

Sustainable Funding

Like all not for profit organisations we experience financial pressures, particularly as indexation of government funding does not keep pace with cost increases. The impact of Fair Work's Equal Remuneration Order for non-government wages is a particular pressure.

With average increases of 5% per year to 2020, the Order provides much needed wage increases in the not for profit sector. However these increases have not been matched by funding increases. Over the last year we have been working with WACOSS and Community Employers WA to bring this matter to the attention of federal and state governments and to find a resolution. We look forward to the outcomes of this work.

16 Days of Activism

The United Nations 16 Days of Activism Against Gender Based Violence has become a significant focus of Starick's advocacy and community education activities.

In 2017 we participated in the Annual Silent March to remember those who had died and ran a substantial social media campaign, including daily Facebook posts, interviews with supporters and community members and participated in community forums and speaking events. Thanks to all our supporters who participated in the events and engaged in our social media campaign, helping us to spread the message.

In 2018/19 we intend to build on this campaign as an important avenue for highlighting domestic and family violence and community education.

WHERE TO NEXT?

Starick is currently updating our Strategic Plan for 2018-2021.

Our strategic priorities reflect the range of activities we will undertake:

- Provide safe, secure and supported accommodation.
- Support and develop the resilience and strength of the women and children who use our services.
- Advocate for women and children affected by domestic and family violence.
- Engage with and raise awareness of communities to address domestic and family violence.
- Build organisational capacity and excellence that reflects the need for a multi faceted approach to addressing domestic and family violence in our communities.

The staff, volunteers, management team and Board have worked so hard and tirelessly towards our vision of building futures free from violence, and I look forward to continuing that work with them in the year ahead.

Leanne Barron *CEO*

OUR VISION

Building futures free from violence.

OUR PURPOSE

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

ACKNOWLEDGEMENTS

Our heartfelt thanks to our Patron Anne Banks-McAllister AM, Chair Wendy Wiley 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:

- Department of Communities
- Lotterywest
- Cities of Canning and Gosnells
- Access Housing
- Women's Council for Domestic & Family Violence Services (WA)
- Ascot Rotary

In addition, our thanks to the multitude of community groups and donors, all of whom are listed on our website, who are part of the fabric that makes Starick a vibrant and energetic organisation.

FINANCIAL DISCLAIMER

Starick Services Inc. audited financial statements for 2017/2018 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**



ANNUAL REPORT 2017-2018

PATRON

Anne Banks-McAllister AM

BOARD

Chair

Wendy Wiley

Deputy Chair

Damian Green

Treasurer

Sean Thorpe

Board Members

Gail Brindley

Shirley Anne Fortina

Natalie Lund

Georgia Malone

Dr Annette Raynor

Alicia Scaffidi (to Oct 2017)

Dr Gae Synnott

ABN 56 721 993 085

Address Unit 25, 63 Knutsford Avenue,
Rivervale WA 6103.

PO Box 174, Cloverdale WA 6985

Phone (08) 9478 5300

Fax (08) 9478 4066

Email ceo@starick.org.au

Website www.starick.org.au

Starick is a registered charity with over 40 years' experience in supporting women and children escaping domestic and family violence 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.

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



The 2018 year has again proven to be challenging for the Starick Board. Faced with a future with reduced income from existing funding bodies, the Board has again focused on its long term business sustainability, with a strategic plan that will take us until 2021. At the forefront of this is for Starick to continue to provide a safe and caring environment for our clients.

In expanding its expertise, the Board welcomed three new members in 2018 - Gail Brindley, Natalie Lund and Shirley Anne Fortina, whose expertise in finance, business development, human resources and strategic planning complements the existing membership. In addition we have formed three sub-committees – finance, data monitoring and marketing.

After four years as Chair, I am resigning to make way for new leadership to take Starick towards new horizons. I thank the Board for their support and commitment, and I look forward to assisting Starick in the future.

Wendy Wiley *Chair*

TREASURER'S REPORT



The hard work and commitment of the Starick team throughout 2018 has ensured that the organisation remains in a strong position to weather the significant and increasing pace of change in refuge services.

With refuge services funding being overhauled in 2019, all refuges will need to ensure that their operations remain aligned with

providing safety and support to those experiencing domestic and family violence. With change comes opportunity, and Starick looks forward to working with all stakeholders and peers to continue to develop models of care and support fit for now and into the future.

Our results in 2018 reflect our commitment to responsible management of our funding and balance sheet, and strong support from the community and our funding partners.

I am excited to continue this journey with our members and to see the fantastic contribution Starick will be making to society in the coming year.

Sean Thorpe *Treasurer*

CEO'S REPORT



It would be impossible to write this report without acknowledging the unprecedented number of deaths due to domestic and family violence in Western Australia this year.

As at the end of September Western Australia had recorded 25 deaths, comprising 12 women, nine children and five men. This shocking statistic compares to 11

for the whole of 2017 and underscores the critical nature of the

work undertaken by refuges and other domestic and family violence services.

The need to address the incidence of domestic and family violence in our communities, and to support women and children as they escape and heal from the effects of this violence, is what drives us at Starick to do more and do better. This means looking at all the ways in which we can reach out to women and children at risk, as well as to families and friends who may have concerns.

Starick continues to work to address this issue with organisations in the domestic and family violence sector, along with state and federal governments, community organisations and supporters.

We are also keenly aware that reported deaths are just the tip of the iceberg. Many women have serious injuries as a result of assaults by their current or former partners, some with long lasting effects.

And then there are the injuries that can't be seen - the effects of emotional abuse, financial abuse and, increasingly, the impact of technological abuse to stalk and harass women. Some of our work to address these issues is discussed below.

SERVICE DELIVERY

During 2017-18, Starick has continued to develop as an organisation and to enhance our service delivery responses to women and children affected by domestic and family violence.

Our role as lead agency in the south east corridor has two components: **an emergency response service** for women and children, and **a facilitation role** with other refuges in our corridor.

The emergency response service is activated for women and children at very high risk of harm where there are no refuge vacancies. These women and children are provided with accommodation in our emergency room for a 48 hour period, while more long term refuge accommodation can be located.

In 2017-18, we accommodated 32 women and 53 children in our emergency room. A significant proportion of these women had sustained serious injuries from attacks by their current or former partners and required medical attention. All were traumatised by their experiences and all were very fearful for their safety.

Working with these women requires a high level of skill and responsiveness, and I acknowledge the expertise and empathy of Starick staff as they continue to carry out this important work.

The second part of our lead agency responsibilities is **facilitating collaboration within Perth's south east corridor, and across the south and north corridors** to ensure that women at risk get the support they need.

This year we have worked with refuges in our corridor to enhance that collaboration. A key achievement was facilitation of shared training sessions to develop our skills and understanding of Response Based Practice – a client focused and strength based way of working with the women and children who come to our services. Sharing this training between the refuges was very cost effective and enabled us to stagger the sessions so that all staff could attend with minimal impact on service delivery.

SERVICE DELIVERY

Refuges – Mary Smith and Starick House

In 2017-18, Starick's refuges accommodated 151 women and 232 children.

Our two refuges continue to provide crisis accommodation and high quality support to women and children escaping domestic and family violence.

Refuges are a critical component of the service response, creating a physically, emotionally and psychologically safe space so that women and children can recover and heal from the effects of that violence.

Outreach Services

In 2017-18, Starick's outreach services provided assistance to over 1400 women and children.

Many of the women experiencing domestic and family violence never come to a refuge because they are unable or don't want to.

Our outreach services provide important support to women who are living in the community, working with them to enhance their safety, attend to court and other legal processes and address their housing and financial needs, as well as providing them with counselling and emotional support.

One size never fits all, and women need access to a range of service types that meets their needs at different times.

By coordinating our refuges and outreach services, we are able to provide an integrated service delivery model, tailored to the needs of women and children.

Our current mix of outreach services includes:

- DV Advocates based at Armadale and Cannington police stations, to provide support to women who are referred by the Police or other local services.
- A part time counselling service.
- A supported housing program which provides outreach support to women and children living in our transitional homes.
- A Safe at Home program to assist women and children to remain in their homes after an incident of domestic and family violence, thereby increasing their safety and preventing homelessness.
- A Pilot Safe at Home program, in partnership with Wungening Aboriginal Corporation, aimed at developing a Safe at Home service model more appropriate to the needs of Aboriginal women and children.

This year, the Safe at Home program has also received a generous boost to its funding from Ascot Rotary, which supports our clients' ongoing need for home security enhancements.

Working with Children

This continues to be a priority for Starick. Government funding provides for Children's Advocates at our two refuges, and we use small amounts of funding through donations, fundraising and volunteer efforts to enhance services to children through programs such as baby massage, children's yoga, the Circle of Security parenting program, school holiday programs and an annual mother and child camp.

We have also developed new art based ways of working with children to explore their needs and concerns, and to respond more effectively to them. Our nature based playgrounds will also provide a safe and nurturing space for children to play, explore and develop confidence and other skills.

PROGRAMS

Specialist programs enable us to enhance the support we provide to women and children and build their physical and emotional wellness. These programs fall outside of our core funding and are made possible by fundraising, grants, donations and volunteer effort. The programs we provided during 2017-18 were:

- Baby massage
- Lived Experience
- Meditation
- Restorative Yoga for women and children
- Circle of Security parenting program
- Art therapy

The Starick Op Shop

The Starick Op Shop is a valuable service to Starick clients and the general community. Our op shop provides:

- Volunteering and work participation activities for community members.
- A facility for sorting donations for the refuges, with surplus items available for sale at bargain prices to the local community.

It also generates a growing amount of income to support Starick's services for women and children, thanks to the hard work of our volunteers and our quarterly garage sales which have become a bit of an institution, with live music and occasional sausage sizzles.

My heartfelt thanks go to Sandy Hunt, our Op Shop Manager over the past year, and to all the wonderful volunteers, donors and customers who helped to make this year our most successful yet.

PROVIDING SAFE AND COMFORTABLE SPACES

In March 2018, we celebrated the 40 year anniversary of Mary Smith refuge. This was a double celebration, as we had also completed a major refurbishment of the refuge with funding provided by Lotterywest.

Later this year, both refuges will be further improved through a Department of Communities' Local Jobs Local Projects grant. This has enabled us to provide nature based play and enhancement of outdoor spaces within both refuges, including shade sails, landscaping and an integration of natural elements.

TRACKING OUR OUTCOMES

This year we continued to develop our capacity to gauge the impacts of our work and ensure we are meeting the needs of the women and children using our service.

Our partnership with Deloitte to develop an Outcomes Framework for service delivery has continued, and we acknowledge Deloitte for providing this pro bono assistance. We have also received assistance from the team at Anglicare, who have a significant history in outcomes reporting and has generously shared their insights and methodology for developing outcomes and program logics.

We are also more closely monitoring the data we collect in our refuges with the use of a Data Dashboard. This data is helping us to identify trends in service delivery and to inform our thinking about appropriate service delivery mix.

ADVOCACY

Victims of Non Fatal Strangulation

This year Starick participated in a project initiated by the Women's Council for Domestic and Family Violence Services, to identify the number of women coming into refuges who are victims of non fatal strangulation by their partners or ex-partners.

This form of assault has been largely unrecognised because there may be no obvious signs on the body and women may describe the assaults in different ways. It can, however, result in serious psychological and physical harm including neck and throat injuries, neurological disorders such as paralysis, memory loss, vision changes and psychological disorders including depression and anxiety.

The Women's Council is currently lobbying to have non fatal strangulation recognised as a particular form of assault, and we are supportive of this move.

Significantly, since being involved in the project **we have identified that a third of the women who have come into our refuges over the last six months are victims of non fatal strangulation.**