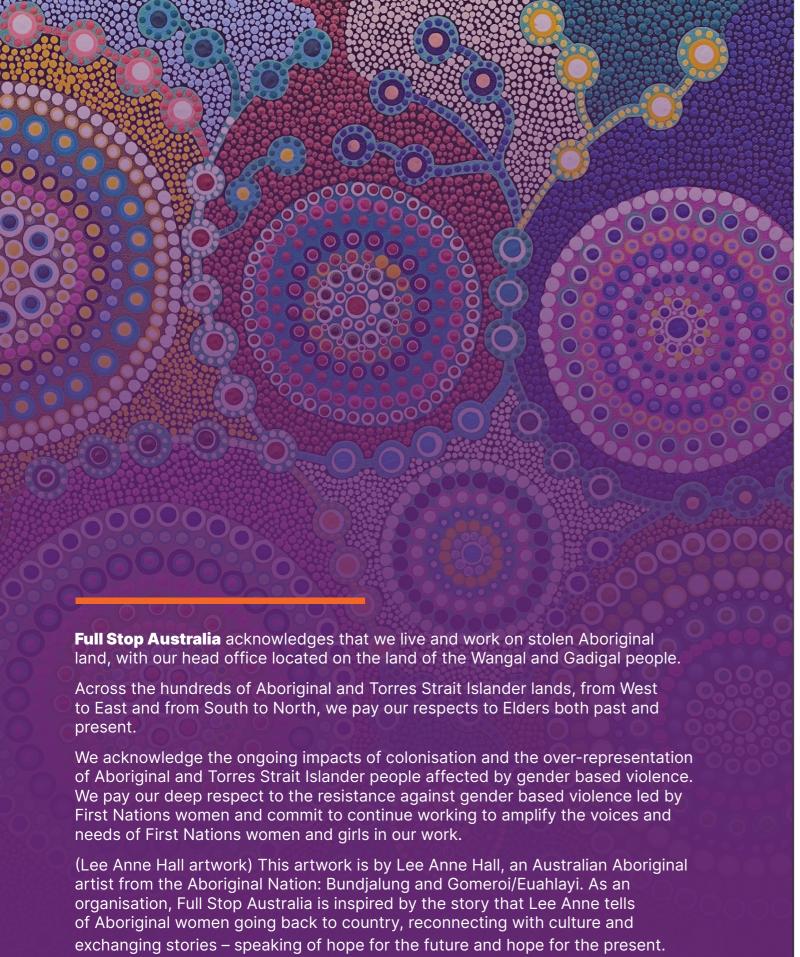
ANNUAL REPORT. 2022 - 2023

Putting a full stop to sexual, domestic and family violence.





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MESSAGE FROM THE CHAIR & CEO

Georgina Smart | Karen Bevan





On behalf of the Board of Full Stop Australia, We are pleased to introduce the **Annual Report.**

In 2022 Full Stop Australia emerged from the restrictions of the pandemic period even stronger, with a team that was more agile and responsive to the significant demand for our services. In 2023/23 we moved the breadth of our team to a fully hybrid work environment with staff having the choice to work half time from home.

With demand for our services consistently increasing, we were delighted to be able to expand our response on the Sexual Violence Helpline through additional funding support from NSW Health as part of the Phase 2 of the Family, Domestic and Sexual Violence National Partnership Agreement.

More resources mean more counsellors on shift to answer calls and provide trauma specialist counselling, every hour of every day, all year round. For callers to our phone lines this means less waiting and fewer people missing out on the support they urgently need in the moment. We answer more than 10% of calls straight away and work every day to improve this percentage so that we can be alongside victim/survivors, their families, friends and colleagues when they need us most. The generous support of our donors, regular givers and philanthropic and corporate supporters enables us to continue to offer the National Sexual, Domestic and Family Violence Helpline (also known as the National Violence and Abuse Trauma Counselling and Recovery Service) around the clock, across the country.

This Annual Report shares the highlights across the organisation, but a few critical areas to call out include:

- Upgrading the data system that underpins our NSW Sexual Violence Helpline and all 24/7 trauma counselling specialist helplines, with much appreciated additional financial support from NSW Health
- The outreach work of the Community and Client engagement workers for the National Sexual Abuse and Redress Support Service across Australia, working with key service partners and affected communities, has seen an increase in the number of Redress applications
- Expanding our work in training and consulting supporting organisations to create safer, more inclusive and gender equal workplaces and environments
- The increase in membership of the National Survivor Advocate Program, which allows us to take our advocacy and law reform work to the next level - supporting better laws and policies nationally and in every state and territory jurisdiction
- Increasing our media and online presence to grow community knowledge and engagement around sexual, domestic and family violence and how we can prevent, respond and support healing and recovery.

We'd like to acknowledge the hard work and dedication of Hayley Foster, CEO until April 2023 and Tara Hunter, Acting CEO from April 2023. Thank you for your leadership.

A particular thanks to our Board of Directors. We were fortunate to have Emeritus Professor Vijaya Nagarajan (until November 2022) and Dr Ellie Freedman (for the remainder of the year) in the Chair role this year and we are very grateful for their calm and supportive approach.

Georgina Smart Karen Bevan

Chair CEO

A LIFE FREE FROM **VIOLENCE IS** POSSIBLE.



ABOUT US

Full Stop Australia is an intersectional feminist organisation and one of the country's leading sexual, domestic and family violence response and recovery services. First established in the 1970s by a group of women in Redfern, Sydney, the organisation now reaches communities in every state and territory.

OUR VISION



A life free from violence is possible.

OUR GOAL



To put a full stop to sexual, domestic and family violence.

Organisational Objectives

- To provide world-leading trauma specialist counselling and support services for people directly and indirectly impacted by sexual, domestic and family violence.
- To educate, train, support and resource governments, businesses, not-for-profits, and community organisations to effectively prevent and respond to sexual, domestic and family violence.
- To drive changes to the systems and structures that create the conditions for sexual, domestic and family violence to be perpetrated.

Our Organisational Values

- **Courageousness -** We are not afraid to speak up, to shine a light on inequity and to take the risks that will put an end to sexual, domestic and family violence.
- **Inclusion and Diversity -** We support the establishment communities where everyone belongs.
- **Integrity and Accountability We** follow through with plans and practices within our organisation.



YEAR IN HIGHLIGHTS











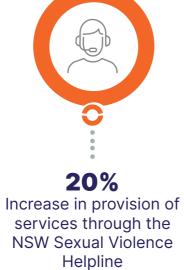


350 Members of the National Survivor Advocate Program



2,792 People across live facilitation training sessions













From my perspective, as a client, the kind, soft, gentle encouragement was what got me across the line to the point that I trusted my counsellor enough to let her help me... her ongoing support remains valuable to me as she is the only positive influence in my life which is helping me immensely, especially with accepting myself, understanding and coping with triggers and helping me come to terms with the fact that I am a worthwhile person and that I do deserve to be treated with respect.

CLINICAL AND CLIENT SERVICES



Tara Hunter Director of Clinical and Client Services

Full Stop Australia's Counselling and Trauma Recovery Services comprise of a range of 24/7 telephone, online and face to face services which work along the continuum of care from crisis to recovery. Our services have its foundations in deep understanding of trauma and its impacts.

Working across the continuum for people impacted by sexual, domestic and family violence related trauma

Trauma-informed practice is crucial in the fields of sexual assault and domestic violence counselling. It involves recognising the prevalence and impact of trauma on survivors and adapting counselling approaches accordingly.

These principles drive our work:

Safety

Creating a safe and non-judgmental environment for survivors to share their experiences.

Trustworthiness and transparency Building trust by being honest and transparent in the therapeutic relationship. Peer support

Encouraging survivors to connect with support networks and peer groups. Collaboration

Involving survivors in decision-making about their counselling and treatment.

Empowerment

Supporting survivors in regaining control and autonomy in their lives.

Cultural sensitivity

Being aware of cultural factors that may affect how trauma is experienced and processed. Understanding the impact of trauma on the brain and body

Recognising the physiological and psychological effects of trauma.

Avoiding re-traumatisation

Using techniques and language that minimise the risk of re-triggering trauma responses.

Our service delivery focuses on continuity of care for victim-survivors, limiting the need to retell their story multiple times. This is supported by:

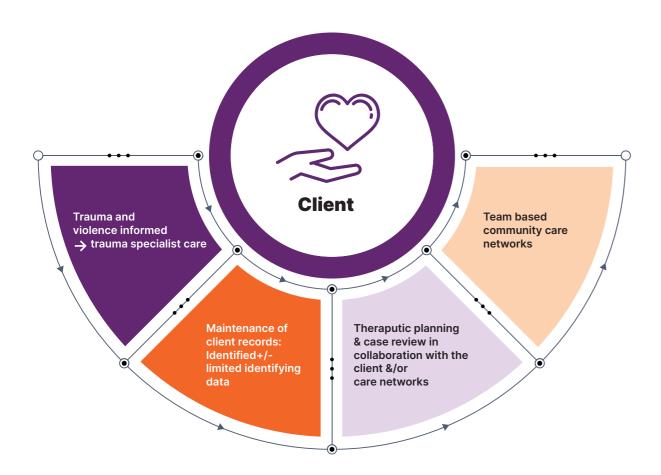
- Trauma-specialist care delivered by social workers and psychologists with 3+ years of professional experience in counselling related to the fields of sexual, domestic and family violence
- 24/7 counselling via webchat and telephone
- End-to-end care coordination from the crisis point through to recovery
- The ability to provide interim care for clients who are on waiting lists, ineligible for mainstream services or experiencing service gaps due to planned / unplanned leave / other disruption.
- Vicarious trauma support for professionals, including in the areas of health, mental health, legal, law enforcement and media.

Our Trauma Specialist Counsellors are supported by our Clinical and Client Service Managers, our Senior Clinical Administrator, and our Clinical and Client Services Director.

Full Stop Australia's Clinical and Client services work across the continuum of victim-survivor experiences and work with clients throughout different phases of crisis and recovery.

The stages broadly cover:

- Safety and Stabilisation
- Trauma Processing
- Connection / Integration



Client Pathways



NSW Sexual Violence Helpline

- Anyone in NSW who has experienced sexual assault, recently or in the past.
- Family members or other supporters of anyone who has experienced sexual assault, recently or in the past.
- Others who have been impacted by this violence, including professionals.

National Violence and Abuse Trauma Counselling and Recovery Service

- Anyone in Australia who is or has experienced sexual. domestic and family violence.
- Supporters of anyone who is experiencing domestic or family violence.



National Sexual Abuse and Redress Support Service

- Anyone in Australia impacted by institutional child sexual aɓuse.
- Supporters of anyone who has been impacted by institutional child sexual abuse, including parents and professionals.



- Anyone in Australia LGBTQ+ communities who has been impacted by sexual, domestic or family violence.
- Family members and friends of people in the LGBTQ+ communities impacted by sexual, domestic and family violence.



Together, we can make our vision a reality and show that a life free from violence is truly possible.

THE NSW SEXUAL **VIOLENCE HELPLINE**

NSW Health provides funding to Full Stop Australia for the provision of 24/7 sexual assault telephone counselling services to people in NSW.

The NSW Sexual Violence Helpline is a well-established service with significant reach across NSW. The helpline provides counselling, care navigation and support for victimsurvivors, family and friends and front-line professionals.

We also provide face to face counselling at 6 NSW Women's Health Centres through the NSW Government funded Healing and Recovery Service (HERS). HERS offers women who have experienced childhood sexual abuse and other forms of gender-based violence up to 2 years of counselling to support healing and recovery.

INVESTING IN CAPACITY

There was a 20% increase in service delivery in 2022/23. Full Stop Australia successfully advocated for additional funding to meet this increased demand. We have enhanced shift coverage, meaning more available counsellors, and are upgrading our client management and telephony systems to improve our capacity.

NATIONAL SEXUAL ABUSE AND REDRESS SUPPORT **SERVICE**

The National Redress Scheme, established in 2018, is a crucial initiative, offering support and recognition to survivors of institutional child sexual abuse. It acknowledges past injustices and provides avenues for survivors to seek financial recognition, counselling, and support. It holds institutions accountable for historical abuse, contributing to healing and reconciliation.

As a Redress Support Services provider for the National Redress Scheme, Full Stop Australia has played a pivotal role in offering specialist trauma counselling, emotional support, and case work that supports victim-survivors with their applications to the Scheme.

During 2022 - 2023, Full Stop Australia provided 3,481 occasions of service nationally to a broad cohort of survivors, including clients identified as Aboriginal and Torres Strait Islander, culturally and linguistically diverse, incarcerated, LGBTQ+ communities, people with disabilities, and people living in rural and remote areas.

Full Stop Australia conducted 66 community events across Australia to support equity of access to the Scheme for all survivors, working towards healing and recovery.

During the last year we have experienced a 20% increase in service delivery.



Full Stop Australia provided 3,481 occasions of service nationally.

(The National Redress Support Service)

PROFESSIONAL AND FEE FOR SERVICE CLINICAL **SERVICES**

The Full Stop Australia Professional Services Program offers a diverse array of services aimed at addressing the needs of various groups affected by sexual, domestic and family violence.

These services encompass direct trauma counselling for victim-survivors and their supporters, as well as professionals working both within the sector and other sectors who may experience the effects of vicarious trauma.

During 2022/23, the Professional Services Program established partnerships with over a dozen government, non-government, and corporate organisations. These collaborations involved the creation and implementation of tailored programs designed to identify, educate, and mitigate the impact of vicarious trauma, burnout, and stress on staff members.

Among the services provided, there is a specialised focus on vicarious trauma. This includes offering clinical and non-clinical supervision and debriefing sessions for supervisors, managers, and front-line workers operating in the realm of sexual, domestic, and/or family violence across Australia. These services are intended to provide essential support for the well-being of professionals who confront the challenging and emotionally demanding nature of their work when exposed directly and indirectly to sexual, domestic and family violence.



SUPPORTING THE VOICES OF LIVED EXPERIENCE

Full Stop Australia's Counselling and Trauma Recovery Services support and enhance the voices of people with lived experience by working with a variety of organisations, such as:

- The Survivor Hub's support groups for victim-survivors
- Athletes Rights Australia, facilitating peer-led groups for anyone impacted by

We also provide trauma-specialist support to survivor advocates before and after media engagements.



If restorative justice is to be an option for dealing with sexual violence matters, victim-survivors' needs in recovery need to be centre.

Emily Dale, Full Stop Australia Head of Advocacy



TRAINING & CONSULTING SERVICES



Natasha Mikitas

Head of Training and Consulting Services

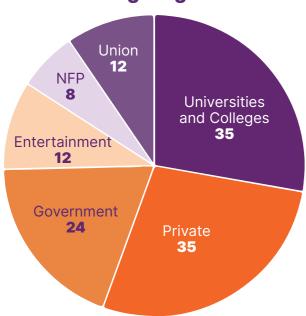
In 2022/23, we delivered training to 2,998 individuals!

- 2,525 people accessed face-to-face or online training
- 267 people accessed self-paced online learning
- 206 people accessed e-learning.

Responding with Compassion remains our most sought-after training program. The wider public are resonating with the need to provide trauma-informed and compassionate support to people impacted by gendered violence.

The newly-developed **Respectful Workplaces** program meets the growing need for workplaces to prevent and respond to sexual harassment. This prevention and response program has proven extremely popular and has become our second most popular program, followed closely by Good Night Out (prevention and response for licensed venues).

Which sectors have we worked with? **Total Training Programs**



Training Highlights:

- Respectful Workplaces training with the Mining Energy Union and the Western Mining Workers Alliance in Western Australia and New South Wales.
- Good Night Out programs with the City of Melbourne to support venues in their response to sexual harassment.



Had we not done that training, staff might have discounted something, not talked to the other one about hey do you think this is right, do you think we need to do something? I think being able to open up that conversation between staff members is really vital. members is really vital

Anonymous, Good Night Out Training

Respectful Workplaces programming has been a successful addition to our training and consulting services offerings.

We have facilitated workshops all across Australia for large and small business, and at every level of the business (executive through to staff).

The Full Stop Australia Training Team in front of Parliament House after delivering training to staff.



Feedback from training clients:



The trainer was clear, concise, professional and one of the best facilitators I have had the pleasure of experiencing. No uhms arghs and she was able to competently and clearly respond to every question fielded.



Thank you. Wonderful presenters who enabled a very kind and supportive environment and were extremely knowledgeable in a practical sense.





I thought going into the actual definitions within context was really useful. I think a lot of people have preconceived ideas/ understandings about what ... sexual harassment is, so this was very useful to define up front.

Director of Clinical and Client Services, Tara Hunter, and Head of Training and Consulting Service, Tash Mikitas, after a training session with Union Welfare Officers in Queensland.

CONSULTING

Full Stop Australia's consultation team are experienced and skilled practitioners from a range of backgrounds including the law, social work, psychology and education.

Our consultancy work is underpinned and informed by our 50 years' experience in providing services and support to people who have experienced violence coupled with our national systemic advocacy work.

Our policy, processes and communication advice work has extended to the banking, government, mining, sporting, music and government sectors and we have collaborated with several organisations on wide ranging projects, such as:

- Reviewing a large national organisation's "sexual harassment in the workplace" survey
- Developing onboarding and orientation criteria for a University's Safety Officer initiative
- Mapping and integrating Vicarious Trauma policies into workplace processes.



It was a pleasure to collaborate with Full Stop Australia to help ensure our public content for victim survivors of sexual violence is trauma-informed and reflects a real-world experience for people needing support.

At every turn, the team were extremely professional and highly knowledgeable about support options, working hard to meet tight deadlines. Tapping in to Full Stop Australia's wide network of partners and subject matter experts proved invaluable when the project scope expanded, enabling us to deliver a sensitive project that was fit for purpose.

I could not recommend Tash and her team more highly. **British Consulate-General Sydney**

NATIONAL ADVOCACY



Emily Dale Head of Advocacy This year, the national reckoning with sexual, domestic and family violence has continued. There's been a focus on addressing failures of the law and justice system to prevent and respond to sexual violence. Full Stop Australia has:

- Given evidence at a Senate Inquiry on Consent Laws
- Participated in a national Ministerial Roundtable on justice system responses to sexual violence
- Advocated for changes to the Family Law Act which increase the safety of vulnerable children and victim-survivors.

Full Stop Australia develops submissions to government inquiries across state and federal jurisdictions to inform policy, practice and law reform impacting upon our clients' safety, justice and wellbeing. In our consultation processes, we seek feedback from both our frontline trauma specialist counsellors and survivor-advocates in Full Stop Australia's National Survivor Advocate Program.

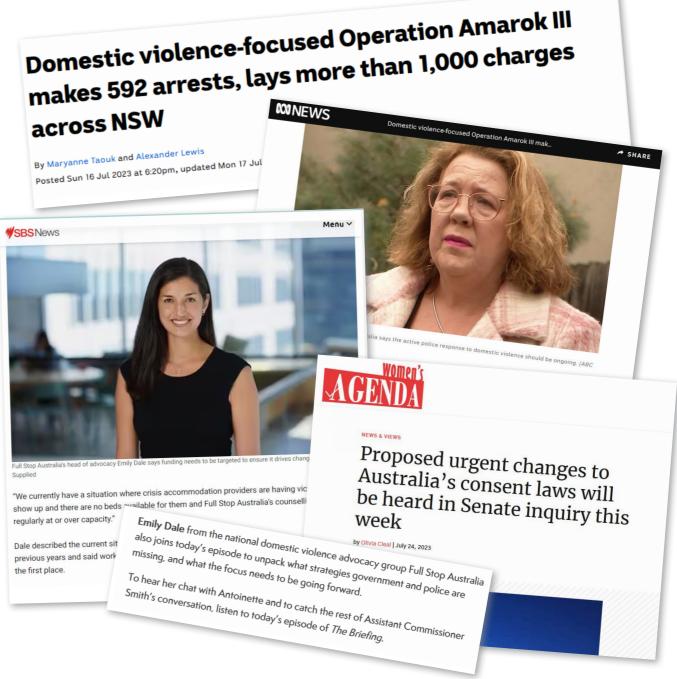
IN 2022/23, FULL STOP AUSTRALIA SUBMITTED 24 **REFORM SUBMISSIONS TO IMPROVE LEGAL AND POLICY RESPONSES TO SEXUAL, DOMESTIC AND FAMILY VIOLENCE NATIONWIDE.**

Full Stop Australia Advocacy highlights:

- Made a submission to, and gave evidence at, the Senate Inquiry into sexual consent laws which commenced in 2023 and participated in a ministerial roundtable on justice system responses to sexual violence
- Provided feedback on the Bill criminalising coercive control and has been working with the NSW government to ensure the community is educated about the impact of the reforms
- Sustained campaign of media advocacy to raise awareness about the prevalence, drivers and mechanisms to address domestic violence - and in particular, urgently reduce rates of domestic violence homicide
- Following passionate advocacy by Full Stop Australia and others in the sector the Family Law Act 1975 was amended to increase the safety of vulnerable children and victimsurvivors
- Provided input on the National Plan to End Violence Against Women and Children and its Action Plans and looks forward to seeing them deliver better outcomes to victim-survivors.

Full Stop Australia provided advice on the following advisory committees

- Australian Government Advisory Group on the National Plan to End Domestic, Family and Sexual Violence
- National Women's Safety Alliance Domestic, Family and Sexual Violence Committee
- NSW Office of the Department of Public Prosecutions Domestic Violence Review Committee
- NSW Office of the Department of **Public Prosecutions Sexual Assault Review Committee**
- Queensland University of Technology Centre for Justice Stopping Gender Violence Advisory Board
- **NSW Government Victims of Crime** Interagency.



NATIONAL SURVIVOR ADVOCATE PROGRAM

The National Survivor Advocate Program (NSAP) is in its second year of operation in 2022/23, after being established in November 2021.

The NSAP, supported by Pinnacle Charitable Foundation, gives survivors the opportunity to share their stories to drive positive change.

This includes providing input to Full Stop Australia's law reform submissions, engaging in opportunities to talk to the media, and participating in government consultation processes.

The NSAP supports Full Stop Australia's vision of platforming the voices of people with lived experience and reflects our firm belief that it's only possible to end sexual, domestic and family violence by listening to the people impacted by it. At 30 June the NSAP had 350 members – and this is growing in number and diversity by the week!

Full Stop Australia was proud to support Harrison James – a survivor-advocate and member of the National Survivor Advocate Program Advisory Group - and Jarad Grice, with their law reform campaign, Your Reference Aint Relevant.

The campaign recommends a change to NSW law, to prevent child sex offenders from using character references to lessen their criminal sentences.

As a result of Harrison and Jarad's advocacy, the Attorney General has referred the proposed reform to the Department of Communities and Justice, with a view to amending NSW law in late 2023.

Full Stop Australia facilitated several consultations with government, and opportunities for survivor-advocates to share their stories with the media.

- In May 2023, we hosted three roundtable consultations, seeking lived expertise feedback on the first action plan of the National Plan to End Violence against Women and their
- In April 2023, we collated feedback from survivor-advocates in the NSAP on their experience accessing legal services following sexual violence, for the Commonwealth Attorney-General's Department's inquiry into trauma-informed legal services
- In June 2023, victim-survivors from the NSAP partnered with Full Stop Australia and NSW Police to bring a victim-survivor voice to the relaunch of the online sexual assault reporting tool. The NSW Police have noted a subsequent increase in the use of this tool.
- The NSAP Advisory Group, a diverse, 12-member panel made up of people with lived experience, met quarterly to advise on the operation of the NSAP.

IN THE MEDIA

There has been a reckoning in Australia. 2023 was the year that sexual violence was in the spotlight. Full Stop Australia's media advocacy centred around sexual violence reforms across Australia.



OUR PEOPLE

Our staff is a collective of people with a diverse set of skills, necessary to deliver on our organisation's key objectives. During the 2022-23 year, staff returned to the office in a "hybrid" format, allowing people the flexibility to work from home and the office.



STAFFING

2022/23 was a year of significant change and growth for Full Stop Australia.

During the year, a number of new positions were created, including three Case Management and Community Engagement roles within the Redress program, plus some newly revamped roles in the marketing, fundraising and communications team. We recruited senior management roles to lead our work in Advocacy, Marketing and Fundraising, and Operations.

Full Stop Australia strongly supports professional development for all staff. In 2023, all staff participated in a two-part Cultural Connections program facilitated by Aboriginal Counselling Services.

A Staff Engagement Survey with the team in January 2023, provided important insights into the organisation. 54% of staff responded. Highlights of the survey include:

"Full Stop Australia has a clear and compelling vision" - 93% Agree or Strongly agree

"Full Stop Australia is inclusive and respectful of women of different ages, ethnicities, religions, abilities, and sexual orientations" - 96% Agree or Strongly agree

"I feel a sense of belonging at Full Stop Australia" - 100% Agree or Strongly agree

OUR PARTNERS

Major Philanthropic Partners

- IAG
- Neilson Foundation
- · Pinnacle Charitable Foundation

Corporate and Philanthropic Supporters

- Commonwealth Bank of Australia
- Paul Ramsay Foundation
- Donaldson Law
- NRMA/IAG
- · Sims Metal

- Elizabeth Broderick and Co
- NRL
- Engie ANZ
- Rio Tinto
- Mineral Council Women in Mining

Government Partners

- Australian Government Department of Social Services
- NSW Health



We thank and acknowledge all donors and supporters. It is because of you that we can be there for people, to make a positive change in their lives, and advocate for changes to policy and law reform to end sexual, domestic and family violence.

OUR BOARD

Thank you to our Board members for volunteering their time to guide the strategic direction and governance of Full Stop Australia. We particularly recognise our 2022 - 2023 Executive Board members for their hard work and thank them for the support and guidance.

Names	Position	Appointed/Resigned
Carol Gutierrez	Board Member	Appointed December 2022
Charity Danquah	Board Member	Appointed 23/11/2021
Christine Robinson	Board Member	Resigned July 2022
Eleanor Freedman	Board Member (Chairperson until September 2023)	On temporary leave
Fay Calderone	Board Member	Appointed December 2022
Gail Meyer	Board Member	Resigned November 2022
Georgina Smart	Acting Chairperson	Appointed November 2022
Helen Bolton	Board Member	Resigned November 2022
Kate Gleeson	Board Member	Resigned July 2022
Laura Entwistle	Board Member	Resigned January 2022
Megan Prabhakar	Board Member	Appointed December 2022
Michelle Guthrie	Board Member	Resigned March 2023
Natasha de Silva	Board Member	Appointed 23/11/2021
Neeraja Sanmuhanathan	Board Member	Appointed 23/11/2021
Nikita Knapp	Board Member	Appointed 23/07/2019
Vijaya Nagarajan	Chairperson	Resigned November 2022

FINANCIAL SUMMARY

This is an extract of the 2022 - 2023 Audited Financial Report, which is available on request.

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2023	2023 \$	2022 \$
Revenue	6,710,617	5,254,315
Interest revenue	13,383	3,362
Other income	-	274,222
Consulting fees	(316,773)	(256,606)
Employee benefits	(4,538,397)	(4,169,868)
Resources	(25,274)	(62,166)
Travel expenses	(44,859)	400
Subscriptions	(71,849)	(53,247)
Telephone and IT expenses	(477,037)	(414,551)
Printing & stationary	(23,920)	(6,239)
Rent	(69,159)	(62,565)
Other expenses	(421,409)	(249,249)
Surplus before income tax	257,808	231,292

Other comprehensive income, net of income tax	2023 \$	2022 \$
Foundation equity transfer	315,483	-
Other comprehensive income for the year, net of tax	315,483	-
Total comprehensive income for the year	1,050,806	257,808

Statement of Financial Position As At 30 June 2023

ASSETS	2023	2022 \$	
CURRENT ASSETS	•		
Cash and cash equivalents	2,769,982	1,276,194	
Trade and other receivables	257,809	151,031	
Other assets	42,163	50,598	
TOTAL CURRENT ASSETS	3,069,954	1,477,823	
NON-CURRENT ASSETS			
Property, plant and equipment	37,582	56,386	
Intangible assets	7,580	9,692	
TOTAL NON-CURRENT ASSETS	45,162	66,078	
TOTAL ASSETS	3,115,116	1,543,901	

LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	209,726	202,964	
Contract liabilities	689,394	320,911	
Employee benefits	500,400	357,434	
TOTAL CURRENT LIABILITIES	1,399,520	881,309	
NON-CURRENT LIABILITIES			
Employee benefits	16,049	13,852	
TOTAL NON-CURRENT LIABILITIES	16,049	13,852	
TOTAL LIABILITIES	1,415,569	895,161	
NET ASSETS	1,699,547	648,740	

EQUITY		
EQUITY	148,400	148,400
Reserves	1,551,147	500,340
Retained earnings	1,699,547	648,740
TOTAL EQUITY	1,699,547	648,740

Statement of Changes in Equity For the Year Ended 30 June 2023

2023	Retained Earings \$	General Reseve \$	Total \$
Balance at 1 July 2022	500,340	148,400	648,740
Surplus attributable to the entity	735,324	-	735,324
Other assets	315,483	50,598	315,483
Balance at 30 June 2023	1,551,147	148,400	1,699,547

2022	Retained Earings \$	General Reseve \$	Total \$
Balance at 1 July 2022	242,532	148,400	390,932
Surplus attributable to the entity	257,808	-	257,808
Balance at 30 June 2023	500,340	148,400	648,740



A LIFE FREE FROM VIOLENCE IS POSSIBLE.



1800 FULLSTOP (1800 385 578)



fullstop.org.au

