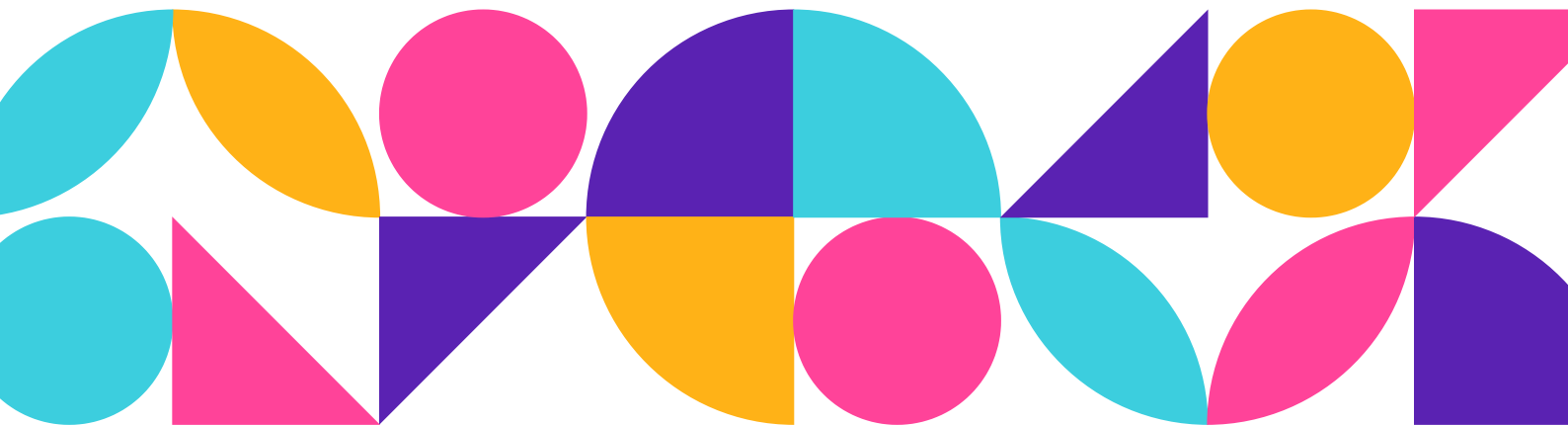




ANNUAL REPORT 2024 / 2025

*THE POWER OF
FOUNDATIONS*

SHAPING WHAT'S TO COME



ACKNOWLEDGEMENT OF COUNTRY

At Domestic Violence Service Management, we acknowledge the lands on which we live and work—Gadigal, Dharug, and Barkindji Country—as unceded First Nations land. We pay deep respect to Elders past and present, and extend that respect to emerging leaders. We are profoundly grateful for the ongoing wisdom, strength, and care of First Nations peoples, who continue to guide and inspire us.

We honour the traditional custodians of Country across New South Wales and recognise their enduring connection to land, waters, and community.

We acknowledge the devastating and disproportionate levels of violence experienced by First Nations women, families, and communities. This violence is rooted in the ongoing impacts of colonisation, systemic racism, and institutional harm.

We stand in solidarity with the generations of First Nations peoples who have shown extraordinary resilience, leadership, and collective resistance in the face of this violence.

Our commitment is clear: we will walk alongside First Nations community-controlled organisations, and with First Nations women and men, to end domestic and family violence and work towards a future grounded in justice, safety, and healing for all.

Always was, always will be Aboriginal land.

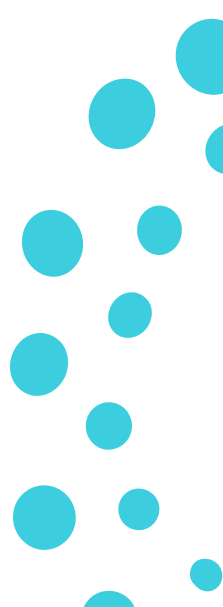



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OUR 24/25 VISION

VISION

Our Vision is for a world where women, families and communities live free from violence, have equal rights, opportunities and the freedom to reach their potential.

VALUES

Our Values are Person Centred, Integrity, Excellence and Respect.

PURPOSE

Our Purpose is to build individual and community safety and wellbeing.



ANNA ROSS & LINDALL WEST

BOARD CHAIR REPORT



The occasion of writing the Chair's message for the annual report always offers a rewarding opportunity for reflection on DVSM's achievements from the last 12 months and this year is no exception.

The 24/25 financial year has been one of steady growth and the conversion of several exciting opportunities for the organisation, which are highlighted through our CEO's message. Our considered and strategic expansion has been coupled with strong leadership and stability across the team which, along with the continued embedding and enhancing of our systems and processes, has ensured our frontline teams could focus exclusively on providing the best possible service to our clients. In addition to continuing to provide the highest quality service to our clients, this last year has also brought opportunities to show our staff how highly valued they are and I am proud that many years of careful financial management and investment have positioned the organisation to reward staff appropriately. Through a comprehensive process of salary benchmarking and industry analysis, we have been able to enhance remuneration across all employee groups. This outcome reflects our ongoing commitment to sector leadership in the fair recognition and valuation of our people.

This year is also an occasion to reflect on the last 10 years as I step out of the Chair role. I am delighted that Lindall West has agreed to bring her considerable talent and insight to the Chair position, we are very lucky to have her lead the Board towards an exciting period for DVSM.

My time as Chair has been a decade during which the Board has been called on to guide the organisation through some challenging times. Happily though those moments have very much been outweighed by what has been achieved, and at every step I have been lucky to be able to call upon the talented and insightful directors that I have been lucky to work with over so many years. There are too many highlights to do justice to here, but I particularly wanted to call out:

- the tenacity of our team in Wilcannia whose dedication to working humbly and collaboratively with the community for many years has now been reflected in our being embraced and embedded in that community;
- the establishment of Insight Exchange in 2017 and the dazzling originality and impact of the work generated by IE since that time;
- our leaning into the critical work of supporting and safeguarding children and young people, and the hard work of many of the team over several years to build capacity and secure accreditation to undertake that incredibly important work;
- the many successful partnerships and collaborations that have allowed us to expand into new areas of work and provide support to the most marginalised and isolated cohorts of women and children in our society

These collaborations include (to mention only a few):

- **Wilcannia Central and Mission Schools** – for their ongoing collaboration in engaging and educating local children, and for their valued support of our annual community fashion parade for the last 6 years.
- **Department of Social Services** – who supported and funded our innovative project to construct purpose built staff accommodation, to enable DVSM to better support the community, by offering our staff members the opportunity to reside in safe and stable local accommodation.
- **Western Sydney Partnerships** - Westpoint Blacktown Hub and the WASH House team – providing facilities that have enabled our counsellors to extend their reach and support a greater number of women in need along with partnerships with Community Corrections and Settlement Services – strengthening and expanding our support for women on visas.
- **She Is Not Your Rehab** – a valued partnership that continues to advance our whole-of-family approach to supporting women and children experiencing or escaping violence.
- **LinkWentworth Community Housing Provider** – for our most recent collaboration to establish a new Core and Cluster facility in the Blacktown LGA, scheduled to open in December 2025.

And finally, I would like to shine a light on the laser like focus by our frontline teams on the humanity and dignity of our clients, which is reflected in every aspect of service delivery and which will soon be at the heart of an exciting rebrand and new identity for the organisation.

ANNA ROSS OUTGOING CHAIR | DVSM BOARD OF DIRECTORS

I am honoured to be stepping into the role of Chair for DVSM. It is an enormously successful organisation that supports our communities every day and I look forward to continuing the strong leadership and governance of the organisation that Anna has instilled over her long tenure. On a personal note, I would like to thank her for her mentorship and the smooth transition of responsibilities.

I am excited to support the excellent work of the leadership team especially as it relates to the clarity of our offering and future strategy. We also have some exciting work being undertaken on branding and positioning of our service. The sector continues to change and our communities have more expectations. We need to continue to evolve to meet the needs of our multiple stakeholders and we are well placed to lead these changes.

LINDALL WEST INCOMING CHAIR | DVSM BOARD OF DIRECTORS

BOARD OF DIRECTORS



ANNA ROSS
NON-EXECUTIVE DIRECTOR
AND OUTGOING CHAIR



LINDALL WEST
NON-EXECUTIVE DIRECTOR
AND INCOMING CHAIR



SUZANNE EVANS
NON-EXECUTIVE DIRECTOR
AND TREASURER



FABI FUGAZZA
NON-EXECUTIVE DIRECTOR
AND COMPANY SECRETARY



LIZETTE TWISLETON
NON-EXECUTIVE DIRECTOR



DR LEIGH GASSNER
NON-EXECUTIVE DIRECTOR

“ The DVSM Board of Directors plays a pivotal role in shaping the organisation’s strategic direction. Working closely with the CEO and Senior Leadership Team, they help secure the resources, funding, and talent necessary to deliver on our strategic goals. Our Board is made up of a dynamic group of individuals with diverse backgrounds and experiences, offering a broad range of skills and expertise. They share a deep, unwavering commitment to our vision and purpose.

”

STEPHANIE SMITH

CHIEF EXECUTIVE OFFICER



We start this report with a deep sadness to bid farewell Anna Ross from her role as Board Chair. Anna has been an incredible guide to me and to DVSM and I am sure I am not alone in thanking her for her long tenure in the role. She has provided stability through the highs and lows that are inevitably a day to day part of any organisation.

The 24 / 25 year continued building on the foundations of change in the previous year. The large-scale structural changes across service delivery assured the organisations ongoing financial viability and this allowed us to focus on continuing improvements across all parts of the organisation.

DVSM was not alone in a sector that was plagued by high rates of employee turnover. A multi-layered approach was required to improve this and reduce the costs associated with ongoing recruitment. The stabilisation of the Senior Leadership Team allowed us to create a strong annual plan which sets out to prioritise the employee experience, advance HR processes and deliver remuneration packages that are competitive. Maintaining this strong people focus has meant that we have reduced turnover to well under 10%, this affords us a number of key opportunities.

Firstly we are able to see the strong development of healthy high functioning teams across all aspects of the business. We have implemented the new Service Delivery Framework which incorporates aspects of the DSS Human Services Outcomes Framework and ensures we not only delivering on outputs and KPIs, but that when DVSM works with clients we are focused on achieving the outcomes clients care about.

Secondly we were able to consider how we remunerated our staff. With support of the Board, and a stable financial position we were able to improve remuneration to all employees going some way to addressing pay-gaps.

Finally, staff agreed that DVSM was a "Great Place to Work" for the second year in a row, this is a fantastic achievement and one I am most proud of.

Ensuring DVSM is a professional organisation that puts the clients at the centre of the work has always been the priority in the ongoing changes.

DVSM achieved an incredible 100% in the Australian Service Excellence Standards (ASES) and reconfirmed its accreditation with the Australian Childhood Foundation (ACF) demonstrating that the safety and wellbeing of children is at the heart of all we do.

It was exciting to see the roll out of a number of new services with new funding including the DVSM Counselling Service and the DFSV worker trainee program. These services have in no doubt added to the repertoire of support that can be offered to clients and the pride we all have watching our trainees grow and develop is second to none.

During the year we also looked critically at our shared support offerings. The "back-office" function in the not-for-profit sector always comes with contention. It is necessary and imperative, but it must not be overburdened with cost. We have chosen to look at a highly effective, extremely lean model. To date we are reaping the rewards of this approach with every aspect of HR and Business and Administration having been streamlined and improved. Many of our administration processes has been moved from cumbersome registers and folders to google forms and advanced sharepoint libraries. We have a new intranet which allows quick links for staff across any number of processes, reducing the frustration of searching old and out of date systems.

All our HR processes have been reviewed and updated and we assessed our gaps against the SHS Capability Framework to ensure we are an early adopter of the approach.

STEPHANIE SMITH

CEO REPORT



We cannot forget our amazing sisters in Wilcannia who day in day out drive the mission to reduce violence and protect women and children from violence.

The Wilcannia Team along with all our services surpassed their contract KPIs in delivering services to women and children. We were able to support the staff with the completion of the Wilcannia Accommodation Project. A beautiful two-bedroom home which was constructed to allow DVSM to offer housing to staff.

Some decisions however weren't as straight forward or easy. After several years and much investigation DVSM has been required to consider the disposal of the Wilcannia Community Hub. We initiated a community consultation process that invited members of the community, local organisations and groups to consider what is best for the incredible sandstone building. There has been much interest and we will work closely with interested parties to find a suitable outcome for this local treasure.

All of our Sydney Metro and Western Sydney services are under positive and stable leadership and have continued to increase the level and quality of output. Streamlining the processes to move people through services quicker, capitalises on the advantage of evidence-based intervention effectiveness which shows that support effectiveness decreases over time. The Service Delivery Framework is showing early success in achieving outcomes for women and children with rapid rehousing and pathways to work and education; safety and belonging. The framework allows DVSM to show how their involvement makes a difference to clients.

This year will be the final year that this Annual Report will be under the name of DVSM. We are now in the final process of launching our new brand. Our new name and brand seeks to be highly inclusive, gentle when needed, strong when required. Just like the women who bravely reach out for our support.

I want to thank everyone who has been involved in the DVSM journey over the last twelve months, those that are still with us and those that are not. We now look forward to a year of further stability, growth and kindness as we continue to evolve.

STEPHANIE SMITH
CEO | DVSM

“ Like water, be gentle and strong.
Be gentle enough to follow the natural paths of the earth
and strong enough to rise up and reshape the world ”

-Brenda Peterson

SENIOR LEADERSHIP TEAM



STEPHANIE SMITH
CHIEF EXECUTIVE OFFICER



KATH WHEELER
CHIEF OPERATIONS OFFICER



GRACE KIM
CHIEF FINANCIAL AND
ADMINISTRATION OFFICER



KATE HURLEY
BRANDING, PARTNERSHIPS
& PROJECTS MANAGER

“

The Senior Leadership Team provides thoughtful strategic and operational guidance across the organisation. They work closely and collaboratively with the broader leadership team and the wider DVSM staff to plan, deliver, and support initiatives that bring our purpose to life.

”

IN THE LAST YEAR ALONE
DVSM HAS HELPED MORE THAN

1,500

WOMEN AND CHILDREN EXPERIENCING
OR ESCAPING VIOLENCE



Each year the Domestic Violence Service Management team are advocating, educating, supporting and guiding women and their families from across the state. DVSM delivers frontline services to women and children escaping violence, across New South Wales.

OUR PROGRAMS & SERVICES



DVSM delivers services to support people experiencing Domestic and Family Violence, homelessness, and other safety and wellbeing needs in urban, suburban, and remote rural contexts across New South Wales



SPECIALIST SERVICES

OUTREACH SUPPORT SERVICE INNER SYDNEY CBD - MOMO
ACCOMPANIED CHILDREN'S SUPPORT SERVICE WESTERN SYDNEY - ACSS
CHILDREN AND YOUNG PEOPLE PROGRAM (WESTERN SYDNEY + FAR WEST)



CRISIS SUPPORT

DOMESTIC VIOLENCE AFTER HOURS SUPPORT SERVICE
WESTERN SYDNEY



DFV SERVICES

TWO REFUGES LOCATED IN WESTERN SYDNEY



COMMUNITY & CULTURE

A SAFE HOUSE AND SUPPORT SERVICES
IN FAR WEST NSW (WILCANNIA)



SPECIALIST COUNSELLING

SPECIALIST DFSV COUNSELLING SUPPORT SERVICE
WESTERN SYDNEY

OUR WORK

MOVING OUT, MOVING ON (MOMO)

Moving Out Moving On (MOMO) provides vital support to women, trans women, and non-binary people – with or without children—who are facing domestic and family violence and are homeless or at risk of losing their home in Sydney's inner city.

We know that everyone's journey is different, so MOMO offers flexible, personalised support that meets people where they're at—literally. Our team works through outreach, meeting clients in places that feel safe and comfortable, whether that's a local café, a community centre, or somewhere else in the area.

With a strong focus on safety, connection, and rebuilding independence, MOMO walks alongside people as they navigate housing, services, and healing – always with care, respect, and understanding. When children are involved, we make sure they're supported too, helping families move forward together.

KEY SERVICE HIGHLIGHTS

- *Exceeded KPI's of number of clients supported*
- **Referral Pathways:** *Developed warm referral pathway with The Gender Centre creating a positive connection welcoming an increased number of trans women accessing our service.*
- **Increase in Outreach:** *Experienced a significant increase in clients presenting to outreach hubs to access on the spot short term support.*
- **Creating awareness:** *Created more awareness within the sector, assisting with expertise and support.*

Over the last year

MOVING OUT
MOVING ON

provided support and
guidance to more than

130

women and children escaping
domestic violence

OUR IMPACT : OUTREACH

A CASE STUDY WALKING ALONGSIDE MAYA

Maya*, a transgender woman, was referred to MOMO by a previous client who had spoken positively about their own experience with the service. When Maya first walked into the housing hub, she had been living in temporary accommodation for an extended period, following experiences of sexual assault and domestic violence within a trans relationship.

Despite the severity of her situation, Maya had been denied Priority Housing. She hadn't been given the support needed to provide adequate documentation and, like many trans women, faced significant stigma when seeking help. Past experiences had left her feeling judged, unsafe, and unsure of where to turn.

When she connected with MOMO, things began to shift. A case worker supported Maya to gather the evidence required to reapply for Priority Housing, including writing a strong support letter. Meetings were held regularly at the Gender Centre – a space where Maya felt safe, seen, and supported.

Beyond housing, MOMO helped Maya rebuild confidence in engaging with services. Maya was connected with legal support to request an internal review of her Victims Services application, linked to LGBTQIA+ mental health supports, and guided through an application for the Disability Support Pension to help improve her financial independence.

Importantly, she was supported with safety planning and psychoeducation – learning strategies like blocking unsafe contacts and managing trauma responses. Maya described this as a “huge weight lifted off my shoulders.”

With gentle, consistent support, Maya was approved for Priority Housing in the area she chose – a major milestone in her journey. She now feels safer, more in control of her life, and proud of how far she has come.

Her story is a powerful reminder of the impact of trauma-informed, inclusive support – and of how connection, trust, and advocacy can create lasting change.



IT WAS A HUGE WEIGHT LIFTED OFF MY SHOULDERS



OUR WORK

DOMESTIC VIOLENCE CRISIS SUPPORT SERVICE (DVCSS)

Our Domestic Violence Crisis Support Service provides support to women—both single and with children—across Western Sydney who are experiencing or escaping domestic and family violence, especially during the times when support can feel hardest to find.

We offer short-term, personalised support both during and outside of regular business hours, because we know that crisis doesn't always wait for office hours. Whether someone needs help finding safe temporary accommodation, accessing financial support, or just someone to talk to, DVCSS is here to listen and walk alongside them. Our team works quickly to respond to immediate needs, with a strong focus on safety, care, and compassion—supporting women to take the next steps towards stability and healing, one moment at a time.

KEY SERVICE HIGHLIGHTS

- *Exceeded KPIs and client numbers*
- **Team Growth:** Team grew from one senior to full team with diverse skills.
- **Staff Success:** Wonderful staffer Deanne progressed through organisation starting with us as a cleaner and is now a fantastic DFV worker.
- **Expansion of Outreach** at Parramatta Mission, Mt Druitt, and Parramatta Homes improved access for clients and better advocacy outcomes.
- **New Partnerships** with Community Corrections and Settlement Services International (SSI) supporting women on visas.
- **Streamlined intake** process increased collaboration and client access.

Over the last year

**DOMESTIC VIOLENCE
CRISIS SUPPORT SERVICE**
provided crisis support
to more than

450

women and children escaping
domestic violence

OUR IMPACT : CRISIS SUPPORT

A CASE STUDY REBUILDING STABILITY FOR SARAH

When Sarah* was referred to DVSM by a hospital social worker, she was pregnant and experiencing significant instability. Due to complications with her pregnancy, she was moving between temporary accommodation and hospital stays. At the same time, Sarah was navigating substance use and had three young children already in the care of extended family, with active involvement from DCJ (Department of Communities and Justice).

With courage and self-determination, Sarah worked to overcome the impact of family violence and develop healthier coping strategies. Her focus on recovery and wellbeing, including reducing alcohol use, highlights her resilience and commitment to positive change

DVSM stepped in to provide consistent, compassionate advocacy. Our team worked closely with housing to ensure Sarah's temporary accommodation was extended during her most vulnerable times. When she stayed with friends during periods of homelessness, safety planning was completed to help her stay as safe as possible while managing her substance use. We also advocated with both housing and child protection services to ensure Sarah's circumstances were fully understood and that she wasn't overlooked for longer-term housing solutions.

With support from DVSM, Sarah was eventually able to secure a private rental – a major milestone. Using DVSM brokerage, we supported her to furnish the home and prepare it for family life. The property was inspected by DCJ and found suitable for the safe return of her children.

During this time, Sarah worked incredibly hard to reduce – and ultimately stop – her substance use. Her commitment to change, combined with steady support, helped her regain stability and reconnect with her family.

Sarah described the support from DVSM as “the backbone of her success” and shared her deep appreciation for the role we played in helping her rebuild. Her journey reflects the power of advocacy, non-judgmental support, and a belief in each person's ability to create change – even during life's most difficult chapters.



THEY WERE THE BACKBONE OF MY SUCCESS



OUR WORK

DOMESTIC , FAMILY SEXUAL VIOLENCE COUNSELLING SERVICE (DFSVCS)

Our specialised Women's Counselling Service launched in September 2024, for women who have experienced domestic, family, or sexual violence—whether recently or in the past.

We offer short-term counselling that's trauma-informed, compassionate, and free of judgment. Our qualified counsellors create a safe, supportive space where women can talk openly, without shame, and begin to make sense of what they've been through.

Whether someone is in crisis or living with the long-term impacts of violence, we walk alongside them to help build on their strengths, explore ways to cope, and take meaningful steps toward healing and reclaiming control in their lives.

Everyone's journey is different—and we're here to support each one with care, respect, and understanding.

KEY SERVICE HIGHLIGHTS

- *Counselling clients commenced - Dec 2024*
- **Unique model** - up to 15 free sessions + child-minding support, increasing accessibility and filling a sector gap.
- **Strong internal collaboration** - enabling holistic, wraparound client care.
- **Hub outreach at Westpoint** - counselling + child-minding in partnership with WASH HOUSE.
- **Health collaboration** - partnered with Western Sydney Health District for 16 Days of Activism, expanding referral pathways.
- **BUGK parent's program** - developed and rolled out during school terms.
- **"Confidence League" children's program** - launched and delivered in May 2025.
- **Community engagement** - presented at Blacktown DFV Forum to launch service.
- **Service promotion** - presented at Grevillea Cottage (DV & sexual assault support for women and girls in Blacktown).

Over the last year

DOMESTIC, FAMILY SEXUAL VIOLENCE
COUNSELLING SERVICE

provided support
to more than

65

women and experiencing or
escaping domestic violence

OUR IMPACT : COUNSELLING

A CASE STUDY

ANNA - FROM CRISIS TO CONFIDENCE

When Anna* was referred to our service in late 2024, she had recently experienced a traumatic assault by her former partner, including non-fatal strangulation. An Apprehended Domestic Violence Order (ADVO) was in place, but she was living with the ongoing impacts of trauma – daily flashbacks, panic attacks, nightmares, anxiety, and a deep sense of fear and disconnection.

In the early stages, our focus was on stabilisation – helping Anna feel safe, supported, and grounded. We provided trauma-informed counselling, practical coping strategies, and a calm, non-judgmental space where she could begin to process her experiences at her own pace. She was supported in understanding the effects of trauma, rebuilding a sense of self-worth, and learning to treat herself with compassion.

As the date for her court appearance approached, Anna received ongoing emotional support and preparation. She was understandably anxious but showed immense courage by giving evidence. The outcome – a guilty verdict for assault involving non-fatal strangulation and property damage – brought a sense of justice and relief.

With further support, Anna was able to relocate to safe, stable housing and was awarded a Victims Services payment. She completed 15 counselling sessions in total, during which she experienced a significant reduction in post traumatic stress disorder (PTSD) symptoms. Her confidence grew, and she began reconnecting with her social world – rebuilding friendships, attending events, and rediscovering joy in everyday life.

Perhaps most inspiring was her decision to enroll in a Diploma of Community Services, motivated by a desire to support other women who have experienced domestic violence. She turned her pain into purpose, and her story into a source of strength.

Anna's journey is a powerful reminder of the resilience that can emerge when someone is met with safety, compassion, and consistent support. Her transformation reflects not only her own inner strength, but the importance of trauma-informed care in helping survivors move from surviving to thriving.



OUR WORK

ACCOMPANIED CHILDREN SUPPORT SERVICE

(ACSS)

Our Accompanied Children's Support Service is here to help children and young people who are at risk of homelessness or have experienced domestic and family violence.

We understand that every child's situation is unique, so our support is all about what works best for them—whether that's in one of DVSM's refuges or out in the community through outreach.

Taking a person-centered approach, we tailor our care to fit each child or young person's life story—considering their age, gender, culture, language, and identity—to make sure they feel safe, heard, and supported every step of the way.

KEY SERVICE HIGHLIGHTS

- **Frameworks established:** *Counselling & Case Management Frameworks established.*
- **Community of Practice** launched with Orana (Feb 2025).
- **Adaptation:** *Program adapted to client needs; DFV workers onboarded.*
- **Evaluation Completed:** *12-month evaluation completed with UNSW*
- *Flexible, purposeful support approach refined.*
- **Therapeutic programs rolled out** - BUGK & Confidence League.
- **Cross-program collaboration** enhanced support & safeguarding.
- **Child focus:** *Children's needs prioritised in service delivery.*
- **Future focus:** *Therapeutic playgroup for mums & children under 3 (Late 2025).*

Over the last year

ACCOMPANIED CHILDREN SUPPORT SERVICE

has provided support to more than

175

children and young people

*Data from CIMS FY 25 SHS Statistical Profile Report



OUR IMPACT : ACCOMPANIED CHILDREN

A CASE STUDY SUPPORTING KATE AND HER CHILDREN ON THEIR JOURNEY HOME

Kate* came to DVSM with her two young children, seeking safety after experiencing domestic and family violence. Alongside the trauma she faced, Kate's expired visa added an extra layer of stress. Her ultimate hope was to return to Tonga, where her parents and older son lived, providing the family support she needed.

Recognising that Kate needed more than just crisis support, DVSM stepped in to offer day-to-day assistance tailored to her and her children's needs. We connected Kate with services to help her navigate everyday challenges, including health and GP appointments for her children.

One of the biggest hurdles was securing important documents for her children, like birth certificates and passports to enable the family to travel to Kate's homeland. Our team worked intensively alongside Kate to make this happen, ensuring the paperwork was in place for their journey.

Thanks to this dedicated support, Kate and her children were able to return safely to Tonga, reconnecting with family who could offer them the constant steady support they needed.

The joy of this achievement was shared with us through family photos Kate sent from home—a beautiful reminder of the strength and resilience she and her children showed throughout their journey.



IT WOULDN'T HAVE BEEN POSSIBLE WITHOUT THEM



OUR WORK

REFUGE OUTREACH ACTION RESPONSE

(ROAR)

ROAR proudly serves Sydney's Hills district and Blacktown areas, offering both refuge accommodation and outreach support for people affected by domestic and family violence.

We know that finding safe, stable housing is just the first step—so alongside providing secure refuge spaces, we work closely with individuals to help them find long-term accommodation that suits their needs. As part of our service provision, funding allocated specifically for Children and Young People enables the engagement of Specialist DFV Workers who collaborate with refuge staff to deliver evidence-based interventions and holistic support for children and young people accessing our services.

Our outreach team meets people where they are, offering compassionate support in the community for those escaping violence or facing homelessness, helping them move toward safety and stability with care and understanding.

KEY SERVICE HIGHLIGHTS

DV Traineeship Success: *Our first NPA trainee transitioned into DFV worker roles with a new trainee position continuing.*

Stronger Community Engagement:

Increased outreach, events, and visibility in the community.

New Team Energy and Impact:

Newly formed team working cohesively to support all families.

Core and Cluster Planning:

Exciting growth with new service launching late 2025 enabling expansion of support to key client cohort in need.

Improved Client Support:

Introduced new 12-week program and regular case reviews for stronger client outcomes.

Over the last year

REFUGE OUTREACH
ACTION RESPONSE
provided support and refuge
to more than

490

women and children
escaping domestic violence

OUR IMPACT : REFUGE SUPPORT

A CASE STUDY

BELIEVING IN JENNIFER **A MOTHER'S COURAGE, A NEW BEGINNING**

When Jennifer* arrived at the refuge with her four children, she carried more than just the trauma of domestic and family violence—she carried fear, uncertainty, and the weight of starting over in a country where her visa status meant she had no access to vital support. For a long time, Jennifer felt invisible—unsupported, unheard, and unsure of how to move forward. But she never stopped fighting for her children's safety and future.

With the support of the ROAR team, things began to shift. She was connected to immigration support and guided through the complex process of applying for citizenship. Safe in refuge accommodation, she finally had the space to breathe—and to believe that a new life was possible. Slowly, Jennifer began to rebuild. She applied for work, pushed past her fears, and soon secured a full-time job. Her talent and determination were quickly recognised, and she was promoted not long after.

Since then, Jennifer has proudly become an Australian citizen. Her job has opened the door to transitional housing, and for the first time in a long time, she and her children are planning for the future. The kids are thriving—excited about having their own space, making new friends, and dreaming big.

Jennifer's story is one of incredible courage. With the right support, she turned fear into freedom—and gave her family a second chance at life.

**I ALWAYS KNEW THE OPPORTUNITY WAS OUT
THERE, BUT THE FEAR...ROAR MADE ME SEE
THAT I COULD REALLY DO IT.**



OUR WORK

WILCANNIA SAFE HOUSE

(WSH)

Wilcannia Safe House (WSH) offers a safe and welcoming place for women—both with and without children—who are experiencing or escaping domestic and family violence. Located in the heart of the community, WSH provides overnight, short, and medium-term accommodation in independent units. When agreed upon by all residents, these units can also be shared to meet the needs of more individuals or families seeking safety. Beyond accommodation, WSH extends outreach support to people in the community who are experiencing domestic and family violence, are homeless, or at risk of homelessness—meeting people where they are and offering support with care and respect.

As part of our service provision, funding allocated specifically for Children and Young People enables the engagement of Specialist DFV Workers who collaborate with refuge staff to deliver evidence-based interventions and holistic support for children and young people accessing our services.

WSH proudly and predominantly supports Aboriginal and Torres Strait Islander people, providing culturally safe, community-connected care to help individuals and families find safety, stability, and healing.

KEY SERVICE HIGHLIGHTS

- **Community Programs:** Successful community programs and events delivered: Colour Run, Annual Fashion Parade, Triple R Safety Program.
- **New Facilities:** New playground and play area completed at safe house (including sandpit, cubby, grass).
- **New partnership** with Outback Arts enabling children to attend art camp (theatre, music, arts).
- **Enhanced engagement:** Wilcannia Central School (WCS) engagement: introduced new teachers to service and process for the first time, paving the way for wider outreach including police collaboration.

Over the last year

**WILCANNIA
SAFE HOUSE**

provided support and
refuge to more than

185

women and children escaping
domestic violence

OUR IMPACT : SAFE HOUSE

A CASE STUDY CHANGING THE STORY ONE CONNECTION AT A TIME

When Leah* first connected with Wilcannia Safe House (WSH), it wasn't through a formal referral—it was a flyer passed on by a TAFE worker who saw she needed support. At the time, Leah couldn't speak for herself. She disclosed she was ashamed, confused, and stuck in a cycle of abuse, relying on others to explain her situation.

Leah had nowhere else to go. Her partner would often kick her out, leaving her to walk the streets or couch surf. "I'm only noticed when he wants something" she shared early on. Leah was hesitant, but she kept coming back. A turning point came when a Wilcannia safe house team member, Mary, saw her walking with her belongings in a trolley.

Mary offered a lift and gently explained what WSH could offer: safety, dignity, and support. Leah accepted—and was welcomed not just with care, but with two suitcases: one for her clothes, one for her linen. That small gesture gave her something she hadn't felt in a long time: freedom.

From there, things shifted. WSH helped Leah into crisis accommodation, supported her housing application, and worked with her to clear a \$5,000 debt. She also reconnected with her brother and now has a safe place to stay or store her belongings when needed.

Today, Leah is on the priority housing list and making choices from a place of strength. Leah often reflects on the suitcases and that first real connection with WSH. What seemed like a small act became a symbol of pride and new beginnings. The clean, warm room. The hot shower. The respectful support. These were the foundations that helped her rebuild her confidence.

Leah is no longer just surviving—she's shaping a new story for herself, and WSH has walked alongside her every step of the way, making sure that every note, every encounter, and every act of care is part of that new, empowering storyline.



I AM EXCITED FOR THE FUTURE, FOR THE FIRST TIME



OUR PRACTICE

EMMA FINNERTY

“Success is the sum of small efforts, repeated day in and day out” – Robert Collier

Practice is the foundation that underpins and enhances the vital work we do. Our organisation employs a robust and collaborative planning framework that aligns our purpose, values, and vision with service delivery and organisational priorities. This approach ensures that our work remains consistent, evidence-informed, and responsive to community needs.

Strong systems and frameworks are essential to maintaining high-quality, consistent, and accountable practice. They provide the structure necessary to integrate our values with daily operations, ensuring that our services remain evidence-based and outcomes-driven.

By embedding clear frameworks, we create coherence across programs, support effective decision-making, and promote continuous improvement. These systems enable us to track progress, evaluate impact, and ensure compliance with accreditation standards – ultimately enhancing our capacity to deliver meaningful, sustainable change for the individuals and communities we serve.

Key Achievements

- **ASES Client Feedback:** Positive client feedback received through the Australian Service Excellence Standards (ASES) process reflects the quality and impact of our services and our commitment to continuous improvement.
- **ACF Review Completed:** The completion of our ACF Review demonstrates our strong governance, accountability, and alignment with best practice.
- **Organisation-Wide Outcomes System:** We implemented an organisation-wide system to analyse outcomes, enabling a more consistent and data-informed approach to evaluating service effectiveness and driving strategic improvement.
- **Pilot Program Launch:** A pilot program was launched within one of our programs to evaluate and enhance our service delivery and client outcomes. This initiative represents a significant step forward in innovation and practice development, with findings to be shared in the coming months.

Looking Forward

In the year ahead, our focus will be on building upon these achievements to further strengthen our practice and organisational capability.

Key priorities include:

- Using outcomes and feedback data to continuously improve service delivery and clearly demonstrate our impact.
- Building organisation-wide confidence in accreditation, compliance, and quality assurance processes.
- Developing comprehensive practice procedures across all services to ensure consistency, quality, and best practice alignment.

Our ongoing commitment to reflective practice, collaboration, and evidence-based improvement ensures that we remain a leader in our field and steadfast in our mission to end gender-based violence.



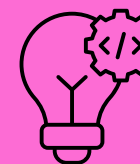
100%
achieved in ASES
Accreditation



COMPLETED
Australian
Childhood
Foundation Annual
Review



LAUNCHED
new client
feedback system
and introduced
post support client
interviews



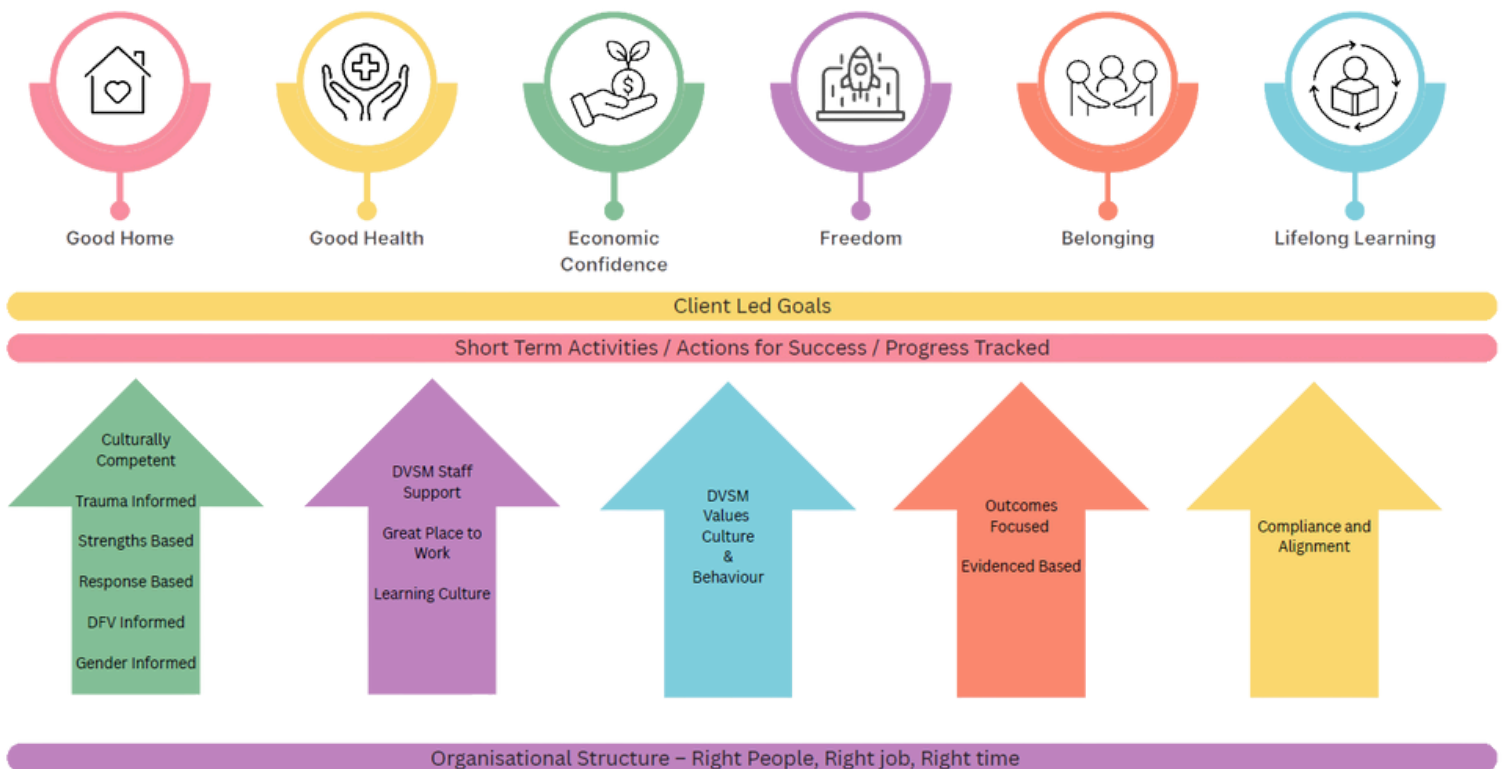
DEVELOPED
organisation-wide
system to analyse
outcomes and
feedback data.

OUR PRACTICE

EMMA FINNERTY

WHAT IS OUR SERVICE DELIVERY FRAMEWORK?

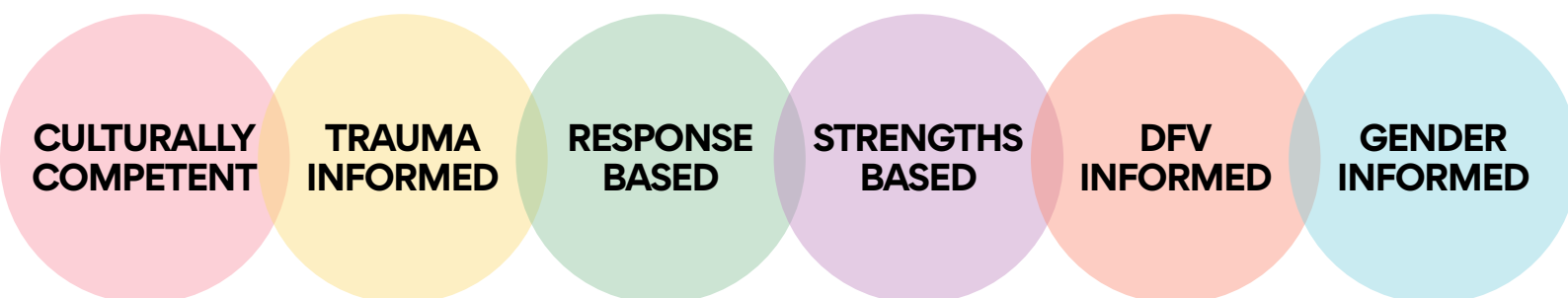
Our Service Delivery Framework provides a structured, evidence-based approach to delivering high-quality, consistent, and outcomes-driven services. It defines how we work with clients, the practices we use, and the standards expected from all staff in their day-to-day roles. The framework is underpinned by six key pillars that guide all aspects of our service delivery.



PRACTICE MODEL:

DVSM aligns and supports staff to work within accepted theory and practice models.

DVSM invests in sustainable learning solutions to ensure staff are competent in the following ways of working:



OUR PEOPLE

CAMILLA LOPES

“When you hand good people possibility, they do great things.” – Biz Stone

Human Resources has led key initiatives enhancing operational efficiency, HR compliance, continuous quality improvement and staff engagement across the organisation.

In April 2025, we were certified™ by Great Place To Work® for the second consecutive year, with 86% of employees agreeing this is a great place to work. Results showed a 17% increase in staff valuing our unique benefits (95%) and an 11% increase in perceptions of fair pay (89%), reflecting our strong investment in remuneration and wellbeing.

In response to insights received from the GPTW survey, we launched a Stop, Start, Continue survey to evaluate the best ways to improve and enhance our internal communication. Insights are informing a new communication toolkit co-designed with the Senior Leadership Team for implementation in FY26. Survey results showed 93% of employees agree their managers are supportive and open to feedback—evidence of our successful leadership development initiatives.

A major remuneration review in FY25 benchmarked salaries against industry standards, confirming we remain competitive in the market and assisted the implementation of a new Remuneration, Rewards and Benefits Policy ensuring transparency and fairness.

Efficiency initiatives have reduced turnover and attrition through 2025. Initiatives included streamlining HR systems, payroll, and Human Resources Information System (HRIS) workflows, improving efficiency, compliance, engagement, and productivity. Our updated Probation Review process has been well received for fostering purpose and growth.

We completed the FY25 Performance Review cycle, inclusive of introducing new manager training and a robust two-way feedback process via HRIS. All employees have now set FY26 goals aligned with organisational values and career aspirations.

Learning and Development remained a key focus. The Executive Development Program for Women in Leadership expanded to include Service Managers, building leadership skills and supporting gender equity. New compliance and capability, cybersecurity, and performance management training were introduced via our Learning Management System Go!, alongside Leading for Mental Health training for leaders. Work Health and Safety (WHS) courses and certifications were maintained and enhanced with a new WHS Foundations Course.

HR continued its strategic role in workers compensation processes and Work Health and Safety, taking a proactive approach to risk management, and leading an active WHS Committee driving continuous improvement and staff engagement. The new Wellbeing Ambassador role will further promote health and connection in FY26.

Looking ahead, HR remains committed to Leading with Care, ensuring all staff are supported with the tools, resources, and development opportunities needed to grow with purpose and impact.

It is my deepest pleasure and privilege to work with such caring, respectful and purpose-driven women whose passion is translated in the pursuit of excellence and making a real difference in our community. As we emerge in our true name of Human & Co, HR aspires to leave a lasting and meaningful impact on what it means to foster our people-centred approach and humanity, within and beyond our organisation.



Certified Great Place to Work
for the second consecutive year



86%
of employees said DVSM is a great place to work



89%
of employees agreed they are paid fairly for their work.



10%
staff turnover reduced to a low 10%

OUR PROJECTS

At DVSM, we believe in looking at things differently, and reimagining how we deliver support to create lasting, positive change. Our focus is firmly on the future, guided by a deep commitment to strengthening the lives of the women and children we walk alongside. Through bold thinking and purposeful action, we are constantly driving forward key projects that will enhance our services and extend our reach, so we can make an even greater impact in the communities we serve.

WESTERN SYDNEY REFUGE PARTNERSHIP : CORE & CLUSTER OPENING DEC 2025

We are excited to announce that we will be entering into a lease for a fit for purpose property in the Blacktown LGA, provided by the Community Housing Provider LinkWentworth. This new facility will allow us to support families more effectively with:

- 2 x 4-bedroom units for family accommodation
- 3 x 2-bedroom units for smaller families or individuals
- 1 x Administration unit featuring consulting rooms for counselling and case management, as well as hot desks for staff use

Key dates:

- Occupancy of the facility will begin from November 2025
- Client intake is scheduled to commence from December 2025

Case Management services will be delivered through an Outreach model, designed to ensure clients receive support with the utmost dignity and respect, while providing day-to-day assistance as needed. We will finalise the details of this approach following consultation with staff.

This project has been two years in the making, and we are thrilled that it will significantly enhance our capacity to assist more women and children experiencing or escaping violence.



COMPLETED PROJECT: STAFF ACCOMMODATION WILCANNIA

We are pleased to announce the successful completion of the staff accommodation project in Wilcannia, delivered in partnership with the Department of Social Services (DSS). In December 2023, the DVSM team was thrilled to receive confirmation from DSS that our funding submission to create additional staff accommodation had been approved. This new two-bedroom dwelling addresses the critical housing shortage in Wilcannia and is a vital step toward attracting and retaining skilled staff to support our services in the region.

The accommodation was completed in June 2025, and we are delighted that a staff member is now enjoying the modern, fully equipped space, which will contribute to improved wellbeing and service delivery.

OUR PROJECTS REBRANDING

COMING
SOON

NEW NAME *new look*

Over the past two years, our focus has been on embedding key internal changes—strengthening staffing structures and refining operational processes. With these foundations now firmly established, our attention has shifted to an important external strategic priority: rebranding our organisation to enhance visibility and increase awareness of the essential services we provide.

In 2024, The Senior Leadership Team commenced a comprehensive scoping exercise to explore a full rebrand and identity refresh of DVSM. The purpose of this work was to develop a clear and impactful brand that authentically represents our mission and purpose, while addressing ongoing confusion between our organisation and our Peak Body.

The outcomes of this exercise were reviewed and formally endorsed by the DVSM Board in December 2024. Since then, the rebranding project has progressed steadily, with full rollout planned for 2026. This work encompasses a refreshed name, vision, logo, and visual identity, ensuring consistency across all communications and alignment with government contract requirements—particularly in the areas of primary prevention and promotion.

The new brand has been developed around the belief that everyone deserves safety, dignity, and the right to live free from fear, violence, or judgment. Grounded in empathy, strength, and unwavering humanity, the brand reflects our evolution from being simply a source of help to being a catalyst for change in how communities support one another.

It is a brand that feels warm and approachable, while remaining confident and professional. It captures the everyday reality of our frontline teams—creating safe, human spaces where people feel heard, validated, and empowered.

By building a more cohesive and compelling brand, we will strengthen engagement with funders, partners, and supporters—ultimately increasing our capacity to reach and support more women and children in need. This rebrand is not merely a visual refresh; it represents a critical step in our broader strategic vision to expand our influence, deepen key relationships, and accelerate our growth across the communities we serve.

We look forward to sharing the new brand with you in the coming months...stay tuned!

OUR STRATEGIC PLAN

At the heart of DVSM's interim two-year plan were unwavering pillars: driving growth, delivering exceptional service through best practices, and cultivating a vibrant, inspiring workplace. Over the past 12 months, we have not only grown—we've begun our major transformation from the inside. Through disciplined strategic and annual planning, we've successfully executed every facet of our plan and evolved as an organisation.

Today, we proudly celebrate these milestones as a testament to the dedication and resilience of everyone who works for DVSM. With eyes set firmly on the future, we are energised to unveil a visionary five-year plan for 2025-2030. The entire DVSM team remains committed to our shared purpose, positive impact across our clients, partnerships, workplace culture, and professional excellence.

DVSM 24/25 STRATEGIC PILLARS



**GROWTH
OF BUSINESS**



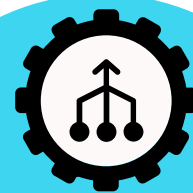
**GOOD
PRACTICE**



**GREAT
PLACE TO WORK**

The achievements of the past year (detailed over page) have placed us in a strong position to undertake a transformative rebrand of the organisation in 2026.

STRATEGIC PLAN ACHIEVEMENTS



GROWTH OF BUSINESS

GOAL 1

Enhancing Our Technologies and Systems

We strengthened our technologies and systems to support organisational growth, including improvements to SharePoint, credit card automation, and project management tools. In partnership with Techants, we are developing an IT Strategy and Service Catalogue to align with DVSM's ICT and strategic priorities

GOAL 2

Stabilising and Integrating Organisational Change

Our focus was on consolidating organisational change by embedding new systems, structures, and processes ahead of future growth. Key achievements included integrating ASES and ACF standards into daily practice, implementing the Service Delivery Framework, strengthening the Practice Manager role, and enhancing efficiency across Shared Support Services through a more skilled, streamlined workforce.

GOAL 3

Growing DVSM's Presence and Impact

DVSM commenced an organisation-wide rebranding process to strengthen our identity and visibility across the sector, among funders, and within the broader community—amplifying our impact and enabling us to reach more women and children in need.

STRATEGIC PLAN ACHIEVEMENTS



**GOOD
PRACTICE**

GOAL 4

Streamlining Systems and Processes

This year, we streamlined systems and processes across the organisation by introducing digital forms, enhancing administrative support, and improving management of key registers—boosting efficiency, oversight, and user experience.

GOAL 5

Leading Advanced Practice

DVSM strengthened advanced practice to improve outcomes for adults and children experiencing DFV, embedding new systems, structures, and processes, including the pivotal Practice Manager role. A major milestone was the implementation of the Outcomes Framework, linking worker activity to client outcomes through the DCJ CIMS system, enhancing service consistency, quality, and the organisation's ability to demonstrate impact to funders.

GOAL 6

Optimising Stakeholder Forms

We successfully optimised stakeholder forms by replacing spreadsheets and Word documents with streamlined digital forms across finance, HR, and administration, supported by two new key roles. These improvements enhanced efficiency, usability, and the overall user experience, while enabling the team to identify further opportunities to improve service delivery.

GOAL 7

Enhancing Service Delivery Through Partnerships

We enhanced service delivery by forming strategic partnerships with organisations such as DV Collective and She Is Not Your Rehab, enhancing staff experience and client outcomes. We are also developing a Communities of Influence database and preparing for our 2026 rebrand to expand partnerships and further increase our impact.

STRATEGIC PLAN ACHIEVEMENTS



**GREAT
PLACE TO WORK**

GOAL 8

Leadership in Learning and Staff Wellbeing

DVSM advanced continuous learning and staff wellbeing through initiatives such as embedding WHS processes, launching the Go1 learning platform, developing targeted learning modules, and contributing to the new Specialist Homelessness Services industry-wide capability framework, all in preparation for Great Place to Work Certification.

GOAL 9

Engaged Staff & Great Place to Work

DVSM proudly achieved Great Place to Work Certification for the second consecutive year, with 86% of staff agreeing it is a great place to work. Alongside a comprehensive remuneration review, staff wellbeing initiatives, and strengthened workplace culture, these efforts reduced turnover from 53% to under 10%, positioning us as an employer of choice.

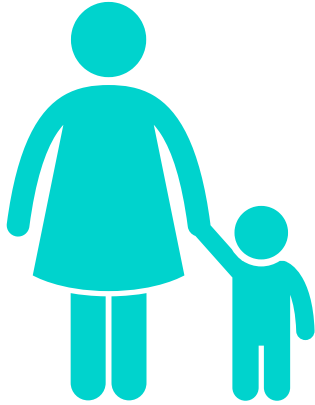
GOAL 10

Creating Connection and Shared Vision

Over the past 18 months, we strengthened collaboration across all locations and services, aligning internal strategies and engaging staff at every level through Working Groups and Committees. These connections will continue to grow as we prepare to unveil our refreshed vision in 2026.

OUR IMPACT & HIGHLIGHTS

We are proud of the positive impact DVSM continues to have throughout the communities we serve. We are committed to increasing our impact across NSW, and enhancing the support we offer women and children experiencing domestic and family violence and homelessness.



Supported more than

1,500

women and children impacted by or experiencing domestic and family violence



Completed much needed Staff Accommodation Project in Wilcannia in June 2025

Provided more than



Bed nights to women and children in need

Enhancement of Work Health and Safety practices across the organisation



Completed Australian Childhood Foundation Annual Review



NEW SERVICE

Preparations in progress for new core and cluster facility - DVSM service beginning late 2025



Staff turnover reduced to a low

10%



100% achieved in our ASES Service Excellence accreditation



Received Great Place to Work certification for second year in a row.

INSIGHT EXCHANGE

www.insightexchange.net

Insight Exchange centres lived expertise of domestic, family and sexualised violence. It is designed to inform and strengthen social, service and system responses to violence and abuse.

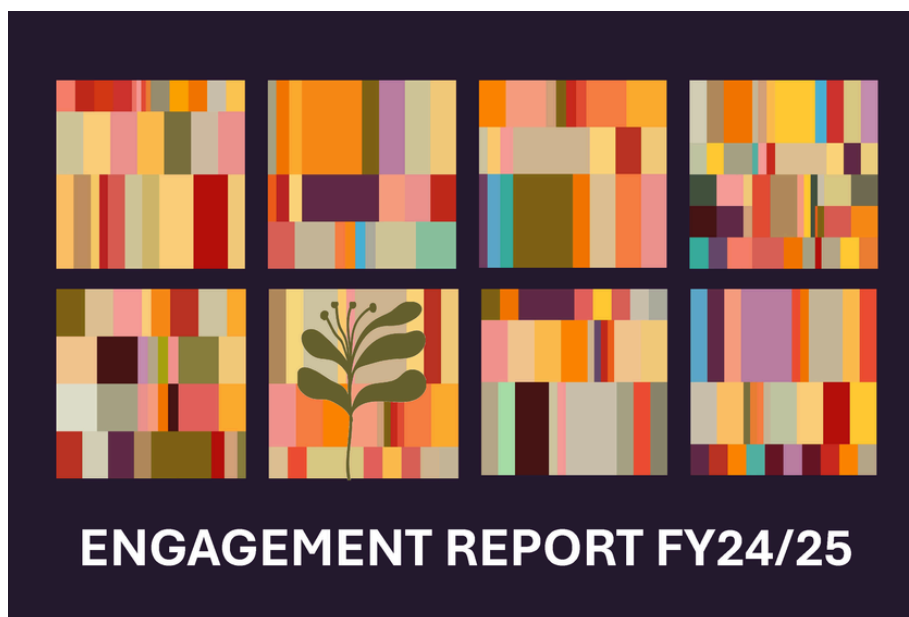
Insight Exchange provides free (donated) information, insights and reflection materials to people in any community, service or system. Our thanks to every person who contributed insights for the benefit of many.

The work of Insight Exchange is enriched by all who participate, as well as Associate colleagues, collaborators, in-kind supporters, individual contributors, industry specialists, suppliers and a silent donor.

Insight Exchange is led and managed separately to DVSM services. Descriptions of local and international initiatives, engagement, impact and updates feature in the following publications hosted on Insight Exchange.

(1) Insight Exchange FY24/25 Engagement Report

Our 'Engagement Reporting' is designed to share with participants and the public a picture of responses to the lived experience insights and materials. Engagement Reporting is published each financial year providing a snapshot of engagement. The reporting includes a hybrid of quantitative and qualitative data as well as financial year analysis. We acknowledge that engagement cannot be fully quantified in volume (through sharing forward) or in value (what the insights and materials fully mean to people).



INSIGHT EXCHANGE

www.insightexchange.net

www.insightexchange.net/strategy-and-engagement/

(2) Insight Exchange Updates

When new information, initiatives or insights are available we share this through the Insight Exchange updates.

www.insightexchange.net/updates/

Contact Us

More information about Insight Exchange can be found at www.insightexchange.net

Contact the Director Sal Dennis [contact@insightexchange.net]

SUZANNE EVANS TREASURER



The financial operations of DVSM remain strong, underpinned by significant balance sheet resources and a further increase in its net asset position, closing at **\$7,228,870** at the end of the financial year. DVSM recorded an overall **surplus of \$1,659,476**, reflecting increased government grant revenue compared to the prior year and higher interest rates on cash balances.

Financial Performance

Total income for the year was **\$10,229,002** (2024: \$8,190,723), representing a **25% increase**.

This growth was primarily driven by a substantial **26% increase in grant revenue** and a **29% uplift in interest income**. DVSM's core income continues to be derived from NSW Government grant funding for essential services, which accounted for approximately **69% of total income in 2025**.

Total expenses were **\$8,569,526** (2024: \$7,890,766), an increase of **9%** across the organisation. This rise was mainly due to higher costs associated with Insight Exchange activities transitioning from design to implementation, as well as increased employment costs following SCHADS award rate adjustments across all services. These increases were partially offset by the absence of expenses associated with one-off projects in the current year.

Property Update

In 2024, DVSM took a write-down on the value of the property under development in Wilcannia, intended to provide additional crisis accommodation and a community hub. The organisation is currently exploring options to divest the property. While any divestment could result in a recovery of the written-down value, a reassessment concluded that it remains too uncertain to recognise any reversal at this stage.

Looking Ahead

DVSM is continuing to implement strategies for relevant and sustainable growth, including diversifying funding sources for strategic investments across our services and increasing grant income. These initiatives will ensure the organisation capitalizes on its current momentum and strengthens partnerships with both internal and external stakeholders.

Acknowledgment

I would like to express my sincere gratitude to our dedicated team for their unwavering commitment to excellence. Their efforts have ensured a year of strong performance and the maintenance of rigorous control frameworks. Together, we have demonstrated that sound financial stewardship is essential to delivering meaningful impact for those who need it most.

SUZANNE EVANS
TREASURER | DVSM

FINANCIALS

DOMESTIC VIOLENCE (NSW) SERVICE MANAGEMENT CONSOLIDATED

STATEMENT OF INCOME AND RETAINED EARNINGS FOR THE YEAR ENDED 30 JUNE 2025

	FOR THE YEAR ENDED	30 JUNE 2025	30 JUNE 2024
REVENUE AND OTHER INCOME			
REVENUE			
Revenue from Contracts with customers		7,098,159	5,617,396
Other revenue		2,855,762	2,360,813
Interest revenue from financial assets measured at amortised cost		275,081	212,514
Total revenue and other income		10,229,002	8,190,723
EXPENSES			
Employee benefits expense		(5,633,604)	(4,628,651)
Client expenses		(662,762)	(379,835)
Rent and occupancy expenses		(229,381)	(291,727)
Depreciation and amortisation expense		(5,297)	(155,763)
Travel expenses		(48,207)	(48,520)
Computer and telecommunications expenses		(148,863)	(141,793)
Professional fees		(141,787)	(44,312)
Motor vehicle expenses		(128,389)	(111,115)
Conference and meeting expenses		(78,989)	(70,865)
Insight Exchange Project		(1,213,982)	(841,626)
Other projects		(7,467)	(305,000)
Impairment expense - Wilcannia Hub		(-)	(321,111)
Interest expense		(858)	(487)
Low value assets expense		(48,413)	(12,206)
Other expenses		(221,527)	(537,755)
(Deficit)/surplus before tax income		1,659,476	299,957
Income Tax expense		-	-
Surplus/(deficit) after income tax expense for the year attributable to the members of the Company		1,659,476	299,957
Retained earnings at the beginning of the year		5,569,394	5,269,437
Retained earnings at the end of the year		7,228,870	5,569,394

STATEMENT OF CONSOLIDATED FINANCIAL POSITION

	AS AT	30 JUNE 2025	30 JUNE 2024
ASSETS			
Current assets		8,585,272	7,162,106
Non-Current assets		426,498	22,078
Total assets		9,011,770	7,184,184
LIABILITIES			
Current liabilities		1,624,235	1,452,018
Non-Current liabilities		158,665	162,772
Total liabilities		1,782,900	1,614,790
Net assets/ total equity		7,228,870	5,569,394

Happy International women's day to all the survivors of domestic violence and sexual assault



" MOMO on the Go! "



" Our Counselling, ROAR, ACSS, DV-AHS and MOMO teams making every event great! "



A SNAPSHOT OF OUR YEAR



" Counselling rooms & Children's Playroom refresh! "



" The wonder women of our OASIS Programs "



" Bringing Up Great Kids Program Complete! "



" Community events led by the wonderful Wilcannia Team "

" Receiving wonderful donations from some amazing supporters "



THANK YOU

Thank you to our funders and partners : DVSM Service Delivery is funded by the NSW Government Department of Communities and Justice (DCJ) and Regional NSW.

Special Thanks from our Senior Leadership Team : We have many partners and supporters who provide great support and counsel, enhancing the work we do every day. Sal Dennis and the Insight Exchange team, Corrs Chambers Westgarth teams, Pitcher Partners, Bespoke Payroll, Link Wentworth, Blacktown City Council, Central Darling Shire Council, Claire McKendrick, Esther Batchelor and the Capital Grants team at Department of Social Services, Peter Oldsen, Paul Freckleton and the Coolibah Cabins team, Matt and Sarah Brown and Rochelle Cole from She Is Not Your Rehab, Jessica Brady, Kittu Randhawa and ICOSA, the Department of Communities and Justice teams we work closely with, NCOSS, City of Sydney, Women's Housing Co, Home In Place, The WAGEC team, Cat Gander & the DV West Team, the Two Good Team, David Hartigan, Rize Up, WESNET, ACWA, Mitchell College Blacktown, and the Australian Childhood Foundation

MOMO would like to thank : Newtown Neighbourhood Centre, HOMES NSW Strawberry Hills office, Kirketon Road Centre, Banksia Women, Leichhardt Community Corrections and UNITING - Edina transitional accommodation, WEAVE - Staying Home Leaving Violence Program, The O'Brien Centre, St. Vincents Hospital, Lou's Place, Justice Support Centre - Sydney Women's Domestic Violence Court Advocacy Service and The Gender Centre.

DFVS / ROAR would like to thank : RizeUp, Wesley Mission EVP, IARC, BACC, WashHouse, Blacktown Women's and Girls, Zonta Club, Start Safely Teams at Mt Druitt, Blacktown Housing, Evolve Housing, Anglicare FFA, Oz Harvest, Fernwood Fitness Seven Hills, The Nappy Collective and Lioness Transport.

WSH would like to thank : Wilcannia Police Inspector and local enforcement team, Wilcannia Central and Mission Schools, Wilcannia Central Darling Shire Council, Broken Hill Legal Services for pro bono legal support and advice, Homes in Place (CHP) and Murdi Paaki Housing (AHP) (Housing) and Broken Hill Thrive Medical (NDIS and Disability).

DVCSS would like to thank : The Hills Shire Council, Blacktown City Council, Parramatta Cumberland Domestic Violence Prevention Committee, Mount Druitt and Parramatta DCJ Housing, Parramatta Mission and Parramatta Community Corrections.

ACSS would like to thank : Rooty Hill Public School, Rooty Hill High School, Bert Oldfield Public School, Blacktown West, Blacktown South, John Palmer Public School and Winston Hills Public School, Youth Rex, Act for Kids, Rosie's Place and Headspace Castle Hill and Mt Druitt, Salvation Army, Anglicare and Bunnings.

Thank you to all our past and present sponsors, supporters, donors, and volunteers — from our entire team and the communities we serve. Your generosity makes it possible for us to reach and support so many women in need. We especially wish to acknowledge Peak Bodies, including DVNSW and Homelessness NSW, as well as all our service partners across Greater Sydney and the Far West NSW regions.



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