



**ROAD
TRAUMA
SUPPORT
SERVICES**

VICTORIA • COUNSELLING, SUPPORTING & EDUCATING

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Strategic plan 2017-2019



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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 History

RTSSV was founded in 1994 by a small group of people whose lives had been directly impacted by road trauma. These people understood the need for a specialist service where support could be offered to those who, like them, were suffering because of the injury or loss of a loved one on the roads. They joined with professionals working in the area to provide counselling and support.

From this humble beginning over 21 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 more than 4,000 people annually.

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.

Overarching strategic direction

RTSSV will be a key stakeholder and service provider within the road safety industry. Our services will be based in contemporary practice and embedded in evaluation and research. As an employer of choice, we will attract and retain the best people with whom we will deliver our vision.

Our strategic priorities for 2017, 2018 and 2019 are:

- Victorian Community
- Our Clients
- Partnerships
- Our People
- Viability and Sustainability

Strategic Plan

Victorian Community

Strategic goal: we will be widely recognised by the community as an organisation of merit and expertise.

Our Clients

Strategic goal: everything we do will enhance wellbeing for people who have been impacted by, and are at risk of road trauma.

Partnerships

Strategic goal: sustainable and ethical partnerships with road safety and community agencies will strengthen our organisation and enable us to achieve our mission.

Our People

Strategic goal: we will continue to build an organisation in which our people are meaningfully engaged, recognised for their contributions within environments that are safe and fit for purpose.

Viability and Sustainability

Strategic goal: we will continue to be ethically, reputationally and financially viable and sustainable.

