

WestCASA

Western Region Centre Against Sexual Assault

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30th Annual Report 2017- 2018





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Thanks

WestCASA wishes to thank Isobar Good for the donation of a design day to be implemented in July 2018



WestCASA acknowledges the support of the Victorian Government, particularly Department of Health & Human Services, Family Safety Victoria and Department of Justice and Regulation.



2017-2018: Board of Governance and Staff

BOARD OF GOVERNANCE

Michelle Wells – Chair
Jacqui Morse – Deputy Chair
Jenny Elliott – Treasurer
Helen Barnes
Jenny Wilson
(leave of absence from March 2018)
Joanna Ellis
Jodi Dawkins
Kate Culmsee
Lauren Porter

CHIEF EXECUTIVE OFFICER

Jane Vanderstoel
(resigned August 2017)
Robyn McIvor
(joined November 2017)

CLINICAL SERVICES MANAGER

Susan Geraghty

TEAM LEADER, SPECIALIST TRAUMA SERVICE AT DAME PHYLLIS FROST CENTRE

Penny McDonald

TEAM LEADER, MDC

Esen Uygun

TEAM LEADER, FOOTSCRAY

Melissa Alloway

CCS STATE-WIDE SPECIALIST TRAUMA SERVICE

Jill Faulkner – Coordinator
(resigned June 2018)
Monica Karst – Intake

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
Georgia Taylor
Jessica Krummel
Julie Kruss
Kelly Horkings
(resigned January 2018)
Kristina Sass-Nielsen
Leahanne Schneider
Lejla Arnautovic
Luciana Castagna
Mae Vincent
Megan Mahon
Mira Chazan
Tara Schintler
Tigist Kebede
Ursula Benstead

THERAPY DOG

Goldie

AFTER HOURS CRISIS TEAM

Cigdem Yilan
Cindy Tarczon
Marta Jones
Michelle Kozman
(resigned May 2018)
Ruqaya Almirgani
Senem Doner
Sudha Narayan
Tigist Kebede
(resigned February 2018 to join WestCASA)



Chairs: Jacqui Morse and Michelle Wells

This has been another year of significant change and challenges for the Board and staff of WestCASA. We have seen the recommendations handed down from both the Royal Commission into Institutional Child Sexual Abuse and the Royal Commission into Family Violence in Victoria.

These enquiries have seen a significant increase in demand for our services and, more importantly, new conversations between ourselves and various partners about addressing the causes of violence and sexual violence against women. This continues to be a space of change and potential opportunities for WestCASA to contribute and, at times, lead.

This year saw the resignation of our Chief Executive Officer, Jane Vanderstoel, who is now enjoying retirement in sunny Western Australia, and the recruitment of our new CEO Robyn McIvor.

Robyn comes with a wealth of experience in relationship counselling, sexual abuse counselling, family violence response and prevention work, management of relationship and family services and social work education. Despite being able to have a thorough and supportive hand-over from Jane, Robyn has had a 'baptism of fire' landing amid preparations to relocate WestCASA to the new Wyndham Multidisciplinary Centre (MDC) and an external quality audit.

Robyn has continued to demonstrate a high level of competence and skill as she has taken on the demands of the role.

We are also extremely fortunate to have Susan Geraghty, Clinical Services Manager, working closely with the CEO, and providing quality support to staff and professional input into all aspects of the clinical services.

As the service has continued to expand, we have been met with the challenges of how we structure ourselves as an organisation. The work of sexual assault counselling and advocacy is emotionally and psychologically demanding, and we have always prided ourselves on prioritising the welfare of our staff.

In order to continue to support our staff adequately we have moved to a more team-based structure to share the load of support to our staff, but we acknowledge that this also creates tensions around the notions of power and what this means in an organisation committed to feminist values and ways of working.

We are committed to challenging how power operates within a top down management approach, and exploring how it can be made transparent and negotiated where possible, from the counselling room to the Board room.

A key practice consistent with feminist values is collaboration, and a decision was made to establish a joint Board and staff working group to plan for the transition to the MDC. This group has met regularly over the last year to ensure that all eventualities were considered as we prepared for our move.

In particular, we would like to acknowledge April Multanen for all the work she has done around the logistics of the move and managing arrangements with our various service locations. There has also been much work by the Intake team to prepare for the increased demand that we have been advised to expect by others who have taken this journey before us.

Although WestCASA is relocating to the Wyndham MDC our beautiful house in Footscray, where WestCASA began, will remain integral to the service as an outreach hub.

It was a particular highlight this year to name this Radcliffe House, after one of our earliest staff members, Sarah Radcliffe.

Sarah made a significant contribution as a member of the team, leading and guiding clinical practice, and then made a donation to WestCASA following her death in 2015.



Naming the house for one of our earliest staff members feels like a very timely symbol of maintaining the connection of WestCASA to its roots as we branch out into new opportunities.



As we were preparing for our relocation we also had our external accreditation audit which we passed with flying colours. We would particularly like to thank Lesley Hyde for the enormous amount of work she puts in to keep our systems in good order, but it is also testament to all of the staff at WestCASA who are committed to excellence in their practice and truly have a mindset of continuous improvement.

We have made significant changes to our financial systems this year, in response to the increasing complexity of the organisation. We would like to make special mention of Board members Jenny Elliott and Jodi Dawkins who have been so generous in providing their time and expertise in guiding and supporting this work.

The systems which have been established will stand us in good stead for the future, and further enhance the Board's ability to provide good governance. We would also like to take this opportunity to express particular thanks to Michelle Kenney for the competent manner in which she supports the Board in its governance role.

The Board of WestCASA has also had its own changes this year. It was wonderful to see our very competent Chair Jenny Wilson achieve further success in her professional career, but unfortunately for us this has meant she has had to take a leave of absence.

We have also welcomed Lauren Porter and Kate Culmsee to the Board this year, and seen the return of Jacqui Morse after a year overseas.

While we have taken up the positions of Chair and Deputy Chair as set out in the constitution, with the approval of the Board, we have chosen to take up our roles in a co-leadership capacity.

This is in recognition of the particular demands and challenges experienced by women taking up leadership roles in our society.

We feel that this provides an opportunity to 'share the load', make use of our different and complementary skill sets, experience the demands of leadership in a mutually supportive way, and further explore the feminist-informed practices of collaboration espoused by the organisation.

As institutions and industries are increasingly questioning their own cultures and ways of working, it is perhaps timely to explore alternatives to the more traditional, patriarchal systems of power in organisations. These are some of the thoughts that have been very present for us as we take up our roles.

Finally, in the midst of all this change and upheaval, it is important to recognise that the WestCASA staff have continued to provide excellent service across a range of programs.

We have provided counselling and advocacy services to our clients, and have put their needs at the heart of our transition to the MDC. Our services in the Dame Phyllis Frost Centre (DPFC, women's prison) have continued to expand and we have coordinated a statewide program to support women leaving prison.

We have provided body-based therapies and group work to support our clients in their healing. And all of this could not happen without the support of the administrative team. The outcomes are a testament to the commitment and professionalism of the WestCASA team. Our heartfelt thanks to all of you!

In a year that has offered some challenges we feel immense pride in the way the WestCASA team has risen to meet these demands.

Our belief is that the new MDC will provide a better experience for clients and improved facilities for staff to enable them to do their best work.

We will continue to address the causes of sexual violence and create greater awareness of the cultural and social structures that contribute to its prevalence.

Jacqui Morse and Michelle Wells



Chief Executive Officer: **Robyn McIvor**

As WestCASA's new Chief Executive Officer, I am very fortunate to have joined the organisation at the end of 2017, a vibrant well-functioning organisation with skilled, committed staff and a Board of wonderful women with a diversity of backgrounds, who share their time and expertise willingly.

Jane Vanderstoel's excellent work over the last decade is obvious in the retention of staff, high quality counselling work, collaborative planning to move to the Multidisciplinary Centre (MDC) in Wyndham and expansion of WestCASA into diverse program areas. Jane continued supporting WestCASA even after her retirement, assisting with the organisational self-assessment for the audit until March 2018 from Western Australia!

I am grateful to Jane for her assistance and support, to WestCASA for employing two CEOs for a three-week period to enable a good handover, and for the initial direction and wisdom of Jenny Wilson, Chairperson. Thank you to the Board for their direction and collaborative work this year and particularly to Jenny Wilson and then to Michelle Wells and Jacqui Morse who have stepped into the Chair roles and been a wonderful support and sounding board.

Much of the year has involved planning to move to the MDC. WestCASA is grateful to DHHS, our Sexual Assault Services funder, for an additional funding grant in 2017 to enable further staff to be employed, systems to be strengthened and resources to be purchased for our new building. We particularly value the collaborative relationships that we have with Jane Turner and Sarah Sanders who have worked with us in establishing further DHHS funding.

A joint staff/Board implementation committee has been instrumental in covering all areas and risk controls needed to move an organisation from the existing home of almost three decades.

We will continue to offer counselling from Radcliffe House, Melton and Dame Phyllis Frost Centre and expand our services in the Werribee area at the MDC.

Thank you particularly to Michelle Wells and Helen Barnes for their contribution to this committee and our staff and thanks to April Multanen for her project management of moving of staff, furniture, files and direction of a number of tradespeople!

WestCASA achieved a very successful three-year audit, with compliance in all DHHS and ISO standards, with excellent leadership from Lesley Hyde and expert quality oversight from Michelle Wells.

The quality management system that is in place is very comprehensive and is continuing to develop with advice from our quality auditors and in response to the external environmental information-sharing changes.

As WestCASA's programs and staff have expanded and in preparation to move to the MDC, we have moved from a flat structure to a structure of Teams. This enables staff to be supported locally and a sharing of expertise and collaborative decision making.

Our programs funded through Department of Justice and Regulation at Dame Phyllis Frost Centre continued to see a high demand from women seeking to access trauma counselling.

WestCASA was pleased to be offered further funding for this program in the next financial year and values the support of Department of Justice and Regulation staff particularly Geraldine Walton and Kelly Richardson, Offender Rehabilitation Unit and the advocacy of our colleagues who work in the DPFC alongside our team to support the women.

The excellent therapeutic work provided by our DPFC team under Penny McDonald's leadership is shown in the women's readiness to access our counselling and group work services and in the positive feedback that is received from the women.

Our State-Wide referral service continued to provide referral for women exiting prison into WestCASA and CASAs across Victoria.

Unfortunately, after exiting prison, many women were not able to prioritise accessing counselling because needs around housing, contact with children, employment and relationships, often violent, were more pressing. This program will not be continuing in its current form after this financial year.



Thank you to Jill Faulkner and Monica Karst for their empathic, thoughtful, trauma sensitive work with the women exiting prison and for a readiness to creatively adapt the program to meet the needs of our clients, including moving to a model of enhanced engagement and support. This service was more relevant and useful to our clients exiting prison.

This year has also involved a finalising of WestCASA's Enterprise Bargaining Agreement and moving this to a voting stage. I acknowledge Jane Vanderstoel's previous work in this and appreciate working in an organisation that truly values staff and positive work conditions.

A number of systems have been strengthened at WestCASA this year. Our Information Technology System has had several changes with planning the move to the MDC and the move from onsite servers to the Cloud.

Our move to the MDC was delayed due to insufficient cabling at the new site at the time of the planned move in May. However, this has enabled other aspects of the building to be consolidated and further planning time for WestCASA.

Our financial system has also been strengthened with increased input from our accountant Bhavna Joshi and a move to accrual accounting, under the guidance of Jenny Elliot and Jodi Dawkins, our Board members with strong financial expertise.

Our intake team, under Esen Uygen's leadership, have updated systems and thoughtfully planned for responding to an expected increase in referrals when we move to the MDC, as this has been the experience of other CASAs. WestCASA's Administrative staff have resourced and supported the many administrative changes involved in moving sites and changing structures.

Hearing clients' stories of resilience, feedback about their positive experience of counselling, group work or body-based therapies and seeing the commitment of all staff to our clients, is a very rewarding part of our work.

As we have spent much of the year planning for our new service, we have not undertaken as many groups or training areas as we usually would. I look forward to our expansion of our services, working further with our MDC partners and to provision of excellent direct services and further involvement in prevention of sexual assault.

Thank you to the WestCASA staff and Board for your warm welcome, it is wonderful to be a part of this organisation

ROBYN McIVOR
CHIEF EXECUTIVE OFFICER OF WESTCASA



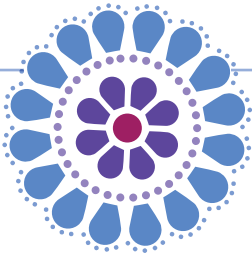
WestCASA Strategic Plan

WestCASA's Strategic Plan is now in its second year of implementation. Much of last financial year was devoted to planning for the move to the Multidisciplinary Centre (MDC). Hence, some areas have not had as much attention as in previous years.

We look forward to working at the MDC and furthering our Strategic Plan in the next financial year.

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.



VISION

A world where everyone lives free from the fear of sexual assault, family violence and other trauma.

MISSION

To promote the recovery of all people who have experienced sexual assault, family violence and other trauma and to strive for a world free from violence.

AIMS

To create an environment in which recovery from the effects of sexual assault, family violence and other trauma can occur.

To strengthen our practice excellence to ensure we are at the forefront of therapeutic responses to people who experience sexual assault, family violence and other trauma.

To advance community understanding of the social conditions that allow sexual assault, family violence and other trauma to continue to occur.

To encourage communities to take responsibility for addressing the crimes of sexual assault and family violence.

WestCASA values that underpin the Strategic Plan:

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

We prioritise safety for people who have experienced sexual assault, family violence and other trauma.

We support and encourage people who have experienced sexual assault, family violence and other trauma 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 family 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.



Strategic Goal: Prevention

Advocating for greater understanding and community responsibility for the conditions under which sexual assault, family violence and other trauma continues to occur.

Advocating for resources and delivering services that support the prevention of and education about sexual assault, family violence and other trauma across our community.

We will focus on the gendered nature of sexual assault, family violence and other trauma and the structural factors that cause and maintain the social conditions under which women and children, mostly, are the victims of family violence and 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, family violence and other trauma and how these can be prevented.

KEY THEMES:

a. Participate in regional prevention of violence against women activities

Over the 2017-18 year Jane Vanderstoel was involved in a review of the structure and leadership of the **Western Integrated Family Violence Committee (WIFVC)**. Robyn continued WestCASA's involvement in the WIFVC, is now a member of the Governance Group and was part of the interview panel to appoint the Principal Strategic Advisor.

Robyn will continue to be part of the Governance Group and the broader WIFVC as an important regional initiative across Western region organisations, working together to prevent family violence.

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

Our relationship with **Victoria University** continued this year with "First Responder" training provided to Victoria University Student Wellbeing counsellors and Student Advisors who are employed at different Victoria University campuses in the west. This training was very well-received and more training is planned for Student Leaders later in 2018.

Sexual Lives and Respectful Relationships 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.

In August 2017 the program was run in the local area of Brimbank council.

In 2018, the Western Sexual Lives and Respectful Relationships network also engaged in evaluation of the programs delivered. WestCASA was part of this evaluation. The evaluation is expected to produce several recommendations for the improvement of program delivery and content.



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 maintain existing and develop future relationships that continue, extend and expand our capacity to achieve our goals.

KEY THEMES:

a. Increase and enhance our partnerships, particularly in relation to the Wyndham Multidisciplinary Centre (MDC).

Much of Robyn's role in the first 6 months as CEO, has involved planning for WestCASA's move to the MDC and enhancing partnerships with the partner organisations.

WestCASA staff and Board developed an internal MDC Implementation Committee. This group has been instrumental in the development of an implementation plan, with the expertise of Michelle Wells our WestCASA Chair, a plan that will guide the move. A strong risk register was developed by Jane Vanderstoel and the WestCASA Board to ensure that all areas of potential risk were considered with regard to the move.

MDC Local Governance group – organisations working together

Robyn has chaired this group for the last 6 months. It has been an excellent group for discussion of service responses, practical building issues, collaborative partnerships, plans for our MDC, IT, security, MDC logo development, and artwork for the MDC. Several induction days were organised prior to moving to the MDC, with strong input from the Local Governance group.

The induction days were an excellent opportunity to discuss partnerships, diversity of organisations and ways of working together.

Further days will be planned when we move to the MDC. The planned move was delayed for WestCASA due to a lack of cabling to the building, which prevented phone and internet connection at the new site. The move is now planned for July 2018.

The MDC logo:



Strategic Goal: Partnership



b. Engage with Sunshine Hospital and the Victorian Institute of Forensic Medicine (VIFM) in the delivery of crisis responses to people who have experienced recent sexual assaults.

As usual the **WestCASA Crisis Care Unit** has had a busy year. VIFM doctors continue to support our clients and Sunshine Hospital staff have been very supportive of the WestCASA team whenever we had a call-out.

WestCASA provides 4 training sessions each year to inform the Emergency Department nurses about referral pathways and how to respond when there is a sexual assault disclosure.

A new Crisis Care Unit is being built at the MDC in Werribee, with the intention of providing an onsite Crisis Care service to our clients once the MDC is complete and operational.

WestCASA would like to thank its After Hours Team and all the WestCASA Day Staff who have provided backup assistance or attended call-outs during the 2017-18 year.

c. Continue to be an active participant in CASA Forum which brings together the 15 CASAs across the state as a peak body that works to ensure that women, children and men who have experienced sexual assault have access to comprehensive and timely support and intervention to address their needs.

Robyn and Jane attended the **CASA Forum** planning days in late 2017. This was a great opportunity for Robyn to meet the CEOs from CASAs across the State and to be involved in planning for the next year. Robyn has continued to attend on a monthly basis.

The forum is important in bringing together perspectives and actions regarding services, clients, policy development, responses to media and consultations, meeting regularly as a group with Department of Health & Human Services (DHHS) and Family Safety Victoria and provides an excellent support to the CEOs/Senior Managers of CASAs.

CASA Forum also ensures maintenance of high quality standards of practice across sexual assault services.

d. Continue to build our relationships with Corrections Victoria in the delivery of specialist trauma services in Dame Phyllis Frost Centre (DPFC, women's prison) and across the state with our CASA network.

The Prison Specialist Trauma Counselling program

WestCASA's prison program has expanded and our waiting lists have greatly increased over the year.

We received 538 new referrals over the year, 93 of these in the first Quarter, increasing to 171 in the final quarter. 57 of these clients identified as Aboriginal or Torres Strait Islanders, and 36 as Culturally and Linguistically Diverse.

WestCASA delivered vicarious trauma training to 50 custodial staff, who provided feedback that they would prefer to receive the training in smaller groups, as the size of the group made it difficult for some to speak about their personal experiences. WestCASA plans to deliver smaller group training sessions in the next financial year.

WestCASA prison staff continue to attend weekly Clinical Planning Review Panel meetings to assist services to come together and support one another when working with high needs complex women.

We continue to work and develop supportive relationships with many support workers including prison officers, Family Violence Prevention Legal service, DPFC Programs, Correct Care Australia Medical Centre, Caraniche Drug and Alcohol Counselling, Reconnect Post Release Support (Relink), Transition coordinators, Multicultural Liaison Officers, Mother and Child worker, Remand Team, and Out of the Dark (Melbourne City Mission.)

Strategic Goal: Partnership



The Post Release State-Wide Specialist Trauma Counselling program

Our relationship with the DPFC Specialist trauma counselling program provided the referral pathways that were essential in developing the model around a central intake. This enabled us to facilitate referrals for women coming through the counselling team in DPFC, other women on the counselling waitlist and others asking for a referral into a local Centre Against Sexual Assault prior to their exit.

In July 2017 we additionally included women on community correction orders who were able to be referred by their case managers. The program has demonstrated a number of gaps in our knowledge, the capacity of the model to respond to the complexity of women's needs and the challenges experienced by the Centres Against Sexual Assault.

We learnt that women exiting prison were most often exiting into homelessness. Many had been responding to extreme levels of violence prior to their incarceration and would be subject to brutal violence on their release. To date the system has not been able to keep them safe, with services at times contributing to their re-traumatisation.

Other women have a relationship with drugs and alcohol and a mental state that is fragile and easily triggered by the multiple challenges and instability that await them on their release. Many women were operating in "survivorship", bereft of the physical and emotional safety that would support them to engage in a healing journey.

Our model of contact and referral did not provide the necessary scaffolding that could hold and contain the complexity and chronicity of women's needs on their release.

WestCASA therefore piloted an intensive engagement program with women which was successful in supporting women to remain engaged in the service system but did not always generate a referral to specialist trauma counselling.

WestCASA presented a further well-researched model to the Department of Justice and Regulation, but this model was not taken up. Instead further funding has been provided for our prison program.

One of the more successful elements of the program was the provision of training workshops: "*Understanding the effect of trauma on women's lives*" with Community Corrections Officers.

Workers expressed an appreciation of the training, many wanting further sessions as they made more sense of the behaviour of women on their caseloads.

In terms of local and global research and the voices of women exiting prison, there are clear ideas of what might be needed in servicing women which would include a flexible therapeutic case management response that is able to work collaboratively with other services to provide a wraparound response to address the multiplicity of these women's needs.

Penny and Jill were invited by the Family Safety Victoria Intersectionality and Diversity Committee to speak to their staff. We were able to bring the women's voices into the room in the hope that policy makers might understand more about their needs.

We have since heard that as a result, that branch is putting in place some initiatives to hear more from these women about what would be helpful in supporting their re-membership into the community on their release.

WestCASA would like to thank Jill and Monica who have been flexible, passionate, tenacious and have provided best practice for the women they have worked with.

We would also like to thank Penny and the DPFC team whose support and collaboration helped Monica and Jill stay committed to understanding what could work better for women.

e. Continue to support the delivery of Respectful Relationships: Living Safer Sexual Lives.

In August 2017 WestCASA hosted a visit from the Sexual Lives and Respectful Relationships members network.

We got some valuable insights about the program and ideas on how to improve our work in the area of engaging people with cognitive disabilities.

In February 2018 WestCASA After Hours Team hosted a visit from Victoria, one of the Peer Educators from the network. Victoria offered valuable insights and answered questions about disability services and respectful and safe ways of engaging with people with disability.

Strategic Goal: Partnership



f. Continue our partnership with body-based therapies and therapists including Yarraville Yoga for the delivery of a community-based trauma sensitive yoga class.

WestCASA continued our partnership with **Yarraville Yoga** and our supportive relationship with yoga instructor Clare Pritchard, as she continued to run the community-based trauma sensitive yoga classes at Yarraville Yoga.

WestCASA wishes to thank Yarraville Yoga Centre for their generosity in donating their space for these courses.

g. Continue to build our relationships with the Aboriginal community and services.

WestCASA continues to work with Aboriginal services and community, supporting the **Indigenous Family Violence Regional Action Group (IFVRAG)** by providing a financial auspice, and involvement in Aboriginal community events whenever possible.

The assistance of Darleen Christensen as Aboriginal consultant for the MDC Local Governance Group, has been greatly appreciated. We look forward to continuing our relationships with Victorian Aboriginal Child Care Agency (VACCA) and the IFVRAG.

Robyn, Susan, April and Michelle participated in **Brimbank's Reconciliation Walk** at the end of May. This was a wonderful opportunity to walk together and beside each other and to hear from Aboriginal Elders and emerging elders. The recognition that reconciliation will take a generation or more is sobering and reminds us of the need to continue working together.

WestCASA assists with dissemination of IFVRAG funds at the request of the IFVRAG executive. We continue to be the auspice for IFVRAG. What started as a small fund has increased significantly as Krystal Cutajar has successfully tendered for extra funding for various programs within IFVRAG. We continue to work closely with her in administering these funds for the Aboriginal community.

WestCASA prison workers participated in the **Sister's Day In** at prison. Sister's Day In is an event organised through Djirra (Aboriginal Family Violence Prevention Legal Service) for Aboriginal and Torres Strait Islander women in DPFC.

It is a day where external providers come into the prison and share information about what services are available both in and out of prison for Aboriginal women.

To make the day more exciting there are also pamper people that come in and do hair, nails and massages as well as craft stalls where women will make Aboriginal art, make teddy bears for Women's Refuges and enjoy a good yarn.

All this provided women with the opportunity to have a chat to a worker, gather more information about services and link in on their own terms. WestCASA attended and joined in on the fun with Megan winning the dance competition at the end of the day as voted by the women at DPFC!



Strategic Goal: Partnership



h. Continue to build our relationships with the Aboriginal community and services.

In 2017-18 WestCASA continue to develop its relationship with Aboriginal services and the community. We continue to be a presence on the **West Metro Indigenous Family Violence Action Group** as an associate member and provide assistance in the financial management of the Group.

In 2017, WestCASA and **Elizabeth Morgan House** partnered to apply for a Community Initiatives Fund (CIF) grant. Our aim was to produce culturally appropriate resources about sexual assault and family violence for distribution to the Aboriginal community, Aboriginal and non-Aboriginal agencies and also at community events.

We were successful in our application and WestCASA and Elizabeth Morgan House formed a Working Group together with the Aboriginal Family Violence Regional Co-ordinator to plan the design and content of two brochures. Working Group members confirmed draft content of material for consultation with community and with clients.

The draft documents have been presented to the West Metro Koori Caucus for feedback and endorsement on content and advice regarding final design. We are awaiting their response and then will organise printing and distribution.

i. Continue to build our relationships with Culturally and Linguistically Diverse (CALD) and newly arrived communities and their services.

WestCASA is looking forward to working in Wyndham and to liaising with local diverse communities and services, as we become established in the area.

We are also keen to have diverse cultural representation on our Board and happy to hear from women who may be interested. We continue to utilise interpreters to enable our CALD clients to access our services.

j. Participate in regional networks such as the Western Integrated Family Violence Committee and the Indigenous Family Violence Regional Action Group.

WestCASA continues to be an active and committed associate member of the **Indigenous Family Violence Regional Advisory Group**.

We continue to develop our relationships with agencies represented on the Advisory Group and have advocated strongly for Indigenous voices, stories and participation in the MDC that is being established in Werribee.

Robyn participated in a consultation panel regarding the Implementation guide: *Men's Behaviour Change Minimum Standards*.

This was a good opportunity to work with a number of experienced practitioners and leaders in the Men's Behaviour Change (MBC) area and to draw on Robyn's previous experience in this area. The document will be important in quality control in the area of MBC work.

k. Develop new connections across the family violence and other sectors.

Jane had been involved in the **Diverse communities and intersectionality working group** and Robyn, Jill and Penny have continued the involvement, particularly representing the perspectives of women in prison with regard to prevention of family violence and access to services.

This working group has enabled connections with a diverse group of services advocating for clients impacted by family violence and has assisted in the planning for Support and Safety Hubs and how these Hubs might respond to diverse clients.

Through our involvement in this committee, Penny, Jill and Robyn have presented their WestCASA's prison work to Family Safety Victoria, raising the specific needs of women in prison and exiting prison.

l. Deliver professional development to family violence services and organisations to support their work with the impacts of sexual assault trauma in their service delivery context (i.e. mental health, drug and alcohol services).

Robyn and Susan have been meeting with **Women's Health West**, developing our relationship and referral processes. We look forward to strengthening our partnership when we work together at the MDC.



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 evidence informed 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 assault, family violence and other trauma. This also allows us to develop and explore different ways of working to meet the changing needs of service users and service delivery.

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 also recognise that our staff are inspired, rewarded and committed to work alongside people who experience sexual assault, family violence and other trauma.

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 the professional development of staff.

Professional Development Attended by WestCASA Staff Year 2017/2018:

BLUE KNOT FOUNDATION

Trauma Informed Transgender and Gender Diverse Affirmative Course

CASA FORUM

The Shark Cage

CASA FORUM

Shame in the treatment of those who have experienced sexual assault

CENTRE FOR MENTAL HEALTH EDUCATION

Babette Rothschild: The Body Remembers

GESTALT THERAPY AUSTRALIA

Advanced Clinical Training

LEAD THE WAY PSYCHOLOGY & ANIMAL ASSISTED THERAPY

Foundation AAI and Therapy Dog Certification Course

MEDIROS CLINICAL SOLUTIONS

Neuropsychotherapy Training Certificate of Practice

RE ATTACH

Re attach International conference

ROSALIE GANNON

EMDR Group Supervision

ROSALIE GANNON

EMDR Certificate

SOMATIC EXPERIENCING AUSTRALIA

Somatic Experiencing Professional Training, Advanced Level, Module 2

ST JOHNS AMBULANCE

First Aid Certificate

TRADES HALL

OHS Training – HSR Refresher Training

ZOE BELLE GENDER COLLECTIVE

Trans and Gender Diverse Inclusive Practice

Strategic Goal: People



b. Strengthen and enhance the clinical supervision and guidance that sustains staff and ensures quality delivery to service users.

Supervision Quality clinical supervision and guidance is essential for staff working with people who have experienced sexual assault, family violence and other trauma. WestCASA's strong commitment to supporting staff is demonstrated through the individual, peer and group supervision that is provided monthly.

Our external supervisor Carolyn Stewart continues to provide monthly group supervision that focuses on personal reflection and the therapeutic relationship.

In addition, new staff are offered fortnightly individual clinical supervision with the Clinical Services Manager (CSM) and all staff are encouraged to seek additional clinical support or debriefing with the CSM or their Team Leader when required.

Supervision for DPFC/State-wide staff In response to additional needs identified by the team working at the Dame Phyllis Frost Centre (DPFC), we have recently enjoyed the support and guidance of Radhika Santhanam-Martin.

Radhika is a clinical psychologist who works in the field of trauma. She has more than two decades of experience in therapeutic and clinical practice in institutions in India, Canada and Australia. Currently, she works at Foundation House, the Victorian Aboriginal Health Service and Diverse communities at Victorian Transcultural Mental Health. Radhika will be providing bi-monthly support to the DPFC Team.

c. Continue to support structures and processes that enhance communication, self-care and reduce vicarious trauma.

A team day and **Christmas lunch** were held offsite in the 2017-18 financial year. (photos on the next page)

The focus was on non-work activities about self-care, fun and spending time together without a work focus.

In December 2017, a boating experience on the Maribyrnong River brought our team together to celebrate Christmas and to farewell and acknowledge Jane. This was followed by lunch and Kris Kringle in Williamstown.



A wonderful **Team Day** was held in February 2018 with the generous offer of Eileen's home for a high-quality morning tea, followed by a walk through the Macedon ranges and lunching together.

Our **Planning Days** were held at the Anglers Tavern in March 2018. This was an opportunity for staff and Board to come together, discuss implementation of the Strategic Plan, celebrate the diverse work of staff, learn from one another and plan our move to the MDC.

Thanks to all our staff, and to our Board members Michelle Wells, Jacqui Morse, Lauren Porter and Joanna Ellis, for their attendance and contribution.



TEAM DAY IN THE MACEDON RANGES



Strategic Goal: People



In December 2017, a boating experience on the Maribyrnong River brought our team together to celebrate Christmas and to farewell and acknowledge Jane.



Strategic Goal: People



d. Ensure there are opportunities to celebrate achievements in the organisation and with service users (vicarious inspiration).

Staff share with one another via emails, discussions and in meetings, feedback received from clients and other organisations regarding how WestCASA's work has aided people in their recovery from the impacts of sexual assault.

Team Development meetings allow space for staff to talk about and celebrate personal and organisational achievements.

e. Provide opportunities for staff to explore, research, think and develop new ways in which sexual assault and related family violence services can be delivered.

We are all on a wonderful learning journey with our **therapy dog Goldie**. Goldie has been working with Lejla to support the therapeutic journey of individual clients and also women attending a support group in the Dame Phyllis Frost Centre.

Universally, this has been a wonderful experience for our clients who state they experience a sense of calm and acceptance with Goldie in the room.



We also benefited from sex and gender diverse training presented by Starlady from the **Zoe Belle Gender Collective**. A working group has since been established to guide us in implementing inclusive practices.

The **Family Violence Information Sharing Scheme** commenced in February 2017. WestCASA along with all the CASAs is identified as a Risk Assessment Entity and Information Sharing Entity.

This requires us to share information about our clients to support their safety and protection. We are in the process of considering impacts for our service delivery and how this may impact on our clients.

Similarly, our imminent move to the MDC and our enhanced relationships with our partner organisations has had considerable impact on our thinking about access and equity issues for all our clients.

Additionally, we are exploring a new development in the response to trauma called "**Havening**". This approach belongs to a larger group of methods called psycho-sensory therapies, which use sensory input to alter thought, mood and behaviour.

A number of staff have attended the three-day training and we continue to explore how to accommodate this new approach into our practice through the establishment of a practice group.

Robyn, Georgia and Tara have developed a brief for a **professional writer** on our WestCASA body-based therapy research and practice. We are currently discussing this work with a researcher. The donation from Sarah Radcliffe's estate will support this work.

Trans and Gender Diverse Working Group

Following on from a 2017 Transgender & Gender Diverse Youth Training delivered by Starlady, the Youth Project Officer from the Zoe Belle Gender Collective and Jami Jones Coordinator from Rainbow Network, GLHV, LaTrobe University, a Trans and Gender Diverse (TGD) Working Group was established within WestCASA in 2018.

This group led part of the Planning Days and contributes to policy and practice changes toward inclusion.

The working group meets monthly and aims to ensure WestCASA is an accessible, safe, respectful, welcoming and inclusive service for trans and gender diverse communities.

Other aims of the group include but are not limited to:

- o Undertake an agency audit around how informed and responsive the service is to the needs of the TGD community.
- o Review and ensure accessibility of non-gendered spaces for TGD people including group programs, bathroom facilities etc.
- o All WestCASA staff participate in training/professional development specifically relating to the needs of TGD communities.

Strategic Goal: People



- o Develop positive relationships with support services relevant to TGD communities and with the TGD community by taking up opportunities to attend events, participate in campaigns etc.
- o Seek the input of TGD people to guide and support the organisation in working towards a more Trans and Gender Diverse inclusive service.
- o Develop a database of referral pathways for TGD individuals and families
- o Finding opportunities to participate in the development of sexual assault related resources for TGD communities in collaboration with specialist services.

Counselling model rewrite process

WestCASA is continually exploring and responding to new developments – both therapeutic and systems – in the sexual assault and family violence areas.

Staff are encouraged and supported to attend external professional development (PD) opportunities as well as participating in internal PD provided by our skilled and experienced staff.

We continue to benefit from the exceptional PD session provided by Vikki Reynolds in 2017. Vikki presented on two thought-provoking topics, *“Innovative responses to oppression and trauma”* and *“Resisting Burnout through Justice Doing”*.

We have also benefited from our own staff presenting on *“Expressive Arts - Using Sand Trays in Therapy”* and *“Drawing the Unspeakable (Unspoken)”*.

More recently we were all asked to reflect upon our own ethics and how we demonstrate these ethics in our practice

f. Ensure staff pay and conditions are fair and reasonable, offering as much as we can afford.

Jane and Robyn worked with WestCASA staff and their representatives on WestCASA's Enterprise Bargaining Agreement throughout the 2017-18 year. The EBA is due to be voted on shortly.

g. Continue to explore opportunities that enhance financial sustainability.

Robyn has continued to meet with a working group of CASA Chief Executive Officers and DHHS around funding for CASAs. This joint work of CASA Forum and DHHS has resulted in positive changes regarding lapsing funding.

h. Continue to build and enhance governance capabilities.

Michelle Wells and Jacqui Morse have met with Robyn regularly, and changes have been made to Board reports and agenda. This has increased the efficiency of Board meetings.

i. Strengthen data collection and reporting capabilities.

As WestCASA has continued to grow with funding, staff numbers and programs significantly increasing, our finance reporting has become increasingly complex and we have contracted our accountant Bhavna Joshi to assist with reporting.

April and Bhavna have been working very closely with the Board to ensure reporting continues to be transparent and clear.

Robyn, Susan and Michelle K have begun investigating database usage and paperless file possibilities, through input from other CASAs and IRIS Helpdesk. We are working to strengthen and clarify our data collection processes



Strategic Goal: Provide and Promote Services

WestCASA is committed to providing specialist therapeutic responses to people who have experienced sexual assault, family violence and other trauma.

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 trauma-informed counselling and advocacy to people who have experienced sexual assault and related family violence.

Animal Assisted Therapy in counselling

In August 2017 Counsellor/Advocates Lejla and her Golden Retriever Goldie completed *Foundation Animal Assisted Interventions* training run by Lead the Way Institute and Alpha Canine Professional Dog Training Program, with Lejla as a handler and Goldie as therapy dog becoming a certified team.

From September 2017, therapy dog Goldie has become a part of WestCASA counselling team one day a week.

This includes being part of therapy sessions with her handler, and greetings and support in the waiting room for other clients and staff. Feedback has been overwhelmingly positive.



Therapeutic approach

WestCASA's systemic therapeutic approach is underpinned by our mission, aims and values. We are informed by contemporary understandings of trauma and the cultural and social environments in which sexual assault and violence occurs.

Our counselling responses follow feminist principles and the most recent evidence and practice based therapeutic approaches, to effectively respond to our clients who are victim/survivors of sexual assault and related family violence.

We are committed to being transparent, developing respectful relationships, attending to issues of power and control, and normalising and universalising the impacts of abuse.

Our practice is non-pathologising and emphasises strengths, resources, safety, reconnection, belief and understanding. It encourages respectful communication, confidentiality, access to supports, crisis intervention, and supporting the rights and options of clients. Feminist principles hold that sexual assault is a crime against a person against their will.

Therapeutic practice therefore aims to reverse this by giving the victim/survivor rights, options and choices. WestCASA Advocacy work is a strong part of our therapeutic approach and is consistent with our aims, values and theoretical underpinnings.

Strategic Goal: Provide and Promote Services



Intake Team and work

Intake has continued to be very busy over the 2017-18 year and all our waiting lists have increased. New members joined our intake team and we expect to continue expanding as demand increases once we move to the MDC.

In addition to clients, the intake team responded to and supported school counsellors, student welfare officers, parents and provided many secondary consultations to other professionals in support of their clients.

Quality Accreditation

On April 14th, 2018, WestCASA became recertified under the Human Services Standards (HSS) and International Standards Organisation (ISO) 9001:2015 standards. This recertification occurs every 3 years and requires a great deal of commitment from clients, staff and Board members in meeting the standards.

The final report recognised that top management are committed to a high level of quality service through the organisation including a great deal of focus on the clients and their level of satisfaction.

Clients that were interviewed were aware of their rights and expressed a strong satisfaction with their experience of advocacy by their counsellor/advocate.

WestCASA will undergo a Maintenance process in early 2019.

- b. Through provision of individual and group programs improve individuals sense of rights and empowerment to increase their capacity for positive community and relational engagement.

Animal Assisted Therapy in Prison Group

The first **Understanding Trauma** group was run at DPFC in April/May 2018. 16 participants attended with 11 completing the program. The group was facilitated by Counsellor/Advocates Megan and Lejla with therapy dog Goldie.

The group focused on psychoeducation regarding understanding trauma and its impacts and mindfulness strategies.

The group evaluation was overwhelmingly positive with women praising the use of the therapy dog for the sense of safety and connection that she has brought, and all aspects of the group for the psychoeducational content and understanding of the emotional regulation in the context of trauma.

Some of the comments were:

"I was able to understand why I have lived my life the way I have"

"Goldie made me feel human and more open"

Recommendations included mostly encouragements for running more groups of the same content and one of the participants also recommended:

"When having triggers, have breaks often, or one-on-one counselling following up"

Another group with Goldie at DPFC is planned for October 2018.

The women created this Window of Tolerance poster together as a group activity.



Strategic Goal: Provide and Promote Services



McAuley Group – Gaining Ground

Gaining Ground is a support group for women engaged with McAuley Services for Women who have experienced family violence or sexual assault.

This was a collaborative pilot project co-designed and facilitated by WestCASA and McAuley Services. The purpose of the support group was to provide a safe space for women to acknowledge and validate their experiences of interpersonal trauma, to honour their survival and resilience and to expand their capacity for self-care, self-respect and self-determination.

The group aimed to have a flexible response to women who wished to develop greater self-insight and have safe and respectful relationships with others.

WestCASA and McAuley worked collaboratively to design and co-facilitate this group. Significant efforts were made to support clients to attend the sessions however there were barriers such as complex mental health issues, other health issues, having to prioritise other appointments, and the interpersonal dynamics of the women living onsite in a shared living space.

8 women signed up for the first 4-week group and 7 attended the first session. The following 3 sessions, 3-4 women attended, and attendance for the open group of 4 sessions was 3-4 each week.

The women were asked to complete feedback forms at the end and both written and verbal feedback was very positive. For some women this was the first time they had engaged in a group activity. The group was a mixture of women from 30-60 years old, from a range of different cultural backgrounds.

Strength to Strength Group Jul-Sep 2017

The Strength to Strength Group is an 8-week group for women who have experienced family violence and sexual abuse in their lives.

Eleven women signed up for Strength to Strength group. Referrals were a mixture of internal and external agency and self-referrals. Women ranged in age from 21 to 53 and were from a diverse range of backgrounds.

One of the women had recently exited prison and was referred to the group through the Post Release State-Wide Specialist Trauma Counselling program. Seven participants were from an Anglo-Australian background, the other four from a Vietnamese, Maltese, Italian and Afghani background.

Two participants were unable to complete the group due to their personal circumstances, but both gave positive feedback about their experience of the group.

Facilitators observed women engaging well with the program, developing a positive connection with each other, increasing confidence and a sense of their rights over the eight weeks. This observation was corroborated by the participants' verbal feedback and the written evaluations they completed each week

"This group has been very beneficial. Not just learning information, but also applying it, to begin changing my world."

"Thank you so much it was scary at first but so beneficial in the long run. Please keep this group running as long as possible."

"What I liked the most was seeing the progress and healing that has happened"

"It has been great connecting with the other ladies and sharing ideas"

"What I liked most about the group is the bond and respect we all have for each other"

c. Increase access to services through partnerships such as the MDC, outreach locations, delivery of services in the women's prison and use of technology.

We will continue to provide services in Wyndham, Melton, Footscray and the prison after we relocate to the MDC in Werribee.

Discussions are underway with our Department of Justice and Regulation (DJR) colleagues regarding demand for our services at DPFC as the prison population expands.

Our waiting list has greatly increased over the 2017-18 year and we hope our funding and service capacity will be increased to help us meet this demand.

Strategic Goal: Provide and Promote Services



d. Increase and improve service users' engagement in evaluation and feedback processes.

Direct quote from our Accreditors' report:

Clients were invited to give feedback to the auditors as part of the Accreditation process in March of 2018. Feedback stated that the clients were very satisfied with a multitude of aspects of service with WestCASA including: advocacy, support to exercise rights and responsibilities, service quality and maintenance of their privacy and confidentiality.

Clients interviewed also expressed strong satisfaction with information provided and counselling methods used to foster informed decision making and choice. e.g.:

"they are kind and helped me through talking to feel awake again"

"there's been an incredible improvement in my mental health with little goals set and met session by session"

After each group and each body-based therapy course, clients are asked to provide feedback. Clients can provide their feedback anonymously if they prefer. We also receive emails, letters and notes from clients outlining their experiences and sometimes making suggestions for changes. We do our best to implement any changes needed to make our service more accessible and comfortable for clients.

e. Expand and continue to deliver body-based therapies.

Yoga

WestCASA's relationship with our yoga practitioner Clare Pritchard continued in the 2017-18 year. Clare provided one-on-one sessions for several clients and continued running the Trauma Sensitive Yoga classes at Yarraville Yoga Centre, who generously donated space to us for the course.

Clare is now an accredited Trauma Centre Trauma Sensitive Yoga Facilitator after obtaining her accreditation from the Boston Trauma Centre early in 2017.

Last year Clare and Tara also delivered Trauma Sensitive Yoga training as part of the CASA Forum Alternative Therapies Training which was well attended by the different CASAs.

Shiatsu

In 2018 Georgia has stepped back into coordinating the Shiatsu Program at WestCASA, working in collaboration with experienced Shiatsu therapist Alex Caldwell.

Alex specialises in working with people who have experienced trauma in their lives. This is her 10th consecutive year delivering the program at WestCASA.

The Shiatsu program offers body work to individuals who are already engaged in counselling at WestCASA. Alex works together with individuals accessing the Shiatsu, counsellor/advocates and the Shiatsu coordinator to ensure the program is tailored to the needs of the individual in facilitating their healing and recovery from trauma.

The Shiatsu program assists people in many ways, including but not limited to boundary setting, identification and assertiveness around needs, symptom relief, increased presence and awareness of and connection to the body, relaxation and stress relief, increased self-care, positive changes in relation to diet and exercise and improved relationship with self and the body.

The program ran for fourteen weeks on Fridays between 23 March and 29 June 2018. It involved four female participants who attended fortnightly Shiatsu sessions. For the first time one of the participants completed the Shiatsu sessions with the support of an interpreter.

Two standby participants were able to participate in one-off Shiatsu sessions that regular participants were unable to attend. Some of the WestCASA staff team were able to also get a taste for the Shiatsu and how Alex practises, through stepping into some unfilled spots.

The formal evaluation of the program is currently being undertaken with feedback from participants and the Shiatsu coordinator being collated, however informal feedback to date has been positive.

f. Ensure people gain accessible information about our service.

Georgia has continued to work with our designer, Karen Parish (Munatha Design) to keep our website up to date and user friendly.

Redevelopment of our brochures and redesigned stationery has been delayed as we move to a new environment, both a physical move to the MDC and a change of brochure-content due to legislation changes.

Strategic Goal: Provide and Promote Services



g. Build partnerships or enhance the professional skills of others who deal with sexual assault and related family violence.

International conference paper

On 14-15 April 2018 Esen presented at an international conference called ReAttach in Eindhoven, The Netherlands. There were guest speakers from all around the world, including India, Russia, Macedonia, The Netherlands, Britain and Ireland.

Having recently completed her Somatic Experiencing course, which sparked an interest in peri and prenatal attachment, Esen gave a presentation on "*Prenatal and early attachment in the context of sexual assault and intergenerational trauma.*"

Trauma informed dental health care project

WestCASA has been involved in a project of a Melbourne based dentist, Dr Sharonne Zaks, to address the needs of victim/survivors of sexual assault in relation to dental health care.

Purpose of the project:

- to address the poor dental health outcomes of victim/survivors of sexual assault, whose access to dental health care services has been seen to be compromised by a combination of factors, including the trauma symptoms of victim/survivors, fear of dentists and also due to the fact that dentists' practices and environments are frequently triggering for sexual assault victim/survivors in particular and do not meet their needs.
- to improve dentists' practices and environments and to introduced trauma informed care as a model of practice. As the dental fraternity has not adopted trauma informed care principles to date, Dr Zaks' work is ground-breaking within Australia and more generally in the world.

Dr Zaks received funding to create video resources for dental professionals to educate them about trauma informed care and how they can be sensitive and work proactively and compassionately, in relation to the needs of victim/survivors of sexual assault/abuse in particular.

Dr Zaks' project also involved creating video resources for victim/survivors that covered issues such as:

- how to choose a dentist carefully,
- the benefits of addressing dental health issues proactively and preventatively
- ways that victim/survivors can dialogue with dental care professionals to get the right support, to advocate for their trauma issues to be understood and their needs met in dental health care settings.

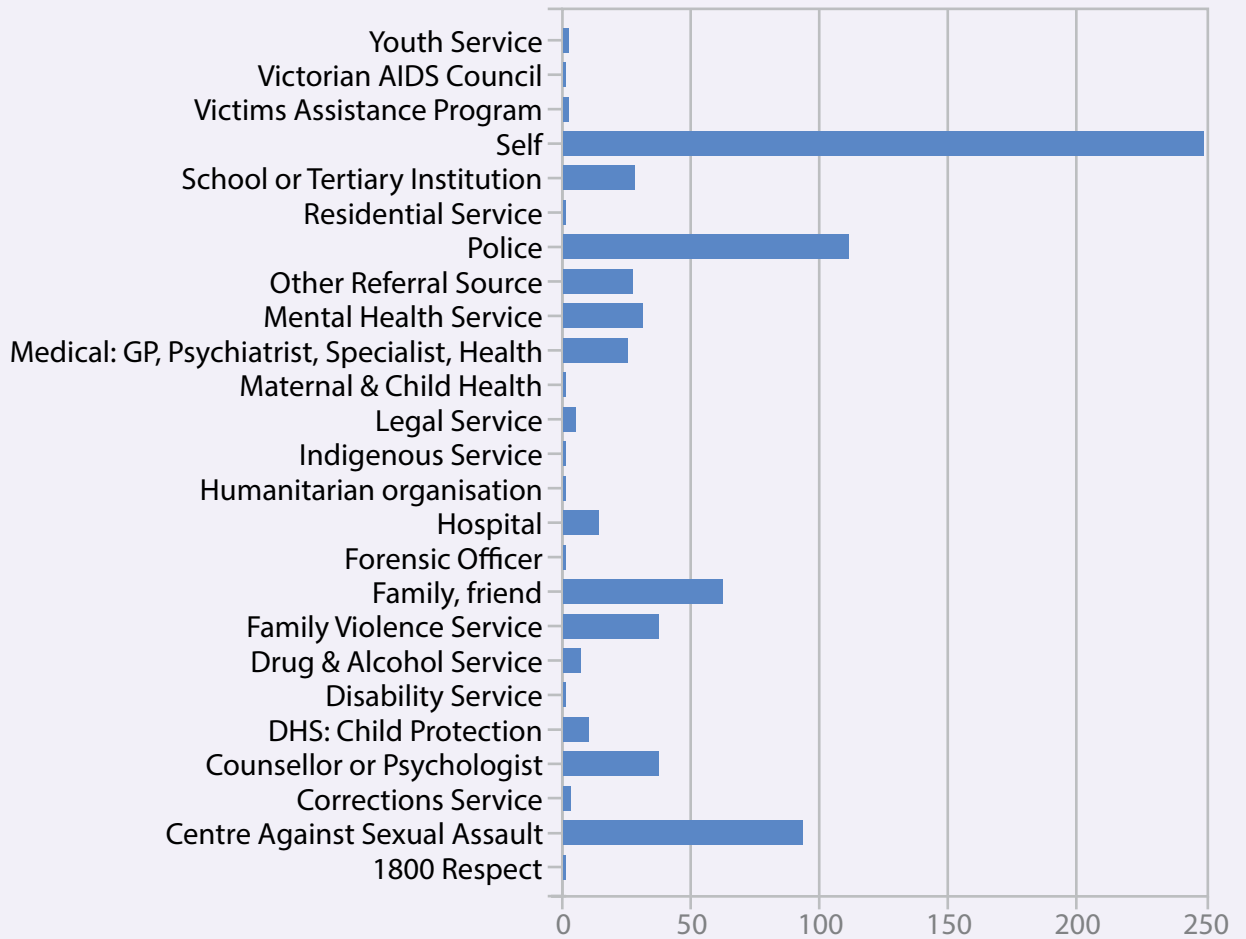
A number of WestCASA Counsellor/Advocates listened to Dr Zaks' presentations and provided feedback based on our knowledge and experience of trauma informed practices and with the issues and needs of victim/survivors, including accessing health care services. Dr Zaks also worked closely with SECASA in completing the project.

We are pleased with the completed videos which can be accessed on Dr Zaks' website (*click on the links on the right hand side under "Trauma Informed Dental Care for Adult Survivors of Sexual Assault"*): <http://zaksdental.com.au>

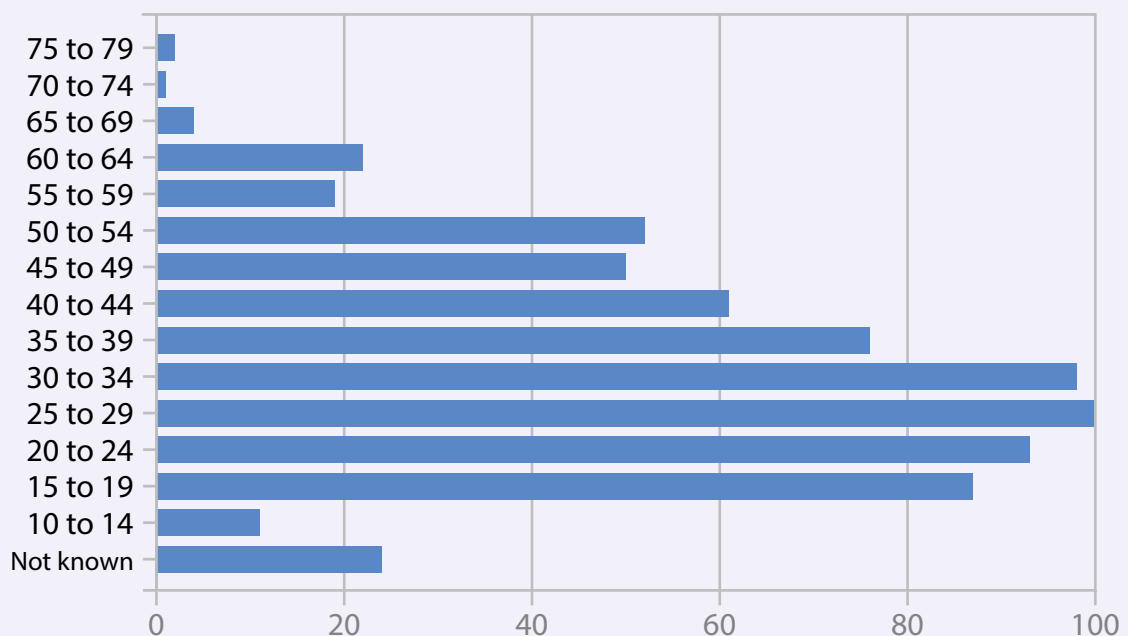
We are hoping that WestCASA's connection and dialogue with Dr Sharonne Zaks will continue and lead to further joint initiatives around facilitating and enhancing victim/survivors' access to trauma informed dental health care services into the future.

Sexual Assault Support Services: Counselling Statistics

REFERRAL SOURCE

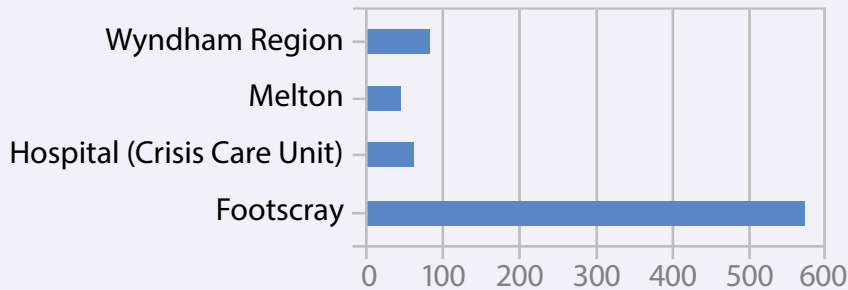


CLIENTS BY AGE GROUP

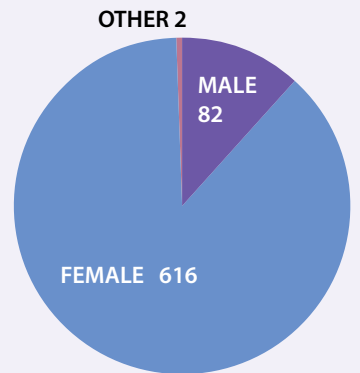


Sexual Assault Support Services: Counselling Statistics

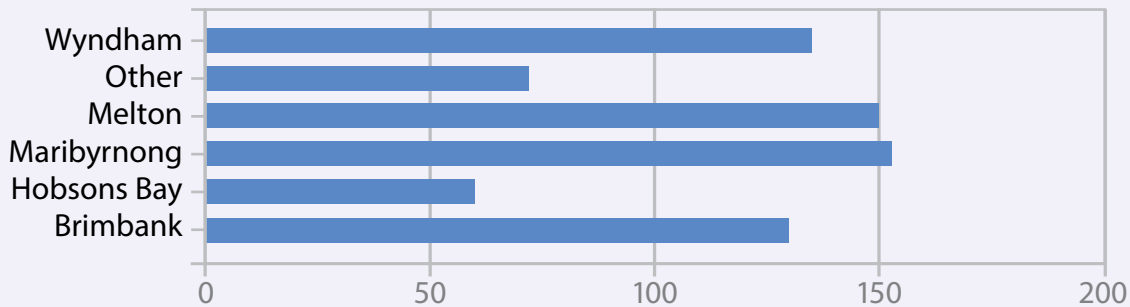
COUNSELLING LOCATION



CLIENTS BY GENDER

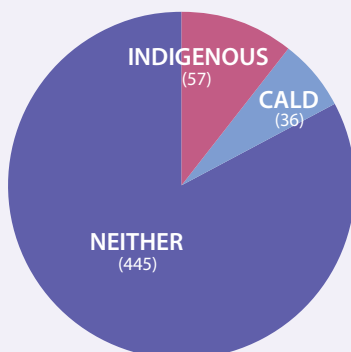


CLIENT LGA

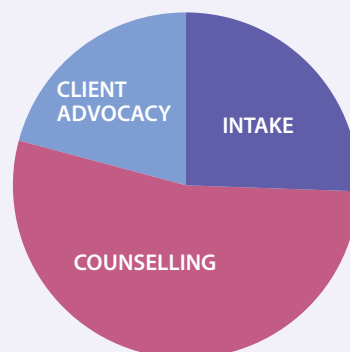


Dame Phyllis Frost Centre (Women's Prison): Counselling Statistics

DIVERSITY OF CLIENTS REFERRED IN PRISON

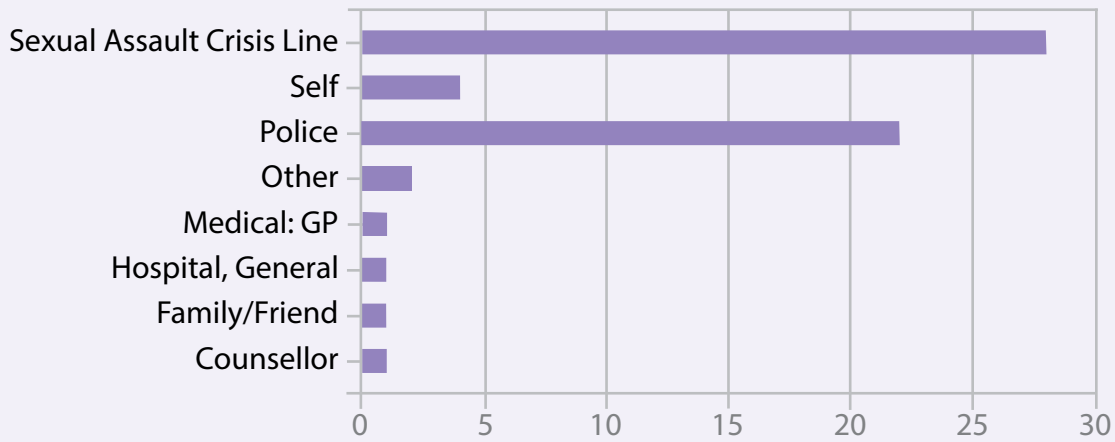


SERVICE DELIVERY IN PRISON

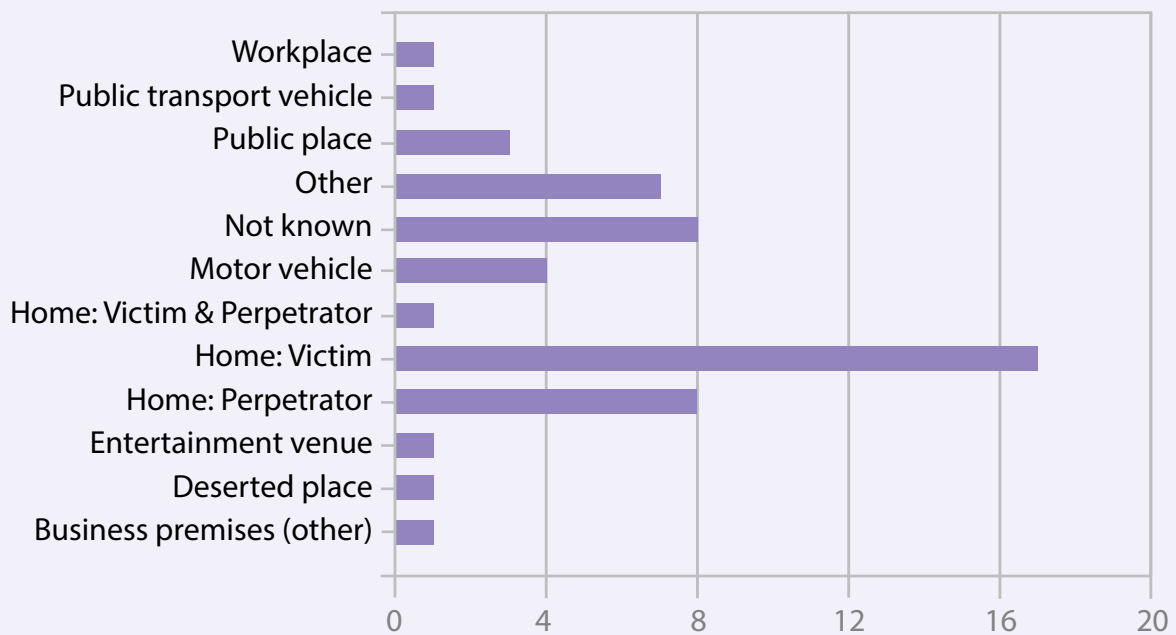


Sunshine Hospital Crisis Care Unit: Crisis Response Statistics

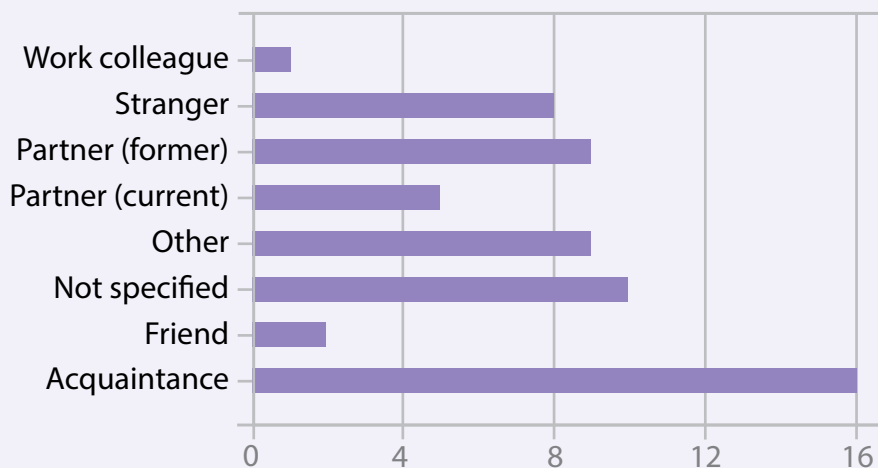
CCU REFERRAL SOURCE



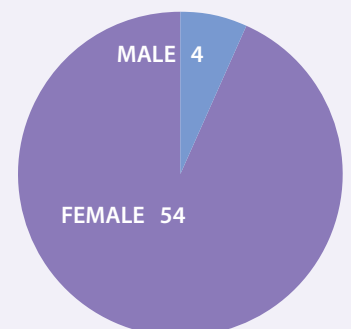
LOCATION OF ASSAULT



PERPETRATOR

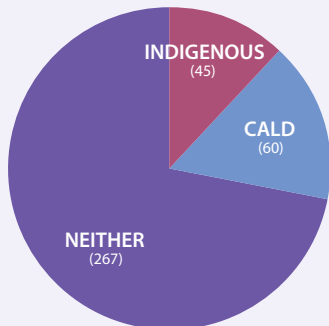


CRISIS CARE UNIT CLIENTS BY GENDER

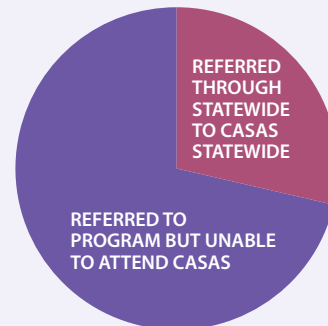


Statewide Clients: Statistics

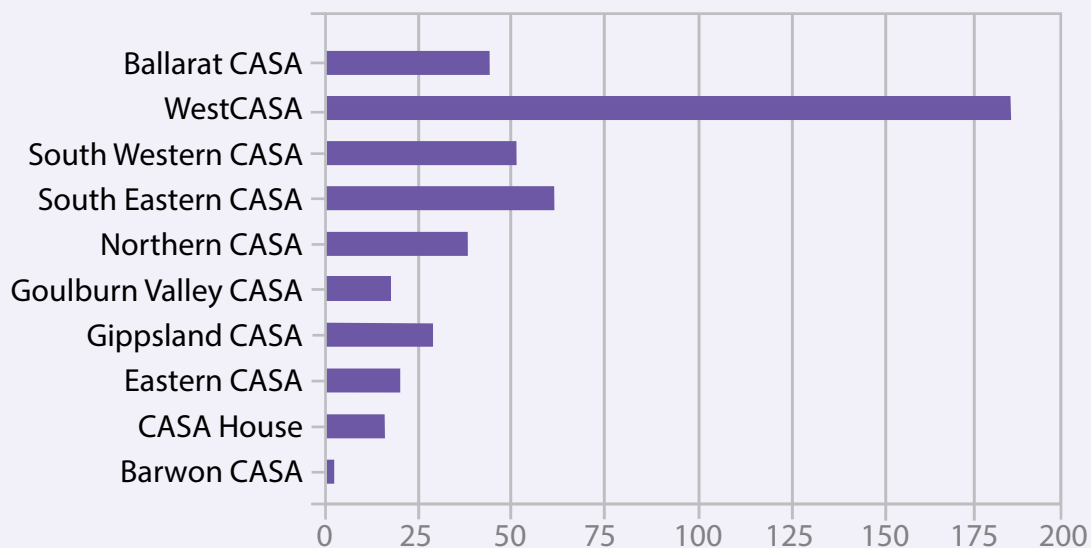
DIVERSITY OF REFERRALS FROM DPFC TO STATEWIDE PROGRAM



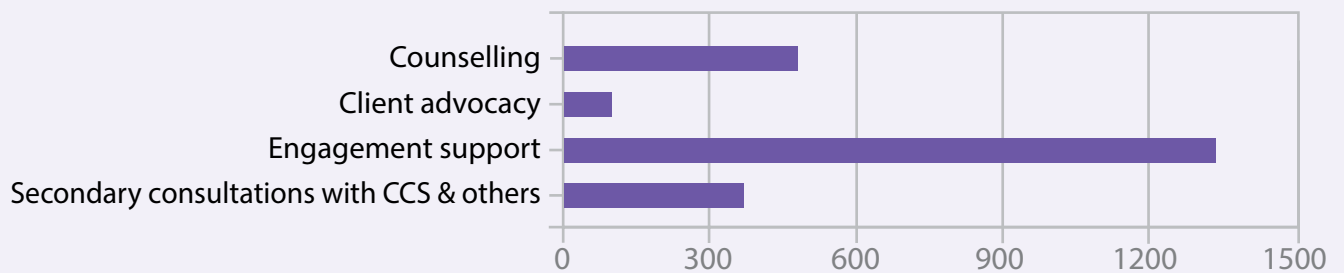
NUMBERS ABLE / UNABLE TO PROGRESS TO COUNSELLING



VARIOUS CASAS COUNSELLING HOURS WITH STATEWIDE CLIENTS



TOTAL HOURS DEDICATED TO THE 107 REFERRED TO CASAS STATEWIDE



WestCASA Finance Report: 2018

BALANCE SHEET AS AT 30 JUNE 2018

	2018	2017
	\$	\$
Retained Earnings		
Asset Revaluation Reserve	1,504,012	1,504,012
Retained Surplus/(Loss)	486,110	278,285
Total Equity	<u>1,990,122</u>	<u>1,782,297</u>
Represented by:		
Current Assets		
Cash on Hand	300	300
Cash at Bank - Community Access Account	278,027	161,229
Cash at Bank - Visa Debit Float / Salary Pack	2,000	2,000
Cash at Bank - Investment Accounts	750,559	441,216
Cash at Bank - IFVRAG Community Access Account	-	26,030
Cash at Bank - IFVRAG Access Account	55,191	27,531
Accounts Receivable	123,687	3,630
	<u>1,209,764</u>	<u>661,936</u>
Non-Current Assets		
Land, Buildings & Improvements at Valuation	1,450,000	1,450,000
	<u>1,450,000</u>	<u>1,450,000</u>
Motor Vehicles	69,176	69,176
Less Accumulated Depreciation & Impairment	34,911	24,963
	<u>34,265</u>	<u>44,213</u>
Office Furniture, Equipment & Library	195,074	164,479
Less Accumulated Depreciation & Impairment	129,235	117,966
	<u>65,839</u>	<u>46,513</u>
	<u>1,550,104</u>	<u>1,540,726</u>
Total Assets	<u>2,759,868</u>	<u>2,202,662</u>
Current Liabilities		
DJR Grant in Advance	320,000	80,000
Other Creditors - PAYG	19,700	19,696
Other Creditors - Superannuation Payable	20,747	3,894
IFVRAG Grants in Advance	57,602	54,146
Provision for Holiday Pay	96,612	75,056
Provision for Long Service Leave	150,409	140,775
Provision for GST	104,676	46,798
Total Liabilities	<u>769,746</u>	<u>420,365</u>
NET ASSETS	<u>1,990,122</u>	<u>1,782,297</u>

Statement of Appropriations For the Year ended 30 June 2018

	2018	2017
	\$	\$
Retained Profits - Beginning of Year	278,285	209,376
Surplus/(Loss) for Year	207,825	68,909
Retained Surplus/(Loss) at 30 June 2018	<u>486,110</u>	<u>278,285</u>

WestCASA Finance Report: 2018

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
Income		
VOCAT	9,222	24,856
DHS – Core Operating Grant	1,476,718	1,452,183
DJR – Better Pathways	480,028	468,320
DJR - Post Release Funding	300,244	24,751
Donations	400	32,640
Other Grants	270,560	6,000
IFVRAG Net	-	8
Interest Received	20,239	16,974
Reimbursements, Sales & Sundry Income	20,824	3,325
Loss on Disposal of Non-current Assets	-	(5,504)
	2,578,235	2,023,553
Expenditure		
Accountancy & Audit Fees	8,420	4,830
Bank Charges	1	-
Building Maintenance	2,487	11,622
Catering	3,227	2,191
Cleaning & Gardening	8,748	7,004
Client Costs	18,213	15,615
COM Expenses	2,064	3,150
Computer Support and Supplies	41,071	36,423
Community Ed / Prof Dev. Costs	113	2,771
Depreciation	21,217	21,820
Equipment Purchases	1,330	1,741
Filing Fees	207	203
Fringe Benefits Tax	2,039	2,257
Holiday Pay Provision	149,093	122,141
Insurance	671	1,009
Library & Resources	481	470
Light & Power	4,007	4,211
Long Service Leave Provision	61,719	65,544
Materials / Program Costs	7,724	3,917
Motor Vehicle Expenses	12,616	9,692
Other Staff Costs	19,743	753
Outreach - Hoppers Crossing	4,607	4,291
Outreach - Melton	7,878	7,800
Outreach - Footscray	38,608	38,668
Outreach - Wyndham	5,552	3,159
Postage & Courier	517	234
Printing & Photocopying	9,980	11,651
Project Costs	61,743	-
Rates & Taxes	1,044	1,203
Repairs & Maintenance	195	7,703
Salaries & Allowances	1,605,260	1,352,687
Sanitation	251	286
Staff Amenities	1,805	1,320
Staff Training	17,613	15,584
Stationery	-	2,564
Storage Fees	1,091	1,024
Subscriptions & Memberships	11,465	6,553
Sundry Expenses & Recruitment Costs	-	960
Superannuation Contributions	162,832	151,125
Supervision	10,380	9,629
Telephone, Fax & Pagers	16,601	16,887
Travelling Expenses - Staff & Clients	4,537	1,445
Waste Disposal	-	311
Workcover	43,260	2,196
	2,370,410	1,954,644
Surplus/(Loss) For Year	207,825	68,909

WestCASA Finance Report: 2018

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
Cash Flows from Operating Activities		
Receipts from Customers	2,736,786	2,160,730
Payments to Suppliers and Employees	(2,298,659)	(2,004,253)
Interest Received	20,239	16,974
Net Cash Inflow from Operating Activities	458,366	173,451
Payments for Assets	(30,595)	(39,658)
Net Increase in Cash Held	427,771	133,793
Cash and Cash Equivalents as at 1 July 2017	658,306	524,513
Cash and Cash Equivalents as at 30 June 2018	1,086,077	658,306

Auditor's Report



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

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 2018, 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 2018, 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.

A handwritten signature in blue ink, appearing to read "Lionel R. Arnold".

Lionel R. Arnold
Director

J. L. Collyer & Partners

Dated in Wantirna on 11th October 2018