

Women's Safety Services SA

20/21

# 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.

## 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.

## Values and guiding principles for the way we work

We value and are committed to:

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





## Message from Chair



### **This year has by any reckoning, been a monumental one for the Service with the COVID 19 pandemic impact upon the Service and its operations.**

2021 was a year which was physically and emotionally challenging for the Executive team, the staff and the women and children impacted by family and domestic violence who continued to utilise our services.

Two very significant and onerous demands were made upon the Service during the year. To have had one of these challenges during the year would have been demanding. To have two such challenges was well-nigh impossible.

As we have come to expect, the entire Service led by the Executive Team and Board with the valuable contributions from the staff rose to the occasion.

NAHA published its reform paper centred upon an Alliance model. SAHA called for tenders.

WSSSA as the lead partner in conjunction with its Alliance partners, Centacare Catholic Country SA, Centacare Catholic Family Services, Junction Australia, Yarredi Services, Nunga Mi:Minar, The Salvation Army and Uniting Country SA worked together to prepare the tender. It was a monumental task.

The Alliance was assisted throughout the tender process by WSSSA Board member Helen Radoslovich who took leave of absence from the Board to assist in the preparation of the tender.

The Alliance was successful in the tender to provide state-wide domestic and family violence services with WSSSA as the lead agency.

Almost contemporaneously, the Federal Government called for tenders with regard to the 1800RESPECT telephone service.

WSSSA has been a subcontractor to Medibank providing some of those services.

The skills of the WSSSA Board were called on again when Sarah Wendt, the Deputy Chair, took a leave of absence from the Board to assist in the preparation of the tender. This too was a very arduous process calling upon the resources of the Service and in particular, the Executive team.

Medibank has been shortlisted for this contract. My particular thanks go to Helen and Sarah.

In addition to these two major demands upon the resources of the Service, service delivery of course continued unabated.

The Service continued to review its governance model and procedures.

Significant effort was made throughout the year to finalise WSSSA's new Constitution.





We were very ably assisted by Jo Andrew of Mellor Olsson Lawyers, who provided invaluable assistance to us in the drafting of the Constitution. I thank Jo very much for her efforts.

The Constitution was finalised and approved by the Board ready to be presented at the 2021 AGM. Guided by the ASER Report, the Board have focused upon the need to ensure that the Board encompasses an appropriate mix of the skill sets needed for good governance and to reflect lived experience and cultural diversity. In particular First Nations and CALD representation.

The EBA process has again continued to evolve during the year.

All made a valuable contribution including the ASU, members of the staff and Executive.

We are all committed to finalising the EBA and it is fair to say that there was a substantial degree of disappointment that we were not able to get the agreement over the line this year.

I extend my thanks and gratitude to all of 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 also thank the various tiers of government- Federal, State and Local Government for their significant support financially and non-financially during the year.

The staff have made an extraordinary contribution this year in very demanding and unsettling times. I thank each and every one of them for their commitment to the Service.

I thank our Executive Assistant, Rebecca Codling, who has provided a wonderful service to the Board, to me personally and to the CEO. It has been a particularly demanding time for her.

Words all but fail me in acknowledging the extraordinary and significant efforts made by Maria Hagias, our CEO, during this year. The demands upon her have been extraordinary and unrelenting. Maria has continued to support and inspire the staff and Executive team and indeed, the Board. Maria has given so much of her time and commitment to the Service. It is all but impossible to consider that she could have given any more of herself or her time to the Service during this past year.

Maria was supported for part of the year by Ginny Cisneros, our COO. Ginny resigned during the year to take up another appointment in the sector. I wish to acknowledge and thank Ginny for her many years of devoted service to the organisation.

As I have noted previously, she and Maria developed into a very formidable team providing an exemplary model of leadership to the Executive and staff.

Following Ginny's resignation, her role was taken over by Jodie Sloan, who also provided wonderful support to Maria and the Service as Acting CEO whilst Maria took some very well deserved leave towards the end of the financial year. I thank Jodie for her contribution.

Special thanks also go to Joanne Mitchell, our General Manager, Shared Services. It has been a very difficult and challenging year for Jo, who has been an integral part of the tender processes. Jo has continued to provide support to the Board in her primary role as General Manager, Shared Services, and has provided valuable contributions to the operation of the Finance and Audit Committee.

I also thank Antoinette Tatarelli and the team from PKF Adelaide for the service that they have provided to us over the year. Antoinette's skill and

**“The Service is going through a substantial change and renewal. I am confident that not only is the Service in good and capable hands, it will continue to be so well into the future.”**

attention to detail has provided confidence to the Board in the decisions it has made during the year. We have appreciated additional pro bono services PKF have provided to us during the year.

I acknowledge and thank the members of the Board for their significant and valuable contributions to the operation of the Service during the past year. The Board has taken a strong lead in not only the challenges posed by the COVID pandemic but also in the growth of the Service. The demand on the Board for the extraordinary additional commitments this year has been significant.

In addition to Sarah Wendt and Helen Radoslovich, I thank each and every other member of the Board, Sharon Walker-Roberts, Lea Stevens, Jacky Dakin and Marta Lohyn for their assistance during the year.

Each member of the Board has served on one or other of the sub-committees of the Board during the year.

I thank Vicki Jacobs, our Treasurer of many years standing, for her contributions to the work of the Board.

I wish to particularly acknowledge Marta Lohyn and Jacky Dakin. Both Marta and Jacky have indicated their intentions to resign from the Board and not seek re-election at the AGM.

Both Marta and Jacky have been a member of the WSSSA Board since 2016 when they joined the Board having previously been a member of the Migrant Women's Service Board. Marta and Jacky were each a member of that Board for many years.

Both Marta and Jacky made valuable contributions during the process of the amalgamation with MWSP. During their time on the Board, they each have provided valuable contributions to WSSSA and the Board during the challenging times that have confronted the Service. I have appreciated their support and wise guidance and express my sincere thanks and best wishes to Marta and Jacky.

The Service is going through a substantial change and renewal. I am confident that not only is the Service in good and capable hands, it will continue to be so well into the future. The Service is committed to good governance and an organisation which at all levels - staff, Executive and Board, are not only well skilled and trained, but inclusive and reflective of the community in which we all live.

Most of all the Service is committed to provide the best possible service and support to the many women and children who access the services we deliver throughout the year.

**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

## Message from CEO

### 2020-2021 continued to be a year of significant progress and major consolidation of some of our programs.

The Service also balanced the provision of services to the most vulnerable in our community whilst managing the implications of a pandemic. Their commitment during this period has been highly noted and valued and due to their efforts women and children continued to receive the interventions required to keep themselves and their children safe.

We witnessed the implications of a pandemic on women and children – their safety comprised at times when we as a State faced restrictions to ensure public safety. The Service, the broader sector and government worked closely together to ensure that we provided pathways for women and children to engage with services. We also called on our community – family, friends, and neighbours, to be vigilant and connect if they were concerned about a loved one. What we understood was that we needed to work collectively to ensure that women and children were safe and that we were available.

Our organisation together with our workforce remained flexible and committed during this period and we are thankful for their hard work, wisdom, and generosity during a stressful and demanding 12 months.

During this period, we also participated in two tender processes, 1800RESPECT and the newly established South Australian Family and Domestic Violence Alliance. These processes occurred simultaneously and required significant commitment and work from our Service. We were pleased to have had Helen Radoslovich lead us through the State Government Alliance tender and together with our colleagues across the DV Sector we were identified as the successful providers.

1800RESPECT tender was a joint National effort, and we were also pleased to have had Sarah Wendt be part of the tender team. This partnership included Medibank, Safe Steps (Victoria) and Allambee Sexual Assault Services (Western Australia). We are still waiting for an outcome for this tender and anticipate a decision at the end of 2021.

Over the last year there have been some other significant strategic areas of work that have been a key focus for the Service which have also aligned with our Strategic Plan, they have included:

- The Enterprise Bargaining Agreement, which is near completion, this has been a joint effort with our Consultative Committee and the Australian Services Union. We thank all who have worked tirelessly on this Agreement, it has been a positive partnership and we look forward to implementing the EA as soon as possible.

- The successful completion of our accreditation process through the Australian Service Excellence Standards. We thank all involved in achieving this milestone and look forward to building better into the future.
- Significant review of Board Structures and policies as well as Board membership. We embarked on this process to ensure we create a vision for the Service which ensures strong and sustainable leadership that represents our community and strives for excellence.
- Development and implementation of our Diversity and Inclusion framework, and as a result the whole of service participated in National Sexual, Domestic and Family Violence LGBTIQ+ Inclusive Practice Training in November 2020, this was possible through our partnership with ACON. Our work in this area continues and we look forward to future achievements that ensure that as a Service we continue to evaluate our work in this area.
- Development of onboarding and induction processes that ensure a great foundation for new recruits into the sector. We are also strengthening our training and development stream to ensure ongoing professional development internally and externally.
- Implementation of the new Alliance Model and funding requirements with our sector partners.

The Service continues to review its current practices, so they meet the needs of those with lived experience and we are very proud of the work that our specialist teams do to ensure that we do better for those most vulnerable in our community.

Our partners have been an integral part of the work we do, we have had the privilege to work alongside some amazing organisations and individuals that enhance the work we do. We thank them and their commitment to violence against women and children and look forward to our ongoing work together.

We thank all our staff, students, and volunteers for their work over the year and contribution to WSSSA. They all work tirelessly to make our communities safer and we are honoured and privileged to have them as part of our organisation.

To the Board of Management, I thank them so much for their support, leadership and guidance, we are led by extraordinary women who are dedicated to WSSSA and commit significant hours to create a solid foundation for our service now and into the future.

**Maria Hagias | CEO**





# Our people

The way staff spoke to me taught me how people who genuinely listen and care speak! I can now tell when someone is worthy of getting to know me as I can pick up on someone who listens to me and someone who just responds the way that they think that they should.

I would like to thank you and appreciate you for helping and supporting me. God bless you, God bless your team, God bless your manager.



**140 staff**

These figures do not include those staff on parental, unpaid leave or RTW



Across WSSSA we took on **4 students**



**14 volunteers**



Our people are at the heart of our organisation and the work we do.

A remarkable, talented group who are passionate about supporting those impacted by domestic, family and sexual violence.

Their resilience and commitment during the last year has been phenomenal, as we faced unprecedented pressure and demand due to the pandemic and its disproportionate impact on women and children.

We thank all our staff, volunteers and students for ensuring our communities are safer for women and children, making WSSSA better and their tireless efforts which go above and beyond.

Clockwise from top:

Our AGM held virtually for the first time.

Reconciliation SA: 2021 Apology Breakfast held on Friday 12 February 2021.

On 30 January we stood alongside members of our community to honour the 55 women who were murdered in 2020. Each woman's name was read out, followed by a few moments of silence in a truly heartbreaking and moving event by Pay our Respects.

Our WFH friends were shared regularly via The Weekly newsletter.

Our farewell to Ginny Cisneros on her departure on 9 April 2021.





## Our donors and corporate supporters

### Thank you

**A heartfelt thank you to all our donors over the 2020-21 financial year. Their kindness provides WSSSA with the opportunity to support women and children.**

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.

Remarkable individuals, small and large businesses and community groups have over the year tirelessly supported us and the women and children who access our Service.

We are privileged to have such a supportive and generous community that is committed to making life better for those most vulnerable.

We look forward to continued support and partnership that makes a significant difference to families.



**329**  
**Individuals and 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 & Aboriginal FV Gateway (Crisis Line) Service, Western Adelaide DV Service, Eastern Adelaide DV Service, Northern Adelaide DV Service, Southern Adelaide DV Service, Statewide CALD DV Service, Southern Regional Aboriginal DV & FV Service (Ninko Kurtangga Patpangga), The Domestic and Family Violence Crisis Accommodation Program.

### 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, Covid 19 NPA - Individual Safety and Support Packages.

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

### 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).

Multi Agency Hub

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



# Our services



**7,046 clients**

4,771 women | 2,261 children  
13 men | 1 Transgender



**878**

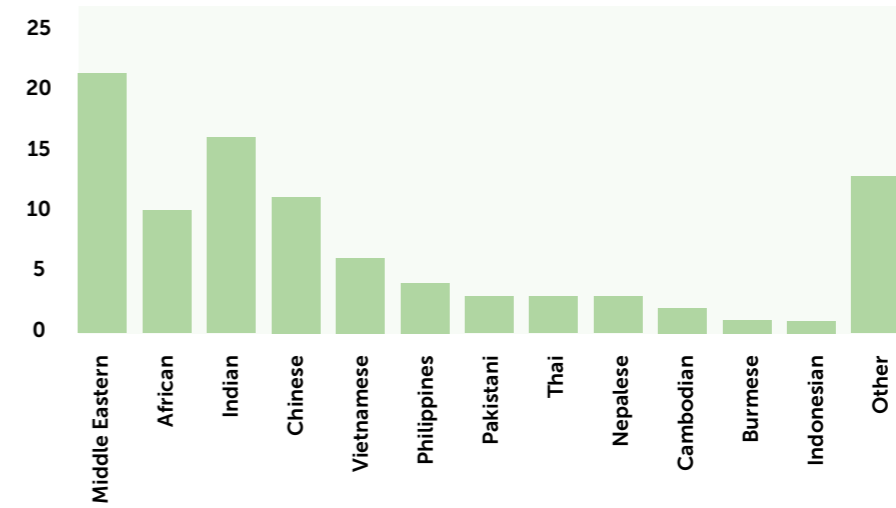
culturally and linguistically  
diverse clients



**1,751**

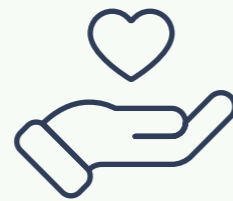
Aboriginal and  
Torres Strait Island clients

**Cultural background of clients (%)  
Migrant Women's Support Program**



**6,531 calls**

received by Domestic  
Violence Crisis Line



**16,066 calls**

answered by WSSSA's  
1800RESPECT team



**218 women**

access to the  
Personal Protection App



**539 learners**

with training and education  
over 32 sessions



1,065 motel support

457 short term

330 supportive and transitional housing

**1,852 people**

in safe accommodation

## Multi agency Protection Statistics (MAPS)



**712**

reports mapped



**610**

reports WSSSA  
contributed to



**1,191**

actions raised by WSSSA





# Our reach



Facebook

Likes up from **3,268 to 3,998**  
**Reach 869,000** people who saw our ads at least once  
**215,000 impressions** times our ads were on the screen



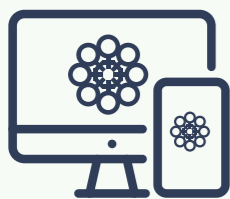
Instagram

**1,141 followers** created September 2020



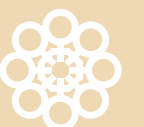
Twitter

**Over 100,000** tweet impressions



Website

**28,859** users  
**28,029** new visitors  
**120,636** page views





# Our financials

## Overview

WSSSA would like to acknowledge and thank the Finance and Audit Committee - Maurine Pyke, Vicki Jacobs, Sharon Walker-Roberts, Joanne Mitchell, Maria Hagias and Antoinette Tatarelli for their tireless efforts in ensuring our financial viability.

Particular thanks to Antoinette Tatarelli and her team from PKF during the year for their work in providing their required guidance and contribution.

We are forever mindful that the financial management of WSSSA is an essential requirement for the ongoing ability of the Service to deliver its many services.

For the financial year ended 30 June 2021, WSSSA has reported a deficit of \$128,299 compared to a deficit of \$79,414 for the same period in the previous financial year.

The increase in service revenue is mainly attributed to the increase of Federal and State level grants from \$12.8 million in 2020 to \$14.4 million in 2021.

The majority of the grant increases was provided to directly support women and children experiencing domestic violence during the COVID-19 pandemic.

COVID-19 grant funding received was directly spent on client and program expenses attributing to 132% increase in spending compared to prior year.

The increase in current assets was due to the increase in cash and cash equivalents arising in relation to service revenue increasing significantly and accounts receivable decreasing slightly.

The increase in liabilities is due to the increase of employee benefits, and grants and income received in advance when compared to the prior year.

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

## Income Statement

	2021	2020
<b>Revenue</b>		
Donations	105,031	139,996
Grants	14,467,501	12,805,858
Other revenue	2,958,278	2,379,733
	<b>17,530,810</b>	<b>15,325,587</b>
<b>Expenses</b>		
Client expenses	1,153,321	438,236
Donation expenses	28,845	32,425
Program expenses	562,749	300,092
Salaries & on-costs	11,935,918	11,029,015
Financial services	2,319,549	2,059,861
Depreciation expenses	314,235	98,759
Property expenses	266,499	364,720
Other expenses	1,077,993	1,081,893
	<b>17,659,109</b>	<b>15,405,001</b>
<b>(Deficit)/surplus for the year</b>	<b>(128,299)</b>	<b>(79,414)</b>

## Financial Position

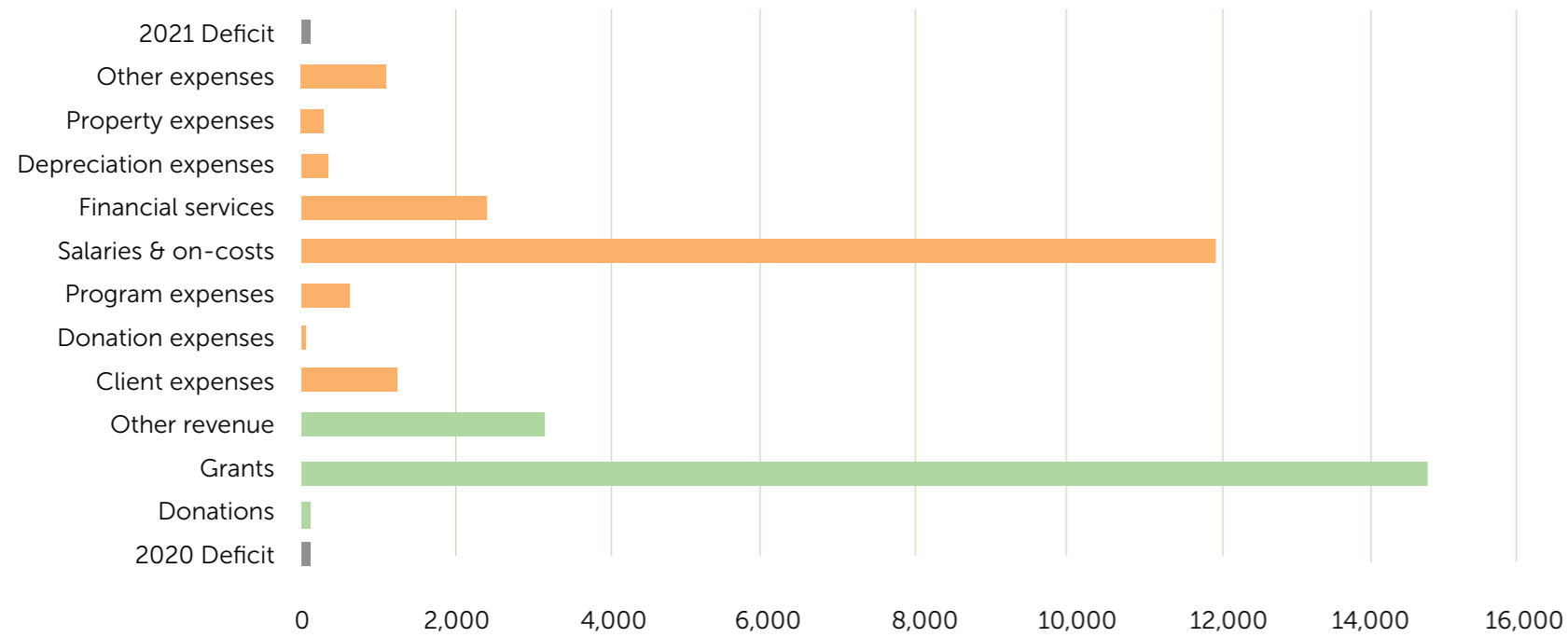
	2021	2020
<b>Current Assets</b>		
Cash and cash equivalents	4,902,543	4,404,244
Trade and other receivables	37,402	108,524
Other	95,215	55,466
<b>Total current assets</b>	<b>5,035,160</b>	<b>4,568,234</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	610,967	652,023
Right-of-use assets	356,198	346,732
<b>Total non-current assets</b>	<b>967,165</b>	<b>998,755</b>
<b>Total Assets</b>	<b>6,002,325</b>	<b>5,566,989</b>
<b>Current Liabilities</b>		
Trade and other payables	1,184,096	1,004,245
Employee benefits	1,445,032	1,277,575
Grants and income received in advance	1,027,269	873,276
Lease liabilities	184,121	169,802
<b>Total current liabilities</b>	<b>3,840,518</b>	<b>3,324,898</b>
<b>Non-Current Liabilities</b>		
Employee benefits	286,477	239,914
Other	68,315	68,315
Lease liabilities	178,382	176,930
<b>Total non-current liabilities</b>	<b>533,174</b>	<b>485,159</b>
<b>Total Liabilities</b>	<b>4,373,692</b>	<b>3,810,057</b>
<b>Net Assets</b>	<b>1,628,633</b>	<b>1,756,932</b>
<b>Net Equity</b>	<b>1,628,633</b>	<b>1,756,932</b>



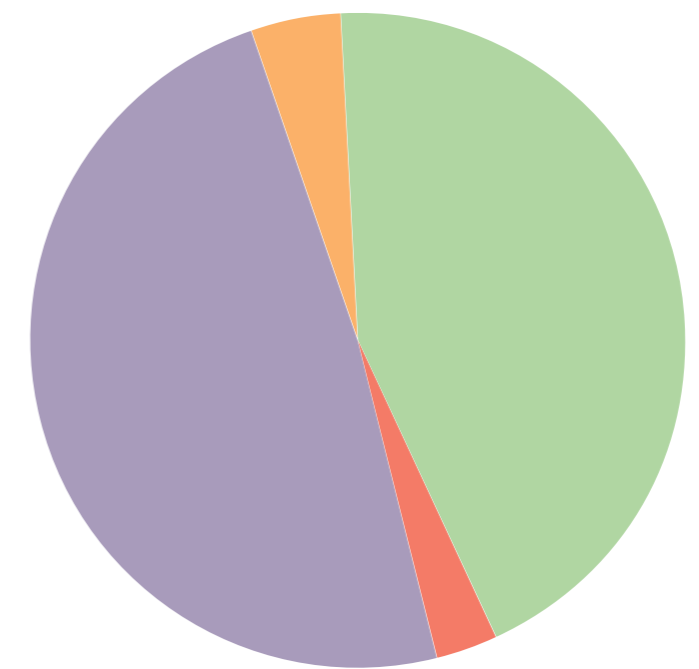


# Our financials

**Income Statement (\$A000s)**



**Assets and Liabilities Increase/Decrease from 2020 to 2021 (\$A000s)**



Total current assets	466,926
Total non-current assets	31,590
Total current liabilities	515,620
Total non-current liabilities	48,015







## 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.

## Connect with us

 [WomensSafetyServicesSA/](#)

 [WssouthAus](#)

 [company/women-s-safety-services-sa](#)

 [womenssafetyervicesa/](#)