

**Administration Report**  
**Annual General Meeting**  
**Monday 3<sup>rd</sup> September 2018**  
**Currumbin RSL 7pm.**

We have had a tumultuous year.

Many highs which include: some wonderful grants, many more wonderful volunteers and interns, significant progress on the family units and other capital works, including the initiative of a community garden, the continuing support of Fight Like A Pro and Bettermen, and a brand new logo which better represents our mission, encompassing the famous “Roger”.

There have been some lows which include: Dept of Housing restrictions, as well as GCCC requirement for our last unit to be suitable for wheelchair access, lack of funding from our own efforts as well as grants awarded, the disinclination of professional surveyors and other tradespeople to fulfil their initial obligations for quoting, and unforeseen circumstances including vehicles needing maintenance and repairs.

**Administrative Progress**

1. Thanks to Mick Gerard for his donation of the software package called ProcessPA. This means we can take, record, send and action minutes much easier, quicker and more professionally. All our minutes, reports and governance documents can be stored safely in the cloud as well as on any device. Secretary Anje has this mastered.
2. More thanks to those members Kristy, Kim and Melanie who have assisted me in my delivery of reporting and capability. Technology upgrades, volunteer training preliminary organisation, and non-perishable ongoing donation recording have saved me several computer hours a week.
3. Again, we keep finding little gems of volunteers/members/interns who continue to amaze us with their skill set, their passion and their commitment. On-site, in-garden, remotely, on social media and otherwise. They are saving both Simone and I many hours, and even allowing Simone time off so she doesn't succumb to compassion fatigue. Taylor is an asset here, among many others.
4. Installing Office 365 has been a boon on my computer and associated devices.
5. Buzzword Hosting have been another boon in terms of their maintaining and upgrading our website. It is a work in progress. Thanks Phil, Jodie and co.
6. All this makes the administration position much more professional.
7. ACNC Webinars assist me with compliance, registration, administration and policy preparation.

## **Strategic Plan - 2018-2019 financial year.**

Our plans include \$377,800 worth of expenditure to complete our current projects, so we can consolidate our previous strategies, and comply fully with all levels of government, meaning we can utilise our full capacity which will enable us to cover the mortgage, utilities, maintenance and maybe some savings for future expansion.

We are hoping that some current unconfirmed grants as well as future ones, and some fund raising efforts will help to cover most of this financial impost.

## **Grants - 2017-2018 financial year.**

I applied for 30 grants during this time. Worth \$733,200.00.

One much appreciated grant was from IKEA for \$12,000, which included built in wardrobes for every unit, including the family ones, and a makeover for two of the single units in the main house, including bedding and furniture. IKEA staff did the work.

We won 7 out of the 30 grants. Worth \$205,700. In terms of successful numbers, the score was 42%. In terms of money, the score was 34%.

Compared to my first year 2016 – 2017, my score was only 14% in either direction, so this is an improvement.

However, no new grants have been successful in 2018. In accrual terms, the Gambling Community Benefit Fund was applied for in Dec 2017, and paid in Feb 2018 (Softfall base for the playground area - \$20,000). Same with the Qld Community Foundation (Community kitchen- \$5000), application in Dec 2017 and paid in March 2018.

We seriously need more fund raising efforts to achieve more of the strategic plan ideals in the next financial year. Most grants are for a maximum of \$25,000. Most grants deliver \$5,000.

The big ones for up to \$1m, need a dollar for dollar contribution, with those funds being in a transparent, available and untouchable trust, which we do not have. Those grants go to Mission Australia, Red Cross etc. These organisations have money. They pay a grant writer \$75,000 pa. The grant writer gets fired if they don't get 60% success.

I did offer my resignation as grant writer, but I was not overwhelmed with responses. Should anyone reading this report wish to take on this role, please feel free to get in touch via [admin@sanctuaryrefuge.com.au](mailto:admin@sanctuaryrefuge.com.au)

We need 16 successful grants for \$20,000 all in a row. Probably not achievable, but I am willing to try.

## **Donors – 2017-2018 financial year**

One huge contribution from The Funding Network of \$94,000, was received in May 2018 Following on from our successful grant from AMP, Simone was chosen to “pitch” at the TFN event, sponsored by AMP. Simone, Lynda and the AMP mentor worked hard on this, and Simone successfully pitched The Sanctuary itself as well as the Domestic Violence cause. Following on from this, Simone will feature in an ABC Compass program in the new financial year.

Grill’d netted us \$300 from their unique system of charity.

## **Awards - Financial Year 2017-2018**

I have applied for 7 for Simone, including the Order of Australia Medal, (which alone took me 16 hours +).

One was successful. Only kudos for the moment. Questions have been asked about the cost benefit analysis of applying for kudos only awards. Simone has decided not to apply for anything which doesn’t involve financial remuneration.

Simone applied for several awards for Board Members, who all received certificates to say thank you for being a volunteer.

Simone also applied for an Award for me as an Environmentalist of the Year. Heart of Women Awards, Gold Coast. Thanks Simone, your application was successful.

## **Patron – Ambassador**

Many similar organisations have someone credible/famous/available. We still need someone with a high profile to fulfil this role. Toni Childs is a great musician, but is hardly on the radar in Australia. Maybe a Wiggle? We need someone famous and local. Any suggestions?

## **Volunteers/ Training/ Induction**

We have regular induction sessions for new volunteers, twice a month. These dates are advertised on our Social Media platforms – by other younger volunteers skilled in social media. Generally we get about 20 replies each month, but this only generates an average of 6 new committed skilled volunteers each month. This is excellent. Since mandatory training began, the quality of the professional volunteers have improved exponentially, whilst continuing to attract those feet on the ground, caring, I will do anything types, who are the backbone of the refuge.

One volunteer, Disa, is now in the process of taking over the training role from Simone and I, which will save us both at least 10 hours a month.

Kristy has taken over the initial responses via email to potential volunteers, collating their documents, compiling lists, and co-ordinating dates. This saves me another 10 hours a month.

Melanie has taken over the non-perishable donation spread sheet. A bureaucratic submission required for charities. Maybe 2 hrs pm, but significant. Mel also helps with the garden.

We began with 9 volunteers- our original Board members. We now have a registered Business entity called Retreat For Kids Inc – Volunteers. 190 members are on this list. Most of those have been recruited this financial year.

Volunteers are now taking over some of the load from Simone – collecting food donations on a daily basis, organising donations, working bees for the community kitchen garden and generally assisting with hitherto unskilled-for tasks, which challenge their creativity and ingenuity.

We now have legal practitioners, court advocates, therapists of a wide ilk, IT specialists, media savvy millennia's, nurses, police, fire brigade specialists, teachers, various types of counsellors as well as our regular masseuse, Chris. They may only contribute 2 hours a week, but that help can mean the difference for our clients.

The number of volunteers is linked to our grant applications.

Every application asks for the number of people who will be impacted by the delivery of this project ( ie whatever I am applying for – be it a new electronic gate, awnings over the family unit paths, car parking, solar lighting for the grounds, a community outdoor cooking area, OR the community kitchen garden). Obviously we can mention the number of clients including children at the Refuge capacity – maybe 26 in all, but when we add their community outreach through their jobs, schools, churches, educational institutions, families etc, we end up with a much greater impact = hundreds.

The impact is greater when we add volunteers. It sounds a whole lot better to give an exponential number from 190, than it does for 9! I use an analogy which means we reach thousands.

Thanks to all those who have signed up as volunteers. We admire that you care, as well as make a difference, in whatever capacity it is you spend time at our special place.

### **Interns. 2017-2018 Financial Year**

Over the last 12 months, Simone has mentored many work placement students (known as interns). The majority of these students have been significant contributors to the welfare of our clients, our general day to day running, as well as their own studies. Their placement at our refuge, has given them an invaluable insight into both the needs of DV clients in the welfare system, the possibilities, obstacles and opportunities for rehabilitation, and the legal issues which dominate seamless transition for many victims of domestic violence. Nothing is easy, and as they learn from Simone that communication skills are paramount, not only from social worker to client, but from volunteer to volunteer, they will begin a career in social work which may be skewed towards our target, ie Domestic Violence.

### **Adherence to Policy**

A bit like a political party, our organisation/ Committee demanded that we have a Policy on everything eg Fund Raising Authorisation.

Time and energy were spent on producing an acceptable document, in the wake of scammers making money in the name of the Red Cross.

This Policy Document was accepted by the Board. Since then, that document has only been used once. No monies were delivered, after all that effort. Several fund raisers have been conducted without authority. Still no monies have been received, but the principle is important.

We can be accountable at any time, by Dept Housing, GCCC or the ATO.

Hypothetically what if Atilla conducted a fund raiser on our behalf, without authority or accountability, and gave us no money. He/ the company could easily claim a tax loss because of that fund raiser. We would be investigated.

We need to adhere to the Policies which we develop, as a professional organisation.

### **Growth in the last Financial Year. 2017-2018**

The Sanctuary Women and Children's Refuge is no longer a pipe dream of Simone Patterson and her husband Nigel, backed up by her totally supportive Management Committee.

Despite the low numbers of clients at any one time, the impact of their rehabilitation has huge ramifications through the social, education, health and housing spheres in our communities.

The Sanctuary is now a huge community welfare concern. Way beyond the initial dream.

The network has grown to be multi-dimensional. Administration communication at many levels equate to approx 40 hours per week. As some volunteers reduce the load in one area, other areas emerge.

The time will come very soon, when we will need to employ someone full time, to manage the administrative and secretarial capacity of The Sanctuary.

We have, through the determination and networking ability of our Founder, Simone Patterson, achieved at least state-wide attention.

We now need to pursue opportunities for other Corporates to sponsor us as a Charity, to enable us to succeed with our Strategic Plan, consolidate, and expand our capacity to save families who are escaping Domestic Violence.

### **Acknowledgements**

Thanks to Simone and Nigel Patterson for the opportunity to serve as The Administration Officer for the last 2 years. It has been a challenge, which looks good on my resume. Working in the Community kitchen garden with the women has been a reward.

To Sharon the Treasurer - thanks for your due diligence in reporting, investigating acquittal procedures and making me accountable for my every grant. My spreadsheet is evidence of time spent, and monetary rewards for the refuge.

To Anje the Secretary – thanks for your offer to step up next year to include more administration tasks. Thanks for co-ordinating with Buzzword Hosting for me.

Dr Marian. Time well spent. You always deliver on time. I appreciate that, plus your common sense approach to problems, experience in community organisations, inherent compassion, life experience, and your vast intelligence.

Nigel – you have done so many physical tasks towards establishing the community garden on my behalf. Thanks a lot.

Other Committee members – Thanks for your support for Simone, on whatever level you have contributed.

Simone – You have achieved so much in this short period. I am proud to be connected with you, and that sometimes I have made some things “more betterer”.

Gae York

Administration Officer

3/09/2018

