

ANNUAL REPORT 2019-20



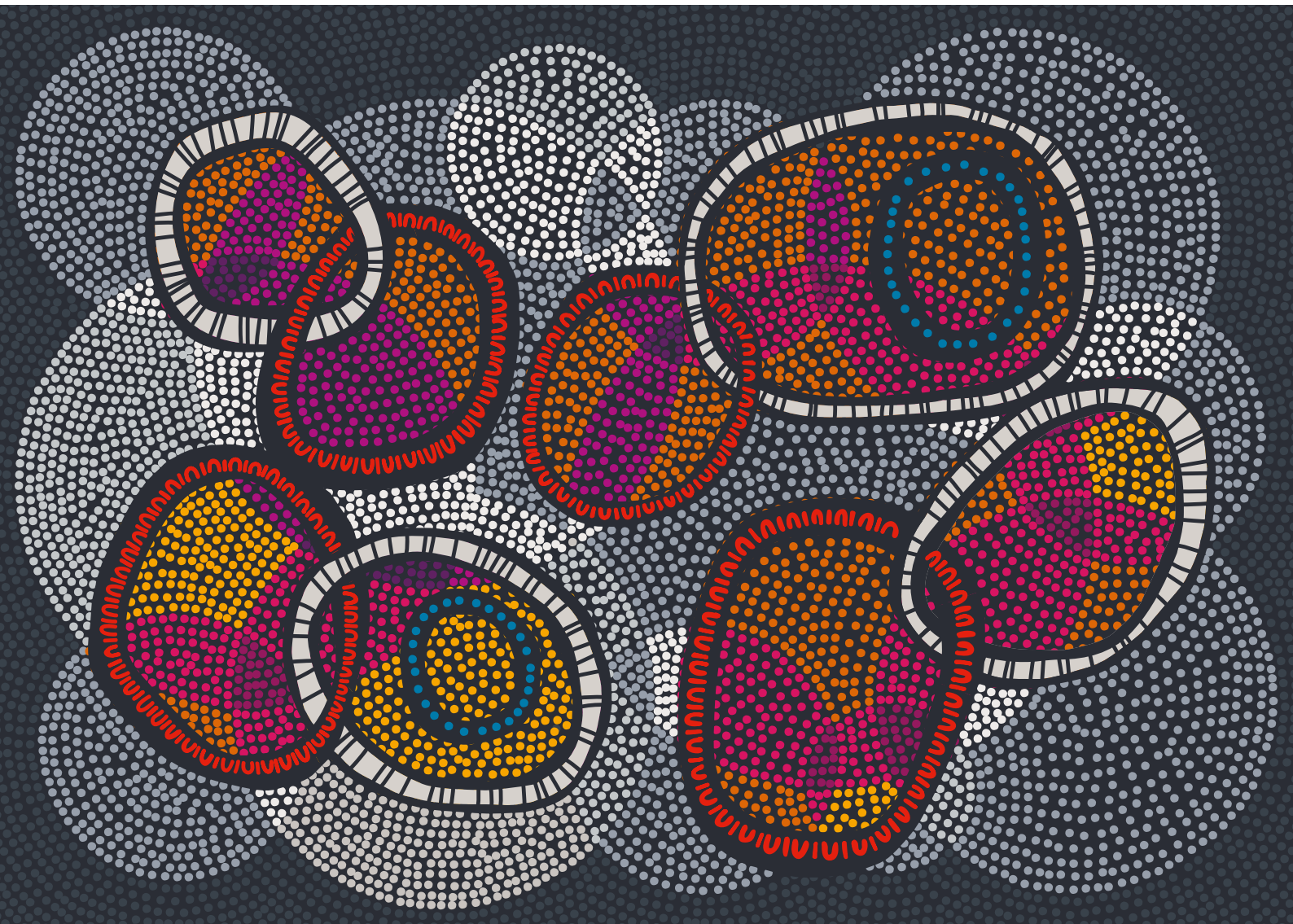
WESNET
The Women's Services Network

 1800WESNET
National Toll Free 1800 937 638
 wesnet.org.au
 WesnetAustralia
 @WESNETAustralia

This artwork was created to represent the work of The Women's Services Network.

'strength in women'

When women support each other and bind together, there is strength. This allows them to face adversity and empowers them to impact their future in a positive way.



'strength in women' artwork by Keisha Thomason, Aboriginal Graphic Designer and Digital Artist. Keisha is a proud Waanyi & Kalkadoon woman from Mount Isa, Queensland. Her artwork merges the handmade with the digital landscape, influenced by her culture and the modern world.
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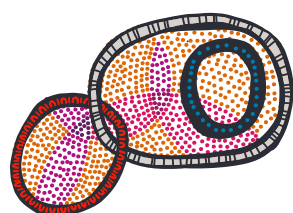
The white shape represents **women in need of support** or at risk. The smaller blue shape represents their **children**.



The red shape represents **female support groups**, from organisations to communities.



The **female support groups link up with the women (and their children) in need** to positively impact and strengthen. Each link extends the surface area of positivity.



The coloured background circles represent the **diversity in female groups**, from situational to race. The brightly coloured areas represent feelings of empowerment, confidence and strength, while the grey areas represent feelings of negativity and risk that women face everyday.

WESNET ANNUAL REPORT 2019-20

WESNET Chair Report

Julie Oberin



In the past four years, on average, more than one Australian woman every day has lost their lives at the hands of a man who was her partner or ex-partner, family member or man known to her¹, and countless women were brutally assaulted and/or raped, and live in fear of further violence against themselves (and their children).

Gender-based violence against women and their children is a pandemic experienced across the world. Sadly 2020 saw another pandemic hit - the COVID-19 virus. It is well documented that gender-based violence against women and their children increases in natural disasters.

This was borne out again during the COVID-19 pandemic. Violence against women has recently been labelled as the shadow pandemic to the virus, but violence against women

and their children has been a world-wide pandemic for a long time.

Our already stretched frontline specialist women's family violence services across Australia have become more stretched during this time. Victim-survivors are experiencing increased isolation and trauma as a result of the family violence and the impact of the fear and isolation of social and physical restrictions. The staff in our frontline services are also facing stress and anxiety having to deal with additional trauma from the women and

¹ Counting Dead Women Australia researchers of Destroy the Joint. (2019).

“It’s always been a pandemic.”

Julie Oberin, 2020

children they are supporting along with managing their own anxiety and worry as the pandemic restrictions also affect them and their families. You have all done a magnificent job.

WESNET continues to press for the strengthening of frontline services and advocating for systemic changes to redress gender-based violence against women and their children. We have had an increasing focus on supporting and capacity building our members and accessing material resources for our member services to provide to the victim-survivors. You can read more about this in the CEO report and throughout the Annual Report. We are very appreciative of the significant support we have had, and continue to have from the many partners and stakeholders we are fortunate to work with.

We really hope that 2021 sees the worst of this gone, but a lot of work is still to be done to reduce gender-based violence in or outside of a virus driven pandemic.

The WESNET and AWAVA staff have achieved an amazing amount of great work over the last year including groundbreaking work that will live on as a legacy for

the future. These staff are highly skilled and dedicated to WESNET’s work under the skillful direction and leadership of our CEO, Karen Bentley.

We will continue our work to access or develop resources for you, and be your national voice.

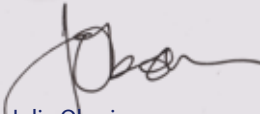
I wish to thank the WESNET Board for their leadership and guidance. The Board continues to plan strategically to strengthen WESNET’s work as the Australian domestic and family violence peak body and strengthen the work and capacity of our members.

Thank you to members for your support. Without your support we could not do the work we do. If you know of potential members who have not joined up yet please point them to our website so that they can see the amazing work we do and ways we can support victim-survivors through the frontline services.

It is with pleasure that we present the 2019-20 Annual Report to our members and supporters.

Our commitment to you is to continue strengthening our support for women and children experiencing gender-based violence through you, our frontline services.




Julie Oberin
National Chair

Our Members

WESNET represents 320+ Specialist Women's Services across Australia who are providing support to women and children experiencing domestic and family violence and other forms of gender-based violence. WESNET member services are women-led, and work within an intersectional feminist framework—acknowledging the disadvantage women face, the further disadvantage faced by women from vulnerable populations—and deliver their services with a woman-centred, empowerment approach.

VISION

That all women and children
live free from domestic and
family violence.

WESNET's member services are diverse, and include women's refuges and shelters, safe houses, halfway houses and medium-term housing schemes, information and referral services, outreach and advocacy services, women's legal and court advocacy services, counselling services, community and health services, and sexual assault services. Some member services provide targeted support to women from vulnerable populations, and include Indigenous services, migrant, refugee and non-English speaking background services.

The majority of WESNET's member services are Public Benevolent Institutions and/or direct service providers. They are distributed across all States and Territories and are located in cities, regions, rural and remote.

Their unique and rich on-the-ground experience has led to Specialist Women's Services providing leadership in developing Australian best-practice DFV early intervention and prevention programs, and frontline practitioner education and support. Their collective knowledge informs research and provides the foundation on which emerging domestic violence practices, policy and law reform is shaped.

PURPOSE

WESNET ameliorates and prevents suffering and distress experienced by women and children affected by domestic and family violence, intimate partner violence and other forms of gender-based violence. It does this as Australia's national peak body for Women's Services.

Our National Board



WESNET's Board is made up of elected representatives who are highly experienced leaders within the women's services sector, committed to eliminating gender-based violence.

They are elected by members to represent all Australian states and territories. They are frontline service managers, support workers and counsellors, policy officers, trainers and educators, researchers and advisors.

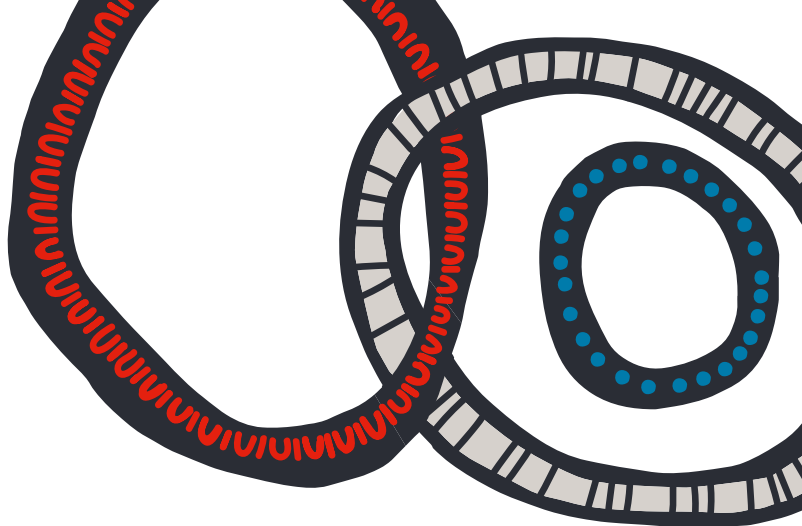
Their collective expertise spans domestic and family violence, best-practice service provision, policy and advocacy, research and evaluation.

We are grateful to all our Board members for their generous contribution to further the interests of WESNET's member services, by volunteering their time, expertise and energy.

We farewellled two Board members this year who have contributed years of their personal time and knowledge to WESNET. Pauline Woodbridge OAM served on the WESNET Board, including as the Board

Chair, continuously from 1994 through to November 2019 when she retired. Vicki Lachlan joined the WESNET Board in 2003 and retired from her role at Louise Place in June 2020. WESNET thanks both Pauline and Vicki for their long standing and unfailing commitment to both the organisation and to the Specialist Women's Services sector.

We also farewellled Frances Crimmins as the ACT representative, and welcomed Angie Piubello. We farewellled Di Gipey as our NT representative and Maxene Yaxley as our Aboriginal and/or Torres Strait Islander Women's Representative and welcomed Margaret Augerinos



as our Rural, Regional and Remote Representative and Cecilia Barassi-Rubio as our Immigrant, non-English speaking background and Refugee Women representative.

This year, WESNET's Board have provided strong leadership across the women's services sector and their contributions include:

- Chairing and participating in local family violence advisory groups
- Participating in statewide family violence steering committees and state peak advisory groups
- Submissions to state and commonwealth inquiries
- Contributing to best practice guidelines around prevention and response
- Participation in the National Homelessness Statistics Reference Group around the National Census
- Advocating for women on temporary visas experiencing violence to receive financial support
- Ongoing advocacy in support of women without access to income support
- Advocating for the strengthening of specialist women's services including the importance of funding and improvements to systems to ensure safety for women and children

- Contributing to statewide and national responses to victim-survivors of family violence during the COVID-19 pandemic
- Working as a national Board to identify common strengths, gaps and opportunities in policy and legislation across the country
- Connecting with our grassroots services to identify opportunities and gaps in strengthening service provision for victim-survivors
- Participating in the Global Network of Women's Shelter work to support shelter work across the globe, especially during the pandemic
- Participating in the development of the Global Network of Women's Shelters work on developing a vetted safe hotline for victim-survivors across the globe
- Supporting the work of AWAVA by providing advice
- Participating in the organising committee for the 4th World Shelter Conference in Taiwan and delivered papers there
- Working on trying to have the 5th World Shelter Conference held in Australia.

BOARD MEMBERS

Julie Oberin

National Chair & Victorian Rep

Lindy Edwards

Deputy Chair & Queensland Rep

Kedy Kristal

Treasurer & West Australian Rep

Margaret Augerinos

Secretary & Rural, Regional and Remote Rep

Angie Piubello (arr Nov 2019)

ACT Representative

Frances Crimmins (dep Aug 2019)

ACT Representative

Di Gipey (dep August 2019)

Northern Territory Rep

Vicki Lachlan (retired June 2020)

South Australian Representative

Denise Healey

Tasmanian Representative

Maxine Yaxley (dep March 2020)

Aboriginal and Torres Strait Island Women Representative

Cecilia Barassi-Rubio (arr Nov 2019)

Immigrant, non-English Speaking Background and Refugee Women

Pauline Woodbridge (retired Nov 2019)

Older Women Representative

Dr Merrindahl Andrew

Public Officer



Our work

WESNET is Australia's peak body for Specialist Women's Services. We provide strong, connected leadership for frontline domestic and family violence services and their workers; helping them to support their clients. Established in 1992, WESNET is a grassroots organisation, run by women, for the women's services sector and the women and children they support.

A public benevolent institution, WESNET provides relief and support to women and children experiencing domestic violence, family violence and other forms of gender-based violence.



WESNET are experts in DFV, and are considered the Australian NGO expert in the area of the intersection between technology and violence against women. As at 30 June 2020, WESNET's technology safety experts have trained close to 10,000 frontline DFV workers, police, magistrates, legal services, and others via face-to-face training and webinars. WESNET also provides educational resources via techsafety.org.au, and a 1800 helpline for frontline workers to assist them to address complex technology abuse scenarios.

To increase women's access to safer technology and systems, WESNET works with

technology companies to help them make their products and services safer, and reduce the risk of unintentionally compromising the safety and privacy of their victim-survivor clients. In partnership with tech companies, WESNET's Safety Net Australia program delivers technology products and services via its network of trained frontline services to be safely distributed to women and children experiencing violence.

WESNET delivers the Telstra Safe Connections program, which at the end of June 2020 had provided 22,970 new smartphones to women across Australia experiencing or at risk of violence.

The program (phones.wesnet.org.au) helps women and children-at-risk stay safely connected by giving them a smartphone and \$30 pre-paid credit, and training frontline services to teach women how to set up and use their new smartphone to maximise their privacy and safety. In 2019-20, WESNET provided 6,509 smartphones to women.

The Safety Net Australia team also delivers the WESNET Uber Rideshare program, which at the end of June 2020 had provided 1,288 Uber rides to women accessing member services.

WESNET engages and consults with the sector and seeks opportunities to strengthen and resource Specialist Women's Services. WESNET regularly contributes its expertise and advice to key state and federal policy consultations and round tables, academic research, national and international conferences, and women's sector organisations. WESNET is a founding member

of the Australian Women Against Violence Alliance (AWAVA), and acts as its contract manager.

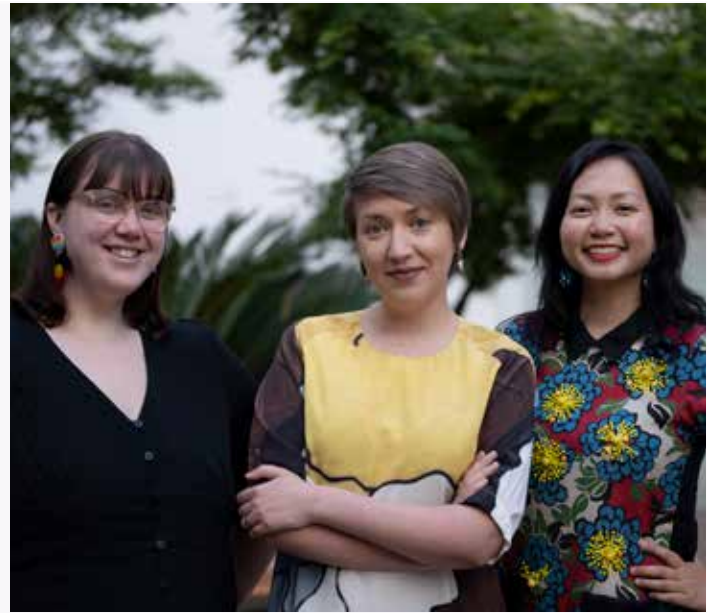
The WESNET Board and staff members hold positions on key advisory mechanisms including the ANROWS Practitioner Engagement Group (an advisory group to assist in the translation of research to practice), the Australian Bureau of Statistics Personal Safety Survey Specialist Advisory Group, the 1800 RESPECT Advisory Group, the National Community Attitudes Survey Advisory Group, the Australian Institute of Health and Welfare Data Users Group, Our Watch Awards Technical Advisory Group, and Uber's Women's Safety Round Table.

Internationally, WESNET is a founding and active member of the Global Network of Women's Shelters, and Board members Julie Oberin and Margaret Augerinos present to international fora such as the United Nations Commission on the Status of Women.

Staff members during 2019-20

.....

Karen Bentley (CEO)
Bonnie P
Diana H
June W
Natalie M
Rachelle B
Sarah B
Susan S
Lauren R
Willa W
Merrindahl Andrew
Tina Dixon
Vanamali Hermans
Sumithri Venkentasubramanian



CEO Report

Karen Bentley

2019-20 was another very busy and productive year for WESNET despite, and as a consequence of, the state of the world. 2020 has been particularly challenging for all our members as well as the teams at WESNET, with terrible bushfires, floods and the global pandemic. Amongst all this, the deaths of women from domestic and family violence continue.

WESNET was well-prepared for the global pandemic having a number of team members working remotely and familiarity with many of the technological tools that can help remote teams. We were able to quickly provide assistance and support to our membership and the broader sector with our resources on working with survivors using technology. Telstra and Uber also assisted us greatly by providing additional donations of phones and free rides for survivors.



We teamed up with our sister networks in the Global Network of Women's Shelters to participate in a series of webinars sharing information and resources across the world around working with survivors during a global health crisis. We were pleased that our the United Nations Joint Global Programme on Essential Services for Women and Girls Subject to Violence acknowledged WESNET's Safety Net Australia as one of the World's 'promising practices' in providing survivors of violence against women and girls with access to services.² It was the only Australian program acknowledged.

WESNET was pleased to receive extensions of funding from the Federal Government through to March 2021 for both the Australian Women Against Violence Alliance and to keep delivering safe phones to women through the COVID-19 pandemic. However the short-term nature of funding continues to be problematic for WESNET and we know it is of concern to many agencies and members as well.

The Safety Net Australia team continued to deliver the Safe Connections program and provided 6,509 phones to women during 2019-20, a slight decrease on the number from the same period the year before. This was more than offset by a dramatic increase in the number

and complexity of calls to our 1800 helpline for practitioners, which saw an overall 46% increase in calls in 2019-20 compared to last year. Similarly the number of women with very complex technology abuse that our tech safety specialists supported increased by 75%. Visitors to our techsafety.org.au website also saw a ten-fold increase with the number of visitors increasing from 2,000 to 20,000 per month.

We are so grateful for Telstra's ongoing support for our work in technology safety and for their donation of thousands of smartphones and \$30 prepaid cards to victim-survivors. This financial year we were able to distribute 6,509 phones to women through trained Safe Connections agencies across Australia.

Some of the highlights of the year included:

- Running a successful 16 Days of Action campaign with funding from Uber on Technology Facilitated Sexual Violence, including a new hashtag #kNOwTechabuse and a brand new handout on Online Misogyny.
- Attending the fourth World Conference of Women's shelters in Taiwan in November 2019, back in the days when we travelled, along with women's services from 120 other countries. WESNET staff and members presented a number of papers and also



led the Oceania meeting. (see page 20-23).

- Working with Telstra and Curtin University to conduct the *Second National Survey on Technology Abuse and Domestic Violence* (published November 2020).
- Reaching a major milestone shortly after the end of the financial year of having trained over 10,000 frontline workers, police, legal services, corporations, and many many more.
- Reviewing the Frontline Workers Toolkit and updating Tech Abuse content for 1800Respect.
- With Deakin University, we reviewed eSafety's existing technology-related content and provided advice about new and emerging technologies and strategies for providing resources and support on a national scale.
- Providing training to the Telstra Safe Team and provided strategic advice in standing up their special call centre team for assisting with customers experiencing domestic violence.
- Forging relationships with Thriving Communities Partnerships, ACCAN, and many other government and regulatory agencies.

I'd like to thank the WESNET and AWAVA Teams for their incredible work over the past 12 months, especially during the pandemic. They continuously display immense passion and determination to assist women and our members in the fight against domestic and family violence. The quality and sheer quantity of the service and program delivery that you have achieved is unparalleled. Some of the Safety Net Australia team's achievements can be found in the coming pages and AWAVA's extensive and invaluable policy and advocacy work is available on the AWAVA website at www.awava.org.au.

We bid a very fond farewell to Dr Merrindahl Andrew as Program Manager for AWAVA. Merri has left a great repository of policy and other reports that both AWAVA and the entire women's sector will be able to draw for many years to come. We wish her well for the

future. Tina Dixon steps into the Program Manager role in June 2020 while AWAVA awaits news of continued funding as one of six National Women's Alliances.

Thank you to Julie Oberin, for your strategic leadership and wise counsel as National Chair of the Board. On behalf of the WESNET team we thank the board of WESNET and all the WESNET members, friends and supporters for the work they do every day to support women and children experiencing domestic and family violence.



Bentley
CEO WESNET

² UN Women, UNFPA, WHO, UNDP and UNODC (2020), COVID-19 and Essential Services Provision for Survivors of Violence Against Women and Girls Brief, EAW COVID-19 briefs, UN Women Headquarters, New York, viewed 12 July 2020 available at <https://www.unwomen.org>.

Voices from the frontline

Stats, facts and quotes

"As a family violence advocate, I have provided these phones to many women from all ages and cultural groups as a part of their safety plan, just so they can make contact us and to call 000."

"I have a young client (16) who is 23 weeks pregnant and sleeping rough with a violent older partner. Her safe phone is her life line to her support network that is being built while she takes steps to leave the relationship. It is the single most important tool she has at the moment."

"A Safe Connections phone can be given to a child to hide in a sleepover bag in circumstances where they are forced to spend time with an alleged perpetrator."



9,946 people
trained since
2013



5

International
presentations



3,568
calls to 1800WESNET
including

21

webinars

1,462

frontline workers
with access to online
resources

255

tech abuse
support
cases

The Safety Net Australia program delivered training and tech support to frontline workers ...

"These phones make a huge difference to the safety of women and children who are currently managing their risk on a daily basis, sometimes on an hour-to-hour basis."

"Many of these women have had their phones smashed or stolen by the perpetrator, and most believed the perpetrator was tracking them through their devices."

Feedback received from frontline workers who provide smartphones and tech safety planning to victim-survivors

... and relief to victim-survivors



39 new resources

20,000
website visits in
June

www.techsafety.org.au



6,509
smartphones given to
women with \$30 prepaid
credit

99%
felt more confident
in assisting their
clients experiencing
tech-abuse
(in a survey of training
participants)

139
prepaid
credit
topups

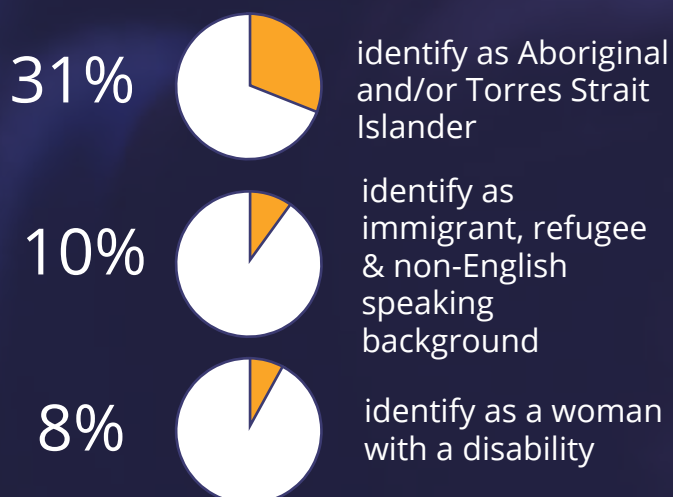
OUR SOCIAL IMPACT

UP TO 30 JUNE 2020

Telstra and WESNET have been collaborating since 2014 to provide pre-paid smartphones with \$30 credit to women impacted by domestic and family violence. With funding support from the Commonwealth Government through the Women's Safety Package, WESNET has been able to provide around 500-600 women with a new smartphone each month. The program also involves upskilling frontline workers through specialised technology safety training. The program remained steady through 2019-20.

9,946
WORKERS
TRAINED
SINCE 2013

DEMOGRAPHICS OF VICTIM RECIPIENTS



Gender Demographics

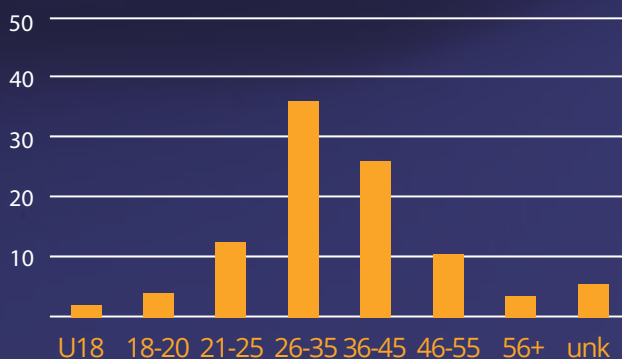


1,462
WORKERS
WITH
ACCESS
TO ONLINE
RESOURCES

Frontline Agencies

276 
Agencies **providing**
phones to women

Age distribution of women (%)

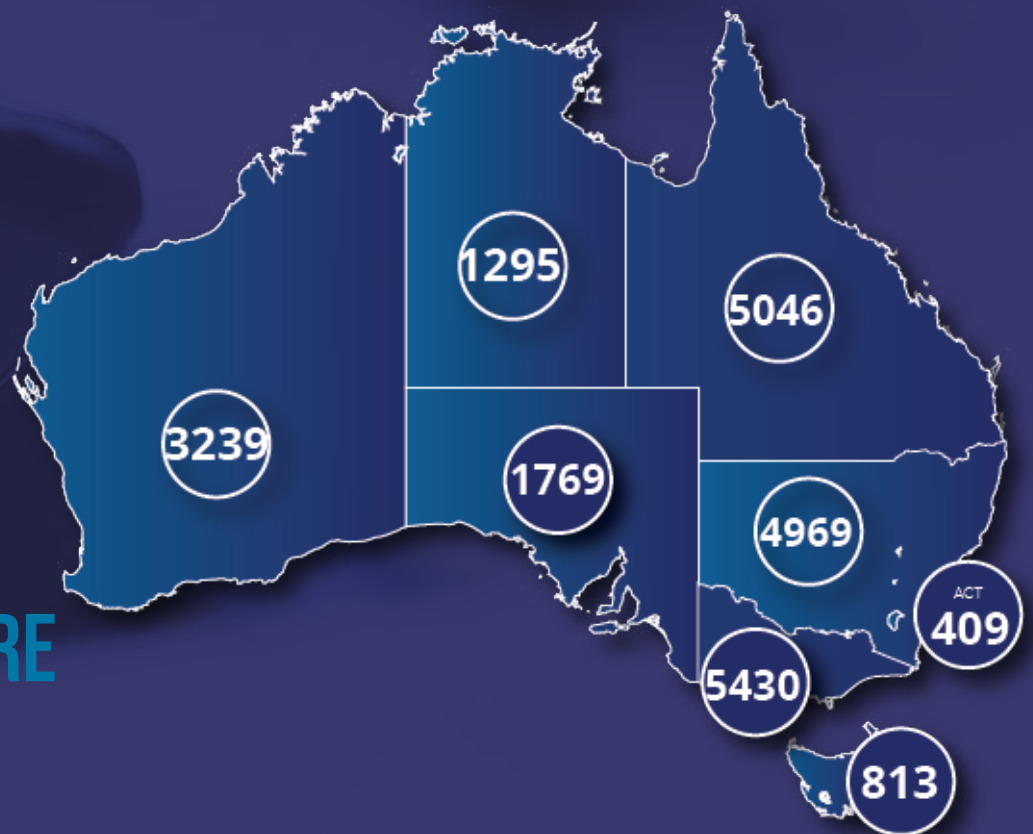


22,970

PHONES GIVEN TO WOMEN

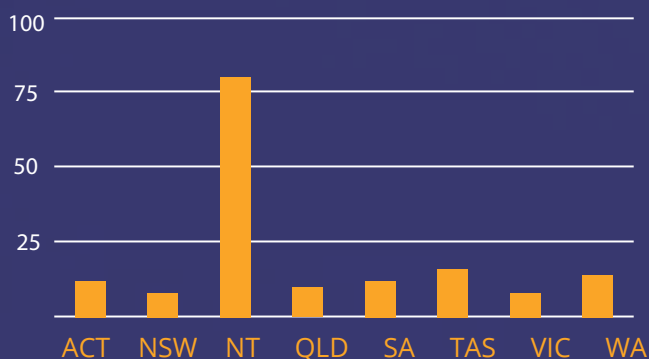
1
EXTERNAL
EVALUATION
WITH GREAT
RESULTS

PHONES GIVEN TO WOMEN BY STATE AND TERRITORY

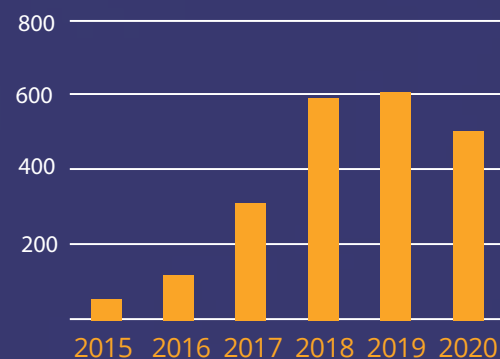


99%
SAY CLIENTS ARE
SIGNIFICANTLY
SAFER

Phones provided per 10,000 female population for the year FY20



Average number of phones given per month



Research Project App Safety Centre Grant

In August 2019, ACCAN awarded a grant to WESNET (The Women's Services Network) to impartially review and assess some popular safety, security and privacy apps.

With the grant funds, WESNET established a research team and reviewed seven popular personal safety apps marketed towards women-at-risk of violence. The

project was funded by ACCAN (Australian Communications Consumer Action Network), and the app reviews are now available at the App Safety Centre.

This research helps victim-survivors, and the frontline workers who support them, to better understand each app's functionality and any issues or limitations. It is hoped that this information will assist victim-survivors to confidently choose an app to suit their individual circumstances and safety risks.

The research team comprised our Tech Safety Specialists, Dr Robert Merkel a computer scientist, and Dr Jenna Condie, Omais Al-Baghadi and Dr Garth Neal from Western Sydney University who worked together to develop and design a research methodology to test each app.

Each app underwent a 360 degree analysis to analyse the practical functionality, user experience, and cyber security features. The analysis included the 'back-end' cyber security perspective, user accessibility and inclusiveness.

Mobile phone technology has become a powerful tool for victim-survivors of domestic, family and sexual violence to enhance their personal safety and connect with support networks.



App Safety Centre 2020 Review of DFV Apps



Throughout the project, we worked with app developers and maintainers to address the safety and privacy issue raised in the review, to assist them to align their policies and products with women's safety.

The results

The results of project included:

- developing a solid and repeatable methodology that reviews apps for survivors to produce unbiased and independent reviews of apps for survivors. The reviews are

published on the techsafety.org.au website in our App Safety Centre.

- Providing feedback to developers to help improve the user experience and safety of Apps.

Overall, WESNET found the project highly valuable and we hope that survivors everywhere will benefit from the reviews we have undertaken and the methodology we have developed for rigorously testing apps designed for survivors of gender-based violence.

Our sincere thanks to ACCAN for funding this project as part of the 2019 ACCAN Grants Round and to our research partners Dr Rober Merkel, Dr Jenna Condie, Omair Al-Baghdadi and Dr Garth Lean. We'd also like to extend our thanks to the app developers and management teams we engaged with, both for their willingness to listen to any concerns we may have had as well as for their genuine desire and commitment to improving the safety of women and children throughout Australia.



[1] Safety Net projects from Australia, USA and the Netherlands presenting on Tech Abuse. [2] All the continents represented at the opening ceremony. [3] almost 1000 workers from women's shelters all over the world. [4] workshops [5] Karen Bentley



Conference of Women's Shelters



presenting on the work of WESNET Safety Net Australia. [6] Julie Oberin, presents in a keynote panel session. [7] Safety Net Australia with Safety Net project in the US. [9] The amazing venue.



4th World Conference of Women's Shelters

By WESNET Members: Lisa Levis, Annie North & Yvette Jaczina, Centre for Non-Violence (CNV), Victoria

Attending the 4th World Conference of Women's Shelters (4WCWS) in Kaohsiung, Taiwan, was an incredible experience for the Bendigo delegation of eight that included representatives from the Centre for Non-Violence and Annie North. The conference is organised by the Global Women's Shelter Network which has members from across the world.

The delegates enjoyed the opportunity to connect with other women from around the globe. There were 1400 attendees from 120 countries and the conference provided an amazing opportunity to learn about the global context of Gender-based violence. One woman a week is murdered in Australia by a current or former partner. The work we do in Australia is critical in responding to and ending violence against women and their children. However, it became immediately obvious to the Bendigo delegates that we work in very different conditions to those of our colleagues in other parts of the world. For example, one delegate spoke with a shelter manager from Lebanon whose shelter was raided by the police in the week leading up to the conference. We learnt about women around the globe quite literally risking their lives on a daily basis to create a safer world for women and girls, often in a context where education for girls is illegal or they are unable to leave their homes unchaperoned.

Lisa Levis presenting at the 4WCWS

"We all left the conference with an expanded understanding of the need for a global solidarity in addressing GBV in a sustainable and meaningful way as we work towards a future where such a conference is unnecessary. Unfortunately, it became very apparent that day is far from close, though through the significant impact of such dedicated, passionate and brilliant women across the world, it is a future we can definitely imagine."

or must refuse government funding because of the risk associated with accepting it. With one in three women across the world being subjected to GBV, the World conference of Women's Shelters is an essential forum for networking, sharing ideas and learning about the work being done to address this unacceptable reality.

The Bendigo delegation delivered four presentations including A New Shelter Model in Rural and Regional Australia, highlighting the Annie North cluster model, Approaches to Working with Men who use Family Violence, Feminist Leadership and facilitated a workshop on Narrative Approaches to Family Violence. In addition, Annie North CEO, Julie Oberin participated in a plenary panel session. All were well attended, and the audience engaged in with genuine interest. We received many questions from our international counterparts particularly around the Centre for Non-Violence work with men who use violence. Working with men who have perpetrated violence is a fairly new and radical concept for some of our global colleagues as they focus on keeping their clients and staff alive. However, what was overwhelmingly apparent was the commitment and ingenuity that we all share throughout the worldwide feminist community.

Prior to the Feminist Leadership presentation, we learnt about an organisation from Afghanistan called the Voice of Women which was initiated during the Taliban enforced gendered-apartheid. It has an innovative social enterprise component of the service with service users working in a catering business making baked goods and a women's only café where survivors of family violence can learn and develop skills, meet others while securing their financial future and transforming their lives to be one free of violence.

<https://fourth.worldshelterconference.org/>



Treasurer's report

Kedy Kristal

The last financial year has seen a stable financial outlook for WESNET, with revenue of \$1,373,169 compared to \$1,445,577 the previous financial year. Most of our funding this year came from Commonwealth Government grants for our Safety Net Australia service and as contract manager for AWAVA. We are starting to diversify our revenue streams with more sponsorship and grant opportunities.

Membership revenue increased this again this year, as did donation income following our transition to a Public Benevolent Institution. WESNET ended the year with an overall surplus of \$150,573. Our assets at 30 June 2020 were \$1,032,798, with liabilities of \$453,136. Most of these liabilities relate to payments/grants in advance and associated end of financial year liabilities. Our equity at 30 June 2020 was \$579,662. The

2019/20 audit was an unqualified audit, and on behalf of the Board I would like to thank RSD Audit Pty Ltd and Karen Bentley, Mark Fitzpatrick, Diana Hookey, Edith Willoughby and Trudy McNaught for their work during the year and taking the finances through to audit.

Kedy Kristal
Treasurer

*Another productive year for the
Women's Services Network*





Financial Summary 2019-20

Below is a summary of our audited financial statements. A full copy of the 2019-20 Financial Statements is available on request or from the ACNC website. The audit of our financial records was completed in November 2020 by RSD Audit Pty Ltd.

	2020	2019
	\$	\$
STATEMENT OF CASH FLOWS		
Cash Flows From Operating Activities		
Net cash provided by operating activities	180,213	(274,107)
Net increase in cash held	180,213	(274,107)
Cash on hand at the end of financial year	981,220	801,007
INCOME STATEMENT		
Revenue	1,373,169	1,445,577
Expenses	1,222,596	1,207,846
Net current year surplus	150,573	237,731
BALANCE SHEET		
Assets		
Current Assets	1,032,798	886,511
Non-Current Assets	0	0
Total Assets	1,032,798	886,511
Liabilities		
Current Liabilities	429,284	445,152
Non-current Liabilities	23,852	12,270
Total Liabilities	453,136	457,422
Net Assets	579,662	429,089
Total Equity	579,662	429,089

Donors, funders and project partners

Major Donors

- Aussie Broadband

Individual Donors

- Gary Buck
- John Caley
- Bonny Clark
- S D
- Frederick Exon
- S. Fong
- Kathryn Goldie
- Natasha Hawkins
- Diana Hookey
- Anna Hopley
- Ilana Kaplin
- Sean Law
- Hui Ben Lim
- Kurt Lim
- Maria Loukas
- Benjamin McKenzie
- Jonathan Mesnard
- Josh Mitchell
- Robert Morsillo
- Sinead Newman
- Amanda Rehana
- Joel Smith
- Kylie Thomas
- Aaron Trueman
- Jonathan Wright

Funders & Sponsors

- Department of Social Services
- Telstra
- Uber
- Australia Post
- Commonwealth Bank
- ACCAN
- Facebook
- EML Payments
- Deakin University
- Queensland Government Department of Children Youth and Women
- Prime Minister and Cabinet
- Queensland University of Technology
- Office for Women (AWAVA)

Individuals donating time & expertise

- Dr Robert Merkel
- Julie McKay and Grace Hill (Price Waterhouse Coopers)
- Abigail Brydon and Robert Morsillo (Telstra)
- Cindy Southworth, Erica Olsen and the team at NNEDV

Project Partners

- 276 Frontline Agencies - who remain anonymous due to the work that they undertake
- Thriving Communities Partnerships
- Telcos Together
- Communications Alliance
- Economic Abuse Reference Group
- Deakin University
- Curtin University
- Queensland University of Technology
- RMIT
- Monash University
- Cornell University
- Melbourne University
- Medibank Private / 1800RESPECT
- ACCAN
- Global Network of Women's Shelters
- National Network to End Domestic Violence
- British Columbia Society of Transition Houses
- Women's Refuge NZ
- Infoxchange 'Ask Izzy'
- Office of the eSafety Commission
- Department of Human Services (Federal)
- Transport WA
- SBS Television
- Criminal Domain Podcast



Testimonials

Safe Connections & Uber



Safe Connections

The WESNET Safe Connections program is a great program for our clients to access safe technology through a trusted service. We have supported many women throughout the last year and a half, who have fled their homes, seeking safe accommodation or are seeking a safe phone to keep them connected to support services and loved ones and this has boosted their safety. Some clients who can't afford to fix or buy a new phone are provided with a safe phone and feel much safer. This program has provided safety training around the use of technology and that has been useful and beneficial to pass on to our clients so they know how to safely use these phones when they are provided with one. We are very grateful for this program and the service they provide for many organisations and hope this will continue for years to come. Thank you!

Worker, Safe Connections Agency.

Uber Rideshare

Client was allocated to me as a High Risk client, in a high risk relationship with multiple complex issues due to the ongoing power and control dynamics. Perpetrator had manipulated and convinced Vic Police into seeing the client as responsible for the extreme family violence rather than the perpetrator. Client had lost all trust in all services and police. Client was supported to travel to our initial appointments by WESNET Uber...I am quite confident to claim that she would not have attended if this was not provided. This gave me an opportunity through psychoeducation to challenge the narrative that she had internalised from the perpetrator that she had no self-worth and that no change from her situation was possible. In the first appointment, the client responded well to psychoeducation and it was possible to see that she almost immediately applied it to how she had been viewing herself and her situation.

Client is now thriving and is almost unrecognisable from the client I first met when attending appointments at EDVOS office using WESNET Uber. During early days it would be weeks of attempting to contact without reply at times. Feedback from the client was that persistence of EDVOS to keep trying to contact her and engage with her was what made a difference and supported her to leave the cycle of violence. After being linked in with the family violence unit, the client felt supported and believed by Victoria Police and no longer has contact with the perpetrator and is navigating the legal system independently to hold him accountable for his violence towards her. Here you will see how the Uber WESNET Rides provided the opportunity for the initial appointment to occur that then opened doors for this support to take place.

Worker, EDVOS, Victoria

