

CEO's Report



and their children.

Our work also occurs in a changing environment. A key change impacting on Starick has been the new model of policing of family and domestic violence being trialled in the south east metropolitan corridor. Starick has worked collaboratively with WA Police, the Department for Child Protection and Family Support and other non-government agencies to ensure that we continue to provide a service that is relevant to our clients and meets a gap in the service system. A key strength of Starick is our capacity to engage with clients in a holistic way and provide both crisis and longer term supports.

The new service delivery model for women's refuges announced by the Department for Child Protection and Family Support will also have implications for the way Starick operates in the future. This model is premised on the concept of 'no wrong door', and is designed to ensure that requests for assistance from women and children at high risk are responded to.

As one of the three lead agencies in the metropolitan area, Starick will be responsible for working in partnership with agencies in the south east metropolitan region and with other lead agencies to ensure a service response.

While the new model will not be implemented until 2015/16 Starick has been working with the Women's Council for Domestic and Family Violence Services to ensure the effectiveness of the new model and increase the level of collaboration in the sector. This will be a key area of work for Starick in 2014/15 and we will undertake a review of service delivery to ensure we are best placed to take on this important new role.

In last year's annual report I identified a number of priorities that I wanted to pursue as a new CEO. After almost one year in the position I am pleased to say that we have made significant progress. Some key achievements include:

- The governance of Starick has been strengthened through a review of our policies and procedures and systematic reporting to the Board on financial and governance matters. Governance training has also been made available for Board members.

- Staff management and support has been strengthened through the introduction of supervision and a performance development system to support continuous learning in the organisation.
- In addition recruitment processes have been made more open and transparent and we have welcomed new staff into the organisation in permanent and contract positions.
- Starick has strengthened its partnership with the Women's Council, including through membership of the Council's Executive Committee and regular attendance at the Managers' meetings. The Council provides an important avenue for Starick to provide policy and program advice to the Western Australian and Australian Governments, and for training and peer support for staff.
- Starick is also a partner agency of the Armadale Family Support Network, which provides an integrated multi-agency service for families in the Armadale area.

Work on these areas will continue in 2014/15.

Thank you to our donors and sponsors who continue to support the work of Starick services – from one-off donations of clothing and household items, to regular donors, to sponsors who support projects and programs such as the Annual Children's Camp and Pots and Pans project. Starick relies heavily on your generosity to supplement our services.

Finally, thanks to the staff and volunteers for another year well done. We are in the fortunate position of having a stable team of staff, and with a plan to improve our skills base, we are in a good position to face the challenges in the year ahead.

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

Shona Zulsdorf

Deputy Chair

Natalie Sangalli

Treasurer

Julie Hill

Board members

Jenny Berry
Karen Darby (to 20/1/2014)
Kathleen Johnson (to 20/1/2014)
Leckraz Sukhram (from 24/3/2014)
Beth Walker (from 24/3/2014)
Wendy Wiley
Arthur Wilson

ABN 56 721 993 085

Address 7 Love Street, Cloverdale
WA 6105
PO Box 174, Cloverdale
WA 6985

Phone (08) 9478 5300

Fax (08) 9478 4066

Email ceo@starick.org.au

Website www.starick.org.au

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 Australian Government Department for Social Services for providing much needed emergency relief to families accessing our services.

Thank you to our contract managers at the Department for Child Protection and Family Support, Lorena Rose, Liane Alexander, Deborah Linto and Amanda McCurry, who have provided invaluable support and encouragement throughout the year.

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: Department of Housing; Vivienne Stewart and Mandy Loton; City of Canning; City of Gosnells; Pure Fitness; Soroptimists International (South Perth); Surfside Ladies Golf Club and the parish of St Michael and All Angels.

Financial Disclaimer

Starick Services Inc. Audited Financial Statements 2013/14 are available on request. Please contact our administration on (08) 9478 5300 or email ceo@starick.org.au for a copy.



Government of Western Australia
Department for Child Protection
and Family Support

Annual Report 2014

Patron's Report



Next year will be the 30th anniversary of the opening of Starick House. In preparation for this milestone Starick is putting together a history of the organisation and I have been assisting with the original meeting papers and documents. 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.

Starick has come a long way since we opened Starick House in Gosnells in 1985. It has grown from that single much-needed refuge for women and children into the multifaceted services provided today across the south-east metropolitan area.

Starick has always been a pioneer in family and domestic violence services. When it opened, Starick House represented a new era of women's refuges offering a style of service that was much more proactive and responsive in its work with women and children.

Starick was also at the forefront of efforts in WA to recognise children as clients in their own right and to develop services that responded to their specific needs. It pioneered relationships with WA Police and has continued to build on this early work.

Over this time there have often been tragic cases that challenge the way we do things and provide the impetus for reflection and review, most recently the case of Andrea Pickett, who was murdered in 2009 by her estranged husband. The Coronial Inquiry that followed Andrea Pickett's death found a number of systemic failures contributed to this tragic event, including the failure to provide safe accommodation to Andrea and her young children.

The Coroner recommended that: "... in the case of women and children who are the subject of threats of extreme violence, secure accommodation ... be provided."

The Department for Child Protection and Family Support and the family and domestic violence sector have worked together to implement that recommendation and a new service system for women's refuges is being developed to improve the response to high-risk cases. It is gratifying to note that the Department has identified Starick as the preferred provider for the lead agency service in the south-east metropolitan corridor. This recognises Starick's expertise and leadership since its community-supported beginnings 30 years ago.

The staff and the Board of Management have been remarkably committed and successful in developing the early vision that so many worked for all those years ago. The concern is that today the need for these services continues unabated!

Hon Kay Hallahan AO

Patron

Chair's Report



The last year has been a busy one for the Board and management but we have achieved much to be proud of over a short period of time. It was a year of new beginnings for the organisation.

We have modernised our image by launching the organisation as simply – Starick. Along with our new name, the Board oversaw new branding and development of a strategic plan that more closely aligns with the core services we deliver for clients.

We are very proud of the refurbishment of the Starick House refuge at Gosnells. This was a collaborative project that was funded by Lotterywest. The Board and management were supported throughout the project by the City of Gosnells.

The Board is constantly seeking to revitalise itself and bring new skills and expertise to the organisation. We have recruited new board members who are contributing their professional experience in human resources, financial management, fundraising and marketing. One of the key priorities for the Board in 2014/15 is to develop and implement a fundraising strategy to generate additional funds for essential programs for our clients.

One of the roles of a Board is to ensure that governance processes reflect modern business practices. We have overseen a complete review of the Board's governance policies and procedures.

Our successes over the last year are a tribute to the hard work of each Board member and the contribution that they make. Thanks must also go to our new Chief Executive Officer, Leanne Barron, and the dedication she has shown to building Starick to be a leader in the field. This has been recognised with our recent appointment as the lead agency in the South East metropolitan region.

This is my last report as Chair of Starick. I would like to extend my thanks to the Patron, Kay Hallahan, and Board members past and present whom I have had the privilege of working with. I would also like to acknowledge the hard work and dedication of our CEO to deliver on our reform program and to the staff of Starick who have come on the reform journey with us. We do these roles to make a difference and it is an honour to make a difference to the lives of the many women and children who are affected by domestic violence. Starick is building on its successes so that it can continue to make a difference for many decades into the future.

Shona Zulsdorf

Chairperson

Centre for Community

The Centre for Community represents Starick's early intervention, follow-up and outreach services for women and children, including those who are unable or may not want to access a refuge, or have recently exited refuge accommodation. The key components of the Centre for Community are:

- The Support, Prevention, Education, Advocacy, Referral Services (SPEARS) Program for women, children and young people experiencing domestic violence. This service includes outreach and home visiting, counselling and supporting women through court and other legal processes.
- Supported and transitional housing through the Housing of Women in the Community (HOWIC) program and the Eudoria Clustered Housing Project, delivered in partnership with Access Housing. These housing programs house up to 13 women and their children at any one time.

In 2013/14, approximately 660 women and 35 children received services from the Centre for Community. A significant proportion were women and children of Aboriginal and Torres Strait Islander background (22%), some of whom had been transferred to Perth from rural and remote areas, and women from a culturally and linguistically diverse (CaLD) background (25%).

Around 170 women and children were provided with formal counselling to address the effects of family and domestic violence in their lives. This is a substantial increase on the number of women and children receiving counselling in 2012/13.

Cases presenting to the Centre for Community are becoming increasingly complex and this has warranted a broadening of staff knowledge and skills, and of the range of service providers with which the Centre has enjoyed collaborative relationships in 2013/14. These services include:

- Mental health service providers for women and children of refugee and CaLD backgrounds.
- Services for CaLD women without permanent residency.
- Support services for female victims of elder abuse.
- Support services for women who have children with disabilities.

These collaborative relationships have resulted in enhanced outcomes for clients.



A key achievement of the Centre for Community in 2013/14 has been the growing recognition by the Court system of Starick's contribution to ensuring the safety of women and children. During this period Starick has written reports to the Magistrates Court that have been successful in obtaining special witness status for victims of domestic violence so they are able to give evidence by video, and providing bail risk assessments that place the onus on the system to protect victims of domestic violence when perpetrators seek bail.

Other achievements over the period include the successful housing of women in Department of Housing and independent housing, and an increased capacity of clients to self-advocate as a result of the support and information provided by our Centre for Community staff.

Centre for Safety and Wellbeing

Mary Smith and Starick House have continued to deliver critical refuge services in the south east metropolitan area to women and children escaping family and domestic violence.

After a major refurbishment made possible by a Lotterywest grant, Starick House was officially reopened by the Mayor of the City of Gosnells on 24 October 2014. Starick gratefully acknowledges the support of Lotterywest and City of Gosnells in making this much needed refurbishment possible. Starick House now offers a more contemporary and homely environment for residents and a comfortable working environment for staff.

Approximately 180 women and children were accommodated in our refuges during 2013/14. Of that total:

- 37% were Aboriginal and Torres Strait Islander women and children.
- 20% were women and children from a culturally and linguistically diverse background.

Whilst our Centres have made every effort to accommodate the referrals received this year, they were unable to accommodate nearly 200 women and children. The lack of crisis accommodation beds remains an ongoing issue for Starick and for all services assisting women and children escaping domestic violence.

In addition to providing accommodation and immediate support, both refuges have been running regular and one-off workshops aimed at building the resilience, health and wellbeing of women and children. Regular workshops include exploring domestic violence and its effects, healthy eating, pampering sessions, yoga, a Kids Club that includes movies, arts and crafts, protective behaviours, and the Clothesline Project. This latter project runs weekly and offers the opportunity for clients to express their feelings, emotions and experiences through the medium of painting a t-shirt representing their experience of violence.

One-off workshops that were available to women during the year included belly dancing, employment coaching and "Money for Jam" to build skills in budgeting and saving. In addition children were able to participate in one-off art therapy sessions when a therapist was available.

Our centres also celebrate and welcome participation in events that recognise the diversity in our community and the centre's

clients, such as National Aboriginal and Islander Day of Celebration (NAIDOC) week and International Women's Day.

Competencies of our Centre's staff have been enhanced over the year through attendance at training and workshops on topics such as:

- Families and foetal alcohol spectrum disorder
- Working with victims of sexual assault and family and domestic violence and issues of vicarious trauma for workers
- Law, History and Personal Narratives: An Aboriginal Family Violence Perspective
- First Aid

Centre for Non Violence

In addition to direct service delivery, Starick has a role in community education and influencing broader understandings and policy in relation to family and domestic violence. Starick's participation in the Women's Council for Domestic and Family Violence Services, including membership of the Executive Committee, is critical in this regard.



Key achievements in 2013-14 were:

- Support for service delivery in the south east metropolitan corridor and Laverton.
- Restructuring and streamlining the administrative functions to more effectively reflect key areas of work.
- Bringing finance and payroll 'in-house' to provide greater oversight and control of Starick finances.
- Transfer of payroll and accounts to MYOB and training relevant staff.
- Installation of a new IT system.
- Update of governance policies and procedures.

The Centre also administers the financial assistance provided to Starick through:

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

- The Lotterywest emergency relief program.
- The Department of Social Services emergency relief program.
- The Pots and Pans project, a Starick initiative to support clients moving into long term accommodation to purchase kitchen utensils. This project is funded through a generous donation of \$10 000.

The Centre for Non-Violence supports the Fresh Start Op Shop, located next door to the office at 9 Love Street Cloverdale.

The Op Shop is staffed by a wonderful team of volunteers, headed by manager Dawn Campbell. It provides a 'drop off point' for donations of clothing, bric-a-brac and household items. These items are sorted at the Op Shop and offered to clients of the service in the first instance. Surplus items are then sold through the Op Shop, generating a small income to meet its overheads.

Laverton Crisis Intervention Service

The Laverton Crisis Intervention Service (LCIS) was a three-way partnership between the Department for Child Protection and Family Support, which provided recurrent funding, the Indigenous Land Corporation, which provided the building, and Starick Services which delivered the service since November 2011.

In 2013/14 LCIS provided:

- Short term crisis accommodation to 20 women and 12 children, all of whom were persons of Aboriginal and Torres Strait Islander (ATSI) backgrounds.
- A regular fortnightly activities group for teenage girls, called "Girls Kunga Night", that attracted up to 16 girls per session.
- Three "Women's Talk" days that attracted up to 5 women at each event.
- A base for financial counselling and other outreach services delivered by Goldfields Centrecare and other Goldfields based services.
- Practical support such as emergency relief, food and clothing.

During 2013/14 the Centre continued to experience very low rates of utilisation which were of concern to both Starick and the Department. In late 2013 it was decided that Starick would not re-tender for the service and that the Department would undertake a review to determine the most appropriate service delivery model for the town and surrounding areas.

Starick's decision reflected both the difficulty of managing a remote service from Perth and a commitment to focus on core service delivery in the South East metropolitan corridor.

The Board of Starick wishes to acknowledge the contributions that were made by its staff, Trish Waretini and Nikki Wikeepa, over the last year to delivering services in often challenging conditions and in a very isolated location.