




Multicultural Centre
Against Family Violence

Annual Report 2019-20





inTouch acknowledges the Aboriginal and Torres Strait Islander people as the first inhabitants of this nation and the Traditional Custodians of the land on which we work and live. We pay our respects to their Elders - past, present and emerging. We express our gratitude for the sharing of this land, our sorrow for the personal, spiritual and cultural costs of that sharing and hope that we may move forward together in harmony and in the spirit of healing.

We acknowledge the countless women who have experienced family violence, in particular women from migrant and refugee backgrounds. We recognise the courageous path they have travelled to rebuild their lives and honour their stories which continue to inspire and drive our work.

inTouch is an organisation that values and celebrates diversity, and is respectful of a person's culture, identity and beliefs.

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inTouch's Diwali celebrations



Who we are

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to migrant and refugee communities across Victoria.

We have assisted over 20,000 women and children experiencing family violence throughout our 35 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

Our purpose – a commitment to changing lives and transforming communities.

Our vision – creating a world where culturally diverse women and children live free of violence.

We provide many services including:

- > Outreach in four courts and other community settings
- > An accredited community legal centre
- > Capacity building for family violence providers to deliver appropriate services to women from refugee and migrant communities
- > Prevention work with migrant and refugee communities
- > Programs focusing on perpetrator intervention.

inTouch is a critical piece in Victoria's family violence response system and an organisation that is growing in size, scope and capacity. We are a unique and vital service, with specialist expertise working throughout migrant and refugee communities.

We are guided by our **Inspire for Change** victim-survivor advisory group who help to inform our programs and services

We offer services and programs offered across the family violence continuum, from **prevention and early intervention**, to supporting women in crisis, post-crisis and recovery

We use a culturally responsive **inLanguage, inCulture** service delivery model, where our case managers have specialised understanding of the issues related to the intersection of family violence, culture, temporary migration, family law and the legal system

We provide leadership nationally through our **research** and **evidence-based** advocacy work

We have an accredited community legal centre, the only one of its kind in a specialist family violence service, providing **legal advice, court advocacy** and **immigration support**

We build the capacity of specialist and mainstream family violence services to deliver appropriate support to refugee and migrant victim-survivors through **resource development, training** and **community-based projects**

What makes us different?

Our inSpire initiative helps refugee and migrant women to move beyond family violence, **guiding** them in establishing their economic independence, **connecting** with family and **supporting** emotional wellbeing

We specialise in **culturally tailored** support for men who use violence through our **early intervention** program, Motivation for Change

Our case managers speak more than **20 languages and most are migrants or refugees themselves**. They have a firsthand understanding of the potential impacts of the migration journey and unique cultural barriers women may experience when trying to access assistance

Our case managers provide our clients with a **bridge between countries and cultures**, building their understanding of Australian laws and systems by using familiar comparisons and language



Message from the Chair, Miriam Silva

My first year as Chair has been an amazing journey.

When I became Chair of the Board of Directors in September 2019, I was excited to be joining such a valuable organisation that does great work in providing assistance to the community. I looked forward to working with the team to further strengthen inTouch's role as a leading support service and voice for migrant and refugee communities who are experiencing family violence. And as you can see in this annual report, we have done just that.

I am so proud of our organisation, our work and our vision. In our 35-year history we have supported over 20,000 women experiencing family violence. At the core of our success has been our collective purpose and passion to change lives and communities. Each and every member of the inTouch team plays an important role in helping to prevent and eradicate one of our biggest social problems.

Our four pillars - Leadership, Influence, Impact and Innovation - have continued to inform our strategic business operations, and will guide us to a future where inTouch's support for clients and the community will grow. Our role in the family violence and multicultural sectors, and in government reform has also been cemented. Our advocacy work in raising awareness of the specific challenges our clients face, in particular women on temporary visas, has gained traction and raised awareness of the issues.

2020 has been a challenging year for all of us, dealing with a global pandemic and adapting our lives to the new "COVID Normal." But through all of this, our team has shown such strength and resilience adapting to change and working remotely, all whilst ensuring we continued to stay true to our purpose

- a commitment to changing lives and transforming communities, and providing much needed critical support to our clients. I am proud of all of you.

There are too many highlights to recount from the last year, but one that stands out was our 35th anniversary, and seeing the many proud faces in the room as we celebrated this incredible milestone and our achievements. It was a delight to have our former Chair, Faye Spiteri, join us and to thank her for entrusting me with an organisation that has been truly transformed over the years during her tenure. Faye built a firm foundation for inTouch during her 14 years on the Board, 10 of which she was the Chair. For that, I would like to thank Faye. Her commitment and passion for championing our work, and the women and children we support, is admirable.

A big thank you also goes to my Board colleagues for their dedication and hard work, particularly during our transition in our governance team, with a new Chair, farewelling and welcoming members. I'd like to thank Deputy Chair Azmeena Hussain, board members Nevein Versace and Elizabeth Nunez who finished their terms with us. I'd also like to welcome new Board members Tassia Michaleas (Deputy Chair), Anna Hart and Maria Hagias, who join our existing members Karina Posanzini, Alecia Rathbone and Professor Prasuna Reddy.

I would also like to thank our committee members from this year, Alyssa Rusciano and Belinda Fong-Gardner. I was also delighted that during the year we were able to establish a men's advisory committee and I would like to thank the Chair Mark Pierce, and members Dr Bulent Hass Dellal AO, Professor Abdulla Saeed AM, and Andrew Do.

I would like to express my gratitude to all of our partners and funding bodies, without whose support we would not be able to do our work and make such a big impact in supporting migrant and refugee communities across Victoria.

Finally, I'm especially grateful for the contribution of each and every inTouch team member, and Michal for her leadership. It's an incredible privilege to be part of such an important organisation and one which I am confident will continue to grow and make an even greater impact in the community for many years to come.



Message from the CEO, Michal Morris

It is my pleasure to present the annual report for 2019-20.

The year was filled with so many achievements, growth, new projects and ideas across our entire team. It was also a year that presented us with many challenges as we all learned to navigate our way through the COVID-19 pandemic.

We have shown leadership in our timely response and critical support to our clients throughout this difficult and unusual time- transforming our service provision to safely meet their needs.

Our inSpire initiative quickly pivoted to providing culturally appropriate emergency relief for our clients, while our Direct Client Services team found new and flexible ways to guarantee continuous assistance for some of the most at-risk populations in the country. Our team worked quickly and efficiently to develop a COVID-19 hub on our website as well a range of translated and plain English resources, helping the sector to deliver clear and comprehensive support to migrant and refugee women experiencing family violence during COVID.

I am enormously proud of our organisation and our response as highlighted in this report.

We adjusted our organisational structure to prepare us for future growth and to allow us to prioritise our work with clients, as well as our partnerships within the community and the specialist family violence sector.

We combined our client-facing teams, reflecting a stronger focus on clinical risk, partner contact, and the use of our unique *inLanguage*, *inCulture* service delivery model. Our Direct Client Services Team delivered case management, migration and

legal support for victim-survivors as well as case management and group support for men who use violence. And after an eight-year journey, our community legal centre received ongoing core funding, formally becoming a part of Victoria's community legal centre network.

This year we have worked hard to raise awareness of our organisation, our work and our key advocacy areas. We continue to articulate and share the experiences of our clients and their needs, and have contributed to policy locally and nationally, with the release of a number of position papers and submissions. We have focused on building mutually beneficial relationships in the family violence and multicultural sectors, participated in consultations and round-tables, and contributed to many committees and advisory groups. Our project work within the Sector and Community team, such as Safe and Stronger Communities, Enhanced Pathways and the Empowering Communities Initiative, have provided additional opportunities to strengthen our critical relationships with community organisations.

Our Inspire for Change victim-survivor advisory group has continued to play a vital role in our organisation – informing our work and shaping policy and system reform across government and NGOs all over Australia. I thank all of our advisory group members for dedicating their time, energies and insights- we are so privileged to have them as advocates for change.

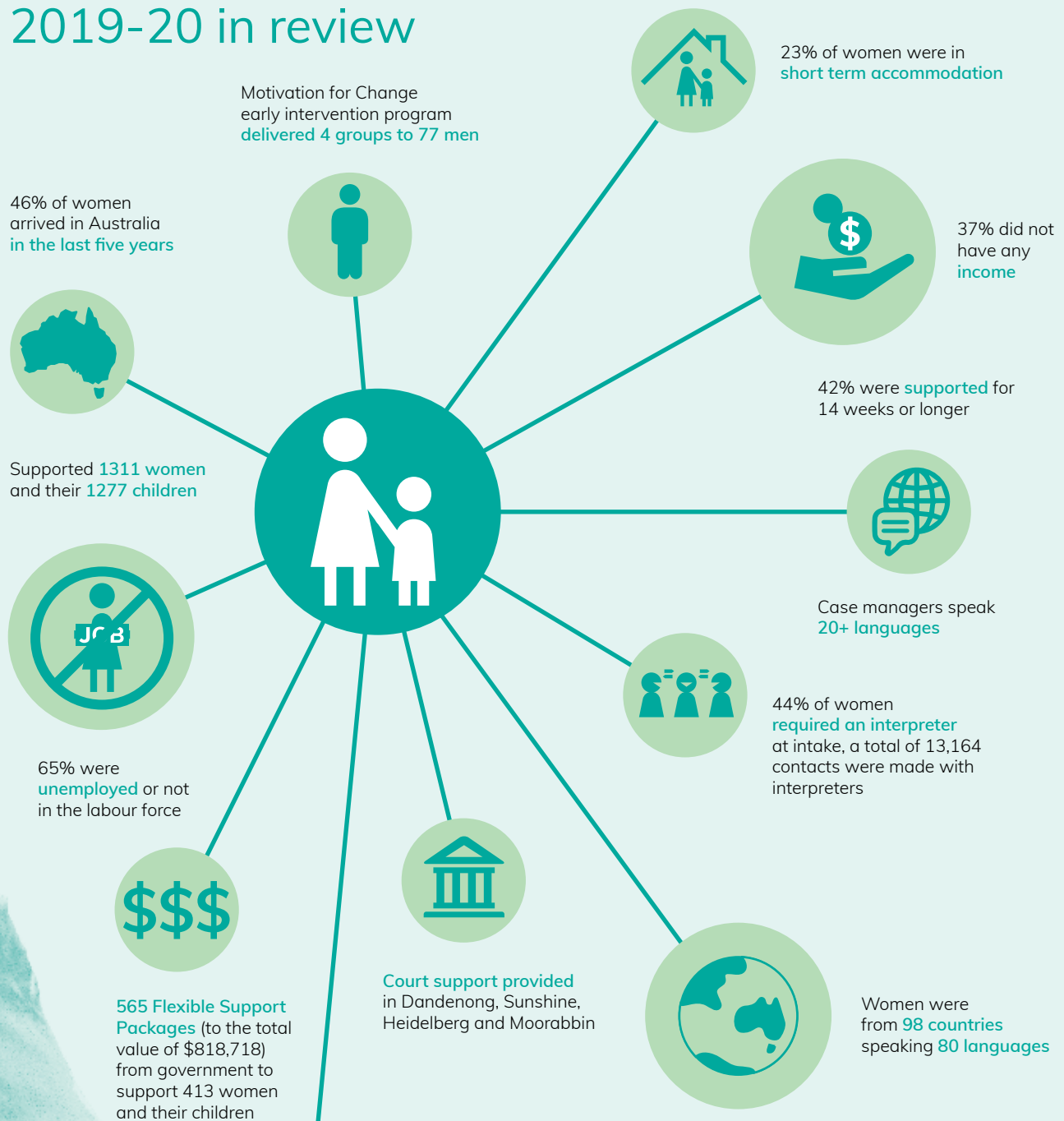
I would like to acknowledge the efforts and contributions of our funders and partners, and our Board of Directors, particularly our new Chair, Miriam Silva, who has quickly taken on her new role with dedication and enthusiasm.

A big thank you also goes to our former Chair of ten years, Faye Spiteri, for her inspirational and transformative leadership- our success owes a great debt to her passion and perseverance.

Thank you, as always, to my Executive Team for their support, drive and expert guidance.

Finally, I would like to acknowledge the tireless efforts of my inTouch colleagues. This year has not been easy. I have always admired our ability to respond and adapt to rapidly changing environments, and COVID has challenged our flexibility and resilience in ways we never thought possible. I'm delighted to say that the inTouch team has met these challenges head-on, with steadfast commitment to our work and the communities and people that depend on us. Thank you.

2019-20 in review



Direct client services



57% of women were aged 15-34 years, 29% aged 35-44

Top three sources of referrals (after self-referrals):

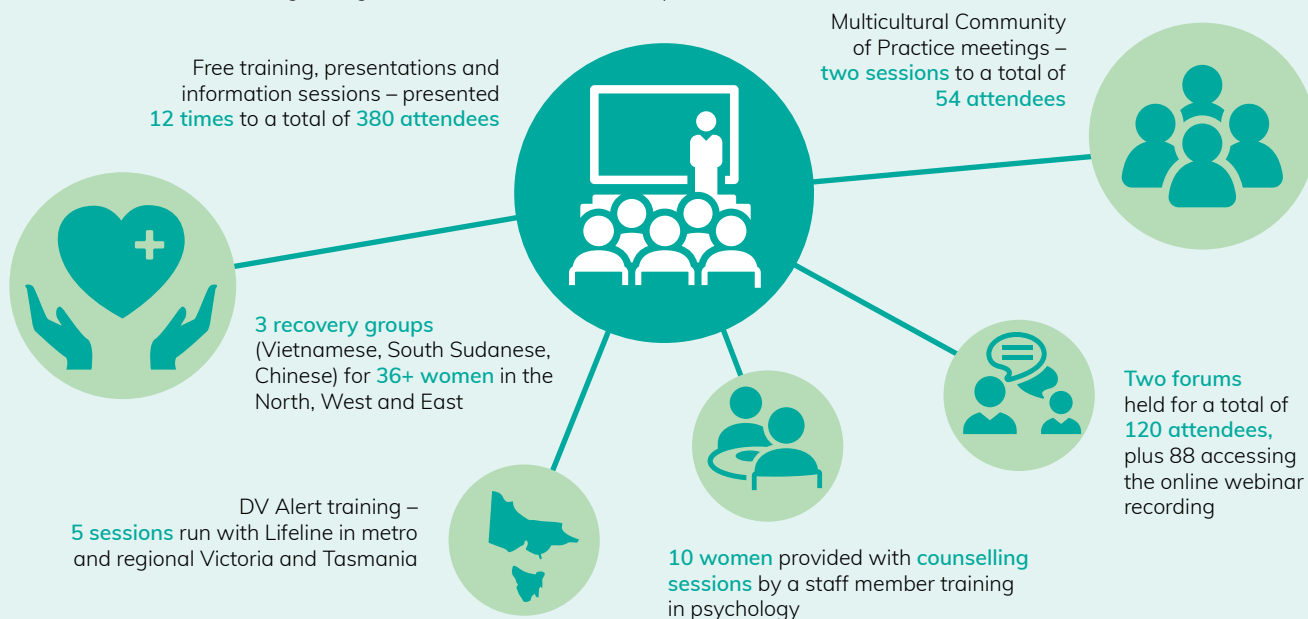
- > 18.80% from specialist homelessness agency/ outreach workers
- > 13.90% from other agency
- > 10.80% from courts

Top three secondary reasons clients seek support (following family violence):

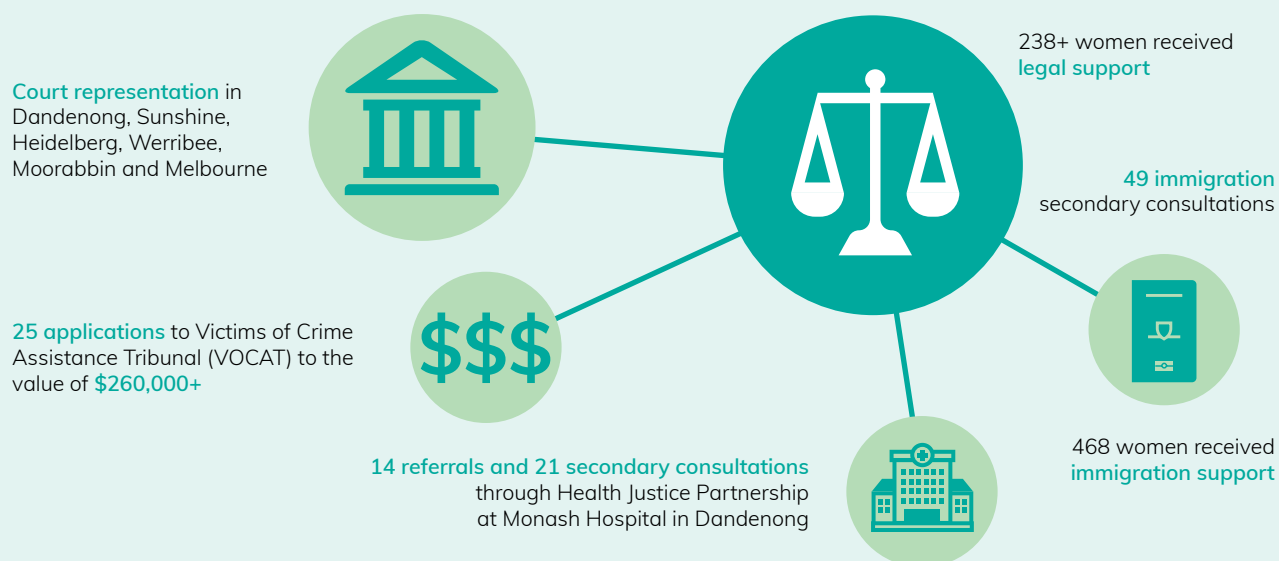
- > 14.60% lack of family/community support
- > 13.80% financial difficulties
- > 3.9% unemployment

Specific training in identifying and responding to family violence in migrant and refugee communities presented to **57 social workers** across Monash Health Dandenong through the Health Justice Partnership

Training



Legal centre services



Policy and advocacy



Board of Directors

inTouch is a company limited by guarantee, governed by a constitution and Board of Directors. Our Board meets every six weeks and is comprised of a diverse array of individuals with backgrounds in community health, accounting, research and community services.

We have five committees of the Board – Finance Committee, Risk and Audit Committee, Governance and Nominations Committee, Men's Advisory Committee and Family Violence Committee.

Chair

Faye Spiteri – joined Board in 2005, Chair from 2009 until August 2019.

Miriam Silva – joined Board in 2019, Chair since September 2019.

Deputy Chair

Azmeena Hussain – joined Board in 2012, Deputy Chair from 2017 until March 2020.

Tassia Michaleas – joined Board in 2019, Deputy Chair since March 2020.

Board members

Alecia Rathbone – joined Board in 2018, Chair Finance Committee.

Karina Posanzini – joined Board in 2018, Chair Audit and Risk Committee.

Professor Prasuna Reddy – joined Board in 2018.

Anna Hart – joined Board in 2019.

Maria Hagias – joined Board in 2019, Chair Family Violence Committee.

Elizabeth Nunez – joined Board in 2008, Board member until August 2019.

Nevein Versace – joined Board in 2014, Board member until March 2020.

Further information and biographies on each of our Board members can be found on our website intouch.org.au.

Some of our Board members at our 35th anniversary celebration. From left to right: Azmeena Hussain, Faye Spiteri, CEO Michal Morris, Miriam Silva, Nevein Versace, Professor Prasuna Reddy and Anna Hart.



Release of Direct Client Services Delivery Model

For over 35 years, inTouch has been delivering a unique and culturally responsive service, with our *inLanguage*, *inCulture* model at the core of our case management support. Despite this, we had never formally documented the model. Subsequently, in 2018 we commissioned Yvonne Lay and Nicole Bluett Boyd to deliver a report mapping our model against known best practice in the sector, and highlighting practice considerations into the future.

The report details key aspects of inTouch's unique service and expertise, and how our case managers are uniquely positioned to understand the cultural barriers women can face when seeking help, as many are migrants or refugees themselves. It includes best practice principles that guide and inform our work, and outlines our case managers' specialised understanding of issues relating to the intersection of family violence, culture, temporary migration, family law and the legal system. Our commitment to our clients is also documented, as we place the client's experience at the centre of all considerations and recommendations, providing a service response tailored to their specific goals.

To compliment the report, we documented information for the sector referral pathways to inTouch for co-case management and secondary consultations. Additionally, we detailed criteria for providing support and information on the client's journey – from initial contact, into case management and through to case closure.

Our model creates a culture that actively values and respects the diversity of women who are survivors of family violence by ensuring that it delivers culturally sensitive, safe and specific services. It is a valuable resource that will aid our own practice and inform and assist the development and expansion of family violence services into the future.



Celebrating 35 years

inTouch celebrated an incredible milestone in the last year – our 35th anniversary.

We were pleased and excited to see so many of our supporters, partners and members of the family violence and multicultural sector in one room. And of course, the inTouch team, both past and present – a uniquely talented and dedicated group of people.

It was a fantastic opportunity to reflect on our achievements, impact and growth, as well as a chance to highlight inTouch's ongoing transformation- from a small, grassroots organisation with a handful of staff, to the unique, sector leading service we are today.

Minister for Women, Gabrielle Williams, honoured our growth and many successes with a powerful speech, demonstrating her generous and ongoing commitment to inTouch and our work.

It was also an opportunity for our newly appointed Chair of the Board of Directors, Miriam Silva, to present a plaque of thanks to our outgoing Chair of ten years, Faye Spiteri. As well as celebrating her myriad contributions to inTouch, Miriam was proud to announce Faye as an Ambassador of our inSpire program, which works to support victim-survivors post family violence by fostering economic independence and strengthening their ties to family and community.

It was also a privilege to welcome members of our Inspire for Change victim-survivor advisory group to the celebrations, as well as their kind video messages to the team. This group, and women like them, are at the heart and centre of everything we do.

Here's to another 35 years!





inSpire

inSpire continued to grow this year, as we focused on expanding support and providing meaningful assistance to women in post-crisis recovery.

This year we have solidified our three streams of support, and successfully engaged with the community and funders in piloting a range of projects. While COVID-19 significantly disrupted plans in the second half of the year, the initiative continued to grow and develop to meet the needs of women and their children.

Economic empowerment

The Wattle Project was piloted this year, providing an opportunity for five women to gain real-world work experience in areas such as accounting, community work and project support. Alongside our partners, Fitted for Work, women were supported from interviews through to post-placement. All the women who participated noted that it had increased their understanding and knowledge of the Australian workplace. They also felt that it had improved their confidence and self-esteem, knowing that they had the skills to excel, combined with Australian work experience and positive local references to support their future search for employment.



"I felt so much support from you as you were always there with your positive way to make me feel sure that we can make it. And I did make it! I had this incredible work experience and learnt a lot, but you helped me a lot to find that confidence to do it."
– Wattle Project participant.

Social connection

We held two wonderful community celebrations throughout the year, providing a much-needed opportunity for women and their children to come together and share important cultural days. We worked with victim-survivors to plan and host the events, ensuring that community voices remained at the centre of all of inSpire's activities.

A Diwali event provided an opportunity for women and their children to celebrate and enjoy one of the most joyous events on the South Asian calendar in a safe, judgement-free space. Participants were invited to enjoy face painting, henna, candle decorations, Rangoli, a photo booth, music, dance and an Indian feast.



"It brought people together, and when you're in a room of people with similar backgrounds and journeys, it's this whole foundation of strength."
– Aish, Inspire for Change victim-survivor advisory group member and Diwali project worker.



“Living in an unknown country, an event like this makes me feel I am part of the family. I feel accepted.” – Diwali attendee

On Christmas Eve, 40 clients and their children gathered to celebrate the season together. The day included a trip to Luna Park, some time on the beach, carol-singing alongside a roast lunch, and an appearance from Santa with his sack of presents. Women had the opportunity to meet new people and make new connections, which is vital around major festivals when they feel most isolated.



While preparations were made to also celebrate Eid al-Fitr, COVID-19 restrictions meant that it was unable to proceed.

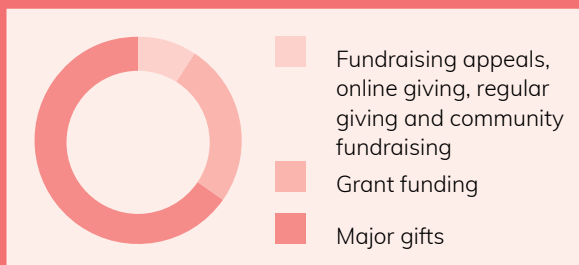
“Normally we are lonely here [in Australia] in festival times. But now we feel warm because you are thinking of us, we are not the ones forgotten in the world.” – Christmas event attendee

Family connection

This year saw the start of our scholarship project, aimed at supporting women to encourage their children to engage in community activities. We know that many women we work with often can't afford the fees for extra-curricular activities for their children, creating a gap in their ability to engage with their peers. This project provides financial support towards activities such as dance classes, joining sports teams or purchasing sports equipment.

Fundraising outcomes

With our Fundraising Coordinator joining the team in November 2019, this year saw major gains in our fundraising capacity. Over \$150,000 was raised across all fundraising streams over the course of the 2019-20 financial year.



Fundraising appeals during the holiday season and end of financial year provided an opportunity to shine a spotlight on inSpire programs. We were privileged to support Aish (pictured), a member of the Inspire for Change victim-survivor advisory group to share her lived experience and insights into the real and lasting difference inSpire programs can have on our clients.



On behalf of the women and children inSpire work with, we'd like to extend our heartfelt thanks to all of our donors and partners, specifically the following:

Helen McPherson Smith Trust, Victoria Women's Benevolent Fund, StreetSmart and the Barlow Foundation.

Partners

Brotherhood of St. Laurence/Given the Chance, Fitted for Work, Good Samaritan Inn Enterprises, Sibling by Kinfolk, Shinewing, The Summer Foundation and Wellsprings for Women.

Our response to COVID-19

The COVID-19 pandemic has dramatically changed the ways in which we live and work.

Despite being presented with many unexpected challenges, inTouch has remained committed to providing a continuous and safe service to the people and communities that rely on us.

This was particularly important as many of our clients faced a higher risk of harm, with a majority of providers reducing or changing the availability of services and women being forced to spend more time with perpetrators of violence due to Victoria's lockdown measures.

Direct Client Services

inTouch quickly transitioned to a virtual workplace with our team working remotely from home. We continued to provide critical case management, legal and migration support to our clients remotely. inTouch also worked in tandem with safe steps to support women and children impacted by the public housing towers lockdown in Melbourne, putting processes in place to ensure fast-tracking of risk assessment and allocation of referrals from the towers.

Our Motivation for Change (MFC) program for men who use violence had commenced sessions with participants from Afghanistan and South Asia communities and had to suspend in-person meetings and group work in March. However, inTouch continued to engage with participants with intensive case management support in order to sustain a safe environment for their partners and children.

Not long after COVID-19 emerged, a number of trends and concerns became apparent to our direct client services team.

We began to receive a higher volume of calls and referrals from both new and former clients- unfortunately, the pandemic highlighted the vulnerability of many women who have required our services in the past. Our team found that violence had again become a problem for many clients, as had severe financial hardship due to the collapse of workforces with high migrant populations, such as the hospitality and beauty industries. In addition, as the majority of inTouch's clients have temporary visas, most are ineligible to access government support, including Centrelink and stimulus initiatives implemented in response to COVID-19. This, in turn, increased demand for financial assistance through our Flexible Support Packages.

Unfortunately, public health initiatives like social distancing and self-isolation intended to inhibit the spread of COVID-19 were weaponised by men who use violence in order to exert control and instil fear in their partners and children.

Advocacy and increased funding

A key focus and priority during COVID-19 was to advocate for our clients' needs and highlight their challenges. On a government level, we participated in briefings with various department offices.

In order to help family violence practitioners and members of the public understand the impact of COVID-19 on our clients, we developed an issues paper and a series of videos (inTouch Insights) featuring members of our team discussing issues emerging during the pandemic.

We were overwhelmed with positive feedback including an interest in sharing these resources as part of webinars and training information to inform sector workers of the unique challenges facing our clients.

Our COVID related advocacy work, which informed both sector and funding bodies, resulted in a number of positive outcomes. We fielded a large amount of successful media requests in which we were able to highlight issues and barriers for our clients and other migrant and refugee women.

We also received additional funding from the Victorian State Government to increase the capacity to respond to this crisis including financial aid for our Flexible Support Packages, which assist our clients (particularly those on temporary visas) by providing rent relief, vouchers for groceries, whitegoods and much more.

In addition, we secured ongoing support for our community legal centre.



Sector and Community Team

COVID-19 public health directives hugely impacted the way our Sector and Community team worked this year.

The team pivoted to online opportunities in order to continue project work, whilst simultaneously guiding specialist family violence services and mainstream providers to deliver appropriate support to refugee and migrant women.

inTouch's *inLanguage*, *inCulture* recovery groups were put on hold due to the restrictions, however our Inspire for Change victim-survivor advisory group continued to be supported and consulted remotely.

The team also engaged with our multicultural agency partners to understand the impact of the pandemic on the ground. Of particular note was increasing racial vilification, the need for support in navigating assistance and locating comprehensive COVID-19 information in-language. These discussions informed our work across the organisation and were provided to Government for reference.

A number of resources were developed for practitioners and women experiencing violence including tip sheets on working with interpreters over the phone. These were translated into 11 different languages and paired with corresponding audio files where possible.

The Sector and Community team held their first online community of practice meetings in May to share insights gained from our work with clients during COVID and the adaptations other service providers had employed to ensure women's safety during lockdown.

inTouch also held its first webinar on culturally responsive practice with men who use violence where we presented Motivation for Change and demonstrated how the program's principles could be incorporated into mainstream practice when working with men.

The forum was received with great enthusiasm from sector participants and created demand for more information sessions and training.



inSpire delivers emergency relief to clients during COVID-19

Our inSpire programs and community events were suspended due to COVID-19. With many inTouch clients reporting experiences of tremendous financial hardship during COVID-19, it brought with it an urgent need to find new ways to support women in our community. Our inSpire initiative moved quickly, launching an emergency response project connecting clients facing food insecurity during the pandemic with culturally appropriate food aid.

In the last nine weeks of the financial year, inTouch team members volunteered more than 300 hours of their time, driving in excess of 3,600 km across Melbourne to deliver 165 relief packs supporting 143 women and children. Each delivery provided an opportunity for team members to check in with high-risk clients, confirm their welfare and wellbeing, and identify additional support needs, while also providing much needed social contact.

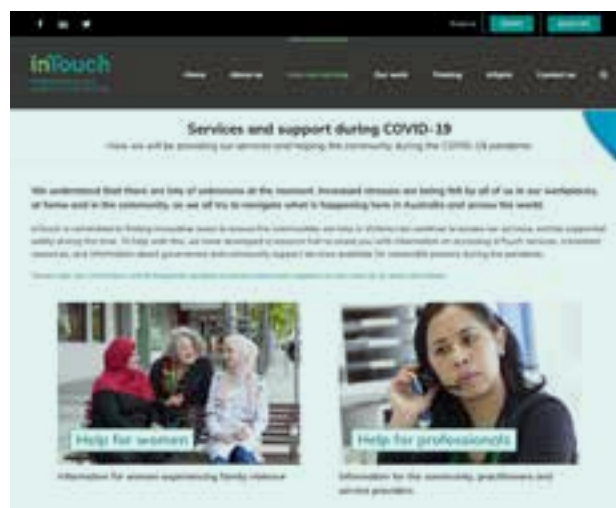
This work would not have been possible without the support of project partner Sibling by Kinfolk, a local social enterprise committed to building inclusive communities. Their team worked tirelessly to raise funds, source fresh and local produce, and tailor every pack to the needs of the client.


Thanks to philanthropic support from the Collier Charitable Foundation and the Barlow Foundation, inSpire will continue to provide this service until the end of 2020.

COVID-19 information hub on the website

Within weeks of the pandemic hitting we created a specific COVID-19 hub on our website, which has been well received by the sector. The hub (pictured below) has information for women experiencing family violence as well as for practitioners, service providers and community organisations, including:

- > An overview of how inTouch is providing its services during COVID-19
- > inTouch resources such as our issues papers and corresponding videos
- > Online client referral and secondary consultation request forms
- > A collection of translated COVID-19 resources in over 60 languages
- > Information on government and community services and support for at-risk communities.





"The support we receive from inSpire is a lifeline. When we opened our first food pack I was so overwhelmed I couldn't help but cry! It's so much more than just food, it gives me strength in my body and hope in my heart" – inTouch Client

inTouch staff member delivers
emergency food relief to clients

Advocacy, policy and research

inTouch participates in a number of national and state based advisory groups that focus on advocacy, core business, supporting state reforms and strengthening our work. Some of these are highlighted below.

inTouch also participated in a number of roundtables throughout the year including:

- > Roundtable meeting on Women's Safety with Minister for Women, the Hon. Marise Payne
- > Monash University Roundtable on Image Based Sex Abuse

- > Respect Victoria's Intersectionality Roundtable with sector CEOs
- > Eastern Suburbs Family Violence Roundtable with Paul Hamer MP, State Member for Box Hill, and the Hon. Gabrielle Williams MP, Minister for the Prevention of Family Violence
- > Roundtable with Shadow Minister for Preventing Family Violence, Families, Social Services and Indigenous Australians the Hon. Linda Burney MP, with family violence and community legal centre peak bodies.

We also contribute to research and issues important to women from migrant and refugee communities and over the past 12 months, inTouch has presented 15 statements or responses to changing laws, programs, policies and the circumstances of the clients we see.

Submission: inTouch submission to the Royal Commission into Victoria's Mental Health System – July 2019

Submission: inTouch's response to Family Safety Victoria's operational guidance document on the interface between The Orange Door and Legal Services – July 2019

Joint letter: inTouch and Domestic Violence Victoria joint letter to Hon Marise Payne MP calling for the reintroduction of the Status Resolution Support Services – July 2019

Submission: inTouch submission to Family Safety Victoria on their Inclusion Action Plan for the Orange Door – August 2019

Position paper: inTouch's position on the Migration Amendment (Family Violence and Other Measures) Act 2018 – August 2019

Submission/feedback: to Family Safety Victoria on the Intersectionality Capacity Building Draft Handbook – August/September 2019

Position paper: inTouch's response to the Fourth National Action Plan – September 2019

Blueprint for Reform: inTouch co-wrote the Blueprint for Reform: Removing Barriers to Safety for Victim-Survivors of Domestic and Family Violence who are on Temporary Visas. Written by a sub-group in the National Advocacy Group on Women on Temporary Visas Experiencing Family Violence, which includes inTouch – October 2019

Joint letter/statement: inTouch was co-signatory to a letter written by Democracy in Colour about Migration Amendment (Strengthening the Character Test) Bill 2019 – October 2019

Submission: inTouch submission to Australian Family Law System 2020 – January 2020

Submission: inTouch Submission to the Temporary Migration Inquiry – March 2020

Position paper: inTouch Position Paper on Women on Temporary Visas Experiencing Family Violence – March 2020

Submission: inTouch Submission to the Homelessness Inquiry Victoria – March 2020

Issues paper: inTouch Issues Paper on the impact of the COVID-19 pandemic on inTouch clients – April 2020

Submission: inTouch Submission to the Select Committee on COVID-19 – June 2020

Advocacy

- > The Australian Women Against Violence Alliance Advisory Group (AWAVA) - representing the Harmony Alliance
- > National Advocacy Group for Women on Temporary Visas Experiencing Family Violence
- > Family Violence Justice Advocacy Network
- > National Dowry Abuse Working Group
- > Victoria Family Law and Migration Network
- > Working Group on Modern Slavery
- > Victorian Forced Marriage Network
- > National Multicultural Mental Health.

Supporting the Victorian reforms

- > Multifaith Advisory Group Family Violence Working Group – Multicultural Affairs and Social Cohesion Division, Department of Premier and Cabinet
- > Safer and Stronger Communities Steering Group – Multicultural Affairs and Social Cohesion Division, Department of Premier and Cabinet
- > Ethical Framework Guidance Project Group, Victorian government engagement with communities with lived experience – Department of Premier and Cabinet and Family Safety Victoria
- > Statewide Family Violence Steering Committee
- > Domestic Violence Victoria Orange Door Working Group
- > Diverse Communities and Intersectionality Working Group
- > Industry Taskforce and Subcommittee
- > Family Violence Funding Reform Reference Group.

Core business – working with specialist family violence services

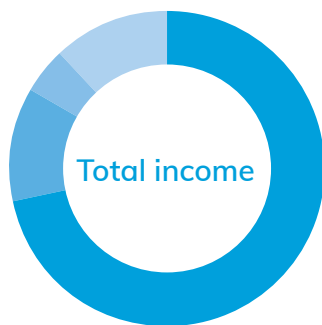
- > Domestic Violence Victoria
- > No to Violence Workforce Development Project Advisory Group
- > Northern Integrated Family Violence Services
- > Southern Melbourne Integrated Family Violence Network
- > Western Integrated Family Violence Network
- > Northern Community Legal Centre Indian Family Violence Steering Committee
- > Federation of Community Legal Centres
- > Respect Victoria Prevention Forum COVID-19 working group
- > Respectful Relationships Advisory Group.

Strengthening our work

- > Health Justice Partnership Advisory Group, Pipeline, Operational Group, Learning Network
- > Harmony Project Steering and Advisory Committees
- > Inspire for Change
- > Motivation for Change Advisory Group
- > Men's Behaviour Change Culturally and Linguistically Diverse Group
- > Social Ventures Australia Advisory Group
- > Northern Counselling and Support Alliance
- > Specialist Family Violence Crisis Response Advisory Panel
- > Family Violence Court Users Network Dandenong
- > Northern Community Legal Centre - 'Abused and Abandoned Family Violence in the Australian Indian Community' Project Advisory Committee
- > Specialist Family Violence Courts Legal Practice Model Service Design Working Group.

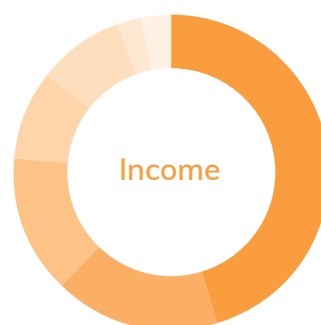
Financials

inTouch income



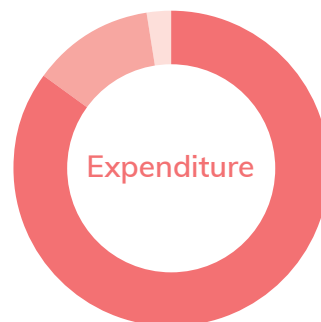
Family Safety Victoria	71.83%
Department of Premier and Cabinet	11.78%
Department of Justice and Regulation/VLA	4.49%
Other	11.90%

Income by program



Client services	45.36%
Sector and community	17.02%
Flexible support package	14.24%
Motivation for change	9.20%
Legal services	8.75%
inSpire	2.55%
Other	2.87%

Expenditure – programs and admin



Programs and services	85.08%
Operations and administration	12.43%
Surplus	2.49%

Acknowledgements

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- > Family Safety Victoria
- > Department of Health and Human Services
- > Department of Premier and Cabinet – Multicultural Affairs
- > Department of Premier and Cabinet – Office for Women
- > Department of Justice and Regulation.

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- > Safer and Stronger Communities Project:
 - Multicultural Centre for Women's Health
 - Our Watch
 - South East Community Links
 - Diversitat
 - Micare
 - Ethnic Community Council Shepparton district
 - Brotherhood of St. Laurence
- > **Members of the Empowering Community Network:**
 - Advocacy for Oromia
 - African Family Services
 - Australian Filipino Community Services
 - Cambodian Association of Victoria
 - Community in Abundance
 - ETRAT Institute of Australia
 - inConcert Music
 - Indonesian Diaspora Network in Victoria
 - PRONIA
 - Springvale Indo-Chinese Mutual Assistance Association Inc.

- > Refugee Legal
- > Northern Community Legal Centre
- > Victorian Legal Aid
- > Health Justice Australia
- > Federation of Community Legal Centres
- > Women's Legal
- > Lifeline
- > Asylum Seekers Resource Centre
- > WISHIN
- > WIRE
- > Women's Health North
- > Women's Health West
- > Ethnic Communities' Council of Victoria
- > Harmony Alliance
- > AWAVA
- > Monash Gender and Family Violence Prevention Centre, in particular Associate Professor Marie Segrave
- > La Trobe University
- > **Enhanced Pathways to Family Violence Project:**
 - African Family Services
 - Australian Vietnamese Women Association
 - Board Of Imams Of Victoria
 - Carers of Africa
 - Chinese Community Social Services Centre Inc.
 - IndianCare Inc.
 - PRONIA
 - Southern Migrant and Refugees Centre
 - Springvale Indo-Chinese Mutual Assistance Association Inc.
 - Victorian Arabic Social Services
- > Domestic Violence Victoria
- > No to Violence
- > Domestic Violence Resource Centre Victoria
- > Respect Victoria
- > Monash Health – Dandenong
- > SBS
- > Richmond Football Club
- > The Big Issue magazine.



inTouch

Multicultural Centre
Against Family Violence

Connect with us

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Toll free call to **1800 755 988** if you
are experiencing family violence

Find out more at intouch.org.au



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the support of the
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