

CEO's Report

I feel very honoured to have been appointed as CEO of Starick Services. Having only very recently commenced in the position, preparation of the Annual Report has provided an opportunity to reflect on the previous 12 months as an observer rather than a participant, and what strikes me is the very broad range of work undertaken by Starick.



This work ranges from provision of crisis accommodation to longer term housing options, from immediate support with court and other legal processes to help ensure the immediate safety of women and children, through to longer term practical and emotional support. For many women and children, Starick Services walks with them as they make their individual journeys to safety and independence.

This requires staff to have commitment and resilience. I want to acknowledge the Starick staff who have continued to respond to the needs of women and children who seek our services, particularly as the service has undergone some major changes in the past year and as the general economic environment has become more difficult for people on low and fixed incomes.

The Annual Report also provides an opportunity to reflect on priorities to take Starick Services forward into the next year.

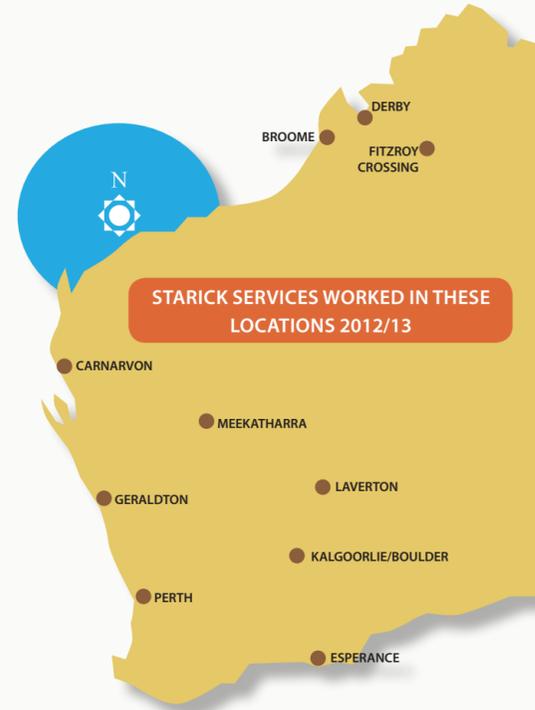
The key priorities for 2013/14 include:

- Continuing to strengthen the governance of Starick Services to provide a firm base for the delivery of our services.
- Providing input into the state government's review of the family and domestic violence service system which reflects the experience and expertise of Starick Services in family and domestic violence and knowledge of the communities we work in; and ensuring that we are in a strong position to respond to the outcomes of the review.
- Building a culture of leadership and ongoing learning in the organisation.
- Building the evidence base for our work.
- Continuing to develop our children's program, as a key aspect of our work in early intervention and prevention.
- Strengthening our partnerships – with our donors who provide significant support to our service delivery, and with other organisations involved in family and domestic violence and related areas.

Starick Services has a long and proud history of responding to family and domestic violence in the Western Australian community as a leader and innovator, and I look forward to working over the next year with the staff, the Board, and our partners to continue that work.

Leanne Barron

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

Starick Services

Incorporated

BOARD

Chair

Shona Zulsdorf

Treasurer

Julie Hill

Board members

Wendy Wiley
Jenny Berry
Karen Darby
Kathleen Johnson
Natalie Sangalli
Arthur Wilson

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, schools, 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 donors and sponsors: Vivienne Stewart and Mandy Loton; City of Canning; City of Gosnells; ABS Employment; Soroptimists International (South Perth); the Anglican Parish of Canning; Texas Country Music Club; Peter Zappa Art; Healthways; Surfside Ladies Golf Club; Pure Fitness; David and Anne Dinsdale; and the Hon Linda Savage MLC.

Starick Services

Incorporated

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Financial Disclaimer

Starick Services Inc. Audited Financial Statements 2012/13 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 2013

Patron's Report



The last year has marked a period of significant change for Starick Services. We have farewelled some long standing staff members with the departure of the CEO, Arina Aoina, Sharleen Cooper and Ailaoa Aoina. Each of them has made a great contribution in leading and managing the organisation. I would like to specifically acknowledge Arina's magnificent energy and dedication and her role

in creating the organisation that we have today. Arina has been synonymous with Starick from the outset 27 years ago. She has built the organisation from the challenging days, establishing the first purpose-built refuge for women and children in Gosnells, to the multi-faceted services we have today, with programs in metropolitan and in regional areas of our State.

Arina was a key contributor to the Women's Council for Domestic and Family Violence Services and influenced policy and service delivery in the field of family and domestic violence in Western Australia. I personally thank Arina for her commitment and contribution to a sector which has not always enjoyed the understanding of the wider community, that violence within the home and personal relationships is not acceptable and results in enormous suffering and costs in life's opportunities for the individuals and families, as well as being a significant cost in terms of service provision and loss to the wider economy.

Arina and I have had a long association and as Patron of Starick Services I have valued her passion and vision. I extend my very good wishes to Arina, to Sharleen and to Ailaoa and wish them well in all their future endeavours.

At the same time, I am very much aware that all organisations depend upon more than one individual or group of individuals. All organisations need to embrace renewal and to be receptive to change. I commend the Board and all staff for the professionalism they have shown in managing this process of change over the past year, knowing that the firm foundations allow programs provided by Starick to continue to those who, regrettably, are in critical need of the wonderful services that have been developed. I feel confident that the Board and Staff will work effectively to ensure that Starick Services maintains its important role in the community, particularly in the domestic and family violence sector.

Hon Kay Hallahan AO

Patron

Chair's Report



The last year has been a challenging one for the Board and staff at Starick. In May, our Chief Executive Officer, Arina Aoina, left the organisation after 27 years at its helm. Throughout those years, Arina made an important contribution in establishing Starick as a leader in the field of domestic violence and advocacy for women and children.

Over the decades, Starick has created an innovative model of service delivery that breaks the cycle of domestic violence by working with families and, in particular, children. The research now shows us that it is these programs and the advocacy work done with children that breaks the cycle of domestic violence for future generations.

To ensure that Starick and its staff benefit from the opportunities created by change and that we continue to adapt and renew our services, the Board is drawing on the significant expertise and knowledge of people from outside the organisation. Our new CEO, Leanne Barron, brings to the role significant skills in policy and program development from both Government and not-for-profit sectors, together with sound organisational abilities and a thorough understanding of our core business. She has begun to settle into the role and the Board has every confidence that Leanne will make an invaluable contribution to reshaping and revitalising how we do our business.

Staff have shown a commendable willingness to accept change and work with the Board in ensuring Starick moves forward positively and with purpose.

While there is lots of work to be done over the next year, the Board is excited by the possibilities of what we can achieve and the ways in which we can work to improve our services and develop new programs better tailored to our clients. We expect to regain our place as the lead organisation in the field!

Shona Zulsdorf

Chairperson

Centre for Community

The Centre for Community represents Starick's follow-up and outreach services for women and children in the community. Through the Centre Starick provides support to women and children who are unable or may not want to access a refuge.

The key components of the Centre for Community are:

- The Support, Prevention, Education, Advocacy, Referral Services (SPEARS) program, which provides vital support services to women and children in partnership with the South East Metropolitan Police District.
- Provision of supported and longer term housing through the Housing of Women in Community program (HOWIC), and the Eudoria Clustered Housing project, delivered in partnership with Access Housing.
- Outreach support for women and children who have left our centres and are residing in the community, in Starick housing or in other forms of housing.
- A counselling program that provides much needed support to women and children escaping domestic and family violence.

Some indicators of the numbers of women and children supported through our Centre for Community are:

- Over 80 women a month are supported through SPEARS.
- At any one time 21 women and their children are accommodated through our housing programs.
- Over 100 women and their children were provided with counselling in 2012/13.

The Reconnecting Rural and Remote (RRR) program was an important aspect of Starick's work in 2012/13. In March 2013 the Department for Child Protection moved to a new model of locally coordinated response teams to family and domestic violence and funding to Starick Services for this work ceased.

Through this program Starick learnt much about regional and remote delivery and, while every location is different, the learning helped to inform our work in Laverton.



Centre for Safety and Wellbeing

Our two centres, Mary Smith and Starick House, have continued to work in partnership with other agencies to deliver services to women and children escaping domestic violence.

Over 100 women and their children were accommodated in our centres during 2012/13, but the service provided in our centres is much more than 'heads on beds'. Women and children are able to access a range of support services during and after their stay, including emotional and practical support, workshops and associated programs.

One of the most successful workshops has been 'Eating Healthy' which is both educational and fun for all women who have participated. In addition to encouraging women to embrace a healthy lifestyle, the program had a beneficial side-effect of building positive relationships between residents, their children and centre staff.

The Clothesline Project runs every second Sunday with clients from Mary Smith Centre. The women paint a T-shirt representing their experience of violence. The T-shirts are then displayed at events on a clothesline. This project provides our clients with a way to express their feelings, emotions and experiences in a nonverbal way and to talk to and connect with other women who have also experienced family and domestic violence.

Both centres have continued to implement the 'Talking to My Mum' program developed by Dr Ravi Thiara in the United Kingdom. This program supports stronger mother-child relationships by helping to develop better communication between children and mothers affected by domestic and family violence.

The work of the centres is underpinned by the training provided by Associate Professor Christine Harrison on domestic violence and children. This informs our day to day work with children in our services, as well as the design of events focused on children.

In 2012/13, the following children's events were undertaken:

- Two camps were held at Fairbridge Western Australia, in October 2012 and April 2013. They were generously sponsored by Mandy Loton and Vivienne Stewart and attended by women and children residing at Mary Smith Centre. Most of the families had never been away on holiday so this was a first. Activities, including flying fox, team building activities and hay rides, were aimed at encouraging self-esteem, building self-confidence, challenging fears and enhancing the bond between families.
- Children in our Centres worked with an Art Therapist funded through a grant from the Alannah and Madeline Foundation. This project provided an opportunity for the children to express their experiences and feelings through art. It culminated in the annual Children's Art Exhibition in November 2012 at City Farm, sponsored by Healthways. Several local artists donated their artwork to display and sell, and Starick Services received a percentage of the sale price. The exhibition provides an opportunity to promote our service, and educate and raise awareness in the community about family and domestic violence. It is also an avenue to display the children's artwork and to raise money for the children's program.

This was a significant year for Starick House, which has undergone major refurbishment. The internal and external refurbishment was made possible by a Lotterywest grant of \$700 000. The grant has enabled Starick Services to improve the overall quality of accommodation, purchase new furniture and equipment and enhance the security of the centre. The result is a place that feels more homely, and the creation of a more friendly environment for women and children.

The temporary closure of Starick House has left a significant gap in the service delivery system in the community and we look forward to re-opening its doors in the very near future.

Centre for Non Violence

In addition to its direct service delivery, Starick Services has a role in community education and influencing broader understandings and policy in relation to family and domestic violence.

The Centre for Non Violence also provides support and coordination for Starick's service delivery areas.



Key areas of work in 2012/13 included:

- Support for rural and remote service delivery
- Coordination of the Annual Children's Art Exhibition
- Providing trained facilitators in the Alternative to Violence Project run in prisons and schools
- Working with the Women's Council on Domestic and Family Violence on service delivery and policy issues

The Centre for Non Violence administers the financial assistance provided to Starick Services. This assistance includes Emergency Relief funding through Lotterywest and the Department of Families, Housing, Community Services and Indigenous Affairs

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

(FaHCSIA), which is made available to clients of our Centres for Community and Safety and Wellbeing to assist them with food and other costs.

In addition, the Pots and Pans project provides assistance to clients moving into long-term accommodation to purchase kitchen utensils. This project is funded through a generous donation of \$10 000.

Laverton Crisis Intervention Service (LCIS)

Laverton Crisis Intervention Service (LCIS) is a three-way partnership between Department for Child Protection which provides recurrent funding, the Indigenous Land Corporation which provides the building, and Starick Services which provides the service delivery.

Starick has been involved with the service since November 2011 and has recently applied for ongoing funding.

In addition to providing crisis accommodation for women and children escaping domestic violence, LCIS has undertaken a range of community activities. For example, during 2012/13 the services hosted the popular Kunga Nights every second Tuesday evening for girls aged 10 to 16. These nights incorporated a range of educational and social activities for young women.

The centre also provided activities for local children during school holidays, often in conjunction with volunteers from Curtin University. These activities included a focus on health and healthy eating, safety and protective behaviours.

Due to multiple complex factors that may be attributed to its isolation, Laverton can be a challenge for us to support and work in. Over the last 12 months a number of services for children and for young and new parents have closed due to lack of funding, creating increasing gaps in the provision of local services. The Coordinator has worked hard to establish positive and constructive links within the community that provide demonstrable benefits for local Aboriginal women.

The extent of these links was demonstrated recently following the tragic death of a young Aboriginal woman who had stayed at the service and was subsequently killed by her ex-partner following his release from jail. The family of the young woman invited the Coordinator to participate in the funeral and later asked her to organise counseling for family members to deal with their grief and trauma. Being able to provide this type of support is a reflection of the service being grounded in and accepted by local communities.