

PACT ANNUAL REPORT 2018-2019



About PACT

PACT's Child Witness Support Program provided support to over 1700 child witnesses and their families in 2018-2019. Since PACT opened its doors over 33 years ago we have provided assistance to 24,500 children giving evidence in court. We operate from the Brisbane Metropolitan Courts, Ipswich, Logan City, Gold and Sunshine Coasts, Gympie, Kingaroy, Bundaberg, Maryborough, Hervey Bay, Toowoomba, Rockhampton, Emerald, Mackay, Bowen, Mount Isa, Townsville and Cairns areas. This work is made possible by the valuable support of over 100 PACT Volunteers across Queensland. A program has also been set up on Thursday Island to provide culturally appropriate support to indigenous families living in this area.

The Child Witness Support Program offers preventative and supportive strategies to protect children who are victims and/or, witnesses of crime from further trauma as a result of the court process. Giving evidence in court and reliving a traumatic situation is very difficult for children and their families or carers. PACT plays an important part in taking measures that limit distress and further trauma.

Referrals come to PACT mostly from the Police, ideally around the time a defendant has been charged. A referral can also come from the Public Prosecutor's office, school guidance counsellors, counselling services, or families may self-refer. PACT staff then assign a trained Volunteer to work directly with the family and provide the necessary support.

Early referral allows child witnesses and their families access to early information and support to prevent (or at least to reduce) potential adverse outcomes commonly seen when they progress through the court system unsupported.

PACT Volunteers educate children and families on what to expect when giving evidence in court. PACT is also an important liaison between families, the Police and the Public Prosecutor's office, as they negotiate the complex court process. PACT also helps families by providing information about other community services including Victims Assist Queensland, counselling services and specialist children services such as ACT for Kids, Bravehearts, and more. Our Volunteers accompany children to review their statement before giving evidence, to the Prosecutors Conference with the children and to the pre-recording of their evidence.

Another important role of PACT is to continue to advocate for children and families to ensure that the Court processes continuously work to reduce the likelihood or impact of trauma. PACT also works closely with other organisations to continue to raise awareness of the prevalence of child abuse and trauma.

Chairperson Report by Alexandra Marks



I am immensely proud of the work of PACT. In this last year PACT supported more than 1716 children and their families who have been required to provide evidence in the criminal justice system in Queensland. This work would not be possible without the incredible dedication of PACT's Volunteers who devote so much of their time, energy and emotion to these children and their families. The support which our Volunteers provide requires them to travel long distances, spend time with families in various environments and of course, waiting patiently with children and families in the court complexes. With the support of PACT's incredible Volunteers, children and young people making their way through the complex and often challenging court process, are able to do so with courage and confidence. In so doing, these children and young people help bring justice not only for themselves but also to our communities.

I am also tremendously grateful for the ongoing support of our partners and stakeholders who work closely with PACT every day. This includes the Judiciary, Court services and staff, the Office of the Director of Public Prosecutions and its dedicated staff and the Queensland Police Service members who have maintained a dedicated PACT liaison officer on the PACT Board.

I also very much appreciate the ongoing support of the Queensland Government and the Department of Justice and the Attorney General. In 2019 the Queensland Government extended PACT's grant funding to 2021 so PACT can continue to provide support to children and their families.

I am extremely grateful for the enduring support of Chief Judge O'Brien, who has continued to make his time available to assist PACT provide the best service it can to the children and families we support. I would also like to extend my thanks and appreciation to Judge Shanahan, who retired this year as the President of the Children's Court and Judge of the District Court. His commitment to fairness and system-wide reform has contributed significantly to the legal profession, the Courts and the community more broadly. We welcome the appointment of Her Honour Judge Richards to the position of President of the Children's Court and look forward to working closely with her in the coming year.

2018-2019 was certainly a year for achievements with PACT's former CEO, Jo Bryant, Volunteer and Board member Jan Brown and our Founder and Patron Kay McGrath all being recognised for their wonderful contribution at the 2018 Child Protection Awards. PACT also recognised Kay's unwavering support of PACT with the presentation of the Nicholas Tucker Memorial Award in 2018. Maureen Danbury was a finalist for the Volunteer of Year Award by Volunteering Queensland for her tireless work as a PACT Volunteer.

I would like to recognise the contribution of Jo Bryant, who was CEO of PACT for 15 years. Jo was passionate about ensuring that vulnerable children and young people

received optimum support through the court process. Jo has been a fierce advocate for PACT and never missed an opportunity to raise the profile of PACT and the work we do. Jo always shared her experience and the knowledge she gained during her time with PACT to influence government policy and to contribute to government sponsored forums. We wish Jo all the best for her next exciting venture.

PACT has been fortunate over the last few months to work with Clare Guilfoyle as PACT's interim CEO and I would like to extend my appreciation to Clare for her leadership during this period of change for PACT.

In the coming year, PACT will see further change; change that will ensure continued success and growth into the future. While change can at times be unsettling, it is always necessary. We, as a Board, are focused on ensuring that PACT's training model and support program are as comprehensive as they can be and directed so as to provide our Volunteers with the skills they need for their role.

Finally I would like to thank all of the members of the PACT Board for their counsel and dedication. We are incredibly fortunate to have such a diverse and knowledgeable Board with all members focused on PACT's continued development and growth.



Jo Bryant, Jan Brown and Kay McGrath at the Child Protection Week Awards 2018.

CEO Report

I'd like to thank everyone very much for the warm welcome I have received since commencing with PACT in March 2019. The time has gone so quickly and I've enjoyed every minute.

Fifteen years is an incredible contribution to any organisation and I can see first-hand the impact that Jo Bryant has had on PACT. Her passion during her time as CEO of PACT as an advocate for empowering and protecting vulnerable children is very evident. The structures Jo has put in place and the relationships she has developed over the years have established PACT as an important program for vulnerable child witnesses and their families in Queensland. We all extend to Jo our best wishes for the next phase of her life.



The PACT Volunteer Advisory Committee have provided me with valuable insights into the child witness support program and also wonderful suggestions for continuous improvement. My special thanks to Jan Brown, Graeme and Kareen Leigh, Deb Purcell, Sheila Smith, Pat Couper and Shirley Stark for their frank and fearless advice and their dedication to PACT.

The work of PACT relies on the continued support of our Volunteers. During 2018-2019 we welcomed 31 new Volunteers bringing our cohort to 105 across Queensland. Their commitment to working with families and children, often during one of the most difficult times in their lives, is apparent in the feedback we receive and the humble and respectful way our Volunteers work with every child and family. It is important for me to recognise the efforts of our small and dedicated team of staff at PACT who work closely with our Volunteers to guide their development and their work and provide support when and where it is needed. My thanks to them for their warm welcome and support.

PACT, guided by the wisdom of the Board, have an exciting future to look forward to. The Queensland Government is committed to ensuring improved support for victims of crime through a number of initiatives including the Sexual Violence Prevention Framework and engaging the sector in the future of Victim Support. PACT will roll out its new data system to streamline our case management processes for staff and Volunteers and we will be reviewing the training plan and our protocols for our Volunteers. 2019-2020 will be a busy and exciting year for PACT!



Clare Guilfoyle
Interim CEO

PACT Volunteers 2018-2019

Volunteer of the Year 2019

Each year PACT acknowledges the efforts of an outstanding Child Witness Support Volunteer through the Volunteer of the Year award. This year, PACT is proud to acknowledge and congratulate Mrs Mary Skene from Cairns as Volunteer of the Year.

Mary is one of PACT'S longest serving Volunteers and commenced with PACT in February 2003. Since that time, Mary has personally supported over 500 child witnesses and their families. In 2013 Mary took on the role of Team Leader for the Cairns Team, and has provided outstanding leadership, guidance and support to her fellow Volunteers and helped train over 15 new Volunteers.

Mary has always represented PACT with great professionalism and dedication. She promotes PACT within the local community and at social events. Mary's unfailing passion, energy and commitment as a PACT Volunteer is inspiring. Congratulations to Volunteer of the Year for 2019, Mary Skene.



Volunteer of the Year Finalist.

It was wonderful to see the efforts of yet another hard working Volunteer recognised by Volunteering Queensland for the Volunteer of the Year Awards. Maureen Danbury was nominated for this prestigious award for her continued work for the last 15 years as a PACT Volunteer. During this time, Maureen has supported over 500 children and young people.



CEO Clare Guilfoyle, Maureen Danbury and Danni Kershaw, Volunteer Coordinator

Regional Queensland

PACT has 56 Regional Volunteers located throughout Queensland who provide support to child witnesses and their families in the Magistrates, District and Supreme Courts.

Each region has a team leader who provides support, guidance, direction, confidential debriefing and induction to their fellow Child Witness Support Volunteers to ensure the provision of quality client services.

Thursday Island has six Thursday Island Court Support Workers and two Court Support Workers located at Bamaga, who provide culturally appropriate information and support to child witnesses and their families from the Torres Strait Islands and Northern Peninsula area.

In 2018 the Volunteer Coordinator for Regional Queensland, Craig Stacey and PACT Volunteer and Board member, Jan Brown embarked on a tour of Regional Queensland to meet with our local Volunteers and see firsthand what challenges they face. They travelled over 1,113 kilometers traveling through Queensland by car and plane, visited nine Court Houses, conducted information sessions with over 20 CPIU Officers, staff from regional ODPP Offices and met face to face with 30 PACT Volunteers.

The location of the Courts are in the main city centres. Some families live a significant distances from their regional town and our Volunteers travel sometimes over 200km to do a visit face to face with children and their families.



Suella Care, Dorrell Rybinski, Olwen Schubert
Kim Mc Master, Sandra Hennessey



Kaye Williams, Janet De Lorenzo,
Wendy Bleckman, Ann Johnson



Cairns Volunteers

Julie de Paaum, Christine Nasmyth, Meradine Hohepa, Sandra Reichl
Lyn Greenwood, Fay Bottomer, Mary Skene

Gympie Volunteers

Sheila Smith, Beryl Walker



Gladstone Volunteers

Trish Younie, Esther Young, Kate Reilly



Opening of Kingaroy Court House

Linda Doncaster, Attorney-General of Queensland Yvette D'Ath, Tracy Ahlquist, Director-General David Mackie.



Mackay Volunteers Helen Gardner, Katrina O'Hara, Kelly Lee, Anne Jennings

Volunteer Training

Becoming a Volunteer with PACT requires a rigorous selection process and then extensive training both in the class room and on the job, to ensure our Volunteers are ready to provide the best support possible.

PACT conducted three Volunteer Induction Programs during the 2018-2019 financial year. The first training was held from 3-6 July 2018 with 6 attendees from Brisbane, Bundaberg, Mt Isa, Mackay and Townsville.



From L-R: Jan Brown (Brisbane), Kelly Lee (Mackay), Ann Johnson (Bundaberg), Laura Bos (Brisbane), Allan Peachey (Brisbane), Denise Price (Mt Isa), Maureen Danbury (Brisbane), Craig Stacey (Volunteer Coordinator), Danni Kershaw (Volunteer Coordinator), Judy Erwin (Townsville) and Janet Lorenzetto (Bundaberg).

The second Induction Program was held from 30th October to the 1st November 2018 with 10 attendees from Townsville, Brisbane, Ipswich, Sunshine Coast, Mackay, and Rockhampton.



From L-R Danni Kershaw, Robyn Hoyer (Mackay), Sharyn McKay (Brisbane), Benita Mayze, (Brisbane), Vicki Bell (Sunshine Coast), Craig Stacey, Jill Wesche (Ipswich), Dawn Larsen (Ipswich), Jodi Wilkins (Brisbane), Susan Noonan (Sunshine Coast), Suzanne Murphy (Townsville), Hazel Davies (Brisbane) Julieanne McQueen (Rockhampton).

PACT's third Volunteer Induction training was held from 14th to the 16th May where there were 10 attendees from Brisbane, Ipswich, Beenleigh, Gold Coast and Townsville.



From L-R Jan Brown (Volunteer Representative on the Board), Leonie Gallaway (Ipswich), Chris Caterer (Gold Coast), Evelyn Batfay (Brisbane), Clare Guilfoyle (Interim CEO) Roslyn Scott (Townsville), Danni Kershaw (VC Greater Brisbane), Maria McNally (Brisbane), Diane O'Shea (Ipswich), Sonya Wagensveld (Beenleigh), Sue Jarvis (Brisbane), Trish Knox-Pearce (Brisbane), Heather Meachem (Beenleigh), Craig Stacey (VC Regional Queensland), Rae Duggan (Brisbane Volunteer) Maureen Danbury (Brisbane Volunteer) and Allan Peachey (Brisbane Volunteer and Board Treasurer)

PACT piloted a buddy program for our May 2019 intake. The buddy program was established following feedback from our Volunteers *‘that new Volunteers find it difficult to get ‘on the job experience’*’. Through the buddy program new PACT Volunteers are formally connected with an established Volunteer to assist with on the job training including visits with families and children, conferences with Prosecutors, viewing their video recorded police statement, and pre-recordings of evidence. We have so far received excellent feedback on the merits of the buddy program and hope that its implementation will allow new Volunteers to feel more supported within their role.

Our thanks to our established Volunteers who have helped with the support and training of our newest Volunteers - Tania Taylor, Jan Woolmer, Sue Mackley, Pat Stephens, Kathryn McCarthy, Judith Williams, Rae Duggan, Jan Brown, Sue Droughton and Mary Naidoo.

PACT Child Witness Support Volunteers 2018-2019

PACT acknowledges the dedication of our valued Volunteers throughout the year.

Brisbane / Ipswich / Beenleigh / South Coast

Evelyn Batfay	Louisa Miller
Elizabeth Bitomsky	Pauline Moles
Jennifer Bocock	Clayton Myers
Janet Brown (Chair Volunteer Advisory Committee and Volunteer Board Representative)	
Christopher Caterer	Anna Newland
Clement Ching	Judith Oliver
Christine Court	Diane O'Shea
Maureen Danbury	Lisa Pappin
Jane Dore	Dawn Patterson
Sue Droughton	Allan Peachey (Board member Treasurer)
Rae Duggan	Dawn Pincott
Deb Purcell (Member Volunteer Advisory Committee)	
Michella Francis	Wendy Revell
Di Harman	Carole Sherritt
Jacqui Heppleston	Carolyne Spies
Shirley Stark (Member Volunteer Advisory Committee)	
Sue Jarvis	Pat Stephens
Naseem Khan	Tania Taylor
Trish Knox-Pearce	Donna Thomassen
Dawn Larsen	Sonya Wagensveld
Colwyn Lisle	Jill Wesche (Team Leader)
Sue Mackley	Donna West
Kathryn McCarthy	Jodi Wilkins
Sharon McKay	Judith Williams
Maria McNally	Jan Woolmer
Heather Meachem	Mike Woolmer
Mary Naidoo	Penny Hope
Graham Edney	

Bundaberg

Wendy Bleckman	Kaye Williams (Team Leader)
Ann Johnson	Janet De Lorenzo

Cairns

Fay Bottomer	Christine Nasmyth
Julie de Paauw	Sandra Reichl
Lynette Greenwood	Mary Skene (Team Leader)
Meredine Hohepa	Heidi Widmer

Kingaroy

Tracy Ahlquist	Linda Doncaster (Team Leader)
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Mackay / Bowen

Anne Jennings (Team Leader)
Chris Coventry
Jennifer Finn

Helen Gardner
Katrina O'Hara

Maryborough / Hervey Bay

Suella Care
Sandra Hennessy
Kym McMaster

Dorrell Rybinski (Team Leader)
Olwen Schubert

Mount Isa

Denise Price

Rockhampton / Gladstone /Emerald

Patricia Couper (Team Leader)
Maria Dear
Margaret Hoger
Mona Oliver

Kate Reilly
Karen Tomlinson
Esther Young
Trish Younie

Sunshine Coast / Gympie

Denise Angus
Sheila Smith (Member Volunteer Advisory Committee)
Vicki Bell
Susan Noonan

Kaye Smith (Team Leader)
Beryl Wlaker
Cathy Barber

Toowoomba / South West

Rhonda Haeusler
Annie Pickstock
Graeme Leigh(Member Volunteer Advisory Committee)
Kareen Leigh(Member Volunteer Advisory Committee)

Virginia Shipp
Carolyn Prouse

Townsville

Coral Butcher
Judy Erwin
Bev-Lee Fox
Kathy Hankin (Team Leader)

Lyndsay Hart
Roslyn Scott
Neil Smith

Thursday Island

Ivy Trevallion
Juanita Mills
Karen Keane
Maleta Nona
Peter Yorkston

Bamaga

Harriet Phineasa
Mersane Bond

Our Work and our Results

PACT provides support to children giving evidence in courts across Queensland. PACT is a not for profit organisation and is funded by the Department of Justice and Attorney General.

In 2018-2019 PACT supported 1716 children and their families, bringing the total of children supported to 24,268 at the end of June. This support is provided by 105 trained Volunteers, with 50 working in the greater Brisbane area and 55 across Queensland. In 2018-2019 we received 95% of our referrals from the Queensland Police Service (QPS). We are very fortunate to have established a close working relationship with QPS where we are involved in the instruction of officers attending the Child Protection and Investigation Unit training. We also have a dedicated liaison officer, James Horrocks who has been recognised by PACT for his continued dedication and support and ensuring children who give a statement to the police get the ongoing support they need. 4% of our referrals come from the dedicated Victim Liaison Officers (VLOs) from the Office of the Director of Public Prosecutions. This important team ensures that all children giving evidence in court receive the support they need.

In 2018-19 PACT Volunteers travelled 49,541 km or the equivalent of 3.3 times around Australia. They made 1,537 phone calls, and made 548 face to face visits to families making up 5,098 hours spent with children and their families.

Figure 1

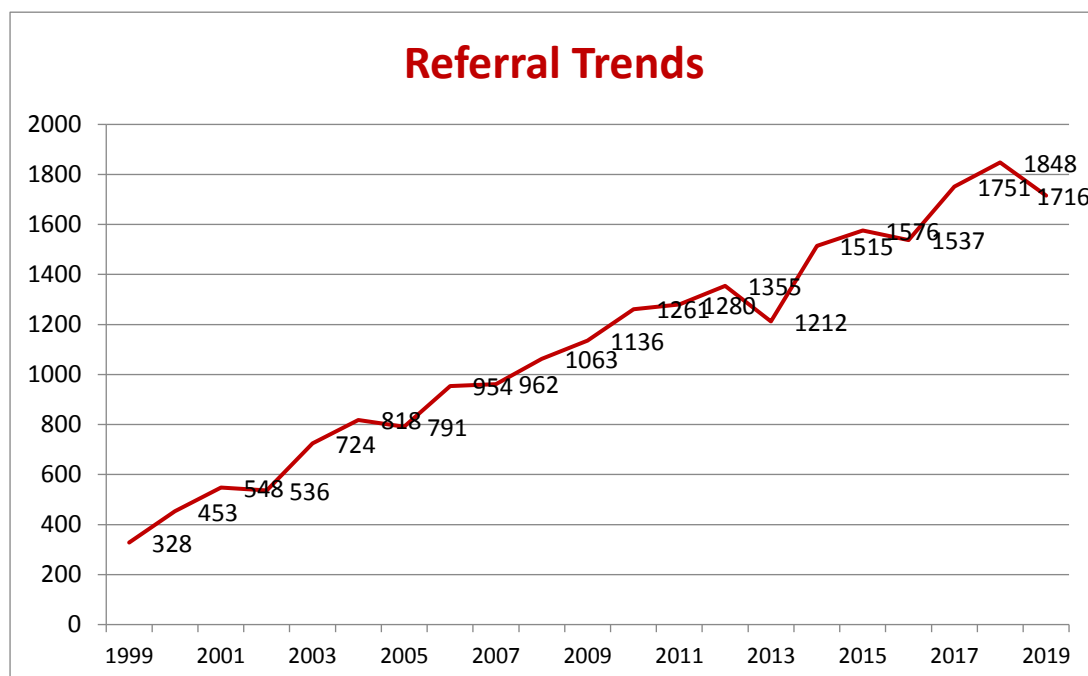
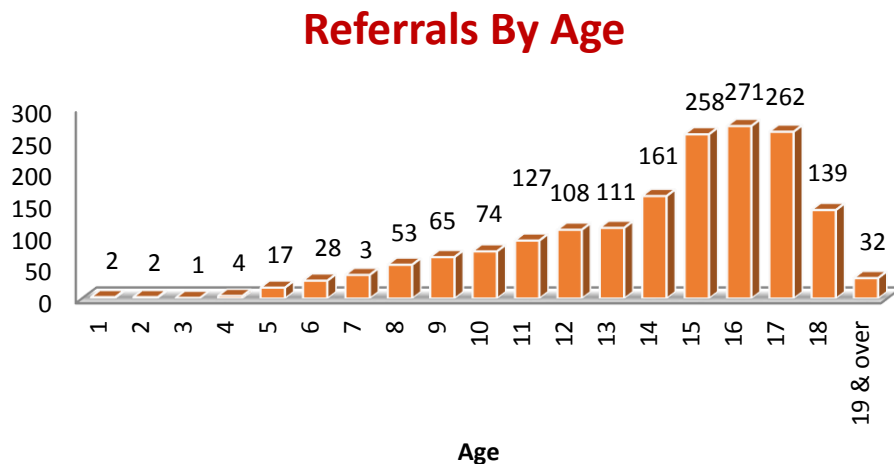


Figure 1 displays the referral statistics for the period from 1999 to 2018.

PACT provides support to children that are 17 and under. However we do provide support to children from 17-19 should they wish our help. **Figure 2** shows the range of ages of children supported by PACT in 2018-2019.

Figure 2 – Ages of Children.



Many of the children we support are giving evidence for serious matters, most often heard in the District Court but we do see a number of children appearing in the Childrens' Court and Magistrates' Court. **Figure 3** show the percentages of charges by referral. Sadly referral of a sexual nature has increased by 3%, domestic violence by 1% and robbery increased by 4% on 2017-2018 figures.

Figure 3 – Referral by Charge

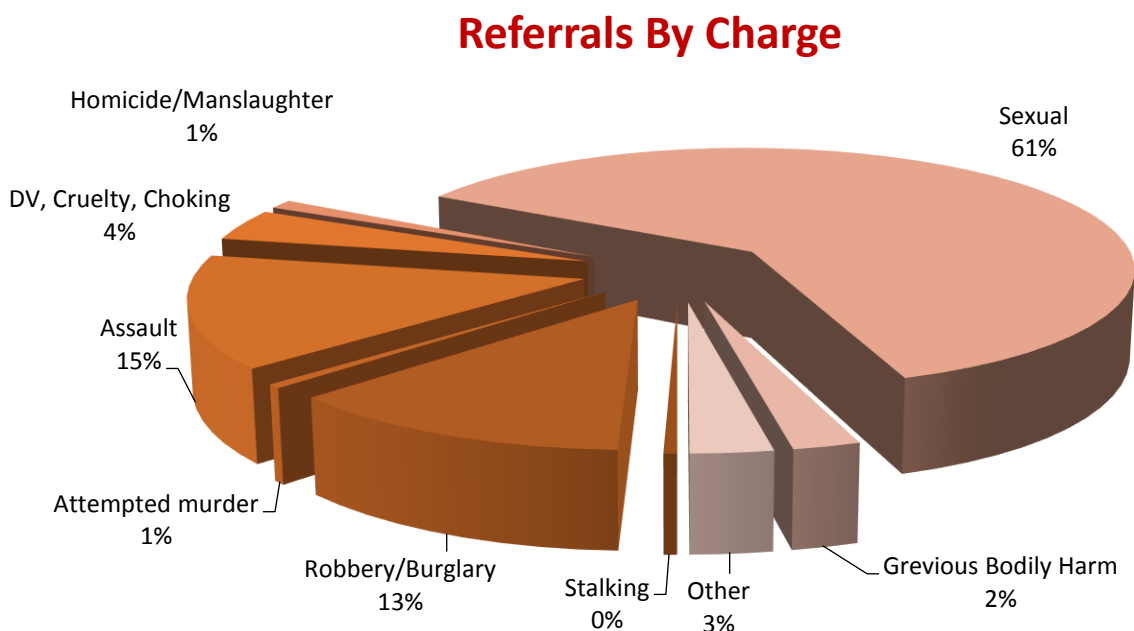


Figure 4 outlines the relationship between the defendant and child witness. Just over 50% of children had no relationship with the defendant, while in 38% of referrals the defendant was a natural, step or foster parent, sibling or other relative.

Figure 4

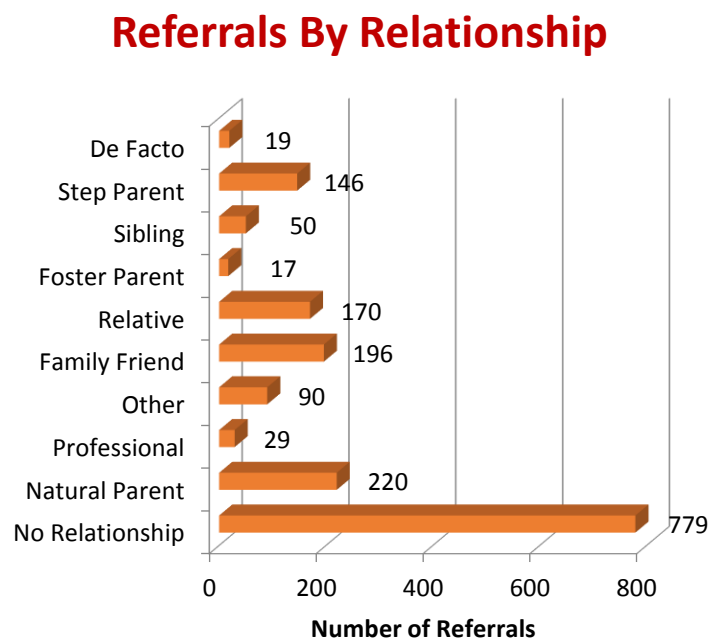
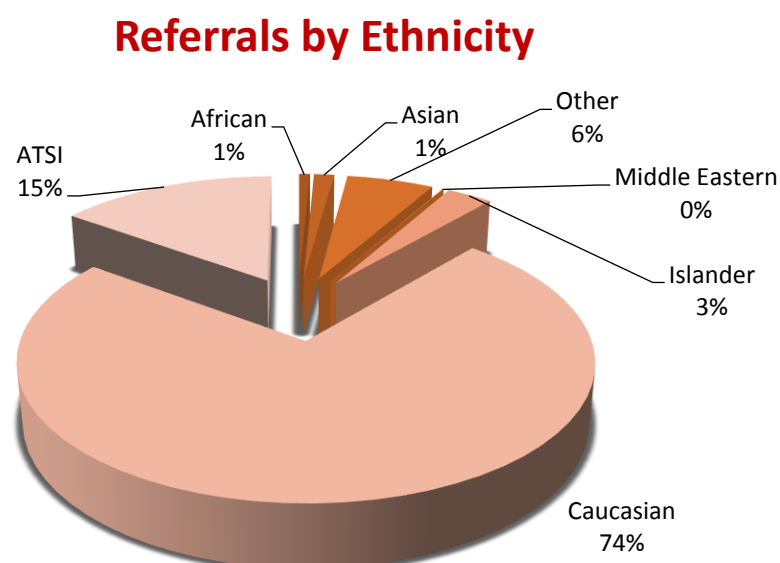


Figure 5 shows the breakdown of referrals by Ethnicity. 15% of our referrals are for children who identify as Aboriginal or Torres Strait Islander, demonstrating their over representation in the court system. In 2018-2019 PACT will be working further with Aboriginal and Torres Strait Islander Elders to continue to develop our support and cultural competency.

Figure 5.



Feedback from Families and Children

PACT is fortunate to receive feedback from families and children regarding their experience through the courts including the range of stakeholders such as the police, judiciary, prosecutor and defence counsel. We share this qualitative feedback with these stakeholders and work together to further improve the support we provide in partnership.

Verbatim feedback from families and children regarding the police:

- I was very comfortable talking to Police.
- Fairly easy, though nerve wrecking at times.
- It was really good and easy. The Arresting Officer made it very clear on what had to be done and made it so much easier for me.
- Easy and well explained. The Police Officer informed us on all that was happening.
- It was a bit weird talking to the Police and I was nervous.
- I felt alright to say it in front of the Police, but I felt pushed.
- It was scary but the Officer helped.
- I was very comfortable talking to the Arresting Officer as he made things so much easier for me. This experience was very hard for me, but I was made to feel very comfortable.
- It was normal but I was a little bit nervous.
- Easy to talk to, they made me feel at ease. It was hard to talk about what had happened.
- When I was talking to the Police I felt safe and shy.
- When I was talking to the Police I felt comfortable and talked freely.
- It was intimidating to start off with but got easier the more we saw them.
- Scary at first, than it was pretty pleasant.
- The Police were very nice.
- Talking to the police was scary however they were polite and helped make the questions understandable.

Verbatim feedback from families and children regarding the Prosecutor

- He was very helpful.
- Helpful lady.
- The Prosecutor wasn't rude or pushy and didn't ask too much but was very straight forward.
- He was nice and easy to talk to and maybe a bit hard of hearing.
- He was easy to work with, helpful.
- I didn't really talk to her.
- The person I was speaking to was a nice and trusted Prosecutor.
- Thank you for sussing it out ☺.
- He was descriptive and nice.
- She was nice and easy to understand.
- He was nice and friendly to me.

- The Prosecutor was very easy to talk to.
- She was alright.
- The Prosecutor was very nice and easy to talk to.
- She did a good job and helped me understand.
- She was very kind and good at explaining what was going to happen at court.
- He was very caring and kind. He made me feel comfortable and made sure I understood everything and I wasn't confused.
- The Prosecutor was very hard on me when asking questions to get me ready for court which upset me, but I understood that it is his job.
- He was very good and did listen to everything I said. He was very easy to talk to over the screen.

Verbatim feedback from families and children regarding the Judge

- He was nice.
- Why does she wear a wig?
- The Judge was kind of scary (not being mean).
- It was terrifying and I was sad, plus thank you.
- The Judge was very clear and easy to talk to.
- Pretty chill, nice person, had a great yarn.
- He was friendly. Good tone of voice.
- Understood.
- Why do you have a wig on?
- He was good at explaining what to say with the Oath.
- The Judge was nice and very professional.
- The Judge was really nice.
- He was very nice and calm.

Verbatim feedback from families and children regarding the Defence Barrister

- The Defence Barrister was helpful.
- Felt some of the questions were confusing and made me feel that he didn't believe me.
- I could not easily comprehend a few things Defence was trying to ask me.
- Repeated the same questions over and over and took a long time. I got upset because he made me feel like I was confused.
- She was nice and gentle and calm and thank you.
- She was pretty scary.
- Friendly.
- Good job.
- He was very polite.
- Asked me some questions that were confusing.
- The defense lawyer was really nice but scares me a little bit but it went really well after he announced easier questions for me.

- I think she was out of order (even if you humans didn't think so) I found that she was very disrespectful. I also didn't like the fact that she was twisting my words and say none of it was true. Are you kidding me, why would make that up - serious.
- He wouldn't give up until I said something different (it never happened) LOL. He is weird.
- She was nice but I did find it a bit irritating as she didn't believe me when I said what had happened. She said that what I described was "impossible". And I could not get the message to her about it properly and I 100% was telling the truth.

Verbatim feedback from families and children regarding the Court processes

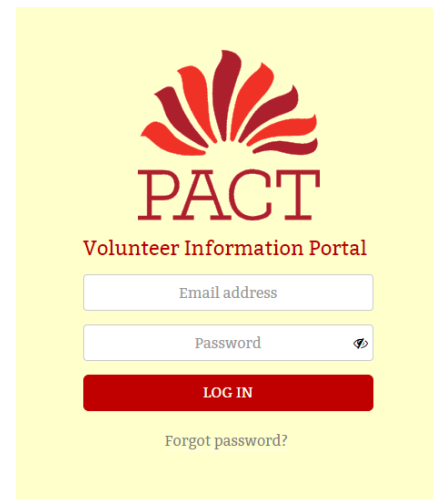
- It was distressing and I felt as if nobody believed me.
- My case didn't proceed.
- I felt very scared but it got better throughout and overall was a good experience.
- It was upsetting and confusing.
- I felt really scared but comfortable.
- Calm and fine.
- Embarrassed and nervous.
- It was hard but worth it. I feel like there has been a weight lifted off my shoulders and I can now get on with my life.
- Nervous.
- I felt like I could talk to them about anything.
- It was good but I was a bit nervous because I didn't understand what some things they said meant.
- My heart was racing because there were things I couldn't remember and had a feeling I wasn't giving enough evidence, which I was. I'm glad they helped me place things together.
- I feel confident in my overall court experience.
- I was nervous at the start but with the help of the ladies from PACT I made it through.
- Scared but felt supported. Being separate from the courts helped.
- Safe.
- I was scared the first time I gave evidence in 2017, but coming in and re-watching my Police tape was easy and I didn't need to be stressed.
- It felt a little scary because I was talking to people I only just met.
- Great, felt good.
- A bit stressful.
- Not happy with the waiting time. An hour and half wait time was not acceptable.
- It was scary because I felt like they didn't believe me.
- Hard.
- I was nervous at first but I found it a lot more comforting doing it in my own room, not in the open court room.
- It was an emotional day but now I can be happy and forget about it all.
- Because the legal system is such a joke. I can see this will be time wasted with no guilty sentence with a minimal sentence if found guilty.

Volunteer Information Portal (VIP) Database

Considerable time and financial resources have been allocated to the PACT Volunteer Information Portal (VIP). This will take PACT into the digital age whereby Volunteers can manage cases totally on-line through the secure portal.

The volume of paperwork completed by Volunteers is substantial and time consuming. The VIP will allow Volunteers to have pre-populated data, drop down options and the use of templates to make the process of completing vital and necessary documentation easy and convenient, saving time and money on printing, copying and postage.

The VIP will be operational by the end of the year and will be accompanied by extensive training for all Volunteers on how to use the portal. We are looking forward to being able to offer our Volunteers a time saving, more accurate platform in which to manage individual cases as well as being able to submit data in a timely and secure manner.



PACT Board

PACT is fortunate to have a wonderful cross section of board members from the justice sector with experience in the courts, legal sectors, police, business, not for profit services and from our Volunteers.



from the left, Dr Katrina Lines, Julie Steel, Teresa Knapp, Keith Revell , Allan Peachy, Melanie Mayne-Wilson, Alexandra Marks, Jan Brown.

Alexandra Marks, Chairperson, commenced on PACT Board 2012

Alexandra was a previous committee member of NAPCAN Australia and a general Board Member of PACT. She has also worked as a committee member of the Child Protection Week Committee. Professionally, Alexandra has been a barrister in Queensland for 12 years practising in all jurisdictions and previously worked as a solicitor for more than 11 years in Queensland, New South Wales and Victoria. During her period of Articles, she focused on youth defence work in the criminal justice area. She is a member of the Queensland Bar Association Professional Conduct Committee and Bar Practice Course Committee and provides pro bono assistance to a number of not for profit organisations. She is a passionate advocate for the rights of children and minority groups generally.

Julie Steel, Vice Chairperson, commenced on PACT Board 2014

Julie is the Executive Director of the Supreme, District and Land Courts Service in Queensland. Julie brings significant experience with a diverse perspective from being a Solicitor in private practice, to a parole officer with probation and parole, to a variety of roles within the courts and was the Director of Operations in the implementation of the access Courts service.

Allan Peachey, Treasurer, commenced on PACT Board 2017.

Allan has recently retired from paid work after a lengthy career in the banking and stock broking sectors. Allan is a qualified Psychologist and was a banking executive for over 20 years. He is a trained Lifeline Counsellor and participates on a junior sporting organisation Committee. He has held a range of Board of Director roles for over 16 years and brings to PACT a wealth of knowledge and experience across a range of diverse sectors. In addition, Allan successfully completed the PACT Volunteer Induction Training in early July 2017 so has a good understanding of the organisation and the support provided to vulnerable children and young people.

Melanie Mayne-Wilson, Secretary, commenced on PACT Board 2017

Melanie Mayne-Wilson, GAICD, is State Manager, Queensland for the Australian Institute of Company Directors, the largest governance Institute in the world, with over 43,000 members and a mission to strengthen society through world-class governance.

Melanie is a reputational risk specialist with deep experience guiding boards and executive teams through periods of significant change, to protect and enhance their reputations and social license to operate. She has held Senior Executive roles in marketing, digital communication and corporate affairs in government, not-for-profit organisations and corporate companies, across a diverse range of sectors including tourism, property, health and energy.

Jan Brown, Volunteer Liaison Board Member, commenced on PACT Board 2015

Jan has been a Volunteer with PACT since June 2010 and a Group Leader since 2013. Jan is the chairperson of the Volunteer Advisory Group which commenced in 2019. During her time with PACT Jan has reliably attended and supported Volunteer events including induction training for new Volunteers and Ipswich Stakeholder meetings. A graduate and past employee (10 years) of The University of Queensland as a Social Researcher for the Dept Social and Preventative Medicine required Jan to liaise with wide and varied sections of the community often when they were at their most vulnerable. For the last nine years Jan has been a member and served in various positions on the Advisory Committee that supports the historical Franciscan Friary at Brookfield. She has been a long-time advocate of Children's Rights and sees her role as a PACT Volunteer providing an opportunity to play some small part. Jan's role on the Board of Management provides an opportunity for the Volunteers' voice to be heard and also a wonderful gateway for personal growth and a greater understanding of PACT's role within the judicial system and relevant stakeholders, working together to create a better place for the young people of Queensland to feel safe and heard.

Teresa Knapp, General Member, commenced on PACT Board 2014

Teresa Knapp is now retired after a background in finance and administration working in small to Corporate size companies as well as latterly owning a successful medium size manufacturing company with her husband for 12 years. Teresa was a Child Witness Support Volunteer and Trainer for PACT for 10 years, attending and supporting the needs of child victims traversing through the Court system whilst gaining a wealth of knowledge of the Criminal Justice System and the parties involved. Teresa is a Volunteer speaker for Beyondblue. She became a Beyondblue speaker to share her experiences of mental health conditions, with audiences as part of her commitment to encourage and offer hope to those who are afflicted by mental health conditions.

Detective Inspector Stephen Blanchfield, General Member, commenced on PACT Board September 2018

Stephen has almost 30 years policing experience, with more than 20 years as an investigator. Stephen has worked in regional two-person stations and in challenging urban areas. He commenced in the specialised field of child protection in 1991. He worked in Homicide, Child and Sexual Assault and Fraud and Cyber Crime. He was Investigations Leader of the murder of Daniel Morcombe. He was instrumental in implementing the QPS Investigative Interviewing Strategy, travelling to the UK in 2014 to undertake training and becoming one of the first QPS members to be an Interview Advisor. In December 2015 he was promoted to Detective Inspector, Major and Organised Crime Squad, South Eastern Region. In October 2018 he returned to child protection as Operations Manager, Child Trauma and Sexual Crime Unit, State Crime Command.

Dr Katrina Lines, General Member, commenced on PACT Board September 2017

Katrina is a registered psychologist with almost 20 years' experience, specifically dealing with issues relating to children and youth. She has a PhD in children's cognitive, social and emotional development. Katrina is the Executive Director of Services at Act for Kids and responsible nationally for service quality, design, implementation, evaluation and research. Katrina is a member of a range of professional bodies and is an Adjunct Senior Research Fellow at James Cook University. Her strong interest, research and teaching in the area of children's development led her to work in the child protection sector. She is passionate about early intervention and prevention of child abuse and neglect and believes that all children who have suffered should have access to the best possible services in order to develop to their full potential.

Board Attendance

	Number Attended	Eligible to attend
Board Member	7	7
Alexandra Marks	7	7
Julie Steel	5	7
Allan Peachey	6	7
Melanie Mayne-Wilson	5	7
Jan Brown	6	7
Stephen Blanchfield	6	7
Katrina Lines	6	7
Teresa Knapp	7	7

Treasurers Report.

In 2018-2019 financial year, PACT reported a small deficit of \$5,208. PACT has a healthy balance sheet with equity of over \$890,000 and the Board made a strategic decision to invest in the development of a new data base for our Volunteers to better manage our case management, client data and reduce our reliance on hard copy documentation. Our new database will be implemented early in 2020.

An additional one off investment was the engagement of a consultant to assist the Board develop the Risk Appetite for PACT. Risk is an important responsibility for the PACT Board and we wanted to ensure our processes were relevant and contemporary.

Also contributing to the deficit was the additional cost for staff expenses for a term position to cover extended leave for the CEO. The board felt it important to ensure the continuation of good and stable leadership for the organisation during this time.

PACT contributes to the expenses incurred by our Volunteers to cover costs of travel, phone and for attendances required to assist children as they give evidence. In 2018-2019 we established a MOU for a Volunteer Support Program which provides counselling from qualified psychologists so that Volunteers can debrief following their involvement in challenging matters. Total cost for Volunteer support in 2018-19 was \$53,610.

In 2018-2019 Volunteers contributed approximately 5,098 hours of service and support to child witnesses and their families across Queensland representing a value of approximately \$136,422.

We also acknowledge the continued generous support of the Department of Justice and Attorney General for their continued funding and support and for the extension of our contract to 2021.

Our Generous Donors.

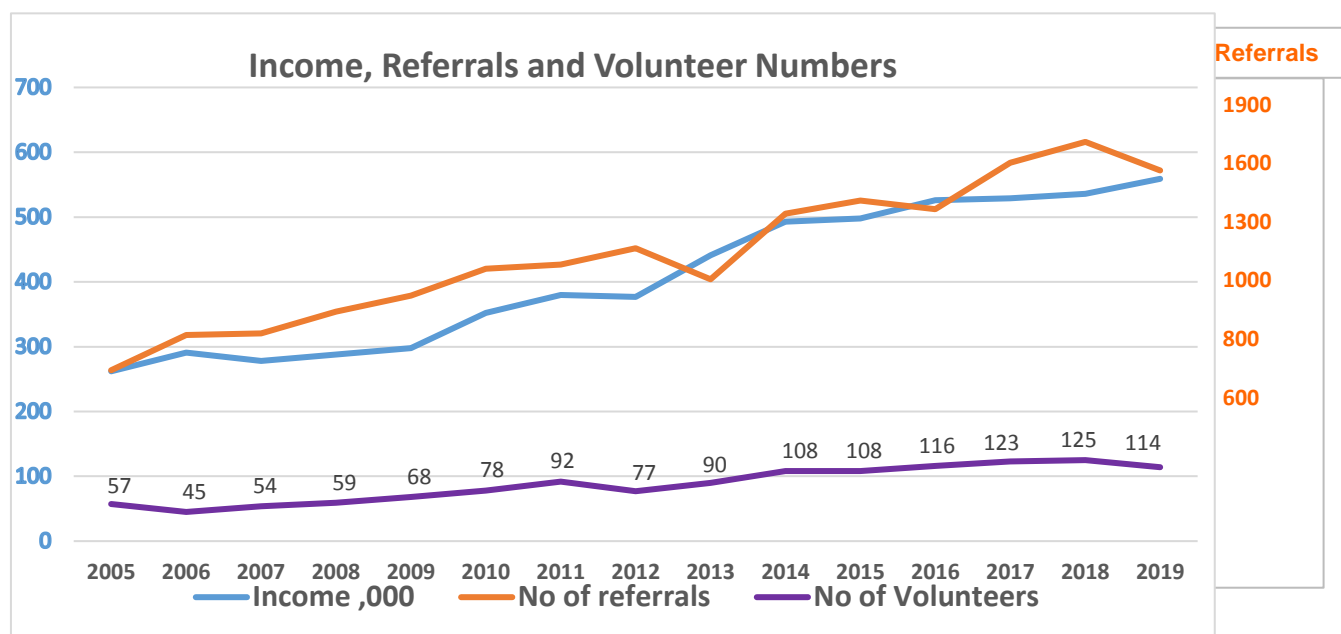
We wish to recognise Burrell Stockbroking and Superannuation and the Donald and Joan Wilson Foundation for their generous contribution of \$40 000. We also acknowledge the \$10 000 donation from Mr Shai Shandil, Soft Solutions, The Commonwealth Bank of Australia donated \$10 500, used to recruit and train new Volunteers and assist with advertising, accommodation and travel.

We also wish to acknowledge the generous donations from M & M Property – Milazzo Family, the Bundaberg Eye Clinic and Ufanisi Legal.



These donations will contribute to the support we provide our Volunteers, through the delivery of our two day biannual Volunteer conference and the implementation of our new database.

We thank all of the members, donors and supporters for their generosity and time to support the work of PACT.



Included in this report is a copy of our profit and loss statement and balance sheet taken from our audited financial statement for 2018-2019. PACT finances have been audited in 2018-2019 by PKF Australia. There were no material matters outstanding and PKF Australia issued PACT an unmodified audit report. PACT complies with the Australian Accounting Standards.

A full copy of PACTs audited financial statement is available on our website or can be provided on request by emailing pact@pact.org.au

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
REVENUE		
Grant Income	557,513	558,000
Burrell Investment Income	46,166	30,358
Donations	65,670	63,415
Interest Received - bank	2,615	1,518
Membership Fees	191	127
Other income	2,034	2,545
TOTAL REVENUE	<u>674,189</u>	<u>655,963</u>
 EXPENSES		
Audit Fees	4,400	8,370
Burrell Management Fees	2,876	2,743
Board Governance	6,686	-
Client Resources	2,247	4,804
Computer Expenses	56,057	22,497
Depreciation	3,503	6,271
Functions	3,103	2,885
Insurance	4,582	3,560
Miscellaneous	2,014	5,076
Motor Vehicle Expenses	2,840	2,058
Printing, Postage and Stationery	21,692	20,933
Staff Expenses	506,313	435,571
Staff Recruitment	7,500	-
Telephone	206	294
Staff Travel and Accommodation Expenses	1,768	1,821
Volunteer Expenses	53,610	51,255
TOTAL EXPENSES	<u>679,397</u>	<u>568,138</u>
SURPLUS/(DEFICIT) BEFORE INCOME TAX	(5,208)	87,825
INCOME TAX EXPENSE	-	-
SURPLUS FOR THE YEAR	<u>(5,208)</u>	<u>87,825</u>
 OTHER COMPREHENSIVE INCOME	<u>22,858</u>	<u>14,046</u>
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	<u>17,650</u>	<u>101,871</u>

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019**

	NOTE	2019 \$	2018 \$
CURRENT ASSETS			
Cash and Cash Equivalents		162,925	141,836
Burrell Working Account		110,446	106,253
Burrell Strategic Account		760,581	709,395
Receivables		80	-
GST Receivables (Net)		5,483	1,931
TOTAL CURRENT ASSETS		1,039,515	959,415
NON-CURRENT ASSETS			
Plant and equipment		9,489	12,992
TOTAL NON-CURRENT ASSETS		9,489	12,992
TOTAL ASSETS		1,049,004	972,407
CURRENT LIABILITIES			
Payables and Accruals		61,195	31,902
Provision for Annual Leave		50,365	29,454
Provision for Long Service Leave		42,468	26,211
TOTAL CURRENT LIABILITIES		154,028	87,567
NON CURRENT LIABILITIES			
Provision for Long Service Leave		4,930	12,444
TOTAL NON CURRENT LIABILITIES		4,930	12,444
TOTAL LIABILITIES		158,958	100,011
NET ASSETS		890,046	872,396
EQUITY			
Retained Earnings		896,864	874,192
Reserves		(6,818)	(1,796)
TOTAL EQUITY		890,046	872,396

Our Patrons

Our thanks to our wonderful patrons, His Excellency the Honourable Paul de Jersey AS, the Governor of Queensland and our founder, Kay McGrath.



Our Honorary Solicitor

Our thanks to Bernie McGowan for his role as PACT's Honorary Solicitor.



Contacting PACT

You can contact PACT by email at pact@pact.org.au or by calling us on 0737387827

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