



Annual Report



EDVOS Annual Report 2019-2020

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EDVOS acknowledges the Traditional Custodians of this land and recognise their continuing connection to land, water and community. EDVOS pay respect to Elders past, present and emerging.

EDVOS acknowledges people from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, their children, pets and other animals, who are responding to family violence in the community.

EDVOS respects all people who are responding to family violence, regardless of ethnicity, race, religion, sexual orientation, gender identity, age and ability.



EDVOS is a child-focused and child safe organisation.

EDVOS acknowledges funding from the Victorian Government.

Our Work

What we do

EDVOS is the leading specialist family violence service in Melbourne's Eastern Metropolitan Region. Our work is focused across seven Local Government Areas including Boroondara, Manningham, Whitehorse, Monash, Knox, Maroondah and Yarra Ranges. Some of our training, education and primary prevention programs are national.

Our specialist family violence response services are mostly directed towards women, including women from the lesbian, gay, bisexual, transgender and intersex (LGBTI) communities, children, pets and other animals, who are responding to any form of family violence.

EDVOS is committed to assisting all people, regardless of ethnicity, race, religion, sexual orientation, gender identity, age and ability within our community and can also provide access to other family violence services that are most suitable to the individual's unique needs and goals.

Vision, Mission and Values

Our vision

A community free from family violence, where everyone feels safe.

Our mission

To take a collaborative and evidence-based approach to supporting those experiencing family violence whilst also working to prevent family violence before it occurs.

Our values

- Equity
- Accountability
- Collaboration
- Respect
- Innovation
- Advocacy

2018-2020 Strategic Plan Overview

- Person-Centred Practice
 Embedding and evaluating 'Person-Centred Practice'
 for women and children at EDVOS
- Accessibility for All Increasing EDVOS service responses for priority groups
- Efficiency, Effectiveness & Sustainability
 Delivering more efficient and effective services and programs at EDVOS
- Workforce Capacity and Wellbeing
 Implementing a comprehensive Workforce Capacity and Wellbeing Plan, resulting in an effective and vibrant workforce, which meets the needs of EDVOS service users
- Services Across the Continuum from Primary Prevention to Recovery

Increasing and expanding EDVOS services; ranging from primary prevention of violence against women and children, through to recovery from family violence

Chair Report



What a year we have all had!

The impact of the global COVID-19 pandemic has fundamentally changed how we live as a community. It has also radically transformed the world of work and the way our children learn. New challenges confront many of us: not being able to see family and friends; losing jobs and income; businesses and arts organisations not knowing if they can survive; keeping our elderly safe and worrying about what a COVID normal world will mean.

For women and children living with family violence it's been even tougher as access to usual supports have been removed. I am so proud of the way our staff have responded. They have shown such flexibility, resilience and determination to do whatever they can to ensure women and children's safety.

This past year has also been a time of significant other changes for EDVOS. Jenny Jackson left us in October after 4 years as CEO. Liz Billings joined us as Interim CEO until we could recruit Chris Mathieson as our permanent CEO in May. We have a new Constitution and expanded Board.

Following a DHHS Performance Review in 2019, we focussed on a Continuous Improvement Plan which culminated in a final report in September 2020. The outcome of all this work means that we can now focus very much on the future.

We were also proud to be the first organisation to succeed in achieving our accreditation for DHHS and Rainbow Tick standards remotely.

This involved an enormous amount of work, especially by the leadership group. Finally I want to thank:

- The board for all the time and commitment they have shown this year;
 - Our continuing members: Lilia (previous Chair), Marg, Fay and Sue;
 - Our 2019 new members: Tony (Chair Finance and Audit Committee), Prue (Chair Quality and Risk Committee), Sonia and Denise;
 - And our 2020 new members; two of whom have Lived Experience of family violence: Kelly, Chloe and Gary.
- Liz and Chris for their outstanding leadership;
- Annie, Kelly, Kim and Youna for their ability to remain focussed on why we exist and supporting their staff through so much change;
- All the staff who choose to work with us;
- Our colleagues in DHHS and FSV and the sector who understand that we all need to work together if we are to achieve what we all want, a community free of violence, where everyone feels safe.

Warm regards,

Pondio de Wolf

Sandie de Wolf AM Chair

EDVOS Board



Sandie de Wolf AM Chair



Margaret Hodge Deputy Chair



Tony Pititto Treasurer



Prue Monument Quality and Risk Chair



Sue Campion Director



Fay Daniel Director



Denise McLaughlin Director



Sonia Sharp Director



Kelly Shay Director



Chloe Symes Co-opted Director



Gary Trytell Co-opted Director

CEO Report



Every year, our staff work in a focussed and committed way to achieve the EDVOS vision, a community free from violence and where everyone feels safe. However, without question, like so many other human service organisations, 2020 presented unprecedented demands and challenges as a result of the COVID pandemic.

Notwithstanding the stress and restrictions placed on women and children throughout the year, as an organisation we needed to respond swiftly, adapt and innovate to ensure our critical services were uninterrupted and responsive. We achieved that.

Since commencing in the role as CEO in May 2020, I have been impressed by the passion and drive of our staff to ensure that our clients were informed and supported to make the choices they needed throughout the pandemic. I would like to thank our skilled and dedicated team for their flexibility and resilience in responding to the challenges, fluid circumstances and changed working conditions during the COVID lockdowns across Melbourne.

Additionally, the past 12 months presented a variety of other challenges which tested the resolve and resilience of our organisation and pleasingly we navigated those challenges together with a determined spirit and much to be proud of. As we turn to 2021, we have commenced the development of EDVOS's new Strategic Plan 2021-24 and associated Theory of Change. Augmenting those important strategic pillars is the development of our first Victim Survivor Framework, underpinning EDVOS's commitment to ensure we are informed by victim survivors' voice and focussed on intersectionality and diversity. We look forward to implementing a co-design model to provide authentic opportunities for victim survivors to enhance our work and services.

Finally I would like to thank our Chair Sandie de Wolf AM, the broader Board, Executive Management Team, staff, supporters, partners and stakeholders for the very warm welcome I have received. I look forward to working collaboratively to support those experiencing family violence whilst also working to prevent family violence before it occurs.

Christine Mathieson Chief Executive Officer



Our Service Highlights 2019-2020

EDVOS services outcome analysis aligns with the Victorian Family Violence Outcomes Framework following the recommendations of the Royal Commission into Family Violence (RCFV 2016).

EDVOS service success indicators relate to the 'Outcome 2: Victim survivors, vulnerable children and families are safe and supported to recover and thrive'.

Outcome indicator: Victim survivors are safe

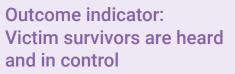
93% of our clients now know



what to do to stay safe

94%

of our clients were supported by EDVOS to feel safer



96%



of our clients felt EDVOS listened to their specific needs around their identity

96%

of our clients felt EDVOS respected their identity and were responsive to their specific needs

Outcome indicator: Victim survivors rebuild lives and thrive





of our clients felt EDVOS supported them and their family to move forward



EDVOS has been awarded full accreditation of three sets of quality standards in May 2020. This includes QIC Health and Community Services Standards, Human Services Standards and Rainbow Tick.

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OUR SERVICES

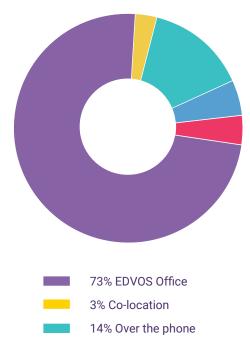
Client referrals received



44% Police (L17)

- 36% Client Self Referrals (clients who contact EDVOS directly seeking support)
- 2% Family & Domestic Violence Services
- 2% Homelessness Services
- 2% Child Protection Agencies
- 2% Family and Child Support Agencies
- 3% Other Agencies & Mental Health Services
- 2% Hospital/School/Education Institution
- 1% Family / Friends
- 6% Other

Where our clients received their service



- 6% Outreach
- 4% Not answered



During COVID-19 Pandemic



EDVOS noted an increase in complexity, severity and frequency of family violence risk during the COVID-19 pandemic.

20% increase of referrals and consultations from external services during the COVID-19 pandemic.

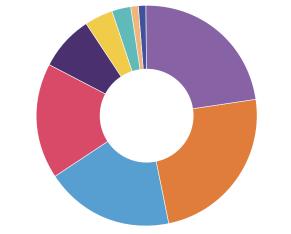
- EDVOS noted an increase in complexity, severity and frequency of family violence risk with
 - A significant rise in high risk referrals;
 - A notable increase in frequency and severity of ongoing violence particularly in physical abuse, sexual abuse and coercive control (monitoring/surveillance).
- The number of referrals and consultations from external services increased by 20% compared to pre-COVID-19, with services communicating more fear for women and children's safety.

A SNAPSHOT OF OUR CLIENT DEMOGRAPHICS

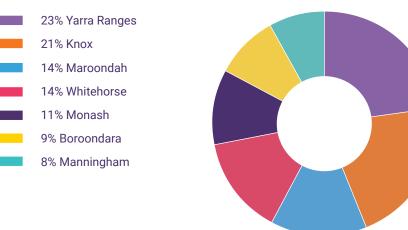
EDVOS Clients reported they experienced the following prevalence in types of family violence



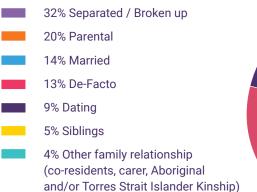
- 24% Verbal
- 19% Emotional
- 17% Breach (court order)
- 8% Non-violent, Non-abusive
- 4% Damage / Theft
- 3% Threats
- 1% Sexual
- 1% Other (Stalking, Economic, Pet abuse, Social, Other)



EDVOS Clients living across Local Government Areas within Melbourne's Eastern Metropolitan Region (EMR)



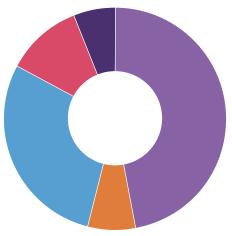
EDVOS Clients relationship type with perpetrator at the time of experiencing family violence

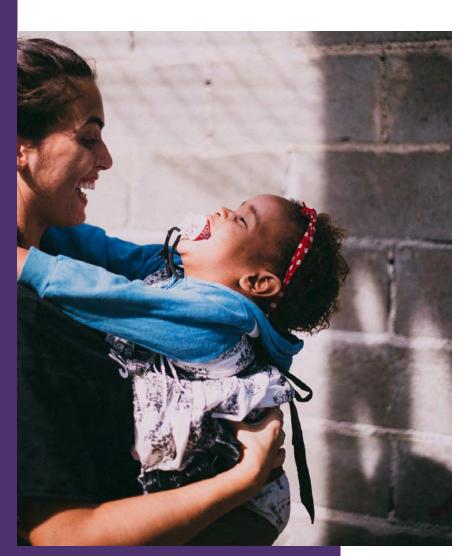


3% Divorced

EDVOS Clients by Age Group 2019-2020



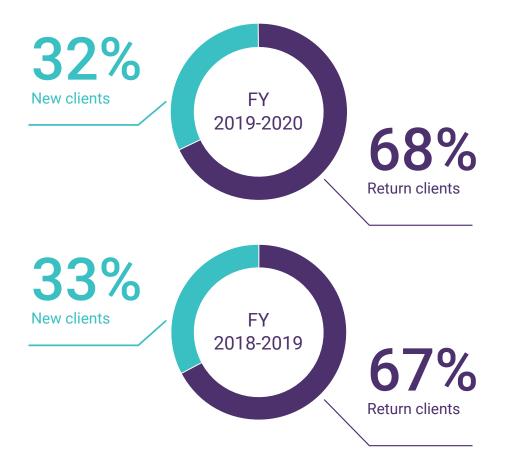






36%

of EDVOS clients are self-referrals (Clients who contact EDVOS directly seeking support)



OUR EDUCATION & TRAINING SERVICES



Post training evaluation outcomes

(survey respondents n=2,584)

EDVOS Training

136



Total number of training sessions

2,584 Total OVERALL number of participants



EDVOS measured training success indicators relate to the 'Outcome 1: Family violence and gender inequality are not tolerated'. At every training, all participants were asked to complete pre & post training evaluation outcome surveys.

88%

said their awareness levels of gendered drivers of family violence increased to high.

83%

stated their understanding on the impact of family violence increased to high.

84%

said their confidence in recognising signs of family violence increased to high.

64%

stated their capacity to respond and refer to disclosures of family violence changed from low-medium to high.

88%

said their knowledge on how to create a safe and inclusive environment increased to high.

85%

said their awareness and understanding on gender inequality increased to high.

Amita's Experience

(Client example)

FOLLOW AMITA'S JOURNEY

Amita, born in Australia and raised in a traditional multicultural family, has been married for 10 years and has a 9 year old boy called Liam, who is living with Autism.





Amita has experienced emotional and psychological abuse perpetrated by her partner since her son was born and has limited access to their finances. Amita's mental health is deteriorating and she fears for her own safety as well as her son's.





Amita is the primary carer of their son and always prioritises his needs and wellbeing.

HOW AMITA FOUND OUT ABOUT EDVOS



Amita is ready to change her life, but is not sure how or where to start.

- A family friend suggests to call EDVOS to get confidential advice and free support.
- EDVOS is the specialist family violence service provider in Melbourne's Eastern Metropolitan Region which is where Amita lives.

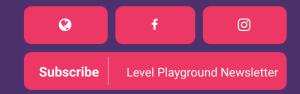




 EDVOS Hair-3Rs training empowers salon professionals to understand why gender inequality is the cause of family violence.

Amita also recalls reading Liam's primary school newsletter and how the children were learning about respectful relationships and what they look like.

 To continue positive conversations at home, parents can follow; EDVOS Primary Prevention initiative Level Playground on Instagram and Facebook.



AMITA IS SUPPORTED BY A SPECIALIST FAMILY VIOLENCE ADVOCATE



When Amita talked to an EDVOS Specialist Family Violence Advocate within the Assessment and Response Team

- Amita felt she was listened to and believed.
- Amita undertook a comprehensive risk assessment, and was equipped with information and a safety plan to ensure she and Liam remained safe.





Amita agreed to be referred to an EDVOS Specialist Family Violence Advocate within the Case Management Team

- Amita was supported to develop a person-centred case plan that is child inclusive and supportive of individual and collective safety and recovery needs.
- The EDVOS Specialist Family Violence Advocate encouraged Amita to explore her hopes for a life free from violence and plan a pathway toward her vision for the future.
- Through this process, Amita learnt to trust her intuition and decision making capacity and felt empowered to seek out and ask for support as needed.

A POSITIVE OUTCOME FOR AMITA



Amita and the EDVOS Specialist Family Violence Advocate developed a safety plan with the support of the:

- Family Violence Police Unit
- Family Violence Legal-Aid practitioner
- Court Applicant Worker
- Magistrate Court to obtain a Family Violence Intervention Order to hold an ex-partner accountable for choosing to use violence against them
- Housing Assistance Program
- EDVOS Personal Safety Initiative Coordinator in-consultation with the Client's Specialist Family Violence Advocate

A positive outcome:

- Amita and Liam began to rebuild their lives together and heal from the trauma of family violence.
- Amita's mental health continued to improve and now knows what to do to stay safe.

EDVOS offers clients other supports, services and programs:

- <u>Animal Safety Program</u>
- Culturally safe and inclusive Aboriginal Liaison Officer
- Elder Abuse Specialist worker
- <u>LGBTI specialist support</u>
- Free EDVOS Counselling Program & EDVOS Counselling Brochure
- During the EDVOS Counselling Session, an <u>EDVOS Child Support Advocate</u> is able to offer play based support in a highly visible, nearby children's playroom
- Referral to Intensive Case Management team and RAMP program (Note: 61 people were referred to RAMP at EDVOS in the EMR)
- EDVOS Women Supporting Women recovery program
- Advocates can provide Family Violence Support Letters that enable clients to access financial support at Centrelink
- Support with an application for financial assistance through the Victorian Government's Flexible Support Packages (FSP)
- Support to access the Family Violence Disability Crisis funding which assists with the purchase of special needs equipment
- Through the EDVOS Men's Enhanced Intake Program an EDVOS Specialist
 Family Violence Advocate helps to increase the safety of clients by offering an opportunity for ex-partners to take responsibility for their abusive behaviour. The ex-partner is referred to a range of external Men's Behaviour Change, Case Management and Counseling Programs. This also means that services are able to keep the ex-partner visible and manage the risks created by his choices.

EDVOS referral pathway booklet

VALUABLE FEEDBACK FROM OUR CLIENTS

I felt very supported and heard by EDVOS during a very difficult and challenging time in my life. Having the support of EDVOS reinforced to me I was doing the right thing for me and my children.

Lifeline to all women they really listen to what you need but also to guide you through all the things you are not aware of.

It was so nice to be heard and respected. To be told what I am feeling is not silly or sensitive or me being emotional. It's real and not ok to be treated the way we have been.

> I feel I was listened to and encouraged to continue my life as it now is with just me and my kids. My case worker empowered me to keep going down my new path and helped with key elements to get me there. I feel eternally grateful.

Our Staff

106 number of staff in 2019-2020



73%

101

number of staff

in 2018-2019

staff engagement level represents a culture of success 93%

of staff are proud of the successes and achievements of EDVOS

86%

of staff want to improve the way things work at EDVOS **85**%

of staff are very positive about tackling problems and have a 'can do' mentality 86%

of staff surveyed said "EDVOS is a truly great place to work"

Source: EDVOS 2020 Staff Pulse Survey

Partners & Donors

As a well connected local family violence service, EDVOS is highly committed to partnerships and recognises that service quality is enhanced through collaborating and developing trust, mutual respect and goodwill. EDVOS has formed partnerships and alliances with other government and non-government services including community health, legal, law enforcement, education, finance, peak bodies, philanthropic bodies and various other expert primary prevention practitioners and policy experts. Including;

- Partnerships (co-locations, research, service delivery)
- Donations (individuals, corporates, community groups)
- Collaborations (practice development, training & education)
- Stakeholder engagement (events, social media & promotion)
- Innovation and leadership (sector partnerships, research & systemic change)

With the new Strategic Plan 2021-24, EDVOS will develop a Theory of Change. We will continue to form strong partnerships within and outside the family violence sector including across the community services sector. EDVOS is committed to enhancing integrated delivery of services by building partnerships to drive a shared, consistent and strategic statewide approach to family violence and working in partnership with stakeholders and maintaining clarity of expectations and service outcomes.

Thanks to our partners and donors

EDVOS thanks our major funder - DHHS, our partners, donors and supporters who have given so generously throughout the year. Your ongoing support has enabled EDVOS to provide the services needed to ensure women and children experiencing family violence are safe and free from harm.

Summary of Financial Information 2019-2020

EDVOS received revenue of \$12,567,666 and achieved a net surplus of \$290,488 for the financial year ended 30 June 2020 (\$256,418 surplus in 2019). The net asset position is sound, totalling \$1.6m at year end. Funding is principally received from the Department of Health and Human Services, and utilised to fund operations. A new funding and service agreement has been confirmed to 30 June 2024.

The full Financial Statements have been audited by Moore Australia who concluded that they give a true and fair view of EDVOS's financial position and performance, and comply with Australian Accounting Standards.

How our funds are used





Revenue

EDVOS acknowledges funding from the Victorian Government.

EDVOS audited financial statements 2019-2020

| Statement of financial position | 2019/2020 \$'000s | 2018/2019 \$'000s |
|---------------------------------|----------------------|----------------------|
| Current assets | 4,516 | 3,871 |
| Noncurrent assets * | 825 | 236 |
| Total assets | 5,341 | 4,107 |
| Current liabilities | 3,070 | 2,753 |
| Noncurrent liabilities * | 626 | - |
| Total liabilities | 3,696 | 2,753 |
| Net assets | 1,645 | 1,354 |

* include a right of use asset and a lease liability, recorded for the first time in the 2019/2020 financial year in accordance with new accounting standards.

Contact Us



Operating Hours

- Monday-Friday: 9am-8pm
- Saturday: 9am-5pm

Phone: (03) 9259 4200 ******* Email: <u>edvos@edvos.org.au</u> Postal: PO BOX 698 Ringwood VIC 3134 Website: edvos.org.au



Donate to EDVOS

- EDVOS Pet Safety Program
- EDVOS Toy Appeal
- To create a community free from family violence
- EDVOS HaiR-3Rs Program





/III level

Email: contact@levelplayground.org.au

Website: levelplayground.org.au





EDVOS is the auspice agency for the Eastern Metropolitan Regional Family Violence Partnership (RFVP).

Phone: (03) 9259 4200 Email: admin.rfvp@edvos.org.au Postal: PO BOX 698 Ringwood VIC 3134 Website: rfvp.org.au

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