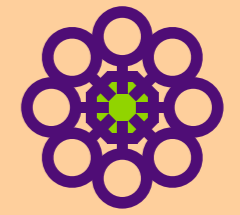




2019/20



Annual Report





Acknowledgement of country

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.

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.

First Nations Framework 2020 - 2023

Our Vision

WSSSA aims to build a culturally focused, safe and healing organisation for First Nations women, families and community, respecting their wisdom, place and voice. We will be a service of excellence for First Nations peoples and their employer of choice.

We will do this by:

- Recognising the historical impact of colonisation and the following intergenerational disruption on First Nations women, men and children
- Privileging First Nations peoples through acknowledging and respecting their ancient and current wisdom and their diverse cultures, communities and experiences
- Ensuring this knowledge directly influences our attitudes, values, skills, actions, policy, services and outcomes for First Nations clients.

WSSSA's collective vision is to foster an environment that recognises and embraces First Nations knowledge and cultures.

The First Nations Framework in an important achievement to enable us to walk together in the spirit of reconciliation. Reciprocity, respect, and partnership are the key concepts of reconciliation that will guide our work.

WSSSA is committed to deep listening. Aboriginal women have been saying for a long time they want family violence to stop and they know their solutions. Professor Irene Watson and Professor Aliene Moreton-Robinson kindly remind non-Aboriginal women that solutions to family violence will not come from patriarchal western societies, but from Aboriginal women. Aboriginal women have connection to land, cultural sustenance, political will and self-determination.

The solutions are embedded in cultural practices derived from knowledge that is outside the experience and knowledge of whiteness.

The Framework is togetherness and WSSSA's commitment to amplifying voices of First Nations women.

Artwork Rainbow Serpent Seeing Artist Rachel Abdulla





Values and guiding principles for the way we work

We value and are committed to:

- Safety
- Diversity and Equity
- Respect
- Responsiveness
- Flexibility & Innovation
- Knowledge & Accountability
- Community responsibility

Strategic Plan 2020 - 2023

Our Vision

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

Our Purpose

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.

Objective 1

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

Objective 2

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

Objective 3

Build and support a sustainable workforce

Objective 4

Develop and strengthen intentional and effective networks and partnerships

Objective 5

Strengthen WSSSA sustainability through improved governance, structure and systems





Chairperson's Report 2020

This year has provided extraordinary challenges for the Service. Along with the rest of the world, we could not have foreseen the significant and catastrophic effect that the COVID 19 pandemic would have. The impact was felt across the board in all aspects of our Service and its operations.

Once the nature of the pandemic became known, we immediately commenced to prepare and implement our COVID 19 plan. The demands upon the staff and the Executive Team during that time were unprecedented.

The demand for our services by women and children impacted by domestic and family violence continued unabated. The Service was acknowledged as an essential service. I am immensely proud of and very grateful for the contribution made by each and every member of our team during that period.

That we have been able to continue to deliver our services to such a high standard during such a difficult time is an extraordinary achievement. Many of our staff were required to work from home. This of course created logistical and personal difficulties for many of them but also for those staff who continued to attend at the Service. The digital technologies and operational issues were challenging.

Our newsletter "The Daily", edited by Nadia Clancy, has been a wonderful innovation. A special COVID 19 version was quickly established to enable direct communication with the staff, Executive and Board about relevant issues. It proved to be a very valuable and popular resource and a great support to the Service. I am very grateful to Nadia for her wonderful work in that regard and the other members of the team who supported her in formulating the content.

We have not of course operated in a bubble during the last year. We could not have achieved the outcomes we have without considerable assistance. The goodwill demonstrated and the assistance provided by all tiers of Government, the various Departments and the partners we work with was extraordinary.

Both State and Federal Governments provided additional financial resources to us. The increase in costs to the Service arising from the COVID 19 pandemic has been significant. Individuals, corporations and our partners have made significant financial donations to us and provided in-kind support as well.

The entire team has been affected and touched by messages of goodwill from Government, from members of the Opposition and all of the organisations with whom we have close connections. These messages of goodwill and support have been very important in boosting the morale of the staff and Executive. We cannot thank you enough.

A particularly distressing event for the Service occurred during the year. Kim Murphy, one of our clients, died as a result of an incident of family and domestic violence. The perpetrator has now been charged with Kim's murder. Our condolences were expressed to Kim's family and friends. Our team, particularly those who worked closely with Kim, were shattered. We were very grateful for the support and best wishes expressed to the Service during this very difficult time.

Notwithstanding the very difficult times in which we have operated during the year, there have been very positive outcomes achieved.

We commenced implementing our Strategic Plan. This has required a great deal of commitment by the staff, the Executive and the Board. We also developed our First Nation's Framework with the principles enshrined in that framework to be embedded across all tiers of the Service and service delivery.

I am very grateful to the working party and everyone who made a contribution to the preparation of the framework. It required a lot of hard work and goodwill by all involved. It is a significant document and marks a milestone for the Service.

The service is committed to ensuring a culturally appropriate and respectful organisation for First Nations women and children who use our service and those who work with us.

During the course of the year, the Service launched the Client Practice Model, a wonderful tool. My thanks go to Ginny Cisneros in particular, who led the team in the preparation of what is a truly impressive document. It is a credit to the Service.

The EBA process has continued to evolve during the year. Again, I acknowledge the assistance of the ASU and all members of the staff and Executive for their assistance in progressing this rather complex issue. The Agreement continues to be a work in process.

Another significant and timely achievement was the LGBTIQ+ Code of Practice. Another truly exciting initiative and again I thank those who have contributed to it.

The Service has over the past 4 to 5 years become a far different creature to the individual services which came together in the amalgamation process. The Board together with the Executive Team and Managers, undertook a course of Governance Training with the Australian Institute of Company Directors.

As part of our governance process, we have commenced a review of our Constitution. Central to that review is that we are taking the opportunity to not only reaffirm our core values but also to reflect upon the growth and development of our Service.

The review will provide us with the opportunity to update the governance structure and procedures to ensure that the accountability of the Service is met to the highest standards. I would particularly like to acknowledge the assistance of Jo Andrew, a solicitor with Mellor Olsson Lawyers, who has provided a great deal of assistance to the Board during the review process.

My gratitude goes to all of the volunteers, sponsors and those individuals and corporations who made donations to the Service during the past year both financially and in-kind. I also thank our partners. Each and every contribution has facilitated the work of the Service during the past year.

I wish again to record my thanks to our Executive Assistant, Rebecca Codling, who provides very timely and efficient assistance to the Board. Rebecca has provided invaluable assistance to me in my role as Chairperson.

My special thanks go to the Executive Team. This year, I find it almost impossible to adequately acknowledge and reflect upon the extraordinary efforts made by Maria Hagias, our CEO, during this year.

During very difficult times, Maria has led the organisation and its operational functioning, Maria has fully supported and inspired the staff and executive assistant team and has been an incredible role model to them. Maria's extraordinary commitment to the Service has at times I am sure taken a personal toll.

Maria's contribution to the Board and the support she has provided to us has been of immeasurable benefit. That the Board has the resource of a CEO upon whom we can depend so solidly has enabled us to operate the Service and to make at times difficult decisions with confidence.

Maria has been very ably assisted by the Chief Operating Officer, Ginny Cisneros, in the operations of the Service. It is fair to say that Maria and Ginny make a formidable team. Ginny has had a very challenging year as Chief Operating Officer. Like Maria, Ginny has led from the front and her commitment to the delivery of services has I am sure taken its personal toll.

Ginny has performed in an exemplary way and has provided great leadership to the team. Again, this has enabled the Board to have great confidence that our services and staff have been fully supported.

I also wish to thank Joanne Mitchell, our General Manager Shared Services. In what was Jo's first year with the Service, it must have been a great challenge. Jo barely had time to find her feet when the pandemic hit. Jo has provided inordinate support to the Service and has been a very active participant in the operations of the Financial and Audit Committee.

That we have weathered the storm financially over the past year is a significant testament to Jo. She has been able to identify and implement processes and strategies to enhance the financial performance of the Service.

I express my thanks to Antoinette and the team from PKF for the wonderful service they have provided to us over the year. Again, Antoinette's skill and attention to detail has provided confidence to the Board in the decisions it has made during the year.

Last but not means least my sincere thanks to go to the members of the Board Alex Rathbone, Sophie Diamandi and Louise Pascale who resigned during the financial year. A special mention to Sophie and Louise who had both been on the Board since the amalgamation with MWSP. They each made valuable contributions during the challenging times of amalgamation. I thank them all and wish them well for the future.

We have been very fortunate to have a good, strong and committed Board during the past year. All of the Board Members contribute significant time and effort to the operation of the Service on a pro bono basis. The Board has taken a strong lead in not only the challenges posed by the COVID pandemic but also the growth of the Service.

I would particularly like to thank Vicki Jacobs, our Treasurer of many years standing. Vicki has made significant contributions with respect to the financial affairs of the Service and worked together with Jo and the team from PKF to ensure our financial viability. Vicki has been a member of the Finance and Audit Committee.

I thank Sarah Wendt, our Deputy Chairperson, Helen Radoslovich, Sharon Walker- Roberts, Lea Stevens, Jacky Dakin and Marta Lohyn for their valuable assistance during the year. Lea and Jacky have been members of the very active Governance Sub-Committee and Sharon has been a member of the equally active Finance and Audit Committee.

It is difficult to predict what the coming year holds for our Service. I go forward in the certain knowledge that the Service is in good and capable hands. Staff, Executive and the Board are committed to the Service and most particularly, to the women and children who rely so heavily upon the services and the support we provide to them.

Maurine Pyke QC | Chair



Board of Management Members



Maurine Pyke QC



Vicki Jacobs



Sarah Wendt



Marta Lohyn



Jacky Dakin



Sharon Walker-Roberts



Hon Lea Stevens



Maria Hagias



Helen Radoslovich

We extend our thanks and a warm farewell to the following Board members who resigned in 2019/2020:

Louise Pascale

Sophie Diamandi

Alex Rathbone

CEO Report 2020

2020 has been an incredibly challenging year for our community and for those women and children experiencing domestic and family violence.

The risk for women and children intensified during the pandemic and continues to result in significant impact for those most vulnerable in our community.

During this period sadly women lost their lives due to domestic violence. The impact on families, the community and WSSSA staff who supported them was immense. We honour those women and we think of their families every day trying to navigate a life without them.

These challenges highlighted the resolve, commitment and diligence of our workforce, they continued to provide support and be the voice of those challenged by their circumstances. They were flexible and innovative in remaining connected and engaged with those families at risk, whilst the demand was unrelenting.

We thank our people for all that they do to make the lives of women and children safer, your work makes a critical difference to the lives of so many families.

The pandemic also highlighted a spirit of partnership and leadership across our community and sector. We thank both Federal and State governments who worked tirelessly to ensure that resources were available to support women and their children. They worked with us to ensure that priorities and resource allocation were relevant and targeted to those most in need.

In multiple ways every day we have and continue to partner with agencies and organisations to meet the needs of our client group and we thank them for their work. We have valued their knowledge, expertise and partnership.

Over the year we were pleased to have focussed on and completed, significant pieces of work that are and will be the future foundations of our organisations, they have included the following:

- First Nations Framework 2020 – 2022 which will guide our work focussing on reciprocity, respect and partnership
- Strategic Plan 2020 – 2023 which will guide our priorities moving forward
- Client Practice Model which describes the way we provide our services to clients across the organisation and what informs our practice
- Established a whole of service framework to benchmark and strengthen the management of critical client incidents and risk mitigation strategies
- Launch of Crisis Accommodation Program providing intensive support to women and children seeking safe accommodation in the northern and southern regions
- Voices for change project focussing on lived experience was successfully transitioned to Embolden
- Review of the WSSSA Organisational Structure to meet changing needs
- Restructure of Shared Services consolidating our work and developing systems that meet the growth of our service

The Board has and continues to review governance structures and policies. They have participated in governance training provided by the Australian Institute of Company Directors which is informing our strategy moving forward.

I thank the Board for their support, we are truly grateful for their commitment, leadership and guidance as we move forward.

The Executive team has worked tirelessly over the last year and has led positively as we faced challenges that required versatility and steadiness. I thank them for their support and commitment to the organisation, and their valuable contribution.

We look forward to the coming year as we embark on reform and implementing the work of our First Nations Framework and Strategic Plan, but most importantly the work we do to make life safer for women and children and our communities.

Maria Hagias | CEO

“We thank our people for all that they do to make the lives of women and children safer, your work makes a critical difference to the lives of so many families.”





"Thank you so much Kate! You are one of the best workers I've worked with! So organised and always takes initiative!"

Our people

For over 45 years, our staff, volunteers and students have worked tirelessly to ensure that women and children are safe in their homes and communities.

We value their commitment, passion and contribution to the work of WSSSA, which has and will continue to have great impact for women and children in South Australia.

It has been a huge year of change and our staff, students and volunteers have risen to the challenge, the work has been relentless but their focus has at all times been to provide high quality services to those in need.

This year we celebrated International Women's Day theme- Each for Equal and the UN Women's theme- I Am Generation Equality: Realizing Women's Right. We paid tribute to all of our staff, students and volunteers who make a difference every single day and are bringing us closer to equality.

Our culture is a reflection of our shared values, and our desire to go above and beyond for the people that we support. We are proud of our passionate, dedicated workforce and thank them for all their work, it does not go unnoticed.

"I don't know what I'll do without you, you're amazing. Thank you again." Andrea xx



133 staff



30 Volunteers

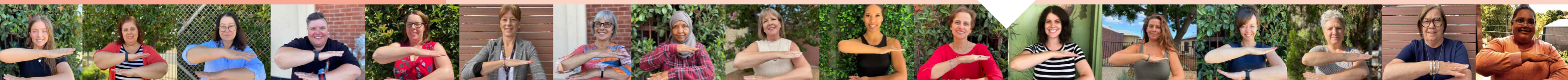
People are at the heart of all we do at Women's Safety Services.



**10 students
1 employed**

"The universe said, I need you to get excited again. I need you to remember you are not alone in this. We will work together on your challenges, I've assigned angels to you so lean on them and trust again. Thank you my angels, your hard work was not unnoticed"

"I thank you from the bottom of my heart. With sincerity for all the support, kindness, empathy and help that you all have provided for me. God bless you all"





Our services



We supported:



6679 clients
3780 women | 2883 children



799 culturally
& linguistically
diverse clients



938 First Nations
clients

We provided:



9509 people
with crisis counselling
through DVCL



1621 people
safe accommodation



18,040 callers
with trauma counselling
by specialist counsellors
on the 1800RESPECT line



198 women
access to the Personal
Protection App



631 learners
with training and education
over 37 sessions

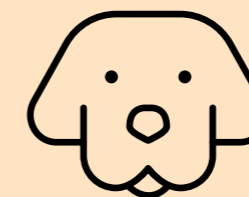
We continued to:



**collaborate
with others**
to ensure better outcomes for
children and their families



**provide
essential services**
during COVID 19



provide accommodation where
**pets are
welcome**



ensure our service is responsive to
**LGBTIQ+
communities**
by partnering with ACON



Our donors and corporate supporters

Remarkable people, organisations, community groups, small businesses and corporations have all stepped up to support our staff and clients with donations of hand sanitisers, personal protective equipment, monetary gifts, and more.

We thank you for helping us meet the challenges of this moment, so we can continue to provide support to those most vulnerable in our community the women and children experiencing and/or escaping domestic and family violence.

We are also extremely grateful for the continued support and generosity of the community.

WSSSA is fortunate to have many supporters who continue to make significant contributions to our work. This may be through providing cash payments or in-kind donations, bequests and other fundraising activities.

Thank you to all our supporters, collectively we are making a difference to the lives of women and children.

We look forward to continuing our commitment to assist women to feel safe and supported, and to achieve their goals.



322

Individuals & organisations donated

(cash and in-kind)

Our funders

WSSSA would like to recognise and express our sincere gratitude to funders for their support to our Service.

South Australian Housing Authority

DV Crisis line, Western Adelaide DV Service, Eastern Adelaide DV Service, Northern Adelaide DV Service, Southern Adelaide DV Service, Migrant Women's Support Program, Ninko Kurtangga Patpangga, DV Disclosure Scheme

A special thank you to the DHS Safer Families team for their support and reassignment of multiple DHS workers to support WSSSA during the COVID 19 crisis.

Department of Human Services (Office for Women)

Women's Safety Contact Program, Multi-Agency Protection Services, Domestic Violence Serial Offenders Database, Work Safe Guardian App

Department for Child Protection

Inter-Agency Support for WSSSA

Medibank Health Solutions

1800RESPECT

Medibank funds specialist counselling through a subcontracted panel of providers.

Department for Correctional Services

Safety, Accountability, Responsibility through Integration (SARTI)





Our financials

Overview

For financial year ended 30 June 2020, WSSSA has reported a deficit of \$79,414 compared to a surplus of \$150,085 for the same period in the previous financial year.

Revenue was slightly up with an the increase in grant income as a result of indexation and in some cases the funding included the Equal Remuneration Order (ERO) component.

Employee expenses have increased as a result of staffing for a new pilot program for Crisis Accommodation, the minimum wage and ERO.

The increase in other expenses included costs in relation to ICT, consultants to assist with Strategic Plan and the Board along with Senior Management attending AICD course.

The increase in Current Liabilities, Non-Current Assets and Liabilities was due to the adoption of AASB 16 - Leases from 1 July 2019.

Copies of the full set of audited financial reports will be available upon request by emailing contact@womenssafetyservices.com.au or by visiting the WSSSA and ACNC website.

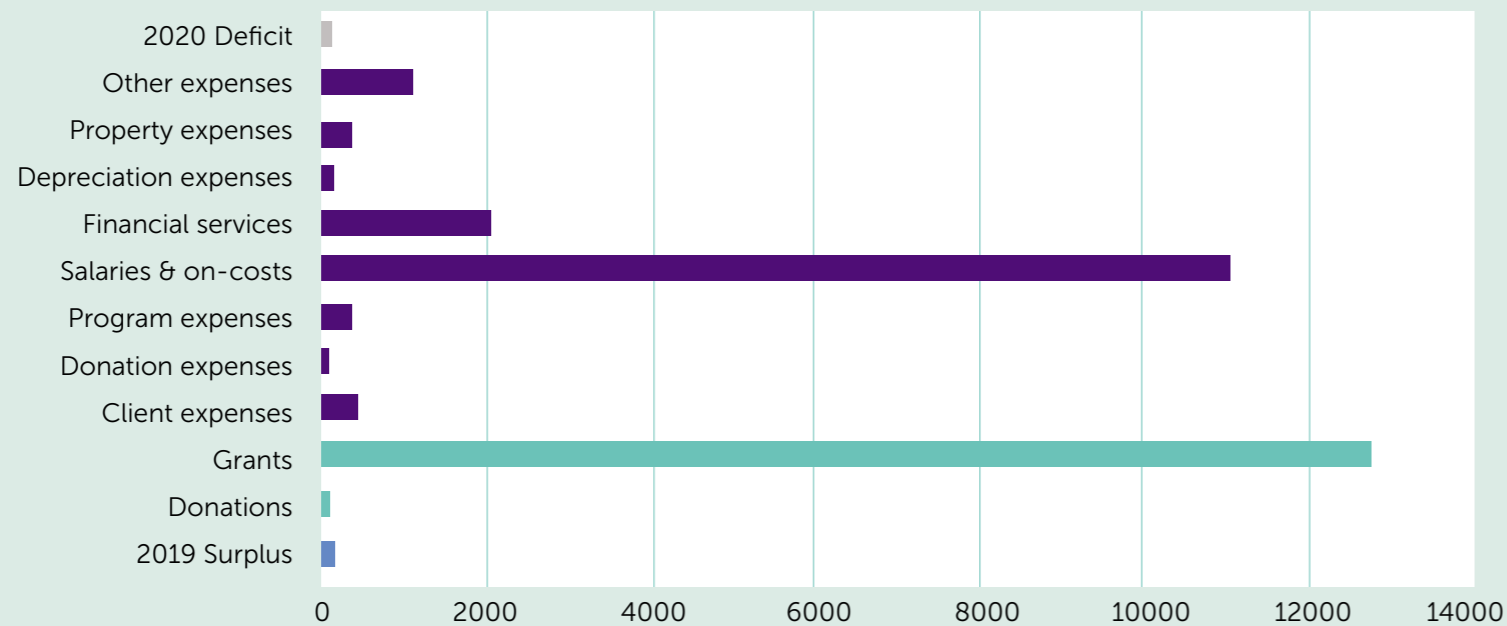
Income Statement

	2020 \$	2019 \$
Revenue		
Donations	139,996	108,683
Grants	12,805,858	11,905,887
Other revenue	2,379,733	2,523,991
	<u>15,325,587</u>	<u>14,538,561</u>
Expenses		
Client expenses	438,236	377,617
Donation expenses	32,425	43,669
Program expenses	300,092	720,286
Salaries & on-costs	11,029,015	9,909,873
Financial services	2,059,861	1,881,372
Depreciation expenses	98,759	153,232
Property expenses	364,720	362,858
Other expenses	1,081,893	939,569
	<u>15,405,001</u>	<u>14,388,476</u>
(Deficit)/surplus for the year	-79,414.00	150,085

Financial Position

	2020 \$	2019 \$
Current Assets		
Cash and cash equivalents	4,404,244	3,614,571
Trade and other receivables	108,524	725,221
Other	55,466	43,533
<u>Total current assets</u>	<u>4,568,234</u>	<u>4,383,325</u>
Non-Current Assets		
Property, plant and equipment	652,023	723,409
Right-of-use assets	346,732	-
<u>Total non-current assets</u>	<u>998,755</u>	<u>723,409</u>
<u>Total Assets</u>	<u>5,566,989</u>	<u>5,106,734</u>
Current Liabilities		
Trade and other payables	1,004,245	891,455
Employee benefits	1,277,575	1,193,893
Grants and income received in advance	873,276	846,006
Lease liabilities	169,802	-
<u>Total current liabilities</u>	<u>3,324,898</u>	<u>2,931,354</u>
Non-Current Liabilities		
Employee benefits	239,914	270,719
Other	68,315	68,315
Lease liabilities	176,930	-
<u>Total non-current liabilities</u>	<u>485,159</u>	<u>339,034</u>
<u>Total Liabilities</u>	<u>3,810,057</u>	<u>3,270,388</u>
<u>Net Assets</u>	<u>1,756,932</u>	<u>1,836,346</u>
<u>Net Equity</u>	<u>1,756,932</u>	<u>1,836,346</u>

Income Statement (\$A000s)



Assets & Liabilities Increase/Decrease from 2019 to 2020 (\$A000s)

Total current assets	184,909
Total non-current assets	275,346
Total current liabilities	393,544
Total non-current liabilities	146,125



Contact us!

DV Crisis Line 1800 800 098

Corporate office line (08) 8152 9200

Email contact@womenssafetyervices.com.au

Website 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.

Connect with us!



[WomensSafetyServicesSA/](https://www.facebook.com/WomensSafetyServicesSA/)



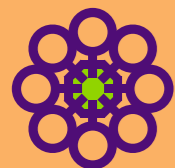
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[womenssafetyervicesa/](https://www.instagram.com/womenssafetyervicesa/)



Women's Safety Services SA

