



Annual Report 2013–2014

*Tell me a fact and I'll learn.
Tell me the truth and I'll believe.
But tell me a story and it will
Live in my heart forever.*

Our Vision

To reduce the incidence and impact of road trauma.

Our Purpose

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

Our Values

Caring

We are committed to serving our clients with empathy and compassion

Integrity

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

Quality

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

Accountability

We are accountable for our actions in working to deliver our services and our mission

Our History

RTSSV was founded in 1994 by a small group of people whose lives had been directly impacted by road trauma. 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 20 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 3000 people annually.



VICTORIA • COUNSELLING, SUPPORTING & EDUCATING

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Chairman's Report



I would like to thank the efforts of the volunteers, staff and the board. Without this group of committed people the organisation would not have made as much progress over the past twelve months.

It is a pleasure to present the annual report in my first full year as Chairman of RTSSV.

I would like to thank the efforts of the volunteers, staff and the board. Without this group of committed professionals the organisation would not have made as much progress over the past twelve months.

Over 120 volunteers contributed their skills and dedication to all areas of the business, 80% within our Road Trauma Awareness Seminar (RTAS) program; contributions that provide our programs with a unique quality and ability to improve driver behaviour on our roads. We have a small and passionate team of staff that are continually looking to make the organisation grow and prosper. The board provide great support and are committed to the success of RTSSV.

This year RTSSV held several successful events; Time for Remembering, Shine a Light on Road Safety, the art therapy group launch of The Forever Tree, and the Recharge Days were the key events. Each of these events served as a positive reminder of the importance of the service RTSSV provides to the community. It has

been extremely touching to talk with families and share their stories and to see how we have been able to support them. It serves as a further reminder of the importance of this organisation and how it is supporting families in our community.

Counselling services delivered 1729 counselling sessions and our referral rates have grown 200% in the last year. It is our desire to be able to grow our counselling team to meet the increase in service demand, however in the meantime, our counselling team are responding well to the challenges.

Our referral pathways are well supported by excellent relationships, that recognise our expertise in road trauma.

The education team have continued to operate monthly seminars to 17 locations across Victoria. 1100 participants had an opportunity to reflect, evaluate and make a conscience change to their behaviour to make our roads safer for all users. We receive valuable support from the Magistrates' Court, solicitors and emergency services.

We have continued to focus on our strategic priorities and in most areas been able to make progress. Our strategic priorities are:

- People and culture
- Viability and sustainability
- Quality service
- Reputation and partnership

The key highlights for the year include:

- Strong demand for the counselling service and the increase in referrals
- External evaluation of the counselling service that confirmed the service is best practice

- Education seminars were consistently delivered across the state
- A strengthening of the team and the improvement in culture and commitment
- Success of all the RTSSV events
- Strong support from our staff, volunteers, board, key partners and supporters

Despite many successes in the past year, we acknowledge the deficit of \$61,198, our second consecutive deficit. I am confident that the work in the management of existing partner and stakeholder relationships, and the development of relationships in the corporate world, we will produce not only a positive financial response, but will continue to grow the RTSSV brand and community awareness.

The TAC has continued to provide financial support for 15 years, and we thank them for it. This combined with growing RTAS revenue will assist us to ensure a bright and prosperous future. As we work to increase revenue through donations and event sponsorship, I am confident that the challenges provided by inflationary and legislative changes will be mitigated and we will improve our performance in future years. Strong management control has ensured that, despite our overall deficit result, the impact to our cashflow was a reduction of \$44,525.

We remain a unique organisation providing a crucial service to Victoria and none of this would be possible without the support and dedication we receive. We are optimistic about the future and look forward to being able to contribute to the wellbeing and safety of Victorian road users.



Chief Executive's Report

As I reflect on the year that has been, I see that it has been a year of activity and energy. I look back with pride for all that we have done, and it is with admiration that I acknowledge the dedication and expertise of our board, staff and volunteers who continue to strive so high and achieve so much.

Our counselling services delivered over 1729 counselling sessions in 2013-2014 and experienced a 200 per cent increase in referrals. The services were evaluated in December and the evaluator, Maddy Harford and Associates (2013), cited that the service reflects "best practice in counselling approaches and professional practice" (p4). This level of service demand and expertise can only be developed with a staff team that is dedicated and skilled at their work, and their ability to help traumatised people is profound. I would like to acknowledge our counsellors and congratulate them on their extraordinary achievement this year.

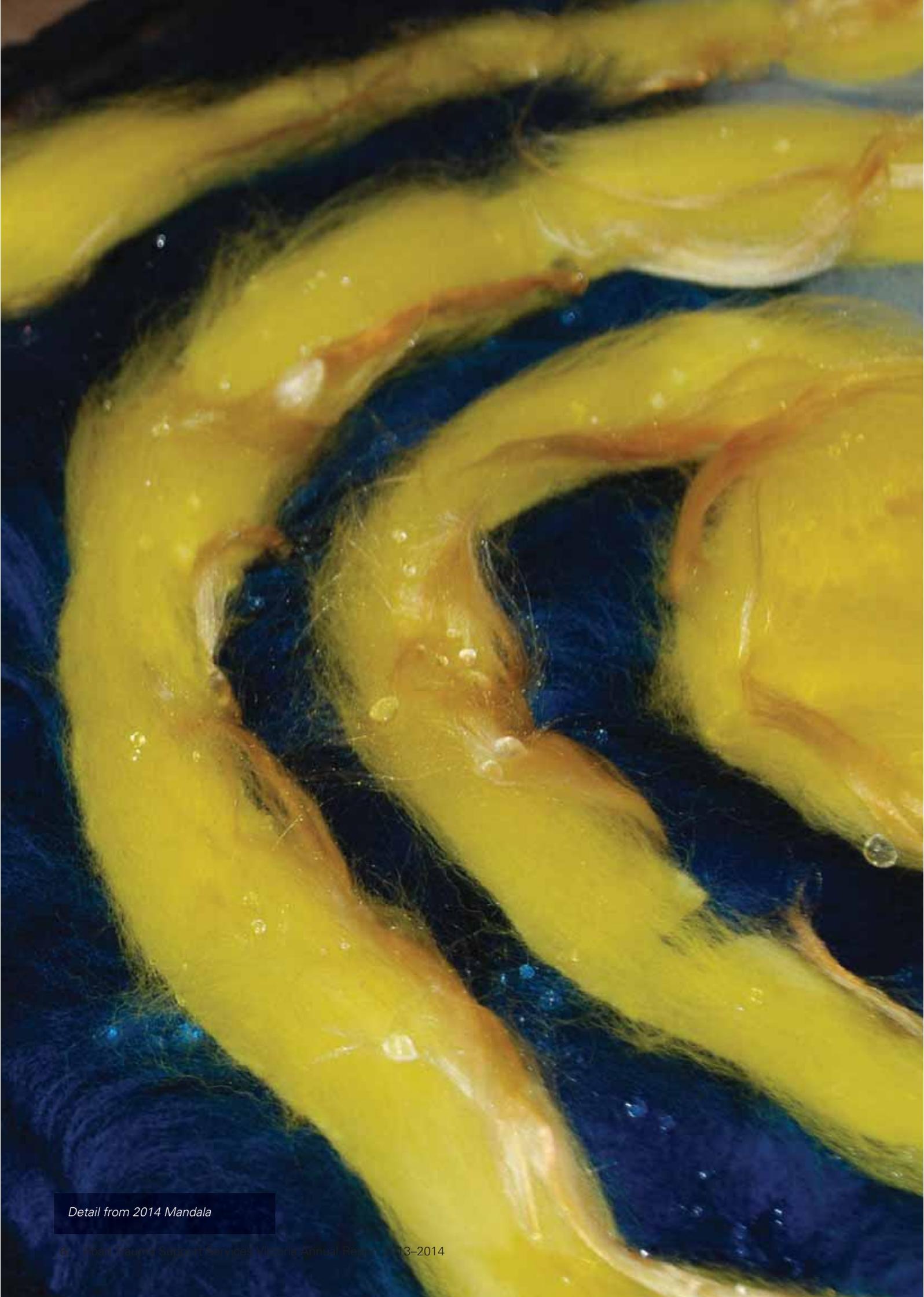
Our education team have also continued to work tirelessly in the delivery of monthly state-wide seminars. These were delivered to over 1100 participants in 17 locations across Victoria with the support of the Magistrates' Courts and emergency services workers. Our seminars are unique and provide participants an opportunity to identify and evaluate their driving behaviours with the aim of making our roads safer. Congratulations to our education team, you too have done an extraordinary job.

RTSSV events were, once more, a credit to our people who worked so hard to ensure that they were successful. We held the art therapy group launch of The Forever Tree in October, the 13th annual Time for Remembering ceremony in November and the Recharge Days in July 2013 and April 2014. These events have engaged our people, our partners and the community to pay tribute to lives forever changed by road trauma.

In May 2014, we conducted our inaugural Shine a Light on Road Safety campaign which was conducted over two days. The campaign promoted road safety as an individual and community responsibility. On 16 May motorists on our major arterials were asked to turn on their headlights, and on 18 May the community walk at Jells Park attracted over 250 participants, considerably more than we had anticipated for our first campaign.

It is from here that I look to the new financial year with a genuine and well founded optimism. Our management structures are strong and effective, and our services are unique and expert. However, we still have work to do. I am committed to ensuring that RTSSV not only fulfills our mission, but continues to work steadfastly with our partners towards road safety in Victoria. We are striving to make purposeful contributions to WHO's Decade of Action for Road Safety, and the Victorian state government's Towards Zero initiative. 2014-2015 will be a year of achievement for RTSSV. Our plans are solid and the financial forecasts are robust and I am very optimistic that we will continue to achieve great results.

In closing, I wish to acknowledge our directors, staff and volunteers in their support, expertise and dedication, not only to RTSSV but to road safety. I also thank our partners as, without their support, we could not exist. Finally, I acknowledge our clients and those who seek our support and assistance. Your stories are very personal and often deeply traumatic, and we undertake that our commitment to journey with you remains strong.



Detail from 2014 Mandala

2013–2014 at a glance

942

SupportLink referrals

2012-2013

460

2013-2014

942

200%↑

"RTSSV's presentation puts things into perspective. A reminder that the people in the crash and their families should not be forgotten. It will remind me to try and do better on the next job I go to."

223

Police officers participated in the RTSSV presentations to the road policing investigators course

1729

Counselling contacts were made to people across Victoria

"It was not only confronting, but it was able to personalise and tell a side of the story that we don't always see or hear... I will never forget this presentation and I will definitely be referring people in the future."

Police officer talking about the Volunteer speaker

6000

More than
Volunteer hours were provided to help deliver RTSSV services

celebrating
10
YEARS
road trauma awareness seminars

"If we can make a difference to change even one person's attitude towards their driving and commit to a safer community on the roads we have hopefully saved heartache and loss for another family. We need to aim high - the road to zero is the only acceptable toll."

Chris Latimer, Volunteer speaker

95%

of respondents at our Ballarat Road Safety Forum said that the information presented would make them a safer driver.

"I feel very rewarded and proud of the RTSSV program and the effects I have seen it have on participants."

1024

RTAS was delivered to
traffic offenders in 17 locations across Victoria on a monthly basis

Counselling and Support Services

2013–2014 has been another busy and successful year for RTSSV's counselling and support services. We have continued to deliver quality services to our clients and we have provided additional programs to address our clients needs.

Over the last twelve months, there has been a dramatic increase in the number of referrals for counselling and support. The increase can largely be attributed to the SupportLink referral management system, a referral partnership with Victoria Police. The SupportLink referral system has enabled Victoria Police members to refer people impacted by a crash via email. While the number of referrals does not translate directly into intakes, as some people choose not to take up the offer of support, the counsellors have developed an internal referral management system that has enabled the team to respond to all referrals in a timely manner. The implementation of an intake system has also assisted in this area.

There were 491 new clients recorded as having received counselling services. There were a total of 1729 contacts recorded and these included 1006 telephone, 513 face-to-face and 210 other contacts across three locations in Blackburn, Niddrie and Geelong. In addition, there were several hundred people impacted by road trauma who received information on trauma and traumatic grief.

Working with people who are suffering from trauma and traumatic grief requires a broad tool kit containing a set of specialised skills. The organisation would like to acknowledge and commend the counsellors for their expertise and dedication as well as the commitment shown towards ensuring that our clients achieve the best outcomes.

With the support of The Ian Potter Foundation, we have been fortunate to be able to host two Recharge Days this financial year. The Recharge Days provide clients with the opportunity to connect

with others who have been through similar experiences and where they can enjoy a well-deserved day of respite and pampering with their families.

In addition, our art therapy group has continued and the first piece of beautiful work created by the group was The Forever Tree. The tree represents hope. Hope that life and beauty can eventually be found following the experience of grief and pain. We have also conducted presentations to different community groups about our services and about the devastating effects of trauma and traumatic grief.

Staffing

On 1 July 2013, after the full acquittal of project funding, face-to-face counselling services ceased in Gippsland however, continued to be delivered from Blackburn, Niddrie and Geelong. We would like to acknowledge counsellor Marg Bailey for her dedication to RTSSV as well as her expertise and the respect she displayed to her clients.

Professional development

This year, the counselling team have participated in a range of professional development activities. These included a two-day seminar with Robert Neimeyer, a workshop at The Bouverie Centre on working with trauma, quarterly group supervision with psychologist Rob Gordon. The counselling team also attended the Australian Centre for Grief and Bereavement conference on 'Bridging the gap between theory and practice' and first-aid training.

Stakeholder and community presentations

In conjunction with the manager of education services and a few dedicated volunteers, monthly presentations have been delivered to police members undertaking the Road Policing Investigators Course. This has been an invaluable opportunity that has allowed us to promote our service as well as educate the participants about the short-and long-term effects of trauma and traumatic grief. Feedback has generally been very positive and the presentations and collaboration has strengthened our partnership with Victoria Police.

Regional Coordinator Ann Proud, located in Gippsland, and the manager of counselling and support services conducted a joint presentation in Traralgon to over 70 CFA and SES workers. The focus of the presentation was to inform the participants about our services and provided them with information that will enhance their ability to assist people at a crash site. The evaluations were overwhelmingly positive and requests for further presentations were made.

A presentation was also given to the recovery team at the TAC, Geelong. There were approximately 100 employees in attendance, all of whom deal directly with people affected by road trauma. It was reassuring to learn that the majority of the participants were familiar with who we are and what we do.

Quality management

External evaluation

In September 2013, an external evaluation of the counselling program was conducted by Maddy Harford and Associates. The evaluation results indicated that RTSSV's counselling services does meet world's best practice as well as providing Victorian road users with a unique service. The evaluation indicated that there were key areas which we need to address to enhance long-term sustainability:

- Low (but award compliant) counselling remuneration
- Increasing service demand
- Fixed funding

Client satisfaction

The counselling team have established a regular and routine evaluation process that extends to evaluations for all of the extra programs we offer. 100 per cent of respondents indicated that they were very satisfied with all aspects of both the Recharge Days and art therapy group. In addition, evaluations have been sent out to clients who have engaged with the service during that time. The most recent evaluations indicated that over 80% of the respondents' were either satisfied or very satisfied that the issues they presented with were address in counselling. Client feedback is vital to ensure that we are meeting the needs of the people we serve.

Intake assessment

The counselling team has developed a set of assessment tools that all new clients will be asked to complete at their first counselling session. The assessments are aimed at gathering information that will assist the counsellors to work more effectively and efficiently with the client. It is our intention to then develop client feedback forms that complement the assessments in order to draw information about people's contact with RTSSV, information that can be measured and meaningful. Our aim is to gain a more accurate evaluation of the value counselling has had for each individual.

Volunteer engagement

This year, we have again been fortunate to work alongside many of RTSSV's valued volunteers. Volunteers play a vital role in all of our external presentations and the feedback from participants reflects the value of hearing people's personal stories. We would like to sincerely thank the volunteers for their willingness to tell their story and to work along side us to make a difference.

Moving forward

Over the next 12 months, it is our intention to continue to deliver a quality service to any Victorian impacted by road trauma. We hope to secure funding that will enable us to diversify our support options in regional Victoria and continue to offer opportunities such as the Recharge Days and art therapy group.



Cathy's Story

I am forever grateful to the expert and loving counsellors who assisted during this terrible time.



On the morning of 23 June 2011 my 37-year-old daughter Emma died in a collision with a tram on St Kilda Road.

She had been crossing the road to walk from her apartment to her workplace and failed to see a tram coming on her right. She was struck and killed instantly. In the dark days after the accident the investigating police officer gave our family a card from the RTSSV, explaining that they offered counselling services to those impacted by road trauma. Two weeks after Emma's death we had a family meeting at RTSSV in Blackburn. This meeting marked the start of our journey of coming to terms with the tragic loss of our daughter. We were invited to have one-on-one counselling which my other two daughters, Julie and Clare, took up. I am forever grateful to the expert and loving counsellors who assisted them during this terrible time.

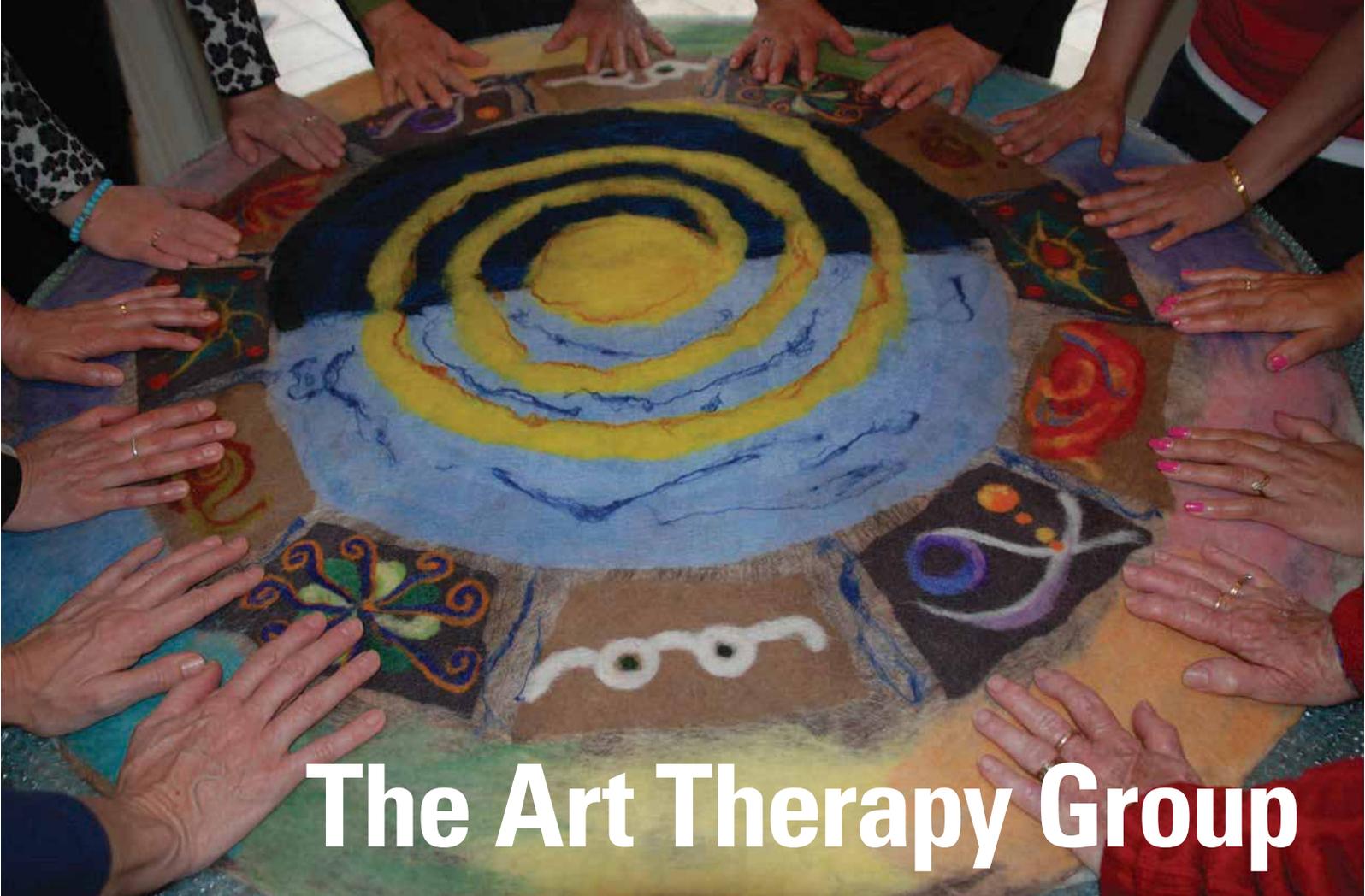
My personal involvement with RTSSV came about in 2012 when I joined the art therapy group. The vision for the art therapy group is to bring together people affected by road trauma and allow for creative-self expression. From small

beginnings the art group has developed into something extremely special for everyone involved. The highlight for me has been my involvement with The Forever Tree project in 2013 under the guidance of art therapist Barbara Joyce. The result of the project was a beautiful tree made from simple felting techniques that embodied feelings of loss, recovery, love and healing. The process of creating the tree, which is now displayed in the Blackburn office, provided enormous comfort to us and we feel it is a symbol of hope for everyone who walks into the office.

Unfortunately one has no control over the event that took Emma's life but I believe we do have some control over how we cope with loss. As a family we believe in being as positive as possible and the rehabilitating effects of working on projects that assist others on the journey after trauma. My family has raised over \$20,000 for RTSSV in honour of Emma through fun runs (although I am not sure if running 23km along the Great Ocean Road counts as fun!), stalls and the selling of handmade tutus and aprons. Emma and I thank Clare, Kent, baby

Grace, Julie, Josh and baby George, Emma's husband Alan and my loving husband Peter.

My family has also participated in events put on by RTSSV, namely the Recharge Day and the new event, Shine a Light on Road Safety. I believe these events are extremely important as they raise community awareness of road safety, but also enable families and friends to come together to remember and celebrate their loved ones. Whether you have just started your journey of healing or feel that recovery is close by, we can all stand together at these events and know that we have the constant support of RTSSV, and together can help those affected by road trauma.



The Art Therapy Group

The art therapy group brings together people who have suffered road trauma and allow for creative self-expression in a safe, nurturing environment.

The focus for the group this year has been the creation of symbolic mandalas for self expression. Mandala is a Sanskrit word which loosely means 'circle' and it represents wholeness. 'Manda' means essence and 'la' means container, so mandala can be viewed as containing the essence of something.

The circle is an ancient symbol which has been used to mark places of ritual and significance, for example Stonehenge in England and the Bru na Boinne in Ireland. In Buddhist practice, the mandala is used to represent the universe in balance.

Many people and cultures have vouched for the mandala's intrinsic meaning.

Buddhists, Tibetans and Hindus have all derived meaning from the mandala and its captivating beauty and it is often used in sacred practice.

For the art therapy group, the use of the mandala has provided a simple creative focus to use symbols of balance, symmetry and perfect form where patterns and colours are repeated in harmony. Art materials and examples of mandalas are provided and techniques are explained. Group members have explored the use of pastels on black paper using their own designs to bring colour to a black page. The application of gold leaf within a mandala brought light to darkness. Watercolour pencils were

used to bring a painterly technique to an image. The group created individual symbols and patterns which held meaning for them.

At the Recharge Day in April, participants created a mandala in nature using pebbles, sticks, sand, flowers and leaves on the grass. This activity appealed to all age groups and was a way for people to connect and come together in a space that was a container of colour, balanced patterns and symmetry.

The group is developing the design for a badge to be handed out at the Time for Remembering ceremony in 2014.

The Forever Tree

Supported by the Ian Potter Foundation, The Forever Tree was created by the RTSSV art therapy group and represents the hope that life and beauty can come out of the experience of grief and pain.

The Forever Tree was unveiled at a special ceremony at Manningham City Square, Doncaster, on Thursday 31 October 2013. Artist Michael Leunig gave an inspirational talk on the night about using the process of art to heal. The Forever Tree now hangs in the Blackburn office and is a beautiful creation and wonderful expression of the feelings of the group.

With the generous support of RTSSV client donations, the art therapy group has continued in 2014. The original focus of the group was to create a memento for guests attending the Time for Remembering ceremony, but it grew to also providing a theme for the 2013 ceremony. The group has maintained its purpose in 2014 and the theme this year reflects the light and dark of trauma and grief.



Recharge Days

Thanks to the Ian Potter Foundation, RTSSV has been fortunate to host two Recharge Days for our valued clients and volunteers in 2013–2014.

The Recharge Days give people the opportunity to take time out, recharge and relax, as well as to connect with others who have been impacted by road trauma.

The events were held at the YMCA camp in Mt Evelyn in July 2013 and at YMCA Camp Manyung in Mt Eliza in April 2014. Over 170 people attended both days and they participated in a range of fun, challenging and pampering activities.

Some of the deepest scars caused by road trauma are not visible. We are honoured to be able to host a day that might offer some respite from the pain and an opportunity for reflection and connection.

Below are some comments:

“Great day just to have some fun, especially in mid-winter when people are down”

“I had a fabulous day and definitely feel recharged”

“We had a fantastic day, thank you everyone”

“Fantastic day from start to finish. Thank you”

“Enjoyable family day, nice to forget all your troubles for a day”





Chris's Story

My name is Chris Latimer and I am a mother of four children who have all been affected by road trauma.

I experienced the loss of my 16- and 17-year-old daughters Wendy and Melissa in 1997. They were passengers in a car driven by Wendy's boyfriend Matt (18) who also died in the collision. He was the only son of a Bendigo family and I couldn't imagine what his mother had to go through with Matt's death and the finding that there was an illegal substance in his system, which would have contributed to his judgement that day.

Then in 2007 my only son Grant was a passenger in a car driven by his best mate Marcus who was driving 140kmh on a country road at 2am. He misjudged the road and went end over end into a paddock eight times destroying the car and killing himself instantly. My son was trapped in the back seat with head injuries and a nearly severed arm. If it hadn't been for the back seat air bags he would not have survived. He was airlifted that night to the Royal Melbourne Hospital. He recovered from his physical injuries but has struggled for many years with post-traumatic stress disorder.

On 9 October 2009, on a clear spring morning, my youngest daughter Nicole was in a car driven by her boyfriend Dave. They were going to breakfast when he went too fast through a roundabout and hit a sign. The car spun around at high speed and hit a pole. Nicole suffered a catastrophic head injury. She was 21 at the time of the collision with a two-year-old son named Blake. Her injuries were so severe that she only had a 30 per cent survival rate. It is now nearly five years since that day and Nicole's brain injury is extreme. She is conscious of her environment but has no

consistent responses and has severe spasticity. She is totally reliant on 12 carers to look after her on a rotating roster. She will never walk or talk again.

After that event, I didn't sleep because of stress and night terrors for many years. I couldn't read or listen to music. I had been practicing a daily meditation, but now it was hard to sit still except when I was exhausted from hospital visits, speaking to therapists, doctors, lawyers and the TAC. I had been seeing a psychologist and dealing with Centrelink and then had to deal with my mum's death as well. But through all this I was feeling that I was making progress for, after all, I had an amazing partner David and many friends and family who supported and encouraged me as we now had Nicole's son to bring up. Blake's a beautiful grandson too, and also has his own challenges with autism.

I was at Westfield in South Morang nearly two years ago with Nicole and one of her support workers watching Blake play on the indoor play centre when one of the other parents ask me if he could ask me some questions regarding Nicole and her circumstances. I told him what had happened and some other things about my family. He introduced himself as Chris and he was an ambulance driver who volunteered for this organisation - RTSSV. He said they did information nights where they would educate road traffic offenders who were mostly sent by the courts and solicitors. He explained that he was a volunteer and would go and share his experience. He asked me if that would be something I could do. He gave me a contact number and suggested that I think about it.

I had done some volunteer work in the past with some public speaking and knew how valuable a personal experience it could be, so it didn't take me long to find the website and ring Chris Harrison. I was then introduced to some amazing people who worked diligently to make a difference to people's lives - Gillian, Puspa, Daryl, Amanda and of course Chris the ambo who I regularly get to work with, and many many more.

Every month I get the opportunity to tell people my story in Greensborough and occasionally at Collingwood. I have also been fortunate to be part of the information mornings at the Victoria Police Academy in Glen Waverley to share my involvement with them over the years due to road trauma.

Being able to speak about my children and their tragedy, to have a voice, to at least try to change the reckless action on the road, gives me purpose and helps me in my recovery. It can be challenging to remember the details but if it can save someone's life it's worth it.

My children would want me to be trying to make a difference and I can't let them down.

If we can make a difference to change even one person's attitude towards their driving and commit to a safer community on the roads we have hopefully saved heartache and loss for another family. We need to aim high - the road to zero is the only acceptable toll.

Education services

Introduction

Our purpose has always been to reduce the incidence and impact of road trauma, and it is enlightening to see the Safe System approach being adopted by a national strategy. The Safe System approach looks at a safe road system that's better adapted to the physical tolerance of its users. Whilst this approach recognises the need for responsible road-user behaviour, it also accepts that human error will continue to happen. It therefore aims to create a system that makes allowance for errors and minimises the consequences - in particular, the risk of death or serious injury.

By taking a holistic view of the combined factors involved in road safety, the Safe System approach encourages a better understanding of all factors and how they interrelate: road users, roads and roadsides, vehicles and travel speeds. We all make mistakes, but we all need to acknowledge the limits of our capabilities, so it is our responsibility to comply with the rules to ensure that we act within the limits of the road system's design.

Our role as individuals is critical in achieving a common goal of reducing deaths and injuries on our roads. This goal is impossible to reach unless we share our responsibility as road users with those who design vehicles, road authorities and the road system itself.

RTSSV is in a unique place to assist in getting the message across to communities in consistent ways, as we use a community development approach and have local people delivering our programs across the state of Victoria. Education is an important component of the Safe System approach and we use education to inform individual road users of that shared responsibility, the need to comply with regulations, and to encourage alert and compliant behaviour.

Highlights

- Monash University Accident Research Centre (MUARC) evaluating our approach with young traffic offenders and diverting them from the justice system.
- Having a fantastic professional team that is highly skilled and informed and which continues to work with limited resources. Our people are based in every region across the state, and they are local people. We tailor our approach to meet the needs of the participants.

The programs

Road Trauma Awareness Seminar (RTAS)

In 2013-2014 the RTAS program celebrated its 10 year anniversary, started as a small program that has grown significantly and last year evaluated by MUARC. RTAS were delivered to 1024 traffic offenders in 17 locations across the state of Victoria on a monthly basis.

Participants in the RTAS complete a pre- and post-evaluation form at the seminar. Six months later they take part in a follow-up telephone survey. This year using new survey questions we compared changes in participants' driving behaviour for the six months after the seminar and the results are extremely compelling.

Figures 1 and 2 (page 17) show changes in knowledge and driving behaviour for participants. (Note: all results have been tested for statistical significance ($p < 0.01$)).

For the period from December 2012 to end of June 2014 there was a significant increase in participants' knowledge from before to after the seminar.

Six months after attending the seminar there was a significant reduction in driving behaviours that put participants at risk. This data is for the financial year 2013-2014.

Comparing the age of participants in 2012-2013 to 2013-2014 there was a decrease in 18 – 24-year-olds and an increase in 25 – 34-year-olds attending the seminars (Figure 3).

Comparing 2012-2013 to 2013-2014 driving offences, there were notable increases in participants who sped or drove whilst unlicensed (Figure 4).

Participants in 2012-2013 compared to 2013-2014 had a similar range of driving frequency (Figure 5).

Youth traffic offender programs

With funding from the Victorian Community Road Safety Partnership Program (VCRSPP), RTSSV commissioned MUARC to undertake a literature review of the Drive to Learn (DTL) program. DTL is based on the format of the RTAS and has been specifically tailored for young people involved in the criminal justice system.

MUARC: UNDERSTANDING 'BEST-PRACTICE' IN YOUNG DRIVER OFFENDER PROGRAMS AND COMPARISON OF THE RTSSV'S 'DRIVE TO LEARN' PROGRAM WITH 'BEST-PRACTICE'.

Key Findings

A substantial proportion of young people engage in high-risk driving behaviours, such as speeding, drink/drug driving, 'hooning', non-seat-belt use and unlicensed driving. While legislation and enforcement systems are recognised effective means for curbing illegal driving behaviours amongst this group, there is also good evidence that supporting community-based interventions play an important role in complementing the youth justice system to prevent these behaviours and reduce recidivism.

The overall objective of this study was to assess the benefits of a community-based young driver offender program (DTL) in comparison with current best-practice national and international evidence regarding young offenders and, more specifically, young driver offender programs. Where necessary this study aimed to offer recommendations for modification or enhancement to the DTL program.

Overall, the review identified that the DTL program aligned well with youth justice system principles and therapeutic approaches, particularly regarding diversion from entering the criminal justice system. Furthermore, the program implementation, content, structure and staffing were found to be compatible with best-practice approaches. Based on the findings, recommendations were also made regarding enhancement of the program. In conclusion, the DTL program was found to be an innovative, exciting and promising achievement warranting ongoing support.

Community Groups

This year we welcomed the Victorian Government and Victoria Police's launch of the 'Road to Zero – It starts with you' campaign in March. This message is one we have been spreading for many years, and to be able to say this alongside a Government initiative has been valuable in continuing consistent messages when speaking to different community groups throughout a year. Individuals can make a difference and culture can change over time with persistence and consistency. We assist campaigns like this by promoting a shared responsibility to road safety throughout our presentations to many different groups.

Figure 1
Participant Knowledge: pre and post RTAS seminar

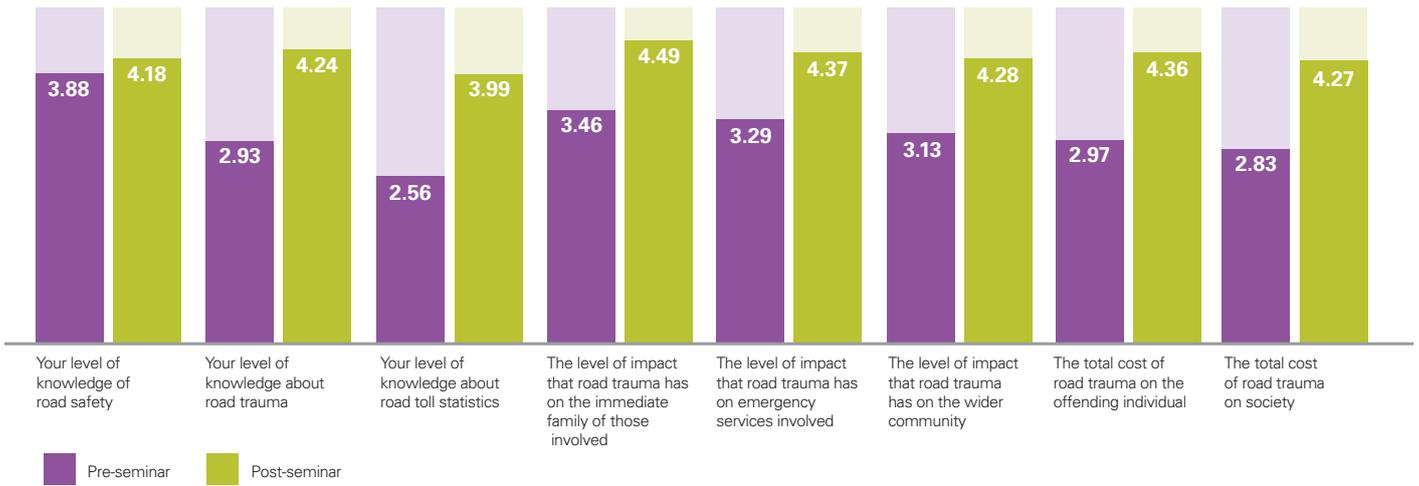


Figure 2
Participant Driving Behaviour: pre and 6 months post RTAS seminar

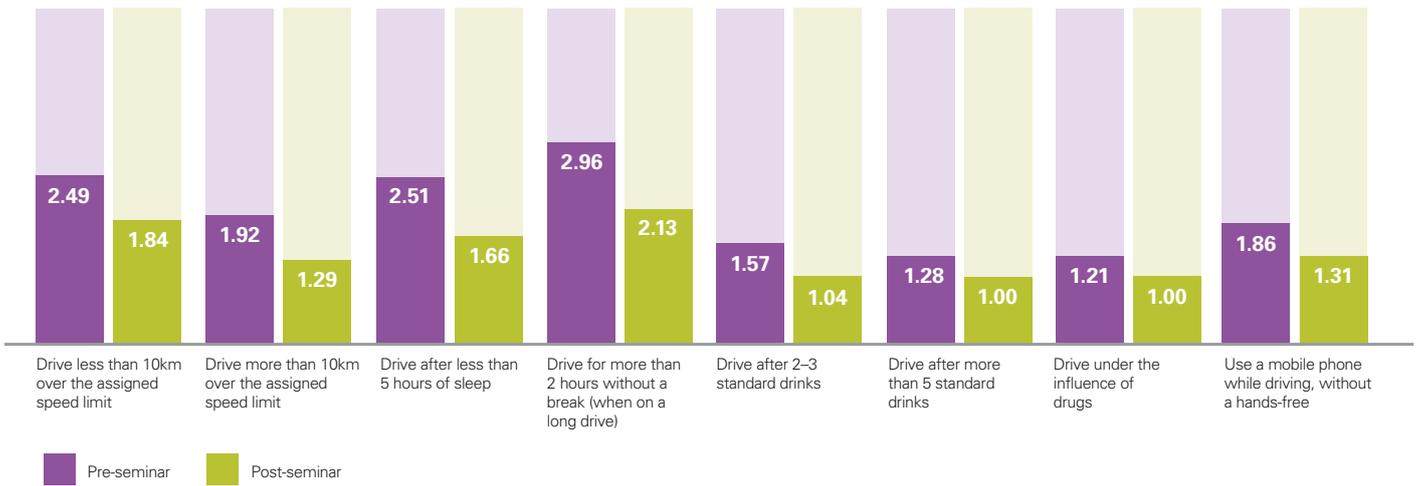


Figure 3
RTAS Participants: Age

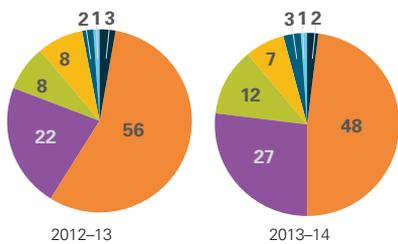


Figure 4
RTAS Participants: Driving Offences

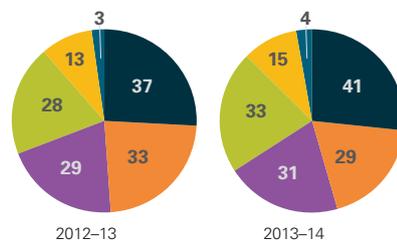
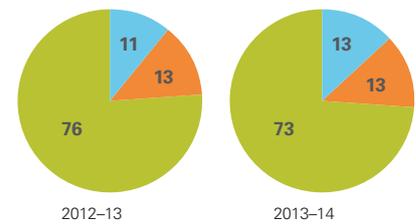


Figure 5
RTAS Participants: Driving Frequency



Key
 65+
 55-64
 45-54
 35-44
 25-34
 18-24
 Under 18

Key
 Drug Driving
 Dangerous Driving
 Speeding
 Above BAC
 Careless Driving
 Unlicensed

Key
 Less than 3 days per week
 3-5 days per week
 6-7 days per week

Education services cont.

Our Grampians Regional Coordinator Lorraine coordinated the Ballarat Community Road Safety Forum on Tuesday 24 June - one of the year's coldest and stormiest nights. More than 120 people braved the weather to find out more about making the roads in our community safer. Those attending heard from people who respond to road collisions and from people with first-hand experience of the impact of road trauma.

The event was an outstanding success with 95 per cent of people saying that the information they heard at the forum would make them safer drivers.

The forum was organised by Victoria Police and RTSSV, and supported by the CFA, SES, Ambulance Victoria, Leadership Ballarat and Western Region, Bendix and the City of Ballarat.

The Education Team

"Tell me a fact and I'll learn. Tell me the truth and I'll believe. But tell me a story and it will live in my heart forever."

Our facilitators create a space to effectively assist in changing unhelpful behaviours. They do this by creating an environment of open and honest sharing, being able to review behaviours that have been unhelpful, assisting in increasing knowledge of the outcomes of high-risk driving and looking at new ways to keep themselves and others safe on our roads.

Our Volunteer speakers help the participants to have rich conversations that assist them in making sense of their experiences. The personal experiences shared by all in our seminars can motivate changing behaviours.

Conclusion

In concluding, I again want to say the biggest thank you to all the Education team who have shown such dedication to the work we do. Your skill, knowledge and expertise shows up in the results we see from the programs you facilitate.

RTSSV can only make a difference because of you and those consistent messages you spread across the state. You bring people together in a learning environment that shares real stories to create new and safer ones.



Karen's Story

My role with RTSSV as the Regional Coordinator for the North West Metro Region commenced in May 2014.



A big thank you to Chris Harrison, the education manager, for having the faith in me to take on this role.

Previously I was a road trauma awareness volunteer speaker with RTSSV. For more than four years I told my family's road trauma story about the loss of my son in a single vehicle crash on the 5 November 2009. I still undertake this role at Broadmeadows as I consider this to be the most important action I can do to make a difference - to help RTSSV educate road traffic offenders sent by the Magistrates' Courts or by solicitors to rethink their risky driver behaviour.

My new role as a Regional Coordinator links me with all our RTAS facilitators and volunteer speakers within the region. Distance can be isolating and actively keeping RTAS facilitators and volunteer speakers connected can be a challenge - my major role is to bridge communications between all within my region and with head office at RTSSV, helping to ensure all are kept up to date with our latest news. Another part of my role is to communicate with our referees such as the Magistrates' Courts and solicitors to ensure they are aware of our important services such as RTAS.

Throughout July, August and September I will be part of a team that will offer a training program for new volunteer speakers. Part of the job is about being part of any new road safety initiatives that may develop within the region.

There are a number of highlights that I have experienced since taking on this new role. My first highlight was seeing each of the facilitators in action at their designated RTAS location. It was inspiring how dedicated these facilitators are. Their job at times can be very challenging in the sense that they never know what volunteer speakers or participants are going to be like on the night - these facilitators are professional, diligent and passionate about road safety education.

Another highlight was having the opportunity to hear other volunteer speakers tell their road trauma stories, which allows me to better understand them as people and to appreciate just how difficult it can be to tell their stories each month to RTAS participants. I hold an enormous amount of respect for these volunteer speakers.

Hearing what each RTAS participant will take away with them at the end of their

seminar - what will make them rethink their risky driver behaviour - is the most rewarding part of what we do at RTSSV.

Myself and Puspa O'Donnell, a seasoned facilitator, and Anthony Lieu, a relatively new facilitator, organised a regional meeting. It was a great opportunity to share with each other ideas, thoughts, experiences and positive revelations in relation to the role of facilitators. This meeting showed me how important it is to share the knowledge we all have - it was a great outcome.

As Regional Coordinator, I know I need to build on my relationships on behalf of RTSSV with our volunteer speakers/facilitators. My greatest challenge is finding ways we can do this knowing that both facilitators and volunteers are very busy people with very busy lives.

I am driven by the belief that supporting our facilitators and volunteer speakers to do the work they do is the best way I can help to save lives and reduce serious injury.

Bronwyn's Story

I feel very rewarded and proud of the RTSSV program and the effects I have seen it have on participants.

I commenced this position in September 2013 and have been educating community members and facilitating monthly seminars since then. Participants are normally referred to the RTSSV program through the court system as part of their sentencing, however I have also met participants who have been recommended to the program by their legal team so they are more informed of road trauma.

I feel very rewarded and proud of the RTSSV program and the effects I have seen it have on participants. I witness people when they first arrive - when they often feel closed to the experience - only to see their attitudes change during the seminar and in particular after hearing volunteer stories. To have the opportunity to raise awareness and guide participants on the possible effects of road trauma in a non-judgemental environment has been an extremely rewarding position to be a part of.

To help facilitate this great referral base I attend the local court users group monthly to liaise with lawyers, police and magistrates. During this time I am able to

promote the RTSSV program by sharing stories on the effects the program has had on past participants, and how it has made participants aware of the possible effects their driving behaviour can have on other road users. This is a fantastic opportunity to make community members more aware of the positive changes education can have when participants are not judged but are open to change.

Another highlight for me is working alongside my fabulous volunteers. From members of the local community who have felt the effects of road trauma personally to the police officers who can explain first-hand the effects that road trauma has had on their lives, I am fully inspired by hearing their stories and the courage and strength they all display. Over the next 12 months I will be working to increase the volunteer base by continuing to meet with potential speakers who are willing to share their personal stories.

Over the next twelve months I will continue to raise awareness and promote RTSSV educational seminars to local

secondary schools. I hope to liaise further with youth groups and secondary schools, as well as local media. Having grown up in Horsham I have experienced firsthand some barriers such as isolation and the lack of public transport. My goal living in a rural community is to educate services, police, school students and the community to understand these barriers and hopefully work together to achieve some viable solutions for all road users.

I look forward to meeting more of my colleagues over the next year. I was able to attend the Educators Training Day held in August where I had the opportunity to meet some new faces as well as gain some valuable knowledge from Chris and fellow educators.



Volunteer services

From RTSSV's foundation by a handful of dedicated volunteers, the organisation has grown to now engage over 120 volunteers.

Of our volunteer workforce, more than 80 per cent of our volunteers work within our education services, telling their personal stories of road trauma in the hope that their insight and experience will positively influence the behaviours and attitudes of drivers on our roads. This work is perhaps the most pivotal in our attempts to keep our roads safe, but it is work that is incredibly difficult to do. We acknowledge and admire your ability to offer Victorian road users, at seminars and through the media, the benefits of your experience and wisdom. It is valuable work.

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

"Being a volunteer with RTSSV has helped give meaning and purpose in my life after the death of my 25-year-old son Ben who was killed in a single vehicle crash in 2009. Telling my family's road trauma story to RTAS participants helps to give these young people an opportunity to rethink their risky driver behaviour.

It is remarkable the impact this has on participants and as a volunteer speaker you know that what you have told them is going to save lives, help to reduce serious injury and lessen the ripple effect of road trauma on family, friends and the wider community. It is the most worthy task I do ... in memory of my son Ben."

Karen Robinson

Our volunteers have enabled us to diversify our education services and provide support to those who have been affected by trauma on our roads. You enable our central office to run successfully with your skills and your smiles and, in your roles as

directors, you ensure that our organisation continues to meet the obligations of running a wonderful organisation.

To each of you, and on behalf of RTSSV, we thank you most sincerely.

We wouldn't, and couldn't, be here without you.

Cameron Sinclair, CEO.

Amanda's Story

I made a fateful decision, and one that would change my life forever, when I decided to drive home. Alcohol had completely impaired my judgement and my ability to make the correct decision.



My name is Amanda and I'm a volunteer speaker with RTSSV. I have been working with this wonderful organisation for a couple of years now. I speak at venues in Werribee, Collingwood and Broadmeadows and work with different facilitators to get my message out there to a number of demographics. I also work with a local council where I am part of a panel of speakers.

I found myself in a terrible situation in 2008 when I was attending a celebration dinner with work colleagues. I made a fateful decision, and one that would change my life forever, when I decided to drive home. Alcohol had completely impaired my judgement and my ability to make the correct decision.

Instead I drove my car home and crashed my car into a stationary roadworks truck. When I was taken to the hospital, I was informed I had struck the road worker and he was also in hospital as he had sustained severe leg injuries. Words cannot describe the torment and guilt, nor the feeling upon hearing the words that came out of the policeman's mouth. I just screamed and screamed. I pleaded guilty immediately, as I so shamefully was.

The next 18 months of court hearings ended up with me receiving a 3.5 year jail sentence, with one year in custody and remaining term on parole. I promised myself that, as soon as I could, I would make amends and get my message out there to other offenders/potential offenders of the ripple effect of engaging in risky road behaviour and the impact it has on not only the victim and their families but the dire consequences for the perpetrator and their family.

I was a single mum and had just turned my 13 year old's world into a living hell. I couldn't believe how selfish I was to put the poor victim and his family through their own nightmare too.

I used to watch the TAC ads in the confines of my lounge room and think "how awful" as they were quite powerful, but never thought anything like that would happen to me. I was a businesswoman and had no priors. I also had already lost my mother at the age of seven to a car accident when someone ran a red light when she was on her way to work. So you think I would have known better! Road accidents and victims/perpetrators don't discriminate.

I certainly didn't go out that night intending to hurt or maim anyone, but I did and I was fully responsible for my actions.

Upon release from prison I resumed work and, whilst getting my license back after two years, went through the process of having an interlock installed. I asked the policeman how I could become involved in speaking to others. Whilst in jail I was asked to speak to a group of year 11 and 12 students and saw the impact it had on these young kids, hearing mine and another prisoner's stories. It really was powerful and a lot of the students were visibly affected by our stories.

I was named and shamed nationally on TV and newspapers which is only part of what the consequences are. And rightfully so. If you do the crime, you do the time. In saying that, it's all about being proactive and educating others first hand, so they will think long and hard and change their views of the way they look

at the road and the weapon they are driving and responsible for. Driving is a privilege not a right. My now 18 year old has only recently shown interest in getting his license as he was significantly impacted and quite scared to drive.

Each and every session I attend, I am amazed at how the opinions and perceptions of the attendees change after just 2.5 hours.

I have been to many sessions where there are a few arrogant, naive and cavalier attitudes among the attendees at commencement. The repeat offenders that attend astound me, but after the RTSSV sessions I'd say 90 per cent have a very different outlook. You can't change everyone but if you change just one, then it's all worth bringing up the painful story.

A highlight for me was when one man had tears in his eyes and told me whenever he looks at his keys or car he will remember my story and that will stay with him forever. I have also had many attendees come up to me and convey their thanks for sharing my story. It's such a great feeling seeing the change when they first walk in to when they leave.

I would like to see RTSSV working more in the high schools as this is where we can possibly have a more proactive outcome, before some of these potential drivers become victims or perpetrators. I would also like to see more sponsors and fundraising events for the RTSSV as it is imperative this organisation continues to do the amazing work they do.

I am very passionate about what I do- speaking to others, young and old about the ripple effect of their behaviour on the road.

Mark's Story

As a member of a CFA brigade that undertakes road rescue, I saw the importance of trying to push the road safety message out to the community.



In 2008 I received an email via the CFA to see whether I was interested in being involved as a volunteer speaker for RTSSV for the Ballarat area. I saw this as a great opportunity to continue on with the road safety message that I had pushed via local media. As a member of a CFA brigade that undertakes road rescue, I saw the importance of trying to push the road safety message out to the community. I have been involved with Ballarat Fire Brigade's Road Rescue Unit for about 20 years and I have attended many collisions involving fatalities and serious injuries - some of those impacted were people I knew. RTSSV and the RTAS programs provided an opportunity to change the way people think as they are driving and hopefully save a life.

With my role as a volunteer speaker at the RTAS in Ballarat I have a way to try to reduce the amount of road trauma locally and throughout the state, giving the participants an overview on what happens at the scene of a motor vehicle collision and how it impacts on the emergency services, not just those directly involved.

Six years on I still enjoy participating in these sessions, and now with a local coordinator the program has increased from one session every three months to monthly. Ballarat recently held a community road safety forum I assisted in. This was the first of its type in Ballarat and was attended by about 120 members of the public. After the forum I found it interesting chatting with those who attended and trying to gauge what they took away from it. Those people I spoke to had taken positives from the experience and this gave me a feeling of achievement that the messages got out there and hopefully may save lives.

During the RTAS sessions I like to take a personal approach to get my message across to those who may not have thought of the long-term impact of road trauma. Being thanked, questioned, and even seeing a tear as I speak makes it even more worthwhile. Knowing that I may make a difference, and make someone think of their actions and choices before they drive or while they are on the road, is very rewarding.

My first RTAS session was a little scary, not knowing what I would face, but now I feel comfortable getting up there and telling my story. Sometimes maybe I rattle on a little too long, but when you're passionate about reducing the road trauma it is hard not to. In the future I would love for the brigade's rescue unit to be required less or not required at all. I am aware this is unlikely but we can all hope this is the outcome.

Road trauma affects not just those in the vehicle, it affects many others including the emergency services, and it can flow on to family and friends of those people too.

I would like to put a challenge out to all: let's try for a zero road toll.

Subcommittees

Appointments and Remuneration subcommittee

The Appointments and Remuneration subcommittee is responsible for the recruitment and selection of staff, performance management, remuneration, Board and Director evaluations. Our obligations have been met in all areas. No new Directors or subcommittee members have joined RTSSV this financial year. The RTSSV Board has skills and expertise that will enable the organisation to prosper and grow.

Justin Flynn

Development and Communications subcommittee

The Development and Communications subcommittee has worked well this year to inform, support and guide marketing, communications and fundraising. These functions will ensure our profile and reputation are well publicised, and our ability to supplement our income and services through donations and philanthropic support are maximised.

During 2013-2014 RTSSV has been re-examining its fundraising strategy as the demand for services increases. On 16 May 2014 motorists turned on their headlights to Shine a Light on Road Safety, which was followed by a community walk on 18 May 2014. The campaign was supported by the TAC, VicRoads, Victoria Police, and our major sponsor EastLink. We hope this event continues to increase awareness of road safety in Victoria and helps save lives.

Marketing materials were updated to increase awareness of our fundraising initiatives. There was an increase in media coverage this year from special

events as well as commentary for news services across television, radio, print and social media.

We look forward to the ongoing success of the subcommittee and the initiatives planned for the next year that will raise awareness of road safety.

Natalie McKenna

Finance and Audit subcommittee

The Finance and Audit subcommittee has met regularly throughout the year and has established strong monitoring functions in which RTSSV's performance is assessed and evaluated. The deficit generated for the 2013-2014 financial year of \$61,198 has been driven by less than anticipated revenue through donations and a softer than expected education income despite its overall growth compared with the previous year.

Strong management controls over expenditure have ensured that we have both managed the impact of soft revenue and also our ability to ensure service delivery has been maintained, evaluated and improved.

There has been significant work commenced in the diversification of service types and events and the Shine a Light on Road Safety campaign is a strong initiative that will attract partner and corporate support. The work undertaken in the development of significant strategic relationships will also see the organisation improve its financial performance in the coming financial year.

We eagerly anticipate reviewing the successes of the hard work that has been undertaken and we look forward to a bright and robust future.

Ernestine Rozario

Research and Evaluation subcommittee

The Research and Evaluation subcommittee commenced work in 2013 continuing the successes of 2012. With the MUARC evaluation of the RTAS program complete, the committee approved an external evaluation of our counselling services. This was conducted by Maddy Harford and Associates in 2013 and cited our counselling services as delivering best practice in the trauma counselling field.

Whilst RTSSV continues to evaluate all our programs, we continue to improve our service provision to ensure that all of those who engage with our organisation, benefit from expert practice informed by contemporary service models. As the chair of the Research and Evaluation subcommittee, I am greatly encouraged by our work and I look forward to ongoing success in coming years.

Tony O'Byrne

Risk subcommittee

We have continued our journey in managing risks with the aim of maximising opportunities. The Board and management are proactive in analysing, discussing, responding and monitoring current and emerging risks within the RTSSV risk management process. We have continued with resilience in striving to meet the challenges in an increasingly competitive marketplace to achieve robust and diverse revenue streams. Our entrepreneurial approach to community engagement will enhance the relevance and impact of our services whilst creating new opportunities through partnerships and corporate engagement

Ernestine Rozario



Treasurer's Report

The 2013-2014 financial year proved to be challenging once again for both our service offering and our financial performance.

We continued to embark on new opportunities and are proud of our community engagement initiatives, especially the Shine a Light on Road Safety campaign which increased awareness and was well supported by EastLink, Victoria Police and the community. It continues to be strategically important to improve and enhance RTSSV in terms of road safety education and managing the impact of road incidents.

RTSSV incurred a deficit of \$61,198 compared to last year's deficit of \$65,795. Unfortunately, donations have been approximately 35 per cent lower than expected and revenue generated from the RTAS has not covered the expenses incurred in continuing monthly seminars in 17 diverse locations.

RTSSV's future plan is to continue community engagement initiatives with the expectation that these will generate revenue through sponsorships, merchandising and community attendance. Further, we will increase the diversity of our education programs, with plans progressing to work in partnership with the Department of Justice, especially in regional centres.

We are grateful for the support and funding from our long-term partner - the TAC

provides approximately half of total revenue and the ability to provide our core service, whilst pursuing further funding for sustainability and longer-term growth. A temporary cost-management plan, which included reduced staffing hours, was implemented during the year due to the lower revenue. Total RTSSV revenue was approximately 10 per cent below budget due to lower donation and RTAS fees. The balance sheet weakened during the year with the total assets decreasing to \$356,000 (\$433,000 in 2012-2013).

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 Victoria Inc. (the association) which comprises the balance sheet as at 30 June 2014 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 Reform Act 2012. 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 Reform Act 2012 including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2014 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 Reform Act 2012.



Quality Financial Solutions Pty Ltd
David Petersen

Dated this 22nd day of October 2014

Financial report for the year ended 30 June 2014

	2014	2013
	\$	\$
INCOME FROM TRANSACTIONS		
Fees and charges	390,810	434,553
Grants	446,998	462,880
Fundraising and other Income	10,173	1,255
Donations	59,443	70,248
Interest	11,744	23,177
TOTAL	919,168	992,113
EXPENDITURE FROM TRANSACTIONS		
Advertising, branding and business development	6,601	7,060
Accounting and audit fees	1,760	1,680
Bank charges	6,024	5,708
Cleaning	3,019	2,748
Minor equipment, service and maintenance	18,413	14,829
Client support projects	18,983	17,017
Postage and stationery	21,428	22,311
Depreciation	29,917	9,187
Entertainment and gifts	1,155	3,606
Fundraising expenses and commissions	2,273	718
Security and Insurance	11,304	10,274
Office/business consultancy expenses	34,604	32,024
HR recruitment, meeting and other expenses	8,287	5,616
Rent and venue education	50,873	50,689
Salaries and wages	616,667	692,674
Time of Remembrance	6,365	5,530
Superannuation	53,106	54,181
Support groups and memberships	1,394	11,614
Telephone	19,647	19,485
Training and development	8,892	14,787
Travel, accommodation, parking and motor vehicle expenses	17,803	35,867
Volunteer expenses	2,864	3,370
Utilities	23,934	23,041
Work cover	15,053	13,862
TOTAL	980,366	1,057,878
Net result from transactions	(61,198)	(65,765)
Other economic flows	0	0
Changes in reserves	0	0
COMPREHENSIVE RESULT	(61,198)	(65,765)

Financial report for the year ended 30 June 2014

	2014	2013
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	272,841	317,366
Receivables	2,400	14,803
Other	18,831	18,589
TOTAL CURRENT ASSETS	294,072	350,758
NON-CURRENT ASSETS		
Property, plant and equipment	61,930	82,021
TOTAL NON-CURRENT ASSETS	61,930	82,021
TOTAL ASSETS	356,002	432,779
CURRENT LIABILITIES		
Payables	47,748	78,667
Provisions	42,424	34,674
TOTAL CURRENT LIABILITIES	90,172	113,341
NON-CURRENT LIABILITIES		
Provision for employee entitlements	19,806	12,216
TOTAL NON-CURRENT LIABILITIES	19,806	12,216
TOTAL LIABILITIES	109,978	125,557
NET ASSETS	246,024	307,222
MEMBERS' FUNDS		
Capital profits reserve	0	0
Other reserves	0	0
Retained profits	246,024	307,222
TOTAL MEMBERS' FUNDS	246,024	307,222

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

Time for Remembering

Every year on the third Sunday in November, the United Nations World Day of Remembrance for Road Traffic Victims, we hold a special Time for Remembering service at Parliament House.

Time for Remembering is an occasion to commemorate and celebrate the lives of loved ones lost on our roads, give thanks for those who survived, and pay tribute to all who work tirelessly to reduce the road toll and the associated trauma and grief. It affords the opportunity for us to acknowledge our grief, honour loved ones and find hope for the future.

We are very grateful to the art therapy group, the Brunswick Women's Choir, the Reverend Andy Calder and everyone who joined us for this special event. We also thank the Victorian Parliament, Victoria Police, Emergency Services and the TAC.

On behalf of all Victorians impacted by road trauma we thank you for remembering.





Shine a Light on Road Safety

Victorians join together to shine a light on road safety

Victorian motorists turned out in force on Friday 16 May 2014, turning on their headlights to Shine a Light on Road Safety.

The Minister for Roads Terry Mulder urged Victorians to show their commitment to road safety. "Turning on your headlights is a simple, free and highly visible gesture to remember those impacted by road trauma and show your commitment to road safety," Mr Mulder said. "Last year, Victoria recorded its lowest road toll in almost 90 years. This shows just how far we have come in saving lives, but we will not rest until the road toll is zero."

This support was echoed by key road safety partners including Victoria Police, TAC and VicRoads.

Campaign safety messages were displayed on electronic signs along VicRoads and EastLink roads, and the initiative was well supported by Victorian motorists.

Neville Taylor, Superintendent, Head of Road Policing Operations and Investigations, Victoria Police was the campaign ambassador and joined us at Jells Park in Melbourne's outer east on Sunday 18 May for the Shine a Light on Road Safety Community Walk. The sun shone beautifully and participants enjoyed a brisk walk around the lake, a heartfelt talk by Mr Taylor about how we can all play a part in road safety and entertainment by Mr Fuzzie. The Lions Club generously catered for the event.

The Community Walk was made really special by the family, friends and neighbours who came together to remember those injured and killed on our roads, to support those living with the enduring loss of road trauma and to demonstrate their commitment to road safety.

RTSSV is extremely grateful to every single person who participated in the campaign because in doing so it demonstrated and strengthened community understanding of why road safety is so very important.

We are also very grateful to our major sponsor EastLink.

The 2015 campaign will run from Friday May 1 to Sunday May 3 to align with the United Nations Decade of Action for Road Safety.

Here are some road safety messages our supporters shared:

"That one day soon no one will lose a friend or loved one to road trauma and that lifelong injuries will be eliminated"

"Slow down"

"Be patient - it's not worth dying to speed to somewhere"

"That P-platers be educated and made aware of the effects of drinking alcohol and driving before that alcohol has worn off"

"That nobody ever feels the pain that families and friends of those taken on the roads feel"

"Give way"

"That no one dies on the road and the roads start becoming safer"

"That people look out and watch for cyclists. They share the roads as equal participants to cars"

"Roads that are safe to ride on"

"New drivers are given much more education regarding risky behaviour on the road. They need to hear how a fatality affects families and entire communities"



Board Members and Executive Team

Board Members

Justin Flynn, Chairman

I am proud to be associated with a team that is making a difference to lives. Our counselling service has a dedicated team that is able to assist in the healing process. The education team are able to reach drivers and change behaviours to make our roads a safer place.

Ernestine Rozario, Treasurer

Road trauma impacts many more people than those on the road and is unnecessary. I am passionate about every road user having the mindset and behaviour to arrive alive.

Ingrid Williams, Deputy Chairman

As a nurse who used to work in intensive care, I have seen what impact trauma has on everyone involved. Being part of an organisation which works tirelessly to contribute to the reduction in road trauma and provide support to those who have been victims of it is something I am very passionate about.

Jenny Reece, Secretary and Public Officer

The unnecessary waste of precious lives on our roads can be avoided if we each play our part in changing attitudes and behaviours. I believe firmly in this philosophy.

Simon Bolles

I am passionate about limiting the impact of road trauma for two reasons. Firstly, it takes a disproportionate number of very young adults in their prime. Secondly, I lost my brother-in-law's brother to a road accident. He was my "opposite number" in that family and, although it happened many years ago, the impact has not left me.

Rob Ewing

I would not wish to live in a society where the services we provide are not available to counter the traumatic consequences of the road toll.

Natalie McKenna

I'm passionate about drivers staying safe on the road through learning to be aware of potential dangers. Many drivers don't pay attention and relax when they get into their cars and forget how fragile cars can be. We are all privileged to be driving on the road and must always remember that to stay safe we need to be mindful of how we are driving. We must also learn to share the road with cyclists, and likewise cyclists should not let the fatigue of riding distract them from what cars and pedestrians are doing.

Tony O'Brien

With a daughter beginning studies as a paramedic I am mindful of the challenges she has already experienced as a trainee in dealing with road trauma. Reducing the impact of road trauma for all of us has a very noble and moral purpose. Being part of the RTSSV Board is one way I can contribute to this serious community issue and concern.

Kim White

If one less life is taken from us prematurely or if one less family has to feel the pain inflicted by road trauma I feel that my small contribution has been made worthwhile.

Executive Team

Cameron Sinclair, Chief Executive Officer

So many people are cautious when it comes to working in organisations and industries that involve trauma and human suffering. I see it, however, as a privilege. To be there to support and guide others

when they are most vulnerable, is an opportunity offered to very few. And to witness the transformation in others, where it be to a place of acceptance, renewed optimism or a greater sense of maturity and wisdom, is a reward beyond any that can adequately be explained. The RTSSV team, paid and voluntary are experts in this field and I am honoured to work amongst them

Chris Harrison, Manager Education Services

Working at RTSSV over the last eight years has been a time of 'wonder'. I have felt very privileged to have been allowed into the lives of our many volunteers who have had their lives impacted by road trauma. The dedication of our staff both paid and unpaid has been absolutely amazing and is shown in what we have achieved in a team with very little monetary resources. The passion I feel for the work that I do comes from the most inspiring people and it is because of these people I continue to work at RTSSV. It has been a most rewarding experience and one that I am looking forward to continuing.

Bernadette Nugent, Manager Counselling and Support Services

Working at RTSSV has highlighted to me that no amount of theory and knowledge will account for a lack of commitment, compassion and genuine care. Over the last three years, I have developed a more profound respect for each person's individual story, a deeper understanding of the complex notion of 'what is road trauma' and a stronger commitment to ensure that I work to the best of my ability. I feel very grateful that I am a part of an exceptional team of counsellors and that I work within an organisation that wants to achieve the best possible outcomes for our clients.

Supporters

We would like to take this opportunity to acknowledge and thank the TAC for their support since 1999. Along with the TAC we would like to acknowledge the support of the following.

Acton Print	Jan Web, Melton Road Safety Office	Rev. Andy Calder, Director, Uniting CPE – The John Paver Centre
Annie Norrish	Jennie Oxley, MUARC	Rev. Ian Smith, Executive Officer, Victorian Council of Churches
Barbara Joyce, Art Therapist	Jenny Reeces	Rob Gordon
Belinda Clark, MUARC	Joe Calafiore, Head of Community Relations, Transport Accident Commission	Robert Hill, Assistant Commissioner, Victoria Police
Benalla SES	Jo Keep	State Trustees
Bendix	Lions Club Forest Hill	Sue Mason
Bronwyn Roberts, Lets Laugh	Magistrates' Court of Victoria	Sysop Support
Brunswick Women's Choir	Mary Bergin, Humanist Society of Victoria	Tania Marcello, Solicitor, Holding Redlich Lawyers
CFA	Megan Kruger	The Marchesin Family
Chris Gill, Sentencing Advisory Council	Melton City Council	The Pearce Family
Coffey International	Michael Johnson, Harpist	Tomorrow Agency
Dr Helen Light, Secretary, Faith Communities Council of Victoria	Mildura CFA	Transport Accident Commission (TAC)
EastLink	MUARC	VicRoads
Franca Manzocco	Neighbourhood Justice Centre	Victoria Police
Frank Amato Photography	Neville Taylor, Superintendent, Head of Road Policing Operations and Investigations, Victoria Police	Victorian State Emergency Services
Foundation for Rural and Regional Renewal (FRRR)	Nexus Youth Centre	Volunteers Victoria
Honda Foundation	Nick Heydon, Rise Films	YMCA Camp Manyung, Mt Eliza
Hume Global Learning Centre	OfficeMax	YMCA Mt Evelyn
Ian Potter Foundation	Peter Longland	Youth Justice
Infringement Management and Enforcement Services (IMES) Social Club	QR National (Aurizon Community Giving Fund)	Zone Entertainment
inSync Surveys	RACV	
ITC Waverley Communicators		



Volunteers

Peter Aldersea
Younes Aly
Tara Anderson
Bill Atkinson
Jose Bamford
Samantha Barker
Henry Barton
Lauren Bayliss
David Bedford-Lee
Anthony Beech
Peter Bellion
Claudia Benham
Adrian Benson
Tarli Bogtstra
Simon Bolles
Leigh Booth
Narelle Bowden
Andy Calder
Yvonne Callander
Mark Cartledge
Robin Catley
Mark Cattell
Gary Chandler
Carolyn Cole-Sinclair
Amanda Cowland
Sue Cox
Judy Della
Catherine Dennis
Norma Derham
Elise Des Landes
Jan Dilworth
Kate Drain-Parkin
Robert Ewing
Justin Flynn
Kristy French
Geoff Fulstow
Victor Gartside
Darlene George
Adrian Gervasoni
Jennifer Gibson
Shannon Graham
George Greaves
Tracy Grech

Sandi Hallewell
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