



Maybanke  
Association Inc.

EMPOWERING WOMEN & BUILDING INDEPENDENCE

T/A Maybanke Accommodation  
& Crisis Support Service

# Annual Report

## Financial Year to 30<sup>th</sup> June 2024

Funded by



**MAYBANKE ASSOCIATION INC.**  
**PO Box 524 Capalaba Qld 4152**  
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**ABN: 17817961769**



### 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 for 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

Demographics Mother, who identifies as Afghani, with a school aged old son and speaks Farsi with little English.

On August 29, 2024, Maybanke received a referral from DV Connect Womensline regarding a young Afghan mother, "B," and her son, who were fleeing from the primary user of violence (PUV) and his other wife and child. B had arrived in Australia two years earlier, following the PUV and her son, and had experienced violence both in Afghanistan and Australia due to a long-term relationship.

When B and her son arrived at Maybanke, they had few belongings, were visibly frightened, and had limited English skills. During the initial weeks, Maybanke's case workers worked closely with Centrelink, B's bank, and technology support to ensure B's safety, financial independence, and separation from the coercive control and financial abuse she had endured. Maybanke also provided immediate necessities like food vouchers, clothing, and a new SIM card, thanks to community donations, while managing her Centrelink support.

During the school holidays, B and her son formed connections with other women at the refuge, allowing them to finally relax and pursue personal goals. Maybanke enrolled B's son in a local school for the new term and secured before- and after-school care to support B's enrollment in English classes at a new TAFE campus, unknown to the PUV. Maybanke also facilitated B's access to counseling and student support services to help her work through the trauma and psychological abuse she had experienced.

Looking ahead, B's goals include obtaining a Muslim divorce (known as a Khula), pursuing family court orders to ensure legal protection and parenting arrangements, continuing her TAFE studies to become a nurse and enter the workforce, and persisting with the Department of Housing to secure social housing. Additionally, B is determined to learn how to read and write, as she was unable to do so in Farsi due to restrictions imposed by the Taliban during her time in Afghanistan.

*(Names have been changed).*

### FEEDBACK FROM EXIT FORMS

*"I had the time and space to breathe"*

*"It was great getting the kids into a routine (with help from Children's Case Worker)"*

*"It was a safe place to be"*

*"My case worker had lots of advice"*

# Thank you

## To our many sponsors

Baby Give Back  
Bank of Queensland  
Bayside Women in Business  
Bayside Women's Social Club  
Cleveland Aquatic Centre  
Cr Tracey Huges  
Cr Wendy Boglary  
Department of Environment &  
Science  
Diner En Rouge  
Friends with Dignity  
Give for Good Foundation  
Henry Pike MP  
Juicy Secrets Clothing  
KYB Bible Study Group  
Lions Club Capalaba  
Mark Robinson MP  
NAK Hair  
Ormiston Weight Loss Club  
Our Pixie Friends

Parklands Residents Committee  
Social Club  
Queensland Ambulance  
Quilters by the Sea  
QUOTA Brisbane  
Redlands Community Centre  
Redlands Domestic Violence  
Redlands Women's Auxiliary  
Redlands Awareness  
Ambassador Program  
Redlands Foundation  
Redlands RSL  
Rotary Club of Redlands Bayside  
Soroptimist International Bayside  
Staff of Queensland Corrective  
Services  
The Christian Church – Carina  
The Christian Church – Cleveland  
Walker Corporation  
Weight Loss Club, Ormiston

**Many Private Donors in the Redlands,  
Bayside & beyond.**



**NOTICE OF**

**ANNUAL GENERAL MEETING**

**Wednesday 23<sup>rd</sup> October 2024**

**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

After the close of formal business Maybanke staff will give a presentation, providing more information on the services and support offered by Maybanke.

Light Refreshments will be served after the meeting.

*PLEASE NOTE: Only financial members of Maybanke Association Inc may vote.*

## **Maybanke Association Inc.**

### Annual General Meeting

### MINUTES OF MEETING

7:00 PM Wednesday, 25 October 2023

RSL Cleveland

#### 1. Meeting Open

Meeting Opened By Jacky Burkett at 7:03 PM

Housekeeping items were discussed.

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

The President extended a welcome to the politicians in attendance and also the members and friends including representatives from Soroptimist International Bayside, Zonta and other organisations.

#### 2. Attendance & Apologies

Amanda Venter  
Amy McFarlane  
Anne Baker  
Arabella Shedden  
Barb Long  
Chrissy Beetham  
Christine Cuffin  
Cindy Corrie  
Cr Julie Talty  
Cr Peter Mitchell  
Cr Tracey Huges

Cr Wendy Boglary  
David Burkett  
David Scott  
Desley Lingard  
Henry Pike MP  
Jacky Burkett  
Jasper Every  
Kathy Miller  
Marjorie Anderson  
Rebecca Young  
Robert Long

Ros Kinder  
Ruth Gatehouse  
Sandy Smith  
Sharyn Grimes  
Sonia Chadburn  
Sophie Mitchell  
Tracey Green  
Trudy Hart  
Valerie Parkin  
Wally Kerr

#### **Apologies**

Allison Wicks  
Cr Adelia Berridge  
Cr Paul Bishop  
Cr Rowanne McKenzie  
Don Brown MP

Dr Mark Robinson MP  
Georgia Green  
Heather Turley  
Isabella Bevan  
Judith Trevan-Hawke

Kim Richards MP  
Linda Harnett  
Mayor Karen Williams  
Wendy Mc Innes

It was noted that there was a quorum.

### 3. Confirmation of the minutes of the previous annual general meeting

Attachments

[AGM minutes 2022.pdf](#)

Motions

M-2310-039 Minutes of the AGM Oct 2022

Accepted as a true record of the meeting. Moved by Val Parkin and seconded by Anne Baker

**Status:** Carried

Attachments

[AGM minutes 2022.pdf](#)

### 4. Business arising from the minutes of the previous annual general meeting

No business arising from previous annual general meeting.

### 5. Presidents annual report

#### 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.

Jacky Burkett

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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:

### **Total number of Bed Nights (Places)**

KPI – 3148                      Achieved - 3083 (98%)

### **Number of support periods closed during the Report Period where a case management place was in place**

KPI - 90%                      Achieved - 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**

KPI -75%                      Achieved - 80%

### **Number of support periods closed during the Report Period where client is housed in secure and stable accommodation**

KPI - 60%                      Achieved - 80%

## **Motions**

[M-2310-040 Adopt the tabled President's report.](#)

Moved by Tracey Huges and seconded by Chrissy Beetham

**Status:** Carried

## 6. Manager Report

### 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 Baker

## Motions

M-2310-041 Manager's report accepted

Moved by Arabella Sheddan and seconded by Marjorie Anderson.

**Status:** Carried

## 7. Treasurer's Report

### **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

### Motions

#### M-2310-042 Acceptance of Treasurer's Report

Moved by Tracy Huges and seconded by Sonia Chadburn.

**Status:** Carried

## 8. Auditors Report and Adoption of Audited Statement and Accounts

### 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

Walter J Kerr

Fellow Institute of Public Accountants (FIPA) Approved Auditor

### Motions

M-2310-043 Acceptance of Auditor's Report including adoption of Audited Statement and Accounts.

Moved by Tracy Huges and seconded by Sonia Chadburn

**Status:** Carried

## 9. Election of Members

The President requested Cr Julie Talty preside over the election of Office Bearers for the coming year.

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

Jacky accepted the nomination and was duly elected.

**Vice President:** Sonia Chadburn was nominated for the position of Vice President by Tracey Green and seconded by Jacky Burkett.

Sonia accepted the nomination and was duly elected.

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

Tracey accepted the nomination and was duly elected.

**Treasurer:** Ruth Gatehouse was nominated for the position of Treasurer by Jacky Burkett and seconded by Rob Long.

Ruth accepted the nomination and was duly elected.

### Committee Members:

Christine Beetham was nominated for the position of Committee Member by Tracey Green and seconded by Rob Long. Chrissy accepted the nomination.

Georgia Green was nominated for the position of Committee Member by Tracey Green and seconded by Jacky Burkett. Georgia accepted the nomination (please note Georgia is overseas so unable to attend this evening).

Sophie Mitchell was nominated for the position of Committee Member by Jacky Burkett and seconded Tracey Green. Sophie accepted the nomination.

David Scott was nominated for the position of Committee Member by Jacky Burkett and seconded Tracey Green. David accepted the nomination.

Arabella Sheddan was nominated for the position of Committee Member by Tracey Green and seconded Jacky Burkett. Arabella accepted the nomination.

Amanda Venter was nominated for the position of Committee Member by Jacky Burkett and seconded Tracey Green. Amanda accepted the nomination.

**Auditor:**

Wally Kerr was nominated for the position of Auditor by Ros Kinder and seconded by Rob Long.

Wally accepted the nomination.

## 10. General Business

Final thanks were provided to Ros Kinder, and flowers presented.

Final Thanks were provided to Rob Long and a gift was presented.

Further acknowledgment was provided to Barb for her years of service and flowers were presented.

Henry Pike MP was thanked as his office had printed the Annual Report.

## 11. Meeting Close

As there was no further business, the Annual General meeting was closed at 7.40pm.

At the conclusion of the meeting Jacky introduced Ros Kinder who launched the book she had written *Maybanke - The Story of a Refuge*.

Meeting closed at 8:30 PM



## **PRESIDENT'S ANNUAL REPORT**

**ANNUAL GENERAL MEETING WEDNESDAY 23 OCTOBER 2024**

### **HIGHLIGHTS**

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

- Twenty-Two families have been supported by Maybanke this year
- Successful Human Services Quality Standards Interim Audit
- Increased funding from the Department of Justice and Attorney-General and Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Achieved substantial grants from Redland City Council & Department of Justice and Attorney-General Women's Safety and Violence Prevention
- Improved Risk Assessment strategy and process
- Improved Social Media presence
- Enhanced website including set up online donation capability
- Increased accommodation on and off site

The expansion of accommodation has been a long-term goal, and it's exciting to see it finally coming to fruition. Over two years ago, we began discussions with local politicians and the state government about this project. Everyone we spoke to was supportive, and Redlands MP Kim Richards facilitated a meeting with the Minister's office, which helped propel the project forward. Our initial hope was to build two new one-bedroom units on site, designed to provide accommodation for single women or a mother with a young child. Unfortunately, the site layout only allowed for one unit, which was disappointing. However, we were pleased when the Department confirmed they would arrange a head lease with social housing, providing us with an additional off-site unit for Maybanke to access at no charge. We are looking forward to working with Mangrove Housing in regard to this unit.

In addition, as part of the build for the new onsite unit the Social/BBQ area is being relocated and will now be adjacent to the children's playground which will enhance the opportunities for the families to socialise together. This whole project should be completed shortly, and I would like to acknowledge Jared House from the Department of Housing, Local Government, Planning and Public Works. Throughout this process he has arranged regular online meetings and ensured we are kept fully informed.

Unfortunately, the housing crisis in Queensland continues, making it increasingly difficult for Maybanke residents to find suitable accommodation when they are ready to transition out. Despite this, the Maybanke staff work tirelessly to help residents secure housing that fits the next stage of their lives. While the additional funding we receive allows Maybanke to provide financial support at the beginning of a lease, the real challenge lies in finding appropriate accommodation.



As you are aware this year the statistics on violence against women in Australia have been horrendous. In recent years Australia lost one woman a week to gender based violence but this year it has been one woman every four days. Earlier this year the new Queensland Police Commissioner, Steve Gollschewski, reported that he expected that by the end of the current financial year the Queensland police service will have responded to nearly 200,000 domestic and family violence incidents, this equates to over 500 a day. When you think that this is only the incidents that are reported it is terrifying to think of how many thousands of families are living in fear. It's encouraging to see all levels of government responding and increasing support for organisations like Maybanke. However, it will require collective effort from everyone, working together in various ways to educate, foster respect, and ultimately eliminate Family and Domestic Violence.

People often struggle to find reliable advice on how to help, so in our last newsletter, we included links to valuable resources. The newsletter is available on our website at:

<https://www.maybanke.org.au/index.php/communications/>

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.

At last year's AGM, the Management Committee was strengthened by the addition of several new members, whose enthusiasm, skills, and support have been invaluable to the organisation. I'm delighted that many of these new members are renominating. It has been a pleasure working alongside them this year, and I look forward to what we can achieve together in the coming year. A special thank you goes to the Executive— Sonia, Tracey and Ruth —for their contributions and support.

I'd also like to thank our staff— Anne, Trudy, Brooke, Imogen and Caroline —whose dedication and professionalism are the foundation of Maybanke's ability to make a meaningful impact on the families who come to us.

Lastly, thank you to everyone who has supported Maybanke this year—your contribution truly makes a difference.

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#### **QUEENSLAND STATE GOVERNMENT SERVICE AGREEMENT**

Maybanke Association Inc receives ongoing support given by the Queensland State Government through the Department of Justice and Attorney-General and Department of Treaty, Aboriginal and Torres Straits Islander Partnerships, Communities and the Arts 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 2023/24 were:

	KPI	Achieved
Total number of Bed Nights (Places)	3148	3090 (98%)
Number of support periods closed during the Report Period where a case management place 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%	78%
Number of support periods closed during the Report Period where client is housed in secure and stable accommodation	60%	70%

Note: These statistics are a little lower than last year, we are noticing a change in families, an increase in mental illness and drug and alcohol abuse. Sadly, this has meant a few families have returned to their perpetrators or their perpetrators have either found them or been on site. The outcomes for those families are usually not a transition into safe and secure housing but a referral to another refuge or they have left without notice.

#### **HUMAN SERVICES QUALITY STANDARDS INTERIM AUDIT**

Every 18 months the organisation has to undertake either a full or interim Human Service Quality Standards Audit. This year we had a very thorough interim audit, and the organisation was recertified.

#### **MANAGEMENT COMMITTEE**

The Management Committee continues to meet monthly. We now give members the opportunity to attend online and have adjusted the time of the meetings to suit members. 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 for her ongoing creative support to produce this newsletter.

#### **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 two years 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:** Additional onsite unit currently being built and head lease for offsite property through Mangrove Housing
- **Partnership:** Increase in partnerships with several local support organisations
- **Improve Clients Connections with Community:** Monthly client newsletter
- **Improve the profile of Maybanke:** Enhanced website including donation facility, Social Media presence set up.
- **Improve our governance processes:** Many processes and policies reviewed, ongoing process.
- **Fundraising:** Networking with local businesses & organisation that now help, successful grant applications
- **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 helps with focussing our training which is undertaken on a quarterly basis at Management Committee meetings. This year with several new members on the Management Committee much of the training has focussed on the sector, the organisation and understanding the issues faced by staff.

## RISK ASSESSMENT STRATEGY

This year the Risk Management Portfolio has been managed by new Management Committee member Georgia Green. Georgia took the Management Committee through a new Risk Assessment Tool and as a result has set up an improved Risk Assessment strategy and process.

## STAFFING

There have been staff changes during the year including the retirement of long serving employee Barbara Long. We would like to acknowledge her contribution to the organisation over so many years. We welcomed Caroline, Brooke and Imogen to the team.

We are aware that the arena that in which the staff are working can produce enormous stress and we are always looking at ways to ensure that the staff are supported. This year we have

- Provided a more responsive Employee Assistance Program
- Set up Salary Packaging program which provides better benefits for staff and improves our governance
- Engaged Blackguard to provide regular, responsive IT support for the organisation
- Upgraded Maybanke vehicles

## **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 practice of expenditure with the result that the organisation is in a healthy financial position. 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

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

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

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





## **MANAGER'S REPORT**

Domestic and Family Violence can be described in many ways. Typically, it refers to behaviour that is intended to exert power and control through fear. This can look like physical violence, emotional abuse or attempts to control another person's behaviour.

Many women living in violent relationships are confronted with an impossible choice, a choice made more difficult where children are involved; stay and try to survive within a violent relationship or leave. The latter usually results in removing children from school and social networks, effectively rendering them homeless.

Since 1987 Maybanke Association has been providing safe accommodation, specialised support services and housing assistance to women and children fleeing domestic and family violence. Women and children of all backgrounds are welcomed into refuge while they consider the next steps in their journey. Families are supported by a specialist case workers including a dedicated children's case worker to create individual support plans for each member of the family. Our team has supported 22 families this year with emotional and practical support, including help with safety and wellbeing, housing, parenting and child development, education and employment, legal assistance and advocacy with other services.

We work within a framework of Gender Analysis, acknowledging the power imbalance that underpins domestic and family violence and how perpetrators exercise power and control over victims. And a Trauma informed approach that applies an understanding of the impact of trauma across the lifespan both the victim and the family, and acknowledge that this influences global executive functions, such as decision-making, emotional regulation, responses to life events and figures in authority.

I would like to thank our Team Leader Trudy for her dedication to what we do and welcome Caroline, Brooke & Imogen to the team. I would also like to thank our president Jacky and the management committee for their support, their expertise in so many areas has enriched our service and provided professional guidance and direction. This collaborative effort shows what is required to make such a significant impact.

A final note, every person has the right to live in a safe environment, free from violence. However, it is reported that one in three Australian children (and their mothers) experience domestic and family violence before the age of 10, a stark reminder of the ongoing work needed to address this issue.

**Anne Baker**



## **ANNUAL TREASURER'S REPORT Year Ending 30 June 2024**

In this, my first year as Treasurer of Maybanke, I have learnt a lot about how the organisation works and begin this report by acknowledging the help and support of the staff and our Management Committee, particularly our President Jacky, our Manager Anne, and our bookkeeper & administrator Caroline. Caroline has done a wonderful job of streamlining our financial record keeping including the consolidation of the Chart of Accounts to ensure they are easier to understand. To reduce unnecessary paperwork, we have also worked to streamline paper-based processes and approvals where appropriate.

The past financial year proved to be a strong one for Maybanke Association Inc. Increases in grant funding, the continuing support of our donors and others, along with careful expenditure, ensured that our overall financial position remains positive. This is so important as it allows us to adequately meet the requirements of the women who seek our support.

Particularly pleasing was confirmation of increased recurrent Department of Justice & Attorney General State Government (DJAG) funding. In addition to this increase, we also received an increase in our Emergency Relief funding from the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities, and the Arts. An added Rent Assist Brokerage Grant from Dept. Justice & Attorney General (DJAG) for \$45k was also received. This funding goes towards paying bond and 2 weeks rent when families move out. We also successfully applied for a grant through the Redland City Council's Civic Support Fund. This Grant enabled us to provide essential household items for the women at Maybanke as they move forward with their lives.

Maybanke is constantly evolving, and as part of this evolution, the Management Committee agreed that owning vehicles and leasing them back from the Association was no longer fit for purpose. We have now sold the vehicles and moved to a novated leasing arrangement for Maybanke vehicles moving forward. We also made the decision to move to a different IT support provider who could better meet the data security and ad hoc IT needs of the Association. As part of enhancing our social media and internet capability, Maybanke is now able to accept tax deductible donations directly through our website. Donations can be made directly at <https://www.maybanke.org.au/>

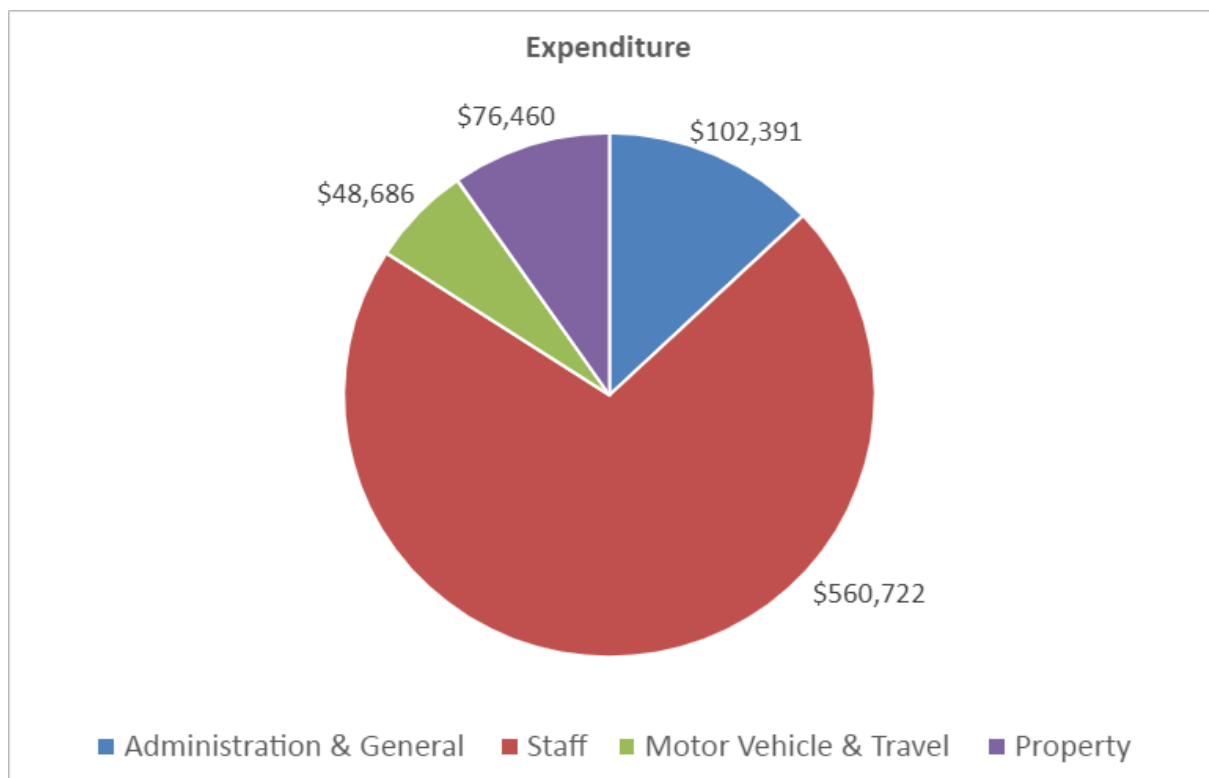
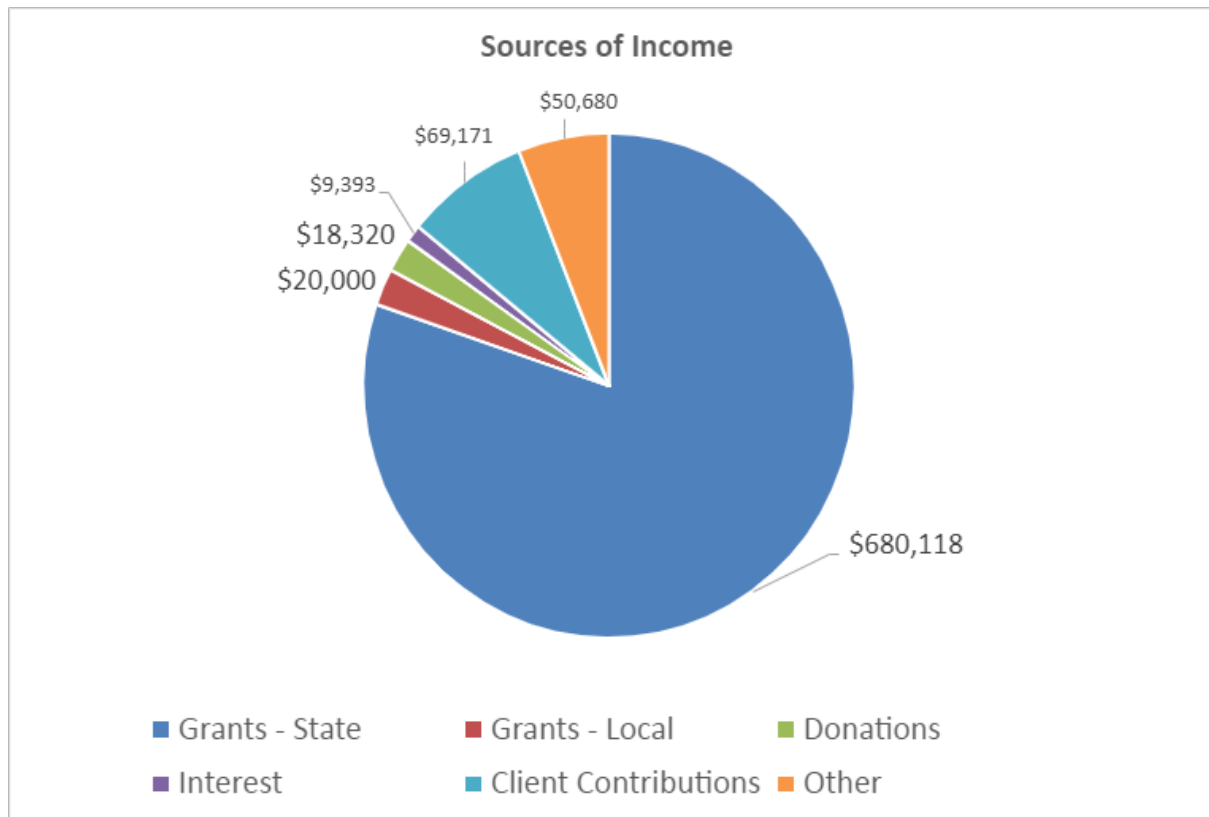
President Jacky and I participated in the HSQS audit along with the staff. The audit was particularly thorough, and the outcomes were positive. The experience of this audit highlighted that Maybanke continues to be a professional, well administered service organisation.

The annual Auditors report follows, and on behalf of the Management Committee, I would like to acknowledge the many years of service Wally Kerr has provided Maybanke by undertaking our annual audits. We wish him all the best for the future. The Management Committee are in the process of short listing and identifying a new auditor for this financial year.

I have included a couple of graphics on the next page to provide a snapshot of our overall income and expenditure for the financial year as I know that some people (me included) find these easier to read.

**Ruth Gatehouse Treasurer**

**. Financial Year 2023-2024**



**MAYBANKE  
ASSOCIATION INC**

**AUDITED FINANCIAL  
STATEMENTS**

**2023-2024**

**Maybanke Association Inc.**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2024**

**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.

**Prior Year Comparable**

In order to align the categories shown in the financial reports with the MYOB accounting system some prior year categories have changed.

**Note 2: Income Categorisation**

Income categories have been consolidated to reflect current funding arrangements from both State and Local.

**Note 3: Sale of Motor Vehicle**

In the financial year Maybanke Incorporated disposed of its motor vehicle resulting in a profit on the sale of motor vehicles of \$32,727. This amount has been shown as income for the year.

**Maybanke Association Incorporated**  
**Statement of Financial Position as at 30 June 2024**

	<b>2024</b>	<b>2023</b>
	<b>\$</b>	<b>\$</b>
<b>Current Assets</b>		
<b>Cash Assets</b>		
Main Cheque Account	198,966	5,936
ER Cheque Account	18,262	20,298
Gift Fund Account	73,590	67,440
Office Petty Cash	453	267
ER Petty Cash	1,032	240
Visa Debit Card	5,370	1,085
Premier Investment	102,323	102,323
Web Savings Account	234,834	381,457
Prior Year Salary Sacrifice Adjustment		49
	<b>634,830</b>	<b>579,096</b>
<b>Total Current Assets</b>	<b>634,830</b>	<b>579,096</b>
<b>Non Current Assets</b>		
<b>Property, Plant and Equipment</b>		
Plant & Equipment	55,368	55,368
Less Accumulated Depreciation	(53,124)	(51,245)
Motor Vehicles @cost	27,803	27,803
Less Accumulated Depreciation	(27,803)	(17,271)
<b>Total Non Current Assets</b>	<b>2,243</b>	<b>14,655</b>
<b>Total Assets</b>	<b>637,073</b>	<b>593,750</b>

**Maybanke Association Incorporated**  
**Statement of Financial Position as at 30 June 2024**

	2024 \$	2023 \$
<b>Current Liabilities</b>		
<b>Financial Liabilities</b>		
Superannuation Payable	4,306	3,418
Trade Creditors	10,156	
Accrued Expenses	3,000	10,512
	17,462	13,931
<b>Current Tax Liabilities</b>		
Gst Payable	22,294	12,244
Amounts withheld from Salary and Wages	6,874	5,822
	29,167	18,066
<b>Provisions</b>		
Provision for Annual Leave	32,322	54,599
Provision for Long Service Leave	27,055	33,351
Provision for Sick & Special Leave	6,311	8,475
Provision For Future Maintenance	10,000	10,000
	75,688	106,425
<b>Total Current Liabilities</b>	122,318	138,422
<b>Non Current Liabilities</b>		
Secured Bank Loan	-	-
<b>Total Non Current Liabilities</b>	-	-
<b>Total Liabilities</b>	122,318	138,422
<b>Net Assets</b>	514,755	455,328
<b>Members Funds</b>		
Accumulated Surplus from prior year	455,328	413,164
Plus Current Year Surplus (Deficit)	59,427	42,164
<b>Members Funds</b>	514,755	455,328

**Maybanke Association Incorporated**  
**Income and Expenditure Statement**  
**For 12 Months ended 30 June 2024**

		<b>2024</b>	<b>2023</b>
		<b>\$</b>	<b>\$</b>
<b>Income</b>			
<b>State Government Funding</b>			
Funding - State		680,118	604,381
Grants - Local	Note 2	20,000	
Grants - State (HSQF)		0	7,000
Grants - Other		0	1,639
<b>Other Income</b>			
Redlands Foundation		0	7,741
Donations Received		16,150	36,496
Donations (Public Collections)		70	0
RSL Donation of Meeting Room		2,100	2,100
Interest Received		9,393	5,549
Membership Fees		200	197
Client Contributions		69,171	78,120
Profit on sale of Motor vehicle	Note 3	32,727	0
MV Lease Income		17,600	19,200
Rental reimbursements		0	
Rebates & Refunds		153	1,008
<b>Total Income</b>		<b>847,682</b>	<b>763,431</b>

<b>Expenditure</b>			
Accounting Fees		0	950
Delivery Charges		91	0
Maybanke Book Expenses		1,490	90
Annual Leave Expense		1,098	14,480
Audit Fees		3,000	3,000
Bank Charges		11	0
Centrelink Collection Fees		157	149
Business Planning/Mancom Train		336	667
HSQF Audit Expenses		5,048	5,545
Cleaning		4,802	1,540
Client Support Services		2,187	4,040
Client Support Consumables		29,516	8,194
Computer Expenses		7,103	1,478
Covid 3 (con 12243)		0	12,997
Enhancement con_13418		0	15,003
Dpcn- Motor Vehicle		10,532	10,053
Dpcn - Plant & Equip		1,879	782
Electricity		13,560	15,545
Equipment Hire/Lease		4,556	0
Fees & Permits		668	0
Filing Fees		0	53
Insurance - General		8,577	8,795
Long Service Leave Expense		12,324	6,699
Q Leave LSL Levy		6,949	5,757
Management Fees		0	166
Meeting Expenses		2,174	1,037
RSL Donated Meeting Rent		2,100	2,100
Membership Fees Paid		2,625	2,623
MV - Fuel & Oil		5,793	6,227
MV - Repairs & Maintenance		3,274	2,245
MV - Insurance		4,602	2,877
MV - Registration		1,052	2,636
MV - Lease Payments		18,781	19,200
MV - Expenses		0	842
MV - Tolls & Parking		3,759	2,131



**Maybanke Association Incorporated**  
**Income and Expenditure Statement**  
**For 12 Months ended 30 June 2024**

	<b>2024</b>	<b>2023</b>
	<b>\$</b>	<b>\$</b>
Taxis	893	0
Postage and Delivery	357	248
Printing & Stationery	2,549	2,542
Publications & Info Resources	105	1,000
Rent - Rental Properties	4,898	2,743
Rates	20,761	20,572
Repairs & Maintenance (R & M)	36,252	0
R & M Rental Prop W	0	1,089
R & M - W	0	879
R & M - F	0	1,984
Security Expenses	875	1,436
Staff Amenities	2,958	827
Staff Reimbursement	7	0
Sundry Expenses	138	561
Telephone Fax Pager & Internet	7,389	15,482
Tenancy & Property Supplies	14,549	22,593
Training & Development (Staff)	3,135	3,884
Wages & Salaries	461,246	406,957
Salaries-On Call Allowance Weekday	5,634	5,371
On Call Allowance Sat/Sun/PH	4,969	4,913
Superannuation	55,219	43,723
Workers' Compensation	9,264	6,844
Recruitment Expense	1,075	9,023
Employ Support & Supervision	-2,058	3,005
Redlands Foundation Expenses	0	7,741
<b>Total Expenditure</b>	<b>788,254</b>	<b>721,318</b>
<b>Excess (Deficit) of Expenditure over Income</b>	<b>59,427</b>	<b>42,163</b>

**WALTER J KERR**  
**INDEPENDENT AUDITORS REPORT**

I have audited the attached special purpose financial report, comprising the Balance Sheet as at 30 June 2024 and the Income and Expenditure Statement of Maybanke Association Incorporated for the year ending 30 June 2024. 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 2024 and the results of its operations for the year then ended.

Date : 10<sup>th</sup> September 2024

Address : 14 Paul St Birkdale 4159

Signature: 

Walter J Kerr

Fellow Institute of Public Accountants (FIPA)

Approved Auditor