

WestCASA

Western Region Centre Against Sexual Assault

(ABN 29 351 352 921)

Annual Report 2018-19



*The beautiful handpainted
tiles by Seabrook Primary
School brightening our
Family Waiting Room.*



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Board of Governance and Staff: 2018-19

BOARD OF GOVERNANCE

Jacqui Morse – Chair
Michelle Wells – Deputy Chair
Jenny Elliott – Treasurer
Helen Barnes
Jenny Wilson (*resigned Oct 2018*)
Joanna Ellis (*leave of absence for 2018-19*)
Jodi Dawkins (*resigned Oct 2018*)
Kate Culmsee
Lauren Porter
Mohana Mahadevan

CHIEF EXECUTIVE OFFICER

Robyn McIvor

CLINICAL SERVICES MANAGER

Susan Geraghty

SENIOR COUNSELLOR/ADVOCATE, CLINICAL SERVICES

Ursula Benstead

TEAM LEADERS

April Multanen
Business Services and Administration
Esen Uygun
Intake, MDC and After Hours Crisis Teams
Melissa Alloway
Footscray Team
Penny McDonald
Specialist Trauma Service Team at Dame
Phyllis Frost Centre

QUALITY ASSURANCE AND INTAKE OFFICER

Lesley Hyde

ADMINISTRATIVE STAFF

Alanna Smith
HR/Payroll Manager
Jessica Morrone (*resigned Mar 2019*)
Receptionist/Administrative Assistant
Michelle Kenney
Office Administrator for MDC and DPFC
Stephanie Tomasello
Receptionist/Administrative Assistant

COUNSELLOR/ADVOCATES

Carolyn Wilson
Eileen Mundy
Georgia Taylor
Jessica Krummel (*maternity leave Mar 2019*)
Julie Kruss
Kristina Sass-Nielsen
LJ (Laura-Jane) Singh
(*leave of absence from May 2019*)
Leahanne Schneider (*resigned Dec 2018*)
Lejla Arnautovic
Luciana Castagna
Mae Vincent (*resigned Jan 2019*)
Megan Mahon
Mira Chazan
Monica Karst
Narelle Fowler
Sophie Manente
Tamara Kolak
Tara Schintler
Tigist Kebede

THERAPY DOG

Goldie

AFTER HOURS CRISIS TEAM

Cindy Tarczon Crisis Care Unit Coordinator
Asha Acuoth
Cigdem Yilan
Marta Jones
Michelle Kozman
Ruqaya Almirgani
Senem Doner
Sonia Tomasiello
Sudha Narayan

CONTRACT AND CASUAL STAFF

Asha Acuoth
Intake Team support
Bianca Raffin
Student Placement Aug-Nov 2018
Cigdem Yilan
Intake Team support
Karen Woolford
Human Resources Consultant
Krista Multanen
Receptionist/Administrative support

Chair/Vice Chair Report

The Western Region Centre Against Sexual Assault is one of the fourteen Centres Against Sexual Assault (CASAs) across Victoria. Each CASA has its own identity (under the umbrella of CASA forum), and we share a range of approaches and values.

Over the year, WestCASA's Board has been continuing a process of redefining and clarifying these values. Late last year, the Board members committed to a day together, away from full time paid work and family life, devoted to a better understanding of each other, and what guides our strategic direction. The day was in addition to the significant contribution of time and energy they already give, demonstrating their serious commitment to their volunteer role.

When asked about the meaning of being on the Board one member responded,

"I truly care about the empowerment of women in society through the elimination of violence and trauma. I can do this indirectly by working at a strategic level within the Board, utilising my skills in change and project management." Helen

There were some key questions the WestCASA Board explored on our planning day:

- What is feminist governance?
- How do we know our decision making processes are collaborative and transparent?
- How does leadership maintain a 'power with' approach within a hierarchical management structure?
- How do we resist invitations to see more traditional/masculine governance practices as more credible/efficient and involving less organisational risk?

At the combined staff/planning day early this year, other value/practice areas that were highlighted included: a commitment to trauma feminist/rights focused practice, transparency in how we hold ourselves accountable at every level of the organisation, being responsive to changing community needs and how we privilege the experience and knowledge of service users, to name a few.

We also discussed how we can be more accountable to the diverse communities of people in the west who require our services.

As a part of this and to ensure the feminist position we take up is informed by understandings of intersectionality, it was felt that exploring inclusive service provision means looking at our own culture, internally, creating and strengthening our connections with the diverse communities of the Western region. Time and resources will continue to be committed to this vital process.

In the coming months we begin an active review of the Vision, Mission, Aims and Strategic goals of WestCASA, as the strategic plan of 2017-20 is due for revision.

The values and commitments expressed above will be some of those informing the development of a new plan for the coming 3 years.

This year has seen a number of changes to the WestCASA Board. Jenny Wilson, who had been on a leave of absence due to professional commitments, submitted her formal resignation in October 2018. Jenny had been a WestCASA Board member for eleven years, and a very able Chair for five of those. We sincerely thank Jenny for her formidable contribution and wish her all success in her future career.

We also said goodbye to Jodie Dawkins, who has been a member of the Board for six years. Jodie played a significant role, supporting our treasurer Jenny Elliott, in the transition of WestCASA to a new financial system which will serve us well into the future. Jodie has also left to take up new professional commitments.

It is wonderful to see so many able women progressing in their professional spheres.

Some special mentions to; Jenny Elliot, who gives consistently and generously of herself, in contributing to and reporting on the budget and daily finance, Kate Culmsee for her legal 'lens' and in her development of a relationship with her fellow lawyers at White and Case who have generously offered pro bono assistance with our legislative register, Jenny Elliot and Helen Barnes for furthering our discussions around corporate partnerships and Lauren Porter for her support and expertise in communications.

Chair/Vice Chair Report: 2

This year saw us welcome Mohana Mahadevan to the Board in February 2019. Mohana comes with particular experience in social work and intersectionality. When asked to comment on why she decided to take up the position when offered,

"I am on the WestCASA Board because I believe in the mission and values of the organisation and what it aims to achieve. I believe that women from diverse communities are not often represented on a Board and saw this as an opportunity to be able to do so in a collaborative environment." Mohana

Joanna Ellis is on a year's leave of absence to attend to work and family commitments, we hope to see her return in the new year.

The Board has been very capably supported for nine years, in the Secretariat role, by Michelle Kenney, who has now handed the baton onto Stephanie Tomasello. We would like to express our huge appreciation for all the work Michelle has done and to wish her well as she goes on to other responsibilities.

At this time last year WestCASA had just moved to the Wyndham Multidisciplinary Centre (MDC) and was in the process of settling into its new location. This year has been one of consolidation in our new premises, doing the ongoing work of sharing space, and creating opportunities to collaborate with key partners for the benefit of service users.

The ongoing focus on family violence by the State Government, and the recognition that more than 50% of our clients have experienced, or are experiencing, family violence, means that we are continuing to explore how to provide and resource services appropriately. A more progressive service model suggests a better integration of services, so there is an ongoing challenge to ensure high quality services, with a nuanced understanding of the similarities and differences of each theme.

WestCASA continues to develop new service provision and practice through work in the Dame Phyllis Frost Centre, with some of Victoria's most marginalised women.

This has included innovative ways of working, including pet therapy, which has been extremely well received.

The Body-Based Therapy program also continues its development. This lesser utilised and innovative response to trauma has become a part of the organisation's commitment to exploring new and effective ways of addressing the range of impacts on the 'very selves' of those who experience interpersonal trauma. We wish to acknowledge Zonta for their financial contribution for equipment that has supported the continuation of this program.

All of this work could not happen without our passionate and skilled Counsellor/Advocates, the hardworking and dedicated leadership of CEO Robyn McIvor and Clinical Services Manager, Susan Geraghty, ably supported by the Team Leaders and the Administrative staff.

We thank our funders, without whom we would not be able to continue to provide a high standard of therapeutic and prevention services.

We will continue to strive for the end to sexual violence, and in the meantime continue to provide quality services to the community.

Thank you to each member of the WestCASA team.

Each role in the organisation demands a dedication of heart and mind, and a determined professionalism to tackling the challenging 'justice work' that is sexual assault service provision and prevention.

JACQUI MORSE, CHAIR WESTCASA
AND MICHELLE WELLS, VICE CHAIR.

Report by Chief Executive Officer

WestCASA's planned move to the Multidisciplinary Centre, (MDC) in Wyndham occurred in July 2018.

Much of this financial year has been spent on establishment of IT systems, recruitment and further establishment of Leadership team and organisational roles, and developing of what initially appeared to be a somewhat bare building space into a warm, welcoming environment for diverse clients and staff.

I have appreciated the commitment, tenacity and goodwill of the WestCASA Leadership team and WestCASA staff as we have worked to establish this environment and continue outreach to Footscray and Melton and our work at the Dame Phyllis Frost Centre.

It can take quite some planning to have all the WestCASA team in the same place on the same day. We have continued to manage this with regular meetings, training and supervision on Wednesdays at the MDC. My thanks to Susan Geraghty's expert planning to make this possible, and to Susan for her clinical expertise, supervision and trauma informed clinical leadership of WestCASA staff.

WestCASA has required more infrastructure support as our staff group has grown. The team structure of WestCASA has been enhanced through the addition of a Business Services and Administration Team Leader, April Multanen.

The increased demands of the MDC Team Leader role has been recognised with the creation of a Project Officer Crisis Care Unit role, which Cindy Tarczon has very ably taken up. Strengthening of the Administration Reception team has occurred with Stephanie Tomasello and Krista Multanen coming on board. Michelle Kenney continues to support the MDC Administration team and is working on site at the Dame Phyllis Frost Centre, (DPFC), supporting our expanded DPFC trauma counselling team, which Narelle Fowler and Laura-Jane Singh joined this year.

Tigist Kebede moved from our MDC to our DPFC team this year to take up a vacated position. Susan's Clinical Services Management role is strengthened by Ursula Benstead moving to a Senior Advocate Clinical Services role and the internal supervision of WestCASA counsellors is now shared between Susan, Ursula and Melissa Alloway, Footscray Team Leader.

The support and expertise of Karen Woolford, our Human Resources Consultant, has been very valued in assisting with recruitment, updating of position descriptions, updating human resources policies, developing a performance appraisal system for WestCASA and providing specific training for the WestCASA Leadership team.

Thank you to the WestCASA Board and particularly to Michelle Wells and Jacqui Morse, who have continued to share the role of Chairing the Board. Thanks to them for their valued support to me, and to Jenny Elliot, WestCASA Treasurer for her financial oversight and expertise.

I am grateful for the continued commitment and wisdom of the WestCASA Board, for their involvement in WestCASA events, WestCASA planning days and separate Board development sessions and contribution to Board policy development, risk management, strategic planning and links to other sectors that support our work.

WestCASA continues to appreciate our funders, Department of Health and Human Services and the collaborative relationships that have continued with Jane Turner, Louise Walker, Sarah Sanders and Megan Andison.

We have appreciated additional 1-year counselling funding this year to assist to address sexual assault counselling waiting lists.

Our Sexual Assault Services funding enables us to continue our intake at MDC, counselling service delivery across three sites, crisis care work, community education, secondary consultation, Body Based therapy at two of our sites, Group work, and furthering collaborative partnership development within the MDC and the Western region and with CASAs across Victoria.

CEO Report: 2

The inextricable link between sexual assault and family violence is demonstrated as **58% of clients** have experienced family violence in addition to related and/or unrelated experiences of sexual assault, an area that I am continuing to discuss with DHHS.

We value our ongoing relationship with the **Western Hospital**, collaborative partnership in the Crisis Care Unit and the hospital's inclusive consultation with WestCASA regarding the new hospital building and location of the Crisis Care Unit.

WestCASA has appreciated the continuing and increased funding from Department of Justice and Community Safety and the work of **Jason Bujaki**, **Kelly Richardson** and their team. Our DPFC team has expanded to include further counselling and intake roles, enabling further counselling to occur at DPFC, more training of DPFC staff and more groupwork. **Penny McDonald** continues to lead the wonderful work of the DPFC team, with very positive acknowledgment from the women who access the service and the DPFC Corrections staff.

Melissa has continued to provide excellent leadership for the Footscray Team in their specialised therapeutic counselling work and offering intake sessions. Melissa has also provided some staff supervision, co-ordinates WestCASA's community education and has provided sessions for Western region school staff within the Respectful Relationships Program in conjunction with our Gatehouse colleague Pauline.

Esen Uygun has worked tirelessly this year in assisting the MDC Intake team to streamline processes in intake, developing a manual for this work and in planning for coverage of intake on all weekdays with an enhanced intake team. This team has continued to provide phone intake and increased the face to face intake at the MDC. Esen has continued to develop our partnerships with other service providers in relation to our Crisis Care Unit, and developed partnerships with our MDC colleagues.

April has continued to develop the WestCASA budget, oversee our finances, go the extra mile in working out what resources will work for our staff at the MDC and has mentored new Administrative staff into their roles.

Ursula Benstead, who has worked with WestCASA for many years, moved to a Senior Counsellor/ Advocate position this year to support the supervision, staff training and policy work of the Clinical services area.

Radhika Santhanam-Martin has provided reflective training for staff and WestCASA board as we consider our work together and specific supervision for our DPFC team, as we recognise the particular challenges of this work.

I am very appreciative of the input into the Leadership group by all Team Leaders and Clinical Services Manager and the expertise that they provide to WestCASA and their teams.

I have been humbled and delighted by the support of a number of individuals and organisations for WestCASA in the last year. The fundraising and submissions that we have received this year, enhanced the work of WestCASA and enabled us to make the environment of our locations more welcoming to diverse clients.

The financial year started with a Design Jam, facilitated by **isobargood**. This was held at the MDC before we had moved into the building and was attended by WestCASA staff, isobar staff, our MDC partners, and Werribee community members. I am very grateful to isobar for this opportunity.

The probono work of the isobar team enabled an enriching and creative discussion and design of possibilities to address the question of "How might we normalize talking about sexual assault for the Wyndham community, so that we can stop it before it starts?"

Felicity and Maddison, two community members donated almost \$1,000, their fundraising effort through the Melbourne Marathon. We have been grateful for the initiative taken and the energy to run the Melbourne marathon. This money supported the development of resources for our Body Based Therapy room.

CEO Report: 3

The Zonta Club of Melbourne's West have thoughtfully contributed to WestCASA and particularly to our Body Based therapy program with a financial contribution enabling the purchase of resources for the Body based therapy equipment. Zonta have provided a beautiful plaque acknowledging the impact of sexual abuse on women and supporting our Body Based therapies. Thank you particularly to Faye Juetz, a longstanding member of Zonta and Karen Russell, President, for this support.

Yoga Design Lab Australia donated yoga tights for our Trauma informed yoga group, held at Yarraville Yoga. This donation has been greatly appreciated and enabled WestCASA clients to more readily attend Trauma informed yoga sessions.

Michelle Partridge, a community member, organised a community film fundraiser for WestCASA in May 2019. These funds will be used in the next financial year to purchase resources to assist to make our work environments more welcoming and accessible to LGBTIQ clients. Pronoun badges and specific flags are the beginning to this. As we undertake "How to" workshops to consider Rainbow Tick accreditation, there will be further resources needed.

Helen Barnes, a member of our Board, was successful in a submission to Metro care for funding to support our work. These donations and contributions really enhance our work at WestCASA and are received very gratefully.

We are very grateful for the continued support of Restoring Hope for the provision of packs of clothing, toiletries and a teddy and phone and myki card resources for our clients following the trauma of a recent sexual assault.

Thanks to St Vincent's Private Hospital staff for the Mother's day pamper packs which were gratefully received by the participants of our Strength to Strength group.

WestCASA have been very fortunate to have the offer of probono work from White and Case legal firm, to review and update our legal compliance register. I look forward to working on this together in the next financial year and am very grateful for this expertise to be provided.

Thank you to Karen Parish and Yelda Adal-Hall, our art design team, who have sourced and placed artwork throughout the waiting rooms, client areas and conference rooms. I appreciate the contribution that several of our clients have made to this artwork and the beautiful coloured tiles enthusiastically provided by Seabrook Primary School Grade 1 students in our waiting area. The MDC artwork will continue to grow as we work to establish a space for our clients that is healing, welcoming and inclusive.

Research work has started to bring together the evaluations of the trauma informed Body Based therapy work that WestCASA counsellors Georgia Taylor and Tara Schintler have coordinated for some years.

This research is funded through a donation from Sarah Radcliffe, one of our earliest staff members. This year has seen both Shiatsu and Yoga sessions held at the MDC and Radcliffe House, Footscray, led by our long-term therapists, Alex Caldwell and Claire Pritchard. WestCASA has continued to support our clients to attend Yarraville Yoga, run by Claire. This provides an opportunity to attend a trauma informed yoga group in the community.

WestCASA's first Strength to Strength Group at the MDC was held this year, with Ursula and Megan Mahon leading the group. The evaluation by participants was extremely positive, a wonderful addition to the trauma counselling work of WestCASA counsellors and a further option for promoting healing and recovery from sexual assault.

WestCASA's maintenance audit in February 2019 was similarly positive to the three-year audit, with great leadership from Lesley Hyde, governance knowledge and input from our Board Chairs, positive involvement from staff and experiences of WestCASA contributed by several clients.

CEO Report: 4

Our brochures and information booklet have been updated since the move to the MDC with input from Susan Geraghty, our Clinical Services Manager, and our counselling team and co-ordination by April. These include our new contact details and information for our clients in relation to information sharing. Lesley has continued to update and improve our quality management system and to work with myself and the Board regarding policy updates and risk register alignment.

Our planning days in March this year provided an opportunity for staff and Board to reflect on the many changes that WestCASA has undergone in the last year or so, where we are heading and to start to combine our values into core areas and set directions for our focus.

This work will assist as we start to develop our next strategic plan. The planning days brought together the diverse areas of our work and gave opportunity to learn from each other and celebrate these.

Eileen Mundy supervised our first student placement at the MDC with Bianca Raffin a final year Social Work student from Latrobe University contributing to the Intake team and developing the Intake resource list. Bianca has continued to be involved with WestCASA past her placement and is managing a bands event fundraiser to be held in October.

The WestCASA Enterprise Bargaining Agreement was voted in unanimously by staff this year and submitted to Fair Work Australia.

WestCASA staff enjoyed a Christmas team building event and shared lunch/feast at FreetoFeed, in Northcote. This was an amazing culinary experience, with our Tamil and Assyrian Iraqi chefs sharing recipes and stories from their country of origin and directing the chopping and mixing.

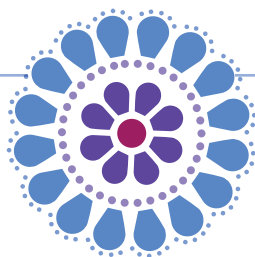
As we further explore intersectional work and ways of increasing accessibility for vulnerable client groups, we have undertaken training through Rainbow Health Victoria in "The Dark side of the Rainbow", and WestCASA staff are involved in the "How To" workshops to enable us to work toward Rainbow tick accreditation.

Our Trans and Gender diverse working group has been leading our staff in appropriate and sensitive languaging and practices around pronouns. We have started to meet with Aboriginal services and to consider ways that we may enhance relationships and referral pathways. Our team building day at Narana Aboriginal Cultural Centre, Geelong, in June also assisted us in our learning.

Now that we have been in the MDC for a year, there has been some time to get to know our partners, work on the Wyndham MDC Local Governance Agreement, share a wonderful Christmas and Easter morning tea and most importantly, develop our practice to work together collaboratively for our clients. The most inspiring element of the work for me is seeing this develop and optimizing windows of engagement with clients that might be lost if we were not working in the same building.

I look forward to further collaborative work with our MDC partners and continuing work with our external partners.

ROBYN McIVOR,
Chief Executive Officer of WestCASA



VISION

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

MISSION

To promote the recovery of all people who have experienced sexual assault and to strive for a world free from violence and family violence in collaboration with family violence services.

AIMS

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

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

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

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

We support and encourage people who have experienced sexual assault and related family violence 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 and related family violence continues to occur.

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

We will focus on the gendered nature of sexual assault and related family violence 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 and related family violence and how these can be prevented.

KEY THEMES:

a. Participate in regional prevention of violence against women activities.

Walk Against Violence

WestCASA staff participated in The Walk Against Violence, held on a very wet day in November 2018. This event is an important reminder of the number of women and children who are killed by their partners across Australia and the harsh reality that there is still much work to do in the Prevention of Family Violence and Sexual Assault area. It is also an important event for WestCASA to be part of the bigger picture of prevention work.

Western Integrated Family Violence Committee

Robyn has continued to be a member of the Governance Group of the Western Integrated Family Violence Committee, specifically representing Sexual Assault Services in this group. The Governance Group has continued to support the regional family violence prevention priorities and the work of the Principal Strategic Advisor.



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

- Melissa and Lesley have delivered several sessions of training throughout the 2018-19 year to Victoria University. These sessions provided support and information to Student Transition Mentors on Gender-Based Violence and Responding to Sexual Assault Disclosures.
- Mae represented WestCASA on a You the Man Q&A Panel at Hoppers Crossing Secondary College.
- Melissa, in partnership with Pauline from The Gatehouse Centre, provided Respectful Relationships Training for teachers, school staff and school nurses.

c. Engage people who use our services in social action.

During the 2018-19 year WestCASA has provided a great deal of community education and has been involved in extensive planning for social action events to take place in the upcoming financial year. These include the reinstatement of WestCASA's Spring Breakfast, a Smoking Ceremony for the MDC and an awareness-raising bands event.

Strategic Goal: Partnerships

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). This includes the Gatehouse Centre, Victoria Police (Sexual Offences and Child Abuse Investigation Teams – SOCIT and the Westgate Family Violence Unit) and DHHS Child Protection.**

Move to MDC

Since our move to the Wyndham MDC in July 2018, WestCASA's Intake team has been developed and further resources allocated to enable telephone intake, face to face intake and Crisis Care response.



Enhanced intake has also been planned with the aim of a more immediate response to our partner services where it would be a beneficial for a client of another service to have an immediate introduction or warm referral to WestCASA.

The development of smooth referral processes between services has been very beneficial for our clients and enabled accessing resources more readily. There have been shared Christmas and Easter morning teas at the MDC as an opportunity to meet with our partner services and shared forums to discuss and share our work.

MDC Local Governance Group - organisations working together

Robyn and April have continued to be a part of the Wyndham Local Governance Group, working on our local agreement, sorting through building issues and working to enhance collaborative partnerships. Robyn has continued to be a part of the State-wide Operational Reference Group and provided input to the planning for the State-wide practice forum, held in February 2018. The forum considered current practice and collaboration in MDCs.

Crisis Care Unit

Robyn and Esen have met regularly with SOCIT, VIFM and the MDC Co-ordinator to further the development of the Crisis Care Unit at the Wyndham MDC.

- 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.**

We have good working relationships with Sunshine Hospital and VIFM. This year has been busy as usual. We have received positive feedback from our clients regarding the services that they received from WestCASA. We have appointed a new CCU co-ordinator Cindy Tarczon who leads and provide training to the team when it is required.

Sunshine hospital is re-building to increase bed and service capacity. WestCASA will have bigger (3 rooms) CCU which can offer space to SOCIT. The hospital will be completed in 2021.

WestCASA has valued the timely and regular consultation and ongoing commitment of The Western Hospital, during planned redevelopment of the hospital at Sunshine and the Crisis Care Unit space.

Strategic Goal: **Partnerships**



KEY THEMES:

- 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.**

CASA Forum Planning Days

Robyn has continued to be an active member of CASA Forum, valuing the shared wisdom of the CEOs/Senior Managers of CASAs across the State, and the enhanced work that is made possible through a specific Policy Officer and MARAMIS Project Officer.

The environmental changes stemming from the Royal Commission into Family Violence such as new Information Sharing schemes and new family violence assessment processes, have been facilitated by a specific role within CASA Forum. Our Policy Officer role has co-ordinated responses to further reviews and Royal Commissions.

Regular meetings of Family Safety Victoria with CASA Forum, has assisted our work together. The regular consultations from CASA partners enables collaborative work to continue and for the CASA Forum members to remain informed of the advancements within our sector and related sectors.

Contribution to Mental Health Royal Commission

WestCASA counselling staff have contributed to the Mental Health Royal Commission and to requests for practice examples of work that shows the intersection of our work with sexual assault issues and other areas such as family violence or mental health.

Corrections Victoria

We continue to build our relationships with Corrections Victoria in the delivery of specialist trauma services in DPFC and across the state with our CASA network.

- d. **Continue to build our relationships with Corrections Victoria in delivery of specialist trauma services in DPFC.**

The Prison Specialist Trauma Counselling program

The prison work continues to flourish and evolve. This year we have run three Understanding Trauma Groups with the assistance of Goldie the Therapy Dog. She has become a hit with the women and a well-known member of the WestCASA Team. We have also delivered four training sessions to the Custodial Staff around understanding trauma and the impacts it has on the lives of women incarcerated at DPFC.

The DPFC Team continue to work hard at attending to the extensive waiting list and we do our best to meet every woman who refers to our service. There are women that we unfortunately do not get to meet due to the quick turnaround from being remanded to being released from custody.

To help us reduce the number of women we miss out on seeing, the DPFC Specialist Trauma Service (STS) was extended to provide an extra Counsellor/Advocate (0.8EFT) and a dedicated Intake Worker (0.7EFT). This has addressed the issue of women being made to wait up to five weeks for an Intake Appointment to approximately two-three weeks.

The Intake Worker has also been able to follow through on referrals to CASAs in the community which includes advocacy and collaboration with services both in prison and post-release.

Strategic Goal: Partnerships



KEY THEMES:

d. Continue to build our relationships with Corrections Victoria in delivery of specialist trauma services in DPFC.

The Prison Specialist Trauma Counselling program

Family violence and homelessness remain the two major factors in the high risk of women returning to prison and this is something we continue to discuss within the prison as well as with the Department of Justice and Community Safety (DJCS).

There are currently two Family Violence case workers attending DPFC once a fortnight from Good Shepherd, which is not enough, but it is a start. WestCASA has already collaborated with their service to support women exiting prison into safer situations, however, this is still a massive identified gap.

WestCASA remains a strong and respected team out at the DPFC. We maintain a steady presence at the CPRP meetings with other clinical services each week and we continue to strengthen our relationships with others services such as the Aboriginal Welfare Officers (AWO), the Multicultural Liaison Officer (MLO), the Diversity Coordinator, the Offender Programs Coordinator, and the custodial staff stationed in the Programs area.

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

The collaboration of the Western network with the Deakin University through the Sexual Lives and Respectful Relationships (SL&RR) ended this year. The feedback provided by participants and peer educators that attended the program overwhelmingly asked for more information on how to engage in healthy relationships and said that this part was lacking in the program provided.

The Western network has now amalgamated with the Northern network and, on suggestion from Women with Disabilities Network, has taken a new name Diversexy.

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's partnership with Yarraville Yoga has continued. We have increased our resourcing of this program to ensure accessibility for our clients. The program continues to provide a wonderful opportunity for our clients to move into a community-based trauma sensitive yoga group.

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

Elizabeth Morgan House

Throughout the year we have met with staff from Elizabeth Morgan House, VACCA and members of the Dhelk Dja to introduce them to the Multi Disciplinary Centre and to continue our professional relationships with Aboriginal services

Acknowledgement

In working to be a more inclusive and diverse organisation, WestCASA has developed our policy and practice to ensure that an Aboriginal Acknowledgement occurs before every WestCASA meeting.

In working to be inclusive of Aboriginal and Torres Strait Islander people, we have included Aboriginal and Torres Strait Islander flags across all our sites. We are planning a Smoking Ceremony, welcome from an Aboriginal elder and a Wuthering glass plaque to be placed in our Reception area at the MDC.

Regular meetings with VACCA have occurred to discuss ways of working together further. Our WestCASA Team Building Day was held at Narana Aboriginal Cultural Centre in Geelong.

Strategic Goal: Partnerships



KEY THEMES:

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

Dhelk Dja

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

Sisters Day In

Mira and LJ participated in the 'Sister's Day In' at the 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 services that are available both in and out of prison for Aboriginal women. There were opportunities for pampering where the women could have their hair and nails done and receive massages, as well as participate in making art at craft stalls and enjoy a good yarn.

All this provided the women with a space to connect with each other and to chat to workers, gather more information about services and link in on their own terms. WestCASA workers attended and joined in on the activities - although neither of them won the dance competition this year!

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

Diversity Working Group that came out of Planning Day

After a year in the MDC, we are starting to meet with services and communities within our region and our clients from diverse backgrounds are increasing. We have been fortunate to start to begin to employ staff from diverse backgrounds and to start to expand our Board in this area also.

A Diversity Working Group has been established within WestCASA, which is still establishing its parameters. It is currently focused on finding ways to support the organisation in addressing issues regarding inclusiveness, cultural diversity and racism in the workplace.

We are also planning a Social Work placement to map the communities and services in the Wyndham area and to look at how to enhance access to our services.

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

We continue to participate in the Indigenous Family Violence Regional Action Group, now known as Dhelk Dja. The name change has come about through the name of the new 10 year Aboriginal Family Violence Agreement which is: *Dhelk Dja: Safe Our Way - Strong Culture, Strong Peoples, Strong Families* (Dhelk Dja pronounced 'Jelk Jah').

Following the launch in October 2018 of *Dhelk Dja: Safe Our Way - Strong Culture, Strong Peoples, Strong Families*, three year rolling action plans will be developed and from that, regional action plans will be developed to align with the statewide plans. We look forward to these developments and will support the action plans as they are progressed.

Strategic Goal: Partnerships

KEY THEMES:

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

Diverse Communities & Intersectionality Group

Robyn has continued to attend the Diverse Communities and Intersectionality Working Group, specifically with the lens of women exiting prison and to be consulted regarding intersectional resources that are being developed by Family Safety Victoria. These resources will be welcomed by WestCASA.

Design Jam, facilitated by isobargood

The Design Jam was held at the MDC before we had moved into the building and was attended by WestCASA staff, isobar staff, our MDC partners, and Werribee community members.

The probono work of the isobar team enabled an enriching and creative discussion and design of possibilities to address the question of: *"How might we normalize talking about sexual assault for the Wyndham community, so that we can stop it before it starts?"*

Through a design process, small groups developed a concept and solutions for how to present this to the community.

The event was a wonderful opportunity to develop creative thinking strategies, explore prevention and reduce the limitations that can occur when we are working in the area of sexual assault and family violence daily.

This was a real reminder of how useful it is to draw on the expertise of our design colleagues and that we can all be creative and develop diverse solutions.



k. 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).

- Megan and Tara provided Victoria University Social Work Students with training in Sexual Assault and Trauma Informed Practice
- Esen and Mira provided Catholic Care with training in Responding to Sexual Assault Disclosures
- Melissa provided McAuley Services with training in Trauma Informed Practice
- Esen and Melissa provided Werribee Mercy Mental Health with training in Responding to Disclosures.

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 and related family violence. 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 and related family violence.

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 our staff.

Professional Development attended by WestCASA Staff in 2018/2019

ACT MINDFULLY
Introductory Workshop (ACT Training: Part 1)

BLUE KNOT
Trauma-Informed Transgender and Gender Diverse Affirmative Care

BOUVERIE CENTRE
EMDR and Internal Family Systems Workshop

CASA FORUM
A synergetic approach to working with pre-teens and teens in play therapy
ACT Trauma with mind and body
Amber Gray – Advanced Somatic Psychology
Eating Disorders in context of sexual assault
Integrating Trauma Theory with Anti Oppressive Practice
Sand Play Therapy (Advanced)
Trauma and Resistance: Innovative Responses to Oppression, Violence and Suffering
Trauma and the moving body

CASA FORUM/DOMESTIC VIOLENCE RESOURCE CENTRE
Smart safe: Digital safety, family violence and risk assessment - Masterclass in supervision

DELPHI CENTRE
Risky business – working with compulsive and self-endangering behaviours in trauma survivors
Working with Complex Trauma: The Snow White Model

DRUMMOND STREET SERVICES
Queer Feminist Approach to Practice in LGBTQI and Family Violence and Intimate Partner Violence

DOMESTIC VIOLENCE RESOURCE CENTRE
Case Notes / Family Violence and the Law
Renewing Practice: CRAF to MARAM

FUTURE SOCIAL SERVICE INSTITUTE, RMIT AND FAMILY SAFETY VICTORIA
Leadership Intensive seminars (4)

KATHY L KAIN – SOMATIC EXPERIENCING
Touch Skills for Therapists

LATROBE UNIVERSITY
Masters in Clinical Family Therapy

SAFER FAMILIES CENTRE FOR RESEARCH EXCELLENCE
International Domestic Violence and Health Conference

SOMATIC EXPERIENCING AUSTRALIA
Resilience and Self-regulation; Complex Trauma
Touch Based Methods for Early Trauma and Trauma Structures

SENSORIMOTOR PSYCHOTHERAPY INSTITUTE
Sensorimotor Psychotherapy Masterclass

ST JOHN'S AMBULANCE
First Aid Certificate

TATRA
Hardwiring recovery with mindfulness and neuroscience. Applications for mood, trauma and addictions

THE BYRON CLINIC
Trauma, Neuroscience and the Evolving Therapy of Traumatized Children and Adults

ZOE BELLE GENDER COLLECTIVE
Trans and Gender Diverse Inclusive Practice

Strategic Goal: People

KEY THEMES:

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

External Supervision

WestCASA's strong commitment to supporting staff is demonstrated through monthly individual, peer and group supervision. Carolyn Stewart and Lisa French have provided monthly group supervision that is client focused, promotes personal reflection and also explores the therapeutic relationship.

With our expanded team of counsellors, Melissa and Ursula are now part of the supervisory team and are providing individual clinical supervision to staff. Having a team of supervisors has meant that counsellors are able to be supported as needed.

In addition, the monthly peer supervision sessions have allowed the staff to share their wisdom, experiences and importantly their dilemmas. Staff have benefited enormously from the sharing of their therapeutic experiences and this has assisted in the consolidation of new learnings and approaches.

Supervision for DPFC staff

The team are all supervised one-on-one with one of the clinical supervisors at WestCASA and continue to utilise their Team Leader for debriefing and support each other as well. This is a reflection of a team that is diverse in their work but can support one another through the complex and sometimes heavy work of the Specialist Trauma Service in prison.

The complexity stems from working within an institution that can work against the healing of women and this can make burnout a high risk factor in this unique role. In acknowledgement of this, the DPFC Team attend monthly supervision sessions with an external supervisor to explore this in a safe and held space. This continues to receive positive feedback within the DPFC Team and will continue into the next financial year.

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

Team Day June 2019

WestCASA enjoyed a wonderful day at the Narana Aboriginal Cultural Centre in Grovedale. "Narana" means Listening and Learning. It is this concept of "Listening and Learning For Life" which underpins Narana's mission to promote greater understanding of Aboriginal Culture and history.

We participated in an education session and activities that included boomerang throwing and a walk through the gardens.

We were also treated to a delicious morning tea and lunch, inspired by native ingredients and Indigenous flavours. Very restorative!



Strategic Goal: People



KEY THEMES:

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

Planning Days

WestCASA's Planning Days prioritised the value areas that underpin our work and these areas will be considered further in strategic planning for the future:

- Working within a trauma focused, feminist and rights-based framework.
- Prioritising safety for people who have experienced sexual assault and related family violence.
- Supporting our clients to have control over their decisions and lives.
- Increasing our inclusiveness and the challenges of holding difference.
- Valuing diversity in the team, our service users and the community in which we are based.
- Valuing transparency and accountability in our operations, practices and partnerships.
- Responsiveness to the changing needs of our community (and the changing policy and funding environment).
- Learning from challenges.
- Acknowledgement of 'lived experience' of our clients.
- Recognising and valuing good governance of a therapeutic service.
- Our role in changing community attitudes towards family violence and sexual assault.
- Valuing and supporting clinical expertise and using the wisdom of our clients to improve service delivery – keeping us at the forefront of therapeutic practice and knowledge.

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

We continue to receive, and circulate to one another, positive feedback and stories of resilience and inspiration from our clients. We have received inspirational poetry from a client and throughout the groups have assisted clients to develop their own strength-based resources.

WARRIOR by @tarrashere

Take the paranoia they left in you,
All the fear and hopelessness,
Build yourself a suit of armour and remember,
You are enough, you are enough, you are enough,
Take the blade they buried in you back,
All the pain and loneliness,
Turn it into a sword and remember,
You deserve better, you deserve better, you deserve better,
Take the silence they suffocated you with,
All the tears and anxiety,
Turn it into a war cry and remember,
You deserve better,
And above all,
You have survived,
Worse than this has come for you,
And even if you sometimes curl in on yourself and forget to breathe,
You have survived,
You will survive,
You're a warrior.



BREATHE (keep practicing it until you can feel the difference)

REMEMBER PRESENT TIME (don't just think about past or future because you will miss the present, be in the moment)

ACKNOWLEDGE your VULNERABILITIES but don't be ashamed of them

REMEMBER that THINGS CAN GET BETTER

Go for a WALK

Practice SELF-COMPASSION

MEDITATE

Be MINDFUL – Don't stress over something you don't have control of

Stay FIT AND HEALTHY for good mental state, EXERCISE

Be HOLISTIC – Try a bit of everything

Don't forget to SMILE AND LAUGH

Appreciate the POSITIVE THINGS

FEELING IS LIVING

Learn how to GROUND YOURSELF

Stop and CLEAR YOU MIND of all things, take deep breaths, BREATHE IN THE GOOD AND POSITIVE AND BREATHE OUT THE BAD AND NEGATIVE

LOVE YOU 4 YOU

Love and accept who you are and STAND UP FOR YOURSELF AND BE KIND TO YOURSELF

Drink more WATER

DO YOUR BEST and LOOK AFTER YOURSELF

RELAX

You are as IMPORTANT as others, do you before anyone else

HELP YOURSELF and you can help others

Prayer/FAITH

FORGIVE YOURSELF

Think of the good/nice things that you have done today for others

For me, it's SPIRITUAL TREATMENT, taking long walks up and down the beach, taking kids to the park.

Get enough SLEEP daily, EAT healthy and fresh

Relax, CLEANSE INNER SELF

TIME OUT, use mindfulness for here and now

Surround yourself only with people that practice these things

It can only rain for so long, until the sun's back shining. It never lasts forever, NEVER GIVE UP!

Make sure you LEAVE TIME FOR YOURSELF as well as the other

Take your medication

DON'T AVOID THINGS so that they build up and escalate

You are OK

TALK TO PEOPLE instead of bottling things up

Find LOVE inside yourself for YOURSELF

Always BELIEVE IN YOURSELF

Just keep swimming

Allow yourself to have TIME TO just DO NOTHING

Put BOUNDARIES in place, for people, tasks

SPLURGE (indulge in your passions)

Think before you act

LIVE LIFE TO your FULLEST potential

Turn your WOUNDS INTO WISDOM

Kindness matters

Being DIFFERENT IS a GOOD thing

Do YOGA EVERY DAY

Learn to RESPECT YOURSELF

DO at least one GOOD thing every day FOR YOURSELF

Listen to MUSIC

Cook

Run

Drive

Paint

In order TO SEE FORWARDS, you must STOP LOOKING BACKWARDS



KEY THEMES:

- 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.**

Counselling Model

As a result of our move to the MDC and developments in the family violence and sexual assault service systems in August of 2018, WestCASA embarked upon a redevelopment of our therapeutic responses to our clients. Our aim was to ensure WestCASA continues to provide professional, trauma informed, consistent, compassionate and timely services to clients and the wider community.

WestCASA embarked upon a whole of staff process to reflect upon ethical approaches to our clients including our initial therapeutic response as well as ongoing counselling practices.

During these discussions, we decided to update our Intake and assessment processes and forms to be more trauma informed and responsive to the immediate needs and the complexities of our clients' lives.

Face to face intake appointments were suggested to:

- meet the client at the time of their request,
- connect the client to the service,
- address immediate concerns,
- assess their capacity and readiness to attend ongoing counselling and
- assess whether a short-term engagement might be appropriate.

It is hoped this approach will assist in reducing our long waiting list which supports all our clients.

Suggestions were also made regarding case allocations, flexibility in provision of support to family members, and clarity re the return of clients after 18 months.

To date we have implemented the following changes and we will continue to develop and evolve - always with the client at the centre of our response.

- Additional Intake Counsellors have been allocated to provide Intake services at the MDC.
- The existing WestCASA Intake counselling team will be supported by WestCASA MDC and Footscray Team staff in providing face to face intake appointments at the MDC
- Providing secondary consultations at the MDC and Footscray.
- Intake appointments are now face to face and are conducted both at the MDC and at the Footscray site by Counsellor/Advocates.
- Waitlist has been transferred from paper to electronic records.
- We are now recording assessments and case notes electronically and will further progress into 2019-20.

Family Violence Information Sharing Scheme

CASAs have been identified in the first tranche of services to be involved in the Family Violence and Child Information Sharing Schemes. WestCASA is both a Risk Assessment Entity (RAE) and a Family Violence Information Sharing Entity (ISE).

We have developed new processes and procedures to respond to the additional requirements of these new schemes. In our commitment to be transparent with clients the requirements of the schemes are provided to clients when they first contact WestCASA.

In addition we have updated our information booklet (our "purple book" as we call it) and this is provided to clients when they attend counselling. This provides clients with written documentation explaining the schemes and this agency's responsibilities to adhere to the legislative requirements and clients' rights regarding privacy and safety.

Strategic Goal: People



KEY THEMES:

- 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.**

How2 Training

Robyn and Georgia participated in the How2 Training, which supports organisations to become LGBTQI Inclusive and work towards Rainbow Tick Accreditation. This is achieved through training sessions which encourage collaboration and the creation of a 'community of practice'.

Robyn and Georgia attended 4 all-day training sessions between March and August 2019, and as part of the training undertook a staff survey, informal agency audit and presentation. The trainings were a really great learning space and provided guidance, support and opportunities to share and learn with a wide variety of other organisations.

Sydney Road Community School

Sophie engaged with the Sydney Road Community School - Trans and Diverse Gender Working Group who created pronoun badges for WestCASA staff and clients to wear in support of clients, staff and visitors from the transgender community.



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

Robyn continued to work with WestCASA staff and their representatives on WestCASA's Enterprise Bargaining agreement and was relieved to have a unanimous vote and for the EBA to be sent to FairWork Australia. The process took some time and the EBA was not finalised in this financial year.

- g. **Continue to explore opportunities that enhance financial sustainability.**

Robyn has continued to work with April, Bhavna Joshi our external accountant, and Jenny Elliot, Board Treasurer, in budgeting and financial reporting processes to ensure accuracy, accountability and transparency.

- h. **Continue to build and enhance governance capabilities.**

Robyn has continued to value the support and expertise of the WestCASA Board and to meet regularly with Jacqui Morse and Michelle Wells.

WestCASA has valued input to the Board by Mohana Mahadevan who has recently joined. During the year we farewelled Jenny Wilson and Jodi Dawkins, long term Board members, and Joanna Ellis took a leave of absence from the Board. Robyn valued participation in the Board development day and participation of WestCASA Board members in WestCASA's planning day, maintenance audit, fundraising activities and WestCASA events.

- i. **Strengthen data collection and reporting capabilities.**

The move to a paperless system began in May 2018 with extensive planning, training and review processes in place around this. WestCASA is settling into this and learning together!

Strategic Goal: People



WestCASA staff enjoyed a Christmas team building event and shared lunch/feast at FreetoFeed, in Northcote. It was an amazing culinary experience, with our Tamil and Assyrian Iraqi chefs sharing recipes and stories from their country of origin and directing the chopping and mixing.



We talked about it, talked about it, talked about it, a major effort it did prove,
When finally we made the move.

How many items can be amounted in 30 years,
Many we saw as we packed up for new frontiers.

Our beautiful house in Footscray, it's still our place,
And provides a more quiet counselling space.

Our DPFC team continue to assist their clients to grow,
With a commitment and energy that we all know.

Meanwhile at the MDC, there is a new rug, artwork, or garden to explore,
And each week we get less surprised at what is outside each door.

The morning teas continue and with many staff there is no waste,
The menu has expanded to find foods with no gluten, no dairy, no fructose and
still a great taste.

The chairs go up and down and move to where-I am hazy,
It's necessary for the clients I am told, but really is it just to drive the CEO crazy?

The possibility of another self-audit sent me screaming,
Fortunately it is contained and I was just dreaming!

It seems that despite some initial concern about risk,
Recovery was brisk,

And Goldie, our therapy dog, all adore,
Such that there may be an imminent move to the third floor!

This year our wonderful staff and Board have continued and we have welcomed
new members to our crew,
I am grateful for the wonderful women that we drew.

I have participated in a couple of social activism walks where my hands have
turned blue,
However the very positive experience of getting to know my colleagues, is true.

A trip with Susan recently to Geelong, has convinced her of my wonderful sense
of direction,
And really it is navwoman who gets it wrong!

As we complete 2018, thank you for all your hard work and commitment to
WestCASA, great women that I hold dear,
And I wish you all a Happy Christmas and New Year.

Strategic Goal: Provide and Promote Services

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

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

- Handler and Therapy dog team Lejla and Goldie have continued working with clients in individual sessions with lots of positive feedback. This work has mainly been in the area of grounding and relationship building.
- Goldie has been greeting other clients in the Footscray reception area as well and providing soothing and comfort prior and post counselling sessions.
- Goldie has also been providing support for staff present in the office on her workdays.
- Handler and Therapy dog team have co-facilitated two 8 session groups at DPFC this financial year.
The feedback regarding having a Therapy dog during group sessions has been consistently positive, particularly in the area of emotional regulation support and relationship building.
- Handler and Therapy dog team will be participating in the additional training in the next financial year.
This training should lead to the advanced therapy dog certification. The team will also attend masterclass in trauma work.



Therapeutic approach

Counselling Model – How we work with sexual assault and family violence and why

The recent Royal Commission into Institutional Childhood Sexual Abuse and the recommendations of the Victorian Royal Commission into Family Violence has brought the sexual assault and family violence service sectors closer together. WestCASA welcomes this development as we recognise that much of the work we undertake with people who experience sexual assault, has some context or connection to experiences of family violence.

Significantly, all CASAs have been identified in the first tranche of services to be involved in the Family Violence and Child Information Sharing Schemes. WestCASA is both a Risk Assessment Entity (RAE) and a FV Information Sharing Entity (ISE). This has required significant resources to ensure we are across all the legislative and practice requirements of our role as an ISE and RAE and to support our staff in adapting to the changes.

We have been actively participating in forums, focus groups and training and have developed new processes and procedures to respond to the additional requirements of these new schemes. We are an active and recognised essential service in the family violence service system response.

Strategic Goal: **Provide and Promote Services**



KEY THEMES:

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

Our counsellors are familiar and skilled with working with the challenges a complex trauma history presents. For three decades WestCASA has been providing therapeutic interventions for family violence and sexual assault survivors. In line with best practice recommendations we work with all relational traumas when a sexual assault client presents with a complex trauma history (Kezelman & Stavropoulos, 2012). This is the ongoing focus of our work.

WestCASA provides more than generic 'supportive counselling'. We are a relational trauma specialist service with a sophisticated therapeutic framework and a well-trained and supported diverse staff of counsellors. From a systemic foundation of universal human rights and intersectionality, WestCASA provides therapy that prioritises building a strong therapeutic relationship which research has consistently shown to be the most powerful intervention in healing from all relational traumas, such as family violence (Duncan, Miller, Wampold, & Hubble, 2010).

WestCASA is well placed to provide trauma specific therapy to individuals in our community who are struggling with the impacts of family and/or interpersonal violence. WestCASA practice has kept pace with clinical developments and research in the field. The foundation of our service is one of intersectionality.

We acknowledge that there are many factors such as gender and gender diversity, sexuality, culture and ability level that can create greater vulnerability to experiences of intimate partner, family and sexual violence. We are trained in delivering responses to family and interpersonal violence in LGBTQI communities and are currently in the process of preparing for rainbow tick accreditation.

Based in western Melbourne and currently located in one of the most culturally diverse areas in Australia, we have many years of experience in working with men, women and adolescents from a range of cultural backgrounds. We also have many years of experience delivering sexual assault and family violence therapy to people with physical, cognitive and/or mental health disabilities. We worked collaboratively with Cohealth to deliver a psych-education group to those at greater risk of family violence and sexual assault because of a disability, "Living Safer Sexual Lives".

It is well known that the experience of interpersonal violence is one which damages trust and a sense of safety in relationship. For victims of multiple experiences of the trauma of family violence and sexual assault, it can take considerable time to establish trust in the counselling relationship.

For this reason, it is inefficient and often detrimental to separate the two experiences into different counselling streams. Family violence and sexual assault have complex and significant links that need exploring for safety and healing to occur. As such, WestCASA combines family violence counselling with the sexual assault counselling.

Intake Team and Work

The Intake Team was very busy this year, as we moved from paper to paperless methods of recording our client contact. We now offer a face to face appointment to every client who would like to receive sexual assault counselling from WestCASA, which means that we have needed to increase the number of Intake workers and Intake Appointments. We have several new staff on board who are oriented to Intake work. We are also offering regular Intake Appointments at our Footscray outreach location.

Quality Accreditation

In February of 2019 WestCASA was reviewed under the Human Services Standards (HSS) and the International Standards Organisation (ISO) 9001:2015. Recertification occurs every 3 years and in the years between WestCASA undertakes a Maintenance process to ensure that we are maintaining our standards. WestCASA is now conforming to HSS and ISO standards.

Strategic Goal: **Provide and Promote Services**



KEY THEMES:

- 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 Groups

We ran two groups over the financial year.

- One group ran from October to December 2018 and had 11 participants. The other ran from March to May 2019 and had 9 participants.
- Both were facilitated by Julie and Lejla, with the assistance of Goldie.
- Feedback – participants were satisfied with the group and felt it helped improve their understanding of the impacts of trauma.
- The group helped normalise impacts of trauma and participants learned ways they could manage these impacts.
- Participants wished that the group had gone longer than 8 weeks.
- Goldie – feedback – “was a sense of comfort when talking was hard, always put a smile on your face, and helped make the group more comfortable”.
- The Group used a self-reporting evaluation process at the end of sessions, using both group discussion and individual anonymous self-report. The facilitators also provided feedback. Information from the participants and staff feedback has been used to improve the group process and content and to plan for the future.

Strength to Strength 2019

Ursula and Megan ran a Strength to Strength Group in 2019 for women who have suffered both sexual assault and family violence. Ten women attended the group and provided feedback saying they found it very rewarding.

There were positive shifts on all the variables the group program targets as indicated by pre and post test data.

Although the group finished up in June 2019, many of the women continue to have informal contact and still support one another today.

Comments:

“the most challenging but also the most rewarding thing I have ever done in my life”

“I learnt so much about myself and now feel that I am in the ‘present’ and no longer stuck in the past crippled, in pain and frightened of the world around me”

“the compassion and understanding during all the classes made me feel recognised as a person and valued as a human being... although some sessions were difficult I made it through each week knowing reconnection instead of isolation was possible”

Mother’s Day pamper packs were donated to the Group by St Vincent’s Private Hospital staff. The packs were much appreciated and enjoyed, and were given to the group attendees as part of the session that focused on self-care.

Strategic Goal: Provide and Promote Services



KEY THEMES:

- 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.

Strength to Strength 2019

A group participant wrote this poem that the women in the group all said 'spoke to' their experience.

it starts as a whisper
a spark
a chorus of "me too"
we rage like a wildfire
indignant
we want justice for our brothers and sisters
their pain echoes in our souls
it grows into a scream
a demand
we have been hurting too
and we are mad
it bubbles through our chests and
out our mouths like fire
flames spill from our fingertips as
we curse the way the world has bred
us to be compliant
to be soft
to be quiet
but no more
now we are defiant
we are sharp
we are loud

and I think it's strange that I have
to remind myself
and the world
that my body is mine and mine alone
that I am the one who gets to decide
what happens to it
in any situation
we all have the right to decide what
happens to our bodies
no one else
not lovers
not family
not government
no one
this body belongs to me
I have carried it even when I have
not wanted to
even when I have resented it and the
way it looks
and it has carried me when my soul
has been too heavy to go on
even when it felt as if I can't go on
so how dare you
or I
ever forget that this body is mine

@tarrashere

Strategic Goal: **Provide and Promote Services**



KEY THEMES:

- 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.

Respectful Relationships: Living Safer Sexual Lives - Now Diversexy

Diversexy network (previously Respectful Relationships: Living Safer Sexual Lives) consists of peer educators, Cohealth coordinator, representatives for local councils, representatives from disability service providers, WestCASA and Northern CASA representatives.

Diversexy network peer educators are currently working on developing a new program that will be available to all people with disabilities, not only for people with intellectual disabilities. The new program is aiming to address some of the feedback given to the previously provided SL&RR program. The program is peer developed and will be peer led.

WestCASA, together with Northern CASA will be involved as an advisor during the developmental stage, and later as support for peer educators and program participants, as well as possibly presenting part of the program that focuses on consent and boundaries.

- 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.

Counselling Services

Our counselling services have continued to be in demand at the MDC, Melton and Footscray sites. We have been grateful for the support of the Department of Justice and Community safety in increasing funding to enable expansion of our trauma informed counselling service at Dame Phyllis Frost Centre, and extending this contract for the next financial year. We have also been grateful for increased short term counselling funding for our WestCASA counselling program.

DPFC Expansion

Given the prison population has continued to grow over the last financial year, DJCS acknowledged that the WestCASA Team struggled to keep up with the demand, and therefore our team has now expanded (as mentioned above). We have gone from a Team of four Counsellor/Advocates and one Team Leader to a team of Five Counsellor/Advocates, one Intake Worker and one Team Leader. We have also been supported through WestCASA Admin and have begun a process of having an Admin worker attend in-prison work two days a week.

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

Feedback from clients/auditors

WestCASA encourages client feedback at all times; whether it this takes place during an Intake Assessment, during ongoing counselling or when opportunity arises when WestCASA gathers annual data.

Through these processes, clients have recorded the following responses about whether counselling is 'meeting their needs.'

...I was helped heal and reconnect with myself. I was able to become more grounded.

...Keeping me engaged to and connected to my personal healing journey.

...I feel supported, believed and finally have the opportunity to talk about my experiences.

WestCASA also gathers information from clients who have participated in the Alternative Therapies Program and Groups.

Strategic Goal: Provide and Promote Services

KEY THEMES:

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

Feedback from clients/auditors

Many clients have also chosen to give feedback while they are in the waiting room at the MDC through writing comments and drawing in the feedback book. This input is greatly appreciated.



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

Yoga and Shiatsu at WestCASA

The Trauma Sensitive Shiatsu and Yoga programs have continued during the 2018-19 year. Both programs transitioned across from Footscray and been established at the MDC in Werribee during the 2018-19 year. The practitioners and clients are settling in and loving the new purpose-built Body-Based Therapies room at the MDC. Some clients have continued attending the yoga program at the Footscray location as well.

- f. Ensure people gain accessible information about our service.

We have updated our website, updated our stationery with our new details and new MDC logos, and redeveloped our brochures and booklets to include new information around legislative changes and the information-sharing regime.

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

Trauma informed dental health care project

WestCASA's warm connection with trauma informed dentist, Sharonne Zaks, has continued in the last financial year with two visits from her to the counselling team at our MDC site.

Previously WestCASA counselling staff listened to Sharonne present to them drafts of training videos for dentists and information videos for victim/survivors of sexual assault on going to the dentist, and she greatly appreciated the feedback provided from the team.

This allowed her to refine aspects of content and style, and the videos later appeared on her website. Sharonne subsequently became sought after for a number of speaking engagements. Her contact with WestCASA this year involved rehearsing a lecture she was to present at the 38th Australian Dental Association Congress in May on trauma informed dental care, focusing specifically on the physiology of trauma and the specialised dental care needed by people who have experienced sexual assault and other traumas.

Gatehouse counsellors and IPC nursing staff joined WestCASA counsellors to listen and provide their input. Sharonne received useful feedback from staff that helped her refine her presentation, which she later reported went extremely well. It was also impressive to see how far Sharonne had come in fine tuning her material and speaking skills since she first trialled her video content with WestCASA.

Sharonne's videos for dentists and for victim/survivors of sexual assault can be found on her website:

- <http://zaksdental.com.au/trauma-informed-dental-care-adult-survivors-sexual-assault/videos-for-dentists>
- <http://zaksdental.com.au/videos-for-survivors>

Strategic Goal: **Provide and Promote Services**



KEY THEMES:

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

Trauma informed dental health care project (continued)

Since these videos appeared on her website, and since her speaking engagements, Sharonne's work has attracted a flurry of public attention.

In a book titled *What We Know About When We Talk About Rape* by Sohaila Abdulali, a USA-based writer and sexual assault survivor-advocate, one of the chapters (p.98) weaves in some of Sharonne's anecdotes from her practice about trauma informed dentistry based on an interview with her. The chapter is very moving and written very eloquently and sensitively.

Sharonne had a number of radio, television and print media interviews. In amongst all of this activity, Sharonne was asked to deliver a TED talk in Sydney on her work with people who have experienced sexual assault trauma and her perspective on how compassion and trauma sensitivity are essential and need to be brought into the dental profession and the training of dentists.

Her TED talk, which has gone viral, can be accessed on this link:

<https://www.youtube.com/watch?v=EUcByLoEM7U&t=605s>

Sharonne is enthusiastic about her ongoing connection with WestCASA and the possibility of collaborating on future projects. We look forward to the next installment in Sharonne's journey of pursuing her passion to transform the dental profession to bring a human touch, compassion and sensitivity to the needs of trauma and sexual assault survivors.

Professional writer hired for Body Based Therapy Work

Robyn, Tara and Georgia have furthered our work with a Researcher who is currently assisting us to consolidate our Body-Based Therapy practice research into a paper that can be shared with other services. This has involved drawing together current research, interviews with the WestCASA Body-Based Therapy team and drawing together client evaluations.

Strategic Goal: **Provide and Promote Services**



KEY THEMES:

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

Community Education

In the 2018-19 financial year WestCASA provided Community Education and Training as below:

Catholic Care

Responding to Sexual Assault disclosures – Esen & Mira

Hoppers Crossing Secondary College – Q & A panel

Mae

McAuley Community Services

Trauma Informed Practice – Melissa

Orygen Youth Mental Health – Team meeting

Mae

Respectful Relationships training for teachers & school staff:

Joint presentation with Gatehouse (Pauline Ryan & Melissa) to School Nurses

Responding to Gender Based Violence at Music Festivals:

Rainbow Serpent Festival – In collaboration with the Nest program – Lesley & Mae

Babylon Festival – Lesley

Pitch Festival – Lesley

Victoria University

Consultation regarding Gender based violence – online training module

Victoria University

Student Leaders – Gender based violence and responding to sexual assault disclosure

– three sessions as follows:

July 2018 - Mira & Melissa

July 2018 - Lesley

September - Mae & Lesley

Victoria University Social Work Students – Sexual assault & trauma informed practice

Megan & Tara

Werribee Mercy Mental Health

Information regarding WestCASA, MDC & responding to disclosures – Esen & Melissa

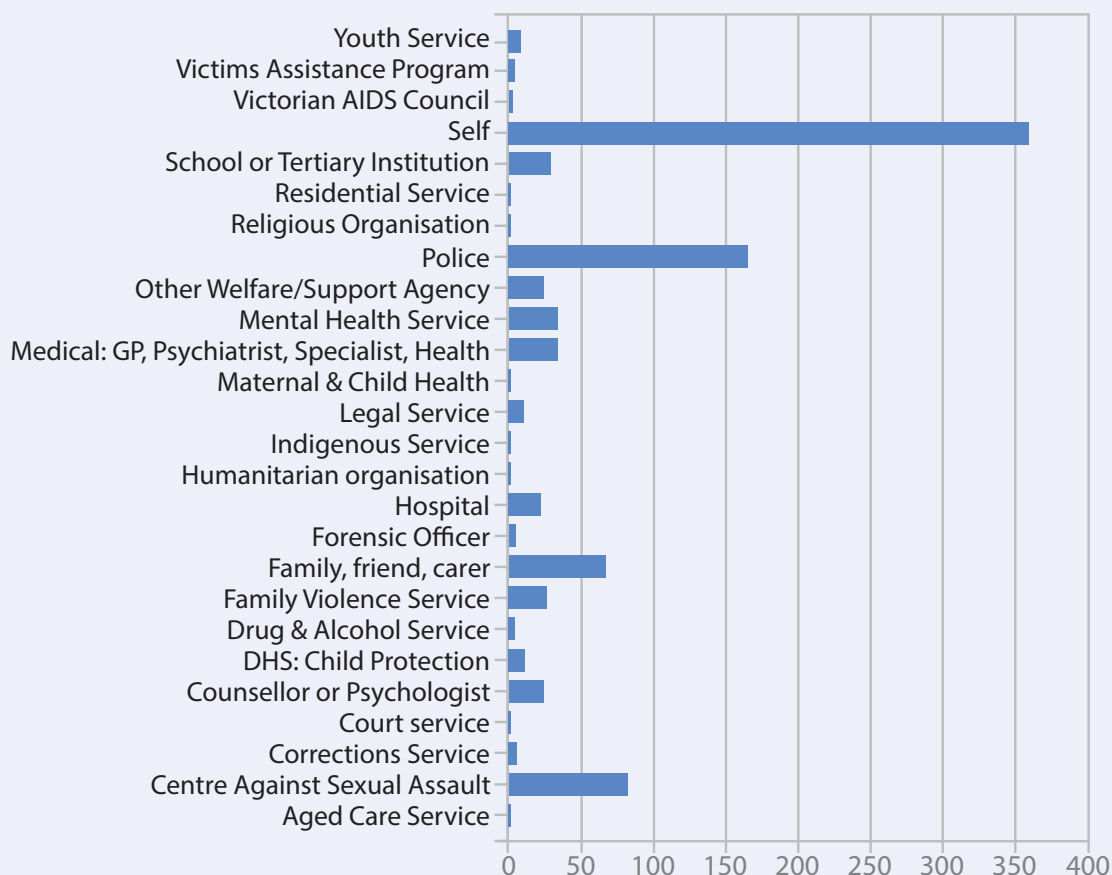
Western Health

Supervision – Mira

Counselling Statistics: Sexual Assault Support Services

REFERRAL SOURCE

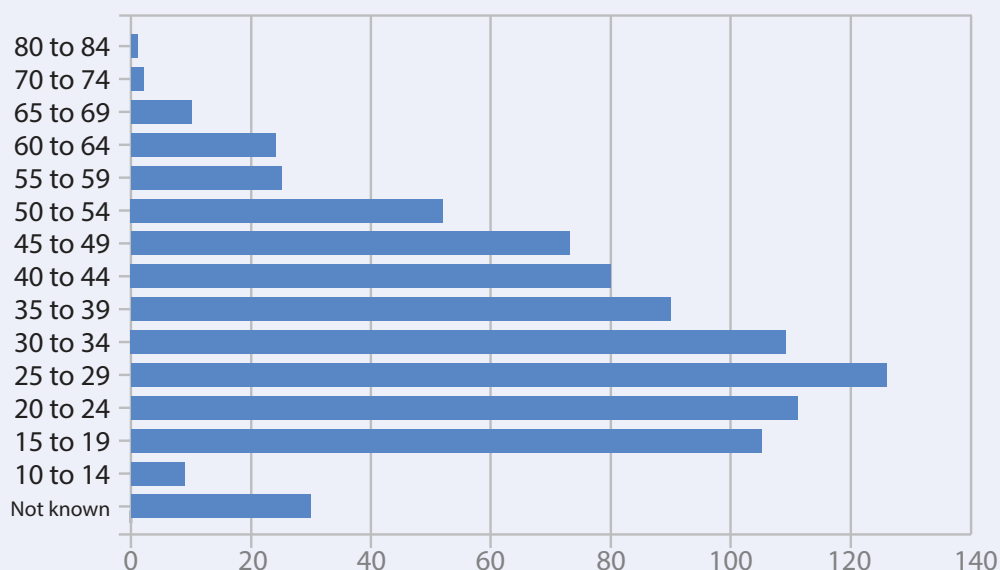
The most common referral sources continue to be Self, Police and other Centres Against Sexual Assault



CLIENTS BY AGE GROUP

There has been an increase in age groups 15-19, 20-24, 25-29, 35-39, 40-44, 45-49.

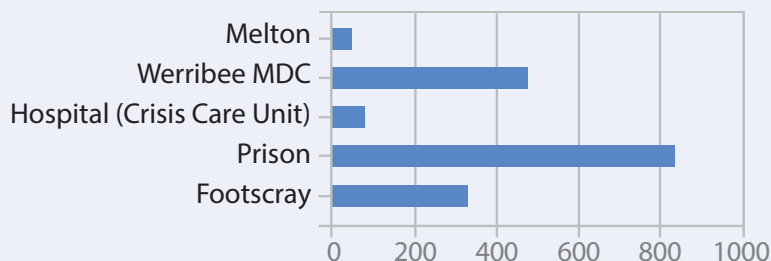
The largest increase since WestCASA's move to Werribee has been in the 15-19 age group.



Counselling Statistics: Sexual Assault Support Services

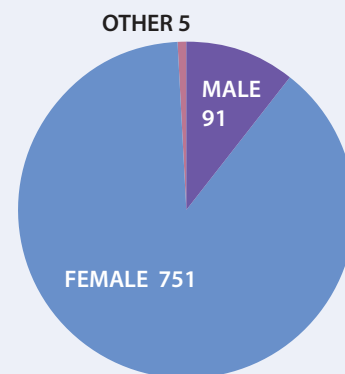
COUNSELLING LOCATION

The number of clients seen at the Dame Phyllis Frost Centre has markedly increased. The number of counselling clients seen at Werribee MDC has increased, as would be expected with more counselling resources in this location.

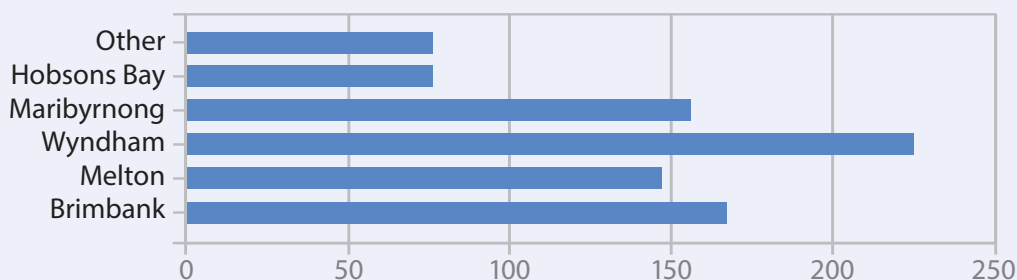


CLIENTS BY GENDER

WestCASA saw an increase of 149 counselling clients this Financial Year, with some clients identifying as non-binary.



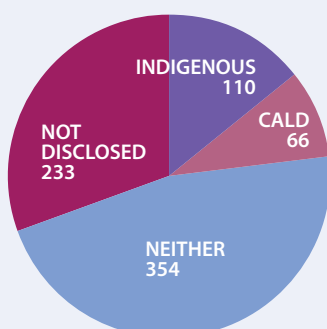
CLIENT LGA



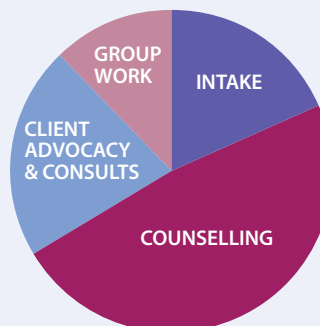
Counselling Statistics: Dame Phyllis Frost Centre (Women's Prison)

DIVERSITY OF CLIENTS REFERRED IN PRISON

The number of Indigenous clients has almost doubled from last Financial Year's number with a similar increase for CALD clients.

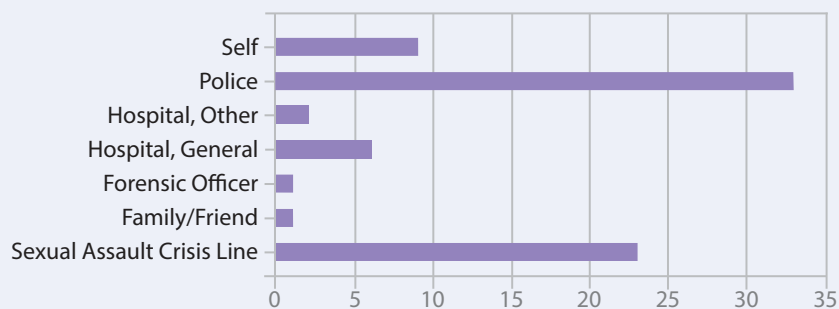


SERVICE DELIVERY IN PRISON



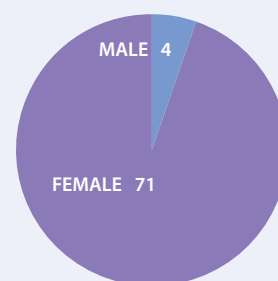
Crisis Response Statistics: Sunshine Hospital Crisis Care Unit

CCU REFERRAL SOURCE

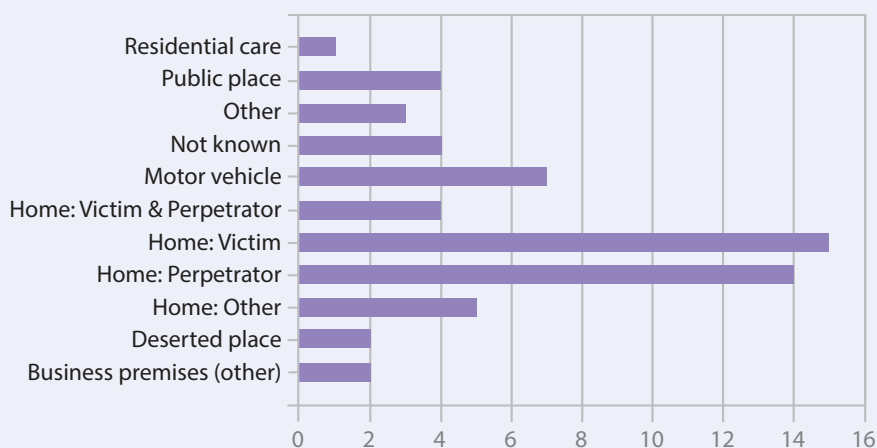


CRISIS CARE UNIT CLIENTS BY GENDER

We have had an increase in presentations to our Crisis Care Unit: 75 presentations, increased from 58 last Financial Year.

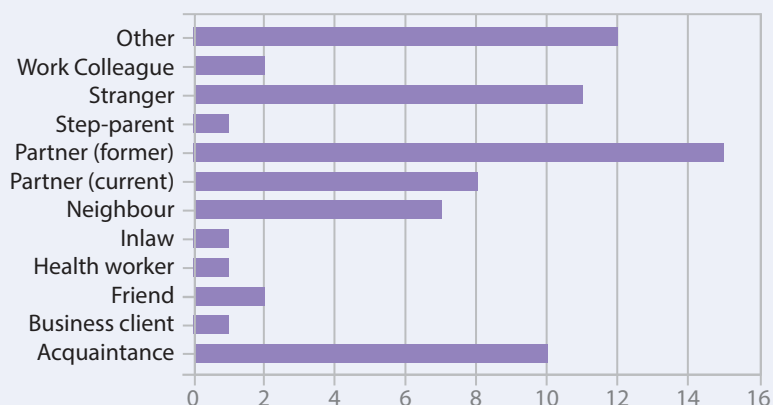


LOCATION OF ASSAULT



PERPETRATOR

There is some increase in sexual assaults perpetrated by a current or former partner. This is one area where sexual assault and family violence overlap.



WestCASA Finance Report: 2019

BALANCE SHEET AS AT 30 JUNE 2019



	2019 \$	2018 \$
Equity		
Asset Revaluation Reserve	1,504,012	1,504,012
Retained Surplus/(Loss)	538,115	486,110
Total Equity	2,042,127	1,990,122
Represented by:		
Current Assets		
Cash on Hand	300	300
Cash at Bank - Community Access Account	420,637	278,027
Cash at Bank - Visa Debit Float / Salary Pack	1,969	2,000
Cash at Bank - Investment Accounts	1,072,948	750,559
Cash at Bank - IFVRAG Access Account	115,527	55,191
Accounts Receivable	(812)	123,687
	1,610,569	1,209,764
Non-Current Assets		
Land, Buildings & Improvements at Valuation	1,450,000	1,450,000
	1,450,000	1,450,000
Motor Vehicles	58,423	69,176
Less Accumulated Depreciation & Impairment	11,276	34,911
	47,147	34,265
Office Furniture, Equipment & Library	207,223	195,074
Less Accumulated Depreciation & Impairment	147,466	129,235
	59,757	65,839
	1,556,904	1,550,104
Total Assets	3,167,473	2,759,868
Current Liabilities		
Grants in Advance	445,733	320,000
Other Creditors - PAYG	26,890	19,700
Trade Creditors	1,882	-
Other Creditors - Superannuation Payable	21,468	20,747
IFVRAG Grants in Advance	126,723	57,602
Provision for Holiday Pay	112,060	96,612
Provision for Long Service Leave	195,729	150,409
Provision for GST	82,169	104,676
	1,012,654	769,746
Non-Current Liabilities		
Provision for Contingency	112,692	-
	112,692	-
Total Liabilities	1,125,346	769,746
NET ASSETS	2,042,127	1,990,122

STATEMENT OF APPROPRIATIONS FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Retained Profits - Beginning of Year	486,110	278,285
Surplus/(Loss) for Year	52,005	207,825
Retained Surplus/(Loss) at 30 June 2019	538,115	486,110

WestCASA Finance Report: 2019

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2019



	2019 \$	2018 \$
Income		
VOCAT	8,406	9,222
DHHS – Core Operating Grant	1,374,311	1,476,718
DJCS – Better Pathways	708,950	480,028
DJCS - Post Release Funding	-	300,244
Donations	2,210	400
Other Grants	430,107	270,560
IFVRAG Net	(2,922)	-
Interest Received	29,501	20,239
Reimbursements, Sales & Sundry Income	10,311	20,824
Profit/Loss on Sale of Non-current Assets	(488)	-
	2,560,386	2,578,235
Expenditure		
Accountancy & Audit Fees	8,421	8,420
Building Maintenance	3,628	2,488
Catering	2,530	3,227
Cleaning & Gardening	791	8,748
Client Costs	20,568	18,213
COM Expenses	5,502	2,064
Computer Support and Supplies	37,603	41,071
Community Ed / Professional Development Costs	401	113
Depreciation	33,421	21,217
Equipment Purchases	16,901	1,330
Filing Fees	-	207
Fringe Benefits Tax	-	2,039
Holiday Pay Provision	163,134	149,093
Insurance	524	671
Legal Costs	5,074	-
Library & Resources	484	481
Light & Power	-	4,007
Long Service Leave Provision	50,845	61,719
Materials / Program Costs	3,664	7,724
Motor Vehicle Expenses	10,416	12,616
Other Staff Costs	15,152	19,743
Outreach - Hoppers Crossing	195	4,607
Outreach - Melton	7,257	7,878
Outreach - Footscray & Ballarat Road	33,175	38,608
Outreach - Wyndham	91	5,552
Postage & Courier	210	517
Printing & Photocopying	20,050	9,980
Project Costs	1,148	61,743
Rates & Taxes	-	1,044
Relocation & Moving Expenses	2,237	-
Repairs & Maintenance	-	195
Salaries & Allowances	1,782,784	1,605,260
Sanitation	-	251
Staff Amenities	1,751	1,805
Staff Training	22,327	17,613
Storage Fees	1,175	1,091
Subscriptions & Memberships	7,348	11,465
Superannuation Contributions	181,499	162,832
Supervision	17,171	10,380
Telephone, Fax & Pagers	8,810	16,601
Travelling Expenses - Staff & Clients	3,808	4,537
Workcover	38,286	43,260
	2,508,381	2,370,410
Surplus/(Loss) For Year	52,005	207,825



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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 2019, 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 2019, and its financial performance and its cash flows for the year then ended in accordance with Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission 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.

Lionel R. Arnold
Director

J. L. Collyer & Partners

Dated in Wantirna on 29th October 2019