

**ANNUAL
REPORT
18/19**



Safe Futures
FOUNDATION

a safe future for all

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Safe Futures Foundation acknowledges the Traditional Custodians of this land and we pay our respect to Elders past, present and future.



Safe Futures Foundation is a not-for-profit organisation, primarily funded by the Victorian Department of Health and Human Services. Safe Futures Foundation also receives grants and donations from other sources.



Safe Futures Foundation conforms with the Australian Charities and Not-for-Profit Commission (ACNC) Act 2012. Safe Futures Foundation proudly received and displays the ACNC tick. Safe Futures Foundation is fully accredited against the Human Services Standards and ISO 9001:2015.



SAFE FUTURES FOUNDATION

VISION

We strive to create a safe future where people are free from family violence.

MISSION

We provide personalised responses to people experiencing or at risk of family violence including life preserving early intervention and crisis services. We deliver community education, advocate for service system reform and empower women and their children. We partner with others to help create a future free from control and abuse.

VALUES

Our values define us.

Safe Futures Foundation is committed to empowering people affected by family violence and to showing respect and compassion. We celebrate diversity and pursue safety for all.

These values guide the way we develop and manage our organisation and inform our culture.

- **Empowerment** - We support people to become stronger and more confident as they exercise control over their lives and claim their rights.
- **Respect and Compassion** - We embrace the dignity of all and work with understanding respect and care.
- **Diversity and Equality** - We honor all people and draw on the strengths of difference.
- **Safety** - We comfort, protect and take action to diminish the opportunity for violence in our community.

We seek to embed our values in everything we do.

STRATEGIC ACTION PRIORITIES

1. Governance

We are committed to leading and managing Safe Futures Foundation to implement our purpose, live our values and delivery our services.

2. Sustainability and Growth

We are committed to providing and expanding our range of high quality, integrated services in response to community need.

3. Our People and Culture

We will work with our people, shape a learning culture and manage our resources to delivery Safe Futures Foundation strategy, governance and services.

4. Community Partnerships

We are committed to building connections and relationships across our community to maximise community safety from control, abuse and family violence.

5. Service Delivery and Our Clients

We concur with the findings of the Royal Commission into Family Violence (RCFV) that family violence affects individuals, the community and our nation and that the prevalence and impacts of family violence are devastating and shame us all.

BOARD CHAIR'S REPORT

“Achieving starts with believing”

– anon

It is a pleasure to commend the 2018 Annual Report of the Safe Futures Foundation (SFF) to you. This year has been a very vibrant, busy, successful year for SFF, we have achieved great results because we believe in the dedication and passion of our Board, CEO and staff to provide high quality service and support to all of our clients. The past twelve months has seen great success both programmatically and financially which you will read about in the body of this report.

At the Board level we completed a skills matrix to determine what skills we needed to recruit in new directors. We farewellled Grace La Vella who moved to live in the country and we recruited Lee-Anne Hunt, Emily Ryder and Maria Peterson all highly skilled women in their professions, and we now have a full board.

In the past year, we held three Board planning days to further develop the Board Strategic and Action Plan and we attended a staff meeting with the CEO to consult on the Strategic Plan.

The Board developed sub-committees of Directors, CEO and staff including: Finance, Risk Management and Policy, Constitution, Short Term Strategy and CEO Appraisal and Remuneration.

Currently the Board are reviewing the branding of SFF as well as reviewing the Constitution.

I would like to thank our partners and funding bodies especially the Department of Health and Human Services and the donors who support the organisation both financially and with goods and services. To our wonderful staff I thank you all for your hard work, passion, loyalty and dedication to our clients.

Finally my thanks to our CEO Ellen for her great leadership and professionalism and for taking the organisation to the next level. To our Board Directors I thank you for your experience, wisdom, loyalty and support and good governance.

Doreen Stoves AM PSM JP
Chair
Safe Futures Foundation

CEO'S REPORT

2018/19 has been an eventful year. We ended the year in an operating surplus and are in a sound financial position going forward. The entire family violence sector has had challenges with recruitment as a result of the volume of positions available due to the flow on effect of the Andrew's Government \$1.9 billion dollar commitment to funding all recommendations of the Royal Commission into Family Violence. Despite the job vacancies we currently have stable staffing and a team committed to providing a first class service.

The Victorian government is progressing three interrelated reforms that are integral to reducing family violence and promoting child wellbeing and safety. Applying the Family Violence Information Sharing (FVIS) scheme, Child Information Sharing (CIS) scheme and the MARAM reforms have been a large body of work at Safe Futures Foundation (SFF). As the MARAM alignment is progressive it will take time to implement, but we have made a strong start.

In June, we moved our Safe In Community and Corporate Services teams to new premises that are better suited to meeting our clients' needs for public transport and disability access. With the move and in anticipation of the opening of the service in Wyndham we moved our IT services to the cloud, improved our internet speed and moved our phone system to Voice-Over-Internet-Protocol (VOIP).

Our new core and cluster refuge in Wyndham is almost complete, and we are also in the process of signing off on plans for another new core and cluster refuge in Melbourne's south east. We are grateful to the Department of Health and Human Service and Family Safety Victoria for all the work being done to operationalise these two new services and for their ongoing support throughout the year.

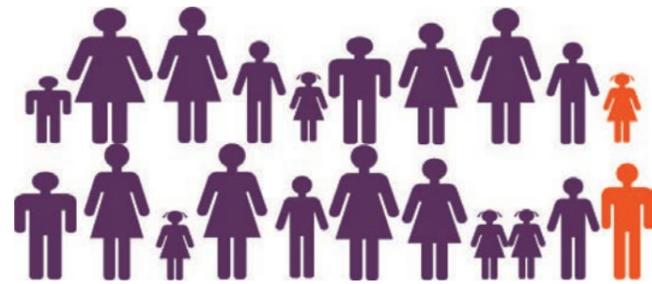
In addition to the new services being built, we have spent considerable time and money refurbishing our crisis properties in an effort to create a home away from home for the 562 children and 422 women who have used our service. The refurbishment included our original core and cluster refuge. The Department of Health and Human Services has also provided significant funding for 'children in refuge' of which a large portion will be used to landscape the refuge and create a really special children's space.

The relationship with our partners and donors this year has been dynamic. With the support of the Melbourne Women's Fund we have been able to pilot a financial counselling service for our clients. Our partnership with Anglicare in delivering the service has been highly successful. We have continued to have incredible support from organisations such as StreetSmart, CBA Ringwood, Rotary (Croydon and Boronia) and Corrs Legal.

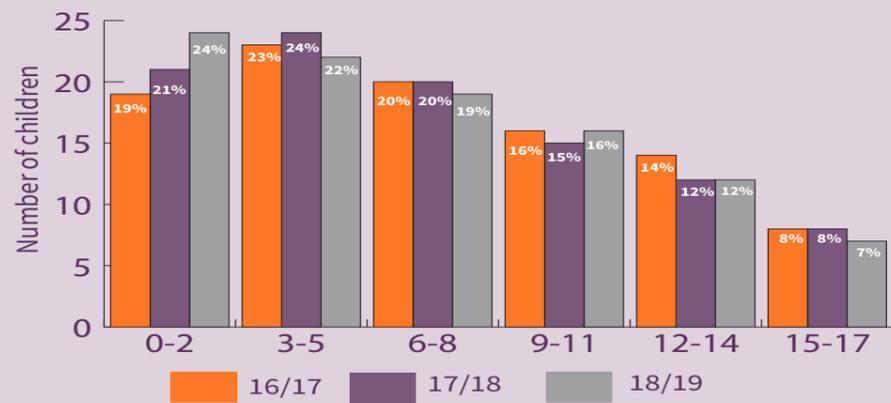
The focus of this annual report is the execution of our 2018-2021 strategic plan and highlighting our performance against our objectives. I hope that you will enjoy reading about our year and with me applaud the work of the amazing Safe Futures Foundation staff. Special recognition and thanks also needs to go to Doreen Stoves, Safe Futures Foundation Chair and all Directors for their voluntary and passionate commitment to the Board and Safe Futures Foundation.

Ellen Matusko
BA, BSW, Grad Dip Hlth Admin, GAICD

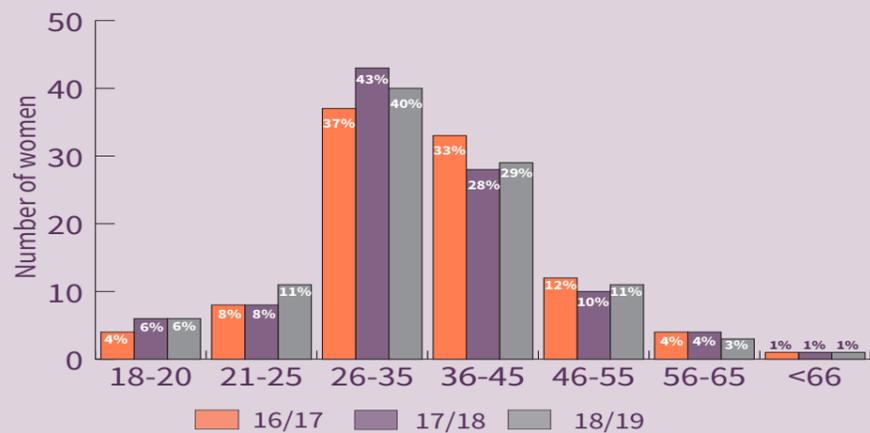
MAKING AN IMPACT



Client Demographic Information



Ages of Children Supported

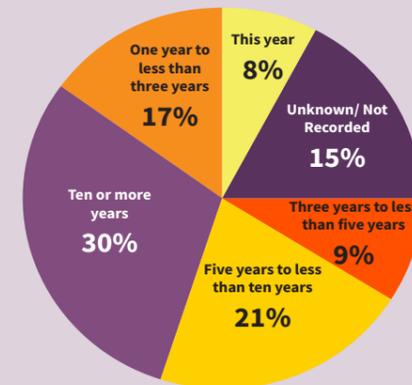


Ages of Women Supported

Client Demographic Information



Cultural Demographic

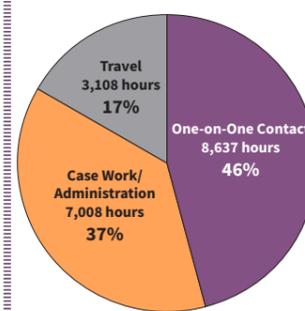


Year of arrival in Australia

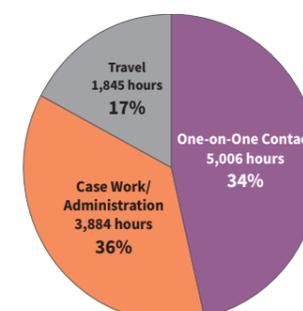
- 28% Arabic
- 13% Vietnamese
- 11% Dinka
- 8% Persian
- 6% Somali
- 5% Mandarin
- 3% Hazaraghi
- 2% Urdu, Cantonese, Hindi, Tamil, Spanish, Tigrinya, Punjabi, Mano

Languages other than English spoken at home

Working with Clients

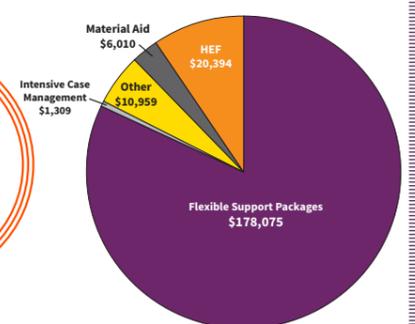


Total hours spend on client work
18,753 hours



Total hours spend on client work with children
10,735 hours

57% of time spent with clients is spent with children



Total Payments to clients
\$216,747 according to SHIP data

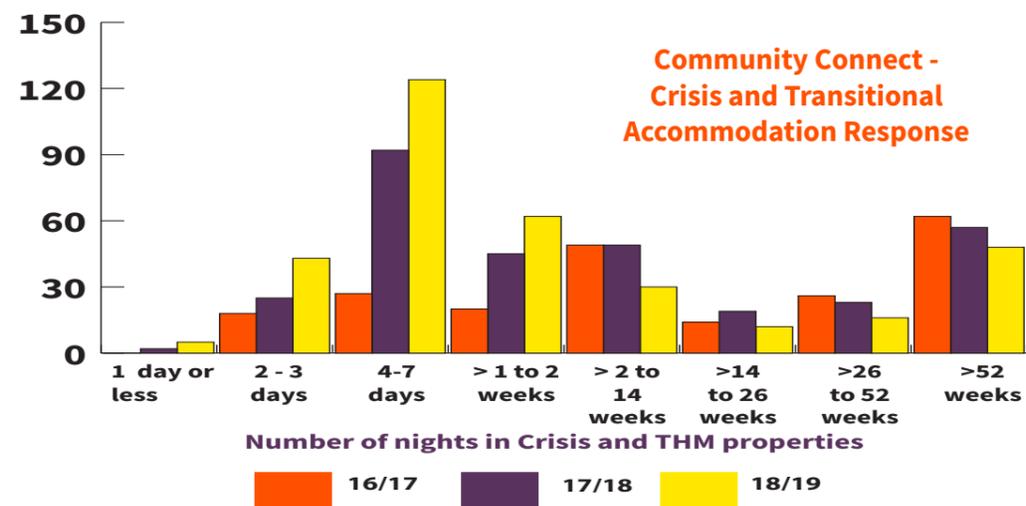
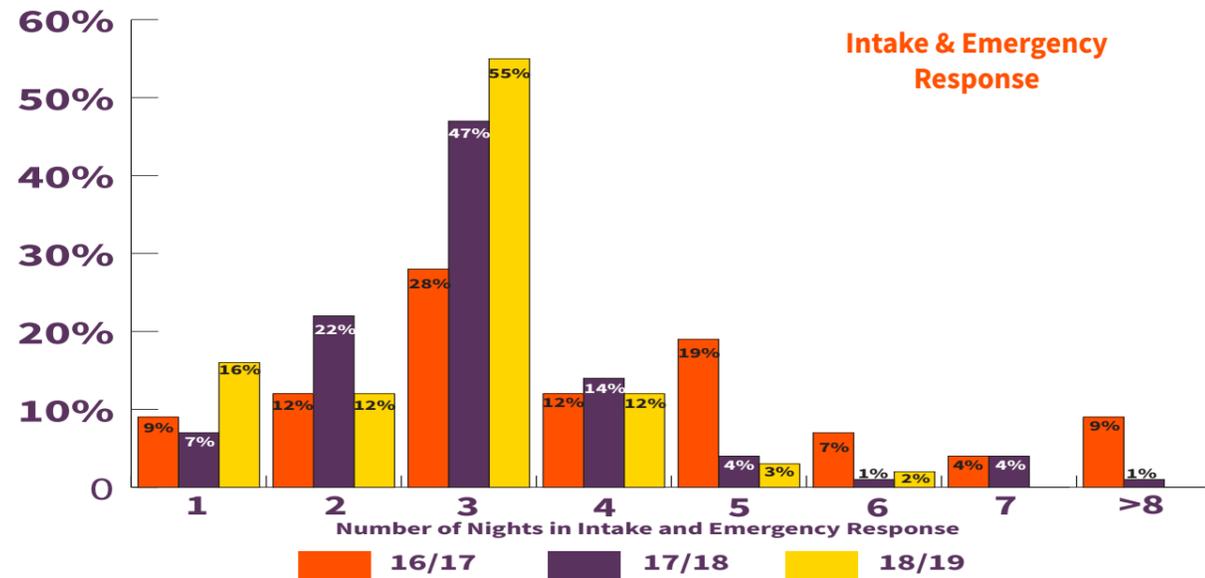
MAKING AN IMPACT cont.

Strategic Priority 1

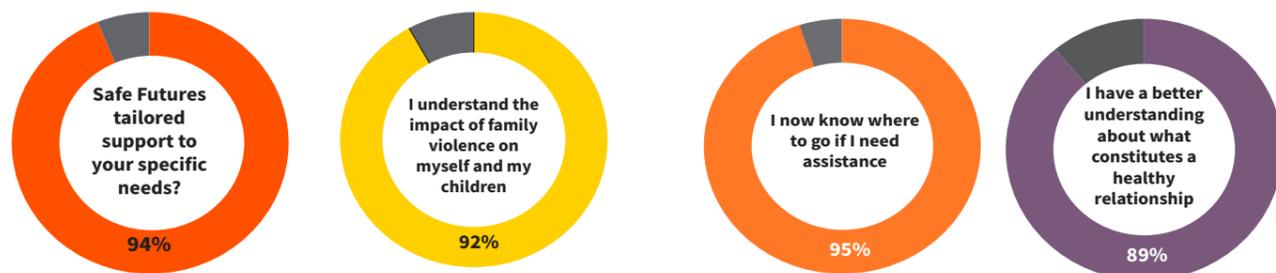
GOVERNANCE

*We are committed to **leading and managing** Safe Futures Foundation to implement our purpose, live our values and deliver our services.*

Client Length of Stay



Feedback from Clients



In the 2018/19 financial year Safe Futures Foundation continued to create a governance culture that values all stakeholders, promotes ethical and responsible behaviour, and ensures our people are held to account with all compliance obligations.

Board and Organisational Action Plans were developed to enable the implementation of the Strategic Plan and for us to be able to monitor our performance against our objectives.

The Board undertook a number of activities to enhance SFF Governance. It developed a skills matrix and as per our Constitution recruited another three directors to take its director numbers to nine.

All Directors received an induction program at SFF which included a detailed presentation from our CEO, a visit to our core and cluster refuge and a meet and greet with staff.

The delegations policy was reviewed to ensure it is current, robust and relevant, and Board sub-committees were reviewed. In addition to the standing risk and finance committees, the following sub-committees have been endorsed to further support SFF governance in 2019/20:

- Constitution committee;
- Marketing and Communication; and
- CEO Appraisal and Remuneration.

In June 2019, the Board held a Director Planning Day which reviewed SFF services in-line with the relevant recommendations from the Royal Commission into Family Violence, drafted a Board Action Plan and looked at its marketing and communication needs.

A Board Development plan is currently underway with Governance training for Directors scheduled to occur in October 2019.

SFF underwent a maintenance audit for Accreditation during 2018 and met all the Human Services and ISO 9001:2015 governance standards. In 2019, SFF will be completing the full re-certification process which ensures key policies and procedures are continually being reviewed and updated.

Corporate Services policies were reviewed, and new policies were developed for long service leave, study leave and performance assessment plans. Staff position descriptions continue to be upgraded as positions are advertised. Recruitment of qualified staff has been a key focus for 2018 – 2019.

With the introduction of the ISO 9001:2015 standards, SFF has been actively reviewing risk mitigation processes in place for both Corporate Services and Service Delivery. The Board and staff have been preparing a Business Continuity Plan to ensure the Board and Executive have policies and procedures to follow should an emergency situation arise and that all relevant information is stored in one place.

Child Information Sharing (CIS) scheme

Phase one of CIS scheme was rolled out in September 2018. The CIS scheme permits the confidential sharing of information between authorised organisations and professionals to promote safety, well-being, early intervention and access to services. The CIS scheme integrates with and complements the Family Violence Information Sharing (FVIS) scheme.

As part of the phase one roll out SFF staff completed mandatory online training on the

Strategic Priority 2

SUSTAINABILITY AND GROWTH

*We are committed to **providing and expanding** our range of high quality, integrated services in response to community need.*

CIS scheme. SFF policies and procedures were reviewed and updated including: privacy, confidentiality and information sharing, working with children and recording obligations. Intake and consent forms were also updated to comply with requirements under the scheme and staff have been supported to discuss the changes with clients. Continuing to build on key partnerships with Child First Organisations, Family Services, Maternal and Child Health Services, Early Intervention Services, Schools, Child Protection, Youth and Legal, Housing and Mental Health Services will be a key focus to strengthen collaboration with a view to prevention, early intervention and safety.

Child Safety

In compliance with Child Safe Standards and our commitment to the safety and well-being of children we have continued to:

- strengthen and improve our child safe policies;
- reviewed the code of conduct for all staff volunteers, students and contractors;
- increased training for staff on Child Safe Standards, their reporting obligations and duty of care requirements;
- strengthened our induction processes for volunteers and students;
- updated position descriptions and interview processes to reflect SFF commitment to child safety and employ suitably qualified and appropriate staff to work with children;
- developed a children's intake pack which includes how to raise safety concerns and a children's feedback form;
- increased auditing of children's play areas and equipment; and
- employed a specialist children's worker to support staff in understanding and responding to the needs of children impacted by family violence.

Multi-Agency Risk Assessment and Management (MARAM) Framework

The Common Risk Assessment Framework (CRAF) has been replaced by the MARAM framework. Prescribed organisations are required by law (Part 11 of the Family Violence Protection Act 2008) to align their practices, policies and procedures to the MARAM framework.

Alignment of SFF policy, procedure, practice and assessment tools across the four conceptual pillars and values underpinning the new family violence MARAM framework has been a key priority for 2019.

The MARAM framework is a key piece of legislative reform that changes responses to family violence across both the specialist family violence and broader service system. It signifies the shared responsibility for all organisations to keep victim survivors safe and aims to support workers across the service system to better understand their responsibilities to identify, assess and manage risk, keep perpetrators in view and hold them accountable for their actions.

The implementation of the Information Sharing schemes supports the operation of the MARAM framework and is now embedded in SFF policies and procedures and assists with more robust risk assessment and management practices.

All SFF organisational leaders attended the MARAM leading alignment training in May 2019. A governance group has been established to continue alignment across the framework guided by an audit/alignment tool developed by Domestic Violence Victoria and Family Safety Victoria. Furthermore, direct service delivery staff commenced comprehensive MARAM training to update their practice.

Safe Futures Foundation recognises there is no simple "one-size fits all" solution when responding to family violence. We continue to maintain and build on our financial strengths which allows us to broaden our responses to women and children in delivering a holistic and streamlined service to drive change.

Delivering on our Wraparound Model

SFF has continued to develop and grow our wraparound approach to service delivery in 2018/19. Wraparound plans are holistic and aim to develop the problem-solving skills, coping skills, and self-efficacy of family violence clients. Enabling early access to specialist services, supports and intervention aims to empower clients, provide a greater sense of agency and control in decision-making and is fundamental to recovery and pathways out of family violence.

This year saw the expansion of onsite specialist services including a financial counsellor and Eastern Centre Against Sexual Assault (ECASA) to complement Legal Aid, Centrelink and our Housing Connect response.

Melbourne Women's Fund (MWF) and Financial Counselling

Many women experience financial abuse as part of a relationship and often do not recognise this as a form of family violence. They may incur considerable debts in their name or in some circumstances lose their life savings. Financial abuse traps women in violent relationships making it difficult for them to leave.

In July 2018, SFF was the successful recipient of a \$30,000 grant from MWF for a financial counsellor to enhance the delivery of our wraparound service response. As one of three finalists for the nurturing grant nominations SFF was supported by MWF to develop a video to accompany the presentation



Staff at MWF annual grants award evening

at the annual grants award evening. This video is now used for our promotional purposes and can be seen on the newly developed SFF website.

This grant allowed us to broker the services of a financial counsellor through Anglicare for a twelve-month period. After initial delays sourcing a financial counsellor with family violence experience, the project finally commenced in April 2019 with the counsellor attending onsite one day a week. The uptake for the service was immediate with approximately twenty women being supported over a three-month period.

The issues women have been assisted with include:

- Tenancy insecurity and rent arrears;
- Budgeting;
- Unpaid utility bills and rates;
- Credit card debts;
- Unpaid fines and CityLink bills;
- Disposal of joint assets; and
- Debt waivers.

SFF staff have also been provided with training on the role of financial counsellors, indicators of economic/financial abuse, strategies to prevent financial abuse and the role of legal advice in financial matters.

SUSTAINABILITY AND GROWTH cont.



Financial hardship is a **key contributor** for women returning to abusive and violent relationships. Early responses provide preventative outcomes.

Jade was with her partner for approximately 12 months. She left work and commenced maternity leave following the birth of her baby. Jade experienced emotional and verbal abuse including put downs, questioning of her mental stability and parenting. He did not like her socialising with friends, family or ex-work colleagues, would track her movements and message her up to forty times a day. Jade experienced increasing isolation and loss of self-confidence. Incidents of physical and sexual abuse escalated during pregnancy, including violence towards the family pet. Jade was at

high risk when she was referred by the Maternal and Child Health Service.

After Jade was supported to move to safe accommodation and take out an Intervention Order, she disclosed the extent of the financial abuse she experienced.

Jade was forced to consolidate her partner's loan with hers. He used her credit card to run up further debts. Jade also took out a car loan for him and registered this in her name. He had a bad credit rating and was only working sporadically. Jade did not have a licence. She was too scared to refuse.

When she left the relationship, he continued to reside in the house, but she was responsible for half the rent and all the utilities were in her name. He continued to drive the car and accrue fines.

Jade had debts of over \$50,000.

Jade was anxious about the ongoing interest she was accruing on her personal loan with no ability to service it. She was not going to be able to return to full-time work after the baby.

The financial counsellor supported Jade to discontinue utility payments and negotiating with creditors for debt waivers, due to family violence. She was able to waive the car loan debt in full for Jade. She assisted with applications through Fines Victoria for withdrawal of infringements and was also negotiating with the bank regarding loan repayments.

But more importantly Jade reported a reduction in feelings of anxiety and an increase sense of control and hope since working with the financial counsellor.

Having a financial counsellor onsite and working alongside specialist family violence workers has enhanced sensitive, timely and streamlined responses with no waiting for already overstretched generalist financial counselling services.

The service has also provided specialist expertise to deal with complex financial matters beyond the resources of family violence case workers, whilst at the same time increasing financial literacy and capability of SFF staff.

ECASA

In a partnership with ECASA a co-location of a specialist sexual assault counsellor commenced in March one morning a week, enhancing our services to women and children experiencing family violence.

This partnership is providing:

- Counselling and support for women and children who have experienced sexual assault, both historical and current and who have been referred by SFF staff;
- Secondary consultations to SFF staff;
- Information on ECASA's services and programs;
- Information packs for women; and
- Training for SFF staff on responding and managing disclosures of sexual assault.

Centrelink

This year the Centrelink Community Engagement Officer saw eighty SFF clients onsite providing advice and support around child support, maintenance exemptions for Family and Domestic Violence and access to income support payments. The Community Engagement Officer also presented to staff on Centrelink Digital Servicing, MyGov, payment and service finder and community supports.

80
clients

Victorian Legal Aid (VLA)

Safe Futures Foundation in partnership with VLA has developed legal services tailored to the complex needs of our clients. The VLA family lawyer attends one day a week to provide women with legal information, assistance and support around family violence intervention orders, child protection matters, child support and family law.

Clients were assisted with the following legal issues:

- Parenting;
- Property;
- Family Violence Intervention Orders;
- Child Support; and
- Child Protection.

Almost half (approx. 40%) of the clients were referred to a VLA lawyer or VLA private practitioner, in circumstances where the relevant VLA guidelines were met.

The other portion of clients either did not require immediate legal assistance (but were after advice and information) or were referred onto a private legal practitioner.

"It has been a rewarding and satisfying experience delivering VLA services and outreaching to Safe Futures clients in the eastern suburbs of Melbourne" - VLA lawyer.

The benefit of the VLA/SFF partnership is that many clients receive a targeted tailored approach before their query develops into a complex legal issue. Early prevention is the key.

SUSTAINABILITY AND GROWTH cont.

Housing Connect

Housing is critical for survivors of family violence. Studies of women's economic well-being during and following family violence has shown women nominated finding safe, affordable, appropriate accommodation post-separation as their single biggest concern. Costs associated with leaving the family home are substantial and trying to find accommodation is time consuming and stressful.

Co-located at SFF the Uniting Housing Connect worker works alongside our family violence staff to provide specialist housing information, tenant advocacy and support, rental information and access to brokerage including start-up costs.

The program aims to:

- Improve long-term housing outcomes for women and women with children who have experienced family violence;
- Assist women to remain in their home or community where possible;
- Support women to seek, maintain and sustain private rental housing options;
- Reduce the number of women and children who end up homeless as a result of family violence;
- Increase access to the private rental market; and
- Free up valuable crisis resources by assisting women to move into longer term options as soon as practicable.

Debts can play a large part in a client's inability to be able to afford private rental. Having early access to the SFF financial counsellor to assist with debt reduction can have a real impact on housing access.

New service provision - Wyndham

Safe Futures Foundation will establish a new core and cluster model of service for women and children experiencing family violence at Wyndham in the Western Suburbs. Redevelopment of congregate refuge services was a key recommendation of the Victorian Family Violence Royal Commission and we are excited to be involved in delivering the new service.

Development of a facility this size involves a number of coordination meetings and for SFF staff the development of new community partnerships in the West. We have been involved in the Project User Group meetings with the Department of Health and Human Services, attended several community services meetings in the West and developed a Services Steering Committee.

Throughout 2018 -2019 SFF staff attended numerous consultations regarding the new development including coordinating a number of key stakeholders meetings, attending Wyndham City Council and local services meetings and providing information at forums.

The new facility incorporates seven individual units and an administration and service delivery building onsite. Construction work occurred throughout 2018 – 2019 and the site is almost ready for occupancy.

The facility will accommodate seven women and up to fourteen children and young people who are experiencing family violence for up to six weeks. The multi-purpose area and intake rooms onsite will allow enhanced therapeutic service delivery and onsite visiting services.

We look forward to establishing the service, fitting out the units and buildings, recruiting staff and beginning to provide a new service for women and children experiencing family violence.

Finances

The last twelve months have been the most productive in terms of improvements to our financial reporting systems. Internal financial processes have been streamlined to ensure compliancy.

Financial Highlights:

- Change in accounting software which has been cost effective and at the same time creating more transparent reporting to the Executive and Board;
- Development of Cost Centers to better understand how each program is operating;
- Consolidation of Chart of Accounts for simple reporting;

- Improvement to the Fleet Management process; and
- After more than ten years and in-line with good financial governance the auditors were changed.

Grants and Donations

SFF staff continue to work with a range of organisations to secure grants and donations which provide us with the ability to expand and enhance our service provision for women and children experiencing family violence.

StreetSmart continue to support our work providing much needed funds for our clients. This year we have been able to purchase linen and household goods.

The *Dank's and Annie Dank's Trust* grant for development of an Art Therapy space was extended for 2018-2019. The resources have been set up in the new office space and art therapy programs will recommence in 2019.

The *Rotary Clubs - Croydon and Boronia* have continued to support SFF through grants to enhance responses to children and establish a children's area in the new corporate office.



Donation from Rotary Croydon



SUSTAINABILITY AND GROWTH cont.

SFF has received goods and toys for our clients from *Good360*. Toys include Leggo and Moose toys which are excitedly received at Christmas time and birthdays. Products for women include makeup from Loreal and other items help clients feel appreciated at Christmas time and Mother's Day.



Staff at the *Commonwealth Bank – Ringwood* donated sporting equipment, towels, gift cards and Easter Hampers for clients.



CBA Ringwood staff with Easter donation

SFF have continued to receive many donations and support from a wide variety of sources including:

- 59ers Club Australia Inc.;
- Alannah Madeline Foundation;
- Arthur Radley Restaurant;
- Hayes Girling Financial;
- Impact for Women;
- Maroondah City Council - Croydon and Ringwood offices;
- Waverly Patchworkers, Knitting for the Needy and Gracedale Nursing.

Accessibility

In June, SFF relocated their Corporate Services and Safe in Community staff to a new office building to create an inviting and purpose-built space while ensuring the location and facilities are more accessible to clients, staff and other stakeholders. This new space will allow SFF to grow and expand as needed.

In response to the move and a review of accessibility of services, SFF has invested in new technologies. To enhance the flexibility of working across sites and flexible working arrangements, SFF moved their internet services to a faster provider which provided the internet speeds to allow a move to cloud technology for both server and Voice-Over-Internet-Protocol (VOIP) phone service. This ensures work and phone calls can continue unhindered should the need arise.

LGBTIQA+ training

A recommendation from the Royal Commission into Family Violence was to ensure Specialist Family Violence Organisations are more responsive to the needs of the LGBTIQA+ Community. SFF staff participated in the How2 Rainbow Tick Training Program which will assist SFF to remove potential barriers of equality and equity while actively aiming for inclusion according to the SFF constitution.

In addition to this training the Eastern Regional Family Violence Partnership arranged an initial meeting with agencies regarding Rainbow Tick accreditation. The aim of the meeting is to support agencies in sharing learnings about LGBTIQA+ inclusive practice. This has resulted in establishment of a Rainbow Tick Network to continue these discussions.

Volunteer Program

The managed volunteer program officially commenced in October 2018. Volunteers bring with them enthusiasm, skills and a passion for the work they do. The SFF volunteers include Julie, Glynis and Lena. This group volunteered over 316 hours collectively which, according to figures published by Eastern Volunteers, equates to approximately \$11,000 worth of time.



Their activities included sorting, labeling and organising all donated goods, assisting with the office move, helping to make properties ready and administration work. As a part of "Volunteer Week", a morning tea was organised and attended by staff to acknowledge this dedicated band of volunteers.

We were pleased to have extra volunteers who helped with the Children's Christmas Party.

Many hours were spent in the weeks beforehand wrapping all the gifts and ensuring every child would be surprised with their gift.

As part of a **Bunnings** project aimed at improving the lives of women and children affected by family violence, eleven Event Activity Organisers, from stores in Bayswater, Chirnside Park, Eltham, Hawthorn, Nunawading, Lilydale, Box Hill, Vermont and Ringwood, participated in an all-day working bee donating staff time and store merchandise. It was wonderful to see such a dedicated and hardworking group of people hammering, painting, assembling and, above all, enjoying themselves.



Our Volunteers continue to work tirelessly to help achieve SFF goals and we are so grateful for their contribution.



All-day working bee at Refuge by Bunnings Event Activity Organisers

Strategic Priority 3

OUR PEOPLE AND CULTURE

We will work with our people, shape a **learning culture** and manage our resources to deliver Safe Futures Foundation strategy, governance and services.

Safe Futures Foundation has a strong emphasis on ensuring we have people with the right capabilities in the right roles. This emphasis aligns with the *Responding to Family Violence Capability Framework* that describes the knowledge and skills needed to respond to and prevent family violence.

SFF values our people, so have introduced an Employee Assistance Program (EAP) along with regular staff support through professional supervision which has been key in stabilising the SFF workforce and enhancing the culture.

We have strived to become an employer of choice by investing in all aspects of our people and their development. In 2018/19 our staff undertook the following training to further enhance their practice:

- ASIST Training;
- ATO Open Forums;
- Business Reporting & Analysis;
- Case Notes, Family Violence and The Law;
- Child Safe Standards;
- Child Safety Restraint Training;
- CIMS (Client Incident Management System) Modules 1 & 2;
- CIMS (Client Investigation Management System) – Review Client Incidents;
- CIMS (Client Investigation Management System) – Client Investigations;
- Community Services Quality Governance Framework;
- CPR Update;
- CRAF (Common Risk Assessment Framework);
- Cultural Safety Training;
- DV How2 Program;
- Employee Assistance Program – Managers & Leaders Awareness Webinar;
- Enhanced Pathways – Supervision training;
- Fair Work Update;
- Family Violence Recovery – Research & Practice Forum;
- Family Violence Specific Student Supervision;
- First Aid;
- ICE or Speed training;
- Insight Into Refugee Experiences Within the Housing Sector;
- Introduction to MARAM;
- Introduction to Supervision of Students Workshop;
- Introduction to the Family Violence Sector;
- Keeping Kids Central for Practitioners;
- Keeping It Casual Webinar;
- Keeping Safety Straightforward;
- Managing Challenging Behaviour At Home For Carers Workshop;
- MARAM Leading Alignment;
- MARAM Comprehensive Family Violence Specialist – Renewing Practice From CRAF to MARAM;
- Mental Health First Aid;
- Mother Goose Facilitator Training;
- Provide Supervision;
- Recognise and Respond Appropriately to Family Violence;
- Red Nose Sleeping Program;
- Reportable Conduct Scheme;
- Responding To Disclosures Of Sexual Assault;
- Risk Assessment & Management;
- SHIP (Specialist Homelessness Information Platform);
- Advanced SHIP (Specialist Homelessness Information Platform);
- Single Touch Payroll Workshop;
- Supervision of Peers and Colleagues;
- Supporting Children with PDA (Pathological Demand Avoidance) At Home & School;
- Supporting Women In The Sex Industry & Women Trafficked For Sexual Exploitation;
- Technology Facilitated Abuse Workshop;
- Trauma Informed Care & Practice in Domestic and Family Violence Services;
- Understanding How The Law Applies To Volunteers;

- Understanding Information Sharing scheme;
- VCOSS & NFP Law Governance;
- Volunteer Management;
- VLA – Child Protection Issues;
- VLA – Family Law;
- VLA – Property Settlement;
- Walk In Her Shoes Tour;
- Working With Young in a Psychologically Informed Environment;
- Workplace Stress Webinar; and
- Worksafe Work Well Mental Health Improvement.

Enhanced Pathways Program

SFF is one of a number of community services organisations participating in *The Enhanced Pathways to Family Violence* project. Organisations in the East include ECASA, Victorian Legal Aid, Doncare and EDVOS. The project is a key initiative of the 10-Year Industry Plan for Family Violence Prevention and Response, to support the development of the family violence and community services workforce.

The *Enhanced Pathways to Family Violence* project is being led by the Department of Health and Human Services on behalf of Family Safety Victoria, and in partnership with the Victorian Council of Social Services, Domestic Violence Victoria, Domestic Violence Resource Centre and the Future Social Services Institute.

The project aims to support the development of the family violence and community services workforce through:

- Student placements in community services sector organisations which provide specialist and/or non-specialist family violence services;
- Supervision training for experienced workers to enhance their competence and confidence (in working with students and practice entrants); and
- Developing and transitioning graduates and new workers to family violence roles.

As part of the partnership SFF contributed to the development of Victorian Council of Social Services Orientation to Family Violence Practice Guidelines for students and new workers.

Support and guidance was provided by the Capability Building Coordinator based at EDVOS to set up placements and further develop and refine our student placement process, including:

- Student specific orientation and induction;
- Student feedback;



SFF Staff at First Aid Training

OUR PEOPLE AND CULTURE cont.

- Interview process; and
- Student manuals.

SFF provided eight students placements in 2019.



Students had the opportunity to engage in all aspects of case management including:

- Direct engagement and case work with clients;
- Assessment and planning;
- Referrals;
- External meetings and networking; and
- Internal meetings.

A range of training was provided to students in cultural safety awareness, case noting, legal/court, family violence risk assessment.

SFF was able to further establish and develop partnerships with education providers including RMIT, Box Hill Institute and Swinburne University, and create relationships for future student placements.

Eleven staff participated in Family Violence Supervision training through Swinburne University to build capacity and confidence in student supervision.

Participation in Community of Practice (CoP) meetings provided the opportunity to engage with other organisations in the partnership. We were able to share experiences of the project as well as discuss how to utilise the partnership for the benefit of the students. CoP also allowed the group to share aspects of the project that are working well and any resources that may benefit the group.

Students have found induction, support from supervisors and teams and organisational wellbeing programs particularly positive.

"I completed my final Social Work student placement with Safe Futures Foundation (SFF) in the Safe in Community (SIC) team. My overall experience has been extremely positive, and I have felt welcomed and supported. Over the four months the team made me feel like one of their own, with my knowledge and skills being valued strongly. The SFF environment is one that values students and fosters their learning, at a student-driven pace. I have been supervised both directly and indirectly by both the Team Leader and staff of the SIC team. I have been supported through informal and formal supervision, as well as team debriefs.

Throughout my placement I have been given the opportunity to conduct supervised intakes, risk assessments and safety planning with clients. I have attended court as a support worker, as well as assisting a client to relocate into a transitional property. By working alongside clients towards their case plans, I have been able to make referrals and liaise with external services, contributing to my knowledge of the Outer-East service region. By being given the opportunity to engage in case management, I have developed my interpersonal, communication and assessment skills. SFF have been encouraging of my professional development, providing space for me to attend training and networking events as required. I feel very grateful and lucky to have had my time with SFF."

*Leah
Final year social work student*

Strategic Priority 4

COMMUNITY PARTNERSHIPS

*We are committed to **building connections** and relationships across our community to maximise community safety from control, abuse and family violence.*

Safe Futures Foundation recognises the importance of community partnerships as a cornerstone of effective service delivery for our clients. Partnerships build strong relationships across the service sector and result in broader evidence-based services for women and children experiencing family violence. SFF has built strong partnerships across the family violence service system and with a range of other agencies and services including the Victorian and Australian Government, finance, legal, law enforcement, health and philanthropic organisations.

We have encouraged co-location of services including Centrelink, Legal Services, Eastern Sexual Assault services, Financial Counselling, Art Therapy and Therapeutic response and Housing Services.

SFF have participated in family violence sector committees and forums including the Eastern Regional Family Violence Committee, the Eastern Homelessness Service System Alliance and Governance Group Meetings, the Resilient Children, Resilient Women Committee, Governance Committee, Domestic Violence Victoria Committees, Safe Steps and others.



*Ms Sonja Terpstra
(Minister Eastern Metropolitan) at Refuge*

Resilient Kids Resilient Women

Commencing in October 2017 and continuing for two years the Resilient Kids, Resilient Women, program partnership included the following organisations: Uniting (Victoria and Tasmania) Limited (Uniting) as the lead agency, Safe Futures Foundation (SFF), Australian Childhood Foundation (ACF), and EACH. These organisations have significant and respected experience and expertise in the delivery of services to a range of vulnerable client groups in outer eastern Melbourne, including victim survivors of family violence.

The Family Violence Therapeutic Intervention program promoted and supported the recovery and healing of adults and children who had experienced family violence through the delivery of an integrated, comprehensive and flexible suite of therapeutic services with a clinical governance approach. The program comprised of a central intake and four flexible intervention modalities which enhanced and added value to current service system responses for children and adult survivors of family violence and their families.

The program incorporated four core elements including:

1. Therapeutic Assessment and Planning for children and adults;
2. Enhanced Therapeutic Case Management for children;
3. Groupwork program delivering nine different groups that covered ages and stages from birth to early adulthood; and
4. Clinical Responses including counselling packages for children and adults.

The program model aimed to meet the needs of women and children with complex trauma as a result of family violence who were able to access, for the first time in the east, individualised, enhanced therapeutic case management. The

COMMUNITY PARTNERSHIPS cont.

program catered for those children who may fall through the service gaps, those who reside in families who had never accessed family violence services, those in families with complex needs including mental health, alcohol and other drugs. Residing within a broader therapeutic programmatic response, it ensured that these children were provided with enhanced support to meet their therapeutic goals and to build resilience. Additionally, the program addressed the need for therapeutic case management for children within the specialist family violence sector. Hundreds of children reside in temporary and transitional accommodation in Victoria, this program ensures those with complex needs were identified, expertly assessed and their needs responded to.

We are *excited* to announce the partnership between Safe Futures Foundation, Uniting, EACH, Australian Childhood Foundation and Family Access Network has successfully obtained ongoing funding for this program.



First to Know First to Act

Safe Futures Foundation received a two year grant from the Lord Mayors Charitable Fund to implement a project in conjunction with Uniting Crisis and Homelessness Service Ringwood (Uniting) to respond to women approaching the Open Door who have experienced family violence.

Many women who are living with control, abuse and violence are considered homeless due to the insecure and unsafe nature of their housing. Many women presenting at Uniting as homeless or at imminent risk of homelessness are experiencing family violence. These women often do not recognise their experiences as family violence and often do not realise that support is available that may facilitate them remaining in their home.

SFF in conjunction with Uniting employed a women's advocate who worked across the two

Quotes from participants

'My son still uses the tools he learned to help him to calm down.' (Mum)

'In the group I realised I'm not alone, that other kids have bad times too.' (Grade 5)

'Before coming I felt really sad, but being here has helped me talk to my friends better.' (Grade 6)

'I have learnt a lot. You have filled my bucket and it is overflowing.' (Grade 5)

'For the first time services were working together to hold us, so we felt safer and stronger.' (Mum)

organisations to improve responses to women and children who had experienced family violence accessing the homelessness Open Door service. The worker was able to bring a specialist family violence service response to the work the Uniting was delivering, training staff in responding to family violence, implementing robust risk assessment and safety planning responses and referring clients to appropriate services according to their needs.

Over the last two years a total of 302 clients (103 women and 199 children) were assisted.



The worker delivered client consultations with staff and staff training which included sessions about safety planning with the crisis and support teams, providing resources and useful questions to ask about all aspects of safety.

In her role, the worker met with students and representatives from the Uniting Church, Eastern Community Legal Centre, Boorndawan Willam Aboriginal Healing Service and Glen Park to discuss her role and information about family violence and ways to assist.

The project has been instrumental in Uniting staff developing a sound understanding of the issues facing women who have experienced family violence, how to recognise and respond to family violence and broader knowledge of the responses required for women experiencing family violence and appropriate referral pathways. Staff at Uniting have increased skills and confidence in responding

to family violence because of the specific family violence expertise the worker brought and the way they worked alongside each other. Feedback from staff indicate an increase in skills and confidence.

Having the worker as part of joint teams meant we could be fully involved in the *'Strengthening Family Violence Systems for Safety and Accountability review'* across both Uniting and SFF services. This review was initiated by the Eastern Regional Family Violence Partnership and a number of services with family violence programs were involved. The focus of the review was to discover to what extent institutional systems and policies unintentionally obstruct the safety of women and children and fail to adequately hold perpetrators to account. The review required examination of our internal policies, processes and procedures as well as feedback from service users and staff. Gaps and inconsistencies in our practice emerged from the review and changes were made to our forms and processes as a result as well as identification of specific training needs. The worker's ability to identify issues and be involved in discussion of changes that would meet identified needs was very valuable. We would not have been able to complete this review and implement changes without her work.

With the commencement of the Family Violence Information Sharing (FVIS) scheme the worker was also instrumental in providing confidence and 'know how' to staff about ways to use this scheme to keep women safe.

COMMUNITY PARTNERSHIPS cont.



The Women's Advocate was able to provide emotional support, risk assessment and safety planning for Lee, and assist her make an application for an Intervention Order while the crisis team made a referral for Lee to crisis accommodation. The Women's Advocate was able to continue to assist Lee with court support and at Lee's request attended the police station to support her in making a statement about the abuse she had experienced. The Women's Advocate also made a referral to a support group for young pregnant women in the area.

Once Lee was allocated transitional housing, the Women's Advocate made a referral to SFF and provided ongoing case management for her around the intervention order application, legal appointments and advocacy for more permanent housing options. The Women's Advocate was also able to assist Lee with baby items through St. Kilda Mums and a referral for legal advice around parenting, child support and the birth certificate. Once the baby was born the Women's Advocate assisted Lee in obtaining Centrelink benefits and advocacy with Child Protection, and when Lee found permanent accommodation in another area the Women's Advocate was able to provide referrals to family violence and parenting services in her new area.

If Lee had not engaged with the Women's Advocate at Uniting it was likely she would not have received specialist family violence support as she was unlikely to access such services herself. The Women's Advocate was able to assist Lee keep herself and her newborn baby safe and connected to their community.

Lee was five months pregnant when she came to Uniting Crisis and Homelessness Service. She was staying with friends after separating from her partner, but the home was overcrowded. Lee was extremely isolated, she was young, English was her second language, she was living in an area she was unfamiliar with and did not drive. Lee had experienced family violence and sexual abuse in her relationship, but it was not until speaking with the Women's Advocate that she understood what had happened to her was family violence and was against the law.

Strategic Priority 5

SERVICE DELIVERY AND OUR CLIENTS

We concur with the finding of the Royal Commission into Family Violence (RCFV) that family violence affects individuals, the community and our nation and that the prevalence and impacts of family violence are devastating and shame us all.

Safe Futures Foundation has continued to be responsive to the needs of women and children impacted by family violence. We have undergone immense change to be responsive to the clients, and broader community to assist in moving beyond the crisis response and creating recovery and resilience.

The SFF programs support women and children from early intervention in our **Safe in Community** response that provides specialist family violence support to women and children experiencing family violence to remain safely in their homes and communities. It also provides women with the tools to leave home safely should they choose. This year, Safe in Community has increased their provision of training to the community which has increased referrals into the response by 39%.

When women and children are at risk or in imminent danger, they can access the **Intake and Emergency** response (by referral from Safe Steps) which provides 24 hour, 7 days a week assistance to women and children who are at high and extreme danger to enter safe emergency accommodation. The emergency accommodation consists of individual self contained units with onsite specialist family violence staffing support. They develop a short-term plan to keep women and children safe while supporting them in the next steps.

After up to a week and to aid in recovery, women and children move to the **Community Connect** response. This response provides short-term accommodation while specialist family violence case workers discuss current and potential risk, help clients to identify and meet their individual well-being goals all the while helping them move towards resilience.

Giving children a voice

"Children and young people are often described as the silent victims of family violence ... They are rarely treated as victims in their own right"
Royal Commission into Family Violence.

Safe Futures Foundation is committed to the engagement, support and empowerment of children, recognising their unique experience of family violence.

Strengthening our service standards and practice on child safety and well-being and delivering individualised responses have been key priority areas for SFF over the past twelve months. SFF employs a specialist children's worker in refuge to undertake risk assessments and develop plans for each child, whilst also supporting mothers in their parenting at a vulnerable time. Where high risk needs are identified, the children's worker will continue to work alongside the women's case worker to meet the specific needs of the child.

What we have achieved:

- Developed child safe policy;
- Reviewed our code of conduct to incorporate clear expectations and standards of behaviour with children;
- Developed a visual information sheet for children on what to expect at refuge and how to raise safety concerns;
- Developed a children's feedback form for increased participation in service review and development;
- Developed a flow chart for clients and staff on SFF child safety reporting procedure;
- Training for all staff on Child Safe Standards and the Child Information Sharing scheme;
- Training in SIDS and car seat installation;
- Implementation of Child Information Sharing scheme to promote safety and wellbeing;
- Art therapy sessions for children in refuge;

SERVICE DELIVERY AND OUR CLIENTS

cont.

- Roll out of children in refuge grant (Family Safety Victoria) including the purchase of the following resources - cots, car seats, high chairs, SIDS resources, indoor and outdoor play equipment and games, sensory toys, furniture for children's room, St Luke's cards to aid communication and discussion, laptops and internet access for educational activities; and
- Landscape design completed for children's therapeutic garden incorporating water and sand play, vegetable, citrus and herb beds, play equipment, cubby, outdoor music and landscaping.



Specialist Children's Worker

The Specialist Children's Worker role commenced at the beginning of 2019, to bring SFF in-line with changes to the family violence sector and align practice to the MARAM framework.

A thorough audit of the children's space was undertaken to redesign the children's room, with generous support from Bunnings, to create a purposeful, warm and inviting therapeutic space. A collation of resources to ensure quality, open ended play and learning experiences were made available to children in refuge. In consultation with staff and children a vote was taken to rename the Children's room 'The Hollow;' (Natural hollows are safe places to shelter, providing refuge for the young. Hollows are an increasingly scarce and valuable resource for many and for some they are essential).

Processes were established to maintain the management of resources to meet safety standards and to support developmentally appropriate play; recreational play and learning materials for children.

While this role must operate within the case



(I liked) "to be able to play and have some fun and forget about the bad things that have happened in the past (few weeks), being safe too,"

"I'm happy because you've help(ed) me and my mum, brothers and sister to be safe. You made us feel like home."

"I really want to say thank you for bringing the toys to play with, you really support us that is why I would like to say thank you very much!"

management function of SFF including completing risk and needs assessments and case planning for children it also has a therapeutic focus, as the specialist children's worker must be responsive to the children's needs in the moment. The specialist children's worker supports the development of agency for the children, giving them a voice when quite often control has been taken away as well as being an advocate for the children's needs separate to that of their mothers. The role involves the provision of parenting support including how to talk with children about their experience and the impacts of family violence.

To further support the voice of children a children's feedback form was developed and has been introduced as part of an intake pack. Feedback is being collected and even the mothers of younger children are taking the time to consider their children's experience when they fill out the form on their behalf.

Connections are being strengthened with other children's organisations and Children's Specialists via the State-wide Children's Network with plans to enhance the training opportunities for SFF staff in their understanding of the impact of family violence for children. Collaborating and

sharing knowledge and resources with local children's services has been integral to the role and continued improvement of service delivery and outcomes for children. Staff from Open Doors, Women's Refuges, Family Violence Support agencies, Family Support Services, Police Family Violence Liaison and other agencies who work with families experiencing homelessness and family violence are invited to attend the Children's Network Meeting. This network provides a forum for agency updates, sharing of resource information and practice challenges, discussions around regional themes, opportunities for case discussions and the potential to invite guest speakers as well as possibilities for interagency collaboration and capacity building.

This Network is essential, as we develop our service capacity to meet the needs of children in line with the MARAM.

Provision of Family Violence training for key workforces

SFF has been creating relationships and providing family violence training to other key workforces who encounter victim survivors of family violence. This year SFF has conducted face-to-face training with Box Hill Hospital, Uniting Connections, Corrections Victoria and Doncare and over-the-phone training to Centrelink and Knox Maternal Health.

We acknowledge each organisations' skills in how they approach and engage their clients but have taken the opportunity to train them around family violence, what services SFF can provide, the referral process and explaining why some clients are not suitable for a Specialist Family Violence service while providing different options. Providing this training has cemented the relationships and created opportunities for secondary consultations.

SERVICE DELIVERY AND OUR CLIENTS

cont.



Kriti's story

Kriti and her two children were able to escape a near death experience in 2018, when her husband assaulted them and threatened to kill them with a knife. They were referred to Safe Futures Foundation so they could be supported while staying in a secure refuge. Kriti, her daughter Samara, and son Mustafa were all subjected to ongoing physical, financial, and emotional violence.

The family had recently arrived from overseas with no extended family support. They were linked to the perpetrator's temporary visa, therefore having only limited or no access to services, financial support or housing options. This was a further factor

impacting on their ability to leave.

Kriti, who had been married to her husband for 20 years, reported she and her children had been the victims of her husband's abuse throughout their marriage. He also prevented Kriti from having any contact with the community, including the children's school and was forcing their daughter into an arranged marriage.

In addition, Kriti and her children had been violently abused and were threatened with deportation if she spoke out. The perpetrator also refused to allow them to learn English.

Safe Futures Foundation was able to provide safe and secure crisis accommodation for them. We were able to access temporary visa funding through the Department of Health and Human Services to provide a level of income support in conjunction with Red Cross. This enabled Kriti to pay for removal and storage costs, access material aid and cover some educational and recreational activities for the children, contributing to their overall mental health and wellbeing.

Several services and organisations were involved including Victoria Police, Australian Federal Police, Red Cross and Berry Street. The coordination process, at an early stage, posed difficulties in terms of information sharing and cultural considerations. However, through care team meetings, improved information sharing, and continuous emotional support and input from the family the response of the inter-agency collaboration improved resulting in positive outcomes for the whole family. Crucial information from the Australian Federal Police about the perpetrator, including a history of slavery charges enabled services to better assess risk and safety to create appropriate case plans.

The family were linked to legal services around their immigration matters, as well as therapeutic supports to assist

with recovery from the trauma they had experienced.

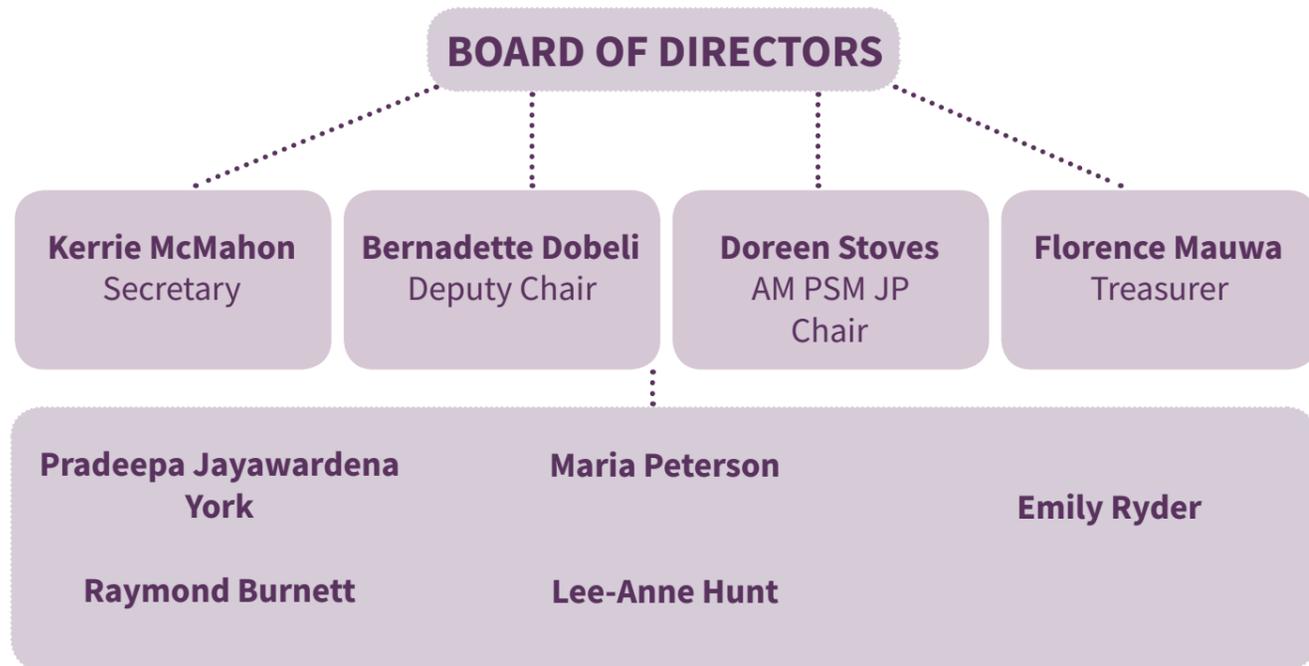
From almost total isolation, the family are now better linked to their cultural community. Kriti's son Mustafa is now attending a school of his choice that is better suited to his needs. Samara is about to start university and plans to eventually teach English to new migrants. They were also able to re-establish relationships with extended family overseas.

Eventually the family were able to cancel the visa linked to the perpetrator and apply for a protection visa. Red Cross worked closely with SFF to finally secure permanent residency for the whole family. This enabled them to access financial support from Centrelink and explore secure long-term housing options. The police continue to be involved to monitor their safety.

Kriti stated *"I felt very relieved and supported the moment Safe Futures Foundation came into our lives. The staff are gentle, nice and kind to us."*

When asked what she thinks has changed in her life, Kriti answered *"my life is better and nicer now compared when I just started to leave the abusive relationship. I feel that I have freedom now."*

BOARD OF DIRECTORS



Back Row from Left to Right - Pradeepa Jayawardena York, Raymond Burnett, Suzie Cooper, Doreen Stoves, Maria Peterson, Florence Mauwa, Ellen Matusko (CEO), Kerrie McMahon
Sitting from Left to Right - Emily Ryder, Bernadette Dobeli, Lee-Anne Hunt

TREASURER'S REPORT

I'm pleased once again to present the audited Financial Report for the Financial Year 2018/19 for Safe Futures Foundation Inc. and its controlled entities.

Overview

The past financial year continued the positive trajectory started in the previous financial year with surplus of the year of \$834,145. This strong performance along with revaluation of our land and building has resulted in final total equity of the year of \$3,314,535.

Audited Accounts

The surplus this year was achieved primarily on savings made due to an underspend on budgeted staff costs throughout the year. The business undertook a review of the staffing structure early in the financial year which resulted in some vacant positions as the new structure was put into place. Consistent with the rest of the sector, there were challenges recruiting staff all year round resulting in long periods of vacancies which further contributed to the surplus. As a result of the review and the recruiting challenges, the team were also able to absorb some new duties into existing roles to ensure that optimal operations continued.

The team continued to exhibit tremendous financial discipline in their management of expenditure particularly in administration costs which saw an overall reduction of \$106,185 to \$454,855 this financial year. There was an increase in property expenditure of \$69,114, a 78% increase from prior year and this was primarily driven by a concerted drive this year to undertake essential work. The Safe Futures Foundation also moved offices at the end of the financial year and some of the costs related to the move were reflected in this financial year. While project expenses

were up 193% from prior year to \$47,033 this was completely offset by project grants.

Our balance sheet continues to reflect a strong financial position with a 102% increase in our cash and cash equivalents while our cash flow position continues to reflect the increased liquidity. We have a 52% increase in office furniture and equipment to cost of \$35,094 primarily related to purchases made for the new location.

As part of our audit adjustments, we adjusted the Financial Year 2018 retained earnings to reflect the adoption of discount model for Long Service Leave Provisioning. Some other adjustments to prior year figures as outlined in the accounts were made to deferred income to comply with the relevant accounting standards. In addition, we undertook a valuation of our land and buildings to enable us to reflect separate fair value balances for the land and the buildings. The last valuation was conducted in 2016 and we undertake to conduct full independent market valuations on a 3 yearly basis. As a result, we will conduct the full independent market valuation of the land and buildings as part of our Financial Year 2020 audit.

Financial Governance

The stronger financial position of the organisation has enabled the financial committee to shift focus from halting financial declines to reviewing opportunities to support the broader strengthening and growth of the organisation. This is particularly opportune as we finalise the next long term strategic plan for the organisation and look to expand to Wyndham and other areas. We are in a strong financial position to be able to tackle these plans while still maintaining going concern.

FINANCIALS

We continue to work closely with the management team and the board as a Committee and I would like to take this opportunity to welcome Emily Ryder who joins longstanding member Bernadette Dobeli and myself on the committee. Our work in revising policies and adopting a standard financial cadence has resulted in more focus on the ongoing sustainability and relevance of Safe Futures Foundation which includes:

- Ensuring the strong financial position and going concern of the organisation to enable the achievement of its ongoing strategy;
- Effective financial governance to ensure positive cashflow and liquidity;
- Emphasis on a cost conscious operating model that reflects a need to optimise the use of our resources and deliver the best outcomes to our stakeholders.

The Safe Futures Foundation Team

It has been an absolute privilege and honor to work with such a competent team in seeing what has been a truly remarkable turnaround in financial position over the last 3 years as Treasurer. I commend the entire Safe Futures Foundation team, Ellen, Bhavna and the entire team for another year of stellar performance. I would particularly like to thank Ellen who stepped in and rolled up her sleeves to get the organisation to the point it is now. Her leadership and resolve throughout this period cannot be emphasised enough. It has been a pleasure working with her and the team and on behalf of the Finance Committee, I thank her for her tireless work.

I also extend my sincerest thanks to all the team at the Safe Futures Foundation without whom all this work would not be possible. The financial position we have achieved is predominantly due to their efforts and I acknowledge the day to day financial discipline of the team and applaud them for what they have achieved.

Recommendations

This year we welcome our new auditors Crowe Australia who undertook our audit for 2018/19. We thank them for the thorough work they have conducted in this their first audit and look forward to continuing to work with them going forward. In conclusion, I put before the Safe Futures Foundation AGM the following recommendations:

1. That the AGM approves the accounts for 2018/19 as contained within the annual report.
2. That Crowe Australia are appointed as Safe Futures Foundation auditors for 2019/20

Florence Mauwa

FCCA, MBA
Treasurer

Financial Summary

Safe Futures Foundation
for year ending 30th June 2019

	2019(\$)	2018(\$)
Total Income	3,853,029.00	3,256,326.00
Expenditure		
Salaries and oncosts	2,220,160.00	2,210,915.00
Operating Costs	798,724.00	768,490.00
Total expenditure for the year	3,018,884.00	2,979,405.00
Total comprehensive income for the year	834,145.00	276,921.00

Summary Balance Sheet as at 30th June 2019

Current Assets	2,265,642.00	1,072,013.00
Non Current Assets	2,440,264.00	1,875,851.00
Total Assets	4,705,906.00	2,947,864.00
Current Liabilities	1,330,946.00	920,672.00
Non Current Liabilities	60,425.00	81,802.00
Total Liabilities	1,391,371.00	1,002,474.00
Net Assets	3,314,535.00	1,945,390.00
Equity		
Retained Earnings	3,314,535.00	1,945,390.00
Total retained earnings and reserve	3,314,535.00	1,945,390.00

To obtain a copy of the full financial reports for the year, please visit our website at www.safefutures.org.au

Highlights of the 2019 Financial Year



\$3.9M
Income



\$2.2M
Salaries and Oncosts



\$798K
Operational Costs

THANK YOU

We **acknowledge with great appreciation** the following donors, trust foundations, community groups, congregations, businesses and the government whose generosity and commitment this year enabled Safe Futures Foundation to do the important work we do.

Community Partners

- Ambulance Victoria
- Anglicare
- Australian Childhood Foundation
- Australasian College of Emergency Medicine
- Benwerrin
- Boorndawan Willam Aboriginal Healing Service
- Business with Borders
- Community Equity Housing Limited Housing
- Centrelink
- City Councils - Knox, Manningham, Maroondah, Yarra Ranges
- Community Housing Limited
- Courts - Magistrates, Children's and Family
- Croydon Community School
- Department of Education and Training
- Doncare
- DHHS - Office of Disability
- DHHS - Homelessness and Family Violence Teams
- Domestic Violence Victoria
- EACH
- Eastern Emergency Relief Network
- Eastern Regional Family Violence Partnership
- EDVOS
- Health - a range of Hospitals, Medical and Health Care Services

- Housing Choices
- In Touch
- Knox Brooke Inc.
- Maroondah Maternal and Child Health
- Melbourne University
- Migrant Information Center
- Monash University
- Office of Housing
- Quantum Support Services
- Salvation Army - EastCare
- Swinburne University of Technology
- The TOWN Club - Blackburn
- The Michael Centre
- Uniting Crisis and Homelessness Service
- Victorian Police
- WESNET
- Women with Disability Victoria
- Victorian Legal Aid - Ringwood

Corporate Support

- AMart
- Bank Australia
- Bond Locksmith
- Bunnings - Bayswater, Chirnside Park, Croydon, Ringwood
- Coles
- Commonwealth Bank
- Corrs Chambers Westgarth
- Good Guys - Bayswater and Chirnside Park
- Hayes Girling Financial
- JB HiFi
- K-Mart - Chirnside Park and Ringwood
- Legend Australia Holdings
- Logan and Mason
- Philip Webb Real Estate - Doncaster East
- One Tec
- Perry Weston Solicitors
- Ray White Real Estate
- SMC Monitoring Centre

Trusts, Foundations and Philanthropic Support

- Alannah and Madeline Foundation
- Dank's & Annie Dank's Trust
- Frank and Flora Leith Charitable Trust
- Good360
- Impact for Women
- Lord Mayor's Charitable Foundation
- RACV Community Foundation
- RSPCA - Kinder Kids Program
- RE Ross Trust
- StreetSmart

Community Support

- 59 Club Australia Inc.
- Art A Dente
- Aussie Farmer's Direct
- Church of Christ Community Care
- Country Club Quilters
- Dogs for Life
- Gracedale Knitting Circle

- I Made It Toys
- Knitting for the Needy
- Our individual donors, volunteers and contractors
- Ringwood Empower Church
- Rotary Clubs - Bayswater, Croydon, Ringwood, District 9810, Glen Waverley, Yarra Bend, Mount Waverley
- Scorseby Unity Church
- Share the Dignity
- St. Kilda Mums
- The Nappy Collective
- Waverly Patchworkers Guild
- Women In Touch

Individual Donors

- J. Witt
- K. & D. Yong
- R. Williams
- F. Hall
- M.G. Thomas



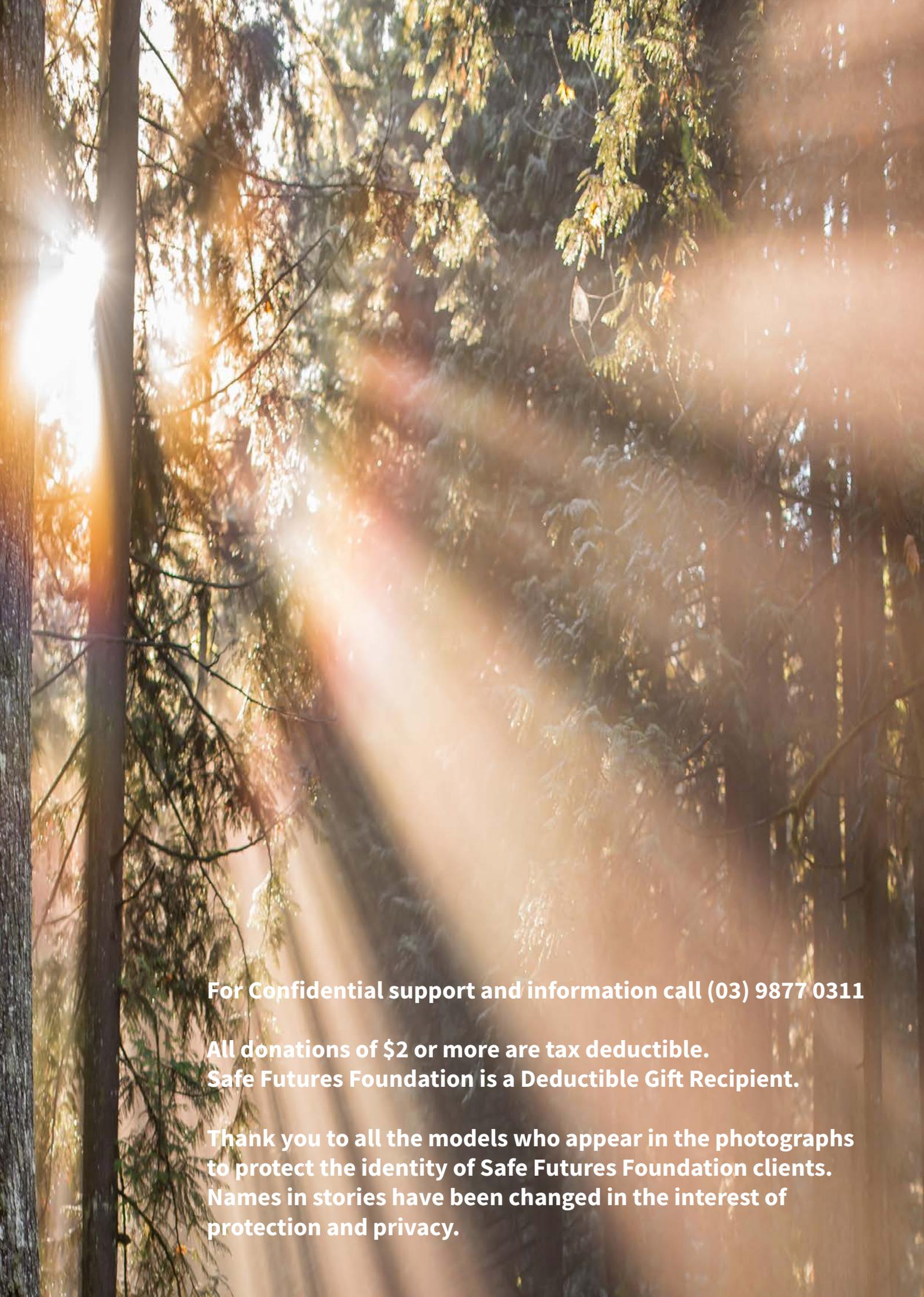
Bubble play at Children's Christmas Party



Donation from Hayes Girling Financial



Balloon magician at Children's Christmas Party



For Confidential support and information call (03) 9877 0311

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