

2019 / 2020

# Annual Report

WELL BEHAVED  
*Women*  
SELDOM MAKE  
HISTORY





**We acknowledge the  
traditional owners of country  
throughout Australia,  
and their continuing  
connection to land,  
sea and community.  
We pay our respects  
to them and their cultures,  
and to elders  
both past and present.**

# Remembering Our Elders

Di Nilson  
1945 - 2019



Dianne Nilson

Always active in women's rights, human rights, refugees and migrant issues.

For over 20 years Di provided free legal advice to Rape & Domestic Violence Services Australia and was elected Secretary to the Board in December 2016.

Professor Moira Carmody

A great leader, whose capacity for lateral and creative thinking and analysis is unrivalled in the field of sexual assault prevention.

Her legacy will continue to influence our work and support the prevention of violence against woman for many years to come.



Moira Carmody  
1953 - 2020

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## OUR VISION

**A Full Stop to  
Sexual,  
Domestic and Family  
Violence**

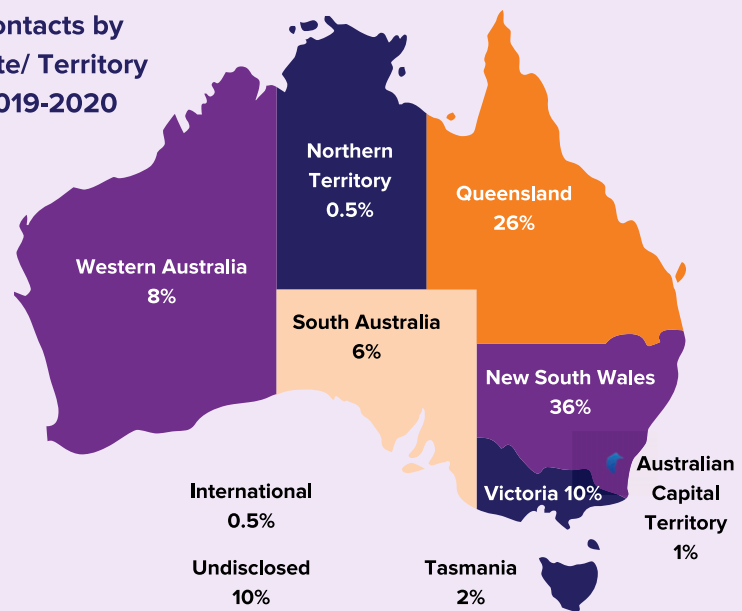
Rape & Domestic Violence Services Australia provides a 24/7 specialist trauma counselling service, via telephone, online and face to face, for anyone in Australia whose life has been impacted by sexual, domestic and family violence.

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## Our Reach & Impact.

Contacts by State/ Territory 2019-2020



Over the past year Rape & Domestic Violence Services Australia provided **27,793** occasions of service to **10,218** individuals.

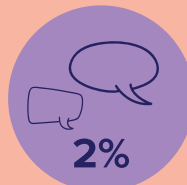
### Contact Types



Phone



Online



Face to Face



Liaison



Email

Occasions of Service  
**27,793**

Clients

**10,218**

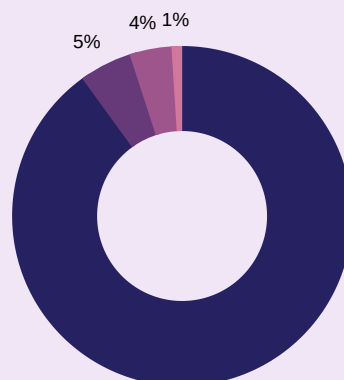
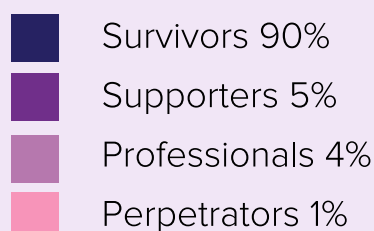
**88%**

of clients  
are female



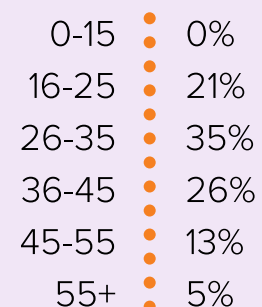
**10%** are male

### Client Type



90%

### Client Age



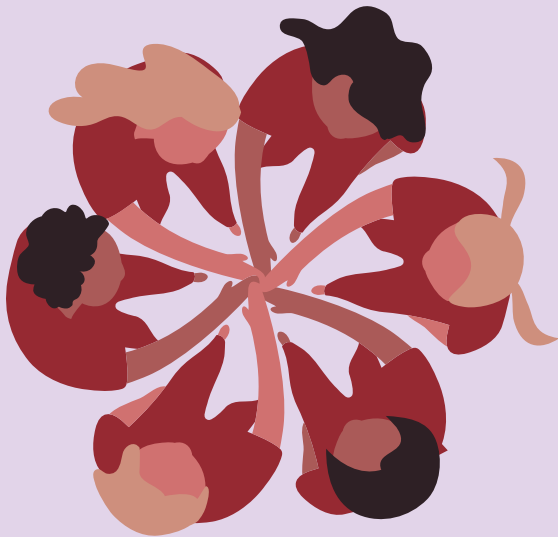
**205** clients identified with either a **physical** or **intellectual disability**.

## Farewell to our Colleagues and Friends.

The end of our CBA Counselling Service contract unfortunately led to a number of redundancies.

We farewell Counsellors, Administration Workers, Counselling Service Managers, Financial Controller, Research and Consultations Manager, and Professional Services Coordinator

Thank you for the incredible contributions that you have all made to the organisation and our team. You will be missed, and we wish you the very best for the future.



We extend a heartfelt thank you and get well wishes to Javier, our Cleaner and Maintenance worker. We hope you have a speedy recovery and are able to work with us again in the near future.



## New Staff.

We welcome a new Fundraising Manager, an Administration staff member, Finance Manager and a Legal and Projects worker.



## NRMA Insurance Partnership.



NRMA Insurance's \$2 million donation to the Full Stop Foundation has helped to provide a national 24/7 telephone and online counselling service for those experiencing domestic and family violence.

This donation also involves the employment of a Project/ Research Officer to administer 50 brokerage grants to domestic and family violence services across Australia.

## Student Placements.

Three students from the Australian College of Applied Psychology (ACAP) have joined us to undertake their field placements.

The aim being to engage master's students in intense trauma training which they will take to other workplaces, increase the capacity of Rape & Domestic Violence Services Australia to answer calls, and the hope that some students may subsequently apply for a position within our organisation.



We provide students with trauma training in line with counsellor orientation and clinical supervision.

In return for the placements, ACAP will offer a free unit of study for every 3 students supervised.





## Covid-19.

Rape & Domestic Violence Services Australia is registered as a 'COVID safe' business.

Workplace practices including a rolling work from home roster have been implemented.

Of organisational concern is the expected reduction in training and fundraising income.



For Community Based Counselling Services, Victims Services and Sexual Assault Counselling Australia face-to-face counselling services, we have begun delivering counselling by phone.

The team are exploring ways in which we can deliver the depth and quality of therapy using this modality as we would do face to face.

**"I appreciate your support, you get to the point where you don't think you deserve anything as you've been put down for so long, so thank you for your kind words, and for encouraging me. I'm taking one step at a time. Thankyou."**  
~ Client Quote



**Thank You!!!**

**"Coronavirus has ruined my birthday, but compared to some people's situation in this I got off very easy. Because of new social isolation rules, this means that people all over the country are locked in at home with their abusers. For my birthday this year, I'm asking for donations to Rape & Domestic Violence Services Australia."**

**- Olivia, raised \$600**



## Social Enterprise Activities.



Thank you to all trainers who facilitated workshops

A challenge due to COVID-19 was most of our training had to be put on hold.

We have learned how to deliver engaging programs via Zoom and have translated workshops like Understanding Vicarious Trauma and Responding with Compassion into Zoom based programming.

COVID-19 challenged us to expand our online presence in a very short period of time, a challenge which we have met head on.

We have:

- Purchased and operationalised a brand new learning management system which allows us to not only host workshops, but develop portals that are specific to organisations – vastly improving the user experience (TalentLMS).
- Purchased a license for Articulate360 with funding from Snow Foundation. This program lets us build interactive and sleek workshops in-house.

Thanks to generous funding from Pinnacle Charitable Foundation we have been able to develop a 1-hour Responding with Compassion module.

Thanks to support from the City of Sydney, we are in the process of developing an online Telephone Counselling program (due for completion December 2020)



"Very valuable workshop and very informative. Great approach on sensitive topics."

Responding with  
Compassion,  
University of Sydney



Our 'Introduction to Vicarious Trauma' training program is now endorsed with the Australian Association of Social Workers for Continuing Professional Development points. This program reached 468 participants during the 2019-20 Financial Year.

## Social Enterprise Activities.

Thanks to The Snow Foundation we have developed and delivered a 2-day program:



Understanding and Response to Complex Trauma. This program was delivered free of charge to 31 practitioners in Albury and Lismore.

3 month post program evaluation revealed that participants used the skills and knowledge from the training to support 296 clients. A further training session is planned in Wagga Wagga.

We have continued to support organisations in Policy development, working with the Greens NSW and UTS Insearch to develop sexual assault and sexual harassment response policies.

Four of our counsellors support NSW Communities and Justice Victims Services clients.

We are building our professional services by offering self-care support to professionals who are in non-traditional frontlines roles (e.g. legal workers, bank workers)

**During the July 2019 to June 2020 financial year period we delivered 119 training sessions to 1677 participants**



"The presenters were very articulate, knowledgeable and passionate about the topic."

**Ethical Leadership,  
Notre Dame**





In 2019-2020 a total of **235** activation of emergency services were made, of which 80% were to Child Protection Services, 9% to Police, 8% to Mental Health and 3% to Ambulance.

## Emergency Services Activation.

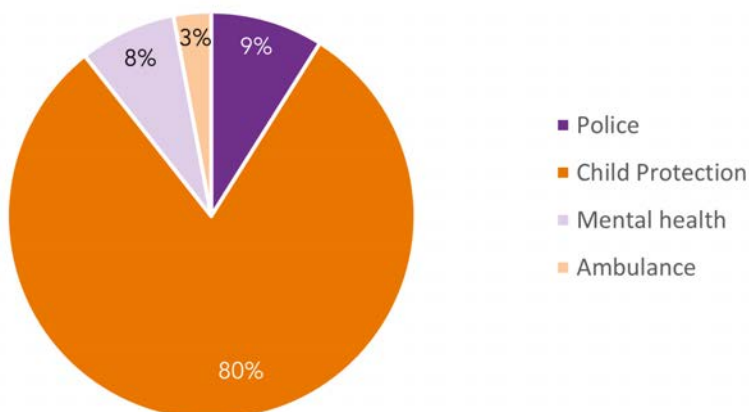


Thursday 14th November 2019 - Police event at Bondi Pavillion to promote consent and gather information on attitudes for a sexual assault awareness campaign



**"First time ever  
in 2 years  
someone has listened  
to me and treated me  
like a human."**

**~ Client Quote**





The new Commonwealth Bank of Australia (CBA) debriefing line has had a positive start. We have been receiving feedback from CBA and the counsellors are enjoying the variety and substance of the calls that are coming through.

The world is experiencing a unique opportunity at present for us to learn to do things in different ways. Many counselling services are delivering counselling by phone for the first time. It is an exciting time to reflect on the differences and similarities in outcomes delivering counselling by phone.

Quality of trauma specialist counselling when delivered using technology could potentially expand the options available to people in rural and remote regions.

## Measuring Outcomes.

One exciting change we are introducing in the new edition is a different approach to measuring outcomes.

The changes move us towards a more client- centred approach to service evaluation.

The tools we have identified allow for greater individualisation while providing capacity to measure changes across time for individuals and for the service as a whole.

## CBA Debriefing Line



**"I call when I'm broken.  
You make me realise that  
I am not alone  
even when I  
feel like I am,  
and that there  
are people who  
understand. I  
wonder what the  
next counsellor I speak  
to will introduce me to!  
Thank you all so much"**

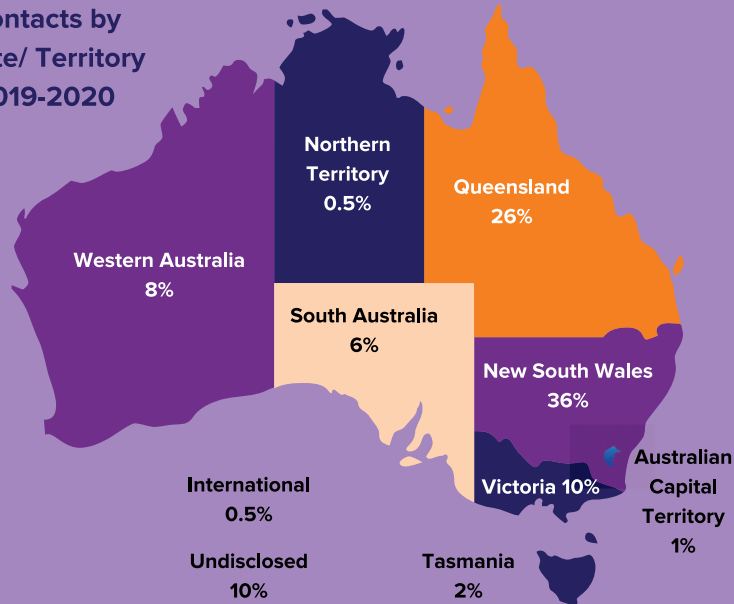


~ Client Quote

# No woman is free

until we are all free.

Contacts by  
State/ Territory  
2019-2020



## Client contacts compared to population

ABS Population stats as at 31 December 2019



# Full Stop Foundation

Fundraising &  
Community  
Engagement.

Full Stop Foundation engages community members, philanthropic donors, trusts and corporate foundations to resource the work of Rape & Domestic Violence Services Australia. In 2019/2020 our supporters raised a total of \$870,000. These funds help build a sustainable future for our trauma counselling services, advocacy and prevention programs. This was crucial during the COVID-19 crisis which presented a unique opportunity to live deeper into our mission to put a full stop to sexual, domestic and family violence.

Generous philanthropic supporters such as the Oranges and Sardines Foundation and Pinnacle Charitable Foundation have funded the Legal and Policy Officer, enabling us to continue advocating for the rights of people who have experienced sexual, domestic and family violence. Support from the City of Sydney, John T Reid Charitable Trusts and the Snow Foundation have built capacity of training programs to prevent and respond to violence in our communities. And generous contributions from the Harold Mitchell Foundation, Myer Community Fund, Neilson Foundation and NRMA Insurance have helped to build capacity to ensure the organisation continues to respond effectively to the evolving needs of our clients this past year.

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





## Legal & Policy Officer.

### Natalie Gouda

With the generous support of the Oranges & Sardines Foundation and Pinnacle Charitable Foundation, the Legal and Policy Officer position was filled in June 2020.

Natalie Gouda brings to the organisation over 20 years of experience in the criminal justice system in diverse roles, including as a practicing solicitor, researcher, policy officer and senior legal adviser. After commencing her career as a solicitor at the Domestic Violence Advocacy Service, Natalie joined the public service as criminal law policy officer in the Attorney General's Department. She spent over 16 years as a prosecution lawyer, including as a solicitor and senior legal adviser, and appeared before the Court of Criminal Appeal in sentence appeals. Natalie has also worked at the Judicial Commission of NSW and at the University of Sydney School of Law.



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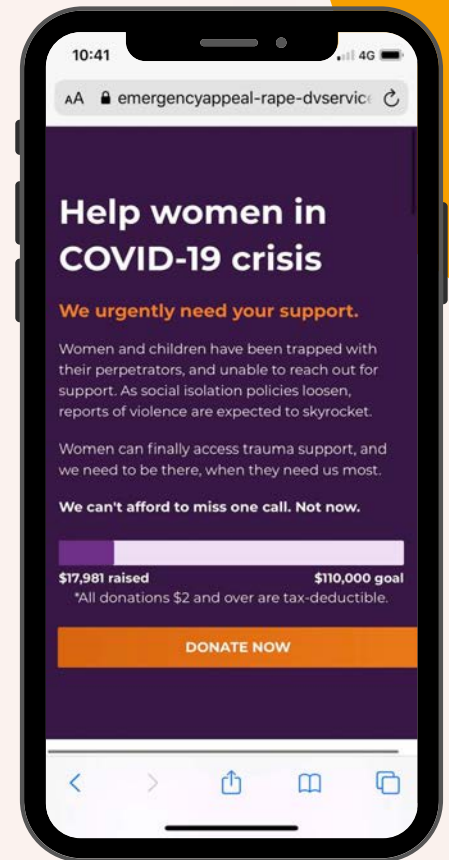
*"I am passionate about being part of the solution to the problem of violence against women and children. It is a privilege to be able to use my knowledge, skills and experience as a lawyer to advocate for improvements in the legal system for those who have experienced domestic, family and sexual violence."*

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This work ensures the voices of our clients and the organisation's trauma expertise inform legislative review in the areas that respond to people experiencing violence. It is only through the contribution of the Oranges & Sardines Foundation that Rape & Domestic Violence Services Australia can continue to fulfill our responsibility, as a non-government organisation, to ensure that people who have been made vulnerable by their circumstances have their voices heard in democratic processes.

# COVID-19 Fundraising Appeal

During this watershed moment for our organisation, the Australian community, and the world at large we led significant community engagement efforts to raise funds for our trauma specialist counselling services, advocacy work, and prevention programs. The COVID-19 Fundraising Appeal was the most successful digital fundraising campaign we have run to date. **Our supporters raised a total of \$28,000!** Through the generosity of the community, we continue to ensure that we are best equipped to meet the evolving needs of those impacted by sexual, domestic and family violence in our community during the COVID-19 crisis and its aftermath.



“Throughout COVID-19 lockdown, many concerning media reports have been published regarding the spike in domestic and family violence... It’s absolutely critical that when these women do reach out for help, that help is there. It takes immense courage for a person to pick up a phone or disclose online and if and when they do, it's essential that a qualified trauma expert is there and ready to respond. So let’s get organised. Let’s ensure that expert services like Rape & Domestic Violence Services Australia are fully equipped and ready to provide the compassionate, dignified care they are known for. Let's work together and let’s do it together.”

**Nina Funnell, journalist and ambassador for Rape & Domestic Violence Services Australia**







We took this photo to stand in solidarity with the incredible school students striking for climate action on Friday 20 September 2019.

“

**You are so good at your job. You're amazing. I hope you keep up the great work. I have never felt so supported and it's the first time I feel really believed, feel like I really count. Thank you.**  
~ Client Quote

”



“

**I'm calling to say Thankyou - you are incredible and should be on a million bucks a year. The work you guys do is amazing, if you weren't there at 2 in the morning when I couldn't sleep, I'm pretty sure I'd have slit my wrists.**  
~ Client Quote

”







# Treasurer's Report

## Balance Sheet as at 30 June 2020

	2019-20	2018-19
<strong>Assets</strong>		
Current Assets	1,042,852	1,057,229
Non Current Assets	-	-
<strong>Total Assets</strong>	<strong>1,042,852</strong>	<strong>1,057,229</strong>
<strong>Liabilities</strong>		
Creditors and Payables	264,073	203,045
Current Provisions	30,000	-
Current Employee Entitlements	429,138	698,223
Total Current Liabilities	723,211	901,268
Non-Current Liabilities	160,000	100,000
<strong>Total Liabilities</strong>	<strong>883,211</strong>	<strong>1,001,268</strong>
<strong>Net Assets (Members' Equity)</strong>	<strong>159,641</strong>	<strong>55,961</strong>

## Income and Expenditure for the year ending 30 June 2020

<strong>Income</strong>		
Grants		
Social Enterprise	2,812,003	2,699,386
Donations	398,493	522,324
Contracts	731,376	605,300
Interest	2,341,141	2,899,270
Membership	12,509	24,180
Other	373	327
	290,623	261
<strong>Total Income</strong>	<strong>6,586,518</strong>	<strong>6,751,048</strong>
<strong>Expenses</strong>		
Employee Expenses	5,485,450	5,881,432
Operating Expenses	335,781	330,213
Resources	123,245	111,083
Travel	56,496	78,192
IT Expenses	339,134	204,873
Equipment	50,771	42,963
Other	91,962	95,797
<strong>Total Expenses</strong>	<strong>6,482,839</strong>	<strong>6,744,553</strong>

<strong>Balance</strong>	<strong>103,679</strong>	<strong>6,495</strong>
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**Together we can put a full stop  
to sexual, domestic and  
family violence.**



**Rape &  
Domestic Violence**  
Services Australia



### **Counselling Services**

24/7 NSW Rape Crisis:	1800 424 017
Domestic Violence Impact Line:	1800 943 539
Sexual Assault Counselling Australia:	1800 211 028
LGBTIQ+ Violence Service:	1800 497 212

**[info@rape-dvservices.org.au](mailto:info@rape-dvservices.org.au)**

**[www.rape-dvservices.org.au](http://www.rape-dvservices.org.au)**

ABN 58 023 656 939

**T 02 8585 0333 F 02 9555 5911**

PO Box 555 Drummoyne NSW 2047

**Funded by NSW Health,  
the Australian Government Department of Social Services  
and NRMA Insurance**

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