

Women's Safety Services SA

Annual Report **21 / 22**







Artist Rachel Abdulla

Women's Safety Services SA acknowledges that the land we work on is the traditional lands of the Aboriginal and Torres Strait Islander people.

Aboriginal people have made, and continue to make, a unique and irreplaceable contribution to the state of South Australia.

We acknowledge and respect that Aboriginal and Torres Strait Islander people are the First Nations people of this country and recognise Aboriginal people as traditional owners and occupants of South Australian land and waters. We acknowledge that the First Nations people have never ceded sovereignty, and remain strong in their enduring connection to land and culture.

## Acknowledgement of Country

Women's Safety Services SA acknowledges that the spiritual, social, cultural and economic practices of Aboriginal and Torres Strait Islander people come from their traditional lands and waters, and that Aboriginal and Torres Strait Islander people maintain cultural and heritage beliefs, languages and laws that are of ongoing importance today.

## Values and guiding principles for the way we work

We value and are committed to:

- o Safety
- o Diversity and equity
- o Respect
- o Responsiveness
- o Flexibility and innovation
- o Knowledge and accountability
- o Community responsibility



WSSSA works with women and their children who are at risk of, or are experiencing domestic or Aboriginal family violence, by assisting them to achieve safer, connected, and supported lives.

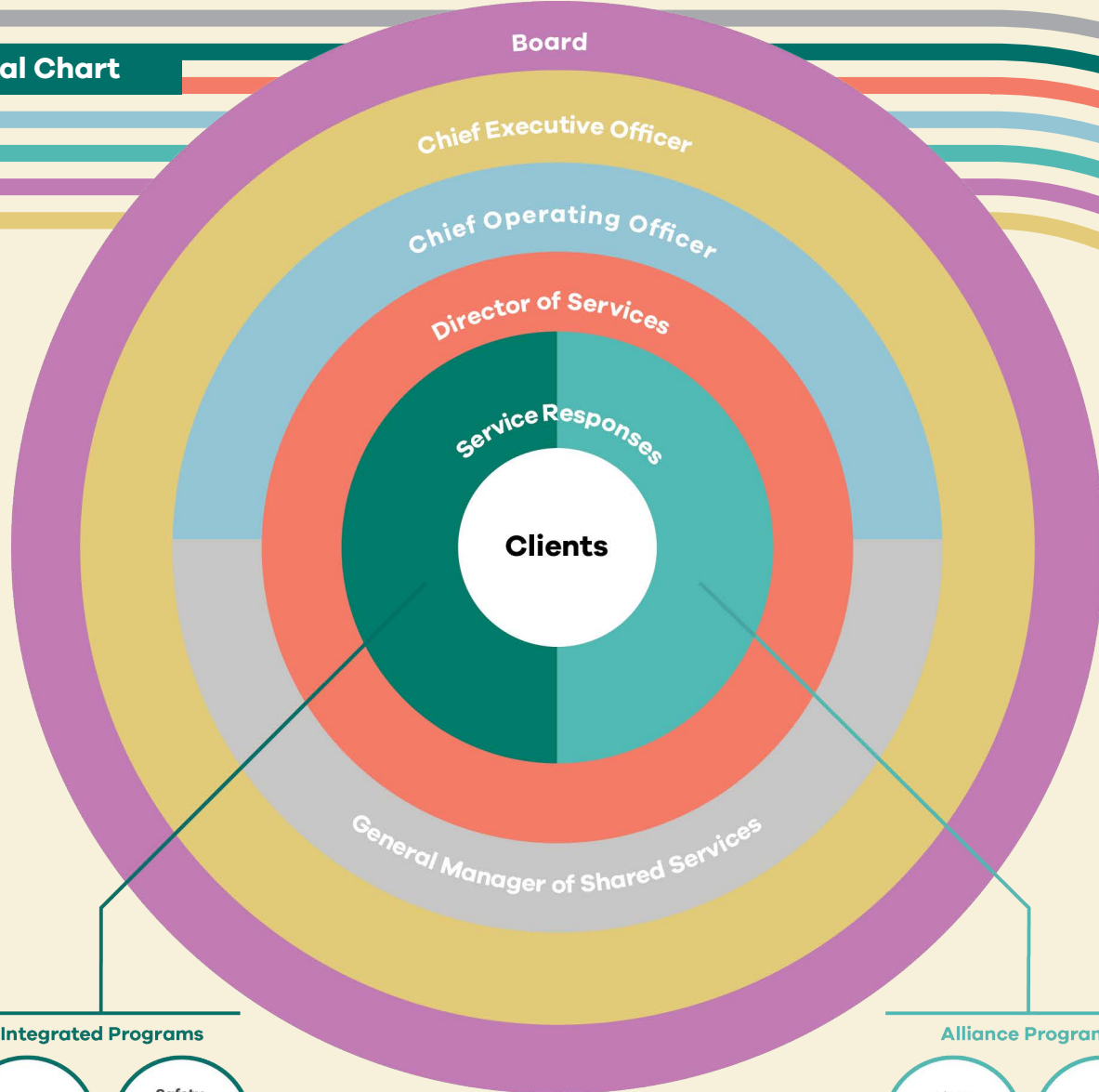
## Our purpose

## Our vision

A society where women and their children live safely and thrive in communities free from all forms of violence.



Organisational Chart



- Integrated Programs**
- Intervention Order Response Model
  - Safety, Accountability, Responsibility Through Integration Program
  - Safe and Well Kids
  - Domestic Violence Disclosure Scheme
  - Multi Agency Protection Service
  - Multi Agency Hub

- Alliance Programs**
- Ninko Kurtangga Patpangga Accommodation Service
  - Metropolitan Accommodation Services
  - Domestic Violence Crisis Line
  - CALD Specialist Response Program
  - Safe at Home Services





## Chairperson's Report

It is hard to believe that a year has passed since my last Chairperson's Report.

Much has happened during the past year.

Unfortunately, our role as a sub-contractor to Medibank to undertake the 1800RESPECT telephone service came to a conclusion when Medibank's head contract was not extended.

WSSSA continued to provide those services during the transition period to the new contractor Telstra Health and now has preferred provider status.

We were exceptionally saddened to say goodbye to our 1800RESPECT team who undertook their work with a great deal of dedication, skill, compassion, and expertise. We are comforted by the knowledge that many of the team have found alternative positions with Telstra Health or alternatively have found other placements. We will truly miss their presence and camaraderie.

During the year both our CEO Maria and I were delegates to the National Summit on Women's Safety. It was originally to be held at Parliament House in Canberra however, due to COVID restrictions, we attended by video conference from Adelaide. It was a wonderful opportunity to participate and to assist in informing the National debate.

I am very pleased to report that the EBA was finally concluded. Many thanks to the whole team in bringing this to a conclusion.

During the year, we were thrilled to welcome three new Board members. Susan Crago, Tharani Mahadeva and Kimberley Wanganeen joined WSSSA. All have made very valuable contributions to the Board.

We have continued to fine tune our governance structure. During the year we very successfully implemented an expanded sub-committee regime to facilitate a more efficient use of Board resources. The sub-committees have worked diligently with all members making valuable contributions.

Significant work was undertaken during the year by WSSSA and its Alliance partners in the SADFV Alliance, to establish the working model.

**"The staff have yet again made an extraordinary contribution during very demanding and unsettling times. I thank each one of them for their commitment to the Service."**



## Chairperson's Report

Covid and the Health Care Directions that were applied to WSSSA continued to cause not only restrictions that impacted the working environment for staff and clients but also the mandatory vaccination requirements for staff presented a challenge.

It was a particularly difficult time for us and especially those staff who chose not to be vaccinated. I admire those staff for the integrity of their beliefs. It was a sad and difficult time for the Service and for the staff affected.

During the year we were successful in obtaining funding for the Coercive Control Program.

On behalf of the 1800RESPECT team, I thank the PKF Adelaide Foundation for its generous donation of \$1,000 contributed towards a gift for the team members to express our gratitude and to recognise their extraordinary contributions during the very difficult process surrounding the 1800RESPECT tender and the significant uncertainty. The staff were absolutely thrilled and organised a wellbeing day.

I extend my thanks and gratitude to all the volunteers, sponsors and those individuals and corporations who have made donations to the Service during the past year, both financially and in kind.

I extend my particular thanks to the State and Federal Governments. I acknowledge the significant support of both the Marshall and Malinauskas State Governments.

We have very much enjoyed working in collaboration with Government, the relevant Departments and Ministers and have appreciated their support.

The staff have yet again made an extraordinary contribution during very demanding and unsettling times. I thank each one of them for their commitment to the Service.

I thank the Executive Assistant, Rebecca Codling, who has provided a wonderful service to the Board and to me personally, in addition to her role providing support the CEO.

I thank our Chief Operating Officer, Jodie Sloan, Kathrine Cock, our Director of Services and our General Manager Shared Services, Joanne Mitchell. Each of them has provided invaluable assistance in their roles upon the Executive Team.

I again wish to acknowledge specifically Antoinette Tatarelli and the team from PKF Adelaide, for the service that they have provided to us over the year. Antoinette's participation in the Finance and Audit Committee together with her other contributions continue to provide us with great confidence in our decision making.

We have also again appreciated the additional support PKF Adelaide have provided to us by way of pro bono services.

I wish to thank each member of the Board, Sarah Wendt, Helen Radoslovich, Sharon Walker-Roberts, Vicki Jacobs and Lea Stevens, and as mentioned earlier, Susan Crago, Tharani Mahadeva and Kimberley Wanganeen. The Board is a committed, hardworking and collegiate group.

Lea Stevens will not be standing for re-election this year. I express my gratitude to Lea who has provided an invaluable resource for the Board in what has been a significant period of growth since Lea joined the Board following the time of the merger with NADVS.

During that time, the growth of the Service, both with respect to the nature of the services provided and the financial growth has expanded exponentially. Lea has played a key part in the evolution of the Service, its practice, procedures and governance. I am truly indebted to Lea.

Maria Hagias, our CEO, has again made an extraordinary contribution to the Service. She has supported and inspired the staff and Executive team during very difficult times.

**“With the support of the whole team, we have yet again been able to deliver high quality services to the women and children who need and utilise our services.”**

Her leadership during what was the very stressful period of the 1800RESPECT tender process including the necessary transition from our role as a sub-contractor was extraordinary.

Maria is a veritable powerhouse who very much leads the team from the front. I cannot express enough my gratitude to her and the assistance and support that she has provided to me throughout the years.

With the support of the whole team, we have yet again been able to deliver high quality services to the women and children who need and utilise our services.

This will be my last Chairperson's Report. I too will not be standing for re-election to the Board. It is with a great deal of sadness that I step down, however it is timely and will be an opportunity for the Board to continue to refresh its membership.

It has been a privilege to be involved with such a strong and committed organisation.

Most particularly it has been a privilege to serve the many women and children who have used our services over the years.

I wish WSSSA well in the future. I have gained so much from my involvement with WSSSA, my retirement from the Board will, I am sure leave a significant gap in my life.

**Maurine Pyke KC | Chairperson**

It is testament to the organisation that during the term of my membership of the Board through its various entities, and then as Chair of the Board for a period in excess of 30 years, that we have had three CEOs who have served significant tenures. Ellie Wilde, Penny Becker and Maria Hagias.

I was very fortunate to have their support and more particularly to have great confidence in them. Each undertook their roles with commitment, passion, and expertise.

Throughout my tenure our Board has been comprised of talented, committed, and generous women who have provided extraordinary pro bono services to WSSSA during periods of significant growth and challenge. I thank each and every one of them.

## CEO Report

I am pleased to present a snapshot of the year's activities, hard work and commitment to making lives safer for women, children, their families, and the community.

Some of our work was impacted by the pandemic, but during this period we did our best to continue our services to women and children safely by ensuring that appropriate measures were in place and services to our community were uninterrupted.

During this year our contract with Medibank to provide Trauma counselling services through 1800RESPECT ended. WSSSA provided this service for five years, it was an amazing journey that would not have been possible without the support of the whole service, the amazing staff of 1800RESPECT, the best in the business Trauma Counsellors, and our partners.

I want to thank all the staff who have been part of this journey past and present, without each one of them we would not

have been able to build such an effective service that made a difference to the people of Australia.

We were also represented at the National Summit on Women's Safety which contributed to the development of the National Plan to End Violence against Women and continued our work on this important framework through our membership on the National Plan Advisory Group.

As part of our continuous improvement work, WSSSA undertook a first phase organisational structure review to ensure we were meeting the needs of a growing service and to create consistency in the services we provide. The new structure was implemented in early 2022.

Significant time was dedicated to the implementation of the new Alliance and ensuring that we met the required milestones as identified in our tender and contract requirements. The work is ongoing

and consolidating this work will continue into the new financial year. We look forward to working alongside our partners to ensure we continue to review and implement the strategic vision of a Statewide DFV Alliance.

We have undertaken some significant pieces of work as outlined in our Strategic Plan Progress Report, including:

- The development and implementation of a centralised client database. This will inform and support the analysis of our work and future strategic directions.
- The successful conclusion of our Enterprise Agreement, a joint effort between the Australian Services Union and WSSSA.
- Our ongoing partnership with Flinders University supporting Social Work students as part of their learning and establish potential career pathways into WSSSA.

- Ongoing development of our training and development stream that has developed internal learning modules and external specialist training.
- Reviewed our meeting and communication structures within WSSSA.

We look forward to the coming year as we update our Strategic Plan to guide WSSSA with our priorities moving forward into 2024 and beyond. We will also be building upon our First Nations Framework and our continued commitment as an organisation to privileging First Nations People and ensuring that their voices are at the centre of our work and services we provide.

We will also be embedding a Quality System which will guide WSSSA in obtaining the best possible service, every time, every instance for every client. This will fit alongside our reviewed Risk Management Framework.

**"...being surrounded by amazing women leaders who commit significant amount of their time to make our communities safer inspires me daily."**

WSSSA has also been actively involved in Embolden and have provided input into several consultations, the development of key position papers and influencing government policy development and service responses.

We have also welcomed new Board members and our governance restructure has provided an impressive foundation and oversight in the work we do.

During this year we said goodbye to some giants of the sector, Julie Felus, Milenka Vasekova, Sue Underhill, and Megan Hughes, each one of them had worked in the sector for over 20 years. Their contribution, commitment and influence

will always be remembered, and we wish them well as they commence new journeys.

We thank all our staff, students and volunteers for their hard work, commitment, and passion. It is a great privilege to work alongside amazing people who are dedicated in the work they do in advocating for safer homes and communities.

To the Board of Management, I thank you for your support, being surrounded by amazing women leaders who commit significant amount of their time to make our communities safer inspires me daily. WSSSA is led by women who are steadfast in their commitment to the provision of quality services to women and children that are responsive and client centred.

**Maria Hagias | Chief Executive Officer**

## Board of Management Members



**Maurine Pyke KC**

Chair - Board of Management  
Chair - Governance Committee  
Chair - Finance and Audit Committee



**Vicki Jacobs**

Committee Member - Finance and Audit Committee  
Committee Member - Risk Committee



**Sarah Wendt**

Committee Member - Governance Committee  
Committee Member - First Nations Governance Committee



**Helen Radoslovich**

Chair - Client Wellbeing and Workforce Engagement  
Committee Member - Risk Committee



**Hon Lea Stevens**

BSC GRAD DIP ED (ADEL)  
Committee Member - Governance Committee  
Committee Member - Client Wellbeing and Workforce Engagement Committee



**Sharon Walker-Roberts APM**

Committee Member - Finance and Audit Committee



**Susan Crago**

LLB, BCom, MBA GAICD  
Chair - Risk Committee  
Committee Member - First Nations Governance Committee



**Kimberley Wanganeen**

Chair - First Nations Governance Committee  
Committee Member - Governance Committee



**Tharani Mahadeva**

Committee Member - Finance and Audit Committee  
Committee Member - Client Wellbeing and Workforce Engagement Committee



**Maria Hagias**

Chief Executive Officer

## Strategic Plan 2020-2023 achievements

### Objective 1

**This Progress update highlights WSSSA's achievements over the last two years in delivering the strategic directions of the organisational plan.**

**Delivery of the plan was impacted by the COVID 19 Pandemic and due to this we were required to implement measures to protect services and community whilst continuing to progress the key commitments.**

#### Embed the voices of Women and their children at all levels of WSSSA's organisation and services

Established a Client Wellbeing and Workforce Engagement Committee to lead the development of a quality system for WSSSA.

Contributing to a State-Wide Lived Experience Framework which is under development in partnership with Embolden and SADFV Alliance.

Implemented a Client Practice Model to ensure respectful, compassionate, and connected service provision.

Introduced the Safe and Well Kids Program to provide integrated case management, therapeutic and legal responses directly to children who have experienced domestic and family violence.

### Objective 2

#### Acknowledge, respect, and reflect the diversity of women and their children

First Nations commitment and representation is embedded within the WSSSA Board Charter.

Appointed a First Nations Director to our Board.

Established a First Nations Governance Committee led by our First Nations Board Member to oversee the ongoing development of the First Nations Framework alongside our First Nations staff.

Established a Diversity and Inclusion Committee to support organisational change that enables WSSSA to be a leading exemplar in diversity and inclusion.

Established a LGBTIQ+ working group, work to be reviewed.

Participation in the DFV Alliance LGBTIQ+ Working Group, with the aim to guide and support the State-wide Alliance to provide an inclusive service model.

### Objective 3

#### Build and support a sustainable workforce

First phase of completion of an organisational restructure to meet the current environment and the needs of an evolving Service.

Established our Enterprise Agreement in partnership with the Australian Services Union.

Established a service agreement with Flinders University to conduct a Student Placement Program to support development of social work students and establish potential career pathways to WSSSA workforce.

Developed Executive competencies to ensure that organisational and stream strategy is achieved.

Development and implementation of an online staff Induction program.

Completed online training modules to ensure that our workforce continue to be at the forefront of evidence-based responses.

### Objective 4

#### Develop and strengthen intentional and effective networks and partnerships

Progressed our partnership with the SADFV Alliance.

Partnered with Attorney General's Department and Legal Services Commission to deliver services through our Crisis Line focussing on increased community awareness and service responses to Coercive Control.

Became a Member of National Partnership Advisory Group representing South Australia to develop the next iteration of the National Plan.

Partnered with Social Work Innovation Research Living Space (SWIRLS, Flinders University) to support research in strengthening child-centred practice in DFV shelters; and in national research aimed at strengthening Australia's DFV workforce.

Completed research with Flinders University re: working with children with disabilities who have experienced DFV (Connecting the Dots), which will result in a practice framework and other resources for children with disabilities.

### Objective 5

#### Strengthen WSSSA sustainability through improved governance, structure, and systems

Developed a Board Charter to set out the role, responsibilities, structure, and processes of the Board of WSSSA.

Developed a new Constitution to move WSSSA to a Company Limited by Guarantee which will provide a more stringent regulatory oversight and governance arrangements.

Recruited three new Board Members to contribute new skillsets that will assist in meeting the needs of an evolving Service.

Established new Board Committees to facilitate good governance of the Board of Management.

Achieved a new funding model for accommodation-based programs to assist with effective utilisation of funding between all programs.

Strengthened Board and Leadership's governance skills through Australian Institute of Company Directors Governance Training.

Launched a centralised client database to improve usability for end-users and reliability for our operations.

Implemented a new Payroll system to improve our management of Human Resources.

Upgraded our ICT systems and improved cyber-security with a multi-factor authentication and endpoint protection.



## Our people



As at 30 June 2022  
**118 staff**



**33 volunteers**

Our passionate and committed staff play a crucial role in delivering services to women and children affected by domestic and family violence, they do this work with professionalism, integrity and passion.

Another full year of the COVID-19 pandemic continued to challenge us. Its impact on staff health, wellbeing was noted, and processes were in place to support staff during the pandemic. Staff worked across the office and from home, technologies continued to be essential in maintaining connection and communication.

We want to acknowledge the increased workload during 2021-22 and thank all staff not only for the support that they gave to women and children but for the flexibility and support they gave to the organisation and to each other during this time so we could coordinate, meet, and manage the increased workload.

Across WSSSA we took on  
**20 students**



### Our Volunteers

Our volunteers undertake a variety of tasks including transportation, providing information and support, collecting and distributing food to our families, undertaking administration tasks, helping with the upkeep of our gardens, making pamper packs for women and assisting in provision of childcare and activities.

Our volunteers put in many hours every year to support our families. Our services would not be the same without their involvement and we thank them for all that they do.

We employed  
**6 students**



### Celebrating Staff

**South Australian Women's Honour Roll - Kathy Lilis - Champion of the domestic and family violence sector.**

Held every two years, the Honour Roll acknowledges and celebrates the diversity of women in our community and their commitment to effecting change. Kathy Lilis, Program Manager, Eastern Adelaide Domestic Violence Service was nominated and recognised at a reception at Government House, hosted by Hon Frances Adamson AC, Governor of South Australia. This award recognised Kathy's many years of tireless work and contribution to the sector, we are so proud of her achievements.



### 1800RESPECT

Since its inception (October 2017), WSSSA has been a specialist partner with Medibank Health providing trauma-informed counselling support through 1800RESPECT, Australia's 24-hour national sexual assault, domestic and family violence counselling service.

Thursday, 30 June 2022 was the last day of WSSSA's 1800RESPECT contract. The journey through the contract period of five years would not have been possible without the support of the whole service, the amazing staff of 1800RESPECT, the best in the business Trauma Counsellors, and our partners Safe Steps (Victoria), DV Connect (Queensland) and Medibank Health.

Our Service learnt a lot being part of a national partnership. We are sad but grateful to have had the opportunity to do this incredible and important work.

Our thanks to all the staff who have been part of this journey past and present, without each one of those staff we would not have been able to build such an effective service that made a difference to the people of Australia.

We wish our counsellors the best as they continue this work with the new providers, to those that have moved onto new careers and the rest of the team, we wish them well and thank them so much for being part of our service, they have enriched us.

We include artwork (below) that the team created when they engaged in reflective conversations around the unique and creative role of being a counsellor:

"Working in the 1800RESPECT counsellor role can feel like being in a fast-based river, moved by the current of the queue of calls.

We took some time to still the waves, and dived into the deeper waters of our practice, and came to the surface with some pearls of wisdom and insights about what counselling means to us and how we inform our practice.

In addition, we wanted to find a creative way to express the answer to these important questions related to our work, and to have a visual representation that captured the heart of these reflections".

We celebrated the team's significant contribution, commitment, and achievements at a farewell on 1 July 2022.





## Our people



Julie Felus and Sue Underhill (top left of screen)

### Laifull



### Our Pets

Pets have become even more integrated in our work life as we continue to work from home. Staff share their photos in our weekly newsletter which has brought much joy to staff. That trend is likely to be even more amplified now that more people have experienced the companionship and stress relief pets have brought to our work days.

### Cookie



### Bob



### George and Lily



### Humpy



### Executive farewells

On 17 February 2022, we farewelled two giants of our Sector Julie Felus and Sue Underhill. Both through their hard work, commitment and dedication have shaped the way we work in South Australia for over 23 years. Their commitment to women and children has been undeniable and everything they have done and achieved is to make South Australia safer for women and children.

Both were farewelled virtually which had been necessary during the pandemic. Many who attended their farewell commented on their remarkable leadership, their client centred, compassionate approach and ongoing nurturing of many of our leaders' careers. It was clear they had touched all staff in many ways during their tenure at WSSSA.

Our Executive Manager Megan Hughes, resigned after accepting a role at Centacare focusing on the development of preventive strategies within their service. Megan's last day was on 27 October 2021. Megan commenced in the Sector in September 2000 and has since then been a leader that has contributed to significant change in our services and as part of her role been a strong advocate for women and their children.

After 35 years working in the DFV sector, Milenka Vasekova announced her retirement and finished with the Service on 16 September 2021. We are so grateful for the commitment Milenka has shown to women and children, particularly from migrant and refugee communities. Her loyalty to the Migrant Women Support Program team and the organisation has been

incredible. We know she will continue to advocate for a better, fairer world for women.

We thank and honour these amazing leaders for their contributions and we are pleased that their legacy will continue through their work in establishing WSSSA.



Megan Hughes



Milenka Vasekova (seated centre)



## Our activities



### EADVS Quiz night

Our annual Morialta/Newland Community quiz night was held on 15 October 2021. It was organised by Hon John Gardner MP with Dr Richard Harvey MP and raised \$9000 for WSSSA with 330 people attending. The quiz night has been running for the last 7-8 years.

### Hands Upraised: Can social work activism reduce violence against women?

As a launch to the 16 Days of Activism against gender-based violence, on Wednesday 24 November, WSSSA CEO Maria Hagias participated in a public lecture "Hands Upraised: Can Social work activism reduce violence against women?"

Maria was joined by our new Board Member and Principal Aboriginal Consultant at Anglicare SA Kimberley Wanganeen and Dr Kate Seymour, Senior Lecturer in Social Work at Flinders University.

The lecture was a panel discussion format, facilitated by WSSSA Board Deputy Chair, Professor Sarah Wendt, Director of SWIRLS (Social Work Innovation Research Living Space) at Flinders University.

Supporting children experiencing domestic and family violence (DFV) through developing a child-informed, child-centred practice approach in DFV shelters

It has been a pleasure to work with SWIRLS to have this work now funded by the Channel 7 Foundation. This research will develop, implement and evaluate a child-informed, child-centred practice approach that prioritises the needs and wellbeing of children who have experienced domestic and family violence (DFV) and are being accommodated with their mothers in a DFV shelter.

The research is designed to generate the resources and processes necessary to align DFV shelter practice with the emergent sector recognition that children are clients in their own right, with needs separate from those of their accompanying mothers. The research will increase the capacity of DFV shelters to immediately identify and respond to those needs, thus laying the foundation for effective longer-term interventions.

We look forward to working together with the Alliance to support this extremely valuable and important research.

### Lighting a candle – a Place of Courage

On Wednesday 5 May, we gathered online and in-person with our partners – Spirit of Women, at the Place of Courage – Ripple – commemorative public artwork in Rotary Park, Christie's Beach. This public artwork and space is dedicated to the victims and survivors of DFV and provides a place for survivors, families and communities affected by domestic and family violence to grieve, find solace, heal, connect and educate. The Vigil was a time to gather and listen to the voices of lived experience as we remembered and honoured those whose lives have been lost, through speeches, music and a candlelit vigil.

### Wear it Purple Day

Many of our staff dressed in purple to recognise and celebrate LGBTIQ+ young people in our world and community

Wear it Purple reminds us of the serious consequences that come from not recognising and celebrating the LGBTIQ+ communities and populations within our society.

WSSSA has been working hard to increase our knowledge and understanding of how Domestic and Family Violence impacts the Rainbow Community so we can provide the most appropriate support.





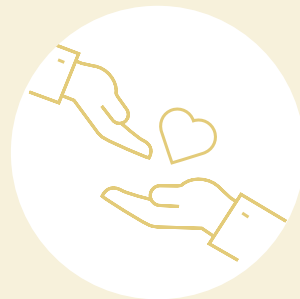
## Our donors and corporate supporters



### Our Donors

We'd like to say a heartfelt thank you to the many people, companies, foundations and government entities that made our work possible. The generous support has been more important than ever.

Their generosity in providing monetary gifts, fundraising activities or in-kind donations, has enabled us to continue towards our vision for a society where women and their children live safely and thrive in communities free from all forms of violence.



**242** individuals and organisations donated (cash and in-kind)

### Our Funders

We would like to acknowledge and thank the following wonderful supporters who help Women's Safety Services to achieve our vision of a society where women and their children live safely and thrive in communities free from all forms of violence.

#### South Australian Housing Authority

The Domestic and Family Violence Crisis Accommodation Program

SADFV Alliance - Programs:

- DV and Aboriginal FV Gateway (Crisis Line) Service
- Western Adelaide DV Service
- Eastern Adelaide DV Service
- Northern Adelaide DV Service
- Southern Adelaide DV Service
- State-wide CALD DV Service
- Southern Regional Aboriginal DV and FV Service (Ninko Kurtangga Patpangga)
- Safe at Home

#### Department of Human Services (Office for Women)

Women's Safety Contact Program

DV Disclosure Scheme

Multi-Agency Protection Services

Domestic Violence Serial Offenders Database

Work Safe Guardian App

Safe and Well Kids

Individual Safety and Support Packages for Safe at Home and SA Domestic and Family Violence Alliance

#### South Australia Police

Multi Agency Hub

#### Department for Child Protection

Inter-Agency Support for WSSSA

#### Medibank Health Solutions

1800RESPECT

#### Department for Correctional Services

Safety, Accountability, Responsibility through Integration (SARTI).

Multi Agency Hub

Co-location of SAPOL and Department of Correctional Services staff at Mile End Office.

#### Attorney-General's Department

Coercive control screening, risk assessment and referral service (DVCL)

#### Flinders University

Student Placement Program



## Our Services



### Total services provided 7,013

4,650 women  
2,349 children  
13 men  
1 Transgender

1,089

Aboriginal and  
Torres Strait  
Island clients



752

culturally and linguistically  
diverse clients



32

training and  
education  
sessions



624

learners



### Safe and Well Kids



79

women  
provided support

163

children  
provided support



20

student placements

### Safe at home

239

women referred  
to the programme

228

women provided with home  
security audits and upgrades



669

total reports  
mapped



586

number of  
reports WSSSA  
contributed to



1,282

actions  
raised by  
WSSSA

### Multi Agency Protection (MAPS) statistics



8,894 calls

received by  
Domestic Violence  
Crisis Line

12,984 calls

answered by WSSSA's  
1800RESPECT team



## Our Reach



Facebook

Likes up from  
**3,998 to 4,371**



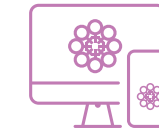
Instagram

Followers up from  
**1,141 to 1,406**



Twitter

**Over 50,000**  
Tweet impressions  
(last year over 100,000)  
**1,170 Followers**



Website

**2021**

Users **28,859**  
New Visitors **28,029**  
Page views **120,636**

**2022**

Users **38,373**  
New Visitors **37,788**  
Page Views **151,359**



Social media  
snapshot

**28%** increase in followers  
**49,000+** engagements  
(likes, comments, shares)  
**1.7million** impressions  
**606** published posts



**361 women**  
access to the  
Personal Protection App



## Our Financials

### Overview

There was some big changes in how State Government funding was distributed with the introduction of an Alliance model. Women's Safety Services SA (WSSSA) is the Lead sector participant in the SA DFV Consortium Alliance, which commenced on 1 July 2022. The organisation has remained stable throughout the changes and is backed by a strong financial team.

The Finance and Audit Committee in conjunction with PKF who provide financial guidance and support, have worked tirelessly to ensure our financial viability.

For the financial year ended 30 June 2022, WSSSA has reported a surplus of \$259,623 compared to a deficit of \$128,299 for the same period in the previous financial year.

The DFV Alliance along with other types of government funding experienced an increase in service revenue from \$14.4 million in 2021 to \$15 million in 2022.

This is slightly offset by the decrease in a one off cash flow boost received to assist the COVID-19 pandemic and PM Foundation grant amounting to \$293,000 in the prior year.

Payroll expense increased as a result of headcount change and a rise in staff salaries in line with Award and Super guarantee increase.

The decrease in COVID-19 related funding resulted in lower client and program expenses compared to previous year.

The increase in current assets was due to the growth in Cash and Cash equivalents arising in relation to service revenue increasing and accounts receivable decreasing slightly. This would suggest that most of the monies have been received in cash.

The increase in liabilities is due to the increase of grants and income received in advance when compared to prior year, which is in line with the increase service revenue.

Copies of the full set of audited financial reports will be available upon request by emailing [contact@womenssafety.com.au](mailto:contact@womenssafety.com.au) or by visiting the ACNC website.

### Income Statement

	2022	2021
<b>Revenue</b>		
Donations	85,612	105,031
Grants	14,997,018	14,467,501
Other revenue	2,865,826	2,958,278
	<b>17,948,456</b>	<b>17,530,810</b>
<b>Expenses</b>		
Client expenses	962,922	1,153,321
Donation expenses	36,234	28,845
Program expenses	259,860	562,749
Salaries and on-costs	12,529,944	11,935,918
Financial services	2,282,877	2,319,549
Depreciation expenses	240,371	314,235
Property expenses	195,672	266,499
Other expenses	1,180,953	1,077,993
	<b>17,688,833</b>	<b>17,659,109</b>
(Deficit)/surplus for the year	<b>259,623</b>	<b>-128,299</b>

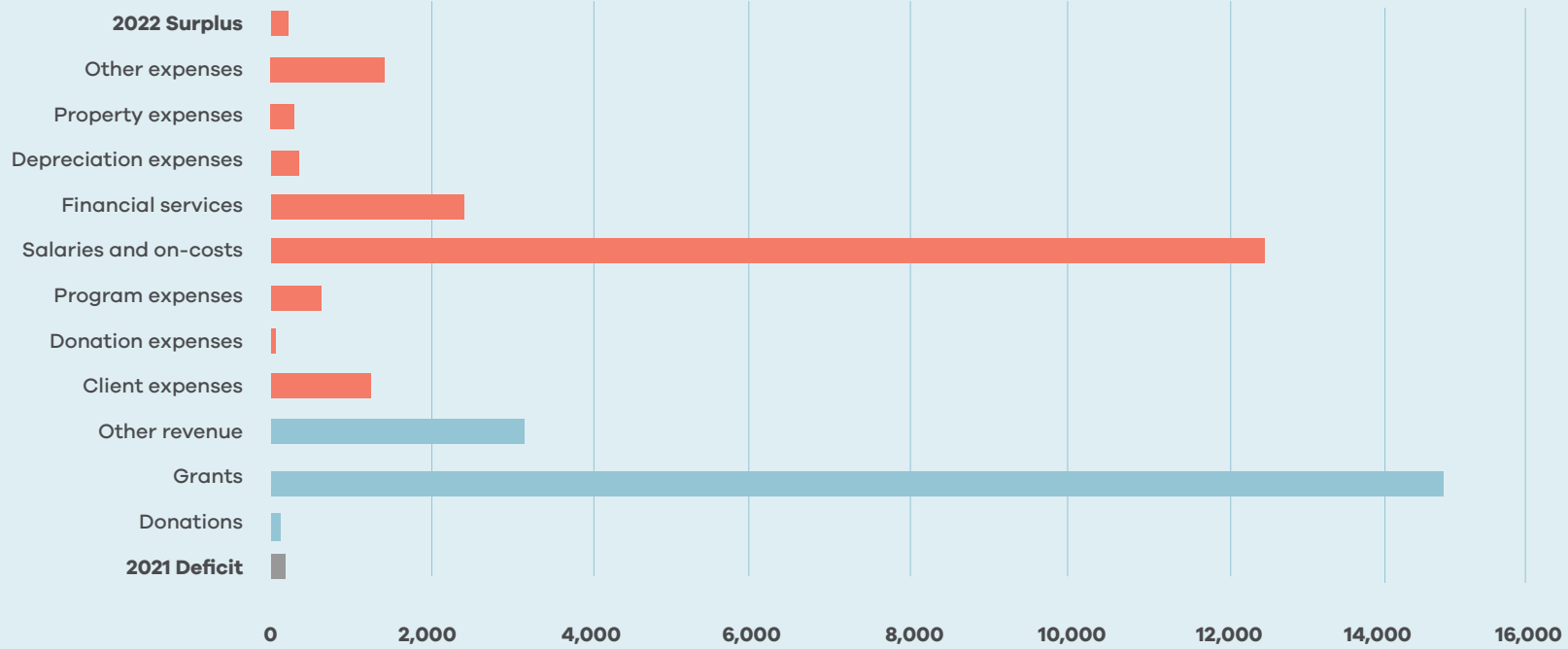
### Financial Position

	2022	2021
<b>Current Assets</b>		
Cash and cash equivalents	5,560,216	4,902,543
Trade and other receivables	27,281	37,402
Other	88,293	95,215
<b>Total current assets</b>	<b>5,675,790</b>	<b>5,035,160</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	569,917	610,967
Right-of-use assets	429,084	356,198
<b>Total non-current assets</b>	<b>999,001</b>	<b>967,165</b>
<b>Total Assets</b>	<b>6,674,791</b>	<b>6,002,325</b>
<b>Current Liabilities</b>		
Trade and other payables	1,417,789	1,184,096
Employee benefits	1,159,026	1,445,032
Grants and income received in advance	1,418,414	1,027,269
Lease liabilities	219,847	184,121
<b>Total current liabilities</b>	<b>4,215,076</b>	<b>3,840,518</b>
<b>Non-Current Liabilities</b>		
Employee benefits	279,514	286,477
Other	68,315	68,315
Lease liabilities	221,530	178,382
<b>Total non-current liabilities</b>	<b>569,359</b>	<b>533,174</b>
<b>Total Liabilities</b>	<b>4,784,435</b>	<b>4,373,692</b>
<b>Net Assets</b>	<b>1,890,356</b>	<b>1,628,633</b>
<b>Net Equity</b>	<b>1,890,356</b>	<b>1,628,633</b>

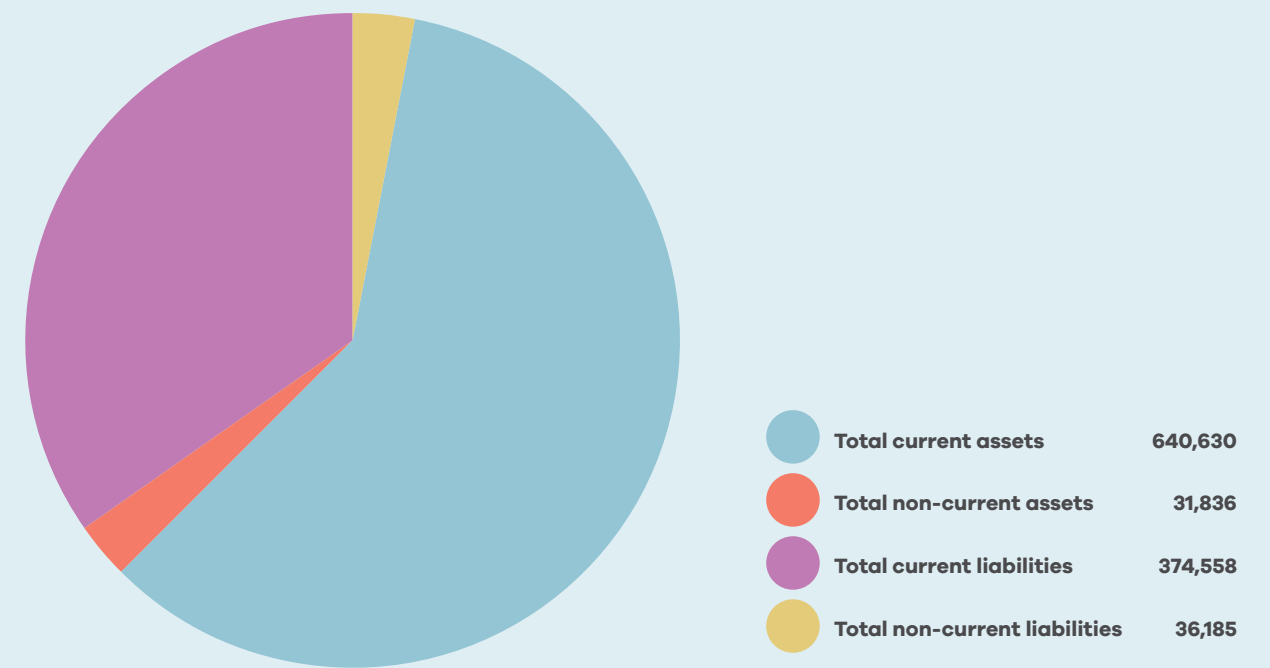


## Our Financials

### Income Statement (\$A000s)



### Assets and Liabilities Increase/Decrease from 2021 to 2022 (\$A000s)





## Contact us

DV Crisis Line: 1800 800 098

Corporate office line: (08) 8152 9200

Email: [contact@womenssafetyervices.com.au](mailto:contact@womenssafetyervices.com.au)

Website: [womenssafetyervices.com.au](http://womenssafetyervices.com.au)

Providing support, services and advocacy to enable women and their children experiencing domestic and family violence to claim their right to live free from violence within respectful relationships and in safe communities.

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Women's Safety Services SA