

# ANNUAL REPORT 2021/2022





# Acknowledgement

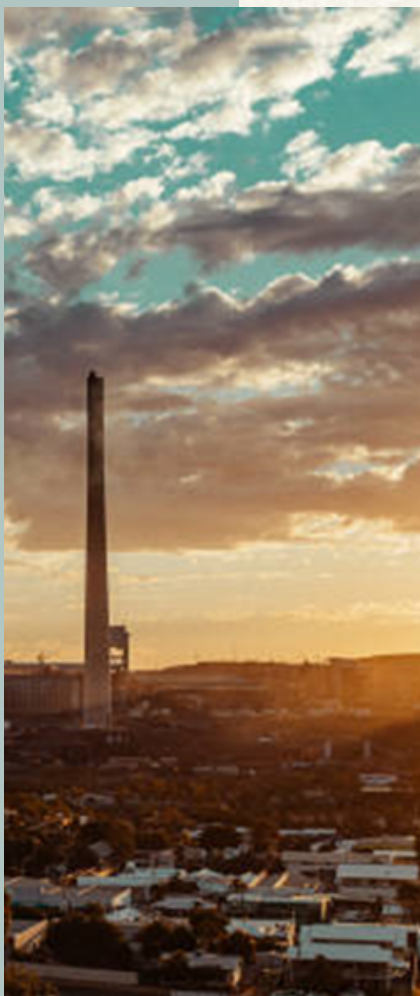
We acknowledge the traditional custodians of the land on which we work and live, the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi and Kalkadoon and Mitakoodi people and pay tribute to their cultures, their ancestors and their elders past, present and all future generations.

We recognise that Aboriginal and Torres Strait Islander women and children experience significantly higher levels of domestic and family violence. This is compounded by experiences of racism, marginalisation, and other significant factors deeply rooted in the impacts of colonisation and the loss of land and culture. We support the Uluru Statement from the Heart and acknowledge that sovereignty has not been ceded.

We also acknowledge the women and children who have lost their lives to domestic violence, and those who continue to live with this fear and trauma amongst our community.



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# A message from NQDVRS President

01

On behalf of the Management Committee, I am pleased to present this report outlining NQDVRS achievements and challenges in 2021-2022.

As President, I have had the privilege of spending another year involved with supporting this great organisation. It really has been an important and exciting year which has seen careful yet strong decision making and direction setting. Sadly, it's my last year as President, as I feel it is time for me to move on. I am very pleased to know that Nonie Harris is nominated and keen to accept the position moving forward. Nonie is a longstanding Committee member, who I know will do a terrific job supporting CEO Verity and staff, and ensuring, along with other Committee members, the ongoing viability and growth of NQDVRS. I will, however, be remaining on the Committee, it is hard to move on completely after 28 years of involvement!

The last 12 months has been a busy time, with Verity taking up the reins as CEO and dealing so capably with the many issues the organisation has faced. Departmental reviews, struggling to get extra resources to meet the ever-increasing demand, staff changes, ensuring conformity with relevant Practices Standards, HSQF Audits, not to forget the ongoing pandemic which has resulted in a strain on the staff resources. Through all this, Verity has ensured that the service continues to meet the growing needs of the women and children in our community, and that the staff are well supported in the difficult job that they do, and the reputation of the organisation as the specialist domestic violence service continues to grow.

This year has seen some changes in the Governance of the organisation to ensure accountability, with a new Treasurer, Therese Smith very ably overseeing the finances and supporting Finance and HR Manager Carolyn who does such a great job managing the budget. A Finance Sub-Committee has been established and there have been changes to the finance software as well as reviewing of other programs to ensure financial viability and accountability.

The organisation has developed a Strategic Plan to lead the direction of the service for the next 5 years and is also in the process of developing a Reconciliation Action Plan. These two documents will assist in meeting the requirements of the HSQF Audit.

# A message from NQDVRS President

02

There have been some staff changes over the past 12 months, and whilst always sad to farewell long term staff, new staff, including 2 new Team Leaders, have brought new energy and fresh ideas to the team. Whilst not wanting to single anyone out, I do want to take this opportunity to mention Betty McLellan, who has given many years of support to the organisation in several roles - trainer, external supervisor, and casual worker, and has now retired (although I think we will still see her in the Service in some capacity!) Thank you Betty, for your many years of service commitment to NQDVRS.

The Mount Isa Office continues to provide a very valuable service in the Community, with Shannon leading the staff team of great committed workers. The Department of Justice and Attorney General is currently doing a review of the provision of domestic violence services to the Mount Isa and surrounding areas, a community which NQDVRS remains committed to.

An important area of work over the past 12 months has been the search for new premises in Townsville, which will be more accessible for clients and suitable in providing a service to both victims and respondents. Suitable premises have been located and the service is hopeful to be moving next year. I would like to particularly thank Treasurer Therese Smith for all her work in ensuring that suitable premises are secured.

I would like to thank Verity and all the staff for their tireless work and commitment during a very difficult 12 months, and the Management Committee for their ongoing support of the organisation and in particular their support of me, which has certainly made my role easier.

In closing, I want to thank the Department of Justice and Attorney General, for their ongoing funding of NQDVRS, which has enabled us to do the work we do and to meet the increasing need of the women and children in the Community. Also, thank you to Contract Officer Zoe Semson and the Regional Office for their ongoing support.

**Lindy Edwards**

NQDVRS PRESIDENT

# A message from NQDVRS CEO

2021-2022 was a pivotal year of two inseparable yet distinct parts.

03

It has been an honour to commence in the role as CEO of NQDVRS and lead an organisation strongly founded in feminist principles and deeply committed to empowering women and children to live a life free from domestic violence and abuse.

My focus has been on firstly supporting staff to deliver the vital services we are proud to provide, in what had been a turbulent period. Of paramount importance was the need to build trust and foster open, two-way honest communication throughout the organisation. To create a place safe to share, question and respectfully challenge. To lead and model the culture we value from the Management Committee and Leadership Team and throughout the organisation.

Secondly, it was a year of asking so many WHY questions about everything we do. To listen and think in depth about who we are, where we are going, and how we navigate the uncertain terrain. I acknowledge that this has been unsettling at times, and I am incredibly grateful for the progressive thinking of the Management Committee, the support and trust of the Leadership Team and the hard work and commitment from all staff even in the face of such change.

This annual report sets out some of our many achievements in 2021-2022. Both in terms of changes already introduced to enhance service delivery, but also not forgetting the achievement of maintaining the specialist service delivery across multiple programs in both Mt Isa and Townsville despite many adversities. This Annual Report also introduces our new 5-year Strategic Plan which is a culmination of 4 months of listening, talking, thinking, and reflecting. The Strategic Plan is written with every victim survivor we have worked with in our hearts and minds. It is ambitious and will bring about many more significant changes to governance, operations, systems, processes, and the look and feel of the organisation. The aim is to contemporaries the organisation to enable it to meet the needs of victim survivors as the specialist DFV service in the North Queensland regions well into the future.

# A message from NQDVRS CEO

04

I wanted to acknowledge my respect and admiration when I consider that Coalition on Criminal Assault in the Home (CoCAITH) began as an unincorporated association some 40 years ago by a group of strong advocates for change. Over the years it has spearheaded ground-breaking work and shown true grit and determination to bring domestic and family violence out of the shadows. Every day at NQDVRS we are reminded and continue to emulate the strong feminist origins. Whilst the organisation is entering a new chapter, there is genuine commitment that the past will be remembered, it will shape the future and great care will be taken to value the work of those before us.

Finally, I wanted to express my gratitude to so many people. There has been such an open welcome and constant source of support from QDVSN and SPEAQ members, who have come to my aid on so many occasions. I also wanted to acknowledge the commitment from so many local stakeholders and the inclusive feel and connection across the network. To all the supporters and those who have willingly donated, you have helped so many victim survivors with your generosity. Our funders the Department of Justice and Attorney General, Zoe, Sarah, Amanda, thank you for your support and the genuine care you show. Last but not least to staff, Committee Members and in particular Lindy, as the outgoing longstanding President, thank you so much for your unwavering support and dedication as we forge ahead to safer futures.



**Verity Bennett**

NQDVRS CEO

# A message from NQDVRS Treasurer

05

On behalf of the Management Committee, I have pleasure in presenting the audited financials for the year ending 30 June 2022 and my first as Treasurer.

Key milestones for the service this year:

Implementation of new accounting software Xero with enhanced capability to achieve consolidated association reporting and also reporting by funding pool. This has been a great effort by HR and Finance Manager Carolyn to manage and oversee this process and create these efficiencies.

Further implementations will be reporting software to overlay the Xero system which will produce a dashboard of information and ratios pertinent to a not-for-profit organisation suitable for management committee members to maintain their oversight.

This year also saw the establishment of a Finance Sub-Committee consisting presently of CEO, Finance and HR manager and Treasurer which meets in the week prior to the monthly meeting to review the monthly reports.

CEO Verity has refined the service reporting with respect to each funding pool to clearly track the delivery performance and expenditure quarterly in line with government expectations. This provides the committee with regular oversight of the operations of the service.

Income and expenditure have remained in line with our budget projections.

Income in 2021-22 from the Department of Justice and Attorney General continues to be the major funding received, along with other contributors equating to just over \$2.8 million.

# A message from NQDVRS Treasurer

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The largest expenditure for the service continues to be as expected, with salaries and related expenses just under \$1.9 million.

It remains a challenge to meet the growing demand for support in the domestic violence sector with the available resources. We remain committed to applying these funds in a prudent manner which serves our clients to the best of our ability.

The Management Committee would like to take this opportunity to thank all our financial supporters, funders, members and staff for their ongoing commitment and dedication to the organisation. The awareness and generosity of the Townsville and Mt Isa community towards our service is greatly appreciated.

**Therese Smith**

NQDVRS TREASURER

# Who we are

North Queensland Domestic Violence Resource Service (NQDVRS) is a long-standing specialist service providing crisis support, information, and referral for victim survivors, as well as men's behaviour change programs.

The rights and dignity of victim survivors and culturally respectful engagement is of paramount importance and underpins service delivery.

NQDVRS has a strong advocacy voice, campaigning for men's use of domestic and family violence to end. This is a gendered issue where the focus must be on men ending their violence and abuse.

A whole of community approach with strong leadership is needed to create change. NQDVRS is committed to being a leader with others, and values and nurtures honest and respectful relationships.

Our staff are highly trained and experienced practitioner advocates who are multi-disciplined in their approach. Staff lead on different programs but also provide back up support for each program to ensure shared knowledge and a holistic approach to anyone we work with.



## Our approach

We acknowledge the intersectionality of the many barriers that exist for women and their families as they seek safety and support, and that women from diverse backgrounds can face particular and unique barriers.

In the work we do we believe in the right of justice, equality and fairness for all. We regard women as the experts over their own life and we see our work as a partnership that is respectful, transparent and accountable.

Our principles and values are strongly held and shared with everyone we spend time with, whether this is our clients, colleagues or our many partner organisations.

Collaboration and integration are central to the work we do. This occurs every day as part of service delivery. NQDVRS are also active members of longstanding Queensland networks such as Queensland Domestic Violence Services Network (QDVSN) and Services and Practitioners for the Elimination of Abuse Queensland (SPEAQ).

We sincerely acknowledge the women and children that came to our service, for sharing your stories and for trusting our service. We will do our utmost to be here for you to help advocate and be a trustworthy support.

# Our Management Committee

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## **President – Lindy Edwards**

Lindy Edwards has more than 30 years' experience working in the Community Sector, in particular in the area of domestic violence and women's homelessness.

Lindy has a Bachelor of Social Work degree and was for over 20 years the Co-ordinator of Seras Women's Shelter. Now retired, she continues to contribute to the work of eliminating violence against women and children through her involvement with the NQ Domestic Violence Resource Service as a Management Committee member.

During the many years working in the Community Sector, Lindy held Executive positions on the boards of other local Not for profit organisations as well as State and National domestic violence and homelessness peak organisations.

## **Treasurer – Therese Smith**

Therese was born and educated in North Qld and successfully operated an IT company for over 20 years. Therese had eight years as a member of James Cook University Council. Her roles included Chair of Univet Pty Ltd.

Her experience includes over twenty years of board experience in Not-for-Profit and government organisations in tertiary education, mental health, employment training, sports management, and domestic violence sectors as well as corporate board positions. Therese is skilled in strategic planning, corporate governance, finance, and information technology.

Therese is committed to community and is an active member of Zonta Townville Metro.

## **Secretary – Ines Zuchowski**

Dr Ines Zuchowski has extensive work experience as a social worker in social welfare practice, exposing her to a broad range of interventions and fields of practice. Research has been an integral part of her professional social work practice.

Ines is now employed as a senior lecturer in Social Work and Humans Services at JCU. Ines social work practice experience and research interest are particularly centred around, child and youth welfare, violence prevention, professional development of supervision, social justice and human rights, women's issues and field education for social work students.

**Committee Member - Nonie Harris**

Associate Professor Nonie Harris has more than 30 years' experience as a social worker and academic and has held several senior executive roles, including Head of Social Work at JCU.

Nonie has qualifications in social work and a PhD in the discipline of Women's Studies. Nonie values her prolonged engagement with Townsville's women's services, particularly as President and Vice President of the NQCWS (the Women's Centre) management committee and, currently, as a member of the management committee of the North Queensland Domestic Violence Resource Service.

**Committee Member - Alex Whitney**

Alexandra Whitney (Alex) is an experienced family and domestic violence lawyer working in the community legal sector. Alex has considerable experience in alternate dispute resolution working as a mediator for the NSW Community Justice Centre and a conciliator of the Queensland Human Rights Commission. Alex was previously a Board Director for the National Social Security Rights Network.

**Committee Member - Meg Davies**

Meg Davis has been a practising social worker in Townsville since 1978 working extensively in the community inclusive of Indigenous health, homelessness, mental health, family skills and was Manager of Townsville Multicultural Support Group Inc. (TMSG) 1998-2020.

She is currently mid-way through a PhD at James Cook University that has been inspired by her work in the resettlement sector through TMSG. She has a strong feminist commitment to human rights and social justice. Through her diverse work experiences, she has participated in strategic advocacy networks and has been on the board of NQDVRS since late 2020.

**Committee Member - Kristin Perry**

Kristin Perry has more than 17 years' experience in strategic human resources management and has held several management roles, including her current position as Manager, Talent Acquisition at James Cook University.

Kristin has qualifications in Business and Human Resources Management and is currently studying Psychological Science and Sociology. She has a strong commitment to feminism, equity, diversity and inclusion and is a member of the JCU Gender Equity Action and Research Team and Indigenous Action Group.

Relatively new to boards, Kristin has been a member of the Townsville Basketball Board since 2019 and joined the NQDVRS Board in May 2022.

# Our Achievements 2021-2022

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## Governance

- Developed and adopted a 5-year Strategic Plan
- Established a Finance Sub-Committee
- Introduced new accounting software
- Reviewed and approved policies
- Introduced new protocols for Management Committee meetings
- Developed new performance reporting arrangement
- Achieved certification through HSQF Maintenance Audit
- Attracted new Committee member
- Continued to Auspice SPEAQ.

## Leadership

- Established a Leadership Group
- Recruited new Team Leaders
- Delivered leadership training
- Commenced a Reconciliation Action Plan
- Consolidated to one service facility in Townsville
- Found new premises in Townsville
- Commenced new recruitment, induction, supervision and appraisal process
- Increased training and development opportunities
- Continued to support students on placement
- Re-thought and introduced new systems and processes
- Submitted responses to QLD Women's Safety and Justice Taskforce
- Engaged in social/media awareness campaigns and interviews
- Partnered in the delivery of new fundraising activities.

# 11 Service Delivery

- Prioritised focus on Crisis Support as a drop in facility
- Reviewed and introduced a new Men's Behaviour Change program
- Re-established Men's Behaviour change program in Mt Isa
- Reviewed Mt Isa's Keeping Strong Women Safe program
- Reviewed AARDVARC program and materials
- Re-commenced joint delivery of Keeping the Sharks at Bay
- Developed new process for ERF, Police Referrals & engagement with DVConnect
- Revised practice manuals, flyers, forms and signs
- Enhanced and refreshed our service environments
- Recruited new staff.

## Integrated Response

- Reviewed Dovetail and commenced implementation of change
- Supported DVIRG as the specialist DFV service and revised process
- Increased community education and information sessions
- Introduced Tuesday afternoon networking and awareness sessions
- Maintained active membership of QDVSN and SPEAQ
- Engaged in new community of practice forums and networks.



# Our New Strategic Plan 2022-2027

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We recognise the significant impact of domestic and family violence on our local communities. A staggering amount of change is needed to eliminate the violence and abuse experienced by so many.

We have undertaken an intentional and thorough planning process to understand what we need to do now and into the future to lead this change and provide the best support for victim survivors. The Strategic Plan is the culmination of 4 months of listening, talking, thinking, and reflecting.

As we embark on our journey to implement this Strategic Plan, we commit to monitoring and reviewing our progress. We hold each other accountable to the commitments we have made as an organisation.

This Strategic Plan articulates our journey to support victim survivors and courageously lead a positive domestic and family violence shift in the North Queensland regions.

During this 5-year Strategic Plan, the voice of victim survivors is elevated, as their experiences teach us how to provide the most crucial services in our community.



## Our Social Vision

**The elimination of domestic and family violence.**

## Our Principles

The safety and the rights of women and children is at the heart of everything we do

The voice of First Nations People is heard and respected throughout our organisation

Decisions and interactions are grounded in ethics and integrity with transparent respectful communication

Continuous improvement is our responsibility so that we remain the specialist domestic and family violence service in the regions

- Collaboration and integration with others provide the best service for our clients

Domestic and family violence will not end unless we relentlessly advocate for change.

## Our new Priorities

### **Our people** and our culture are highly valued

- Enrich the experience of working here
- Build a strong and inclusive team
- Increase First Nations people representation
- Nurture and develop professional growth

### **Our organisation** prioritises the safety of women and children and demonstrates professionalism

- Provide excellence in service delivery
- Enhance our cultural inclusivity
- Strengthen efficiencies by transforming process
- Grow and expand service provision

### **Our sector** recognises us as the lead agency driving change in our regions

- Engage in respectfully collaborative partnerships
- Stand as the specialist sector partner in the regions
- Boldly advocate for change
- Improve awareness and understanding of Domestic and Family Violence

### **Our governance** continually improves to ensure ethical and sustainable practice

- Set and model the organisation's positive culture
- Instil the value of good governance and continuous improvement
- Implement contemporary practices and procedures



# Our Service in Numbers

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NQDVRS operates from two service locations. One in Townsville on Flinders Street and one in Mt Isa on Isa Street.

Over the past financial year our organisation has consisted of:

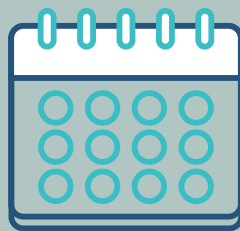
- 34 different staff members,
- 6 students
- 8 Management Committee members.



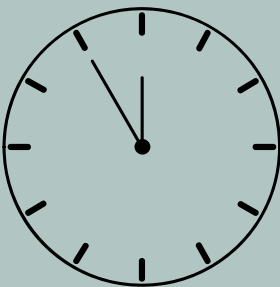
**5982 clients received support across the services**



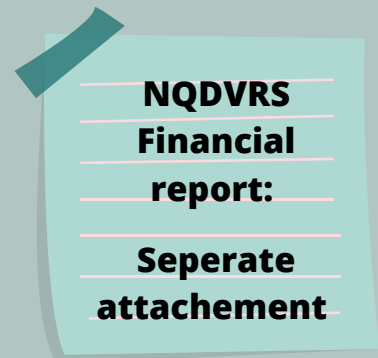
**24396 Police Referrals received**



**20,540 hours of appointments (in person & phone)**



**21,766 hours of services delivered**



**NQDVRS Financial report:**

**Seperate attachement**



**26,821 client activities**

# Our Service Delivery

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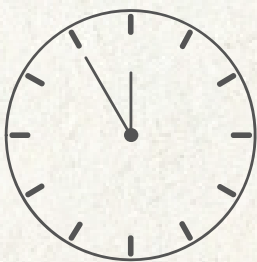
## Crisis Support & Counselling

*“You literally saved my life by helping me and my son into shelter”*

We offer walk in crisis support for people experiencing domestic and family violence. This includes, but is not limited to; information, crisis counselling, safety planning, referrals for safe accommodation, and assistance with applying for or varying a Domestic Violence Order. We also provide therapeutic counselling to support victim survivors to achieve improved quality of life.

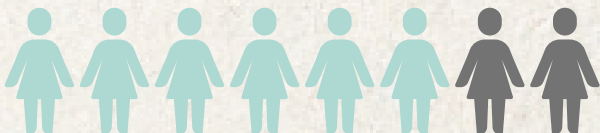
**9697 hours of support provided**

**8236 Townsville**  
**1444 Mt Isa**



**2670 clients supported**

**2152 Townsville**  
**530 Mt Isa**



The year has seen a constant demand on the crisis service which now operates without appointment. We have worked hard to resource the service so clients can be supported in a timely way.

Many clients fleeing domestic violence are finding themselves at risk of being homeless. In Mt Isa we provide a homelessness service. Finding accommodation is challenging due to the high demand and shortage of suitable rental properties and women's lack of financial resources to secure them.

Therapeutic counselling to support victim survivors continued to take place both at the service but also at the Townsville Women's Correctional Centre. Pressures on resources has limited this aspect of service delivery.

In Mt Isa the Keeping Strong Women Safe program was reviewed and re-launched which has been popular and received well by participants.

This year saw NQDVRS co-facilitate the Keeping the Sharks at Bay held at the Women's Centre Townsville.

The interagency collaboration with other service providers has successfully assisted victim survivors with a range of supports through referral and information. Advocacy and influence forms part of our everyday work to help improve the safety of those accessing the service.

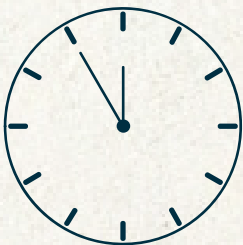
## 16 Court Support

“I noted the intimidating stare in court from my ex-partner, you deliberately positioned yourself between us, I felt really comforted and safe by this”

We provide court support to both the aggrieved and the respondent. Court support workers will provide the aggrieved with information about the court process, emotional support, and safety planning. Court support workers will also assist the aggrieved with their safety whilst at court. The respondent court support worker will assist respondents with information about the court process and their options, and by providing referrals to programs that assist with behaviour change.

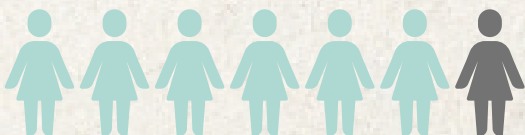
**2774 hours of support provided**

**1960 Townsville**  
**814 Mt Isa**



**2141 clients supported**

**1866 Townsville**  
**275 Mt Isa**



The demand on Court Support at the Specialist Domestic Violence Courts in Townsville and Mt Isa continued to be high, coupled with the organisation providing a service at the Criminal Court once a week and providing a service at Family Advisory and Support Service.

Court Support workers who attend court work closely with stakeholders including North Queensland Women's Legal Service, court staff, respondent duty lawyers, and police prosecutions.

There continues to be challenges with inconsistencies in outcomes for women. This highlights the importance of the court support role in providing emotional and practical support to women who are navigating this complex system. Additionally, women are often invisible in the process having received advice or encouragement not to attend court. This continues to be a focus for the service to engage with these women.

“The support was great, I can't thank NQDVRS enough for helping me with everything”

We offer safety upgrades to enhance the safety of women and children in their homes after an abusive relationship. We provide practical safety upgrades which can include lock changes, sensor lighting, security screens and alarms.

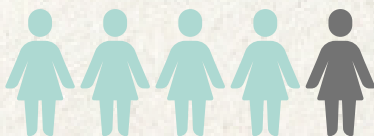


**128 clients supported**

**121 Townsville**

**17 Mt Isa**

Additional clients were supported through Enhancement funding during the year



Both programs – Choosing Safety in Townsville and Safe at Home in Mt Isa have been in high demand with many complex cases and an increase in referrals.

The purpose of the program is to assist victim survivors to feel safer remaining in their homes after experiencing domestic and family violence. This is done by offering practical support, liaising with relevant housing providers such as Department of Housing and Real Estates and working with the client on broader safety planning. The assistance of interpreters has featured in the delivery of service over the past year.

*“NO amount of words can thank you for your great and wonderful help in my journey with my kids.”*

Acknowledgement and Recognition of Domestic Violence and Real Change (AARDVARC) is our healing program for children and young people aged 4 to 18 years, and their caregiver who have experienced domestic or family violence. The AARDVARC program offers the child/ren and their caregiver acknowledgment of their experience of violence and an opportunity to talk and make sense of their experience within a safe and supportive environment.

**2197 hours of support provided**



**313 participants in the AARDVARC Program**

The program has had a busy year supporting mums/caregivers and children. This has resulted in waitlists as referrals to the program increase. Our organisation acknowledges the privilege of working with our AARDVARC families, and to be a part of their healing.

The program saw a move from the Patrick Street location into the city to join with the wider service team. A new child friendly space was created in AARDVARC which has been positively received. The year has also seen an increase in funding which has enabled the program to operate full time and with greater capacity.

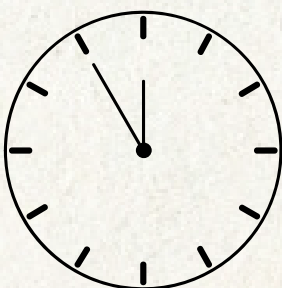
We continue to gain heart-warming positive feedback from children and their caregiver which supports the need for such an important program. Feedback from the children is used to inform our program delivery to continue to enhance our child centred, trauma informed practice.

*“I really enjoyed coming here, I think about the impact of my behaviour all the time now”*

We offer a Men's Behaviour Change Program for men who use violence and abuse in their relationships. This operates in a group format for a total of 20 weeks rolling program. Participants will gain information and tools to challenge and change the values, beliefs and behaviours that are the foundation for their use of abuse.

**3923 hours of engagement**

**2999 Townsville**  
**924 Mt Isa**



**858 clients engaged in Men's Behaviour Change**

**705 Townsville**  
**155 Mt Isa**



The year saw significant positive changes across both Townsville and Mt Isa with demand for the program remaining significantly high. At the start of the year, the program – MiMenTER re commenced in Mt Isa which saw the recruitment of new staff. A review of the program across both sites occurred later in the year resulting in a change to a 20-week rolling program following the Duluth curriculum. This timed well with the implementation of the new Services Requirements for Perpetrator Intervention Programs.

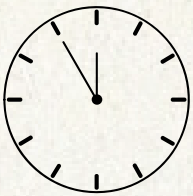
Victim Advocate role is in place across both sites to support the current or past partner to the participants in program.

Whilst the requirements are supported, they do present a challenge with current resourcing and the difficulties to recruit staff who meet the standards.

We have committed to providing training and development to staff who join the program to achieve excellence in service delivery.

*“I value the knowledge and expertise that NQDVRS staff have and welcome thier guidance”*

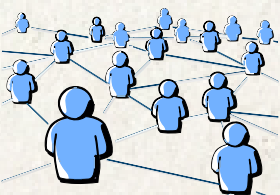
As the local Specialist DFV service we play an active role partnering and collaborating with many other services, and hold membership of networks and groups across Townsville and Mt Isa.



**2297 hours of integrated service response**



**51 DVIRG meetings convened - Townsville**



**10 Dovetail meetings convened & 1 workshop - Townsville**

#### DVIRG (Domestic Violence Integrated Response Group) - Townsville

DVIRG provides a local integrated service response where there is a 'serious threat to the life, health or safety of a person because of domestic violence' and to maximise their safety, protection and wellbeing. Meetings have consistently occurred with high levels of referral to the group, averaging 10 clients weekly.

DVIRG's high risk pro-active responses achieved numerous positive outcomes that assisted victims with their safety.

In Mt Isa the organisation is an associate member of the High-Risk Team and attends on occasions and refers clients.

#### Dovetail Network - Townsville

Dovetail is a longstanding collective response to DFV.

The monthly meetings provide an opportunity to discuss current topical issues and to share and disseminate information. The year has seen a number of guest speakers present which increases awareness and provides valuable information to assist each organisation as they support victim survivors.

Dovetail commenced a review during the year with a new format to be implemented in the next year.

“Great presentation by passionate knowledgeable subject matter experts. Thanks for sharing your knowledge with us”

We play an active role in community education and awareness as the Specialist DFV service. There is a focus each year during Domestic Violence Prevention Month.

- NAIDOC in July 2022
- Cloncurry Service Visit
- Nawamba House Visit
- Facilitated training with NWQICSS staff from Doomadgee
- Facilitated education with ATODS
- Coffee Corner held at Headspace
- Centacare DV Month Event
- Save the Children DV Month Event
- Mount Isa Hospital DFV Services Forum
- Northwest Star DV Month Interview
- Mob FM Interviews
- Save the Children education session
- Community “Speed Networking” morning tea at Salvation Army
- Murri Women’s ICAPP Presentation
- Candlelight Ceremony
- 16 Days of Activism activities
- Homelessness Expo with Althea Projects
- TMSG workshop with Men’s Behaviour Change
- Presentation at Community Gro
- Heatley State High Healthy Relationships Program Sessions
- Full day workshop at Open Arms delivered in partnership with NQWLS
- Love Bites at Cathedral with Year 9 students
- Presentation at QLD Heath Kirwan campus
- Presentation at JCU to 3rd year students starting placement
- In Her Shoes delivered in partnership with NQWLS
- Red Rose Rallies
- DFV Court Open Day organised in partnership with DJAG and Criminal Justice Group
- Healthy Relationships Community Ed with Queensland Youth Services
- Crossroads training to facilitate a trauma informed, reflective parenting program for parents and caregivers whose children have been impacted by DFV.
- DVConnect visit and presentation
- Victim Assist presentation
- ATSILS Throughcare Program presentation
- Head to Health presentation
- Townsville Multicultural Support Group presentation
- Radio and press interviews

# Our Supporters

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Lisa Holmes

Teresa Hope - Body Shop

Kate's Campaign for Change

The Rock Christian Church

Heidi Turner - Crystal Clear Promotions

Rize Up

Eleni Millios

Rotary Club - Port of Townsville

The Mother's Union

Share the Dignity

Zonta Metro

TAFE Townsville

NQ Custom Signwriting

Symbion Townsville

Northreach Baptist Church - Women's Ministry

Townsville City Council

Moksha Hair & Beauty

Massage Me NQ

Townsville Hospital Health Service

Woolworths Townsville

Holy Spirit Catholic School

Althea Projects

iSee Church

Zonta Townsville

Car and Homes Cleaning

Mineral Assessment Hub - Dep't of Resources Staff

Little Peg

St James Retirement Village

Frankies Beans

Kangatraining

Hall Consulting

Sigma Pharmaceuticals

Jamaica Blue, Stockland

Heatley State Primary School

CWA

Paynters

Townsville Toy Library

The amazing people who attended and donated to NQDVRs Give Now following the Fabulous Women's Charitable Luncheon

Calvary Christian Church

The amazing people who attended and Bodyshop Fundraiser and bought items which raised funds for care packs

*Thank you!*

Thank you to the wonderful individuals, who have provided personal hygiene and care products and monetary donations throughout the year

# Our Staff and Students

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## Staff

Alan  
Anne  
Bec  
Betty  
Brad  
Bree  
Bri  
Carolyn  
Cathee  
Catilyn  
Cecilia  
Chris  
Claire  
Danielle  
Erin  
Esme  
Heather  
Heidi  
Jackie  
Kim  
Lexie  
Lorraine  
Matt  
Nakita  
Rechelle  
Richard  
Shanice  
Shan  
Shannon  
Shari  
Skye  
Tanya  
Val  
Verity

## Students

Aishwarya  
Alan  
Aleesha  
Amy  
Cathee  
Jade

## Contractors

Pam



**The Artwork on the Cover of this Annual Report was produced by a First Nations Woman called Rosemary Armstrong**



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