

ANGELHANDS INC. ANNUAL REPORT 2017



Our Mission

To ensure people experiencing extreme trauma receive professional and social supports appropriate to assisting them on their recovery journey - rebuilding their resilience and enabling them to reclaim their place in society for the duration of their life journey.



#NotAllAngelsWearWings

Living with PTSD you can feel so alone even when you are surrounded by people



"Walking into angelhands I felt like people got it and I was no longer alone for the first time in decades."

Adult Survivor of Child Abuse

www.angelhands.org.au



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MESSAGE FROM OUR BOARD CHAIR AND BUSINESS MANAGER

Welcome to our 2017 Annual Report which outlines how this year's primary focus has been to consolidate and grow operations, in support of our current clients. Our secondary focus has been to work to identify and implement a sustainable business model for the benefit of future clients.





This has involved enormous effort from all of our, internal service delivery angels (paid and volunteer), supporters, funders, fundraisers, Board Directors and Ambassadors. We are extremely grateful to you all. Without your contribution angelhands simply could not continue.

During the year we moved to a consolidate our services, and to increase delivery to our clients.

We recognise that considerable demand in the community for holistic recovery services after extreme trauma (and trauma generally) remains unmet.

We pay particular thanks to our wonderful clients for the faith they place in angelhands. Our wish remains that we succeed in meeting their needs.

As a small organisation in the not-for-profit sector, angelhands has continued to work toward achieving long term sustainability for the benefit of our clients. We are committed to achieving sustainability and we have taken a

number of decisions over the last year in that regard – including concentrating our limited resources on our core Befriending Program.

angelhands continues to develop relationships and funding models that aim to strategically enhance our sustainability via contracts, partnerships and sponsorships. We have had some success in achieving grant funding, which is invariably short-term in nature and increasingly hard to achieve in a competitive environment.

In closing we look forward to working you with and our community to ensure recovery after extreme trauma is available to everyone who needs it.

Paul Buckman

Business Manager

Dr, Ann O'Neill

Board Chair

WE ARE GUIDED BY:



DO YOUR LITTLE BIT OF GOOD WHERE YOU ARE; IT IS THOSE LITTLE BITS OF GOOD PUT ALL TOGETHER THAT OVERWHELM THE WORLD. DESMOND TUTU

OUR MISSION: To ensure people experiencing extreme trauma receive

OUR VISION: Our vision is to see that all traumatised people, whether in Western Australia or elsewhere, are able to access the services and support they need to help them in their journey to recovery.

angelhands Inc. (angelhands) plays a part in achieving this Vision – and we recognise that many other organisations, big and small, play their part as well.

angelhands make a particular contribution where people suffer severe trauma – but even in that sphere we recognise that much more needs to be done. We aim to provide severely traumatised people with:

- Strength: through timely access to appropriate role models and friendship, resources and supportive services
- Community: contributing to a society that is increasingly educated and responsive to the unique needs of people with extreme trauma, and
- Learning: through education, tools, learn to overcome extremely traumatic experiences.

OUR CONSTITUTIONAL OBJECTIVES: As a not-for-profit established under the laws of the State, angelhands is required to conduct itself consistent with its Rules of Incorporation. Those Rules set out key Constitutional Objectives as follows:

- I. The provision of case management and/or assistance to individuals and groups suffering distress, loneliness, misfortune, sickness and/or helplessness resulting from extreme trauma including that involving violence, in order to assist the social participation of individuals or families, and improve the status of their health and well-being.
- II. The provision of community awareness, recognition and education programs to help promote clarity, understanding and compassion within the wider community of the complex psychological, social and systematic challenges resulting from extreme trauma including that involving violence.

angelhands gives effect to these objectives through techniques and strategies that help people a number of Programs, details of which are set out in 'What We Do' below.

WHAT WE DO

On a year to year basis, and even within a year, the mix of programs can and does vary significantly, and this past year has been no different. This is for reasons including cost of services and the availability of resources; our success (or otherwise) in attracting grants and other funding; and the specific requirements attaching to the grants and other funding which we do attract. Accordingly we cannot guarantee to delivery of any particular program, or any particular mix of programs, into the future.

Over the years angelhands has developed 6 core service programs, as follows:

Befriending Program

Befrienders are volunteer mentors trained by Dr O'Neill to work with and walk alongside traumatised people on their recovery journey. Befrienders (Trauma Recovery Angels) are typically new psychology, social work and/or counselling graduates, final year students and other appropriate personnel. Befrienders

students and other appropriate personnel. Befri volunteer to support individual clients through a 14 module program - providing empathetic case management while delivering psycho-social education regarding the trauma, grief and social systems people experience. People's mastery of trauma symptoms is enhanced, with the aim to maximise daily activities and social participation. The quasi-therapeutic mentoring delivery style of clinically trained volunteers enhances people's capacity to rebuild their trust and recover.



In the past year our core service activity has been the Befriending Program with 20 newly trained volunteers increasing services by 33% over the financial year, supported by Connect Groups' Pay-It-Forward Grant and Melville Rotary.

LIVE LIFE Program

angelhands' Living in Freedom for Forever (LIFE) Program supports women who have experienced Family and Domestic Violence and who are no longer in the abusive relationship or not in high risk relationship situations. LIFE aims to educate and to develop strong emotional resilience so that participants become empowered to recognize the signs and indicators of abuse for future relationships. Past evaluations have indicated that this program meets its objectives.

WAPOL Crime Prevention funded 3 programs this FY seeing more than 25 women better prepared to live lives free of abuse.

Creative Recovery Emergence Workshop Program

The CREW program is a series of 10 facilitated group sessions, assisting small groups of people through group processes and activities that draw on transformative therapies, calming techniques and physical response tools. This program was funded by Mental Health Commission and Connect Groups' Pay-It-Forward Grant Scheme.



WHAT WE DO

"My TRA helped me so much, after just two phone calls I started feeling more in control than I had in months"



Victim Awareness Training Program

As always angelhands responded to multiple requests for tailored training sessions on trauma and responding to victims of crime.

Our delivery was in part informed by our participation in World PTSD Month (June) though our social media campaign #NotAllAngelsWearWings.

We also held a motivational session on World PTSD 27 June. Our thanks to motivational speaker Cindy Kennedy who generously gave her time and strategies for our Trauma Recovery

Angels to stay motivated and care for

ALL DAY PASS

themselves whilst giving so much of themselves.

The event was well attended

by community, clients, volunteer, mental health professionals and the Police Mental Health Unit.

Residential Retreat Program

Our 'Surviving to Thriving' Residential Retreat Program was put on hold this year due to the resourcing constraints we faced. As yet we have not yet secured a sponsor for this proven condensed trauma recovery program, though we did secure funding via Carers WA to run a small purely respite 24 hour retreat for those caring for loved ones with PTSD.

Hope and Healing Program

This program, when we are able to offer it, affords attendees a monthly opportunity to meet with others recovering from extreme trauma and to share coping strategies in an informal open group setting.

It also offers the opportunity to engage in self-care activities such as art therapy, holistic therapies, writing workshops and tai chi. Past evaluations show it is a valuable source of support for those attending.

As with our other programs we continue to work to identify ways our partners, sponsors and donors can engage with our trauma recovery programs, and we continue to refine the costing and value of our programs.

KEY SERVICE DELIVERY ACHIEVEMENTS

angelhands caters to a number of needs in the community, with the tables below highlighting in broad terms the trends in the number of people coming to angelhands and the reasons behind them coming to us.

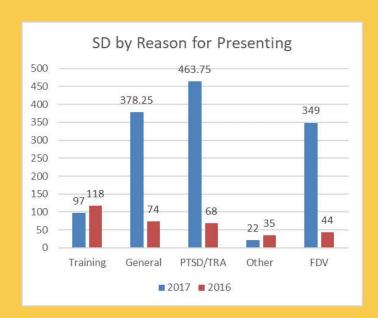


KEY ACHIEVEMENTS

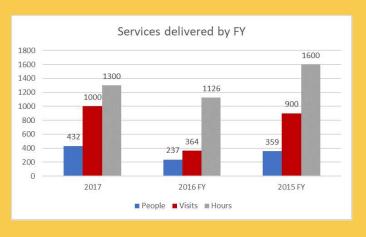
Over 2016/2017 there were a number of performance highlights which the service delivery team, and the wider support network, can be proud of.

Of major note, angelhands recruited, trained and supported a new core team of 20 Trauma Recovery Angels (TRA). This has significantly underpinned improvements in a number of our key performance indicators over the year.

For example, client numbers increased over the previous year from 237 to 432; sessions increased from 364 to 1,000; and contact hours increased from 1126 to 1300. These increases are all the more significant as the newly trained TRA's only started delivering support in April 2017.

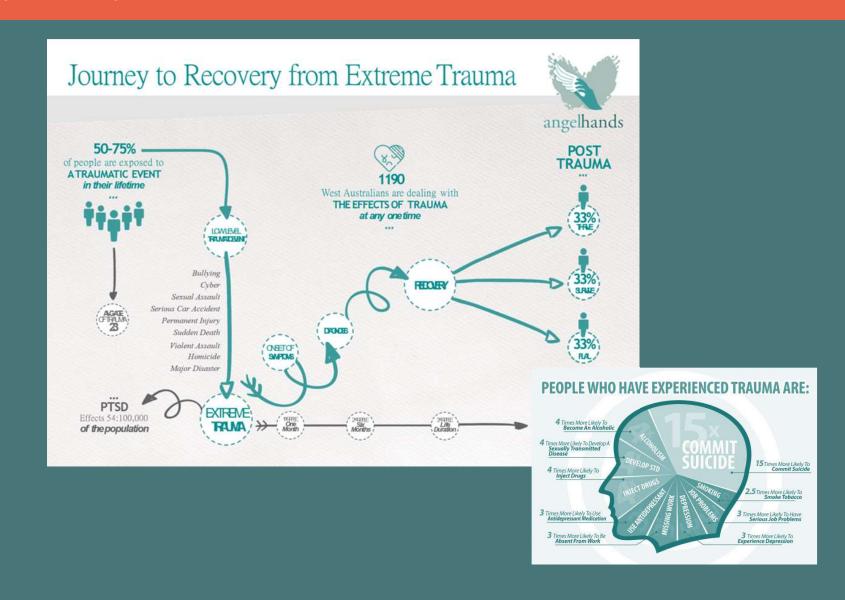






THE RECOVERY JOURNEY & WHY WE ARE NEEDED

Severe trauma impacts people's physical health, mental health and employment as well as dramatically increasing their risk of suicide amongst other impacts. It is in this context that angelhands trauma recovery work occurs. The following infographics demonstrate some of the impacts of trauma, and our outline of people's journey to recovery:



OUR TEAM OF ANGELS

"Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work." - Vince Lombardi

OUR STAFF

For positive reasons we have had a turnover of our staff this past year. Excitingly for Julie Verley (Service Coordinator) and Amy Bowlay (Grants Administrator) they moved on to further their professional their careers.

We welcomed Jacqueline Glaser and Paul Buckman in the Service Delivery Coordinator and Business Manager roles respectively.

Jacqueline's first key task was to assist in training, orientating and inducting the 2017 cohort of Trauma Recovery Angels.

Paul too moved swiftly, working with the Board on reviewing and addressing future opportunities to address sustainability issues for the organisation.

Jacqueline and Paul's efforts continue to be exemplary and we look forward to their ongoing contributions.

Taken together, our paid staff amount to around 1.0 FTE, with both team members working on a part-time basis.

Your smile is your logo,

Your personality is

your business card,
how you leave others feeling

after having an

experience with you

becomes your trademark.

Jay Danzie



KEY ENGAGEMENTS

KEY PRESENTATIONS AND REPRESENTATIONS

Our Vision specifically contemplates angelhands playing its part in helping bring about a society that is increasingly educated and responsive to the unique needs of people with extreme trauma. For that reason angelhands, particularly though our Chairperson Dr Ann O'Neill, is responsive to opportunities to address audiences, both professional and lay, on leadership, motivation and trauma recovery.

Presentations, and participation, of particular note during the year were as follows:

- Albury Wodonga (Vic) White Ribbon Events
- Benalla (Vic) International Women's Day
- WA Magistrates' Conference
- Australian Institute of Criminology Crime Prevention Awards
- Melville Primary School
- Curtin Graduation Ceremony
- Pharmacists' Medicines Management Conference
- Young Soroptimists Notre Dame University
- Joondalup Soroptimists
- Coz I'm Woman WA Launch
- ConnectGroups WA
- Australian Institute Federal Police Leadership Group



Our Founder, Dr O'Neill's extraordinary courage, resilience, vision and leadership make her a very worthy recipient of the John Curtin Medal. We encourage you all to <u>watch this short video online</u> https://www.youtube.com/watch?v=qyVGOdoR1CQ - profiling her profoundly inspiring story.

Further, Ann graduated in the 2016 Leadership WA Cohort and gives thanks to Disability Service Commission for their generous scholarship.

SUPPORTERS

"Too often we underestimate the power of a touch, a <u>smile</u>, a <u>kind word</u>, a <u>listening ear</u>, an <u>honest compliment</u>, or the smallest act of <u>caring</u>, all of which have the potential to turn a life around." Leo Buscaglia

ENGAGING WITH ANGELHANDS

angelhands would like to thank all their donors

who so generously contributed in the last 12 months – and in many cases for much longer.

By contributing to the work of angelhands you will be helping to realise our Mission and Vision.

There are many ways to help us achieve sustainable operations for the benefit of our clients.

Donations can be made at any time throughout the year, and are tax deductible. We gratefully accept cash and in-kind goods and services.



Bequest can also be made by naming angelhands Inc. in your will.

Private and corporate donors and sponsors have done much to sustain us in

2016/2017 and we greatly look forward to new and continuing supporters through these means.

IN-KIND CONTRIBUTIONS

"When I leave angelhands I feel good about myself and ready to face the world!"

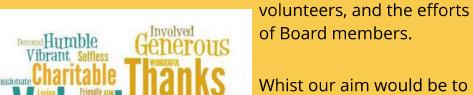
We also achieved very significant in-kind

contributions to the work of angelhands. These contributions, **from a range of sources including TRAs**, **other Volunteers**, **and the Board itself**.

This has been calculated as being valued at a minimum of

\$610,467 (based on Volunteering WA cost calculator - Volunteer hours 7,973.57 x \$76.56 p/h.

Also over the course of the year we were able to extend office opening hours through a combination of staff rostering,



have the office staffed full-time, as well as some after hours support, these are things we are working toward.



Another important milestone was our development of a pictorial representation of the journey to recovery from extreme trauma (see over).

The significance of this representation, in part lies in distinguishing angelhands' role from that of the many other incredible organisations working in the trauma space, and in part lies in presenting readily understandable information to readers.

FINANCIAL STATEMENTS

Pleasingly angelhands Inc. total equity increased by a little over \$14,000. This amounts to an increase in Total Equity of 12.4% over the previous year.

As a small not-for-profit, angelhands must look to further grow its balance sheet in order to become sustainable at higher levels of service delivery in out-years.

	ANGELHANDS INC.		
	BALANCE SHEET		
,	AS AT 30 JUNE 2017		
	NOTE	2017	2016
		\$	\$
CURRENT A SSETS			
Cash and cash equivalents		117,784	96,092
Trade receivables		4,710	1
Other assets	2	2,204	3,026
TOTAL CURRENT A SSETS		124,698	99,118
NON-CURRENT A SSETS			
Plant and equipment	3	17,376	19,787
TOTAL NON-CURRENT ASSETS		17,376	19,787
TOTAL ASSETS		142,074	118,905
CURRENT LIABILITIES			
Payables	4	4,594	3,101
Deferred income		9,997	1,811
Provisions	5		555
TOTAL LIABILITIES		14,591	5,467
NET ASSETS		127,483	113,438
EQUITY			
Accumulated surplus		127,483	113,437
TOTAL EQUITY		127,483	113,437

ANGELHANDS INC.				
INCOME STA	TEMENT			
FOR THE YEAR ENDI				
	2017	2016		
	\$	\$		
INCOME				
Donations received	75,939	84,900		
Grant funding	19,282	27,630		
Other income	30,570	8,451		
	125,791	120,981		
LESS EXPENSES				
Administration expenses	59,545	30,170		
Consultancy fee	=	9,058		
Depreciation	3,357	2,857		
Bad debt write-off	-	1.5		
Salaries and wages expense	48,842	33,788		
TOTAL EXPENSES	111,744	75,873		
NET SURPLUS FOR THE YEAR	14,047	45,108		

Our Net Surplus over the year was a little over \$14,000. While our income was roughly in line with that for the previous financial year, expenses grew significantly in support of our higher levels of operation.

Accordingly this year's increase in our Net Surplus was significantly less than that for the previous financial year. In out-years it is imperative that we achieve consistent increases in Net Surplus.

AUDITORS STATEMENT

The independent auditors report to the members of angelhands Inc., prepared by PKF Lawler Audit (WA) Pty Ltd, ABN 42 163 529 682, dated 17 October 2017 and signed by Nikki Shen Director, was attached to the Financial Statements circulated at the Annual General Meeting of angelhands Inc. held on 18 October 2017.

"Giving is not just about making a donation.

It is about making a difference."

Kathy Calvin



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ANGELHANDS INC.

Report on the Financial Statements

Qualified Opinion

We have audited the financial statements of Angelhands Inc ("the Association") comprising the balance sheet as at 30 June 2017, the income statement, statement of changes in equity and statement of cash flows for the year ended, notes comprising a summary of significant accounting policies and the management committee's declaration.

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the accompanying financial statements of Angelhands inc present fairly, in all material respects, the financial position as at 30 June 2017 and of its financial performance for the year ended on that date; and comply with Australian Accounting Standards to the extent described in Note 1 and the Australian Charities and Not-For-Profits Commission Act 2012.

Basis for Qualified Opinion

Donations are a significant source of revenue for Angelhands Inc. It has been determined that it is impracticable to establish control over the collection of donations and maintain adequate supporting documents prior to entry in its financial records. Accordingly, as evidence available to us regarding revenue from these sources was finited, our audit procedures with respect to donations had to be restricted to the amounts recorded in the financial records.

We are therefore unable to express an opinion as to whether the donations obtained by Angelhands inclare complete.

Basis of accounting

Without modifying our opinion, we draw attention to note 1 of the financial statements, which describes the basis of accounting. The financial statements have been prepared to assist the members of Angethands Inc to meet the requirements of the Australian Charities and Not-For-Profits. Commission Act 2012. As a result, the financial statements may not be suitable for another purpose.

Basis of Opinion

We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement. Our responsibilities under those standards are further described in the Auditor's Responsibility section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Barringtons House

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PRIT Lowier Audit (WA) Pty Ltd.

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Independence

We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

Management Committee's Responsibility

The management committee is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards to the extant described in Note 1 and have determined the accounting policies used are consistent with its financial reporting requirements, and have determined that the basis of preparation is appropriate to meet the requirements of the Australian Charities and Not-For-Profits Commission Act 2012. The management committee's responsibility also includes such internal control as management determines necessary to enable the preparation of financial statements that are free from material missistement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. Our objectives are to obtain responsible assurance about whether the financial statements as a whole are free from material misetatement, whether due to fraud or error, and to issue and auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always defect a material misetatement when it exists. Misetatements can arise from traud or error and are considered material it individual or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial statements.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional occopicion throughout the audit.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements.

The procedures selected depend on the auditor's judgement, including assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relimant to the entity's preparation of the financial statements. That gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the management committee, as well as evaluating the overall presentation of the financial statements.

We conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw afterior in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our



auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.

We evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We obtain sufficient appropriate audit evidence regarding the financial information or business activities within the Association to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the audit. We remain solely responsible for our audit notition.

We communicate with management regarding, among other matters, the planned coope and Sming of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

PKF Lawler Audit (WA) Pty Ltd ABN 42 163 529 682

Nikki Shen Director

Dated 17 October 2017

AMBASSADORS, LIFE MEMBERS, OPERATIONS TEAM & BOARD DIRECTORS

Ambassadors





Hon. Jim McGinty



State



National

Rabia Siddique Jonty Bush

Life Members



Co-Founder



Founding Committee







Judith Fordham Founding Committee



Outstanding Contribution



Outstanding Contribution



Kevin Flynn Outstanding Contribution

Operational Team



Paul Buckman Mon - Thu **Business Manager**



Jacqueline Glaser Tue - Thu Services Coordinator (Staff)



Sarah McLeod Mon (10 2.00) Administration Manager (Vol)



Ferdina Soeyadi Mon & every Alt Wed Technology Officer (Vol)



Trevor Maslen Assistant to Treasurer (Vol)



Kevin Flynn Assistant to Treasurer (Vol)

Board Directors



Ann O'Neill Chairperson



Barbara Brown (LOA)

Secretary

Grade Cert Exec Leadership and Management; Dip, Training and Assessment; Dip, Project Management



PhD. Int. Hlth. MAASW (Acc)

Bachelor Social Work (Hons 1)





Blake Read Treasurer

B Ec Hons1, Economics; Industrial Relations



Bindiya Puri **Board Director**



BA Bus Adm Fin & Man.; (M.B.A.), BA HR & Man; PG Cert in Pub Pol &



B Comm, Accounting & Bus Law

Fiona Barclay **Board Director**



Kathy Csaba **Board Director**



Brendon Brodie-Hall

B. Bus, Accounting, Financial

Management and Economics;

MBA Strategy, Risk Management

B. Eng. MBA.



Karen Roberts



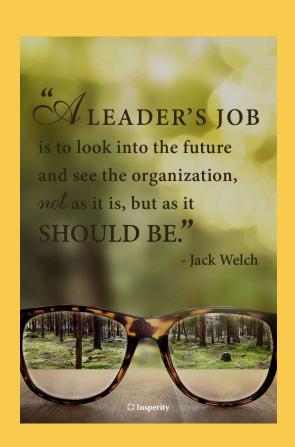
MA. HRM, MA PPM



Shari Cosgriff

B. Edu.

OUR FUTURE LANDSCAPE



Opportunity is missed by most people because it is dressed in overalls and looks like work.

Thomas A. Edison

Over the last decade hard work, review and innovation have been constants.

This year, we have spent significant time reviewing and consolidating the services we offer; the models we rely on to engage with people; and where we position ourselves in the community not-for-profit sector.

Concurrently we have been looking forward - identifying and assessing what models of sustainability may work for us.

While much work remains, thanks to our ever increasing group of supporters, volunteers and partners, there are a number of models we are exploring - so please watch this space!





WE ARE GRATEFUL FOR THE INDIVIDUALS AND BUSINESSES WHOSE GENEROSITY MAKE OUR WORK POSSIBLE.

Alan Alford
Alan Stuart
Alanna Clohesy
Alexandra Factor
Ann Walker
Army Art
Atlas Iron Limited
Barbara-Anne Brown
Beleza Samba School of Dance
Beth Brady
Bindiya Puri
Brendon Brodie-Hall
Brenna Blainey
Brian Gluestein
Bronwyn Taylor
Cablao, John Randall
Carly Bickley

Carol Berry

Graphic Source, Peter & Helen
Guerrier, Amy
Helen Towey
HoopLovin
In2ition
Indian Ocean Advisory Group Pty Ltd
ITLC, David, Simon and the team
J.Lynne Sunderland,
Jane Baron
Japhet Chiari, Jule
Jo-Anne Dwyer-Rogers
Jodi Spencer
John Bouwman
John Burrell
Julia Brennan
Julia Zemiro

Julie Comito
Kaizen Wellbeing
Laughter Club
Kate Winton
Kathryn Clews
Kerry Deturt
Kevin Flynn
Kim Beaugelaar
Leisa Reynolds
Larissa O'Neill
LIFT Performance
Solutions
LIFT Performance
Solutions, Cherelle
Witney
Lisa Craig
Lisa Rathmann
Lotterywest
Louise Fletcher
Mamalilli, Deb
Mandy Milburn

Matthew & Sally Keady Marissa Verma Mark and Tara Hill Mark Hill Mark Swan Mary Uche Maurice Robson **Mondo Community** Warriors Moondyne Country Convention Centre Neville Barber NR Legal Nyrie Anderson Peter Smith Pip Brennan Rainbow Yogiâ

Rhonda Zappelli Rochelle and David Brereton Rotary Club of Melville Sabina Leitmann Sarah Kilgariff Sarah's Homemade Wonderland Schupp, Peter Scrimshaw, lan Sharon Ladd Sharon Scarcelli -De Jong Sonja Whimp Stelle Thomas Susan Cornford

WE ARE GRATEFUL FOR THE INDIVIDUALS AND BUSINESSES WHOSE GENEROSITY MAKE OUR WORK POSSIBLE.







































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