

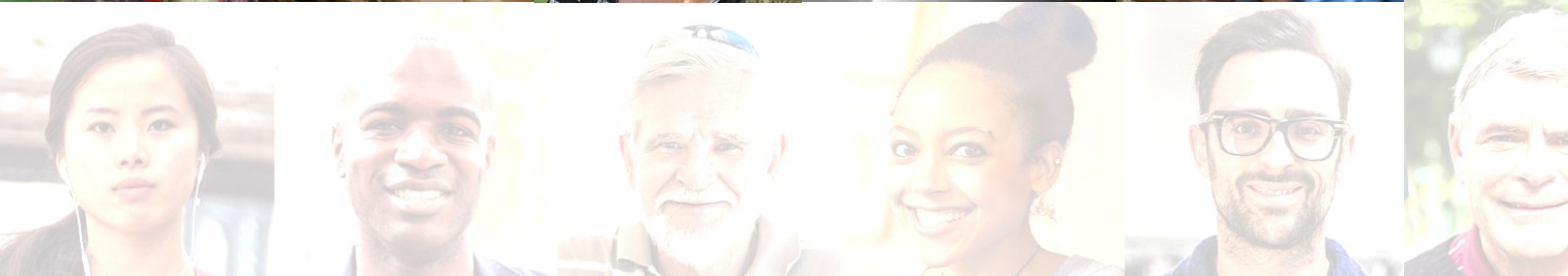


WRISC

Family Violence Support Inc.

Annual Report

2015 - 16



WRISC is a women's only not-for-profit organisation
that supports women and children who are victims of family violence.





Family Violence Prevention

WE ARE ALL IN THIS TOGETHER

Gender inequality is one of the main contributors to the high rate of family violence in our community.

It is necessary for us all to challenge ourselves and examine closely what it is about the way gender is constructed in our community that allows violence against women to exist and continue at such levels. ***We are all in this together***, and at times such examination will make us feel uncomfortable, but it is necessary if progress is to be made.

WRISC works to redress the gender and structural inequities that limit the lives of women and girls and contribute to family violence. Our ultimate goal is to achieve justice and equity for all.



Message from the President

OUR ORGANISATION

WRISC Family Violence Support continues to provide quality services in the Central Highlands Region and to work collaboratively with other departments, services and agencies to tackle the complex challenge of family violence and its impacts on women and children. As one of the leading agencies in the family violence support sector in this region, WRISC stands ready to implement the recommendations of the Royal Commission to further contribute to the wellbeing of women and children.

The Board recognises the significant contribution and expertise of our staff who work tirelessly to support women and children affected by family violence. On behalf of the Board, I congratulate our Executive Officer, Libby Jewson, for her positive leadership in 2015/2016, and in particular her efforts to foster greater levels of cooperation and partnership with community organisations and agencies.

As I am coming to the maximum six year period as a Board member of WRISC, it is with a sense of sadness that I will relinquish my position at the end of the year.

I am proud that an Aboriginal Elder has held the position of President for the past two years, and Vice President and acting President in the two years prior.

As I reflect on my time on the Board I am particularly proud of the:

- ⇒ Increased collaboration with community stakeholders and agencies that will continue to be a focus to promote collective effort and joint work to support those affected by family violence.
- ⇒ Reconciliation Action Plan development and implementation.

⇒ Partnership with Ballarat and District Aboriginal Cooperative which has continued to strengthen producing extremely positive results with staff from BADAC and WRISC working together on numerous joint projects.

Our greatest challenge continues to be the growth in need and demand for our services which has surpassed our ability to deliver in our current premises. It is becoming critical that we find alternative premises to accommodate increased staff numbers and services. Another challenge for our organisation is to address gaps in service particularly in the disability and multicultural sectors and LGBTI communities.

GOVERNANCE AND SUSTAINABILITY:

At the AGM in 2015, we welcomed one new Board member. Throughout the year, a strong Board has developed which optimises members' skills, with the goal of enhancing and renewing the WRISC Board of Governance. During this year we acknowledged and farewelled two Board members, Ingrid Irwin and Genevieve Edwards. I thank them for their dedicated service and contribution to WRISC.

All Board members have undertaken cultural awareness and financial training in 2016. A focus on training and development of Board members will continue into 2017 utilizing the newly developed Board Capability Plan.

I would like to acknowledge the input of the Board members and staff who attend and contribute to the working of our organisation advisory groups – Finance and Risk Management, Continuous Quality Improvement, Executive Officer Reference Group, Marketing Communication and Fundraising and the Big Ideas Group.





WORKFORCE:

I acknowledge the expertise of our Business Manager Anita Koelle who is a key member of the WRISC leadership team. Her knowledge of our organisation and commitment to it is invaluable.

I would like to thank and congratulate the Executive Officer, the leadership team, staff and volunteers on working together to improve the services we provide at WRISC. The workforce is well supported by leadership, and policies and procedures are in place to support staff wellbeing, development, and ability to deliver quality services.

The recent accreditation results attest to the quality of policies and procedures and the documentation that is in place to support staff in their roles. The leadership team has worked well to enhance staff support and strengthen the performance appraisal process and supervision.

SERVICE OFFERING:

I am extremely proud of the services WRISC provides within the Central Highlands region. We are acknowledged as a leader in the family violence sector and our service is well regarded..

Our services at WRISC currently include:

Family Violence Outreach Program – Women’s Groups; Aboriginal Program – Indigenous Yarning Circle and Aboriginal Boys’ group, Court Support, Volunteer Program, Case Management, Children’s Counselling, Art Therapy, Single Session Therapy, Flexible Support Packages

STAKEHOLDER AND COLLABORATION:

Stakeholder collaboration has been a highlight in 2016. Partnerships and networks include Women’s Health

Grampians, BADAC, Vic Pol, DHHS, CAFS, Child Protection, CHFV committee, CH Homelessness Alliance, Berry Street, Ballarat Neighbourhood House, CH Community L centres.

Highlights:

ACCREDITATION:

WRISC Family Violence Support Inc. met all quality improvement standards. We met in full both the Australian Service Excellence Standards (ASES) : Certificate Level and the Department of Health and Human Services (DHHS) Standards. Credit should be given to the accreditation working party, to all staff and Board members who worked throughout 2015 to update and revise documentation

DATA:

Introduction of the Data Dashboard and increased monitoring and review of data has further reformed our service to support women and children and to address service gaps.

I would like to wish WRISC Family Violence Support the very best into the future and look forward to seeing its continued support of those affected by family violence so that they can lead their lives in safety with a heightened sense of self-esteem and wellbeing.

Marjorie Pickford,
PRESIDENT
WRISC INC. Board of Governance



www.wrisc.org.au

Message from the Executive Officer

It is with great pleasure that I present to you this 2015-2016 Executive Officer report.

GOVERNANCE AND SUSTAINABILITY

It has been a pleasure working with the Board over the last financial year. Particular thanks goes to the current chair, Marjorie Pickford and the rest of the executive comprising vice-chair Julie McMahon and Secretary Laura Martin. Sincere thanks also to previous Secretary, Laura Springer (now an ordinary member) and previous Treasurer Virginia Scanlon. The use of the Executive team in a regular supervisory role and support for me has been of particular benefit, as well as the development of active working groups.

The first half of the year saw a dedicated small team work towards a very successful Accreditation. Particular thanks to Hilary (volunteer), Anita (Business Manager) and Sandra (Administration Assistant) for their tireless contribution to the accreditation process. It was heartening to receive a very encouraging Accreditation where we were able to meet all standards in full. The Leadership Team comprising Nicolette, Ruth, Angela, Anita and myself have met regularly throughout the year, and this team has worked together to discuss and decide on strategic and operational challenges that arise. The open and frank discussions have been very much appreciated and are a valuable part of the WRISC team. I would also like to pay particular thanks to Anita for her ongoing dedication and support to WRISC. Her efforts in so many varied ways are extremely valued.

WRISC has been ably represented on a variety of regional networks including the Family Law Pathways Network, the Central Highlands Family Violence Committee, the Central Highlands Homelessness Alliance, Communities

of Respect and Equality, Grampians Integrated Family Violence Regional Action Group, Koori Engagement Action Group as well as regional Family Violence Networks in Moorabool, Hepburn and Ballarat.

The 2015-2018 Strategic Plan has provided a solid framework which links to all our work. The maturity of the Turning Point document and ensuing organisational health has continued to encourage open conversations in a spirit of trust and healthy relationships. Whilst this continues to be a work in progress, much growth has been made in this area across the organisation.

The release of the Royal Commission into Family Violence produced 227 recommendations and a huge set of supporting documents. The current government has committed to enact every recommendation over time and this has been a very heartening development for the sector. At the same time we continually struggle with demand and capacity to respond across all three Program areas as well as in the Human Resources team.

Evaluation and continuous quality improvement is a very important part of the yearly program. I was able to gain feedback from our clients, staff, volunteers and stakeholders with written reports from each group. This feedback provided opportunities for improving our service and informed much of the work in 2015-2016.

WORKFORCE:

I would like to take this opportunity to sincerely thank all the staff at WRISC, both volunteers and paid staff. Together they shape and mould the whole organisation and their dedication and commitment to the organisation is extremely valued.

In this financial year we farewelled three staff members: Asha (started as a student in February 2013) and Melissa





(started as a student in September 2014))from the Aboriginal Program and Leanne den Ouden from the Family Violence Outreach Program. Asha left us to take a position in Family Violence in Alice Springs, Melissa took a position at the Ballarat and District Aboriginal Cooperative (BADAC) and Leanne continued to complete the final stages of her degree. I would like to take this opportunity to thank all of these staff members who were very much valued by WRISC. Asha's three years at WRISC saw her contribute to both the FV Outreach Program and later and most importantly in the Aboriginal Program. Asha was instrumental in developing a more holistic approach in this program and worked closely with and was very well respected by the Ballarat Aboriginal community.

During this time we welcomed Tracy and Lyndel (both in the Aboriginal Program), Alison (Communications Officer), Hilary (Policy and Procedure Officer) Annie (Single-Session Therapist) and Suzanne (Intake and Case Manager), to the staff at WRISC. Both Alison and Hilary were volunteers at WRISC. Another important part of the workforce at WRISC is the volunteers. Their contribution is an enormous asset to the organisation. Thank-you volunteers.

STAKEHOLDER COLLABORATION

WRISC continues to work closely with a number of organisations in the Central Highlands regions. A working protocol was updated with SalvoConnect and a new Memorandum of Understanding was signed with Centacare. Active partnerships continued to be enjoyed with Uniting Care, BADAC, CAFS and CASA. WRISC



Australian Service Excellence Standards

WRISC Family Violence Support

for successfully achieving

Certificate Level

Janet Haydon

Director

Australian Service Excellence Standards

Date: 16/03/2016



Expiry Date: 22 January 2019



www.wrisc.org.au

Continued message from the Executive Officer

continues to be an active participant on a number of regional networks and committees (*refer page 23*)

With the support of the Victorian Women's Trust, WRISC was able to develop a project which investigated the barriers and enablers to shared care planning for WRISC case managers and their colleagues in the Central Highlands region. This project was led by Project Officer Susie and when completed will serve to further inform WRISC and their partners as to how best to be able to work more closely together through the development of shared care planning.

Another initiative that has fostered strong collaborative work is the roll out of the Flexible Support Packages (FSP's). WRISC is the lead agency for this program and works closely with Berry St to operationalize the packages. This stakeholder collaboration has been invaluable for the working relationship between WRISC and Berry St.

SERVICE OFFERING

WRISC continues to operate well above its funding targets. Interestingly we worked at **231.65%** above our targets for the last financial year. Overall we delivered **732** new support periods for the year (we are funded for 316), we provided brokerage for 32 clients using the Housing Establishment Fund (HEF), 88 clients using the Safe at Home (SAH) brokerage and 14 clients using the Private Rental Brokerage. We also secured funding for the State Government brokerage funding called Flexible Support Packages and were able to offer 53 packages to clients from WRISC, Berry St, SalvoConnect and Grampians Community Health. This brokerage has been an extremely welcome initiative to support women and children who have experienced Family Violence.

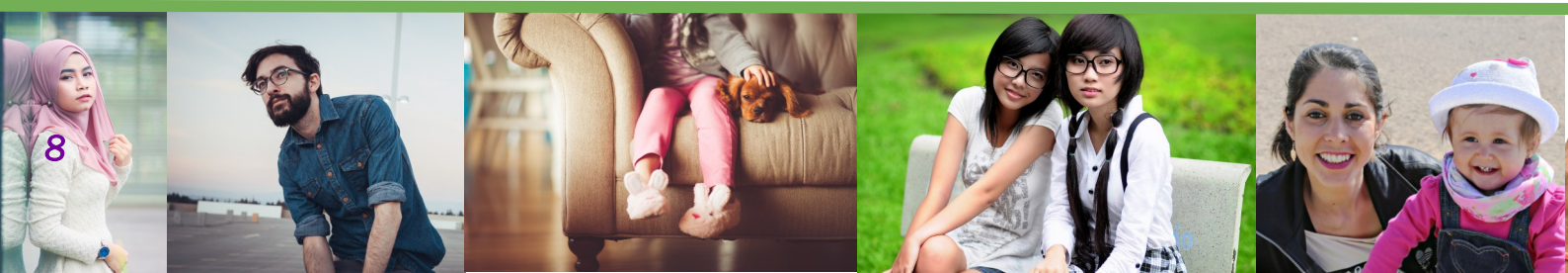
WRISC has continued to offer a number of groups (reports for these are elsewhere in this report). Importantly, the shared work with other agencies in offering these groups is invaluable and very much encouraged. I would also like to draw your attention to the story snippets throughout this report – they are the client stories and their voices are crucial in helping us shape the way we work.

A sincere thank-you to all teams, programs and their team leaders who work tirelessly to deliver their programs throughout the region.

LOOKING AHEAD

The future looks promising for WRISC. The Royal Commission outcomes have promised a more realistic funding framework for the sector, an active site advisory group is continuing to look for larger premises, we are continuing to address workplace health through the Turning Point initiative and most importantly we continue to strive to offer the best possible service we can for the women and children that come through our doors. For all this I am extremely thankful.

Elizabeth Jewson
Executive Officer



Statistics...



231.65% Above our funded targets

68% Are NEW clients (haven't accessed our service before)

732

Opened Support Periods

Housing Establishment Fund (HEF)

32 clients

Safe at Home (SAH)

88 clients

Private Rental Brokerage

14 clients

Flexible Support Packages

53 packages



Family Violence Outreach Program

FAMILY VIOLENCE OUTREACH PROGRAM

In early 2016 the Women's and Children's Program became the Family Violence Outreach Program to better reflect the scope of the work the staff do in this program.

Over the last twelve months the Family Violence Outreach Program has once again seen an increase in the request for assistance and support, which is consistent with previous years.

The last twelve months has seen changes in the outreach areas and ongoing review of intake.

GOVERNANCE AND SUSTAINABILITY:

The Family Violence Outreach Program continues to work within the goals of the program plan which came out of the strategic plan previously developed. We are constantly reviewing our intake program to provide an efficient, timely service that is fair and equitable to all those who require our support. To follow on from the previous twelve months the program has looked at updating current intake forms to a more concise workable proforma, expanded on data being collected via SHIP database, and developing referral pathways for outreach areas. Whilst a review of outreach to Hepburn,

Moorabool, Pyrenees and Golden Plains has been completed, this is also an ongoing process as we are working on having staff attend each area on a regular basis.

All staff in the program regularly attend team meetings, program meetings and professional development sessions. Staff also attend weekly allocation meetings. These meeting allow for a flow of communication between staff.

WORKFORCE:

The Family Violence Outreach Program team consists of Team Leader, two intake/case managers and up to 3 case managers. Staff also cover outreach areas and are involved in group work programs.

Throughout the last twelve months we have seen some staff changes with the workforce in the program. We welcomed Suzanne to the team in August 2015 as an intake/case manager. Suzanne was a student in the program in 2014 and then worked as a volunteer following completion of student placement. Tracy came into the program firstly as a student, then as relief worker and then on a short term contract. Tracy is now working in a permanent position in the Aboriginal Program. Leanne who was a relief

worker started in a short term four month contract in early January in case management, to replace Susie who was on a secondment to a project management position within the organisation. Leanne finished in May and left to complete her final placement for the Masters of Social Work (qualifying). During the last twelve months we have had two student placements with Tracy and Charlie.

Staff regularly participate in supervision, both operational and clinical on a monthly basis.

In the last twelve months we have only seen short term increase to the workforce in the Family Violence Outreach Program which has assisted, but as increasing client requests continues this is an area that needs to be addressed to be able to deliver the timely and efficient service we aim to provide to our clients. We also need to be aware of staff capacity, workloads and the extra pressure on staff. Hopefully this can be addressed with the outcomes from the Royal Commission.

SERVICE DELIVERY:

In reviewing the intake process it has been identified that one intake worker per day at times is not enough





to meet demand. Part of the review is looking at the possibility with further funding to have two intake workers on each day. Currently only one day a week we are able to have two intake workers and it is noticeable that on these days we are able to provide more efficient and timely support especially in relation to new clients. It has also been identified that having extra case managers will also allow for a quicker pathway for clients to case management and being able to have the support that provides the best outcomes for their individual needs. These are two areas that an increase in funding can address.

Staff are able to regularly attend network meetings and have the opportunity to present at various forums and conferences. In the last twelve months staff have presented to a variety of audiences including Beaufort and Skipton Health Service, Maternal Child Health Centres-Mothers groups and secondary schools. Attending presentations and conferences enables staff to further enhance their skills through the preparation of presentations as well as networking and collaborating with other services.

Due to staff moving around within the organisation we have had to relook at our outreach services to Moorabool,

Hepburn, Pyrenees and Golden Plains whilst still maintaining an efficient service to the City of Ballarat which is the largest of our client base. The Moorabool outreach worker is attending Bacchus Marsh weekly on a Friday and fortnightly on Thursday. The Moorabool outreach worker also attends Bacchus Marsh Court on Fridays. An outreach worker was attending Hepburn Shire fortnightly on a Friday but due to a change of worker we are now attending fortnightly with the ability to attend weekly when required on Thursdays. Due to some staff changes to outreach areas Pyrenees and Golden Plains each will have new workers who will be re-establishing these areas with the view to attend fortnightly within the next six months. At the end of this financial year we have seen Kelly outreach worker to Bacchus Marsh and Suzanne outreach worker to Hepburn. Bernadette has continued to co-facilitate the women's group WEAVE with Ballarat Community Health Centre. Bernadette has been instrumental in establishing a new open group in conjunction with CASA which is a craft group.

continues to build relationships within the sector.

In working with our clients, the staff in the program have worked collaboratively with many services including:

Ballarat Community Health Centre, Ballarat Police Family Violence Unit, Beaufort and Skipton Health Service, Brimbank Melton Community Legal Centre, CAFS: Ballarat, Bacchus Marsh and Daylesford, CASA, Centacare, Central Highlands Community Legal Centre, DHHS Child Protection and Disability, Magistrate Courts staff: Ballarat and Bacchus Marsh, SalvoConnect, Uniting Care and Victoria Legal Aid.

We have collaborated with many services to provide advocacy, referrals and secondary consults.

I would like to take this opportunity to thank my team for their dedication and commitment in the work they do and look forward to leading them in the next 12 months.

Nicolette Skirka
Team Leader

Family Violence Outreach Program

PARTNERSHIPS AND COLLABORATION:

The Family Violence Outreach Program



The role of the Single Session Worker at WRISC

The role of the Single Session Worker at WRISC is to give children experiencing family violence a voice. The Single Session Worker provides a timely and useful response in the days, weeks and months following a family violence incident or family separation due to family violence. The response can include information, support and guidance to the primary care giver, a single session for the children to be seen and heard at critical points in the family's support period, referrals, follow up, and advocacy and secondary support and consultation to ensure the children's needs are met.

A referral was made to the Single Session Worker at WRISC by a WRISC Case Manager with regards safety and stability concerns for a family. The family consisted of a mother and her 5 year old boy. The mother was very concerned about the boy as he had said to her, "No one would care if I died".

After a discussion with the mother, the Single Session worker explained the single session process and arranged a time for her and her child to come in. The session began with the child lying face down on the far side of the room. The Single Session worker helped him to feel safe enough to talk about his feelings and experiences by talking generally about some of the things she knew had occurred, and offering bear cards for him to look at.

As he listened he rolled toward the worker. As he spoke about his feelings, he rolled closer still, so that eventually he was on his back looking up at the worker, and talking about his sadness and confusion about his Dad. He drew on a body map where in his body he has these feelings and marked a number of spots on the map and said, "This is where Daddy hits me". The worker and parent talked about the importance of talking to Grandma and Mum if he is scared or being hurt. They also explained to him that he may not be able to see Daddy for a while until it is safe.

At the end of the session, the boy asked if he could come back 'and do more feelings thing', and with the agreement of the parent was referred to a local art therapist for three sessions. On the basis of some of the things the boy said during the session, the mother also decided to talk to her solicitor about suspending contact and revising the access arrangements to occur at a contact centre.

In a follow up phone call, the parent told the worker that her child has never opened up in this way, and she was surprised at some of the disclosures, and also that he was able to trust enough to talk about such sad and bewildering things, given his age.



Fundraisers



Representative of the Wendouree Breakfast Rotary Club fundraiser for WRISC Inc.



Zumba class organised by ZONTA as a fundraiser for WRISC.



ZONTA fundraiser : Left: Sarah and Charlie, Right: Hilary and Anita,



Aboriginal Program



GOVERNANCE AND SUSTAINABILITY

WRISC Reconciliation Action Plan (RAP) was conducted over a 2 year period until July 2018. The RAP provides guidance for the Aboriginal Program and is updated at our bi-monthly meeting with the RAP working group.

The Aboriginal Program regularly attended meetings include Grampians Indigenous Family Violence Regional Action Group, Koori Family Violence Police Protocols, Recidivist – Ballarat Police and Risk Assessment Management Panel (RAMP) – core member.

WRISC along with Victoria Police have also begun a Pilot Project for Vulnerable Persons. This is a joint project between WRISC and Police and focusses on a ‘working together’ approach. This works especially well with Aboriginal clients where the trust of Police may have been broken in the past.

The Aboriginal Program provides weekly Court support for Family Violence and Child Protection matters.

WORKFORCE

Asha left WRISC in March this year to take up a Family Violence position in Alice Springs. Asha was pivotal in guiding the way in which the Aboriginal Program works today. Our people in Alice Springs are lucky to have Asha working with them and I am sure Asha will achieve great things in Alice!

Tracy joined the program in a 0.8 EFT capacity and has had some great outcomes for clients. Tracy has proved to be a great fit to the program and has gained a lot of respect

in the Aboriginal Community both with clients and service providers.

Lyndel has also joined the Aboriginal program from May. Lyndel has worked in the welfare field previously and brings great cultural knowledge and sensitivity to our clients.

SERVICE DELIVERY

We continue to push boundaries in the Aboriginal Program.... and I’m sure Libby would agree too! I’m sure Libby thinks ‘what’s next’ when I say ‘Libby have you got a minute’!! To Libby’s credit she is always ready to listen and talk through things.

As we all know the traditional ‘mainstream’ approach just doesn’t work for Aboriginal clients so we are always trying to work in a client focused culturally understanding way within the constraints of the mainstream system.

We continue to deliver the Yarning Circle Girls Group which has regular attendance and is a safe space for the girls to talk about some ‘heavy’ topics in their life including Family Violence. We have had 3 girls who would attend Yarning Circle but refuse to go to school, these girls are now back in the school system in some capacity with the hope of returning to full time schooling. We are very proud of these girls!!

Planning for an Aboriginal Boys group has started and we hope to be able to offer this early in 2017.

Family Violence continues to see a lot of children removed from their parents and/or carers within our community. We work closely with Child Protection but





unfortunately there is still too many of our children 'in the system' waiting to be returned home or find a permanent placement.

These kids are my inspiration! Tiny bodies that should be enjoying their innocence of childhood are forced to endure and face horrific life events with little understanding of 'What's going on at home' or 'Why they can't live at home for now....or ever'.

The children's program does great work with our Aboriginal kids. For one child WRISC has been their one and only 'continual place' for the past couple of years. Removed from Mum several times and from carer to carer the child can always be certain of the weekly visit to WRISC to express what is going on in a safe space.

PARTNERSHIPS AND COLLABORATION

Case meetings with the client and all other services involved are central to our work. This gives the client a space to voice what supports would assist and other workers can create a case plan from here.

Ballarat Family Violence Unit work closely with us and attends the case meetings. They will also meet with us and the client so trust can be built slowly and our clients feel safe to call the Police where they may not have done so before.

Our partnership with BADAC continues to work well and we are currently in discussion and initial planning regarding the development of a Men's Case Management Program which will be run from BADAC, something that is severely missing for our Men and affects outcomes for our families.

Child Protection, Safe Steps, SalvoConnect, Uniting Care, Centacare, Aboriginal Housing Victoria, Department of Health and Human Services, Ballarat Community Health, Eureka Mum's and Refuges are services we continue to work with.

Angela
Team Leader
Aboriginal Program



www.wrisc.org.au

Gaining back control through WRISC Aboriginal Program.

Maree is a young, Aboriginal woman and mother to 4 children, ages 13, 9, 5 and 2 years. Maree first worked with WRISC in 2013 due to being in a violent relationship with the father of her children. Both Maree and her partner were involved in drug taking. The Aboriginal Program provided Maree with court support, and Child Protection were also involved and the children removed. The relationship ended upon the incarceration of her then partner on charges unrelated to family violence.

After being single for a while, Maree formed a relationship with another man. This too was a relationship which involved drug taking. While living in Aboriginal housing, a violent incident occurred with her partner causing serious property damage to the house and a car. All children were immediately removed by Child Protection and put in kinship care.

Maree was referred to WRISC by the Family Violence Court in Ballarat. Maree was totally focussed on being reunited with her children, and engaged fully with the WRISC Aboriginal Program to ensure this would occur. She ceased all contact with her partner immediately. She came to all appointments at WRISC, cooperating with the necessary processes and providing all required documentation. With the

support of a Family Violence Support Package, Maree was able to clean and fix up the damaged house as well as getting her car functioning and roadworthy. Both were essential in order for her to be able to provide a stable, clean environment for her children, and to transport them to school, activities, appointments and family activities. The children attended Art Therapy sessions at WRISC.

Maree is no longer using drugs and has been clean for every one of her drug screens.

Maree stated that she appreciated being able to speak to and work with an Aboriginal worker. She was reunited with her children within a month of them being removed by working closely with the WRISC Aboriginal Program, and gaining back the control in her life. The children are going to school and have re-connected with extended family. WRISC is currently supporting Maree and her children to find new housing that is safe, sustainable and does not have memories related to previous trauma.





Groups 2015 - 2016

Children's Groups

GIRLS ART THERAPY GROUP:

Facilitator: Jo Scherger

Funding Source: United Way

10 girls between the ages of 8 and 13 participated over the four terms in the period.

DRUMBEAT GROUP:

The group involves talking about emotions, identity, values and relationships and learning djembe drumming and group music making.

Facilitators: Ruth from WRISC and Rowan Sweeney (Grampians Region Homelessness Children's Resource Co-ordinator)

4 boys participated in the one term this group ran this year – term two, 2016.

YARNING CIRCLE : Indigenous Girls' Group

Facilitators: Angela, Sally, Tracy, Annie, Mel. from WRISC and BADAC

Art, Craft, Cooking and Conversation

13 Indigenous girls aged between 8 and 15 participated over 3 terms during the 2015-16 financial year.

Women's Groups

WOMEN'S CRAFT GROUP:

A new initiative established by Bernadette from WRISC and Rebecca from CASA. The focus of the group is doing craft whilst engaging in conversation and providing peer support. The group consisted of seven women from WRISC and CASA coming over the three terms it ran during 2015 -2016.

WEAVE:

A closed, 8 week psycho-educational group about family violence.

Facilitators: Bernadette from WRISC and Liz from Ballarat Community Health Centre.

Occurred in term four 2015 and term two in 2016

9 women in total participated.



Children's Counselling Program

GOVERNANCE AND SUSTAINABILITY

Significant features of 2015-16 :

- We met and worked with many children and families (278 individuals) - provided a space to work through pain and confusion, and the deep psychological hurt created by family violence. (see "Service Offering" for details)
- We worked collaboratively with many other organisations, (in particular BADAC, ChildFIRST, Child Protection, Police, schools and private therapists) to get all-round better outcomes for our children.
- We created and filled a new position - 'Single Session Therapist' (August 2015) - that enabled us to work with many more children and families in a more timely and effective way - Thanks Annie.
- Lauren - our student from Federation University researched our Single Session Response - to provide evidence for what constitutes a good response, and to improve our ways of working. Thanks Lauren.
- Sally and Ruth provided art and play therapy to children.
- Our wonderful volunteer Tracey, provided a warm heart, a listening ear, an open smile and much needed transport to a number of our child clients making regular attendance possible. Thanks Tracey
- Another wonderful volunteer, Leanne H, helped with administrative tasks, freeing us up to do more client work. Thanks Leanne.
- We assisted the Indigenous Girls' Group get off the ground - thanks to Sally and Annie.
- We ran a Drumbeat Group for Boys with Rowan, Homeless Service Sector's Children's Resource Coordinator.
- We initiated planning to run groups in schools.
- Some of our children's art was transformed into amazing animations - thanks Sally and Silverpod Productions.
- We worked on our concept of a Children's Hub - thanks to Libby for her support.
- We received funding from United Way to assist with our Children's Groups. Thanks to United way and Jo Scherger - a private art therapist, who ran our ongoing girls' art therapy group this year.
- We received funding from

StreetSmart to assist with private children's counselling - thanks StreetSmart

- We gave presentations about Family Violence and Children to various groups and organisations.

WORKFORCE

For the period July 2015- June 2016 the Children's Counselling Program consisted of:

Annie - who started in the CCP in August 2015 doing Single Session work.

Jo - an art therapist whom we have contracted for a number of years to run our Girls' Art Therapy Group.

Lauren - who started in the CCP in March 2016 and works, (as a student), on our single session research project.

"As a student completing a Masters in Social Work (qualifying) at FedUni, I have been conducting an outcome evaluation of the Children's Program: Single Session. It has been a privilege to work alongside this committed team and contribute to the development of such a valuable service in our community" - Lauren.





Leanne – who started in the CCP in November 2011 and works in a voluntary capacity doing administrative work.

Ruth – who started in the CCP in March 2005 and works as play therapist, family therapist and Team Leader.

Sally – who started in the CCP in March 2012 and works as an art therapist. During the first half of 2016 Sally also taught at Latrobe Uni in the Masters of Art Therapy Program.

Tracey – who started in the CCP in May 2015 as a volunteer providing transport for children attending play therapy sessions.

- We looked after our personal and professional well-being by participating in regular supervision, attending events such as the Childhood Trauma Conference, specialist play and art therapy events, specialised training and undertaking in-house professional development.

SERVICE OFFERING

During 2015-16, the CCP provided services to:

- 278 women and children, 59 of whom were Aboriginal.

- 128 children, 49 of whom were Aboriginal
- 27 children who attended a group, 13 of whom were Aboriginal
- 23 families (53 children) attended a single session
- Secondary consultations with workers about how best to assist particular children and families who have experienced family violence
- Parent consultations about supporting children after family violence
- Assessing children's safety, stability and developmental needs
- Single Session Work - Sessions to assist families affected by family violence to talk about their experiences together and rebuilding and restructuring after a perpetrator of family violence leaves the family.
- Art therapy – using the processes and media of art making, the relationship with the therapist and dialogical reflection to work through issues
- Play therapy – using play, toys, materials, the relationship with the therapist and the regularity, predictability and structure of the therapeutic sessions to work

through trauma particularly attachment trauma.

Group Therapy:

- Indigenous Girls' Group
- Girls' Art Therapy Group
- Boys' Drumbeat Group

STAKEHOLDER COLLABORATION

- We were active in the following networks:
- Family Law Pathways Network (FLPN)
- Supporting Children's Network (SCN)
- In doing client work, the CCP program worked collaboratively with workers from:
- Schools; ChildFIRST; DHHS—Child Protection Unit; BADAC; Centacare and Cafs Family Support Programs; Centacare and BCHC Child Well-being Programs; CASA; ICMHS; Uniting Care – Homelessness Support Services Children's Resource Co-ordinator; the private sector, including a number of children's therapists.

Ruth Turvey
Team Leader
Children's Program



www.wrisc.org.au

Volunteers

WRISC Family Violence Support has a unique working relationship with volunteers. The support that the agency provides for women and children is underpinned by a strong team of volunteers, some of whom have been with the agency for over four years.

The volunteers provide reception relief, administrative support, and client / children transport, and without their commitment staff would struggle to run their programs as efficiently. Our children's program enjoys the support of a regular volunteer who tirelessly and with good cheer, assists with the administrative operations of the program.

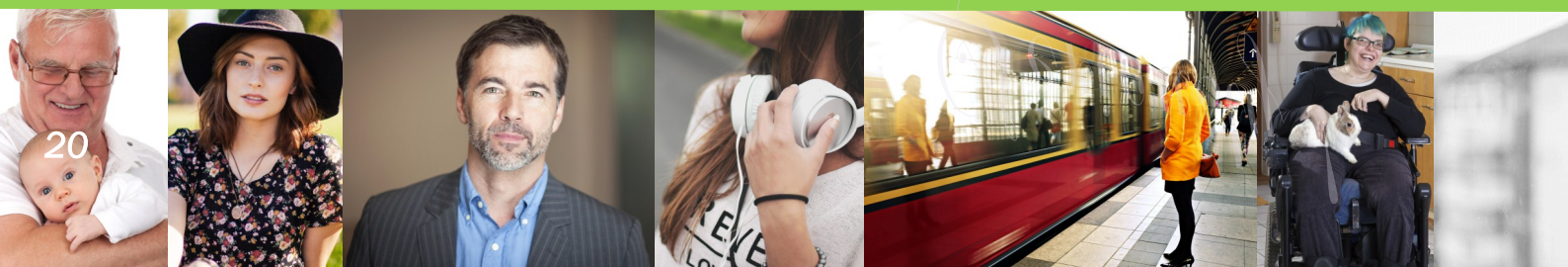
The agency hosts regular therapeutic groups for women and children, and our volunteers drive across town to ensure participants can get to these groups, and home again. Without this support we would need to rely on taxi services, and this can be significantly costly. In addition to assisting logistically with transport, the volunteers provide a safe and nurturing rapport with the children in the car; a valuable connection for children who have experienced such disconnection in their lives.

The volunteers bring varied skills to the agency, from both personal experience, and previous professions. Some come to the agency to gain skills for re-entering the workforce and others might be retired, and wish to contribute the skills they have honed over the years. In addition to the professional skills they bring, every volunteer who walks through our doors brings humour, empathy, and goodwill.

Many volunteers apply for positions at the agency, and we gain them as employees, but lose them also, from our volunteer team. WRISC values its volunteers very highly, and we encourage people to contact us if they are interested in becoming part of the team.

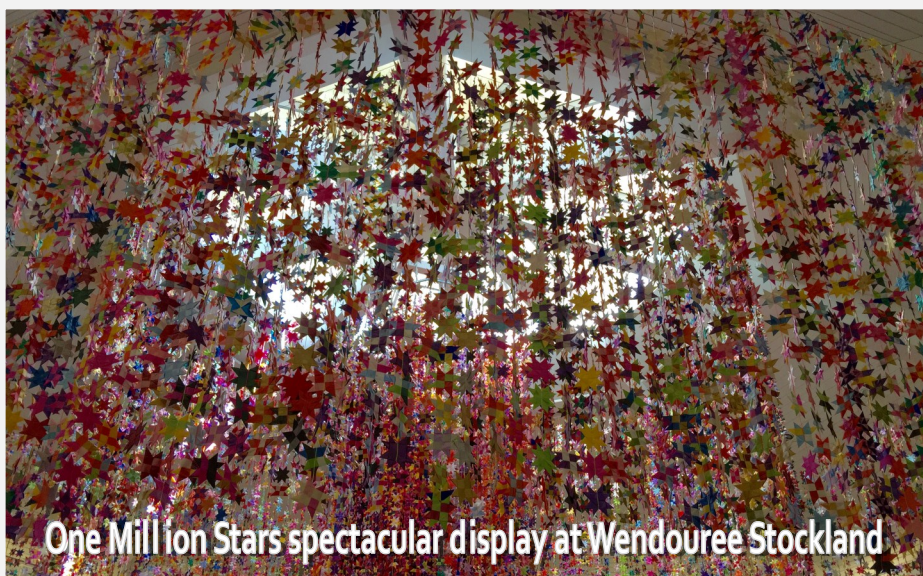
Thank you to our wondrous team, we couldn't do our work without you.

Seriously !





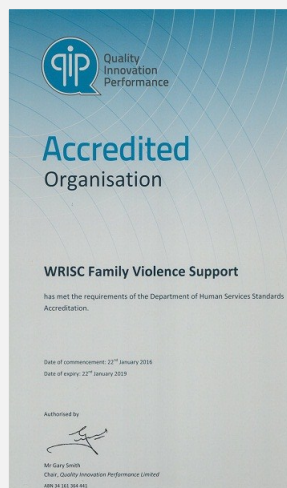
Memorable moments 2015/16



One Million Stars spectacular display at Wendouree Stockland



MOU—Memorandum of Understanding signed by David Beaver , Executive Director, Centacare and Elizabeth Jewson, Executive



Successful Accreditation 2016



Christmas picnic



www.wrisc.org.au

Finances

WRISC reported an operating surplus of \$5,644.

The 15/16 year has provided many challenges and rewards we have had the following on our agenda:

- Royal Commission recommendations
- A new location for WRISC
- DHHS and ASES Accreditation
- WRISC strategic plan

I would like to thank WRISC Board members, Finance and Risk group (FAR), Libby and Anita for their time, professionalism and commitment to managing the financial affairs of WRISC.

I would also like to extend my thankyou to the dedicated staff of WRISC for their dedication and commitment to their clients and WRISC.

Toni Gillet

Treasurer, WRISC Inc. Board

Another year where we have been well supported by corporate friends, organisations and individuals alike. Donations can be monetary or in kind with a number of beautifully presented care packs given to us for our client's usage. Some income was derived as follows:

\$ 4,641 Fundraising
\$ 4,567 Donations
\$ 25,500 Grants
\$ 12,500 Partnerships | Joint Projects

Additional funds were received by the Department of Health and Human Services both for operational purposes and for client brokerage. The most significant change has been the introduction of the Flexible Support Packages (FSP's) which we manage for clients assisted by a variety of agencies in our region. These packages were an initiative of the Department and provide a new individualised approach to respond to women and their children experiencing family violence. They can assist in moving clients out of crisis, to improve their well-being and independence, enhance safety and provide for social and community

participation. We have since employed an FSP administrative support worker to assist in application processing, evaluation and reporting.

Our corporate program continues to be underpinned by the dedicated work of volunteers. Some have been with us for a considerable number of years and provide valuable reception and administrative support. Many have gained paid positions within the agency after commencing as volunteers. This includes those in the role of case managers, intake staff and our positions created in January for submission writing, document control, and communications.

Throughout the financial year we continued in our search for new premises as we have outgrown our current site in Eureka Street.

Our Occupational Health and Safety and Risk Management processes continue to be developed as we strive for the best working conditions possible. No workcover claims were received for the financial year which is indicative of our systems working effectively.

Anita Koelle,

Business Manager





**PROFIT & LOSS STATEMENT
FOR THE YEAR ENDED 30th JUNE, 2016**

REVENUES	2016	2015
	\$	\$
Government Grants	1,188,319	919,633
Investment Income	4,372	3,498
Other Revenue	54,004	48,364
Total	1,246,695	971,495

EXPENSES	2016	2015
	\$	\$
Salaries and Wages	760,286	612,942
Salaries On-costs	70,802	56,207
Depreciation	31,604	33,644
Client Costs	121,678	38,078
Reimbursements – Berry St	52,220	25,242
Repairs & Maintenance	12,524	8,931
Interest Expense	24,052	25,237
Other Expense	167,885	135,761
Total	1,241,051	936,042

OPERATING SURPLUS 5,644 35,453

BALANCE SHEET AS AT 30TH JUNE, 2016

ASSETS	2016	2015
	\$	\$
Property, Plant & Equipm't	835,507	860,139
Other Assets	465,623	283,537
Total	1,301,130	1,143,676

LIABILITIES	2016	2015
	\$	\$
Bank Loan	448,602	461,506
Other Liabilities	292,215	127,501
Total	740,817	589,007

NET ASSETS 560,313 554,669

EQUITY	2016	2015
	\$	\$
Accumulated Surplus	560,313	554,669
Total	560,313	554,669

Please Note: The Summary Statements have been derived from and are consistent with the full audited Financial Statements which are available on request from the Executive Officer. The loan from the Bendigo Bank is secured by a registered first mortgage over the property owned by the Association situated at 125 Eureka Street, Ballarat, Vic, 3350.

'A copy of the full financials is available upon request'.



www.wrisc.org.au

Child Centred Play Therapy at WRISC

Meet Lucas, age 7 years... “Lucas is over there... I’ll try and get him... He’s so quiet... He just wanders round...” Lucas is not participating in class. He is not learning to read or write. There is a collaborative care plan in place and the family has a support worker. Child Protection is not currently involved but has been in the past.

When the Play Therapist at WRISC first met Lucas, he did not look, he did not answer questions – he hid behind the couch. The therapist tried mother-son work. “Let’s do this together.” Lucas’ Mum is telling the therapist a little about his history. Lucas is still behind the couch. “His Dad’s a loser! Never hear from him – thank God!” Lucas’ Mum goes on to tell the therapist about the morning – Lucas would not get his shoes on – She made him walk here in bare feet.

Lucas and his Mum manage a painting on different ends of the same piece of paper. Over the weeks, they do some art together, they do some drumming together. There is always tension in the room, and at times, Lucas hides.

Eventually, the Play Therapist offers individual play therapy to Lucas. WRISC is able to arrange for a volunteer to pick him up and return him to school for weekly sessions of child centred play therapy. The relationship is strong enough now that he comes happily. Lucas and the therapist meet for a year. Lucas loves coming. In the sessions, the therapist sees change from a quiet, inhibited boy to a creative, curious boy.

During this year, many ups and downs happen in the family – people are assaulted, intervention orders are taken out, child protection comes and goes, people come and go...

Meet Lucas... Lucas is friendly and extremely curious. He loves to know how things work. He loves making things. He loves learning stuff. He loves school.



Organisations we work with ...



Ballarat and District Aboriginal Co-operative (BADAC)

Ballarat Community Health

Ballarat Health Services

Berry Street

Brimbank Melton Community Legal Centre

Budja Budja Aboriginal Cooperative

Centacare

- Family Law Pathways Network
- Family Relationship Centre
- Integrated Family Services

Centre Against Sexual Assault (CASA) | Ballarat

Central Highlands Community Legal Centre

Central Highlands Primary Care Partnership

Child and Family Services, (CAFS) |

- Ballarat
- Hepburn
- Moorabool
- Men's Family Violence Programs
- PACT Community Support

Child First

Courts Victoria

- Ballarat
- Bacchus Marsh

Department of Health & Human Services

- Child Protection
- Disability
- Engagement Officers Program
- Housing
- Local Connections Community Participation
- Youth Justice

Department of Justice

Djerriwarrh Health Services

Goolum Goolum Aboriginal Cooperative

Grampians Community Health

Grampians Integrated Family Violence Committee (GIFVC)

Grampians Indigenous Family Violence Regional Action Group (GIFV RAG)

Karrung | Housing

Maternal Child Health

Meminar Ngangg Gimba

Private Practitioners:

Opening Doors

Relationships Australia

SalvoConnect

UnitingCare

- Children's Resource Co-ordinator

United Way and the Ballarat Foundation

Victorian Aboriginal Legal Service (VALS)

Victorian Legal Aid

Victoria Police

Wimmera Uniting Care

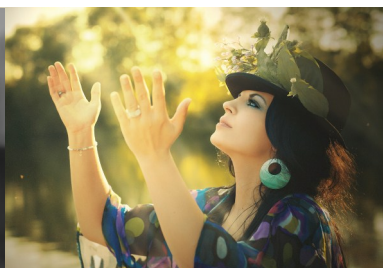
Women's Health Grampians

Local Government

- City of Ballarat
- Golden Plains Shire
- Hepburn Shire
- Moorabool Shire
- Pyrenees Shire



www.wisc.org.au



Areas where we work

GOLDEN PLAINS

Dereel (office)

Bannockburn
Berringa
Cape Clear
Corindhap
Gheringhap
Haddon, Vic
Happy Valley, Vic
Lethbridge
Maude
Napoleons, Vic
Rokewood, Vic
Ross Creek
Scarsdale, Vic
Smythes Creek (part)
Steiglitz
Stonehaven, Vic
Teesdale

HEPBURN SHIRE

Daylesford (office)

Allendale
Blampied, Vic
Bullarto, Vic
Clunes
Dean
Eganstown, Vic
Glenlyon, Vic
Hepburn Springs
Kingston
Leonards Hill, Vic
Lyonville, Vic
Newlyn
Smeaton
Yandoit

MOORABOOL SHIRE

Bacchus Marsh (office)

Ballan
Balliang
Barrys Reef, Vic
Blackwood
Bungaree
Darley
Dunnstown
Elaine
Gordon, Vic
Greendale, Vic
Hopetoun Park
Lal Lal, Vic
Maddingley
Mt Egerton, Vic
Myrniong
Wallace, Vic

PYRENEES SHIRE

Beaufort (office)

Amphitheatre
Avoca
Lexton
Moonambel Vic
Raglan Victoria
Snake Valley
Trawalla

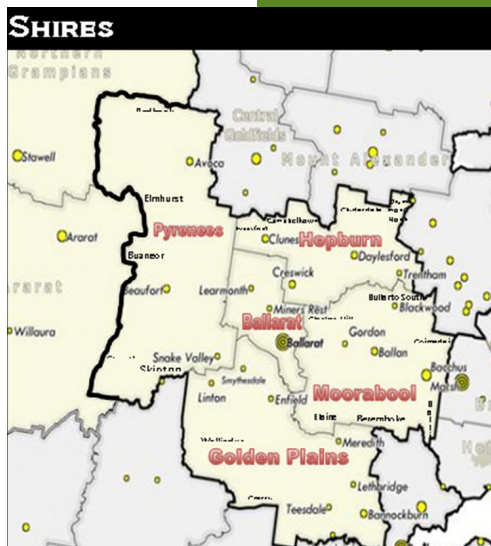
CITY OF BALLARAT

Ballarat (office)

Addington,
Alfredton,
Ascot,
Bakery Hill,

Bald Hills (part),
Black Hill,
Blowhard,
Bo Peep (part),
Bonshaw,
Brown Hill,
Buninyong (part),
Bunkers Hill,
Burrumbeet (part),
Canadian,
Cardigan,
Cardigan Village,
Chapel Flat,
Coghills Creek,
Creswick (part),
Delacombe,
Durham Lead (part),
Ercildoune (part),
Eureka,
Glen Park (part),
Glendaurel,
Glendonald,
Golden Point,
Gong Gong,
Invermay (part),
Invermay Park,
Lake Gardens,
Lake Wendouree,
Learmonth,
Lucas,
Magpie,
Miners Rest,
Mitchell Park,
Mount Bolton,
Mount Clear,
Mount Helen,

Mount Pleasant,
Mount Rowan,
Nerrina,
Newington,
Redan,
Scotchmans Lead,
Scotsburn (part),
Sebastopol,
Smythes Creek (part),
Soldiers Hill,
Sulky (part),
Tourello,
Warrenheip (part),
Wattle Flat (part),
Waubra (part),
Weatherboard,
Wendouree
Windermere.





The standard you walk past, is the standard you accept

Lieutenant General David Lindsay Morrison AO is a retired senior officer of the Australian Army. He served as Chief of Army from June 2011 until his retirement in May 2015. He was named Australian of the Year for 2016



- 
- Safety
 - Equality
 - Opportunity for all people