

dvcs |

Domestic Violence Crisis Service

02 62 800 900

2024-25 ANNUAL REPORT

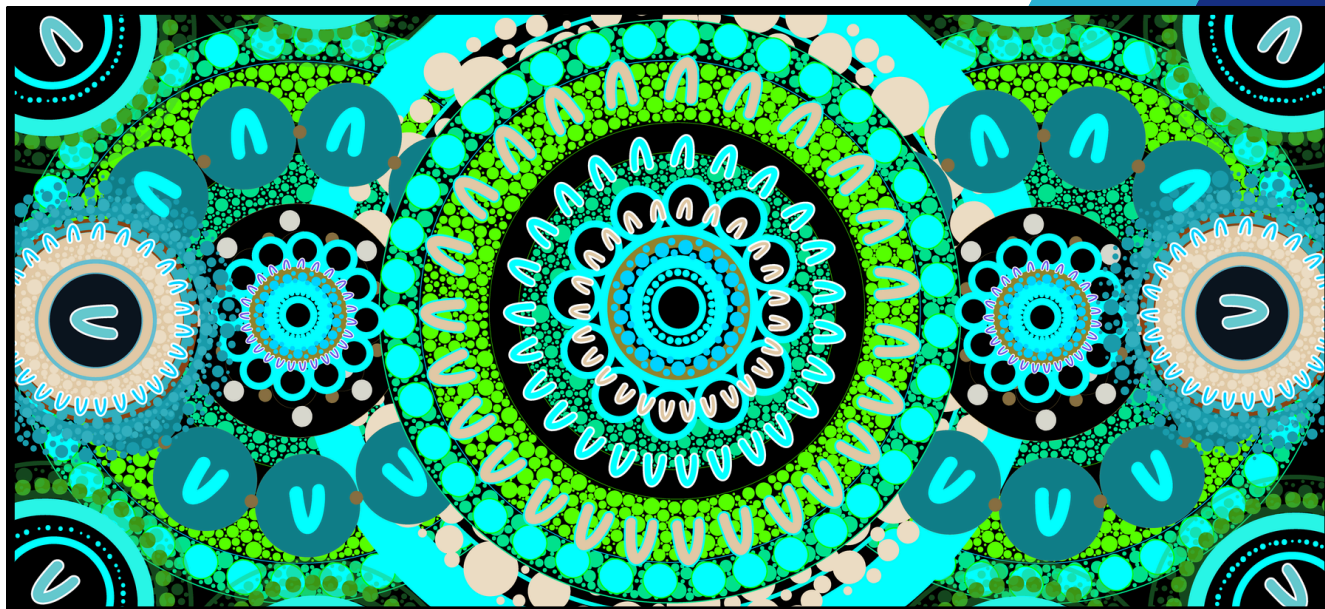


Helping to build lives free of violence.

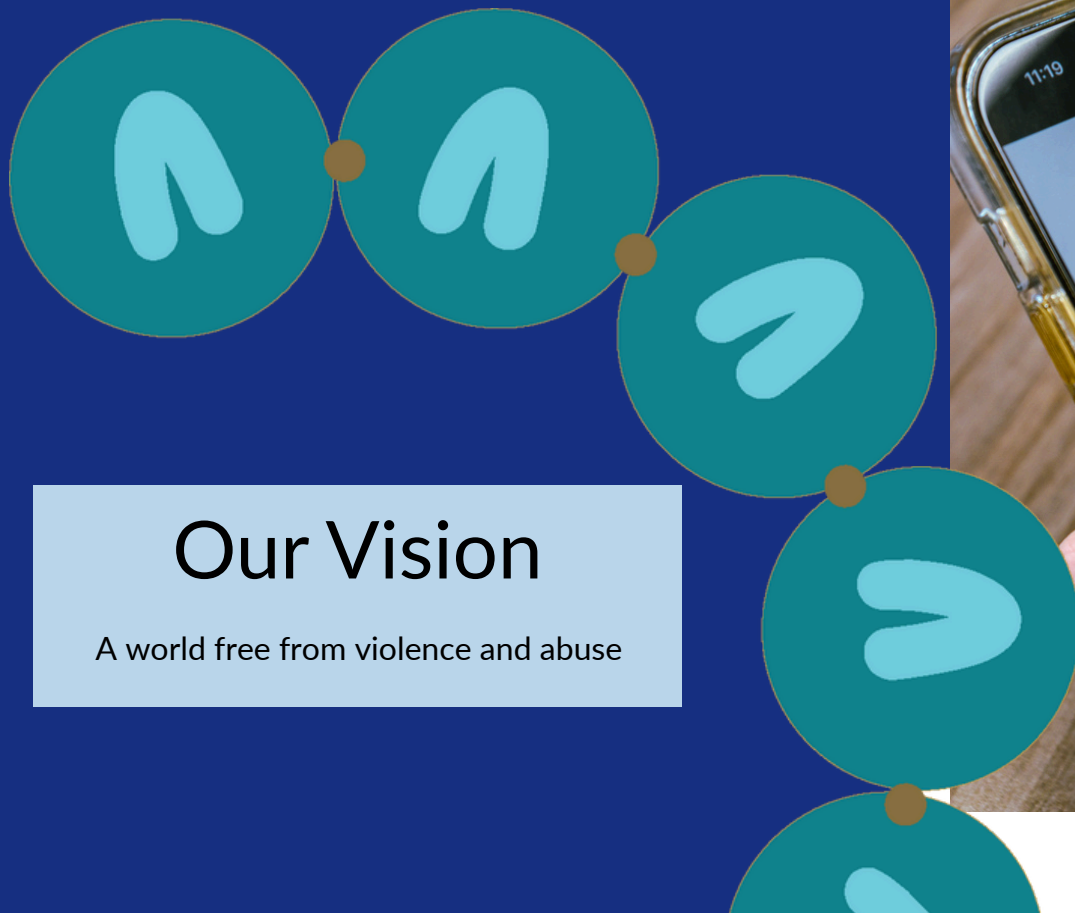
ACKNOWLEDGEMENT OF COUNTRY

The Domestic Violence Crisis Service acknowledges the Aboriginal and Torres Strait Islander peoples as the traditional and ongoing custodians of the lands we live, learn and work on. Their stories and experiences have been ongoing for tens of thousands of years, and we acknowledge that their sovereignty was never ceded. We pay our respects to Elders past, present and those that are emerging and their continued connection to country, culture and community.

The experience of colonisation and loss continues to impact Aboriginal and Torres Strait Islander communities, and we acknowledge the deep stories of hope that these communities continue to hold. We acknowledge their strength and resilience and respectfully acknowledge their distinct rights and perspectives.

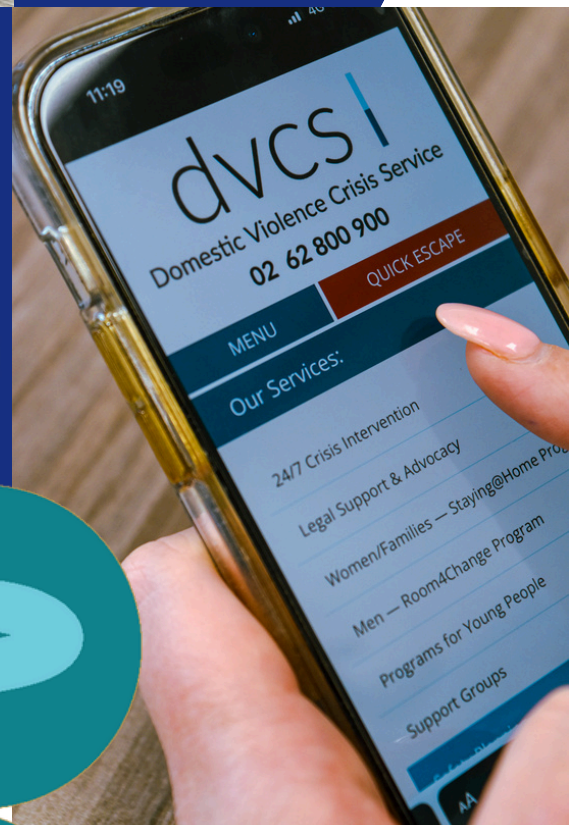


Artwork by Lynnice Church



Our Vision

A world free from violence and abuse



Our Principles

Our principles shape the way our services are created and operate - to be client-focused, client-directed and child-centered. At the heart of these principles is the safety of the people we exist to support.

S = Safety

A = Accountable

F = Feminist Framework

E = Equality

R = Respect

Message from the Board



As we close 2025, I reflect with both pride and urgency on the work of DVCS ACT. This year has been marked by extraordinary demand, deepening complexity in client needs, and continued systemic challenges that threaten the sustainability of our vital services.

The domestic and family violence sector continues to operate in an environment of increasing complexity. DVCS has seen a dramatic rise in service demand, with monthly client numbers growing from 850 to nearly 1,100 in just two years. This surge reflects both heightened community awareness and the intensifying nature of the violence experienced. Our clients present with multifaceted needs – legal, emotional, financial, and housing-related – requiring integrated and trauma-informed responses.

In response, DVCS has remained steadfast in its strategic aims of:

- Delivering responsive crisis intervention and long-term support.
- Advocating for systemic change and survivor-centred policy reform.
- Strengthening organisational sustainability and workforce wellbeing.

We have expanded our Criminal Justice Advocacy Program, contributed to the Family Violence Safety Action Program, and continued to broker emergency accommodation through our Hotel Brokerage Program. These initiatives are not just services – they are lifelines.

Despite our efforts, the gap between community need and available resources continues to widen. DVCS has operated under deficit budgets for three of the past four years. With further adjustments and careful management, we have been able to finish the 2024–25 financial year, with a small surplus. However, our financial reserves have dwindled, and we need the ACT Government to acknowledge and respond to the gap between funding provided and funding needed. Rising costs, particularly in insurance, rent, wages, and crisis accommodation have not been matched by indexation. For example, workers' compensation insurance alone has increased by 450% since 2019–20. These pressures are unsustainable and threaten our ability to retain skilled staff and deliver consistent care for survivors.

In 2025, the ACT Government announced over \$6 million in funding for DVCS over four years – a commitment we welcomed publicly. However, the reality has been far more uncertain. Months after the budget announcement, DVCS was advised that only a one-year grant would be issued, pending a broader commissioning process. This contradicts the government's own messaging around long-term funding certainty and imposes additional administrative burdens on the DVCS team, who is already stretched.

We have formally raised these concerns with government, seeking clarity and consistency in funding arrangements. The lack of multi-year contracts undermines our ability to plan, retain staff, and deliver services with confidence. It is imperative that the government recognises the true cost of service delivery and commits to long-term, stable funding that reflects the scale and urgency of the crisis we are responding to.

DVCS remains committed to its mission. We will continue to advocate for survivors, support our workforce, and engage with government and community partners to drive meaningful change.

DVCS has continued to make strides on our Reflect Reconciliation Action Plan. DVCS' commitment to reconciliation is unwavering. Tangible actions have been put in place in relation to operational policies and strategic partnerships.

The organisation and board will continue to advocate for victim-survivors, but we cannot do it alone. The sector needs recognition in not just words, but in sustained investment and policy reform. We are and want to continue to be part of the solution.

As Chair, I extend my deepest gratitude to our CEO, senior leadership team, staff, board members, members, and community supporters. Your dedication is the backbone of DVCS.

Kylie Burnett, DVCS Board Chair



CEO Report



This year has marked significant change for the Domestic Violence Crisis Service. We have farewelled colleagues who have been pivotal in the story of DVCS, welcomed new team members and celebrated team members who have moved into management roles and into new programs. We've welcomed babies, new qualifications, new homes, new practices and some of our team moving interstate or overseas.

Some things remain, including the constant dedication and the skill our team bring to work each day. The work is not without challenges. Indeed, they are many and often, but I continue to feel so privileged to walk alongside this team every day.

We have welcomed a new structure to our organisation, including the inception of a Deputy CEO (which has been skillfully and energetically filled by Brooke), plus Executive and Assistant Director roles to which we have welcomed Belinda and Evelyn respectively. It was remarkable to run extensive recruitment processes for the Director roles and meet many exceptional candidates, only to find the most outstanding candidates were right in front of us in our own organisation. It has been incredibly invigorating to form new working relationships and models in our organisation alongside these three impressive people. I have learnt so much from them already.

DVCS has pushed full steam ahead in ensuring our practices remain contemporary to the evolving experience of domestic and family violence in our community. This has included working to have our team trained and incorporating the Safe and Together model into our work. This is the primary framework used by Child, Youth and Families to respond to the needs of children and protective parents when violence is present. We have invested in registering DVCS as a partner organisation with the Safe and Together Institute and in accrediting staff members to deliver training and support for other agencies across the ACT. This project will continue to be rolled out, and our approach honed over the coming years as our practice grows.

We have again dedicated considerable effort to reforming our business management and operational process, including streamlining our payroll and HR, our induction for new team members, how we respond to subpoenas as well as moving our IT to a cloud-based system. Not to mention relocating our main office. The relocation was as smooth as possible due of the dedicated effort of Louise, Sian and Brooke. We also thank our colleagues at Women's Legal Centre who enthusiastically offered a helping hand in keeping us operational for the moving day at their offices.

The main office relocation has seen us welcomed into an environment with much more space and versatility for our ever-increasing feminist, intersectional library. We also upgraded our headsets for our phone system. The research involved in identifying what would work for DVCS' access needs while providing clear communications was a highly detailed and technical process.

As you will see in this report, the few 'additional' or 'improvement' activities I have mentioned have happened alongside our service delivery and 'business-as-usual' operations. We continue to see requests for our services grow. We cannot hope to know if this is because people are feeling more able to reach out for support or if violence in our community is increasing. We do know that the types of violence people are managing require specialist, intersectional and collaborative responses.

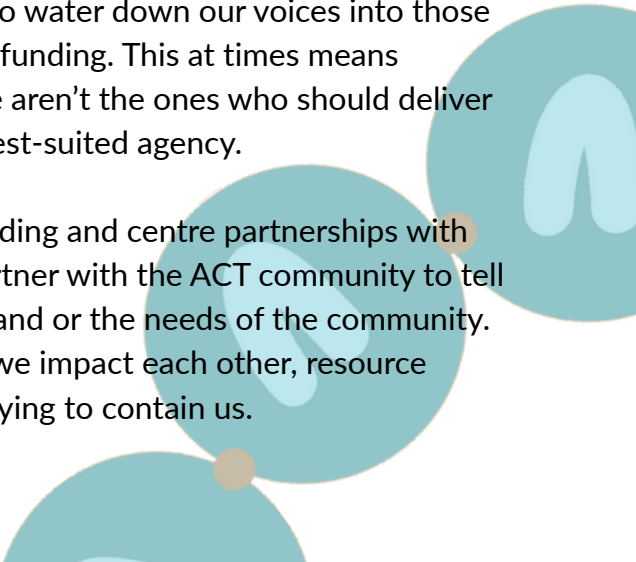
The system has become harder to navigate for those seeking safety while becoming easier to weaponise for people using violence. There is, sadly, no quick fix. It will take a sustained effort across our community to prevent violence before it occurs, and to respond to it effectively when it does. We continue to face uncertainty regarding our funding which continues to make it difficult to plan long-term. As government looks to administer more services in the domestic and family violence space, we continue to feel the pressure of supporting these new programs through worker consults, and requests for support for their clients. This has put further demand on an already-stretched service.

We are also overwhelmed by the need for consultation in government processes which at times fails to hear what the sector is saying. The same can be said for the implementation of new standards, laws, processes and at times needing to comply with government initiatives which are not always aligned with best practice or an appropriate evidence base. These are harsh realities for a non-government organisation with a wealth of expertise that has been serving the community since long before government became involved.

It is true everyone has a role in responding to violence in our community. However, we continue to ask that our role as a specialist provider delivering a complex array of community services be respected. We shouldn't just be consulted. Our advice and guidance should be sought and welcomed. Our feedback should be considered with the weight of the expertise we hold. We should be engaged with a collegiate respect rather than suspicion. Our calls for government to spend the limited resources we have in the ACT in the most impactful areas should be listened to so our community can have trust in the system.

It is very clear that funding has been used to divide us, and to water down our voices into those who want funding, have funding, and those who want more funding. This at times means advocating for the funding of a focus area while knowing we aren't the ones who should deliver that initiative. If money is forthcoming, it should go to the best-suited agency.

We write support letters for other organisations seeking funding and centre partnerships with organisations that have standing in their community. We partner with the ACT community to tell government that the service system is not meeting the demand or the needs of the community. Fund the frontline, understand the work we all do and how we impact each other, resource partnership and collaboration and work with us instead of trying to contain us.



We stand on the shoulders of those who have come before us forging a path to a better, more just and equal society. We stand with our colleagues from the Women's Legal Centre, MHUB, A Gender Agenda, Meridian, Victim Support ACT, the Office of the Director of Public Prosecution, ACT Policing, Canberra Health Services, the ACT Courts and all response systems we work alongside each and every day.

In a deeply personal acknowledgement, I want to say how grateful I am for the time I had to work alongside Melissa Gumley in the service director role at DVCS. Mel moved to the ODPP early in 2025. Mel has been a remarkable colleague and leader at DVCS and an irreplaceable teacher, colleague and friend to me. We know that the ODPP will benefit from her expertise and her collegial approach to responding to the needs of the ACT community. In August 2024, Sarah Gillett also moved on to share her skills and expertise with VSACT after a significant and impactful career at DVCS. Sarah leaves a long legacy at DVCS and carries her key focus on clients and systems change with her in ensuring that people have access to high quality, risk-informed responses when they need them. Sarah was never more than a moment away when anyone needed her at DVCS, and that seems to hold true even after her departure. I am grateful that her friendship and solidarity - including howling at the moon when things seem outrageous and unmanageable - have remained, continuing to challenge and sustain me.

Mel and Sarah weathered significant storms at DVCS as pivotal leaders through the COVID lockdowns and years after. They have been strong supports for me in my role, deeply respected managers and leaders at DVCS and our community is better for having their expertise, humour and enduring commitment.

To the DVCS team both new and here for a long time (or a lifetime): it is together with those who wrote our history, and the community members who put their trust in us in their most vulnerable moments that we make DVCS. Our job is to show up every day and do what we can with what we have to provide service to our community. It is hard. I know it, I feel it, I see it. Somehow, alongside each other, we do it while trying to build the foundations for a better tomorrow. It can be difficult at times to see a better tomorrow, work to reshape the system, and advocate for change. With all those challenges, it remains possible because of you all.

Thank you for sharing your perspectives, challenging the system, challenging our system, being as creative as you are in finding solutions to difficult problems, for showing up each day, for wanting to be better in your practice, learn and grow. You are the giants on whose shoulders the next generation of stewards of this organisation and this movement will stand.

Sue Webeck, CEO



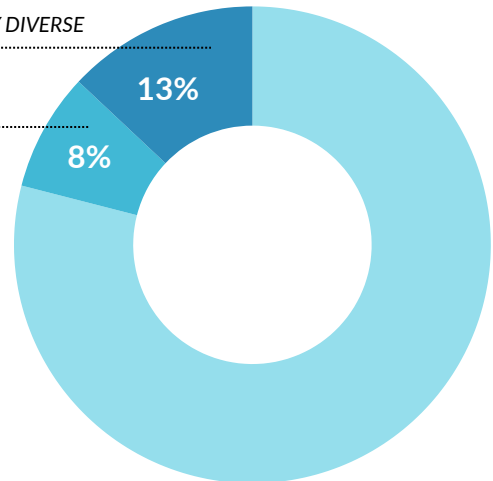
Impact Snapshot

4926

clients supported in 2024-25

CULTURALLY AND LINGUISTICALLY DIVERSE

FIRST NATIONS



Total crisis contacts
(phone calls and emails)

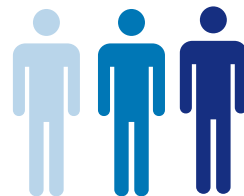
44,900

TOTAL FACE-TO-FACE CRISIS VISITS

 106

TOTAL NIGHTS OF EMERGENCY
ACCOMMODATION

3307
bed nights



74

Men's Behaviour Change
group sessions facilitated

Crisis Intervention



2024-25 has been a challenging year for the Crisis Intervention Team. We continue to experience the impacts of the cost-of-living crisis and the acute need for immediate support and crisis intervention for those facing domestic and family violence. The Team is challenged by the intersections our clients face in navigating their safety, and the scope of the support we are able to provide within these constraints. The service system continues to be stretched thin. Although at times we are reliant on collaboration with external services, we consistently advocate for the best outcomes for our clients.

The Crisis Intervention Team is determined to achieve these best outcomes and uphold our social justice and feminist values in our contact with clients and external stakeholders.

We continue to provide accommodation to people at imminent risk of harm but we are challenged by movement within the system, and the availability of longer-term transitional housing and refuge options for those who need it. We maintain our partnerships with OneLink and Housing ACT, and advocate tenaciously for our clients to access safe and stable housing.

This financial year, DVCS advertised for Crisis Intervention Team members on two occasions, resulting in the employment of eight additional practitioners. An internal recruitment process resulted in the implementation of an additional Senior Practitioner position within the Crisis Intervention Team to assist with daily workflow and management of the Crisis Intervention floor. The Crisis Intervention Team is now supported daily by two Senior Practitioners in addition to two Team Leaders.

We are incredibly proud of the Crisis Intervention Team and the work team members do every day. The Crisis Intervention Team approaches their work with compassion, empathy and tenacity. The work is challenging but extremely rewarding, and the team's dedication to our clients and the vision of a world free of violence is unwavering. We thank each and every member of the Crisis Intervention Team for their dedication and commitment to DVCS and the clients we support.

Mandy Larsson and Kelsey Lew, Crisis Intervention Team Leaders

Legal Support and Advocacy

We were thrilled that the Court Navigator Program continued throughout the year, funded by the Domestic, Family and Sexual Violence Office. Its purpose is to increase accessibility of legal and specialist support for people attending court to obtain a Family Violence Order. Having this program in place increases DVCS staffing capacity to three staff per day at the ACT Magistrates Court.

The DVCS and Women's Legal Centre (WLC) partnership continues to be strengthened through our collaborative work. We continue to collaborate with WLC on client matters, delivering shared trainings, and planning future activities.

The Criminal Justice Advocate (CJA) Team provided consistent, thorough and trauma-informed support to DVCS clients who are victims of family violence offences proceeding through the criminal justice system. We continue to see significant increases in the number of matters proceeding through the criminal justice system and the Team is busier than ever obtaining court outcomes and informing clients. This year, DVCS secured funding for an additional full-time substantive CJA worker due to the increase of matters. This will allow DVCS to provide more comprehensive support to victim-survivors.



1275

Number of criminal
justice matters
where case tracking
provided

This essential information pathway allows DVCS clients to make informed decisions regarding their safety, which is especially critical when matters are listed for bail applications and sentencing. It is often a crucial touchpoint for DVCS to intervene, and can lead to clients entering crisis accommodation, receiving security upgrades, or even relocating interstate with DVCS support based on the court outcomes.

Another annual Law Week Exhibition in the ACT Courts and Tribunal was held this year, which DVCS staff members attended. Staff had the opportunity to meet with key stakeholders in the criminal justice space, build important connections with court and legal representatives, and provide information on DVCS services to our sector and members of the community.

At the Magistrates Court, the Court Advocacy Program (CAP) staff continue to provide more intensive support with clients who have been unable to obtain family violence orders but are still impacted by domestic and family violence.



827

People supported
with court
advocacy

DVCS continues to recognise the gap between our assessment of risk and safety, and the Magistrate Court's assessment when considering interim family violence order applications. In the absence of the Magistrate Court granting an order, DVCS staff ensure safety and other options for clients. The Legal Advocacy Team prioritises monitoring trends like these so we can support clients in the complex and nuanced legal environment.

The increases in our work are reflected in the data gathered this year, including seeing over 600 clients for face-to-face support. The data includes supporting victim-survivors who gave evidence at criminal hearings and who made the decision to write a victim impact statement for a criminal matter. We commenced case tracking for over 500 clients, which continues to increase from previous years.

I cannot thank the CAP Team and CJA Team enough for their continued support and advocacy this year and their ongoing commitment and dedication to our clients. I look forward to continuing to build on our legal partnerships in the year to come.

Megan Cook, Legal Advocacy Team Leader

Partnerships



The Partnerships Team is a new team within DVCS this year! It was formed to bring together four smaller teams that each work in partnership with external agencies and services. These teams also work closely with our core services, and in some cases work across these roles and the crisis team. They are supported by a Team Leader, who in turn works with the rest of the leadership team to provide oversight and guidance both on-site and at outreach locations.

This dynamic team includes:

- Two workers who form part of the Family Violence Safety Action Program within Victim Support ACT, who work between our two agencies to support families impacted by high-risk domestic and family violence.
- Two full-time equivalent workers seconded as liaison workers at Child, Youth and Families ACT, who share information about concerns of risk of significant harm to children and young people affected by domestic and family violence and provide training, capability-building and a domestic violence-informed lens to CYF.
- Three part-time workers who provide specialist outreach services in each of the ACT Child and Family Centres, meeting child and family workers and their clients who are families with young children in community settings, who need support with the impacts of domestic and family violence.
- Two workers on a project to educate and support primary healthcare providers in responding to domestic and family violence. This innovative program aims to build capacity and referral pathways for GPs, supported by Capital Health Network and funded by the Department of Health, Disability and Ageing.

Research around combatting domestic and family violence consistently demonstrates the importance of interagency collaboration and communication around risk and safety for victim-survivors. These programs are all incredibly important as they work closely with stakeholders to represent DVCS in the wider service sector and the community, aiding vulnerable clients to access the services that will support safety, agency and recovery.

Kate Moran, Partnerships Team Leader

Case Management and Outreach



We further consolidated the Case Management and Outreach Programs in the 2024-25 period. We have continued to review our processes and refine our practices to ensure we are delivering services and supports that best meet the complex needs of women and children seeking support to recover and rebuild their lives safely. We are grateful for the opportunity and space provided to support the organization with our skills and knowledge in DFV.

“...I have gained greater trust in services and feeling more confident to reach out for support as needed. The wraparound support from the team streamlined my engagement with services and made it seamless, limiting the overwhelm service user experience when engaging with multiple supports.”

Case Management Programs

The various case management programs offered wraparound case management support to families who have experienced DFV in 2024-25. Case managers arranged housing security improvements and personal alarms where appropriate.

The programs also supported clients with complex needs to navigate the service system and connect with legal and mental health support through the development of individualised client plans addressing short, medium and long-term goals.

Case managers in the Staying@Home Program provided short-term case management support and security upgrades to 47 women and their children in this period. Case managers within the newly formed Crisis Case Management Program provided complex system navigation support and engagement to 7 clients. The Young People's Outreach Program supported 40 clients, including children and their parents, in the reporting period.

This work ranged across short-term advocacy and referrals through to intensive long-term case management for clients with highly complex needs. The programs have navigated the ever-changing ACT service system with their clients and produced positive outcomes to improve safety and wellbeing.

Support Groups

During 2024/25, DVCS operated two support groups – the Moving On group and Beyond group.

“Topics covered have been extremely valuable and it was better than what was imagined. Formational experience that will change course of life forever”

Moving On was conducted in May 2025, as two experienced DVCS facilitators led 8 participants through two-hour long sessions for 8 weeks. DVCS received some positive feedback from participants who attended the session.

Beyond was also conducted in May 2025 with 6 participants. The group conducted over two-hour long sessions for 8 weeks with two experienced facilitators, one from DVCS and one from partner organization, A Gender Agenda. There was positive feedback from this year's participants.

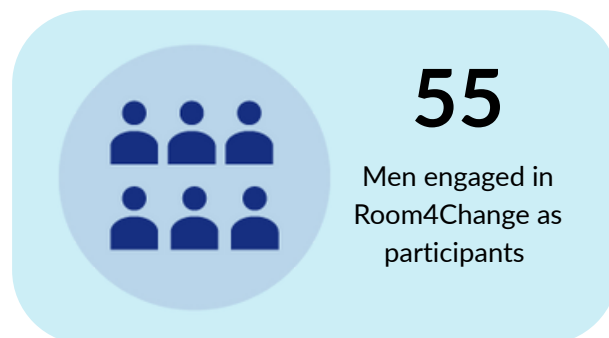
“The group has been a very positive and uplifting experience so far. I've loved the content and the gentle approach from you both. I feel very comfortable approaching either one of you if needed, for support.”

Dr. Eunice Oteng Owusu, Case Management and Outreach Team Leader

Room4Change

The Room4Change Men's Behaviour Change Program has continued to provide a responsive and best practice-informed intervention, centring safety and accountability in all aspects of program delivery.

Throughout 2024-25, Room4Change supported 135 people subjected to violence who collectively were responsible for the care of 226 children under the age of 18.



Room4Change has continued to offer both the 30-week Duluth core men's behaviour change program, the 17-week Caring Dads fathering program, and group-based orientation and group readiness sessions in the suite of service offerings. Tailored one-on-one sessions provide additional space to support safe participant engagement. In addition to those engaging in program work, Room4Change continues to allocate considerable resources to the essential work undertaken within our suitability assessment.

Throughout 2024-2025, Room4Change engaged with 27 men within the assessment process who did not progress into program. These men were provided the opportunity to work on their harmful behaviours, supported with safety and accountability planning and referrals.

The Room4Change accommodation continued as a valuable program component to support the safety of those impacted by violence and to reduce barriers to participation. During this period, six men used the accommodation as their place of residence while participating in the program. The ability to access alternate accommodation was an important part of safety planning for many others.

Room4Change has continued its commitment to sector collaboration and development through research participation with ANROWS, engagement in consultation opportunities and local and interstate networking.

Belinda Campbell, Executive Director Client Services

Practice Development



DVCS places practice reflection, professional development and workforce sustainability at the heart of our values, policies, and our approach to supporting our community and providing a consistent and professional service.

The role of Manager for Supervision and Practice Development has just seen its first 12 months at DVCS. This position has enabled DVCS to:

- Provide 132 individual supervision sessions for 42 frontline staff.
- Provide monthly group supervision for our senior practitioner team.
- Continue term-based supervision for support group facilitation teams.
- Deliver 4 induction and onboarding terms for new staff.
- Initiate the development of a sustainable onboarding framework,
- Provide regular professional development bulletins highlighting a diverse range of education, online and in-person trainings, research articles, conference opportunities, podcasts and policy updates to support the currency of staff knowledge, skills and capabilities.
- Develop a trauma-sensitive framework for debriefing, supporting staff to unpack their work experiences through a process that limits secondary harm.

Internally, DVCS has acted on our commitment to practice development by holding an all-staff conference day on 3 April which allowed staff to share professional development learnings and come together as a working community.

DVCS collaborated with VSACT and CYF to deliver Safe & Together core training to CYF in May. Safe & Together is now a part of our induction process, and nearly all current DVCS staff have started or completed the training this year. We will be focusing on the completion of this training for existing staff and integrating the Safe & Together model into our documentation practices during the next reporting period. We look forward to consolidating and expanding this work, including staff specialist DFSV knowledge, skills, practice and sustainability in the coming year.

Roberta James, Manager for Supervision and Practice Development

Corporate Services



During 2024-25, DVCS undertook the significant task of moving our main physical office premises into a space more suited to the current size and professionalism of the team. Moving premises is a huge undertaking, involving planning around layout, furniture, IT and internet, security and making the space a welcoming and accessible one for everyone in the team. It has been lovely to see staff making use of the more accessible outdoor space around our new location, including for meetings and walks during lunchtime.

The other major project during this year involved moving from an older physical IT server to a fully cloud-based system. Along with improvements to functionality and accessibility, the upgrade has provided us with a more secure system, with additional cyber security measures to protect our information. Learning to navigate a new system is not easy, and I thank the team for embracing the change and committing to new ways of working. We also thank our IT partners, OPC, for all the assistance they provide in managing the needs of our complex organisation.

With our finance partners at Successful Alliances, we have continued to refine our payroll systems to manage the complexities of a 24/7 shift-based organisation. Successful Alliances are extremely responsive, supportive and flexible, and we are deeply grateful for their expertise.

Following the review of DVCS policy and procedures that occurred last financial year, we worked hard to make sure new performance appraisal processes were consistently taking place, to provide DVCS staff with the support, feedback and development needed for them to succeed in their roles.

I would like to thank the Corporate Services team for all their work supporting the frontline teams and the operations of DVCS. They are the backbone of our organisation, ensuring all staff are safe and have the resources they need, and that the organisation runs smoothly. We couldn't make the impact we do in the community without the work of this team.

Brooke McKail, Deputy CEO

Reconciliation



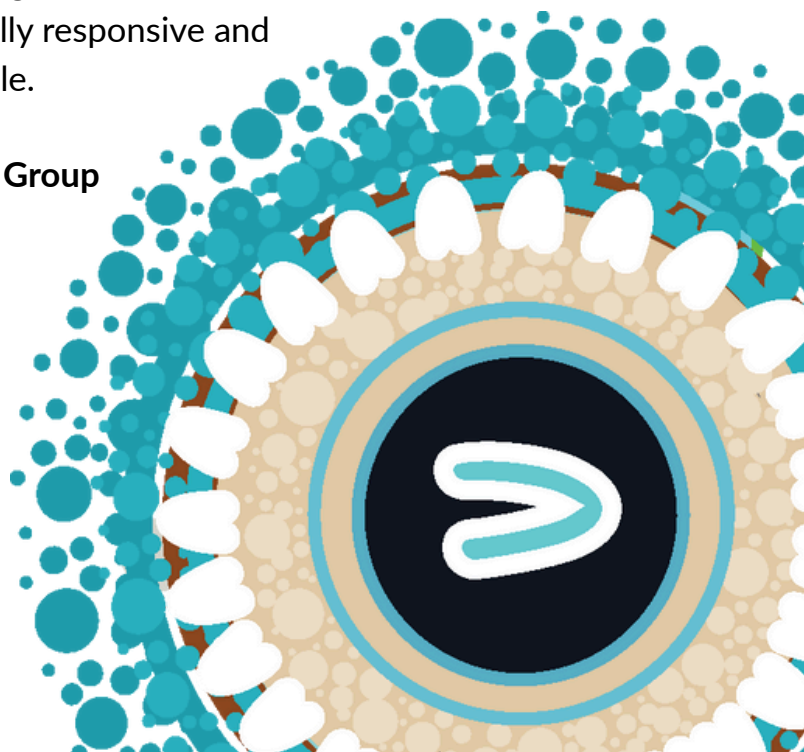
During 2024-25, DVCS has progressed in implementing the deliverables outlined in our Reflect RAP, which are aligned to our strategic goal of a commitment to reconciliation. DVCS continues to incorporate the learning and reflection of First Nations history, culture, and practices into our Staff Supervisions, creating a space for staff to reflect on and examine their own practices and engagement with First Nations clients. A Cultural Learning Framework is currently in development to more strongly embed our commitment to cultural understanding and ongoing learning across the organisation. It will involve commitments from staff to participating in cultural learning, embedded through the supervision and performance review framework.

DVCS provided an alternative option for staff during the January 26 public holiday, allowing staff the choice to acknowledge the impact of this day on First Nations communities, rather than celebrate it.

A significant number of DVCS staff members attended Aboriginal and Torres Strait Islander Cultural awareness training that was facilitated by Yerrabi Yurwang.

This training was about reflecting on the impacts of colonisation on Aboriginal and Torres Strait Islander peoples and incorporate the learnings of First Nations history and culture. DVCS continues to engage with Aboriginal Community Controlled Organisations to ensure that we are providing culturally responsive and safe practices for First Nations people.

Reconciliation Action Plan Working Group



Disability Inclusion



DVCS is progressing the development of a Disability Action and Inclusion Plan (DAIP), with a focus on reviewing the baseline accessibility of DVCS programs and services for staff and clients. Client journeys through the service were mapped, and file audits completed to identify potential barriers and systemic gaps in our services for clients with disability. Working together to develop a DAIP not only helps us meet our organisational obligations under the *Disability Inclusion Act 1992*, but it also fosters a culture where people with disability are respected, included and empowered at DVCS.

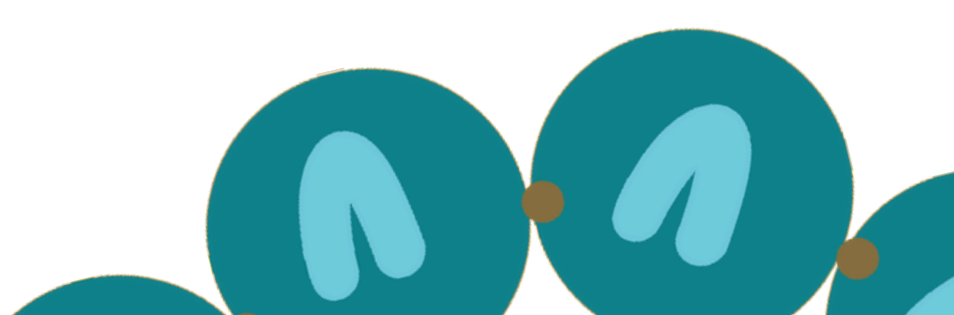
The funding for the DVCS Disability Inclusion Advocate position (DIA) was extended by the ACT Government, providing us with additional capacity to enhance accessible service delivery with a focus on systemic change and building staff capability across DVCS programs and services to improve outcomes for people with disability subjected to DFV.

Tailored disability education and guidance was provided to staff through monthly 'Let's Talk Disability' workshops. Topics for these sessions included understanding disability and embracing diversity; identifying support needs and making reasonable adjustments; inclusive risk assessments and accessible safety planning; best practice for responding to clients with disability; engaging with parents and children with disability; inclusive communication and navigating carers and support persons; and avenues for disability advocacy and client referral pathways.

These trainings and workshops have had consistent staff attendance and engagement, with staff reporting a greater understanding of the compounding impacts of disability and DFV and a visible increase in disability-inclusive practice across DVCS.

Over the coming year, we are looking forward to the development of resources to support clients with disability, including Easy Read resources on safety planning, technology-facilitated abuse and DVCS services.

Ajar Sana, Disability Inclusion Advocate



Policy and Communications



DVCS' policy and advocacy work aims to shape and contribute to policy reform agendas that will prevent domestic and family violence, improve outcomes for victim-survivors and strengthen system responses.

DVCS continues to be a trusted voice for media, government and community in conversations about DFV and we have further invested in our capability to provide our expertise. The organisation's capacity to contribute to conversations requiring a frontline perspective is a role we view as critical, and a new Policy and Communications Officer was recruited in 2024-25 to recognise the ongoing demand for our services in this area.

We have provided input into a range of government consultations regarding systems responses and options for people experiencing DFV. The consultations we have participated in include:

- *Review of decision-making criteria in the Bail Act 1992*: exploring possible changes to the framework governing bail decisions, and how DFV-related risks could be better accounted for.
- *Statutory review into Charter of Rights for victims of crime*: analysing the protection of rights for victims of domestic and family violence.
- *Discussion paper on the use of electronic monitoring in the ACT*: discussing the implications of electronically monitoring DFV offenders who remain in the community.
- *ACT Budget consultation*: highlighting gaps in the service system and areas for priority investment to improve access to services for people experiencing domestic violence.

Ahead of the ACT election, we convened a forum in partnership with Women's Legal Centre to ask candidates across the political spectrum about their commitments to ending gender-based violence in the Canberra community.

In 2024-25, DVCS fulfilled 40 media requests for comment. Our expertise on the impact of a range of policies for those experiencing DFV was sought over the course of the year, canvassing topics such as the national plan to end gender-based violence, ACT government campaigns and new legislation, and the administration of existing DFV policies in the territory.

Darlene Rowlands, Policy and Communications Officer

Community Engagement

On 7 May 2025, DVCS hosted the ACT's National Domestic Violence Remembrance Day, honouring those whose lives have been lost due to domestic and family violence. The event was attended by MPs and MLAs from across the political spectrum, community members and partners from other agencies.

In 2024-25, DVCS delivered 25 education sessions about domestic and family violence to a wide range of stakeholders. This included ACT Policing, Child & Youth Protection Services, Tresillian, QEII, Red Cross, The Canberra Hospital Social Work Department, the University of Canberra, Defence Member and Family Support, the Law Society of the ACT, and Canberra Health Services.

DVCS participated in the campaign for 16 Days of Activism Against Gender-Based Violence. We convened two events, including an in-person panel event on responding to coercive control and an online panel event on technology-facilitated abuse as it relates to children and young people.

We continue to prioritise having a presence at community events, including university orientation weeks, school events, SpringOUT, The Canberra Times Marathon Festival, Law Week and many others. Events like these help us connect with people who may not be aware of our services or the impacts of domestic and family violence.



Financial Position

Domestic Violence Crisis Services Inc

ABN:54 658 714 235

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2025

	Note	2025 \$	2024 \$
Revenue			
Revenue and Other Income	4	10,123,612	9,084,882
		<u>10,123,612</u>	<u>9,084,882</u>
Expenses			
Administrative expenses		(229,924)	(135,957)
Board expenses		(1,798)	(3,515)
Client expenses		(750,356)	(1,233,118)
Community event expenses		(2,472)	(4,298)
Depreciation and amortisation expense		(256,840)	(199,638)
Employee benefits expense		(7,474,805)	(7,100,046)
Finance lease expenses		(53,673)	(13,738)
General expenses		(65,069)	(49,410)
Marketing expenses		(8,269)	(10,861)
Motor vehicle expenses		(25,366)	(24,083)
Professional services		(232,406)	(309,431)
Premises expenses		(78,819)	(50,218)
Property expense		(67,339)	(78,687)
Staff training		(87,860)	(84,111)
Workers compensation insurance		(632,723)	(442,868)
		<u>(9,967,719)</u>	<u>(9,739,979)</u>
Surplus/(Deficit) before income tax		155,893	(655,097)
Income tax expense	2(a)	-	-
Surplus/(Deficit) for the year		<u>155,893</u>	<u>(655,097)</u>
Other comprehensive income for the year		-	-
Total comprehensive income for the year		<u>155,893</u>	<u>(655,097)</u>

Financial Position

Domestic Violence Crisis Services Inc

ABN:54 658 714 235

Statement of Financial Position

As At 30 June 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	2,474,715	3,183,835
Trade and other receivables	6	41,169	13,710
Other financial assets	7	86,721	43,890
Other assets	9	201,151	164,243
TOTAL CURRENT ASSETS		2,803,756	3,405,678
NON-CURRENT ASSETS			
Property, plant and equipment	8	162,260	155,286
Right-of-use assets	10	1,242,604	147,435
TOTAL NON-CURRENT ASSETS		1,404,864	302,721
TOTAL ASSETS		4,208,620	3,708,399
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	546,615	1,532,912
Lease liabilities	10	214,202	160,392
Employee benefits	13	606,783	562,202
Other financial liabilities	12	640,768	468,122
TOTAL CURRENT LIABILITIES		2,008,368	2,723,628
NON-CURRENT LIABILITIES			
Lease liabilities	10	1,059,588	-
TOTAL NON-CURRENT LIABILITIES		1,059,588	-
TOTAL LIABILITIES		3,067,956	2,723,628
NET ASSETS		1,140,664	984,771
EQUITY			
Reserves		81,399	81,399
Retained earnings		1,059,265	903,372
TOTAL EQUITY		1,140,664	984,771

Financial Position

Domestic Violence Crisis Services Inc

ABN:54 658 714 235

Statement of Changes in Equity For the Year Ended 30 June 2025

2025

	Retained Earnings	Paid Parental Leave Reserve	Total
	\$	\$	\$
Balance at 1 July 2024	903,372	81,399	984,771
Surplus for the year	155,893	-	155,893
Balance at 30 June 2025	1,059,265	81,399	1,140,664

2024

	Retained Earnings	Paid Parental Leave Reserve	Total
	\$	\$	\$
Balance at 1 July 2023	2,154,450	81,399	2,235,849
Prior period adjustment	(595,981)	-	(595,981)
Balance at 1 July 2023 restated	1,558,469	81,399	1,639,868
(Deficit) for the year	(655,097)	-	(655,097)
Balance at 30 June 2024	903,372	81,399	984,771

Our Supporters

As a not-for-profit organisation, DVCS acknowledges the ongoing support of our funding partners, the ACT Government, Australian Government and Capital Health Network.

We thank our sponsors, donors, philanthropic organisations and pro-bono partners for their generous support, including those listed below. Thank you for your support which means we can continue our work towards helping people build lives free from violence.



Governance



Board

The Domestic Violence Crisis Service is governed by a Board of Directors who are responsible for ensuring the strategic direction and financial and legal stability of the organisation. Our Board members are dynamic, bringing a range of diverse professional and personal experiences to governance. We thank them for their dedicated leadership and guidance throughout the last year.

Board Members

Kylie Burnett - Chair
Amanda Benn - Deputy Chair (until June 2025)
Kate Glynn - Treasurer
Julie Vey - Secretary
Adam Gill
Karen Moore - Deputy Chair
Manasi Ahuja
Stephanie Serhan (until September 2024)
Chelsea Holton (from October 2024)
Felicity King (from October 2024 until January 2025)

Honorary Solicitor

Amy Begley (until February 2025)

DVCS thanks Amy for her long-term support of DVCS, and contribution as Honorary Solicitor.

Auditor

Hardwickes



Domestic Violence Crisis Service

02 62 800 900

Domestic Violence Crisis Service Incorporated

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