



VICTORIA • COUNSELLING, SUPPORTING & EDUCATING

Annual Report 2012-2013



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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

Road Trauma Support Services Victoria (RTSSV) was founded in 1994 by a small group of people whose lives had been directly impacted by road trauma.

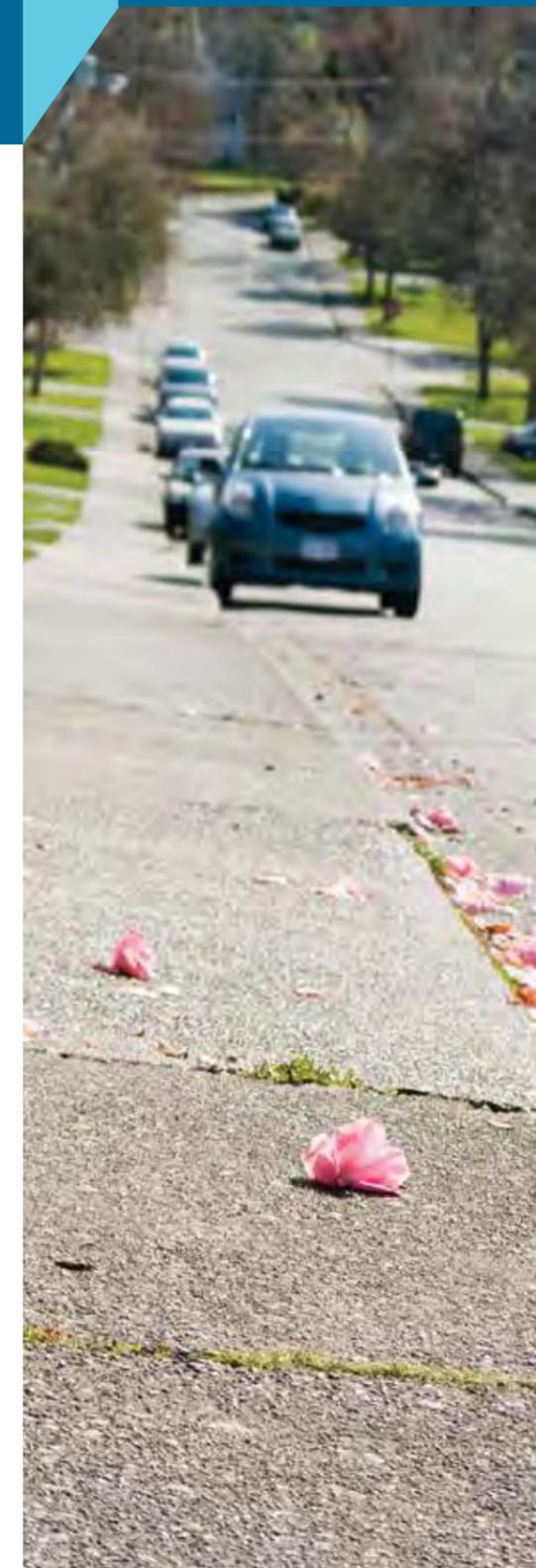
They understood the need for a specialist service where support could be offered to those like them who were suffering from the loss of a loved one on the roads. They joined with professionals working in the area to provide counselling and support.

From this humble beginning over 19 years ago, 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 over 2,800 people annually.



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Chairman's report

It is with pleasure and a tear in my eye that I present our Annual Report as this year is my last year on the RTSSV Board and as Chairman.

This year has been one of growth for RTSSV. It has been a year of change at the Board level and operationally. As I hand over to the interim Chairman, Justin Flynn, I know that I leave a strong and refreshed Board and operational team very capably led by our Chief Executive Officer, Cameron Sinclair.

This year the Board and staff have worked together to transform RTSSV and build new foundations to sustain the organisation well into the future. The staff, volunteers and Board have worked effortlessly to ensure we have everything in place to deliver the best services and support possible for our clients.

This year RTSSV has assisted 2,824 people affected by road trauma across Victoria. That success has been matched by our education programs delivering around 100 seminars and sessions promoting responsible road use to more than 900 traffic offenders, with the aim of positively influencing their driving attitudes and behaviours.

RTSSV has continued to work strategically across program areas to enable the delivery of ongoing support and services. Some of the year's highlights are:

- Receiving increased referrals from regional centres to deliver counselling services
- Finalising the evaluation report from Monash University Accident Research Centre (MUARC) which puts us in a good place for the delivery of our Road Trauma Awareness Seminars (RTAS)
- Commencement of regional education programs
- Refining risk management framework
- Reviewing and endorsing our values and behaviours
- Improving our strategic planning approach to include our key stakeholder representatives: Transport Accident Commission (TAC), Victoria Police, VicRoads, Magistrates' Court, clients, volunteers and service managers
- Strengthening of our stakeholder relationships with closer collaboration and partnering
- Holding our annual Time for Remembering ceremony

Our counselling services will continue to evolve and improve to ensure we continue to meet our clients' and stakeholders' expectations. We are planning better coverage to meet the increased needs in regional centres.

Our community education program has expanded this year, with our RTAS now monthly in each region in Victoria. The growth in our education programs reflects how we are continuing to meet the special needs of the community.

I would also like to acknowledge our staff, volunteers, key partners and supporters in helping RTSSV achieve its mission.

Thank you, once again, to all.

Sue Kapourelakos
Chairman

Chief Executive's report

This has been a successful year of change which has brought with it both excitement and challenges. For the first time in our history, our key stakeholders joined us in our strategic planning forum in May. We welcomed the TAC, Magistrates' Court, Victoria Police and VicRoads to our forum and heard of their strategies, challenges and opportunities in meeting the safety needs of Victorian road users. RTSSV service managers, a client and a volunteer attended and their stories and presentations assisted us to formulate a plan for the next triennium. We sincerely thank all of the participants for their contribution in ensuring we continue to deliver our services when, and where, they are most needed.

RTSSV continues to grow management resources with the ongoing development and refinement of our continuous improvement systems. We have continued to build our governance structures with the Board subcommittees providing invaluable expertise in each of their designated areas. The introduction of three new roles, road trauma seminar coordinator, fundraising and events coordinator and the marketing and communications coordinator - will play an important role in the ongoing success of the organisation.

RTSSV's 12th annual Time for Remembering in November was well attended and continues to provide a time and space for reflection and acknowledgement for those affected by road trauma.

The evaluation report on RTAS from Monash University Accident Research Centre (MUARC) has been finalised and puts us in a good place for our delivery of RTAS. Ultrafeedback taking on our participant evaluations, we are now able to gather demographic and outcome data from our participants in a more effective way.

Costs associated with staffing restructures, marketing and upgrading our IT infrastructure have delivered a financial result that confirms our long-term investment strategy and will return favourable results in the new financial year. These costs were approved acknowledging the need for investment in the organisation's strategic development and infrastructure. We look forward to the rewards these investments will reap for our clients and organisation.

We have continued to enjoy the support of business partnerships, philanthropies and funding bodies that have provided us with the much needed financial and pro bono support that enables us to continue with our work. On behalf of our clients, staff, volunteers and Board, we thank all our supporters and eagerly anticipate ongoing partnerships for the betterment of Victorian road users.

Each year RTSSV further develops a culture that fosters caring, integrity, quality and accountability consideration. The positive feedback we continue to receive from our clients illustrates the commitment of our staff and volunteers to road safety.

As we continue to strive for best practice and consolidate our unique position within road safety we wish to thank our supporters, clients, volunteers and staff who work tirelessly with RTSSV for their outstanding contribution.

Cameron Sinclair
CEO



"RTSSV's 12th annual Time for Remembering in November was well attended and continues to provide a time and space for reflection and acknowledgement for those affected by road trauma."

2012-2013 in numbers



Lynne Irving, Counsellor at RTSSV

2,824 RTSSV supported over **2,824 people impacted** by a road incident in Victoria

100 **100 per cent of counselling clients** surveyed indicated that counselling and support helped them significantly to deal with the issue they presented with

1,291 29 community sessions with **1,291 people** in attendance

987 Delivered 136 RTAS to **987 traffic offenders**

17 RTAS are delivered in **17 locations** across Victoria on a monthly basis

1,837 Provided face-to-face and telephone **counselling to 1,837** people across Victoria

91 **91 per cent** of participants surveyed at our RTAS reported attendance at the seminar will change their driving behaviour

6,000 168 volunteers provided over **6,000 hours service** to help deliver RTSSV programs

85 **85 volunteers** shared their personal stories of road trauma in an effort to get the road safety message out in the community and ultimately help save others' lives

1,200 We disseminated information about the impact of road trauma as well as promoted safe and responsible road use to over **1,200 people in Victoria** through community presentations and seminars



Counselling and support services

The counselling and support services have continued to provide assistance to anyone who has been impacted by road trauma during 2012-2013. Trauma associated with road incidents goes further than the tragic loss of life, and any permanent physical disabilities.

The Counselling and Support Program has been able to implement activities that fulfil our strategic direction objective to expand the reach and accessibility of trauma counselling services across Victoria. This has been achieved with the assistance of project funding by the Ian Potter Foundation and the Aurizon Community Giving Fund.

The focus of the activities generated as a result of the Ian Potter Foundation funding has been to provide a range of support groups for people who have been impacted by road trauma. Individual counselling does not suit everyone. With strong support from peers who have themselves been directly impacted by road trauma, the counselling and support team have facilitated several new groups.

The Time for Remembering art therapy group has been formed from mainly bereaved mothers that meet each month with art therapist Barbara Joyce. The activities have been focussing on creating a tree of life that will be displayed at the RTSSV Time for Remembering ceremony in November 2013. Feedback from the group has been overwhelmingly positive and the participants have stated that they have found the sessions to be very therapeutic and in a few cases, described as 'life changing'.

A bi-monthly drivers' group has been held for drivers and their families and is co-facilitated by two RTSSV speakers. A meditation group has been running each

month and an informal dinner was held in Carlton for predominantly parents who had lost children. Piloting these specific groups has allowed the counselling services to further meet the needs of our clients via their participation in these activities.

Aurizon Community Giving Fund provided a grant that has enabled RTSSV to conduct information sessions in five regional Victorian locations. The seminars are approximately two hours long and they target people who have been directly impacted by a road incident. The sessions were held in Horsham, Bendigo, Warrnambool, Geelong and Morwell. A presentation was created by the counselling staff incorporating information around trauma and grief strategies.

The 12th annual Time for Remembering ceremony was held on Sunday 18 November. For well over a decade now the state-wide multi-faith service continues to give people the opportunity to commemorate the lives of loved ones lost on our roads, celebrate their lives and give thanks for those who have survived.

The mementos of bookmarks and rocks made by the Time for Remembering craft group were warmly welcomed and many items were taken by those in attendance. This year Ian Zadow spoke about the loss of his daughter and we thank him for sharing his story.

We acknowledge and thank the organisations that continue to support this event, lending their promotion and encouragement. Many thanks also to the organising committee which comprised Chairperson Reverend Andy Calder, RTSSV staff and volunteers. This group worked tirelessly in the months prior to the event, as well as on the day to ensure all went smoothly.

Jan's story

Eleven years ago I killed a man. I was involved in road trauma. In the time directly after the incident I found myself, apart from two friends, left alone to cope with the aftermath. Luckily I was given a RTSSV flyer and I joined the drivers' group. Having the opportunity to talk about the incident and to share my feelings and thoughts with others in a similar situation helped me deal with all the problems that followed. After regaining some control over my life again I decided that I would volunteer to help out at RTSSV after I retired.

I have been helping out in the office for four years and I hope by helping out this way it contributes to the lessening of road trauma. It is also helping me as well as it is good to work in an environment where people accept me as I am. I hope also that I am able to give some support to the counsellors and staff who every day are working with people affected and or devastated by road trauma.

Eleven years ago I killed a man and that is something that will never leave me. Sometimes days go by when I don't think about it and then suddenly I find it hard to get behind the wheel of a car again, or I feel totally devastated. Road trauma has affected many aspects of my life and a part of me died that rainy night. Without the help I receive from RTSSV I doubt that I would be coping as well.

Jan Dilworth

Ian's story

My name is Ian Zadow and I was a single dad for most of my daughter's life until she died at the age of 18. I have been married to my second wife Cathy for four years now and my story is about my little sweetheart, Lauren-Kay.

Teenage stupidity was a contributor that took Lauren-Kay away from me on Friday 22 October 2010 at the tender age of 18. She had been out with three friends and they decided it was a good idea to do some car bonnet surfing, while the car was moving. So there they were, two on the bonnet and one on the roof. I have to live with the notion of what possessed Lauren-Kay to do such a thing! Lauren-Kay fell off the bonnet and died straight away with massive head injuries and one of the others died while waving a car down to help.

It has impacted every aspect of my life. I feel like I have to restart the process every day and it becomes tiring. I'll go weeks feeling like I am doing better and then I have a set back that will last several days. I call that being ambushed.

That first year after Lauren-Kay's death was hard, very hard. I was in shock. I was numb. I was in pain. I was mourning. I was sad. I wanted to tell the story of Lauren-Kay to everyone. I thought that if there was a process or schedule to follow, and I followed it, Lauren-Kay would come back here. I really thought that.

There also was a period where I was a little suicidal. I just wanted to be with Lauren-Kay that much, that nothing else mattered. Although I have moved away from that space, I do have a much closer relationship with death now.

I was quick to see a counsellor or three. I say three as what I learnt is that if you are not getting anywhere or not feeling 'right' with one, then find another one as it's your life, your sanity that's at stake. The third counsellor is Lynne from RTSSV, whom I have been seeing now for almost two years. I am thankful for Lynne. Lynne is a tough but fair lady. She doesn't always take the surface answers of "I'm doing fine" - she challenges me to dig deeper. I also thought to myself that I need to respond to my grief covering all facets of my life. I saw Lynne as a professional, but what about the rest of my life?

I sought out another bereaved single dad called Tony to give me perspective and a vision of what's to come. I spoke to Miles, a close friend, who knew Lauren-Kay and was able to share special memories I had with her, and then John, a Christian friend, to help me make sense of my faith.

This second year has actually been harder than the first 12 months. It's real now, it's been two years and I haven't seen Lauren-Kay. I miss her. The sad reality is poking its ugly head through. Life is tough. I remember talking with Lauren-Kay about how tough life can be when she was younger. She replied, with that innocent child wisdom, "compared to what, Dad?" This puts it into perspective as everyone has tough issues in their life. I grieve my way and that's probably one piece of advice I could give any bereaved parent... read the books, talk to your friends but grieve the way you go about your (old) everyday life - if you are emotional, get emotional, if you are a talker, then talk. And don't always do what the good book says as the author may not have even experienced it.

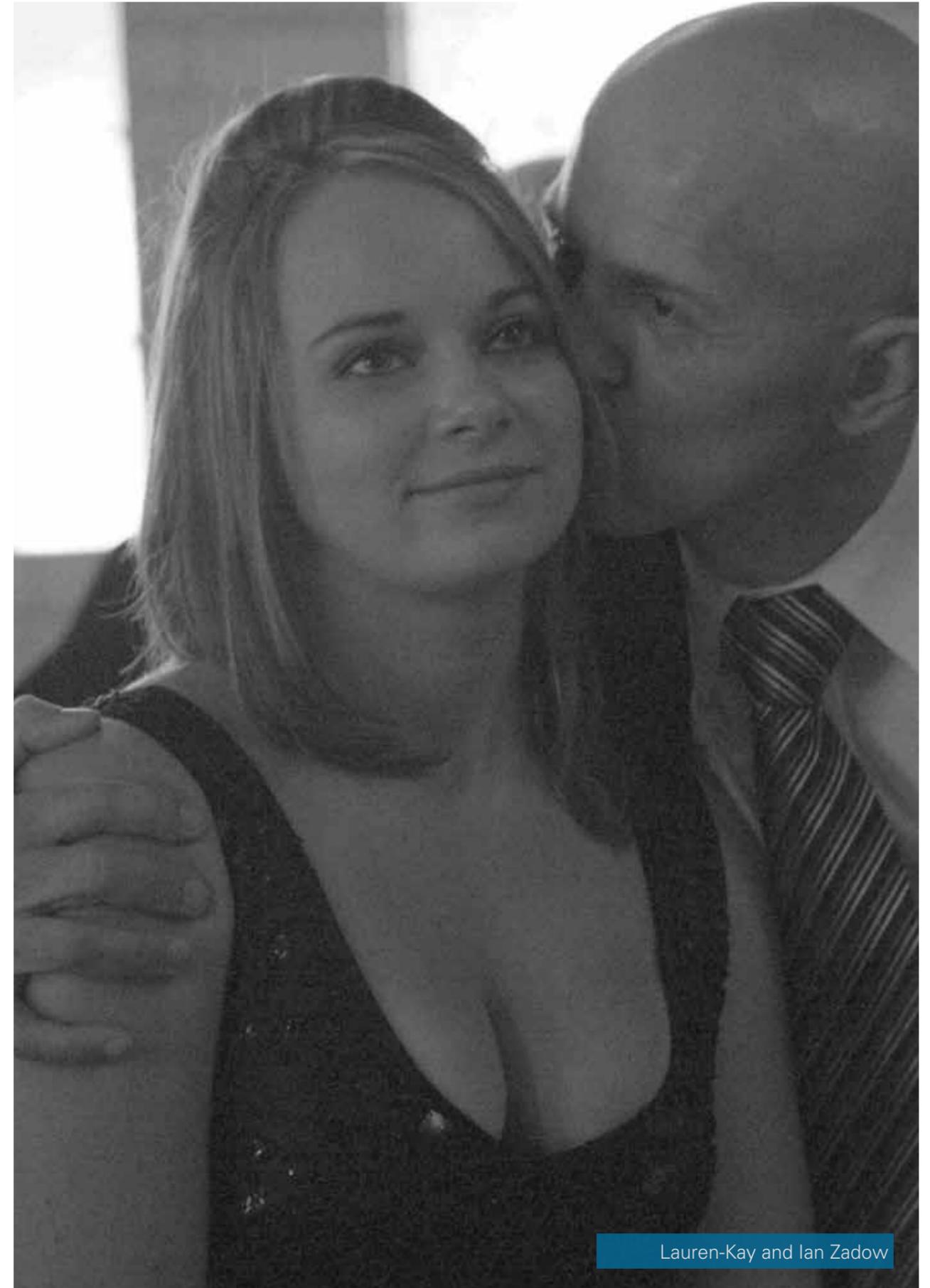
I know my grief is important and it will continue to be with me. I am realising that my life is going to have to grow around my grief if I want to live some sort of satisfying life. I'm not meaning to move on from Lauren-Kay or erase her from my mind, but I think as time is passing my grief is forming a part of me. Like my doctor said, it is part of my medical history now, it's who I have become. I have been in a rut throughout the depressive Melbourne winter and what is important to me right now is the present. I cannot change the past but I can create a new ending. I am continually addressing my pain with the help of Lynne, my friends, The Compassionate Friends organisation and Cathy as I have much to be thankful for in my life right now.

One of the hardest times for me is Father's Day. Father's Day advertising is everywhere, it's hard to miss, and it's agony for me. I mentioned ambushing when we went to London last year, I found out that Father's Day is celebrated on different days across the world and it was the day we landed!

My religion has been shaken, but not lost. I have hope that I will meet Lauren-Kay again one day and I do trust that God will continue to give me the gifts of faith and peace.

I am learning to cut myself some slack these days and realise that courage doesn't always roar. Sometimes courage is the quiet voice at the end of the day saying, "I will try again tomorrow."

Ian Zadow



Lauren-Kay and Ian Zadow

Education services

In Victoria last year we had 282 people die on our roads and around 6,000 seriously injured. So for every one person killed, 18 are seriously injured and 49 more are injured.



When you hurt or injure one person, you hurt or injure the whole family.

95 per cent of all road crashes have to do with human factors - this means we can do something about reducing the number of deaths and serious injuries on our roads. We aim to do this by educating people and having them reflect on their attitudes in relation to driving and being on our roads.

The RTAS program is built on restorative justice principles and employs a cognitive behavioural approach using both volunteer speakers with personal experiences of trauma, as well as presenters from the emergency services sector. The program has been designed to encourage participants to change their driving behaviour through a process of education, reflection and prevention.

Since its inception there has been a steady increase in the number of participants referred to the RTAS. In 2012-2013 the RTAS program delivered 136 RTAS to 987 traffic offenders in 17 locations across Victoria. The program is held on a monthly basis.

This financial year has seen a part-time RTAS coordinator employed and 11 new roles for Regional Coordinators/Community Educators to strengthen local relationships and partnerships. Letting communities know who we are and what we do is a big focus of the role, as well as making sure

our regional staff are connected as a team and to RTSSV.

Our evaluation report on RTAS from MUARC has been finalised and puts us in a good place for our delivery of RTAS. Having Ultrafeedback taking on our participant evaluations, we are now able to gather demographic and outcome data from our participants in a more effective way.

The Youth Road Trauma Awareness Program (YRTAP) is a six-week intensive program for young traffic offenders under 21 years of age who are involved in the Youth Justice System. Volunteer peer leaders have been involved in co-facilitating with our educators and this has worked extremely well in making a connection with the offenders.

Community groups continue to be well attended with 29 community sessions and 1,291 people in attendance.

We would like to thank the education team for a wonderful year that has achieved many positive outcomes across the state. The time the team gives is always above what they are commissioned to do. We have a wealth of expertise and skill amongst the team and this brings so much to providing a very professional education service.

Puspa's story

My name is Puspa O'Donnell Pandji and I am the regional education coordinator in Melbourne for RTSSV.

Initially I was attracted to working with RTSSV as I have always been passionate about working with young people. I believe that they are very receptive to information and education being presented to them in a setting where they can engage.

I mainly work within the RTAS program where most participants are young. I don't feel everyone has the same opportunity to see how small decisions can bring big unwanted consequences into their life and all the education work that RTSSV does brings this to people's awareness.

I enjoy working with people and the flexible spontaneous space of the seminars. It's hard work but I've never done any work before that has brought me so much personal satisfaction. I also really enjoy the people I work with - the other educators and amazing volunteers who have become friends over the years.

The management team's innovation has also pushed the organisation's growth and development so much since I started with them and I have the best boss ever.

I aim to provide a space where participants in the program can open up, put their stories honestly on the table and speak without fear of retribution or judgement.

It's sometimes the first opportunity the participants have had to talk about and look at how they have affected not only themselves with their behaviour, but people around them.

These discussions open up the possibility for change.

Puspa O'Donnell Pandji





Michael's story

Michael Hellwege, controller with the Victoria State Emergency Service (SES) Mildura Unit joined the SES over 29 years ago. At age 26 Michael's time as a rover (the upper end of scouting) was coming to an end and his group was approached about joining the SES. Eight rovers joined the SES but about half soon dropped out. Michael and two others still remain today.



After about five years in the SES Michael became part of the road crash rescue crew. Michael has attended hundreds of incidents over the last 20 years and has seen many horrific scenes and played a role in saving lives of those trapped and involved in the crashes. In 1996 Michael became the unit controller and still holds this position after 17 years. As part of this role he is a member of a number of local emergency management committees for the community and airport.

Michael has met many other dedicated emergency service workers and professionals and one of these was Inspector (now Superintendent) Paul Naylor of Mildura Police, who invited him to be a founding member of the Mildura branch of the Victoria Police Blue Ribbon Foundation. He is still on the committee today. The Foundation fundraises to purchase lifesaving equipment for the local Mildura Base Hospital.

Michael has also been actively involved in the organisation and running of the Easter Driver Reviver Stop which aims to prevent fatal or major car crashes over the busy Easter period. The SES operates this in conjunction with the Community Road Safe committee as well as Lions and APEX volunteers.

Michael has had great satisfaction helping the community when in need and when asked about helping with the RTSSV RTAS program he was willing to assist. He sees this as a way of preventing people ending up in a road incident where they need the SES. Michael believes that any program that can make drivers more aware of the dangers and risks on the road should be supported. Michael's hope is that his commitment does save lives and changes the way people act on the road. "We may never know the results, but one life saved is better than none and hopefully the RTAS program can be part of this for many years to come," he said.

Michael married in 1992 and has two teenage girls. His older daughter started at Flinders University this year with the hope of becoming a teacher. Michael's family travel the roads of the country and if he can make it safer for them and other motorists then he feels that he has achieved something good in life.

Family support is invaluable to volunteers and as Michael states, "What I or other volunteers do would not be possible without the great support of our families who are left behind on many occasions when we are assisting others, raising money or awareness to make the roads a safer place for all."

Michael Hellwege

Volunteer services

RTSSV was founded in 1994 by a group of passionate volunteers wanting to provide peer support to others affected by a road incident. Our volunteer numbers have grown and are now active in all areas of RTSSV, education, peer support, administration, marketing, events and governance roles.



Volunteers offer vital support to RTSSV education services mainly through speaking engagements at our RTAS, youth programs, community groups and community road safety events. Providing an intense reality of the consequences of road trauma to the audience, sharing their personal experiences about how road trauma has impacted their lives and the people around them.

In March, RTSSV successfully recruited Elizabeth Tomlins as our volunteer coordinator to provide much needed support to our volunteers.

The newly appointed regional coordinators are now responsible for recruiting and training regional RTAS volunteers. The regional coordinators are better able to directly support all volunteers, including prospective volunteers, this has led to a much better service delivery.

All volunteers continue to go through a rigorous screening process including a background police check with CrimCheck. CrimCheck is a local not-for-profit organisation that completes police checks electronically which means a speedier return and enables us to have our

volunteers working in their chosen area more swiftly.

RTSSV has done a lot of work on our volunteer relationships, Access database, policies and procedures in 2012-2013. This has resulted in us being more streamlined as we work towards a more strategic and efficient work practice.

In recognition of our volunteers' contribution to RTSSV, we were pleased to give a double pass to the movies to our valuable volunteers for National Volunteer Week celebrations in 2013. Passes were distributed through their regional coordinator and were well received.

In 2014, RTSSV is planning to develop a volunteer friendship group that will involve volunteers supporting and encouraging one another in an informal and relaxed manner over a coffee or lunch.

We are incredibly lucky to have such wonderful and dedicated volunteers that support RTSSV, and our mission of reducing the impact and incidence of road trauma. We appreciate and thank the RTSSV volunteers for their valued contribution to the organisation.

Tim's story

I had my crash in NSW more than 23 years ago. There was no support for road trauma, in fact I never received any counselling to help me process what had happened. I have been involved with RTSSV for only a few years, so I am just a new volunteer. I was aware of RTSSV for a couple of years before making contact.

It was not until my appointment on the Victorian Road Safety Alliance that I took the time to find out about the work that RTSSV undertook. Working with the Victorian Road Safety Alliance gave me the opportunity to be involved in all facets of road safety. However RTSSV filled a special desire; to assist other people who have been involved in road trauma, not to suffer the same experiences I had suffered. There is help and support available from people who were not just on the same journey, but people like me, who were just a little further down the road; that there is hope, healing and possibility in their future. I didn't want others to suffer in silence as I did.

It's just too simple to say I wanted to make a difference. The fact is that a little boy was killed, his

life had meaning and value, and his death was not in vain. I can't change my experiences, but I can stand in the gap and use my experience to prevent others from going through what I went through at 19 years of age. The police officers I talk to can gain an understanding of road trauma from the offenders' perspective so that the next incident they attend they are there with compassion and empathy for all who are impacted. That is the value I take from working with RTSSV.

I am always humbled to share in the stories of others, to hear their pain and sorrow, to laugh and cry along with people's journeys through life. It's such a privilege to be given that opportunity. This is the difference my involvement has made to me. In sharing my story, others are able to take just a glimpse, like looking through a window into my world. For some, my story will challenge their beliefs, values and judgements. But for others, it's the first time someone just understands.

Tim Nolan

Subcommittees



Sue Kapourelakos

Appointments and Remuneration subcommittee

The Appointments and Remuneration subcommittee commenced work in this financial year with an aim to provide leadership and governance structures in the areas of appointments of directors and the CEO, their performance and CEO remuneration. We have managed our obligations well with the confirmation of the CEO's appointment and have successfully recruited five new directors to the RTSSV Board, each with skills and expertise that will enable the organisation to prosper and grow.

I have thoroughly enjoyed my time as chair of this committee and take pride in the successes of 2012-2013. As the outgoing chair of this committee, I look forward to the ongoing achievements and value the Appointments and Remuneration subcommittee will bring to RTSSV.



Jenny Reece

Development and Communications subcommittee

The Development and Communications subcommittee has the key responsibilities to inform, support and guide two key functions of the organisation: fundraising and marketing. The committee has been invigorated by the addition of a new staff team whose combined skills will help meet the challenges of this area of our work.

"The evaluation of our Road Trauma Awareness Seminars by Monash University Accident Research Centre was formally accepted by the committee and provided good evidence that, in the absence of direct outcome data which is difficult to collect, RTSSV is delivering quality education to the community."



Subcommittees

Risk subcommittee

This financial year, the Risk subcommittee commenced building governance structures in the area of risk management, a portfolio that is extensive and critical to the ongoing success of the organisation. We have successfully developed, refined and implemented the RTSSV risk management process. Our relationships with our stakeholders, including the community, continue to grow and flourish.

The process of managing risk is an ongoing challenge, however, with an invigorated committee, I am confident of our long-term sustainability to manage risks, foster efficiency and effectiveness, and achieve RTSSV objectives.

Finance and Audit subcommittee

The Finance and Audit subcommittee has worked well this year to ensure that our financial position and risks are identified and managed. 2012-2013 has been a year of financial challenges for the organisation with increasing market competition and rising costs associated with the delivery of statewide services.

RTSSV aspires to achieve positive results into the next financial year with the introduction of skilled new staff that will enhance our capacity to deliver fiscally responsible results for the organisation. I look forward to the year ahead and thank our supporters for their ongoing financial and in kind support.

Research and Evaluation subcommittee

The Research and Evaluation subcommittee commenced work in 2012 with the specific aim of enhancing and promoting evidence-based practice with our services. We commenced this by reviewing the quality of our education service delivery through external evaluation and reporting.

The evaluation of our RTAS's by Monash University Accident Research Centre was formally accepted by the committee and provided good evidence that, in the absence of direct outcome data which is difficult to collect, RTSSV is delivering quality education to the community. As I leave the committee I know that I am leaving it in capable hands and am excited by the possibilities of future research and evaluation within RTSSV.



Ernestine Rozario



Justin Flynn



Dr Jan Garrard



Treasurer's report

2012-2013 was a year with mixed results. It continues to be strategically important to improve upon our past and enhance RTSSV in terms of our service offering and our financial performance.

RTSSV achieved a deficit of \$65,000 compared to last year's surplus of \$127,000. Capital investment expenditure was used to increase service levels during the year both in counselling services and the RTAS program. RTSSV invested \$51,000 in upgrading the file server and laptops for the educators to improve the quality and consistency of the RTAS program. The RTAS program was expanded to 17 locations regionally on a monthly basis and counselling services were expanded into regional Victoria.

TAC is a long-term funding partner and makes a significant contribution to the funding with the agreement completing its third year of a three-year term. The TAC funding provides nearly half of the total revenue and gives short-term certainty to allow the organisation to perform its core service whilst pursuing further funding for additional services and longer-term growth objectives.

Donations were down from last year due to the conclusion of key support, worth \$46,000 in 2011-2012, from Alpine Challenge. \$6,500 was donated from Tenix Solutions, offering the profits from their annual trivia night. Fees from RTAS program were below budget expectations but improved considerably on the prior year due to engagement with the courts and the expansion of the RTAS program in regional Victoria. Total RTSSV revenue was slightly less than last year, but \$135,000 behind budget due to lower donation and RTAS program fees.

Costs were \$195,000 higher than last year due to the Board's decision to invest in people to deliver our goal of increased counselling and education services despite lower revenue numbers.

The balance sheet weakened during the year with total assets decreasing to \$433,000 (\$505,000 in 2011-2012). The main movement was in the cash reserves which dropped due to the \$65,000 deficit and cash flow for the year finishing \$131,000 lower.

Justin Flynn
Treasurer

"It continues to be strategically important to improve upon our past and enhance RTSSV in terms of our service offering and our financial performance."

Independent audit report to the members of Road Trauma Support Services Victoria Inc.

Report on the Financial Report

We have audited the accompanying financial report of Road Trauma Support Services Inc. (the association) which comprises the balance sheet as at 30 June 2013 and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by members of the Board.

Board's responsibility for the Financial Report

The Board of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act (Vic) 1981. This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's opinion

In our opinion:

The financial report of Road Trauma Support Services Inc. is in accordance with the Associations Incorporation Act (Vic) 1981 including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2013 and of their performance for the year ended on that date; and
- ii. complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act (Vic) 1981.

Quality Financial Solutions Pty Ltd
David Petersen

Dated this.....23rd.....day of.....October.....2013

Financial report for the year ended 30 June 2013

	2013 \$	2012 \$
Income from transactions		
Fees and charges	434,553	361,460
Grants	462,880	461,150
Fundraising and other Income	1,255	2,240
Donations	70,248	144,346
Interest	23,177	23,706
Total	992,113	992,902
Expenditure from transactions		
Advertising, branding and business development	7,060	5,340
Accounting and audit fees	1,680	1,600
Bank charges	5,708	5,291
Cleaning	2,748	2,846
Minor equipment, service and maintenance	14,829	4,929
Client support projects	17,017	22,733
Postage and stationery	22,311	17,007
Depreciation	9,187	12,386
Entertainment and gifts	3,606	1,021
Fundraising expenses and commissions	718	5,122
Security and Insurance	10,274	4,946
Office/business consultancy expenses	32,024	37,134
HR recruitment, meeting and other expenses	5,616	24,257
Rent and venue education	50,689	50,106
Salaries and wages	692,674	548,085
Time of Remembrance, Support at Time of Need & Memorial	5,530	4,538
Superannuation	54,181	41,403
Support groups and memberships	11,614	5,450
Telephone	19,485	13,147
Training and development	14,787	11,470
Travel, accommodation, parking and motor vehicle expenses	35,867	15,260
Volunteer expenses	3,370	4,292
Utilities	23,041	16,965
Work cover	13,862	10,537
Total	1,057,878	865,865
Net result from transactions	(65,765)	127,037
Other economic flows	0	0
Changes in reserves	0	0
Comprehensive result	(65,765)	127,037

Financial report for the year ended 30 June 2013

	2013 \$	2012 \$
Current assets		
Cash and cash equivalents	317,366	444,536
Receivables	14,803	7,331
Other	18,589	22,201
Total current assets	350,758	474,068
Non-current assets		
Property, plant and equipment	82,021	31,170
Total non-current assets	82,021	31,170
Total assets	432,779	505,238
Current liabilities		
Payables	78,667	99,245
Provisions	34,674	25,594
Total current liabilities	113,341	124,839
Non-current liabilities		
Provision for employee entitlements	12,216	7,412
Total non-current liabilities	12,216	7,412
Total liabilities	125,557	132,251
Net assets	307,222	372,987
Members' funds		
Capital profits reserve	0	0
Other reserves	0	0
Retained profits	307,222	372,987
Total members' funds	307,222	372,987

Note: All financial information should be read in conjunction with the Financial Report which can be obtained at www.rtssv.org.au or by contacting RTSSV on 1300 367 797



ACTIVITIES AND EVENTS

In November each year Victorians impacted by road trauma come together for the Time for Remembering ceremony. The Time for Remembering is an multi-faith service to commemorate and acknowledge the lives of loved ones lost on our roads, celebrate their lives and give thanks for those who survived. The Time for Remembering has been held at Parliament House each year since 2001.

The service coincides with similar international events to mark World Remembrance Day for road crash victims. It provides as opportunity to pay tribute to those agencies and individuals who work tirelessly to reduce the road toll and the associated trauma and grief.

In 2013, Time for Remembering will be held on Sunday 17 November. For further information visit our website www.rtssv.org.au.

RTSSV was pleased to offer the following additional support to those impacted by road trauma:

- Art therapy: Thanks to support from The Ian Potter Foundation a group have been meeting on the fourth Thursday of each month under the warm and creative guidance of art therapist Barbara Joyce
- A support group for drivers is being held every second month
- A meditation group

As part of our commitment to public health and education RTSSV participated in the First International Conference on Law Enforcement and Public Health at the University of Melbourne in November 2012. Other conferences and public events that RTSSV contributed to included:

- The National Trauma Research Conference
- Victorian Community Road Safety Partnership Program Conference
- Cardinia Road Safety Expo and Children's Day
- Magistrates' Open Day as part of Law Week

In 2013 RTSSV convened a strategic planning development meeting with the Magistrates' Court, Victoria Police, TAC, and VicRoads.

Finally, thanks to the generous support of the Tenix Foundation and Heydon Films RTSSV was able to launch a short video showcasing the RTAS's. This video is an outstanding representation of the impact of our educational work. It has been distributed to key road safety players including Victoria Police, the Magistrates' Court, TAC and VicRoads. It is also being extensively used within the broader community to explain and demonstrate the benefits of road safety educational programs that address attitudes to driving.



Board members

Sue Kapourelakos, Chairman
 Ernestine Rozario, Deputy Chairman
 Justin Flynn, Treasurer
 Wendy Lundgaard, Secretary and Public Officer
 Stephen Barnes resigned November 2012
 Rob Ewing
 Jan Garrard resigned May 2013
 Jenny Reece
 Kim White

Executive leadership team

Cameron Sinclair, Chief Executive Officer
 Chris Harrison, Manager Education Services
 Bernadette Nugent, Manager Counselling and Support Services

Kristy French	Pam Knight	Lachlan Redman
Geoff Fulstow	Tracey Laing	Jenny Reece
Gary Galvin	Melissa Lane	Carole Reid
Vivienne Galvin	Christine Latimer	Stuart Riley
Jan Garrard	Grant Latimer	Coral Robertson
Darlene Maree George	Martin Ledwich	Karen Robinson
Adrian Gervasoni	Faye Leist	Des Roche
Sue Gorman	Ann Lewis	Dianne Rock
Shannon Graham	Anne Longmore	Ernestine Rozario
Sandra Grano	Ebony Longmore	Nick Rush
Erin Gray	Frank Ludeman	Kathleen Russell
George Greaves	Leslie Luke	Paul Sabo
Tracy Grech	Wendy Lundgaard	Lynette Satalich
Gary Haken	Dean McInnes	Daniel Scott
Sandi Hallewell	Dale Mclvor	Janine Seivers
Fiona Hanlon	Natalie McKenna	Daryl Silvey
Irene Harrington	Lisa Meates	Darren Skelton
Mary Harty	Margaret Millington	Angela Smart
Malcolm Hayes	Graham Milner	Jeffrey Smith
Glenn Heazlewood	Troy Milner	Bernadette Sturt
Michael Hellwege	Lucy Moore	Greg Suhr
Sue Hewat	Stuart Morris	Jeanette Suhr OAM
Deanne Hibbert	Brian Muir	Michael Tarulli
Jayson Hirt	Steven Murray	Daniel Tawse
Bill Hodges	Heather Nankervis	Peter Thomson
Jill Hohn	Jason Naumann	Victoria Tinsley
Dawn Holmes	John Nieuwesteeg	Jonathon van Ek
Steven Holmes	Tim Nolan	Claire Vernon
Jarrold Huter	Kerryann Norton	Glenys Walker
Paul Illman	Carmel O'Brien	Brett Walsh
Helen Irvine	Anthony O'Byrne	Louise Watkins
Rosie Johnston	Stephen O'Kane	Emily Watson
Ken Jones	Connie O'Keefe	Darryl Wells
Daryl Jose	Elaine Owen	Scott Wenzel
Sue Kapourelakos	Chris Parkin	Kim White
Natalie Karavarsamis	Catherine Pearce	Ingrid Williams
Marco Keogh	Michael Perkins	Richard Williams
Barbara Kessell	Kevin Pettit	Martin Wrangle
Robyn Kimpton	Colin Platt	
Thelma Kingwill	Amanda Pollard	
Jason Kisielis	Sherry Pratt	
Robyn Klein	Rob Read	
	Paul Redfern	

Supporters

Acton Print
 Annie Norrish
 Barbara Joyce
 Eastlink
 Heydon Films
 Honda Foundation
 Ian Potter Foundation
 Ketaki Gadgil Design
 Magistrates' Court of Victoria
 MUARC
 Pearce family
 QR National (Aurizon Community Giving Fund)
 RACV
 Rob Gordon
 Sysop Support
 Tenix
 Tomorrow Agency
 Transport Accident Commission
 Ultrafeedback
 VicRoads
 Victorian State Emergency Services
 Victoria Police
 Youth Justice

Volunteers

Aaron Agius	Karen Cattell
Younes Aly	Mark Cattell
Mark Amos	Gary Chandler
Tara Anderson	Vittoria Chiarella
Stephen Barnes	Christine Mair
Glenda Barker	Carolyn Cole-Sinclair
Lauren Bayliss	Amanda Cowland
James Beard	Sue Cox
Anthony Beech	Annette Deegan
Daniel Bell	Judy Della
Peter Bellion	Catherine Dennis
Adrian Benson	Norma Derham
Belinda Bernardini	Jan Dilworth
Gerry Billings	Sue Dixon
Tarli Bogtstra	Kate Drain-Parkin
Simon Bolles	Jason Duncan
Brian Bowden	Karla Etty
Norm Bowen	Jane Evans
Ann Boyle	Robert Ewing
Bev Brock	Nicole Finlayson
Yvonne Callander	Justin Flynn
Mark Cartledge	Julie Fonaris
Robin George	Greg Forbes
Catley	



Robert Ewing, Board Director



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