



VICTORIA • COUNSELLING, SUPPORTING & EDUCATING

annual report 2011-12



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 dealing 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 after a group of people whose lives had been directly impacted by road trauma joined with professionals working in the area to provide a specialist support service.

Jeanette Suhr, with the support and assistance of Colleen Hall, founder of the Road Trauma Support Team in Tasmania, set up Road Trauma Support Team Victoria.

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

In 1998, RTSSV was awarded a Victoria Day Award for its work in the community. 2003 saw Jeanette receive a Centenary Medal and in 2008, she was awarded an Order of Australia Medal for her work with RTSSV.

From humble beginnings 18 years ago, RTSSV has grown and now offers statewide counselling, support and education services to any person affected by a road incident.

"It is hard to believe that it is 18 years since the beginning of RTSSV.

During this time it has been my privilege to meet and work with so many amazing and courageous people. I never cease to be amazed by the caring and commitment of the professional staff, Board and volunteers both present and past. The many hours over and above what is expected are worked just to keep the wheels turning as we face the constant struggle to obtain extra funding to support demand for our services but nonetheless, the job always gets done.

Thank you all for your support – each and every contribution, no matter how large or small, does make a difference... you are all inspiring!"

Jeanette Suhr OAM
Ambassador & Co-Founder



CONTENTS

Chairperson's Report	2
Message from the Chairperson and General Manager	3
Highlights – The Year in Review	4
Counselling and Support Services	6
Education Services	8
Volunteer Services	10
Activities and Events	12
Treasurer's Report	14
Auditor's Report	15
Financials	16
Thank You	18



"It would seem that no matter what we do regarding engineering of our roads and improvements to vehicle safety, we are unable to overcome the essential 'human factor' that causes most of the crashes occurring on our roads. The physical, emotional and financial impact of road trauma on drivers, passengers, families, witnesses, police, ambulance, medical staff and the wider community is enormous.

I chose to closely align myself with RTSSV as Patron because I am extremely impressed by both the integrity of the organisation and their tireless efforts to minimise the impact of road trauma on all who are affected by it. The counselling services and educational programs they offer are second to none. Many volunteers who have personally experienced tragedy from road crashes form a vital part of RTSSV which proves extremely valuable to all parties involved.

Unfortunately there will always be enormous demands for RTSSV's services and I will be there for as long as I am able to support this truly valuable and essential organisation."

Beverly Brock, RTSSV
Patron





"...our supporters will continue to share our commitment in making a meaningful and measurable contribution to the wellbeing and safety of Victorian road users."

CHAIRPERSON'S REPORT

I feel a sense of pride when I reflect on the successes of RTSSV for 2011/12, and it is with pleasure that I present our Annual Report, my first as Chairperson.

This year we assisted more people affected by road trauma than ever before with counselling and support - 1959 people across Victoria, an increase of 22% on last year. That success has been matched by our education programs delivering around 100 seminars and programs promoting responsible road use to over 900 traffic offenders, with the aim of positively influencing their driving attitudes and behaviours.

Program evaluation and development has assisted us in providing people with choices for support that best suit their individual needs and in delivering quality services and programs that are relevant and effective. There is the invaluable contribution of our 113 volunteers who support the delivery of our services to those in the State who need our assistance and support.

Helping RTSSV achieve its mission are our key partners and funders namely TAC, Ian Potter Foundation, RACV, Honda Foundation, Tenix Foundation, Victoria Police, the Magistrates' Court of Victoria and other state emergency services. Along with the many whose fundraising feats and willingness to 'give back' regardless of the adversity they face are inspirational!

I would like to thank the Board whose specialist skills and capability provide strength in RTSSV strategy and governance to support our people and services as well as ensure organisational sustainability. To the RTSSV team (both staff and volunteers) who are highly committed, capable and caring, they continue to positively support the development of our organisation with a focus on the people and the community we serve. Special thanks also to all our sponsors, donors and supporters for their generosity.

As we prepare for the future, it will bring with it new challenges as well as opportunities. I know that our dedicated staff and volunteers will continue to deliver with excellence RTSSV's services, and our supporters will continue to share our commitment in making a meaningful and measurable contribution to the wellbeing and safety of Victorian road users.

Thank you to all who have contributed to making RTSSV the success that it is.

Sue Kapourelakos
Chairperson

MESSAGE FROM THE CHAIRPERSON AND GENERAL MANAGER

Making a positive contribution in the community and to the wellbeing and safety of those impacted by a road incident is what makes RTSSV unique. It is the vision all those involved with our organisation share and work tirelessly to achieve.

From humble beginnings in 1994, RTSSV has stayed true to its origins continuing to embrace the integral involvement of volunteers who offer their own unique perspective as a result of a personal experience. The organisation is also supported by a team of dedicated staff who provide the resources required to fulfill our goals. This combination allows RTSSV to operate effectively and deliver a range of services that are accessible, diverse, based on best practice and meet the needs of the community which we serve.

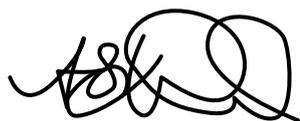
We would like to extend our sincere gratitude to our clients for trusting us through their journey of grief, anger and loss to an eventual period of healing and recovery. We wish to thank our dedicated counsellors, educators, volunteers and staffing team for their caring and unwavering spirit and commitment to supporting people affected by road trauma.

To our partners and supporters, we say thank you to all of you – State Government, emergency services, the courts, other service providers, the business community, funding bodies and donors. You are integral and the core of our work and sustainability.

Operating an organisation like RTSSV needs leadership, sound advice and practical support and we have been privileged to have a skilled Board of Directors and sub-committees, strong leadership team and a supportive major funder in TAC.

We have been extraordinarily blessed by the dedication, expertise and goodwill of all who work for, and with, our organisation.

We look forward to your continued support in 2012/13.



Sue Kapourelakos
Chairperson



Cameron Sinclair
General Manager



HIGHLIGHTS 2011/12

OUR IMPACT

- Supported over 2,855 people impacted by a road incident in Victoria
- Provided face-to-face and telephone counselling to 1,959 people across the State
- Delivered 96 Road Trauma Awareness Seminars to 863 traffic offenders
- 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 presentations and seminars
- Offered a six-week intensive road trauma program to 33 young traffic offenders in the Youth Justice System
- Received the invaluable support of 113 volunteers to deliver our programs
- 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

OUR PEOPLE

- A team of 40 staff are employed in various capacities to provide counselling, support and education to those impacted by road trauma in Victoria
- Volunteers provided over 6,000 hours of service and support to RTSSV programs during the year
- We work with local people to deliver our sessions and programs in their regions making information and support accessible, locality relevant and consistent
- The counselling team is highly trained in the area of grief and trauma and provides a professional quality service to clients. They are committed to professional development attending training and participating in regular external supervision. This is reflected in the feedback from clients regarding the benefits they derive through their contact with RTSSV
- Educators have social science qualifications and are trained in adult learning principles. Training in course content and delivery is also conducted on a regular basis to ensure consistency and impact across the State
- Support and training opportunities are provided for volunteers and their skills are matched to enable them to effectively support programs as well as desired personal areas of interest

OUR COMMITMENT TO BEST PRACTICE

- Partnered with Monash University Accident Research Centre (MUARC) to undertake research of our Road Trauma Awareness Seminars (RTAS) to benchmark our program model and content against education programs affecting behavioural change
- MUARC Research Report found that education programs in existence for traffic offending that are comparable to our RTAS have been found to play a role in motivating driving behaviour change
- 100% of counselling clients surveyed indicated that counselling and support helped them significantly to deal with the issue they presented with
- Seminar participant evaluations conducted by Ultra Feedback measured RTAS as having a strong impact on them and their driving behaviour. A high number had made a conscious decision to change their driving behaviour and have not reoffended
- The Bevington Group joined forces with RTSSV to scope and evaluate systems to enable the streamlining of our processes, provision and capture of more effective data to support program delivery as well as reporting, funding submissions and publicity requests

FUNDRAISING AND OUR KEY PARTNERS

- Funding from the RACV for the 'Warm Embrace' project enabled face-to-face counselling services to be offered to the Dandenong, Gippsland and Niddrie communities
- A \$50,000 grant from the Ian Potter Foundation will see peer activity based support programs provided to RTSSV clients as an addition, or alternative, to traditional counselling
- The Alpine Challenge raised an amazing \$46,000. We acknowledge event organiser, Running Wild, and all participants/fundraisers, donors and volunteers who contributed to this success
- The Honda Foundation generously leased a vehicle to RTSSV for use to support our work across the State
- A series of regional information sessions providing information and practical strategies to those affected by a road incident will be run as a result of a \$16,032 grant from QR National
- A Trivia Night hosted in August 2011 by Tenix Solutions in aid of RTSSV raised \$11,110
- A donation of \$10,000 from the Lord Mayor's Charitable Fund will support counselling through the provision of training, resources and materials. Acknowledgement to the Belford and O'Donnell families for their generous contribution
- The Pearce family organised the Apollo Bay Marathon which raised over \$10,100 to support counselling services

GOVERNANCE AND SUSTAINABILITY

- Our Board has the specialist skills and capability to provide strength in RTSSV strategy and governance to support our people, services to clients and ensure organisational sustainability
- Five Sub-Committees have been established to enhance governance matters of the organisation
- A Research and Evaluation Sub-Committee provides evidence-based guidance and support for RTSSV's core program areas. Its role is to oversee research projects and assist with ongoing monitoring and evaluation of counselling and education programs
- The Risk Sub-Committee was established to ensure adequate risk management policies and processes existed as well as monitor and report on the organisation's adherence to risk management principles
- Coordinating a multi-level approach to fundraising, developing key partnerships with community organisations, corporations and government departments, RTSSV promotion and expanding philanthropic and donor support is the work of the Development and Communications Sub-Committee
- Sustainability is critical for the long term success of RTSSV. The Finance and Audit Sub-Committee has reviewed and updated internal control frameworks, the balance sheet and other financial reports. Monthly forecasting was also introduced to provide visibility and confidence as to the liquidity of RTSSV

COUNSELLING & SUPPORT SERVICES

“One split second of distraction, one stupid mistake, one crash, can impact upon literally dozens of people. The ripple effect of one road incident is overwhelming. Suffering, both physical and psychological, as a result of road trauma is spread far wider than the immediate people involved.”

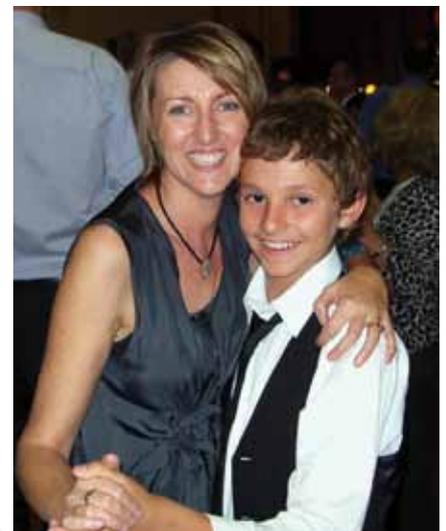
Access to appropriate, effective counselling and support can have a positive impact upon a person’s ability to recover well from road trauma.

MANNY’S STORY

On 23 December 2010, my 13 year old son, Jack, was killed when he was run over by a prime mover while riding his bike with his father. My husband held our son as he lay dying under the truck. My nightmare began with a call from my husband. He could not speak. I knew in that moment that my son was dead. I attended the accident scene and lay on the road with my son. I think I was in shock.

The days and weeks that followed are a blur. I spent the days staring at the television, probably trying to forget. Each night, I would lie between my husband and my 16 year old son. We held each other and cried until we slept, exhausted. I lived in fear of the future and my life of certain pain and longing for my child. I wanted an answer to the why; why Jack, why us, why me? I believed if I had an answer to this, then I could accept what happened and I could move forward. In reality, there has been no acceptance and I don’t believe there is recovery. To lose a loved one; a child, so suddenly and in such a horrific way, is shocking and traumatic.

Within weeks of the accident, my family met with counsellors from RTSSV. This was the first of many sessions we would have with these amazing people. The counsellors, together with our loving family and dearest friends, have supported and guided us through what has been the most awful period in our lives. They have listened, but never judged us. They have cried and sometimes even laughed with us. These wonderful people have given us hope that we will one day find meaning in our lives again, while cherishing the memory of our beautiful Jack.



“Within weeks of the accident, my family met with counsellors from RTSSV. This was the first of many sessions we would have with these amazing people. The counsellors, together with our loving family and dearest friends...”

Manny Marchesin
Bereaved mother

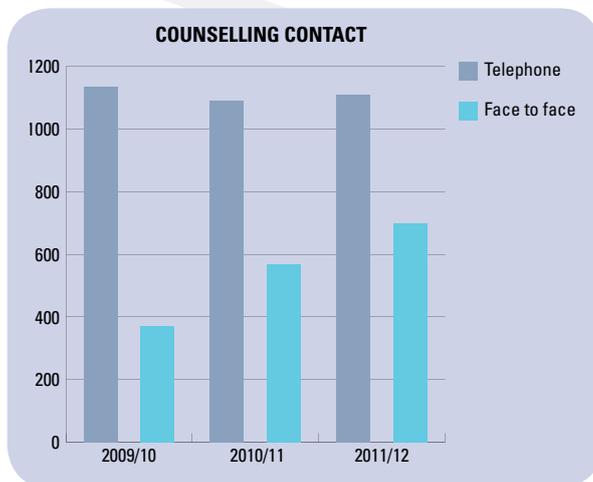
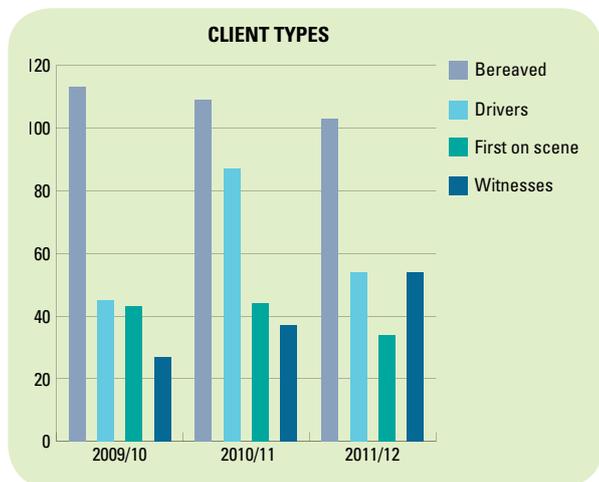
Our Counselling and Support Services provide assistance to anyone who has been impacted by road trauma. Trauma associated with a road incident goes well beyond the tragic loss of life, and the permanent physical disabilities. Every person who dies leaves behind grieving family and friends. People who have been seriously injured often need a lifetime of care and support. First-on-scene and witnesses live forever with the memories of what they have seen. Drivers live with the everlasting memory of what they have done.

RTSSV provides a unique service. The complicated and long term nature of grief and trauma resulting from a road incident means there is not one approach that works to meet the needs of all those affected. As there is no set prescription, no one solution or therapy, our philosophy is to explore a more holistic approach to support services that facilitate healing and recovery. RTSSV provides people with choice when they are considering how they would like to be supported whether it is through traditional counselling support or alternative treatment programs and therapies.

We offer free and unlimited face-to-face and telephone counselling to people whose lives are defined by 'before' and 'after the crash' experiences of road trauma whether they were directly or indirectly involved. Further we provide activity based groups and peer support programs that are attended by both counsellors and volunteers, and deliver specialised training and presentations.

OUR SUCCESS

- Provided counselling and support to 1,959 people across the State, a 22% increase on previous year
- 35.8% people received face-to-face and 51.4% telephone counselling
- 53 people were offered assistance to re-engage with their regular lifestyle and community through access to localised counselling support
- Delivered information and training to 345 professionals to support them in their dealings and response to road trauma and grief
- 100% of past and current clients surveyed indicated that counselling helped them to significantly deal with the issue with which they first presented



HIGHLIGHTS

- Service evaluation and review focused on the experiences of clients as well as opportunities to further develop and deliver programs. This process ensured our service is accessible and that the programs offered are appropriate to the needs and experiences of both metropolitan and regional clients
- Activity based groups supported by counsellors and volunteers formed part of the services offered in Melbourne metropolitan areas recognising the need to provide clients with choices when considering support options
- Support Link, the referral pilot initiative was introduced by Victoria Police and proved extremely worthwhile contributing to the increased number of referrals to RTSSV services. It is anticipated that this trend will continue as the e-referral system rolls out across the State
- The appointment of a new Counselling and Support Services Manager, Bernadette Nugent, plus an additional counsellor, Maria Smart, to the team ensures an exemplary and proficient service is provided to clients



EDUCATION SERVICES

“95% of all road crashes have to do with human factors; those that are behavioural such as speed, alcohol, drugs, attitude and inexperience often play a part.”

As road users, we can do something about reducing the number of crashes, serious injuries and deaths on our roads.

ANN'S STORY

My name is Ann Proud and I am the Regional Education Coordinator in Gippsland for RTSSV.

I came to the realisation that I had a need to provide to the community my experience of road trauma. My eldest son Anthony died in a car crash on 9 February 2000. He was 18 years old and had held his license for exactly one week. He and two mates decided to head out for morning tea and set in motion a set of choices that not only cost my son his life but badly injured his mates.

I was very fortunate to have found a wonderful group of professionals who gave me the support I needed to get my life back on track. Providing me with empathy, information and a listening ear that allowed me to express my grief, anger and eventually lead to my recovery.

All of these skills that were provided to me including education, are exactly what RTSSV provides to our clients, be they grieved family members or young offenders who do not understand the long term effect of their driving choices. Education, as well as exposure to our amazing volunteers, guides these young people through a legacy of grief and loss to an eventual realisation that their actions can and do lead to injury, death and a ripple effect. No matter how sorry they are, circumstance can never be made right again.

If just one person who attends our sessions thinks before they hop behind the wheel, then my job is achieved.



Ann Proud
Regional Education Coordinator

CAROLYN'S STORY

My name is Carolyn Cole-Sinclair and I am an Advanced Life Support (ALS) Paramedic, Clinical Instructor and Team Manager with Ambulance Victoria (AV). I am stationed in Gippsland, and have been with AV for 12 years.

Back in 1985 I was involved in a car crash that left me with multiple fractures, internal injuries, an extensive confinement to a hospital bed as a result of being in traction, and a lengthy rehabilitation period. Today, some 27 years later, I still suffer the ill-effects of that crash every day.

I can't remember the exact time I became involved with RTSSV; in fact my earliest memory is sitting in a coffee shop in Traralgon discussing the availability of operational ambulance and fire services personnel to be able to present at RTSSV seminars. I think that was about six years ago.

My involvement with RTSSV increased about eight months ago upon meeting the Regional Education Coordinator after which I became an emergency service speaker involved in the Road Trauma Awareness Seminars. I believe I have something to offer the organisation and more importantly, I want to assist drivers understand the importance of their decision-making process from the moment they decide to sit behind the wheel of a car, through their motoring journeys, until they leave the vehicle at their destination.

I hope my own personal story can benefit seminar participants. My experiences from a professional sense can also assist them in appreciating the ripple effect created from a car crash, because one life lost or even one life injured is one life too many.



Carolyn Cole-Sinclair J.P.
Emergency service speaker

Our Education Programs promote and encourage responsible road use as well as aim to address the attitudes and behaviours of people when behind the wheel, in order to reduce the incidence of crashes and the associated trauma and grief. The more informed our community is, the better able we are to make decisions when on our roads, as the choices we make whether driving, a passenger or pedestrian can have positive or negative effects.

Road Trauma Awareness Seminars (RTAS) focus on humanising the statistics by getting participants to understand that their driving behaviours have real consequences on people and communities. The seminars promote road safety through utilising volunteer speakers and emergency services personnel who give firsthand accounts of their personal experiences with road trauma.

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.

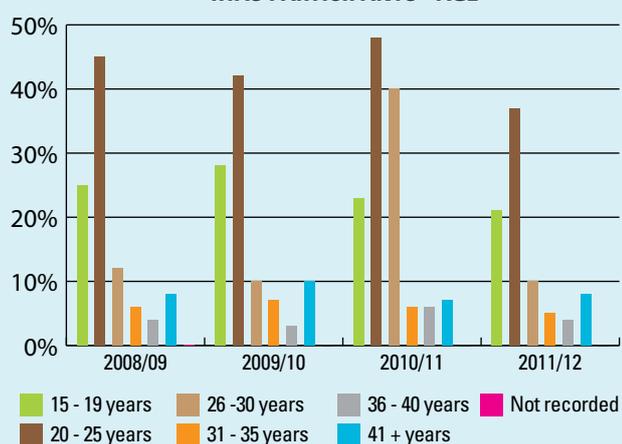
OUR SUCCESS

- Delivered 96 Road Trauma Awareness Seminars (RTAS) to 863 traffic offenders
- RTAS are delivered in 16 locations across the State of Victoria
- A total of 33 young traffic offenders attended a six-week intensive road trauma awareness program in Box Hill, Morwell and Warrnambool locations
- 12 young offenders participated in a RTAS in Geelong
- Undertaken 13 community road safety presentations attended by 365 people statewide
- Participated in forums/expos in Horsham, Geelong and Melton spreading the road safety message to 520 members of these communities

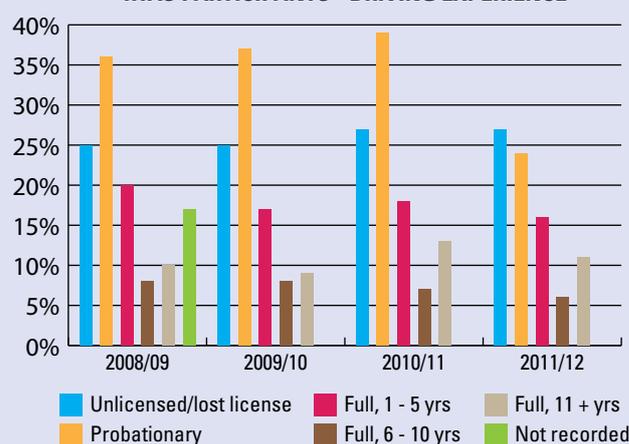
HIGHLIGHTS

- Strong links with police, courts and emergency services provides regular feedback and are involved in the planning and future direction of programs
- Programs are based on a community development model where local people deliver sessions in their regions making them locality relevant, consistent in messaging and accessible
- An action research model of continuous improvement is used and program evaluation is provided both by participants, educators and volunteers. It is also undertaken by external organisations to ensure content and delivery is in keeping with best practice, meets the needs of participants and aligns with current National and State road safety initiatives
- Educators have social science qualifications and are trained in adult learning principles. Training in course content and delivery is also conducted and continuous learning and development is encouraged
- Volunteer peer leaders are involved in co-facilitating programs with educators

RTAS PARTICIPANTS - AGE



RTAS PARTICIPANTS - DRIVING EXPERIENCE



VOLUNTEER SERVICES

“The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others.”

Volunteers are an inspiration... we are grateful for their commitment. They make an invaluable contribution to our work and promoting road safety to the Victorian community.

CORAL'S STORY

Duncan and I have been married for 13 wonderful years that have been full of some of the most incredible highs and lows that life can bring. We live near Warrnambool on a small farm which is both challenging, and a dream come true.

Losing my eldest son Nathan in a car crash, in 2004 at age 23, devastated my world and shattered the whole family. Through being a volunteer speaker for RTSSV I hope to give a small glimpse into the pain that a trauma such as this causes a mother and a family; and if I can prevent even one other family going through something similar then reliving my pain regularly in front of a group of total strangers will be worth it.

I also have an adult daughter, Nyomie, who is married and has three children so being a Nanna brings immense joy into my world. Teaching is a path that I seemed destined to take from early life. With the church being an integral part of my world both then and now; during my teenage years I taught Sunday School and kids' clubs. I then formalised my teaching as a mature aged student when Nyomie started school by becoming a primary school teacher. I find immense joy in being able to open a child's mind to explore their world and to help them become the very best person that they are able to be.

Duncan and I also have a 23 month old son, Fraser, who is the delight of our lives and also reminds us constantly how precious every day is.

Coral Robertson
Volunteer speaker



“...being a volunteer speaker for RTSSV I hope to give a small glimpse into the pain that a trauma such as this causes a mother...”

“Being a volunteer speaker has proven to be one of the most difficult and yet one of the most rewarding tasks I have done in my life. My son Ben, at the age of 25, was killed in a single vehicle crash in 2009 and talking about his death is very painful. But when my husband and I see what good can come of this by sharing our family's road trauma story, it makes us feel we are doing something very worthwhile. The young people who attend these seminars are mostly, just like our son, high at risk repeat traffic offenders. Sadly Ben, our son, is no longer here however his story helps save lives and reduces serious injury and that is really good.”

Karen Robinson

“I volunteer because I've been in a road crash that could have easily killed me. I want people to understand what being in a crash is actually like and what it has done to my life. By telling my story, it will hopefully raise awareness about the impact on individuals and communities after a road crash and how quickly your life can be turned upside down.”

Bill Hodges

Our volunteers give generously of their time and themselves, for the sense of purpose it gives them and to make a difference in the hope that one less family will be impacted by road trauma.

Volunteers contribute so much to RTSSV – our history is founded on the passion, energy and foresight of volunteers wanting to provide peer support to others affected by a road incident. Today, volunteers are active in education, peer support, administration, marketing, event and governance roles. Many 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 namely at Road Trauma Awareness Seminars, youth programs, to community groups, in professional contexts and at community road safety events. They provide an incredibly powerful interaction with the audience, sharing their personal experiences and the impact on their lives. It is an intense presentation that is moving and contributes greatly to the success of education programs in challenging driver attitudes and behaviours to be safer on our roads. Emergency service speakers provide a 'first on scene' perspective to our education services. Undeniably, volunteer presence lends reality and gravity to presentations that facts and figures alone could not achieve.

The 'behind the scenes' work of volunteers in providing administrative support, governance for the organisation in their Board membership and presence at community events often goes unnoticed, but is equally as important.

OUR SUCCESS

- RTSSV had the invaluable support of 113 volunteers during the year
- Volunteers contributed 6,000 plus hours of service to RTSSV programs
- 75.2% engaged in voluntary speaking engagements with the main purpose of getting the road safety message out into the community and ultimately helping to save lives
- 46.9% of volunteers have had a personal experience with road trauma either being involved in a crash or through having a family member injured or killed
- Volunteers offer great support to RTSSV programs across the State with 60% coming from Melbourne metropolitan areas and 40% from country Victoria

HIGHLIGHTS

- Volunteers are reconnecting with the peer support role in activity based groups, providing valuable experience and 'a listening ear' through their involvement in these groups
- Volunteers participate regularly in local team meetings to exchange information and support each other
- A focus on support and training for volunteers. Specific training is provided to reconnect, explore methods of engaging the community, generating publicity to raise awareness and to keep abreast of relevant research and trends in road safety
- RTSSV is actively recruiting new volunteers across the State. This will enable us to provide additional support in the growing areas of demand and provide relief and rotation opportunities for existing volunteers
- Recognising the important role volunteers play at RTSSV, a part-time Volunteer Coordinator, Melanie Sanders, was employed to help support our dedicated team, match volunteers with appropriate settings and activities and provide the necessary training and development

ACTIVITIES AND EVENTS

TIME FOR REMEMBERING

RTSSV held the 11th annual 'Time for Remembering' ceremony on Sunday 20 November 2011 in Queen's Hall, Parliament House, Melbourne to coincide with World Remembrance Day for Road Traffic Victims.

This gathering is an opportunity for family and friends to remember loved ones injured or bereaved by road trauma and to acknowledge the effect it has on so many others: prayers and hopes were offered for witnesses, emergency services' personnel, health providers, law makers and administrators and the community at large. This year two personal perspectives were offered and we thank Coral Robertson and Carmel O'Brien for sharing their stories. Attendees also experienced the beautiful voices of the Organised Water choir.

RTSSV Patron Beverley Brock opened the ceremony followed by Chairperson Sue Kapourelakos and the Minister responsible for TAC, Hon Gordon Rich-Phillips MP, who provided a message of support on behalf of the Premier Hon Ted Baillieu.

The event is a significant occasion for all who attend. It is carefully designed with a blend of personal stories, music, song, times of quiet contemplation, lighting of tapers and of spoken prayers and hopes.

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

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.

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

And now our journey continues.

as we have remembered with love,

let us leave with renewed hope

and the determination to make our roads

safer for all who use them.



TENIX TRIVIA NIGHT

Tenix Solutions demonstrated their commitment to working with the community and raising funds for RTSSV by holding their annual Trivia Night on the 18 August 2011.

The evening was well attended with 75 guests - attendees from all areas of the Tenix business joined with members of the RTSSV team and faced off head to head to claim the right of 'trivia champs' for the year. In all, the night raised over \$11,000 to benefit RTSSV's work in the community.

We wish to acknowledge the Tenix Social Club for putting on a fun and worthy event, Melbourne Trivia and auctioneers Ray Morgan and Rebecca Power.

Most of all, our thanks and appreciation to the Tenix staffing team for their great support and Tenix Foundation for matching proceeds raised on the night with a donation.

ALPINE CHALLENGE

Over 60 people took part in the Alpine Challenge 2012 to raise much needed funds to support the work of RTSSV in the community. Faced with inclement weather in the lead up, the event went ahead and achieved some amazing results; \$46,000 in proceeds was raised surpassing last year's total and many participants came away with great personal milestones of their own!

We would like to thank the many involved – from fundraisers and donors, to volunteers and Running Wild who hosted the event. Without everyone's committed involvement, we would not have achieved the success we did and for this we are very grateful.



ROAD SAFETY FORUMS

RTSSV worked in partnership with the Victoria Police, Melton Shire Council and the Wimmera Mail Times to deliver Road Safety Forums to community members. The forums were held in Horsham and Melton. They provide real life stories about the effects road trauma has on individuals, family and friends as well as the broader community.

We are very grateful for their input, support and ongoing partnership as we work together to achieve positive road safety outcomes for local communities.



LAW WEEK - MELBOURNE MAGISTRATES' COURT OPEN DAY

On 19 May 2012, RTSSV participated in Melbourne Magistrates' Court Open Day as part of Law Week activities. With almost 600 people in attendance it was a good opportunity to network with education program referral sources and disseminate information about RTSSV programs and services.





TREASURER'S REPORT

“This year’s surplus will be used to reinvest in RTSSV’s infrastructure to enhance service and support options for clients into the future”

The previous financial year produced a solid result so it was important to again improve on this and further grow and develop RTSSV in terms of our service offering and financial performance. RTSSV budgeted for a positive result and I am pleased to announce that the organisation was able to achieve a surplus of \$127,000. This is to be used to reinvest in RTSSV’s future. Plans are underway to relocate to larger premises that will enable the provision of additional counselling service and support options for clients as well as provide education and training facilities. Funds will also be used to upgrade an ageing IT infrastructure, introduce an online booking system and continue program research and evaluation initiatives. In general, RTSSV’s financial performance was ahead of the organisational targets.

TAC makes a significant and very important contribution to our income with the funding agreement completing its second of a three year term. TAC funding provides nearly half of the total revenue and gives short term certainty to allow RTSSV to deliver its core service while pursuing further funding to support additional services and longer term growth objectives. Donations were strong from court ordered and alternative sources. In particular, \$46,000 was received from the Alpine Challenge and \$11,000 from Tenix Solutions donating the profits from their annual trivia night. Fees from RTAS were below budget expectations but improved considerably in the second half of the year. Total RTSSV revenue was \$120,000 greater than that of last year but only marginally ahead of the budget for the year which finished strong thanks to a solid team approach to reinvigorating the education program fees through the Magistrates Court.

Costs were \$58,000 favorable to budget reflecting sound cost control. All departmental areas managed their costs within the budget and savings were consistent with the lower revenue and activity in the first half of the year. The expenses were higher than last year but are consistent with the increase in revenue.

The Balance Sheet significantly strengthened during the year with the Net Assets increasing to \$505,000 (\$386,000 2010/11). There are good cash reserves that help reduce short term funding risks and also provide for future growth and expansion. Cash flow was a highlight for the year finishing with reserves of \$444,000 compared to opening cash holdings of \$323,000. This increase highlights the profits for the year all flowed into cash and the movements in the Balance Sheet were minimal.

Justin Flynn
Treasurer

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 2012 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 2012 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 August 2012

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2012

CONTINUING OPERATIONS

	NOTE*	2012 \$	2011 \$
INCOME FROM TRANSACTIONS			
Fees and Charges		361,460	245,570
Grants	2	461,150	483,698
Fundraising and other Income		2,240	527
Donations		144,346	122,811
Interest		23,706	19,451
	1(m)	<u>992,902</u>	<u>872,057</u>
EXPENDITURE FROM TRANSACTIONS			
Advertising, branding and business development		5,340	30,115
Accounting and Audit fees		1,600	1,620
Bank charges		5,291	4,049
Cleaning		2,846	2,800
Minor equipment, service and maintenance		4,929	6,531
Client Support Projects		22,733	9,777
Postage and stationery		17,007	14,200
Depreciation		12,386	10,175
Entertainment and gifts		1,021	708
Fundraising expenses and Commissions		5,122	3,095
Security and Insurance		4,946	4,834
Office / business consultancy expenses		37,134	1,187
HR recruitment, meeting and Other expenses		24,257	5,794
Rent and venue education		50,106	51,307
Salaries and wages		548,085	512,713
Time of Remembrance, Support at Time of Need & Memorial		4,538	7,605
Superannuation		41,403	41,958
Support groups and memberships		5,450	2,533
Telephone		13,147	13,013
Training and development		11,470	15,546
Travel, accommodation, parking and motor vehicle expenses		15,260	14,270
Volunteer expenses		4,292	10,386
Utilities		16,965	18,442
Work cover		10,537	6,034
	1(m)	<u>865,865</u>	<u>788,692</u>
Net Result from Transactions		<u>127,037</u>	<u>83,365</u>
OTHER ECONOMIC FLOWS			
Changes in Reserves		0	0
COMPREHENSIVE RESULT		<u>127,037</u>	<u>83,365</u>

BALANCE SHEET AS AT 30 JUNE 2012

	NOTE*	2012 \$	2011 \$
CURRENT ASSETS			
Cash and cash equivalents	3	444,536	322,609
Receivables	4	7,331	10,411
Other	5	22,201	7,927
TOTAL CURRENT ASSETS		474,068	340,947
NON-CURRENT ASSETS			
Property, Plant and equipment	6	31,170	45,911
TOTAL NON-CURRENT ASSETS		31,170	45,911
TOTAL ASSETS		505,238	386,858
CURRENT LIABILITIES			
Payables	7	99,245	102,944
Provisions	8	25,594	35,600
TOTAL CURRENT LIABILITIES		124,839	138,544
NON-CURRENT LIABILITIES			
Provision for employee entitlements	8	7,412	2,364
TOTAL NON-CURRENT LIABILITIES		7,412	2,364
TOTAL LIABILITIES		132,251	140,908
NET ASSETS		372,987	245,950
MEMBERS' FUNDS			
Capital profits reserve	9	0	0
Other reserves	9	0	0
Retained profits		372,987	245,950
TOTAL MEMBERS' FUNDS		372,987	245,950

* The full Financial Report provides more detail on the position and performance of RTSSV for the 2011-12 year. Notes are provided in that Report. RTSSV accounts are reflective of a financial year whereas some of the contributions from funding bodies extend over a calendar year.

THANK YOU

The successful outcomes of our work with people affected by road trauma would not be possible without the generosity, commitment and enthusiasm of all our partners and supporters - we extend our sincere gratitude to you.

Our thanks go to major funder, TAC



We are very grateful to major organisational supporters Acton Print Group, Holding Redlich Lawyers, Sysop and tomorrow agency.

Thank you to our operations and communications partners Bevington Group, Infoxchange, Jenny Peel Consulting Services, KG Design, Quality Financial Solutions and Ultra Feedback.

We also thank our program partners Ambulance Victoria, Australian Centre for Grief and Bereavement, Compassionate Friends, Country Fire Authority, Hearts and Minds, Magistrates' Court of Victoria, Maurice Blackburn, Melbourne Fire Brigade, Melton Shire Council, SES Victoria, Support After Suicide, Tobin Brothers, Victoria Police, Victorian Bereavement Support Network and the Wimmera Mail Times.

For their commitment, vigilance and governance over the past 12 months, we express our appreciation to the Board of Directors. Our gratitude also extends to sub committee members for their passion and dedication.

We are thankful to our main funding body the Victorian State Government; its Ministers, Opposition Members and Members of local municipalities who have continued to provide the required support for our programs and services. More specifically, we thank staff at the Transport Accident Commission, Department of Justice, Department of Health, Department of Human Services and the Department of Transport.

A big thanks is extended to staff from the Youth Justice Centres, Corrections Services, Victoria Police, hospitals and the schooling communities that have embraced our unique work and programs.

We wish to acknowledge all the community groups, corporations, donors, service clubs and other funding bodies who have contributed to and supported the work of RTSSV.

Finally a very special thank you must go to all the great staff and volunteers (educators, speakers, peer supporters, administration volunteers) for their spirit and devotion in contributing to the safety and wellbeing of Victorian road users.



FUNDING ACKNOWLEDGEMENTS

Belford and O'Donnell Families
BHP Billiton
Honda Foundation
Ian Potter Foundation
Lions Club of Colac Inc
Lions Club of Forest Hill
Lions Club of Wangaratta
Lord Mayor's Charitable Fund
Marchesin Family
Methodist Ladies' College
Pacific Laboratory Products
Pearce Family
Probus Club of North Balwyn Heights Inc
QR National
Quinney Memorial Fly Trophy
RACV
Rotary Club of Horsham East
Running Wild
Tenix Foundation Pty Ltd
Tenix Solutions
Transport Accident Commission

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Veronica Coomber
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Abderahim Gime
Gary Haken
Chris Harrison
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Marina Nunn
Puspa O'Donnell Pandji
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Malcolm Pollitt
Saskia Post
Ann Proud
Sarah Ruane
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Heather Stewart
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VOLUNTEERS

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Tara Anderson
Bill Atkinson
Glenda Barker
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Daniel Bell
Peter Bellion
Adrian Benson
Tarli Bogtstra
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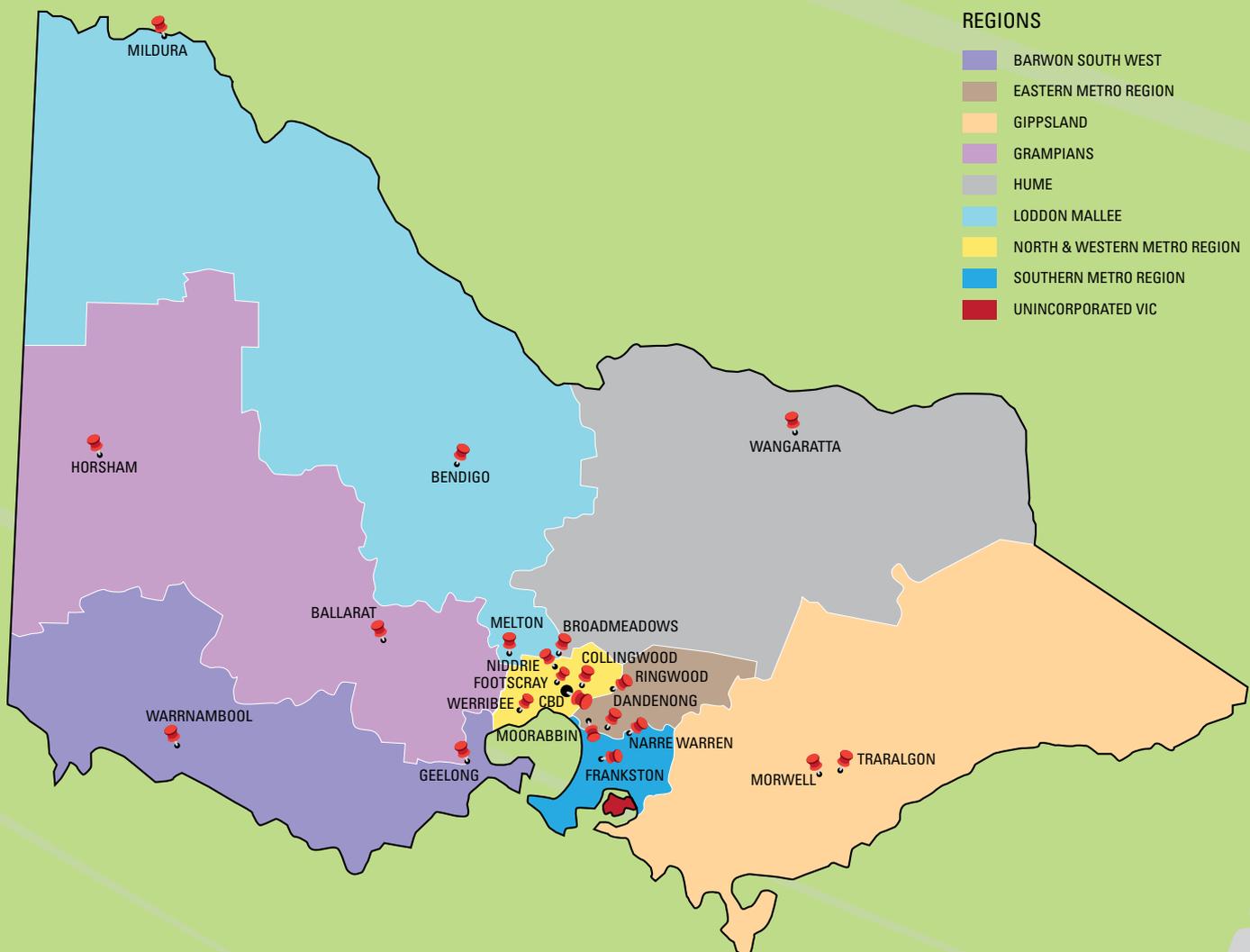
GET INVOLVED WITH RTSSV

... and contribute to the wellbeing and safety of Victorian road users.

Help us provide counselling and support to people affected by road trauma, and address the attitudes and behaviours of road users through education.

HOW YOU CAN HELP:

- ✓ Become a volunteer
- ✓ Book a presentation or training session
- ✓ Corporate partnership and in-kind support
- ✓ Donate items for auctions/raffles
- ✓ Fundraise at work or in the community
- ✓ Philanthropic grants
- ✓ Host an event or fundraiser to benefit our cause
- ✓ Make a donation (or give regularly)
- ✓ Planned giving – leave a bequest
- ✓ Register to attend a Road Trauma Awareness Seminar
- ✓ Sponsorship
- ✓ Workplace Giving – through payroll deductions



OUR LOCATIONS



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Email: info@rtssv.org.au
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