

# Annual Report

2017 — 2018



# Our vision

To reduce the incidence and impact of road trauma.

# Our purpose

Road Trauma Support Services Victoria (RTSSV) is a not-for-profit organisation contributing to the safety and wellbeing of Victorian road users. We provide counselling and support to people affected by road trauma, and address attitudes and behaviours of road users through education.

# Our values

**Caring** — We are committed to serving our clients with empathy and compassion.

**Integrity** — We display integrity, respect and dignity in all our dealings with clients, stakeholders and members of our workforce.

**Quality** — Our focus is on the people we serve, and we strive for excellence in service delivery, evaluation and continuous improvement.

**Accountability** — We are accountable for our actions in working to deliver our services and our mission.

# Our history

RTSSV was founded in 1994 by a small group of people whose lives had been directly impacted by road trauma. These people understood the need for a specialist service where support could be offered to those who, like them, were suffering because of the injury or loss of a loved one on the roads. They joined with professionals working in the area to provide counselling and support. From this humble beginning, RTSSV has grown to offer state-wide counselling, support and education services to any Victorian affected by a road incident. RTSSV now comprises a team of staff and volunteers who provide support and education services to more than 3,000 people annually.

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# Chairman's Report



As I reflect on the year, I do so with pride. As a board, we face the challenge of leading an organisation with a purpose critical to the safety and wellbeing of many Victorians.

Thanks to your dedication and professionalism, we have achieved many milestones. Over the past year, our efficacy and reach have grown, our relationships have strengthened and awareness of RTSSV and our services is more widely recognised than ever before.

On behalf of the board, I would like to acknowledge and thank our partners: the Transport Accident Commission (TAC), Magistrates' Court of Victoria, Victoria Police and VicRoads. Your partnership and friendship are invaluable. Through you, our roads are safer and our community's wellbeing is enhanced.

We continue to be buoyed by the quantity and quality of our achievements. In the past year, we've made considerable investment building and enhancing our capabilities.

Our achievements include:

- 2,547 counselling client contacts
- 148 volunteers speaking at our programs
- Our 17<sup>th</sup> Time for Remembering' ceremony at Queen's Hall, Parliament House

- Strengthened and improved organisational capacity through the rollout of a new website, implementation of new desktop computers across central office and the hiring of a Road Trauma Awareness Seminar Coordinator
- Leveraged and strengthened existing partnerships
- Ongoing professional development pertaining to governance facilitated by Michael Lombard former RTSSV Director and Director of the Law Institute of Victoria.
- Working more effectively with community groups through the publication of brochures in three languages: Mandarin, Vietnamese and Arabic
- Reaching more than three million Victorians through our fifth Shine a Light on Road Safety campaign.

Such achievements inspire and drive us to explore new and innovative ways to meet the needs of people impacted by road trauma. However, we can't achieve this alone. We thank our partners: the TAC, Magistrates' Court of Victoria, Victoria Police and VicRoads for your support, partnership and unwavering belief in our work.

We also acknowledge the support of our Shine a Light on Road Safety sponsors. Through this, our reach and efficacy are greatly enhanced.

Our financial position continues to strengthen enabling us to reinvest and build RTSSV. This year, we have generated a \$3,129 surplus attributable to strong management control, program diversity and effective community and corporate engagement strategies. Our balance sheet has strengthened, and we have maintained a stable cash flow.

On behalf of the board, I thank you for helping us promote road safety and enhancing the wellbeing of people impacted by road trauma. Your work is challenging at times, however your dedication, professionalism and generosity make a difference to us all. We commend you and thank you for your tireless contributions.

I look forward to your ongoing support over the coming year and, again, thank you for all you do.

**Justin Flynn**  
Chairman



# Chief Executive's Report

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As I reflect on another year of frenetic activity, I'm yet again astounded at all we've achieved to advance road safety and support people impacted by road trauma. Our work is complex and littered with remarkable contrasts, which (though often unconscious) demand we set aside perceptions of right and wrong, so all who come to us receive the very best we have to offer.

Our education services provide innovative responses to the challenges involved in educating communities about the dangers of mixing risk taking and driving.

The Road Trauma Awareness Seminar (RTAS) program leads the way in innovation and community engagement, while strengthening our partnerships with Magistrates' Courts and lawyers across the state. Soon to be held in 30 locations across Victoria, our RTAS program is an amazing offering, which provides supportive, inclusive and judgement free education to Victorian drivers. In addition, our suite of specialist programs educate drivers of all demographics as well as building relationships with key road safety and government agencies.

RTSSV counselling services provide world's best practice in post-crash support to people impacted by road trauma. Our relationships with Victoria Police ensure people involved in crashes across the state have access to our services as quickly as possible.

Our counsellors are industry leading experts in post trauma care, working diligently to ensure clients and communities across the state receive support that's truly client-centred.

RTSSV events are becoming preeminent offerings on the road safety industry calendar. In November 2017, we held our 17th Time for Remembering at Queen's Hall in Parliament House. This special ceremony provided unique opportunities for people impacted by road trauma to come together and honour loved ones killed and injured on our roads. As a sentinel event for RTSSV, it provides comfort and support for families and communities long after the crash has passed.

In May this year, we conducted our fifth Shine a Light on Road Safety campaign. The largest campaign to date, we reached more than three million people in total. With the support and participation of our campaign partners, we illuminated landmarks across Victoria, promoted the campaign throughout the media and welcomed several hundred people to Albert Park Lake at the community event on a beautiful sunny day. The event enabled people to join together in support and acknowledgement of the social, insidious and often invisible impacts of road trauma.

As a result of our successes, we continue to strengthen financially. Such financial achievements allow us to reinvest in other projects critical to our success. This year, we have:

- Developed and implemented a new RTSSV website (with thanks to the Slater and Gordon Community Fund)
- Replaced ten ageing desktop computers
- Developed brochures translated into Mandarin, Vietnamese and Arabic
- Rolled out new communication technologies and hardware at our central office in Blackburn
- Increased staffing capacity through the implementation of a new Road Trauma Awareness Seminar coordinator role

Our successes are attributable to the considerable efforts, expertise and dedication of our people. Yet equally, the enduring support of our partners and sponsors; the Transport Accident Commission, the Victorian Government, Victoria Police, VicRoads and the Magistrates' Courts across Victoria. Through these partnerships, the Victorian community is empowered and supported.

In closing, I acknowledge our people, professional men and women, paid and unpaid, in suburbs and towns across the state and across all strata of the organisation. Thank you. You are remarkable in your generosity, humility and dedication. Your work is excellent and we are all safer for it.

**Cameron Sinclair**  
Chief Executive

# Counselling and Support Services

The counselling services at RTSSV are mainly concerned with issues of coping with trauma and grief. People impacted by road trauma often find themselves overwhelmed and struggling to come to terms with events in their lives. We use a variety of different interventions and, through an evidence-based psycho-educational framework, offer a service that's tailored to the client's needs working by the principle that one size doesn't fit all.

## Staffing

This year we welcome Jane Phillips to the counselling team. Jane has become a valued member of the team and her experience and expertise are an asset to the organisation.

There have been some personal challenges this year with a few members of staff facing health issues and family loss. As a small organisation, the trauma has impacted everyone. Fortunately, we have a caring team who've shown considerable kindness and flexibility in the workplace to ease pressure when a staff member has to take leave.

## Counselling services

RTSSV offers free information, support and counselling to anyone impacted by a transportation incident. We provide a non-judgemental environment, which encourages people to talk about issues, difficulties or challenges they are experiencing following the incident. We work with them to find ways to manage their situation.

Our client-directed approach recognises and respects our clients' self-knowledge, enabling them to talk about their experience as they identify the issues most important to them at the time.

We deliver counselling services across metropolitan Melbourne and regional Victoria. We provide a state-wide distance telephone counselling service for individuals unable to attend face-to-face counselling in metro Melbourne or Geelong.

Our service to clients includes supplying relevant and useful information on trauma and grief as well as short-to-long-term counselling. The nature of road trauma means grief and trauma are often closely interwoven.

Sessions are attended by clients on their own, with their partner or as a family, using a family-inclusive approach.

Our counsellors often work with highly distressed, often overwrought individuals, on a day-to-day basis. The work is demanding and the counsellors are to be commended for their efforts.

Looking forward to 2018-2019, our key focus areas are:

- continued delivery of quality, evidence-based counselling and support services
- revitalisation of the peer support program
- continued networking and liaison with key stakeholders and relevant agencies
- further consolidation of RTSSV's reputation as a specialist provider of care and support services to people affected by road trauma

## Quality service

We evaluate client satisfaction with our counselling services by survey every month. Clients who've engaged with us in the previous three months and who have given consent, receive a questionnaire to complete.

This system was developed following a great deal of discussion by the Research and Evaluation Subcommittee as we ensure we continue to deliver a quality and valuable service.

So far this year, 100 per cent of respondents said they would recommend RTSSV's counselling services to others and that the theories and strategies presented by the counsellor were extremely helpful.

We've also begun the process of updating the content and design of our counselling brochures.

## Professional development

In addition to regular supervision between the counselling manager and the counsellors, the counselling team has continued to receive professional guidance and supervision from Rob Gordon.

Supervision allows a safe and confidential environment for counsellors to reflect on and discuss their work and their personal and professional responses to their work. It also gives us an opportunity to monitor any potential impact of the work we do to staff wellbeing.

This year we've also continued our professional development by attending:

- Restorative Justice Training
- Emotional Survival of Law Enforcement seminar - Dr Kevin Gilmartin
- Australian Centre for Grief and Bereavement webinars on grief
- State-wide Victim Services Forum
- Visit to the Coroner's Court
- Professional networks

Members of the counselling team continue to maintain professional networks with:

- Victorian Police e-referral (VPeR) reference group
- The Loss and Grief Practitioners Association
- Traumatic Injury Special Interest group
- Education, training and building relationships

Presentations have been conducted for:

- Road Police Investigators Course
- Serco area managers
- Workplace Wellbeing Sessions – Victoria Police

#### A final word

There continues to be a strong demand for our counselling and support services. Despite the challenges of managing demand and the complexity of the work, the counselling team are committed to providing quality services and supporting those in the community impacted by road trauma.

RTSSV's counselling service task ensures our counselling programs engage and assist people through collaborating and partnering with them. We do this by accepting the unique challenges they face and assisting them with their goals. We continue to stay ahead of changes and to integrate evidence-based practice into our work.

We work to create a supportive and caring team of highly skilled counsellors. We're grateful to RTSSV's CEO and board for their support and guidance

**Bernadette Nugent**  
Manager, Counselling Services

# 2,050

Referrals

# 789

Clients who received counselling

# 4.1

Average number of sessions

# “

**Counselling helped me work through strategies that helped me deal with the trauma I experienced. It also helped explain why I was feeling the way I was. Talking with someone neutral was highly beneficial.**

*Anonymous*

# 2,547

Counselling client contacts

# 1551

Telephone

# 574

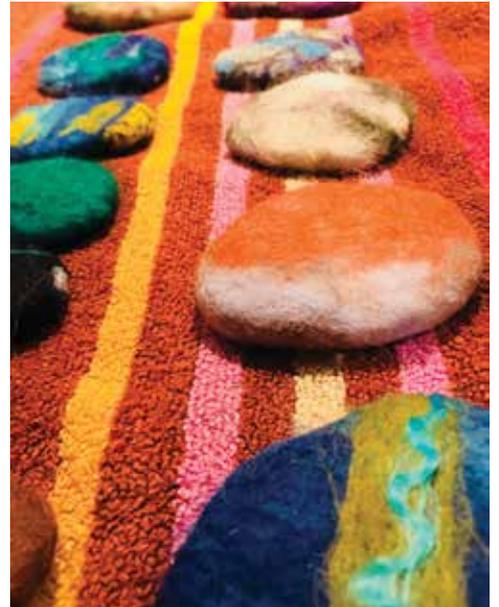
Face-to-face

# 422

Other

# Art therapy

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The RTSSV counselling and support team offer art therapy sessions to clients as part of the recovery process after road trauma. Counsellors have observed the use of art as a healing medium since 2012. Art Therapist, Barbara Joyce, has been facilitating the monthly creative sessions throughout 2017 and 2018 in partnership with counsellors at the Surrey Hill Community Centre, Melbourne.

Many of the creative works of the group can be seen at the organisation's Blackburn office, helping to soothe and inspire clients and other visitors while affirming the place of creativity in healing after traumatic experiences.

Participants are encouraged to discover the peaceful feeling of coming together in a safe place where they can relax and explore creative processes. The art therapy process provides all materials. In 2017, the Art Therapy Group used the theme of a waterfall and river for their own self expression. The group created the river and waterfall using felting processes incorporating silk and wool tops. The finished mural, *Life After The Fall*, was displayed at the Time for Remembering ceremony in November.

Comments and feelings written down throughout each art session over several months were arranged into a haiku style poem, which was read at the Time for Remembering ceremony.

The group agreed that the vision for the felted display would symbolise the sudden impact of trauma and the process of trying to get through and find glimmers of hope again. Felted rocks were created as gifts for those who attended the ceremony. The creative process of pulling apart fibres and bringing them together again helped the Art Therapy Group observe a process of felting, which mirrors an internal healing process after trauma.

Art therapy participants are at different stages of recovery, so they can observe the various aspects of traumatic loss as well as feelings associated with the possibilities of recovery and renewal.

Group art therapy creates a valuable contribution to recovery from trauma by:

- allowing individuals to acquire and build skills for safe expression of thoughts and feelings related to grief and loss
- providing art materials and instructions that support the expression of an individual's grief process
- contributing to the development of a more integrated sense of self with increased self-awareness and acceptance



# Connie Ogan

Counsellor



**Courage doesn't always ROAR. Sometimes courage is that quiet voice at the end of the day saying, 'I will try again tomorrow'.**

*Mary Anne Radmacher*

I've been working as a part-time counsellor at Road Trauma Support Services Victoria since July 2016. In addition to my role at RTSSV, I also have a private practice.

I'm a client centred therapist and my counselling practice uses an eclectic mix of tools and techniques that allow me to focus on the client as an individual. My interest in trauma, grief and bereavement counselling inspired me to complete a Graduate Certificate in Grief and Bereavement Counselling with the Australian Centre for Grief and Bereavement in 2015.

I found working with RTSSV supporting clients through the process of recovery after a road related trauma, both difficult and rewarding. I admire the hard work our clients do to recover and resume their lives in a world that often feels very different after a road trauma. It can be a hard task accepting what is often an extremely confronting and life-changing experience.

Speaking from a personal perspective of my own experience with road trauma, I can appreciate how difficult it can be to find a way to manage the emotional impact of such a traumatic event. I'm passionate about working to help our clients heal by offering strategies, education and ongoing support.

I'm constantly learning and growing in my role at RTSSV, not only through my ongoing professional development and the wonderful supervision and support I get from my Manager, Bernadette Nugent, but also from the dedicated, professional and supportive counselling team I work with on a daily basis.

I'm grateful to be a part of Road Trauma Support Services Victoria and the fantastic people who keep the organisation running and providing such an important and valued service to our community.



# Wendy Bowler

Volunteer/Art Therapy Group

After a traumatic loss one of the most debilitating feelings, in my experience, is deep loneliness; a surreal sense of standing far apart from people going about their daily lives and of being radically disconnected.

One of the few places where this feeling could be eased was at Road Trauma Support Services Victoria – the times I went with my husband for face-to-face counselling leading to membership of the Art Therapy Group and then the opportunity to do voluntary work in the Blackburn office (and to start feeling useful again).

One writer describes grief as a “foreign country”. I can’t agree more. Consequently, it is an enormous relief to find people who have the empathy, skill and personal strength to hear (to ‘take’) your first, raw offerings of a story. This is hard, hard work when you are speaking about trauma and death.

I can still feel it, six years later, as I think about standing in the queue at my local supermarket after the accident (my family’s euphemism for “death”) and hearing mothers chat. I know the cashier about to serve me and I steel myself in case she hasn’t heard the news. How will it go? “How are your two? Keeping you busy?” I can gloss over the truth or speak the words. I tell her, “I’ve lost my son...” We make the best of the encounter and I hurry out.

Lost: another euphemism. In fact, Jesse (pictured) was killed in a car crash in Westgarth Street, Northcote, on May 3, 2012. He was only 18. It took a long time before I could say “Jesse died” and I rarely use “killed”, but that is what happened. It was Thursday lunchtime and only half-an-hour after Jesse had finished a shift at his new job at Hudson’s café within the Epworth Hospital, Richmond. We worked out he must have caught the train to Darebin and been picked up by his two friends.

Mere minutes later their car was seen travelling on the long straight road, skidding to miss an oncoming bus, losing control and hitting a tree on the roadside. The car exploded and the three young men died instantly. The crash happened about 1.30pm and, although my husband Robin had heard about it on the radio, we – his family – were clueless about Jesse’s involvement until his

girlfriend rang about 7.30pm. I took the call. Choking back sobs, she said Jesse’s two friends had died in the car and there was a third person yet to be identified. Instead of getting the proverbial ‘knock at the door’ from police, we rang them to say it might be Jesse. Later that night a policeman did come to collect DNA samples.

It would take 18 months to receive the police report in the mail and the information that the driver was intoxicated and driving at more than double the 60km speed limit. We doubt Jesse would have known his mate was well over the limit when he hopped in the back seat. Until then we had assumed the causes were minor speeding, wet roads and driver inexperience. We’d even called it a “freak accident”, which it was not.

We knew we were going to need expert help to help us cope with a life event such as this, one that abruptly reduced us to a family of three: Robin, Wendy and Peta (Jesse’s little sister, just 15 at the time). I had experienced the death of my mother through illness, but the shock and grief associated with the traumatic death of a child were so powerful I feared I might die too.

I now know that police hand out RTSSV brochures after road trauma, but we heard about the organisation from a friend who did some research for us. Robin and I were so appreciative of those early meetings with one of the counsellors, Maria Smart (now retired), and later I also came to rely on the support of Lynne Irving. It was Maria who suggested I try the new Art Therapy Group. At a time when I found socializing painfully difficult, this group of women – other bereaved and injured people supported by counsellors and art therapist Barbara Joyce – seemed to ‘save’ me. As we worked along-side each other and learnt to tell our stories, we sensed that we were also creating something special.

In material terms this was The Forever Tree, a large colourful wall-hanging of hand-made felt with individualized ‘leaves’, which was unveiled by artist Michael Leunig and displayed at that year’s Time for Remembering ceremony. The writing and editing work I would do as an RTSSV volunteer started with the creative process of this 2013 group. We decided to produce a booklet of our personal stories and photographs of the making of the tree, which (as a former journalist) I offered to coordinate and edit. It was a good feeling to be using my skills again, helping the women with their stories and meeting Bronwyn Saville, RTSSV communications coordinator, to work out the format of our booklet. She took great care of it on our behalf.

Since then I have worked on various projects with Bronwyn – Annual Reports, brochures, and written materials for the annual Time for Remembering and Shine a Light on Road Safety events – but it is our collaboration (with Jeanette Suhr, Irene Harrington and Jess Hofto) on the 21 Years booklet that stands out for me. For this we did interviews with the founders of the original Road Trauma Support Team to produce a 36-page A4 colour publication in time for the anniversary event itself on November 2015. In the process it seemed we were turning the Blackburn first floor into a magazine office, a comforting feeling for me in the circumstances.

Another highlight is the drafting (with Barbara Joyce) of a haiku (response poem) from words spoken by the 2017 Art Therapy Group members about our process. We made a long felted ‘river’ together on turquoise silk chiffon, which flowed down from the lectern and wrapped around our loved ones’ photos at last year’s Time for Remembering. I have participated in five of these ceremonies now and find them beautifully supportive.

Finally, I need to acknowledge a special friendship I have found through this organisation. I met Manny Marchesin, bereaved mother of Jack, in the 2013 ‘tree group’, who was just a little way ahead of me in the grieving process. I remember her tapping me on the shoulder as we left the group one day to offer help and suggest we get together with our husbands. The four of us are now firm friends and our two kids have supported each other.

Manny and I spent hours making scarves as an extension of the felting techniques learnt in the group, leading to the 2015 Christmas stall we held together at Warrandyte Market in aid of RTSSV. It makes me smile to think of Manny’s diligent creation of product numbers for our scarves; not so when I recall that RTSSV events coordinator, Fiona Elliott got to the market at 6am that Saturday to claim our spot. Fiona, Bronwyn, Manny and I went on to work together more recently on the Time for Remembering committee.

From feelings of loneliness and despair, my involvement with the vital organisation that is Road Trauma Support Services Victoria has helped me to join a new creative group, work in a new volunteer job and find a new friend. When you have lost a child, these are significant achievements.

# Education Services

## Highlights

- Working with two young volunteers to develop and deliver a peer support program to Upper Yarra Junction Year 11 and 12 VCAL students
- Presenting at the Australasian Council for Road Safety Conference on 'Survivor Story-telling in Road Trauma Education and Support Programs: Reviewing the Evidence' - A report by Melbourne's University Dr Louise Harms
- Delivering a program to prisoners in Loddon Prison and working with valued key stakeholders with the planning of a longer program underway
- Working with Box Hill Institute of TAFE and Victoria University to provide a learning environment for final year students in Community Services and Criminal Justice, giving us new insights into what we do at RTSSV
- Working with Victorian Police to assist with their Road Policing Investigation Course and delivering Police Wellbeing Sessions to provide time to reflect and build on strengths to look after themselves with respect to the work they do. This year, we also developed a new brochure to expand our services in support of all our emergency services
- Working with the Police Strategic Division to develop a program to change the culture around low level speeding
- Sitting on advisory committees for the Innovative Justice Pilot for Restorative Justice Conferencing for victims of culpable driving, as well as the Deakin University communities, which report to the evaluation stakeholder committee

## Staffing

- 148 volunteers speaking for our programs
- Four final year placement students
- Two volunteers inputting data from the participant evaluations (pre/post and six month follow-up calls)
- 21 facilitators
- Nine regional coordinators
- One Road Trauma Awareness Seminar Administrator.

We've trained 36 new volunteers this financial year with regional coordinators busy providing them with training and ongoing support. We welcome them all to RTSSV and the difference they make to all of our programs.

Both Genevieve Saxby (Geelong) and Majella Ballard (Mildura) hosted our Manager of Education Services, Chris Harrison, in their

homes, holding regular meetings with volunteers and key stakeholders in the region.

Regional Coordinator, Gillian Scaduto (South East Metro), says, "It is a privileged position to be a regional coordinator. I embrace the role with the respect and responsibility it deserves and with this I receive so much more than I give. I'm very humbled to be a part of RTSSV for over ten years and hope to continue for many more."

On 29 and 30 July this year, we attended our Annual State Education Gathering in Queenscliff, bringing our volunteers, administrators, facilitators and regional coordinators together. During the event, we were privileged to have the presence of:

- Kathleen Orr from Odyssey House Victoria, who provided training on amphetamine type stimulants and the impact they have while driving
- Geoff Fisher from the Sentencing Advisory Council, who presented on sentencing for serious driving offences, reoffending and crime statistics
- John Doherty and Andrea Tello from Smart Start Interlock and Ulrike Myrau from Draeger Interlocks who presented on the interlock program, the system and how it all works along with their Safe Driving Giveaways
- Michael Batten from the Road Policing Strategy Division gave a presentation on strategic direction, Safe Systems, The Fatal Five, contemporary road trauma trends in rural areas and how we fit into this picture. He also demonstrated one of the vehicles and its capabilities.

Given the diversity of the team, it's always difficult getting together so this event provides a great opportunity to support each other, share our knowledge and skills and provide input to our goals, directions and programs.

A two-day training was held in October where current facilitators shared their wisdom and learnings to new facilitators. It was a great opportunity to workshop the RTAS outline and discuss why we do what we do.

After this training weekend, we welcomed six new facilitators to the team who were challenged to observe a program and deliver and be assessed on their first RTAS session.

In February, we held a facilitator/regional coordinator team meeting where we discussed what's been happening across the state. During the day, we acknowledged the programs that are working, what needs

improving or further discussion, training around facilitation skills, the behaviour change model and looking after ourselves with respect to the work we do.

Bronwyn, our Communications and Marketing Coordinator, presented on using social media, communications and how to be involved at the regional level with the Shine a Light on Road Safety campaign. Given the team are the face of the organisation, Bronwyn's insights brought us all onto the same page in terms of being consistent across the state. As a result, our regional teams were busy connecting the community to our Shine a Light on Road Safety campaign, triggering media articles and discussion across social media.

Some of these highlights were:

Grampians region - Illuminations at the Giant Koala and GrainCorp Silos for our Shine a Light on Road Safety campaign. Illuminating key regional landmarks in Dadswells Bridge and Donald was only possible through the generous donations of time, equipment and facilities by State Emergency Service, Pat and Doug at the Giant Koala, GrainCorp, Sam Goldsmith and our very own volunteer, Kristy French.

The illuminations showed a commitment by locals to act in the interest of road safety, highlighting that we are all responsible for reducing the impact of road trauma.

McDonalds Stawell, Horsham and Ararat were involved in the Shine a Light on Road Safety Campaign by donating digital advertising on instore notice boards throughout the state. Additionally, McDonalds Stawell, Horsham and Ararat sold fundraising pins and promoted the campaign instore with staff wearing our Shine a Light on Road Safety shirts. Altogether, McDonalds managed to raise over \$1,000 for Road Trauma Support Services Victoria, which will be put towards our mission to reduce the occurrence and impact of road trauma for all Victorians.

Warrnambool region - "Getting the Fletcher Jones Silver Ball lit up in yellow for Shine a Light on Road Safety, and the response from the city council to be involved in 2019 following that," says Rhys Tate, Regional Coordinator for Warrnambool.

Gillian Scaduto's highlight during this campaign was working with the Box Hill Institute to design a mascot for Shine a Light on Road Safety. This helped educate young students about road safety by introducing a community feel to the project.

## Traffic Offenders Programs

### Road Trauma Awareness Program (RTAS)

#### Highlights

- RTAS administrator appointed to oversee the program's logistics, bookings and staffing
- Regular communication with the magistrates' court via monthly emails, providing timely and ongoing feedback regarding value for attending offenders
- A new online booking system improving convenience and user experience
- Businesses seeing the RTAS as part of educating staff who've been issued with infringements or who are displaying risky driving behaviour
- Community Corrections seeing value in having clients attend group programs, with Reservoir offering a monthly program to clients within their facility.

New facilitator, Vincent, says, "One of my achievements was delivering the Road Trauma Awareness Seminar program to both large and small groups for the first time. There was a huge learning curve to deliver the program and to step outside of my comfort zone. After six months, I feel more confident as a facilitator and can see 'driving is not a right, it's a privilege'".

Facilitator, Rhys, says, "As a facilitator, my highlight was having two typically recalcitrant dangerous drivers turn around 180 degrees after the RTAS and both say, 'I have to change the way I do things; there's no future in carrying on like I am now'".

Quote from a participant in the Hume region, "If I had known about this information before, I probably wouldn't be here today."

#### Drive to Learn (DtL)

The Drive to Learn program for young traffic offenders has been happening both in the Hume and South East Metro regions. This program is working through recommendations from the MUARC report during its pilot with help from the Children's Court Youth Diversion Program Coordinators, the Children's Court and both the Police Youth Liaison and Crime Prevention officers in the regions.

- 74 per cent of participants were male
- 65 per cent aged 15-21

Main offences have included learner driver with no experienced driver not displaying 'L' plates and unlicensed driving.

One participant says, "Understanding what could have happened and knowing how lucky I was, I will definitely drive differently from now on".

## Community groups

The work we do with so many schools, TAFEs and businesses to highlight the need to drive safely has been encouraging. With businesses seeing it as a real need within their OH&S education to staff, we can begin to assist the cultural shift and reduce the complacency that exists in the community.

Karen, one of our facilitators says, "During my time with RTSSV one of the highlights as a facilitator is having had the opportunity to talk with teenagers at schools about being a safe and responsible driver. What is always surprising is their ability to take on board the importance of their role as a road user – they inspire me to believe that spending time with them will help save lives and reduce serious injury caused by road trauma."

## Looking forward

We look forward to sharing our messages to many communities to personalise road safety and have many more road users being less complacent while driving on our roads. Our volunteers share their stories because they want to make a positive contribution in making a difference to save others having to experience similar tragedies. With this brings hope, healing and recovery.

We will continue to influence communities through the stories we tell. Stories connect communities and create movements. They are remembered and passed on from generation to generation. The stories we share through our education programs create a bonding empathy that helps people strongly identify.

### Chris Harrison

Manager, Education Services



**As a facilitator, my highlight was having two typically recalcitrant dangerous drivers turn around 180 degrees after the program and both say, 'I have to change the way I do things; there's no future in carrying on like I am now'". Rhys Tate**

# 148

Volunteers speaking for our programs

# 21

Facilitators

# 9

Regional coordinators

# 4

Final year placement students

# Genevieve Saxby

Education Team

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It's been an interesting and varied year in Barwon South West. We said farewell and thank you to Deon Cameron, facilitator in Warrnambool/Portland, and a much valued team member. At the same time, we welcomed Rhys Tate as his enthusiastic successor. Rhys has been busy learning 'on the job' and engineering many contacts supportive to his role.

This year, the Geelong team engaged with many local community businesses during the Shine a Light on Road Safety campaign. This opportunity created a pathway to inform people about our services and support, helping them focus on what they can do internally to participate in key road safety messages and practices.

Some of the businesses participating included The Gordon TAFE, genU Training, Greater City of Geelong Council and McHarry's buslines. A small amount of media coverage was generated in the form of small articles and headlines.

I travelled to assist Brett Parkins (Hume region) with a communications strategy to Corrections personnel visiting Seymour, Wangaratta and Wodonga offices. We delivered presentations that generated a stream of referrals and a high intake of applicants to the program. At the end of the trip, we were invited to take part in the 26<sup>th</sup> Annual Chrysler on the Murray Show hosted by the Albury Wodonga Chrysler Club - the biggest car show in the Southern Hemisphere; this year with a record 855 entrants. Our site created much interest and conversation with car enthusiasts and community members attending the show and engaging with our interactive site.

We were successful in nominating two of our volunteers at the Geelong Volunteering Awards - Wilma Felton, personal experience speaker, and Donna Parsons from Victoria Police. Wilma's award was received in her absence as she was away on holidays, and was later presented at an RTAS program.

We finished this year successfully engaging with the Bellarine community, who hold 25 per cent of the population of the Greater City of Geelong, although, conversely, account for nearly half of the fatalities and one third of the serious injuries that occur locally. During our visit, we gratefully accepted some free office space from the Bellarine Community Council and look forwards to working collaboratively in this space in the coming year with many exciting projects planned.



# Majella Ballard

Education Team

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By day, I work in the social services sector in a team that aims to raise awareness of social and health issues in the community. By night and for the past four years, I have done the same for RTSSV as a Road Trauma Awareness Seminar Facilitator. I work alongside especially brave volunteers who tell their road trauma stories, and aim to change the decisions of traffic offenders one-by-one.

I started working for RTSSV because I wanted to make a difference. I'm a confident speaker with good persuasive skills. I soon realised that people don't easily change, even when listening to a 'persuasive' speaker. The change must happen from within. It's a personal decision that gets remade every time we step into our vehicles to drive. Over the past four years, we've seen many make that decision and we have to believe our work is saving lives and heartache on our roads.

The volunteer speakers and myself, spend only a few hours or so with those attending our Road Trauma Awareness Seminars. Sometimes, it's hard to tell if the message is getting through. My work as a facilitator is also about ensuring our volunteer speakers are okay, as they relive their road trauma experiences; fleeting moments that cost them and their families dearly, causing years of trauma. That is why these speakers are so very brave, putting themselves out there to share their painful stories and make a difference.

People can hide behind their excuses and shame for drink-driving, hooning or just making a simple mistake. Their faces can be guarded at first, but as the seminar progresses and perhaps someone thanks the speaker for sharing their story, or reflects on how hard it must be for road police to do their job, and you see the guard gradually coming down a little.

Witnessing the price people pay for their choices on the roads helps others picture what could happen to them and their families if they make the same mistakes.

Our job is to genuinely and compassionately tell our stories and challenge everyday people, some who consider themselves to be 'really good drivers', but the truth is, road trauma can affect any one of us, so the responsibility falls on us all.



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# Volunteer Services



**When I begin talking and I see faces change and emotions show and I know attitudes are shifting - it feels great! There is no doubt these sessions make an impact on those who attend.**

Road Trauma Support Services Victoria (RTSSV) is a volunteer-dependent organisation. From its foundation by a handful of dedicated volunteers, the organisation has grown to approximately 148 volunteers. These volunteers are active in education, peer support, administration, marketing, event and governance roles. Many volunteers perform multiple functions across the organisation and most volunteer with RTSSV for many years.

The primary role of our volunteers over the past year has been to speak in a variety of education settings, including Road Trauma Awareness seminars, youth programs, community groups, in professional contexts and at community road safety events. The main purpose is getting the road safety message out into our community and, ultimately, to save lives. Our volunteers across Victoria work tirelessly, giving their time generously to make our roads safer in the hope that one less family will be impacted by road trauma.

Behind the financial reporting, statistics, roles and responsibilities of RTSSV are a team of people working to contribute to road safety. They may have been personally affected by road trauma, or simply be good people wanting to make a positive difference within their community.

Our volunteers are the faces behind the statistics we hear about. Each of them has a vital story to tell and a unique perspective on road safety. They provide an incredibly powerful interaction with the audience, sharing their personal experiences and the impact road trauma has had on their lives. Theirs is a powerful presentation, which contributes greatly to the success of the education program. It challenges driver attitudes and behaviours, reminding us all to be safer on our roads.

Emergency service speakers provide a 'first-on-scene' perspective to our education services. And volunteer presence lends reality and seriousness to presentations that facts and figures alone cannot achieve.

Our volunteer workforce also makes incredible contributions in areas of governance, peer support and administration. Each volunteer brings a unique quality to the organisation. The desire to support the community by donating many thousands of hours of work each year, is a testament to the importance of road safety, and the generosity of spirit of our volunteers.

An enormous amount of gratitude is extended to all RTSSV volunteers for their continued support and unwavering commitment to reducing the incidence and impact of road trauma.

I'm looking forward in the following year, to strengthening, promoting and celebrating our outstanding volunteer commitment.

**Virginia Cummings**  
Office Manager

# Julie-Anne Turcio

Volunteer



In the final semester for my bachelor's in criminal justice, I was presented with the opportunity to complete my placement hours with Road Trauma Support Services Victoria. Up until then, I hadn't heard of the organisation, but from day one I was blown away by the amazing difference this organisation is able to make. Having personally been affected by the ripples of road trauma, it was inspiring to me to see so many people with the desire to help in this area.

RTSSV provides a warm and welcoming environment to work in. I immediately felt like I belonged and that the work I was doing was highly appreciated. The team strived to ensure I was responsible for tasks I found both challenging and enjoyable. And I was given a well-rounded view of the various areas and tasks RTSSV are involved in.

My time was mainly spent within the education area. Observing a Road Trauma Awareness Seminar was an eye-opening experience. It is difficult to explain just how important this program is; being able to witness the effect the seminar has had on participants has been incredible. The amazing work the volunteer speakers do, requires such strength and is deeply inspiring.

I believe the police involvement as volunteer speakers will significantly change how they are so often viewed. Many people think they are just out to make money from speeding tickets and the like, but after hearing their stories, I think it's clear they just want everyone to get home safely. I believe that anyone who participates in any of the educational programs will walk out with a revised view on the reality of road trauma and how wide the devastation can spread.

Throughout my placement, I helped in the development of new educational programs. Upon completion of my placement hours, I've remained as a volunteer to see the further development of these programs come to life. It's a rewarding area to work in and it really feels like I'm making a difference.

Over the next 12 months and beyond, I'd like to see an increase in the education about road safety. I believe if all new drivers could be made more aware about the impacts of road trauma, it would be significantly beneficial. I would also like to see the reach of RTSSV expanded, so that anyone and everyone who encounters road trauma is aware of the organisation and is able to get the assistance they need.



# Melinda Dine

Volunteer

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My name is Melinda Dine and I've been involved with Road Trauma Support Services Victoria since 2014. My mother was killed and stepfather seriously injured in a collision in regional Victoria in 2014. I reached out to Road Trauma Support Services Victoria to find out more about what they do. I saw them post on Facebook once about their Road Trauma Awareness Seminars, and the rest is history as they say.

I started volunteering with RTSSV because I liked the restorative nature of the Road Trauma Awareness Seminars. I thought they were a great initiative to help educate and support people in a non-judgemental way to understand the impact of road trauma with the hope of making roads safer for everyone.

Volunteering for RTSSV has been incredibly rewarding and I get the sense our message is getting across to participants. It's been a real opportunity for me to be proactively doing something for the community to try and prevent the same trauma I've been struggling with over the last four years.

The team at RTSSV are great facilitators and care about the volunteers and participants equally, which shines through when you engage with them. They make volunteering a worthwhile experience and are incredibly understanding that it's not always the easiest thing to do.

A particular highlight in my time volunteering for RTSSV happened when a participant approached me after an awareness seminar and personally thanked me for telling my story. He said he understood how awful road trauma was and promised to do better. If he is the only person I have helped, it is all worth it – however, I'm confident he's not.

It's also a wonderful opportunity connecting with people impacted by a similar tragedy to me. Speaking to people with an innate understanding of what I'm going through has been deeply therapeutic. I've met some of the best emergency service personnel who tirelessly volunteer their time to spread a road safety message to the community, both in these sessions and at large. They are the true heroes of the cause.

My road safety message for the next year is for all of us to remember how much of a privilege it is to drive and that driving should be given the respect we give to all our privileges. Take care for the sake of yourself and other road users. Respectful driving will always lead to safer roads. Take breaks if you need to and only drive unless you're truly mentally and physically equipped to do so. Enjoy the experience and don't get distracted by everything around you. Most of all, stay safe!

I'm looking forward to continuing my journey with RTSSV delivering my road trauma story alongside my peers. I look forward to seeing the impact our sessions have on participants and seeing what other amazing initiatives this wonderful organisation brings about in the future.

# The story of Chris and Kate Parkin

## Volunteers

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Chris and Kate Parkin met in 1999. They discovered early in their relationship they both shared an interest in becoming Ambulance Paramedics and, in 2000, began positions with the Metropolitan Ambulance Service (now Ambulance Victoria). They trained and studied together and shared the highs and lows of the job. This bonded them and in 2003, they married and have since welcomed their children, Damon and Lana, into their lives.

Kate now works part time as a paramedic and Chris as a fire fighter, having shifted across to the Metropolitan Fire Brigade in 2011.

In 2003, Kate read an article in a local paper about RTSSV and the need for volunteer speakers with personal experience of road trauma for the Road Trauma Awareness Seminar programs. While, as paramedics, both Kate and Chris recognise their exposure to road trauma is mostly in a professional capacity, they believe the impact on them is none-the-less significant.

Chris and Kate had only been in their roles for three years. Within that short time, they were exposed to a variety of road trauma experiences. Their learnings from attending scenes of road trauma has led them to share the view that:

- Road trauma is mostly avoidable
- Road trauma incidents are largely due to people's poor choices on our roads
- The devastation road trauma can cause is far reaching and emergency services workers are not immune to the impact
- They would be negligent not to use their knowledge and experience of road trauma to educate people about its impact

Chris and Kate were welcomed to RTSSV warmly by the incumbent CEO, Jeanette Suhr, and while, at the time, there were no other emergency service speakers within the RTAS programs, Jeanette saw value in the inclusion of their perspective of road trauma.

They attended as many programs as they could manage around their shift work and travelled all across Melbourne.

Both Chris and Kate are excited that emergency service speakers have now been included in all RTAS sessions and that there are enough volunteers to support this.

They have found volunteering for RTSSV rewarding, inspiring and cathartic. It's given them both a sense of purpose and meaning to their experience of road trauma. And has allowed them to contribute to raising awareness of the impact it has, while fostering

the hope it reduces the chance of RTAS participants reoffending.

Both are grateful to have spoken alongside personal volunteers sharing their heartfelt stories. They regard it as a privilege to witness the resilience and courage displayed by these volunteer speakers. They have also observed many dedicated and passionate RTAS facilitators along the journey who have supported them in delivering their safety message in their own personal way.

As emergency service workers for 18 years now, their ongoing exposure to road trauma continues to reinforce to them how senseless it is. They believe the need for awareness about the impacts of road trauma is as important today as it was 15 years ago when they first started with RTSSV. They are proud of their involvement with RTSSV and, while parenting commitments impact their capacity to volunteer frequently nowadays, they still value every session they are able to attend.

Chris and Kate look forward to their ongoing involvement with RTSSV and continuing their involvement in a program that contributes to positive change.

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# Volunteers

Adrian Benson — Adrian Gervasoni — Alex Eleftheriou — Alexander Karkar — Alistair Barrett — Amanda Pollard — Andrew Knowles — Andy Calder — Angela Nuss — Anna Kirpichnikov — Anthea Parsons — Anthony Beech — Anthony Johns — Anthony Lieu — Ben Trotter — Bill Hodges — Bruno Aquila — Caitlin Little — Carmel O'Brien — Carole Reid — Carolyn Cole-Sinclair — Catherine Gracias — Chris Parkin — Christian Ashby — Christine Latimer — Christine Mair — Clinton Licht — Coral Robertson — Cristine Feely — Dale McIvor — Damian Sumner — Daniel Reader — Danny Anderson — Darryl Crowley — Daryl Silvey — Diana Billingsley — Dianne Rock — Donna Grace — Donna Parsons — Elva Board — Fiona Umbers — Francine Davy — Gary Frost — Gemma Hargreaves — Geraldine Harley — Glenn Dunn — Graeme Petrie — Graeme Rust — Graham Milner — Ingrid Williams — Irene Ackland — Irene Harrington OAM — Jan Dilworth — Jason Naumann — Jayson Hirt — Jeanette Suhr OAM — Jennifer Gibson — Jessica Todd — Joanne Keep — Joe Statton — Joel Thompson — Julie Anne Metaxotos — Julie-Anne Turcio — Justin Flynn — Jyoti Butola — Karen Robinson — Karina Osgood — Kat Kranz — Kate Drain-Parkin — Katrina Cole-Sinclair — Kellie Bishop — Ken Jones — Kerri Brewer — Kerry Ann Norton — Kerry Bayliss — Kerry Kornhauser — Kevin Pettit — Kristine Papworth — Kristy French — Leigh Booth — Leigh Nichols-Thompson — Les Beechey — Lisa Gray — Luke Cupitt — Lynda Pottage — Lynne Glennon — Manny Marchesin — Maria Harkins — Mark Cartledge — Mark Musgrave — Martin Wrangle — Matthew Armour — Matthew Pope — Melanie Hunter — Melinda Dine — Melissa Felton — Merryn Henderson — Michael Hellwege — Michael Perkins — Michael Stillwell — Narelle Bowden — Natalie Stanway — Natasha Cook — Nick James — Pam Knight — Paul Illman — Paul Kefford — Paul O'Dwyer — Paul Sabo — Peter Aldersea — Peter Thomson — Phillip Behan — Reg Stott — Rhys Thomas — Richard Watkins — Robert Carter — Robert Ewing — Robyn Greening — Roger Astell — Roni Forai — Rosalie Dows — Rosie Johnston — Russell Harley — Sally Millar — Sam Curry — Sandra Fenske — Sandrine Hill — Shane Jayasinghe — Sherry Pratt — Simon Bolles — Simon Coverley — Stuart Morris — Tanya Lando — Tarli Bogtstra — Tim Nolan — Tracey Byrnes — Tracey Gervasoni — Troy Milner — Vaughan Wright — Vernon Board — Victor Gartside — Vincent Tu — Wendy Bowler — Wilma Felton — Xander Alpherts — Yeksan Altun — Yvonne Upton.

# Shine a Light on Road Safety



Road Trauma Support Services Victoria  
Albert Park Lake



1m



8888 likes

#shinealightonroadsafety #nsw #communitywalk #albertparklake  
#savelives #roadtraumasupportservicesvictoria



# Shine a Light on Road Safety



Shine a Light on Road Safety is achieving all three of its very important goals:

- To let people impacted by road trauma know there is free support available if they need it
- To increase awareness of why road safety is important
- To raise vital funds to support our work

## More than three million people

This year the Shine a Light on Road Safety campaign reached more than three million people. The message to 'turn on your headlights for road safety' was promoted in lights on major roads across Victoria. Our volunteer speaker, Kerry, bravely shared her story with TV viewers watching channels 2, 7, 9 and 10. And our online community spread the message to more than a million people around the world.

## Walking together

The weather for our Shine a Light on Road Safety walk was stunning.

Although the reasons people come to us are often traumatic, it was wonderful to see so many people smiling and connecting with each other.

Special thanks to the Hon Luke Donnellan, Minister for Roads and Road Safety, and Assistant Commissioner, Doug Fryer, of Victoria Police for opening the walk.

Staff from Bendigo Bank South Melbourne and volunteers from Rotary Prahran fed us well with a BBQ sausage sizzle. Brazen Brownies gifted us with delicious brownies once again. Thank you, for your tremendous generosity.

## Lights for road safety

The campaign achieved extraordinary visibility and reach conveying the simple and powerful message to 'turn on your headlights for road safety', which was displayed by VicRoads, Transurban and EastLink.

We are very grateful to the many Victorians who got involved taking a moment to turn on their headlights to think about why road safety is so very important, and to remember those impacted by road trauma.

This year, the following iconic landmarks were illuminated in yellow to show support for road safety as part of National Road Safety Week:

Bolte Bridge and the Sound Tube, Transurban, Box Hill Town Hall, Donald Grain Corp, Frankston Arts Centre, M80 Ring Road, M2 Tullamarine Interchange Wall, VicRoads, Melbourne Star Observation Wheel, Melbourne Town Hall, Royal Exhibition Building, South East Water Building and Warrnambool's Silver Ball.

We would like to acknowledge Peter Frazer from the SARAH Group for his enormous contribution to National Road Safety Week.

## Enduring partnerships

We are proud of our enduring partnerships with organisations committed to road safety.

The campaign has the support of all the key road safety agencies, including the Victorian Government, the TAC, Victoria Police and VicRoads.

Our sponsors' commitment to the work we do and the community, cannot be overestimated. Their financial support ensures our ongoing viability and their in-kind support is invaluable in creating greater awareness about our services.

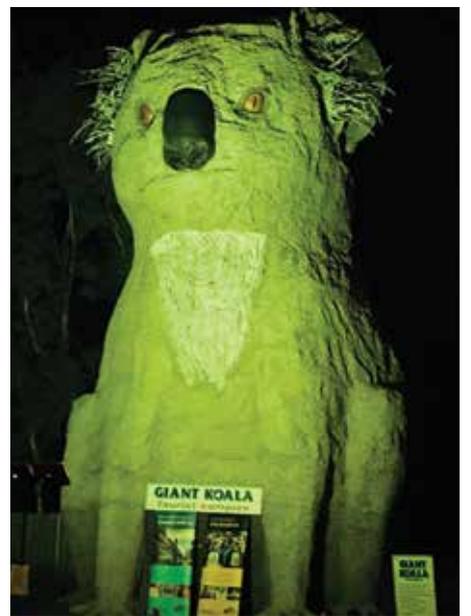
Thank you Civilex, EastLink, Henry Carus & Associates, Maurice Blackburn Lawyers, Narva, Transurban and Zaporus Lawyers – we couldn't do this without you!

Community involvement is what drives this campaign, so we'd like to thank the following organisations for supporting its promotion: CFA, SES, MFB, SAE, Box Hill Institute, Metro Trains, NRSPP, TMAA, and the cities of Ballarat, Horsham, Manningham, Melbourne, Monash, Port Phillip and Whitehorse.

Thanks also to Bendigo Bank, Bunnings, McDonalds and Notice Board Systems for their generous donations of goods and services.

## Next year

We hope to see you at next year's walk on Sunday 5 May 2019 at Albert Park Lake.







# Time for Remembering

Time for Remembering is our annual ceremony to remember those who have died, to acknowledge the injured, to recognise the impact of road trauma on our community and to give thanks to all who work tirelessly to reduce road trauma.

Time for Remembering is held at Queen's Hall in Victoria's Parliament House on the third Sunday in November. This United Nation's World Day of Remembrance for Road Traffic Victims is dedicated to remembering the many millions killed and injured in road crashes, and also their families, friends and loved ones whose lives have been affected.

Our peer support Art Therapy Group, created a felted artwork called Life After the Fall, which was exhibited at the ceremony along with the following poem:

## Life After the Fall

### Treading water after road trauma

#### I. Falling

We are falling  
strong and fast  
big sudden drop  
water cascading  
through turbulence  
shadowy shapes  
rocks behind water  
trying to get through

#### II. Deeper

Rock-hard heavy hearts  
going deeper to murky depths  
sinking in  
gloomy powerful waters  
twisting together  
torn and tangled  
all unravelled  
trying to get through

#### III. Lost

River of life, of tears  
becomes a mighty waterfall  
ripped apart  
where's the source?  
where are we going?  
the mind drifts back to it  
our river of memories  
trying to get through

#### IV. Holding on

Looking for the source of the water  
that's what we're about  
we are the river tribe  
holding on, being together  
always connected  
feeling it out  
softly pressing into the layers  
while trying to get through

#### V. Reverie

Lighter patches are important you know  
splashes of white  
anchoring the heavy  
make a more settled pool  
gently floating, moving slowly  
soothing heartbeat, soft caress  
go with the (new) flow  
try to get through

#### VI. Twinkling

By the shimmering river  
the bird shakes its wet wings  
twinkling possibilities  
droplets in the light  
shimmering teardrops  
like a spray of diamonds  
sparkling, refracting, bursting  
trying to get through

#### VII. Hope

Now we are eagles looking down  
taking in everything  
an aerial view of wetlands  
healing waters of fragile life

veins coming out of a light source  
quivering with hope  
a strong and soft lifeline  
helping us through.

Dr Christine Durham (OAM) shared her story of courage and determination after being involved in a serious car crash. "I've discovered that some people say their accident was both the worst and the best thing that has happened to them. Because of their accident they now appreciate being alive, they are aware of their strengths and weaknesses and they feel wise. I've learnt that HOPE stands for Help Other Possibilities Emerge. That Triumph stands for try and umph. And that a river cuts through rock not because of its power but because of its persistence."

Thank you to all who contributed to this special event, including the Hon. Luke Donnellan; Rev. Andy Calder; Samantha Cockfield, Transport Accident Commission; Chief Magistrate, Peter Lauritsen; Doug Fryer, Victoria Police; Justin Flynn; Jeanette Suhr OAM; Mark Cartledge; Ted Durham; Michael Johnson; Barbara Joyce and the Art Therapy Group; The Organised Water Choir; Wendy Bowler; and Manny Marchesin.

We thank the Transport Accident Commission for its ongoing support of Time for Remembering.

# Board Members



*Justin Flynn, Chairman*



*Ingrid Williams, Deputy Chairman*



*Mark Musgrave, Treasurer*



*Richard Watkins, Secretary/Public Office*



*Xander Alpherts*



*Simon Bolles*



*Robert Ewing*



*Lisa Gray*

# Subcommittees

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## **Finance, risk and audit subcommittee**

The Finance, Risk and Audit Subcommittee has been meeting bi-monthly throughout the year with great results.

The subcommittee works with the CEO to review our risk registers and ensure all significant risks are being assessed and managed appropriately. The subcommittee also provides recommendations and advice to the board so that fiduciary obligations are met.

Strong management controls have ensured a responsible approach to expenditure while simultaneously creating innovation and diversity in revenue streams. Thanks to an outstanding profit of \$3,129, we've been able to reinvest into the business, which will see growth in staff positions and organisational capacity in the coming year.

We attribute our strengthening position to support from the Transport Accident Commission, strengthening partnerships, growth in our education services and the success of our annual Shine a Light on Road Safety Campaign. These have significantly strengthened our ability to engage communities and provide timely, expert support to people impacted by and at risk of road trauma.

We thank the subcommittee members for their oversight and guidance and we're reassured our management team will continue to deliver strong results in the coming year.

**Justin Flynn**  
Chairman

# Treasurer's Report

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A key strategic focus for 2017-2018 has been to develop growth opportunities and diversify revenue streams. Through these strategies, we've been able to realise our two core objectives to increase efficiency in supporting people impacted by and at risk of road trauma, and to secure the organisation's long-term profitability and sustainability. This strategy continues to be realised through strengthening partnerships with our road safety partners.

Our Road Trauma Awareness Seminar program has added two new locations and increased the frequency of seminars in some locations, driving revenue growth in our education programs. The increasing support from the Magistrates' Courts and lawyers representing repeat offenders demonstrates their confidence in the value of the program.

RTSSV's ongoing strength has resulted in a profit of \$3,129 at 30 June 2018 - a remarkable outcome when coupled with significant investment in IT systems and building staff capacity.

There are some key initiatives being developed for 2018-2019 to continue our strategy of growth and diversification of revenue streams, and we are optimistic about our ability to respond innovatively to emergent growth opportunities.

Our balance sheet at 30 June 2018, strengthened by \$3,129, has resulted in total accumulated funds of \$269,416. Our cash flow has also improved, which is an important measure of the improving financial health of the organisation.

We would like to thank our auditors, LDAssurance, for their services, and we're happy to report we've received a good report card for our internal controls and quality of financial record keeping. I would also like to acknowledge the work of Theresa Cocking, our Accountant, who does an excellent job.

Our performance continues to be strengthened by our partnership with corporate sponsors, growing interest and support in our Shine a Light on Road Safety campaign, not forgetting growth in our education programs in diversity, location and attendances.

On behalf of the board, I would like to thank the subcommittee for its ongoing dedication and diligence, and I look forward to continuing successes in the coming year.

**Mark Musgrave**  
Treasurer

# Auditor's Report

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*Report of the independent auditor on the summary financial statements to the members of Road Trauma Support Services Victoria Incorporated.*

The accompanying summary financial statements, which comprises of the summary statement of financial position as at 30 June 2018, the summary statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows are derived from the audited financial report of Road Trauma Support Services Victoria Incorporated for the year ended 30 June 2018. We expressed an unmodified auditor's opinion on that financial report in our report dated 21 August 2018.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards for the financial report. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of Road Trauma Support Services Victoria Incorporated.

## **Board members' responsibility for the financial report**

The members of the board are responsible for the preparation of a summary of the audited financial report in accordance with the Australian Accounting Standards (including the Australian Accounting Interpretations).

## **Auditor's responsibility**

Our responsibility is to express an opinion on the summary financial statements derived from the audited financial report of Road Trauma Support Services Victoria Incorporated based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

## **Auditor's opinion**

In our opinion, the summary financial statements derived from the audited financial report of Road Trauma Support Services Victoria Incorporated for the year ended 30 June 2018 are consistent, in all material

aspects, with the financial report from which it was derived. For a better understanding of the scope of the audit, this auditor's report should be read in conjunction with our audit report on the financial report.

*LD Assurance Chartered Accountants*



**Stephen O'Kane Partner**

*Dated: 21 August 2018*

# Financial Report

Income	2018	2017
Fees and charges	\$557,276	\$464,913
Grants	\$519,000	\$519,666
Fundraising and other income	\$49,601	\$57,057
Donations	\$42,633	\$40,173
Interest	\$12,101	\$12,075
<b>Total</b>	<b>\$1,180,611</b>	<b>\$1,093,884</b>

Expenses	2018	2017
Advertising, branding and business development	\$7,788	\$1,080
Accounting and audit fees	\$3,000	\$2,960
Bank charges	\$6,437	\$5,823
Cleaning	\$3,414	\$2,915
Minor equipment, service and maintenance	\$27,965	\$54,374
Client support projects	\$4,966	\$4,614
Postage and stationery	\$30,875	\$29,567
Depreciation	\$9,081	\$9,770
Entertainment and gifts	\$1,517	\$2,397
Fundraising expenses and commissions	\$8,220	\$9,293
Security and insurance	\$8,646	\$10,053
Office/business consultancy expenses	\$15,154	\$13,628
HR recruitment, meeting and other expenses	\$5,738	\$7,958
Rent and venue education	\$72,523	\$60,024
Salaries and wages	\$801,250	\$712,990
Time for Remembering	\$9,440	\$8,363
Superannuation	69,166	\$61,646
Support groups and memberships	\$2,314	\$2,812
Telephone and communication	\$17,734	\$21,948
Training and development	\$5,554	\$3,902
Travel, accommodation, parking and motor vehicle expenses	\$23,422	\$19,494
Volunteer expenses	\$4,626	\$3,307
Utilities and permits	\$13,225	\$9,525
Work cover	\$16,964	\$14,990
Loss on disposal	<b>\$8,463</b>	<b>NA</b>
<b>Total</b>	<b>\$1,177,482</b>	<b>\$1,073,433</b>

<b>Profit/(loss) for the year</b>	<b>\$3,129</b>	<b>\$20,451</b>
<b>Other comprehensive income</b>	<b>NA</b>	<b>NA</b>
<b>Total comprehensive income for the year</b>	<b>\$3,129</b>	<b>\$20,451</b>

<b>Current assets</b>	<b>2018</b>	<b>2017</b>
Cash and cash equivalents	\$411,323	\$387,124
Trade and other receivables	\$17,121	\$14,470
Other assets	\$16,447	\$21,233
<b>Total current assets</b>	<b>\$444,891</b>	<b>\$422,827</b>
Non-current assets (property, plant and equipment)	\$29,059	\$21,172
<b>Total non-current assets</b>	<b>\$29,059</b>	<b>\$21,172</b>
<b>Total assets</b>	<b>\$473,950</b>	<b>\$443,999</b>

<b>Current liabilities</b>	<b>2018</b>	<b>2017</b>
Trade and other payables	\$69,892	\$74,725
Provisions	\$101,717	\$67,548
<b>Total current liabilities</b>	<b>\$171,609</b>	<b>\$142,273</b>
<b>Total non-current liabilities</b>	<b>\$32,925</b>	<b>\$35,439</b>
<b>Total liabilities</b>	<b>\$204,534</b>	<b>\$177,712</b>

<b>Net assets</b>	<b>\$269,416</b>	<b>\$266,287</b>
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<b>Accumulated funds</b>	<b>2018</b>	<b>2017</b>
Retained profits	\$269,416	\$266,287
<b>Total accumulated funds</b>	<b>\$269,416</b>	<b>\$266,287</b>

# Supporters

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