



AGM Report 2016



Vision Statement

Our Aim is to
Work towards a community that is
free of violence and abuse.

Statement of Philosophy

All people have an essential right to respect, safety and self-determination. This organization aims to provide services which are underpinned by the principles of respect, empowerment, equality and participation.

BOARD AND STAFF TEAMS 2015 ~ 2016

BOARD DIRECTORS

Darlene Wyatt - Chairperson

Bethany Lohmeyer – Director, then Vice Chair from April 2016

Christine Jettner - Vice Chairperson, then Director from April 2016

Directors :

Mary Octoman

Kerry Schubert

Annie Burns

Andrea Broadfoot

Leonie Ebert - Treasurer – resigned Feb 2016 (Treasury vacant)

STAFF TEAM AS AT 30/06/2016

ADMIN

Executive Officer	Sharyn Potts	1.0 FTE
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Admin – Accounts	Bev Jantke	0.5 FTE
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Admin Support	Rachel Sherry	0.3 FTE
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DV PROGRAM

Snr Case Manager	Hanna Dalziel	0.8 FTE
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DV Case Manager	Jennifer Pope	(extended leave)
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DV Case Manager / On Call Worker	Kirsty Dow	0.8 FTE (Plus On Call)
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DV Case Manager / Childrens' Wellbeing Program	Joanne Wilkins	0.8 FTE (Plus On Call)
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Children's Wellbeing Worker	Andrea Nicholls	0.4 FTE
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Group Work / On Call Worker	Rachel Sherry	0.1 FTE (Plus On Call)
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VSS

VSS Regional Manager	Nola Fehrenbach	(extended leave)
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VOLUNTEERS

Admin Support	Paula Aird
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IT Support	Brock Jantke
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YARREDI SERVICES INC
BUSINESS PLAN – ACTION LIST
2016 – 2017

The Yarredi Services Strategic Plan 2014-2018 includes the following key areas:

- ❖ Programs and Service Delivery Programs – Core and Non-Core-core programs
- ❖ Structural Capacity
- ❖ Promotional and Public Relations

From this the following actions and activities are identified priorities for the 2016-2017 year:

Plan, review and respond for continuous improvement

Measure Service Agreement KPIs to evaluate, review and plan service provision

Review staffing structure to:

- ❖ Ensure an up-to-date and efficient organizational model through review and redevelopment
- ❖ Build in enhanced leadership skills
- ❖ Enhance ongoing and effective support and supervision

Review job descriptions to reflect new and improved practice and promote positive client outcomes

Develop and offer therapeutic workshops for children in school holidays

- ❖ include children on the waiting list
- ❖ Evaluations to be undertaken

Explore ways to increase funding for prevention and early interventions strategies

- ❖ seek expansion of children's therapeutic interventions'

Develop fee-for service therapeutic program for children who do not necessarily meet CWP criteria to build capacity and expand range of services to children

Implement *Safe and Together* approach to consolidate and develop best practice to promote positive client outcomes

Identify existing partnerships and strengths; and

Identify potential new partnerships and collaborative opportunities to enhance and expand service provision through collaboration

- ❖ including post-crisis empowerment strategies for clients

Seek out suitable conferences and training opportunities to ensure ongoing staff expertise

Build IT capacity

- ❖ to maintain up-to-date and effective communications
- ❖ to enhance participation in staff training and development

Conduct information forums/outreach visits

Develop community capacity by

- ❖ Continue leadership of VAW - PL DFVAG
- ❖ Ongoing participation in Coalition WDVS and other relevant forums (Interagency, Housing Roundtable, other identified groups)
- ❖ Make/auspicing grant applications on behalf of collaborations
- ❖ Leadership/participation in presentation of groupwork through collaboration

Enhance information and access to services through

- ❖ Create media opportunities
- ❖ Maintain website
- ❖ Participate in forums and events

Supporting the governance functions of the organization by:

- ❖ Identifying governance training opportunities
- ❖ Maintain efficient financial management

Increase organizational capacity by:

- ❖ Be open to new partnership and collaboration opportunities
- ❖ Identify and action alternative funding opportunities– including grants, and fundraising strategies events and activities
- ❖ Participating in joint lobbying for continued program funding

MEMBERS**Life Members**

DALZIEL Hanna

POPE Jenny

DENNIS Jenny †

EBERT Leonie	POTTS Sharyn	REID Jean †
HOOKINGS Helen	RODDA Steven	WEBER Gwenneth †
JANTKE Bev	SHANNON Moira	
JETTNER Christine	VOUMARD Bob	
LEE-McCLEERY Debra		
OCTOMAN Mary		

Financial Members 2016 / 17

BOSE Pria	VICTIM Support Service
BROADFOOT Andrea	VARNEY Margaret
BURNS Annie	WILSON Anne
CHRISTENSEN Terri	WILSON Grant
Di PINTO Mishelle	
DOW Kirsty	
FOSTER Cameron	
LOHMEYER Bethany	
NICHOLLS Andrea	
PEARSON Cathy	
SCHUBERT Kerry	
SHERRY Rachel	
WILKINS Jo	
WYATT Darlene	

ANNUAL GENERAL MEETING.
10/11/2015
MINUTES

1. WELCOME

The meeting was declared open at 12.10 pm. Chairperson Helen Hookings welcomed all in attendance and acknowledged that the meeting was held on the traditional lands of the Barngarla and Nauo People.

2. PRESENT

Kirsty Dow, Jenny Pope, Rachel Sherry, Helen Hookings, Christine Jettner, Hanna Dalziel, Michelle Casserley, Karen Gossink, Mary Octoman, Ann Hennessy, Annie Burns, Michelle Power, Leonie Ebert, Kerry Schubert, Darlene Wyatt, Bethany Lohmeyer, Andrea Broadfoot, Cathy Pearson, Carolyn Dreckow, Bev Jantke; and Sharyn Potts (by phone linkup)

3. APOLOGIES

Paula Aird, Moira Shannon, Andrea Nicholls, John Hunt, Angela Hersey, Grant Wilson, Anne Wilson, Jo Wilkins, Sue Olsen, Martin Breuker.

4. ACCEPTANCE OF NEW MEMBERS

Mov Leonie Ebert / Acc Chris Jettner that Karen Gossink, Annie Burns and Andrea Broadfoot be accepted as members. All agreed.

5. MINUTES OF THE PREVIOUS AGM Held 11/11/2014.

All agreed that these minutes are a true and correct record.

6. BUSINESS

6.1 REPORTS

6.1.1. Chairperson

6.1.2. Executive Officer

6.1.3 Financial Report

Reports were presented. All agreed that reports be accepted.

6.2. ELECTION OF THE BOARD.

Standing Members - Positions held to AGM 2016

Vice Chairperson Christine Jettner

Director Bethany Lohmeyer

Director Darlene Wyatt

Director Kerry Schubert

Continuing:

Exec Officer (*Ex Officio*) Sharyn Potts

Minutes (*ex Officio*) Hanna Dalziel

Nominations were received in writing for positions becoming vacant – 2 year term – 2015-2017.

Treasurer Leonie Ebert

Director Mary Octoman

Director Andrea Broadfoot

Director Annie Burns

As there were nominations for all vacant positions received in writing nominations were not called for from the floor, and they were duly elected.

7. AWARDS & PRESENTATIONS

Helen Hookings was awarded life membership for 10 years of service. A plaque was presented by Vice Chairperson Christine Jettner.

8. APPOINT AUDITOR

NV Accounting PTY LTD was nominated by Bev Jantke / Sec Leonie Ebert. All agreed.

9. CLOSURE

The meeting was closed at 12.30 pm.

REPORTS

Chairperson's Report

Darlene Wyatt

This year has been an eventful one for Yarredi Services in a range of ways. We continue to work on the directions in our strategic plan.

Funding has been extended to June 30 2017 at this stage. Sharyn attended a meeting at which Minister Zoe Bettison, spoke in September. This meeting suggested that should similar funding arrangements between the Commonwealth and State Governments remain in place that the current position would be to look at what is working well within the sector and continue with funding agreements for a set term rather than putting everything out to tender. At this stage there is no further information and we will have to wait and see but the above information is promising.

We met our budget for 2015/16 thanks to the oversight and management of staff and the board. Unfortunately the Treasurer's position has been vacant on the board since Leonie Ebert resigned from the role in February 2016 due to other commitments. Leonie's support in this role over a number of years was appreciated. We are hopeful of recruiting to this important position on the board at this AGM.

There was a change in vice-chairperson during the year also from Christine Jettner to Bethany Lohmeyer. This freed Chris up to undertake some travel and plans she had for the year. Chris has been a member of the board since the year 2000 and has undertaken the role of vice-chairperson for many years. She was made a life member of the organization in 2010. Chris has indicated that she will step down from the board this AGM as she has further travel and adventures planned for 2017. We wish her all the best and thank her sincerely for her commitment to Yarredi.

Our partnership with Victim Support Service also altered during the year with VSS moving their Port Lincoln position to be in line with all other regional sites across South Australia. This was a difficult decision for all involved but has been managed with open communication and good will by both parties. We look forward to continuing to work with VSS around court companions and other relevant projects.

Working with Beyond Bank has again provided Yarredi with a supportive partnership that has led to funds coming in from accounts held by community members but also through a grant application to beautify the back yard for women and children staying on site. They also ran a raffle to assist with the purchase of play equipment for the newly beautified area. The support of Beyond Bank has been much appreciated.

Once again there have been merger talks between some of the independent women-led services, with the launch of a new amalgamated (metro) service happening soon. We have been invited to consider whether this is an option for us to secure ongoing funding for the services. The board discussed this and felt that the unique geographic and rural community environment in which we are based gives a different and specific context to our organization in comparison to those in Adelaide. As a relatively small rural-based organization we acknowledge that there are potential vulnerabilities and envisage opportunities to partner and collaborate as being more in line with our vision. Therefore merging is not for us at this stage.

We are excitedly begin to look at opportunities for social enterprise development that could benefit Yarredi's client group. Andrea Broadfoot offers insight and understanding of the potential for these projects.

Sharyn took 3 months long service leave between March and June 2016. Hanna very ably covered for Sharyn during this period and managed a range of complex issues in a competent and capable manner.

June also saw Sharyn's 30 years of service to Yarredi roll around. We will be celebrating this later this week. Sharyn's wealth of knowledge of the sector and her history are vital to Yarredi's ongoing success and functioning.

I would like to acknowledge all of the staff for their support of each other and Yarredi in the past 12 months in what could only be described as busy and eventful. Many staff experienced personal issues across the year and together they have been able to cover each other and work together to ensure services to clients have not been affected.

In light of the above, the board has approved a staffing restructure to ensure some flexibility in staffing as well as assisting in managing the workload. Succession planning is also being considered as part of this process.

Thanks to my fellow board members for their contributions throughout the year. I look forward to another fruitful and successful year with Yarredi on the board.

Executive Officer's Report

Sharyn Potts

The 2015-16 year proved to be one where we - individually and the organisation as a whole - experienced quite some adversity. However, it also highlighted the great dedication and teamwork which has enabled Yarredi to come through these difficulties.

At the beginning of April this year one of our Children's Wellbeing Program workers, Carolyn Dreckow, passed away after a short illness. Shortly after her diagnosis late in 2015 it became obvious that Carolyn was not able to continue in her role, and while we hoped (and prayed) that she would recover, this was not to be. Carolyn's loss impacted heavily on her workmates, our clients, and all who knew her. The sudden death of a client also impacted on staff, but we were able to continue to support her children for a time.

Several of our team have also experienced bereavement in their personal lives, as well as having 2 other staff members incapacitated health-wise, and consequently on extended personal leave. Add to this my 3 months of long service leave and it becomes obvious that the services have been operating greatly understaffed.

Due to uncertainty of funding beyond June 2017 no long-term solutions were put into place, but rather positions were backfilled as much as possible from within the existing staff pool. Following my return in June 2016 a relief position was decided upon, and has since been commenced, alleviating some of the pressure.

The effects of these factors and other longer-term adversity over the 2015-16 year and beyond, together with situational factors, has prompted extra planning to be undertaken as a priority, including a rearrangement/restructure of our overall staffing model.

Meanwhile, my sincere thanks go to the Board for their unstinting support, and to Hanna Dalziel and all the staff team who have carried on despite the sometimes quite significant challenges. It is testament to the strength and commitment of each of them.

Domestic Violence Program

Numbers of women and children requiring our specialist domestic violence services and support have continued unabated. There remains a strong need for women-led and women-focused specialist services. A specialist children's response also fits most complementarily along-side and integrated into women's-specific dv services. We hold a firm belief that services for men who use violence are best provided at least 1 step removed (from services to women). This is for several reasons, including avoiding the inevitable conflict of interest, and the possibility of women and children coming face-to-face with a perpetrator in a space

where they should feel safe. We have experience of several cases where women do not feel supported because the perpetrator cites information (allegedly) from their worker in such a way as to undermine the woman. This is a further 'tool' perpetrators will use to further abuse. It is of great advantage for women who are victims of dv to have women's only spaces, the support of service which they can confidently feel they are believed and valued, and where workers are there solely for them. Having said this, our organisation unequivocally supports the need for services for men to address their violence.

While women and children still continue to access our services, and referrals come from a range of agencies and individuals, the impact of the fortnightly Family Safety Meetings has meant an increase in workload, from a client needs and administrative capacity.

Funding uncertainty has the capacity to undermine confidence, however this has not affected commitment to providing highest level case management support to clients, or to other allied Yarredi services including community development.

We believe 5 year funding and commitment to maintaining service agreements would give surety for the future and enhance service provision through longer-term planning and improved recruitment and staff retention.

Children's Wellbeing Program(s)

We have managed to almost cover Carolyn's role as a Children's Wellbeing and Total Wellbeing Programs worker following her resignation in January. Being school vacation time gave a useful albeit short period to devise a solution. It was decided that Jo Wilkins, who was 0.4 FTE dv case manager would be able to fill the role admirably and so her overall hours increased. At about the same time a re-arrangement of the other longer-term CWP worker Andrea Nicholls' working days prompted a very workable solution. This however has effectively meant an overall decrease in CWP capacity as well as (adult-focused) dv case management hours. We are investigating options as to how we might once again increase children's programs to at least previous levels.

Evaluation responses by family members, schools, other services and the children themselves give proof to the enormous value and importance of this program to the children who have experienced domestic violence. While generally provided post crisis it is never-the-less an effective preventative measure at the same time.

Please see Pt Lincoln Regional DV Service statistics provided at the end of this report.

Partnerships and Collaboration, Volunteers, and Donations

Our long-term partnership with the **Victim Support Service** has been enormously successful, however this is coming to an end as VSS moves to bringing their Pt Lincoln office into line with the regional model for the rest of the State. Most unfortunately this has meant the incumbent position with Yarredi is now redundant, and VSS have advertised the position. We said a sad farewell to Nola Fehrenbach who was in the position for several years. Nola was a long-term Yarredi employee of almost 18 years. We wish her all the very best for the future.

As part of our partnership (with VSS) Yarredi has taken the minutes for Family Safety meetings during Nola's absence, both when she attended VSS training in Adelaide, and more recently during her extended leave from April to October 2016. We thank our Chairperson Darlene for her assistance with this also.

Yarredi is a foundation member of the **Zahra Foundation**, and continues to be represented on the Coalition of Women's DV Services SA, has leadership of the Pt Lincoln VAW - DFVAG and is represented on the Coalition of DVAGs. The Healthy Relationships Program in the Pt Lincoln High School is a VAW-DFVAG initiative, as are WRD events and numerous other projects. The mosaic table in the yard at the Yarredi crisis accommodation is a further example of VAW-DFVAG collaboration.

As a Coalition WSSA representative I participated in the Domestic Violence Response Review Committee, a Statewide group facilitated by the Office for Women. Yarredi is also a member of the Eyre Housing RoundTable.

Planning for a new local program has meant further collaboration - with a working title 'Enterprising Women' it is planned as a post exit program to assist women and their children. Potential partners are being identified and approached, and we are actively seeking funding through grants to pilot the program. This is also supported by in kind assistance from one of our Board members, Andrea Broadfoot. Based on an idea that has been 'brewing' for at least 18 months we look forward to progressing it to fruition within the next 12 months.

We have continued to collaborate with UCWCSA in the provision of group work, both through joint leadership (with Country and Outback Health) of the *Time to Shine* program, as well as through their utilisation of the Oxford property for other groups and programs.

Beyond Bank

We consider Beyond Bank an integral partner, with several joint ventures undertaken. This includes their Community Rewards Account program, and the local team celebrated the signing up of our 50th supporter as much as we did! Over the past 2 years our wonderful supporters through this program have enabled the donation of over \$3900 to Yarredi. If you are one of these supporters - THANK YOU! If you have not yet joined up, please talk to me or someone at any Beyond Bank branch. It is a program that benefits all - everyone's a winner!

Local Beyond Bank staff, assisted by Bev Jantke selling raffle tickets, held a stall at the 2015 Port Lincoln Show with proceeds raised being donated to Yarredi. So as you can see, they are great partners and supporters.

More recently Beyond Bank have made a grant of over \$12,000 to enable improvements to the crisis accommodation surrounds. This includes the installation of artificial turf to the areas which were previously covered with gravel and sharp plants. This has been further enhanced by the magnificent contribution of 3 volunteers - Bernie, Rob and Reg - with the savings made by their work enabling the purchase of play and other equipment making the areas further improved for clients. Students from Ms Paull's year 6 and 7 students from Kirton Point Primary School also volunteered to add plants to the raised garden beds, helping to 'finish off' the communal areas.

Brock Jantke has been our long term IT support person. Despite his own work and other commitments Brock continues to provide voluntary support to Yarredi. A big thank you goes to Brock!

Paula Aird has also been a regular volunteer (between trips!) undertaking admin tasks including the digitising of client files and assisting with maintaining and upgrading our manual of practice. Thanks Paula!

Bakers Delight, Port Lincoln and **5 Loaves Bakery of Cummins** donate bread and buns regularly, and this is a bonus for clients. Foodbank also donates fruit and vegetables.

Port Lincoln Community Church provides significant support through the provision of small grants to assist women and children.

Many other community members also donate smaller items for distribution to clients, and their support is very much appreciated also. This of course includes Joyce Hetzel and her band of knitters from Lincoln Grove who continue to make blankets for us to give to clients. This is then supported by our own Jenny Pope who crochets the squares together. Given that we have had a very cold winter it was wonderful that we also received a donation of quilts earlier this year from the **Cleve Quilting Group**, and now more recently one from a group of Port Lincoln women calling themselves '**2 Many Chiefs**'.

Pt Lincoln Zonta has for many years donated bags of toiletries for women accessing the service, and the **Allannah and Madelaine Foundation** continues to donate Buddy Bags for children. Unity Op Shop also provides vouchers for women to purchase household and other items.

We have recently received a large donation of women's handbags full of various items for distribution, and we have partnered with **Red Cross** to distribute these.

Telephones are donated free of charge for distribution to clients through a partnership between **Telstra and Wesnet**, and Yarredi has been able to distribute more than 20 of these in the past 12 months to assist client safety.

Once again this year a share of the proceeds from the bi-annual **Police Golf Day** were donated to Yarredi. This is always a significant donation and we appreciate the support of the local SAPOL team.

This year saw the winding up of the local **Renal Support Group**. We were one of the lucky recipients of their dispersal of funds. Once again this was a significant amount and we certainly appreciate their support.

Yarredi is enormously grateful to everyone who supports our organisation and the work that we do. This includes also all of our **Board Directors** who are volunteers, but who bring their skills and expertise to the table. Their contribution is invaluable.

WIFLS

Yarredi has operated this interest-free loans program for a great many years, and it continues to enable women to purchase (mainly) whitegoods. This gives them a new and therefore reliable, 'warranted' fridge or washing machine. It can also provide them with a reference for future purchases. There are very few people accessing this program who default on payments, and the same initial \$8,500 has been 'going round' for almost 20 years! In 2015 we had to adjust the number of new loans after having had quite a 'run' on them. However, in the 2015-16 Financial Year there were 6 new client loans for a total of \$3,305 lent. There are currently 9 clients with loans.

Highlights and Achievements

I was honoured to be invited to meet with the Duchess of Cornwall in November 2015, and to be given the opportunity to speak about some of the issues particular to domestic violence in rural and remote areas.

The visit occurred at Government House, and with the surrounding media coverage was an important opportunity to raise awareness of domestic violence as an important community issue. (see photo)

Minister Zoe Bettison was in Port Lincoln in May 2016, and her visit to the service was well received by staff. She was particularly interested and informed re the effects of dv on children. This included our Children's Wellbeing Program, and also the use of emergency childcare to support mothers and their children as an early intervention support to hopefully prevent the need for Families SA involvement.

Hanna and I presented an oral submission to the SA Parliamentary DV Inquiry in Whyalla in November 2015.

WHS

While there has been a change in the contractor engaged by DCSI, all fire and safety checks continue to be undertaken.

All new staff receive instruction in workplace safety including procedures for outreach, and management of situations which might impact via vicarious traumatisation. There is ongoing debriefing, review and planning undertaken.

We now have a staff member on board who is trained in Test and Tag. This ensures that not only are we able to undertake our own electrical safety checks on electrical items, but also to test and tag donated items so that they can safely be handed on to clients.

The bushfire policy and procedures are reviewed and implemented annually from the beginning of the warmer months, and seasonal information, e.g. extreme weather and flu avoidance information, are displayed for staff, clients and visitors to the service.

Staff leave is planned as much as possible to minimise impact on operations, as well as to assist staff in their work/life balance.



Backyard Blitz..... Makeover of the rear yard of office and crisis accommodation site made possible by the generous grant from Beyond Bank, and with the support of volunteers. Kirton Point school children also donated time and plants.



Visit by Her Royal Highness
The Duchess of Cornwall at
Government House,
Adelaide on 10/11/2016



Carolyn Margaret Dreckow

25/1/1955 ~ 1/4/2016

Carolyn may have been small in stature

But I also saw how incredibly brave

Determined and really generous

Of herself to others she gave

She brought a 'wealth of knowledge'

When at Yarredi she started

Helping the children to wellness with her skills

And she was oh so open-hearted.

She held a belief that every person

Has the right to safety and respect

Carolyn assured by her actions and deeds

That a better life they could expect

I loved that she had such faith

And the many forms it took

Her belief in the innate goodness and capabilities

Of those around her never shook

Not giving up on anything

An inspiration to all she knew

Even in the face of this final battle

It was obvious her heart was true

Carolyn,

It's hard to accept that you're not here

Our hearts feel like they're broken

You will remain forever in our thoughts

And your name lovingly spoken.

Sharyn