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Chair, Management Committee  
NSW Rape Crisis Centre

## AGM REPORT 2007

**1. WELCOME Minister, guests, ladies and gentlemen. It's good to have you here tonight.**

**2. The role of the MC is basically governance in 2 major areas -  
- the financial & policy aspects of the centre's operations.**

**In the past 12 months, the MC has reviewed the following policies:**

- OH & S provisions,
- Staff training,
- Quality Assurance in record-keeping & reporting
- The Code of Ethics under which we operate.

**Much of our time has revolved around implementation of the Centre's Business Plan:**

**Of 63 measurable performance indicators:**

**52** were achieved,

**8** were worked on and later achieved, or achieved in other ways,

And **3** are still in progress.

**A major area of decision-making revolved around the Rules of the Association**, which were drawn up years ago and needed updating to fit changes wrought by time and recent legal requirements.

The **new Rules** were presented to a **special meeting** of **Association members** on 17th September, accepted and adopted.

**During 2007, the centre's On-Call provision was considerably stretched** by the increase in demand, as detailed in the **Annual Report**.

An **extended** system of back-up for counsellors when client safety and well-being are involved has been put in place to meet this demand.

**3. Highlights of the year were:**

**The Women's Health Summit** in March, where the foremost thinkers and activists in the area of women's health spoke.

Karen womaned the Centre's information booth, which was pleasingly busy. Anne Knight and I attended for the MC.

Speakers covered what has been achieved in women's health, what's in progress - and what still remains to be done.

During the year we welcomed **Janet Good** to the Committee, Until recently, **Alex Tindale** was the only member of the MC under the age of forty-something. **And more!**

So it's with great pleasure we also welcome **Gabe Kavanagh, Rose Tracey and Karen Isles** - all of them close in age to a large number of our callers and to most of the counsellors. We can only benefit from their presence - and their impressive range of skills.

During the year, too, **a referral agreement with the Australian Services Union** covering all paid workers, has been negotiated and registered. We understand it's the first to be registered under recent NSW government legislation, which protects workers in this state from the excesses of Work Choices.

We're delighted, too, because the Centre has been nominated as a finalist in **the 2007 Work Cover NSW Safe Work Awards**.

The winner will be announced at a gala dinner later in the month, and we will be there to - hopefully - hear that the Centre has won.

#### **4. Thanks are due to a number of people for their contribution this year.**

First of all, to those whose work underpins all that we do - **the Counsellors**, who ensure that the women of NSW have the best possible support if they become victims of sexual assault.

The work they do can receive no public recognition, but they deserve our highest **commendation**.

They're supported and supervised by **Jacquie Burke, the Counselling Coordinator**, who, amongst much else, has ensured the successful implementation of best-practice and quality assurance measures in recording and reporting.

And of course, **the contribution of our Manager, Karen**, whose knowledge, acumen and foresight **serve the centre so admirably**, and the **momentum of whose creativity and productivity** often pull the rest of us along with her.

**Donna**, our Admin Officer, and her Assistant, **Dana**, work far above the level of commitment we could reasonably expect from them to ensure the smoothness of administrative aspects of the Centre's work.

Thank you, both of you.

**5. Thanks too are due to the Attorney General, Mr John Hatzistergos** who, when he was **Minister for Health**, made a grant of **\$50,000 dollars** available to the Centre.

A matching **\$50,000 dollars** was granted to us by the **Sydney South- West Area Health Service**.

We'd like to acknowledge the good offices of **Lynn Bearlin** in facilitating that grant.

Both grants were truly timely and came when, because of the **mismatch between funding and demand**, at one stage we came **perilously close** to having to curtail services.

**Thanks to their intervention**, we weathered that crisis. **BUT unless future core and CPI funding recognise the considerable increase in community knowledge of and demand for our services**, we could **again be faced with a similar shortfall and the possibility of cuts to service provision in 2008**.

An additional area of concern is **the increase in the number of callers, 2000 of them over the past year, who contacted the Centre when counsellors were taking other calls, and were diverted to the answering service**.

It takes a great deal of courage and resolve for victims of sexual assault to make that first, crucial call, and some will ring back. But some won't, and don't. **And that's a tragedy**. **In 2008, we need the resources to meet not only this increase, but also the increase in other general and specific costs**.

**That's what we'll be working to accomplish in 2008**.

**Thank you**.