



Maybanke  
Association Inc.

EMPOWERING WOMEN & BUILDING INDEPENDENCE

T/A Maybanke Accommodation & Crisis Support  
Service

# Annual Report

Financial Year to 30th June 2025



**Maybanke  
Association Inc.**  
EMPOWERING WOMEN & BUILDING INDEPENDENCE

### **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.**

# Our History and Services

## Our Story

Our organisation was established in the late 1980s in response to a growing community need for safe, secure accommodation for women and children escaping domestic and family violence. From our beginnings as a small community-led initiative, we have grown into a trusted service guided by the values of safety, dignity, and empowerment.

Over the years, hundreds of women and children have found refuge, compassion, and practical support through our service as they take the courageous steps to rebuild their lives free from violence.

## Our Services

- Safe crisis accommodation for women and children
- Individual case management and tailored support planning
- Safety planning and risk assessment
- Practical assistance including food, clothing, and transport
- Advocacy and support with housing, Centrelink, schools, and other agencies
- Referrals for legal, health, and counselling services
- Group programs to build life skills, confidence, and wellbeing

## Our Accommodation

Since opening our first refuge accommodation in we have provided a safe and supportive environment for women and children in crisis. Today, we continue to offer secure housing where families can rest, recover, and plan for their future.

2009 - Queensland Government built a new refuge, which is operated by Maybanke, and provided a significant improvement in the quality for the accommodation provided by the service.

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 were used to furnish the new units, refurbish the existing units and renovate the children's playground.

2025 - Queensland Government built a demountable, one bedroom unit on the main refuge site and relocated the BBQ social area so it overlooks the playground.

2025 - Maybanke's offsite managed accommodation was extended to three properties with the inclusion of a townhouse.

Maybanke now manages a total of eleven units.

## Our Impact (2024–25 at a glance)

- 25 women and 28 children supported in refuge accommodation.
- Over 300 referrals to legal, health, and counselling services.
- 62% of families successfully transitioned into longer-term housing.

	KPI	ACHIEVED
Total number of Bed Nights (Places)	3321	3379
Number of support periods closed during the Report Period where a case management place was in place.	90%	97%
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%	83%
Number of support periods closed during the Report Period where client is housed in secure and stable accommodation	60%	62%

### Looking Ahead

While the demand for our services sadly continues, our commitment remains steadfast: to provide safety, support, and hope for every woman and child who needs us.

## Case Study: Jane 29/09/2025

### Demographics

- Single woman aged 44 years.

### Safety Planning and Risk Management

When Jane first arrived at Maybanke Accommodation and Crisis Support Service after fleeing her person using violence (PUV), her safety and wellbeing were treated as the most urgent priorities. Case workers conducted comprehensive risk assessments and developed ongoing safety plans with Jane to address her immediate and long-term safety needs.

### Applying for Escaping Violence Payment

Once Jane's immediate safety needs had been met, one of the first practical steps taken to support Jane was applying for the Escaping Violence Payment. Case workers assisted Jane in completing the application and with guidance and advocacy from case workers, Jane successfully received the payment, which contributed to establishing her new household.

### Access to Medical Services

Prior to arriving at Maybanke, Jane had been dealing with health issues related to her esophagus and bowels and had linked herself in with a GP who referred her to Princess Alexandra Hospital for specialist treatment. Jane presented as having anxiety surrounding her physical health and had noted that she has been avoidant with addressing health issues in the past. Case workers completed safety plans with Jane so she could stay linked in with these services and this, coupled with encouragement and reassurance from case workers, gave her comfort and helped her feel more confident in managing her health, despite her anxiety.

### Securing Housing through Department of Housing and Rent Connect

To address Jane's housing instability, case workers assisted her with applying for Department of Housing and Rent Connect services. Jane was approved for housing support, and case workers collaborated with her to explore both public housing and private rentals, attending meetings and advocating on her behalf to ensure she and her children's needs were prioritised.

## **Completing Certificate III in Individual Support and Employment**

Two months into Janes engagement with our service, and following Janes immediate needs being addressed, Jane told case workers she was interested in working as a support worker. Case workers linked Jane in with My Horizon and enrolled her for a Certificate III in Individual Support. Throughout her studies, Jane's self-confidence flourished, and she became more sociable and more capable. Following the completion the theory component of the course, Jane applied for jobs so she could complete her placement somewhere she would be employed and successfully acquired employment.

## **Engagement with Child Safety Services**

Jane had a long-standing history of engagement with Child Safety, something she initially kept private as she had been refusing to work alongside their service. However, with upcoming court dates and a Family Planning Meeting, Jane made the decision to disclose her engagement with Child Safety to case workers and seek support. Through sharing this, case workers were able to explain to Jane the purpose of Child Safety. By informing Jane of their processes and intentions, she was empowered to participate and communicate productively with Child Safety.

Case workers supported Jane with attending a court hearing for a Child Protection Order and a Family Planning Meeting. Ultimately, this led to Child Safety recognising that Jane had put in a lot of work and was now a safe, stable and supportive person for her children. Jane did not require any contact arrangements anymore and was free to manage their living arrangements as she and the children see fit. Child Safety also agreed to write a support letter to attach to her housing application to advocate for a property that suits both her and the children.

## **Conclusion**

Through the support provided by the refuge, Jane made significant progress across multiple areas of her life. She regained a sense of safety and stability, reconnected with health supports, engaged productively with child safety, sought an education and entered the workforce. As a result of these achievements, Jane was able to source herself a private rental local to where she is working, that would allow her children to stay with her and move on from the service, marking a major step toward long-term independence and wellbeing for herself and her family.

# **THANK YOU TO OUR MANY SUPPORTERS**

**Angela Petersen Emergency Support Fund**

**AVEO Carindale**

**Bank of Queensland**

**Bayside Quilters**

**Bayside Women in Business**

**Cr Tracey Huges**

**Cr Wendy Boglary**

**Department of Environment & Science**

**Diner En Rouge**

**Friends with Dignity**

**Henry Pike MP**

**Lions Club Capalaba**

**Queensland Ambulance**

**Quilters by the Sea**

**QUOTA Brisbane**

**Redlands Community Centre**

**Redlands Domestic Violence**

**Redlands Foundation**

**National Council of Women Queensland**

**Redlands RSL**

**Rize Up**

**Rotary Club of Cleveland**

**Rotary Club of Redlands Bayside**

**Soroptimist International Bayside**

**Staff of Queensland Corrective Services**

**The Christian Church – Cleveland**

**Zephyr**

**Zonta Wynnum Redlands**

**And many private ponors in the Redlands,**

**Bayside & beyond.**



## **PRESIDENT'S ANNUAL REPORT**

**ANNUAL GENERAL MEETING WEDNESDAY 22 OCTOBER 2025**

### **HIGHLIGHTS**

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

- Twenty-One families have been supported by Maybanke this year
- Successful Human Services Quality Standards Recertification Audit
- Exceeded all KPIs relating to our Service Agreement
- Increased funding from Department of Families, Seniors, Disability Services and Child Safety
- Reviewed and updated Governance Manual
- Improved Social Media presence
- Online donation capability on the website is now live and receiving donations
- Increased community awareness of Maybanke and DV awareness through speaking opportunities
- Increased accommodation on and off site

Early this year it was exciting to finally officially open the new on-site unit. This is a demountable, fully accessible, one bed unit suitable for a single woman or woman and baby. As I said at the opening event:

This unit represents the hard work, dedication, and passion of everyone who believes in helping women rebuild their lives. It's a reminder of what we can achieve together and the difference we can make for those who need us most.

I would like to acknowledge everyone who has been involved in this project. Thanks to all the local politicians who supported the plan, the team at State Housing and in particular Jarred House who managed the process and kept us informed all along the way. The Maybanke Management Committee for supporting the plan and particularly the amazing Maybanke staff team who had to work around the disruption caused by the building work over several months.

While it may be just one unit, it means that Maybanke can support one more woman - giving her the opportunity to make a fresh start with the help of the Maybanke team.

In addition, the new off-site accommodation is now working well and currently providing transitional accommodation for a family who had been at Maybanke for a long time. We would like to express our thanks to Mangrove Housing who are our partners for this accommodation.

As part of the build for the new onsite unit the Social/BBQ area was relocated and is now adjacent to the children's playground which enhances the opportunities for the families to socialise together.

Unfortunately, the housing crisis in Queensland continues, this has been highlighted in recent Exit Feedback data from residents. In recent analysis of this data the only area where the residents would have liked more support was finding housing. The Maybanke staff work incredibly hard to help residents secure housing that fits the next stage of their lives but the accommodation is just not there.

We have met with local state and federal politicians in regard to this matter and they are all supportive and we are hoping that there will be more housing available in the longer term. We are also starting conversations about possible opportunities to provide more accommodation on our offsite facility which currently houses two transitional units.

Last year both Anne and I have had the opportunity to speak about Maybanke and DV awareness at various events. Anne has been particularly active in this area, her speaking roles included: Forum, Diner en Rouge and the National Council of Women Queensland conference.

Our Strategic Plan, which is included in this Annual Report, is now due for review which will happen in November. Thanks in advance to Cindy Corrie for once again offering her pro bono support to facilitate this.

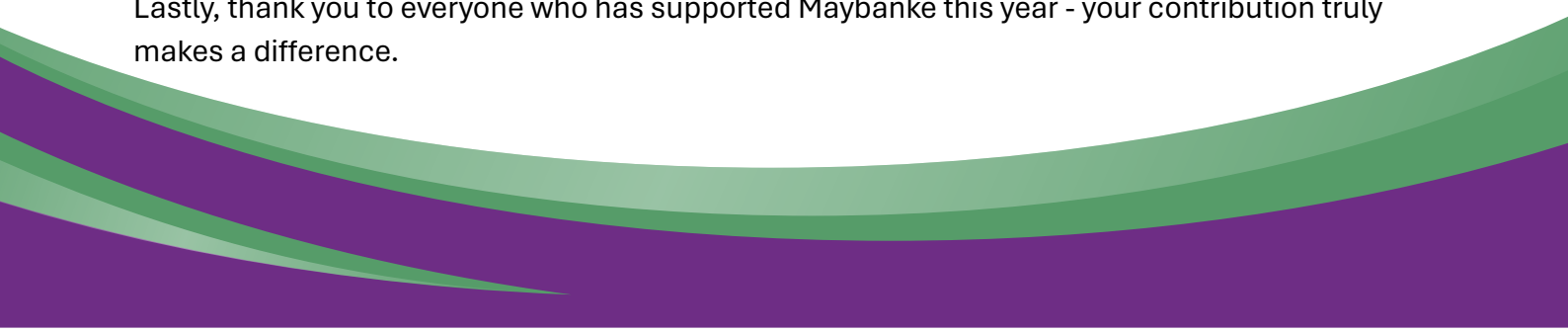
I would like to thank all our donors and supporters for their contributions. While we are funded for the basics, all the extras we can provide for residents make an enormous difference and that would not be possible without your support.

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.

I am delighted that many of the current Management Committee are re nominating, their skills, enthusiasm and support have been invaluable. Once again it has been a pleasure to work 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.



## QUEENSLAND STATE GOVERNMENT SERVICE AGREEMENT

Maybanke Association Inc receives ongoing support given by the Queensland State Government through the Department of Families, Seniors, Disability Services and Child Safety 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 2024/5 were:

KPI	Target	Achieved
Total number of Bed Nights (Places)	3321	3379
Support periods closed with case management plan in place	90	97
Support periods closed where half or more goals met	75	83
Clients housed in secure and stable accommodation	60	62

### NOTE:

There has been a decrease in secure accommodation results as we have had a higher than usual number of perpetrators finding our families and they have to move to another shelter; this is counted as non-stable accommodation. Some qualitative data we have seen is as family courts continue to provide access to the children to the perpetrator, they are often able to track their phones or find out information about where they are staying.

### HUMAN SERVICES QUALITY STANDARDS RECERTIFICATION AUDIT

The HSQS recertification audit took place in early October 2025. We have not yet received the report, but the Auditor confirmed that Maybanke will be recertified.

## **MANAGEMENT COMMITTEE**

The Management Committee continues to meet monthly; meetings alternating between in person and online. I would like to acknowledge and thank the Redlands RSL who provide a venue for our in-person meetings.

Once again, the training for the Management Committee has focussed on improving skills, understanding the sector and the issues and challenges faced by staff.

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**

This year the Management Committee focused on strengthening how we govern and manage the organisation. We undertook a full review and update of our Governance Manual to make sure our policies and procedures are clear, up to date, and reflect current best practice. The revised manual provides a solid foundation for how we operate and make decisions, helping Committee members understand their roles and responsibilities with confidence. This work will support good governance and strong leadership into the future.

## **STRATEGIC MANAGEMENT**

The current Strategic Plan has been in place for three 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 and head lease for offsite property through Mangrove Housing are both commissioned and used.
- **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 growing
- **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

Plans are underway for a review of the Strategic Plan to take place in November 2025.

## **RISK ASSESSMENT STRATEGY**

Management Committee member, Georgia Green, has continued to manage the Risk Management Portfolio and advise as appropriate. The organisation continues to use the Risk Assessment Tool which is regularly reviewed and updated.

## **STAFFING**

There have been no staff changes during the year. The current team work very well together and provide great support and assistance to all the families who stay at Maybanke.

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. Areas where we support staff include:

- Providing a responsive Employee Assistance Program
- Providing a Salary Packaging program which provides better benefits for staff and improves our governance
- Monthly Supervision
- Engaging Blackguard to provide regular, responsive IT support for the organisation
- Upgrading Maybanke vehicles as required
- Providing access to appropriate training

## **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. Further details will be provided in the Treasurer's Report. 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.

**Jacky Burkett AGIA ACG BA JP (Qual)**  
**President**

# STRATEGIC PLAN FRAMEWORK

<p><b>OUR VISION: Women and Children who experience Domestic and Family Violence are empowered and supported to lead safe and independent lives.</b></p>			
<p><b>OUR MISSION: Providing safe spaces to thrive, connection to community, and increased awareness of issues for women experiencing Domestic &amp; Family Violence.</b></p>			
<p><b>VALUES/STATEMENT OF PHILOSOPHY: Feminist Framework/Domestic Violence/Strengths based</b></p>			
<p><b>STRATEGIC PILLARS</b></p>			
Safe Spaces	Connections to Community	Awareness	Future-Proofing our Organisation
<p>Accommodation that provides time and space to heal and start again.</p>	<p>Linking with resources and agencies that provide further support.</p>	<p>Improving community and stakeholder awareness of issues that impact victims of Domestic Violence</p>	<p>Systems, Process, Policy, Governance, Fundraising</p>
<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>

## 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"> <li>Investigate opportunity for new accommodation</li> <li>Include feasibility &amp; staffing</li> </ul>		
Improving existing assets	Investigate what can be done with current assets	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

**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"> <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>			
<b>Objective</b>	<b>Action</b>	<b>Who is Responsible</b>	<b>KPI/Timeline</b>
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
Improve the profile of Maybanke	<ul style="list-style-type: none"> <li>• Online presence (website)</li> <li>• Relationships with stakeholders</li> </ul>	Mancom & Manager	Ongoing
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

Objective	Action	Who is Responsible	KPI/Timeline
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



**Maybanke  
Association Inc.**  
EMPOWERING WOMEN & BUILDING INDEPENDENCE

## **MANAGER'S REPORT**

At Maybanke we provide safe accommodation, specialised support services and housing assistance to women and children fleeing domestic and family violence (DFV).

This year we supported 50 women and children (21 families) to transition away from refuge and start their new lives in safety.

In the sector this year we saw Queensland officially criminalising coercive control in May 2025 as part of broader DFV reforms.

New laws grant police the power to issue on-the-spot 12-month protection orders to give victims quicker protection. Other measures in the legislation include a pilot program for GPS trackers on high-risk offenders and the use of video-recorded evidence in court to reduce trauma for victims.

The Queensland Police Service also expanded its Domestic and Family Violence and Vulnerable Persons Units to be available across all Police Districts. These units work to address high-risk domestic and family violence incidents and offer ongoing support to those affected, including most importantly, keeping people and families safe.

The government continues to respond to the recommendations from the Women's Safety and Justice Taskforce reports, which focused on coercive control and the criminal justice system experience. The government has also fast-tracked funding to a new DFV peak body to support more victims sooner and also increased funding by 20% for refuges. They are also funding a 30-million-dollar, 5-year project to develop a learning management program and deliver DFV training to front line workers Child safety, police, sporting groups. Face to face, online and free training.



In February, Maybanke proudly opened two new units of accommodation, expanding our capacity to support women and children escaping domestic and family violence. One of these units, lovingly named “Jacky”, honours our incredible president Jacky, whose tireless dedication and leadership have helped make this milestone possible.

With these new units, we are now able to offer safe shelter and support to even more families in crisis. This expansion reflects our ongoing commitment to providing refuge, healing, and hope.

A heartfelt thank you to Jacky and our entire management committee for their unwavering support. Your belief in our mission continues to change lives.

**Anne Baker**  
**Manager**



## **Annual Treasurers Report Year Ending 30 June 2025**

I begin this report by acknowledging the continuing great work and support of the staff of Maybanke and the Management Committee. In particular, our President Jacky and Manager Anne, whose steady leadership is critical to the ongoing success of this important service.

Maybanke Association Inc. experienced another positive financial year. Enhanced grant funding, ongoing donor contributions, and prudent expenditure have maintained a positive overall financial position. This stability enables Maybanke to effectively meet the needs of women seeking refuge and supports strategic planning for sustainable service growth.

Maybanke's main funding from the Department of Families, Seniors, Disability Services and Child Safety increased by 20%. We also receive annual Emergency Relief funding: \$28,146 recurring and a one-off \$9,581 each year paid in two instalments, from the same Department.

Maybanke continued to receive some wonderful community donations for this last financial year totaling \$21,539.51. These donations are received through the generosity of individuals as well as many community organisations who support us such as Rotary, Bayside Women in Business, Dept. of Environment and Science Gift Fund and Zonta.

Contributions received from the women staying at Maybanke as rent increased by \$32,000 over the past year. This indicates that we have had less vacancies. The addition of Unit 9 has also contributed to this increase.

The new IT company Blackguard, which has been engaged for around 18 months, provides prompt and knowledgeable services and recommendations that have contributed to our operational efficiency. All systems and computers at the Refuge have now been upgraded, with improvements made in security and safety for all.

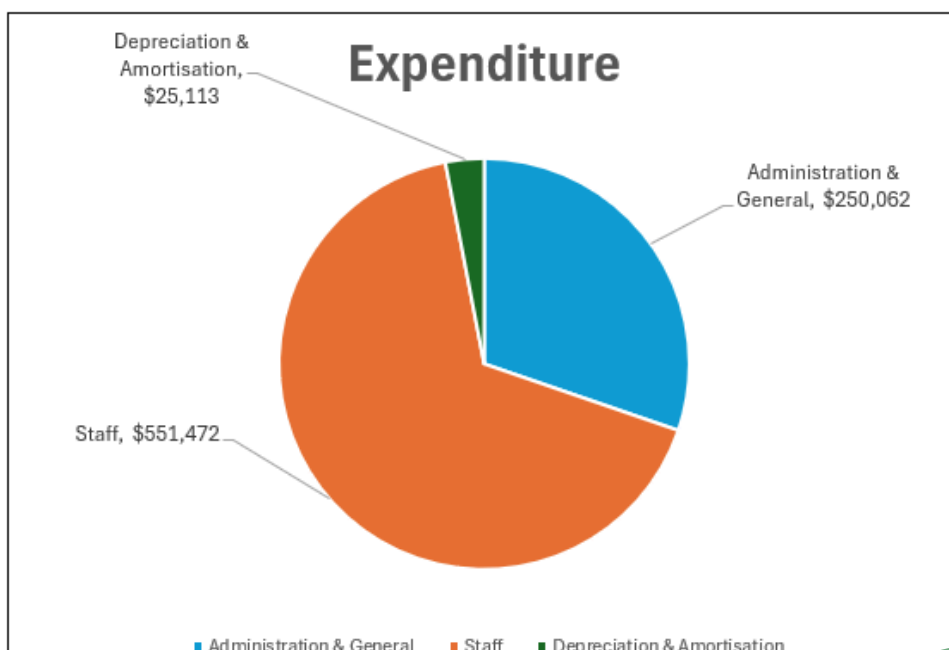
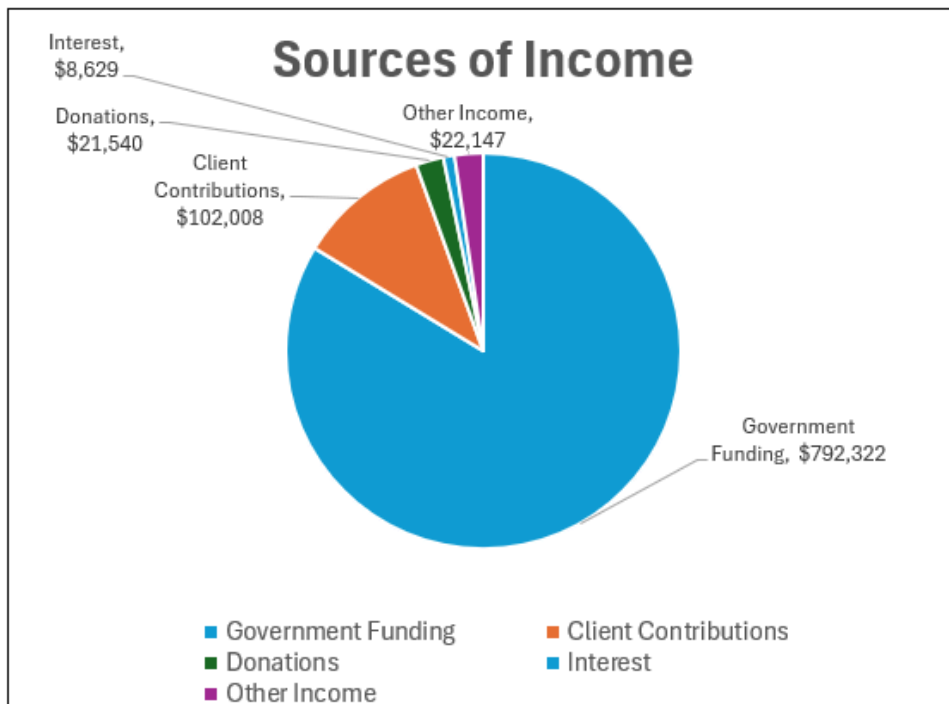
Total Audit Services completed their first audit of Maybanke, thoroughly reviewing our financial records and suggesting improvements. We implemented their recommendations, including an updated asset register, recognition of motor vehicle leases, and improved classification and reporting of annual and long service leave.

The audit report and financial statements follow.

Effective 1 July 2024, the Association Act requires incorporated associations to disclose remuneration and any other benefits provided to Management Committee members, as well as their relatives, at the annual general meeting (AGM) and that this be recorded. The total remuneration and benefits for the last financial year to the Management Committee members and their relatives is nil.

Regards  
**Ruth Gatehouse**  
Treasurer

**Financial Year 2024-2025**



Funded by



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