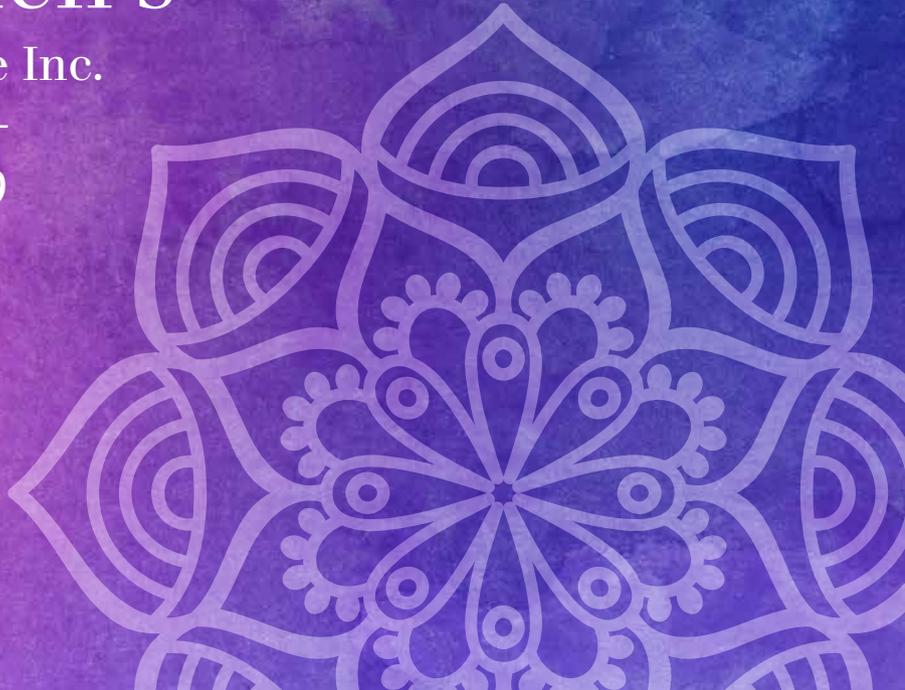




# Migrant Women's Emergency Support Service Inc.

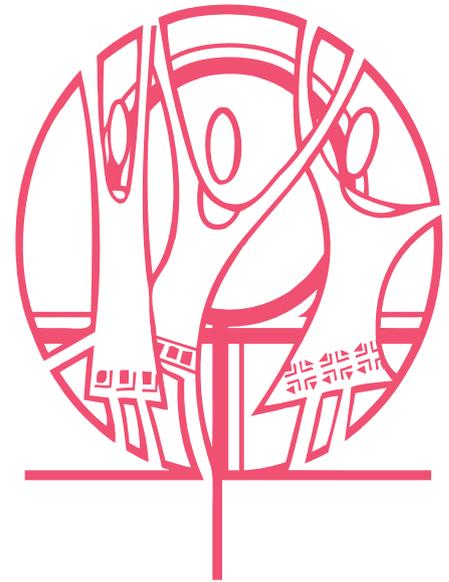
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Annual Report 2018-2019



We honour the women and children who courageously took us with them in their journey to safety from domestic and sexual violence. We also pay our respects to the women and children who lost their lives to violence.

The Migrant Women's Emergency Support Service Management Committee, members and staff acknowledge the Traditional Owners of the land where IWSS stands and pay our respects to Elders past, present and emerging, and acknowledge their role in our community.



# Migrant Women's

Emergency Support Service Inc.

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Annual Report 2018-2019

# Migrant Women's Emergency Support Service Inc.

Operating as Immigrant Women's Support Service (IWSS)

## Vision

In Queensland, women from culturally and linguistically diverse (CALD) backgrounds and their children are safe, independent and confident about their future

## Mission

To ensure that culturally and linguistically diverse (CALD) women and their children who are affected by domestic and/or sexual violence receive needs driven, high quality services

## Values

Women's rights are human rights  
Collaboration

Culturally Inclusive Respect  
Feminist Ethos Safety  
Systemic Advocacy

# Management Committee

## Zoe Rathus AM – Chairperson

Zoe has worked with survivors of domestic violence since 1981 when she started working as articled clerk in Brisbane. She has a law degree from the University of Queensland and now works as senior lecturer and Director of the Clinical Legal Education Program at Griffith University Law School. She teaches family law and ethics and professional responsibility as well as some of the clinical courses. Zoe's research focuses on the family law system with an emphasis on family violence, women and children. She worked in private practice from 1981 until becoming coordinator of the Women's Legal Service in 1989 until 2004, engaging in extensive law reform activities for women. She has served on a

## Chris d'Aquino – Vice-Chairperson

Chris' father is of Portuguese background; he was born and raised in Shanghai, China, later migrating to Australia with his family after the communist takeover. Chris' mother is second generation Irish Australian. Also reflective of diversity; Chris' work history spans both the community and public service sectors. She has been working in the field of domestic violence since 1983, firstly in women's shelters and later as a Coordinator of one of the first domestic violence services in Queensland. During this time, Chris also worked as a volunteer with the Women's Legal Service as well as a member of their management committee. In 1993, Chris joined the Office for Women for a number of years before moving to Legal Aid Queensland where she worked on several

## Robyn Mayes - Treasurer/Member

Dr Robyn Mayes is an Associate Professor in the Queensland University of Technology Business School. She is a feminist

number of Boards and committees and worked in South Africa on gender issues in the mid-1990s. Zoe has received a number of accolades for her work including Australian Young Lawyer of the Year in 1990 and Queensland Woman Lawyer of the Year in 2001. Zoe was awarded an Order of Australia in 2011 for her services to women, the law, Indigenous peoples and education.

Zoe has a long standing relationship with the domestic violence sector and has provided legal advice and support to immigrant and refugee women since IWSS was first established.

projects supporting access to justice, especially for women in rural areas. While at Legal Aid Queensland, Chris also had the privilege of supervising the Spanish and Vietnamese bilingual information services. In 2008 Chris commenced working for the then Department of Child Safety, and managed a Child Safety Service Centre for over 10 years, currently is seconded to work to progress the Carmody recommendations in South West Queensland. Additionally, during her time with the Department, Chris also managed a Youth Justice Service. Chris has a strong personal commitment to social justice issues especially in the area of justice and domestic violence.

human geographer with long-standing research interests in gender and equality, labour migration, and the enactment of

community. She has published widely on these themes and been

### **Nik Preston – Secretary**

Nik worked in UK in information management roles for the National Health Service, local government, non-profit organisations and academic institutions, before moving to Australia in 2005. She is currently a manager in Procurement and Contract Management, Department of Communities, Disability Services and Seniors. She has a BA Honours degree in Applied Social Sciences, an MA in Information Management and postgraduate Allied Health qualifications. She has been involved in the domestic violence sector since 2005, working in policy and program management with Department of Communities and with Department of Aboriginal and Torres Strait Islander Partnerships, including in the Office for Homelessness, Office

### **Jude Clarkin - Member/Treasurer**

Jude has worked in the fields of Finance and Administration for over 30 years, mostly in the community sector. During that time she was Administration Manager at Women's Legal Service for 17 years, and has worked with Tenants Qld since 2012.

### **Sgt Leisa Wathen - Member**

Sgt Wathen has been a serving Police officer since 1989 and has over 29 years of Policing experience. She is currently working as a Shift supervisor at the Holland Park Police station. She recently worked at the Domestic, Family Violence and Vulnerable Persons Unit as the Elder Abuse Project officer. Sgt Wathen has experience across a range of policing roles having been a Detective at the Inala CPIU for nine years and a member of the SCAN team. Sgt Wathen was appointed to the role of the South Brisbane District Domestic Family Violence Co-ordinator in April 2004. Due to her service in this role Sgt Wathen has contributed to numerous working parties, projects and committees addressing domestic violence. Sgt Wathen has developed sound

invited to speak at a range of national and international fora

for Women and the Violence Prevention Unit. Past projects have included managing Queensland homelessness data for the Supported Accommodation Assistance Program, delivering data training to remote Indigenous women's shelters, and supporting the implementation of Indigenous Domestic and Family Violence Counselling services in Queensland.

Nik has been a member of the MWESS Management Committee for the last 12 months supporting the board as Secretary. She is strongly committed to feminist and social justice principles and feels privileged to support IWSS in continuing to protect and advocate for women and children.

Recently Jude enjoyed spending 3 years as the Accreditation Coordinator at Community Legal Centres Queensland, undertaking organisational assessments of centres delivering community legal services throughout Queensland.

processes to respond to domestic violence issues and provision of proactive strategies to best support victims of domestic violence. She has brought these skills to the development of policies, strategies and resources to address Elder Abuse. Most recently Sgt Wathen played a pivotal role in the implementation of the South Brisbane Vulnerable Persons Unit that works in partnership with government and non-government agencies to provide a more cohesive and integrated response to those affected by a range of issues including domestic violence and mental health. It is envisaged that this experience in forming partnerships to address social complex issues will assist in developing responses to assist vulnerable members of the community.

# Staff

The Immigrant Women's Support Service is staffed by a total of 12 employees in the following roles: Director, Senior Caseworker, Information and Administration, 2 project workers, and 7 Caseworkers: 5 across the Domestic Violence and Sexual Assault services in West End, 1 Caseworker at the Brisbane Southwest Support – Sexual Violence Prevention, and 1 Caseworker – Domestic Violence Service for the Japanese community in Australia. Casual employees are engaged on a need basis for backfilling staff on leave, and staff support.

## Organisational structure



## Funding

We value and acknowledge the funding and support received from:

- **Department of Child Safety, Youth and Women** – Domestic Violence and Sexual Assault services
- **Department of Housing and Public Works** – CAP properties for office use
- **Department of Social Services** – Emergency Relief Service
- **Department of Education and Training** – Children Helping Children Heal (one-off project)
- Lifeline – Multicultural DV-Alert
- **The Consulate General of Japan in Brisbane** – Japanese speaking Caseworker position (Defined term)
- **Women’s Community Aid Association trading as BRISCC** – Brisbane Southwest Support – Sexual Violence Prevention



## Donors

We are fortunate to receive ongoing support for our Emergency Relief service. This year we acknowledge donations from:

- Brazilian Girls on the Gold Coast
- Brisbane City Council Lord Mayor’s Charity Trust
- Hannah
- Maurice Blackburn Lawyers
- Neslihan
- Oz Harvest
- Petra
- Share the Dignity
- Sian
- Telstra Safe Connections program
- Vincent and Abraxus Watts
- Windsor Lodge Freemasons
- Zephyr Education Inc
- Zonta Club of Brisbane Breakfast
- Zonta Club of Brisbane South Inc

Thanks to all our donors, including those who support us anonymously. Their contribution assists us greatly in supporting women and children to meet their basic human rights.

# Chairperson's Report

Zoe Rathus AM

It has been a busy, but rewarding and successful year for IWSS. I thank all the staff for their continuing commitment to serving the clients of IWSS and participating in the other work of the organisation. Cecilia, our Director, and Ingrid, our Senior Caseworker, lead a team that deals with complex client needs as well as contributing to policy development and community education about violence against women at local, state and national levels. The detailed reports of those women set out more of the activities undertaken. I also thank the management committee for their dedication to IWSS and the wisdom they bring to decision-making.

During the financial year 2018-19 we supported 767 women in respect of domestic and/or sexual violence. They came from many countries and a significant portion of our clients require interpreters. The women are dealing with very difficult issues – they are often isolated from family and friends, may have little or no access to income support and have a precarious 'right' to stay in Australia. Unfortunately, we continue to see a lack of understanding of the necessity of interpreters by some agencies who work with our clients.

The team has also been very active in the provision of community education around Queensland – and Australia. Guest lectures were given at schools and universities as well as to many service providers who work in the violence against women sector. Offering training and education to other workers is critical because this improves the experiences of our clients with other agencies and enhances our networks. We have delivered education to groups such as alcohol and drug service

During the financial year 2018-19 we supported 767 women in respect of domestic and/or sexual violence.

staff, Centrelink staff, Lifeline, police, child safety workers and community legal centres. In total 872 people were involved in our education program. We also partnered with NAATI, AUSIT and Translators and Interpreters Australia to deliver highly specialised interpreter training in April.

Our unique position of a Caseworker to service Japanese speaking clients continues to be funded by the Japanese Consulate – and we are delighted by that partnership. Women have been assisted in a number of states as well as Queensland and the support has included counselling, report writing and court support. Community education to the Japanese community has also been provided – with 115 people attending sessions over this year.

We continue our partnership with the Brisbane Southwest Support Service (BSwSS) – Richlands Sexual Assault Service to provide services to women in that area and we contribute to the work of other services. For example, Cecilia is on the External Stakeholder Group for DVConnect and we participate in a number of networks including the Queensland Domestic

## Chair's Report cont'd

On a different level, our expertise is highly sought after on State and National groups where policy and practice to reduce violence against are under consideration.

Violence Services Network (QDVSN), the Queensland Sexual Assault Network (QSAN), the Combined Women's Refuge Group, Multicultural Women's Health Australia and Qld Accessing Interpreters Working Group.

On a different level, our expertise is highly sought after on State and National groups where policy and practice to reduce violence against are under consideration. Cecilia contributed to the COAG National Summit on Reducing Violence against Women and their Children, a stakeholder Advisory Group regarding Child Protection Reforms and the Queensland Sexual Violence Prevention Roundtable.

The management committee and staff are also working on Strategic Plan and an Organisational Cultural Review that we hope will enhance and streamline the work of the service. The committee thanks everyone for contributions to date on that on-going work.

So, once again, a hectic year and once again IWSS has continued to serve the culturally diverse community of Brisbane and beyond – and to train others who provide services – and to be a critical part of government policy setting.

# Treasurer's Report

Jude Clarkin

The Migrant Women's Emergency Support Service Inc. (MWESS) operating as the Immigrant Women's Support Service, continued to receive government funding for the delivery of essential services. For the 2017-2018 financial year, the funding for the delivery of core services and activities was provided by:

- **Department of Child Safety, Youth and Women** – Domestic Violence and Sexual Assault services
- **Department of Housing and Public Works** – CAP properties for office use
- **Department of Social Services** – Emergency Relief Service
- **Lifeline** – Multicultural DV-Alert
- **The Consulate General of Japan in Brisbane** – Japanese speaking Caseworker position (Defined term)
- **Women's Community Aid Association trading as BRISCC** – Brisbane Southwest Support – Sexual Violence Prevention

The funding allocation from the Department of Child Safety, Youth and Women assisted us to continue providing service delivery and support to women from culturally and linguistically diverse backgrounds and their children.

The signing of a second agreement with the Consulate-General of Japan in Brisbane contributed to increase the number of Japanese women accessing specialist support in their own language.

The Southwest Support- Sexual Violence Prevention Service continues to grow with more women accessing and benefitting from the support provided by our partners from BRISCC, Murrigunyah and Zig Zag.

I am pleased to report that the organisation complied with all financial and performance reporting obligations with respect to all funding received.

This financial year we were successful in securing a new funding allocation from the Department of Social Services for our Emergency Relief Service. This funding contributes greatly to our efforts to reduce the impact of financial distress.

Our contact with Lifeline to co-facilitate the delivery of the Multicultural DV-Alert program in Queensland and the Northern Territory continues to equip frontline workers with the knowledge and resources required to appropriately recognise, respond and refer people affected by domestic and family violence.

The organisation complied with the grant requirements from the Department of Education and Training for the Children Helping Children Heal project and the resultant resource continues to be promoted amongst service providers such as refuge workers.

I am pleased to report that the organisation complied with all financial and performance reporting obligations with respect to all funding received. All services were provided according to our contractual obligations. The audited financial report was prepared by Andrew G. Marshall, from Andrew G. Marshall Chartered Accountants. I can report with confidence that the Migrant Women's Emergency Support Service Inc. will be able to meet its financial obligations in the new financial year.



# Financial Report

for the year ended 30 June 2019

## Financial Report for the year ended 30 June 2019

### STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019 \$	2018 \$
<b>Income</b>			
Revenue	3	1,186,884.01	1,089,770.65
<b>Expenditure</b>			
Advertising expenses		(145.00)	(1,105.00)
Auditor's remuneration	4	(3,000.00)	(3,000.00)
Bad and doubtful debt expenses		-	(40.00)
Depreciation and amortisation expenses		(6,671.79)	(7,764.38)
Employee benefits expenses		(859,556.76)	(743,045.23)
Other expenses		(277,925.53)	(297,217.49)
		39,584.93	37,598.55
<b>Profit for the year</b>	5	39,584.93	37,598.55
<b>Total comprehensive income for the year</b>		39,584.93	37,598.55

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2019**

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	764,839.42	648,468.34
Trade and other receivables	7	<u>17,976.68</u>	<u>17,789.34</u>
<b>TOTAL CURRENT ASSETS</b>		<u>782,816.10</u>	<u>666,257.68</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	<u>26,973.83</u>	<u>33,645.62</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u>26,973.83</u>	<u>33,645.62</u>
<b>TOTAL ASSETS</b>		<u>809,789.93</u>	<u>699,903.30</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	277,712.12	248,338.72
Provisions	10	28,200.00	-
Other current liabilities	11	<u>13,462.88</u>	<u>734.58</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>319,375.00</u>	<u>249,073.30</u>
<b>TOTAL LIABILITIES</b>		<u>319,375.00</u>	<u>249,073.30</u>
<b>NET ASSETS</b>		<u>490,414.93</u>	<u>450,830.00</u>
<b>EQUITY</b>			
Retained earnings	12	<u>490,414.93</u>	<u>450,830.00</u>
<b>TOTAL EQUITY</b>		<u>490,414.93</u>	<u>450,830.00</u>

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2019**

	Note	Retained earnings \$	Total \$
<b>Balance at 1 July 2017</b>		413,231	413,231
Profit attributable to members		<u>37,599</u>	<u>37,599</u>
<b>Balance at 30 June 2018</b>		<u>450,830</u>	<u>450,830</u>
Profit attributable to members		<u>39,585</u>	<u>39,585</u>
<b>Balance at 30 June 2019</b>		<u>490,415</u>	<u>490,415</u>

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019**

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### **1 Summary of Significant Accounting Policies**

The financial statements cover MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC as an individual entity. MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC is a association incorporated in QLD under the Associations Incorporation Act 1981 ('the Act')..

### **2 Basis of Preparation**

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations and the Associations Incorporation Act 1981.

The significant accounting policies used in the preparation and presentation of these financial statements are provided below and are consistent with prior reporting periods unless stated otherwise.

The financial statements are based on historical costs, except for the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

### **Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

### **Depreciation**

The depreciable amount of all fixed assets including capitalised leased assets, is depreciated on a straight line basis over the asset's useful life commencing from the time the asset is held ready for use.

### **Financial Instruments**

Financial instruments are recognised initially using trade date accounting, i.e. on the date that association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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### **Loans and receivables**

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise principally through the provision of goods and services to customers but also incorporate other types of contractual monetary assets.

After initial recognition these are measured at amortised cost using the effective interest method, less provision for impairment. Any change in their value is recognised in profit or loss.

The association's trade and most other receivables fall into this category of financial instruments.

Discounting is omitted where the effect of discounting is considered immaterial.

For trade receivables, impairment provisions are recorded in a separate allowance account with the loss being recognised in profit or loss. When confirmation has been received that the amount is not collectable, the gross carrying value of the asset is written off against the associated impairment provision.

Subsequent recoveries of amounts previously written off are credited against other expenses in profit or loss.

In some circumstances, the association renegotiates repayment terms with customers which may lead to changes in the timing of the payments, the association does not necessarily consider the balance to be impaired, however assessment is made on a case-by-case basis.

### **Available-for-sale financial assets**

Available-for-sale financial assets are non-derivative financial assets that do not qualify for inclusion in any of the other categories of financial assets. The association's available-for-sale financial assets comprise listed securities.

Available-for-sale financial assets are measured at fair value, with subsequent changes in value recognised in other comprehensive income.

Gains and losses arising from financial instruments classified as available-for-sale are only recognised in profit or loss when they are sold or when the investment is impaired.

In the case of impairment or sale, any gain or loss previously recognised in equity is transferred to the profit or loss.

Losses recognised in prior period statement of comprehensive income resulting from the impairment of debt securities are reversed through the statement of comprehensive income, if the subsequent increase can be objectively related to an event occurring after the impairment loss was recognised in profit or loss.

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019**

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### **Available-for-sale financial assets**

A significant or prolonged decline in value of an available-for-sale asset below its cost is objective evidence of impairment, in this case, the cumulative loss that has been recognised in other comprehensive income is reclassified from equity to profit or loss as a reclassification adjustment. Any subsequent increase in the value of the asset is taken directly to other comprehensive income.

### **Impairment of Non-Financial Assets**

At the end of each reporting period the association determines whether there is an evidence of an impairment indicator for non-financial assets.

Where this indicator exists and regardless for goodwill, indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss , except for goodwill.

### **Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cash flows. Changes in the measurement of the liability are recognised in profit or loss.

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019**

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### **Provisions**

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the present value of management's best estimate of the outflow required to settle the obligation at the end of the reporting year. The discount rate used is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of other comprehensive income.

### **Cash and Cash Equivalents**

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value. Bank overdrafts also form part of cash equivalents for the purpose of the statement of cash flows and are presented within current liabilities on the balance sheet.

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019**

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**Revenue and Other Income**

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

**Interest revenue**

Interest revenue is recognised using the effective interest rate method.

**Rendering of services**

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period. If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

Revenue from training services is generally recognised once the training has been delivered.

**Subscriptions**

Revenue from the provision of membership subscriptions is recognised on a straight line basis over the financial year.

**Goods and Services Tax (GST)**

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST.

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019**

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**Comparative Amounts**

Comparatives are consistent with prior years, unless otherwise stated.

Where a change in comparatives has also affected the opening retained earnings previously presented in a comparative period, an opening statement of financial position at the earliest date of the comparative period has been presented.

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>3 Revenue and Other Income</b>		
<b>Revenue</b>		
Sales revenue:		
Rendering of services	1,045,566.14	991,153.09
Other revenue:		
Interest received	6,100.70	5,748.79
Other revenue	135,217.17	92,868.77
	<u>141,317.87</u>	<u>98,617.56</u>
Total revenue	<u>1,186,884.01</u>	<u>1,089,770.65</u>
<b>4 Auditor's Remuneration</b>		
<b>Auditor's Remuneration</b>		
Accounting Standards	<u>3,000.00</u>	<u>3,000.00</u>
<b>5 Profit for the year</b>		
The result for the year was derived after charging / (crediting) the following items:		
Profit before income tax from continuing operations includes the following specific expenses:		
<b>Expenses</b>		
Employee benefits expense:		
contributions to defined contribution superannuation funds	71,451.25	63,050.29
Depreciation of property, plant and equipment	6,671.79	7,764.38
Bad Debts Written Off	<u>-</u>	<u>40.00</u>
Total bad and doubtful debts	<u>-</u>	<u>40.00</u>

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>6 Cash and Cash Equivalents</b>		
Cash on Hand	200.00	200.00
Petty Cash Imprest	500.00	500.00
Cash at Bank	291,344.86	229,050.53
Cash at Bank	11,594.30	4,266.80
Cash at Bank	28,880.61	28,757.18
Cash at Bank - Summerland	204,712.36	199,937.77
Cash at Bank	908.14	225.54
Cash at Bank	226,699.15	185,530.52
	<u>764,839.42</u>	<u>648,468.34</u>
<b>7 Trade and Other Receivables</b>		
<b>Current</b>		
Trade Debtors	14,200.00	13,372.00
Input Tax Credits	3,776.68	4,417.34
	<u>17,976.68</u>	<u>17,789.34</u>
The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short term nature of the balances.		
<b>8 Property, Plant and Equipment</b>		
Plant & Equipment	9,091.40	9,091.40
Less: Accumulated Depreciation	<u>(9,091.40)</u>	<u>(9,091.40)</u>
	-	-
Motor Vehicles	43,347.27	43,347.27
Less: Accumulated Depreciation	<u>(16,373.44)</u>	<u>(9,701.65)</u>
	26,973.83	33,645.62
<b>Total Plant and Equipment</b>	<u>26,973.83</u>	<u>33,645.62</u>
<b>Total Property, Plant and Equipment</b>	<u>26,973.83</u>	<u>33,645.62</u>

**Movements in Carrying Amounts of Property, Plant and Equipment**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>9 Accounts Payable and Other Payables</b>		
<b>Current</b>		
Trade Creditors	5,014.85	-
Other Creditors	10,992.70	21,146.75
Superannuation Owing	72.59	0.01
GST Payable	28,435.22	28,728.93
Amounts Withheld	6,556.00	12,217.00
Provision for Staff Entitlements	<u>226,640.76</u>	<u>186,246.03</u>
	<u>277,712.12</u>	<u>248,338.72</u>
Trade and other payables are unsecured, non interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short term nature of the balances.		
<b>10 Provisions</b>		
Provisions - Other	<u>28,200.00</u>	-
<b>Total provisions</b>	<u>28,200.00</u>	-
<b>Analysis of Total Provisions</b>		
Current	<u>28,200.00</u>	-
	<u>28,200.00</u>	-
<b>11 Other Liabilities</b>		
<b>Current</b>		
Unexpended Grants	<u>13,462.88</u>	<u>734.58</u>
<b>12 Retained Earnings</b>		
Retained earnings at the beginning of the financial year	450,830.00	413,231.45
Net profit attributable to the association	<u>39,584.93</u>	<u>37,598.55</u>
Retained earnings at the end of the financial year	<u>490,414.93</u>	<u>450,830.00</u>

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>

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**13 Financial Risk Management**

The association is exposed to a variety of financial risks through its use of financial instruments.

This note discloses the association's objectives, policies and processes for managing and measuring these risks.

The association's overall risk management plan seeks to minimise potential adverse effects due to the unpredictability of financial markets.

The association does not have any derivative instruments at 30 June 2019.

The association does not hold any financial assets with terms that have been renegotiated, but which would otherwise be past due or impaired.

The other classes of receivables do not contain impaired assets.

**14 Statutory Information**

The registered office of the association is:

59-61 Baynes Street West End Queensland

The principal place of business is:

59-61 Baynes Street West End Queensland

### STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is a reporting entity and that this general purpose financial statement should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the committee the financial statements as set out on pages 1 to 14:

1. Present fairly the financial position of MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC as at 30 June 2019 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President: \_\_\_\_\_



Treasurer: \_\_\_\_\_



Dated this 12<sup>th</sup> day of November 2019

## **Report on the Financial Report**

I have audited the accompanying financial report of MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC (the association) which comprises the statement of financial position as at 30 June 2019 and the statement of comprehensive income, statement of changes in equity for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

## **Committee's Responsibility for the Financial Report**

The committee of the association is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations), the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the Associations Incorporation Act 1981 and for such internal control as the committee determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

## **Auditor's Responsibility**

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

## **Independence**

In conducting my audit, I have complied with the independence requirements of the Corporations Act 2001. I confirm that the independence declaration required by the Corporations Act 2001, which has been given to the President of the Committee, would be in the same terms if given to the President as at the time of this auditor's report.

In my opinion:

The financial report of MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC is in accordance with the Associations Incorporation Act 1981 including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2019 and of their performance and cash flows for the year ended on that date; and
- (ii) complying with the Australian Accounting Standards.

The financial report also complies with International Financial Reporting Standards as disclosed in Note 1.

**Name of Firm:** Andrew G Marshall  
Chartered Accountants

**Name of Director:**



Andrew G Marshall

**Address:** 193 Brisbane Terrace GOODNA QLD 4300

**Dated this 12 day of October 2019**

# Director's Report

Cecilia Barassi-Rubio

Consistently with the organisation's philosophy and values, the IWSS team provided practical and emotional support to women and their children affected by violence in their lives. The total number of women receiving support during the 2018-19 financial year, reached 767 with 203 accompanying children. Unfortunately, women continue facing systemic challenges that limit their safety and erode their trust in the service system. Access to income support, an essential factor to ensure safety and wellbeing, is often compromised for women whose residential status makes them ineligible for government income support, public housing and Medicare. Some women have visas that may allow them to work, however, their employment prospects are limited for a range of reasons, including low English level proficiency, child care and/or family responsibilities, limited or no work experience, and/or lack of appropriate employment opportunities. This year, we continued our advocacy at both, individual and system levels, to highlight the challenges for women without access to income support. We have been joined by colleagues from a diverse range of services and organisations, and we will continue to focus on this cohort until the relevant ministerial portfolios effect required changes to enhance the safety of the women and children without access to income support.

This financial year was busy as usual, with many opportunities to contribute to the improvement of systemic responses, to share our knowledge and skills, and to learn from colleagues. Please find below details of main activities for the 2018-19 financial year.

## Emergency relief

We were successful in our application to the Department of Social Services for emergency relief funding. This funding is to assist people in financial distress in Brisbane - East, Brisbane - North, Brisbane - South, Brisbane - West, and Brisbane Inner City. Emergency relief funding is critical in assisting women and children affected by violence to meet their basic needs for food, accommodation, health care, medication, transport, as well as resources to maintain tenancies, and payment of utility bills. For the reporting period, emergency relief was distributed over 378 instances, to a total of 207 individuals.

## Collaboration and partnerships

**Brisbane Southwest Support** – Sexual Violence Prevention – the partnership with BRISCC, Zig Zag and Murrigunyah continues to develop and grow. The service is operating from permanent premises at Richlands. The partner organisations provide ongoing support via the Management Group to continue consolidating the service model. Support workers have excelled at making the service accessible to women and girls, as well as strengthening links with the community through community education and development. IWSS delivers services from Richlands once a week, and this financial year, a total of 10 women from Culturally and Linguistically Diverse backgrounds were assisted with counselling and advocacy support. IWSS also contributed with the development of internal resources and a multilingual service brochure.

## Director's Report cont'd

**Japanese Speaking Caseworker** - A second agreement was signed with the Consulate-General of Japan in Brisbane for the provision of domestic violence support services to Japanese women in Australia. The service operates three days a week from Brisbane and twice a month the service operates on Mondays at the Gold Coast. A total of 55 Japanese women from Queensland, Victoria, New South Wales and Western Australia were assisted through this service. Support included case management, counselling, advocacy, report writing, and court support. In addition to client support, a total of seven community education sessions were delivered to 115 members of the Japanese community in Brisbane and the Gold Coast.

**Telstra Safe Connections (WESNET)** – A total of 9 women received smartphones to assist them to maintain safe access to technology and connection with service providers and family. Online safety awareness is also provided in conjunction with the smartphones.

**Multicultural DV Alert Lifeline** – IWSS continue to co-facilitate Multicultural DV-Alert in Queensland and the Northern Territory. A total of 9 workshops were delivered for the reporting period in Toowoomba (2), Caboolture, Cairns, Kuranda, Darwin, Nerang, Southport, and Logan. These workshops were attended by a total of 140 participants across venues. Participants gained knowledge and skills in recognizing, responding and referring people affected by domestic and family violence.

**Interpreting in Sexual Violence Support Settings** – Professional development activity for interpreters. A total of 46 interpreters attended a workshop on Saturday 25 April 2019. This activity

was organised and facilitated by IWSS in collaboration with NAATI, Professionals Australia, and Interpreters and Translators Australia. Patricia Avila, NAATI professional Translator/Interpreter and Training Provider, was engaged to develop the sessions' linkages to the Interpreters' Code of Ethics. The workshop was funded through a Sexual Violence Prevention Grant and a contribution from NAATI. The program included an address by the Honourable Di Farmer, Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence. We thank the speakers who contributed to the interpreters' knowledge and awareness: Julie Sarkozi, Solicitor, Women's Legal Service, Detective Senior Constable Georgina Pierce, Sexual Crime Unit, QPS and Dr Adam Griffin, Director, Qld Clinical Forensic Medicine Unit.

**Invisible no more** – This workshop was a collaboration with the Qld Centre for Domestic and Family Violence Research Centre focusing on strengthening responses to children, particularly from Culturally and Linguistically Diverse backgrounds, whose lives have been impacted by domestic and family violence. The workshop was facilitated by Dr Ron Frey, Visiting Fellow, School of Psychology and Counselling, QUT, Adjunct Senior Researcher, Tasmanian Institute of Law Enforcement Studies, University of Tasmania, and author of Start Today Again, program focusing on impacts of violence on children.

**Hurried Steps by Dacia Maraini** - A collection of women's and girls' stories of violence and persecution from around the world. Participated in a panel presentation organised by a collective of Brisbane women hosted by BRISCC.



**It's On All Of Us week** – Griffith University Gold Coast Campus, information stall with resources from Brisbane South West Support Service and IWSS.

**Intimate partner violence in Australian refugee and immigrant communities: Culturally safe strategies for practice** – Presented at a webinar hosted by the Australian Institute of Family Studies.

**Stronger Families and Communities** – Domestic and Family Violence Forum - Panel presentation and participation at table discussions, organised by Multicultural Australia on the topic of domestic and family violence in multicultural communities.

**QSAN Sexual Violence Prevention** – Participated in advisory group steering the development of a QSAN website.

**Gendered Violence in the Community** – Participated in a panel hosted by Griffith University.

**End of Year Celebration** – The Lord Mayor’s Charitable Trust provided funding for the End of Year Celebration as well as food bank vouchers and gifts for children. Share the Dignity and Zonta Club Brisbane Breakfast kindly donated beautiful gifts for the women and teenagers.

### Consultations

- **COAG National Summit to Reduce Violence against Women and their Children** – Attended as one of five delegates from Queensland invited by the Honourable Di Farmer, Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence,

to discuss and develop a Summit Statement for First Ministers in collaboration with delegates from States and Territories

- **Review and feedback on the development of culturally appropriate domestic and family violence resources** – DiverseWerks – Cultural Perspectives
- **Housing Journey Mapping for women affected by domestic and family violence** – Queensland Government
- **Queensland Sexual Violence Prevention Roundtable** – Development of the Queensland Sexual Violence Prevention Framework
- **DVConnect External Stakeholder Group** - Business Transformation Program
- **4th Action Plan workshop and consultation** - Hosted jointly by Commonwealth and Queensland Governments
- **Child Protection Reforms** - Stakeholder Advisory Group
- **Proposed Human Rights Bill and associated consequential amendments to the Youth Justice Act 1992** - Briefing by Queensland Government
- **Human Rights Bill** – Submission
- **Courts’ Cultural Diversity Project** – Department of Justice and Attorney-General
- **Domestic and Family Violence Practice Standards** – General and targeted consultations
- **Court Users Stakeholder Group** – Department of Justice and Attorney-General



## Director's Report cont'd

### Pathways established for clients

The following pathways remain central in ensuring women's timely access to assessment for income support and legal advice and representation

- Centrelink
- Legal Aid Queensland
- Refugee and Immigration Legal Service
- Women's Legal Service

### Networks/Peaks

IWSS actively participate representing the issues and needs of women from Culturally and Linguistically Diverse backgrounds with the following networks and peaks

- Qld Sexual Assault Network (QSAN)
- Multicultural Women's Health Australia
- Qld Domestic Violence Services Network
- Qld Accessing Interpreters Working Group
- Combined Women's Refuge Group
- Greater Brisbane Sexual Assault Interagency Network – Responding to people who have experienced historical and/or recent sexual violence
- WESNET
- QCOSS

- Peakcare Qld
- Ethnic Communities Council of Queensland

### IWSS Team - Professional Development

Professional development is essential in maintaining and upgrading team's knowledge and skills. For the reporting year, the IWSS team attended the following:

1. Managing Conflicts of Interest - ACNC
2. Managing Charities Internal Disputes – ACNC
3. First Aid training - St Johns Ambulance Service
4. SHIP and SHOR webinar
5. Holding your Annual General Meeting: obligations, tips and advice - ACNC
6. Technology Safety Summit
7. Women, Trauma and Mental Health
8. Group Supervision - Helen Stevens, Psychologist
9. Internet and Child Safety Awareness - Queensland Family & Child Commission
10. Sexual Assault - Myths and Misconceptions
11. Domestic Violence Beyond the Obvious: Interpreting Power, Control and Manipulation – Lt. Mark Wynn
12. DFV Information Sharing and Common Risk Assessment and Safety Framework - QCDFVR



13. ICT Training for HRT members/proxys and referrers - Department of Child Safety, Youth and Women
14. Family violence and the perinatal period – a guide to identifying and supporting those at risk of abuse - 1800respect
15. Bystander Action Practitioner Training - Our Watch
16. Legal Governance – ACNC
17. A guide to Visiting the Brisbane Family & Federal Circuit Courts
18. Police Referrals Workshop
19. safeTALK – Suicide Awareness and Intervention Skills Training for Domestic and Family Violence Practitioners - Department of Child Safety, Youth and Women
20. LAQ Pathways - Legal Aid Queensland
21. Domestic Violence Strangulation - Red Rose Foundation
22. Spyware and Mobile Location – WESNET
23. Tenancy law and DV in Qld - Tenants Queensland Inc
24. Intimate Partner Violence. Supporting Women from Different Cultures – J. Kaur
25. Smartphones and Safety workshop – WESNET
26. Training Workshop for DFV Children’s Counsellor – Centre Against Domestic Abuse - Caboolture
27. Child Sexual Abuse and CALD Communities Education Program - School of Human Services and Social Work, Griffith University
28. DFV and Residential Tenancy and Rooming Accommodation Training - Tenants Queensland
29. Counselling Skills for the Community Services Professionals - Australian Institute of Professional Counsellors
30. Intimate partner violence in Australian refugee and immigrant communities: Culturally safe strategies for practice
31. Coercive Control: Invisible Patterns? - QCDFVR
32. Applied Suicide Intervention Skills Training (ASIST) - Department of Child Safety, Youth and Women
33. Let’s talk about human trafficking, forced labour and forced marriage - Red Cross and anti-Slavery Australia
34. Subpoenas and warrants in family, child protection, domestic violence and other legal proceedings – Family Law Pathways network
35. Lifeline Forum
36. Staff induction
37. Child focused approaches when working with parents affected by family and domestic violence – Australian Institute of Family Studies

## Director's Report cont'd

### Acknowledgments

The support provided to women and children and participation in a range of activities seeking to improve systemic responses would not have been possible without the encouragement and leadership of the Management Committee. Zoe Rathus, Chris d'Aquino, Leisa Wathen, Jude Clarkin, Nik Preston, and Robyn Mayes supported me and the team through good governance and by sharing their individual expertise.

The IWSS service delivery team led by Ingrid, once again showed their commitment to best practice in giving their absolute best to support women and their children affected by violence. My heartfelt thanks to the IWSS staff for their efforts in making the service inclusive and welcoming. Thank you Ingrid, Caroline, Nas, Miryeong, Maria, Geraldine, Claudina and Kaz. Our two project workers, Ana and Ambyr contributed to resource and project development with commitment and dedication. Ranjika provided unwavering support to me and the team with her usual kindness and diligence. My appreciation also goes to our contractors, Camille Rumble and Katie Henderson from Quintessential Administration Services (bookkeeping services) and John Quinonez from Fire Systems (IT development and support). Thank you for your kindness and commitment to working with us.

A big thank you to past staff who left the organisation and to casual staff who provided backfill support during the reporting period. Thank you all for your tireless support and for generously in sharing your knowledge and skills.

To our colleagues from government and non-government agencies, we appreciate and value their contribution to our work and the wellbeing of the women and children.

Finally, thank you to the women and children who sought support from the service during the financial year.

We learn from the women's and children's stories and challenges and we incorporate this learning into our practice and advocacy. These stories inspire us and contribute to our vicarious growth as human beings and practitioners.

# Senior Caseworker

## Ingrid Perez

For the 2018-2019 financial year, a total of 767 women received assistance from IWSS. Of these, 431 women were assisted by the service through case management support for domestic violence and/or sexual assault, whilst 336 women received support through brief interventions. From all the women supported, a total of 267 required an interpreter.

### Domestic Violence

A total of 335 women between the ages of 17 to 75 plus received domestic violence support. The major cohort accessing were aged between 25 to 44. The women were from 70 countries and they were supported in relation to physical, psychological, social, verbal, property damage, threats and economic abuse. The ten most common countries of birth were: China (excludes SARs and Taiwan), India, Vietnam, Philippines, Afghanistan, Iran, Pakistan, Papua New Guinea, Thailand, Korea and Indonesia. The highest four main languages identified were: Mandarin, Spanish, Vietnamese and Arabic. Accredited interpreters were provided to 131 women who required language support, therefore 39.1% of these women required an interpreter.

Out of the 335 women who were supported, 27% of these women had lived in Australia for more than 5 years but less than ten years.

Nearly half of the clients, i.e. 47% identified that they had had a permanent address less than 1-week prior accessing IWSS. A total of 330 clients identified that they lived in Queensland the week prior to seeking support.

The major source of referrals was from: telephone/ crisis referral agencies, self-referrals, other agencies government and non-

government (Health and Educational Institutions), Specialist Homelessness Agency/ outreach workers and Queensland Police Service.

The main support period for clients is between 2 to 14 weeks.

Financial assistance was provided for short term or emergency accommodation, establishing and maintaining tenancy, accessing other external services and for other payments or bills. Approximately 30% of these clients identified as having nil income and 25% identified as being employed, whilst 30% identified as being in receipt of Centrelink payments.

### Sexual Assault

A total of 96 women from 36 countries were provided with support in relation to sexual assault, including intimate partner sexual violence, sexual assault from a non- intimate partner, suspected child sexual abuse (of own children), internet related sexual abuse, sexual abuse experienced while in detention and women who identified as experiencing historical sexual abuse. Of these women, 38 women were provided with support through accredited interpreters.

### Accompanying Children

A total of 203 children accompanied the 335 women who were provided with case management support for domestic violence and or/sexual assault.

### Brief Intervention

A brief intervention is an intervention that does not exceed 60 minutes.

## Senior Caseworker's Report cont'd

A total of 336 women received brief intervention support, which included information about options, emotional support, safety planning and referrals. Brief intervention refers to the support of women who chose not to receive ongoing assistance from the service, therefore typically it is a one-off support. Of these women, 98 required interpreters in 45 languages.

### Specialist Support

A total of 268 service providers and 44 family/friends of women experiencing violence in their lives were supported through information and resources.

### Referral Management Coordination System (RMCS) - Queensland Police Service (QPS) Referrals

A total of 82 referrals were received through QPS referrals during the financial year. This put our service in contact with women immediately after police responses to incidents of domestic violence and sexual abuse were recorded.

The top four referral places were:

- Centacare - Family and Relationship Services Brisbane Metro DFV Support
- Queensland Police Service - South Brisbane District Domestic and Family violence Vulnerable Persons Unit
- Centacare - Family & Relationship Services - Brisbane Metro
- Queensland Police Service – Inala Station

The majority of the women referred via QPS referral system received case management support from IWSS. The age range of these women were from 18 to 55 years. The major cohort of referrals was between 26 – 46 years of age.

### Trends and Emerging Issues- Domestic Violence

- Family law and immigration issues remained predominant features of domestic violence presentations.
- Women entering Australia on tourist visas instead of spousal partner visas
- Women presenting with limited and or nil income
- Women being subjected to economic abuse through coercion to provide their income to the perpetrator of abuse and not being able to access own and/or joint funds
- Women on student visas, without any income and separated from their partners as a result of domestic violence.
- Escalation of abuse/violence once the application for spousal visa was lodged.
- Women on temporary partner visa subclass (820) and (309) seeking assistance for domestic violence, presented as having a lack of understanding of the family violence provisions and their legal rights in Australia.
- Cross orders after a DVO application (private or police application) had been lodged.
- Violence presenting upon arrival to Australia in arranged or recent marriages
- Access to affordable housing continued to be a barrier to meet long-term outcomes for women and their children after experiencing domestic violence.
- IWSS has continued to advocate and support women with no income due to their visa status restricting the woman to access Centrelink, Health services and Housing.
- Perpetrators threatening women with deportation and parenting rights.



- The impact of process and legislation in accessing Centrelink payments
- Longer processing times for Victims Assist Qld has impacted clients being able to access this support.

### Trends and Emerging Issues- Sexual Assault

IWSS caseworkers supported women experiencing intimate partner sexual violence, historical sexual assault, sexual assault from a non-intimate partner, mothers of children reporting suspected child sexual abuse, and women who experienced sexual abuse in the workplace.

- Women reported strangulation and choking techniques used by perpetrators of violence.
- Digital harassment, 'Revenge Porn' appears to be on the increase, due to people connecting via social media.
- Women expressing feelings of 'guilt' to non-consensual sex with their intimate partners.

### Service Delivery Summary

1.3 in 3 women (34.81%) required and were provided with an interpreter out of the total of 767 women. All women were provided with culturally appropriate support.

Main languages spoken by women accessing support for domestic violence and sexual assault included: Arabic, Bengali, Dari, Farsi, Filipino, Hindi, Indonesian, Korean, Mandarin, Persian (excluding Dari), Portuguese, Punjabi, Somali, Spanish, Thai, Urdu and Vietnamese.

### Community Education

IWSS provided a total of 33 community education and professional development sessions to a range of community groups and service providers as outlined below. Community Education was delivered to different cohorts, ranging from professionals in and out of our sector, clients and students. Sessions were delivered to 872 individuals. The information was delivered in different modalities from small group conversational to lecturing style.

- QUT Master of Counselling Students
- Consultation Brisbane workshop development for the 4th Action Plan
- Grovely TAFE – AMEP students
- Griffith University – input into brochure development
- Multicultural Development Australia – staff
- QUT Guest Lecture – Criminal Justice students and Social Work and Human Services students
- Metro North Mental Health – Alcohol & drug Service (MNMHS-ADS CALD) - Staff
- Griffith University students– Sexual Assault and CALD Women
- Court users' stakeholders group meeting
- Fourth Action Plan Teleconference
- Nundah Community Centre – clients and staff
- Yeronga State High School - students
- Feedback to the sexual assault template for Greater Brisbane sexual Assault Interagency Network



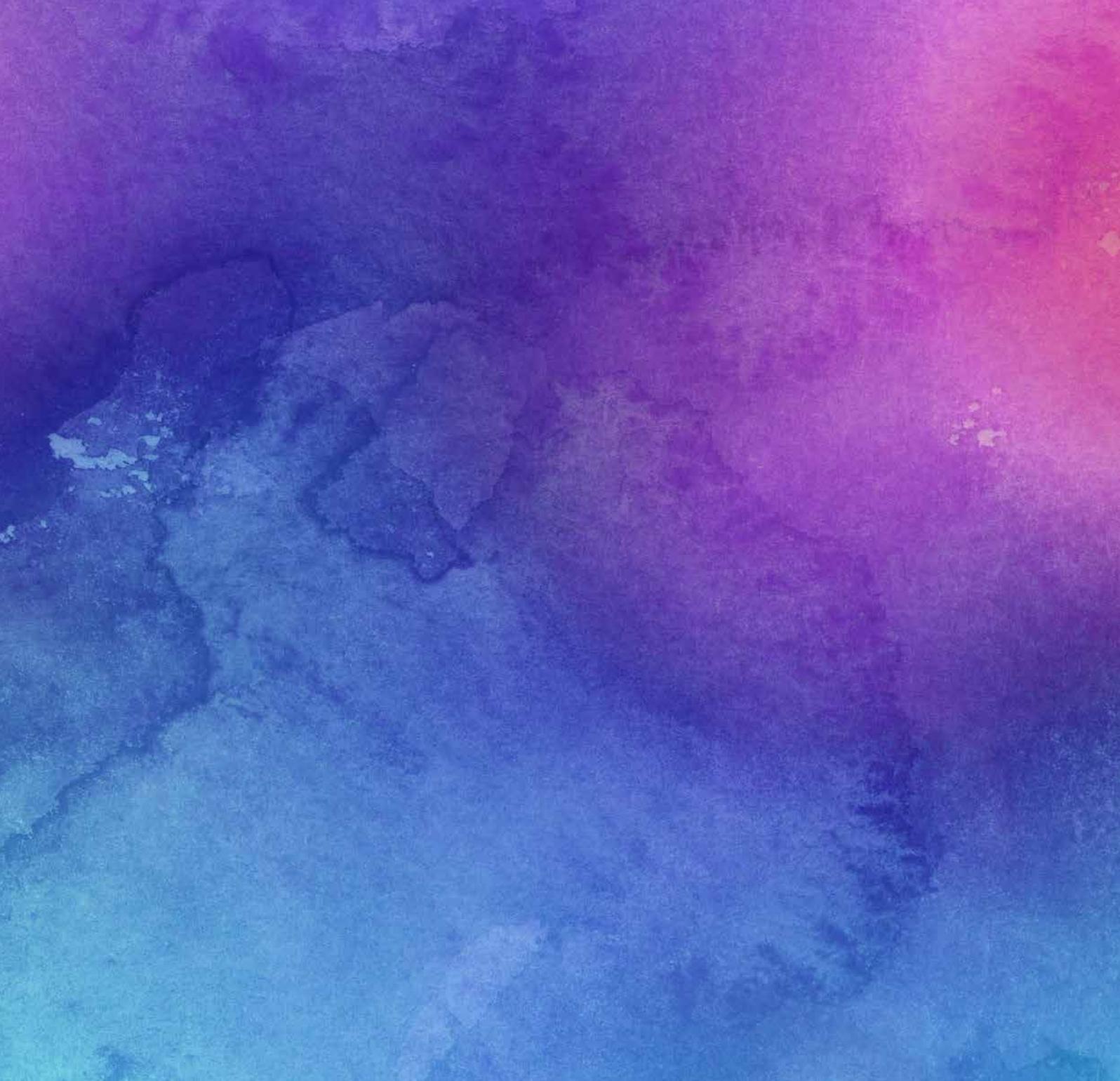
## Senior Caseworker's Report cont'd

- SVAM activity on consent for IWSS clients
- Metro North Mental Health – Alcohol & drug Service – client presentation
- Family and Federal Circuit Courts Brisbane - staff
- QPASTT – Client presentation
- Centrelink Inala - Somali workgroup
- Centrelink Inala - staff
- LAQ – Pathways - staff
- Griffith University - Abuse and Challenges that CALD women face - students
- One Voice – Stakeholders discussion - Multicultural Service Officers Centrelink
- Northside Multicultural Network Meeting – sector participants
- Sexual Violence Prevention – Brisbane Consultation Forum – sector participants
- Candle Vigil – sector participants
- WWILD Domestic violence and sexual assault prevention Roundtable – sector participation
- Police Link – Awareness about Violence against CALD women - staff
- Focus group for CALD women – Department of Child Safety Youth & Women
- Not Now...Not Ever – Conversations about Domestic Violence and Sexual Assault – sector participants
- Inala Legal Service – Healthy Relationships - clients

Feedback was sought and obtained when appropriate from participants. From the feedback provided, 90% plus identified that they had a better understanding of the services provided by Immigrant Women's Support Service. Furthermore, over 90% reported a better understanding of the types of Domestic and Family Violence including Intimate Partner Sexual Violence. The feedback from presenting to students indicates that over 95% have acquired a better understanding of supports available to people subjected to domestic and sexual violence.

### Professional Development where IWSS presented

- Metro North Mental Health – Alcohol & drug Service (MNMHS-ADS CALD) - staff
- Bracken Ridge TAFE – staff / teachers
- Training for Family and Domestic Violence Workers – in partnership with LAQ, RAILS and IWSS 'Family Violence and Visas' – sector participants
- Community Legal Centres Qld (CLCQ co) webinar presentation in partnership with RAILS – Legal professionals
- Centrelink Mt Gravatt - Abuse and Challenges that CALD women face – Centrelink Staff
- Police Link – Police officers and Administration staff



# Migrant Women's Emergency Support Service Inc.

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An Integrated Domestic Violence and Sexual Assault Service for  
Women of non-English speaking backgrounds

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Fax: 3844 8467

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