

CEO's Report

Starick Services is entering a new era—how we do our work, who we work with and where we deliver services to individuals and families experiencing homelessness as a result of family and domestic violence and other life crises.



Earlier this year, Starick facilitated a two-day conference in Perth for our coordinators from the Kimberley, Murchison and Goldfields.

The conference was followed by a planning day for all staff, which provided valuable opportunities to review current work practices and to discuss our future capacity to deliver specialist domestic violence services in metropolitan, rural and remote WA.

I would like to share a quote from one of our new staff working in a remote region:

'That Wednesday meeting with a bunch of Starick Sisters was for me stepping through a portal into a brighter world with a prospect of really doing the good that pleases God. Not since my student days have I seen such a gathering of passionate women with superb and sustained experience, training-based intellectual property and a creative ability to visualise the future.'

In the past 12 months, we have concentrated on the following to build on what we have achieved and focus on where we are going:

- Building new partnerships to provide a more seamless approach to working with individuals and families.
- Developing research projects with the University of WA (Winthrop Professor Donna Chung, School of Social Work and Policy) and University of Warwick, England (Associate Professor Christine Harrison and researcher Dr Ravi Thiara).
- Implementing new family advocate positions.
- Exploring and developing new ways of working with the whole family (victims and perpetrators).
- Phasing in the Social Community Homecare and Disability Services Industry Award for our workers.
- Supporting our services in the rural and remote areas.

Increasing services in rural and remote areas has been a steep learning curve for the agency, particularly at operational and

management levels. At the same time, working with dedicated individuals and enthusiastic agencies that all want to build safer and stronger communities has been a richly rewarding experience.

We are most fortunate to have a Patron in the Hon. Kay Hallahan who provides sound guidance, Board members who are dedicated to good governance and staff who love the work they do. I look forward to what the future brings for Starick Services.

Arina Aoina

Chief Executive Officer



Centre for Non Violence • Centre for Safety & Well-Being • Centre for Community
Working toward keeping women safe & children and young people protected

StarickServices

Incorporated

BOARD

Chair

Shona Zulsdorf

Treasurer

Julie Hill

Board members

Jenny Berry
Karen Darby
Kathleen Johnson
Lynette McGivern
Alyce Mullen
Kerry Regan
Arina Aoina
(Ex officio Board member and CEO)

StarickServices
Incorporated

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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 Patron and Board members, past and present, who have voluntarily dedicated their time, skills and experience.

Thanks to Lotterywest and the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) for providing much needed financial support to families accessing our services.

Thank you to our contract managers at the Department for Child Protection, Lorena Rose, Liane Alexander and Julie Sutherland, who have provided invaluable support and encouragement throughout the year.

Local governments, other organisations, schools, community groups, sponsors, donors, volunteers, individuals and dedicated staff are all part of the fabric that creates a vibrant and energetic organisation.

Special thanks to partners and sponsors who so generously support us: 'Viva Vivienne's Children's Camp at Fairbridge, WA; ABS Employment; Soroptimists International (South Perth); St Michael & All Angels Church, Cannington; Peter Zappa Art; Champion Lakes Church, Kelmscott; Southside Care.

Financial Disclaimer

Starick Services Inc. Audited Financial Statements 2011-2012 are available on request. Please contact our administration on (08) 9478 5300 or email pa@starick.org.au for a copy.



Government of Western Australia
Department for Child Protection



Annual Report 2012

Patron's Report



Starick Services successfully established new services in the Goldfields, Kimberley and Murchison regions of Western Australia this year. We can only imagine the initiative and energy that was required of the agency to attract and retain suitable staff and to build the necessary community relationships, that allow us to serve vulnerable citizens in these areas. All this has

been achieved while services in the Metropolitan area have continued.

Starick Services, along with every other not-for-profit organisation, is facing the most significant change in many years with the *Delivering Community Services in Partnership Policy*, which affects funding from our main funding body, the Department for Child Protection.

The aim of the policy over the past two years has been to ensure that funding for services that the Government purchases from not-for-profit agencies is fair and appropriate. As a result, a price adjustment was applied to service contracts, which has happily benefitted Starick Services.

The shift to outcomes-based accountability necessarily changes how the welfare sector delivers services. Fortunately, Starick Services has a history of innovation and demonstrable leadership in meeting both client needs and government funding requirements. Given this solid foundation of experience and collaborative work with government agencies, the not-for-profit sector and the wider community, Starick Services is well placed to respond to the significant changes facing the whole sector.

I, therefore, have every confidence that under the guidance of the Board, with its strong governance capacity, and the leadership of the CEO and her committed team, Starick Services will continue to provide very effective services to some of Western Australia's most vulnerable citizens.

I congratulate the Board, the CEO and the staff on their effective and worthy endeavours.

Hon Kay Hallahan AO

Patron

Chair's Report



Starick Services fulfils an important role in our community, supporting women and children who have been affected by domestic violence. Our clients come from all communities, including Indigenous people, refugees and migrants.

Starick's service delivery model focuses on a holistic three-part system of prevention, intervention and

follow-up. Our dedicated staff provide appropriate support when families are in crisis and at their most vulnerable.

Founded in 1985, Starick also has a longer term agenda of working with clients and communities to break the cycle of domestic violence.

To this end, the Board and management have engaged on a program of revitalisation and renewal.

Over the past two years, we have strengthened our governance procedures and reshaped our strategic priorities to ensure that we deliver high-quality services that are outcomes-based and achieve the highest standards of probity and accountability.

Starick has recruited Board members with complementary skill sets. As Chair, I am very proud of the calibre of our Board and the professionalism and rigour they apply to our work.

Our new Board members this year include a chartered accountant as Treasurer and members with practical experience working in the not-for-profit sector.

Sound financial management has again delivered a budget surplus in 2011-12. This successful result provides a firm footing for us to maintain and expand our services in the future.

The Board wants to use the strong foundation to establish our credentials in delivering best practice within the sector. Next year, we will work with the University of Western Australia to validate Starick's model for capacity building in the community.

The year ahead will be an exciting and challenging time for us all.

Shona Zulsdorf

Chairperson

Centre for Community

Starick employs advocates to support women and children in diverse locations who are escaping from family and domestic violence.

For families living in the south-eastern suburbs of Perth, the SPEARS referral service (Support Prevention Education Advocacy Referral Service) provides this support in partnership with WA Police.

A recent funding opportunity through the WA Police for Crime Prevention Projects may allow us to extend these services within the district next year.

Through our Outreach program, residents in Starick centres (such as HOWIC and the Eudora clustered housing project) learn skills to help them move back into the community. This year we were fortunate to be given access to accommodation exclusively for Starick clients through the Champion Lakes Church in Kelmescott and supported by Southside Care.

One of our most successful workshops was 'Eating Healthy' – a learning experience and, most importantly, lots of fun for all the women who participated. Some of the women have now embraced healthy eating lifestyles, helping them to build positive relationships with their children, other residents and staff.

The counselling program, which also provides much needed support to children, is in high demand. Starick is investigating ways to expand the service to full-time in the near future.

We are pleased to report that the Goldfields region now has a case management and coordination service operating in Esperance. This service will help us to better monitor responses to family and domestic violence. It is a boost to our RRR service (Reconnecting Rural and Remote) which helps to prevent family and domestic violence in regional areas.



Centre for Safety and Wellbeing

In the past year, priorities for the centre have included:

- Delivering services in partnership with other agencies to women and children.
- Preparing the move from specialist advocates for women and children to family advocates (currently piloted at Starick House).
- Accessing specialist training to enhance delivery of services to the whole family (both victims and perpetrators of violence).

One of the highlights of the year for staff was the specialist training provided by Dr Ravi Thiara and Associate Professor Christine Harrison, from the University of Warwick, England.

Starick will implement Dr Thiara's 'Talking to My Mum' program which is run in refuges in the UK and has now been introduced into all of our centres in WA. The program provides communication tools that can be used by mothers and children in the aftermath of domestic violence. Starick will work with Dr Thiara on the delivery and evaluation of this initiative.

Professor Harrison enhanced Starick's approach to working with the whole family to prevent domestic violence. Starick will also be working closely with Professor Harrison on initiatives that reflect her international experience and perspectives on domestic violence.

The annual 'Viva Vivienne' children's camp will be held during the school holidays in October at Fairbridge Western Australia Inc, generously sponsored by Ms Vivienne Stewart.

Our thanks also to Healthway who contributed funding of \$7000 for our annual Children's Art Exhibition which will be held in November 2012 at City Farm.

Centre for Non Violence

This centre promotes principles of non-violent social change to enhance the quality of life for children, young people and women who are living with or who have suffered from violence at some time in their lives.

The centre's focus this year was on supporting the agency's programs (such as the annual Children's Art Exhibition) and, in particular, services in rural and remote areas.

Over the past three years, Starick staff have co-facilitated the Alternatives to Violence Project Western Australia (AVP-WA) in prisons and schools with great success. These workshops have been developed to provide an opportunity for offenders to work towards peace and dignity in an increasingly violent world.

Staff have also recently embarked on a joint 'Peace' project held in September 2012.

Laverton Crisis Intervention Service (LCIS)

Within months of Starick taking over the management of the Laverton Crisis Intervention Service (LCIS), the agency opened its doors to the local community for a multicultural day. Highlights included:

- Food offerings from various cultures (including Africa, Samoa and Asia).
- A hangi (feast) organised by Maoris working on the local mine sites.
- Children's activities organised by Starick staff from Perth.

The local police, fire brigade and shire strongly supported the event, which was attended by local residents, miners, staff from government and community agencies at Kalgoorlie and Leonora, the Laverton Shire CEO and primary school children and their teachers from Mt Margaret Community.

Starick's deputy chair officially opened the event, with support from Starick's CEO.



LCIS manager, Trish Waretini, who has held the position for four years, said the event was a great success. Starick is grateful to have such a dedicated staff member who is willing to work in the comparative isolation of Laverton and with the difficult issues that affect many local Indigenous people.

"I'm learning all the time," Trish said.

The following case study demonstrates our staff's commitment to helping people and the importance of working collaboratively and flexibly on prevention, intervention and follow-up with people (and especially young people) who are in trouble.

How it worked for Liam

Liam (not his real name) is 13 years old. His mother is permanently incarcerated so his Aunty is raising him. He was destined for a short (and brutal) life had it not been for the intervention by staff at our Laverton crisis centre.

Liam arrived at the centre with his Aunty, who had major concerns for his welfare. A transient camper had given him gin to drink and fuel to sniff, a combination that resulted in a psychotic episode. Liam found an axe and threatened to self-harm or kill anyone who came near him.

Over the next 48 hours, during which time he became unconscious, Aunty and a niece watched over him constantly. When he began to respond, Aunty sought help from local agencies without success until, at last, she visited the crisis centre. A staff member and Aunty sat down together as they were sure that without help Liam would not live to see his 14th birthday.

A frustrating few hours followed as service providers in Kalgoorlie and Perth could offer no assistance, although advice from DrugARM Perth proved helpful in the short term.

Later, when Liam was more coherent, he and Aunty returned to the centre for more talks.

Aunty had heard about 'BushMob' in Alice Springs which provides care for children who are abusing drugs and other substances. LCIS made a phone call but the result was not encouraging. BushMob could take only five children at a time, had a long waiting list and could not confirm how long it would be before Liam could take part in the program even if he was accepted.

DrugARM made another call to BushMob. This time—success. Liam was to join the program straight away but at \$250 a day for three months it would not come cheap. The workers joined forces and, four hours later, the money was found; the Department for Child Protection and DrugARM had agreed to pay half each to save Liam's life.

Liam had never left Laverton before and so Aunty's niece accompanied him to Alice Springs for a couple of days to help him settle in.

Liam excelled in the program and returned to Laverton a new boy. He made a special trip to the crisis centre to thank the staff member for giving him the opportunity to turn his life around.

Liam continues to do well, he lives with his Aunty and attends school.

CASE STUDY

HOW YOU CAN HELP US

Starick Services 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