



# Migrant Women's

Emergency Support Service Inc.

---

Annual Report 2019-2020





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

---

Annual Report 2019-2020



# 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 at Griffith University Law School. She teaches family law and ethics and professional responsibility as well as some of the clinical placement courses. Zoe's research focuses on the family law system with an emphasis on family violence, women and children. After 8 years in private practice, Zoe became coordinator of the Women's Legal Service in 1989 and worked there until 2004, engaging in extensive law reform activities for women. She has served on a 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.

## 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 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.

## Robyn Mayes - Treasurer/Member

Dr Robyn Mayes is an Associate Professor in the Queensland University of Technology Business School. She is a feminist 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 invited to speak at a range of national and international fora.

### 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

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.

### 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.

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.

### Sgt Leisa Wathen - Member

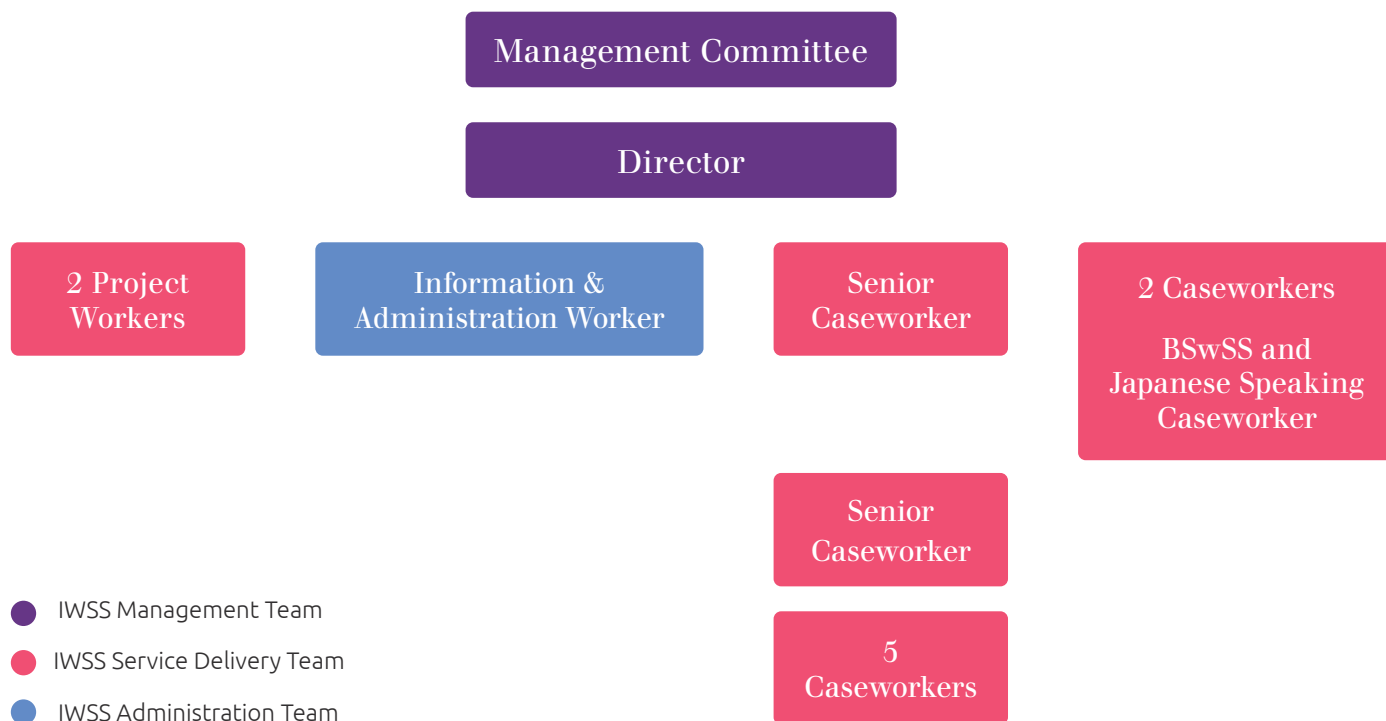
Sgt Wathen has been a serving Police officer since 1989 and has over 29 years of Policing experience. She is currently working as a Shift supervisor at the Holland Park Police station. She recently worked at the Domestic, Family Violence and Vulnerable Persons Unit as the Elder Abuse Project officer. 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 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
- **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:

- Anonymous
- Brisbane City Council Lord Mayor's Charity Trust
- Minter Ellison
- Oz Harvest
- Rotary Club Ashgrove
- Sally Rideout – Arbonne Independent Consultant
- Share the Dignity
- Telstra Safe Connections program
- WESNET Telstra Safe Connections program
- Zephyr Education Inc
- Zonta Club of Brisbane Breakfast
- Zonta Club of Brisbane South Inc

The support received from donors include financial support and other assistance to complement our work in upholding women and children's basic human rights. Thanks to all our donors for their generous support this financial year.



# Chairperson's Report

Zoe Rathus AM

How else can a Chairperson's report start at the end of 2020 except by saying – what a year! But our leadership team of Cecilia Barassi-Rubio and Ingrid Perez, all of the staff, various contractors and others who support the work of IWSS, have done an incredible job during this most difficult year. A huge thank you to you all from the management committee – and my thanks to all of the other MC members for their work through 2020 – Chris Q'Aquino, Jude Clarkin, Leisa Wathen, Robyn Mayes and Nik Preston, who stepped down at the end of 2019.

IWSS did an extraordinary job, closing the physical office and moving to on-line service delivery in a matter of days. Thanks Cecilia for your leadership, thoughtfulness and diligence in protecting your staff and your clients. Thanks also to Chris D'Aquino who kept us informed about the latest health directives. Careful attention was paid to ensuring that everyone could work comfortably and safely from home, and the staff adapted with amazing speed and flexibility. Sincere thanks to John Quinonez who provided invaluable assistance in our move to online service delivery and infrastructure.

It was a privilege to be on the management committee over this period and be part of the extraordinary response. There was regular consultation between the MC and the staff and we listened closely to their experiences, needs and concerns for their clients' welfare and their own safety. An unexpected joy from COVID-19 was the opportunity for members of the MC to join the work team in their weekly Teams meetings on a number of occasions – to hear directly from them. Ultimately, we implemented a partial return to office – facilitated by a complex roster established by Ingrid – ensuring health and safety first,

but also allowing different small groups of staff and contractors to spend time in the same space and reap the human benefits of that. Thanks to our cleaning contractor, Rosanna, for stepping up to the challenge.

During the year we determined to delay the intended recruitment process and extended the contracts of our casual staff. This seemed the fairest and most practical decision – and we thank those women for their dedicated work over 2020. A recruitment process is now underway.

We are grateful to our funders and donors, all of whom are listed in the report. We are especially grateful for the increased funding provided by the Department of Child Safety, Youth and Women, to assist with our response to COVID-19 and the additional emergency relief provided by the Department of Social Services. As can be seen in the reports from Cecilia and Ingrid – many of our clients have no access to income and this fund is a survival line at times of crisis. On that note, IWSS is continuing important advocacy work, in collaboration with other services, on women without income.

Ingrid's report shows that nearly 600 women received support and assistance from IWSS during the year. Their problems were complex and traumatic – made more so for many by the impact of COVID which increased their isolation and brought new demands such as home schooling and loss of employment. Nearly half required interpreters and many have experienced trauma long before the presenting issue at IWSS. Family law issues, visa issues, strangulation and stalking continue as major concerns for our clients.

## Chair's Report cont'd

We also continued into the third year with our Japanese speaking caseworker, Kaz – a unique position in Queensland and Australia. Our collaborative service for sexual assault at Richlands also continued in modified form – so our client services and our partnerships were preserved.

IWSS played a vital policy and advocacy role this year as political and government leaders turned to on the ground services for advice regarding the pandemic. Cecilia attended countless meetings – ensuring that the voices and experiences of CALD women were heard, and particularly raising the severe problems for the most vulnerable in that group, including women with no income or other support. In the meantime we also delivered our community education program to a wide range of organisations and individuals – sometimes in virtual mode. The list of these diverse events and activities is detailed in Ingrid's report. On the other side, we also ensure that our staff are able to engage in professional development – and the opportunities taken up this year are listed in Cecilia's report.

Work on policies and procedures has continued. This can be time-consuming and technical but is critical to our organisational governance. Thanks to Grazia Catalano and Michelle Denton consultants for working on this – and Leisa Wathen, Jude Clarkin and Chris D'Aquina for providing management committee input. Importantly we have developed an up to date privacy and confidentiality policy with the pro bono assistance of Sonja Read and others at Minter Ellison.

As always our budget is well on track and well managed by Katie and Camille from Quintessential Administration Services and Jude – our well informed treasurer.

At an organisational level we successfully completed the Human Services Quality Framework assessment and have met all the requirements of our funding bodies. The Enterprise Bargaining Agreement is up for renewal – so that project lies ahead. And we are looking to find the positive in COVID-19 – and make 2021 as "business as better, not business as usual".

So THANKS again to everyone involved in making IWSS happen this year. You all are superb. I saw a large wonderful and diverse group of people performing professionally, ethically, sensitively – and with a sense of purpose. IWSS continued to work for their clients, to educate the community and government about their experiences and to advocate on their behalf – individually and collectively. I am proud to be the chairperson.

# 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 2019-2020 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

In addition, one-off funding was provided by:

- **Department of Child Safety, Youth and Women** – Covid-19 allocation for Staff Workplace Health and Safety and Client Support
- **Department of Social Services** – Covid-19 additional Emergency Relief allocation

Significant Covid-19 related expenditure trends this year included a large increase in client support payments; purchase of electronic equipment to enable staff to work remotely; accrual of unused staff Annual leave; and increased cleaning costs. In addition, provision was made for Domestic Violence leave.

The increase in revenue during the 2019-20 year combined with the slightly larger increase in overall expenditure resulted in an overall loss for the year, reflected in a 3% reduction in retained earnings.

The organisation complied with all financial and performance reporting obligations with respect to all funding received and all services were provided according to our contractual obligations.

The audited financial report was prepared by Mr Andrew G. Marshall, from Andrew G. Marshall Chartered Accountants.

The Migrant Women's Emergency Support Service Inc. will be able to meet its financial obligations in the new financial year.

## In 2020...



Increase client support payments



Accrual of unused staff leave

Increased cleaning costs due to COVID



Purchase equipment for working remotely





# Financial Report

for the year ended 30 June 2020



## Financial Report for the year ended 30 June 2020

### Committee's Report

Your committee members submit the financial report of the MIGRANT WOMEN'S EMERGENCY SERVICE INC for the financial year ended 30 June 2020.

#### Committee Members

The name of each member of the committee during the year and if different, at the date of the report;

Zoe Rathus  
Chris D'aquino

Leisa Wathen  
Jude Clarkin

Robyn Mayes  
Nicole Preston

#### Principal Activities

The principal activities of the association during the financial year were:  
provision of domestic and sexual assault support services to migrant and refugee women and their children.

#### Significant Changes

No significant change in the nature of these activities occurred during the year.

#### Operating Result

The loss of the association after providing for income tax amounted to \$(12,693.80).

Signed in accordance with a resolution of the Members of the Committee.

Committee Member:

  
Zoe Rathus

Committee Member:

  
Jude Clarkin

Dated this 10<sup>th</sup> day of December 2020

**INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2020**

	Note	2020 \$	2019 \$
<b>INCOME</b>			
Grants		1,091,347.48	1,032,121.14
Donations		22,736.44	13,445.00
		<u>1,114,083.92</u>	<u>1,045,566.14</u>
<b>OTHER INCOME</b>			
Interest Received		4,888.78	6,100.70
Other Revenue		170,056.17	135,217.17
		<u>174,944.95</u>	<u>141,317.87</u>
		<u>1,289,028.87</u>	<u>1,186,884.01</u>

The accompanying notes form part of these financial statements.

# INCOME STATEMENT

## FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
<b>EXPENDITURE</b>			
Advertising		-	145.00
Auditor's Remuneration		3,000.00	3,000.00
Business Planning Costs		8,717.00	579.50
Cleaning		7,736.36	6,049.18
Client Support		87,354.91	46,473.24
Consultancy Fees		55,655.61	50,160.93
Computer Expenses		8,082.04	6,069.51
Depreciation		6,308.55	6,671.79
Electricity		3,450.09	4,742.92
Equipment - Assets <\$5000		32,450.44	9,841.09
Fees & Permits		8,096.45	4,978.32
General Expenses		2,063.33	1,575.24
Insurance		17,573.57	17,046.16
Legal Costs		2,190.00	518.41
Meetings		443.09	2,560.65
Motor Vehicle Expenses		8,153.16	8,232.45
Postage		1,584.98	816.34
Printing & Stationery		6,601.47	7,316.81
Provision for entitlements		96,883.16	40,394.73
Rates & Taxes		9,495.14	9,749.92
Rent		9,000.00	12,000.00
Repairs & Maintenance		5,352.94	8,966.05
Security Costs		1,115.27	961.00
Staff Training & Welfare		13,563.80	20,477.66
Subscriptions		2,218.51	1,593.80
Superannuation Contributions - Employees		73,905.92	71,451.25
Telephone		25,419.75	19,496.96
Travelling Expenses		12,978.89	12,506.82
Wages		783,957.01	767,627.85
Workcover		8,371.23	5,295.50
		<u>1,301,722.67</u>	<u>1,147,299.08</u>
(Loss) Profit before income tax		(12,693.80)	39,584.93

The accompanying notes form part of these financial statements.

**INCOME STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>Note</b>	<b>2020 \$</b>	<b>2019 \$</b>
<b>(Loss) Profit for the year</b>		(12,693.80)	39,584.93
Retained earnings at the beginning of the financial year		490,414.93	450,830.00
<b>Retained earnings at the end of the financial year</b>		477,721.13	490,414.93

The accompanying notes form part of these financial statements.



# **BALANCE SHEET** **AS AT 30 JUNE 2020**

	Note	2020 \$	2019 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	982,571.43	764,839.42
Trade and other receivables	4	<u>3,837.78</u>	<u>17,976.68</u>
<b>TOTAL CURRENT ASSETS</b>		<u>986,409.21</u>	<u>782,816.10</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	5	<u>20,665.28</u>	<u>26,973.83</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u>20,665.28</u>	<u>26,973.83</u>
<b>TOTAL ASSETS</b>		<u>1,007,074.49</u>	<u>809,789.93</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	382,424.40	277,712.12
Provisions - Other		55,548.63	28,200.00
Unexpended Grants		<u>91,380.33</u>	<u>13,462.88</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>529,353.36</u>	<u>319,375.00</u>
<b>TOTAL LIABILITIES</b>		<u>529,353.36</u>	<u>319,375.00</u>
<b>NET ASSETS</b>		<u>477,721.13</u>	<u>490,414.93</u>
<b>MEMBERS' FUNDS</b>			
Retained earnings	7	<u>477,721.13</u>	<u>490,414.93</u>
<b>TOTAL MEMBERS' FUNDS</b>		<u>477,721.13</u>	<u>490,414.93</u>

The accompanying notes form part of these financial statements.

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020**

---

The financial statements cover MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC as an individual entity. MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC is a not for profit Association incorporated in Queensland under the Associations Act

The functional and presentation currency of MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

### **1 Basis of Preparation**

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities.

### **2 Summary of Significant Accounting Policies**

#### **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 plant and equipment is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

### 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.

### 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.

## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020**

---

### **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.

### **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.

### **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 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>3 Cash and Cash Equivalents</b>		
Cash on Hand	200.00	200.00
Petty Cash Imprest	500.00	500.00
Cash at Bank	386,214.67	291,344.86
Cash at Bank	35,111.92	11,594.30
Cash at Bank	28,911.85	28,880.61
Cash at Bank - Summerland	208,894.41	204,712.36
Cash at Bank	7,010.64	908.14
Cash at Bank	<u>315,727.94</u>	<u>226,699.15</u>
	<u>982,571.43</u>	<u>764,839.42</u>
<b>4 Trade and Other Receivables</b>		
<b>Current</b>		
Trade Debtors	-	14,200.00
Input Tax Credits	<u>3,837.78</u>	<u>3,776.68</u>
	<u>3,837.78</u>	<u>17,976.68</u>
<b>5 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>(22,681.99)</u>	<u>(16,373.44)</u>
	<u>20,665.28</u>	<u>26,973.83</u>
<b>Total Plant and Equipment</b>	<u>20,665.28</u>	<u>26,973.83</u>
<b>Total Property, Plant and Equipment</b>	<u>20,665.28</u>	<u>26,973.83</u>

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>6     Accounts Payable and Other Payables</b>		
<b>Current</b>		
Trade Creditors	(218.49)	5,014.85
Other Creditors	18,814.79	10,992.70
Superannuation Owing	0.01	72.59
GST Payable	33,523.17	28,435.22
Amounts Withheld	6,781.00	6,556.00
Provision for Staff Entitlements	<u>323,523.92</u>	<u>226,640.76</u>
	<u>382,424.40</u>	<u>277,712.12</u>
<b>7     Retained Earnings</b>		
Retained earnings at the beginning of the financial year	490,414.93	450,830.00
(Net loss) Net profit attributable to the association	<u>(12,693.80)</u>	<u>39,584.93</u>
Retained earnings at the end of the financial year	<u>477,721.13</u>	<u>490,414.93</u>

**8     Statutory Information**

The registered office of the association is:

West End

The principal place of business is:

West End

## STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report 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 report as set out on pages 1 to 10:

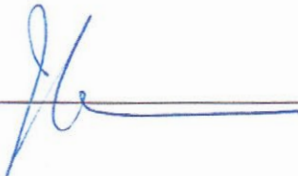
1. Presents a true and fair view of the financial position of MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC as at 30 June 2020 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE 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:

  
Zoe Rathus

Treasurer:

  
Jude Clarkin

Dated this 10<sup>th</sup> day of December 2020

## **Report on the Audit of the Financial Report**

### **Opinion**

I have audited the accompanying financial report, being a special purpose financial report, of MIGRANT WOMEN'S EMERGENCY SUPPORT SERVICE INC (the association), which comprises the balance sheet as at 30 June 2020, and the income and expenditure statement for the year then ended, and notes to the financial statements including a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

In my opinion, the accompanying financial report of the association for the year ended 30 June 2020 is prepared, in all material respects, in accordance with the Associations Incorporation Act 1981.

### **Basis for Opinion**

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the code.

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

### **Emphasis of Matter- Basis of Accounting**

I draw attention to note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist the association in reporting to its members. As a result, the financial report may not be suitable for another purpose. My report is intended solely for the association and should not be distributed to or used by parties other than the association. My opinion is not modified in respect to this matter.

### **Responsibilities of Management and those Charged with Governance**

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Act 1981 and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the association's financial reporting process.



### **Auditor's Responsibility for the Audit of the Financial Report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

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

**Name of Director:**

\_\_\_\_\_  \_\_\_\_\_

Andrew G Marshall

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

**Dated this 31 day of October 2020**

# Director's Report

Cecilia Barassi-Rubio

The second part of the 2019-2020 financial year will remain in our collective memory. The ongoing challenges faced by women and children affected by domestic and/or sexual violence were exacerbated by the health pandemic. COVID-19 had devastating impact on women who lost their employment and/or ended up stranded in Australia due to border closures and without access to government income support.

The IWSS Team and Management Committee worked collaboratively and tirelessly to protect clients and staff from any negative impacts resulting from COVID-19 and the temporary disruption to face to face service delivery. The service had to quickly adapt to the new circumstances by implementing new technology and systems. This would have not been possible without the support from the Management Committee, the IWSS Team, and our contracts, including Cleaning, IT support, and Bookkeeping.

Despite the challenges, this year we learnt that we are stronger than we thought and committed above and beyond our call of duty. We learnt to communicate differently and by using different means. Notwithstanding the adversities, the team rose to the challenge and provided domestic violence and sexual assault support services to a total of 586 women and their accompanying children during the 2019-2020 financial year. Furthermore, a total of 303 individual emergency relief supports were provided for the reporting period.

This was a year where collaboration was central to our activities. I participated in local, state and national meetings/consultations to raise awareness of COVID-19 related impacts to problem

solve with stakeholders from government and non-government agencies. Together, we achieved change at a rapid pace and the systems improvements were fully informed by the experience of women and children affected by domestic/sexual violence. This clearly shows that, where there is a will there is a way.

IWSS received additional COVID-19 specific funding for emergency relief from the Department of Social Services, and an additional funding allocation from the Department of Child Safety, Youth and Women, to assist the organisation to meet new workplace health and safety requirements; to ease the additional demand for services; and to provide direct resources to clients via emergency relief.

In the spirit of collaboration and upholding clients' dignity, we established a pathway with Romero Centre to support asylum seekers, who were either, unable to work due to visa conditions, or lost their employment due to COVID restrictions.



## During COVID-19

Maintained support to women in need

Implemented new technology to adapt to a changing environment

Established new collaborations

Adapted to new methods and systems



We continued to provide support to women who have no access to income support, Medicare or public housing due to their immigration status and who are also impacted by domestic and family violence. Our advocacy on behalf of women without access to income support is ongoing. This year, we hosted several meetings with interested stakeholders from over 15 organisations in Queensland. In collaboration with Women's House and supported by stakeholders, we drafted an advocacy letter to Members of Parliament. We also drafted a letter for distribution across Australia seeking Coalition Of Australian Governments' consideration of issues affecting women with no access to income support in their meeting in March 2020. I presented on this issue at the Service Systems Forum organized by the Brisbane Domestic Violence Service and at every possible avenue. I will continue advocating on behalf of women without income until systemic change is achieved.

This financial year, we tested our resilience and worked hard at facilitating access to our services and resources. We contributed to the improvement of systems, highlighted systemic barriers and took every possible opportunity to work alongside our colleagues from government and non-government agencies to share knowledge and skills in pursuit of an improved and fairer service system. Please find below details of main activities for the 2019-2020 financial year.

Delivered

**632** sessions of  
emergency relief

### Emergency relief

The emergency relief service funded by Department of Social Services provided support to a total of 303 individuals and families facing financial distress. This support was provided over a total of 632 sessions, with March, May and June representing the months with higher levels of requests. The main types of assistance included gift vouchers, transport, payment of utility bills, accommodation and health care. IWSS also developed a client pathway with Brisbane Youth Service as their funding expired in December 2019. Furthermore, a pathway was also developed to facilitate access to financial assistance to clients from Romero Centre, who are seeking asylum in Australia. Due to changes to emergency relief allocation in Queensland, IWSS established a dedicated line to provide this type of support on Tuesdays and Thursdays to facilitate clients' access.

## Director's Report cont'd

### Collaboration and partnerships

**Brisbane Southwest Support** – Notwithstanding the limitations to face to face service delivery in the second part of the reporting period, the needs of the women accessing support from the BSWSS were met to the best of our ability whilst the four partner services, BRISCC, Zig Zag, Murrigunyah and IWSS, worked at adapting service delivery to the new conditions resulting from COVID-19. The IWSS Caseworker is available from the Richlands office once a week. During the reporting period, a total of ten women from culturally and linguistically diverse backgrounds accessed support from the IWSS Caseworker. Of the ten women, five were supported with the assistance of an interpreter throughout the support/counselling period.

**Japanese Speaking Caseworker** - This year we signed a third agreement with the Consulate-General of Japan in Brisbane, for the provision of domestic violence support services to Japanese women in Australia. The service operates 2.5 days a week from Brisbane and fortnightly from the Gold Coast, hosted by Multicultural Families Association. However, due to the pandemic, the Caseworker had to cease the face to face service at the Gold Coast but continued to provide services via other means. A total of 92 Japanese women were assisted this financial year. Assistance included: domestic and family violence support, counselling, referrals to legal services for family law, domestic violence, and immigration matters. The Caseworker was invited by Mr Kazunari Tanaka, Consul-General of Japan in Brisbane, to provide a presentation on the service and to meet Ms Yoko Kamikawa, a Japanese politician, who is now the current Minister of Justice in Japan.

**Telstra Safe Connections (WESNET)** – A total of eight women received smartphones and a session on online safety awareness to assist them to maintain safe access to technology and connection with service providers, supports, and family.

**Multicultural DV Alert Lifeline** – Through the agreement with Lifeline, IWSS co-facilitated Multicultural DV-Alert sessions aimed at assisting participants to gain knowledge and skills in recognizing, responding and referring people affected by domestic and family violence.

**End of Year Celebration** – We were able to bring together women and their children at the end of year celebration in a location in Brisbane. This was a great opportunity for staff and MWESS Chairperson, Zoe Rathus, to join this activity, which was possible due to funding received from the Brisbane Lord Mayor's Charitable Trust and gifts donated from Share the Dignity and Zonta Club Brisbane Breakfast, the latter represented on the day by our long-term supporter Ayesha Murray.



## Consultations

- **CALD Suicide Prevention Resource Development Steering Committee** – Project supported by the Queensland Mental Health Commission and led by the Queensland Transcultural Mental Health Centre
- **Combined Brisbane HRT Business group and DFV Sub-Committee workshop** – Department of Child Safety, Youth and Women
- **Community-based approaches to sexual offender reintegration** – ANROWS and Healing Foundation
- **Cultural Diversity Project** – DJAG/Courts
- **Domestic and Family Violence Summit** – Department of Child Safety, Youth and Women
- **Forum on Domestic and Family Violence Prevention in Queensland's Culturally and Linguistically Diverse Communities** – Department of Child Safety, Youth and Women
- **Medicare Ineligible Project** – Royal Brisbane and Women's Hospital
- **Post Summit – Sexual Violence Prevention Forum** – Department of Child Safety, Youth and Women
- **Queensland Sexual Violence Prevention Roundtable** – Department of Child Safety, Youth and Women
- **Recognizing and responding to Reproductive Coercion in a Legal Context** – Griffith University, University of Queensland and University of Melbourne

## 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



## Director's Report cont'd

### Networks/Peaks

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

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

### IWSS Team - Professional Development

Professional development is essential in maintaining and updating team's knowledge and skills. For the reporting year, the IWSS team attended a wide range of professional development activities:

1. Attitudes towards violence against women and gender equality among people from non-English speaking countries – ANROWS
2. Blue Card Information Session - Brisbane Community Hub
3. Child in View forum. Supporting children and young people affected by D&FV - BDVS
4. Counselling Notes Protect Service - a LAQ and WLS initiative
5. Constructions of Complex Trauma and Implications for Women's wellbeing and safety from violence - QCDFVR
6. Covid-19 and Domestic Violence - Morella Community Centre
7. Cultural considerations to support children from migrant and refugee backgrounds' mental health and wellbeing - Child, Family, Community Australia and Emerging Minds
8. CPR training – St Johns Ambulance Service
9. David Mandel: Promoting the best outcomes for children in domestic and family violence cases - Family Law Pathways
10. Designing, Driving & Leading Change – Healing Foundation and ANROWS



11. DFV Common Risk and Safety Framework (CRASF) and Information Sharing Training - Department of Child Safety, Youth and Women
12. Discrimination and human rights - The Queensland Human Rights Commission
13. Domestic and Family Violence Tenancy Training - Tenants Queensland Inc
14. Embedding trauma-informed care and practice for managers - Blue Knot foundation
15. Energy hardship and concessions during COVID-19 - QCOSS
16. E Safety workshop – Office of the eSafety Commissioner
17. Family violence and your visa – Department of Home Affairs
18. Forum on DFV Prevention in Queensland's CALD Communities - Department of Child Safety, Youth and Women
19. Human rights information sessions - Department of Child Safety, Youth and Women, Department of Communities, Disability Services and Seniors, Department of Youth Justice, Department of Housing and Public Works
20. Improving Workplace Culture and Morale – ASU
21. Introduction to the Anti-Discrimination Act - Queensland Human Rights Commission
22. Introduction to the Human Rights Act - Queensland Human Rights Commission
23. Introduction to the Strengths Approach - Lighthouse Resources
24. Is FGM/C Happening in Australia? What Health Professionals Need to Know - Multicultural Centre for Women's Health
25. Leading teams, staying connected - WorkUp
26. Managing debt: Keeping the vultures at bay - QCOSS
27. Managing household energy efficiency - QCOSS
28. Managing water usage and bills in South East Queensland - QCOSS
29. Practice discussion on working with men who use violence in the justice system: an integrated response model - ANROWS
30. Preventing and responding to sexual harassment in the workplace - ANROWS & the Australian Human Rights Commission
31. Prevention of violence against women and safer pathways to services for migrant and refugee communities - ANROWS
32. Putting children first: Changing how we communicate with parents to improve children's outcomes - Child Family Community Australia
33. QUEER without Fear - Sandbag community Centre
34. Recognising and Responding to Reproductive Coercion in a Legal Context School of Law - University of Queensland
35. Recovery Leadership – Australian Institute for Disaster Resilience

## Director's Report cont'd

36. Responding to sexual violence experienced among trans women of colour from culturally and linguistically diverse (CALD) backgrounds in Australia - ANROWS
37. Sadie's Story: Helping women affected by domestic and family violence navigate a fragmented system - ANROWS and Steven Lock, Practice Leader (Domestic and Family Violence), Department of Child Safety, Youth and Women, Queensland
38. Self-care for Domestic and Family Violence Worker – Healing foundation
39. SHIP Training - Department of Housing and Public Works
40. SPER, tolls and other transport matters - QCOSS
41. Staff Induction
42. Stories of Change to Theory of Change Workshops - CSIA Training
43. Technology Driven Safety Planning Training Webinar - WESNET
44. Telco Rules Workshop - Australian Communications Consumer Action Network (ACCAN)
45. The duty of care owed by employers during COVID-19 - WorkCover
46. The price is right! Finding the best energy deal for South East Queensland clients - QCOSS
47. The unique role of Specialist Women's Services in Ending Violence Against Women - WESNET
48. Understanding and Responding to Controlling and Escalated Behaviours in Children - Family Law Pathways
49. Understanding and Responding to Sexual Violence – Zig Zag
50. Victim Assist training workshop for Greater Brisbane – Victims Assist
51. Violence against migrant and refugee women; risks, realities, and responses - QCDFVR
52. Visit the Family & Federal Circuit Courts Brisbane – Greater Brisbane Family Law Pathways Network
53. Working Therapeutically with Complex Trauma Clients (Level 1) – Blue Knot Foundation
54. Working Therapeutically with Complex Trauma Clients (Level 2) – Blue Knot Foundation
55. Working with women who have experienced complex trauma in mental health and refugee services A comparative discussion – ANROW



## Acknowledgments

In acknowledging the support received this financial year, I would like to highlight that collaboration was key in taking us through the second part of the financial year and beyond. The leadership from Management Committee, staff and contractors was paramount in navigating our way through the many challenges we faced this year. Together, we met all our obligations and equally importantly, supported the women and children accessing our service.

My deepest gratitude to the Management Committee: Zoe Rathus, Chris d'Aquino, Leisa Wathen, Jude Clarkin and Robyn Mayes for their tremendous support and much needed sustenance to successfully overcome the challenges encountered this year. I would also like to acknowledge Nik Preston for her support in her role of Secretary until the end of the calendar year. The Management Committee walked alongside the team throughout the most difficult parts of the year. I thank each individual member of the committee for their generosity and selflessness in sharing their valuable time, knowledge and guidance for the benefit of the organisation, staff and the women and children we support.

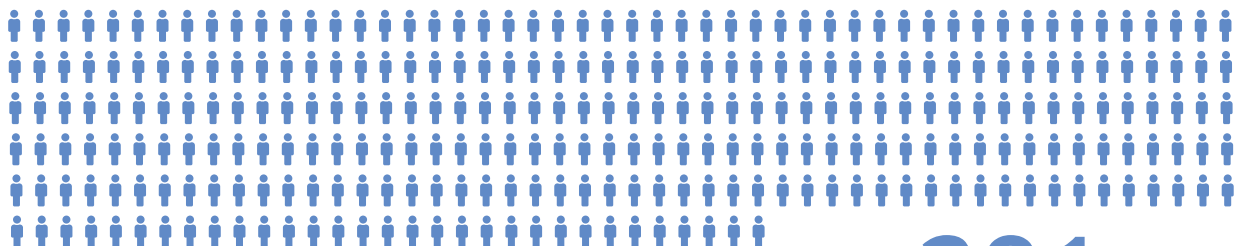
The IWSS team adapted brilliantly to the changes implemented this financial year whilst meeting our service delivery obligations. This was a year of ongoing change, review and implementation. The team had to learn new ways of working and explore diverse means of communication to maintain the level of support expected and deserved by the women and children we serve. The team complied with service delivery requirements and provided crucial knowledge on COVID-19 impacts to inform systems

improvements. The IWSS team also completed numerous surveys and attended meetings and information sessions to keep abreast of developments. Thanks to Ingrid, Kaz, Nas, Claudina, Geraldine, Maria, Caroline, Hayley, Ana, Ambyr, Ranjika and Linda for their ongoing support and for making of IWSS a welcoming place for the women and children and the team. Our contractors also play a pivotal role in facilitating our work. I thank and acknowledge support from Rosanna for essential cleaning services, Camille Rumble and Katie Henderson from Quintessential Administration Services for bookkeeping services, and John Quinonez from Fire Systems for supporting our information technology systems.

Finally, a heartfelt thank you to the women and children for giving us the biggest lessons in resilience, and for helping us to grow as human beings and supporters in the difficult and uncertain journey of seeking safety and justice, in a society that, at times, can be hostile to victims of violence, and systems that are fragmented and difficult to navigate.

**586** women received assistance from IWSS during the financial year

**377** domestic violence support



accompanied by **281** children



# Senior Caseworker

Ingrid Perez

For the 2019-2020 financial year, a total of 586 women received assistance from IWSS. Of these, 377 women were assisted by the service through case management support for domestic violence (176 required interpreters) and 79 women for or sexual assault, whilst 130 women received support through brief interventions.

From all the women supported, a total of 273 required an interpreter, therefore 46% of our clients required interpreters.

## Domestic Violence

A total of 377 women between the ages of 17 to 65 plus received domestic violence support. The major cohort of woman accessing IWSS were aged between 25 to 49. These women were supported in relation to physical, sexual, psychological/emotional, spiritual, social, verbal, threats / coercive behaviours and economic abuse. The ten most common countries of birth were: Iran, China (excludes SARs and Taiwan), India, Vietnam, Philippines, Colombia, Thailand, Korea Republic of (South), Afghanistan & Iraq. The most common languages spoken at home were: Persian (excluding Dari), Spanish, Mandarin, Vietnamese, Hindi, Thai, Arabic & Tagalog.

Out of the 377 women who were supported, 67% of these women had lived in Australia for more than 5 years but less than ten years. 176 women required interpreters as a means for communication.

Nearly a quarter of our clients, i.e. 24% identified that they had had a permanent address less than a month to 6 months prior to accessing IWSS. 98% identified that they lived in Queensland the week prior to seeking support.

The major source of referrals were: self- referrals, Homelessness Agency/ outreach workers and Queensland Police Service, phone/ crisis referral agencies, other agencies government and non-government (Health and Educational Institutions). Approximately 92% of clients achieved half or more of their goals (case management plans) during this period.

The average support period for clients is 67 days or just over 3 months. Support was sought for legal referrals, advice and information, advocacy and liaising on behalf of the client and emotional support.

During this financial year 30% of the clients have identified as having nil income. 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 19% of the clients were engaged in employment, 40 % identified as unemployed and 20% identified as studying whilst 23% identified as being in receipt of Centrelink payments.

## Sexual Assault

A total of 79 women from 32 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 and women who identified as experiencing historical sexual abuse. Of these women, 37 women were provided with support through accredited interpreters.



## Senior Caseworker's Report cont'd

### Accompanying Children

A total of 281 children accompanied the 586 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.

A total of 130 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, 60 required interpreters.

### Specialist Support

A total of 201 service providers and 29 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 56 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:

- Queensland Police Service - South Brisbane District Unit (Domestic Family Violence Vulnerable Persons)

- Centacare - Family and Relationship Services Brisbane Metro DFV Support [Centacare Catholic Family Services]
- Queensland Police Service - South Brisbane District Vulnerable Persons Unit [QPS Referrals]
- Queensland Police Service – Inala Station [QPS Referrals]

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 65 years. The major cohort of referrals was between 26 – 45 years of age.

### Trends and Emerging Issues- Domestic Violence

- COVID 19 created further isolation and challenges for woman being subjected to domestic and family violence – increase in safety alerts and safety planning.
- Loss of employment (income) due to COVID 19 and not eligible to access Centrelink support/s therefore presenting with limited and or / nil income
- Children accessing classes from home – onus on the mothers to oversee teaching/s and difficulties accessing laptops etc equipment at home for schooling purposes.
- Presentations of 'separated but living under one roof' due to limited financial support.
- Family law and immigration issues remained predominant features of domestic violence presentations.
- Women entering Australia on tourist and or other VISAS instead of spousal partner visas.
- Women on student visas, without any income and separated from their partners as a result of domestic violence.



- 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.
- Violence presenting upon arrival to Australia in arranged or recent marriages.
- 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.

### 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 (criminal offence) and choking techniques used by perpetrators of violence. Psycho education on the short term and long-term effects of strangulation and risks involved.
- Stalking (criminal offence) through different mediums inclusive of electronic devices and social media platforms.
- Women expressing feelings of 'guilt' to non-consensual sex with their intimate partners.

### Service Delivery Summary

1 in 2 women (46.58%) required and were provided with an interpreter out of the total of 586 women. All women were provided with culturally appropriate support.

Main languages spoken by women accessing support for domestic violence and sexual assault included: Persian (excluding Dari), Mandarin, Spanish, Vietnamese and Hindi.

### Community Education

IWSS provided a total of 24 community education and professional development sessions to a range of community groups and service providers. Community Education was delivered via different modalities, some face to two face however due to COVID 19 a number of sessions were delivered through webinars, zoom, Microsoft teams as deemed appropriate during the pandemic. The cohort of the participants ranged from professionals in and out of our sector, clients and students. The total number of participants that information was delivered to is + 500 individuals.

- Brisbane TAFE /AMEP students – DFV and types of abuse and supports in Australia
- Bracken Ridge TAFE / TAFE teachers and support staff – DFV & SA types of abuse and supports in Brisbane
- Centrelink Mt Gravatt Staff - Difficult Conversations and referral processes
- Centrelink Chermside staff training and information – Identifying DFV & SA

## Senior Caseworker's Report cont'd

- Department Of Home Affairs / Community Liaison Officer – Impacts of COVID-19 on the service and current supports and demands initiatives
- Department of Child Safety Youth and Women / Focus group participation with Deloitte – National stocktake on sexual violence and sexual harassment primary prevention
- DV Connect / Social Work students – DFV & SA CALD perspective
- Glenala State High School – Breaking the Silence
- Greater Brisbane Sexual Assault interagency Network – feedback provided to the SA template
- Griffith University / Social Work students attending IWSS – SA & CALD women issues
- Grovely TAFE / AMEP students – Healthy relationship and supports in Brisbane
- Heather Douglas research - Reproductive Coercion Focus Group
- HOPE Beyond DV Recovery services open Day – DFV & SA information and supports in Brisbane
- Multicultural Centre for Women's Health - Advancing the evidence: Migrant Women's Sexual and Reproductive Health Conference
- QLD DV death review board / WLS – why custody / access (family law disputes) feature so highly in CALD communities
- QLD Health forum discussion - Caring for patients disclosing sexual assault
- QPS Police Academy / Detectives and Senior Police personnel – Domestic & Family Violence & Sexual Assault impacts to CALD and their children
- QSAN – sexual assault services survey
- QUT / Domestic Violence JSB286 class – DFV & SA impacts and supports for CALD women and their children
- Spanish Community members / Podcast taping for Spanish listeners - Disclosing Sexual Assault and DFV the signs and where to find help
- SVAM activity / IWSS clients – We believe you
- WLS - Domestic and Family Violence and sexual Assault – cultural awareness and challenges when supporting CALD women
- WWILD / Social work students from – What constitutes DFV and SA and the impacts to CALD women and their children
- WorkUp – Inclusion Forum (Webinar)

Feedback was sought and obtained when appropriate from participants. From the feedback provided, over 95% identified a better understanding of the types of Domestic and Family Violence including Intimate Partner Sexual Violence.



## How you can help

The Immigrant Women's Support Service welcomes any donations to assist us in supporting women and children who have experienced domestic and/or sexual violence. Many of the families we support have no access to income support and we rely on donations to enhance our Emergency Relief Service.

The account details for donations are:

Account Name:

**Migrant Women's Emergency Support Service Inc.**

BSB **034 013**

Account **620191**

Reference **Donation**

DONATIONS ARE TAX DEDUCTIBLE.

Please contact us [mail@iwss.org.au](mailto:mail@iwss.org.au) if you require a receipt for your donation.





# Migrant Women's Emergency Support Service Inc.

---

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

Phone: 07 3846 3490

Fax: 3844 5619

Fax: 3844 8467

PO Box 5490 West End 4101  
[www.iwss.org.au](http://www.iwss.org.au) | [mail@iwss.org.au](mailto:mail@iwss.org.au)