



VICTORIA • COUNSELLING, SUPPORTING & EDUCATING

ANNUAL
REPORT
2010-11



About RTSSV

Founded in 1994, Road Trauma Support Services Victoria (RTSSV) is a community based, not for profit organisation offering statewide counselling, education and support services to people whose lives have been impacted upon by road trauma.

In working to deliver our mission we provide free professional face-to-face and telephone counselling services to people who have been affected directly or indirectly by motor vehicle crashes including; bereaved family members, witnesses, drivers, first on scene, emergency services personnel, and families and friends of people injured in the crash.

In addition, we deliver a range of education programs addressing the behaviours and attitudes of drivers in order to reduce the incidence of crashes and the associated trauma and grief.

Our education programs are delivered by trained educators in conjunction with emergency services personnel and volunteers who talk about their personal experiences with road trauma.

It is this mix of programs and the close collaboration and involvement of professional staff working with volunteers that makes Road Trauma Support Services unique in Victoria.

Our Vision

To reduce the impact of road trauma

Our Mission

We are a community based organisation providing specialist counselling support for those affected by road trauma. We seek to change driver attitudes and behaviour through targeted education programs delivered, in part, by volunteers who share their personal stories of road trauma.

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

Key Statistics

Counselling
1680
sessions
12% increase on 2009/10

3 new locations

Clients:

59% from metro Melbourne

22% bereaved

18% drivers

288 people died
on Victorian roads
in 2010

RTSSV

total income \$872,057

surplus \$83,365

Education

Programs provided to **1260**
road traffic offenders

273% increase
in RTAS attendance since 2006

RTAS attendees - over

85% male,

over 70%

15-25 year-olds

3 new RTAS locations

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President's Report



This marks the end of nearly five years on the Board of which three were in the role of President of Road Trauma Support Services Victoria (RTSSV) and I can only say what an honour it has been to serve this unique organisation and its people even through times of turmoil.

Looking back over the last year many changes can be discerned and it is fair to say that change brings challenges; both welcome and unwelcome, requiring an analysis of what actions to take to achieve optimum results. These changes began in the period leading up to and beyond last year's Annual General Meeting. We saw the departure of the then executive officer, Sarah Smyth and also a number of Board members who served for many

years, including Andy Calder, after approximately 12 years including as President.

One of my specific objectives was to ensure strong leadership in both the operations and governance teams. To that end a new Chief Executive Officer, Paul Ashton, was appointed to further develop and build on the business improvements from the previous year, in particular the establishment of additional income streams to assist in improving and expanding our service delivery. With the loss of long-standing Board members it also called for a new team with capabilities to support the operational direction of the strategic plan. This has now been achieved with incoming Board members, most of whom are Leadership Victoria alumni, from backgrounds and skills including education and research, trauma medicine, law, government, business, coaching and mentoring, people and culture. Their individual profiles appear separately in this report.

I would like to acknowledge and thank some of our Board members who have stepped down prior to this AGM.

Fleur Bitcon stepped down from the Board and her role as Vice President to concentrate on her law studies and young family.

We farewelled our previous Honorary Treasurer Mike Flower who left for Darwin and was replaced by Phil Ashfield who unfortunately has resigned for personal reasons but continued to support the role up to the AGM.

De Villiers Smit was retained as Specialist Advisor when his responsibilities as Director of Emergency Services at Alfred Health could not enable his continuation on the Board.

I'd like to thank the great team of staff of RTSSV who always give of their best, the volunteers and Anne Lewis, volunteer representative to the Board, sessional educators, members, our various stakeholders and partners especially from the TAC, Janet Dore CEO and Joe Calafiore Senior Manager Corporate Affairs.

Finally, thanks to our Patron Bev Brock, Ambassador Jeanette Suhr, to the organisers and our supporters of the Time for Remembering ceremony especially Rev Andy Calder and the State Government of Victoria.

Jilane Matinga



CEO's Report

Since taking over as CEO at Road Trauma Support Services Victoria I have felt a sense of pride working with such a dedicated team of staff, educators and volunteers; people committed to making a difference to those whose lives have often been devastated by the grief and trauma that affects so many people using our roads.



2010/11 has been an exceptional year for RTSSV with significant gains made in a number of key areas:

- Securing triennial funding from our major partner, TAC, allowing us to plan with more certainty and look to expand our services.
- Our community partnership with RACV enabled us to establish four new counselling service centres in Niddrie, Dandenong, Morwell and Bendigo providing more people with the ability to access face-to-face counselling.
- Working with Victoria Police and Helen Macpherson Smith Trust we developed "After the Crash", a pilot project that saw police officers provide a counselling referral card to victims at the scene of crashes. We also worked closely with Victoria Police's "Support Link" initiative, whereby police provide contact details of crash victims directly to our counselling team for follow-up.

Our counselling staff have been fantastic. They are committed to providing the highest possible level of support to clients. Within the constraints of our limited resources, counselling sessions increased from just under 1500, in 2009/10 to 1680 in 2010/11, a 12% increase. In addition they delivered three group information and discussion sessions in Melbourne.

Education services has also undergone significant growth. Working closely with both the Magistrates' Court and Youth Justice we provided education programs to more than 1260 offenders across Melbourne and regional Victoria, delivering focused attitudinal and behavioural programs, primarily for young male drivers referred via the courts.

Looking to the future the Board has reviewed its strategic plan and set the direction for the next three years. Our future direction will be focused around consolidating our work and engaging more strongly with the corporate and philanthropic communities. This will allow us to increase our support to people whose lives have been affected by road trauma as we provide additional counselling locations across Victoria. More information sessions will be delivered in both Melbourne and regional Victoria, as well as an expansion of our peer-to-peer support program. It will also allow us to continue our crucial work in education.

Our people and our partnerships are critical to our success in serving the community and this year we said farewell to Gail Carland, who left a legacy of developing a strong media profile for the organisation.

Our counselling, administration and education team along with our educators and volunteers provide the strength of our organisation. Without them we could not have achieved the results that we have. Our partnerships with the TAC, the Magistrates' Court, Victoria Police, RACV and Vic Roads provide the foundations for us to move forward in supporting our community.

To all of our workforce, supporters, and Board, who all give so tirelessly to support our work we say – "thank you".

Paul Ashton

Heather Nankervis Volunteer Story



On the 4th September 2006 Australian news services were dominated by the story that Australian TV personality and environmentalist, Steven Irwin, had tragically died from a Stingray attack while filming in far North Queensland.

More than 3,000 kms south Heather Nankervis also nearly lost her life that day, but as is often the case with our hidden road toll, Heather's story did not dominate our news headlines.

Heather was driving home from visiting her 99 year-old client in the hospital when out of nowhere a man in a car ran a stop sign and ploughed straight into her.

The driver of the other car simply got distracted picking cigarettes up off the floor and didn't see me or the stop sign.

”

There were no extenuating circumstances; speed, alcohol and drugs were not a factor and the weather was normal. He simply got distracted” Heather said.

The result of that split-second error in judgment set off a chain of events that changed lives forever.

After being hit Heather was trapped in her car for 45 minutes while the SES and Fire Brigade cut her out of her tangled car. She was taken to Geelong hospital but her injuries were so severe she needed to be airlifted to The Alfred hospital in Melbourne where she underwent surgery to relieve bleeding on her brain and was in intensive care for two weeks. Heather suffered extensive injuries including facial lacerations, a fractured temple, broken chin, broken shoulder, 11 broken ribs, a neck injury, collapsed lung, bleeding from the liver and kidneys, four fractures to the pelvis and a broken hip.

“Apart from my physical disabilities, the most significant impact now is the psychological trauma. I witnessed so much tragedy during my recovery, especially during my time at The Alfred, where I constantly saw people receiving news about their loved ones being killed or permanently disabled. Every day the same carnage happens and every day families are shattered. It is such a needless waste.”

So Heather decided to use her experience positively by becoming a volunteer for RTSSV. “I want to help reduce the carnage on our roads. I feel I am speaking out for the people whose lives have been touched by road trauma and for the families who have lost loved ones.”

“My positive attitude has helped get me through the dark days. I am one of the lucky ones – I am alive and, for that reason, I value and enjoy every day and I hope I show people by example that having a positive attitude can have enormous results.”

Counselling & Support Services

“Victorians are more likely to die violently as the result of a road crash than from any other cause.”
(Arrive Alive)

The effects of a serious road crash don't disappear when the debris has been cleared from the road – this sadly is just the beginning of a very long and painful journey for many people.

Every person who dies leaves behind grieving family and friends. People who have been seriously injured will often need a lifetime of support and care. Witnesses to accidents will live forever with the memories of what they have seen. Dreams are shattered and lives destroyed.

Road Trauma Support Services (RTSSV) helps people try and come to terms and cope with their trauma, providing them with a safe space to work through the emotions associated with their experience. As a specialist road trauma service, RTSSV counsellors implicitly understand the unique aspects of helping people deal with road trauma.

Year in Review

RTSSV conducted more than 1600 face-to-face (37%) and telephone counselling (63%) sessions in 2010, an increase of 12% over the previous year as well as organising information support groups for drivers and people who are bereaved or injured, all delivered by professionals with specialist training.

The main categories of clients were bereaved people, drivers and witnesses/first on scene, with referrals predominantly through Victoria Police, TAC and family or friends. New referrals came mostly from metropolitan Melbourne, whilst 27% came from regional Victoria.

A main contributor to increased new referrals in 2010/11 is our participation in the Victoria Police SupportLink trial. SupportLink is an e-referral system, which allows police to electronically log requests for victim support to the appropriate agency. The 12-month trial is proving highly successful and is a great resource for road trauma victims.

Through the generous support of Helen McPherson Smith Trust, RTSSV and Victoria Police were able to launch a trial program, After the Crash, which involved use of a foldout card for police to give to victims and families at the scene of a crash. The card contains information on common trauma responses and self-care tips, along with RTSSV contact and referral information.

In April 2010, through our partnership with RACV, we commenced a trial which aims to ascertain best practice for RTSSV to provide better statewide coverage of face-to-face counselling.

The trial has been devised to help identify best fit in terms of location, client demographics, service need and promotional activity. The strategy is to experiment with a variety of approaches and seeks to tailor service delivery processes to local client need. We expect the process will be gradual and complex.

The first sites were opened in late 2010 in Dandenong, Moe and Niddrie and in June 2011 the Latrobe Valley service was relocated to Morwell and a local counsellor appointed one day per week in order to provide greater community access. Niddrie received the most referrals, with referrals fluctuating in Dandenong.

We acknowledge with gratitude the generous support of the RACV on this and other projects throughout the year. In particular we would like to acknowledge the good-natured and knowledgeable support of Davina Gibbs (Community Relations Manager), our RACV liaison person.

In September, Barbara Smith joined the counselling team. Recruitment is also underway for seasonal counselling staff to establish a bank of casual staff to support statewide service delivery, provide expertise in specialist clinical areas, enable leave cover for permanent staff and support more flexible staffing and employment arrangements.

Our existing counsellors, Lynne Irving and Maree Burns, continue to deliver outstanding services to our clients. Both are in their third year of service with RTSSV and have developed a depth of knowledge around the work that stands us in excellent stead both in our work with clients and as a specialist provider in the field.

This knowledge was further enhanced through attending professional training seminars presented by international trauma experts John Briere, Dan Seigel and Babette Rothschild and a full day training and supervision session with local trauma specialist Rob Gordon. Professional development is fundamental in supporting skill development at RTSSV as well as providing networking opportunities.

RTSSV maintains a continuing membership of the Victorian Bereavement Support Network. We again enjoyed close liaison with staff at the Australian Centre for Grief and Bereavement and Support after Suicide. The counselling team met with the Coroners Court counselling team and attended a training day conducted by the Witness Assistance Service at the Office of the Public Prosecutor. The Manager of Counselling Services also presented to social workers in the spinal team at Austin Health.

As part of our commitment to providing increased support to victims of crashes, in December RTSSV introduced a series of information sessions. The first 'Looking after yourself during the Christmas season' was held for 12 people bereaved through road trauma.

This was followed in May by an information and discussion session on 'grief following road trauma', and in June a session was held on 'trauma and its impact on families'.

Based on the positive feedback, our intention is to continue to hold these sessions on a regular basis extending them over time to outer metropolitan and regional locations.

Looking forward to 2011/12 our key focus areas are:

- continued expansion of face-to-face counselling services and support group activity;
- revitalisation of the peer support program;
- engagement of a consultant to research counselling service best practice;
- networking and liaison with key stakeholders and relevant agencies;
- marketing and promotion of services; and
- further consolidation of RTSSV's reputation as a specialist provider of care and support services to people affected by road trauma.

A Word of Thanks

We must acknowledge and thank our counselling team John, Maree, Lynne and Barbara for their commitment and dedication and the immeasurable support they continue to provide to our clients.

Nick Rush Volunteer Story



Nick Rush was on the fast track to becoming another statistic on our roads – killing either himself or someone else. By 2006 and at only 24 years-old, his licence had been suspended three times for serious traffic offences; driving 90km in a 50km zone; colliding with another car and a tree after doing a burnout with a blood alcohol reading of .11; and doing 100km in a 50km zone with a blood alcohol reading of .18.

Nick believed he was invincible.

I was careless. I was arrogant and I was over-confident. ”

“I had already been to four friends’ funerals who died in road accidents and that still didn’t stop me re-offending.”

“I have now had my licence suspended for a total of six years and two months, had a six month suspended jail term, did six months community service and paid a \$1,000 fine” Nick said.

But after his final licence suspension in 2006 Nick realised something had to give.

“My attitude was appalling, my family was being affected and I knew I was going to become a statistic if I didn’t get help”.

Nick enrolled himself in RTSSV’s Road Trauma Awareness Seminar program and has never looked back.

“The course completely changed my attitude – finally something hit a nerve with me and it turned my life around. It was so harrowing to hear a mother talk about watching her daughter get run over and a woman who saw her sister get hit by a bus - I challenge anyone to walk out of a room and not be affected by that.

“I realised then and there that I was going to be the next person to become a statistic, or worse, kill someone else with my driving. If I did not change my behaviour, it would be my mother or father speaking to a group of offenders.”

Nick is due to get his licence back in November 2011 and says he will never drive dangerously again and is committed to spreading the message about safe driving, especially among his peers.

“I just want to tell young drivers to think and slow down; consider what it would be like for a loved one to have to identify their body at the morgue or see them sentenced to jail for killing someone. How would they feel if they killed their best mate or partner?”

Ultimately Nick hopes he can turn his experiences into something positive and make a contribution to saving people’s lives by stopping them making the same mistakes he did. His message he says is quite simple “Slow down, you’ve got too much to lose!”

Education Programs

“ Road crashes are the most common cause of death in the first five decades of life. ”
(Arrive Alive)

Each year, road crashes kill about 1400 Australians and hospitalise another 35,200.¹
In Victoria alone, 288 people died on our roads in 2010.²

But numbers don't do justice to the true impact of road trauma. For every person who has lost their life or been seriously injured, there is a cast of people left grieving, broken and trying to pick up the pieces of their lives.

Road trauma is a complex issue and there are many contributing factors. However, behavioural factors such as speed, alcohol, drugs, attitude and inexperience often play a part. Sadly 18-25 year-olds are vastly over-represented in road trauma statistics. While this group stand for only 13% of licensed drivers, they account for more than one quarter of all drivers killed on Victoria's roads³ and 36% of all drink drivers killed in road crashes⁴.

RTSSV runs several types of education programs, which are overwhelmingly attended by 15 – 25 year-old males who have been ordered to attend by the Magistrates' Court or Youth Justice System as part of their sentencing.

The education courses aim to significantly change the mindset and behaviour of participants. Participants are forced to face and take responsibility for their actions. It is not about learning how to drive – it is about seeing firsthand and understanding implicitly the life changing effects of their actions on the road.

The courses focus on humanising road trauma. Participants see and hear from someone who has had a personal experience with road trauma, either being involved in a collision, or through having a family member injured or killed. They along with an emergency worker give firsthand and often graphic accounts of what it is like to work with crash victims and the aftermath.

Year in Review

This year has been an exciting year for our education programs especially with registration, through Vic Roads, of RTSSV as a statewide road safe community group.

We saw a 3.6% increase in the attendance numbers for our Road Trauma Awareness Seminars (RTAS), with extra programs needed from October to January to meet demand.



Attendance data for the past five years show a dramatic rise in RTAS attendance with a remarkable 273% increase since 2006.

Three new program locations were launched this year including two Melbourne locations Collingwood and Moorabbin and one regional venue in Horsham. The Horsham program was made possible through the generous donations of local resident Steve Holmes who tragically lost his wife in a motorcycle crash in 2010 and the Horsham Court's Fund.

We continued to work very strongly with the Magistrates' Courts, Court Diversion Co-ordinators and other court personnel. We were also fortunate to have the opportunity to present to all Coordinating Magistrates, which included a presentation by past participant, Nick Rush, who was able to give his perspective on how the RTAS program completely changed his driving behaviour and attitudes (read Nick's story on page 8).

Our relationship with Victoria Police remains strong, both at a local and state level and we are committed to working together to reduce traffic offending in local areas where police refer offenders to our RTAS program. As part of our role in strengthening this partnership we presented at Victoria Police's highway patrol training and met with Road Policing, Operations and Investigation Division to further discuss how we can continue to build on this relationship.

Our Youth Road Trauma Awareness Program (YRTAP) is a six week intensive program for young traffic offenders (under 21), who are often involved in the justice system. This year 26 young traffic offenders attended the YRTAP in Box Hill, Geelong and Warrnambool. Two of our volunteers also presented at the Ballarat Youth Justice program. Through our team of educators and volunteer presenters we were, in addition to our RTAS and YRTAP programs able to reach out to the community and deliver a range of road safety awareness presentations focused on changing driver attitudes and behaviours.

Throughout the year we ran 19 presentations with schools with 1823 young people from years 10 to 12 participating in our presentations.

In collaboration with the Melton Shire and Melton Area Police we presented at two road safety forums, which were attended by young people and their parents as well as other interested community groups.

RTSSV was also involved in four expos including the:

- Manningham Road to Community Safety Expo;
- Hume Community Safety Expo;
- Acquired Brain Injury Expo in Geelong; and the
- Law Week Expo in conjunction with the Magistrates' Court of Victoria

Our focus for 2011/12 is to continue to strengthen our relationships with the Magistrates' Courts and community groups and present impactful education programs that influence people to drive more safely, reducing crashes, injury and deaths on our roads.

A Word of Thanks

Our thanks go to our educators and emergency services volunteers, community volunteers and staff Chris Harisson and Margie Coe who give tirelessly to try and influence drivers that changes to their driving behaviours can save lives.

^{1,4} Australian Transport Council, *National Road Safety Strategy 2011-2020*

² TAC Road Toll Annual, www.tac.vic.gov.au

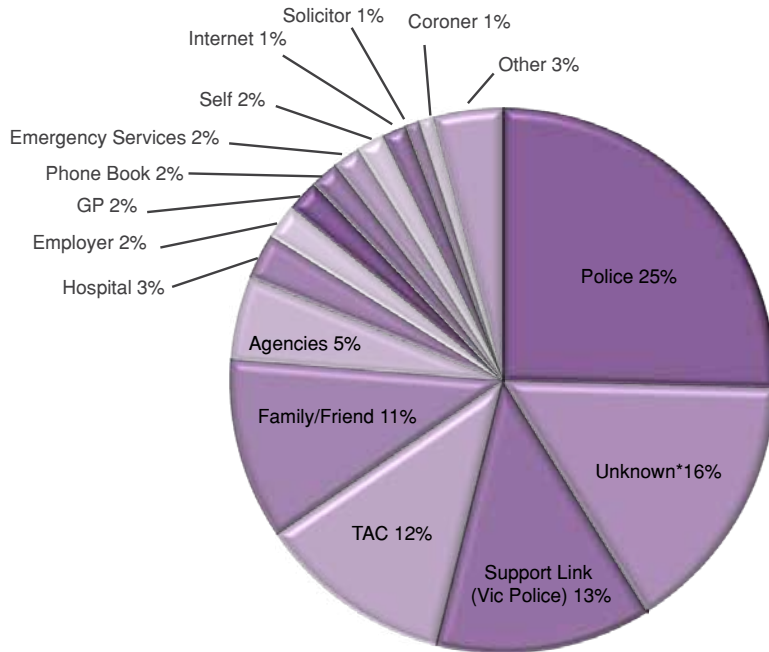
³ Arrive Alive, www.arrivealive.vic.gov.au

Counselling Statistics

During the year RTSSV conducted 1680 counselling sessions. 27% of these were face-to-face and 63% via telephone.

Counselling by Referral Source

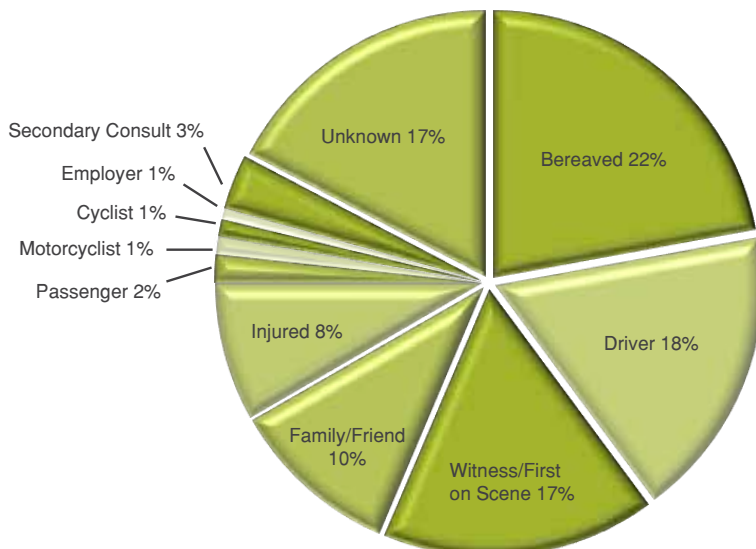
New referrals for counselling were predominantly generated through Victoria Police – 38%, with 12% from TAC and 11% via family and friends.



**Unknown means referral source was not offered at time of data collection*

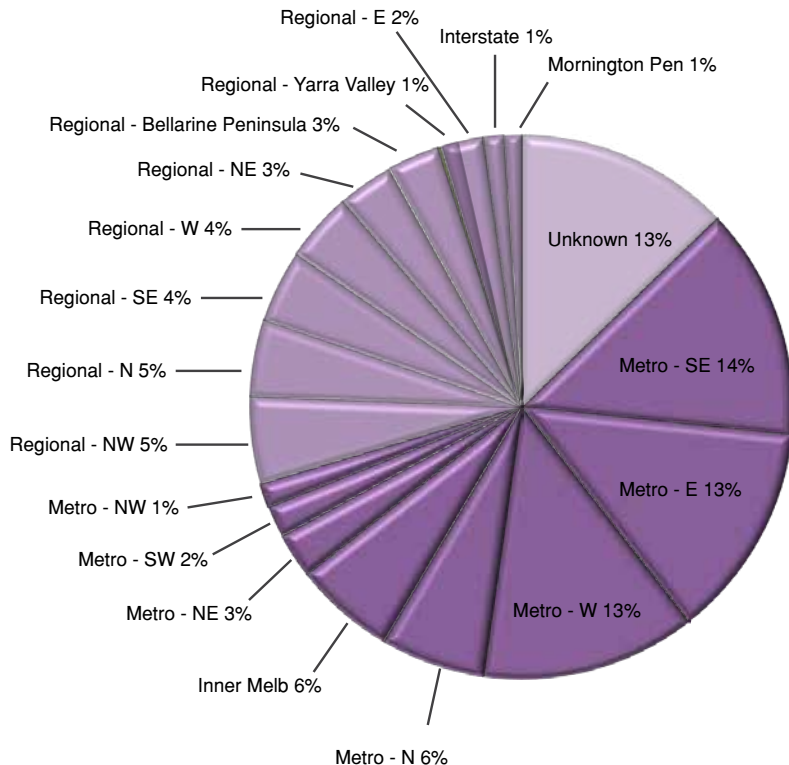
Counselling by Client Type

Predominantly clients are those directly impacted by road trauma with 22% bereaved, 18% drivers and 17% witnesses/first on scene.

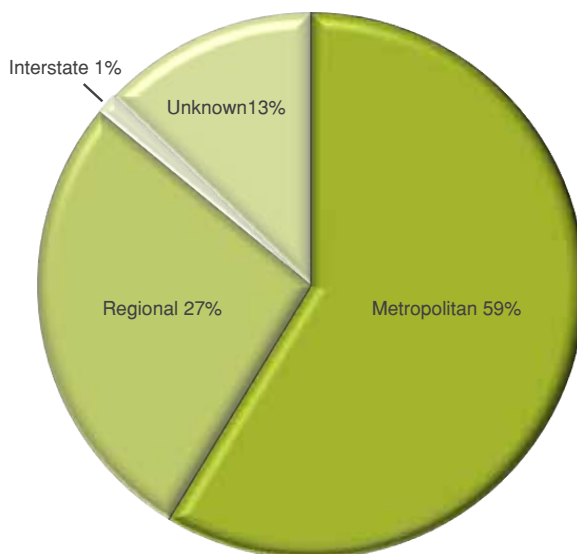


Breakdown of Counselling by Referral Location

A large proportion (59%) of counselling clients are from Metropolitan Melbourne. This is most likely due to the location of our main office in metropolitan Melbourne. With the introduction of our new regional counselling sites we hope to see an increase in clients in regional Victoria over the coming years.



Counselling - Regional vs Metro Referrals

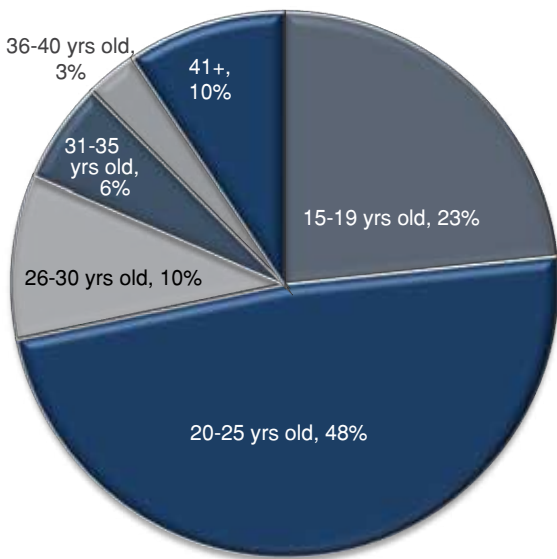


Education Statistics

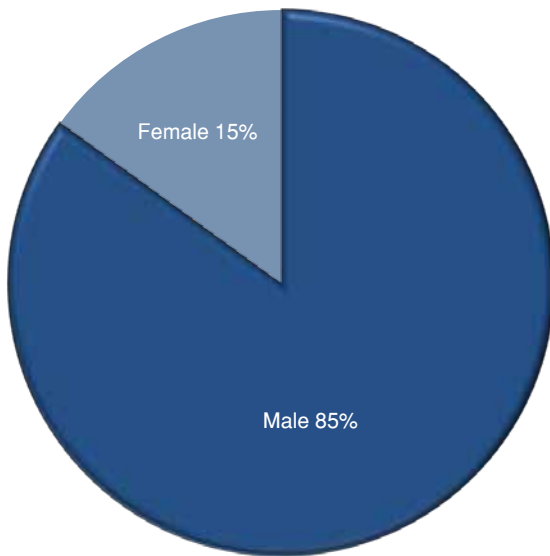
Road Trauma Awareness Seminars (RTAS) were provided to 1260 road traffic offenders. Overwhelmingly, in Metropolitan and Regional Victoria, participants of our RTAS courses were males, aged between 15 and 25 who were unlicensed or on their probationary licence.

These statistics are significant in that they clearly support the data that this age group is vastly over-represented in road trauma statistics. While 18 to 25 year-olds only account for 13% of licensed drivers, they account for more than one-quarter of all drivers killed on Victoria's roads and 36% of all drink drivers killed in road crashes.

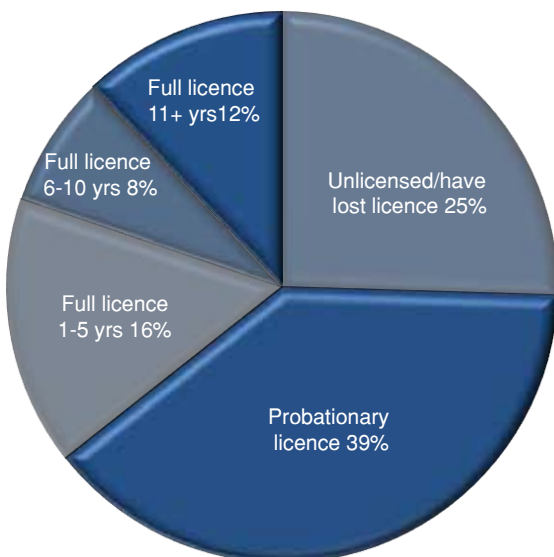
Metro RTAS Participant Age Groups



Metro RTAS Attendance by Gender

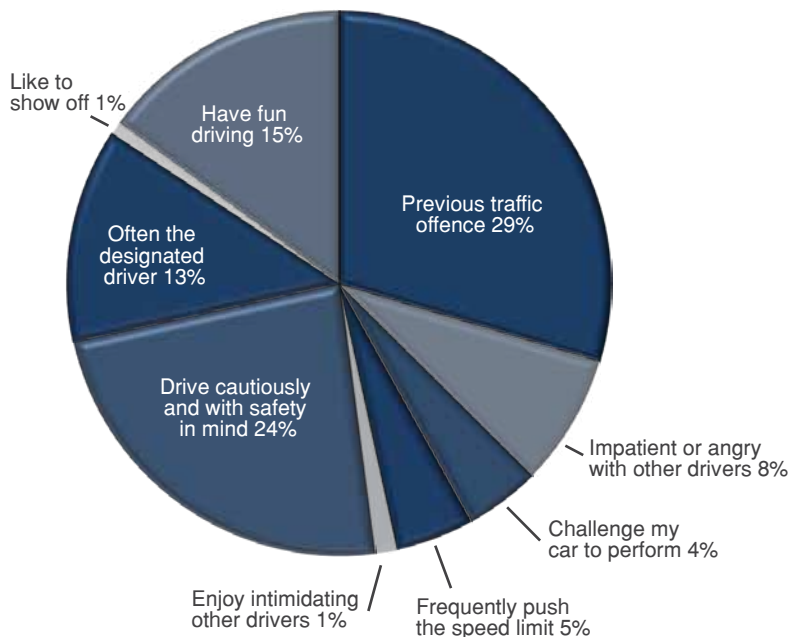


Metro RTAS Driving Experience

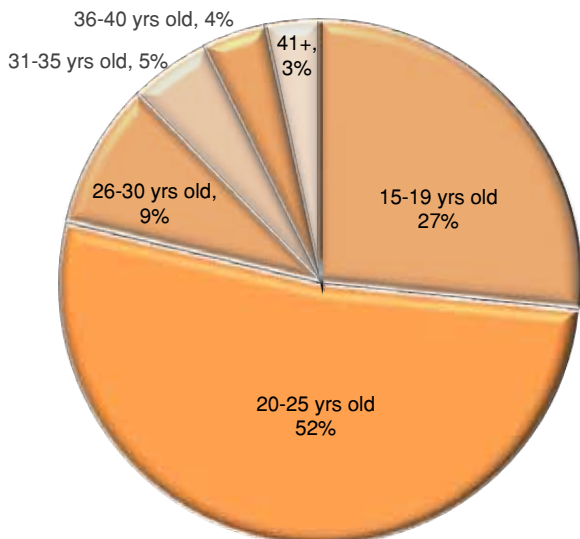


Metro RTAS Driving Styles

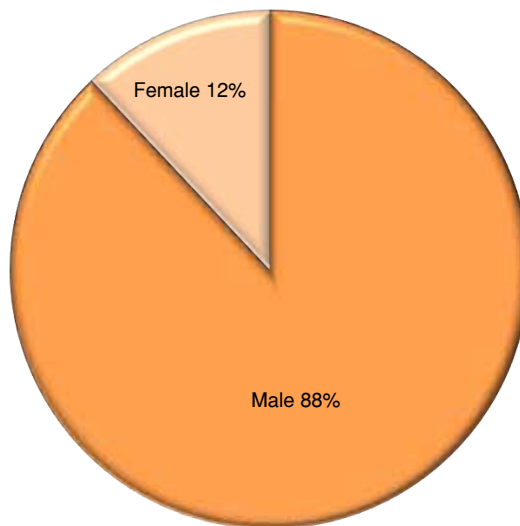
Driving styles as self-reported by participants



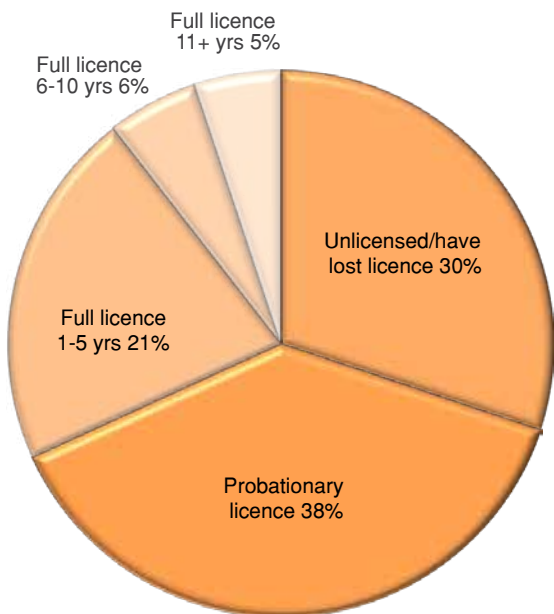
Regional RTAS Participant Age Groups



Regional RTAS Attendance by Gender

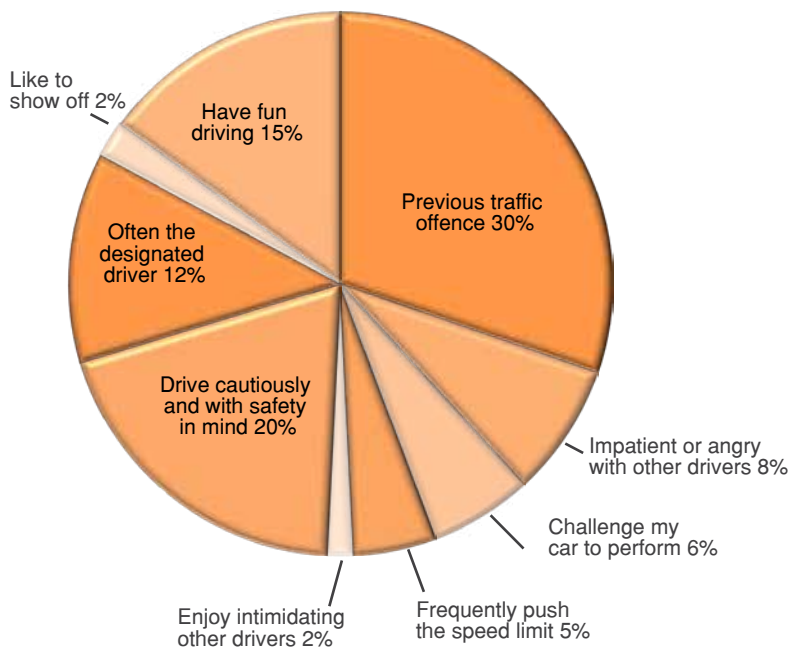


Regional RTAS Driving Experience



Regional RTAS Driving Styles

Driving styles as self-reported by participants



Bill Verheyen Volunteer Story



For more than 17 years Bill Verheyen saw first-hand the effects of road trauma. As a volunteer with the State Emergency Service's Corio Unit, Bill has seen things no-one should ever have to see.

During his time in the SES Bill attended close to 1,000 road crashes and 200 fatalities and he became sick of seeing first-hand the senseless carnage on our roads and the awful waste of young lives. Sadly for Bill he has borne witness to the very ugly, but very real side of road trauma which is why he is a regular speaker at RTSSV's education seminars and it is with a pleading heart that he recounts, in graphic detail, the things he has seen and wishes he could forget.

My stories are no holds-barred. I talk people through real rescue events from start to finish, because I want people to be hit between the eyes with what it's like to see the terrible things I've seen. ”

“I want this to affect them in a way that the next time they think about drink driving or speeding all they see is the visuals I have been able to pass on to them.”

But Bill knows he is the lucky one, because he gets to go home and be with the ones he loves. He knows that someone, somewhere is about to hear the heartbreaking news that their loved one has died or is critically injured.

“I remember my first accident vividly. It was the 16th December 1994 and we were called to a car versus truck accident. The car was stolen and a 16 year-old boy was dead and I remember a police officer looking at the boy and saying ‘Merry Christmas Mum and Dad’. I have never forgotten those words and every Christmas I think of those parents and of that young boy and the life he has missed out on.”

Although Bill no longer volunteers for the SES he continues to share his stories at RTSSV education seminars because he knows that he has the opportunity to get through to people and hopefully less people will die needlessly.

“I try to get through to people that speeding, and drink/drugged driving does cause accidents and while they may not care about themselves, their actions affect so many people including family, friends, emergency service workers, medical staff and witnesses. I also try and let people know that from what I've seen, when you're involved in a serious road crash, there can be worse things than dying.”

Volunteer Services

One of the keys to RTSSV's success lies heavily on the valuable contribution of its volunteers. Our volunteers come from all walks of life – but they all have one thing in common – they are passionate about reducing the impact and incidence of road trauma. They may have been involved in a crash, lost loved ones, witnessed an accident or be emergency service workers that witness firsthand the impact of road trauma or they may have no connection with road trauma but just want to help.

The significant role volunteers play was officially recognised this year with the increased focus on volunteer services, including the employment of a part-time Volunteer Services Coordinator. The aim is to maximise volunteer participation rates and volunteering opportunities by developing relationships, policies, procedures and strategies that will enhance and grow our volunteer services statewide.

In recent years the primary role of volunteers has been to support the organisation's mission through speaking engagements at our Road Trauma Awareness Seminars or to community groups; talking personally about how road trauma has impacted on their lives and speaking openly about the reality of the many consequences of road trauma. Their presence lends intensity, reality and gravity to any presentation that the group facilitators or road trauma 'facts and figures' could not achieve alone.

All of these voluntary speaking engagements have the central purpose of getting the road safety message out into the community and ultimately helping to save lives. Program evaluations together with observational reports from volunteers and staff demonstrate the immediate attitudinal shift that is clearly evident among participants of our education programs.

Our 60 plus volunteers support RTSSV's administrative, fundraising, counselling, education and governance activities. This includes assisting with daily tasks such as input of evaluation data, providing peer support services to our counselling team along with supporting community engagements such as participation at the Magistrates' Court during Law Week, Fatality Free Friday and input to guiding the strategic direction of the organisation. Significantly, March 2011 saw the inaugural running of the Alpine Challenge for RTSSV where more than 65 volunteers and participants gave freely of their time and energy to raise more than \$33,000.

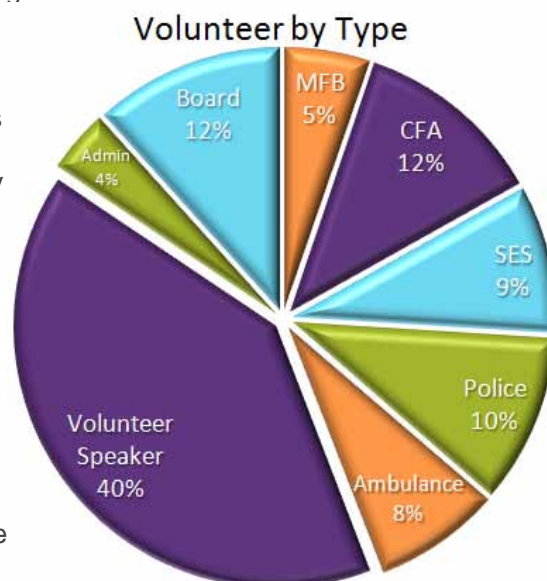
We look forward to the coming year with a great sense of confidence and pride that what we do as an organisation is worthwhile and is making a real difference to Victorian communities.

Our business plan priorities for 2011/12 are to:

- continue the expansion of volunteer services throughout the State;
- reinvigorate the volunteer peer support program; and
- support the organisation's aims and objectives through the provision of skilled volunteer services to key delivery areas.

A Word of Thanks

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



Community Relations

This year has been an exciting year for community relations with a number of big projects coming to fruition.

Website Re-launch

After many months of planning, design and development the new look RTSSV website was launched early in 2011. The website provides regular updates on news, events and media as well as improved search and navigation tools and users now have the ability to make donations online. Volunteers who have had personal experience with road trauma have also kindly shared their stories on the website.

Conference

In February RTSSV ran the inaugural conference 'Standing Shoulder to Shoulder'. The conference, which was attended by more than 55 staff and educators, emergency services personnel and volunteers, provided a forum for articulating the organisation's future direction as well as strengthening the connections between key organisations working within the field.

The conference, which was kindly sponsored by national consulting company D'Accord, was an opportunity for people across the organisation and the sector to come together to learn, network and share. Of particular interest to attendees were thought-provoking presentations given by the Chief Magistrate of Victoria, Ian Gray; Deputy Police Commissioner, Kieran Walshe; Vic Roads' Executive Director Road Safety and Network, David Shelton; and TAC's Senior Manager Corporate Affairs, Joe Calafiore.

DVD

The production of an organisational DVD was finalised in May. The DVD gives an overview of the organisation and its work, but most importantly includes powerful interviews with victims of road trauma, including with the organisation's Founder and Ambassador, Jeanette Suhr. The DVD is available to view on the new RTSSV website www.rtssv.org.au and YouTube.

Alpine Challenge



From the 19th to the 21st March more than 65 volunteers and participants raised more than \$33,000 for RTSSV in the Alpine Challenge. The Challenge which takes in some of Victoria's best high country, is a 100 mile mountain challenge across 7,000 metres of ascent and descent which tested participants to their limits, with an amazing experience had by all. The event will be run again in March 2012. See our website for details if you would like to enter, volunteer or donate to support this event.

ABC Radio - Conversation Hour

In April RTSSV was fortunate to be invited by 774 ABC radio to participate in a panel discussion on road trauma during Jon Faine's "The Conversation Hour". Two of RTSSV's volunteer speakers, Karen Robinson and Nick Rush, participated in the program, which also included Professor Peter Cameron from The Alfred hospital and Superintendent Neville Taylor from Victoria Police. Karen and Nick spoke regarding their experiences, Karen as a mother who lost her son in a car crash and Nick as someone who, after attending our RTAS program, has reformed his hoon driving behaviour.

Road Trauma Support Services would like to acknowledge the tremendous support of our sponsors and supporters who contribute both directly and in-kind to enable us to achieve our mission. Without their contribution and support and that of our volunteers we would not be able to continue to make a difference to so many people's lives.

Sponsors

Transport Accident Commission
Royal Automobile Club of Victoria
Helen McPherson Smith Trust
Tenix Solutions
Tenix Foundation
D'Accord

Supporters

ABC Computers
 Acton Print
 Australian Centre for Grief and Bereavement
 Bevington Group
 Blackburn Secondary College
 Colliers International
 ConnectEast Group
 Coroners Court of Victoria
 Dakin Mayers
 Holding Redlich
 Horsham Coroner's Court

Individual Donors
 Ketaki Gadgil Design
 Lion's Club of Forest Hill
 Magistrates' Court of Victoria
 Sysop Support
 Uniting Church Synod – Victoria & Tasmania
 Vic Roads
 Victorian State Emergency Services
 Victoria Police
 Youth Justice

Time for Remembering

In the rising of the sun and in its going, we remember them.

In the blowing of the wind and in the chill of winter, we remember them.

In the opening of the buds and in the re-birth of spring, we remember them.

In the blueness of the sky and in the warmth of summer, we remember them.

In the rustling of the leaves and in the beauty of autumn, we remember them.

In the beginning of the year and when it ends, we remember them.

When we are weary and in need of strength, we remember them.

When we are lost and sick at heart, we remember them.

When we have joys we yearn to share, we remember them.

So long as we live, they too shall live.

For they are now a part of us, as we remember them.



On the 21st November 2010 these words reverberated through the great Queen's Hall at Parliament House, opening Road Trauma Support Services 10th annual Time for Remembering. For a decade the statewide multi-faith service has given people the opportunity to commemorate the lives of loved ones lost on our roads, celebrate their lives and give thanks for those who survived.

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

RTSSV was fortunate to have a number of its volunteers participate in the service including Martin Wrangle who bravely spoke on the day about his personal experience with road trauma after losing his son Trevor in October 2004 in a single vehicle collision.

**In 2011, Time for Remembering will be held on the 20th November.
For further information visit RTSSV's website: www.rtssv.org.au**

How you can help

Support for RTSSV's work is always greatly appreciated and there are currently a number of initiatives we need funding for to assist us in delivering better services to our clients.

These include:

- Undertaking an evaluation into the effectiveness of Road Trauma Awareness Seminars for court ordered offenders;
- Researching best practice in delivering attitude and behaviour change programs to drivers;
- Researching world best practice in grief and trauma counselling; and
- Organising information sessions for people in regional Victoria.

If you can assist directly with a financial contribution or in providing details of businesses that you believe might like to support RTSSV's important work, please fill out the coupon below or contact our CEO, Paul Ashton on 8877 6911.

I would like to support Road Trauma Support Services Victoria.

Name: _____

Home phone: _____ Mobile: _____ Email: _____

My donation is \$500 \$250 \$100 \$50 Other \$ _____

(donations of \$2.00 or more are tax deductible and a receipt will be provided)

Method of Payment: Cheque / MasterCard / Visa / AMEX

Card Number: _____ CCV _____ Expiry: ____/____

Name on Card: _____

Address: _____

Signature: _____ Date: ____/____/____

If you would like further information regarding our work please indicate below:

- Please send me information on your bequest program
- Please send me information on volunteering
- I would like to make a major gift, please contact me

To donate please complete the form with your cheque or credit card details and mail or fax to:

Road Trauma Support Services Victoria PO Box 1832, Blackburn North Vic 3130

OR Fax: (03) 9877 9799 Telephone: (03) 8877 6900

Privacy Statement

The personal information we collect on this form will be used to track and manage donations and for marketing purposes. This information may be disclosed to other members of the organisation or third parties who do things on our behalf where it is required or allowed by law or where you have otherwise consented. You can access the personal information we have collected, if we have retained it, by calling the organisation.

Thank you for generously supporting our work

Board Information



Jilane Matinga – President - RN; RM; MEd (Melb)

In October 2006, Road Trauma Support Services called on Leadership Victoria for Fellows of the Williamson Community Leadership Program interested in joining the Board. Jilane decided RTSSV would be a good fit for her with her background in health, education and business but more importantly, she had spent seven years teaching in Ambulance Service Victoria and could relate to the mission of Road Trauma Support Services. Jilane has worked in acute health, community services and the corporate

and financial services sectors, and until recently was employed as Manager, Senior Medical Staff Unit at Alfred Health.



Sue Kapourelakos – Vice President

Sue joined the Board in February 2011. She has more than 15 years experience in senior leadership and management roles including in the insurance sector, with a specialist level of experience within personal injury insurance organisations. She has a keen interest in leadership development, continuous improvement and providing leaders with the push they need to visualise and reach their next horizon.

Sue is experienced in coaching executives, senior leaders, managers and teams within private and government organisations. Sue is often called upon to “coach for performance” facilitating higher achievements and maximising the human capital within organisations.



Phil Ashfield – Treasurer - BBus(Acc)

Phil currently manages a private investment company and prior to this spent 13 years as Financial Controller of a family manufacturing business. Previous to this, Phil spent more than ten years at KPMG in a variety of roles in the finance department. Phil's Bachelor of Business was awarded with distinction.



Jenny Reece - Grad. Cert Public Relations

Jenny has nearly 20 years experience in the non-profit sector, most recently as CEO of Cystic Fibrosis Victoria.

Previously Jenny was the Public Relations and Fundraising Manager at Southern Cross Care, Community Relations Manager with Berry Street where she managed their public relations and fundraising, and Talking Newspaper Coordinator at Vision Australia overseeing their statewide service for print handicapped people. Prior to entering the non-profit

sector Jenny worked as a Director's Assistant in live television at Channel 7.

Jenny is tertiary qualified in public relations and has been a member of the Fundraising Institute Australia for more than 20 years.



Dr de Villiers Smit - MB. Ch B., FACEM

Dr. de Villiers Smit is an emergency physician with a keen interest in trauma. He is the Director of the Emergency and Trauma Centre at The Alfred, as well as Director of Emergency Services for Alfred Health. He has worked in some of the largest trauma centres in South Africa, the UK, Hong Kong and New Zealand.



Dr Stephen O'Kane - PhD, Dip Pub Pol, Grad Cert Mentoring & Coaching, Grad Cert Couns & Psychotherapy, BBus(Local Govt), BBus(PublicAdmin)

Stephen joined the Board in December 2010. Over the past two decades he has worked in a variety of leadership positions including executive and senior management roles within the water industry and local and state government. For five years Stephen was Secretary (CEO) of the Department of Parliamentary Services in the Victorian Parliament. He has also managed his own policy and change management consultancy business and lectured in higher education programs.



Dr Jan Garrard - BSc(Hon), Dip Ed, PhD

Jan joined the Board in December 2010. She is a Senior Lecturer in the School of Health and Social Development at Deakin University, and a Research and Evaluation Consultant specialising in active transport (including walking, cycling and public transport). She brings to the Board expertise in health promotion and health education, and is particularly interested in improving the safety of vulnerable road users (pedestrians and cyclists).



Wendy Lundgaard - MHRM, BBus, Diploma Company Directorship (AICD), FAIM

Wendy joined the Board in February 2011, continuing her long-standing support of community organisations. She has an accomplished career spanning more than two decades in enterprise leadership and senior human resources practice. Currently she works in consulting and training practices which encompass organisational development, strategic and business planning, human resources planning and policy and operations.

Previously she worked in senior and executive roles in line-management and in-house advisor/practitioner within the public sector.



Kim White - Secretary

Kim White is the Guiding Principal of Platinum Black Consulting, which specialises in consulting to the financial services sector. Prior to this Kim spent two years in general management at the Commonwealth Bank of Australia and three years working within the Challenger Group. During this time he performed in various roles, most prominently as the Managing Director of Garrisons Pty Ltd. Kim also worked with the AXA Group (formerly National Mutual) for more than ten years where he held several senior state and national leadership positions including four years as General Manager and Director of NMMT Ltd. Immediately prior to his time with AXA, Kim spent six years with the multi-national company 3M (Minnesota Mining and Manufacturing Co) as State Manager, Information Systems.

Treasurer's Report

Coming off a strong result last year, it was important to continue to consolidate and build on that strength this year. With a budget surplus initially forecast to be around \$14K, after a strong start to the year we undertook a budget review in October which increased this expectation to a surplus of around \$47K. Against this backdrop, I am pleased to report that the organisation has been able to post a surplus for the year of \$83,365.

We continue to be very grateful for the significant and valuable support of the TAC, with a new three year agreement coming into operation this year which now has an annual CPI increase factored in. This gives us very important short-term certainty which allows us to continue to pursue other sources of income whilst knowing our core services are underpinned by the TAC funding.

It is these alternative sources of income which have largely contributed to the strength of the result. Strong demand for our education services led to an expansion of the programs offered and has brought in significant revenue for the organisation. Strong donations were also received for the year, both from the courts but also from other sources. In particular, Tenix Solutions continue to donate the profits from their annual trivia night which is a significant donation that is gratefully accepted. We were also very fortunate to be the nominated charity for donations raised through the Alpine Challenge which meant we were the beneficiary of over \$30K which was raised by the event. Continuing to receive and find other sources of untied funds is the challenge that remains in order to continue to both improve and expand on the services RTSSV can deliver.

Given the strength of the profit generated, our Balance Sheet has been strengthened with Total Assets increasing to \$386,858, Net Assets increasing to \$245,950. Liquidity is also strong and with solid reserves there is a strong foundation to build on going forward.

In my short time as Treasurer I would like to sincerely thank the executive, staff (in particular our Accountant Theresa Cocking), volunteers and Board for their dedication, hard work, help and support and I wish you all the very best going forward continuing what is such a great cause.



Phil Ashfield
Honorary Treasurer



Auditor's Report

**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 2011 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 2011 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 24th day of August 2011

Financials

COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2011

| Continuing Operations | Note | 2011 | 2010 |
|---|-------------|---------------|---------------|
| | | \$ | \$ |
| INCOME FROM TRANSACTIONS | | | |
| Fees and Charges | | 245,570 | 209,166 |
| Grants | 2 | 483,698 | 370,491 |
| Fundraising | | 527 | 439 |
| Donations | | 122,811 | 94,682 |
| Interest | | 19,451 | 7,684 |
| | 1(m) | 872,057 | 682,462 |
| EXPENDITURE FROM TRANSACTIONS | | | |
| Advertising, branding and business development | | 30,115 | 2,386 |
| Accounting and audit fees | | 1,620 | 1,880 |
| Bank charges | | 4,049 | 3,142 |
| Cleaning | | 2,800 | 2,790 |
| Minor equipment, service and maintenance | | 6,531 | 12,054 |
| Counselling resources | | 9,777 | 9,681 |
| Postage and stationery | | 14,200 | 10,795 |
| Depreciation | | 10,175 | 11,807 |
| Entertainment and gifts | | 708 | 348 |
| Fundraising expenses | | 3,095 | 95 |
| Security and Insurance | | 4,834 | 4,847 |
| Office / business expenses | | 1,187 | 2,050 |
| HR recruitment, meeting and Other expenses | | 5,794 | 6,397 |
| Rent and venue education | | 51,307 | 48,525 |
| Salaries, wages and commissions | | 512,713 | 418,247 |
| Time of Remembrance, Support at Time of Need & Memorial | | 7,605 | 4,061 |
| Superannuation | | 41,958 | 33,593 |
| Support groups and memberships | | 2,533 | 356 |
| Telephone | | 13,013 | 10,578 |
| Training and development | | 15,546 | 6,575 |
| Travel, accommodation, parking and motor vehicle expenses | | 14,270 | 12,991 |
| Volunteer expenses | | 10,386 | 7,131 |
| Utilities | | 18,442 | 10,947 |
| Work cover | | 6,034 | 4,610 |
| | 1(m) | 788,692 | 625,886 |
| Net Result from Transactions | | 83,365 | 56,576 |
| OTHER ECONOMIC FLOWS | | | |
| Changes in Reserves | | 0 | 0 |
| COMPREHENSIVE RESULT | | 83,365 | 56,576 |

This Comprehensive Income Statement should be read in conjunction with the full statutory accounts containing the accompanying notes.

Financials

BALANCE SHEET AS AT 30 JUNE 2011

| | Note | 2011 \$ | 2010 \$ |
|-------------------------------------|------|----------------|----------------|
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 3 | 322,609 | 310,965 |
| Receivables | 4 | 10,411 | 2,026 |
| Other | 5 | 7,927 | 9,622 |
| TOTAL CURRENT ASSETS | | <u>340,947</u> | <u>322,613</u> |
| NON-CURRENT ASSETS | | | |
| Property, Plant and equipment | 6 | 45,911 | 42,184 |
| TOTAL NON-CURRENT ASSETS | | <u>45,911</u> | <u>42,184</u> |
| TOTAL ASSETS | | <u>386,858</u> | <u>364,797</u> |
| CURRENT LIABILITIES | | | |
| Payables | 7 | 102,944 | 171,716 |
| Provisions | 8 | 35,600 | 27,118 |
| TOTAL CURRENT LIABILITIES | | <u>138,544</u> | <u>198,834</u> |
| NON-CURRENT LIABILITIES | | | |
| Provision for employee entitlements | 8 | 2,364 | 3,378 |
| TOTAL NON-CURRENT LIABILITIES | | <u>2,364</u> | <u>3,378</u> |
| TOTAL LIABILITIES | | <u>140,908</u> | <u>202,212</u> |
| NET ASSETS | | <u>245,950</u> | <u>162,585</u> |
| MEMBERS' FUNDS | | | |
| Capital profits reserve | 9 | 0 | 0 |
| Other reserves | 9 | 0 | 0 |
| Retained profits | | <u>245,950</u> | <u>162,585</u> |
| TOTAL MEMBERS' FUNDS | | <u>245,950</u> | <u>162,585</u> |

For information only. A summary extracted from the audited financial accounts previously provided to all members. The full statutory accounts containing the accompanying notes should be read to understand this page

Our Strategic Priorities 2011-2013

What we will do

Counselling Support Services

- Expand the reach and accessibility of trauma counselling services in metropolitan Melbourne and regional Victoria
- Establish ways in which those with personal experience of road trauma can support others
- Explore innovative ways in which counselling services can be delivered beyond the one-to-one model

Education Programs

- Increase road user awareness of road trauma through the delivery of effective education programs which focus on changing driving attitudes and behaviours
- Broaden community access to RTSSV education programs through an expanded range of offerings
- Benchmark the effectiveness of education programs in changing driver attitudes and behaviours

Advocacy and Partnerships

- Develop clear target areas for RTSSV advocacy in line with our vision and mission
- Build and utilise an extensive network of stakeholders who are willing to commit

support (financial and in-kind) to our vision and mission

- Partner with like-minded organisations which enhance our vision, mission and reputation

Workforce Engagement

- Build a capable workforce of motivated and passionate staff committed to RTSSV's vision and mission
- Develop new ways in which volunteers are engaged and nurtured in supporting our goals
- Enhance our reputation in the sector through presentation of our work and relevant research
- Values define the way we interact with our clients and our work colleagues

Sustainability and Governance

- Develop a clear strategic direction incorporating accountability, reporting and systems
- Strive for financial sustainability
- Develop and manage new and existing stakeholders to effectively optimise opportunities for the organisation
- Establish sound governance structures and accountability for the Board



VICTORIA • COUNSELLING, SUPPORTING & EDUCATING

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[View RTSSV's new video](#)