



**Maybanke
Association Inc.**

EMPOWERING WOMEN & BUILDING INDEPENDANCE

**T/A Maybanke Accommodation
& Crisis Support Service**

Annual Report

Financial Year to 30th June 2023

Funded by



MAYBANKE ASSOCIATION INC.
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ABN: 17817961769

Printing Courtesy of the office of
Henry Pike MP
Federal Member for Bowman



OUR VISION:

Women and Children who experience Domestic and Family Violence are empowered and supported to lead safe and independent lives.

OUR MISSION:

Providing safe spaces to thrive, connection to community, and increased awareness of issues for women experiencing Domestic & Family Violence

Back in the late 1980s a group of dedicated and committed women began the Redlands Domestic Violence Action Group, later becoming Redlands Domestic Violence Association Incorporated.

In 2005, the name Maybanke Association Incorporated was adopted and takes its name from Maybanke Anderson. Born in 1845, Maybanke was once a household name and her achievements were remarkable; she owned and edited a newspaper, she campaigned tirelessly and successfully for the right of Australian women to vote, for fair property and divorce laws; for free kindergartens and children's playgrounds; for sex education and adult education. Maybanke epitomised the spirit of bold self-help that women needed to grasp the opportunities that were becoming available to them at the time.



Maybanke Anderson

The refuge known as MACSS, Maybanke Accommodation and Crisis Support Service, offers crisis accommodation for women with or without accompanying children escaping domestic and family violence. As well as accommodation, MACSS provides crisis support, transport, trauma support, financial counselling, information sessions, therapeutic programs and referrals to other relevant services. In 2009 the Queensland Government built a new refuge, which is operated by MACSS, and has provided a significant improvement in the quality of the accommodation provided by the service. In addition to the main refuge MACSS manages two off site units.

In 2019 Queensland Government built a further two units on the main refuge site which greatly increased the number of women and children that can be accommodated. Funds raised by the Redlands Foundation have been used to furnish the new units, refurbish the existing units and renovate the children's playground.

In 2019 the Queensland Government funded Maybanke for a much-needed full time Child Support Worker. Children can now receive individualised support that develops resilience and builds a solid foundation for their future.



Case Study

Susan and her two young children were referred to Maybanke Accommodation and Crisis Support Service by DV Connect after experiencing ongoing and escalating Domestic Violence from Person Using Violence (PUV) and biological father of her two children.

Susan was immediately supported with safe accommodation away from the PUV. Susan has been subject to physical, verbal, emotional and psychological abuse, including Coercive Control and threatening behavior. Susan had her phone taken from her and smashed which limited her communication and isolated her from external support. Susan's two children have both been exposed to Domestic Violence from the PUV.

Susan was traumatized when she arrived at the refuge and required wrap around support. She was supported with settling in with the children and having some breathing space to process that her and the children are now in a safe environment. She was provided with Emergency Relief Vouchers and assisted with transport and shopping. We also requested material aid through Baby Give Back to supply Mum with nappies, formula, and clothing for the children. Mum also has accessed donated frozen meals regularly, that are given to us by a local church group to also alleviate costs for food and save time cooking. This all helped to support her with relieving some financial pressures, as she came to us with significant debts. Referrals were made through our local community centre to help her manage her finances and set up affordable payment plans for prior debts.

Susan has required a lot of emotional support and accessed on-call many times to de-escalate her high state of anxiety and trauma.

Susan was supported by a DVO Application that was granted for 5-years that included the children. She was also referred to Family and Child Connect (FACT) for additional support. FACT have continued to support Susan and the children on a weekly basis and she has really plugged into accepting their help.

Maybanke's Child Support Worker K (CSW) supported sourcing and enrolling children into daycare which assists her greatly with attending necessary appointments and housekeeping duties. CSW K advocated and supported getting Additional Child Care Subsidy that provides free childcare for children at risk. Regular childcare has allowed the children to develop their, social, and emotional skills, and support to assist with their learning. Susan is often supported with transporting children to and from daycare. CSW K has provided support on parenting education and behavior support, including day to day requirements bringing up small children.

Support was given to correct Susan's Centrelink entitlements and to ensure she was on correct payments, including application for a Crisis Payment. Susan was referred to the Centrelink Social Worker who granted Crisis Payment and exemption from seeking Child Support due to high risk.

Referrals were made to Budget Counselling, Psychologist, Parenting Program, BABI, and Housing Support.

Susan's car has broken down on numerous occasions and we have assisted with sourcing mechanic, tow truck and transport. She has also been assisted with car registration due to the ongoing costs of repairs.

Susan has become more empowered and in control of her life with a focus on the wellbeing of her children and making huge improvements to manage her own mental health.

With the continued support from Maybanke she has achieved so much, and the children appear more relaxed and settled. We see smiling faces from them all with gratitude for the support they've received. In addition to all the support detailed Maybanke purchased a double stroller for the family and Mum was very happy with it. She is able to now take her 2 small children to the park. *"Thank you so much the pram is better than I ever thought I am so grateful."*

Susan has now been offered a property through Community Housing and will be supported with signing up procedures, Bond Loan, Rental Grant, and Rent Assistance. Susan will be supported with a referral to Friends with Dignity facilitated by staff to furnish and set up her new home.

Susan has also just secured a traineeship.

The support provided through Maybanke has helped to set her up for long term success.

Susan expressed her excitement and is looking forward to moving into her new home with her children and starting the next chapter of her life.

(Names have been changed).

Thank you

To our many sponsors

Baby Give Back
Bank of Queensland
Bayside Women's Social Club
Cleveland Aquatic Centre
Cr Tracey Huges
Cr Wendy Boglary
Diner En Rouge
Friends with Dignity
Give for Good Foundation
Henry Pike MP
Kim Potts, Department of
Environment and Science
Kristine Vicca, Broken to Brilliant
Books
KYB Bible Study Group
Lions Club Capalaba
Mark Robinson MP
Our Pixie Friends
Parklands Residents Committee
Social Club

Queensland Ambulance
Quilters by the Sea
QUOTA Brisbane
Redlands Community Centre
Redlands Domestic Violence
Awareness Ambassador Program
Redlands Foundation
Redlands RSL
Rotary Club of Redlands Bayside
Soroptimist International Bayside
Staff of Queensland Corrective
Services
The Christian Church – Carina
Walker Corporation
Weight Loss Club, Ormiston
Wynnum Mother Duck Child Care
Zephyr Education Inc
Zonta Club of Brisbane East Inc
Zonta Club of Wynnum Redland Inc

Many private donors in the Redlands & Beyond

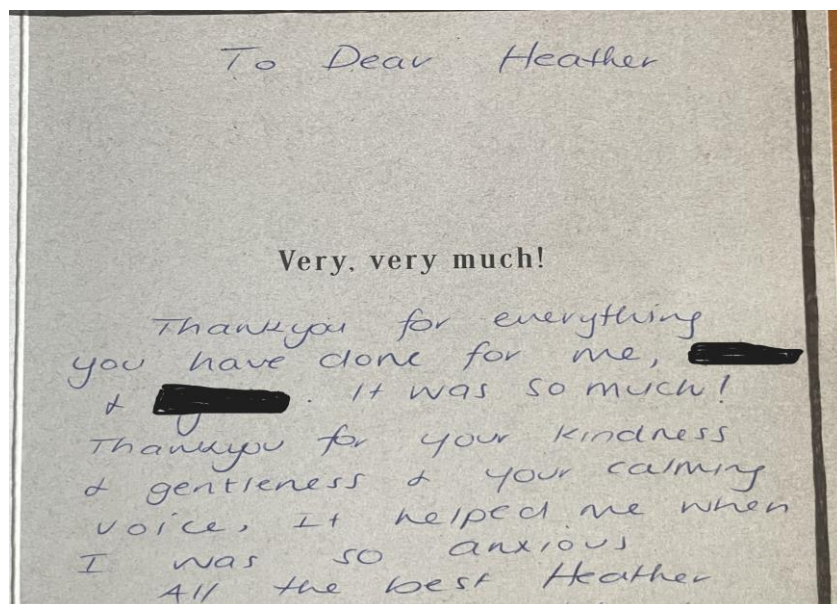
Appreciative feedback from residents



A pretty wooden box with handwritten notes of thanks

From the children

"I like the playground", "Thank you for taking me to the movies", I like being picked up from school".





NOTICE OF ANNUAL GENERAL MEETING

Wednesday 25th October 2023

7pm

Redlands RSL

8 Passage Street

Cleveland QLD 4163

AGENDA

- Welcome and opening of meeting
 - Apologies
 - Minutes of previous AGM
 - Matters arising from the minutes
 - Reports
 - President's Report
 - Manager's Report
 - Financial Reports including Audited statement for adoption
 - Election of Members of the management committee including officeholders
 - Appointment of Auditor
 - Any other business
-

At the conclusion of the formal meeting the book *Maybanke – Story of a Refuge* will be launched.

Light Refreshments will be served after the meeting.

MAYBANKE ASSOCIATION INC.

ANNUAL GENERAL MEETING

MINUTES OF MEETING HELD -12th OCTOBER 2022

FUNCTION ROOM

FICTION, RABY BAY HARBOUR, CLEVELAND 4163

Attendance:

Members

Jacky Burkett
Rob Long
Ros Kinder
Jenny Matulaitis
Wendy McInnes
Anne Wilson
Rosemary Skelly
Chrissy Beetham
Jo Diessel
Tracey Green
Aya Kagawa
Susan Reimann
Arabella Shedden

Guests

John Burkett
Cr Tracey Huges
Trudy Lawrence
Barb Long
Cr Julie Talty
Heather Turley
Kathy Miller
Amy McFarlane
Desley Lingarde
Wally Kerry
Des Stevens

Apologies:

Judith Trevan-Hawke
Mayor Karen Williams
Cr Peter Mitchell
Cr Paul Bishop
Kim Richards MP
Don Brown MP
Henry Pike MP

Conflict of Interest Declaration

Nil Conflict of Interest declared.

The President opened the meeting at 7.00 p.m.

The President acknowledged the Quandamooka People, the traditional owners of the land, water, and seas where we meet today and paid her respects to the Elders past, present, and emerging.

The President extended a welcome to Redland City Deputy Mayor Cr. Julie Talty, Councillor Tracey Huges, and Rosemary Skelly OAM.

The President welcomed all members and friends to the meeting including representatives from Soroptimist International Bayside, Zonta Club of Wynnum/Redlands, and various other Organisations.

Minutes as tabled for the Annual General Meeting held on the 13th of October 2021

It was moved by Rob Long and seconded by Chrissy Beetham

“That the minutes be accepted as a true record” Carried

Reports:

It was noted that the Annual Report including financials had been circulated to all members in advance of the AGM.

The President’s Report

The President gave an overview of some highlighted areas of note from her report:

- The President sincerely thanked the staff for successfully managing the COVID 19 Pandemic in the refuge.
- Thanked the RSL Cleveland for use of a meeting room throughout the year.
- Thanked former Manager Valda Carrington for her work over her seven-year tenure overseeing the building of the new buildings and managing the Pandemic in the refuge.
- The President thanked Trudy and Barb for managing the refuge whilst the role of Manager was vacant.
- A warm welcome was extended to Anne Wilson in her new role as Manager along with support worker Heather and the latest addition to the staff, Child Support Worker, Kathy Miller.
- The President advised that an Employee Assistance Program had been set up for the staff
- The President thanked the Management Committee for their support throughout the year, Rob Long for his continued role as Vice President also for the management of the Risk Assessments.

Ros Kinder, Treasurer for her management of financial matter also for the updating of the Policy and Procedure Manual and Human Resource matters.

Jenny Matulaitis for her continued duties as Secretary.

Committee members Judith Trevan-Hawke and Wendy McInnes for their helpful input throughout the year.

- A review of the Strategic Plan 2022 -2024 was carried out with facilitator Cindy Corrie from The Good Human, together with the input of the staff and Management Committee.
A vote of thanks was extended to the Redland Community Centre for the use of the facility.
- The President extended gratitude for the donations which have kindly been received, special note to The Rotary Club of Redlands Bayside for their fundraising event Swimathon which raised \$18,000 dollars. Our own staff member Heather taking part in the swim.
There are many organisations who have contributed valuable donations to the enrich the lives of the clients and their children who call Maybanke home.
- Maybanke is in a healthy financial situation and is looking forward to the year ahead.
The President acknowledged that Maybanke has an excellent team led by the Manager and her staff who provide a high level of commitment to the service.

It was moved by Arabella Shedden and Seconded by Jacquelyn Diessel

“That the President’s report be accepted” Carried

The President’s full report is tabled in the Annual report.

Business arising from the President’s report:

Nil business was raised

Managers’ Report:

The Manager stated she had only been with Maybanke since June and was enjoying the challenges of supporting and directing her staff, also assisting families to who have resided at the refuge for long time to find safe and secure housing.

The Manager stated she made good contacts with housing agencies and makes housing a priority for the families residing at the refuge.

The Manager reported she had prioritised networking and made many connections with other agencies in the Redlands.

The Manager thanked The President and the Committee and the MACSS staff for the support and assistance she has received.

The Managers’ detailed report is tabled in the Annual Report.

The Managers’ Report was accepted by Tracey Green and Seconded by Rob Long.

“That the Manager’s report be accepted” Carried

Financial Statement:

The Treasurer Ros Kinder stated she was happy to present her report. She reported that this year presented many trials with the COVID -19 Pandemic and the staff changes but through all this the organisation is in a strong financial situation.

The funding received from the State Government was supplemented by extra payments for the ongoing management of the COVID pandemic. All reporting obligations had been met and we are in a strong position.

The donation received from the Redland Foundation in 2018-2019 has now been fully expended with the completion of the children's playground at the refuge.

The Treasurer acknowledged the Rotary Club of Redlands Bayside for the proceeds of their fund-raising event 'Swimathon'. Her gratitude was also extended for the other smaller donations which were very gratefully accepted.

The Treasurer thanked Barb Long Bookkeeper/ Admin Assistant for her assistance and her outstanding record keeping.

The Treasurer also thanked Wally Kerr who has been the Auditor for many years for his professional advice and assistance.

The Treasurer's report was moved by Ros Kinder and Seconded by Chrissy Beetham

"That the Treasurers report be accepted" Carried

The comprehensive Treasurers report is tabled in the Annual Report.

Election of Office Bearers:

The President Jacky Burkett vacated the chair and requested Cr. Julie Talty, Deputy Mayor of Redland City to preside over the election of Office Bearers for the upcoming year.

President: **Jacky Burkett** was nominated for the position of President by Ros Kinder and seconded by Rob Long

Jacky accepted the nomination and was duly elected

Vice President: **Rob Long** was nominated for the position of Vice President by Ros Kinder and seconded by Jenny Matulaitis

Rob accepted the nomination and was duly elected.

Secretary: **Tracey Green** was nominated for the position of Secretary by Jacky Burkett and seconded by Rob Long.

Tracey accepted the nomination and was duly elected.

Treasurer: **Ros Kinder** was nominated for the position of Treasurer by Rob Long and seconded by Jenny Matulaitis.

Ros accepted the nomination and was duly elected.

Committee Member: **Judith Trevan-Hawke** was nominated for the position of Committee Member by Ros Kinder and seconded by Rob Long.

Judith accepted this nomination prior to the AGM and was duly elected.

Wendy McInnes was nominated for the position of Committee Member by Jenny Matulaitis and seconded by Ros Kinder.

Wendy accepted the nomination and was duly elected.

Arabella Shedden was nominated for the position of committee member by Jacky Burkett and Rob Long.

Arabella accepted this nomination and was duly elected.

Auditor: **Wally Kerr** was nominated for the position as Auditor by Ros Kinder and seconded by Rosemary Skelly.

Wally Kerr accepted this nomination and was duly accepted.

Auditors report :

The Auditor Wally Kerr reported it has been a successful financial year and the organisation is in a strong financial position.

The Redland Foundation donation had been fully expended.

The Auditors Financial Report moved by Ros Kinder and Seconded by Chrissy Beetham.

‘That the Audited Financial Report be accepted’

Carried

The comprehensive Independent Auditors report is tabled in the Annual Report

Incoming Presidents Address.

Jacky thanked the members for electing her to the office of President and welcomed the new committee members, especially Tracey Green in the role of Secretary

The President acknowledged the work carried out by the Manager and her staff of MACSS and recognised the difficulty of the lack of suitable housing for the clients to move on with their lives.

Jacky stated she is looking forward to an interesting year.

Other Business

The President acknowledged the role that Jenny Matulaitis had contributed throughout her time on the Management Committee and presented Jenny with a beautiful floral arrangement, card and a restaurant voucher.

Jenny responded with surprise and thanks saying she had enjoyed her time on the committee and had met many lovely people and seen many clients move forward with their lives after the support they received from the staff of Maybanke.

Rosemary Skelly O.A.M. former President addressed the meeting and wished Jenny well.

As there was no further business the President declared the Annual General Meeting,

Closed at 7.45 p.m.

At the conclusion of the Annual General Meeting an interesting address was given by Heather, a Maybanke Support Worker.

She spoke on a case study which outlined the experiences and outcomes of a former client and her children whilst in the refuge.



PRESIDENT'S ANNUAL REPORT

ANNUAL GENERAL MEETING WEDNESDAY 25th OCTOBER 2023

Highlights

This year has once again been busy for the whole Maybanke team: staff and Management Committee.

- Fourteen families have exited from Maybanke into stable and secure accommodation.
- Successful Human Services Quality Standards Interim Audit
- Renewal of funding from Department of Children, Youth Justice & Multicultural Affairs for 5 years
- Creation of website
- Maybanke book project

As everyone is aware Queensland is going through a housing crisis and this means that it is harder to find appropriate accommodation for the families who are ready to move on from Maybanke. Its testament to the work of the Maybanke staff that fourteen families have been able to move onto the next stage of their lives. Maybanke's purpose is to provide crisis accommodation and appropriate support in a time of need so it's vital that once the families are ready to take the next step they can.

In my main report I outline the progress we are making against our Strategic Plan. One area I would like to highlight is the objective of additional accommodation. We have been working on this objective all year and are making some progress. We have submitted a proposal to the Housing Department for additional accommodation, to be built on site, which would be suitable for single women or a woman and young baby. We have had the support of all local MPs, Federal and State, and Kim Richards in particular has advocated for this project and helped us get to this stage. We also had the support of Walker Corporation who drew up sample plans at short notice which helped with the proposal. It would be wonderful if next year we could report on achieving this objective, we will keep you informed.

At this AGM sadly three Management Committee members are not renominating, and I would like to acknowledge their contribution over their time on the Management Committee.

Judith Trevan-Hawke has been a member of the committee for three years, her contribution to meetings has always been greatly valued.

Roslyn Kinder has undertaken the role of Treasurer for the last three years. In addition to being Treasurer last year Ros was responsible for the complete overhaul of the organisation's Policies & Procedures Manual which was a huge task. Also, in 2022 Ros' expertise was vital as we navigated the staff changes. In the last year Ros has also undertaken both the website and book projects. She will be missed.

Robert Long has been on the Management Committee for thirteen years and taken on the role of Vice President for much of that time. In recent years he has also taken on the management of the Risk Assessments. This is a vital role and Rob's corporate knowledge has been invaluable.

All three of these wonderful, community minded people will be greatly missed, and we thank them sincerely for their contributions over the years and wish them well.

Also, at the end of the year Barb Long, who has been a member of staff for over seventeen years will be retiring. Her contribution to the organisation has been enormous and she too will be greatly missed. We wish her all the best in her retirement.

Maybanke is in a relatively healthy financial situation due to the financial prudence and efforts of all involved and it's reputation for providing high quality, empowering support services for women and children who have experienced domestic and family violence is continuing to grow. We look forward to the year ahead and hope that next year we can report on a successful outcome of our proposal for additional accommodation.

Thank you for your support.

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MANAGEMENT COMMITTEE

The Management Committee continues to meet monthly. We appreciate the support provided by the Redlands RSL who provide a venue for our meetings.

The bi-annual Maybanke newsletter continues, this gives us the opportunity to improve our connections with the community and supporters. Newsletters include: Maybanke news, positive case studies, details of upcoming events and acknowledgement of support. Thank you to Samara from Macwell Properties who has recently created a new format and branding for the newsletter.

QUEENSLAND STATE GOVERNMENT SERVICE AGREEMENT

Maybanke Association Inc receives ongoing support given by the Queensland State Government through the Department of Children, Youth Justice and Multicultural Affairs with funding provided for Maybanke Accommodation Crisis Support Service (MACSS)

The current Service Agreement is for a period of five years and will conclude in 2028. The Performance Review Results for 2022/23 were:

	KPI	Achieved
Total Number of Bed Nights (Places)	3148	3083 (98%)

Number of support periods closed during the Report Period where a case management plan was in place	90%	100%
Number of support periods closed during the Report Period where a case management plan was in place and half or more goals have been met	75%	80%
Number of support periods closed during the Report Period where client is housed in secure and stable accommodation	60%	80%

Human Services Quality Standards Audit

This was undertaken in October 2022 and the organisation was recertified.

EFFECTIVE GOVERNANCE

The Effective Governance Section of the Policy Procedures Manual is an essential document in guiding the maintenance of quality assurance, good practice, and continuous improvement. The manual also assists the Committee of Management in understanding its legal responsibilities, roles, and functions.

STRATEGIC MANAGEMENT

The current Strategic Plan has been in place for a year now. (A copy is included in the Annual Report). Progress against the operational actions are reviewed on a quarterly basis at the Management Committee meetings. I am pleased to report that there has been progress and action under each operational action. I would like to highlight the progress against the following Operational Actions:

- **Additional Accommodation:** Proposal submitted to Housing Dept.
- **Partnership:** Increase in partnerships with several local support organisations
- **Improve Clients Connections with Community:** Monthly client newsletter.
- **Improve the profile of Maybanke:** Website now live.
- **Improve our governance processes:** Many processes and policies reviewed, ongoing process.
- **Fundraising:** Networking with local businesses & organisation that now help, successful grant application
- **Stakeholder Management:** President & Manager ongoing meetings with politicians and local organisations

PERFORMANCE MANAGEMENT & QUALITY IMPROVEMENT

The Management Committee is required to undertake an annual self-assessment exercise. This year this took the form of a Skills and Competency Matrix. The results help us identify in which areas the committee members would like to improve their skills and will help with focussing our training.

Training is undertaken on a quarterly basis at Management Committee meetings. In addition to the training at meetings Management Committee members have had the opportunity to attend Governance training workshops in person and online.

RISK MANAGEMENT

Vice President Rob Long has had the ongoing responsibility of ensuring that risk assessment is undertaken as the need arises following the steps outlined in our guidelines. This year the Management Committee carried out a review of the following:

Risk assessment Plan	Misconduct
Disaster Management Plan	Fraud or Theft by Clients
Covid 19	Staff Use of Motor Vehicles
Induction of new Committee Members	Staff Retention
Service Take Over	Office Security
Loss of Funding	Real Property Loss
Contents Loss	Use of Social Media
Fraud or Theft by Staff	Transitional Property
Product Liability	Occupational Health and Safety
Critical Incidents	Committee Responsibilities
Continuity of Business.	Absence of the Manager
	Membership and Committee Recruitment.

STAFFING

We are aware that the environment in which the staff are working can produce enormous stress. Therefore, to support the staff going forward an Employee Assistance Program was set up in late 2022. With this program in place the staff have access to various support programs including independent counselling if required.

CODE OF CONDUCT

Members of the Management Committee are expected to abide by the Code of Conduct during their term of office, and members are aware of the policies around managing financial delegation and internal controls that guide protection of departmental funding.

FINANCIAL SUSTAINABILITY

To ensure the organisation is financially sustainable, we continue to adopt a prudent expenditure practice resulting in a healthy financial position for the organisation. We are grateful that we continue to receive donations from the community. We would like to thank all organisations and individuals who have donated this year.

As reported in previous years, Maybanke transferred \$100,000 from the main account to a separate long-term deposit account. These funds represent the money Maybanke Association Inc saved from fundraising carried out by volunteers during the early history of the organisation going back over 25 years, together with the small profit received from the sale of a private property owned by Maybanke in more recent times. This money continues to be retained as a back-up for any financial issues that may arise in the future.

Jacky Burkett AGIA ACG BA JP (Qual)
President

Sector News

The commencement of the provisions of the *Domestic and Family Violence Protection (Combating Coercive Control) and Other Legislation Amendment Act 2023* (DFVPOLA Act). The DFVPOLA Act was passed on 22 February 2023 and received assent on 28 February 2023. Section 2 of the DFVPOLA Act provides that specific provisions of the Act commence by proclamation, with all other provisions commencing upon assent. Governor in Council approval has been received and the remaining provisions of the DFVPOLA Act that are not in force commenced on 1 August 2023.

The commencing provisions include amendments to the Criminal Code to update sexual offence terminology and will implement the first tranche of legislative amendments recommended by the Women's Safety and Justice Taskforce in its report, *Hear Her Voice – Addressing coercive control and domestic and family violence in Queensland*. This will be achieved by:

- amending the Criminal Code to:
 - rename, strengthen and modernise the offence of stalking
 - require disclosure of an accused person's domestic violence history in particular circumstances;
- amending the *Domestic and Family Violence Protection Act 2012* to:
 - provide that the definition of domestic violence includes reference to a 'pattern of behaviour';
 - amend the process for hearing and deciding cross applications;
 - provide legislative guidance to the court to determine the person most in need of protection in a relationship;
 - include a new ground for awarding costs where a party, in making the application, has intentionally engaged in behaviour or continued a pattern of behaviour towards the respondent that is domestic violence;
 - facilitate the provision of a respondent's domestic violence history and criminal history to the court for applications for a protection order and applications to vary a domestic violence order;
 - allow the court to make substituted service orders in specific circumstances;
 - allow the court to reopen proceedings in specific circumstances;
- amending the *Evidence Act 1977* to:
 - expand the class of protected witnesses for cross-examination;
 - remove limitations on admission of evidence of domestic violence;
 - facilitate the admission of expert evidence in criminal proceedings about the nature and effects domestic violence; and
 - allow the court to give jury directions that address misconception and stereotypes about domestic violence; and
- amend the *Youth Justice Act 1992* to provide specific mitigatory circumstances relating to domestic violence.

STRATEGIC PLAN FRAMEWORK

OUR VISION: Women and Children who experience Domestic and Family Violence are empowered and supported to lead safe and independent lives.			
OUR MISSION: Providing safe spaces to thrive, connection to community, and increased awareness of issues for women experiencing Domestic & Family Violence.			
VALUES/STATEMENT OF PHILOSOPHY: Feminist Framework/Domestic Violence/Strengths based			
STRATEGIC PILLARS			
Safe Spaces	Connections to Community	Awareness	Future-Proofing our Organisation
Accommodation that provides time and space to heal and start again.	Linking with resources and agencies that provide further support.	Improving community and stakeholder awareness of issues that impact victims of Domestic Violence	Systems, Process, Policy, Governance, Fundraising
<ul style="list-style-type: none"> • Additional accommodation • Improving existing assets • Maintain safety for our clients 	<ul style="list-style-type: none"> • Improve profile of Maybanke • Partnerships • Improve Clients Connections with Community 	<ul style="list-style-type: none"> • Education and awareness programs 	<ul style="list-style-type: none"> • Improve our governance process • Fundraising • Increase membership • Stakeholder management
OPERATIONAL ACTIONS			
SAFE SPACES: Accommodation that provides time and space to heal and start again.			
Objective	Action	Who is Responsible	KPI/Timeline
Additional Accommodation	<ul style="list-style-type: none"> - Investigate opportunity for new accommodation 	President, Manager & Mancom	6 months

	<ul style="list-style-type: none"> - Include feasibility & staffing 		
Improving existing assets	<ul style="list-style-type: none"> - Investigate what can be done with current assets 	President, Manager & Mancom	6 months
Maintain safety for our clients	<ul style="list-style-type: none"> - Confidentiality - Connection - Culture of safety 	Manager & Team	Ongoing
CONNECTIONS TO COMMUNITY: Linking with resources and agencies that provide further support.			
Objective	Action	Who is Responsible	KPI/Timeline
Partnerships	<ul style="list-style-type: none"> - Strengthen partnerships with housing - Attending meetings with stakeholders - Create a resource bank of support agencies and networks - Improve accessibility to other agencies 	Manager & Team	Ongoing
Improve Clients Connections with Community		Manager & Team	Ongoing
AWARENESS: Improving community and stakeholder awareness of issues that impact victims of Domestic Violence			
Objective	Action	Who is Responsible	KPI/Timeline
Education / Awareness Programs	<ul style="list-style-type: none"> - Feasibility and resource investigation - Use online tools to improve awareness - Audience specific content (eg: schools, real estate etc) 	Manager & CSW	KPI – via supervision & Performance review

Objective	Action	Who is Responsible	KPI/Timeline
Improve the profile of Maybanke	<ul style="list-style-type: none"> - Online presence (website) - Relationships with stakeholders 	Mancom & Manager	Ongoing
Improve our governance processes	<ul style="list-style-type: none"> - Induction and onboarding for committee - Risk management - Updating manuals, policies, and processes - Board review and assessment - Acquittals and reporting 	Mancom & Manager	Ongoing
Fundraising	<ul style="list-style-type: none"> - Sponsorship - Donations - Grants - Bequests 	Mancom & Manager	Ongoing
Increase Membership	<ul style="list-style-type: none"> - Review the cost - Review the value proposition - Levels of membership 	Mancom	6 months
Stakeholder Management	<ul style="list-style-type: none"> - Improving relationships, reporting and presence with key stakeholders including State Government - Improve our communication with stakeholders 	President, Manager & Mancom	Ongoing



MANAGER'S REPORT

We have had another positive year here at the refuge. The team have worked hard to make strong connections in the housing sector which has seen 14 families exit into stable and secure accommodation.

Sadly, Domestic and Family violence is still far too prevalent in our communities, but here at Maybanke we continue to support women, children & young people who are disproportionately traumatized by domestic and family violence and who are needing emergency accommodation to improve their safety. The team achieves this by:

- Employing qualified and experienced staff and Management
- Successfully retaining government funding by consistently meeting KPI's
- Partnerships with other organisations to improve outcomes
- Evidence based practice
- Clear Practice Principles
- Program resources
- Providing accessible temporary crisis accommodation with child-friendly spaces.
- Providing culturally safe spaces for all people regardless of background

We have recently implemented a Service Framework that was developed to assist all employees to understand what supports the services we provide, to outline the program logic underpinning all services, as well as clarifying baseline practice requirements. The Service Framework was developed as a guiding document that is aligned with the MACSS Strategic Goals/Vision/ Mission as well as [DFV Practice Principles, Standards and Guidance](#).

I would like to thank Jacky and the management committee for their support for myself and the team, it is very much appreciated. Happily, we have retained the same team this last year, but we are very sadly (for us) losing the amazing Barb to retirement, after 17 years at Maybanke! So, I would like to say a special thank you to Barb and all the ways she has made Maybanke what it is today. I feel very lucky and privileged to work alongside this amazing team who provide real life changing support to our women and children. Thank you to the team who are every day supporting, listening and responding to the families, and especially for consistently demonstrating empathy and respect to everyone who walks through our door.

Anne Wilson



ANNUAL TREASURER'S REPORT

YEAR ENDING 31 JUNE 2023

It is with pleasure that I present my final report as Treasurer of the Association.

The year 2022-2023 has been a strong one for the Association with a significant increase in our overall financial position.

Whilst our major source of income is from a recurrent grant from the State Government, as in the previous year we also received additional non-current funding along with a grant to cover the cost of the mandatory HSQF audit.

Maybanke is fortunate in the support both monetary and in goods that it receives from the community. Our donors and supporters were very generous this past twelve months and the Association thanks each and every one of them. Monetary donations received are allocated to the Gift Fund which is accounted for separately and has a healthy balance. The Management Committee has authorized use of some of the funds in the Gift Fund to replace the current People Mover which is now some years old and is regularly used to transport our clients to various appointments and activities. A new vehicle will provide additional features e.g. safety to the benefit of our clients.

The very large donation received in 2018-2019 from the Diner en Rouge Committee and managed via the Redland Foundation has now been fully expended.

The Maybanke Committee of Management prides itself on careful financial management and keeping within the annual budget developed each year. We do this with the assistance of Barb Long our Administrative Assistant/Bookkeeper whose record keeping is outstanding.

As I am not renominating for the position of Treasurer I wish to acknowledge and thank the following:

- Barb Long as referred to above for her friendship and assistance – she makes the job of Treasurer just so much easier with her detailed monthly reports to the Committee of Management;

- My thanks also to our Auditor Wally Kerr who is always available for advice and can be relied upon for his professional advice and assistance;
- A big thank you to the MACSS staff who keep their expenses to the minimum and in line with budget; AND
- Finally, but not least, I also acknowledge the support of the Management Committee for its interest in the financial management of our Association.

Thank you.

Ros Kinder
Treasurer



**Maybanke
Association Inc.**

EMPOWERING WOMEN & BUILDING INDEPENDANCE

AUDITED FINANCIAL STATEMENTS

2022-2023

Maybanke Association Incorporated
Statement of Financial Position as at 30 June 2023

	2023 \$	2022 \$
Current Assets		
Cash Assets		
Main Cheque Account	5,936	112,608
ER Cheque Account	20,298	4,732
Gift Fund Account	67,440	40,168
Office Petty Cash	267	150
ER Petty Cash	240	162
Visa Debit Card	1,085	1,051
Premier Investment	102,323	102,323
Web Savings Account	381,457	244,776
	579,046	505,970
Total Current Assets	579,046	505,970
Non Current Assets		
Property, Plant and Equipment		
Plant & Equipment	55,368	53,259
Less Accumulated Depreciation	(51,245)	(50,463)
Motor Vehicles @cost	27,803	27,803
Less Accumulated Depreciation	(17,271)	(7,217)
Total Non Current Assets	14,655	23,382
Total Assets	593,701	529,352

Maybanke Association Incorporated
Statement of Financial Position as at 30 June 2023

		2023 \$	2022 \$
Current Liabilities			
Financial Liabilities			
Unexpended Redlands Foundation	Note 2	-	7,741
Superannuation Payable		3,418	3,279
Accrued Expenses		10,512	3,464
Unexpended Covid 19 Grant		-	-
		<u>13,931</u>	<u>14,484</u>
Current Tax Liabilities			
Gst Payable		12,244	9,536
Amounts withheld from Salary and Wages		5,822	6,922
		<u>18,066</u>	<u>16,458</u>
Provisions			
Provision for Annual Leave		54,599	40,119
Provision for Long Service Leave		33,351	26,652
Provision for Sick & Special Leave		8,475	8,475
Provision For Future Maintenance		10,000	10,000
		<u>106,425</u>	<u>85,246</u>
Total Current Liabilities		<u>138,422</u>	<u>116,188</u>
Non Current Liabilities			
Financial Liabilities		-	-
Secured Bank Loan		-	-
Total Non Current Liabilities		<u>-</u>	<u>-</u>
Total Liabilities		<u>138,422</u>	<u>116,188</u>
Net Assets		<u>455,279</u>	<u>413,164</u>
Members Funds			
Accumulated Surplus from prior year		413,164	355,442
Plus Current Year Surplus (Deficit)		42,114	57,722
Members Funds		<u>455,278</u>	<u>413,164</u>

Maybanke Association Incorporated
Income and Expenditure Statement
For 12 Months ended 30 June 2023

	2023	2022
	\$	\$
Income		
State Government Funding		
State Operations Recurrent Grant SAAP+ER	565,931	537,299
Grants (State) Op Non - Recurring	38,450	57,538
Grants - State (HSQF)	7,000	0
Grants Other	1,639	0
Other Income		
Redlands Foundation	7,741	90,485
Interest received	5,549	631
Donations received	36,496	22,348
Donations use of Redlands RSL Meeting Room	2,100	2,100
Accommodation Charges	78,122	53,085
Membership Fees	197	160
Lease Income	19,200	19,200
Rebates & Refunds	1,008	664
Prior Years Adjustment Insurance	<u>0</u>	<u>7,196</u>
Total Income	<u>763,432</u>	<u>790,706</u>

Expenditure

Accountancy	950	1,200
Audit Fees	3,000	3,000
HSQF Audit Expenses	5,545	0
Auspicing Fees	0	292
Business Planning/Mancom Trining	667	585
Client expenses	12,234	14,029
Cleaning/rubbish removal	1,540	1,523
Computer expenses	1,478	1,533
COVID - 19	29,020	33,310
Meeting Expenses	3,137	3,123
Depreciation Other	782	2,394
Electricity	15,545	10,223
Fees and charges	2,623	2,251
Filing Fees	53	58
Insurance	8,795	6,618
Insurance - Workcover	6,844	5,854
Qleave LSL Levy	5,757	4,950
Journals & reference material	1,000	0
M/V car - Depreciation	10,053	16,780
M/V car - Fuel & oil	6,227	3,772
M/V car - Lease	19,200	19,200
M/V car - Rego/ Insurance	5,513	5,075
M/V car - Repairs/tolls + Fees	5,218	3,588
Postage	248	359
Printing, Stationary & office supplies	2,542	1,540
Rent on Land & Buildings	1,723	3,348
Repairs & maintenance	3,952	3,243
Recuitment Expense	9,023	0
Security	1,436	5,191
Staff amenities & meetings	827	1,060

Maybanke Association Incorporated
Income and Expenditure Statement
For 12 Months ended 30 June 2023

	2023	2022
	\$	\$
Staff training	3,884	2,015
Sundry	801	657
Superannuation	43,723	41,913
Telephone	15,482	16,970
Tenancy & Property supplies	22,593	11,876
Wages	406,957	433,906
Salaries on Call Allowance	10,284	9,812
Annual Leave provision movement	14,480	-39,331
Long Service Leave provision movement	6,699	-10,088
Employee Support and Supervision	3,005	2,507
Management Fees	166	56
Rates & Taxes	20,572	18,106
Redlands Foundation Expenses	7,741	90,486
Total expenditure	721,318	732,984
 Excess (Deficit) of Expenditure over Income	 <u>42,114</u>	 <u>57,722</u>
 Opening retained profits	 413,164	 355,442
Plus Excess (Deficit) of Income over Expenditure	<u>42,114</u>	<u>57,722</u>
Closing Retained Profit	<u>455,278</u>	<u>413,164</u>

Note 2

Maybanke Association Inc.
Notes to and forming part of the Financial Statements
For the year ended 30 June 2023

Note 1: Statement of Accounting Policies

These financial statements are a special purpose report prepared in order to provide accounts which satisfy the requirements of the Associations Incorporation Act 1981 as amended. The Committee has determined that the Association is not a reporting entity as defined in

Statement of Accounting Concepts 1 'Definition of Reporting Entity' and therefore, there is no requirement to apply accounting standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) in the preparation and presentation of these statements. Accordingly none have been adopted.

The financial statements are prepared on an accrual basis, whereby income is brought to account when it is earned.

The financial statements are based on historical costs and do not take into account changing money values.

The accounting policies have been consistently applied, unless otherwise stated. The following is a summary of the significant accounting policies adopted by the Association in preparation of the financial statements.

Depreciation

The depreciable amount of all plant and equipment is depreciated over its useful life commencing from the time the asset is first held ready for use based upon amounts furnished in the comparative information.

Note 2: Treatment of Redland Foundation Donation

In the years 2018/19 and 2019/20 \$250,000 was donated by the Redlands Foundation. At the end of June 2022 \$7,741.00 was unexpended. At the end of June 2023 the total amount was fully expended

WALTER J KERR INDEPENDENT

AUDITORS REPORT

I have audited the attached special purpose financial report, comprising the Balance Sheet as at 30 June 2023 and the Income and Expenditure Statement of Maybanke Association Incorporated for the year ending 30 June 2023. The Committee is responsible for the preparation and presentation of the financial statements and the information contained therein. I have conducted an independent audit of the financial report in order to express an opinion on it to the members.

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. My procedures included examination on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with the accrual basis of accounting.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion, the financial statements present fairly the financial position of Maybanke Association Incorporated as at 30 June 2023 and the results of its operations for the year then ended.

Date : 15th August 2023

Address : 14 Paul St Birkdale

4159 Signature

A handwritten signature in black ink, appearing to read 'Wah', with a stylized, flowing script.

Walter J Kerr
Fellow Institute of Public Accountants (FIPA)
Approved Auditor