Data presentation at a designated DVIR monthly meeting.

Another key focus area is 'Messaging', How do we communicate what we do together? This is a challenge when working with multiple organisations. Relationships and collaborative practice is often invisible, so finding ways to make it visible is important to building confidence in those who might be looking for support.

With film, and especially short clips, being recognised as a powerful platform for effective and efficient communication, discussions were had with the Griffith University Film School to partner with their students to produce a short film. A brief was produced, a team of second year film students took up the challenge and we engaged with these enthusiastic young people to help make the invisible visible. The result was a short piece featuring interviews with some of the DVIR partners along with some actors. The short piece beautifully makes visible the partnerships and the collaborative practice of the DVIR. Make sure you keep an eye out on our Facebook page *Domestic-Violence-Prevention-Centre* to view this great resource.

ASC

"It kept me sane, and it kept me safe, knowing that okay, it's not the end of the world. There are places I can go to. There are places I can reach out to. Let's do this. Let's start putting things together so I can put my life back on track. And my daughter and I are safe. We're not going to end up homeless or starving. You gave me that comfort. You made me feel really safe. You made me believe. You used to come over and give me all this paperwork with so much information that I could access and I used to think okay it's not as bad as I thought. In my head it was really bad. I thought I've lost my business, I've lost my home. I'm about to be homeless with a small baby. I was freaking out and you gave me so much knowledge, information, access to so many things and you also gave so much warmth. We built that friendship. You were there for me. You made me feel like it's not the end of the world and I could do it without him."

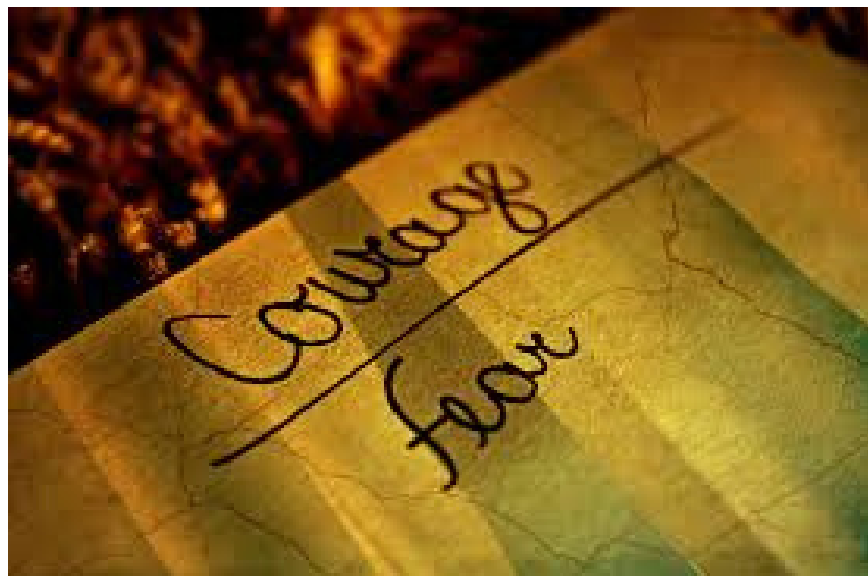
In May 2019, Assessment and Service Connect went through the initial Human Services Quality Framework audit and were accredited. In the lead up to this process we took the opportunity to look at how the work differed from our other DVPC programs as we are funded under a separate funding stream (families instead of domestic violence), being a child protection program working with families in the statutory child protection space, having a 60 day time-frame, being a home and community visiting program. We reflected on what the referred families were actually going through and telling us, what domestic violence risk was present, what risk of removal was present, and what Child Safety staff were seeking and saying.

We audited cases to see what themes and practice looked like and where the gaps may lie. With the exception of a few families, the domestic violence risk for the majority of referred families (using the South Australia Domestic Violence Risk Assessment tool) was very high. Suicide risk in male respondents, survivors/victims and children was made visible through this process. To respond Assessment and Service Connect came up with extensive Operational Guidelines specific to the program, separate from the other DVPC programs, in acknowledgement of the unique work and clientele. We listened to women and extended our support for the transition period, where there was ongoing intervention.

ASC celebrated it's two year anniversary in May 2019. We held a focus group and asked women what they experienced with ASC, Child Safety, and what they thought might make their experience better. We also continued to collect feedback. Women made what we do at ASC visible to us, which meant we could make it visible to others.

Women conveyed:

- The ability of the service to home visit critically contributed to their engagement, increased ability to positively progress, led to them feeling supported, and removed barriers to accessing services particularly for women with babies, where the woman had no car/license, or where financial abuse or insufficient finances were a barrier.
- ASC made services visible to them which they were not previously aware existed and this led to feeling less isolated.
- When ASC came in to talk about options rather than solely on the domestic violence, they felt “lifted up” and experienced hope which became a motivator to action.
- ASC helped women make sense of their experience and create a plan for forward movement at a point in time where trauma impacts had many feeling disoriented and scattered.
- Compassion, transparency, and true warmth of advocates led to trust and engagement.



NUMALA YALNUN



Embrace the light from the Sun

On 31 October, 2018 DVPC entered an inspiring new challenge within its strategic planning by commencing an Aboriginal and Torres Strait Islander Program to initiate a body of work to address the invisibility of the First Nations People in the domestic and family violence space. This invisibility was clearly evidenced in the Southport Magistrates Court District statistical data reading approximately 1% of clients attending the Specialist Domestic and Family Violence Court at Southport identifying as Aboriginal and/or Torres Strait Islander. Conversely, the Criminal and Child Protection jurisdictions in the very same Court District were recording upwards of 50% identifications of Aboriginal and/or Torres Strait Islander clients. The inconsistency was alarming and reflected a lack of service provision for Aboriginal and/or Torres Strait Islander peoples in the jurisdiction.

There also existed gaps within DVPC's organisational structure across its business streams in respect of Aboriginal and/or Torres Strait Islander staffing, capture, client service and cultural awareness.

The program's brief was in general terms to make the invisible visible and specifically to: ensure DVPC surpasses cultural competency standards; research and develop proposals for culturally appropriate program funding submissions; and to provide the Domestic and Family Violence Integrated Response with an Indigenous voice within the multi systems agency and NGO stakeholder groups.

The progress of the program to 30 June, 2019 has been outstanding namely

- Recruitment and retention of Aboriginal and/or Torres Strait Islander staff. DVPC now employs 8 Aboriginal staff across 5 business streams of which 3 staff are in leadership positions
- Research and Development of two targeted Aboriginal and Torres Strait Islander programs namely Court Support Program and Respecting the Bora Ring Men's Domestic Violence Education and Intervention Program including subsequent submissions for funding to both State and Federal Governments
- Two Aboriginal staff successfully inducting and currently facilitating on the Men's Domestic Violence Education and Intervention Program
- Stakeholder management that sees Indigenous representation on the DVIR, DVIG and Southport and Beenleigh Specialist Court's Operational Working Group
- Allocation of funding for Court Support Pilot Program from February 2019 – June 2019 for one female staff and one male staff to provide culturally appropriate Court Support each morning at the Specialist Domestic and Family Violence Court, Southport

A snapshot of the results of the Court Support Pilot are:

	August 2018 – January 2019 (6 months prior to pilot)	February 2019 – June 2019 (5 months of pilot)
Questions asked if clients identify as Indigenous	Unknown	2862
Indigenous clients identifying at Specialist DFV Court	5	288
Indigenous children identified to non-Indigenous parents	Unknown	84
Referrals made to ATSILS, Kalwun, Qld Health, Centrelink	Unknown	118

An increase in excess of 7000% of people identifying as Aboriginal and/or Torres Strait Islander clients in the Specialist Domestic and Family Violence Court, Southport -- Making the invisible visible

COMMUNITY

The Domestic Violence Prevention Centre is visible in the community throughout the year raising awareness about domestic violence and the services and support we provide.

This year some of the more notable activities included:

Our 25 Year Celebration which was held in November 2018 and was attended by our service partners, former and current staff and Board members. A great night was had by all.

In February DVPC provided "In Her Shoes" Interactive workshop to the Magistrates Conference. This powerful event always has an impact as participants are challenged to make choices and step into the reality of a woman who is experiencing domestic violence. DVPC also provided this training this year to Court Registry staff and a number of community agencies.

May is DV Prevention Month and we started it with the community candlelight remembrance ceremony which was held at Southport at the Broadwater Parklands. Despite being a cold, wet, windy night the event was attended by community members who stood together to remember those who are impacted by DV and those who have died and to show their commitment to a community free from fear and violence.



In May we also held our community breakfast and DV Awards to launch DV Prevention Month. The Breakfast was held at Q1 and over 120 people from across the community and the sector came together to recognise workers and agencies who have contributed to making the community a safer place for women and children. The awards were presented by The Hon Di Farmere, Minister for Child Safety, Youth and Women.



The award recipients have all demonstrated their commitment to women and children by always delivering excellent support and responses. We are always surprised how humbled and delighted the recipients are when they receive their award. We are glad to be able to publicly acknowledge the amazing work that our service partners do everyday.



DVPC also engages in building awareness in the community through its Facebook Page and website. We have over 5200 followers on Facebook and average over \$ 8 million hits on our webpage.

The Purple Book has now been licensed to agencies in the the Tweed/ Northern Rivers and Mackay. Local versions will be produced soon. Discussions around licensing is also be held with services in Cairns and Western Australia. WE continue to get requests to purchase the book from Gold Coast and Queensland agencies. On average DVPC provides over 15 000 copies per year to clients and service agencies.

We also want to acknowledge the generosity of individuals and organisations that provide support via donations of funds or items throughout the year. This year Myer Robina, RACV Royal Pines, Rotary, Tasman Health, Soroptomists international and the Country Women's Association provided donations. On behalf of the women and children we support we want to acknowledge and thank them from the bottom of our hearts.

On behalf of the Board and the staff team at DVPC

we want to acknowledge the women and children

that come to our service for support

Thank you for sharing your stories with us, for

telling us your hopes and your fears and for trusting

us.

Our commitment to you is that we will always work

hard to be worthy of that trust.