

**VICTIMS OF CRIME ASSISTANCE LEAGUE
(ACT) INC.
WITH ASSISTANCE FROM THE ACT GOVERNMENT**



ANNUAL REPORT

2014

**1 Iluka Street Narrabundah
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VICTIMS OF CRIME ASSISTANCE LEAGUE (ACT) INC.
VOCAL (ACT) Inc

The main aims of VOCAL (ACT) are:

- to help and support individual persons and their families who, through a criminal act against them, are victims of crime – to overcome their anguish and suffering, and assist them towards a state of understanding and acceptance of their adversity in order to resume a more stable mental and physical condition;
- to offer support to victims during their relevant court actions; and
- to refer victims to various professional organizations or individuals.

Other aims are:

- to promote public awareness of the plight of victims and promote action in the interest of those victims and the existence of VOCAL (ACT);
- to support the authorities in preventing and dealing with crime to review the effectiveness of the criminal justice system and, where possible deficiencies are identified, bring them to the attention of the authorities;
- to provide a venue where victims, their families and friends can gather to assist themselves and other victims; and
- to act independently or in co-operation with other persons or bodies where appropriate in support of the of the objectives of VOCAL (ACT).

VISION

As a responsible and active participant in the ACT community through a strong, diverse and vibrant membership, we will deliver high quality, efficient, effective and relevant services and support to victims of crime whilst we raise the level of public awareness and contribute to community cohesiveness.

MISSION

To help and support individual persons and their families who through a criminal act against them are victims of crime to overcome their anguish and suffering and assist them towards a state of understanding and acceptance of their adversity in order to resume a more stable mental and physical condition.

To offer support to victims during their relevant court actions;

To promote public awareness of the plight of victims, and promote action in the interest of those victims and the existence of VOCAL (ACT); and

To act as a vehicle and catalyst for the community to be involved in issues of crime and its impact, to work in a co-operative fashion with community, business and Government to adapt to better deal with crime and resultant victims issues.

VALUES

VOCAL's core values are:

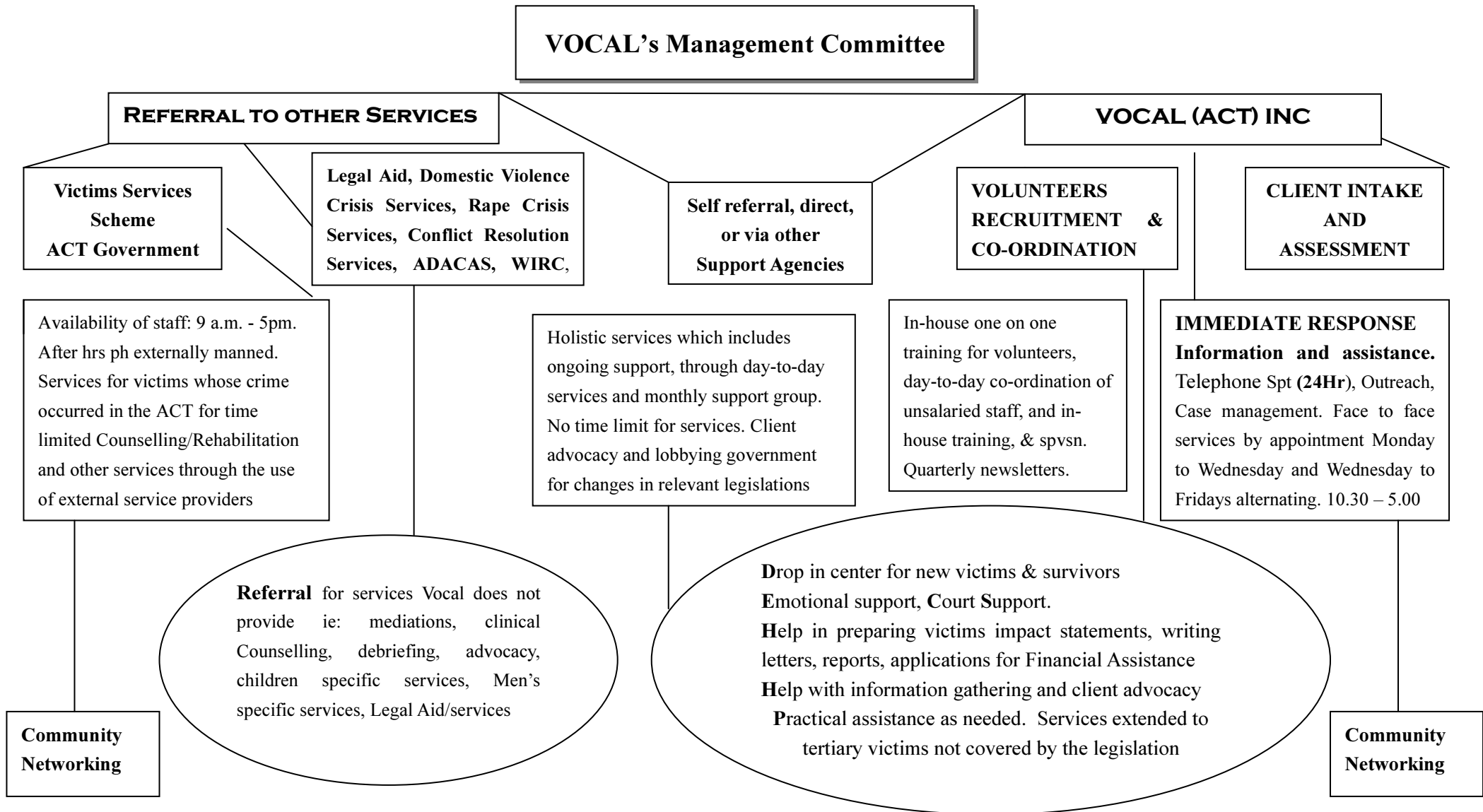
Respect

Fairness

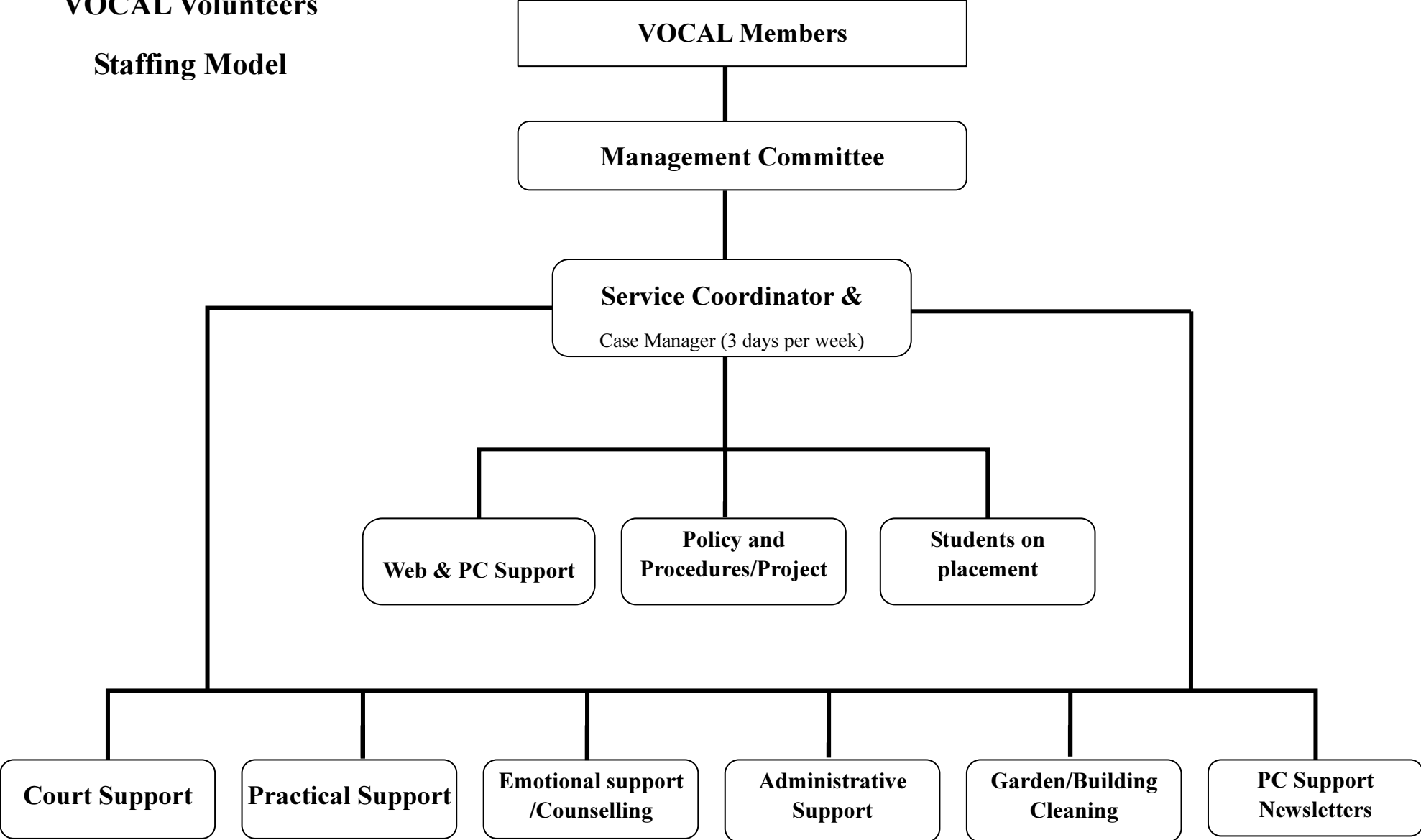
Trust; and

Integrity

VOCAL'S VICTIM SUPPORT MODEL



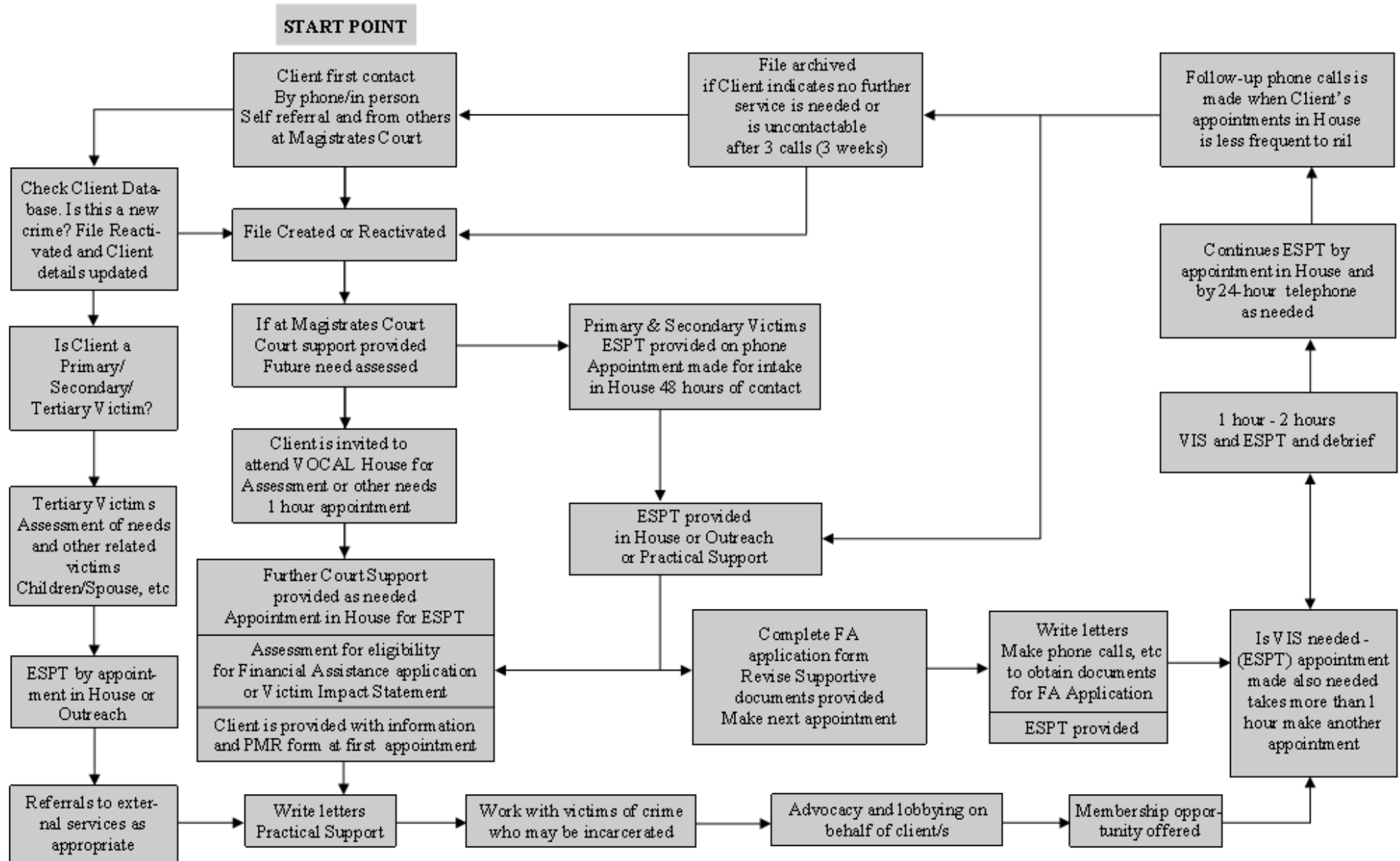
**VOCAL Volunteers
Staffing Model**





MODEL OF SERVICE

VICTIMS OF CRIME ASSISTANCE LEAGUE (ACT) INC.



ESPT: Emotional Support FA: Financial Assistance
 VIS: Victim Impact Statement PMR: Permission to release

COMMITTEE MEMBERS OF VOCAL (ACT) INC.

FINANCIAL YEAR ENDED 30 JUNE 2014

Chairman:	Bryan Harper	(elected Nov 2011)
Deputy Chair:	Kurt Gruber	(elected Nov 2013)
Secretary:		(vacant/Optional)
Treasurer:	Song Chen	(Elected Nov 2013)
Media Liaison:		Vacant

Committee Members:

Michael Pentes	(elected Nov 2013)
Bill Kolentsis	(elected Nov 2013)
Zygmunt Gartzka	(elected Nov 2013)
Jon Sheppard	(elected Nov 2013)
Bruce Warrington	(elected Nov 2013)
Sue Mytka	(Co-opted March 2014)

POSITIONS VACANT

EXECUTIVE COMMITTEE

3 YEAR TERMS

CHAIRPERSON

Term will expire

TREASURER

Due to resignation

SECRETARY

Vacancy

MEDIA LIAISON OFFICER

Vacancy

ORDINARY COMMITTEE MEMBER

2 YEAR TERMS

2 x COMMITTEE POSITION

Term expiry

CHAIRPERSON'S REPORT

It is my pleasure to present the Chairperson's Report to the 25th Annual General Meeting of the Victims of Crime Assistance League A.C.T. Inc. (VOCAL).

Due to the tireless work of founding members, and dedicated staff and volunteers over the years, VOCAL has now been providing services to the community for about 26 years, after being a pioneer in providing support to victims of crime in the A.C.T. and surrounding community – starting in 1988 in a lounge room in Weston.

Services

Despite the ongoing absence of funding from the A.C.T. government (since the end of December 2011), VOCAL has continued to provide a full range of services for the financial year 2013/14; and beyond this up to this AGM at end of November 2014; by continuing to operate under its original 'volunteer' model.

Services over the financial year have included all the traditional VOCAL support services, including the after-hours emergency telephone support service. There is an ongoing demand for services for victims, including those victims who are ineligible for services from the government-based service providers, or those who may be subject to a long waiting list for services from other specialist service providers.

VOCAL office operation continued at an average of 3 days per week over the year, with the emergency telephone support service continuing to be provided at all after-hours periods (24 hours/7 days) outside of office opening hours.

In addition VOCAL has provided training for a range of volunteers, which provides a broader benefit to the community as volunteers gain skills which are of use to other community organisations. From time to time, VOCAL has also provided some training to tertiary students on workplace placement.

Funding

VOCAL continues in its efforts to find sufficient funds to meet operating costs associated with providing services in response to the continuing demand for its services.

It would be of great community benefit if the A.C.T. government redressed the significant imbalance in the amount of funding provided to manage perpetrators of crime, compared with the amount currently provided to support victims of crime.

Staff/Volunteers

VOCAL and its clients are fortunate that Marie-Noëlle Curé (Service Co-ordinator) has again contributed many hours of work during and outside VOCAL office opening hours, without remuneration in order to undertake core functions, including managing the 24 hour telephone support service. Under very difficult circumstances for VOCAL as an organisation (and for the Co-ordinator), she has managed all aspects of service provision and office operation, recruitment and supervision of volunteers. She has done this despite her own time commitments for personal and family requirements.

On behalf of the Management Committee, I thank all volunteers who have contributed to VOCAL's activities and services over the financial year. Some of the efforts of frequent volunteer contributions are acknowledged in the Service Co-ordinator's Report.

In particular, I would like to take this opportunity to thank Kristin Ballard for maintaining financial records, and preparing various financial reports, including the reports for the Annual Report in the absence of a Treasurer.

Donations

VOCAL received a donation of \$500 in early 2014 from a local small business JCE Positive Outcomes - we thank Edward Nathan (Managing Director) for this generous donation, despite his company being relatively small.

We also thank *Grill'd of Manuka* for its \$100 donation in late 2013 through its established monthly program of support to community organisations.

We thank the Queanbeyan Racing Club for its support at its Race Meeting of 14 October 2013. The Club generously allowed VOCAL to put its name to one of the races on that day. A small amount of donations was received from attendees of the race meeting on that day. I thank VOCAL Committee member Zyg Gartszka for organising this for VOCAL.

We thank those members of VOCAL, and members of the community, who have donated funds to support VOCAL over the year. If anyone is interested in making a tax-deductible donation, details of methods of donation are provided on VOCAL's website: <http://vocalact.webs.com/> (www not required), or by contacting the VOCAL Office.

Operation beyond June 2015

As you may be aware, operation of VOCAL beyond June 2015 is dependent on sufficient additional funding being received before about April 2015.

We encourage members and friends of VOCAL to consider how funds may be raised, and to consider making donations to VOCAL in the same way that many Australians may readily make donations to overseas aid organisations. There is a continuing need to support people in our community, particularly A.C.T. residents who have become victims of crime through no fault of their own, and who are not eligible to receive government based support services.

If you are able to and wish to make a donation, please contact the VOCAL office for information; or refer to the VOCAL Newsletters for information on how to make a donation.

On behalf of the Management Committee, I would sincerely like to thank staff and volunteers; and those Committee members who have worked with us for part of the year and have since left VOCAL, and especially those who have served their full term on the Committee and who are leaving us as of this Annual General Meeting. Without the help of such dedicated staff and volunteers, it would not be possible for VOCAL to operate and provide a unique service in the A.C.T. for victims of crime.

Bryan Harper
Chairperson

14 November 2014

SERVICE CO-ORDINATOR'S REPORT

This year VOCAL will celebrate its 26th anniversary as service providers in Canberra Queanbeyan and region. After its humble beginning in a lounge room in Weston Creek in 1988, VOCAL was incorporated on 9 June 1989. VOCAL published its first newsletter in the autumn of 1990 and welcomed its recognition by the government when VOCAL House in Narrabundah was officially opened by Terry Connelly MLA on 21 July 1992. Our signage in front may now need a facelift.

2013/14 has passed by calmly and quietly. As operating hours were 3 days per week, the numbers of clients seen were smaller than in previous years. VOCAL has done little advertising for its services as available qualified staff to work with clients was irregular leaving the majority of direct client contact to one person. Our new clients found us via word of mouth advertisement from satisfied clients and a few referrals from NSW Police, Legal Aids GROW, Inanna and private lawyers. It has been difficult to maintain the gathering of statistics with a fully volunteer staff as some volunteers eager to get on with their tasks, forgot to maintain the statistic forms given to each volunteer to record their attendance and the type of work undertaken. VOCAL has seen 55 new clients in house with approximately five one off contacts by telephone. There have been 122 occasions of emotional support, 35 practical supports and 20 court supports with 95 ongoing clients. I have interviewed well over 60 new volunteers and conducted a minimum of 50 occasions of volunteer training, most of which were one on one because of the rapid flow of incoming and outgoing volunteers. I am pleased to say that when all is said and done, VOCAL has performed well and continued in its 25 years of tradition in community support to victims of crime in the ACT, Queanbeyan and region.

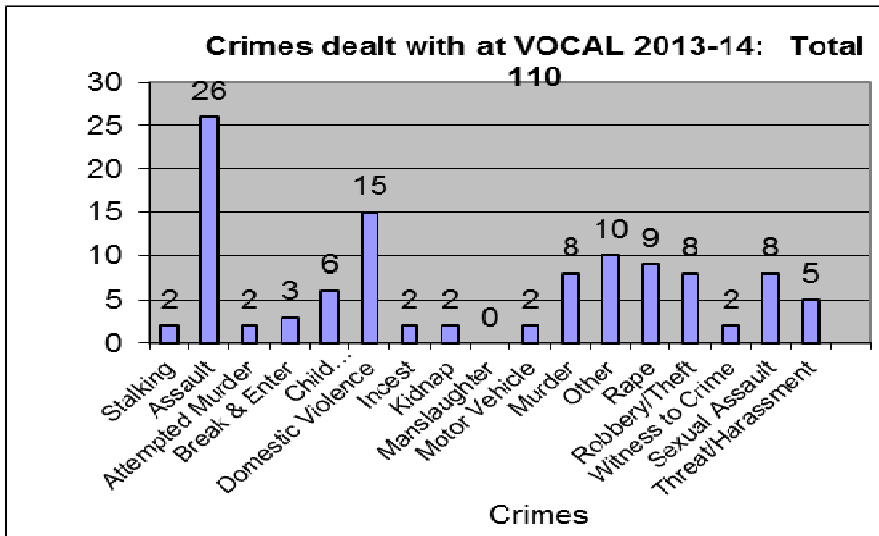
Thanks and Acknowledgement

On behalf of VOCAL, I would like to thank my team of volunteers who have worked by my side to make VOCAL a viable service provider in 2013. In particular, I would like to thank the following:

- Kristin Ballard for her efficient performance with book keeping and financial reports;
- Celeste Cuzzillo who provided client support, and left late last year to attend Uni in Melbourne
- The Chairman, Bryan Harper, who worked well above the call of duty to fill in when there was no Service Coordinator to man the ship during the one week on one week off opening days.
- Kurt Gruber who has been loyal to VOCAL, and for signing pay and other cheques at odd hours.
- Ian Maloney for helping to put together the quarterly newsletter, and keeping the garden neat.
- Ron Grudnof who provides website maintenance. Ron continues to help VOCAL from NSW.
- Eric Mak for administrative support and updating the policies and Procedures manual.
- Mary Vigh for court support and reception duties.
- John Ryan for supporting VOCAL by writing to various media and doing administrative tasks.
- John Loa for administrative support and assisting with Policy and Procedures updates.
- Kathryn Seow; Jessie Xing; Shelley Kitchen; Herschell Zang; Kathy Liu; and Christine Jeong.

I would also like to thank Ms Heather Walsh CPA accountant, for donating her time as an honorary auditor, Bryan Harper for the donation of 5 Kilogram of sausages for our VAW sausage sizzle.

Marie-Noëlle Curé BSWK
Service Coordinator
14 November 2014



Country of Origin of Victims	
Australia	
Afganistan	
Egypt	
France	
Greece	
Hungary	
Italy	
New Zealand	
Nigeria	
Phillipines	
United Kingdom	
Yugoslavia	

Gender of Victims	Number
Female	34
Male	23
Total New victims	57

Category of Victims	Number
Primary	85
Secondary	15
Tertiary	10

Type of Crime	Victims
Stalking	2
Assault	26
Attempted Murder	2
Break & Enter	3
Child Abuse/Institutional	6
Domestic Violence	15
Incest	2
Kidnap	2
Manslaughter	0
Motor Vehicle	2
Murder	8
Other	10
Rape	9
Robbery/Theft	8
Witness to Crime	2
Sexual Assault	8
Threat/Harassment	5
Total	110

Types of Services Provided	Number
New clients (incl. one off service)	60
On-going clients	95
(Includes clients returning for different needs over 12 mths)	
Practical Support	35
Court Support	20
Emotional Support	149
Volunteer Recruitment	Number
Interviewing of Volunteers	60
Contacting/Training of Volunteers	50
Volunteer Contributions	Hours
Service Co-ordinator	1078
All other volunteers (combined)	2520
Total	3598

FINANCIAL REPORT 2013/14

The financial report covers the Association - Victims of Crime Assistance League (A.C.T.) Inc. - (abbreviated as VOCAL) as an individual entity incorporated in the A.C.T. pursuant to Section 6 of the Ordinance of 9th June, 1989; and the Associations Incorporations Ordinance (1953), or the Associations Incorporation Act, 1991.

Employee Benefits

In response to the discontinuation of funding from the A.C.T. Government at the end of December 2011, employment of paid staff ceased in December 2012, and liabilities for accumulated staff recreation leave and long service leave were paid to staff upon completion of their employment. Consequently, there were no employee financial liabilities during the 2013/14 financial year.

Assets

VOCAL's plant and equipment is valued at depreciated replacement cost. VOCAL is a 'Not-for-Profit' organization, and items in the accounts can be valued at cost less depreciation.

Revenue

Total revenue of VOCAL during 2013/14 was \$1,601.09 (not including GST). There was no funding from the A.C.T. Government. The main revenue sources were fundraising, book sales, donations and membership fees. Other income was a refund from the Canberra Southern Cross Club, of \$200 (not including GST) for an overpayment for a function in November 2010.

Expenditure

Total expenditure for the 2013/14 financial year was \$15,675.12. There was no expenditure on wages and associated costs. Cost of utilities (electricity, water, sewerage, and telephone/internet/white pages combined) amounted to \$6,282.05. Insurance costs were \$2,547.96, which was a little less than in the previous year. Travel expenses of \$4,275.20 were for interstate travel for the Service Co-ordinator approved by the Management Committee to enable the Service Co-ordinator to continue to manage the VOCAL Office (whilst also meeting family commitments), due to no suitable Locum being available.

Overview

During the 2013/14 financial year, VOCAL incurred a net loss of \$13,874.03. This loss arose due to meeting general office operating costs for the whole financial year.

On the assumption that operation in the next financial year is on the basis of no paid staff; operating costs for the next financial year are expected to be about \$16,000. With existing financial reserves available, and the recent level of income, it is expected that operation could continue until about end June 2015 if there are no additional funding sources. VOCAL is continuing to pursue other funding sources via applications for funding grants, and other means.

Kristin Ballard

20/11/2014

FINANCIAL REPORT

Balance Sheet

As on 30th June 2014

	2014	Previous Year 2013
ASSETS		
<i>Financial Assets</i>		
General Cheque Account 3045	\$ 8,800.49	\$ 22,753.03
VOCAL (PayPal) Account 8558	\$ 295.46	\$ 130.44
PAYPAL Account		\$ 165.02
Undeposited funds	\$ 200.00	\$ 20.00
Petty Cash	\$ 151.40	\$ 79.80
Total Financial Assets	\$ 9,447.35	\$ 23,148.29
<i>Furniture and Fixtures</i>		
Photocopier Machine	\$ 8,481.65	\$ 8,481.65
Furniture	\$ 150.00	\$ 150.00
Accumulated Depreciation	-\$ 8,631.65	-\$ 8,629.65
Computers	\$ 1,359.09	\$ 1,359.09
Computers - Accum. Depreciation	-\$ 1,359.09	-\$ 1,249.00
Total Furniture and Fixtures	\$ -	\$ 112.09
TOTAL ASSETS	\$ 9,447.35	\$ 23,260.38
LIABILITIES		
<i>GST Liabilities</i>		
GST Collected	\$ -	\$ 3.00
GST Paid	-\$ 489.00	-\$ 553.00
Total GST Liabilities	-\$ 489.00	-\$ 550.00
TOTAL LIABILITIES	-\$ 489.00	-\$ 550.00
NET ASSETS	\$ 9,936.35	\$ 23,810.38
EQUITY		
Retained Earnings	\$ 23,810.38	\$ 55,670.19
Current Earnings (Net Income)	-\$ 13,874.03	-\$ 31,859.81
TOTAL EQUITY	\$ 9,936.35	\$ 23,810.38

FINANCIAL REPORT 2013/14

Profit and Loss Statement

	2014	2013
INCOME		
Funding (Major source)	\$ -	\$ -
BBQ Fundraising	\$ 115.00	\$ 252.55
Book sales	\$ 9.09	\$ 127.27
Donations	\$ 957.00	\$ 1,064.20
Membership	\$ 460.00	\$ 570.00
Interest		\$ 0.03
Payments for Police Checks (Net Income)	\$ 60.00	\$ 100.18
Other Income	\$ -	\$ 5,033.39
Portable LSL Transition Fund	\$ -	-\$ 972.22
Total Income	\$ 1,601.09	\$ 6,175.40
EXPENSES		
Auditing Costs	nil #	nil #
Bank Fees	\$ -	\$ 12.26
PAYPAL Fees (for donation system)	\$ -	\$ 4.98
Fees and Licences	\$ -	\$ 69.00
Membership Fees (to other organisations)	\$ 158.63	\$ 88.64
Staff Supervision	\$ -	\$ -
Office Supplies	\$ 119.05	\$ 36.11
Victims Awareness Week & AGM Expenses	\$ 127.85	\$ -
Telephone (Landline)	\$ 3,925.77	\$ 2,915.75
Telephone (Mobile) for After-hours Service	\$ 494.94	\$ 631.79
White Pages (Bold Entry)	\$ 623.36	\$ 1,042.61
Internet *	\$ -	\$ 240.78
Office Equipment	\$ 50.00	\$ 35.91
Photocopy/Printer Expenses	\$ 730.04	\$ 685.33
Postage	\$ 111.28	\$ 103.50
Advertising	\$ -	\$ 50.73
Wages and Salaries	\$ -	\$ 13,087.61
Superannuation	\$ -	\$ 3,246.70
Travel Cost Reimbursement	\$ 4,275.20	\$ 4,285.44
Insurances	\$ 2,547.96	\$ 2,849.46
Electricity	\$ 1,607.28	\$ 1,745.39
Water and Sewerage	\$ 750.00	\$ 863.32
Maintenance	\$ -	\$ 18.18
Depreciation	\$ 112.09	\$ 5,923.74
Other Expenses	\$ 41.67	\$ 67.00
Total Expenses	\$ 15,675.12	\$ 38,004.23
OPERATING PROFIT	-\$ 14,074.03	-\$ 31,828.83
Other Income @	\$ 200.00	\$ -
Other Expenses		
Interest Expense	\$ -	\$ 7.55
Income and Expense Queries	\$ -	\$ 23.43
NET PROFIT/LOSS	-\$ 13,874.03	-\$ 31,859.81

* For 2013/14, Internet cost is included in Telephone cost.

Audit performed on an honorary basis.

@ Refund of \$200 from Southern Cross Club for overpayment for function in 2010

AUDITOR'S REPORT

