

ANNUAL REPORT

SEPTEMBER 2008

A SPACE FOR PEOPLE AFFECTED BY MURDER
AND SERIOUS PERSONAL VIOLENCE...

FROM SURVIVING TO THRIVING!

**angelhands Inc is grateful to the following supporters as without
their valuable support our work would not be possible:**



RSM! Bird Cameron
Chartered Accountants



WA DEPARTMENT OF THE ATTORNEY GENERAL
CORPORATE DESIGN
STARA TRAINING SERVICES
INNER RHYTHM
WA ROTARY AUSTRALIA



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The Face of the 2007/2008 Committee



Andrea Walsh (Secretary), John Burrell (Co-Founder & Deputy Director), & Ann O'Neill (Founder & Director),



Karen Lang, John Lang, & Katia Nadalin



Lauren McKeating, Alan Stuart aka Moby (Webmaster), & Sue Gibbs (Treasurer)



Karen Taylor & Nikki Griffiths

Executive Committee

Ann O'Neill	Director
John Burrell	Deputy Director
Andrea Walsh	Secretary
Sue Gibbs	Treasurer

Committee Members

Karen Lang	Katia Nadalin
John Lang	Karen Taylor
Lauren McKeating	Nikki Griffiths

Web Master

Alan Stuart

Volunteer Coordinator

Amy Sprott

Legal Advice

Ivy

(Company wishes to remain anonymous)

Accounting Support

Shane Dacko

RSMi Bird Cameron

Director's Report

It seems a little serendipitous that this report be presented on such a significant date as September the 11th a date that is known across the globe and instantly associated with victims of violence. The thoughts of all those at angelhands Inc are with all those affected (directly and indirectly) by this event.

Yet again, it seems like only yesterday we had our last AGM; I am not sure if that is because we have been busier than ever, or because I am getting older. Our varied and vast array of activities over the past year has resulted in a rather substantial report. The contents of this report reflect the great quality of the work undertaken.

Thanks to the dedicated efforts of our wonderful committee members and volunteers angelhands Inc has again achieved a great deal. Developing and refining our work practices and resources as well as expanding our service delivery activities. I applaud and thank the committee, both personally and on behalf of all our members, for the tireless energy they invest. I recognised that such sustained efforts are not always easy given that life throws up many challenges and yet you all manage to keep going. Each of you continues to inspire me with the dignity and grace that you show in the face of such challenges and your own experiences of adversity.

I am looking forward to working with many of you again and to learning to work with our new members, volunteers, and supporters to better the lives of those affected by murder and serious personal violence. Take care and may everyone's journey be a gentle one.

Kind wishes



Ann O'Neill PhDc IH., BSW (Hons. 1)

Director

11th September 2008

The Past 12 Months

Having expanded our membership to include victims of violence the angelhands Inc team has refined the formal terminology angelhands Inc uses to refer to our membership to 'people affected by murder and serious personal violence'. Again, angelhands Inc is proud to have achieved great things with a small and dedicated entirely volunteer group of people. angelhands Inc has secured funding and developed several projects of which the highlights and outcomes are reported in the following section of this report.

Organisational Administrative Matters

Membership

Membership has been increasing rapidly angelhands Inc went from 14 official members to 35, thus we more than doubled our membership in a year. This is a sound indicator of the need for our organisation and the community support for the work angelhands Inc does.

Support Activities

Over the past 12 months, angelhands Inc has spent considerable time providing peer support to our members and those who contact us but are not members; these activities are outside of the retreats we have run. angelhands Inc has indirectly assisted many others through the provision of information through community education processes and the website. angelhands Inc has had contact with people whose experiences have related to crime both interstate and internationally. Further, angelhands Inc has referred the international family members of local members to similar organisations in other countries.

Committee Activities

Please note that these are very rough under recorded figures but they give a small indication of the hours of dedication the committee have given and in what areas.

Table 1. Hours of Committee Service: by Activity Area

Meetings	Peer Support related	Phone calls-internal	Phone calls external	Organisational development		
214.5	165	26	29.5	265.5		
Provision of Training	Attending Training	Website Development & Content	Retreats	Volunteer Management	Assorted Projects & Admin	Total
40	41	30.5	380	61.5	275	1608.5

Treasurer Report

A full report will be presented at the AGM and once audited the final financial statement will be presented to the committee, in the interim please see the below figures.

Balance Sheet As of June 2008

Assets

General Cheque Account	\$5,152.34	
Office Equipment	\$5,669.60	
Grants Account	-\$1,525.97	
Raboplus Account	\$55,458.58	
Total Assets		\$64,754.55

Liabilities

Trade Creditors	\$4,292.70	
GST Liabilities		
GST Paid	-\$1,926.18	
Total GST Liabilities	-\$1,926.18	
Total Liabilities		\$2,366.52

Net Assets

\$62,388.03

Equity

Retained Earnings	\$1,892.30	
Current Earnings	\$59,647.43	
Historical Balancing Account	\$848.30	
Total Equity		\$62,388.03

Profit & Loss Statement July 2007 through June 2008

Deposits

Membership Fees	\$220.00	
Presentations	\$150.00	
Donations	\$685.00	
Retreat Bookings	\$145.00	
Bank Interest	\$1,512.33	
Sale of Publications	\$100.00	
Fund Raising Proceeds	\$2,128.00	
Grants	\$80,311.70	
Total Deposits		\$85,252.03

Expenses

Telephone & Fax	\$9.28	
Computer Software	\$315.22	
Postage, Printing & Stationery	\$855.27	
Reference Material	\$35.50	
Bank Charges	\$25.00	
Insurance	\$1,465.26	
Grant Purchases	\$889.36	
Grant Consultancy	\$16,155.00	
Retreat Expenses	\$4,908.86	
Memberships & Renewals	\$110.00	
Fund Raising	\$625.00	
Expense Reimbursements	\$210.85	
Total Expenses		\$25,604.60

Net Profit/(Loss)	\$59,647.43
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Sue has done an excellent at keeping the books in order; a task that carries much weight given the implications for the committee and the organisation should anything be inadvertently wrong. We are all very grateful for your diligent work, thanks Sue.

Website

The web site has again continued to grow and develop though much of our growth areas will not be visible to those outside of the committee. This is because much of Moby's efforts have seen him develop our centralised committee pages which makes it possible to distribute, access, and store documents and other important information in a centralised place. Despite all his hard work in other areas, the website has remained current, and has been

updated in a timely manner. Thanks Moby, as always you have done so much to assist us.

angelhands Inc has had two volunteers developing the initial content for the area of the website for people affected by serious personal violence. This content is currently being edited and will soon be finalised and added to the website. Amy, Lisa, well done, and thanks.

This year thanks to the efforts of Karen T angelhands Inc has also developed a presence on Facebook, which compliments the work we do on our main website and is a great way to link with the general community and raise awareness of our work and the issues people affected by serious personal violence face.

Brief reports from Moby and Karen are provided below.

Webmaster's Report

April saw an update to the angelhands Inc website with a cleaner look. The committee website has also been updated, using Microsoft Expressions web editor.

angelhands Inc website had a total unique visitor count of around 15,000 visitors. Most visits were from Australia, with also a large amount from USA. However, some of these visits will have been generated by search engines, so not all visits are 'real' people. Having said that, I think that the Web site plays an important part for angelhands Inc, and will continue to, as it settles down and its direction is refined.

The website could be enhanced with a more professional look, as the committee has been considering. However, the current hosting company does not have the installed components to allow any more than the current basic sites. In addition, current storage allowance is low compared to other solutions, and I find that I need to delete old items before uploading new

items. angelhands Inc would have to change, and pay for, a new hosting company. Other limiting factors are the limitations of not having a PHP driven website, which would enhance the capabilities of angelhands Inc's website to deliver resources to our membership. Once again, the committee needs to consider costs involved in having the website professionally created, to reflect the increased professionalism of angelhands Inc as a whole. I am happy to continue to assist anyone with that enhancement, or to continue as maintainer of any enhanced site.

Webmaster recommendations:

- Move hosting of angelhands Inc to a better responsive hosting site, with more features and space
- Obtain quotes to enhance site with professional look and advanced features

Alan Stuart

Webmaster

Facebook Report

The angelhands Inc Facebook profile was initially created in January 2008 to create further community awareness and invite volunteers to help support secondary victims of homicide and serious personal violence, in addition to complementing our existing website. The primary goal being to seek volunteers such as students and individuals predominantly in the social sciences and legal, health and criminal justice system.

To date angelhands Inc has 55 members who have come from far and wide. Ironically, however some of our members are victims, who have been kind enough to share their stories. Others have been potential volunteers offering their support. Some of these wonderful individuals have already been initiated

as volunteers, have attended the “Thriving to Surviving” retreats, and have helped with various other tasks within angelhands Inc.

The angelhands Inc Facebook profile has as expected increased our branding awareness and sourced many wonderful people and it has also reached some of the most important people of all, the victims. The Facebook profile has been a wonderful tool on many levels and we hope that it will continue to grow well into the future.

Below are two extracts from members who will remain anonymous:

“What a wonderful job you are doing. Congrats and thanks for the invite. If there is any way I can help. Let me know”.

“Hi I was invited by (*****)... luckily for me I not been affected by crime but am more than happy to lend my support to the group”.

Volunteer Coordinator’s Report

Further to the activities of the committee who are themselves all volunteers, in early 2008 angelhands Inc embarked on a process to engage external volunteers via Volunteering WA and the local universities (particularly Murdoch University). The response from the public was overwhelming. To date more than 50 people have expressed an interest in assisting. Of these, having attended an information session, and having completed the recruitment processes, six volunteers have engaged on a regular basis and more than five have engaged for other specific tasks.

The refinement of our volunteer recruitment, their engagement process, and of the relevant volunteer documentation, is ongoing. Likewise, we are constantly trying to balance the logistical matters involved with volunteering.

The involvement of our volunteers in research, data entry, administrative duties, the drafting and production of literature and at our retreats has been invaluable, increasing our human resources dramatically, and reinforcing the capacity and sustainability of the organisation.

One a personal note, I have thoroughly enjoyed the experience of 'volunteer coordination' (and everything else I have done). I have had the opportunity to learn and develop many skills whilst experiencing an intoxicating feeling of satisfaction at having contributed to a very worthy cause about which I too am passionate.

Amy Sprott

Volunteer Coordinator

Funding Sources & Funded Activities

We again were successful in securing funding from the Criminal Property Confiscation Act. This grant is to provide four weekend retreats over a twelve-month period for people affected by serious personal violence.

Lotterywest granted our application for assistance with the development of our organisation and for office equipment. These outcomes are a great reward for all our hard work fundraising, as we were able to employ a great submission writer. Our thanks go to both Neil and Donna for all your hard work.

angelhands Inc had a successful wine drive, which together with ongoing sales and the selling of entertainment books ensured our efforts were fruitful. Our thanks go to everyone who supported us by buying these items and to Lauren and Stewart for all their hard work in co-ordinating the sales.

Through our committee members making public presentations and through their personal and professional alliances we received several substantial donations, one of which lead to our current raffle.

Our thanks go to everyone who has helped us financially as it has helped us to advance angelhands Inc objectives. Further, we must thank Sue (our Treasurer) along with Shane and Angela from RSMi Bird Cameron who work hard and give so much of their time to keep our finances in order.

Retreats

To date angelhands Inc has held three retreats for people affected by serious personal violence, which have been attended by 19 women. Our next retreat, the first for males is fast approaching.

The feedback has shown that the retreats have been a great experience for people; the following poem (the author will remain anonymous) is an example the typical feedback attendees give:

Retreat

*Life roles by
Shades of grey
Take a step
A brand new day*

*Anxious, nervous
Scared alone
Brand new faces
Complete unknown*

*Green hills
Quiet reflection
Laughter tears
A new connection*

*Special people
Linked by pain
Inspiring hope
To live again*

Policy and Procedures

Our first formal and complete set of policies and procedures, and the associated forms, are nearing completion. This is the result of tireless work by our contracted consultants Neil and Donna – thank you both for creating such comprehensive and pragmatic documents.

Office Equipment

With the lotteries grant we purchased several items for our office, so we now have a far more user friendly and organised office. Thanks to all those involved in purchasing the equipment and to the team who came to set it all up!

Strategic Plan

The development of a strategic plan has been a difficult yet very valuable process. Difficult in that there are so many things angelhands Inc wants to do and valuable in that it has helped us to identify how we can approach such a wide and varied set of activities in a way that sees we make the best use of the resources and skills angelhands Inc has in a way that is meaningful to our members, and to those people in the community affected by serious personal violence.

International or National Conference

Having applied unsuccessfully for CPCG monies the committee decided to put the idea of a national or international conference on hold for at least a year.

Other Activities

Branding and Publications

Through the development of our new brochures and business cards, angelhands Inc has a whole new look which is now reflected in all our stationary and soon to be added on our Website and Facebook pages.

Our new brochures and business cards look great and we owe a great deal to Rhonda, Grainger and the team at Funktown Print for all their time and energy that went into seeing that these publications were well researched, informative and looked very professional.

angelhands Inc has continued to develop our patron pack, which thanks to the efforts of Katia, Lauren, Stephanie and Karen T, is nearing completion. As soon as the pack is complete, we will begin the process of securing patrons. Well done everyone!

Volunteer Recruitment Program

This year we joined Volunteering WA and attracted volunteers via the universities and our public communications. This has resulted in more than 50

people expressing their interest in assisting angelhands Inc. This overwhelming response has meant angelhands Inc has had to work very hard to develop a formalised recruiting process and volunteer management system. This has been led largely by Amy and I; with a little extra support from Natalie – thank you both so much for all your hard work.

It would be amiss of not to take this opportunity to formally welcome our volunteers and express how excited angelhands Inc is to have you all working with us.

Community Awareness Raising

Ann, Karen L and John L have presented a number of papers, workshops and educative sessions over the past year. In total, they have delivered well over 40 of community education across various sectors of the community from students and professionals in psychology, social work, law, medicine, criminology and forensics through to business people associated with community groups such as Rotary and Apex.

Organisational Networks

Over the past year, angelhands Inc has continued to build alliances and relationships with a number of organisations in the field, sat on a number of committees, and attended a number of events. The following list is by no means complete:

- ❖ Homicide Victims Support Group of Australia – NSW
- ❖ Queensland Homicide Victims Support Group - QHVSG
- ❖ Western Australia Homicide Victims Support Group -HVSG WA
- ❖ Sycamore Tree Project WA
- ❖ Prison Fellowship WA
- ❖ Australian Institute of Management - AIMS
- ❖ Connect Groups WA – formally WISH
- ❖ Curtin University of Technology WA
- ❖ Western Australian Department of the Attorney General
- ❖ Women's Council for Family and Domestic Violence Services
- ❖ Rotary Australia
- ❖ White Ribbon Day
- ❖ Restorative Resources - USA
- ❖ Australian Institute of Welfare & Community Workers
- ❖ Zonta Australia

- ❖ PROBUS Club
- ❖ Western Australian Police Service
- ❖ Victim Support Service: WA, SA, and NT
- ❖ Canning Division of General Practitioners
- ❖ Volunteering WA
- ❖ National Crime Justice Reference Service
- ❖ NSW Police Service
- ❖ Australasian Victimology Association
- ❖ International Society of Victimology
- ❖ National Office for Victims Assistance – USA
- ❖ SAMM Merseyside- UK
- ❖ North of England Victims Assistance - UK
- ❖ Victims Voice – UK
- ❖ Victims of Crime Trust - UK
- ❖ Community Safety Crime Prevention Council of WA
- ❖ VOICRG Reference Group
- ❖ UWA Forensic Science Advisory Board

Looking Ahead 2008/2009

The year ahead is a great time for us to consolidate our management structures, to complete the delivery of the retreats and finalise the development and implementation of our other funded projects including the:

- Peer support program,
- Volunteer program,
- Corporate sponsorship package, and
- Policy and procedures

Further, angelhands Inc will continue to explore and develop the opportunities to raise awareness of the needs of people affected by serious personal violence.

angelhands Inc Background Information

Primary Objectives

The provision of case management and/ or assistance to individuals and groups suffering distress, loneliness, misfortune, sickness, and/ or helplessness resulting from serious interpersonal crime (such as the homicide of a loved one or a serious assault), in order to assist the social participation of individuals or families, and improve the status of their health and wellbeing.

Target Groups

- Victims of Serious Interpersonal Violence (Secondary Victims of Homicide and serious assault),
- Secondary Victims of Serious Interpersonal Crime
- Tertiary Victims of Serious Interpersonal Crime,
- Peer Support Groups,
- Professional Service Providers (generic and specialised),
- Broader Community, and
- Government (Relevant Departments and Policy Makers)

Given that generic victims of crime in developed countries have only been acknowledged since the late 1980s, it is understandable that victims of serious interpersonal assault and secondary victims are still an often-overlooked diverse group, which have a multitude of complex multidisciplinary needs.

It is for these reasons that a human rights perspective governs this project. That is the belief that all people deserve to have a place and a space to have their basic human rights met.

These rights include:

- *The right to have a voice,*
- *The right to be heard,*
- *The right to timely, up-to-date and relevant information and resources,*
- *The right to be a visible and active part of the social justice process, and*
- *The right to grieve*

angelhands Inc is **not a forum for discussion on capital punishment**. At **all** times the **primary focus is to remain on the victims' experiences, rights, and needs**, not those of a perpetrator (known or alleged). That is not to say issues to do with the criminal justice process, such as parole, *real* truth in sentencing and so forth cannot be debated within this domain, as they are essential to the concept of community safety.

2007 AGM Documentation

2007 ANNUAL GENERAL MEETING MINUTES Thursday 13th September 2007 Odin Tavern, 51 Erindale Road, Balcatta, 6021 W.A.

- ATTENDEES:** Ann O'Neill, Karen Lang, John Burrell, John Lang, Sue Gibbs, Lauren McKeating, Katia Nadalin, Nawdy Rousetty, Guy Shepherd (returning officer)
- APOLOGIES:** Stewart Buxton
- PREVIOUS MINUTES:** Proposed John Burrell, Seconded John Lang
- OFFICE BEARERS:** The following nominations were made unopposed, and all were accepted
- | | |
|------------------|------------------|
| Ann O'Neill | Chairperson |
| Sue Gibbs | Treasurer |
| John Burrell | Vice Chair |
| Andrea Walsh | Secretary |
| John Lang | Committee Member |
| Lauren McKeating | Committee Member |
| Katia Nadalin | Committee Member |
| Nawdy Rousetty | Committee Member |
- FINANCIAL REPORT:** Treasurer tabled and presented the current financial statement as prepared in conjunction with RSMi Bird Cameron. Note the auditing has not yet been completed and an audited report will be tabled as it becomes available.
The bank balance at June 30 2007 was \$4872 see
- CHAIRPERSON'S REPORT:** Chairperson tabled annual general report to attending members, see attached.
- GENERAL BUSINESS:** Nil
- NEW BUSINESS:**
- Appointment of Auditor** Bird Cameron has undertaken to do this
- Annual Review of Endorsement for ITEC/TCC Title for Chairperson** RSMi & SG will follow up and act in accordance
- Membership Fee Structure** It was proposed and unanimously carried that committee titles 'Chairperson' and 'Vice Chair' be changed to 'Director' and 'Assistant Director' respectively.
- It was proposed and unanimously carried that the membership fees be revised to:
- | | |
|-------------------------------|-------|
| Individual unwaged or student | \$10 |
| General Membership | \$25 |
| Organisation less than 10 | \$50 |
| Large Organisations | \$100 |
- MEETING CLOSURE:** Meeting closed at 8.07 p.m.

Minutes Confirmed _____

Date _____

TREASURERS REPORT 2007 ANNUAL GENERAL MEETING

Kindly prepared by RSMi Bird Cameron; see full report for more detail.

**ANGELHANDS INC.
ABN 37 256 294 316**

**PROFIT AND LOSS STATEMENT
FOR THE YEAR ENDED 30 JUNE 2007**

	2007 \$	2006 \$
INCOME		
Donations Received	4,105	1,400
Fund Raising Proceeds	2,388	2,950
Grant Proceeds	2,360	-
	<u>0,050</u>	<u>4,350</u>
OTHER INCOME		
Membership Fees	240	130
Sales	50	75
	<u>290</u>	<u>205</u>
	<u>9,143</u>	<u>4,555</u>
EXPENSES		
Bank Fees & Sundries	-	5
Consultants Fees	2,420	-
Donations	784	99
Fund Raising Expenditure	1,092	960
Internet Expenses	88	-
Printing & Stationery	650	486
Telephone	30	60
Travelling Expenses - Overseas	3,000	-
	<u>8,064</u>	<u>1,610</u>
Profit before income tax	<u>1,079</u>	<u>2,945</u>

AGENDA 2008 ANNUAL GENERAL MEETING

Thursday 11th September 2008,

6.30 pm, Odin Tavern, 51 Erindale Road, Balcatta, 6021, WA.

- 1 Previous minutes: proposed _____ seconded _____
- 2 Attendee's and apologies
- 3 Opening of the Groups Annual General Meeting
- 4 Chairperson's Report
- 5 Treasurer will present the Current Financial Statement to the General Meeting
- 6 Annual Report
- 7 Call for nominations for positions of: -

Position	Nominee	Proposed	Seconded
Executive Committee Members			
Director			
Deputy Director			
Secretary			
Treasurer			
Additional Management Members			
General Members x 6			

- 8 **Other Business**
 - 8.1 Appointment of an Auditor _____
 - 8.2 Annual Review of Endorsement for ITEC/TCC – to be done annually at AGM _____
 - 8.3 Membership Fee structure _____
 - 8.4 Proposed amendments to Rules of Incorporation _____
- 9 **Date of next AGM** _____
- 10 **Meeting declared closes at** _____

Signed _____

Chairperson _____ Secretary _____

Date and Time. _____