

Patron's Report



This year marks the 30th anniversary of the opening of Starick House. It is a remarkable achievement for a small not for profit organisation focused on dealing with such a difficult issue as family and domestic violence and weathering the storms of changing funding and economic conditions.

I am pleased to say that I have been with Starick from the very beginning, when a Committee was formed in 1982 to address the lack of services for those experiencing family and domestic

violence in the Gosnells-Armadale area. Three years later, Starick House opened its doors to women and children.

Over the 30 years, I have seen Starick grow from that stand-alone refuge into the multifaceted service we have today. That growth has been in response to identified needs in the south-east metropolitan corridor and new understandings about the nature and extent of domestic violence and its impacts on women and children. Starick has always been responsive to changes in the community, and to emerging research and new ways of working – this continues to be one of its key strengths. This year I am standing down as Patron of Starick and handing over the position to Anne Banks-McAllister. Anne has excellent credentials for this role with her background in women's issues and local government, and her connections to a range of philanthropic organisations.

Although I am standing down, I will always have a strong interest in Starick and its services. I am fortunate to have been part of Starick's journey from those early planning meetings and to have had some part in ensuring that women and children escaping domestic violence have had services available to support them.

Domestic violence has a high public profile these days, through the work of Rosie Batty and others; however, this was not always the case. I do think, however, that the history of Starick shows that as far back as the early 1980s, committed community members, local governments and the State Government were concerned and effectively collaborated to establish desperately needed services.

It has always been a pleasure to work with Starick Board members and members of staff, who have all dedicated themselves with professionalism and resilience to the demanding task of responding to and providing for women and children in their time of extraordinary need and vulnerability. My congratulations to them all on their wonderful contribution to improving the quality of life for so many members of our community.

Hon Kay Hallahan AO

Patron

Chair's Report



Starick has continued to mature as an organisation and develop in new directions. The last twelve months have been a positive experience for staff and Board members in working to reshape our future.

The focus of the Board over the last year has been to ensure that we are a professional and modern organisation that provides leadership in the field of domestic violence.

This year I am stepping down from the Starick Board after six years, five of those as Chair. There has been a mix of challenges over that time as the Board has evolved into a highly professional governance board. Some of the changes that I have overseen have been the recruitment of a new Chief Executive Officer, restructuring of the leadership team and implementing a new organisational culture.

The Board has been revitalised with new members who contribute diverse skills and expertise. The strengthening of our governance processes and procedures has enabled the Board to direct its focus to more strategic activities. We have launched an updated strategic plan and our new website and formed a fundraising and marketing committee.

In the year ahead we will be investigating different options for a sustainable business model to carry Starick into the future. Small to medium sized organisations like Starick face challenges around sustainability and how to survive in a funding environment that often favours larger organisations.

Not for profit organisations like Starick are charged with a great responsibility. We work with the most vulnerable members of our community, using public funds channelled through government, as well as donations from community members. This is a responsibility that we take very seriously. Our values are to put our clients first, respond to their needs, behave ethically and to be accountable.

I believe that Starick has achieved that, particularly over the last two years, as we have sought to strengthen the governance of Starick and renew our focus on responsiveness to clients.

It has been an honour and a privilege to serve as Chair and as a Board member. To my Board colleagues, the new Patron and staff, I wish you an exciting and rewarding future.

Shona Zulsdorf

Chairperson

Centre for Community

The Centre for Community comprises our Support, Prevention, Education, Advocacy, Referral Services (SPEARS) and transitional housing program.

In 2014/15, a total of 624 clients received a service from SPEARS. Of these clients, 18% were Aboriginal and Torres Strait Islander (ATSI) and 22% were from culturally and linguistically diverse (CaLD) backgrounds.

The SPEARS team enjoys an excellent reputation in the sector, evidenced by positive feedback from agencies and clients and an increasing number of referrals. For example, from 1 July to 31 December 2014, the SPEARS team received 245 formal referrals and 430 referrals between 1 January and 30 June 2015.

The SPEARS program underwent a substantial change in 2014/15 with the resignation of Claire Conboy after many years as the Family and Domestic Violence (FDV) Advocate based at Cannington Police. Claire was replaced by Anne Reilly, who has carried on the high standard of work there. At Armadale Court, Anne Muir continues her excellent work as FDV Advocate to support women in crisis.

Starick has 13 properties in its transitional housing program. This program provides 1-2 year tenancies for women leaving refuge accommodation, and outreach workers provide support to assist women to link into their local communities and, ultimately, access more long-term housing.

Ping Au's retirement in October 2014 led Starick to examine the alternatives for management of the HOWIC properties. It resulted in Starick transitioning management of HOWIC to Access Housing Realty from 1 May 2015. A significant amount of work went into the transition and we are grateful to Mandy Hughes and Christine Grace for making it a smooth one.

With our planned introduction of a new case management framework across Starick's services, we look forward to seeing the Centre for Community go from strength to strength in 2015/16.



Centre for Safety and Wellbeing

Mary Smith and Starick House refuges provide accommodation and high quality support to women and children escaping family and domestic violence.

In 2014/15, a total of 232 clients, representing 73 families, were accommodated at our refuges. Of these:

- Most of the women were aged between 26 and 35.
- 158 children were accommodated with their mothers, with the highest number (46%) being children aged under 4.
- 28% identified as Aboriginal and Torres Strait Islander.
- 20% were from a culturally and linguistically diverse (CaLD) background.

A number of key issues stand out over the year:

- An increasing number of clients on temporary or spousal visas have no access to income support or other resources and therefore require significant support from our services.
- A substantial proportion of children had high needs that were attributable to autism and global developmental delay. Our Children's Advocates attend meetings of the sector's child support workers, where they can share experiences and learnings to meet the challenges of providing support to all children in our refuges.
- An increased level of interagency involvement has enabled our refuges to meet the needs of high risk clients and those with complex needs, to ensure that all areas of need are met.

One of our Women's Advocates attended a "Promoting Respect Train the Trainer" course, delivered by the Women's Council for Family and Domestic Violence Services, which will assist us with delivering improved relationship education to young people in south-east metro high schools.

Starick is the lead agency in the new Refuge Service System model funded by the Department for Child Protection and Family Support. As part of this role, Mary Smith will provide a 24/7 emergency service in Perth's eastern corridor for women and children at extreme risk as a result of family and domestic violence. Mary Smith and Starick House will work with other refuges in the eastern corridor and across the metropolitan area to ensure that women and children at high risk are supported by services to ensure their safety.

Our refuges have been the very grateful recipients of a multitude of donated goods, such as baby items, toiletries, canned food and fresh fruit and vegetables. The women and children in our refuges enjoyed a range of activities over the year, most of which were enabled by generous donations of money and time from individuals and groups in our community. These included:

- Camp "Vivienne" held at Fairbridge from 30 September to 3 October 2014 for the mothers and children at Starick House.
- A Christmas party at Adventure World on 22 December for 100 Starick clients.
- Weekly yoga sessions for children at Mary Smith.
- Monthly meditation sessions by the Buddhist Society of WA for staff and clients, held at Starick House and

- Harmony Week and Mother's Day celebrations.

This year we received funding of \$500 000 from Lotterywest to upgrade facilities at Mary Smith refuge. The refurbishment will provide a new emergency room for women and children who are at very high risk, improved fittings and fixtures in the refuge, increased storage space and generally improve the amenity of the refuge so that it provides a more liveable and welcoming space. We expect work to start in early 2016.

We expect next year to be challenging as we manage the refurbishment of Mary Smith and at the same time take on the role of 24/7 emergency response service. We also look forward to the improvements they will bring to the lives of women and children.



Centre for Non Violence

The Centre for Non Violence had a productive year providing administrative and financial management support to Starick's service delivery and Op Shop. These activities were made considerably easier during the course of the year by refurbishments undertaken by the landlord, which included the addition of a meeting room in the Admin office, air conditioners in the office and Op Shop, and a change room in the Op Shop.

The Centre has also been active in securing additional and ongoing funding for the organisation, including:

- Responding to the Preferred Service Provider (PSP) Request from the Department for Child Protection and Family Support to provide Family and Domestic Violence Accommodation and Support Services and Lead Agency for East Metro Perth from 1 October 2015 to 30 June 2017.
- Successful applications to Lotterywest for two grants: \$500,000 for the refurbishment of Mary Smith Centre and \$30,000 for an Organisational Review.

The CNV provides the public interface for Starick and produces a

range of marketing and information materials. Starick's on-line presence was enhanced in 2014/15 with the launch in February of the Starick website and a FaceBook business page in July. We are reaping the benefits of these new media by increasing Starick's profile in the community, and increased offers of donations and volunteering.

Our Op Shop remains our biggest funds-raiser and in 2014/15 increased the revenue it raised by 83%. We have our dedicated volunteers to thank for this:

- Our tremendous team of Op Shop volunteers, led by Dawn Campbell.
- Marina Saker, our Admin volunteer who has been helping to promote some of our Op Shop items for sale on Gumtree and Facebook.

Other fundraising activities undertaken this year by the Centre were:

- Production and sale of Christmas Cards and lapel badges that were designed by Lorri Lennox from Artivity.
- A raffle to raise funds for the Adventure World Christmas Party for our clients across all our service areas.
- An on-line giving account established at GiveNow.com that has raised over \$1,000.

The Centre was able to raise awareness of family and domestic violence in 2014/15 through radio via an interview with Jenny Seaton on Curtin Radio and via presentations to the following community groups:

- RAAF Retirement Homes in Bullcreek.
- Boronia Club, Joseph Banks Retirement Village, Canning Vale.
- Willetton Ladies Probuc Club.
- Soroptomists International South Perth.
- Surfside Ladies Club, Wembley



The Hon Nick Goiran MLC presents the Lotterywest cheque for refurbishment of the Mary Smith Centre

HOW YOU CAN HELP US

Starick recognises that building safe and healthy communities requires generosity of spirit and giving from the heart. Whether financial, goods, services or volunteering,

each contribution becomes an interwoven thread that makes the fabric of our communities stronger.

Please help us help the families we work with by supporting what we do so well.

Contact us now by phoning
9478 5300

Or send your donation to
PO Box 174, Cloverdale WA 6985

CEO's Report



2014/15 has been a period of growth and change for Starick, with a major focus on preparing for our role in the new Refuge Service System Model as lead agency for the eastern corridor. This included working with refuges in the eastern corridor and the Women's Council for Domestic and Family Violence Services to determine the best ways of working to ensure that women and children at extreme risk are provided with a service response that prioritises their safety.

We have restructured our two refuges in preparation for the requirements of the new model. A key change was to establish one over-arching manager position for Mary Smith and Starick House. This position will be pivotal to ensuring we provide a coordinated approach to women and children, within Starick and across the refuge system. We welcome Rebecca Clair to this role and to Starick. A long-standing and experienced staff member, Daneita Walter, applied successfully for the assistant manager role. The new Refuge Service System Model represents a significant challenge for Starick, and I am sure that Rebecca and Daneita will provide the leadership and skills to ensure we meet these challenges.

Other staff who have joined us in the last year are:

- Anne Reilly, Family and Domestic Violence Advocate at Cannington Police Station, replacing Claire Conboy who was well respected in Starick and across the Cannington district. Claire resigned from Starick in January 2015.
- Mary Clark and Caroline Ondeje, Women's Advocates for our refuges, bringing a range of skills and experience. Mary left us in August 2015 to be with her family in the Northern Territory.
- Kerry Evans-Alder was a relief worker for Outreach and Refuge Manager positions for 6 months. Kerry introduced Starick to new skills and models for working more holistically with clients and we look forward to developing that work in the year ahead.

Other staff members farewelled in the last year are:

- Ping Au, who retired after 27 years of service with Starick. Ping was most recently Housing Officer in our HOWIC Program.
- Joy Trainor worked for Starick for 14 years in Outreach Support and Administration and most recently as manager at Starick House. Restructure of our refuge services made her position redundant. We acknowledge her many years of service and contribution to Starick.
- Elena Naumovska, Case Management Coordinator. This position ceased due to lack of funding. Elena has worked for Starick for 5½ years and continues to work in a relief capacity for Starick.

- Women's Advocates Rasha Alsarafi and Tara Kingi left Starick after 3 and 5 years respectively.
- Diane Padreny resigned in August 2014 after a year as personal assistant in the administration office. Rosita D'Adamo commenced as Executive Officer, taking on Diane's former support role to the Starick Board and Project responsibilities.

We wish all departing staff best of luck in their future careers.

I also wish to acknowledge the valuable contributions of:

- Our pool of relief staff who fill in during periods of staff leave or illness and help us to keep our services running.
- Our Volunteers
 - Op Shop volunteers, who provide a wonderful service to Starick clients and to the broader community.
 - Marina Saker, who developed our Facebook Business page and helps sort and sell our 'higher end' Op Shop donations.
 - Chris Watson, who volunteers at Starick House and has become very much part of the Starick team.
 - Jane Maclean, who produced our beautiful 30th anniversary booklet, launched at the AGM.

Finally, thanks to the administration team – Francine Trovarello, Mandy Hughes, May Chia, Rosita D'Adamo and Atoa Enari (on maternity leave since February), who provide invaluable support and do so much of the unseen work that keeps Starick ticking.

This year we continued to focus on training and professional development with staff attending the following:

- Supporting Children & Young People Who Have Experienced Domestic & Family Violence Conference
- Family Violence and the Law
- Counselling Frameworks
- Case Management
- Halting Trauma
- Introduction to Australia's Family Law System
- Emergency Relief
- Managing Staff Performance and Supervision
- Health and Wellbeing in the Workplace
- Mental Health First Aid

This past year my focus as CEO has been on building our organisational structure and capacity to ensure we provide a high quality service to all women and children who use our services. Thank you to all staff, service managers – Kathleen Brand and Daneita Walter, and to the Board for supporting this work.

Leanne Barron

Chief Executive Officer

Centre for Non Violence • Centre for Safety & Well-Being • Centre for Community

Building futures free from violence

Starick
Building futures free from violence

BOARD

Chair

Natalie Sangalli (to March 2015)
Shona Zulsdorf (March to October 2015)

Deputy Chair

Jessica Emmott

Treasurer

Leckraz Sukhram

Board members

Sophia Benedetti
Beth Walker
Wendy Wiley
Arthur Wilson

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OUR VISION

Starick is a lead independent agency working to end family and domestic violence and protect children, young people and women.

OUR PURPOSE

Starick provides safety and protection from family and domestic violence for children, young people and women, provides support services to families, and empowers its community.

OUR VALUES

We value people. We believe in respect, commitment, diversity, and innovation.

Acknowledgements

Our heartfelt thanks to our Patrons and Board members, who have voluntarily dedicated their time, skills and experience.

Thank you to the Department for Child Protection and Family Support and our contract managers, who have provided invaluable support and encouragement throughout the year.

Thanks to Lotterywest for the grants to refurbish Mary Smith Centre, undertake an organisational review and to provide much-needed emergency relief.

The Armadale, Belmont, Canning and Gosnells local governments, community groups, volunteers, donors, sponsors and our dedicated staff are all part of the fabric that creates a vibrant and energetic organisation.

A special thanks to our major supporters, donors and sponsors in 2014/15: Department of Housing; City of Gosnells; City of Canning; Access Housing; Vivienne Stewart and Mandy Loton; Jamie Thwin and Juanita French; Mothers of Local Pre-Schoolers; Surfside Ladies Golf Club; St Michael & All Angels Parish Cannington; The Boronia Club; Soroptomist International South Perth; The Nappy Collective; Belmont New and Used Furniture; Southcare; Willetton Ladies Probud Club; Sylvia Daisley; Rebecca Orchard.

Financial Disclaimer

Starick Services Inc. Audited Financial Statements 2014/15 are available on request. Please contact our Finance Manager on (08) 9478 5300 or email financemanager@starick.org.au



Government of Western Australia
Department for Child Protection
and Family Support

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