

# WestCASA

Western Region Centre Against Sexual Assault

(ABN 29 351 352 921)

## 29th Annual Report 2016-2017

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## Thanks

*WestCASA thanks you for your donations.*

- \$2,000 donated by a Telstra employee through the Good Giving workplace giving website
- \$140 donated by a Westpac employee through the Good Giving workplace giving website
- \$30,000 willed to WestCASA from the late Sarah Radcliffe



WestCASA acknowledges the support of the Victorian Government.

# 2016-2017 Board of Governance and Staff

## Board of Governance

Alexis Eddy (*resigned May 2017*)  
Helen Barnes  
Jacqui Morse (*leave of absence*)  
Jenny Elliott – Treasurer  
Jenny Wilson – Chair  
Joanna Ellis  
Jodi Dawkins  
Michelle Wells

## Chief Executive Officer

Jane Vanderstoel

## Clinical Services Manager

Susan Geraghty

## Team Leader, Specialist Trauma Service

Penny McDonald

## Co-ordinator: CCS State-wide Specialist Trauma Service

Jill Faulkner

## Quality Project Officer

Lesley Hyde

## Administrative Staff

Alanna Smith – HR/Payroll Manager  
April Multanen – Business Services Manager  
Michelle Kenney – Office Administrator  
Jessica Morrone – Receptionist/Administrative Assistant

## Counsellor/Advocates

Eileen Mundy  
Erin Logan (*resigned December 2016*)  
Esen Uygun  
Georgia Taylor  
Jessica Krummel  
Julie Kruss  
Kelly Horkings  
Leahanne Schneider  
Lejla Arnautovic  
Luciana Castagna  
Mae Vincent  
Megan Mahon  
Melissa Alloway  
Mira Chazan  
Monica Karst (*resigned September 2016*)  
Suzanne Swift (*resigned July 2016*)  
Tara Schintler  
Ursula Benstead

## After Hours Crisis Team

Cigdem Yilan  
Cindy Tarczon  
Linette Harriott (*resigned July 2016*)  
Marta Jones  
Michelle Kozman  
Nicole Battle (*resigned March 2017*)  
Rachel Phillips (*resigned March 2017*)  
Ruqaya Almirgani  
Sudha Narayan

# Chairperson Jenny Wilson

This year has been somewhat challenging for the WestCASA Board of Governance and the staff at WestCASA as we collectively experience significant change and prepare ourselves to adapt to this change.

Having recently been on a trip to the beautiful Galapagos Islands and the birthplace of Charles Darwin's theory of natural selection, I came across this quote:

*"It's not the strongest or the most intelligent who will survive [change] but those who can best manage change."*

These words were a reminder that with good communication, forethought, planning, and organisational support, WestCASA can place itself in the best position to adapt to changes we face in the coming twelve months. This has been the philosophy of the Board this year as well as the WestCASA Management Team and Staff.

As I reflect, I continue to be excited on what we have collectively achieved this year and where WestCASA as a collective group are going in the next twelve months.

Whilst our primary role is still to provide a sexual assault counselling service to victim/survivors in the western suburbs, our environment continues to be impacted by the Royal Commission into Institutional Responses to Child Sexual Abuse still current and the outcomes of the state based Royal Commission into Family Violence.

A number of state government initiatives have impacted WestCASA and as an organisation we are still working through our responses and what this means for us.

The Wyndham Multi-Disciplinary Centre (MDC) has evolved with the building in Hoppers Crossing well underway, in particular the interior colours have been decided!!

Jane has been busy meeting with inter-agency stakeholders building relationships and governance arrangements, Board members Michelle Wells and Helen Barnes have joined with WestCASA staff, to develop a working group who are all focused on planning the move to the new MDC in May 2018, no small task.

After receiving additional state government funding in July 2016, the counselling service provided to women at the Dame Phyllis Frost Centre (DPFC) expanded focus from sexual assault based counselling to include trauma-based counselling.

WestCASA's previous arrangements required a review with more staff employed and a team leader Penny McDonald appointed.

This new group have achieved significant results with an increasing number of women engaging with the service including women from both Aboriginal and CALD communities.

This is a fantastic outcome which is having a positive impact on many women's lives. Thank you Penny for leading this work.

Our third major project this year has been the state-wide post-release specialist trauma service that aims to continue trauma based counselling support for women released from custody.

Leading this piece of work has been Jill Faulkner who joined WestCASA in December 2016 as the State-wide Post-Release Coordinator.

Jill has been a valued addition to the team and has spent considerable effort supporting the DPFC team and partnering CASAs from across the state to build a seamless transition process for our clients. No easy task and we are grateful for Jill's efforts as this project has so much potential to improve women's experiences post release from prison.

In December 2016, WestCASA made a contribution to the 16 Days of Activism against Gender Violence by hosting an event in Footscray Park. The focus was on messages of hope and recovery, self-care with goody bags, morning tea and Tai Chi.

Local Federal member Tim Watts spoke about his growing awareness of the impact and incidence of violence against women. Joanne Ellis represented the Board at this event and reported back that it was a very positive event enjoying engagement with WestCASA staff, clients and community.

This year we have welcomed a number of new staff across our different teams. In the CCU Marta re-joined the team and we said goodbye to Rachel, Nicole and Linette.

To the Counsellor/Advocate team we welcomed Mira, Megan, Leahanne, Jess K, Melissa, Mae and said goodbye to Suzanne and Monica.

To the Administration team we welcomed Jess M. On the WestCASA Board of Governance, we have said goodbye to Alexis Eddy who was been a very valued long-term member, and Jacqui Morse who is not farewelled but on a 12 month leave of absence.

I welcome our new staff and acknowledge those who have left us. On many occasions we don't get to see the fruits of our labour but the fact remains, collectively we help many clients move through and on with their lives and I thank you on their behalf.

We have had significant changeover of staff and increased our numbers overall. This was very evident at this year's Strategic Planning day where staff and Board members annually come together to talk through planning for the year.

We collectively acknowledged that we had a challenging year ahead but committed to working through new ways of working together with stakeholders and with our clients, with the aim of continuing the excellent service we provide our clients.

Special thanks go to our Clinical Services Manager **Susan Geraghty** who continues to do a great job assisting and supporting both Jane and our staff.

Lastly, I would like to acknowledge our Chief Executive Officer **Jane Vanderstoel** who recently tendered her resignation to the Board. Jane will leave the organisation in December 2017.

# Chairperson Jenny Wilson

I have worked with Jane for a significant period of her 8-year tenure at WestCASA. Over this time I have seen Jane work tirelessly for WestCASA not only in the sense of externally promoting our organisation and advocating on behalf of our clients, but internally she has shown both care and respect for our staff, always championing their wellbeing.

Whilst I'm unlikely to capture it all, during Jane's period as Chief Executive Officer, WestCASA has experienced its most significant period of growth and reform and she leaves the organisation in a very healthy state.

Jane's achievements have included: the expansion of outreach services across the western suburbs, reforming the organisation's governance and accountability, the expansion of alternative therapies program, a cultural review, 3 external accreditations, introducing Stirling Street Footscray as another worksite, expansion of the DPFC program, introducing the Post-Release State-wide Coordination program, advocating for and negotiating the MDC Project for WestCASA, performing the role of Convenor of the CASA Forum (two years), giving evidence as a CASA spokesperson at the state-based Royal Commission into Family Violence and lastly Jane is committed to finishing our EBA before she goes.

Jane has always worked to support the feminist principles on which WestCASA is based whilst navigating the organisation into a new era, no easy task.

I personally know the dedication Jane has given to this role which has seen her commit to many hours of work outside her work schedule.

Jane has had an excellent relationship with the Board and given us, a group of women who come from a variety of vocations, an appreciation of the work undertaken by WestCASA which inevitably has helped us perform our role.

Personally I would like to thank Jane for the help she has provided me, especially as I evolved into my role as Chair of the Board. I have learnt a great deal from our working relationship.

Whilst we the WestCASA Board and staff have expressed great sadness at seeing Jane leave us, we are also very excited to see her transition to a happy retirement and wish her well.

The WestCASA Board of Governance is currently working through the recruitment of our next CEO. Thank you to all Board members, I am continually grateful for all you bring to our collaborative environment.

As always, I acknowledge that WestCASA's service to both its clients and the community is strengthened by a collaborative approach which we achieve by linking our staff, management team and WestCASA Board of Governance, who all come together for the common purpose to both facilitate the recovery and healing of victim/survivors of sexual assault and work toward the elimination of sexual violence in society.

**JENNY WILSON**

CHAIR OF THE WESTCASA BOARD



# Chief Executive Officer Jane Vanderstoel

It is with some sadness that I present my eighth and final report as Chief Executive Officer of WestCASA. Some impending health issues have led me to decide to take an early retirement.

The last 12 months have been filled with exciting opportunities for WestCASA to extend our work with women in prison and on their release. This work has been funded through the Department of Justice and Regulation and we have been working with Corrections Victoria to implement these programs effectively.

As the outcomes of the Victorian Family Violence Royal Commission are rolled out and the 10-Year Plan articulated, there have been increases in resources to provide sexual assault counselling and opportunities to expand our work more specifically into family violence responses to women.

WestCASA is co-ordinating CASAs across the state to now provide specialist trauma counselling to women exiting prison, with a focus on the impacts of family violence and other traumatic experiences.

Our service in the Dame Phyllis Frost Centre (DPFC, women's prison) has been expanded to offer a full-time specialist trauma counselling service with a broader focus than sexual assault, which includes the impacts of family violence and other experiences.

The WestCASA team has expanded with eight new staff taking up positions in the prison and in our community programs. Our new staff bring a range of skills, expertise and experiences with them that add to the richness of the team and the responses we can make.

This expansion has stretched the physical capacity of our home at 53 Ballarat Road and we have all needed to be mindful of managing our limited space while continuing to provide our services.

WestCASA are a partner in the Wyndham Multi-Disciplinary Centre (MDC) with the Gatehouse Centre, Footscray Sexual Offences and Child Abuse Investigation Team (SOCIT), Westgate Family Violence Response from Victoria Police, Footscray Child Protection and others.

The Wyndham MDC Local Governance Group has been signing off on location and plans, fitout and furniture as well as getting to know one another and beginning to think about how we will work together.

A facilitated induction day brought together staff from all the services to understand more about each other's roles and how they might work together in an integrated model. The building is now well underway and there is much work going on to ensure the integrated responses enhance the experience of victims in seeking support or reporting.

I want to thank all staff for their commitment to our service and the people we work with. The last eight years have presented enormous challenges and great achievements. Any leader wants to leave their organisation in a better place than when they began. I can say with some satisfaction that I have achieved that. WestCASA is a stronger organisation both internally and externally with an optimistic and progressive future.

No leader does this on her own and I want to thank all the Counsellor/Advocates and Administrative staff for their belief, commitment and engagement with the strengthening of WestCASA.

I want to thank the Clinical Services Manager and Counsellor/Advocates for their unwavering commitment to providing a therapeutic response that is second to none, to young people and adults who have experienced sexual assault.

I want to thank the Board members for their belief in WestCASA and commitment in their voluntary capacity to make sure our governance and risk is well managed.

**JANE VANDERSTOEL**

CHIEF EXECUTIVE OFFICER OF WESTCASA

# WestCASA Strategic Plan

WestCASA staff and Board spent one of our Planning Days reviewing our strategic plan.

An environmental scan highlighted 227 recommendations of the Victorian Family Violence Royal Commission, becoming a partner in the Wyndham MDC, our expanded work in the women's prison and co-ordinating a post-release program across the state.

Recognising that the work we do has expanded to encompass responses to family violence and other trauma experienced by women, the new Strategic

Plan (still in draft) will highlight the broader sector and relationships we need to respond to.

The plan was developed to express our core values and principles across our key areas of activity expressed as strategic goals. The goals are broad to enable flexible responses to changing environments, circumstances and opportunities.

The plan provides a broad framework for planning, development and decision-making into the future.

## WestCASA values that underpin the Strategic Plan:

We work within a trauma focused, feminist & rights based framework.

We prioritise safety for people who have experienced sexual assault.

We support and encourage people who have experienced sexual assault to have control over their decisions and lives.

We value inclusiveness and the challenges of holding difference.

We value diversity in the team, our service users and the community in which we are based.

We value transparency and accountability in our operations, practices and partnerships.

We value the culture of our organisation that supports the wellbeing of staff working with the secondary impacts of sexual assault.

We recognise and value the expertise of others and the importance of working together to achieve our goals.

We recognise the importance of being responsive to the changing needs of our community.

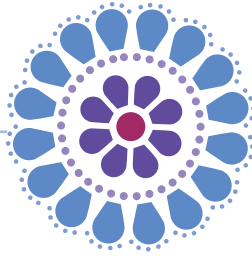
We recognise and value that some things we do will be a challenge and that we can learn from that.

We recognise and value good governance practice and strategies.

We value our role in changing community attitudes towards violence and sexual assault.

We value and support the development of clinical expertise in the team that ensures being at the forefront of therapeutic practice and knowledge.





## VISION

A world where everyone lives free from the fear of sexual violence.

## MISSION

To promote the recovery of all people who have experienced sexual violence and to strive for a world free of sexual violence.

## AIMS

To create an environment in which recovery from the effects of sexual violence can occur.

To advance community understanding of the social conditions that allow sexual violence to continue to occur.

To encourage communities to take responsibility for addressing the crime of sexual violence.

THE WONDERFUL WESTCASA STAFF





# Strategic Goal: Prevention

**Advocating for greater understanding and community responsibility for the conditions under which sexual violence continues to occur.**

**Advocating for resources and delivering services that support the prevention of and education about sexual assault across our community.**

We will focus on the gendered nature of sexual assault and the structural factors that cause and maintain the social conditions under which women and children, mostly, are the victims of sexual assault.

We will look for and create opportunities to undertake action to change these factors.

WestCASA will undertake social action, advocacy, research, direct service delivery, organisational capacity building, community education and development that support and enable a better understanding of sexual assault and how it can be prevented.

## KEY THEMES:

### a. Engage people who use our services in social action.

As part of the 16 Days of Activism in December 2016, WestCASA held a Morning Tea in the Park event at Footscray Park, inviting stakeholders, SOCIT, Board of Governance members and clients.

This was an opportunity for the WestCASA team and the community to come together to recognise the impacts of violence against women in our community and to honour our clients' courage.

The day included an hour of Tai Chi and then morning tea, with participants being invited to write messages regarding violence against women on blackboards and be photographed with these messages.

During the year WestCASA clients had provided words and statements that they found inspirational or that meant something to them. WestCASA designed T-shirts to wear at the Morning Tea in the Park event, using statements that had been developed through this client feedback.

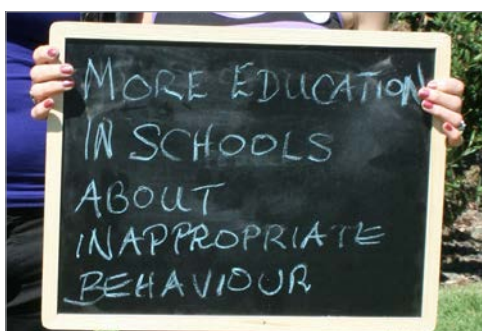




The statements were also placed on badges and participants could choose a badge with the statement that meant the most to them.

The event was attended by Mr Tim Watts MP, Member for Gellibrand, who spoke about how important events like this are in starting conversations and breaking the silence around violence against women in the community. He also acknowledged the importance of WestCASA's work in supporting and assisting survivors.

Ms Ursula Benstead, WestCASA Counsellor/Advocate, spoke on behalf of the WestCASA staff about the 16 Days of Activism, increasing community awareness of violence against women.



MR TIM WATTS MP



## **b. Participate in regional prevention of violence against women activities.**

In the 2016-17 year WestCASA continued its engagement with the Sexual Lives and Respectful Relationships Network in the West.

This network provides a program developed by Deakin university that aims to provide information about safer sexual lives and respectful relationships to adults with cognitive disabilities.

Some of its goals are raising awareness about rights, prevention of relational violence including sexual violence, and empowerment of people with cognitive disabilities in the areas of sexuality and relationships.

It is run by peer educators and coordinated by CoHealth, with program partners from local council areas of Hobsons Bay, Brimbank, Maribyrnong and Moonee Ponds. WestCASA provided specialist support in the area of responding to sexual assault to the program participants prior, during and post delivery of the programs.



THAI CHI SESSION IN THE PARK



# Strategic Goal: Prevention

In June 2017 the program in the local area of Hobsons Bay was delivered and another program is planned for the Brimbank council area in August 2017.

In March 2017 WestCASA provided training on responding to sexual assault to the peer educators, CoHealth coordinator and participating council workers.

In August 2017 WestCASA is planning to host a visit from the Sexual Lives and Respectful Relationships members network, with a view to getting some valuable insights on how to improve our work in the area of engagement of people with cognitive disabilities.

WestCASA continues to be an active member of the Western Integrated Family Violence Committee, Preventing Violence Together Executive Committee and the Western Region Indigenous Family Violence Regional Advisory Group.

The aim of these committees is to support prevention and intervention responses to family violence and sexual assault in the Western region.

In early 2017, WestCASA joined with the Respect and Responsibility team, Victoria University at MetroWest, Women's Health West and Maribyrnong City Council to discuss projects and activities for the 16 Days of Activism against Gender Based Violence program, 2017.

## c. Deliver community education to schools, other community groups and professional services.

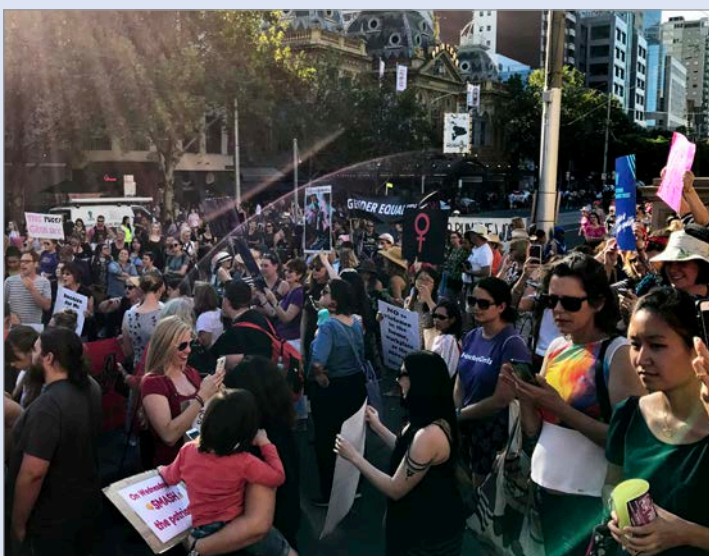
In 2016-17, WestCASA has provided community education and training to:

- Youth Junction Inc, Sunshine
- Brookside College, Caroline Springs
- Community Corrections Officers at the Dame Phyllis Frost Centre
- Sunshine Hospital Staff
- Victoria University Security Workers

In 2016-17 WestCASA has provided four training sessions to corrections custodial staff in DPFC.

The content covered a basic understanding of trauma and its impacts, to help develop a wider compassion for women in prison. Custodial staff are the ones faced with managing women in high dysregulation.

Feedback has been overwhelmingly positive with some requesting that the training be a full day rather than only three hours.



Jane and April attended the International Women's Day Rally & March in the City of Melbourne wearing our WestCASA T-shirts to connect our local experiences to the global acknowledgement of women in the world.



# Strategic Goal: Partnership

## Working with others to achieve our goals.

We value the partnerships we have that enable us to work in collaboration to achieve our goals and the best outcomes for those who use our services and the community we serve. We seek to develop future relationships that continue, extend and expand our capacity to achieve our goals.

### KEY THEMES:

#### a. Increase and enhance our partnerships.

##### **Strategic reform for women who have been incarcerated.**

In July 2016 CASA forum applied for funding from Department of Justice to roll out the State-wide Specialist Trauma Counselling Response for women exiting prison. WestCASA hold the coordination of the pilot project which is a natural fit with the extension of the current Dame Phyllis Frost Centre trauma counselling service.

The Royal Commission into Family Violence March 2016 highlighted the frequency family and other violence is experienced in the childhood and early years of many women in prison and can disproportionately affect them in their adult life.

Women are often imprisoned because of the direct and indirect effects of family violence and other abuses. Women in these situations are often at risk of violence when they leave prison and need support both while they are in prison and on their release, to help them overcome the effects of trauma and avoid re-offending.

The CASAs have extended their counselling responses to provide both specialist trauma counselling to women exiting prison and group work to support them in their healing journeys. WestCASA is responsible for providing the central intake point for referrals from Community Corrections.

As a part of the project WestCASA will also deliver the equivalent of 26 full days of training for Community Corrections to support them to understand the impact of trauma in women's lives.

This is an opportunity to detail the needs of women exiting prison and to ascertain the service model that will maximise opportunities for these women to receive a service, which for many is in the face of extreme instability and homelessness.

### Wyndham MDC

WestCASA is one of the partners in the Wyndham Multi-Disciplinary Centre (MDC) which is currently being built.

Our partners include the Gatehouse Centre, Victoria Police and Child Protection. MDCs seek to provide victim/survivors of sexual assault, family violence and child abuse support, healing and justice within an integrated, seamless and multi-disciplinary environment.

### **Sexual Offences and Child Abuse Investigation Team (SOCIT) at Footscray and Brimbank**

The partnerships between WestCASA and the SOCITs located in Brimbank and Footscray have continued to strengthen throughout the 2016-17 year, the teams meeting regularly with us to talk about our processes and working together in a way that is best for our clients.

Thanks to our dedicated, hard-working Crisis Care team who have worked closely with the two SOCITs during this very busy year. We look forward with excitement to sharing space with Footscray SOCIT when we move into the Wyndham MDC together next year.

### **Prison program**

WestCASA's outreach program at the Dame Phyllis Frost Centre has greatly increased, from two staff members attending one day per week, to a team of four Counsellor/Advocates with a Team Leader covering four days per week.

Referrals have increased significantly with the broader eligibility criteria, WestCASA now providing counselling to clients who have suffered family violence and other types of trauma, as well as to those who have suffered sexual assault.

The team has continued to develop the new program and find better ways to see women as soon as possible after a referral is received.

# Strategic Goal: Partnership

The state-wide coordinator has been attending DPFC to meet with and conduct intake assessments for women coming up for release, which has meant a higher number of new referrals are responded to in a more timely manner. We continue to run our training program to the custodial staff with positive feedback.

## Networks developed via Prison work

As WestCASA implements and delivers our expanded work in the women's prison (DPFC) and the coordination of a state-wide CASA response for women exiting prison, we have expanded and enhanced our partnerships across this sector.

Relationships have been developed with VACRO, Relink, Reconnect, Corrections Victoria and Community Correctional Services across the state.

## CASA Forum

WestCASA is a member of CASA Forum which is the state-wide peak body for CASAs across Victoria.

Jane finished her role as Convenor of CASA Forum in November 2016. CASA Forum continues to advocate for strategic and policy change at state levels and participates in many forums, contributing to decision-making in relation to violence against women and sexual assault. Jane represents CASA Forum on the National Association of Services Against Sexual Violence (NASASV).

## Other partnerships

We have participated in a number of workshops and focus groups with the aim of enhancing the current response to those who have experienced family violence, sexual assault and other trauma.

These include the **WITH Study**, led by Professor Kelsey Hegarty, University of Melbourne, to promote and embed a trauma-informed systems model of care into the complex system of mental health and sexual violence services.

We also attended a forum to contribute to the development of the **Support and Safety Hub Statewide Concept** which outlines the role the hubs will have in the long-term plan to end family violence in Victoria.

The establishment of the **Support and Safety Hubs** was one of the recommendations of the Royal Commission into Family Violence.

## b. Participate in regional networks.

As the reforms from the Victorian Family Violence Royal Commission are rolled out they will be designed and delivered in partnership with the Victorian community and with the committees already working to end family violence.

Jane is a member of the Cabinet Diverse Communities and Intersectionality (DCI) Working Group which brings together representatives from across the community sector, the Victim Survivor Advisory Council and Victorian Government departments.

The purpose of the group is to provide guidance and advice on the needs of diverse community groups as they relate to family violence prevention and response and social service reform. Jane brings the expertise of WestCASA having worked in DPFC for the past 11 years with a focus on the needs of women in or exiting prison.

WestCASA has continued to participate in the **Western Integrated Family Violence Committee (WIFVC)** bringing the voice of sexual assault into discussions and decisions about family violence in the region.

Participation also provides great opportunities to build partnerships and work co-operatively. This is an important connection given the report and recommendations of the Victorian Family Violence Royal Commission

WestCASA continues as an associate member of the **Indigenous Family Violence Regional Advisory Group (IFVRAG)**.

In 2016 WestCASA attended the **Community Initiatives Funds Ideas Factory**. This was an opportunity for local Indigenous community groups and individuals to present and receive feedback on their ideas to access funds to support those experiencing family violence.

It was a great day with a range of innovative approaches presented and partnerships developed.

## c. Develop new connections.

Our strong relationship with Victoria University has developed further this year with "First Responder" training provided to over forty Security Workers who are employed at different Victoria University campuses in the west. This training was very well received and more training is planned for security workers into the future.



# Strategic Goal: People

## WestCASA recognises and values the people who make up our organisation.

We employ staff and provide a work environment that enables development of specialist skills and knowledge. These qualities and capacities enable us to push service boundaries and deliver high quality services to those who have experienced and been affected by sexual violence. This also allows us to develop and explore different ways of working to meet changing needs of clients and service.

We recognise the impacts that undertaking this work has on people and are committed to managing vicarious trauma through self-care, transparency and accountability to ourselves and each other.

We will identify the factors that make up an effective service, ensuring financial sustainability, organisational accountability and systems that sustain those people.

### KEY THEMES:

#### a. Continue to support staff professional development.

##### Professional Development for staff

###### BLUE KNOT FOUNDATION

A Three-Phased Approach – Working Therapeutically with Complex Clients

###### BYRON CLINIC

Healing the Fragmented Selves of Trauma Survivors

###### CASA Forum

Working with Survivors of Sexual Assault  
Presenting with Complex Post Traumatic Stress Disorder

###### CENTRE FOR MENTAL HEALTH EDUCATION

Babette Rothschild: 8 Keys to Safe Trauma Recovery

###### CLIFTON CENTRE

Remembering conversations: crafting aesthetic responses to death and grief  
Vicky Reynolds – Making visible the politics of our work – creating practices to address injustice

###### CRIME SOLUTIONS INTERNATIONAL

Understanding Psychopathy & its Assessment

###### EMDR TRAINING AUSTRALIA AND NEW ZEALAND

EMDR Training

###### GESTALT THERAPY

Advance Clinical Training in Relational Gestalt Therapy

###### HAVENING UK

Masterclass Day  
Havening Training

###### INTERPERSONAL PSYCHOTHERAPY INSTITUTE

Interpersonal Psychotherapy Course: Level A

###### JANINA FISHER AND THE BYRON CLINIC

Healing the Fragmented Selves of Trauma Survivors: Overcoming Self-Alienation

###### MEDIROS CLINICAL SOLUTIONS

Neuropsychotherapy

###### RECKON

BAS and Company Reporting  
Reckon Training

###### SENSORIMOTOR PSYCHOTHERAPY INSTITUTE AND AUSTRALIAN CHILDHOOD FOUNDATION

Sensorimotor Psychotherapy

###### SOMATIC EXPERIENCE AUSTRALIA

Somatic Experience Intermediate Level  
Somatic Experience Training

###### STATEWIDE SEXUAL ASSAULT WORKFORCE DEVELOPMENT

The Snow White Training Model for Working with Complex Trauma

###### WARATAH SA & DV SERVICE

It's No Secret – Sexual Assault & DV Conference National

###### WOMEN AND PSYCHOLOGY INTEREST GROUP CONFERENCE

Sex, gender and the future of relationships

# Strategic Goal: People

## **b. Continue to support structures and processes that enhance self-care and reduce vicarious trauma.**

With so many new staff, programs and the MDC, impacts of change on staff have challenged the ways in which we have ensured a focus on self-care and wellbeing.

Our commitment to clinical supervision, open communication and processes goes towards ensuring a workplace in flux is able to continue to support staff.

### **Clinical Support**

WestCASA has a strong commitment to the provision of clinical supervision. All staff have regular individual clinical supervision with Susan, our Clinical Services Manager.

In addition, all Counsellor/Advocates benefit from monthly group supervision either with our external supervisor, Carolyn Stewart, or with international consultants who are experts in their field.

Carolyn is able to provide group sessions that focus on the therapeutic relationship, the clients' presentations and impacts for the Counsellor/Advocates and also team dynamics and culture.

We have organised skype sessions with international consultants - Deany Laliotis, Bethany Brand, Pat Ogden and Janina Fisher.

These are women who are internationally renowned in the world of trauma therapy, and are either the founders or experts in Sensorimotor Psychotherapy, Structural Dissociation, Eye Movement Desensitisation and Reprocessing (EMDR) and Complex Trauma.

### **Team Days**

Team days are held twice a year offsite. The focus is on non-work activities that are about self-care, fun and spending time together without a work focus.

In October 2016 the staff spent a day in St Kilda, commencing with coffee after which some braved the cold for a walk along the beach, whilst others did a spot of shopping and browsing. The bookshop was a big hit, as was the delicious lunch at Cicciolina.

In April 2017 we had a nice relaxing day in Daylesford, exploring the Mill Market and lunching at The Farmer's Arms.





### **c. Provide opportunities for staff to explore, research, think and develop new ways in which sexual assault services can be delivered.**

Jane attended *It's No Secret - Sexual Assault, Sexual Abuse & Domestic Violence National Conference* in Western Australia in November 2016. It was an opportunity to hear about services and connect with people from across Australia.

Jane and Jo Sheehan-Patterson (Chief Executive Officer, Mallee Sexual Assault Unit) presented on the MDC model of integrated and collaborative practice between sexual assault services, police and child protection.

### **d. Continue to build and enhance governance capabilities.**

#### **The Board**

The Board meets monthly, receiving financial and other reports about the operation of the service and identifying any risks.

Staff regularly attend Board meetings which provides the Board with opportunities to understand the work in more depth and for staff to participate in the Board discussions.

The Board and staff participated in a shared Planning Day reviewing the Strategic Plan. Two Board members and the Chief Executive Officer visited Bendigo MDC as an opportunity to understand some of the issues that we might need to be aware of as a partner in the Wyndham MDC.

#### **Preparation for Wyndham MDC**

The Wyndham MDC Local Governance Group meets monthly and is attended by all partners and other stakeholders.

As part of our organisational change strategy and transition to the Wyndham MDC we have developed a Staff and Board MDC Working Group.

The group has met to identify risks, develop a communication strategy and consult regarding plans, design and furniture.

WYNDHAM MDC UNDER CONSTRUCTION



# Strategic Goal: Provide and Promote Services

**WestCASA is committed to providing quality responses to people who have experienced sexual assault.**

**We provide services that are accessible and culturally appropriate.**

**We seek and value feedback and responses from those who use the service.**

**We want to extend our service models, develop and try new therapeutic techniques, and share our knowledge and wisdom with others.**

**We will identify and nurture the factors in our organisation that maintain and progress delivery of quality services.**

## KEY THEMES:

### a. Deliver quality services to clients.

#### Animal assisted therapy

In the first 6 months of 2017 the idea of using Animal Assisted Therapy was introduced to WestCASA, as a possible addition to WestCASA therapies.

Animal Assisted Therapy can assist in the engagement process, supporting people to manage symptoms outside of their “window of arousal and tolerance”.

GOLDIE



The therapy has been used very successfully both in working with hyper and hypo arousal symptoms, and many other aspects of positive therapeutic experience.

It is useful not only with children and families but also individual adults, using educational, relational, sensory-motor and self-regulatory interventions.

This idea was supported by staff and management.

A WestCASA Counsellor/Advocate attended *An Introduction to the Neurobiological Model of Animal-Assisted Therapy*, a workshop by Melanie Jones, *Lead the Way Psychology* and *Animal Assisted Therapy*, in March 2017.

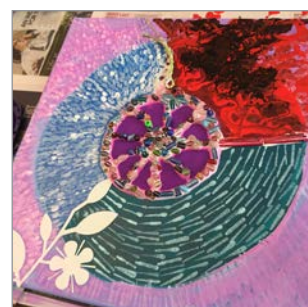
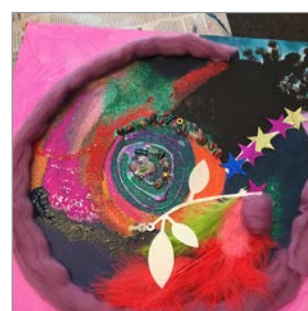
She provided the information back to staff at WestCASA, who are keen to go ahead with the program, and introduced them to her Golden Retriever, Goldie. Goldie will commence training for Animal Assisted Therapy training in August 2017 before Animal Assisted Therapy is introduced as part of therapeutic work with clients in Footscray.

#### Women Gathering Group 2017

Six participants attended this year's group for women survivors of childhood sexual assault. The group explored the impacts of sexual assault and looked at finding new ways of responding to these.

Participants loved the opportunity to meet with others who would understand their experiences and made some great connections with others and themselves. Mira and Eileen really enjoyed being able to facilitate this experience.

The group's last session consisted of an exploration of their journey as survivors. The Mandalas pictured illustrate this journey and the topics addressed during the group's life.



MANDALAS CREATED IN THE WOMEN GATHERING PROGRAM.





## Quality Accreditation

Our quality work is ongoing with the support of Lesley Hyde, focusing on recommendations from our annual review in April 2016. We are also preparing for our re-accreditation under the new ISO standards.

## Therapeutic approach

WestCASA's therapeutic approach to clients is underpinned by a feminist understanding of sexual assault and violence.

It is informed by contemporary understandings of treatment modalities, neurobiology, complex trauma and the therapeutic relationship.

WestCASA is committed to providing a client centred and trauma informed response to all clients and uses modalities including Narrative Therapy, Somatic Experiencing, Family Therapy, Eye Movement Desensitization and Reprocessing (EMDR), Gestalt Therapy, Sensorimotor Psychotherapy, Ego State Therapy, Attachment Oriented therapy, Emotional Focused Therapy, Mindfulness, Havening and Couples therapy.

In all WestCASA encounters with clients – in the Crisis Care Unit at the Sunshine Hospital, via the phone through our Intake procedures and in the counselling room – our therapeutic approach is to walk beside the clients as they develop and expand their understanding of self and their experiences, and to assist them to make safe and positive choices in their lives.

## The Koorie Heritage Trust Scar Tree Walk

In July 2016 a number of WestCASA staff spent a morning on the Scar Tree guided walking tour, run by the Koorie Heritage Trust.

This was to further our continuing engagement with cultural understanding of our local Aboriginal people. The tour was enlightening, though sometimes distressing, for those who attended.



WOMEN WORKING ON THE OCEAN MURAL

## Strength to Strength Group

In 2016 another successful Strength to Strength group program ran with 10 participants.

The women ranged in age from 17 to 65 and came from a variety of cultural backgrounds and referral sources. It was inspiring to watch the women develop a strong sense of their rights and grow in confidence over the 8 weeks.

A meta data analysis of pre-test and post-test results from 4 years of this program demonstrates that it has a solid evidence base in being effective in meeting the 11 core group objectives. The objectives relate to increasing feelings of self-worth, boundaries, assertiveness, belief in rights and decreasing feelings of self-blame.

The following is an example of written feedback received and a snapshot of participants completing the Ocean Mural in the final session.

*"I have already moved forward in a huge way in my healing process and will continue to take all the knowledge I have learnt through the Strength to Strength course to continue moving forward in my journey – a happier, healthier, stronger me."*

# Strategic Goal: Provide and Promote Services

## **b. Engage in client evaluation and feedback processes.**

### **Client survey 2016 – 2017**

In October of 2016, WestCASA provided opportunities for clients to give feedback on their experience in coming to WestCASA. 37 clients filled in the survey while attending counselling sessions across all sites, including DPFC.

39% of clients who completed the WestCASA survey identified their cultural background as non-Australian while in the 2013 survey 20% of clients identified as being born overseas. This was a significant change indicating local demographic shifts.

All clients stated that they have been believed and supported by their Counsellor/Advocate and have been treated with dignity, respect, sensitivity and understanding while receiving counselling at WestCASA.

94% of clients stated that they were comfortable with the environment at WestCASA.

## **c. Expand and continue to deliver Body-Based therapies.**

### **Yoga**

Yoga has continued this year with Clare Pritchard, Yoga Coordinator.

The yoga program's structure has evolved so that individual sessions of 45 minutes in duration are offered to current clients of the service.

Clients then have the opportunity to continue the practice on an individual basis with Clare or to form into small groups (3-4 women) for a further two sessions.

Women then have the option of continuing with their practice at the Yarraville Yoga Trauma Sensitive class and are provided with one session funded by WestCASA at the end of the program.

Clare and Tara provided training to 10 yoga clinicians at Yarraville Yoga Centre on sexual assault trauma and WestCASA's trauma sensitive yoga model.

### **Shiatsu**

WestCASA continues to develop its Shiatsu program with Alex Caldwell, our Shiatsu therapist. Integrating shiatsu therapy alongside therapeutic counselling at WestCASA aims to allow for a more holistic approach to supporting an individual to heal and recover from their trauma, ensuring that the body is an important part of this process.

The practice wisdom and learnings of the shiatsu program at WestCASA, coupled with limited systemic research, suggests that shiatsu may assist in the treatment of trauma by:

- easing and reducing physical symptomology,
- promoting a sense of safety in the body,
- supporting emotional regulation and an increased ability to relax,
- releasing energy blockages,
- increasing body awareness,
- improving an individuals' relationship with their body,
- enhancing emotional wellbeing,
- fostering mind-body connections,
- strengthening self-esteem,
- increasing mindfulness and present awareness, and
- supporting the development of clear boundaries.

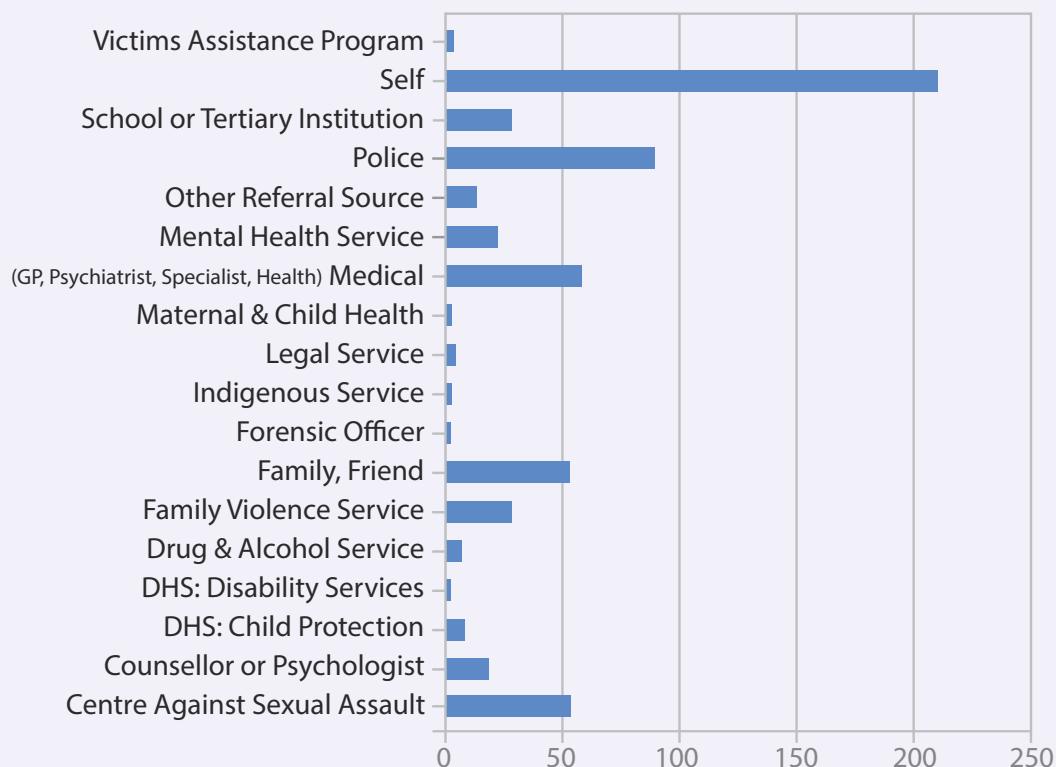
We have adapted our assessment procedures in 2016-17 to accommodate feedback from clients, including providing a Frequently Asked Questions sheet for clients to have at home.

Feedback from Shiatsu in 2016-17 has been very positive.

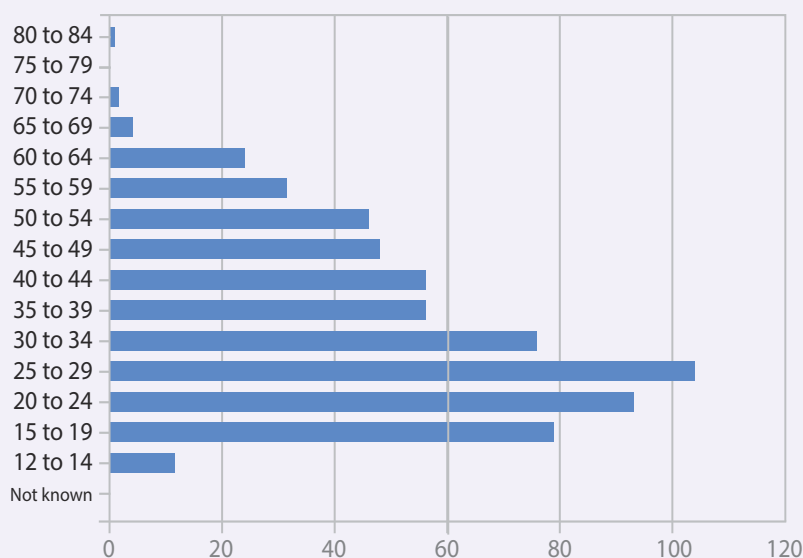


# Sexual Assault Support Services Counselling Statistics

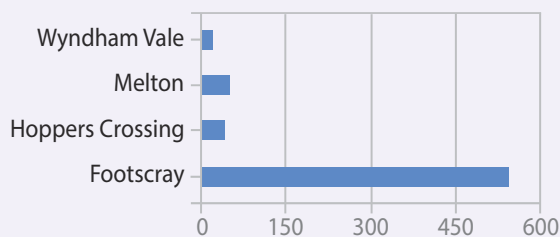
## REFERRAL SOURCE



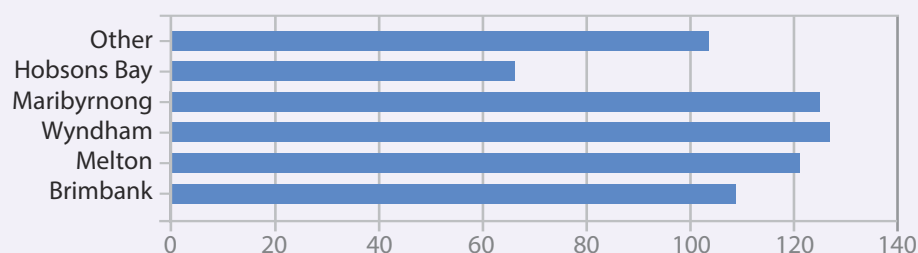
## CLIENTS BY AGE GROUP



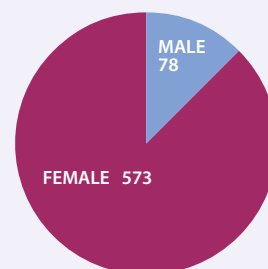
## COUNSELLING LOCATION



## CLIENT LGA

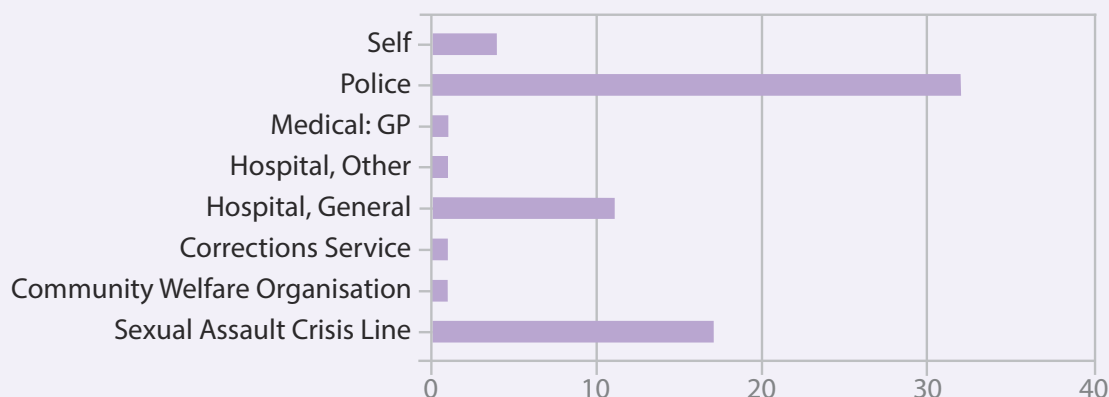


## CLIENTS BY GENDER

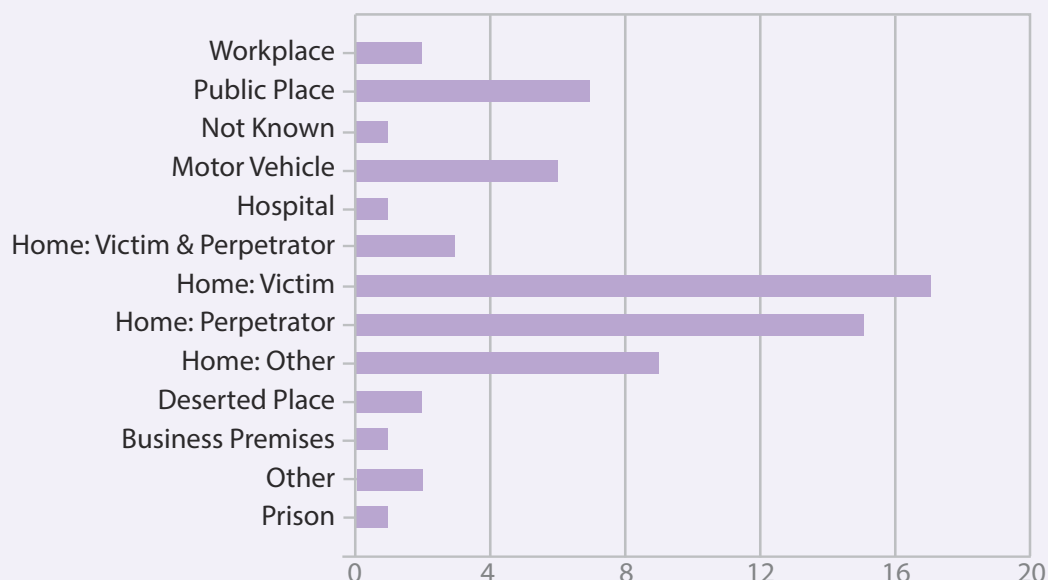


# Sunshine Hospital Crisis Care Unit: Crisis Response Statistics

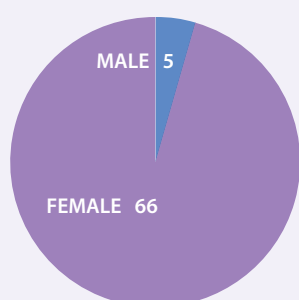
## CCU REFERRAL SOURCE



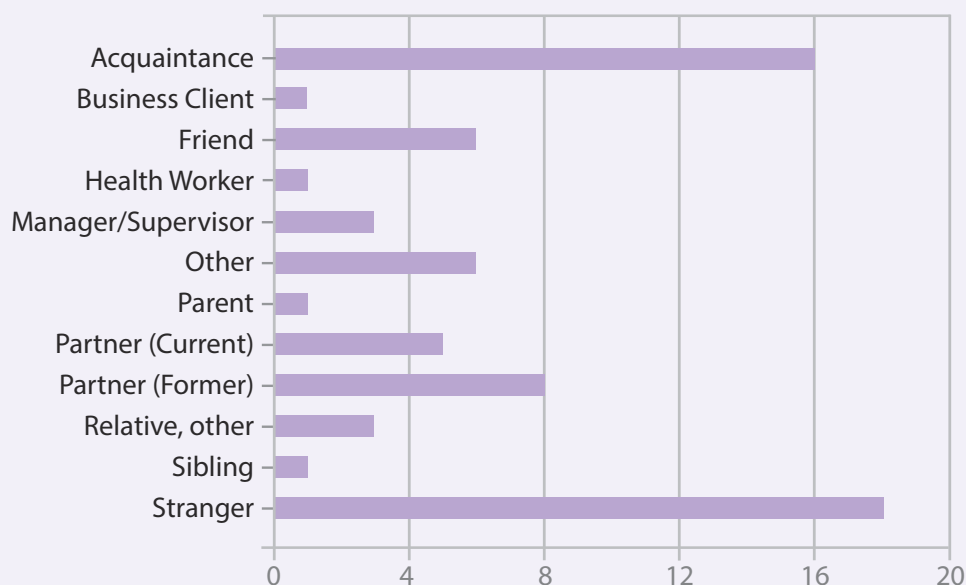
## LOCATION OF ASSAULT



## CRISIS CARE UNIT CLIENTS BY GENDER

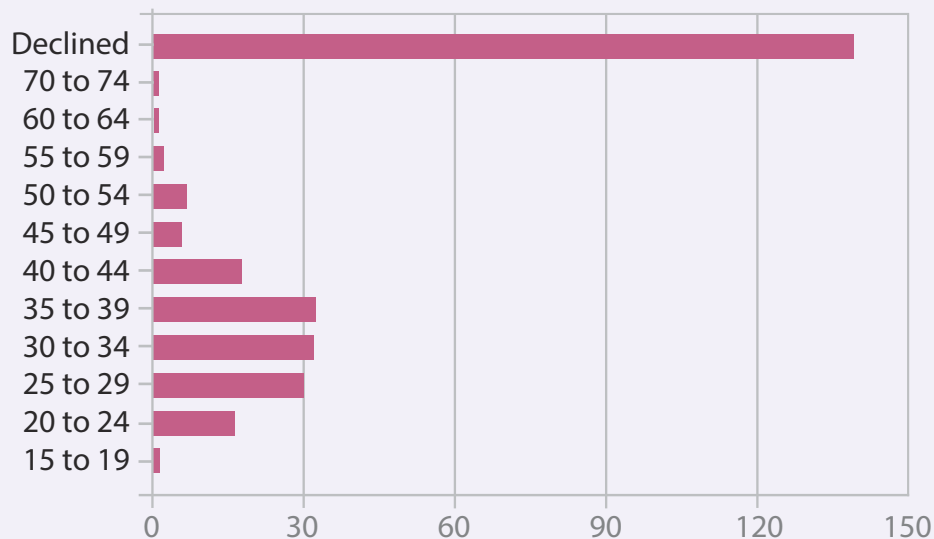


## PERPETRATOR

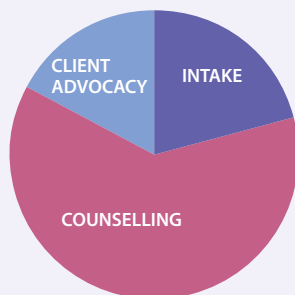


# Dame Phyllis Frost Centre (Women's Prison) Counselling Statistics

## PRISON CLIENTS BY AGE GROUP



## PRISON SERVICE DELIVERY HOURS



# Finance Report: 2017

## BALANCE SHEET AS AT 30 JUNE 2017

	2017 \$	2016 \$
<b>Retained Earnings</b>		
Asset Revaluation Reserve	1,504,012	1,154,012
Retained Surplus/(Loss)	278,285	209,376
<b>Total Equity</b>	<b>1,782,297</b>	<b>1,363,388</b>
Represented by:		
<b>Current Assets</b>		
Cash on Hand	300	300
Cash at Bank - Community Access Account	161,229	-
Cash at Bank - Visa Debit Float / Salary Pack	2,000	452
Cash at Bank - Investment Accounts	441,216	527,795
Salary Packaging Clearing Account	-	13,996
Cash at Bank - IFVRAG Community Access Account	26,030	-
Cash at Bank - IFVRAG Access Account	27,531	-
Accounts Receivable	3,630	-
	<b>661,936</b>	<b>542,543</b>
<b>Non-Current Assets</b>		
Land, Buildings & Improvements at Valuation	1,450,000	1,100,000
	1,450,000	1,100,000
Motor Vehicles	69,176	35,612
Less Accumulated Depreciation & Impairment	24,963	15,215
	44,213	20,397
Office Furniture & Equipment and Library	164,479	182,135
Less Accumulated Depreciation & Impairment	117,966	124,140
	46,513	57,995
	<b>1,540,726</b>	<b>1,178,392</b>
<b>Total Assets</b>	<b>2,202,662</b>	<b>1,720,935</b>
<b>Current Liabilities</b>		
Bank Overdraft	-	18,029
DoJ Grant in Advance-Post Release Funding	80,000	-
Other Creditors - PAYG	19,696	11,150
Other Creditors - Superannuation Payable	3,894	2,710
IFVRAG Grants in Advance	54,146	-
Provision for Holiday Pay	75,056	35,632
Provision for Long Service Leave	140,775	114,486
Provision for Graduate Allowance Back Pay	-	146,873
Provision for GST	46,798	28,667
<b>Total Liabilities</b>	<b>420,365</b>	<b>357,547</b>
<b>NET ASSETS</b>	<b>1,782,297</b>	<b>1,363,388</b>

## Statement of Appropriations For the Year ended 30 June 2017

	2017 \$	2016 \$
Retained Profits - Beginning of Year	209,376	79,004
Surplus/(Loss) for Year	68,909	130,372
<b>Retained Surplus/(Loss) at 30 June 2017</b>	<b>278,285</b>	<b>209,376</b>

## PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
<b>Income</b>		
VOCAT	24,856	7,246
DHS – Core Operating Grant	1,452,183	1,361,782
DoJ – Better Pathways	468,320	96,182
DoJ - Post Release Funding	24,751	-
Donations	32,640	1,240
Other Grants	6,000	10,000
IFVRAG Net	8	-
Interest Received	16,974	11,869
Reimbursements, Sales & Sundry Income	3,325	1,102
Centrelink-Paid Parental Leave	-	23,544
Loss on Disposal of Non-current Assets	(5,504)	-
	<b>2,023,553</b>	<b>1,512,965</b>
<b>Expenditure</b>		
Accountancy & Audit Fees	4,830	3,142
Building Maintenance	11,622	3,377
Catering	2,191	2,160
Cleaning & Gardening	7,004	7,248
Client Costs	15,615	11,826
COM Expenses	3,150	320
Computer Support and Supplies	36,423	20,771
Community Ed / Prof Dev. Costs	2,771	4,482
Depreciation	21,820	17,999
Equipment Purchases	1,741	3,818
Filing Fees	203	198
Fringe Benefits Tax	2,257	2,317
Holiday Pay Provision	122,141	90,774
Insurance	1,009	1,405
Library & Resources	470	334
Light & Power	4,211	4,238
Long Service Leave Provision	65,544	21,937
Materials / Program Costs	3,917	1,942
Motor Vehicle Expenses	9,692	5,291
Other Staff Costs	753	473
Outreach - Hoppers Crossing	4,291	7,410
Outreach - Melton	7,800	5,997
Outreach - Footscray	38,668	14,728
Outreach - Wyndham	3,159	3,225
Postage & Courier	234	675
Printing & Photocopying	11,651	7,436
Rates & Taxes	1,203	852
Repairs & Maintenance	7,703	1,100
Salaries & Allowances	1,352,687	951,204
Sanitation	286	251
Staff Amenities	1,320	1,290
Staff Training	15,584	9,682
Stationery	2,564	3,340
Storage Fees	1,024	974
Subscriptions & Memberships	6,553	6,067
Sundry Expenses & Recruitment Costs	960	1,827
Superannuation Contributions	151,125	101,024
Supervision	9,629	13,730
Telephone, Fax & Pagers	16,887	16,401
Travelling Expenses - Staff & Clients	1,445	2,338
Waste Disposal	311	372
Workcover	2,196	28,618
	<b>1,954,644</b>	<b>1,382,593</b>
<b>Surplus/(Loss) For Year</b>	<b>68,909</b>	<b>130,372</b>

# Auditor's Report: 2017



J L Collyer & Partners

1st Floor, 189 Coleman Parade  
GLEN WAVERLEY, VIC. 3150

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GLEN WAVERLEY, VIC 3150  
Phone: 03 95600211  
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E-mail: lionel@jllcollyerpartners.com.au

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WESTERN REGION CENTRE AGAINST SEXUAL ASSAULT INC.

### Report on the Financial Report

#### Opinion

We have audited the accompanying financial report, being a special purpose financial report, of WESTERN REGION CENTRE AGAINST SEXUAL ASSAULT INC., which comprises the financial position as at 30th June 2017, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including summary of significant accounting policies and managements assertion statement.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of WESTERN REGION CENTRE AGAINST SEXUAL ASSAULT INC. as at 30th June 2017, and its financial performance and its cash flows for the year then ended in accordance with Associations Incorporation Reform Act 2012.

#### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditors Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

#### Emphasis of Matter-Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist WESTERN REGION CENTRE AGAINST SEXUAL ASSAULT INC. to meet the requirements of Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

#### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Dated in Glen Waverley on 9th October 2017

Lionel R. Arnold  
Director

J. L. Collyer & Partners