

# Centre for Non-Violence Annual Report

2021-2022



CENTRE FOR  
**NON-VIOLENCE**  
ending violence against women & children

Gender and social equality  
in a violence-free world.

## **Acknowledgement of Country**

We acknowledge that we work on the unceded lands of the Dja Dja Wurrung, Yorta Yorta and Taungurung peoples. We extend our appreciation and respect to Elders and community, past and present, for their continued custodianship of knowledge, languages and culture and the ways in which they hold the memory of these lands, skies, and waterways. We thank them for their continued protection of this land and its ecosystems, for thousands of generations. We acknowledge that this always was, and always will be Aboriginal land.

## **Acknowledgement of survivors**

We acknowledge the strength and resilience of survivors of family violence. Family violence is a social issue that significantly impacts families and communities. We recognise the courage of individuals who have experienced family violence, along with the dedicated workers responding to family violence.

We recognise, welcome and respect people of all genders, sexes and sexualities. Centre for Non-Violence is committed to improving access and inclusion for lesbian, gay, bisexual, transgender, intersex and queer people.

## **About the cover artwork**

The painting on the cover of this report is an abstract representation of our four locations and the regions we service. The painting is rendered in hurried brushstrokes and sombre earthen tones, expressing the vital urgency and importance of our work, and our connection to the regional communities that we support.



# Contents

About us . . . . .	2
Chairperson and CEO report . . . . .	3
Our impact . . . . .	4
Our work . . . . .	6
Our partnerships . . . . .	10
Our innovation . . . . .	12
Our voice . . . . .	14
First Nations cultural safety . . . . .	15
Our people . . . . .	16
Our operations . . . . .	18
Treasurer’s report . . . . .	19
Financial statements . . . . .	20
Thank you to our supporters . . . . .	21





# About us



The Centre for Non-Violence head office in Bendigo

## Our story

The Centre for Non-Violence (CNV) has a long history of delivering quality and highly regarded specialist family violence, homelessness and prevention programs in the Loddon region.

Established in 1990, CNV is recognised for delivering innovative family violence services and is leading the way in the full integration of the suite of services for women and children experiencing family violence, as well as services to men who use violence towards family members.

The following stories and projects are highlights from the past twelve months and showcase our key work, growth and critical developments within the organisation.

## Governance

We are grateful, and express our thanks to, our Board of Management, who voluntarily share their expertise and skills to support us in our work.

In addition to our Finance & Risk Sub-Committee, the Board continues to focus on governance through the establishment of a Governance Sub-Committee in 2021. We have had active involvement from our board members in the development of our Impact Strategy and our internal cultural safety and reconciliation action plan forums.

We would also like to thank and acknowledge Nazirite Pond and Sheree Yates, who we farewelled from the Board during the year.



**Dr. Helen Hickson**  
Chairperson and Director



**Priya Chandra**  
Treasurer and Director



**Grace Brown**  
Company Secretary and Director



**Andie West**  
Director



**Gemmah Kurzke-Michell**  
Director



**Erin Broben**  
Director



# Chairperson and CEO report

Just over six years ago, the Royal Commission into Family Violence released its findings to the Victorian Parliament. In it, the Commission considered the significant demand on the specialist family violence sector, the strengths of our current system, and the need for major reform. Through a series of reforms and record investments, the Royal Commission marked a departure from business as usual.

It has been a period of considerable change, and the reform agenda has created significant pressures upon all parts of the system while simultaneously grappling with record demand. According to police statistics, there were around 76,000 reported incidents of family violence in 2016-17. The figures for 2020-21 reflect over 93,000 incidents - an increase of approximately 23%. Recent increases in incidents have been witnessed in many of the communities we serve, including 2.8% in Bendigo and 23.3% in Campaspe.

In our service system, there are significant demands and pressures. COVID-19 has not only impacted business continuity but has further stressed an already overburdened sector. The last year has seen increased advocacy and reform at a state and national level in a range of policy areas including broad discussion and response to coercive control, consent, and sexual harassment in the workplace. Attention to these issues also increases community understanding and demand on services and it is important that services like CNV are accessible and responsive to community needs and demands. There is still much to do at a local, national and global level to not only respond to violence against women, but in the prevention of it and working towards gender equality.

Closer to home, CNV has continued to grow and evolve this past year, developing new programs, further expanding our workforce, managing ongoing sector reforms, and beginning to plan and develop an Impact Strategy. With the expansion of partnerships, programs, and approaches in the family violence sector, our existing strategic plan was quickly becoming obsolete. Additionally, the Board of Management and Executive wanted to demonstrate measurable impacts and positive outcomes for the community, and so we initiated internal planning to support the development of an Impact Strategy.

This piece of work is in the process of being launched internally and we look forward to sharing it with our stakeholders in due course.

In the past twelve months, the Executive and staff have undertaken a significant amount of work, including ongoing management of essential service delivery during a pandemic. In our second employee engagement survey, staff reported feeling more engaged, better supported, and a stronger connection to CNV values and principles. It is evident that the importance of proactive engagement and support for our employees is supported through well-designed wellness programs, flexible work arrangements, and a strong commitment to learning and development.

CNV continues to be an active advocate for our community and broader industry. There are several forums that we are involved in, as well as sector peak activities, and we contribute to sector reviews, legislative and regulatory reforms/reviews, and broader social change initiatives. A significant portion of CNV's work has been focused on advocating for broader sectoral issues, including sustainable funding models, workforce development including remuneration, and retention, and addressing key gaps in the family violence system.

The Board is pleased to note the ongoing strong financial performance of the organisation with growth in equity which strengthens our capacity to value add to funded programs and services. CNV is a well-managed and governed organisation that demonstrates strong management and compliance with standards and obligations.

Our team's dedication and hard work is reflected in a number of key achievements highlighted in this report. On behalf of the Board, we would like to acknowledge the tremendous work and effort of our staff, and we thank our funders for their continued support of CNV's important work.



**Dr. Helen Hickson**  
Chairperson, Board of Management



**Margaret Augerinos**  
CEO



# Our impact



556

nights of safe & supported accommodation provided to young women (15-24)



24

high risk cases escalated to RAMP



4767

cases referred to CNV workers through The Orange Door



687

women received financial support for measures that increase safety, health, wellbeing and recovery post-separation



5

locations in Central Victoria



14

"Pathway to Safety" training sessions delivered by the Family Violence Connector Program



70

young women (15-24) provided with case management support for family violence and housing / homelessness support



143

individuals, including emergency workers, participated in MARAM training to examine new ways to work together across organisations to assess risk and increase safety for victim survivors



949

women escaping family violence provided with case management support



225

nights of housing support provided to men through the "Place for Change" program



103

total staff across all programs & sites



77

women assessed at being at serious or elevated risk



1741

nights of safe & supported accommodation provided to women and their children in response to family violence



13

adolescents and their families provided with comprehensive support in our "Making It Right" program



268

men worked with across our men's programs including men's behaviour change and case management programs



172

victim-survivors received tailored therapeutic support across our Safe, Thriving & Connected partnership program



# Our work

Since the implementation of family violence system reforms, we have seen many significant changes, including the introduction of the Multi-Agency Risk Assessment and Management (MARAM) framework and the Family Violence and Child Information Sharing Schemes, as well as the introduction of The Orange Door and an increased investment in some program areas.

These reforms have impacted how we deliver our services, the makeup of our workforce, and how clients and communities experience our services and the broader system. Although we haven't yet heard enough from victim-survivors about the impact of the broad set of reforms to know how much this change has increased safety for women and children, we have seen evidence that the system has a stronger understanding about its collective role to work together toward safety for women and children, and accountability for men who use violence.

In 2021-22, we again experienced ongoing disruptions to our service delivery, to student placements, and to staff who continued to adjust to remote working arrangements during lockdowns. Although our workforce continues to feel the impact of both the pandemic and changing work arrangements, we remain committed to providing high quality services. We acknowledge and thank them for that.

Amongst all of this, we were fortunate enough to be granted funding to undertake much-needed upgrades to one of our crisis accommodation properties, providing victim-survivors with a comfortable place to stay. We also successfully tendered for two new programs, the Family Advocacy and Support Service for women and children, and the Local Family Violence Motel Coordination Project. We look forward to reporting on these in next year's annual report.

CNV provides a range of programs and services to women and children experiencing family violence, supports that help them live free from violence and abuse, provides safety in moments of crisis and supports them to make lasting positive changes. Over the next few pages, you will read about how we work to achieve this.



## The Orange Door

One of the most significant changes since the Royal Commission has been the introduction of The Orange Door as the central intake for family violence and child wellbeing in our region. CNV is a partner organisation in The Orange Door, delivering victim-survivor support and men's family violence response. The model sees our specialist family violence staff working alongside Aboriginal services, children and family services, and child protection practitioners.

We work collaboratively with our partner organisations as integrated teams, to create a safe place for women and children to gain quick and simple access to services and support. The Orange Door provides short term interventions that respond to immediate client need, with referrals to other partner agency services and other external providers to ensure clients receive the care and support they need.





## Case management programs

CNV's case management services have been a central part of our service delivery for many years. These programs have evolved and changed, influenced by research, victim-survivor feedback and what we have learned in our engagement with other innovative services.

The Orange Door has changed how victims now access the system, influenced revision of internal systems and team structures, and has changed the nature and length of our support and the way we manage demand. We have seen, for example, a steady increase in the complexity of the clients that are now coming to CNV from the Orange Door.

CNV continue to plan to ensure we deliver the very best responses to all clients. In the twelve months ahead, we will focus particularly on our work with children and diverse communities.

CNV case management programs provide tailored responses to victim-survivors to support increased safety and pathways for recovery from an experience of violence. This could include court support, service advocacy, housing, financial assistance, and linkages to other critical services.



“Without access to flexible support, I don't know where I'd be ... I now have a car, we have a safe place to live, and the children have computers to help their learning and recovery.”

## Family Violence Flexible Support Packages

Family Violence Flexible Support Packages (FSP) deliver personalised and holistic responses that assist child and adult victim-survivors of family violence to access support, move out of crisis, stabilise and improve their safety, wellbeing and independence.

FSPs are available to victim-survivors of family violence, including children, and provide access to a range of supports including counselling, education, housing stability, and other practical or material needs.

FSPs can also be used to purchase safety and security responses as part of the Personal Safety Initiative (PSI). This includes property modifications and technology to enable victim-survivors of family violence to remain safely in, or return safely to, their homes and communities, or relocate to a new home.



“The relationship with my caseworker made me feel comforted, reassured, and empowered to advocate for myself and my children. Without that support, I'm not sure what position I would be in today.”



# Our work (continued)

## Future Group

CNV facilitates an eight-week therapeutic support group for women and non-binary people who have experienced family violence and are no longer in the abusive relationship.

The group uses a Narrative Therapy framework to create a sense of sanctuary, reduce isolation and support recovery.

The group supports people on their journeys of reclaiming and rebuilding self, living according to their own values, and being connected with what is important to them.

The closed format provides a safe, therapeutic space to share knowledge and create a sense of solidarity that is strengthening and empowering. This includes exploring the social context of abuse, identifying acts of resistance to the effects of abuse or social expectations, and honouring people’s preferred sense of self.



**“Jenny said she felt empowered in addressing the behaviour and in accessing ongoing supports for herself and her son, so that violence would not be part of their future.”**



**“This group connected me with women and helped me get back to where I want to be. I am grateful and happy.”**

## Making it Right

In 2021, CNV was funded to deliver a new program, developed to respond to the use of family violence in the home by adolescents.

The Making it Right (MiR) program is a trauma and violence informed, integrated service model, and uses a therapeutic and case-coordination approach to respond to intergenerational violence.

The program aims to intervene early to support the young person to stop using violence within their family, to address the needs of the whole family, support their recovery and to rebuild healthy relationships within the family. The program provides a flexible, early intervention, targeted and coordinated service response to young people and their families, in order to prevent further escalation of violence and potential entry into the youth justice, child protection, out-of-home care and criminal justice systems.

The program promotes safety and sustainable recovery pathways for young people and their families.



## Men's programs

CNV addresses family violence with male perpetrators through our various men's programs. Our key principles are upholding safety and accountability, keeping perpetrators in view, advocacy, and system mobilisation, so that the victim-survivor and family safety is at the centre of everything we do. Our programs support men to address family violence and help them understand the impacts of their use of violence and abuse on their partners, children and relationships.

Key programs delivered include the Men's Behaviour Change program and tailored case management and housing services to support men in their journey of change and ending violence towards their family members.

Men's programs have built on the capacity and expertise of CNV and now incorporate key learnings and approaches from our Making aMENDs programs, in particular engaging men as fathers. Further, new programs have been developed to respond to the needs of men who use violence, including the Place for Change program, which you will read about later in this report.



**Being challenged in the group and within intake made me realise why I needed to come to group and stick with it: to become the best father I can be.**



# Our partnerships

CNV not only collaborates with other partners to advocate for service and system reform, but utilises partnerships as an integral way of delivering joined up and integrated responses, that enhance outcomes for our community.

## Safe, Thriving & Connected

Developed by the Loddon Gender Equality and Violence Prevention Consortium, with CNV as the lead agency, therapeutic services are delivered across the Loddon area with clinicians based at CNV, Annie North Women’s Refuge, Sunbury Cobaw Community Health Centre, and Centre Against Sexual Assault Central Victoria. Safe, Thriving & Connected provides a range of trauma and violence informed therapeutic services to support recovery from family violence, including individual counselling, dyad (parent/child) counselling and therapeutic groupwork.

Our therapeutic programs are informed by the analysis that family violence is both a personal and social problem. It recognises the importance of responding to the individual victim-survivor’s pain and trauma, while recognising the role of the perpetrator and the insidious ways in which self-esteem and personal agency can be undermined by the perpetrator’s controlling and coercive tactics. For children and young people, this includes recognising the ways in which tactics of abuse directly and indirectly undermine the relationship between the child and mother and damage family relationships.



## Place for Change

Place for Change is a support and accommodation program for men who use violence. It is delivered in partnership with Haven; Home, Safe, who provide the housing support and seek suitable properties. Men who have been excluded from the home have access to the property for up to six months.

This allows women and children the time and space to plan for a safer and more connected life, whilst CNV work with the men to support behavioural and attitudinal change. CNV also provide specialist support to women and children. This pilot has been operating for 12 months and we are pleased that funding has been confirmed for a further 12 months.

## Family Violence Connector

The Family Violence Connector program is funded by the Western Victorian Primary Health Network. The “Connector” works with general practitioners and the primary health workforce in the Central Goldfields region to build capacity and understanding of family violence.

A major initiative of the Connector is to provide a practical, consistent and accessible training program for primary health care providers to strengthen understanding and skills in recognising, responding, referring and recording disclosures of family violence. Our team has worked hard to build connections in the region, with a specific focus on the Maryborough area, to support this important work.



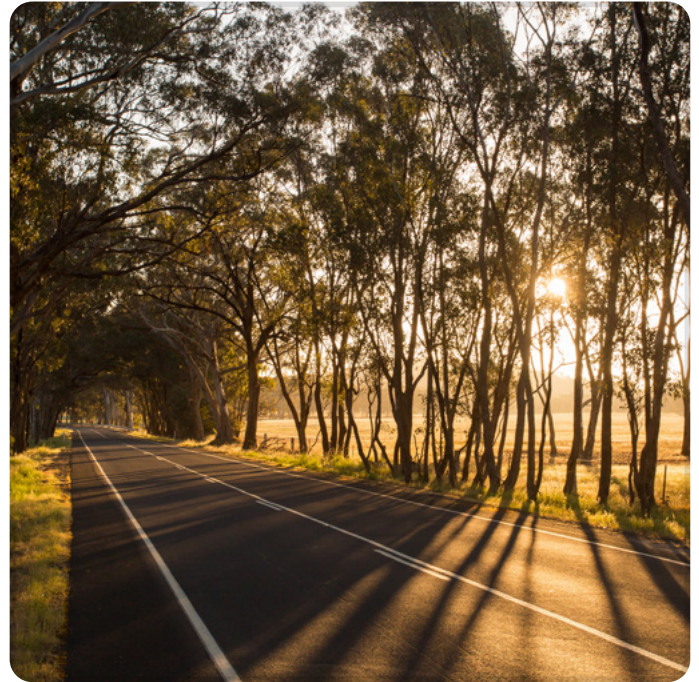


## MARAM Collaborative Practice Training

In Victoria, the Multi-Agency Risk Assessment and Management (MARAM) Framework establishes a system-wide shared understanding of what family violence is and how to respond to it. It aims to increase the safety of victim-survivors and keep perpetrators in view and accountable for their actions.

CNV is funded to deliver prescribed training to regional organisations in the Loddon area that focuses on both collaborative practice and the foundational aspects of MARAM that enable collaboration.

These sessions are for professionals, and help both participants and organisations to explore how to contribute to risk assessment and collaborate for ongoing risk management through respectful and sensitive engagement with victim-survivors, and build regional collaborations, workforce capacity and capability in information sharing, referral, and secondary consultation.



## RAMP

The Risk Assessment and Management Panel (RAMP) continues to meet monthly, at a local level, with key agencies and organisations that contribute to the safety of victim-survivors and children experiencing serious and imminent threat from family violence.

RAMP oversees significantly high-risk family violence cases and provides coordinated systems response to safety and keeping the perpetrator in view. Thank you to those on the Loddon RAMP for your continued hard work and commitment to supporting victim-survivors and their children.

## Loddon Mallee Housing Network and Regional Integration Program

Finally, CNV is the auspice organisation for two systems-focussed programs; the Loddon Mallee Housing Network (LMHN) which engages with the homelessness system and the Regional Integration Program that supports the integration of the broader family violence system.

These programs have worked with stakeholders to develop strategic plans and maintain linkages as the way we connect changes. Capacity building efforts have continued, including forums exploring the intersection of family violence and sexual assault and ongoing work to support MARAM alignment.



**Really excellent training, great opportunities for discussion and using real-world knowledge. It's influenced how I engage with clients and health professionals.**



# Our innovation



Helen and Margaret proudly accept a Vic Health award for Health Promotion Marketing.

Much of the focus over this past year has been developing our Theory of Change, and more broadly, laying the foundations for our Impact Strategy.

Earlier this year, the Board approved investment of reserve funds to build capacity in developing our Innovation & Impact Unit (IIU), to support the implementation of our Impact Strategy. The result of this has been the creation of new roles to support capacity in key areas such as business development, advocacy, stakeholder engagement, and diversity and inclusion.

We are looking forward to reporting on our progress in this space in the next annual report. Here you can read about strategic achievements of the IIU over the past twelve months.

## Vic Health award winner

In 2021, CNV was delighted to be announced as a winner in the Excellence in Health Promotion Marketing category of the Victorian Health Promotion Awards.

We're proud to have been recognised among the many extraordinary organisations making a vital difference to the health and wellbeing of our community. CNV won this prestigious award for our You Are Not Alone campaign, which we created at the beginning of COVID-19 pandemic lockdowns.

While we are thrilled to be recognised among other outstanding finalists, this campaign was never about us. Our staff across every part of our organisation had deep concern for the women and children we work with, as we entered lockdowns.

We knew they were at home, with their abuser – and had few options to reach out to their usual support networks. Sending the message far and wide that they were not alone, was so important.

We created this campaign, along with messages about what abuse may look like, what support was available and how others could support someone experiencing abuse.

Some of our amazing team appeared in a series of videos that told powerful stories of what we do, and the outcomes we see. Importantly, we also shared messages of hope from other women with lived experience of domestic and family violence.

The award recognised the You are Not Alone Campaign, communications, and messaging as an innovative and effective health promotion campaign. The strength of this campaign was that it reached the people it needed to – and it helped them draw on their own strength. That's what matters to us. The safety of women, children, families, and communities will always matter most.



## Women with Disabilities Victoria

This year, CNV partnered with Women with Disabilities Victoria (WDV) to launch the Bendigo Leadership Hub. Led by WDV and hosted by CNV, the Bendigo Hub is the newest location developed as part of state-wide representation across Victoria.

The Hub provides regional women with disabilities advocacy and leadership opportunities, as well as a space to work together, share experiences, raise concerns, access support, and build capacity to enact positive change in their communities.

WDV provide training and support, facilitating group advocacy, confidence, and opportunities to contribute their voice and experiences to political, systemic, and social actions. The group structure includes a developed program with guest speakers and information to improve access, inclusion, safety, health, and wellbeing for women with disabilities, codesigned and tailored to regional and rural needs.

CNV is committed to working collaboratively and recognises the importance of working with WDV and the leadership group to ensure women with disabilities have safe spaces and opportunities to share their lived experience, advocate, and work collectively to address systemic gaps and barriers.



WDV's Bendigo Leadership Hub launch event

## Innovation fund

In 2021-22, the Board approved funding for four innovation projects. In this report you will read about two that have now reached completion. We look forward to reporting on the outcomes of the remaining two projects in our next annual report.

### Project 1: Innovation to Impact

Project Lead:

**Robyn Trainor**

Senior Manager – Impact Strategy

The objective of this project was to provide CNV with a model and plan, to test and trial bold innovations, and demonstrate our impact and contributions through social change.

Project findings have since informed the development of our Theory of Change, strategic planning, and a defined 'Innovation to Impact' project model.

This model is now being rolled out across the organisation, with guidelines, tools and resources available for future projects and partnerships to all staff.

### Project 2: First Nations Employment Project

Project Lead:

**Pal Yusef**

First Nations Cultural Safety Project Officer

The objective of this project was to strengthen our insight and understanding of how CNV can attract and support the development and careers of Aboriginal and Torres Strait Islander people within our organisation. A project officer was secured to manage and lead this important work and provide specialist advice to our Executive and Board.

Through research and community consultation, CNV has built capacity and knowledge of Aboriginal and Torres Strait Islander employment pathways and developed strong policies and practices.

Project outcomes include the establishment of partnerships with key regional stakeholders, an enhanced cultural safety and reflection program, and the development of our first Justice, Equity, Diversity, and Inclusion Survey.



# Our voice

**Bendigo Community Health Services and Centre for Non-Violence win Victorian Health Promotion Awards**



These Bendigo organisations have been recognised for their promotional work at the 2021 Victorian Health Promotion Awards announced on Tuesday.

**16 Days of Activism: It's everyone's responsibility to end gender-based violence, says Bendigo Centre of Non-Violence CEO**



When a woman's home is more likely to be a crime scene than a safe haven, they are standing on the statistical edge that is violence against women.

**COMMUNITY**  
**CNV warns of expected family violence rise over Christmas**


Oct 24 2021 | 8:04am | November 24, 2021

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"If you see something, do something" is the message central Victoria's specialist domestic and family violence response service, Centre for Non-Violence (CNV) is delivering this Christmas.

"It is time to stop the violence, harassment, abuse and disrespect. And it begins with each one of us standing up, taking account of our actions, having conversations with our partners, friends, family members, in schools, in workplaces, holding others to account, reflecting on our own behaviour, and changing our society together."



CNV programs and services executive manager, Yvette Jacobs. Picture: SARAH NICHOL

"The spotlight on sexual assault and violence across Australia this year has created a groundswell of community outrage. We want to maintain the community momentum because no child or adult should ever experience sexual violence."

**THE LODDON CONSORTIUM**  
— FOR GENDER EQUALITY + VIOLENCE PREVENTION —

July 20, 2021

Thank you for the opportunity to contribute to the next National Plan to Reduce Violence Against Women and Their Children.

The Loddon Gender Equality and Violence Prevention Consortium's purpose is to lead, influence and mobilise an enduring coordinated community response that ensures women and children are safe from gender-based violence and abuse, and holds perpetrators to account.

**'This isn't going away': Bendigo's homelessness crisis**



HIGH rates of family violence and a lack of affordable housing options are some of the factors driving homelessness numbers in the region.

Central Victoria's leading specialist family violence response agency - Centre for Non-Violence - is calling for greater community conversation and leadership at all government levels about the country's housing crisis.

**CENTRE FOR NON-VIOLENCE** **CASA** **CENTRE AGAINST SEXUAL ASSAULT CENTRAL VICTORIA**

**16 Days of Activism - Time for Change**

The voices of women and children with lived experience of domestic and family violence and sexual assault are at the centre of an exhibition on display in Bendigo during the 16 Days of Activism to end gender-based violence.

**CENTRE FOR NON-VIOLENCE**  
Domestic and Family Violence Response Agency

**CNV Statement – January 26**

The Centre for Non-Violence does not believe January 26 is a day for celebration. For Aboriginal and Torres Strait Islander peoples, this is a painful day that marks the start of colonisation, dispossession, and suffering.

As a feminist organisation committed to social justice, inclusion, and equality for all, we acknowledge the harm and trauma that celebrating January 26 as Australia Day causes to Aboriginal and Torres Strait Islander peoples and to our wider community.

**Time for Change exhibition combats gender-based violence in Greater Bendigo**



One of the images in the exhibition is of the Black for Justice in Bendigo and the new 'Pride in Green' banner.

The 30<sup>th</sup> annual international campaign to end violence against women kicks off this Thursday.

Inspiring on the International Day for the Elimination of Violence against Women, the 16 Days of Activism campaign will fight to bring the issue of gender-based violence to the forefront of conversations.

**CENTRE FOR NON-VIOLENCE**  
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A QCC & DVSA accredited agency

**31 March, 2022**

March 31 is Trans Day of Visibility.

Trans Day of Visibility is an annual international day of pride and celebration for gender diverse identity, achievements, and community.

The Centre for Non-Violence's vision is for gender and social equality in a violence free world.

Equality means equal rights for all, genuine engagement, participation and visibility in all our social systems and structures.

**CRIME STATS: Family violence breaches rise but overall crime in Bendigo down**



Overall 2020 family violence breaches rose but overall crime in Bendigo down.

Centre for Non-Violence chief executive Margaret Angerstein says more must be done to prevent family violence after data from the Crime Statistics Agency showed an increase in family violence incidents.

A selection of the media and communications featuring Centre for Non-Violence in the last year

It was a busy twelve months in the news, media, and communications space for CNV. The ongoing pandemic meant there was considerable media interest in CNV's work and the impacts of COVID-19.

In addition, there was increasing focus on issues taking place at a national level including the campaign to ensure coercive control was treated as a criminal issue, a spotlight on increasing housing and homelessness stress across the country, and significant community advocacy around issues of consent, sexual harassment in the workplace and listening to the voices of survivors. CNV issued several media releases in relation to these issues, as well as contributing to a range of inquiries and submissions.

CNV takes seriously its role in promoting gender and social equality through campaigning for law and policy reform, increasing community awareness and violence prevention campaigns.

CNV released several statements in support of our First Nations communities, concerns with the Religious Discrimination Bill and support for our trans, gender and sexually diverse communities.

Our presence in the media and through social media channels is critical to engaging with our community. It helps us to not only promote the work we do and the services we provide, but also provides an opportunity to lead, inform and shape community views and opinions.





# First Nations cultural safety

CNV has undergone a period of consolidation in the past year. With the addition of a dedicated First Nations Cultural Safety Project Officer to the team, a full review of multiple projects and initiatives was possible. As a result of this assessment, opportunities to combine efforts were identified, resulting in more effective and efficient use of our resources.

As well as implementing a governance structure, an internal decision-making process was developed, to guide broader cultural safety work including ongoing implementation of our Reconciliation Action Plan. The First Nations Cultural Safety Working Group replaced the Reconciliation Action Plan Working Group as its name and focus.

The working group were afforded the opportunity to have the Project Officer advise Management and the Board on CNV's approach to future cultural safety efforts. As a result, the working group has been able to affect change quickly when necessary, ensuring initiatives continued to move forward.

The format of self-reflection sessions has been enhanced, introducing a more structured approach to ensure that all staff participate in these sessions as part of their orientation to the organisation.

As part of our work, CNV has strengthened relationships between First Nations community members and organisations, conducted internal policy reviews, and honoured significant dates such as NAIDOC Week, Sorry Day, and Reconciliation Week in a meaningful way.

At the end of 2021, CNV sought feedback from the wider organisation to gauge their response to formally discontinuing the celebration of January 26. January 26 marks the beginning of colonisation, dispossession, and suffering for Aboriginal and Torres Strait Islander peoples, and it will continue to cause grief and suffering for generations to come.

As a result of the national conversation being led by First Nations activists, communities, and organisations, we continue to reflect on what 'Invasion Day' or 'Survival Day' means to our national identity. Consequently, CNV remained open as a service on 26 January 2022, with staff supported to participate in the Change the Date campaign. CNV will continue to engage in this national conversation and contribute to campaigns to formally Change the Date.





# Our people

Our greatest asset at CNV is our people; their talent, passion, and dedication ensure our continued success in achieving our vision and goals, and we strive to create an inclusive environment that is built on respect, embraces diversity, and adapts to change.

2021-22 was another period of significant growth. As such, recruitment has been a primary focus of the People & Culture team, with our approach and processes constantly evolving to support the increase in our workforce.

We also implemented our Human Resources management system (Employee Connect), which has further transformed the employee experience.

For our future success, it is imperative that we have the right people in place to develop our future leaders, and during the reporting period, several staff were promoted, took on long-term secondments, or were given the opportunity to act in more senior roles.



**“My ideas, presence and contributions feel valued.”**



## Staff satisfaction and engagement survey

As a key priority of our Executive and Board, protecting the organisational culture of CNV and employee engagement throughout 2021-22 was of the utmost importance.

In December 2021, CNV undertook its second ever staff engagement survey to measure employee experiences across multiple dimensions of satisfaction and engagement.

Pleasingly, since the inaugural survey in 2019 our engagement in every key indicator increased, and overall, we achieved a 79% engagement score, equating to an increase of 5%.

This was an outstanding outcome considering the long-lasting impacts of the COVID-19 pandemic coinciding with this same period.

## Flexible working

Creating a supportive work environment is paramount at CNV. Our Flexible Work Arrangements framework, including fundamental policies and procedures, was implemented in 2021.

Our Executive and People & Culture team have invested significant efforts in supporting staff to balance their work and home lives; this support has also focused on providing the necessary technology to enable staff to work flexibly.

These structures in our workplace enable 70% of our staff to access flexible working arrangements, including part-time hours, flexible start and finish times, remote working, and other arrangements.



## Staff wellbeing

The Wellbeing Working Group plays a key role within the organisation, responsible for administering the Wellbeing initiatives which includes a wide range of amenities, flu vaccinations, health checks, information sessions on mental health and wellbeing, and solutions to support workplace wellbeing and connectedness.



Members of the working group represent all levels and parts of the organisation in order to ensure that staff voices are considered in all activities. Ideas are developed from staff feedback and informed by surveys as well as EAP information. Through the group, initiatives are developed with the intention of providing tools and support that can be accessed on an ongoing basis for the improvement of physical, mental and social wellbeing.

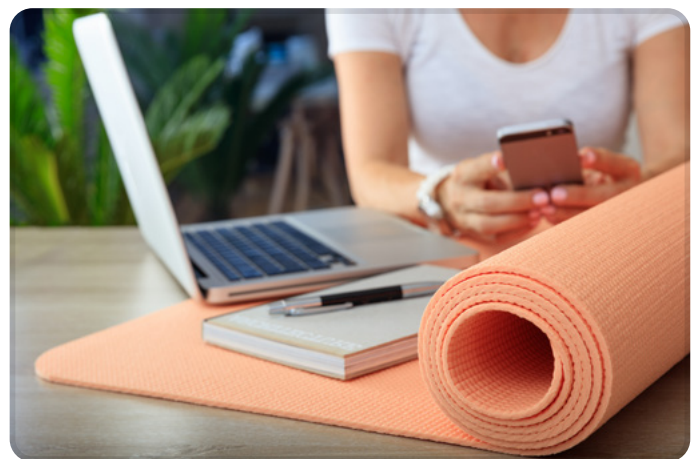
One of the most popular initiatives in the 2021-22 period was our Festival of Self program, created to provide staff with strategies, resources and space, with the goal of thoroughly embedding self-care practices. Encouragingly, over 70% of respondents to the Staff Satisfaction & Engagement Survey indicated that the initiatives of the working group were relevant to their needs.

“I appreciate the amount of diversity and inclusion training that is available for new employees.”

## Learning and development

As part of our commitment to our people, CNV supports a range of professional development opportunities to equip them with the skills they need to perform their job successfully, as well as to enable them to meet current and emerging challenges and opportunities.

CNV invests a significant amount of its operational budget to provide professional development to its staff – an average spend of \$1,308 per development opportunity. This is in addition to a number of free opportunities that have been available to staff during the pandemic. Overall, CNV staff participated in around 350 days of training across the organisation.



“CNV provides all employees with the opportunity to be a part of the bigger picture and contribute in their own ways.”



# Our operations



Our operational functions play a key role in supporting the delivery of critical programs and services to the community. Through our proactive approach, we ensure our practices and sites are safe, secure, and compliant.

## Occupational health and safety

CNV is committed to ensuring the safety and welfare of its employees, clients, contractors, and visitors. This is achieved through maintaining workplaces that are safe and without risk to health, adhering to risk control documents and integration of Occupational Health and Safety (OH&S) in all aspects of the organisation.

People engaged at CNV premises are inducted and monitored to ensure they are familiar with the health and safety policies and emergency procedures. OH&S policies and procedures are in place and regularly updated.

Our OHS Committee met seven times in 2021–22, and with the relaxation of lockdowns, was able to carry out nine workplace inspections. The Committee prepares an OHS report every three months for Executive and Board consideration and oversees a broad range of activities.

## Information technology and systems

In view of CNV’s continuing growth, it is essential that our IT support capabilities reflect our new state. Over the 2021–22 period, we implemented a number of key initiatives, including the digitisation of many business processes, whilst continuing to review and upgrade our security environment.

This, combined with resolving the network connectivity for our CNV staff based at The Orange Door, was a major focus for our team. We continue to meet the challenges of operating in a hybrid environment and are working closely with our IT service provider Maxsum Consulting to ensure greater reliability and performance for our workforce.

## Risk management

CNV remains committed to maintaining robust and effective risk management practices in line with International Risk Management Standard ISO 31000:2018.

The Executive and Board reviews the plan every six months to ensure it addresses our changing risk profile, and reviews systems and frameworks on an annual basis. CNV is working towards achieving risk maturity, and a positive risk management culture.



# Treasurer's report

The Centre for Non-Violence finished the 2021-22 year with a surplus and an improved balance sheet position.

Revenue for the 2021-22 year increased by around 13% to \$15,338,479 when compared to the previous year (\$13,338,801). This reflects continued investment into family violence response services across the state and is supporting CNV to expand its service offerings and infrastructure across the Loddon region.

Expenditure for all programs and operations totalled \$13,287,389, resulting in a surplus of \$2,051,090. A significant proportion of this surplus will be carried forward for program expense in the 22/23 financial year in order to meet contractual deliverables.

As a result of this surplus, our balance sheet has seen an improvement. Our total combined assets at 30 June 2022 were \$15,438,426 with liabilities of \$4,135,206.

Our main liabilities relate to lease costs/commitments and employment benefits for staff such as accrued long service and annual leave. Even with the

introduction of the Portable Long Service Leave Scheme, the great majority of staff accrued long service leave remains in CNV's balance sheet.

Our total equity is the highest it has ever been – in excess of \$11,300,000.

CNV has a healthy asset to liability ratio and continues to be a financially strong and viable organisation. The financial results for CNV reflect strong governance from the CNV Board and CEO, and excellent financial management and oversight from Lauren Davies (Executive Manager Corporate Services) and her finance team of Abbie, Jenna and Helen.

A copy of the summary financial statements are provided on the following page. A full copy of the audited financial statements are available on request.



**Priya Chandra**  
Treasurer





# Financial statements

## Statement of Financial Position as at 30 June 2022

	2022	2021
	\$	\$
<b>Current Assets</b>		
Cash on hand	10,040,640	9,340,915
Accounts receivable and other debtors	73,496	65,214
Other current assets	2,573,361	2,561,003
<b>Total Current Assets</b>	<b>12,687,497</b>	<b>11,967,132</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	2,750,929	3,005,360
<b>Total Non-Current Assets</b>	<b>2,750,929</b>	<b>3,005,360</b>
<b>TOTAL ASSETS</b>	<b>15,438,426</b>	<b>14,972,492</b>
<b>Current Liabilities</b>		
Accounts payable and other payables	412,487	728,995
Borrowings	211,933	199,517
Provisions	1,015,451	1,152,787
Other current liabilities	325,850	1,305,214
<b>Total Current Liabilities</b>	<b>1,965,721</b>	<b>3,386,513</b>
<b>Non-Current Liabilities</b>		
Borrowings	2,042,154	2,198,385
Provisions	127,331	135,464
<b>Total Non-Current Liabilities</b>	<b>2,169,485</b>	<b>2,333,849</b>
<b>TOTAL LIABILITIES</b>	<b>4,135,206</b>	<b>5,720,362</b>
<b>NET ASSETS</b>	<b>11,303,220</b>	<b>9,252,130</b>
<b>TOTAL EQUITY</b>	<b>11,303,220</b>	<b>9,252,130</b>

## Statement of Cash Flows for the year ended 30 June 2022

	2022	2021
	\$	\$
<b>Cash flows from operating activities</b>		
Receipts from Grants and Other Funds	14,142,149	14,443,190
Donations	11,199	12,109
Interest Received	22,441	29,275
Payments to Suppliers	-3,323,213	-1,737,381
Payments to Employees	-8,794,149	-6,772,550
Net GST Paid to ATO	-980,694	-867,640
<b>Net cash provided by operating activities</b>	<b>1,077,733</b>	<b>5,107,003</b>
<b>Cash flows from investing activities</b>		
Net Payment for Property, Plant & Equipment	-109,506	-437,396
Proceeds from (Payments for) Investments	-17,196	-14,385
<b>Net cash provided by (used in) investing activities</b>	<b>-126,702</b>	<b>-451,781</b>
<b>Cash flows from financing activities</b>		
Net Repayment of Lease Liability	-251,306	-289,515
<b>Net cash provided by (used in) financing activities</b>	<b>-251,306</b>	<b>-289,515</b>
Net increase in cash held	699,725	4,365,707
Cash on hand at beginning of financial year	9,340,915	4,975,208
<b>Cash on hand at end of financial year</b>	<b>10,040,640</b>	<b>9,340,915</b>

# Thank you to our supporters

CNV wishes to thank most sincerely the following funding bodies and donors for their financial and practical support to our programs in 2021-22.

## Donations

- Share the Dignity Bendigo
- Auth0
- SalesForce
- New Relic
- Mixpanel
- N6ers (Bendigo Health)
- Victory Church
- Team Tank Logistics
- Mass Nutrition Bendigo
- Fernwood Bendigo
- Salvation Army
- Sunshine Bendigo
- Next Steps
- Castlemaine CWA
- Bendigo CWA
- Zonta Bendigo
- Individual donors via PayPal Giving Fund
- Individual donors via Give Now
- Magistrates' Court of Victoria
  - court ordered donations

Donations to CNV take many forms, including food parcels, toiletries and hygiene packs, toys, knitted goods, quilts, Christmas gifts, an individual's time or financial contribution. We are grateful for all.

We also appreciate donations from several generous individuals, who are not named but have been personally thanked.

**We would also like to thank Aunty Lyn Warren for her valued contributions to our First Nations Cultural Safety Working Group.**

## Program funders

### Department of Families, Fairness and Housing & Family Safety Victoria

- Family Violence response services including outreach, crisis case management, housing and homelessness
- Perpetrator programs
- Homelessness network
- Brokerage programs
- Children's Resource Worker
- Young Women's Housing Program
- Principal Strategic Advisor
- Family Violence Child Protection Partnership
- Personal Safety Initiative
- National Partnership Agreement Homelessness Programs
- Family Violence Therapeutic Services
- MARAM Collaborative Practice Training
- A Place to Call Home
- Enhanced Pathways Initiative
- Safe At Home
- The Loddon Orange Door
- Corrections MBC Program
- Safe, Thriving & Connected/therapeutic programs
- Adolescent Family Violence Program

### Anglicare Victoria

- Communities for Children Family Violence & Early Years Project

### Western Victoria Primary Health Network

- Family Violence Connector Program

### Haven: Home Safe

- Commonwealth Emergency Relief
- Youth Brokerage YHAP2

### ARC Justice/Loddon Campaspe

#### Community Legal Centre

- In-kind services – co-location of a community legal centre lawyer

### Agnico Eagle

- Digital Therapeutics Project

### Acknowledge Education

### Domestic Violence Victoria

- 16 Days of Activism Grant

### Lyn Walker & Associates

