



Annual Report

2023/24



DVCONNECT
Be heard. Be safe.





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Stevie is an Aboriginal artist of the Kabi Kabi, Waka Waka Koa tribe on her father's side, and Yuin Nation on her mother's side. Her paintings are inspired by her surroundings and the stories told by her parents and family elders. Stevie hails from a large family, many whom are artists from both her parents side. She was influenced from a young age and has learnt to paint from watching her family members. She is now carving her own path and has grown into an accomplished artist in her own right. Stevie was the second participant in Birrunga Gallery's 3-year Cultural Creative Residential program.

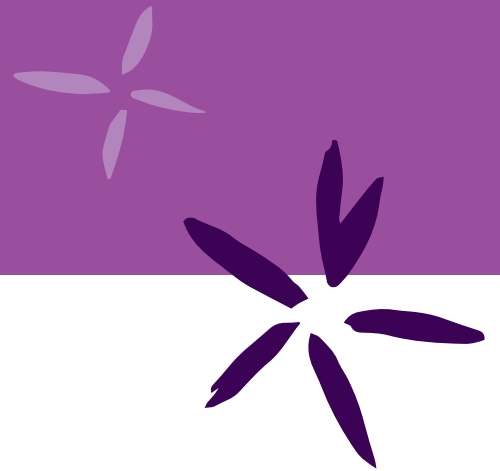
Acknowledgement of Country

DVConnect acknowledges Aboriginal and Torres Strait Islander peoples as the traditional and ongoing custodians of the lands on which we live and work. We pay respects to Elders past, present and emerging. We acknowledge that sovereignty has never been ceded and recognise First Nations peoples' rights to self-determination and continuing connections to land, waters and community.

We acknowledge the lived experiences of our First Nations Women and Children, who continue to experience disproportionate rates of domestic, family, and sexual violence. We honour and pay our respects to the women and children who have not survived. We acknowledge the Senate Inquiry into Missing and murdered First Nations women and children which is still ongoing throughout the period of this Annual Report.

DVConnect also acknowledges the impact of the 2023 Voice to Parliament Referendum has had on First Nations communities across Australia, and how this demonstrates the ongoing need to find and facilitate ways for First Nations' peoples to speak and be heard and to integrate what is said into tangible, positive outcomes.

DVConnect proudly supports the Uluru Statement from the Heart - Listening to advice from Aboriginal and Torres Strait Islander peoples about matters that affect their lives, so we make better decisions.



Honouring People Living with Experience

DVConnect acknowledges the many women, women's organisation and survivor advocates who have spoken out about their experiences for decades. The work that we are doing here builds on their legacy, their dedication, and their advocacy. It is critical that we continue to learn from and include the voices of those who have lived experiences when seeking to prevent violence across society.

We are committed to delivery of services that contextualise intersectional needs, promotes social inclusion and self-determination.

We also use these voices to guide our work with people who use domestic family and sexual violence as it is from this knowledge that we can help men to stop their use of violence and abuse. When men are safer, in themselves and to others, women and children are safer.

"We are your mothers, your sisters, your brothers, your aunts, your uncles, your cousins, your children, your partners, your colleagues, your friends, your family, your kin, your community. Do not continue to shame us for what other people have done to us. We did not ask for abuse. We have resisted violence or done what we needed to do – to protect ourselves, our families. To survive."

(Members of the Independent Collective of Survivors, National Plan to end Violence Against Women and Children 2022/2032)

DVConnect

BOARD REPORT

As we reflect on the 2023/24 financial year, we do so as a united Board, recognising the significant progress made by DVConnect in its mission to address domestic, family, and sexual violence (DFSV) in Australia. The landscape of violence prevention continues to evolve, and with it, our commitment to ensure that those impacted by DFSV can access the support they need.

The reality remains that millions of Australians experience DFSV, but we are encouraged by the growing number of people who feel empowered to reach out for help. This year, more individuals contacted our core services, including Womensline, Mensline, and the Sexual Assault Helplines. We understand that seeking support is an incredibly courageous act, and we remain dedicated to eliminating the barriers that prevent victim/survivors from making that step. Working with key partners, communities, and government agencies, we are developing meaningful solutions to these barriers to ensure greater accessibility and safety for all.

Throughout this financial year, DVConnect has continued to strengthen its position as one of the largest specialist domestic and family violence services in the country. We are particularly focused on amplifying the voices of those with lived experiences of violence, especially First Nations peoples and communities. Their leadership and perspectives guide us as we drive action and meaningful change. We have also continued our growth of supporting all victims of violent and interpersonal crime in Queensland expanding our VictimConnect service offering and standing up a significant pilot in close partnership with Victim Assist Queensland to ensure people can access immediate emotional and practical support in the hours after a violent event. With success of this pilot in 2023/24, the 2024/25 year will see this expand from 3 sites to 5.

Our refreshed strategy this year underscores our dedication to evidence-based practice, particularly through our partnership with Griffith University. This collaboration is expanding our understanding of the complexities around engagement and accountability for people who use violence. While our core work remains

focused on providing response, recovery, and healing services, we are deeply committed to addressing the root causes of DFSV. Our Mensline service has seen increased demand, a clear indicator of the need for more early intervention strategies and personalised support for those seeking to change violent behaviours. As a result in 2023/24 we have laid the foundation for innovation in this space which we will see come to fruition 2024/25.

At Bella's, our accommodation facility, we continue to provide sanctuary for those in crisis. We are also incredibly proud of the DVConnect team, whose unwavering commitment to supporting victim/survivors makes an immeasurable difference in the lives of those we serve. We recognise the challenges they face daily and are equally mindful of their health, wellbeing, and successes. Their hard work, dedication, and compassion do not go unnoticed, and we celebrate their achievements.

To our CEO, Beck O'Connor, and leadership team, your tireless efforts and passion for change have been nothing short of inspirational. You have guided DVConnect through both rewarding and difficult times, and your courage and vision continue to elevate the organisation. To the wider DVConnect community—our donors, sponsors, and government partners—thank you for your ongoing contributions, without which this critical work would not be possible.

Finally, we would like to acknowledge our fellow Board members, past and present, for their commitment and expertise. We would particularly like to thank Enid Hughes and Naomi Meade, who finished their terms, for their service. Together, we will continue advocating for all victim/survivors and striving for a future free from violence.

Thank you for standing with us on this journey toward a safer, more equitable world for everyone.

The DVConnect Board



Bec O'Connor
CEO

Board of Directors



Trina Hockley
AM FAICM BHMS GMQ
CHAIR



Enid Hughes
DIRECTOR



Fatima Deen
DIRECTOR



Fiona Maxwell
DEPUTY CHAIR



Professor Patrick O'Leary
BSW(Hons) PhD
DIRECTOR



Carly Jacobitz
AHPRA GAICD
DIRECTOR



Ben Bjarnesen
DIRECTOR



Linda Dreghorn
COMPANY SECRETARY

Vision, Purpose, Values, Principles



OUR VISION

All lives are free from violence and abuse.

OUR PURPOSE

Collaboratively shaping choices and pathways for a life free from violence and abuse

VALUES AND PURPOSE

In the final full financial year of our current strategic we continue to be guided by our values and goals set out in 2020. Across 2024 we will shape our new strategic plan to ensure that we continue to meet the needs of the community that we work within, and the people that access our services.

In recognition of our role in and responsibility to our community, these values and principles are integral to our commitment to broader social change that improves the lives of all Australians.

OUR VALUES

Integrity

We are trustworthy and act with honesty, always holding ourselves to a high level of ethical standards.

Compassion

We treat those we support and each other with patience, kindness, empathy and care.

Accountability

We lead by example, are transparent and solution focused and take ownership for our decisions and actions.

Respect

We treat all people with dignity, equity and value each other's contribution.

Empowerment

We support and inspire all people to have a voice and be able to make choices to enable them to grow in strength, confidence and knowledge. We support all people to voice their needs and provide access to options, enabling self-determination.

PRINCIPLES THAT GUIDE US

- Domestic, family and sexual violence is prevalent, pervasive and a serious human rights violation.
- Aboriginal and Torres Strait Islander people know best what their communities need and want, and we are committed to listening deeply to these needs and embedding reconciliation in practice.
- Everyone has the right to live without fear from violence.
- The use of violence is a choice and people need to be held responsible and accountable for their choices.
- We operate from an intersectional feminist framework, acknowledging that domestic and family violence is gender-based violence, predominantly perpetrated by men against women and children.
- It is critical that we continue to learn from and include diverse voices of survivors and culturally diverse communities when seeking to prevent violence.
- We acknowledge and respect the abilities, strengths, goals and needs of people living with disability.
- We acknowledge and are responsive to the unique needs and challenges experienced by the LGBTQ+ community.
- We acknowledge the value of including the voice of culturally and linguistically diverse populations in our work.
- We understand and are adaptable to meet different needs and challenges experienced by people living in regional, rural and remote areas.
- We acknowledge the different priorities and concerns for different age groups, including young people and elders.
- We provide inclusive services that are evidence-based and trauma informed.
- We are committed to working collaboratively as part of a broader system.
- Our governance will be robust, ethical and transparent.

Our strategic priorities 2020–2024

Priority 1

IMPACT

We will reduce the impact of domestic and family violence and sexual assault by promoting healthy relationships, supporting the empowerment of those experiencing violence and holding those who use violence to account.

Priority 2

INFLUENCE

We are informed by the diverse voices of lived experience, collaborative partnerships and research, to be an influential coalition for action to STOP domestic and family violence and sexual assault.

Priority 3

STRENGTH

We have a thriving workforce that is diverse, adaptive, inclusive, growth focused and committed to exceptional client care. We are supported by sound financial management practices and technology solutions.

Priority 4

COURAGE

We will champion reform that challenges structural gender inequality, improves people's safety and supports communities and individuals to understand their role in the prevention of domestic, family and sexual abuse.

Priority 5

GROWTH

We are dynamic, effective and sustainable.



Support Survivors and Victims of Crime

DVConnect is a leading provider of evidence-based and trauma-informed services to people who have experienced violent crime and has assisted Queenslanders find pathways to safety, away from domestic, family and sexual violence (DFS) for decades.

Our professional specialist practitioners provide:

- Crisis response and comprehensive safety planning for people experiencing or using violence
- Coordination of emergency transport and accommodation for individuals, families and pets escaping violence
- Supported access to high security shelter state-wide for women and their children
- Crisis counselling
- Therapeutic counselling
- Referral and information relating to policing and justice interventions, emergency financial assistance, forensic medical assessments, housing support and specialised case management support services
- Psychoeducation
- Professional training
- Advocacy
- Face to face support within community following a violent crime (Victims' of Crime Community Response - VoCCR)

DVConnect provides this through our dedicated services:

- Womensline (24/7/365)
- Mensline (8am until 9pm 7 days)
- Sexual Assault Helpline (7am – 11pm 7 days)
- VictimConnect (24/7/365)
- VoCCR (Afterhours)
- Forensic Support Line (9am – 5pm M-F)
- National Specialist Trauma Counselling for 1800RESPECT (24/7/365)
- Bella's Sanctuary

We are professional negotiators, navigating risk, planning safety, coordinating safe exits and advocating for access and justice every minute of every day. We do this confidently, transparently and collaboratively. Our ability to communicate and cooperate is critical to our success; to enable the trust services and the public have in us, and to saving lives.



SEXUAL ASSAULT SERVICES



OVER
2000
calls
for service

NUMBER OF CALLERS PRESENTING

- With acute sexual assault (within 72/96 hours) **22%**
- With recent sexual assault (within 2 weeks) **18%**
- With past sexual assault as an adult **40%**
- As an adult and sexually assaulted as child **20%**

WOMENSLINE



TOOK NEARLY
60,000 calls

Made over 80,000 outbound calls,
capturing the amount of coordination that is required to
find a woman's pathway to safety

Helped 523 women
to safe family or friends

Supported 461 women & children
to safe refuge across Queensland



Provided over
8,000 nights
nights of **emergency accommodation**

MENSLINE

Took over
6,500 CALLS
calls for service



Received almost
10,000
REFERRALS
FROM POLICE

VICTIMCONNECT



Across our VictimConnect
services we supported
10,8820
callers,
a **92%** increase

- 63%** live outside of metropolitan QLD
- 417** identified as living with disability
- 439** identified as **Aboriginal and/or Torres Strait Islander**

Service Delivery

It is imperative that women and children subjected to violence have access to timely trauma informed services. This includes acute and crisis responses and, equally as important, support that promotes recovery and healing.

We value evidence-based and nuanced responses to women's experiences of violence at all points of their journey. In line with the National Plan to End Violence against Women and Children 2022-2032, DVConnect has implemented two service streams dedicated to **Response and Accountability** and **Recovery and Healing**.

RESPONSE AND ACCOUNTABILITY

Our Response and Accountability service offerings are tailored towards crisis and acute responses to violence as well as programs that support accountability for men who choose to use violence. Our programs under the Response and Accountability stream include:

Mensline

Mensline provides free and confidential support to men impacted by or using violence through our dedicated phone line staffed by specialist counsellors.

Working with men who use violence is a core part of DVConnect's work towards creating safer communities for women and children. 2023/24 saw us as an organisation lay the foundations to expand the ways in which we work with men who use violence. We have partnered with Griffith University to develop an evidence-based program that supports trauma-informed responses and accountability for men who use violence which will become operational towards the end of 2024/25.



Womensline

Womensline is our dedicated 24/7/365 crisis and acute response line dedicated to women subjected to domestic, family and sexual violence and their non-offending family members.

It is an integral part of DVConnect's fabric and is essential to providing women and children with an active response that supports pathways to safety.

Our dedicated and professional Womensline team work alongside women 365 days of the year providing:

- Counselling
- Safety planning
- Referral pathways
- Advocacy and Information
- Crisis accommodation and service liaison



Womensline Webchat

Women and children impacted by violence face numerous barriers when it comes to accessing services. These barriers are too often amplified for women living in regional and remote areas and women living with disability.

Our webchat provides women and their friends and family members with accessible, confidential and real-time online support.

Anyone in the community impacted by domestic family and sexual violence can connect online with a trained professional to access brief support, information, safety planning and referrals.



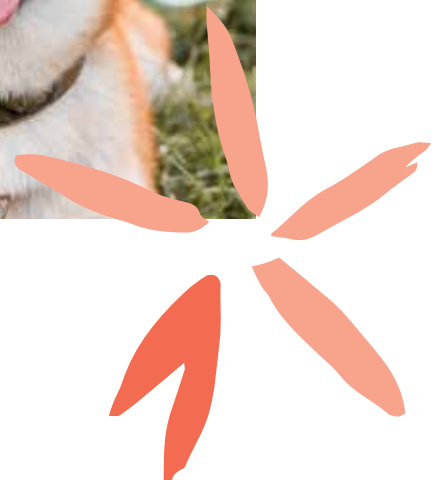
Pets in Crisis

Since 2005, DVConnect has partnered with the RSPCA QLD to deliver the Pets in Crisis Program that provides a safe home and veterinary care for the pets at serious risk of domestic violence, while their families are in refuge.

Threats to harm and harming pets is a form of domestic and family violence that is often tactically used by offenders to punish and entrap women and children; coercing them to stay.

It is hugely important to the women we work alongside to be able to support and facilitate safe pathways for them and their families which pets are a part of.

This is why the Pets in Crisis program is such an important partnership and integral part of our practice.



RECOVERY AND HEALING

Services that support the recovery and healing of victim/survivors are instrumental in our collective response to addressing violence on all levels. Ensuring that victim/survivors and their family are provided with services that support healing recognises that access to appropriate care is a human right.

DVConnect's Recovery and Healing stream is composed of the following specialised programs:

Sexual Assault Helpline

The Sexual Assault Helpline provides support, information, referrals and short-term counselling support to anyone in Queensland impacted by sexual assault as well as non-offending family and friends.

2023/24 has seen the Sexual Assault Helpline focus on growth and sustainability through recruitment and building upon our team of highly skilled and professional practitioners so we can respond to community need. We have appointed a dedicated team leader to oversee practice and have secured a further 5 years of program funding.

Our Sexual Assault Helpline team remains engaged with the broader service sector through active and consistent participation in Queensland Sexual Assault Network (QSAN) and the sexual violence network through consultations.



VictimConnect

VictimConnect is a 24/7/365 service that puts the safety and rights of victims at the centre of all decision making. Our work recognises and builds on opportunities for victim/survivors to regain a sense of hope, self-determination and empowerment and to have a meaningful life of their choosing, beyond the catastrophic effects of violent crime.

The demand for support provided by VictimConnect continues to grow. In response, we have established a specialist counselling team and increased the amount of counselling sessions offered each day.

In addition, our VictimConnect team contributed to the organisations social impact and advocacy movements having participated in the Victims of Crime Day held at Parliament House.

VictimConnect has a standalone presence to ensure there is community clarity that this program is for all victims of violent crime. Website www.victimconnect.org.au

Forensic Support Line

The Forensic Support Line provides victim/survivors of sexual assault who are impacted by the inquiry into the handling of forensic testing and DNA with specialist

sexual assault and victim support services. Our Forensic Support Line provides information and specialised sexual violence counselling over the phone.

Victims of Crime Community Response (VoCCR)

In partnership with Victim Assist Queensland, DVConnect stood up our Victims of Crime Community Response pilot (VoCCR) which provides an essential afterhours crisis response to anyone in Queensland impacted by a violent crime.

Acting as the primary point of contact for victim/survivors seeking specialist support within the first 72 hours after a violent crime, our dedicated Response and Connection Practitioners work alongside victim/survivors to provide immediate and trauma-informed support through triage, crisis counselling, practical necessities, and referrals to successfully and safely meet the individual's needs.

Since January 2024, support from VoCCR has grown to include in-person community responses to those impacted by violent crime residing in Townsville, Cairns and Logan communities.



1800RESPECT

In partnership with 54 reasons and Marninwarntikura Womens Resource Centre, DVConnect supported the provision of specialist counselling services on the National 1800RESPECT domestic, family and sexual violence line.

Throughout the year our qualified and professional counsellors worked effortlessly to provide dignified and safe responses to women across the country impacted by violence through specialist counselling, safety planning, information and referrals.

Bella's

Bella's Sanctuary is a safe place for women and their children to heal and rebuild after violence, providing independent, medium-term accommodation for up to five families at a time.

Bella's Sanctuary actively supports the transition into safe and sustainable long-term housing, supporting women and their children to remain close to their support networks and

community ties including family, schools and employment on the Gold Coast.

A primary focus for 2023/24 has been to strengthen Bella's community relationships through increased involvement with local stakeholders to enhance referral pathways for tenants.



Clinical Governance



DVConnect's clinical governance functions are held by a collective of dedicated and skilled executive leaders and specialist practitioners. Our clinical governance is underpinned by robust clinical safety and evidence-based practice frameworks that recognise and respond to intersectionality, risk, and the gendered nature of DFSV. DVConnect have clinical governance mechanisms and oversight in place to provide specialist services and responses that support best-practice service delivery as well as practitioner wellbeing.

Clinical Governance Committee

DVConnect's Clinical Governance Committee is an operational forum for information sharing, discussion, direction, recommendations, and action on clinical practice and governance across all program areas of DVConnect. The scope relates to clinical quality and safety in the context of governance and service delivery rather than of individuals who have contact with a DVConnect service. The committee exists to help safeguard clients and practitioners, and are proud to support the outstanding practitioners we work alongside each day.

Professional Supervision

Our team of qualified and highly-skilled supervisors work across all DVConnect programs to support our dedicated practitioners. Using reflective practice, supervision focuses on wellbeing, growth, development and self-reflection. Separate to line management, supervision is a key element of the wraparound support provided for DVConnect staff.

Our Clinical Supervision Manager and team provide regular one-on-one supervision that includes goal setting and an understanding of expectations and mutual responsibilities. Group supervision was piloted in some programs in the 2023/24 year and will be expanded following positive feedback.

Thematic feedback from supervision, which is not identifiable, provides valuable insights to help inform continuous improvement and priority areas for professional development and clinical safety.

Quality and Training

The 2023/24 period saw DVConnect's Quality and Training team continue their invaluable contributions to clinical safety and practitioner support. Experts in domestic and family violence and sexual abuse, the team are skilled in adult learning approaches and trauma-informed clinical practice. Quality and Training provide comprehensive training at induction and ongoing support that is structured and tailored to each program.

Clinical quality assurance is managed through Quality and Training, including audits, audit calibration, coaching, complaints management and mandatory training compliance. The team are highly skilled at delivering support for DVConnect as well as sub-contracted agencies attached to relevant programs.

Training resources and professional development opportunities are also managed by Quality and Training, ensuring practitioners have access to best practice resources that align with DVConnect values, principles, purpose and strategic priorities.

Workplace Training

DVConnect delivered more bespoke workplace domestic and family violence and sexual assault training and support in 2023/24. Training packages are innovative and delivered in-person or virtually. Our learning management system is interactive, self-paced and can be tailored to organisational and operational needs. Our workplace training and support keeps current with legislative changes to help organisations with compliance, for example the addition of the Positive Duty in the Sex Discrimination Act.

Specialists in the team also provide other support such as internal document review and policy consultation to help ensure workplaces are safe and meeting their employer obligations.

In 2023/24, DVConnect's Quality and Training team delivered domestic and family violence and sexual assault training and wellbeing packages across a variety of industries.

Organisations who participated in DVConnect training included:

- National Australia Bank
- Premier Fire Service
- Zurich Insurance
- Peachtree Perinatal
- Mcllwain Construction
- Programmed Workforce Solutions
- William Buck Lawyers

Research, Innovation and Partnerships

DVConnect continues to work with universities, state and federal governments to provide data and information as well as insights from practitioners and people with lived experience to inform research and projects and programs.



Perpetrator Visibility Project

The National Plan to End Violence against Women and Children 2022–2032, emphasises the need for greater information sharing and collaborative working practices across all sectors and institutions who have contact with men using violence as well as women and children who are subjected to it.

We are strategically and dynamically working towards innovative and collaborative responses that centre women's experiences as victim/survivors and their experiences of the criminal justice system.

Throughout 2023/24, we continued to work in partnership with Microsoft, Griffith university, DVAC and Queensland Police Service to rollout the Perpetrator Visibility Project pilot which aims to enhance dignified responses to women and children by upholding their right to safety in tandem to responses to men who use violence through visibility and accountability.

Through the collaborative design, development and implementation of a confidential information sharing platform, Perpetrator Visibility Project aims to securely identify and access data to improve responses for those at risk of serious harm from domestic and family violence.

"Collectively, women, children and men can be safer if holistic and collaborative approaches like this Pilot are in place to help keep people that use violence accountable and visible to support and response systems."

Michelle Royes, Director of Social Impact and Advocacy

START

In recognising the limitations of current eco-service system offerings to men who use violence against women and children, DVConnect has leveraged our in-house expertise and practice insights gained on Mensline and in collaboration with Griffith University, introduced the START Pilot Project.

The START Pilot Project Team will be working closely with Griffith University's internationally respected Disrupting Violence Beacon which is led by DVConnect Board Member and subject matter expert, Professor Patrick O'Leary.

START is intended to complement the existing work being undertaken on Mensline.

ARC Centre of Excellence for The Elimination of Violence Against Women (CEVAW)

CEVAW aims to transform our understanding of gendered violence by examining the structural drivers that cause and compound violence against women, and pioneer new, evidence-based approaches to radically improve policy and practice across Australia and the Indo-Pacific.

The Centre mobilises survivor-centric and Indigenous methodologies, interdisciplinary collaborations, and Indo-Pacific partnerships to deliver scalable approaches to eliminate violence against women across the legal,

security, economic, health, and political systems of Australia and the region.

As custodians of a database rich in domestic, family, and sexual violence information, we continued in our 7-year partnership with CEVAW, exploring ways in which this data can be used in an ethical manner to create systemic impact and inform responses that support the elimination of violence against women.

Social Impact and Advocacy

Central to our work towards making the right to live free from violence a reality is our commitment to social impact through activism and advocacy.

In 2023/24 we continued to lead, contribute and participate in community events and strategic campaigns all in solidarity with victim/survivors. Our work is underpinned by the recognition that we need to address violence on all levels, including systemic and institutional.

This financial year our activism and advocacy included:

- Town of Nowhere
- Brisbane DV Forum
- Social Media Campaigns
- 16 Days of Activism
- Candlelight Vigil May 2024
- Red Rose Rally March
- Queensland Indigenous Family Violence Legal Services (QIFVLS) Overcoming Family Violence Forum



Brisbane DV Forum

Town of Nowhere

Access to secure, safe and sustainable housing is a fundamental right for women and children escaping and recovering from violence. Too often the women we work alongside are further disadvantaged by their intersecting identities including gender and age which acts to further amplify their experiences of injustice and oppression.

DVConnect remains a proud and active partner to the Town of Nowhere Campaign.

In our continued efforts to collectively campaign as part of a coalition to end homelessness, we are driven more than ever in our effort to help end the state's housing crisis.



Town of Nowhere Breaking Ground Press Conference



Director of Social Impact and Advocacy, Michelle R at the Town of Nowhere Breaking Ground Press Conference

Media

We continue to create awareness and advocate for access to better responses and resources for women and children impacted by violence.

2023/24 was no exception, our public facing contributions to social impact included media appearances and interviews:

Articles about:

- *Five-month delays for counselling of violent men*
- *Legislation introduced by the QLD Govt to criminalise coercive control*
- *DV callouts over Christmas*
- *Victims of Crime Payout*
- *DVC Prevention Month*
- *Alcohol sales and DFV*
- *Support for people impacted by Forensic DNA in Queensland*

News outlets – radio, TV and online

- ABC news
- Courier Mail
- Brisbane Times
- 4BC Radio
- Triple M
- The Saturday Paper
- Channel 7
- The Wire (national broadcast)
- Australian Radio Network



Law reform

In 2023/24 we provided consultation to a variety of entities and organisations ranging from the corporate sector to government and tertiary education providers.

Our formal Submissions and Consultations included:

- Forensic Science Queensland Bill 2023
- Strangulation Offence reform 2024
- Supported Accommodation Inquiry 2024
- Criminal Justice Legislation (Sexual Violence and Other Matters) Amendment Bill 2024
- Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Bill 2024

- DJAG and QPS Proposed Policy Position for DFV, Delivering Modernised, Victim Focused Policing Responses Through Collaboration
- Firearm Prohibition Orders (FPOs), Queensland Police Service | Cabinet in Confidence Consultation
- Inquiry into Youth Justice Reform in Queensland
- Online and Team DFSV workshops

In addition, we presented as a witness to parliament for the Sexual Violence and Other Matters Amendment Bill 2024 which included law reforms around the way victims/survivors of violent attacks can present testimony and evidence in ways that uphold their dignity through choice.

Membership and Partnerships

Ending violence is a long-term effort that requires the commitment of individuals, communities, corporates and governments. It is important to work together, raise awareness, and continuously push for change to create a safer and more supportive environment for everyone.

DVConnect recognises the importance of seeking partnerships and collaborative opportunities with other organisations to ensure that we are providing best practice integrated responses to diversity across our community.

We are actively involved in presenting at conferences and sector forums, specialist responses to inquiries, submissions and co-design as part of major government reform and working with large groups of stakeholders across government, non-government, industry, academia, community and those with lived experience of violence.

- 1800RESPECT Stakeholder Panel
- Domestic and Family Violence and Housing Roundtable – Member
- Domestic and Family Violence Prevention for CALD Communities Advisory Group – Member
- Ending Violence Against Women Queensland (EVAWQ) – Secretary
- LGBTQ DV Awareness Foundation – Director/Member
- National Queer Family Violence Network – Member
- National Victims of Crime Network – Member
- National Women’s Safety Alliance – Member
- No to Violence – Member
- Office for Women and Violence Prevention - DFSV Sector Working Group – Member
- QCOSS Women’s Equality Policy Network – Member
- Queensland Council of Social Services (QCOSS) - Member
- Queensland Domestic Violence Services Network (QDVSN) – Co-Convenor
- Queensland Police Service DFV Advisory Board – Co-Chair
- Queensland Sexual Assault Network (QSAN) – Member
- SafeNet Australia
- Services and Practitioners for the Elimination of Abuse Queensland (SPEAQ) – Committee Member
- Stopping Gender Violence Advisory Board, QUT Centre for Justice – Member
- WorkUP! Queensland – Reference Member







Celebrating Our Team

1800RESPECT

DVConnect's 1800RESPECT team once again provided phenomenal, trauma-informed, person-centred support to clients across the country in 2023/24. A heartfelt thank you to all the specialist counsellors, leaders, Quality and Training team and Workforce Planning team involved with 1800RESPECT at DVConnect, whose dedication and high standards of care have had a profound impact on people impacted by DFSV. Your work consistently embodies the values and mission of DVConnect, and we are deeply grateful for the exceptional quality of service you provide.

VictimConnect

A big thank you to the VictimConnect team who have continued to go from strength to strength in 2023/24, providing exceptional standards of counselling and referral pathways to support victims of crime in Queensland. Your unwavering dedication to offering support, hope, and ethical guidance to victims throughout their journey in the justice system and towards recovery is truly commendable. We are deeply grateful for the incredible work you do, and the positive impact you have on the lives of so many.

Sexual Assault Helpline and Forensic Support Line

We acknowledge the continuous growth and exemplary standards of specialised counselling provided by the Sexual Assault Helpline team to communities across Queensland. In 2023/24, the Sexual Assault Helpline underwent significant changes that have enhanced its ability to respond to the needs of callers. The team has led these changes with integrity, leveraging their exemplary specialist knowledge and skills. Their efforts are paving the way for ongoing growth and creating safe, seamless pathways to recovery for all those impacted by sexual violence. We commend their dedication and the positive impact they are making – thank you.

Womensline

Thank you to the Womensline Team, with unwavering dedication, this remarkable team of women tirelessly supports those experiencing domestic and family violence, embodying strength, and compassion 24/7/365. The response and specialist support you provide is delivered with professionalism, dedication and deep understanding of gendered violence.

Mensline

Thank you for the steadfast commitment you demonstrate in supporting men impacted by violence and focusing on accountability with men who use violence. The team continue to navigate challenging situations with compassion, skill, patience and change every day of the year. We also acknowledge the team's generosity in sharing practice-wisdom as we safely explore innovative approaches in working with men who choose to use violence.

Corporate Services

A huge shout out to our incredible Corporate Services teams for their outstanding contributions this year. The IT team's hard work has led to top-notch innovations and security, achieving an impressive 97.5% Secure Score, far exceeding industry norms. This reflects the dedication and expertise of our Head of IT and the entire team. Corporate Services expanded their Administration and Facilities teams to support clinical teams and their role in the organisation maintaining HSQF accreditation and compliant WGEA reporting. Our Workforce Planning team navigated challenges, ensuring continuous client service with a new system that improved roster management and staff visibility. The Finance Team transitioned auditors and efficiently managed complex funding streams while maintaining compliance requirements. Finally, our HR team provided essential wellbeing support and innovative talent acquisition strategies. Thank you all for your dedication and commitment to advancing DVConnect's mission and upholding excellence across the board.



Our Director Social Impact and Advocacy, Michelle, was selected as a finalist in the QCOSS Queensland Community Impact Awards for her contributions made in the 'Human Rights Award' Category.

Michelle consistently displays her commitment to embedding and advocating for the human rights for women and children impacted by DFSV and victims of violent crime.

In all her work, Michelle maximises opportunities to influence the upholding of human rights through research, inclusion, advocacy and ultimately service delivery.

Acknowledging the contributions of many

In our 24/7/365 high demand state-wide response services, DVConnect's principal role is to facilitate pathways to safety for people, often in active high-risk situations. We cannot do this in isolation and rely heavily on effective and well-established partnerships in every community across Queensland.

We express our sincere gratitude to the incredible network of services, community partner organisations, local businesses, corporate sponsors, and government agencies that consistently provide generous support, energy, and resources.

Thank you to every specialist regional DFV service, women's shelter and sexual assault support service across Queensland.

Thank you to the network of services who work with men who use DFV to end their use of violence.

Thank you for the emergency first responders, health workers, justice and victims services, housing provider partners that work so closely with us every day.

DVConnect plays a central role in Queensland's family violence sector, working with our colleagues in many other networks and committees to achieve a more integrated and coordinated response. We would like to acknowledge in particular the incredible work of these specialist DFSV and Victims of Crime networks who make this work possible. Thank you for all you do every day.

- Ending Violence Against Women Qld (EVAWQ)
- Queensland Domestic Violence Services Network (QDVSN)
- Queensland Sexual Assault Network (QSAN)
- Services and Practitioners for the Elimination of Abuse Queensland (SPEAQ)
- State-wide Refuge and Shelter Provider Networks
- Victims Support Services Network



Financial Report

Financial Statements for the year ended 30 June 2024

DVConnect Limited ABN 66 101 186 476

DVConnect Limited:

Is a Registered Charity (Public Benevolent Institution entity subtype) with the ACNC has been endorsed by the ATO as a Deductible Gift Recipient has authority to fundraise in Queensland under Charity Number CH1459

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2024

	2024	2023
REVENUE	24,740,639	24,608,726
Other income	-	-
Employment expenses	(14,894,522)	(13,910,723)
Depreciation and amortisation expense	(686,837)	(728,095)
Administrative expenses	(5,680,927)	(6,825,373)
Client related expenses	(1,816,333)	(1,443,784)
Property expenses	(321,912)	(260,079)
Finance costs	(85,411)	(107,509)
CURRENT YEAR SURPLUS (LOSS)	1,254,697	1,333,163
OTHER COMPREHENSIVE INCOME		
Items that will not be reclassified subsequently to profit or loss:		
Total comprehensive income / (losses) for the year	1,254,697	1,333,163

Statement of Financial Position

for the year ended 30 June 2024

	2024	2023
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6,450,992	5,747,067
Trade and other receivables	1,534,023	120
Financial assets	1,045,968	1,010,490
Other current assets	93,073	68,647
TOTAL CURRENT ASSETS	9,124,056	6,826,324
NON-CURRENT ASSETS		
Property, plant and equipment	1,865,131	2,063,286
Right of use assets	1,196,362	1,610,181
TOTAL NON-CURRENT ASSETS	3,061,492	3,673,466
TOTAL ASSETS	12,185,548	10,499,790
LIABILITIES		
CURRENT LIABILITIES		
Trade payables	1,283,684	930,691
Other payables	2,514,982	2,155,529
Lease liabilities	415,431	379,983
Provisions	918,427	797,498
TOTAL CURRENT LIABILITIES	5,132,524	4,263,701
NON-CURRENT LIABILITIES		
Lease liabilities	818,647	1,220,985
Provisions	127,014	162,443
TOTAL NON-CURRENT LIABILITIES	945,661	1,383,428
TOTAL LIABILITIES	6,078,185	5,647,128
NET ASSETS	6,107,359	4,852,661
EQUITY		
General Reserve	6,107,359	4,852,661
Accumulated surplus	-	-
TOTAL EQUITY	6,107,359	4,852,661





Womensline

1800 811 811 | 24 hours, 7 days

Mensline

1800 600 636 | 9am – 12am midnight, 7 days

Sexual Assault Helpline

1800 010 120 | 7.30am – 11.30pm, 7 days

VictimConnect

1300 318 940 | 24 hours, 7 days

1800RESPECT

1800 737 732 | 24 hours, 7 days

DVConnect Contact Details

 PO Box 10575, Adelaide Street,
Brisbane QLD 4000

 07 3156 2323

 mail@dvconnect.org

 www.DVConnect.org

 @DVConnect

 @dvconnectqld

 @qldsexualassaulthelpline

 @DVConnect

