

ANNUAL REPORT 2018-2019

Emma House
Domestic
Violence
Services Inc.



25TH NOVEMBER 2019



Our Vision Mission & Values

Our Vision

A society where women and children live free from violence.

Our Mission

EHDVSI is a courageous feminist, client-lead organisation that aims to reduce the impact of domestic and family violence on individuals, women and children in our community.

Our Values

The organisation works from a feminist perspective and values:

Compassion, Courage, Growth and Integrity.

How Does This Shape Our Work?

We believe in gender equality.

We include women and children's voices in everything we do.

We support our workforce to be the best they can be.

We deliver a contemporary best practice model of specialist family violence services to women and children, focusing on critical safety responses.

We are a shining example of an effective and accountable feminist organisation.

We hold perpetrators of violence accountable for their actions.

We prioritise protection of women, provision of services and prevention of further violence.

We support and encourage the community to understand and address family violence, emphasising zero tolerance.

In 1976 a group of women met to explore the possibility of establishing a women's refuge.

In 1979 the Warrnambool Women's Refuge (Emma House) became operational.

In 2019, 40 years later, Emma House Domestic Violence Services is still strongly committed to women and children of the South West.

A Snapshot of our Services

1873 Intakes

561 clients received counselling and case management

48 Cases presented to the Risk Assessment and Management Panel

32 Women and children provided crisis accommodation

"Empathy and support amazing, standard of care impeccable" Client Feedback 2019

21 women and children from aboriginal and Torres Strait Islands provided with counselling and case management

140 women received service in Portland Hamilton Terang and Camperdown

1347 Referrals received from Victoria Police

"Understood where I was at and what I was going through. Helped me to build my self - confidence, I received the support I desperately needed"
Client Feedback 2019

329 Family Violence Flexible Support Packages administered

"Extremely good at accommodating my work hours and child care needs"

165 Referrals from other Agencies

13 Women and children from culturally diverse communities provided with crisis accommodation

"Staff so warm and inviting. My worker was so easy to talk to at a really difficult time"
Client feedback 2019

"I owe my life to the staff members at EH. The help they provided at the house was extraordinary. If there was not EH home I would have no idea what would have happened to me"
Client feedback 2019

77 After Hours Crisis Responses

92 Referrals to the Legal Service

Board Chair & Executive Officers Report

Never doubt that a small group of thoughtful committed citizens can change the world. Indeed, it is the only thing that ever has." Margaret Mead (Anthropologist)

This year Emma House Domestic Violence Service Inc. is proud to celebrate 40 years of specialist domestic and family violence service to women and children in South West Victoria. The Board and staff would like to acknowledge the courage and persistence of the local women who fought so hard to establish the service during the 1970's a time where conservative patriarchal views held sway. Women and children had no voice and the options to flee abusive relationships were limited by lack of financial and social support to do so. While the political and social fabric we operate in has changed significantly since then, it still remains that in 2020 women and children are harmed and killed by their male partners/ex partners and fathers at an alarming rate. The death toll in Australia as we write this report is 58 women killed. That is more than one woman a week murdered. As political reporter Eliza Laschon stated *"We've spent hundreds of millions of dollars but we still don't know how to stop men killing women"*.

Specific groups of women and children remain at greater risk due to the many layers of discrimination and oppression they experience, such as Aboriginal and Torres Strait Islander women, women with a disability, the LGBTIQ+ community, young women and women from culturally and linguistically diverse communities. Indigenous women remain 32 times as likely to be hospitalised due to family violence as non-Indigenous women, this violence is often perpetrated by non-

Indigenous men. Women with disabilities are twice as likely to experience violence at the hands of a family member or carer.

The 2018-2019 financial year has been an exciting time of change and renewal at Emma House. Many aspects of our organisational life have been redesigned while simultaneously preparing for our 3 year external accreditation audit. The Victorian Governments commitment to the rolling out of the recommendations from the Royal Commission into family Violence continues to impact our service and sector. We are awaiting the introduction of the Orange Door support and safety hub designed to improve access to services for women, children and men experiencing family violence and families who require extra support with children. We are also eagerly awaiting the Core and Cluster Refuge development in our area which will see a shift away from the communal living model predominate since the 1970's. The core and cluster refuges provide independent living arrangements in standalone units which better meet the needs and requirements of different and diverse communities. Many other interrelated reforms have already occurred such as:

- the change in language from women and children to victim/survivor
- the introduction of the Information Sharing Schemes which allow authorised organisations to share information around risk and safety for both adults and children.

- The Multi Agency Risk Assessment and Management framework which sets out the responsibilities of different workforces in identifying, assessing and managing family violence risk across the family violence and broader service system.

These have all had a significant impact on our work and will continue to do so into the future as we embed new models of practice.

As an organisation we are exceptionally proud of:

- The development of a new strategic plan for 2019 - 2022. The plan has 5 main areas of consideration - Service, Workforce, Health & Well Being, Governance and Collaboration & Partnership which will be operationalised through 15 key priorities.
- Renewing and refreshing our vision, mission and organisational values to provide the foundational underpinnings to guide all our work and relationships from a feminist perspective into the future.
- Undertaking Board renewal and building robust accountable governance through Board training, subcommittee participation and Board action planning.
- Achieving accreditation against the Quality Innovation Performance and DHHS standards
- Commencing the journey of redevelopment in our case practice and service delivery frameworks to promote and build a quality contemporary feminist service that meets the needs of women and children and the current service system reform.
- Building stronger relationships with community stakeholders and agencies through increased collaboration and partnerships. Particularly TILT Renewables (Australasian electricity generation company building windfarms locally), Women's Housing Inc., Australian Childhood Foundation, South Western Centre Against Sexual Assault and Women's Health & Wellbeing Barwon South West.
- The increased public profile of Emma House and improved community awareness as local media have shone a light on domestic and family violence.
- The strength of our staff in providing outreach, case management, legal services, crisis housing responses, RAMP and court support. Their tireless work providing specialist knowledge and exceptional service has a huge impact on the safety and lives of women and children experiencing violence in the South west of Victoria.
- The continued generosity of the South West community. We have received upwards of 50 donations from individuals, community groups and businesses. These donations contribute to improving the lives of numerous woman and children in very meaningful and practical ways. Thank you so much. We could not provide the flexible and responsive service we do without your support.

We would like to thank two members of the Board who left during the financial year, Founding members Del Clapp and Maxine Golding Clarke. Del and Maxine's 40 plus years contribution to Emma House, and the women and children escaping family violence it served, has been truly remarkable. We also thank Jackie Kelly who

was an active contributor to our Board. We welcomed new members Emma Mahony, Gabrielle Toscan, Sue Kelly, Cheryl Gould and Rebecca Ratcliffe.

Thank you to our Secretary Mary Clapham for your continued accuracy and accountability. Thank you to our Treasurer Rebecca Ratcliffe for your amazing skill of translating the complex into receivable information.

We would like to acknowledge the work of everyone at Emma House, whether front of house or administration staff, client service practitioners or line managers, for their contribution to working towards our vision of a society where women and children live free from violence in all its forms. Emma House Board and Executive Officer are looking forward to leading and guiding the organisation in the next phase of its journey with the same passion and commitment as the women who established this organisation over 40 years ago.



Faye Oliver
Chair



Ruith Isbel
Executive Officer

Board Members

Faye Oliver- Chair

Gabrielle Toscan- Acting Deputy Chair

Mary Clapham – Secretary

Rebecca Ratcliffe- Treasurer

Emma Mahony – Ordinary member

Sue Kelly- Ordinary member

Cheryl Gould (retired September 2019)

Maxine Golding Clarke (retired October 2019)

Sub Committees

Finance & Risk

Rebecca Ratcliff – Chair

Faye Oliver

Ruth Isbel

Mary Bouwman

Policy

Mary Clapham

Gabrielle Toscan

Ruth Isbel

Tracey Wilkinson

Corporate Services

The corporate services team provide financial, human resource, reception and administration services and support to the Emma House programs and staff. Other areas covered by corporate services include oversight of the IT functions, maintenance of the building, assets and infrastructure, and the website.

Achievements and Outcomes

- Casey achieved 5 years of service with Emma House during the financial year, including time taken off for maternity leave, while Hannah began in the team late June 2018. We also welcomed Teagan who has joined us in a casual administration role.
- Financially, Emma House had a positive year, posting a surplus of \$87,274 for the 2018-19 financial years. Factors contributing to this result was an increase in DDHS funding along with funding from the Department of Justice to support the Legal Program. With regards to expenditure there was a 30% increase in costs associated with client brokerage, and 48% increase in salary expenses due to an increase in staff numbers over the previous financial year.
- Emma House had 21 staff employed at the end of the 2019 financial year, with 6 staff leaving, and 6 new staff coming on board during the financial year.
- Within the administration team, Casey is also the OH & S officer and completed her refresher training in July 2018. Casey does a fantastic job in the oversight of many OH & S functions. Her role includes conducting site audits, being the First Aid Officer, Infection Control Officer and Fire Safety

Officer, which includes organising training for staff in each of these areas. Casey's position also includes working in the Quality Improvement program, in which she has gained invaluable experience over several years in the role.

- Emma House is the lead in delivery of the Family Violence Flexible Support Packages. Funding of \$860,541 was received during 2018-19 with 341 packages allocated to provide support to people who are experiencing or have experienced family violence, and who satisfy the eligibility guidelines. The packages are delivered in partnership with 4 other agencies – Brophy Family & Youth Services, South Western Centre Against Sexual Assault, Grampians Community Health and Gunditjmara Aboriginal Cooperative across the South West and Wimmera Regions. Hannah provides the administration support for the packages, and does an amazing job coordinating the applications and working with the staff from all partnership agencies to deliver the program.

Thank you and Recognition

My job is underpinned by having a dedicated, skilled and efficient team and I would like to thank Casey, Hannah and Teagan for their support and assistance. I would also like to recognize their commitment to Emma House, with the provision of vital support services to the staff, assisting them to deliver the services that we provide to women and children.

Mary Bouwman

Corporate Services Manager

Quality & Projects

The focus for the quality team for 2018 /19 was the coordination of and preparation for Accreditation by the Department of Health and Human Services. Emma House achieved their Accreditation against the Human Services Standards and QIC Health and Community Services Standards for 2019 – 2022 with 100% of the 206 indicators meeting the expected levels of attainment. The commitment and dedication of all staff members enabled the accreditation process to run smoothly, with our practitioners and Senior Leadership Team providing valuable information and insight to the accreditors through interview opportunities and written documentation.

Achievements and Outcomes

- Successful implementation of Prompt, a web based document management system that allows staff to have instant access to organisational documentation at all sites and locations.
- The Cosmetic Makeover Working Group transformed our Reception area and 3 interview rooms to become welcoming and comfortable therapeutic spaces.
- Two Staff Organisation Days have been held and demonstrated staff's positive attitudes and willingness to embed our values into our working lives.
- The journey to Rainbow Tick Accreditation in 2022 has commenced with the creation of a project plan, workforce development strategy and education sessions

- The policy review schedule has encompassed a new and updated policy and procedure format.
- Launch of the new EHDVSI website

Into the Future

- The creation of a Board Quality and Safety Committee will provide clinical governance and oversight moving forward in 2020
- The final quality improvement plan will be submitted in January 2020 addressing recommendations from the Accreditation reports
- Client evaluations will become available in more accessible formats and focussed on measurable outcomes.

Thank you and Recognition

Thank you to Casey our Quality Improvement worker who provides support and valuable experience in assisting with Emma House quality activities. Thank you to Ruth whose strong leadership is making the vision of Emma House come to life and to the dedicated team of staff who all strive to achieve quality and excellence in the services and support we provide to women and children in the South West.

Tracey Wilkinson

Quality & Projects Manager



Legal Program

The full time Emma House Principal solicitor position is funded entirely by a grant from Victoria Legal Aid (VLA). The Legal administrative position and part time duty lawyer position are funded by a grant from the Department of Justice and Regulation (Attorney General's department).

- The additional funding has enabled the Legal program to employ a locum solicitor to assist with Intervention Orders days. A free duty lawyer service is provided at the Hamilton, Portland and Warrnambool Courts every week. Prior to 2017 the program provided assistance at Hamilton and Portland every second week.
- The duty lawyer program is an invaluable service to the local Courts and Applicants for Intervention Orders in the region. The duty lawyer service provided assistance to 220 Applicants in the last financial year.
- The Emma House Legal Program (aside from the duty lawyer service) provided

legal advice, advocacy, and court representation to another 107 clients, this included representation in the Federal Circuit Court and attendance at mediations. The Legal Program has provided assistance to a total of 327 clients.

- The Principal solicitor remains on the Victoria Legal Aid panels Section 29A panels. This enables the program to obtain VLA for qualifying clients thereby ensuring they are not out of pocket in relation to legal fees.
- In June 2019 the Principal solicitor provided NACLIC with the required 12 month report and associated evidence. On 24 June 2019 the Emma House Legal Program successfully met all improvement plan requirements for the National Accreditation Scheme (phase 2).
- The Department of Justice has announced the duty lawyer and administrative position funding will be rolled over for another 3 years.

Jacqui Joseph

Principal Solicitor

Intake & Risk Program

The Intake and risk team is comprised of 4 program areas.

Intake & Assessment

The intake program continues to see an increase in demand, particularly from police referrals. The intake figures, 1873 intakes for the year, highlight the continuing magnitude of the incidents of domestic and family violence in our region and the pressure placed on the access point at Emma House. Increased demand indicate our level of visibility within the community and our strengthened relationships with community and other services. The last six months has seen a spike in referrals and we are now receiving double the amount of intakes compared to the same time last year. The team continues to provide a responsive, sustainable, access service based on risk and need assessments completed by skilled staff.

Court Support

The Court Program attends Warrnambool Magistrates' Court weekly for police application hearings. The Emma House worker provides individual support, advocacy, information and referrals for women and children if they are attending Warrnambool Magistrates' Court due to family violence.

Personal Safety Initiative

The Personal Safety Initiative (PSI) aims to assist victim-survivors of family violence to safely remain in their homes in the Wimmera Southwest. PSI forms a key part of the Victorian Government's response to FVRC Recommendation 13. The PSI enables women to re-establish independence and stability and help children remain in their

schools and in their communities. The program conducted 32 safety audits over the year.

Risk Assessment Management Panel (RAMP)

EHDVSI is the auspice agency for the RAMP in the South West. RAMP is a formally convened multi-agency risk mitigation meeting targeting cases of family violence, which involve serious risk to women and children.

Women who are referred to a RAMP are identified as being at serious threat from family violence and require a comprehensive risk assessment and coordinated action plan to lessen or prevent the threat to her (and her children's) life, health, safety or welfare. RAMPs are not a substitute for the existing system but work to enhance the response to this high-risk group. RAMP's are required to focus on perpetrator accountability and to ensure a women's agency is a priority

I would like to thank our key RAMP partner Victoria Police and all the other services who provide core and associate members.

Achievements and outcomes

- This year has seen the implementation of the Multi Agency Risk Assessment and Management Framework (MARAM) and family Violence Information Sharing Scheme. Emma house is the lead agency in our region for these reforms and has played a pivotal role in implementation and support to the wider community service sector.

- Re-establishment of the court program has resulted in a significant amount of new referrals and self-presentations to our worker Lisa in the court program. Well done Lisa and the wider team for providing a much needed avenue and entry point for women and children.
- Lottie (PSI Coordinator) has been able to support our case management team in providing security measures to our women and children. This has involved finding more appropriate strategies and equipment to support women and children staying safe in the home.
- Our RAMP continues to achieve wonderful results for women and children who are deemed at significant risk and we, as a team, have been able to create life-changing response for the families involved
- We have been able to secure better outcomes from the judicial sectors and more of a criminal focus on family violence with the support of our Victoria Police Family Violence Investigative Unit and recommendations from the Royal Commission into family violence.

Thank you and Recognition

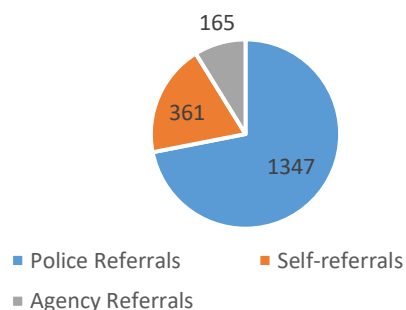
Thank you to my wonderful team Lisa, Lottie and Samantha who have in the face of adversity, been able to band together and provide excellent responses to the women and children who enter

Sarah Brittain

Intake and Risk Team Leader

our service. I would like to thank you for the endless hours, professionalism, dedication, flexibility and passion you have all shown. I would also like to thank Amanda who was able to help out during a time of high demand and the caseworkers who have provided vital support to the intake function of our service over the last twelve months, thank you for your tireless efforts and unwavering support. The outcomes we have been able to achieve for women and children is a direct result of your work and I thank you all for your continuing support. I cannot wait for what the next 12 months has in store for us all.

Referral Sources



Intake	Children	PSI	RAMP
1873	1401	32	48

Outreach & Case Management

The Outreach and Case Management program provides services to woman and children who reside in the South West region who have or are experiencing intimate partner/ family/domestic violence. We generally offer crisis support and case management for up to 3 months but this can be longer, depending on the needs of the victim/survivors.

The core suite of services delivered are:

- Risk assessment & safety planning
- Crisis accommodation & support
- Family violence education
- Counselling
- Referrals
- Advocacy
- Secondary Consultation
- Afterhours crisis response

Expanding our service reach across the rural and remote areas in the South West is a continuing priority and we use a flexible staffing model to enable the movement of resources to meet changing regional demand. We currently operate 3 days a week in Portland, 2 days a week in Hamilton and 1 day each in Camperdown and Terang.

Achievements and Outcomes

This financial year has been very exciting as we have:

- Redeveloped our case management practice framework and operating guidelines. This has provided practitioners with the opportunity to co-design practice and reinforce the distinguishing function of our specialist family violence case management which is to address safety by assessing and managing risk.

- Tailored our service responses to individual women and their families' complex needs, including specialised responses for Aboriginal families, adolescents, older women, women from diverse cultural backgrounds and LGBTIQ people.
- Worked to improve consistent case management across a range of program areas including crisis accommodation, refuge, outreach and after hours crisis response depending on the victim/survivors circumstances and needs.
- Been privileged to work alongside many remarkable women and children who have achieved so much while being engaged with our service. Of the 430 woman engaged with our service 367 woman fully achieved their case plan goals.

Into the Future

- Continue to build and develop the type of services we offer and how we offer them
- Grow our partnerships with other agencies through increased case collaboration and secondary consultation to improve the outcomes for woman and children

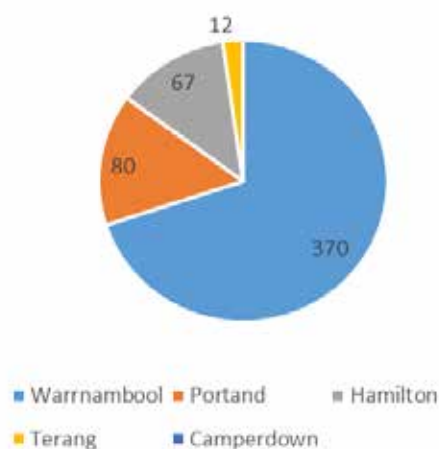
Thank you and Recognition

This year our team said farewell two team members Andrea and Amanda and welcomed new team members Alison and Dawn. They have both been a great addition to our team.

I would like to thank the entire outreach and case management team – Alison,

Jodie, Dawn, Amy, Tamioka and Marita for the commitment and passion they have shown throughout the year, regardless of the often challenging and emotionally demanding nature of the work. Your unwavering dedication to women and children has enabled numerous positive outcomes for the victim/survivor you work alongside.

Numbers by region



**Kellie New Team Leader
Outreach & Case Management**

Crisis Accommodation Program

The Crisis Accommodation Program provides case management and support for women and children in high security and transitional housing properties. The program also incorporates the role of the specialist child and youth practitioner and the provision of outreach and case management to women and children. The high security and transitional housing properties provide safe and secure accommodation while women await access to longer term accommodation. These properties are in high demand as the exit points to long term affordable housing options continue to reduce in the region.

Achievements and Outcomes

- The provision of a dedicated specialist practitioner to work with young women aged 16-25 years who are or

have experienced family or domestic violence, is seen state-wide as innovative and effective. The support recognises that adolescents or young people require a specialised response to achieve positive outcomes for this high risk group.

- Our children’s program has been through an extensive review process, both internally and in partnership with Australian Childhood Foundation (ACF). The aim is to develop and deliver the best child focussed, trauma informed, support service we can within the limited scope of our resources.
- ACF undertook sensory audits across a number of our properties and office space. This has resulted in extensive makeovers with staff, women and children involved in the process. The results have delivered changes to the

physical environments as well as improvements in practice.

- We contributed to the Men's Behaviour Change program through Brophy Youth and Family Services by having practitioners perform the role of Family Safety Contact Worker for approximately six months. This proved to be a valuable experience for both organisations.
- 14 women exited from our accommodation program to their own secure stable housing. This may not seem a lot but with limited exit points and the challenges specific to women fleeing family violence, for example no rental history or references, success in securing a property is always cause for celebration within our team.
- The team often works with women from CALD backgrounds who present with very complex needs and often complex visa situations. We are very proud of the work we do with this group of women and the outcomes we have achieved.

Into the Future

We are eagerly awaiting the core and cluster refuge development which will see a shift away from the communal living model which has been predominate since the 70's. The core and cluster refuges

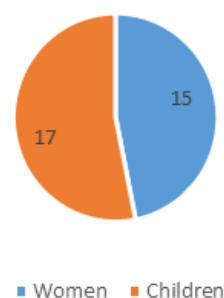
Debbie Pevitt Team Leader
Crisis Accommodation Program

provide independent living arrangements in standalone units that better meet the needs and requirements of different and diverse communities. Several sites have been suggested and are under consideration by the Department of Health and Human Services.

Thank you and Recognition

The team said farewell to Christine this year and welcomed Jen. We wish Christine all the best for the future and thank her for her wonderful work in the service support role. I would like to sincerely thank my team members- Anna, Jen and Hannah for their hard work and dedication over the past 12 months. While we face many challenges it is a pleasure to be your team leader.

Crisis Accommodation



Acknowledgements

Emma House Domestic Violence Services Inc. would like to acknowledge and sincerely thank the generosity of individuals, community organisations and businesses that have generously supported EHDVSI over the past 12 months. We would also like to acknowledge our sector partners whose support and assistance enable us to continue to provide a comprehensive service tailored to our client's needs.

Ace Radio
Australian Childhood Foundation
Bethany Family Services
Brophy Family & Youth Services
Centacare
Child & Adolescent Mental Health Service
Colac Otway & Corangamite Child & Family Services Alliance
Corrections Victoria
Corangamite Shire Council
Department of Health & Human Services
Department of Regulation & Justice
Domestic Violence Victoria
Glenelg Shire Council
Gunditjmara Aboriginal Cooperative Ltd
Maternal & Child Health Service
McKillop Family Services
Mpower
Ozchild
Salvo Connect
South West Health Care
South West Child & Family Services Alliance
South Western Centre Against Sexual Assault
TILT Renewables
Victorian Department of Health & Human Services
Victorian Department of Justice & Regulation
Victorian Legal Aid
Victorian Police
Warrnambool City Council
Warrnambool Food Share
Warrnambool Standard
Western District Health Service
Western Region Alcohol & Drug Service
Wimmera & South West Family Violence Partnership
Winda Mara Aboriginal Corporation
Women's Health & Well Being Barwon South West

Notes

Notes

<http://www.emmahouse.org.au>

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Email reception@emmahouse.org.au

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC.

**Statement of Comprehensive Income
For the Year Ended 30 June 2019**

	Note	2019 \$	2018 \$
Income			
Funding			
Victorian Legal Aid		179,279	175,986
Department of Human Services		2,859,790	2,446,014
Department of Justice and Regulation		92,006	42,500
Other Income			
Donations		13,001	11,567
Fee for Service Income		88,790	83,012
Interest		47,795	24,843
Paid Parental Leave		12,948	-
Profit on Sale of Asset		9,048	381
Rental income		14,626	9,986
Workcover Reimbursement		27,893	10,587
Sundry		5,982	4,978
Total Revenue		<u>3,351,158</u>	<u>2,809,854</u>
 Expenditure			
Accounting, Audit and Bookkeeping		14,320	69,048
Accreditation project		8,805	7,020
Administration costs		92,905	91,261
Client costs		913,316	699,169
Depreciation		55,917	64,669
Interest expense		-	18,882
IT Expenses		18,433	10,761
Locum Services		60,799	55,090
Loss on Sale of Assets		6,841	6,242
Minor equipment purchases		15,546	4,765
Project Expenses		48,799	-
Staff cost including recruitment, training and medical		106,314	93,520
Refurbishment		136	66,518
Rent - Administration		15,443	13,309
Repairs and Maintenance		17,174	10,742
Salary expenses		1,773,579	1,201,102
Telephone & Internet		25,607	37,213
Vehicle expenses		23,696	16,408
Workcover premium		66,254	34,508
Total Expenditure		<u>3,263,884</u>	<u>2,500,227</u>
 Total comprehensive income for the year		<u>87,274</u>	<u>309,627</u>

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC.

**Statement of Financial Position
As at 30 June 2019**

Assets	Note	2019	2018
		\$	\$
Current Assets			
Cash and Cash Equivalents	2	490,418	516,261
Investments	2	1,671,199	1,626,072
Receivables	3	320	-
Other current assets	4	12,826	2,115
		<u>2,174,763</u>	<u>2,144,448</u>
Non Current Assets			
Property , Plant and Equipment	5	1,017,424	1,012,158
		<u>3,192,187</u>	<u>3,156,606</u>
Liabilities			
Current Liabilities			
Trade and Other Payables	6	401,311	537,751
Employee Provisions	7	141,837	56,604
		<u>543,148</u>	<u>594,355</u>
Non Current Liabilities			
Employee Provisions	7	18,049	18,535
Total Non Current Liabilities		<u>18,049</u>	<u>18,535</u>
Total Liabilities		<u>561,197</u>	<u>612,890</u>
Net Assets		<u>2,630,990</u>	<u>2,543,716</u>
Members Funds			
Retained Surplus		2,630,990	2,543,716
Total Members Funds		<u>2,630,990</u>	<u>2,543,716</u>

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC.

Statement of Changes in Equity

For the Year Ended 30 June 2019

Notes	Retained Earnings \$	Total \$
Balance at 1 July 2017	2,234,089	2,234,089
Profit (loss) attributable	309,627	309,627
Transfers to and from reserves	-	-
Balance at 30 June 2018	<u>2,543,716</u>	<u>2,543,716</u>
Profit (loss) attributable	87,274	87,274
Transfers to and from reserves	-	-
Balance at 30 June 2019	<u>2,630,990</u>	<u>2,630,990</u>

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC.

Statement of Cashflows

As at 30 June 2019

	Note	2019	2018
		\$	\$
Cash Flow from Operating Activities			
Receipts from operating activities		3,206,119	2,862,194
Interest received		47,795	24,843
Interest paid		-	(18,882)
Payments to suppliers		(1,494,469)	(1,136,148)
Payments to employees		(1,681,185)	(1,169,472)
Net cash provided by operating activities	11	<u>78,260</u>	<u>562,535</u>
 Cash Flow from Investing Activities			
Proceeds from sale of property, plant & equipment		20,909	455
Payment for property, plant & equipment		(79,885)	(21,454)
Net cash used in investing activities		<u>(58,976)</u>	<u>(20,999)</u>
 Cash Flow from Financing Activities			
(Payment) / Proceeds from Borrowings		<u>-</u>	<u>(345,645)</u>
Net increase/(decrease) in cash held		19,284	195,891
Cash at the beginning of Financial Year		<u>2,142,333</u>	<u>1,946,442</u>
Cash at the end of Financial Year	2	<u><u>2,161,617</u></u>	<u><u>2,142,333</u></u>

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC

Notes to and forming part of the Financial Statements for the year ended 30 June 2019

1. Statement of Accounting Policies

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012 and is a Charity registered under the Australian Charities and Not-for-profits Commission Act 2012 .

The Council have prepared the financial statements on the basis that the entity is a non-reporting entity because there are no users dependant on general purpose financial statements. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Associations Incorporation Reform Act 2012. The Association is a not-for-profit entity for financial reporting purposes under the Australian Accounting Standards.

The financial statements (exempt for cash flow information) have been prepared on an accruals basis and are based on historical costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets. The amounts presented in the financial statements have been rounded to the nearest dollar.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise. The financial statements were authorised for issue by the Council as per the Council Statement.

Accounting Policies

a. Income Tax

The Committee believe the Association is exempt from the payment of tax under Section 50-10 of the Income Tax Assessment Act 1997.

b. Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses. Property, land and buildings are carried at their fair value and based on the market valuation periodically, obtained from an independent valuer which determines the value.

The carrying amount of property, plant and equipment is reviewed annually by Council to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC

Notes to and forming part of the Financial Statements for the year ended 30 June 2019 (continued)

1. **Statement of Accounting Policies (cont.)**

b. **Property, Plant and Equipment (cont.)**

In the event the carrying amount of plant and equipment is greater than the recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(f) for details of impairment).

Plant and equipment that have been contributed at no cost, or for nominal cost, are recognised at the fair value of the asset at the date it is acquired.

Depreciation

Land is not depreciable. The depreciable amount of all fixed assets including buildings is depreciated on either a straight-line or diminishing value basis over their useful lives, commencing from the time the asset is available for use.

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

c. **Superannuation**

The Association contributes employer superannuation on behalf of permanent employees receiving greater than \$450 per month. The Association is not legally obligated to contribute greater than 9.5% superannuation guarantee levy.

d. **Employee Benefits**

Short-term employee provisions

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled. Based on past experience, the Association does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the Association does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC

Notes to and forming part of the Financial Statements for the year ended 30 June 2019 (continued)

1. Statement of Accounting Policies (cont.)

d. Employee Benefits (cont.)

Other long-term employee provisions

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service. Other long-term employee benefits are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurement of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss as part of employee provisions expense.

The Association's obligations for long-term employee benefits are presented as non-current employee provisions in its statement of financial position, except where the company does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current employee provisions.

e. Revenue

Non-reciprocal grant revenue is recognised in profit or loss when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before the entity is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor or third party, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered; otherwise the grant is recognised as income on receipt.

Non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in profit or loss.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised as it accrues using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customer. All revenue is stated net of the amount of goods and services tax.

f. Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short term highly paid liquid investments with original maturities of three months or less and bank overdrafts.

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC

Notes to and forming part of the Financial Statements for the year ended 30 June 2019 (continued)

1. Statement of Accounting Policies (cont.)

g. Goods and Services Tax (GST)

Revenues, expenses, and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office (ATO). Receivables and payables in the Balance sheet are shown inclusive of GST. The net amount of GST recoverable from, or payable to the ATO is included with other receivables or payables in the statement of financial position. Cash flows are presented on an exclusive basis. The GST components of cash flows arising from investing or financing activities which are recoverable from or payable to, the ATO are presented as operating cashflows included in receipts from customers or payments to suppliers.

h. Impairment of Assets

At each reporting date, the Association assesses whether there is any indication that an asset may be impaired. The assessment will consider both external and internal sources of information. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of that asset, being the higher of the asset's fair value less costs of disposal and its value-in-use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is immediately recognised in profit and loss.

Where an impairment loss on a revalued asset is identified, this is debited against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

i. Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

j. New Accounting Standards for Application in Future Periods. Impact of Standards issued but not yet applied by the Association

AASB 16: Leases (applicable to annual reporting periods beginning on or after 1 January 2019).

The Association has chosen not to early-adopt AASB 16. However, as at the reporting date, the directors have concluded a preliminary assessment on the impact of AASB 16 on the financial statements and conclude that the impact will most likely not be material.

A core change resulting from applying AASB 16 is that most leases will be recognised on the balance sheet by lessees, as the Standard no longer differentiates between operating and finance leases. An asset and a financial liability are recognised in accordance with this new Standard. There are, however, two exceptions allowed: short-term and low-value leases.

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2019 (continued)**

		2019	2018
		\$	\$
2. Cash and Cash Equivalents			
Petty Cash		63	91
Cheque and at call savings Accounts		489,263	515,743
EFTPOS Account		1,092	427
		<u>490,418</u>	<u>516,261</u>
Reconciliation of Cash:			
Cash at the end of the financial year as shown in the cash flow statement is reconciled to items in the balance sheet as follows:			
Cash and cash equivalents		490,418	516,261
Investments - Restricted		1,671,199	1,626,072
		<u>2,161,617</u>	<u>2,142,333</u>
3. Receivables			
Receivables		320	-
		<u>320</u>	<u>-</u>
4. Other current Assets			
Prepayments		<u>12,826</u>	<u>2,115</u>
5. Property, Plant & Equipment			
Land 131-133 Kepler Street	(a)	470,000	470,000
Buildings 131-133 Kepler Street	(b)	405,000	405,000
Less Accumulated Depreciation		(10,153)	(28)
	(a)	<u>864,847</u>	<u>874,972</u>
Refuge Property at Cost	(c)	140,000	140,000
Less Accumulated Depreciation		(140,000)	(140,000)
		<u>-</u>	<u>-</u>
Refuge Property Improvements at Cost		25,226	25,226
Less Accumulated Depreciation		(17,559)	(15,868)
		<u>7,667</u>	<u>9,358</u>
Total Property & Improvements		<u>872,514</u>	<u>884,330</u>
Plant and Equipment at Cost		147,306	223,831
Less Accumulated Depreciation		(112,659)	(172,135)
		<u>34,647</u>	<u>51,696</u>
Motor Vehicles at Cost		175,663	146,984
Less Accumulated Depreciation		(65,400)	(70,852)
		<u>110,263</u>	<u>76,132</u>
Total Property, Plant and Equipment		<u>1,017,424</u>	<u>1,012,158</u>

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2019 (continued)**

	2019	2018
	\$	\$
5. Property, Plant & Equipment (cont.)		
(a) The title search for 131-133 Kepler Street(Volume 10300 Folio 755) indicates that a registered mortgage is still held over the property		
(b) Land and Buildings value is based on the property valuation by Roger Cussens dated 30/06/2018		
(c) Note a property is held for Emma house by Marvindel Inc. with a caveat held over the property by the Director of Housing which does not allow the transfer or sale of the property.		
6. Trade and Other Payables		
Current:		
Accounts Payable	97,848	144,001
Payroll & Other Accruals	82,004	81,615
PAYG	27,684	20,426
Grants in Advance	186,638	274,514
GST Payable	7,137	17,195
	<u>401,311</u>	<u>537,751</u>
7. Employee Provisions		
Current		
Time In Lieu	18,904	-
Employee Benefits - Annual Leave	93,938	36,884
Employee Benefits - Long Service Leave	28,995	19,720
	<u>141,837</u>	<u>56,604</u>
Non - Current		
Employee Benefits - Long Service Leave	<u>18,049</u>	<u>18,535</u>
8. Events after Balance Date		
The Council is not aware of any events which have occurred subsequent to balance date which would materially affect the financial statements at 30th June, 2019.		
9. Related Party Transactions		
The Association did not enter into any contracts with related parties.		
10. Contingent Liabilities		
The title search for 131-133 Kepler Street(Volume 10300 Folio 755) indicates that a registered mortgage is still held over the property		

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC

Notes to and forming part of the Financial Statements for the year ended 30 June 2019 (continued)

	2019	2018
	\$	\$
11. Cash Flow Information		
Operations with Surplus from Ordinary Activities		
Net Result for Year	87,274	309,627
Non-cash flows in Profit		
Depreciation	55,917	64,669
Net(gain)/loss on disposal of assets	(2,207)	5,861
Changes in Assets & Liabilities		
(Increase)/Decrease in Receivables	(320)	15,918
(Increase)/Decrease in Other Assets	(10,711)	(617)
Increase/(Decrease) in Payables	(136,440)	180,555
Increase/(Decrease) in Provisions	84,747	(13,478)
Net Cash Provided by Operating Activities	<u>78,260</u>	<u>562,535</u>

12. Incorporation

The organisation received a Certificate of Incorporation from Consumer Affairs dated 14th August, 1986.

13. Income Tax Expense

The Committee believe the Association is exempt from the payment of tax under Section 50-10 Community Service of the Income Tax Assessment Act

14. Australian Charities and Not-For-Profit Commission (ACNC)

The organisation is registered with the ACNC as a charitable organisation.

EMMA HOUSE DOMESTIC VIOLENCE SERVICES INC.

ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND PERFORMANCE OF INCORPORATED ASSOCIATION

We, being members of the Council of Emma House Domestic Violence Incorporated, certify that -

- (1) The financial statements as set out on pages 1 to 11 present a true and fair view of the financial position of the Emma House Domestic Violence Inc. as at 30 June 2019 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Reform Act 2012.
- (2) Emma House Domestic Violence Services Inc. will be able to meet its debts as and when they fall due.
- (3) The financial statements and notes as set out on pages 1 to 11 satisfy the requirements of the ACNC Act.

This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.



Signature

Rebecca Jane Ratcliffe

Name

14th November 2019

Dated



Signature

MARY CHAPMAN

Name

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF EMMA HOUSE DOMESTIC VIOLENCE SERVICES INCORPORATED

Report on the Audit of the Financial Report

We have Audited the financial report of Emma House Domestic Violence Services Incorporated, which comprises the statement of financial position as at 30 June, 2019, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Council's declaration.

In our opinion the financial report of Emma House Domestic Violence Services Incorporated, is in accordance with Division 60 of the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- a. giving a true and fair view of the Emma House Domestic Violence Services Incorporated's financial position as at 30 June, 2019 and of its financial performance for the year then ended; and
- b. complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our Audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the *Audit of the Financial Report* section of our report. We are independent of Emma House Domestic Violence Services Incorporated, in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and 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 our Audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the Audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Emma House Domestic Violence Services Incorporated's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Our Offices:

Warrnambool
Casterton

Colac
Mortlake

Hamilton
Port Fairy

Mount Gambier
Terang

Camperdown
Timboon

Responsibility of the Council and Those Charged with Governance for the Financial Report

The Council of Emma House Domestic Violence Services Incorporated, are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The Council's responsibility also includes such internal control as the Council determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Council are responsible for assessing Emma House Domestic Violence Services Incorporated's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Council either intend to liquidate Emma House Domestic Violence Services Incorporated, or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our 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 the financial report.

As part of an Audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the Audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform Audit procedures responsive to those risks, and obtain Audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the Audit in order to design Audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Emma House Domestic Violence Services Incorporated's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Council.

- Conclude on the appropriateness of the Council's use of the going concern basis of accounting and, based on the Audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Emma House Domestic Violence Services Incorporated's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the Audit evidence obtained up to the date of our Auditor's report. However, future events or conditions may cause Emma House Domestic Violence Services Incorporated, to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the Audit and significant Audit findings, including any significant deficiencies in internal control that we identify during our Audit.



**FELICITY MELICAN
PRINCIPAL**

Dated this 18 November, 2019

257 Timor Street
Warrnambool VIC 3280

Ref: 1594812_1