



2020  
Annual Report  
Resilience is  
our strength

# CONTENTS

<b>Message from the Board</b>	<b>3</b>
<b>Message from the CEO</b>	<b>4</b>
<b>Support</b>	<b>6</b>
<b>Leadership</b>	<b>10</b>
<b>Advocacy</b>	<b>13</b>
<b>Foundations</b>	<b>15</b>
<b>Financials</b>	<b>21</b>
<b>Auditor's Report</b>	<b>26</b>

WIRE acknowledges the Wurundjeri and Bunwurrung peoples of the Kulin Nation as the traditional custodians of the land and waters throughout where we live and work. We pay our respects to their Elders past, present and future. In particular, we acknowledge the Aunties, Grandmothers, Mothers, Daughters and Sisters who have maintained culture through genocide, dispossession and colonisation. This land is Aboriginal land, it has never been ceded.

Women's Information and Referral Exchange Inc  
ABN 98 957 157 895  
Victorian Associations Incorporated Registration A10000122S  
Victorian Registered Fundraising License FR0012196



The theme of this report is resilience — in tribute to the remarkable resilience women, nonbinary and gender diverse people have shown during the COVID-19 pandemic.

## MESSAGE FROM THE BOARD

At the start of FY20, the Board never imagined the twists and turns ahead. As a dynamic, resilient organisation with passionate and capable staff, WIRE was well positioned to step up to the challenge presented by a global pandemic. We have delivered the same services, but adapted them to meet the needs of our service users.

We are very proud of all our staff and volunteers — led by the impressive CEO, Julie Kun — for their adaptability, resilience and skill in providing much needed support to the Victorian community.

We are grateful for the significant contributions our volunteers made to service delivery prior to COVID-19 restrictions preventing them from doing so. We look forward to welcoming all of them back.

In response to the impacts of COVID-19, many of our partners came forward and offered much needed support. We are greatly appreciative.

The pandemic has brought particular challenges on women, nonbinary and gender diverse people. We acknowledge the resilience demonstrated by our service users during this period. The theme of this annual report is a tribute to them.

In this first year of WIRE's progressive strategic plan we have established a new internal structure to help us best deliver critical services and projects for women, nonbinary and gender diverse people. We recognise our staff and volunteers' many achievements this year. In particular, how they have engaged and supported diverse communities through the pandemic,

using our unique approach that is guided by WIRE's intersectional feminist framework.

With progress comes change, and we have said goodbye to some very committed and talented directors, staff members and volunteers this year. Each person leaves behind a legacy of creating the organisation that WIRE is today and putting strong foundations in place for future growth. The Board sends our sincere thanks and best wishes to you all.

We are also very excited to welcome new staff members, volunteers and recently appointed directors. Collectively, we have a team of immense wisdom, skill, passion and motivation. Together, we are confident that we are well prepared to continue the incredible impact that WIRE makes on the community, and continue to progress towards justice and equity for women, nonbinary and gender diverse people.

### The WIRE Board

#### Message from the Incoming Chair

I have been humbled and honoured to be appointed Chair of WIRE during the COVID-19 pandemic. In the second half of 2020 I will be joined by several new board members — brilliant women with diverse skills and experiences.

The impact of COVID-19 on women, nonbinary and gender diverse people makes WIRE's services more important than ever. In 2021, WIRE will continue to advocate for a gender equal pandemic recovery and an intersectional approach to ending systemic discrimination.

**Beverley Kliger**

# MESSAGE FROM THE CEO

Resilience is a fitting theme for WIRE, now and always. It is part of our feminist framework, which recognises service users' resilience and resourcefulness as a starting point.

I see resilience and strength in people every day — in our staff, volunteers, board members, service users, and even in myself. It gives me hope that people can not only overcome great barriers, but work together to dismantle the systemic obstacles that cause harm, disadvantage and violence, and work towards a society where all people can thrive.

WIRE continues to evolve and build on our best practice WIRE service delivery model. We are building our intersectional practice — a process involving continual learning, reflection and change. This process also takes strength, resilience, emotional labour, intellect and courage. For that, I thank everyone at WIRE, and in particular, the WIRE Intersectionality Working Group, who lead the way as we continue to improve our practice and understanding of the intersection of gender, race, disability, sexuality, and other locations of oppression.

This pandemic exposes the vulnerability and weaknesses in our society, and it has found many. Many of those seeking support at WIRE have been made more vulnerable to COVID-19 and its impact because they are a victim-survivor of family violence, are in insecure work, or because of their financial situation or visa status. The pandemic has further exposed Australia's underbelly of racism, ageism, ableism and sexism — places of discrimination and oppression that increase vulnerability.

I have also witnessed multiple acts of resilience, strength and resistance at an individual and collective level — to fight back and overcome.

WIRE adapted to the pandemic restrictions quickly. Within three working days, our service delivery team was providing support to service users from home via phone, email and web chat. It was an extremely proud moment for me as CEO. We have continued to provide training for professionals and organisations throughout the lockdown. The way our trainers pivoted delivery from face-to-face to online was magnificent and in many ways has enabled us to reach new audiences.

Thank you to WIRE staff, pro bono professional volunteers, and phone room and Walk-In Centre volunteers who are the lifeblood of our organisation. I can't wait until we are back in the office with all our volunteers. Thank you to the WIRE Board that provides so much support to me. And a big thank you to our members, partners and funders that enable us to do the work we do.

**Lastly, I want to thank our service users, who honour us with their stories of resistance, wisdom and strength. Your stories guide our service more than you will ever know.**

**Julie Kun, WIRE CEO**



# OUR VISION IS A JUST AND INCLUSIVE SOCIETY WHERE ALL PEOPLE CAN THRIVE.

At WIRE we work with women, nonbinary and gender diverse people to address the issues they identify, assist them to make informed choices about their lives, and advocate for structural change to bring about gender equity and social justice.

## WIRE IS FEMINIST, INCLUSIVE AND BOLD.

### Our strategic goals



**Support**  
High quality support and information services for women, nonbinary and gender diverse people who seek our assistance.



**Lead**  
Leadership in gender equity systemic change with a focus on financial well-being and changing community attitudes.



**Advocate**  
Advocacy and research of emerging issues drawing on the lived experience of the people we work with.



**Build**  
Build a strong, sustainable, capable organisation.



# SUPPORT

delivered by WIRE in 2019-2020



## 3079

Service users received individually tailored referrals



Number of meals provided to people experiencing homelessness/isolation through the AMICA program

## 166

People attended WIRE information seminars

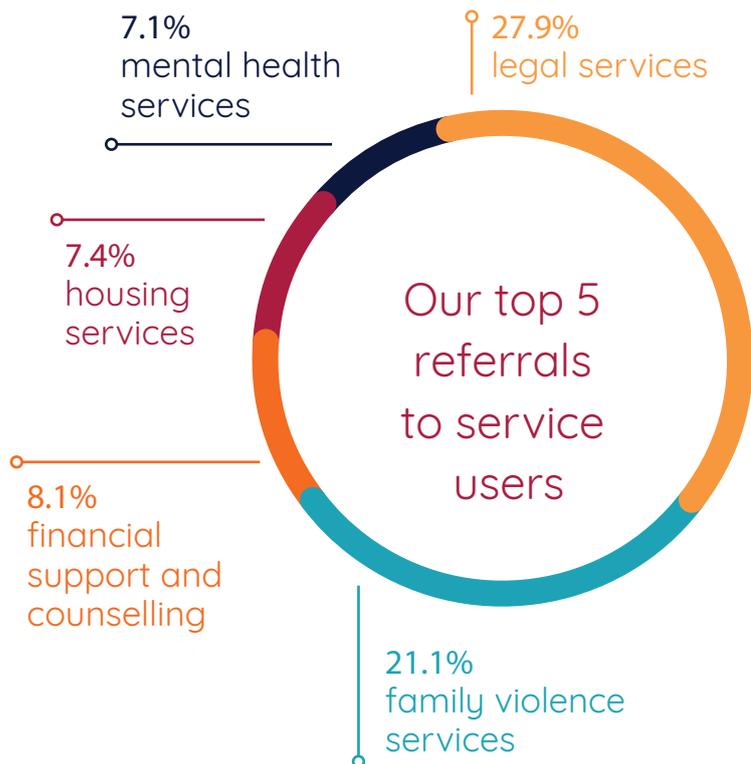


## 1172

People attended community education sessions

## COVID-19

Contacts 'on behalf' of another person (e.g. customer, friend, family member, colleague) up by approx. 11% compared to pre-COVID-19 levels



# Service delivery during COVID-19

In response to COVID-19 lockdowns, our service delivery team quickly transitioned to providing support to service users remotely, by phone, email and web chat. The team stays connected throughout the day via video conferencing in what we call 'the virtual phone room.'

Our Walk-In Centre has been closed since March, and we know this has been difficult for people who access WIRE services in person, including our computer and internet services. We have dedicated more resources to our email and web chat support to meet the needs of those who cannot safely contact us over the phone, and are now delivering our legal and financial clinics remotely. We have also invested more time into contributing to articles, webinars and podcasts to spread the message about how we can support the community.

Our support workers have been inspired by the resilience of those who've reached out to us during COVID-19. They have borne witness to more than a thousand stories from women, nonbinary and gender diverse people facing difficult and dangerous circumstances during COVID-19 — including increased financial hardship, worsening family violence, housing stress and mental health challenges.

In the second half of 2020 WIRE will run a **Social Inclusion Project**, led by Anna Andersson and funded by Australian Unity, which addresses social isolation, wellbeing and inclusion and mitigates the impact of COVID-19 by supporting women, nonbinary and gender diverse people through regular phone calls.



Listening to women and nonbinary folk's stories feels real. **It takes courage** to call up and share your deepest fears with someone you don't know. **It takes strength, self awareness and vulnerability** to tell a support worker you are not sure how you will get through a divorce. **It takes kindness** to call WIRE on behalf of a friend, neighbour or family member who is struggling with mental health, or at risk of homelessness.



As a phone worker, **it feels great to be connecting to the real issues going on in people's lives** right now, rather than what the politicians are saying on the news.



I feel that there is more of a need for our service now than ever. People are experiencing additional layers of challenges, lack of supports and added isolation. **It feels like a privilege to have the opportunity to hear people's intimate thoughts and feelings throughout this pandemic**, which is a unique position in our role.



To be able to offer the space to truly listen and hold space for someone during a time when that is less accessible than ever feels like an incredibly valuable experience. I am touched by the resilience and resourcefulness of the people that we support and **I am hearing strengths in every corner of the conversations.**

“

We are here to listen. We are uplifted and heartened by your courage to reach out and call us. Our work is rewarding, real, and strangely grounding during this unpredictable time, because of the honesty and strength that we experience when we work with you.

We often refer to vicarious resilience — the resilience that we absorb from hearing your resilience, strength and personal power — that is what we take away from our work.

We are doing this work because we believe in the WIRE model and the collaborative experience of working together to support each other.

**Words from a WIRE support worker**



I came to WIRE after experiencing family violence. I had a bad experience with some other services, but I have always had a good experience with WIRE.

I think a lot of the time deep down, you know what you need to do. You just need someone to be there and listen without telling you what to do.

WIRE staff don't tell you what to do and they aren't judgemental. It's more empowering.

I feel like I have been through so much in life. During previous crisis experiences I have felt very alone, but right now I feel like everyone is in it together, which is a different feeling for me.

This crisis doesn't feel isolating in that way, and the things I learned through previous crisis situations are actually useful now.

**Words from a person who has accessed WIRE services across several years**





# LEADERSHIP

## We're working to improve financial wellbeing

Our financial capability projects continue to shine a light on the structural and cultural changes needed to make financial wellbeing a reality for everyone. In the first stage of the **Senior Women and Money Project** — led by Lou Franklin and funded by the Victorian Government — we held financial capability workshops for women, nonbinary and gender diverse people over 50. Our My Money Conversation Kit was developed in response to the needs identified in the workshops. Women, nonbinary and gender diverse people are excluded from financial decision-making because they are told they don't have the right knowledge and words to be equal in money conversations. This is especially true of older people, who experience discrimination because of their age, as well. Our My Money Conversation Kit empowers older people with the skills they need to take part in money conversations.

Part 3 of the **Purse Project** — led by Dr Nilmini Fernando and funded by the McNamee Foundation — brought financial wellbeing workshops to community service professionals who work with victim-survivors of family violence. The workshops focused on recognising and responding to financial abuse, building financial wellbeing for victim-survivors, and putting intersectionality into practice.

Our **Women's Financial Capabilities Project** kicked off in 2019, led by Catherine Connolly and funded by the Victorian Government. The project is in partnership with GSANZ, and aims to improve the financial and economic security and confidence of women across Victoria,

with a particular focus on First Nations women, women from migrant, refugee, and asylum-seeker backgrounds, and women with disabilities. The project's co-design process centres marginalised women by ensuring their decision-making role at every stage.

After the Royal Commission into Family Violence (Victoria) report, the Victorian Government committed to supporting financial wellbeing programs, especially for women affected by family violence. In 2019 we ran a pilot project, the **Skilled Aware Resourceful Active: Financial wellbeing training for women (SARA) Project**, written by Di Cramer and Julie Harper. The course aimed to support women to build confidence, knowledge and skill around managing their money to achieve financial wellbeing and financial dignity. It took a trauma-informed, strength-based, behavioural change approach to building financial wellbeing. The projects' independent evaluator found that SARA was "achieving world class outcomes for women."

Following the successful pilot we are reviewing the course and expect to deliver the SARA training again in the first few months of 2021. The revised training is written by Julie Harper and Laura Chapman (Carringbush Learn Local).

Our **Sustainable and Transformative Employment Pathways (STEP) Project** kicked off in 2020, led by Elyse McInerney and funded by the Commonwealth Bank, as a part of the Next Chapter program. This pilot project supports victim-survivors of family violence to find employment and achieve greater financial wellbeing. The project is also developing and trialling workplace standards to help employers become more accessible and



1519

visitors to our Financial Resources During COVID-19 web page from March to June 2020



2660

My Money Conversation Kits distributed in less than 2 months

supportive of potential and existing employees who have experienced family violence. We are proud of the project’s co-design process, which brought 8 HR specialists and 12 victim-survivors together to identify barriers to employment and brainstorm strategies.

In the second half of 2020, WIRE will embark on new projects, including our **Respectful Financial Conversations Project** (funded by the Credit Union of Australia) and our **Intersectional COVID-19 Financial Capability Project**, (funded by Ecstra Foundation).

## We’re upskilling professionals and community

We’re continuing to use our **profit for purpose training and free workshops** to build knowledge of family violence, financial abuse, and how to work effectively and respectfully with women, nonbinary and gender diverse people. In response to COVID-19 restrictions, our training lead — Matilda Stevens — brought WIRE’s Dealing with Difficult Calls training online. This has enabled us to continue sharing our knowledge of phone support work, which has been particularly important given the number of workers who have switched from face-to-face to phone supports.

We are also excited to be supporting Manal Shehab’s Sisters4Sisters project to create a guide which supports faith leaders in responding to family violence and undertaking prevention work in their communities.

## We’re making WIRE more accessible to older people

A growing number of older women, nonbinary and gender diverse people are seeking support through the community sector. In 2019 we embarked on the **Better Access Project**, to assess and improve access to our organisation and services for people over 50, led by Lou Franklin and Jane O’Hanlon, and funded by the Lord Mayor’s Charitable Foundation. As part of the project WIRE produced a booklet and ran a launch event to share our learnings with other community organisations.

## We’re committed to intersectionality

Following reports of racist behaviour towards a support worker in the phone room, and in the context of the development of intersectionality training for the Purse Project 3, WIRE began to more directly explore race and racial bias in service delivery. A number of WIRE staff of colour were consulted to develop a WIRE procedure to respond to racism. To continue that work and develop a comprehensive Action Plan, the Intersectionality Working Group was formed by Audrey Arjoun, Dr Nilmini Fernando, Monique Hameed and Manal Shehab. We are now seeking funds to support the group’s Intersectionality Action Plan.

We are a work in progress. The way we work isn’t always just, equitable and inclusive for people of colour — especially culturally and linguistically diverse people and migrants. We still have a long way to go, but we are learning.



I have stopped unconscious spending and I think about taking care of myself within my financial circumstances...

**My money is in my control.**

SARA training participant



I now don't have panic attacks and I sleep so much better. I share all my money matters with my partner... before I never talked about money... We laugh more. We look at ways to have time out without spending money.

SARA training participant



**I'm feeling more empowered to speak up for myself about money.**

SARA training participant



We conducted several thousand welfare check-in's with our participants immediately after the training due to COVID and the conversation strategies taken from the workshops were invaluable.

Purse Project participant  
(National Organisation)



As a trainer stepped in this kind of work/analysis over a long time, I think this was an outstanding training and I will be reflecting of the material for a long time to come.

Intersectionality training  
Purse Project participant



"...What has stood out for me is the way you talk about privilege.

**A refocusing on the sites and situations of power and privilege rather than simply its impacts of oppression and marginalisation.**

Intersectionality training  
Purse Project participant





# ADVOCACY

## We're lending our support to important work across the sector

WIRE continues to be an active contributor at Domestic Violence Victoria, Respect Victoria services meeting, Gender Equity Victoria, Economic Abuse Reference Group and Thriving Communities Partnership.

Over the last year we contributed to Family Safety Victoria's *Intersectional Practice Guide* and Domestic Violence Victoria's *Code of Practice* (2nd edition). We supported the *Our Rights, Our Lives! Women say NO to the Religious Discrimination Bill* campaign, and Gender Equity Victoria's Submission to the Parliamentary Enquiry into Gender Responsive Budgeting (Dec 2019).

## We're collaborating on innovative solutions to responding to family violence

WIRE, Economic Abuse Reference Group and Thriving Community Partnerships are co-leading a series of sessions called Don't Just Think Tank, which create an interactive space for non-community service organisations to find solutions to responding to family violence.

## We're nurturing grassroots social justice advocates

We believe that persuasive narratives, transformative storytelling, key facts and shared values can shift the community attitudes which create the social context for gendered violence. In 2019 we launched our

Lead for Change workshops — led by Jessica Stott, and now, Anna Andersson — which provide participants with skills and support to further the social justice work they already do in their own communities.

## We're working to shift community attitudes

In 2019 we launched 16 posters to mark the 16 Days of Gender Based Activism. Our posters went up on the back of phone booths in metro and outer Melbourne, encouraging the reader to challenge rigid gender roles, call out sexism, practice consent, and believe victim-survivors.

## We're sharing knowledge with government, community and industry

Through our speaking engagements, community education, information seminars and project work, we're spreading knowledge of the WIRE service delivery model, intersectional practice and awareness around family violence. In this work, we continue to highlight the intersectional nature of oppression and disadvantage, and amplify the voices of women, nonbinary and gender diverse people.

Over the last year we provided training to financial institutions on working with women, family violence and financial capability. We also worked with the Victims of Crime Commissioner, training their phone support staff and developing policy and procedures around contact with victims of crime.

In 2019, WIRE staff member Dr Nilmini Fernando put forward a submission to

the Royal Commission into Mental Health which highlighted the unique and significant correlation between financial abuse, family violence and mental health.

During the COVID-19 lockdowns WIRE support workers organised *Power Beyond the Crisis: Exploring Community Pathways to Safety* – an online panel on community responses to family violence.

## We're fighting for gender equity during COVID-19

COVID-19 lockdowns have hit women – who are more likely to be in lower paid work, or to have lost their jobs during COVID-19 lockdowns – particularly hard. We are a signatory to Gender Equity Victoria's *Women Unite* joint statement calling for the government to recognise and respond to the gendered impact of COVID-19. We will continue to advocate for a gender equal recovery.



We participated in a successful campaign to reduce strip searches for incarcerated women, as part of the Women's Correctional Services Advisory Committee

# 1333

People viewed our 16 Activist Posters on the WIRE website



# FOUNDATIONS

11

Board Members

14

Funders



27

Staff

63

Volunteers



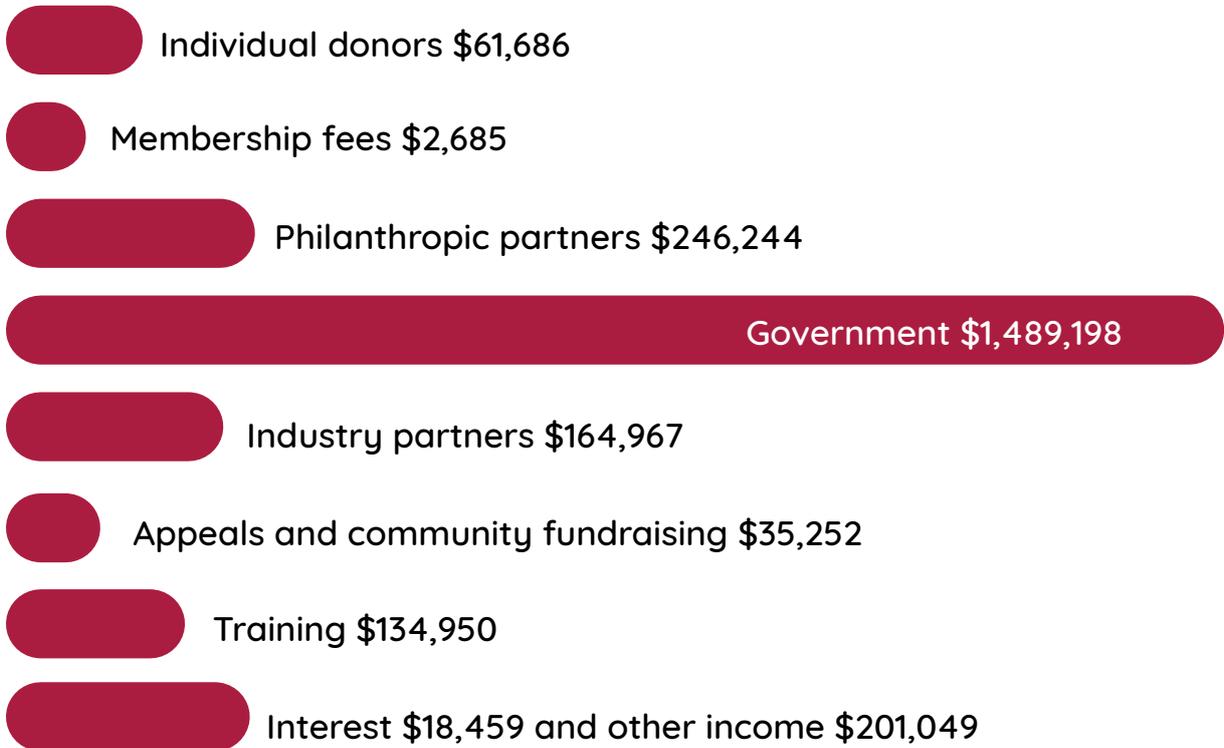
6897+

e-bulletin subscribers



5274+

Facebook followers



**TOTAL: \$2,354,490**

# Our Board

## Beverley Kilger

Incoming Chair

Bev is a social policy consultant and researcher with a long history of experience in housing, planning, social and community infrastructure development, and most recently, emergency services in response to bushfires. She was a founding (1996) board member of Women's Property Initiatives (formerly VWHA), and served on the board for 21 years. Among other roles, she has served as the Acting CEO of VCOSS, Adjunct Research Fellow at the Institute for Social Research at Swinburne University of Technology, and Establishment Chairperson of the Consumer Law Centre Victoria (now the Consumer Action Law Centre).

## Clare Monger

Clare has extensive experience in advising business leaders on organisational culture, human resources and strategy.

## Emma Rae

Emma has lectured undergraduate and postgraduate accounting and auditing at Melbourne universities and is doing her PhD on gender equality in the accounting profession. Emma was also the 2015 Chair of the Women's Committee at CPA Australia.

## Ingrid Herring

Outgoing Board Member

Ingrid has a wealth of experience in social marketing, journalism and international development, with a particular interest in gender issues in an international development context. She has been involved with NGOs, media and the public sector, in Australia, the UK and Indonesia.

## Jacinta Carboon

Jacinta is a Non-Executive Director of Neami National, Melbourne Market Authority and RSPCA Victoria. She has had an executive career with top ASX 200 companies for over three decades, and has a strong background in strategy, business development, stakeholder management and sales and marketing.

## Kristen Barr

Kristen has worked in finance and human resources across a number of industries. Her specialist knowledge includes financial analysis and reporting, audit, stakeholder engagement and providing strategic advice. She was a Senior Manager at PwC and runs her own accounting consulting practice.

## Lori Boys

Lori has held senior management roles in both the private and public sector and has strong experience in strategic planning, risk management, organisational governance, systems development, leadership and change management.

## Michaela Maloney

Michaela has more than 20 years' experience as a private practice lawyer advising a cross section of clients in the manufacturing, health, retail, energy and education sectors on all aspects of employment law. She is known for her pragmatic and practical approach to problem solving and is currently a partner at K&L Gates in its labour, employment and workplace safety team.

## Niva Sivakumar

Niva is an experienced corporate lawyer and company secretary. She is currently senior legal counsel and joint company secretary at an ASX and Nasdaq listed company. She brings to the Board her experience in managing legal risks and facilitating good governance practices. Niva was included in *The Legal 500's* Guide to Australia's Rising Stars 2019.



## Pauline Taylor

Outgoing board member

Pauline is an independent finance and economics consultant. Her book: “How to be a Super Smart Woman: New Strategies for Superannuation” draws on the many webinars, seminars and workshops on financial management she has held for women. Pauline was a senior adviser with the Victorian Government.

## Uthra Ramachandran

Uthra has worked with community organisations to address family violence in culturally and linguistically diverse (CALD) communities, particularly in dealing with ‘culturally specific’ manifestations of family violence and legislative responses. She has also worked as a diversity advocate. In 2015 Uthra co-founded the Diverse Women’s Mentoring Association, an organisation that provides mentoring, workshops and career support for CALD law and engineering students.

## Wendy Wade

Outgoing Chair

Wendy joined the board as Treasurer in 2014. She is a chartered accountant who has worked in the not-for-profit, public and private sectors for more than 30 years. Right now, Wendy is working at the Family Violence Reform Implementation Monitor’s Office after 12 years advising non-government with a major international consulting firm.

## Words from WIRE Board members



Resilience allows us to overcome difficulties or failure, to reaffirm our resolve, and **rise up to continue the fight for equity.**



While the pandemic has exacerbated existing inequalities in society, this exposure means there is an opportunity for action. **We need to focus on collective solutions to social injustice now more than ever.**



**History has shown time and again the courage, grit and resilience of women,** especially in the face of adversity. But we don’t need history to remind us — just look at the people in your life.

# Our volunteers

WIRE wouldn't exist without our volunteers. They support our work throughout WIRE — in the phone room, as well in computer tuition and the AMICA program. Professionals provide pro bono support to WIRE through our financial and legal clinics, and the speakers at our information seminars often volunteer their time.

From March, volunteers were no longer working in the phone room due to COVID-19 restrictions. We have continued to stay in touch with our volunteers during the lockdowns. Our Community of Practice — led by volunteer manager, Monique Hameed — brought WIRE staff and volunteers together to share reflections, knowledge and skills.

In the second half of 2020 we will run a pilot trial of volunteers in our 'virtual phone room' and hold skills workshops to equip volunteers with the knowledge and confidence they need to provide support to people affected by COVID-19. We hope to welcome our volunteers back into the phone room soon.



WIRE's Community of Practice has been such a highlight for me in 2020. It has kept me connected to the wonderful volunteers and staff at WIRE, all of whom I've missed so dearly.

It has also shown me WIRE's resilience, passion and dedication to providing the best service and support possible to service users, as well as WIRE's volunteers. Even though we have been forced to operate and connect digitally, **the virtual CoP space for me is reminiscent of the safety and community that I have always felt when walking in and out of WIRE's doors.**

I cannot thank Monique enough for organising and managing these sessions.

**WIRE volunteer**

# Our funders, partners & supporters



Health and Human Services



Education and Training



Premier and Cabinet



Brian and Virginia  
McNamee Foundation

Reinehr  
Family Foundation

Henderson Family  
Foundation

Proud Partner  
CommBank Next  
Chapter



nabfoundation



We would like to acknowledge the commitment shown to us by our wonderful funders, partners and supporters. Your support plays a key part in bringing about positive change in the lives of Victorian women, nonbinary and gender diverse people.

To our funders – the Victorian State Government Department of Health and Human Services, Victorian Department of Education and Training, and Victorian Department of Premier and Cabinet, Ecstra Foundation, Credit Union Australia, Lord Mayor's Charitable Foundation, Count Charitable Foundation, Brian and Virginia McNamee Foundation, Reinehr Family Foundation, Henderson Family Foundation, City of Melbourne, NAB Foundation, Commonwealth Bank, Bank Australia, ANZ, Australian Unity – we could not accomplish our mission if it wasn't for your support, enthusiasm and trust in the work we do.

To our project partners and supporters – Good Shepherd Australia New Zealand, Brotherhood of St Laurence, Women with Disabilities Victoria, First Nations Australia, FLP Financial, Warr Hunt, Jill Faulkner, Diana Renner, Urbis, Thriving Communities Partnership, Economic Abuse Reference Group – thank you. We are committed to continuing to develop long term partnerships with you all.

To all the organisations and job coaches who volunteered their time, including Marella Verbeeten from Energy and Water Ombudsman (Victoria), Nicole Schuler from Skills and Jobs Centre at RMIT, Jacinta Maude

and Geoff Lynch, Alisha Hook, Ros Cathro from New Career Services, Mariela Athanasiou, Shu Hui Yap, Kate Dobbrick, and Stella Anyaogu, Thirst Creative, Melbourne Period Project, BIBA Academy, Obus, Pan Software, WESNET, PrintTogether and Minuteman Press, as well as the lawyers who volunteered their time from Pearce Webster Dugdales, Farrell Family Lawyers, Sage Family Lawyers, Nicholes Family Law, Farrar Gesini Dunn, Nest Legal, and TML Family Law, all the people who participated in webinars and panel events, and everyone else who contributed to our research, programs and projects — thank you. We look forward to continuing the wonderful work we do together.

To all of our donors, big, small and in-between, thank you for the care and generosity you have shown our organisation. Your ongoing support honours our work and the people we support.

To our peers, the Victorian community sector organisations, and in particular GENVIC, DVVIC, Switchboard, the Learn Locals and Neighbourhood Houses, and Women's Health Services — thank you for continuing to refer to our services and for your advocacy, and enabling us to work with you in a way that shares the load and builds impact. We continue to be amazed by your commitment and tireless work, and we are honoured to work alongside you in delivering services, support, research, advocacy and programs to Victorian women, nonbinary and gender diverse people.

Women's Information and Referral Exchange Inc  
**STATEMENT OF PROFIT OR LOSS**  
**AND OTHER COMPREHENSIVE INCOME**

For the year ended 30 June 2020

	2020 (\$)	2019 (\$)
<b>Revenue</b>	2,336,031	2,077,400
Interest revenue calculated using the effective interest method	18,459	25,726
<b>Expenses</b>		
Employee benefits expense	(1,356,950)	(1,266,605)
Occupancy expense	-	(134,728)
Depreciation and amortisation expense	(152,435)	(23,728)
Other expenses	(645,438)	(510,464)
Finance costs	(8,291)	-
<b>Surplus before income tax expense</b>	191,376	167,601
Income tax expense	-	-
<b>Surplus after income tax expense for the year attributable to the members of Women's Information and Referral Exchange Inc</b>	191,376	167,601
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive income for the year attributable to the members of Women's Information and Referral Exchange Inc</b>	191,376	167,601

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

## Women's Information and Referral Exchange Inc

# STATEMENT OF FINANCIAL POSITION

As at 30 June 2020

	Note	2020 (\$)	2019 (\$)
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents		1,786,054	1,763,427
Trade and other receivables		151,912	4,467
Other financial asset		321,878	-
Other current assets		36,060	16,106
Total current assets		2,295,904	1,784,000
<b>Non-current assets</b>			
Property, plant and equipment		95,138	97,377
Right-of-use assets		154,527	-
Other non-current assets		20,844	20,844
Total non-current assets		270,509	118,221
<b>Total assets</b>		2,566,413	1,902,221
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables		230,266	252,595
Lease liabilities		127,447	-
Employee benefit obligations		107,828	57,386
Other contract liabilities		1,181,605	879,578
Total current liabilities		1,647,146	1,189,559
<b>Non-current liabilities</b>			
Lease liabilities		32,955	-
Employee benefit obligations		8,436	26,162
Total non-current liabilities		41,391	26,162
<b>Total liabilities</b>		1,688,537	1,215,721
<b>Net assets</b>		877,876	686,500
<b>Equity</b>			
Accumulated funds		877,876	686,500
<b>Total equity</b>		877,876	686,500

The above statement of financial position should be read in conjunction with the accompanying notes

Women's Information and Referral Exchange Inc

**STATEMENT OF CHANGES IN EQUITY**

For the year ended 30 June 2020

	Accumulated Funds (\$)	Total equity (\$)
Balance at 1 July 2018	518,899	518,899
Surplus after income tax expense for the year	167,601	167,601
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	167,601	167,601
Balance at 30 June 2019	686,500	686,500

	Accumulated Funds (\$)	Total equity (\$)
Balance at 1 July 2019	686,500	686,500
Surplus after income tax expense for the year	191,376	191,376
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	191,376	191,376
Balance at 30 June 2020	877,876	877,876

The above statement of changes in equity should be read in conjunction with the accompanying notes

## Women's Information and Referral Exchange Inc

# STATEMENT OF CASH FLOWS

For the year ended 30 June 2020

	2020 (\$)	2019 (\$)
<b>Cash flows from operating activities</b>		
Receipts from grants	2,054,059	1,943,713
Interest received	19,391	25,652
Receipts from other sources	435,622	491,989
Interest and other finance costs paid	(8,291)	-
Payments to suppliers and employees (inclusive of GST)	(2,011,955)	(2,035,002)
Net cash from operating activities	488,826	426,352
<b>Cash flows from investing activities</b>		
Payments for property, plant and equipment	(26,574)	(25,912)
Payments in term deposits	(321,878)	-
Net cash used in investing activities	(348,452)	(25,912)
<b>Cash flows from financing activities</b>		
Repayment of lease liabilities	(117,747)	-
Net cash used in financing activities	(117,747)	-
Net increase in cash and cash equivalents	22,627	400,440
Cash and cash equivalents at the beginning of the financial year	1,763,427	1,362,987
Cash and cash equivalents at the end of the financial year	1,786,054	1,763,427

The above statement of cash flows should be read in conjunction with the accompanying notes

# Women's Information and Referral Exchange Inc

## OFFICERS' DECLARATION

30 June 2020

### Note 1. Significant accounting policies

#### Organisational Information/ Reporting Entity

Women's Information and Referral Exchange Inc. ("WIRE Inc." Or "the Organisation") is an Incorporated Association in Victoria as defined by the Act (2012). The Organisation is also identified as a non-profit public benevolent institution.

#### Basis of preparation

The Concise Financial Report is an extract for the full Financial Report for the year ended 30 June 2020. The Concise Financial Report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports.

The financial statements, specific disclosures and other information included in the Concise Financial Report are derived from and are consistent with the full Financial Report of Women's Information and Referral Exchange Inc. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of WIRE Inc. as the full Financial Report.

The presentation currency used in this Concise Financial report is Australian dollars.

The Board of Management of WIRE Inc. declares that the Concise Financial Report of WIRE Inc. as at the reporting date 30 June 2020

- complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- is an extract from the full Financial Report as at reporting date 30 June 2020 and has been derived from and is consistent with the full Financial Report of WIRE Inc.

On behalf of the officers



Beverley Kliger  
Chair

25 September 2020



Amarjit Saini  
Treasurer

25 September 2020



**CHARTERED ACCOUNTANTS**  
AUSTRALIA + NEW ZEALAND

# COMPLETE AUDIT

Suite 1, 329 Main Street Lilydale  
PO Box 206 Lilydale 3140  
0408 310 882  
danielle@completeaudit.com.au

## Report of the Independent Auditor on the Concise Financial Report

To the Members of Women's Information and Referral Exchange Inc

### Opinion

We have audited the concise financial report of Women's Information and Referral Exchange Inc (the Entity), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, and related notes, derived from the full financial report of the Entity for the year ended 30 June 2020 and the discussion and analysis.

In our opinion, the accompanying concise financial report, including the discussion and analysis of the Entity, complies with Accounting Standard AASB 1039 Concise Financial Reports.

### 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 section of our report. We are independent of the Entity in accordance with the 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 concise 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.

### Concise Financial Report

The concise financial report does not contain all the disclosures required by the Australian Accounting Standards in the preparation of the full financial report. Reading the concise financial report and the auditor's report thereon, therefore, is not a substitute for reading the full financial report and the auditor's report thereon.

### Responsibilities of the Committee for the Concise Financial Report

The committee is responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 Concise Financial Reports, and for such internal control as the committee determine is necessary to enable the preparation of the concise financial report.

### Auditor's Responsibilities for the Audit of the Concise Financial Report

Our responsibility is to express an opinion on whether the concise financial report, in all material respects, complies with AASB 1039 Concise Financial Reports and whether the discussion and analysis complies with AASB 1039 Concise Financial Reports based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Signed by Danielle Ewart  
For and on behalf of Complete Audit Pty Ltd

25 September 2020  
Lilydale, Victoria



We often refer to vicarious resilience — the resilience that we absorb from hearing your resilience, strength and personal power — that is what we take away from our work.

**Words from a WIRE support worker**

