



QIFVLS

Queensland Indigenous Family Violence Legal Service



Annual Report 2020-21

1800 887 700

help@qifvls.com.au

www.qifvls.com.au

@qifvls



About QIFVLS

Queensland Indigenous Family Violence Legal Service

QIFVLS endeavours to be a leading organisation in the Aboriginal and Torres Strait Islander well-being sector. By supporting the national vision in Australia and working openly, constructively and collaboratively with service providers, funders, policymakers, and the broader environment. To enable a safer, more respectful and sustainable community way of life to thrive.

Primarily aligned with the Safety and Well Being Program. We provide culturally appropriate support services and assistance to Aboriginal and Torres Strait Islander persons that are sufferers of family and domestic violence and/or sexual assault. Including full legal casework in the areas of Family Law, Domestic Violence, Child Protection, Victims Assistance and minor Civil matters to Aboriginal and Torres Strait Islander women, men and children throughout Queensland.

QIFVLS addresses domestic and family violence and sexual assault through our client-centred model by providing well-being support services to Aboriginal and Torres Strait Islander communities, and more broadly through community education, reform, and advocacy. QIFVLS will ensure that our services are reflective of the cultural values of each community that we service.

We acknowledge the funding provided to us from the National Indigenous Australians Agency (NIAA) and the Commonwealth through the Department of Justice and Attorney-General (DJAG). We are accredited under the National Association of Community Legal Centres.



Australian Government
National Indigenous
Australians Agency



NIAA



Australian Government

Acknowledgement

We acknowledge the Traditional Custodians, whose lands we are fortunate to live and work on, we pay respects to Elders past, present and emerging.

Our Memorandum's of Understanding (MOU)

[Aboriginal and Torres Strait Islander Legal Service \(ATSILS\)](#)

[Bidjerdii Community Health Service](#)

[Gidgee Healing](#)

[Gurriny Yealamucka Health Services](#)

[Mamu Health Service Limited](#)

[Mulungu Aboriginal Corporation Primary Health Care Service](#)

[Queensland Aboriginal and Torres Strait Islander Child Protection Peak \(QATSICPP\)](#)

[Townsville Aboriginal & Islander Health Service \(TAIHS\)](#)

Our Partners

Proudly supported by the [National Indigenous Australians Agency \(NIAA\)](#)

Proudly supported by [Department of Justice and Attorney-General \(DJAG\)](#)

We are proud members of the [Coalition of Peaks \(CoP\)](#)

Highlight

Client Story

Jane, the maternal aunt of a child, was referred to us for legal advice/representation. She wanted to apply for Long Term Guardianship (LTG) to the Chief Executive order for her nephew. Jane once raised the nephew as her own until the Mother removed the child from her care, precipitating intervention by Child Safety (DOCS). DOCS previously assessed Jane as a carer. However, her partner's historical criminal charges prohibited him from obtaining a Blue card. Which meant DOCS would not facilitate overnight contact or consider Jane a long-term guardian in return.

In November 2019, the six-year-old child was placed in a residential care home after his last two unsuccessful placements. Residential care homes are intended for short term placements or respite. Jane was referred to several legal service providers but did not receive needed support. She felt helpless and without hope until she engaged with QIFVLS. Once Jane engaged with us, we moved swiftly, taking her instructions and then submitting an S113 application for Jane to be joined as a party to the application. The parties consented to Jane joining the proceedings.

We assisted Jane in attending the Family Group Meeting for the child, where DOCS finally acknowledged the true extent and importance of Jane's role as the cultural Mother to the child. DOCS further realised that Jane's partner was the cultural Father.

At the court-ordered conference, DCPL noted that DOCS had proposed to amend the application from an LTG order to a Permanent Care Order (PCO). We assisted her in the safety plan to address DOCS risk concerns regarding her partner. A PCO is an order that grants permanent guardianship where the parents are not deemed to be able to reunify with the child. The permanent guardian will have custody of the child until they turn 18. At last, Jane was recognised as the child's parent.

At the end of March 2021, DOCS completed a safety plan which we advised and made revisions to with Jane. On the basis that she agreed to the safety plan, the child was moved immediately into the care of Jane. At the next mention of the matter, the parties will agree for interim custody to be granted to Jane while DOCS complete the PCO assessment.

**QIFVLS does not supply real names in case studies to maintain client safety and confidentiality*



Our Chief Executive Officers Report



Wynetta Dewis
Chief Executive Officer

The 2020/2021 period has been a year of positive change for our organisation.

The transition of the organisation's finances in-house was completed in 2020. I wish to thank Murray Walton, who was instrumental in kick-starting this project before his departure and Ian McCarthy, who finished the work in the role of Corporate Services Manager.

March 2021 saw our annual 'All Staff Meeting' in Port Douglas. Our employees flew in from across the state for a two-day workshop. The workshop culminated in team members participating in a cultural experience with the Kuku Yalanji people at Cooya Beach. Staff enjoyed walking along the beach and the mangroves at low tide and catching mud crabs.

Like many organisations, COVID-19 has been an ongoing challenge for our organisation. We have had to stop face-to-face services and outreach to the community at times with the various cluster outbreaks. Although affecting our service delivery, these closures provided minimum impact to our overall operations.

In July, the organisation received the sad news of our Chair Mr Barry Doyle's passing. A founding Board Member, Barry commenced on the Board of QIFVLS in 2009 and then stepped into the role of Chair in 2010.

During his time with QIFVLS, Barry played an integral role in the growth and success of the organisation and, through the highs and lows, was a constant support to the Management team of QIFVLS and I. The organisation will deeply miss Barry. The 'Barry Doyle School Scholarships' has been established to honour his memory, which will assist 20 Aboriginal and Torres Strait Islander students each year with their schooling education.



I am pleased to announce that Adrian Geary, our Deputy Chair, has been appointed as Chair and our Community Engagement Board Director. Adrian has been a board member of QIFVLS since 2011. We are grateful for Adrian's support and guidance and look forward to his leadership into the future. I would also like to acknowledge our two new board members, Justine Welfare, appointed as Deputy Chair and Corporate and People Board Director, and Marlene Longbottom, our FNQ Regional Board Director.

During the period, QIFVLS has been active in raising awareness and highlighting the issues of Domestic and Family Violence for our First Nations peoples. Thelma Schwartz, our Principal Legal Officer, became a member of the Women's Taskforce examining coercive control and women's experience in the criminal justice system and presented at the National Summit on Women's Safety discussing 'Responding to Sexual Violence. Thelma did a stellar job highlighting the issues in dealing with the impacts of family violence and sexual violence in the communities we served on a national platform and was asked as a guest on the 'Drum' following the summit.

In addition, we participated in several public hearings; the inquiry into family, domestic and sexual violence, the investigation into the Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Bill 2020, the public hearing on First Nations children with disability in out-of-home care.

In November 2020, we successfully achieved NAS certification for a further 3-year period until 2 November 2023. I want to thank the Management team of QIFVLS Thelma Schwartz Principal Legal Officer, Elvina (Bino) Toby, Case Management Practice Manager and Cultural Advice Manager, Ian McCarthy Corporate Service Manager, Karen Horn, our Human Resources Manager, Aaron Luki Senior Deputy Principal Legal Officer, Tui Savu and Natasha Priestley our Deputy Principal Legal Officers in achieving this result and for their ongoing dedication and service to the organisation.

We have continued building partnerships with Aboriginal and Torres Strait Islander Community Controlled Health Organisations through our Health Justice Partnerships. These partnerships provide effective holistic care and support to Aboriginal and Torres Strait Islander people in a collaborative model. In the Far North Queensland region, we have established a co-alliance with Apunipima, RAATSIC, and Mookie Rosie. The Alliance's objective is to identify solutions to improve access and outcomes for Aboriginal and Torres Strait Islander children and their families. Combining resources or commodities for mutual benefit enhances the quality of life of Aboriginal and Torres Strait Islander people.

Looking forward, I am excited to announce the expansion of our services in 2021/2022 with an office in Bamaga, Thursday Island, Mackay, Palm Island, and to increase our footprint in the Southeast region. Internally, we will implement a new legal database and payroll system and transition the organisation from a server-based to a cloud-based operation to improve IT communications.

Before closing, I want to thank the National Indigenous Australians Agency (NIAA), our sector partners, and community collaborators for their ongoing support and trust in the work we provide to the most vulnerable in our communities. Thanks must go to our incredible Board for their continuing guidance and direction during emotional and challenging times.

Lastly, to the fantastic staff at QIFVLS, my appreciation and sincere gratitude go out to you. Your tireless commitment to providing support, education, and awareness to our communities are priceless. I am fortunate to work alongside you to fulfil our vision of seeing Aboriginal and Torres Strait Islander people and communities in Queensland living free from fear of violence and abuse.



A note from our Deputy Chairperson

On behalf of my fellow Board members of the QLD Indigenous Family Violence Legal Service (QIFVLS) Corporation, we deliver this Annual Report to our stakeholders; our funding bodies; our partners; our peers; our staff and our communities.

I want to acknowledge and thank our Executive Management team, CEO, Wynetta Dewis, Principal Legal Officer, Thelma Schwartz, Cultural Advice Manager and Case Management Practice Manager, Elvina Toby, Human Resources Manager, Karen Horn, Corporate Services Manager, Ian McCarthy, and Senior Deputy Principal Officer, Aaron Luki, through these tough times to still maintain our service delivery.

The organisation continues to grow mainly because of the hard work and dedication of the Executive Management Team.

Thank you to the Board Members for your commitment and guidance over the past twelve months and your continued advice and support. A special dedication to Barry Doyle (who sadly passed away in July 2021). I am grateful to have had the opportunity in working alongside Barry as Deputy Chair of the organisation. Barry's deep knowledge, sound judgement and advice will be missed. Acknowledgement and welcome on board to Marlene Longbottom and Justin Welfare, who were appointed in November 2020.

We continue to build and strengthen new partnerships and relationships with key stakeholders. In closely I am incredibly proud of the management team and staff who have shown remarkable resilience and the ability to adapt to the new normal.



Adrian Geary
Deputy Chairperson



Our Board

Independent Directors



Barry Doyle
Chairperson & Regional
(Central Queensland) Director



Adrian Geary
Deputy Chair & Stakeholder
Engagement Director



Nyoka Fetoa'i
Corporate & People
Director



Henrietta Marrie
Funding & Renewal
Director



Marlene Longbottom
Partnership & Advocacy
Director



Justin Welfare
Service Delivery Director

Regional Directors



Gavin Power
South East Queensland
Director

Vacancies

Member Board Directors (MBD)
Partnership and Advocacy

North Queensland (NQ) Mackay through to
Townsville and west to Charters Towers;

Gulf & Western Queensland (GWQ)

Specialist Directors



Patricia Kirkman-Scroope
Legal Director



Steven Becker
Financial Director





In loving memory of

Barry Doyle

7 August 1959 - 20 July 2021



A selfless man, Bazza, your wisdom, commitment, and reassuring support will be deeply missed by us all.

So my dear friend, until we meet again please know your legacy will remain at QIFVLS and that we will continue the fight.

- Wynetta Dewis & QIFVLS Staff -



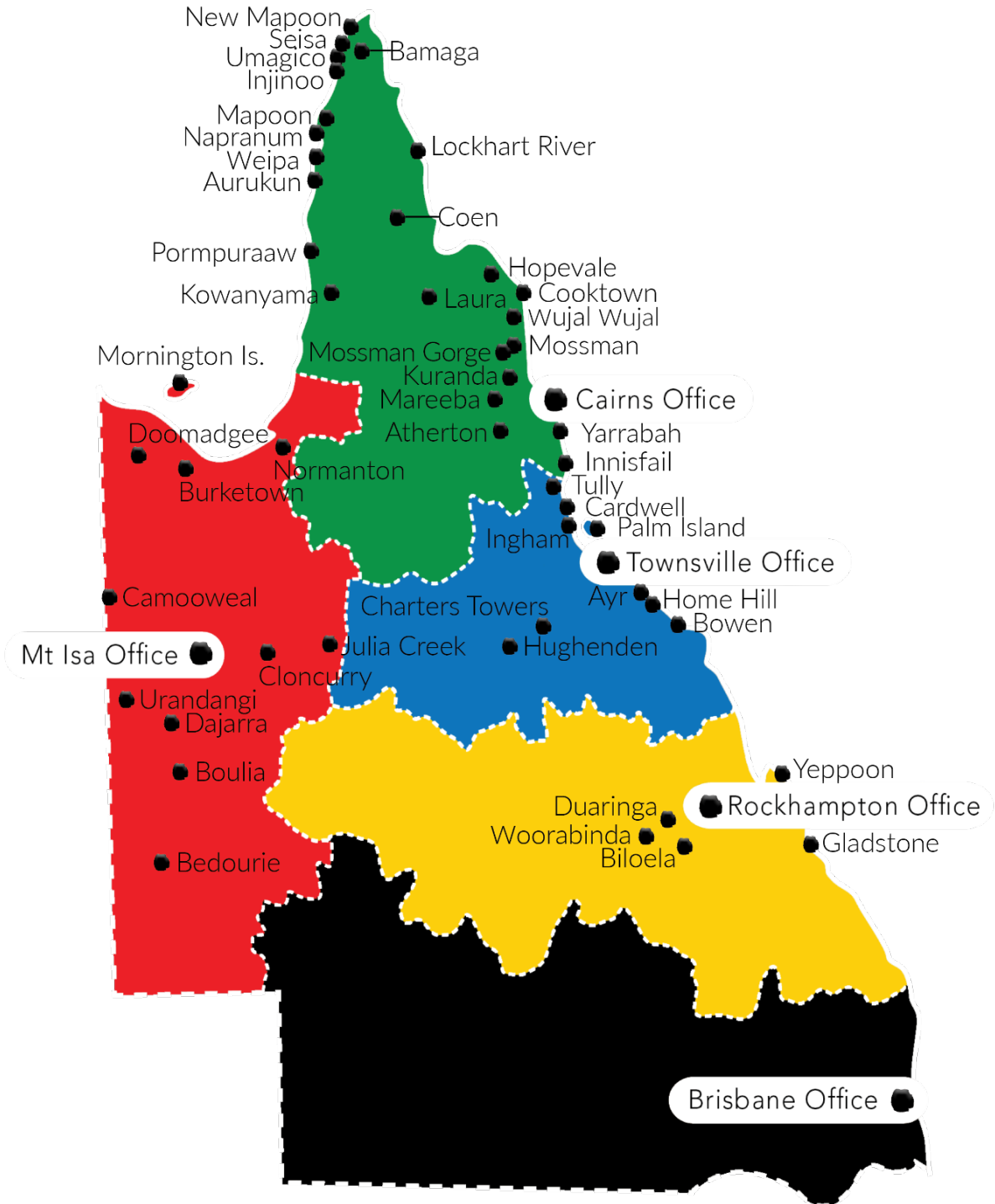
We will always remember Barry as a quiet, humble man, who applied his wisdom in the board room and had a huge heart for his community and his people.

Barry was generous with his time and served his community with dedication, integrity and commitment.

- Adrian Geary & the QIFVLS Board -



Our Service Areas



Annual Results 2020/21

Highlight

Client Story

We assisted Leanne, who was the mother in child protection proceedings. Leanne had previously been involved with Child Safety (DOCS). Her older children were under long term guardianship Orders until they were 18. As soon as new children were born, DOCS became immediately involved. DOCS concerns included child safety history, homelessness, lack of support network and domestic violence. Leanne's first child was removed shortly after birth. Due to COVID and geography restrictions, contact was delayed for six months, which affected their bond. The Director of Child Protection Litigation (DCPL) sought a two-year short term custody order for her daughter.

Whilst proceedings were underway, Leanne had a second child. We negotiated safety plans for the youngest child to remain in her care instead of being removed immediately. DCPL later filed for a 12-month Protective Supervision Order for the youngest child. However, Leanne secured housing, undertook appropriate counselling and courses, and made significant progress. Because Leanne had no family support, she linked in with the local church and utilised them for support.

Leanne became empowered throughout the process and would initiate meetings herself with DOCS. By the end of our involvement, she would take the lead in matters and use us as background support. Her progress, maturity and skills had grown enormously during the matter that by the time of the final court date, both children were under Leanne's full-time care. DOCS wrote an affidavit supporting no further involvement with Leanne and her family. However, the DPCL were more cautious, given the prior noted child safety history.

Leanne's matter was settled with a six-month protective supervision order being made for both children. When finalising the matter, she attended court with both children (under two years of age). The Presiding Magistrate was happy to see the children and commented on how well behaved they were. All parties, including the Magistrate, commended Leanne on her excellent work.

**QIFVLS does not supply real names in case studies to maintain client safety and confidentiality*



Our Community

Training

Face to face; Cohesion training was delivered by Bino Toby, the Case Management Practice Manager and Cultural Advice Manager (CMPM & CAM) and co-facilitated by Aaron Luki, the Senior Deputy Principal Legal Officer (SDPLO). All offices across the state received this training, excluding Brisbane. Due to restricted travel and the team's availability.

Employees will receive Trauma-Informed Practice and Cultural Appreciation Training monthly.

Aged Friendly Grant

The Age-Friendly Grant (AFG) culminated in two celebratory events, in Rockhampton and Mount Isa. Activities include yarnning circles, cultural activities, a portrait project, a pen pal project and an Elder's singalong.

All feedback we received was positive. One of the most important messages was how safely the AFG grant was delivered to the young and old participants. An 11-year-old pen pal writer said, 'It's really good for kids to communicate with Elders'. An Elder pen pal expressed to Bino how she worked in the medical field for most of her career, and this project has always been something she wanted to roll out. A younger participant said, 'I see my pen pal as a role model because she has done what I want to do as a young person'.

eSafety Grant

We secured funding (\$40,950.00) from the eSafety Commission to employ a full-time employee dedicated as a Project Officer. The funding timeframe is one year. We signed the agreement in April 2021, and Raelene Le Gallez was hired for six months to develop a range of relevant online and offline resources for frontline workers. To build capacity within the community and to address technology-facilitated abuse as an extension of Domestic and Family Violence (DFV). The resources are to support women.

With milestones met, a final report is due 30 days after completing the project. Our report should be finalised by the end of the 2021 calendar year. The CMPM will complete the production phase of the draft resources.



Our Community

Queensland Community Foundation Grant (QCFG)



The Research Services Agreement was finalised in October 2021 with Queensland Centre for Domestic and Family Violence Research (QCDFVR) CQUniversity (CQU) to evaluate the Case Management Practice.



Philanthropic funding was secured from the QCFG in May 2021 for a one year project (\$20,000.00). Research ethics approved the application, including the interviewee's information sheet and consent forms, research design, and plan.



Our next step is an all-staff workshop to introduce the evaluation and co-design plan, including the timeframe. The workshop will provide an overview of the evaluation objectives, methods and deliverables.



Interviewees will be our staff (Case Management Officers, Solicitors, and the Management Team), clients, stakeholders and our Board Directors.



Bino Toby and Marlene Longbottom will advise their findings to Dr Sue Carswell; Researchers Vicki Lowik and Jamie Anderson are the QCDFVR and CQU team.

Outreach activities

The Age-Friendly Grant implemented activities in Mount Isa and Rockhampton, arranging the showcasing and celebratory event that concluded the project. The activities occurred in both locations in May 2021.

Other outreach included: - finalising training for the North West Queensland Indigenous Catholic Social Services from November 2020 to January 2021; along with Wynetta, there was engagement with Chief Executive Officers and the management of Aboriginal Community Controlled Health Organisations (ACCHOs). ACCHOs involvement is to progress the Health Justice Partnerships and health alliances.

Our People



Wellbeing continued to focus on expanding to the current program offering discounted Medical Benefits, Anytime fitness membership, Good Guys, Your Salary Benefits, including travel. Increased use of the products and services provided by Converge International (EAP) will continue to be beneficial to our team.

COVID-19 continued to be monitored with quick responses to lockdowns across the states. Team members were supported with attending appointments during work hours. Team members who had reactions to the Vaccinations continued to be paid during time away from the workplace.

The introduction of ELMO learning management system has provided quick access to Policies training programs, including interpersonal skills, management programs, workplace health and safety, Microsoft Office modules. Team members can enrol themselves in topics of interest. Managers can allocate particular training modules to team members.



Financial Snapshot

Highlight

Client Story

We provided information, advice and assistance to a community member in relation to her Aunty concerning the lack of medical services in the community. Our Your Story Advisory Solicitor, Joanna Warburton, was advised that due to no dialysis chairs being available in the community, residents requiring this treatment were asked to relocate to Cairns. Furthermore, residents choosing to stay in the community had passed away due to not wanting to leave country despite requiring essential life-preserving treatment.

After Joanna received this information, she passed on her contact information to the community member's (Aunty 'Mary' who was in Cairns). Mary contacted Joanna the next day, and Joanna met with Mary at the hospital to provide information and advice.

During this consultation, Mary confirmed she had lost family members who had refused to travel to Cairns for treatment. She had been displaced from the community and had essentially been homeless for five years, sleeping rough, couch surfing, or being in hospital.

With Mary's consent, Joanna contacted housing concerning her application status. When Joanna provided the specifics of Mary's matter, the housing application was escalated. Mary has since found a place in a residential care facility. Although she would ideally like to be back in her community, she is happy with the placement as it provides a degree of certainty and stability.

With the assistance of the Indigenous Liaison Officer (ILO) at the hospital, Joanna enquired about Mary's community travel entitlements. The ILO agreed to provide the relevant documentation. To enable Mary's access to these fares and return to country for important events and to visit her family. Mary decided to tell her story to the Disability Royal Commission. Joanna will assist in preparing the voluntary written submission.

**QIFVLS does not supply real names in case studies to maintain client safety and confidentiality*

Statement of Financial Performance for the Year ended 30 June 2021	2021	2020
Revenue	\$ 5,817,974	\$ 4,685,434
Expenditure	\$ 5,659,227	\$ 4,595,279
Operating Surplus	\$ 158,747	\$ 90,155
Statement of Financial Position as at 30 June 2021		
Current Assets	2021	2020
Cash Assets	\$ 1,772,851	\$ 1,637,136
Receivables	\$ 113,682	\$ 67,218
Other	\$ 62,777	\$ 52,653
Total Current Assets	\$ 1,949,310	\$ 1,757,007
Non-Current Assets	2021	2020
Plant, Property & Equipment	\$ 631,618	\$ 887,590
Total Non-Current Assets	\$ 631,618	\$ 887,590
Total Assets	\$ 2,580,928	\$ 2,644,597
Current Liabilities	2021	2020
Lease Liabilities	\$ 343,773	\$ 368,653
Payables	\$ 1,232,789	\$ 1,086,311
Provisions	\$ 23,222	\$ 31,829
Total Current Liabilities	\$ 1,599,784	\$ 1,486,793
Non-Current Liabilities	2021	2020
Lease Liabilities	\$ 109,850	\$ 450,823
Provisions	\$ 56,941	\$ 51,375
Total Non-Current Liabilities	\$ 166,791	\$ 502,198
Total Liabilities	\$ 1,766,575	\$ 1,988,991
Net Assets	2021	2020
Retained Surplus	\$ 100,000	\$ 151,500
Unrestricted Surplus	\$ 714,353	\$ 504,106
Total Surplus	\$ 814,353	\$ 655,606

Independent auditor's report

Independent auditor's report Queensland Indigenous Family Violence Legal Service Aboriginal Corporation

Opinion

We have audited the financial report of Queensland Indigenous Family Violence Legal Service Aboriginal Corporation (the "Corporation"), which comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Queensland Indigenous Family Violence Legal Service Aboriginal Corporation is in accordance with the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*, including:

- a giving a true and fair view of the Corporation's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- b complying with Australian Accounting Standards – Reduced Disclosure Requirements and the *Corporations (Aboriginal and Torres Strait Islander) Regulations 2017* and any applicable determinations made by the Registrar of Aboriginal Corporations under Division 336 of the Act.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial report* section of our report. We are independent of the Corporation in accordance with the auditor independence requirements of the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the "Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information other than the financial report and auditor's report thereon

The directors are responsible for the other information. The other information comprises the information included in the Corporation's annual report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information available at the date of this report and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

Grant Thornton Audit Pty Ltd ACN 130 913 594
a subsidiary or related entity of Grant Thornton Australia Ltd ABN 41 127 556 389

'Grant Thornton' refers to the brand under which the Grant Thornton member firms provide assurance, tax and advisory services to their clients and/or refers to one or more member firms, as the context requires. Grant Thornton Australia Ltd is a member firm of Grant Thornton International Ltd (GTIL). GTIL and the member firms are not a worldwide partnership. GTIL and each member firm is a separate legal entity. Services are delivered by the member firms. GTIL does not provide services to clients. GTIL and its member firms are not agents of, and do not obligate one another and are not liable for one another's acts or omissions. In the Australian context only, the use of the term 'Grant Thornton' may refer to Grant Thornton Australia Limited ABN 41 127 556 389 and its Australian subsidiaries and related entities. GTIL is not an Australian related entity to Grant Thornton Australia Limited.

Liability limited by a scheme approved under Professional Standards Legislation.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors for the financial report

The directors of the Corporation are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Corporation's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Corporation or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.



Grant Thornton Audit Pty Ltd
Chartered Accountants



H A Wilkes
Partner – Audit & Assurance

Cairns, 18 November 2021

Strategic Direction 2021-2024

QIFVLS is a Aboriginal-controlled organisation who is the leading family and wellbeing support and legal services organisation.

We provide holistic support to Aboriginal and Torres Strait Islander people and communities who have been affected by domestic and family violence.



WHO WE ARE

To support Aboriginal and Torres Strait Islander people and communities to live free from harm, to realise their potential and empower them to be self-determined.



OUR MISSION

To provide holistic support, family, wellbeing and legal wrap around services to Aboriginal and Torres Strait Islander people in culturally appropriate ways to help them achieve change through addressing domestic and family violence.



OUR COMMITMENT

QIFVLS is committed to advocating for supporting Aboriginal and Torres Strait Islander people who are victims of domestic violence, family violence and sexual assault.

STRATEGIC DIRECTIONS



1 WORK TOWARDS BEING RECOGNISED AS THE PEAK BODY IN QUEENSLAND WITH- IN THE ABORIGINAL AND TORRES STRAIT ISLANDER FAMILY VIOLENCE AND WELL-BEING SECTOR

We are the peak body, advisor, expert and voice to Government and the Sector.



2 STRENGTHENING AND SUPPORTING COMMUNITIES THROUGH RELATIONSHIPS

We build and maintain strong partnerships and relationships with our communities and key stakeholders through our community engagement and outreach.



3 PEOPLE AND GOVERNANCE

We grow, develop and retain our team to be experts and deliver high quality services that are culturally sensitive, respectful and safe. Our practice standards support integrated and collaborative service delivery models, underpinned by supporting the needs of our communities.



4 VISIBILITY AND PROFILE

We are recognised state-wide, nationally and internationally as a world class leader in our service delivery. We are a peak organisation and lead advocate.



5 FINANCIAL SUSTAINABILITY

We are financially viable and strong. We grow our revenue and increase our efficiencies to be sustainable. We explore alternative revenue streams.



6 RESPONSIVE TO COMMUNITY AND CULTURE

We are culturally appropriate, flexible and adaptable to respond to community need. We ensure high quality "wrap around" specialised support services.

CHALLENGES & RISKS



Brand and Visibility



Funding and Revenue



Staff Recruitment and Retention



Technology Process Improvement, Efficiency Practices

OUR VALUES

The guiding principles adopted by QIFVLS are to: Empower Aboriginal and Torres Strait Islander people in our Community, by creating Opportunities through Action and Change.



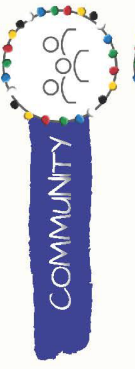
EMPOWER



CHANGE



ACTION



COMMUNITY



OPPORTUNITY



QIFVLS
Queensland Indigenous
Family Violence Legal Service

We acknowledge the Traditional Custodians, whose land we are fortunate to live and work on, we pay respect to Elders past, present and emerging. In addition we would also like to acknowledge the funding provided to us from the National Indigenous Australians Agency. We are accredited under the National Association of Community Legal Centres.

Operational Direction 2021-2024

1

Recognised as Peak Body

Recognised as the peak in our Sector across QLD supporting the governments responsibility to provide effective Aboriginal & Torres Strait Islander wellbeing. Advisor, expert and voice to Government and sector.

A peak body, advisor, expert and voice to the sector
Recognition through awards

2

Our Community

Build and maintain strong partnerships and relationships with our communities and key stakeholders through our community engagement and outreach.

Partnerships with key stakeholders
Connections with our communities
Relationships Maintained

3

Our People & Governance

Grow, develop and retain our team to be experts delivering high quality services that are culturally sensitive, respectful and safe. Practice standards, integrated and collaborative service delivery models, underpinned by supporting needs of communities.

Governance structures, transparency & accountability
Organisational efficiencies
80% of Management roles & 85% Aboriginal & Torres Strait Islander Employment
Develop strategies to attract Aboriginal and Torres Strait Islanders into the sector
Maintain competency of staff

4

Profile & Visibility

Recognised state-wide, nationally and internationally as a world class leader in our service delivery. Be a peak organisation and lead advocacy.

Strategic Marketing Planning
Reach & Engagement
Brand visibility

5

Growth & Sustainability

Be financially viable and strong. Grow revenue and increase efficiencies to be sustainable. Explore alternative revenue streams.

Geographical expansion
Financial sustainability

6

Community & Culture

Be culturally appropriate, flexible and adaptable to respond to community needs. Ensure high quality "wrap around" specialised support services.

Provide a holistic response to our clients' needs
Engagement with Traditional Owners or Elders across our communities
Evaluate stakeholder and client feedback

OUR VISION

Aboriginal and Torres Strait Islander peoples and communities in Queensland are supported to live free from family violence and/or sexual assault.

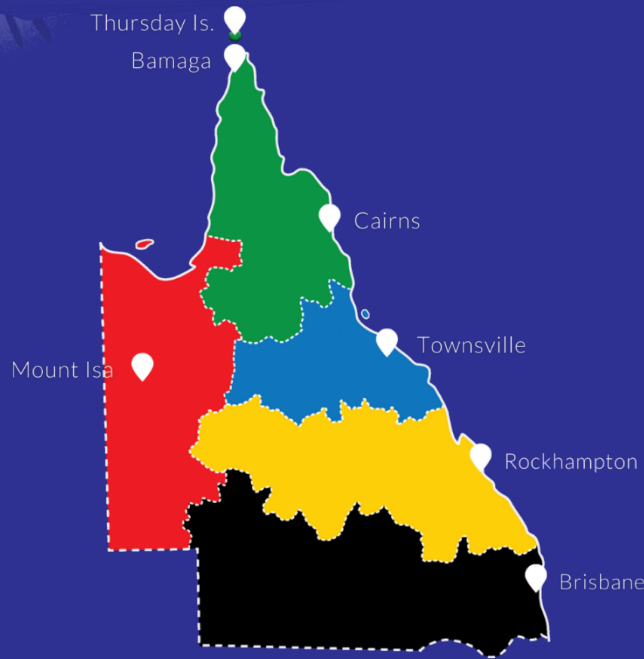
We acknowledge the Traditional Custodians, whose land we are fortunate to live and work on, we pay respect to Elders past, present and emerging.

In addition we would also like to acknowledge the funding provided to us from the National Indigenous Australians Agency. We are accredited under the National Association of Community Legal Centres.



QIFVLS

Queensland Indigenous Family Violence Legal Service



Bamaga Office

183 Wasiu Street, Bamaga QLD 4876
PO Box 154, Bamaga QLD 4876
PH: 07 4069 3970

Brisbane Office

201 Wickham Terrace, Spring Hill Qld 4004
PO Box 126, Spring Hill Qld 4004
PH: 07 3839 6857

Cairns Office

Level 2, Suite 10, 101-111 Spence Street
Cairns Qld 4870
PO Box 4643, Cairns Qld 4870
PH: 07 4030 0400

Head Office

Lvl 1, Ste 4, 101-111 Spence Street
Cairns Qld 4870
PO Box 4628, Cairns Qld 4870
PH: 07 4045 7500

Mount Isa Office

22 Gray Street, Mount Isa Qld 4825
PO Box 3073, Mount Isa QLD 4825
PH: 07 4749 5944

Rockhampton Office

Lvl 2a, 130 Victoria Parade, Rockhampton Qld 4700
PO Box 690, Rockhampton Qld 4700
PH: 07 4927 6453

Townsville Office

Level 2, 61-73 Sturt Street, Townsville Qld 4810
PO Box 2005, Townsville Qld 4810
PH: 07 4721 0600

Thursday Island Office

25 Douglas Street, Thursday Island QLD 4875
PO Box 490, Thursday Island QLD 4875
PH: 07 4069 1091

