



ANNUAL REPORT 2019-2020

BOARD

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Starick acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of this country and its waters. We pay respect to their Elders past and present and extend this to all Aboriginal people seeing this message.



CHAIR'S REPORT

This past year has been a year like no other.

The impact of COVID-19 on the Family and Domestic Violence (FDV) sector, and the community services sector in general, cannot be understated. With the benefit of hindsight, Starick, like most FDV services, was not ready for the unique operational challenges that the pandemic presented. This was exacerbated in the early days of the crisis by a lack of clear information about the appropriate service responses that were needed, and the inability of community services to purchase personal hygiene and protective equipment due to early panic buying by consumers.

It is a credit to the sector and its peak organisations that the necessary information and resources were pulled together quickly to support planning for, and responses to, the pandemic. Starick is particularly grateful to Nulsen and their CEO Gordon Trewern, who supported us by sharing without hesitation their relevant policies.

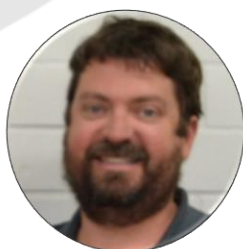
FDV service staff were among the first responders to the pandemic, due to being 'close to the ground' and acutely aware of safety issues for our clients. In FDV, a worst-case scenario is never far from our minds and means that we are constantly reviewing our risk mitigation strategies. This ensures our operations remain as safe as possible for both clients and staff, yet agile enough to respond to emerging demands. As a result, I am proud to say that Starick maintained service delivery throughout the pandemic. Our two refuges remained open, and our outreach and counselling services continued to support women and children through phone and online technological platforms such as Facetime and Zoom.

As our fears around possible COVID-19 impacts turned into reality throughout the first half of 2020, our agility and responsiveness became essential as we worked to adapt to increasing demand and complexity. It is a credit to our staff that Starick was able to achieve service continuity throughout the lockdown period, and that we returned to face-to-face service delivery as soon as it was possible to do so. I am very proud that, as a result, we are well placed to continue providing quality support to women and children.

The 2019-2020 annual report also marks my last year as Chair. Over the last year, the Starick Board has put significant effort into strengthening the organisation in multiple ways as we continue to address challenges in relation to funding frameworks and uncertainty, structural changes in the sector and ongoing sustainability.

It has been a pleasure to lead the organisation over the past two years, and I feel confident that Starick is well placed to serve the community into the future. We are fortunate to have such a skilled and committed group of volunteers, staff and Board members, and I would like to finish by extending my sincere and heartfelt thanks to each and every one of them for their support and commitment throughout everything that was the 2019-2020 financial year.

Damian Green Chair



TREASURER'S REPORT

Starick continues to manage a strong balance sheet thanks to sound financial management by the Board and senior staff, strong support from our community partners and donors, and the commitment of staff to productivity and innovation in seeking out new projects and funding sources. This has helped us weather a difficult period in the FDV sector due to ongoing financial pressures and the added impact of COVID-19. Starick was particularly effective in managing the impacts of the pandemic on business continuity by accessing additional funds to meet clients' needs and respond to changing and increasing demands on the service.

Our results for the 2019-2020 financial year reflect responsible management of our operating budgets and a commitment to investment in the future. This enables us to continue to support positive outcomes for our clients, and respond to changing needs in the community and changes in funding models.

I am standing down as Treasurer this year after four years in the role and five years as a Board member. I am extremely proud of the work of the Board in improving the financial sustainability and governance of Starick, and of the work by all our services and staff to build futures free from violence. It has been a pleasure to work with the Starick Board and staff and I thank all involved for the dedication they bring to their roles.

Special thanks to Finance Manager Francine Trovarello, who has made a significant contribution to the sound financial management of the organisation and for her support to me as Treasurer.

Sean Thorpe Treasurer



CEO'S REPORT

COVID-19 had a significant impact on Starick and the FDV sector, and yet in many ways our work during 2019-2020 continued as it always does.

This was facilitated by our position in the sector as a lead agency, and the strength of relationships we have developed within the sector and with state and local government authorities, private industry and philanthropic organisations and individuals. Starick relied heavily on these relationships to assist us in responding to new demands and changes in service delivery to ensure service provision to our clients continued throughout COVID-19 and into the recovery period. Starick is very grateful for this support and acknowledges the financial assistance we received from:

- City of Gosnells
- Department of Communities
- Lotterywest
- Minderoo
- Paula and Ross Thorpe
- Wesfarmers
- Woodside

This funding enabled us to:

- Support mothers and children with educational resources and activities during school closures.
- Increase access to counselling.
- Establish a weekend program for children.
- Increase staffing at our refuges and Safe at Home programs.

- **Provide computer and Wi-Fi access for clients at our refuges and in transitional housing.**

I would also like to acknowledge the individuals who made contact with us during the pandemic to offer assistance in the form of monetary support or donation of essential goods.

There were also lessons to be learned from this unprecedented period – firstly in relation to general preparedness for a pandemic or other health crisis, and secondly in relation to alternative methods of service delivery when face-to-face contact is not possible.

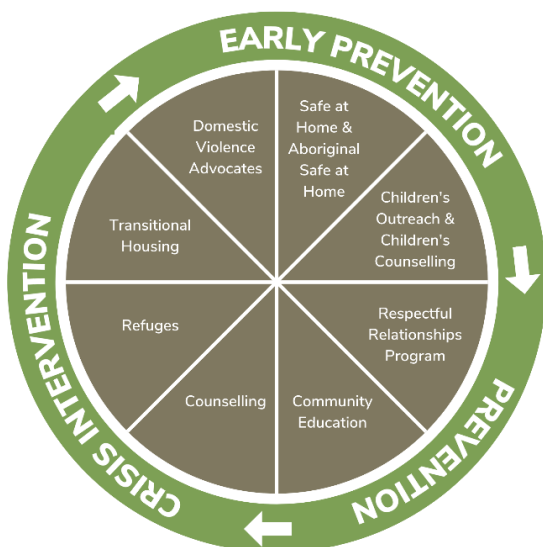
Like many organisations, we realised there is a role for tele-support in service delivery, and particularly for counselling services. We found that we had an increase in engagement in counselling because women did not have to contend with barriers such as lack of transport, childcare arrangements, and safety concerns. The success of this mode of counselling is being embraced as an option for clients going forward.

A Curtin Masters student undertook a research project which included surveying refuge and transitional clients about our response to COVID-19 and how it could have been improved. This will also inform our future planning.

Starick also played an instrumental role in the sector during COVID-19, representing a service provider perspective on the State Government's COVID-19 FDV Taskforce. This provided an opportunity to provide input to the State Government on emerging issues and needs, and the development of appropriate responses.

THE DIFFERENCE WE MAKE

Starick continues to work across the continuum of prevention, early intervention and crisis intervention. In this way, we provide an integrated and multi-faceted approach to addressing FDV in the lives of individuals, families and communities. This approach is reflected in the chart below, which shows our key areas of activity:



In relation to our direct service delivery, during the 2019-2020 financial year:

- **178 women and 281 children were accommodated in our two refuges.**
- **15 women and 30 children were accommodated in our supported transitional housing program.**
- **Our FDV Advocates at Armadale and Cannington police stations supported 825 women.**

- **Safe at Home and Aboriginal Safe at Home supported 569 women to remain safely in their homes.**
- **71 women received counselling.**
- **47 families, including 83 children, were supported through Children's Outreach and Children's Counselling.**
- **16 primary and secondary schools participated in our Respectful Relationships program.**

These figures show that our greatest reach to clients is through our outreach services, working with women and children who may or may not be residing with partners who use violence. This is an area we hope to expand in the coming year – to make our services as accessible as possible and ensure we are reaching out to women and children to support their safety.

RESPONDING TO CHILDREN

Starick has always prioritised the needs of children as being clients in their own right, and in the past year we have made significant progress in improving our service response for children.

This has included:

- **Continuing to develop our Children's Outreach and Counselling service funded through Communicare's Communities for Children.**
- **Providing an additional day of children's counselling through a generous donation from Wendy and Max Ellis.**
- **Enhancing our school holiday program through a generous donation from the Rothwell Foundation.**

We have also worked with Curtin University School of Occupational Therapy, Social Work and Speech Pathology to develop an early intervention service model to address children's social, emotional, developmental and physical wellbeing, and to create greater links between practice and research in working with children impacted by FDV. Funding for this innovative model is currently being sought and we look forward to progressing this work in the coming year.

16 DAYS OF ACTIVISM: 25 NOVEMBER TO 10 DECEMBER

In December 2019, we held our inaugural Corporate Fundraising Breakfast and Spirit of Starick Awards as part of our 16 Days of Activism campaign.

Our thanks to PwC for sponsoring this event, and to supporters old and new who attended and helped us raise much needed funds, and to also honour those who made a significant contribution to Starick in the past year.

Our 16 Days social media campaign has grown in momentum since we first ran a campaign in 2017. By using a variety of social media content, we communicated our key message about the prevalence of FDV in our community, along with the need for everyone to take action to address it.

Our 2019 campaign was the most successful to date, reaching unprecedented numbers of Facebook users. As a snapshot:

- **73 Facebook posts were published over the 16 days, featuring either a video pledge to take action, support message, infographic animation or social media graphic tile.**
- **Over November and December 2019, campaign posts reached over 12,000 people.**
- **Over 3,800 individual users engaged with campaign content over each week of the campaign by liking, sharing or commenting on our posts.**

THE STARICK OP SHOP

This year we closed the doors of our Cloverdale Op Shop after almost 10 years of trading and moved to new premises at 110 Kooyong Road, Rivervale. This new location will provide greater security of tenure and better amenities for volunteers and customers. It is also within a small shopping precinct and on transport routes, enabling us to expand our customer base and increase sales.

Thanks to the ongoing hard work of volunteer Op Shop Manager Sandie Hunt and her team of volunteers, the Op Shop contributes a growing amount of income to our services, and a much needed service to our clients and the local community.

It has been both a pleasure and a challenge to continue in the role of CEO in 2019/20. Thank you to the Board, staff and volunteers for your hard work in continuing to build Starick as a strong, viable and effective organisation.

Leanne Barron *CEO*



Starick is a registered charity with over 40 years' experience in supporting women and children escaping FDV in Perth's south-eastern metropolitan corridor.

If you would like to assist us in our work, please visit our website at www.starick.org.au.



OUR VISION

Building futures free from violence.

OUR PURPOSE

Providing specialised support services and advocacy for women and children affected by FDV and for the community as a whole.

ACKNOWLEDGEMENTS

Our heartfelt thanks to our Chair Damian Green and members of the Board, all of whom have voluntarily dedicated their time, skills and experience.

A special thanks to our ongoing program funders and partners, in particular:

- Access Housing
- Applecross Rotary
- Ascot Rotary
- City of Canning
- City of Gosnells
- Department of Communities
- Department of Industry, Innovation and Science
- Jacaranda Community Centre
- Lotterywest
- Ride Against Domestic Violence
- Soroptimists of South Perth
- Women's Council for Domestic & Family Violence Services (WA)

In addition, our thanks go to the multitude of community groups and donors listed on our website. You are an integral and much valued part of the fabric that makes Starick a vibrant and energetic organisation.

FINANCIAL DISCLAIMER

Starick Services Inc. audited financial statements for 2019/2020 are available upon request. Please contact our Finance Manager on (08) 9478 5300, or email financemanager@starick.org.au



Government of **Western Australia**
Department of **Communities**

