




Migrant Women's

Emergency Support Service Inc.


Annual Report 2020-2021



Our work is dedicated to the women and children who, once again, trusted and sought support from us despite the many systemic challenges they face in trying to achieve safety. The women's perseverance in demanding safety for themselves and their children is unparalleled.

We hope for a future free of domestic and family violence.

The Migrant Women's Emergency Support Service Management Committee, members and staff acknowledge the Traditional Owners of the land where IWSS stands. We acknowledge the impact of colonisation and dispossession in communities and celebrate their resilience. We pay our respects to Elders past, present and emerging, and recognize their significant role in our society.





Migrant Women's
Emergency Support Service Inc.

Annual Report 2020-2021



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 Southwest 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.



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.

Kathryn Rendell - Member

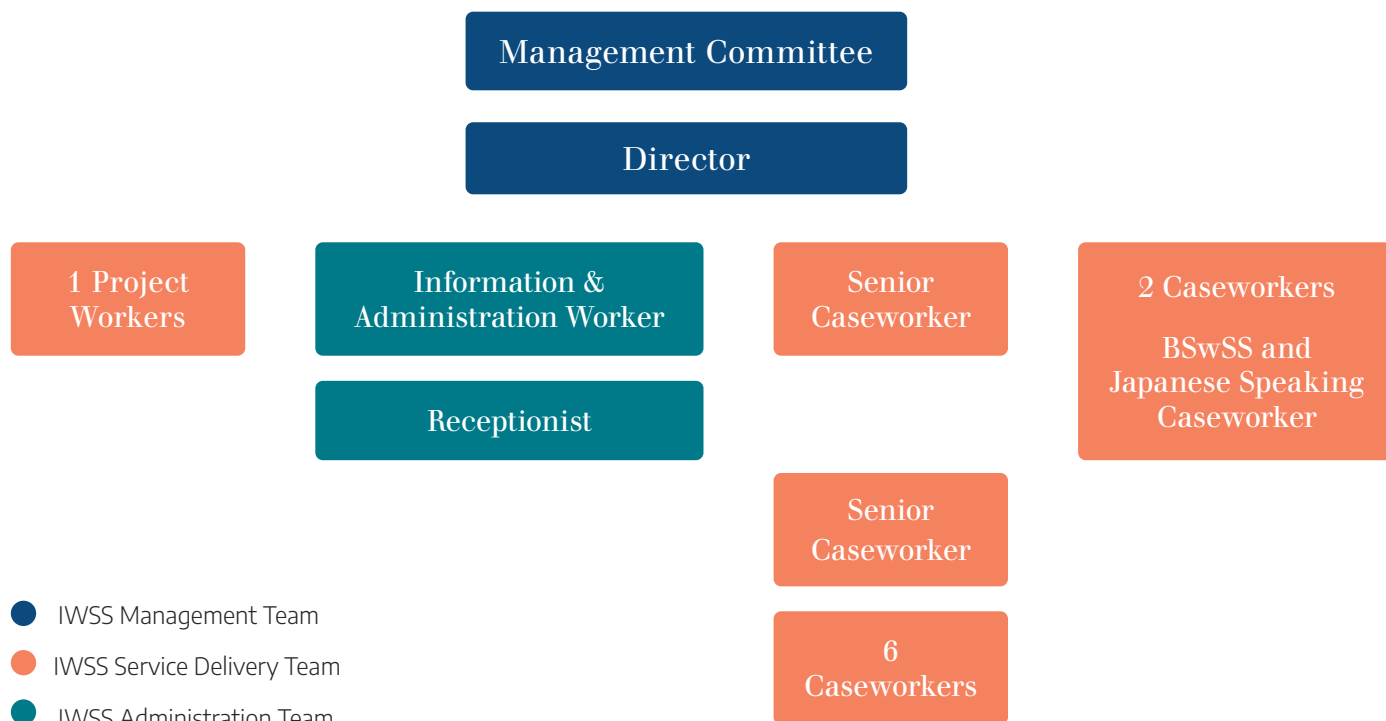
Kathryn (she/her) is the Project Lead for the DFV Work Aware, a program of Basic Rights Queensland. She has worked in family and community services for 40 years, beginning her career working alongside young children arriving as refugees from Vietnam, Cambodia, and Laos and then in women's refuges. She was a founding academic in the Child and Family Studies courses at

Griffith University and most recently established the DFV service for families from Culturally and Linguistically Diverse backgrounds in Logan. She continues to be a committed advocate for women's and children's safety, including in the family law system and has published several related articles.

Staff

The Immigrant Women's Support Service is staffed by a total of 13 employees in the following roles: Director, Senior Caseworker, Information and Administration, Receptionist, Project worker, and 8 Caseworkers: 6 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 Justice and Attorney-General** – 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
- **Women's Community Aid Association trading as BRISCC** – Brisbane Southwest Support – Sexual Violence Prevention – Collaboration with BRISCC, Murrigunyah, and Zig Zag



Donors

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

As we come to the end of a second year overshadowed by a world-wide pandemic the management committee of the Immigrant Women's Support Service again thanks our amazing management team, staff, and contractors for carrying the organisation and our clients successfully towards 2022.

Arrangements developed over 2021 to ensure the safety of the staff team, regular contractors and clients have continued in a modified way with a mixture of face to face and phone / virtual client work, support, advocacy, and community education. I thank the leadership team of Cecilia Barassi-Rubio and Ingrid Perez and all of the staff and contributors to the work of IWSS for their dedication and thoughtfulness through these difficult times.

I also thank the other members of the management committee for their work. Jude Clarkin – thanks for your eagle eye on finances as our treasure; Chris D'Aquino – as vice-president, thanks for your ability to share the latest update on COVID and how to respond, as well as your work on staffing; Kathryn Rendell – an official welcome to the committee and thanks for your work on staffing and your broad knowledge of the DV sector; and Leisa Wathen – thanks for being the secretary, your work on policies and the award and your cool and calm way of thinking through challenges. I take this opportunity to farewell Robyn Mayes who left the committee during the year. Thanks for your contributions to the committee, your prompt approvals and organisational expertise have contributed to the service during your tenure.

As with many community organisations dealing with vulnerable people, COVID has dominated our work and discussions over the last year. We thank our funding bodies for a range of additional allocations to assist through COVID. In particular we are grateful to the Department of Justice and Attorney-General (which has taken over the funding previously from the Department of Child Safety, Youth and Women) for brokerage and enhancement



Chair's Report cont'd

funding to assist us over the last two years. This has enabled us to engage additional staff to assist in meeting the needs of our clients.

We also thank the Department of Social Services for increased emergency relief support and brokerage. This was used particularly to support our clients who have no income. Support was also extended to homeless persons and to cover food, utility bills, health care, training, and education.

In terms of case work we assisted 456 clients in relation to domestic and sexual violence. They ranged in age from 18 to over 75. Of our domestic violence clients, one-third required an interpreter and 22% had no income. The 108 sexual assault clients came from 36 countries – the diversity of our client base being apparent. COVID raised issues of increase isolation for our clients – and, in fact, it was difficult for many women to seek any assistance at the peak of lock downs. Our clients have been impacted by unemployment and living under the same roof as their perpetrator for financial survival. Family and immigration law issues, strangulation and stalking continue as major concerns for our clients – including technological abuse and stalking. We have also continued with our Japanese speaking caseworker thanks to continued funding from the Japanese Consulate and our collaborative service for sexual assault at Richlands.

IWSS continued to be involved in a number of policy and advocacy roles regarding COVID and violence against women including with the Queensland Domestic Violence Network and the Qld Sexual Assault Network. We also convene an emergency relief network to establish timely and appropriate support delivery.

At an organisational level we successfully completed the Human Services Quality Framework assessment and have met all the requirements of our funding bodies. We are also working towards implementation of the Domestic and Family Violence Services Practice Principles Standards and Guidance, effective from January 2022. The Enterprise Bargaining Agreement is currently under negotiation.

We have conducted significant upgrading of our website and IT capabilities – thanks to Cinta Graves and John Quinonez for your work on this. Thanks to Katie and Camille from Quintessential Administration Services for working with Jude on some new ideas this year, and our auditor, Andrew Marshall, for his on-going guidance to our service.

The management committee has engaged Allwood and Associates to assist us with organisational transformation matters during and after COVID and this process has helped guide us to think through the best ways of working into the future.

So – once again a busy but productive year – and one when our service was a vital provider of services at a time of individual and global crisis. It remains a privilege to serve as 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 2020 –2021 financial year, the funding for the delivery of core services and activities was provided by:

- **Department of Justice and Attorney-General**
– 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

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 2021

Financial Report for the year ended 30 June 2021

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 2021.

Committee Members

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

Zoe Rathus	Leisa Wathen	Robyn Mayes
Chris D'aquino	Jude Clarkin	Kathryn Rendell

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 profit of the association after providing for income tax amounted to \$175,259.66.

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

Committee Member: Zoe Rathus
Zoe Rathus

Committee Member: J. Clarkin
Jude Clarkin

Dated this 12 day of November 2021

**INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021**

	Note	2021 \$	2020 \$
<hr/>			
INCOME			
Grants		1,634,923.97	1,091,347.48
Donations		1,771.23	22,736.44
		<u>1,636,695.20</u>	<u>1,114,083.92</u>
OTHER INCOME			
Interest Received		2,941.69	4,888.78
Other Revenue		162,284.58	170,056.17
		<u>165,226.27</u>	<u>174,944.95</u>
		<u>1,801,921.47</u>	<u>1,289,028.87</u>

The accompanying notes form part of these financial statements.

INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
EXPENDITURE			
Accreditation		8,000.00	8,000.00
Advertising		590.00	-
Auditor's Remuneration		3,000.00	3,000.00
Bank Charges		6.94	-
Business Planning Costs		10,375.00	8,717.00
Cleaning		33,561.45	7,736.36
Client Support		249,529.27	87,354.91
Consultancy Fees		91,033.16	55,655.61
Computer Expenses		23,097.06	8,082.04
Depreciation		5,125.70	6,308.55
Electricity		3,869.57	3,450.09
Equipment - Assets <\$5000		28,744.04	32,450.44
Fees & Permits		51.45	96.45
General Expenses		2,338.22	2,063.33
Insurance		18,375.66	17,573.57
Legal Costs		224.00	2,190.00
Management Committee Project		21,000.00	-
Meetings		500.00	443.09
Motor Vehicle Expenses		8,057.49	8,153.16
Postage		206.77	1,584.98
Printing & Stationery		6,340.27	6,601.47
Provision for entitlements		107,299.46	96,883.16
Rates & Taxes		293.68	9,495.14
Rent		14,000.00	9,000.00
Repairs & Maintenance		3,160.53	5,352.94
Security Costs		3,054.75	1,115.27
Staff Training & Welfare		15,800.45	13,563.80
Subscriptions		3,802.75	2,218.51
Superannuation Contributions - Employees		76,197.87	73,905.92
Telephone		30,384.96	25,419.75
Travelling Expenses		1,751.17	12,978.89
Wages		848,991.61	783,957.01
Workcover		7,898.53	8,371.23
		<u>1,626,661.81</u>	<u>1,301,722.67</u>

The accompanying notes form part of these financial statements.



**INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2021**

	Note	2021 \$	2020 \$
Profit (Loss) before income tax		175,259.66	(12,693.80)
Profit (Loss) for the year		175,259.66	(12,693.80)
Retained earnings at the beginning of the financial year		477,721.13	490,414.93
Retained earnings at the end of the financial year		652,980.79	477,721.13

The accompanying notes form part of these financial statements.

BALANCE SHEET AS AT 30 JUNE 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	1,420,611.65	982,571.43
Trade and other receivables	4	<u>7,360.30</u>	<u>3,837.78</u>
TOTAL CURRENT ASSETS		<u>1,427,971.95</u>	<u>986,409.21</u>
NON-CURRENT ASSETS			
Property, plant and equipment	5	<u>15,539.58</u>	<u>20,665.28</u>
TOTAL NON-CURRENT ASSETS		<u>15,539.58</u>	<u>20,665.28</u>
TOTAL ASSETS		<u>1,443,511.53</u>	<u>1,007,074.49</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	6	497,403.11	382,424.40
Provisions - Other		89,803.63	55,548.63
Unexpended Grants		<u>203,324.00</u>	<u>91,380.33</u>
TOTAL CURRENT LIABILITIES		<u>790,530.74</u>	<u>529,353.36</u>
TOTAL LIABILITIES		<u>790,530.74</u>	<u>529,353.36</u>
NET ASSETS		<u>652,980.79</u>	<u>477,721.13</u>
MEMBERS' FUNDS			
Retained earnings	7	<u>652,980.79</u>	<u>477,721.13</u>
TOTAL MEMBERS' FUNDS		<u>652,980.79</u>	<u>477,721.13</u>

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

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 Incorporation Act 1981

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 2021

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 2021

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 2021

	2021	2020
	\$	\$
3 Cash and Cash Equivalents		
Cash on Hand	200.00	200.00
Petty Cash Imprest	500.00	500.00
Cash at Bank	611,807.85	386,214.67
Cash at Bank	121,421.94	35,111.92
Cash at Bank	65,969.83	28,911.85
Cash at Bank - Summerland	211,417.08	208,894.41
Cash at Bank	5,953.00	7,010.64
Cash at Bank	<u>403,341.95</u>	<u>315,727.94</u>
	<u>1,420,611.65</u>	<u>982,571.43</u>
4 Trade and Other Receivables		
Current		
Trade Debtors	220.00	-
Input Tax Credits	<u>7,140.30</u>	<u>3,837.78</u>
	<u>7,360.30</u>	<u>3,837.78</u>
5 Property, plant and equipment		
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>(27,807.69)</u>	<u>(22,681.99)</u>
	<u>15,539.58</u>	<u>20,665.28</u>
Total Plant and Equipment	<u>15,539.58</u>	<u>20,665.28</u>
Total Property, Plant and Equipment	<u>15,539.58</u>	<u>20,665.28</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

	2021	2020
	\$	\$
6 Accounts Payable and Other Payables		
Current		
Trade Creditors	2,823.29	(218.49)
Other Creditors	22,974.46	18,814.79
Superannuation Owing	-	0.01
GST Payable	36,900.17	33,523.17
Amounts Withheld	6,793.00	6,781.00
Provision for Staff Entitlements	427,912.19	323,523.92
	<u>497,403.11</u>	<u>382,424.40</u>

7 Retained Earnings		
Retained earnings at the beginning of the financial year	477,721.13	490,414.93
Net profit (Net loss) attributable to the association	175,259.66	(12,693.80)
Retained earnings at the end of the financial year	<u>652,980.79</u>	<u>477,721.13</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 2021 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
Zoe Rathus

Treasurer: J. Clarkin
Jude Clarkin

Dated this 12 day of November 2021

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 2021, 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 2021 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 29 day of October 2021



Director's Report

Cecilia Barassi-Rubio

We farewell another year that brought us many challenges and opportunities. The continuation of the global pandemic and its impacts on our clients shaped our adaptation to new ways of delivering services. We continued to work collaboratively supporting women and their children seeking domestic and/or sexual violence support. We also supported singles and families impacted by financial distress, as some of the biggest challenges this year were loss of employment, impact of border closures and lockdowns.

In an attempt at having a more coordinated approach to emergency relief support, we convened the Emergency Relief Service Providers Network meetings. Through ongoing collaboration with key stakeholders, we assisted clients to alleviate financial distress and reduce negative impacts such as homelessness, evictions, and loss of employment. Pathways with Romero Centre, International Student Support, Brisbane TAFE, Queensland, and Third Space have assisted in supporting clients from a more holistic and coordinated approach.

Whilst services within the domestic and family violence sector reported increased demand for services, support sought from IWSS declined compared to the previous year. However, the multidimensional and intersecting impacts of domestic and family violence resulted in working tirelessly alongside external stakeholders in support of achieving clients' goals.

To address the drop in service demand, a community education strategy was developed and implemented, targeting Consulates and community groups to raise awareness of violence against

women from Culturally and Linguistically Diverse backgrounds. Our Project Worker, Linda sent over 40 emails to Consulates in Brisbane and over 200 emails to community groups. There were also numerous phone calls that resulted in the development of new relationships with the community. Many requests for community education sessions ensued, which demonstrates the community's commitment to addressing violence against women.

IWSS also participated in national advocacy efforts in support of women with no income due to their visa status. This year, the Department of Social Services allocated funding to Red Cross to provide financial assistance to this cohort and selected community legal services received an allocation for legal advice and representation. IWSS is a member of the Red Cross Advisory Board for this project. We hope there is ongoing support for women who due to their visa status are not eligible for income and other supports when affected by domestic/sexual violence.

International students experiencing sexual and domestic violence are another cohort within our advocacy scope. IWSS joined the INVEST Study, led by the University of Melbourne, which brings together academics and practitioners with the aim of understanding the needs, supports required and barriers to support experienced by female international students impacted by domestic/sexual violence. The women's stories will inform the development of appropriate supports for this group.

Thanks to additional funding from the former Department of Children, Youth and Women, to assist the organisation through COVID-19, we were able to engage John Quinonez and Cinta Graves



who shared their knowledge and expertise in the development of two key projects. John, our IT Support, developed an App to assist us with emergency relief processing, record keeping and reporting. Ranjika, our Administration and Information Worker provided invaluable advice on the App's specifications to ensure we have a system that meets organisational and funding body's data expectations. Cinta Graves, from My Designer, totally re-developed, refreshed and modernized the IWSS website with feedback from the team and Management Committee. We also aligned organisational policies to the updated version of the Human Services Quality Standards by commissioning policy work to Grazia Catalano and Michelle Denton, who, diligently, reviewed and developed key policies. Leisa Wathen undertook the review and feedback of governance policies whilst Ingrid contributed to the review of service delivery policies. Leisa and Ingrid provided insightful and valuable contribution to this work. There were many other activities achieved this year, including the Transformation Project, commissioned to Allwood and Associates, whose recommendations are currently being implemented.

Emergency relief

The Department of Social Services provides IWSS with a funding allocation to provide a universal emergency relief service, operating on Mondays and Wednesdays with a dedicated Caseworker, Claudina, who provides assessment, referrals, and support to clients.

This financial year, a total of 399 individuals (IWSS clients and

external clients combined) received emergency relief assistance, i.e., an additional 96 people were supported compared to the previous year. Of the total clients assisted, 55 were homeless persons. Financial assistance was provided over 901 emergency relief support sessions. This figure represents an increase of 269 support sessions compared to the previous financial year. Whilst requests for emergency relief support remain high, emergency relief requests peaked in July 2020, and in March and April 2021.

The types of support provided included, but were not limited to, assistance to pay utility bills, accommodation, rent, health care, transport and education and skills training. The majority of emergency relief applicants were supported through gift vouchers to purchase food and other essential items. Clients also received support to maintain tenancies and reduce risk of homelessness.

We continue to convene the emergency relief network meetings to strengthen our capacity to support people in our community who are faced with the multiple challenges of financial distress due to loss or lack of employment and/or limited and unaffordable housing stock in the private rental and social housing markets.

Collaboration and partnerships

Brisbane Southwest Support – through a partnership with BRISCC, Zig Zag, and Murrigunyah, IWSS provides one day-specialist sexual assault support services in Richlands and surrounding suburbs. This financial year, Claudina assisted women with counselling and individual support, advocacy,



Director's Report cont'd

information, and referrals. Enhancement funds were allocated to employ Ritu, for one day a week to promote the service and deliver community education activities to raise awareness on the impact of sexual violence in CALD communities and support services available.

Japanese Speaking Caseworker -The Consulate-General of Japan in Brisbane funds the Japanese Speaking Caseworker position. This is a dedicated role, which provides domestic and family violence support services through assessment, counselling, referrals, and advocacy. This financial year, Kaz supported a total of 68 Japanese women. Of the 68 women supported, 54 were located in Queensland, with the remainder in New South Wales, Victoria, Western Australia, and South Australia.

Telstra Safe Connections (WESNET) – A total of 14 women were assisted with a mobile phone to maintain safe communication with support networks and service providers. These phones were provided to us by WESNET through a project with Telstra.

Multicultural DV Alert Lifeline – Training was co-facilitated by Ana and Ingrid with Lifeline trainers. This training offers knowledge and skills in recognizing, responding, and appropriately referring people affected by domestic and family violence.

End of Year Celebration – Due to the global pandemic, the End of Year Celebration for IWSS clients was cancelled. Clients were assisted with gift vouchers from Brokerage funding.

Consultation/Advice/Advocacy

- **CALD Suicide Prevention Resource Development Steering Committee** – Project supported by the Queensland Mental Health Commission and led by the Queensland Transcultural Mental Health Centre
- **Brisbane South Primary Health Network DFV Program - Consultation**
- **Brisbane Southwest Support Service model review**
- **CALD Domestic and Family Violence and Sexual Violence Prevention Roundtable**
- **CALD Suicide Prevention Steering Committee**
- **Culture and Language Inclusion Project** – Children by Choice, Partner's Workshop
- **Coercive control research project** – Women's Legal Service
- **Domestic and Family Violence Stakeholders Meetings**
- **Examining the merits of police body-worn camera technology in response to domestic and family violence incidents in Queensland and Western Australia- stakeholders forum**
- **Family and Domestic Violence Advisory Board** – Red Cross Pilot Project
- **Housing and Domestic and Family Violence Roundtable**
- **INVEST Study** (International students) – University of Melbourne

- **National Advisory Group on Women on Temporary Visas**
- **Policing of Persons from Culturally and Linguistically Diverse (CALD) Communities** -Networking Forum
- **Queensland Network to End Slavery and Trafficking (QNEST)**
- **QSAN website re-development**
- **Sexual Violence Prevention Roundtable** – Development of a Queensland Sexual Violence Framework
- **Shelters Access to QHIP** - Violence Prevention Commissioning
- **Stopping gender violence advisory board** – Centre for Justice, QUT
- **Telstra Bystander Project**
- **T4T Virtual Delivery of DV Multicultural DV Alert** – focus group
- **Victorian Law Reform Commission Inquiry into Sexual Offences** – best practice consultation
- **WESNET Board**

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



Director's Report cont'd

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. Accurately identifying the person most in need of protection - ANROWS
2. Advanced leadership – WorkUP Queensland
3. Anxiety & Depression in Kids & Teens - Nathan Wallis Webinar
4. Artistry of Facilitation - WorkUP Queensland
5. Choose To Challenge Tenancy Database Listings - Tenants Queensland Inc
6. Coercive control and Social Entrapment – Workshop Series ShantiWorks
7. Coercive Control: A Considered Conversation - Red Rose foundation
8. Common Risk and Safety Framework (CRASF) and Information Sharing Training
9. Compassion Focused Group Therapy for Adult Female Survivors of Childhood Sexual Abuse - QSAN
10. Conflict Intelligence - WorkUP Queensland
11. COVID 19 - What is a second wave and how do we plan for it? - Multicultural Communities
12. COVID-19 Vaccine Informed Consent Webinar - ADA Australia
13. CPR training - St John's Ambulance
14. Creativity & Innovation - Safe to Stretch - WorkUP Queensland
15. DFV Practice Standards Webinar
16. Difficult Conversations in the Workplace - Healing Foundation Ltd
17. Dispute Resolution Events in the Family Court & Federal Circuit Court of Australia - Family Law Pathways Network
18. Engaging with multicultural communities to understand and respond to their needs -Australian Institute of Family Studies
19. Families and gambling: Helping parents and improving outcomes for children - Child Family Community Australia
20. Family Law: How it interacts in other areas - Women's Legal Service
21. Fire matters online training – Fire matters
22. Growing in Leadership: Owing your Why & How - WorkUP Queensland
23. How to break down barriers to collaboration and create meaningful partnerships
24. HRT Training - CQ University
25. Ideas to Action - WorkUP Queensland
26. Impact of COVID-19 on Domestic Violence Front Line Workers - QUT
27. Information Session – Brisbane Domestic Violence Service
28. Invisible practices: Working with fathers who use violence - ANROWS



29. LGBTQ+ Sexual, D&FV Inclusive Practice Webinar - Pride Training
30. Mindful Communication at work - Inner vision Consulting
31. Mindful Leadership - Healing Foundation Ltd
32. Nurtured heart approach - Kyabra
33. P2i Supplier Administrator training - Department of Child Safety, Youth & Woman
34. P2i Supplier Budget and Finance Officer Training - Department of Child Safety, Youth & Woman
35. P2i Supplier Service Outlet Data Entry Training - Department of Child Safety, Youth & Woman
36. Parental Alienation in the Australian Family Law system: contradictions, collisions & consequences - ANROWS
37. Professional Boundaries - WorkUP Queensland
38. Providing culturally responsive mental health care during COVID-19 and beyond - Mental Health Professionals Network Ltd
39. Queer Without Fear training - Rainbow Pride @Work
40. Smartphones, Survivors and Safety Unit 1 - WESNET
41. Smartphones, Survivors and Safety Unit 2 - WESNET
42. Special training for sexual assault support services- Financial assistance for victims of sexual assault - Victims Assist Qld
43. Specialist Homelessness Information Platform (SHIP) training
44. Suicide Prevention - Wesley LifeForce
45. Supervision Unpacking Practice - Lighthouse Resources
46. TAE training - TAEASS502- design & develop assessment tool
47. Telstra Phone Activation & Safety Planning - WESNET
48. The Family Law Court Merger- Michael Lynch Family Lawyers.
49. The Strangulation of Children & Young People: An Overdue Conversation - Red Rose Foundation
50. Trauma Informed Diversity Awareness (Masterclass) - Blue Knot Foundation
51. Trauma informed expressive therapies for children and young people - WorkUP Queensland
52. Two Critical Issues: Women on Temporary Visas + Housing & Homelessness - Monash University
53. Understanding Coercive Control - Family Law Pathways Network
54. Unpacking the Invisible: examining domestic and family violence in culturally diverse communities
55. Untested Allegations, Sexual Abuse in Family Law Proceedings - Family Law Pathways
56. Women Leading in Solidarity - Inner Vision Consulting
57. Words matter: Getting the language of child mental health right - Child Family community Australia
58. Words matter: How to use frames effectively to advance child mental health - Child Family community Australia



Director's Report cont'd

Acknowledgments

Whilst we succeeded in achieving many goals, there is a lot of work in front of us as we prepare for the new financial year. Our achievements would not have been possible without the courageous women who let us walk alongside them in their often-difficult journey. Our work is dedicated to the many women and children who cross paths with us and teach us lessons of resistance.

The ongoing dedication of the IWSS Team, once again, demonstrated the power of a strong belief in social justice and human rights, and the conviction that the personal is political.

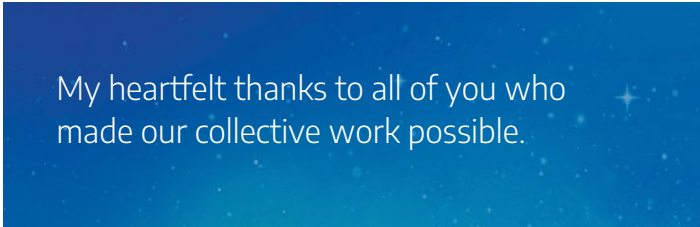
Together, we have managed to get through a challenging year due to the impacts of the global pandemic. Somehow, we have all been affected and our lives will never be the same as a result of the multiple disruptions and losses we have experienced. However, there is also new wisdom from this experience as we reflect on our learning and new priorities emerge.

I see a resilient, compassionate, and courageous team, always willing to put the women's needs at the centre of our work, to advocate with and for the women whilst also celebrating their achievements. I acknowledge the great work of my past and current colleagues Caroline, Claudina, Geraldine, Hayley, Ingrid, Katherine, Kaz, Maria, Miryeong, Linda, Nas, Ranjika, and Ritu.

The Management Committee also played a key role in making important decisions through a difficult, and at times, uncertain period. I appreciate the support and work of each individual member who brought unique skills to enrich the fabric of the organisation. I acknowledge Chris d'Aquino, Jude Clarkin, Leisa

Wathen, Robyn Mayes, and Zoe Rathus for their ongoing commitment to making IWSS a great service. I also welcome Kathryn Rendell, who recently joined the Management Committee but has a long association with the organisation.

Our contractors once again played a crucial role in helping us achieve results this financial year. Camille Rumble and Katie Henderson from QAS, provided Bookkeeping support whilst adapting with us to new ways of working. Rosanna's work was essential in keeping our workplace clean and safe for clients and staff. John and Cinta led two successful IT projects with patience and dedication.



My heartfelt thanks to all of you who
made our collective work possible.



Senior Caseworker's Report

Ingrid Perez

For the 2020-2021 financial year, a total of 456 women received assistance from IWSS. Of these, 348 women were assisted by the service through case management support for domestic violence (115 required interpreters) and 108 women for sexual assault.

From all the women supported, a total of 159 required an interpreter. Therefore 34% of our clients' required interpreters.

Domestic Violence

A total of 348 women between the ages of 18 to 75 and older received domestic violence support. The major cohort of woman accessing IWSS were aged between 20 to 49. One Torres Strait Islander client was supported during this period. These women were supported in relation to physical abuse inclusive of strangulation, sexual abuse, image-based abuse, psychological/emotional abuse, spiritual abuse, social abuse, verbal abuse, threats / coercive behaviours (immigration threats), technological abuse, isolating behaviours, and economic abuse. The most common countries of birth were India, China (excluding SARs and Taiwan), Philippines, Iran, Colombia, Vietnam, Afghanistan, Brazil, Iraq, Thailand & Papua New Guinea. The most common languages spoken at home in order of highest percentages: Mandarin, Spanish, Persian (excluding Dari), Arabic, Hindi, Vietnamese, Tagalog, Thai & Portuguese.

Out of the 348 women who were supported, 28% of these women had lived in Australia for more than 5 years but less than ten years, 23% of clients self-identified as possessing a 'very well' proficiency in spoken English, and 33% of clients (115 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 length of support ranges from one day to over 52 weeks. The average support period for our clients is from 2 weeks to 14 weeks or 111 days which is over 3.5 months. Support was sought for legal referrals, advice and information, advocacy and liaising on behalf of the client and emotional support.

The major source of referrals were self-referrals, family and domestic violence services (non SHS), Queensland Police Service, specialist homelessness agency/ outreach workers, legal units (including LAQ), Hospital, other agencies government and non-government and family and friends. 87.90% of clients achieved half or more of their goals (case management plans) during this period.

Nearly 50% of presentations were lone women with children (one parent with child/ren) and 16% were women that identified as alone.

During this financial year 22% 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. 31.3% of the clients were engaged in employment, 30% identified as unemployed and 24% identified as currently undertaking formal study or training whilst 24% identified as being in receipt of Centrelink payments.

456 women received assistance from
IWSS during the financial year

348 domestic violence support



108 sexual assault support

513 children



accompanied by 513 children



Senior Caseworker's Report cont'd

Sexual Assault

A total of 2,034 hours of support was provided to 108 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 and women who identified as experiencing historical sexual abuse. Of these women, 44 women were provided with support through accredited interpreters. Therefore, 41% of clients were supported through interpreters.

Accompanying Children

A total of 513 children accompanied the 456 women who were provided with case management support for domestic violence and or/sexual assault.

Specialist Support

A total of 400 service providers, 58 family/friends of women experiencing violence in their lives and 745 non client women were supported through information and resources during this period. A further 115 women were supported through the Emergency Relief (ER) pathway.

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

A total of 56 referrals were received through QPS referrals under the Immigrant Women's Support Service pathway and a further 19 QPS referrals was received for IWSS Sexual assault. Therefore, a total of 75 referrals were received and actioned by IWSS staff 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 three referral places were:

- Queensland Police Service – South Brisbane District DFVVP Unit
- Centacare – Family and Relationship Services Brisbane Metro DFV Support [Centacare Catholic Family Services]
- Queensland Police Service – North Brisbane District – Vulnerable Persons Unit

The majority of the women referred via QPS' referral system received case management support from IWSS. The age range of these women was from 18 to 75 years.

Trends and Emerging Issues- Domestic Violence

- Living under the one roof with the PUV due to financial hardship.
- COVID supported accommodation ceasing in the near future and challenges in finding private rental and casual employment.
- An increase in accessing ER support.
- COVID 19 created further isolation and challenges for woman being subjected to domestic and family violence – increase in safety alerts and safety planning.
- Women working part time and limited childcare options. Limited employment (income) due to COVID 19 and not eligible to access Centrelink support/s and therefore presenting with limited and or/nil income.
- Women on student visas, without any income and separated

Senior Caseworker's Report cont'd

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.
- 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 and, mothers of children reporting suspected child sexual abuse, and women who experienced sexual assault in the workplace.

- Struggling to find employment without qualifications.
- More clients accessing ER support due to low or nil income.
- Limited accommodation options and having to share with individuals that are unknown.
- Some clients unable to complete work placements due to COVID and therefore unable to complete their course.
- Women reported strangulation (criminal offence) and choking techniques used by perpetrators of violence. Psychoeducation 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.

Service Delivery Summary

- 1 in 3 women (34%) required and were provided with an interpreter out of the total of 456 women. All women were provided with culturally appropriate support.
- Main languages spoken by women accessing support for domestic violence and sexual assault included: Mandarin, Spanish, Persian (excluding Dari), Arabic & Hindi.

Community Education

IWSS provided a total of 38 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 faces however due to COVID 19 a number of sessions were delivered through webinars, podcasts, 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 over 1000 individuals.

- Brisbane State High School – senior students
- QPS website feedback and SA reporting
- Queensland Health – Domestic Violence Fact sheet
- Brisbane Grammar School
- RAILS – Leader's Peace Building Dialogue
- BDVS – PD training Cultural Awareness
- Executive Master of Public Administration (EMPA) of the Australian & New Zealand School of Government – students
- Griffith University – students



- New Farm Neighbourhood Centre – staff and clients
- Inala Hub Community projects – staff
- Refugee women information session
- Centrelink Nundah – training and information for staff
- South Pacific Women Network – women
- QUT students – via zoom
- Carer’s QLD – staff
- Provided information to a project from the Department of Child Safety, Youth, and Women – for women with a disability subjected to DFV
- QPS Gladstone – via zoom to the Network meeting
- NDIS – presentation to staff via zoom
- Community Radio – Hindi Community Radio
- GPs – Chermside Medical Practice
- QLD Health forum discussion – ‘Caring for patients disclosing sexual assault’
- Yeronga State High School – senior students
- Social Work students – on placement with BDVS
- SVAM activity – IWSS clients
- Inala Ipswich Multicultural Network meeting to staff via zoom
- Multicultural Australia – staff PD
- International Women’s Day activity with IWSS clients
- RBWH PD for staff – Social workers
- French Beauty Academy – students
- Women’s Health Organisation QLD – ‘Understanding Pathways to safety: Brisbane Domestic and Family Violence Forum 2021’ – open to all community members
- Glenala State High School – ‘Believing’ and ‘consent’ – delivered to staff and senior students
- INALA Hub – CALD women DFV & SV – where to seek supports
- Brisbane City Council staff PD
- Podcast for the Bangladeshi Community
- INALA Centrelink PD – staff
- Sunnybank State High school – senior students – ‘healthy relationships’
- ST Pius school – staff PD
- Greater Brisbane FLPN Network podcast – Newway Lawyers.

Feedback was sought and obtained when appropriate from participants. From the feedback provided, over 95% plus 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
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

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