

2009 - 2010

1300 367 797

ANNUAL REPORT



VICTORIA • COUNSELLING, SUPPORTING & EDUCATING

**Head Office**

Suite 2, 109 Whitehorse Road  
Blackburn North Vic 3130  
Tel: 9877 7922  
Fax: 9877 9799  
Email: [info@rtssv.org.au](mailto:info@rtssv.org.au)  
Website: [www.rtssv.org.au](http://www.rtssv.org.au)



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# **CONTENT**

- 2 Beverley Brock - Patron**
- 3 Jeanette Suhr OAM – Ambassador**
- 4 Organisational Details**
- 5 2009/2010 Corporate Governance**
- 7 Overview of Services and History**
- 8 President’s Report**
- 10 Executive Officer’s Report**
- 12 Our Guiding Principles**
- 14 Counselling & Support Services**
- 18 Education Services**
- 24 Community Relations**
- 30 Volunteers**
- 32 Time of Remembrance Ceremony**
- 34 Memorial Project**
- 36 Treasurer’s Report**
- 38 Financial Report**

## Patron



**Beverley Brock**

Road Trauma Support Services is proud to be working alongside Bev Brock to further its work in the road safety arena.

Born and educated in country West Australia, Bev is a qualified home economist and science teacher.

The mother of three adult children and grandmother to three, Bev has been a teacher of life skills and a counsellor for the last 16 years.

Bev founded the Peter Brock Foundation in 1997 and acted as its administrator until 2005.

She is the Patron of the Lighthouse Foundation and of Fatality Free Friday and a Board Member of the Skylight Education Foundation and the Melbourne Rotary Club.

In 2003 Bev was awarded Nillumbik Shire's Citizen of the Year and is a recipient of the Prime Minister's Centenary Medal for Services to the Community.

Having spent 28 years as the partner of Peter Brock, who throughout that time carried the number 05 as demonstration of his commitment to the anti Drink Driving Campaign, Bev has been closely involved in all aspects of driver education, and in particular the need for a healthy attitude when getting behind the wheel of any vehicle.

From the mid 70's Peter was a staunch campaigner for "Class Driving" education which involved him addressing many forums both internationally and across Australia. He also ran advanced driver education programmes and fought strongly for driver education programmes to be a part of the school curriculum.

Peter's unfortunate death whilst driving in a competitive rally in 2005 gave Bev a first-hand awareness of the dramatic impact that road trauma has on families and the community in general.

Bev is passionate about working with RTSSV to reduce the incidence and impact of road trauma in Victoria.

## Ambassador

Jeanette's involvement with Road Trauma Support Services began in 1993 after accompanying a friend, who had lost her daughter, to a meeting to speak about her experience. It was after this meeting that Jeanette expressed an interest in becoming involved and with the support and assistance of Colleen Hall, founder of the Road Trauma Support Team in Tasmania, set up Road Trauma Support Team Victoria.

Along with 21 other volunteers, \$5,000, a mobile phone and an office set up in her home, Jeanette and her team began providing support to those who had been impacted on by road trauma.

During the last 17 years Road Trauma Support Services has grown and its services are now offered state-wide.

In 1998, Road Trauma Support Services was awarded a Victoria Day Award for its work in the community. In 2003, three members of Road Trauma Support Services (Tony Grigsby, Colleen Hall and Jeanette) received Centenary Medals for their work with Road Trauma Support Team Launceston and Victoria, and in 2008 Jeanette was awarded an OAM for her work with Road Trauma Support Services Victoria.

Jeanette's work has been driven by the memory of her daughter Tanya, who lost her life on the roads on 14 December 1991.

Jeanette continues her work as Ambassador for Road Trauma Support Services and inspires all those she meets with her passion, dedication and drive.



**Jeanette Suhr OAM**

**Board of Management 2009/2010**

Jilane Matinga	President
Rob Read	Vice President (to October 2009)
Fleur Bitcon	Vice President (from October 2009)
Ann Holland	Secretary
Ian Mikkelsen	Treasurer (to October 2009)
Mike Flower	Hon. Treasurer (from January 2010)
Andy Calder	Ordinary member
Gareth Evans	Ordinary member (to October 2009)
Mary Harty	Ordinary member (to October 2009)
Jenny Reece	Ordinary member (from January 2010)
Kevin Bockholt	Ordinary member (October 2009 - May 2010)

**Staff as at 30 June 2010**

Sarah Smyth	Executive Officer
Theresa Cocking	Accountant
Margie Coe	Office Administrator
John Downes	Manager, Support Services
Lynne Irving	Counsellor
Maree Burns	Counsellor
Caroline Arrowsmith	Counsellor
Chris Harrison	Manager, Education Programmes
Gail Carland	Manager, Community Relations
Narelle Farmer	Project Coordinator

**Auditor**

Mr David Petersen CPA  
Quality Financial Solutions  
1 Pymm Avenue  
Eltham Vic 3095

**Honorary Solicitor**

Holding Redlich Lawyers  
350 William Street  
Melbourne Vic 3000

**Bank**

Bendigo Bank  
4 Prospect Road  
Camberwell Vic 3124

**RTSSV Registered Office**

Suite 2/109 Whitehorse Road  
Blackburn Victoria 3130  
Phone: 9877 7922  
Fax: 9877 9799  
Email: info@rtssv.org.au  
Website: www.rtssv.org.au

**Jilane Matinga** President

RN; RM; Grad Cert Ed (Health Ed); Grad Dip Adult Ed & TRg; Postgrad Dip Ed Stud; MEd (Melb); SA Fin.

In October 2006, Road Trauma Support Services called on Leadership Victoria for Fellows of the Williamson Community Leadership Programme interested in joining the Board. Jilane decided RTSSV would be a good fit for her with her background in health, education and business but more importantly, she had spent seven years teaching in Ambulance Service Victoria and could relate to the mission of Road Trauma Support Services. Jilane has worked in acute health, community services and the corporate and financial services sectors, Jilane is currently employed as Manager, Senior Medical Staff Unit at Alfred Health.

**Fleur Bitcon** BA

Fleur Bitcon is a journalist and public affairs specialist with expertise in delivering strategic communications and political advocacy campaigns for ASX listed and private companies and peak industry groups. During her time as a reporter, Fleur often had to cover road crashes and interview grieving families, hence her interest in Road Trauma Support Services. Fleur is currently studying postgraduate law at Monash University.

**Mike Flower**

After a 30-year career with ANZ, where he had been a CEO/GM, running businesses and leading culturally diverse teams in Australia and Overseas, Mike is now the CEO of CridlandsMB, the Northern Territory's largest law firm. His passion is for people and service excellence; helping individuals see their potential and a path to its realisation, driving client value through the understanding and delivery of compelling and sustainable service propositions.

Mike is an accredited Coach through the Institute of Executive Coaching, a Fellow of the Financial Services Institute of Australasia and a Graduate of the Australian Institute of Company Directors. Married to Chris and father of 4 adult children, Mike's interests include public speaking, gardening, travel and the AFL team Western Bulldogs.

**Ann Holland** Hon Secretary

Ann Holland commenced working with the organisation in 1998 as office manager until 2002 by which time the organisation had grown steadily. Ann has a background in the not for profit sector with community based organisations and has remained involved with Road Trauma Support Services through volunteer work. She is currently working as a Branch Manager of a busy inner city job services provider.

**Andy Calder** BBSc, Dip Rec, BTheol, MA (MCD)

Andy Calder first heard of Road Trauma Support Services following rehabilitation from a serious road incident, and has been on the Board since 1997. Andy is a Uniting Church minister and advocates for the inclusion of people with disabilities within faith communities, and has worked in a range of settings related to disability services: local and state government, and not-for-profit community organisations.

Until 2009 Andy was senior chaplain with Epworth HealthCare. He is now the Director of the Uniting Church's Clinical Pastoral Education (CPE) Centre and is also a Board member of Wesley Mission Victoria. He has a strong interest in the issue of memorials, convening the RTSSV's Time of Remembrance ceremonies since 2001, and is managing the project to develop a Victorian memorial for people bereaved and injured by road trauma.

**Jenny Reece** Grad Cert PR

Jenny has nearly 20 years experience in the non profit sector, most recently as Chief Executive Officer of Cystic Fibrosis Victoria (CFV), an organisation providing a diverse range of support and advocacy services for people with cystic fibrosis and their families.

Jenny has previously held the positions of Public Relations and Fundraising Manager at Southern Cross Care, one of Victoria's largest aged care providers, Community Relations Manager with Berry Street where she managed their public relations and fundraising, and Talking Newspaper Coordinator at Vision Australia overseeing their state-wide service for print handicapped people. Jenny had worked in Melbourne television prior to entering the non profit sector including four years at Channel 7 as a director's assistant in live television.

Jenny is tertiary qualified in public relations and has been a member of the Fundraising Institute Australia for over 20 years. She enjoys a busy social life with her partner Peter who is also retired.

**Ann Lewis** Volunteer Representative to the Board

Ann's 29 year old daughter Jane was killed whilst on a twelve month working holiday from the UK. The vehicle Jane was a passenger in overturned when the driver fell asleep at the wheel.

Ann was living in the UK at the time but was planning to emigrate to Australia to be married. After emigrating, Ann found Road Trauma Support Services and accessed counselling to help her cope with coming to terms with the loss of her daughter.

Ann now holds the position of Volunteer Representative to the Board, is a peer supporter and periodically tells her story to road traffic offenders as part of RTSSV's Road Trauma Awareness Seminars.

**Road Trauma Support Services**

Road Trauma Support Services (RTSSV) is a state-wide counselling, education and support service specialising in the impact of road trauma. It is the only organisation of its kind in Victoria. We provide services across Victoria including:

- Free, professional face-to-face and telephone counselling
- Support options
- Educational programmes

**Counselling**

Every year, RTSSV conducts nearly 1500 face-to-face and telephone counselling sessions. RTSSV counselling is provided by trained professionals.

Our services are provided free of charge to bereaved family members, friends and colleagues, injured people and their carers, drivers, passengers, witnesses and people first on scene. RTSSV also offers a range of support options for people affected by road trauma.

**Education**

RTSSV delivers a range of educational services. Our programmes reach over a thousand people each year and include:

- Road Trauma Awareness Seminars in conjunction with the Magistrates Court of Victoria for those seen by the courts for traffic offences
- Road trauma awareness programme for members of the African community
- Youth Traffic Offenders Programme to educate young offenders on the dangers and long term consequences of careless driving
- Education sessions for community groups and businesses

RTSSV was founded in 1994 after a group of people whose lives had been directly impacted by road trauma joined with professionals working in the area to provide a specialist support service. RTSSV is a not-for-profit organisation funded primarily by the Transport Accident Commission (TAC).

# President's Report

The financial year of 2009/2010 has proved to be a very positive year, following challenges experienced in previous years. It has been a time of consolidation and growth, in many ways, since the 2009 Annual General Meeting (AGM). The time leading up to the AGM and immediately afterwards, saw a number of changes in staffing and the composition of the Board of Management.

## Operations

Prior to appointing a new Executive Officer, we sought a review of our operations with specific goals to have direct input from staff, strengthen the team and further set the direction towards greater focus on our core business. To that end we engaged Ms Kathleen Barker as Interim Executive Officer. Kathleen's professional background is as a speech pathologist but more importantly she had up until recently, held a number of senior roles in the Transport Accident Commission (TAC) and was well-placed to steer Road Trauma Support Services Victoria (RTSSV) in the desired direction. She is also a Fellow of Leadership Victoria's Williamson Community Leadership Program.

Prior to Kathleen's departure, we recruited and appointed Ms Sarah Smyth as the new Executive Officer, a role which she has taken up with great enthusiasm and professionalism. Sarah also has recently been in management roles at the TAC.

The Board and staff acknowledge and thank Kathleen for her significant input into re-shaping the team and creating a welcoming environment in the short time she spent at RTSSV.

## Governance

We acknowledged and thanked a number of Board members who stepped down at the 2009 AGM; the Honorary Treasurer, Ian Mikkelsen; Vice President, Rob Read; Mary Harty and Gareth Evans.

New Board members welcomed since then have been Mike Flower who accepted the role of Honorary Treasurer; Kevin Bockholt as Staff Relations expert and Advisor and Jenny Reece as Fundraising expert and Advisor. Both Jenny and Mike are alumni of the Leadership Victoria Experience Bank. These Board members were appointed on the basis of their strong professional backgrounds and their capacity to contribute to the organisation by supporting its operational needs.

Mike has ably taken on the key role of treasurer to further improve financial performance through analysis of processes and conservative investment of our valuable resources. This process has once again been successfully implemented with the assistance of Theresa Cocking who has since taken on a permanent part time role as accountant. In addition, Mike has also examined areas of potential risk with a view to preventing or minimising adverse impacts on the organisation.

We continue to take a cautious approach in order to ensure that Board positions align with business objectives of the organisation.

## Sustainability

Sustainability of Road Trauma Support Services Victoria is dependent upon its people and financial resources. Specifically, there has been a stable and highly committed team of staff to deliver relevant services under the strong and capable leadership of Executive Officer Sarah Smyth, with the support of the Board of Management. As well, we have seen a strengthening of partnerships with our key stakeholders, being the TAC, Victoria Police, RACV, Tenix Solutions and ConnectEast. More specific detail on these relationships appears in the operational reports.

There has been greater consolidation and noticeable improvement in 2009/2010, from a financial position which was not as strong as we would have liked in the previous year. Of particular note has been the contribution of our major funding body, the TAC, which has approved funding for the next three years to mainly support delivery of the free counselling services to clients.

We would like to specifically acknowledge and thank the CEO Ms Janet Dore and the Senior Manager Corporate Affairs Mr Joe Calafiore, for the personal interest they demonstrate in the organisation.

Thanks also for the generous donation from all involved at the time of the winding up of Operation Countdown.

## Strategic Planning

Two key areas of focus for the 2010/2011 strategic plan are focusing on fundraising to develop and increase independent sources of funding and recruiting a part time volunteer coordinator to offer a value proposition for and better manage relationships with volunteers. It is intended that these objectives will be pursued in conjunction with the involvement of our Ambassador Jeanette Suhr and Patron Bev Brock.

## Thank you

Once again thanks to our great team of staff, volunteers, supporters and the Board of Directors. Thanks to Deputy Commissioner Ken Lay of Victoria Police and the State Government ministers and other officials who regularly show support of our work and the Time of Remembrance ceremony. We thank the directors of Holding Redlich for their legal counsel.

We also acknowledge the Uniting Church in Australia for its partnership and work in managing development of the Memorial Project.

Particular thank must also be extended to our 2009 AGM guest speaker, CEO of VICSES, Mary Barry for the insight she provided of the important part volunteers play at VICSES.

Jilane Matinga.  
Board President

## Executive Officer's Report

### Our People

The key to most organisations' success lies in the contribution of its people. This is especially true when an organisation relies on a mix of employed and volunteer staff like Road Trauma Support Services Victoria (RTSSV) does. In 2009/2010 RTSSV has proven that through persistence, passion and a focus on improving everything that we do, great things can be achieved.

### Support to the Victorian Community

Provision of counselling and support was the primary aim when RTSSV was first established and it continues to be an integral part of what we do and why we exist. Every day our counsellors assist people to negotiate the very difficult path that an experience of road trauma can lead to, and they do this with an amazing sense of compassion, calm and professionalism. The fact that our staff are consistently called upon to provide assistance to other professionals in the area, is an indication of their skill and reputation.

Referrals to our counselling service have continued to grow and our small team has once again provided an amazingly responsive and dependable service to the Victorian community.

### Spreading the Road Safety message

Likewise, referrals to our education programmes have also risen significantly. Participants numbers for Road Trauma Awareness Seminars (RTAS) have grown by 41%, whilst our commitment to community forums has also increased, delivering forums throughout the year in partnership with local police, councils and schools.

It is important to note the critical role that Volunteer speakers play in the success of the education programmes. Our small army of volunteers recount their very personal and moving stories to a wide range of audiences, some more welcoming than others. Their presence lends a depth and gravitas to the education programme that facts and figures cannot do alone. We commend our speakers for their personal commitment, and reiterate our ongoing support to them as they deal with their own unique journey.

### Our Partners

Many of these programmes and initiatives rely on the partnerships we have with other like minded organizations. Our relationships with the Transport Accident Commission (TAC), Victoria Police and the Magistrates Court of Victoria have gone from strength to strength and our new partnerships with Royal Automobile Club of Victoria (RACV) and VicRoads will only add to the impact of our education and support programmes. These established partnerships are indeed mutually beneficial, with RTSSV providing support, training and personnel for a number of TAC and Victoria Police initiatives. In return RTSSV gratefully acknowledges the organisational, promotional and financial backing of these key partners.

The TAC has provided financial support to our organisation since 1999 and we are proud to continue this financial relationship in 2010/2011 with a new three year funding agreement. Our relationship with the TAC is far more than financial however, with a culture of mutual support on many road safety and trauma issues leading to benefits for both organisations and more importantly, the Victorian community.

### The Future

Road Trauma Support Services heads into the coming year with a great sense of hope and excitement. Through good fortune and good management we find ourselves in an improved financial position, and with the building of a new three year strategic plan, we are focused, and confident that what we do is worthwhile and making a real difference to the Victorian community.

We are proud to display our new Guiding Principles and be measured against them.

On a personal note, I will be leaving the organisation in October 2010 in order to better meet the needs of my young family. My year as Executive Officer at RTSSV has been extremely worthwhile personally and I continue to be highly impressed by the commitment of the individuals involved with the organisation. This is true of staff and volunteers including our dedicated Board of Management, Ambassador Jeanette Suhr and Patron Bev Brock.

Victoria is indeed privileged to have a unique service like RTSSV and I am sure that the thousands of individuals who access our counselling and education services each year, would agree.

Sarah Smyth  
Executive Officer

## Our Guiding Principles

### Integrity and Compassion

RTSSV strives to act with integrity, warmth and compassion in its interaction with the Victorian community including clients, staff and volunteers. As an organisation founded by passionate volunteers, we recognize the uniqueness of each individual's perspective, knowledge and needs, and we place significant value on this personal experience.

### Quality Programmes

RTSSV is committed to delivering high quality programmes that are relevant to the community. We will ensure our services are evidence-based and are regularly evaluated and modified to meet the changing needs of our community. We constantly review our service delivery and improve our processes and resources to achieve the best possible outcomes for our clients. Our services will be expanded where there is a demonstrated need and organisational resource capability.

### Work with our Partners

RTSSV will continue to develop and nurture partnerships with key organisations in our commitment to supporting those affected by road trauma, and our desire to deliver a strong road safety message to the Victorian community.

Where appropriate, we will align resources and knowledge with our partners, to achieve even greater outcomes. RTSSV will continue to be viewed as a highly valued organisation within these partnerships, specialising in the personal impact of road trauma.

### Sustainability

At all times, RTSSV will manage our resources responsibly to ensure our service continues to be available to the community. We will underpin our programmes with sustainable funding, staffing and knowledge.

We will take advantage of opportunities to strengthen our brand recognition and credibility in order to assist promotion of, and accessibility to, our worthwhile services.



### Our Mission

*"To reduce the incidence and impact of road trauma by supporting, educating and empowering"*

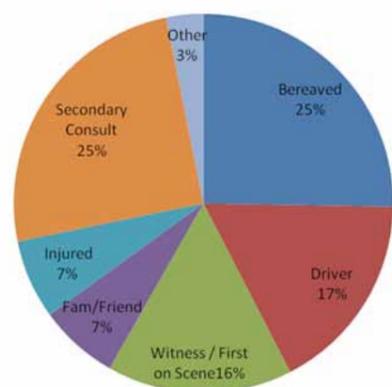
2009/10 has been a year in which we have:

- consolidated our position as a specialist provider of road trauma specific counselling and support
- evaluated our systems and processes and refined our service model
- led and contributed to professional development in the sector
- significantly increased our number of new referrals and counselling sessions delivered

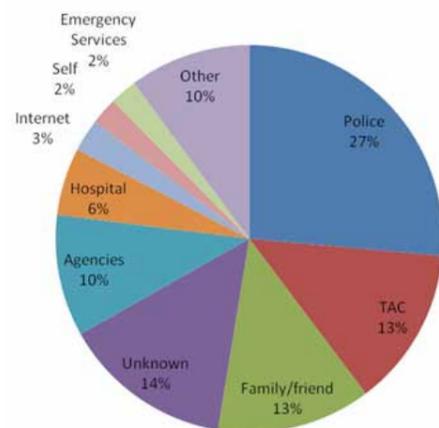
### Client Support

Counselling services received 443 new referrals during 2009/10. This is up from 366 in 2008/9 and 352 in 2007/8. Our Counsellors also saw a corresponding increase in consultations with 1442 sessions conducted. Telephone counselling accounted for 75% of consultations with the remaining 25% of sessions performed face to face.

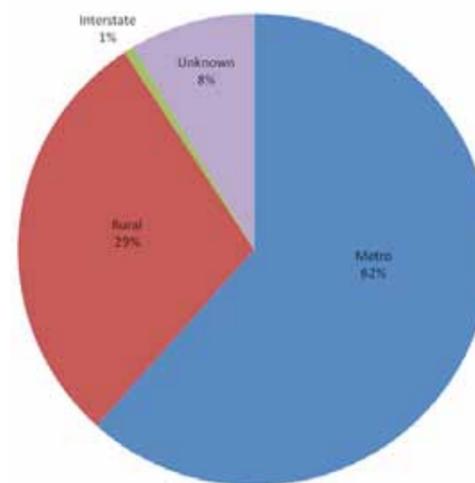
Counselling Client by Type



Counselling Referral Source



Counselling Regions



Counselling services at RTSSV are predominantly concerned with issues of coping with trauma and grief. Interventions are both short and longer term, typically shorter for trauma (eg. witness/ first on scene) and longer for grief and bereavement - although the nature of road trauma means these aspects (grief and trauma) are often closely interwoven.

The final session in our series of regional information seminars, conducted in collaboration with Support after Suicide and the Australian Centre for Grief & Bereavement, was conducted in Moe in September. These seminars were booked out and feedback was very positive. Evaluation feedback regarding RTSSV presentation was 87% positive satisfaction.

An exhibition evening was held in August celebrating the achievements of the 'Adults Working Creatively with Bereavement groups' held earlier in 2009.

### Our People

Counsellors Lynne Irving and Maree Burns are to be applauded for their day to day efforts in delivering this often very demanding work. In late June, we reluctantly farewelled Caroline Arrowsmith, who resigned due to personal circumstances.

Professional Development activities undertaken by counselling staff included: Level 2 Acceptance & Commitment Therapy training, and Department of Health and Ageing Level 3 Training in Core Interventions for Common Mental Health Problems following Trauma and Disaster.

RTSSV has also committed to providing increased staff supervision and development by way of engaging Dr Rob Gordon, trauma specialist. Dr Gordon has conducted two group sessions with staff to date, with a further session timetabled for December 2010. These sessions have provided an opportunity to reflect on clinical aspects of grief and trauma counselling using specific case examples.

### Quality Services

In March 2010 Counselling Manager John Downes was invited to contribute to "Grief Matters", a journal published by the Australian Centre for Grief and Bereavement. John's article was titled "Trauma Matters Too" and presented issues related to counselling with road trauma clients. In addition to this, John was invited to conduct a professional development day on road trauma counselling, care and support - also at the Australian Centre for Grief & Bereavement.

Client satisfaction with counselling services is evaluated by survey approximately every six months. Satisfaction with services was rated above 90% on eight of nine evaluation categories; the exception was "Ease of finding the service" (67%). Overall satisfaction rating was 91%.

The ongoing challenge of promoting RTSSV so that clients are aware of our service, is an issue we are tackling on a number of fronts. Approaches include presentations at key professional forums, increased dissemination of promotional brochures and cards, and targeted media coverage. In addition, active involvement in new projects such as the Victorian Police joint initiative and the RACV funded pilot mentioned below, are all expected to lead to increased public knowledge of RTSSV services.

In March 2010, RTSSV engaged external consultant Jennifer Evans, to perform an evaluation of counselling systems and procedures against relevant Australian standards. The evaluation report concluded that

*"RTSSV meets good counselling procedural standards. In addition, RTSSV has developed a number of innovative tools and practices particularly relevant to their client group".*

*"Recommendations to improve the effectiveness and efficiency of a number of counselling activities/procedures have been made ... Such recommended changes will enhance and support RTSSV to continue to deliver a high quality counselling service for RTSSV clients."*

(J. Evans, Evaluation report April 2010)

### New Initiatives

RTSSV is partnering with Victoria Police Major Collisions Investigations Unit to pilot the use of an information and support handout that will be supplied to individuals involved in collisions. This small, card sized handout is expected to deliver increased referrals to our counselling service in addition to providing self help information. Outcomes will be evaluated by the Australian Centre for Post Traumatic Mental Health

Our success in being awarded an RACV Community Partnership for 2010 is deserving of particular mention. This partnership will enable us to trial face to face counselling services in two outer metropolitan and two rural areas, as well as allowing us to scope the feasibility of new technology (internet or phone based) group support options.

In June this year, Narelle Farmer was appointed as project manager. The first stage of the project has consisted of research, surveying and scoping to confirm preferred locations. Dandenong, Latrobe Valley, Essendon and Bendigo have been chosen as the pilot locations. Service rollout will commence with Dandenong in late August 2010.

This project represents a wonderful opportunity. The obvious synergy between the two organisations means there is terrific potential for promotion, networking, transfer of knowledge and skills, and overall, better outcomes for the Victorian motoring public. RTSSV is extremely grateful to the RACV for supporting this worthwhile and exciting project.

### Looking Forward

Our Counselling team is looking forward to another year filled with service improvements that will deliver better outcomes to the Victorian community. Whilst we will continue to focus on our core responsibility of supporting individuals affected by road trauma, we will be engaging with our key stakeholders to streamline delivery of these improved outcomes. Our forthcoming trial of an e-referral system with the Victoria Police is an example of one such initiative.

We will complete the final recommendations from our external review and focus on other key resources for our clients such as updated written material and new information workshops. Successful rollout of the trial of offsite, face to face counselling, and scoping of innovative group support options, as part of our RACV community partnership, is another main priority in the months ahead.

Once again the key to our success in these areas will be the commitment and skill of our outstanding staff. We look forward to welcoming a new staff member to this experienced team in the coming weeks.

John Downes  
Manager, Support Services



## Education Services

**The last financial year has seen an increase in the number of participants in our road trauma awareness programme and just as importantly, an increase in joint programmes with other community groups. This gives us a greater ability to provide information to a much wider audience thus increasing the road safety messages being able to be delivered.**

We have had a stronger relationship with Victoria Police and have combined efforts as part of their community road safety strategy. In some areas this has also meant working with Local Government.

In 2009/2010 we have also taken advantage of exciting opportunities to present our service and programmes at key road safe conferences and state meetings. This has ensured our service is now better known by important stakeholders who are integral to the success of our programmes.

John Downes (Manager Support Services) and Chris Harrison (Manager Education Programmes) were keynote speakers at the Road Safe Conference in October 2009. This was a great opportunity to share with other groups, our service and the unique collaborative manner in which we provide both counselling and education programmes.

The Australasian Road Safe Conference in Perth in November also saw Chris Harrison present her paper on our road offenders education programmes.

In working with Police, we were involved in the Vision 237 conference for Traffic Management Units, and with Police prosecutors at their annual conference. Our presentation reviewed how RTSSV and Victoria Police were working together in educating community members (including traffic offenders), around road safety. It also was yet another mechanism to promote the excellent support and referral service we offer for those involved in road crashes.

### The Programmes

#### Road Trauma Awareness Seminars (RTAS) for traffic offenders

This programme continues to grow each year and in the last financial year, 91 seminars were facilitated across the state in 12 different venues. 1166 traffic offenders participated which is a substantial increase from the 2008/9 total of 827.

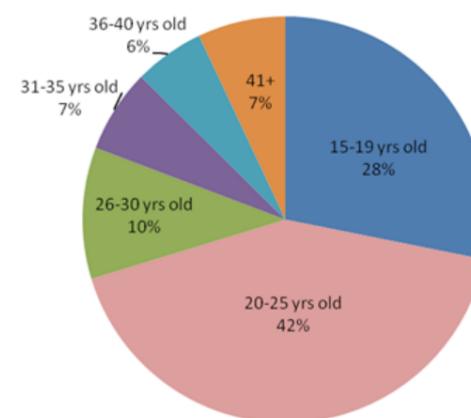
There have been two new venues established, one at Melton and the other at Warrnambool with the generous support of Warrnambool's Ray and Joyce Uebergang Foundation. Commencing in new locations, particularly regional ones, is a complex and time-consuming task. To ensure success, extensive consultation with local Police, Magistrates and Justice Departments is required. This is in addition to the work of recruiting, training and supporting Educators and Volunteer speakers.

Programmes in Metropolitan Melbourne have continued to be strong with more participants than seminars on offer. Whilst this has necessitated a wait list in some areas, with the committed efforts of our office administrator Margie Coe, participants have been allocated new seminars normally within a six week window. Offenders are often given a lengthy period by the Courts in which to attend an RTAS, however many of our attendees unfortunately delay their booking until very close to the deadline. Outer regions have fluctuated in relation to referrals; however regional teams have been able to maintain a high level of enthusiasm, with many regional volunteers travelling outside their region in order to volunteer.

Again, young males dominate the offender referrals being 88% in Metropolitan Melbourne and 85% in outer regions. Nearly ninety seven percent of metropolitan and almost 99 percent of regional participants say they would recommend the programme to others, with 98% saying the programme delivery was good to excellent.

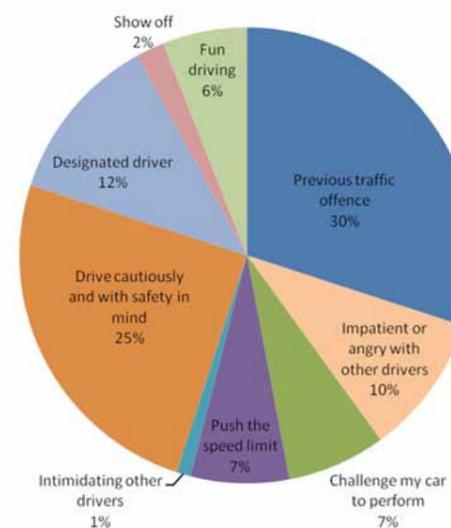
The 15-25 year age group continues to be the most referred group. Given the road toll, this is not surprising as they represent over ¼ of all fatalities.

RTAS Participant Age Groups



30% of traffic offenders attending the RTAS, self report having a previous traffic offence and 25% believe they drive cautiously and with safety in mind. 16% of attendees put themselves in categories that are deliberate higher risk behaviours.

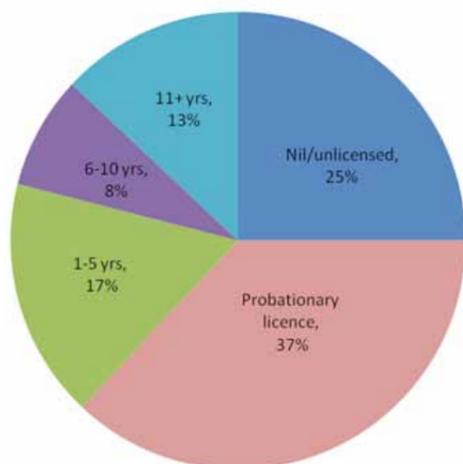
RTAS Driving Styles



## Education Services

Probationary licensed young males are the most dominant referred group to the RTAS programmes. However it is important to note that many of the unlicensed category includes 'L' platers. This also represents the overall statistics of the road toll and serious injuries equating to higher numbers in the least experienced drivers on our roads.

### Driving Experience



Participants continue to report that the Seminars greatest impact on them is caused by the volunteer speaker stories. Other areas noted include the group discussions and learning's they take from each other. Some comments from participants on what was most useful to them about the seminar include:

*"To not take a life for granted and be responsible for your own actions"*

*"Shown us what the consequences of other stupid actions and how it affects everyone"*

*"That we can all help make the road safer if we just take more care and think before we react"*

*"What can happen to you while out on the road, what accidents do to you and everyone around you"*

and comments on what they will now do differently as a result of attending the seminar

*"No drink driving and make sure friends do the same"*

*"I will not speed and make sure I take great care just like I would want for all others"*

*"Never speak or be on the phone ever"*

*"Be focussed, be calm and be cautious because anything could happen"*

*"Drive under the limit, not under the influence"*

*"To take responsibility, it's not worth risking other people's lives"*

We look forward to the RTAS programme being independently evaluated with the assistance of Vic Roads, Victoria Police, Magistrates Court of Victoria and Monash University Accident Research Centre (MUARC). Completing this vital evaluation has been a long slow process as the information we require to look at recidivism after attending the RTAS, is difficult to extract and requires a number of stakeholder's involvement and consent.

### Youth Traffic Offenders Programme

In 2009/10, four Youth Road Trauma Awareness Programmes have been completed. These programmes conducted in both Geelong and Ballarat run for six weeks each and are facilitated in association with Youth Justice. This year saw 41 young people graduate from the programmes.

In the North and West Metropolitan Region a programme for young offenders was jointly run with Police Youth Resource officers and Youth Justice Workers. This programme was called "The Ripple Programme" and involved the Police Ropes Programme (which is a joint initiative between the Children's Court of Victoria and Victorian Police for young offenders being diverted from court) and looked at all offending behaviour as well as traffic offending.

These youth programmes require significant resources and flexibility in their delivery. Future delivery of these programmes may change as Youth Justice explores alternative models.

### Community Groups

With stronger links in the Community, this past year has seen more 'working together' with different groups in providing strong road safety messages across the state. We continue to provide sessions for local service clubs, schools and other community groups from a wide variety of regions and backgrounds.

Last year saw the start of a strong partnership with Melton Shire and Melton Police Service Area in delivering road safety community forums and forums for local secondary colleges with year 11 and 12 students both in Melton and in Caroline Springs. Inspector Greg Payne comments on this:

*"On Wednesday the 21st of October 2009 in partnership with Melton Shire Council and RTSSV, Melton Police Service Area held a Community Road Safety Forum at the Melton Shire Community. The forum was conducted to address an increase in fatal and serious injury collisions that have been occurring in the Shire over the last 12 months. To put this into perspective we have had 10 fatal collisions in the last 12 months."*

*"It should be noted that the Melton Police Service Area and Melton Shire, to my knowledge, are the only ones in the State to have undertaken Road Safety Campaigns of such a significant degree in their local community.*

*RTSSV support the initiative and tremendous support was provided by Ms. Christine Harrison. Ms Harrison facilitated Andy, a victim of Road Trauma, to speak on what occurred to him and the impact on his life. It was a tremendously moving experience to hear from Andy and his story is truly inspirational. In addition Daniel from Ararat spoke on his experience from being convicted of Culpable Driving and imprisoned. This took great personal courage and was deeply moving to the audience. Ms Harrison spoke on the invaluable work that RTSSV do throughout Victoria and how members of the community are able to obtain support."*

- Inspector Greg Payne

## Education Services

In working with Police, we have been involved in delivering regular sessions in the Primary Collision Investigation Course that all Highway Patrol (previously known as Traffic Management Unit) attend. This is a five day course with RTSSV delivering a session on our counselling and education services, in addition to facilitating a Volunteer speaker's story.

We have also been involved in delivering sessions to all year 12 students in the Whittlesea shire as part of an Epping police initiative. This was held on the 25 March 2010 and was a direct result of the Mill Park crash that involved five young males. Many of the young people attending this forum knew the young men who died at this tragic crash in February.

Police in the Wyndham area have worked together with us in reducing the recidivism of hooners on their streets. The courts, police, Wyndham Shire and Road Trauma Support Services have worked together in sending all traffic offenders 26 years and under to our Road Trauma Awareness Seminar. Locally the police will be keeping data to see the outcomes of this in their community.

In Berwick we have been involved in a trial programme in conjunction with Community Corrections and have delivered an RTAS as part of an overall 6 week programme for higher risk offenders who have repeat traffic offences. This pilot is now being evaluated and outcomes will be discussed with the possible outcome of ongoing programmes.

As part of a Christmas road safety message Road Trauma Support Services delivered sessions to staff at John Holland and the Melbourne Remand Centre. These organisations were taking a proactive approach to the safety of their staff during a high road toll period. The same session was facilitated with Vic Roads staff at the Sunshine office and Orca before Easter, another high road toll period.

It is with these collaborative efforts we hope to make a greater difference to the impact road trauma has on communities.

### The Education Team

Staff numbers and experience continues to grow in the Education team, with regular team meetings happening across the state. We now have 23 sessional educators delivering programmes. There have been many fabulous examples of our teams working together on the ground level to make a difference in their local areas through being involved in road safety forums, expos and the like.

We have continued to develop our community development model in having local people, deliver road safety messages to local people.

Our Education programmes are unique in their delivery because of the volunteers who speak so personally about how road trauma has impacted on their lives. The devastating reality of road trauma becomes immediately apparent when they recount their powerful, individual stories.

This last year has seen RTSSV deliver training to 22 new volunteer speakers and emergency service speakers for our education programmes. Volunteer training has been completed in Geelong, Warrnambool, Melton, Werribee and Box Hill. Training for speaking in our education programmes is six hours over two evenings, followed by observing an RTAS programme and then delivering their personal story/talk. Training includes the role of speaker, presentation skills and putting their story into words. A final training review session is conducted to reflect on their involvement and seek feedback.

RTSSV volunteers are personally responsible for giving our education programmes impact. Without the dedication of these inspirational people, our programme would have a much less significant affect on its participants. RTSSV staff and management wish to express their gratitude to all our volunteers for their dedication, time and desire to make a difference even in the face of adversity.

### Looking Forward

In the coming year the Education team will continue to strengthen its community connections, with local teams having increased presence in each of the regions and building on successful partnerships. We will continue to consolidate existing programmes and work on the outer regions having increased, consistent referrals. We will continue to seek the right balance between participant demand, seminar group numbers and the capacity of our staff and volunteers. This is an ongoing challenge as we aim to provide staff and volunteers sufficient opportunity to work, whilst not over burdening our volunteers or administrative capacities.

Evaluating our programmes will be the other main priority area. With the RTAS independent evaluation underway, in 2011 we will consider options for evaluating our Youth Road Trauma Awareness Programme. It is hoped that evaluation outcomes will assist us in the structure, content and referral pathways of our programmes.

On a personal note, I am looking forward to working another year with such a diverse, skilled and inspirational team.

Christine Harrison  
Manager, Education Programmes



## Community Relations

### Profile and Brand

A key role of Community Relations is to ensure Road Trauma Support Services Victoria is appropriately placed to increase brand awareness and raise the profile of the impact of road trauma.

To this end we focus our resources where they can make the most impact. We are well supported in our endeavours by our key stakeholder partners, TAC, Victoria Police, RACV and other road safety organisations.

Again this year we have experienced an increase in the number of media mentions and profile raising opportunities.

RTSSV continue to receive pro-bono assistance with web maintenance, graphic design and photography and we are sincerely grateful for these services to James Beard, Ketaki Gadgil, Minet Imaging and Jessica Meyerink respectively.

### Sustainability

RTSSV continues to be overwhelmed by the support received from our stakeholders to enable us to continue to assist Victorians affected by road trauma. We would like to recognise the following organisations and thank them for the support they have provided over the past year.

#### Acton Print Group

The team at Acton Print Group continue to support RTSSV by providing the highest quality print products and stationery at significantly discounted pricing.

#### ConnectEast

ConnectEast, the operators of East Link, has been very supportive of RTSSV during the past twelve months. ConnectEast sponsor the EastLink Cup, a friendly footy match between the Box Hill Hawks and the Collingwood Magpies. This year gate entry was via a gold coin donation with half of the money raised being donated to RTSSV. In addition, ConnectEast has directed donations received from other organisations, and proceeds from staff trivia nights to RTSSV.

#### Lion's Club of Forest Hill



For over six years the Club has organised numerous fundraising events donating the proceeds to RTSSV. Events such as trivia nights, Christmas stocking raffles and Melbourne Cup luncheons have been organised and hosted by members of the club.

During the early part of 2010, RTSSV was invited to attend a committee meeting and speak about our work. At the meeting outgoing President, Geoff Burrell presented a cheque for money raised at the Club's 2009 Melbourne Cup Luncheon.

The proceeds of this donation were used to provide group supervision facilitated by Dr. Rob Gordon a Clinical Psychologist and Trauma Specialist for RTSSV's counselling and support team.

### Operation Countdown



During this financial year, RTSSV received a call from a member of the Operation Countdown board advising that we had been unanimously nominated to receive a significant donation.

The donation followed a decision by the Operation Countdown board to seek out a new direction, with many of the objectives that were at the organisation's heart from its inception in the early 1980s now being achieved by the Police through its many educational programmes.

Operation Countdown began in 1982 as an annual event by Victoria Police to highlight the importance of maintaining safe and roadworthy vehicles. For eight years, the annual Operation Countdown event offered free road side safety checks, vehicle safety advice and free safety inspections at various locations throughout Victoria. This annual event demonstrated the value of police working with the private sector to maximise community support for road safety.

### Tenix Solutions

For the last four years the Tenix Solutions Staff Social Club and Community Involvement Committee have supported RTSSV by undertaking a range of staff fundraising activities.

In late August 2009, around 20 RTSSV staff and volunteers had a wonderful time at the annual Tenix Trivia Night. This night has become a fixture on the RTSSV calendar and thanks to Tenix Solutions' commitment and recognition of the role RTSSV play in supporting those impacted on by road trauma, Tenix Solutions staff and management continue to fundraise on our behalf.

### Donations

During the 2009/2010 financial year RTSSV financial donations increased by 27% on the 2008/2009 figure.

These donations were received from a variety of individuals and organisations, including those valued organisations mentioned above.

## Community Relations

### Grants

#### RACV – ‘A Warm Embrace’ project



With the support of RACV's Community Partnerships Programme, RTSSV is increasing the accessibility of specialised counselling for people impacted on by road trauma through exploring web based, group support options and trialling face to face counselling at additional locations around Victoria. This project is titled "A Warm Embrace".

'A Warm Embrace' will assist RTSSV to increase the accessibility of counselling and support for people affected by road trauma throughout Victoria by trialling the locum provision of face to face counselling in outer metropolitan and regional areas; and scoping the feasibility and cost of internet based group support options for potential future development.

#### 'Support at the time of need' – joint initiative between RTSSV and Victoria Police

This project will produce a fold out card that will provide information about crash related trauma and grief, and contact details for services able to provide assistance, such as RTSSV. The card will be distributed by Victoria Police to individuals involved in collisions and is designed to be a more effective method of facilitating early intervention and support.

RTSSV and Victoria Police acknowledge the generous support of the Helen Macpherson Smith Trust and are grateful for their assistance.

#### Delivery of our Road Trauma Awareness Seminars to the Warrnambool region

In 2009, funding was gratefully received from the Ray and Joyce Uebergang Foundation, a Charitable Foundation that supports public education in the Warrnambool area. This grant has enabled the development and implementation of a Warrnambool education programme for road offenders with local educators and volunteers being trained for the seminars.

#### Corporate DVD and redevelopment of RTSSV website

The Tenix Foundation is generously funding the production of a Corporate DVD and redevelopment of the RTSSV website. These projects will greatly enhance our ability to communicate our mission and raise our profile with corporate and community organisations as well as in the public realm. The Tenix Foundation and Tenix Solutions staff have supported RTSSV for a number of years now and RTSSV Board, staff and volunteers are extremely grateful for the significant support.

### Stakeholders

RTSSV is very proud and fortunate to receive support from a number of key stakeholders. Some of this support is financial, some pro-bono and some by way of volunteer time. Some of our stakeholders have been with the organisation from the very beginning; others have joined along the way.

This year RTSSV has been focussed on maintaining and strengthening these relationships and on reciprocating the good will it has received.

To this end we have been fortunate to be involved in a number of activities providing us the opportunity to network and build brand awareness, and to work alongside our stakeholders to communicate road safety messages.

#### TAC / Victoria Police Christmas Enforcement Campaign

Each year in the lead up to Christmas, Victoria experiences an increase in the number of people killed and injured on our roads. To address this, the TAC and Victoria Police initiate strategies to ensure we all stay safe.

Along with Tim Pallas, Minister for Roads and Ports and Deputy Commissioner, Road Policing, Ken Lay, RTSSV volunteer Martin Wrangle took part in the launch of the TAC/Victoria Police Christmas Enforcement Campaign.

RTSSV were invited to be part of the 2009 Christmas Enforcement Campaign launch and Martin Wrangle spoke to media and invited guests about his experience with road trauma and how he volunteers for our organisation to make a difference.

RTSSV is indebted to Martin for generously giving of his time throughout the year in assisting us and our road safety partners to strengthen the road safety message.

#### Shine a Light



In December last year RTSSV, along with other road safety organisations, supported the launch of the TAC's 'Shine a light' campaign. The campaign was launched by Premier John Brumby and is an initiative of the TAC's award-winning marketing department. The campaign has been developed to draw attention to the impact of road trauma on all Victorians. All road users were encouraged to switch on their headlights whilst driving on 10 December 2009 as a symbolic gesture of their commitment to safe driving and to commemorate those who have lost their lives on our roads.

## Community Relations

### Fatality Free Friday



Fatality Free Friday, held on 28 May, saw a confronting display of 1,500 pairs of shoes at Federation Square, representing the number of men, women and children that are killed on Australia's roads every year. RTSSV staff and volunteers provided information on our support and education services to interested members of the public and also encouraged people to "make the pledge".

### Road Safety Round Table

RTSSV was invited to participate in this community discussion by Roads and Ports Minister, Tim Pallas. This forum was a great opportunity for a diverse selection of key community and road safety representatives to discuss some of the challenges Victoria faces in reducing road trauma.

### First Honorary membership awarded



In August 2009, RTSSV was delighted to be able to award its first honorary membership. This award was made to Deputy Commissioner Ken Lay in recognition of the assistance and support he and members of Victoria Police have provided RTSSV.

Victoria Police along with the TAC continue to be primary sources of referral for our counselling service and play an important role in promoting our organisation to those in need of assistance.

Gail Carland  
Manager, Community Relations

## Our Supporters

RTSSV would like to thank the following individuals and organisations for their support throughout the past financial year.

Alan Bird	In memory of David Paul Kelly
James Beard	Lion's Club of Forest Hill
Jessica Meyerink	Magistrates' Court of Victoria
Kathleen Barker	Metropolitan Ambulance Service
Ketaki Gadgil	Metropolitan Fire Brigade
Ros Chandler	Minet Imaging
Stephen Reynolds	RACV
ABC Computers	Ray and Joyce Uebergang Foundation
Acton Print Group	The Transport Accident Commission
Australian Centre for Grief and Bereavement	Tenix Solutions
Bicycle Victoria	Tenix Foundation
Blackburn Secondary College	Support After Suicide
Brunswick Women's Choir	Uniting Church Synod – Victoria and Tasmania
CFA	Vic Roads
Children's Court	VIC SES
ConnectEast Group	Victoria Police
Faith Communities Council Victoria	Victorian Council of Churches
Helen MacPherson Smith Trust	Youth Justice
Holding Redlich Lawyers	Our many wonderful volunteers

## Volunteers

RTSSV was founded by a group of volunteers back in 1994 and the service would cease to exist today without their continued support.

RTSSV volunteers are involved in every aspect of our business, from speaking at our education programmes, assisting in the office, peer supporting and serving on our Board, and the many roles in between. We would like to introduce you to three of our special volunteers.

**Adrian Gervasoni** Lilydale SES volunteer speaker, Road Trauma Awareness Seminars (RTAS)



*"I joined the Road Trauma Support Service for a couple of reasons. On a personal level some family members have been touched by road trauma losing loved ones. Unfortunately in my role as a volunteer rescue worker I have seen the aftermath of what can happen in a serious incident, not only for the persons involved but also the effects on the families as well, it's hard to escape this when they turn up on scene.*

*Listening to the RTAS participants telling their story of what brought them to be there, and then while they are listening to the volunteers tell their story you can see and feel their attitude and demeanor change with some becoming quite emotional. Educating them about the possibilities and making them think about what may have happened, that it's not just about them. Seeing this reaction, receiving genuine thank you's at the end of the session lets me know that I've made a difference, that's why I'm proud to be involved with the RTAS programme."*

**Ken Jones** Volunteer speaker in Bendigo



*"I first started speaking at RTSSV Road Trauma Awareness Seminars after I read a story in our local Bendigo Advertiser that they were looking for people to talk to "at risk" drivers in a diversion programme.*

*I was in an Accident back in 1975, resulting in the loss of one arm, at the shoulder, and one leg just below the knee, both right limbs.*

*I think that once I point out the length of time I have been disabled, it hits home to some attendees. I have had to battle quite a bit in life, although I am married and raised three kids, I worked as a Telstra Technician for more than 25 years. By speaking at the RTSSV seminars it can bring home a few hidden truths in me as well as affecting the people there, I have had to have a breather on the way home a few times. I felt that I could perhaps influence at least some of the attendees at the seminars that there is no future in breaking the law, It's the law to maintain safe roads for all.*

*At times I feel I have an effect on some people, whilst there are others there that still think they are bullet proof. I shudder at our local press as they all too often have headlines about Bendigo being the hoon capital of Victoria, when in fact our local police have a zero tolerance to hoon behaviour. I have travelled to a few centres talking about road trauma, Ballarat, Bendigo and Wangaratta. I enjoy what I do and I can only hope and believe that it saves a few from an accident, serious injury or even death."*

**Pam Knight** volunteer



*"I first became aware of Road Trauma Support Services some months after my 22 year old son Tim was seriously injured in a single car collision. Tim was the front seat passenger when the Ute he was travelling in slid and collided, passenger side on, with a tree.*

*Tim wasn't expected to live and spent weeks in an induced coma and even longer in the Intensive Care Unit at the Royal Melbourne Hospital. Tim suffered severe pelvic and leg injuries and has an Acquired Brain Injury. Tim will probably need ongoing treatment for the rest of his life.*

*As a mother, I can't tell you how helpless you feel watching your child go through what mine went through. At times you are so stricken with grief and fear that you struggle to move on.*

*The counselling and support I have received from Road Trauma Support Services has enabled me to better cope with my grief and trauma, and to assist Tim come to terms his injuries.*

*Since accessing the counselling I have been able to move on with my life. Life will never be the same, I know that, but I have learnt to manage what comes my way. I attended the crash when Tim was still trapped in the vehicle and the scene was swarming with fire trucks and ambulances. This caused me to suffer debilitating flashbacks. My counsellor has taught me strategies to cope with these flashbacks, such as the sound of an ambulance, the sight of a fire truck.*

*For me, the counselling I received from Road Trauma Support Services was my salvation and I now try and assist others in similar situations to mine but volunteering with them."*

The Road Trauma Support Services held its 9th annual 'Time of Remembrance' ceremony on Sunday November 15, 2009 in Queen's Hall, Parliament House, Melbourne. The event was held on the third Sunday of November, which is World Remembrance Day for Road Crash Victims. This Day is acknowledged by the United Nations, and many events are held globally to mark the appalling loss of more than one million people annually because of road crashes.

The annual 'Time of Remembrance' gathering is an opportunity for family and friends to remember loved ones injured or bereaved by road trauma, and to also acknowledge the effect it has on so many others: prayers were offered for witnesses, emergency services personnel, health providers, lawmakers and administrators, and the community at large. This year two personal perspectives were offered and we thank Ann Lewis and Michael Tarulli for doing so. We were most fortunate to again have the beautiful voices of the Brunswick Women's Choir, who sang three items.

Jeanette Suhr, our Ambassador opened the ceremony and the Minister for Roads and Ports, Hon Tim Pallas MP, provided a message of support on behalf of the Premier Hon John Brumby.

Prior to the occasion the Transport Accident Commission launched its Christmas Enforcement campaign, which received wide publicity and is aimed at road safety in the lead-up to the Christmas holiday period. Our patron, Bev Brock was interviewed by a range of media.

We acknowledge and thank the number of organisations which continue to support this event, lending their promotion and encouragement: the Transport Accident Commission, Victorian Council of Churches, Faith Communities Council Victoria, Victoria Police, Bicycle Victoria, State Emergency Service, Metropolitan Ambulance and Fire Services, the Uniting Church Synod of Victoria and Tasmania, and the RACV.

At the conclusion of the ceremony, people departed to the words of:

*And now our journey continues.  
As we have remembered with love,  
let us leave with renewed hope  
and the determination to make our roads  
safer for all who use them.*

**Rev Andy Calder**

RTSSV Board Member

Time for Remembrance Coordinator



## Memorial Project

### Memorial for people killed and injured on Victorian roads

It is highly likely that all Victorians have been either directly affected by death or serious injury on the roads. The thousands of people killed and injured on Victorian roads is of disastrous proportions. The loss to family and friends and the fabric of the state community has been profound.

In 2006 Road Trauma Support Services Victoria held a Forum about roadside memorials for its volunteers. Whilst there was affirmation for the construction of safe roadside memorials, as an expression of grief, there was also affirmation for the development of a permanent memorial in Victoria which acknowledges the shocking loss of life: relationships and families damaged and potential contributions lost to the fabric of Victorian society.

There is no known public memorial within Australia for road crash victims, officially sanctioned by a state or territory jurisdiction.

Following a meeting with Hon Tim Holding, Minister for Transport Accident Commission, the Uniting Church provided the necessary infrastructure for the employment of the project Manager. A Steering Committee was established, its members being:

Mrs Jeanette Suhr OAM	Founder and Ambassador RTSSV
Ms Samantha Cockfield	Road Safety Manager TAC
Prof Sue Anne Ware	School of Architecture and Design, RMIT
Ms Jane Woollard	Playwright and Artistic Director
Rev Andy Calder	Project Manager, Uniting Church

In 2009 the project commenced with a series of consultations, and these were completed in June 2010.

Feedback from the community about what was important to be included in a memorial came from;

- (i) metropolitan and rural forums held with organisations supporting people bereaved and injured by road trauma, and
- (ii) online responses via one of the many organisations concerned about road trauma.

Some comments included:

*"Acknowledge the loss suffered by those left behind - family, friends, community, witnesses, emergency services".*

*"Need something that recognises they were with us and were here".*

*"Agreement about the need for a memorial and some surprise this has not been done before now, given the shocking statistics".*

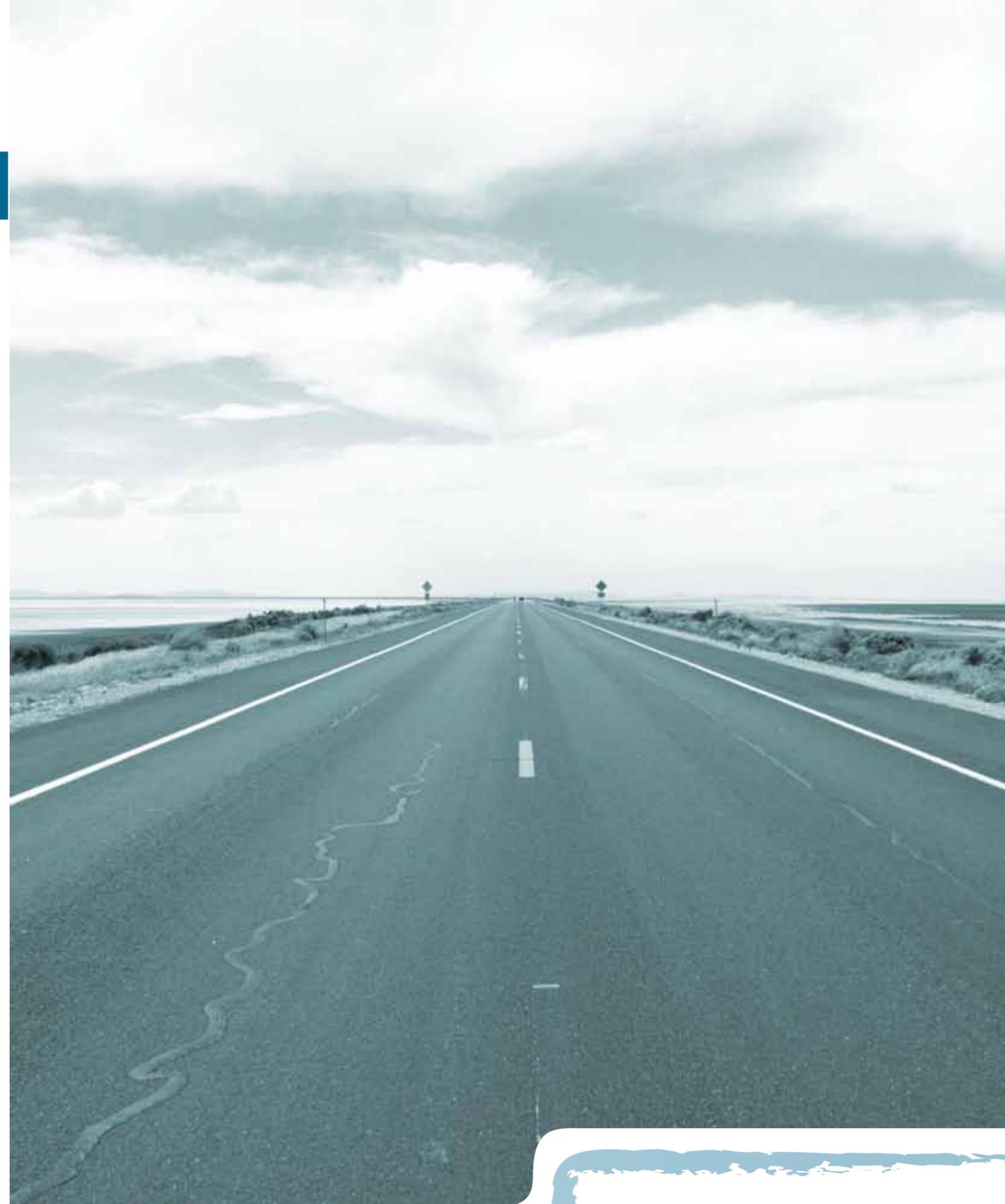
*"A city venue was supported as "99% of Victorians go in to the city at some point in time".*

*"Once something is in place a sense of meaning will build around it as people are using it".*

A design brief based on the feedback was written for RMIT's Design Research Institute. During August 2010 two interdisciplinary teams comprising landscape designers, architects, artists, engineers and media will work with the brief in order to produce a number of extraordinary concepts.

#### Andy Calder

Project Manager, Uniting Church  
RTSSV Board member



## Treasurer's Report

In what was a year of change at the Executive and Board level, core activities have only strengthened due to increasing demand for RTSSV services and the resilience and amazing dedication of our staff and volunteers.

### Profit & Loss

Financially, unexpected generosity flowed from a number of parties who are aware of RTSSV, appreciate the good work we do and share the passion for doing everything possible to address road trauma in the State of Victoria. This support, combined with the more traditional income streams allowed RTSSV to post a healthy profit for the year of \$56,576.27, compared to a loss of \$22,387 last year and a budget expectation for a similar loss in 2009/2010.

The significant turnaround was due to good control of costs, a substantial increase in demand for our education programmes and generous voluntary donations, in particular, from Operation Countdown and Tenix Solutions. While all donations are gratefully received, the Board appreciates the lack of certainty and predictability of such sources of revenue.

Of course we remain heavily dependent on the reliable and critical support of the TAC. While they continue to provide the bulk of RTSSV funding, it should not shift our attention away from a determined move to become more self-reliant through cost-recovering, fee-for-service models (e.g. our education programmes) and general fundraising.

### Special Purpose Grants

Accounting approaches have been enhanced to include the direct allocation of expenses against the specific funding from Special Purpose Grants. This process includes residual cash being quarantined to guarantee its availability to meet the balance of Grant related expenses as they are incurred.

A transparent and principled approach has been adopted for dealing with Grants, including the creation of clear strategies for complying with the specific Grant objectives. The year was boosted with the exciting news of a \$80,000 Community Partnership Grant from RACV to help RTSSV develop and expand its services.

We fully appreciate the responsibility that goes with applying for and accepting Specific Purpose Grant monies. Projects need to be planned, resourced, monitored and managed, with regular progress reporting. Going forward, we must remain conscious of the time and energy required of Executive and staff to properly carry out such projects, ensuring we are structured to meet the reasonable expectations of the Grantor.

### Balance Sheet & Liquidity

Given the profitable year, Balance Sheet has been strengthened with Net Assets (or Total Equity) increasing 53% to \$162,584.80. Total assets grew 57% to \$364,797, with approximately 80% represented by cash or cash equivalents.

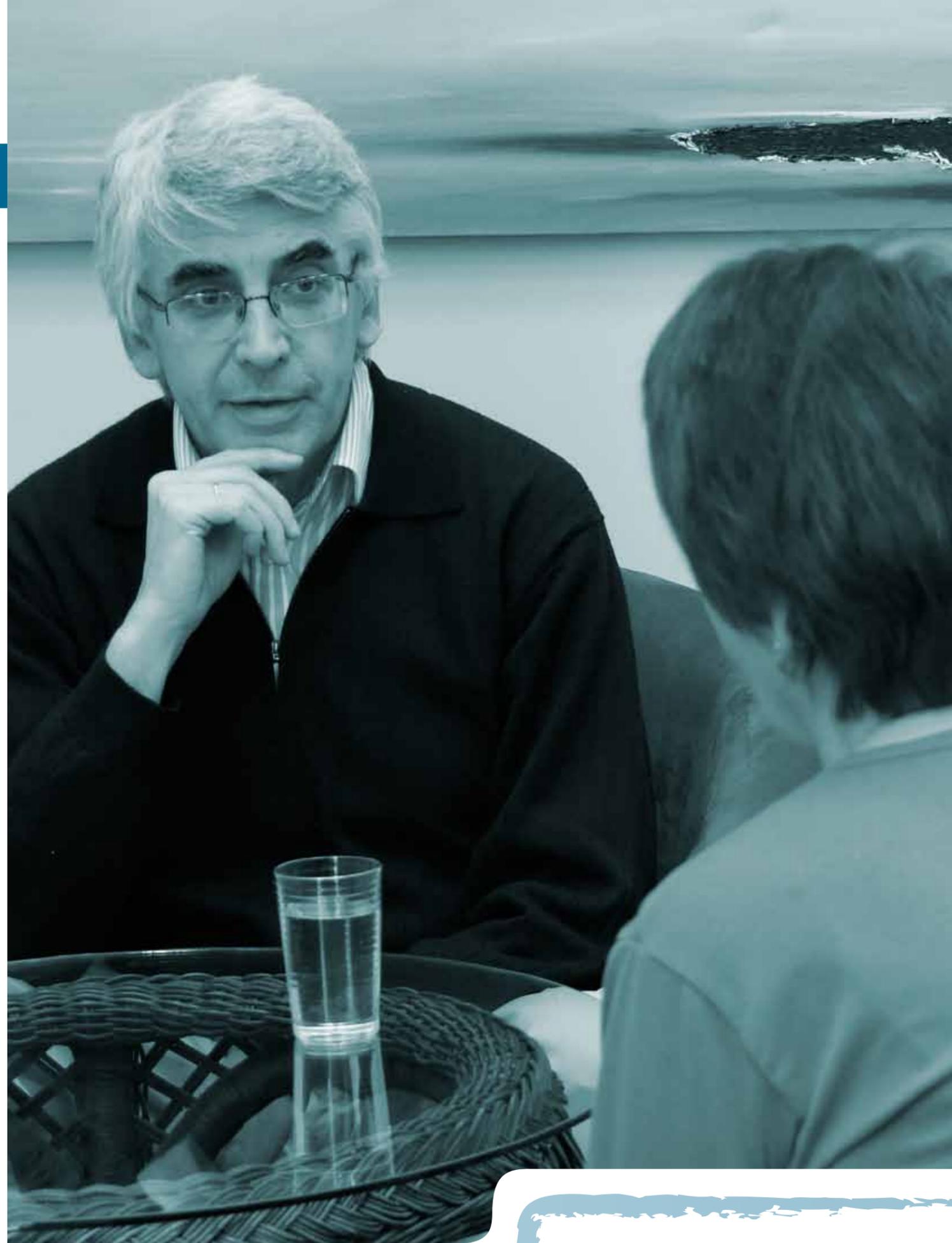
### The Future

This high level of liquidity, together with a renewed and increased level of TAC commitment, allows for the continued growth and expansion of RTSSV and its services.

This continuing support reinforces the importance of RTSSV and its role in reducing the incidence and impact of road trauma, and while there is no room for complacency, the sound financial position means we can move forward confident in the underlying strength of our organisation.



Mike Flower Honorary Treasurer



For the year ended 30 June 2010

### Financial Report for the Year Ended 30 June 2010

COMMITTEE'S REPORT

Your committee members submit the financial report of the Road Trauma Support Services Victoria Inc. for the financial year ended 30 June 2010.

#### Committee Members

The names of committee members throughout the year and at the date of this report are:

Jilane Matinga - President	Michael Flower - Treasurer
Ann Holland – Public Officer / Secretary	Andy Calder
Fleur Bitcon – Vice President	Jenny Reece

#### Principal Activities

The principal activities of the association during the financial year were:

- To provide counselling and support to traffic accident victims and others effected throughout Victoria
- To provide education programmes to traffic offenders; and
- To facilitate the befriender programme for the benefit of traffic accident victims and others effected.

#### Significant Changes

No significant change in the nature of these activities occurred during the year.

#### Operating Result

The Surplus/ (Deficit) amounted to \$56,576 (2009: \$22,387 deficit).

Signed in accordance with a resolution of the Members of the Committee.



Jilane Matinga



Fleur Bitcon

Dated this – 3rd - day of – September - 2010

For information only. A summary extracted from the audited financial accounts previously provided to all members. The full statutory accounts containing the accompanying notes should be read to understand this page.

### COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2010

Continuing Operations	Note	2010 \$	2009 \$
<b>INCOME FROM TRANSACTIONS</b>			
Fees and Charges		209,166	131,870
Grants	2	370,491	362,948
Fundraising		439	1,195
Donations		94,682	107,168
Interest		7,684	8,749
	1(m)	682,462	611,930
<b>EXPENDITURE FROM TRANSACTIONS</b>			
Advertising and branding		2,386	1,172
Audit fees		1,880	2,305
Bank charges		3,142	3,225
Cleaning		2,790	2,844
Minor equipment, service and maintenance		12,054	8,003
Counselling resources		9,681	3,551
Postage and stationery		10,795	10,638
Depreciation		11,807	11,749
Entertainment and gifts		348	100
Fundraising expenses		95	787
Security and Insurance		4,847	5,331
Office / business expenses		2,050	1,320
HR recruitment, meeting and Other expenses		6,397	3,238
Rent and venue education		48,525	50,345
Salaries and wages		418,247	441,365
Time of Remembrance		4,061	4,611
Superannuation		33,593	35,843
Support groups and memberships		356	1,862
Telephone		10,578	11,758
Training and development		6,575	6,620
Travel, accommodation, parking and motor vehicle expenses		12,991	15,722
Volunteer expenses		7,131	1,443
Utilities		10,947	7,584
Work cover		4,610	2,901
	1(m)	625,886	634,317
Net Result from Transactions		56,576	(22,387)
<b>OTHER ECONOMIC FLOWS</b>			
Changes in Reserves		0	0
<b>COMPREHENSIVE RESULT</b>		<b>56,576</b>	<b>(22,387)</b>

This Comprehensive Income Statement should be read in conjunction with the accompanying notes.

## Balance Sheet

### BALANCE SHEET AS AT 30 JUNE 2010

	Note	2010 \$	2009 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	310,965	139,079
Receivables	4	2,026	21,139
Other	5	9,622	17,790
TOTAL CURRENT ASSETS		<u>322,613</u>	<u>178,008</u>
<b>NON-CURRENT ASSETS</b>			
Property, Plant and equipment	6	42,184	53,448
TOTAL NON-CURRENT ASSETS		<u>42,184</u>	<u>53,448</u>
TOTAL ASSETS		<u>364,797</u>	<u>231,456</u>
<b>CURRENT LIABILITIES</b>			
Payables	7	171,716	101,356
Provisions	8	27,118	23,001
TOTAL CURRENT LIABILITIES		<u>198,834</u>	<u>124,357</u>
<b>NON-CURRENT LIABILITIES</b>			
Provision for employee entitlements	8	3,378	1,090
TOTAL NON-CURRENT LIABILITIES		<u>3,378</u>	<u>1,090</u>
TOTAL LIABILITIES		<u>202,212</u>	<u>125,447</u>
<b>NET ASSETS</b>		<u>162,585</u>	<u>106,009</u>
<b>MEMBERS' FUNDS</b>			
Capital profits reserve	9	0	0
Other reserves	9	0	0
Retained profits		162,585	106,009
TOTAL MEMBERS' FUNDS		<u>162,585</u>	<u>106,009</u>

For information only. A summary extracted from the audited financial accounts previously provided to all members. The full statutory accounts containing the accompanying notes should be read to understand this page. This Balance Sheet should be read in conjunction with the accompanying notes.