

Annual Report 2016 - 17

● Safety

● Equality

● Opportunity for all people

Board of Governance

We believe that everyone has the right to be safe, to be treated equally and to have access to the same opportunities as everyone else. We know that violence of any kind denies people these rights and attacks their dignity and self-respect.



PRESIDENT
Julie McMahon



DEPUTY PRESIDENT
Kate Hearn



TREASURER
Di Cassidy



SECRETARY
Wendy Baker



Jodie Kennedy



Laura Springer



Emma Leehane



Joanne Gilbert



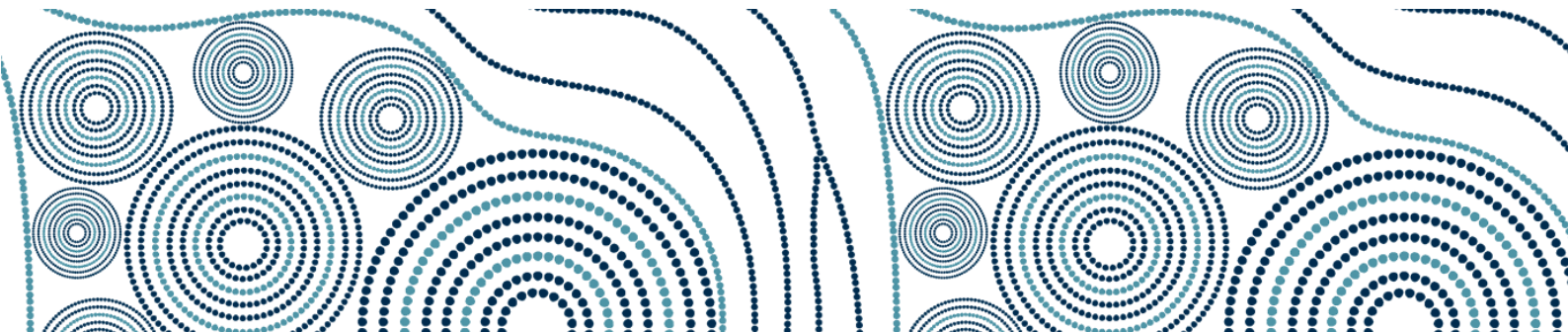
Meeta Narsi



Toni Gillett
(until Feb 17)

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

Women
Empowering
Women



President's Report

*As one of the leading
women's services for family
violence support in the
Central Highlands region,
our staff, volunteers and
community continue to show
a steadfast commitment to
improving the lives of women
and children impacted by
family violence.*

Everyday our staff and volunteers are faced with one of the most difficult and confronting aspects of our culture; violence. Violence against women, violence against children and violence against the most vulnerable in our community. It is within this setting that they continue to work with respect, integrity, and optimism in order to reduce the impact of family violence on our community.

We have seen an unprecedented commitment by the Victorian State Government to end family violence with the implementation of a ten year plan inclusive of all recommendations put forward by the Royal Commission. We commend the Victorian Government on their pledge to help improve the lives of people affected by family violence and renew our commitment to successfully implement new and innovative programs, to enhance current services and to work towards a common goal of ending family violence.

WRISC has grown! We have innovative new projects, an increase in staff numbers and significant government and philanthropic input. The expansion of WRISC this year has led to the successful relocation of our services to a more accommodating building and staff and volunteers have worked tirelessly to make this happen, demonstrating enthusiasm, co-operation and leadership.

We know that there is a significant need to support Aboriginal women and children affected by family violence in our community so we have expanded our Aboriginal programs and increased our collaboration with the Ballarat and District Aboriginal Co-op.

Our children are among the most vulnerable and voiceless when it comes to family violence and WRISC has also increased the capacity of our children's counselling services to meet the needs of these children. Staff and volunteers continually demonstrate enthusiasm and collaboration in developing new and exciting programs within our region.

Our Executive Officer, Business Manager and Leadership team have continually supported and informed the work of the Board and its working groups. Regular staff presentations at Board meetings have provided an invaluable insight into the everyday work of staff and volunteers at WRISC and we appreciate the effort and commitment of all staff and volunteers to help us better understand the strengths and difficulties of family violence work.

This year, we will not only renew our focus on current services, but also focus on other vulnerable groups in our community, particularly the LGBTQIA+, disability and multicultural sectors. We know though that this is not enough and we must do more. The support from our community is integral to our mission. Our donors, community and philanthropic supporters allow us to continue the work we do and we thank our WRISC community for your belief in our ability to fulfil our mission of achieving safety, equality and opportunity for all.

Julie McMahon
President

empowered women
EMPOWER WOMEN



Executive Officer's Report

What a year 2016-2017 has been! Looking back over the year, there have been many developments. Victoria has led the way globally with a multi-faceted approach to responding to Family Violence. The Royal Commission into Family Violence also released a comprehensive report which included 227 recommendations and the current government has committed to implementing all of these. Additionally, there are a number of plans that influence and inform our work. These include: National Plan to Reduce Violence against Women and their Children (2010-2022), Roadmap to Reform: Strong Families, Safe Children, Prevention Strategy: Free from Violence, Safe and Strong: Victoria's Gender Equality Strategy, Change the Story: A Shared Framework for the Primary Prevention of Violence against Women and Their Children.

At WRISC the focus has been on strategic thinking and planning, workplace health, program development, partnership development and most importantly providing an excellent service to the women and children with whom we work.

GOVERNANCE AND SUSTAINABILITY

Sincere thanks to the Board members and in particular Julie McMahon and Kate Hearn who comprised the Executive Reference Group during this year. Their dedication has ensured that WRISC has operated under a strong governance framework and I look forward to working with them and the rest of the Board in the next financial year. Thanks also to Dianne Cassidy for overseeing the financial administration of WRISC and

working with the various working groups to ensure delivery of sound financial decisions.

The strategic decision to shift to rental premises in a more central location, to accommodate the expanding teams and with room for growth, across two close sites has been a very large focus of WRISC during this year. More than 12 months of looking for a suitable location, finally rested with 205 Dana St. Shifting premises was an enormous logistical operation and thanks to Marg Sanders and Anita who worked tirelessly to oversee the shift.

During this year, the Board also reviewed the award classification structure and to this end a thorough review of position descriptions and classifications in alignment with the Social, Community, Home Care and Disability Services (SCHCADS) was completed. New position descriptions were developed for most positions and contracts signed ready to start in the new financial year.

The Leadership Team comprised Nicolette and Susie , Ruth and Annie , Angela and Anita and myself have met regularly and worked together to discuss and decide on strategic and operational challenges that arise. Thanks Team! The open and frank discussions have been very much appreciated and are a very valuable part of the WRISC team. I would also like to pay particular thanks to Anita Koelle 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.

Ongoing quality improvement processes and reflective practice has been carried out ensuring rigorous decision making.

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 order to more thoroughly support the staff, WRISC has undertaken a review and implementation of the remuneration classification for staff, supported staff to seek regular external supervision, as well as embedding regular program meetings, whole staff team meetings, leadership meetings, regular professional development, external training, regular performance appraisal and regular 'catch-up days'.

In this financial year we farewelled Annie . Annie has spent time pursuing her writing and is now working as a counsellor with the Department of Education. I would like to take this opportunity to thank Annie for her dedication in shaping the single-session role in the Children's Counselling Program. We also welcomed and then farewelled Marg Sanders and Rosina. Marg was the project manager for the relocation and Rosina in an Intake

role. I would like to thank them both for their contribution to WRISC. We also welcomed Tracy and Leanne in the Children's Counselling Program, Marg , Mandy and Lynne in the Family Violence Outreach Program and welcomed back Melissa to the Aboriginal Program. This staff increase was as the result of the 'boost funding' following the Royal Commission and has now become ongoing.

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 active MOU's continued to be enjoyed with Uniting Care, BADAC, CAFS and CASA. WRISC and Berry St continued to work closely and to this end a Statement of Intent was developed and signed. WRISC and Berry St FV teams and management also met regularly to develop common working principles and develop an understanding of each other's work. This continues to be a very valuable exercise.

Flexible Support Packages (FSP's) continue to provide opportunities for strong collaboration and during this financial year we welcomed Ballarat Community Health and Centacare as part of the FSP reach for the Central Highlands region. WRISC also worked closely with Women's Health Goulburn North East and Good Shepherd Microfinance to setup the No Interest Loan Scheme (NILS).

SERVICE OFFERING:

WRISC continued to operate well above its funding targets. Overall we delivered 967 new support periods for the year as well as administering 238 Flexible Support Packages to

Continued..

clients from WRISC, Berry St, SalvoConnect and Grampians Community Health. This brokerage has been an extremely welcome initiative. 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. In January, we were able to place a full time Outreach Intake/Case Manager in Bacchus Marsh. Another very welcome development for this region.

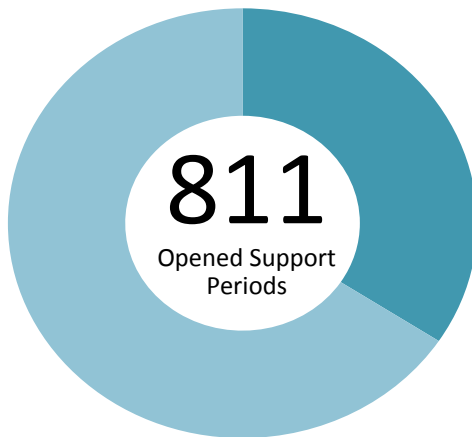
A sincere thank-you to all teams, programs and their team leaders who work tirelessly to deliver their programs throughout the region.

LOOKING AHEAD

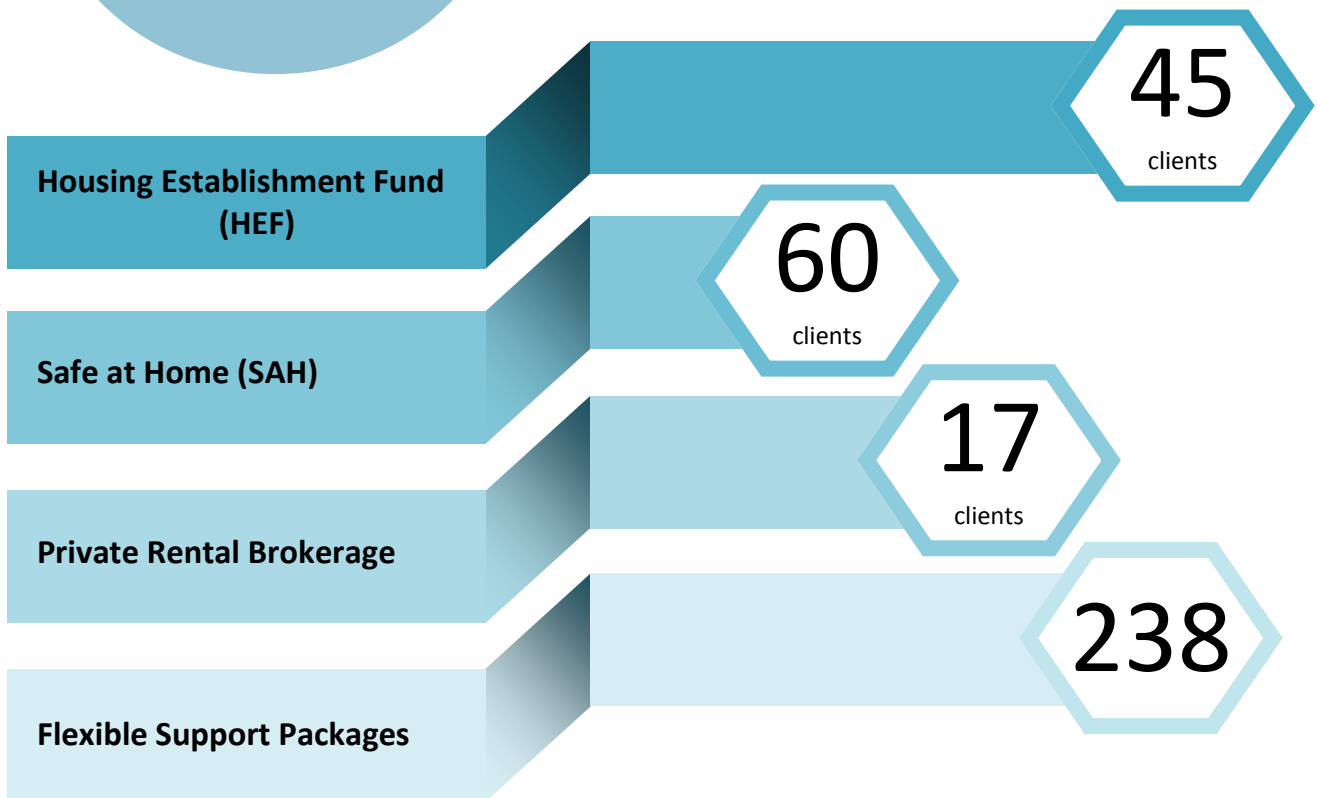
Family Violence is a changing landscape for everyone living in Victoria, in particular those working in the industry. The development of Family Safety Victoria will guide the implementation of the recommendations of the Royal Commission. We will continue to be challenged to improve our organisational health, we will develop and lead continuous quality improvement at WRISC and regionally, we will continue to foster strong working relationships with other agencies in the region, and together we seek to provide the best integrated service in Family Violence, to benefit every client, and support all staff. There are exciting times ahead, and together with every staff member, volunteer and board member, I look forward to continuing the story.

Elizabeth Jewson
Executive Officer

Statistics



- 38% Above our targets across all our programs
- 73% New clients Family Violence Outreach Program and Aboriginal Program



When women *SUPPORT* each other,
INCREDIBLE things happen.

Finances

I am pleased to present a summary of WRISC's audited accounts for 2016/17 which shows an operating surplus of \$83k.

Thanks must go to the Board, the FAR group, Libby and Anita for their continued focus on good financial governance.

I would like to extend my thanks to all of our staff and volunteers for their commitment and dedication during what has been both a challenging and exciting year.

Di Cassidy, Treasurer

This year was punctuated by our shifting out of premises in Eureka St to larger, dual and a more central location in Dana Street.

A number of events were held during the year which raised funds for our various programs. These included bbq's and ticket sales for raffles and a successful film screening of 'Hidden Figures' hosted at the Regent Theatre on International Women's Day. It is heartening to see a variety of donors support varying programs and projects. A big thankyou to our regulars – UnitedWay and the Ballarat Foundation, and StreetSmart.

We also receive in-kind donations – notably care packs to be provided to our clients and these are all very much appreciated. Supporters included: Share our Dignity, Soroptimist Ballarat Inc., Anglican Girls Friendly Society and Sebastopol Topic club. We have also received monetary donations from a wide variety of individuals, community and service clubs during this financial year and sincerely thank all donors and look forward to their continued support

Our programs also hugely benefit from the input of a steady stream of skilled volunteers. These women assist in reception, administrative support, data entry and much more. They bring diversity to the agency and enhance our day to day operations. We strive to provide them with opportunities and experience in a supportive environment that values the input of all personnel.

In addition to operational funds, the Department of Health

and Human Services provides us with various brokerage packages to assist our clients. \$ 966,000 this financial year was received for Flexible Support Packages. Private Rental Brokerage (17 women assisted), Housing Establishment Fund (45 women assisted) and Safe at Home funding (60 women assisted) were other sources of brokerage. These funds ensure that women can move to and maintain safe, independent living and access a variety of essential goods and services.

During the year we employed a total of 28 staff. The average Effective Full Time equivalent for the year was 16.3. We had a steady stream of 7 volunteers for the year with others coming and going in that period.

We regularly produce newsletters – let us know if you would like to be on our mailing list (or read via the website). Also, check out our Facebook page and website www.wrisc.org.au. Alison also regularly participates in radio interviews (Tuesday mornings – community voices) with Ballarat Community Radio 99.9 Voice FM.

Lastly, a thank you to all in our team. Our receptionists (including volunteers) are the first point of contact, hence play a pivotal role in the representation of WRISC. They deal efficiently, capably and empathetically with all stakeholders. We are proud of all our valued staff and our outstanding record of employment and volunteer longevity.

Anita Koelle

Business Manager

**PROFIT & LOSS STATEMENT
FOR THE YEAR ENDED 30th JUNE, 2017**

REVENUES	2017	2016
	\$	\$
Government Grants	2,292,499	1,188,319
Investment Income	4,154	4,372
Other Revenue	51,330	54,004
Total	2,347,983	1,246,695

EXPENSES	2017	2016
	\$	\$
Salaries and Wages	1,098,932	760,286
Salaries On-costs	96,983	70,802
Depreciation	33,148	31,604
Client Costs	407,753	121,678
Reimbursements – Berry Street	322,126	52,220
Repairs & Maintenance	13,770	12,524
Interest Expense	23,318	24,052
Other Expense	268,867	167,885
Total	2,264,897	1,241,051

OPERATING SURPLUS **83,086** **5,644**

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’

BALANCE SHEET AS AT 30th JUNE, 2017

ASSETS	2017	2016
	\$	\$
Property, Plant & Equipment	958,662	835,507
Other Assets	975,032	465,623
Total	1,933,694	1,301,130

LIABILITIES	2017	2016
	\$	\$
Bank Loan	434,984	448,602
Income in advance	626,833	182,198
Other Liabilities	228,478	110,017
Total	1,290,295	740,817

NET ASSETS **643,399** **560,313**

EQUITY	2017	2016
	\$	\$
Accumulated Surplus	643,399	560,313
Total	643,399	560,313

Children's Counselling Program (CCP)

At the heart of our program are children. As workers we are passionate about children being able to claim their right to safe and nurturing relationships, so essential for their sense of well-being, their life-long health and their growth and development.

This report tells a story of our experiences as members of the WRISC team and our work with children who have experienced family violence.

Change and growth has been the key theme of the year for the CCP. The first of these changes was employing a second single session therapist through additional DHHS funding – Tracy A in October 2016, followed by Ruth going on long service leave at the end of November and in February stepping down as Team Leader. The move to new premises occurred in December 2016, with settling in, setting up a family room, a play therapy room and converting a garage into an art therapy studio, happening from January to April.

The Art Studio



The Play Studio



Tracy and Ruth have been sharing team leading duties since July 2017, whilst Sally has taken on project management of the super-exciting Van Go Project.

In March this year WRISC successfully obtained over 1 million dollars funding to trial a Mobile Creative Therapies program based in Moorabool Shire. Van Go was born! A team of creative therapists have been employed, a Steering Committee established and a new office created in Bacchus Marsh with over 50 children referred for counselling before doors opened. The program is funded until 30 June 2018 and will be evaluated by the State Government to determine if outcomes justify ongoing

funding. This is an exciting opportunity for our team that we hope will result in more Van Go vans throughout all our Local Government Areas in the future.



In addition to the Van Go project funding, we were also fortunate to receive smaller grants to enable us to extend our Ballarat-based services to include an art therapy group and access to private therapists for children who may otherwise miss out.

Another exciting project in 2016 was The Single Session Response Outcome Evaluation undertaken by Lauren Irvin as part of her Masters of Social Work, Federation University. This has been a really useful piece of work in terms of improving our practices, having evidence of good practice and effective interventions, and hearing client - including children's - perspectives of this service.

Working with Aboriginal children continues to be a highlight for our program. The Children's Program worked closely with WRISC's Aboriginal Program throughout 2016-17. This collaborative approach has meant that more Aboriginal children (25% of our child clients are Aboriginal) are accessing therapeutic services, and families are often supported for longer with a more holistic approach. CCP staff were involved in NAIDOC week, the Yarning Circle girls' group, the Yarning Circle Camp, and along with Aboriginal Program staff, attended a meeting with the Commissioner for Aboriginal Children – Andrew Jackamos to talk about specific problems in the system and how to improve outcomes for our clients.

Another highlight is our volunteers. Many thanks to Tracy K and Sheree who provided much needed transport to a number of our child clients in 2016 making regular attendance possible, and Leanne Hill who reached her five year milestone helping us keep our record keeping on track. We would like to thank them from the bottom of our hearts and also the WRISC corporate team for making volunteers a reality.



Continued..

WORKFORCE

Annie –Single Session Therapist and Team leader, **Ruth** –Child-Centred Play Therapist and Team Leader, **Sally** –Art therapist to January 2017, now Project Manager of Van Go Moorabool, **Tracy A** –Single Session Therapist, **Leanne** - Administration Assistance, **Tracy K and Sheree** – Client Transport, **Jo** –Girls’ Art Therapy Group, **Lauren** – Student from Federation University who undertook our single session research project.

SERVICE OFFERING

In 2016-17, the CCP provided the following services: Secondary consultations with workers about how best to assist particular children and families, parent consultations about supporting children after family violence, assessing children’s safety, stability and developmental needs, Single Sessions - to assist families affected by family violence to talk about their experiences together, and to start rebuilding and restructuring the family after a perpetrator of family violence leaves the family home, Private Therapist Contracting when necessary, Art Therapy, Child Centred Play Therapy, Indigenous Boys’ and Girls’ Groups, Girls’ Art Therapy Group

The CCP provided services to 364 women and children (up 51% on previous year), 56 Aboriginal (up 27%), 191 children, (up 49%) 47 Aboriginal (up 30%), 173 women, (up 15%) 9 Aboriginal (up 12%), 41 children attended a group, (up 37%) 18 Aboriginal (the same as 2015-16), Approximately 35 families who attended single sessions (up 52%).

A number of factors contributed to the 50% increase in women and children accessing the CCP, with the key factor probably being the single session work. A school group and our involvement in the indigenous girls’ group also added significantly to the number of children who received a service.

STAKEHOLDER COLLABORATION

We worked collaboratively with many organisations, as well as private therapists and a local potter, to get all-round better outcomes for our children. The Single Session Evaluation was a result of a WRISC- Federation University partnership and we were also active in the Family Law Pathways Network (FLPN) and the Supporting Children’s Network (SCN)

***Ruth Turvey,**
Children’s Counselling Program; Play and Family Therapist*

Children's Groups

YARNING CIRCLE : Aboriginal Girls' Group

Facilitators: Angela, Sally, Tracy, Annie, Lyndel and Darcie and Mel. from WRISC and BADAC
Art, Craft, Pottery and Yarning. **Up to 15** Aboriginal girls aged between 6 and 16 participated over 4 terms during the 2016-17 financial year.

ABORIGINAL BOYS' DRUMBEAT - ART GROUP, TERM 4 2016

Facilitators: Ruth from WRISC, Bob Maika (CAFS), Peter Rotumah (Centacare)
This group involved exploring emotions, identity, values and relationships through drumming, talking and art making.. **5** Aboriginal boys aged 10-14 participated in this group.

GIRLS ART THERAPY GROUP:

Facilitator: Jo Scherger, **Funding Source:** United Way
12 girls between the ages of 7 and 15 participated over the four terms in the period.

SCHOOL-BASED BOYS' ART THERAPY GROUP, TERM 3, 2016

Facilitators: Sally from WRISC and Judy O'Grady from Alfredton Primary School
This group involved talking about what was going on in the boys' lives and using art as a way of relaxing, expressing themselves and communicating. **11** Alfredton Primary School boys aged 8-13 participated in this group.

Women's Groups

WOMEN'S CRAFT GROUP:

Facilitators: Bernadette from WRISC and Rebecca from CASA. Women's craft group has continued successfully at WRISC this year. The focus of the group is doing craft whilst engaging in conversation and providing peer support. The group occurred in Term 3 and 4 of 2016 and Term 1 of 2017 with **9** women in total participating.

WEAVE: (4th term 2016)

Facilitators: Bernadette from WRISC and Liz from Ballarat Community Health Centre.
WEAVE is a closed, 8 week psycho-educational group about family violence facilitated by WRISC and Ballarat Community Health Centre. The group occurred in Term four 2016 and **6** women in total participated.



Aboriginal Program



GOVERNANCE AND SUSTAINABILITY

The Aboriginal Program are members of the following working groups and have met regularly throughout the year, highlighting the work that WRISC Aboriginal Program are doing within the local Aboriginal community as well as providing statistical information in relation to the number of families we are working with, as well as all of the children within those families that we are supporting.

These groups include the Grampians Indigenous Family Violence Regional Action Group, Koori Family Violence Police Protocols, Recidivist – Ballarat Police and Risk Assessment Management Panel and the Risk Assessment Management Panel, the Regional Aboriginal Justice Advisory Committee, VACCA, as well as having a very close working relationship with our local Aboriginal Co-operation, BADAC.

The Aboriginal Program provides weekly Court Support around matters such as Family Violence Intervention Orders, Child Protection Orders, Family Law Orders as well as Criminal cases.

WRISC Reconciliation Action Plan (RAP) is still continuing until July 2018. The RAP provides guidance for the Aboriginal Program at WRISC.

The Program has also attended the Aboriginal Justice Forum, Taskforce 1000 meetings, the Central Highlands Aboriginal Action Plan Advisory Group, Brothers and Sisters Day Out, the Strengthening Families Family Violence Forum as well as the team presenting at some of these forums about the work that we do with the local Aboriginal community.

WORKFORCE

Angela is the Aboriginal Program Team Leader and she is a very passionate, strong and proud Aboriginal Women from Badimaya Country in Western Australia. Angela's leadership and dedication to her role has a very respected and loud voice within the local Aboriginal Community and her work is valued and acknowledged, with the voice of the children often at the centre of her advocacy. Angela works full time within the program and is highly committed to supporting the local community and doing whatever it takes to get things done! She is not afraid to challenge and push boundaries when this is needed, as she often does.

Lyndel is also a very proud Aboriginal Women from Gamilaroi Country in New South Wales, who ensures that the voices of the local Aboriginal community, both women and children are heard, acknowledged and respected. Lyndel is very passionate about the work that she does and we are very fortunate to have her as part of the Aboriginal team at WRISC. Lyndel has continued to work .8 throughout the year and often goes above and beyond her support when the need arises.

Darcie began working in the Aboriginal Program in March 2017 due to a high demand and increasing workload for the team. Darcie has proven to be an asset to the team and has come across from BADAC, so her knowledge and repour working within the local Aboriginal community is well respected and supported.

Tracy has continued to work in the program throughout the year and is becoming a trusted member within the local Aboriginal community. Tracy is very dedicated to the work that she does and is passionate about supporting the local

Aboriginal community. Tracy continues to be a valuable member for the Aboriginal team who in Angela's absence, steps into the acting Team Leader role as is needed.

SERVICE DELIVERY

Within the Aboriginal Program our Families are always at the very heart and centre of the support. We work in a way that adapts to and is flexible to what each individual family needs and the support that they require, rather than trying to fit families into a very rigid model of support.

Our girls Yarning Circle meet every school term for a 6 week block. The girls are aged between 7-15 years and we have a strong group of 10-12 girls that regularly attend. The Yarning Circle provides a space for the girl's that is safe, fun and a chance to connect with their peers, other aboriginal girls, who have all experienced family violence at some point in their lives. The group participates in activities such as art and craft, cooking, pottery and yarning, as well as an end of term celebration dinner out.

Some of the benefits from the Yarning Circle are that it encourages school engagement, it supports the families and the careers to have a break as well as supporting the children's link to their culture.

The Program are in discussions around expanding the groups to cater for the growing numbers and having both a primary school and a high school group, as well as a boys group, stay tuned for the next Annual Report!

Within the Aboriginal Program we co-case manage as we have found that this is the best way to work. It allows for decisions to be shared and made as a team because they are often complex and not always easy ones to make. We also work closely with our amazing Children's Program at WRISC.

PARTNERSHIPS AND COLLABORATION

We are so fortunate in the Aboriginal Program that partnerships and working collaboratively is part of the natural way in which we work. We often co-case manage with the IFS Team at BADAC when we are both supporting the same family which provides a more wrap around support and allows for better outcomes for our families. BADAC support the program with our Yarning Circle with staff from the IFS team regularly attending as well as funding support for the group.

The program works closely with Child Protection when they are involved with our families and we actively seek out positive working relationships with any other services that our families may be linked in with such as CAFS, Centacare, BCH, Uniting Care, Housing, Safe Steps, Headspace, Eureka Mums and Berry Street.

Victoria Police and the Family Violence Unit are a great source of support and resource for our program. We continue to work collaboratively with them and often require their expertise and assistance in keeping our families safe.

Angela has also begun training for collaboration with Lifeline Ballarat, around delivering the specialised Aboriginal DV Alert training to the wider community.

Angela Heard, Team Leader



Family Violence Outreach Program

Over the last twelve months the Family Violence Outreach Program has once again seen an increase in requests for assistance and support, which is consistent with previous years. The cases have become more complex and high risk, with increased demand for service occurring. The last twelve months have 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 pro-forma, 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 done, 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 attends team meetings, program meetings and professional development sessions. These meetings allow for a flow of communication between staff.

WORKFORCE:

The Family Violence Outreach Program team consists of two Team Leaders, one in intake and one in case management, two intake workers and up to four case managers. Staff also cover outreach areas and are involved in group work programs. We also have wonderful support from relief staff in intake when needed.

Throughout the last twelve months we have seen some staff changes with the workforce in the program. The wider Family Violence Outreach program team split into two teams, Intake and Case Management, with Nicolette taking on the role of Intake Team Leader and Susie taking on the role of Case Management Team Leader.

We welcomed Sarah who has experience in both case management and intake into the Family Violence Outreach Program team in June 2016 in an intake role. We welcomed Margaret into the team in November 2016 and Mandy in March 2017 as case managers to assist with increased demand for case management services.

Due to identified increased service need in the Moorabool area, Lynne joined the Family Violence Outreach Program in January 2017 as full time Moorabool Outreach worker based in Bacchus Marsh and has recently moved to the Darley Early Years Hub with the Van Go team.

Staff look after their personal and professional well-being by participating in regular supervision, both operational and clinical on a monthly basis. Staff also attended events such as the Duluth Training, specialised training (for example, Common Risk Assessment Framework training), and undertaking in-house professional development.

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 continue, 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 the reviewing of the intake process it has been identified that one intake worker per day at times is not enough to meet demand. In the past year we have been able to increase intake hours so there are two intake staff on some days. Currently two days a week we are able to have two intake workers and it is noticeable that on these days we provide more efficient and timely support, especially in relation to new clients. It has also been identified with the review that there is a slow point at the point of allocation to case management and 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 the Psychologists Association, Beaufort and Skipton Health Service, Maternal Child Health Centre's Mothers groups, and Respectful Relationships forums at local secondary schools. Attending these 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 our largest client base. The Moorabool Outreach worker is now based full time at the Darley Early Years Hub and also attends Bacchus Marsh court on a Friday. An outreach worker attends Hepburn shire fortnightly on a Thursday, with the ability to attend weekly when required. Kelly has picked up Pyrenees as an Outreach Area and is working on re-establishing this area and networking with key stakeholders with a view to attending fortnightly. At the end of this financial year we have seen Lynne, Outreach worker to Bacchus Marsh, Margaret, Outreach worker to Hepburn, Kelly, Outreach worker to Pyrenees, and Golden Plains to have an Outreach worker in the coming six months.

Bernadette has continued to co-facilitate the women's group WEAVE with Ballarat Community Health Centre. Bernadette has continued to run the women's craft group at WRISC which has been very successful.

PARTNERSHIPS AND COLLABORATION:

The Family Violence Outreach Program continues to build relationships within the sector. Staff have worked collaboratively with numerous services in advocacy, referral to and from services, providing secondary consults and information regarding services. We would like to take this opportunity to thank the team for their dedication and commitment in the work they do and look forward to leading them in the next 12 months.

Nicolette Skirka and Susan Muller, Team Leaders

Data: It paints a thousand words;

Digging deeper into women and children's journey of Family Violence.

In 2016, WRISC Family Violence Support completed the data project *Data: It paints a thousand words; digging deeper into women and children's journey of Family Violence*. The data project began in January 2016 and ran for a 6 month period due to a generous grant from Victorian Women's Trust, Con Irwin Sub Fund.

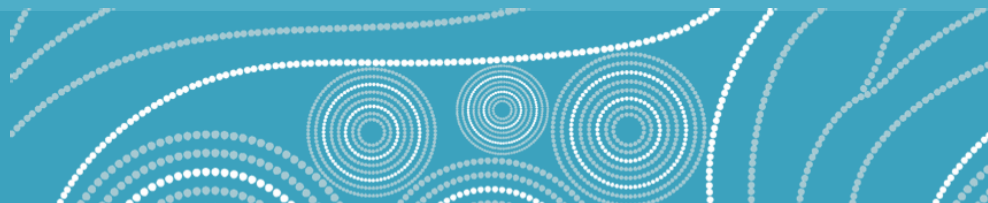
WRISC is continuing to develop ways to create a collaborative, coordinated, multi-organisation and multi-sector response to Family Violence. This project is a response to these aims, and was informed by data provided by women and children that have been impacted by Family Violence, in addition to multiple stakeholder response. Data sets relating to three key areas were sought and analysed:

WRISC clients who received a multi-organisation shared care plan in 2014

WRISC clients who were actively involved in other Family Violence related and other support services in the Ballarat region in 2014

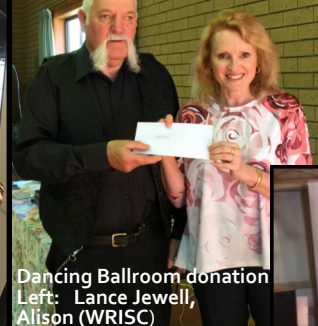
WRISC clients over the past 5 years who have re-referred into WRISC and the reasons for re-referring

Data collected from the WRISC client database showed only 9% of clients had a documented shared care plan. However clients with shared care plans were less likely to need further periods of support when compared to clients without shared care plans. 28 services were identified which clients of WRISC interacted with on a regular basis and a portion of these services were invited to be a part of reference group to guide the data project. The data project identified enablers and barriers that contribute to the use of shared care planning which will contribute to future practice advice. Recommendations for future work practice were made using the information gathered in the project in relation to agency partnerships, collaborative care models, systemic and future data collection.





Cheque given to WRISC from Alfredton Rotary club
Left: Anita Koelle (WRISC), Elle Beer (President)



Dancing Ballroom donation
Left: Lance Jewell, Alison (WRISC)



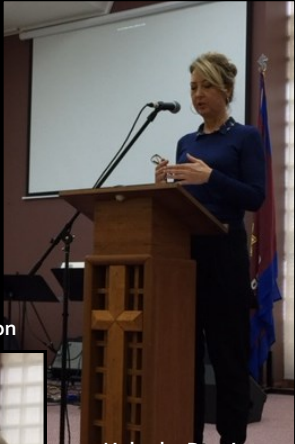
Fundraiser for WRISC from Hop Temple



Van Go Moorabool Launch



Mini Forum with Berry St
Facilitator: Penny Matheson



'Join the Dots'
Fiona McCormack, CEO
Domestic Violence Victoria



'Join the Dots'
Welcome to Country
Lyndel (WRISC)



WRISC new premises



205 Dana Street



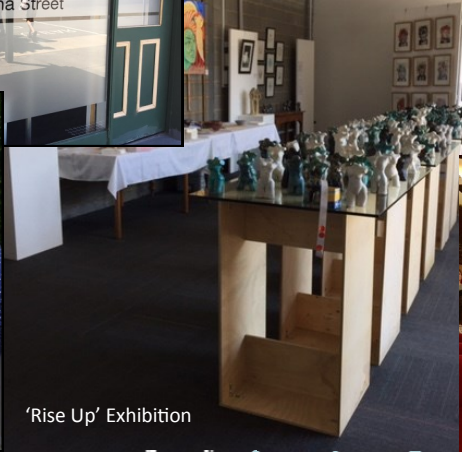
Volunteers Weeks



International Women's Day



Donation received from Tessa Marshall.
"A Tribute to Female Singers Over the Past 90 years"
Left: Alison (WRISC), Tessa Marshall, Libby Jewson
(WRISC EO)



'Rise Up' Exhibition



Film fundraiser for International Women's Day



International Women's Day

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 Mental Health Support Service
- 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

Eureka Mums

Goolum Goolum Aboriginal Cooperative

Grampians Community Health

Grampians Integrated Family Violence Committee (GIFVC)

Grampians Indigenous Family Violence Regional Action Group (GIFV RAG)

Hepburn Health Service

Karrung | Housing

Lifeline

Maternal Child Health

Meminar Ngangg Gimba

Primary Health Care Network

Private Practitioners:

Relationships Australia

SalvoConnect—Western

StreetSmart

Uniting

- Children's Resource Co-ordinator
- Open doors

United Way and the Ballarat Foundation

Victorian Aboriginal Legal Service (VALS)

Victorian Legal Aid

Victoria Police

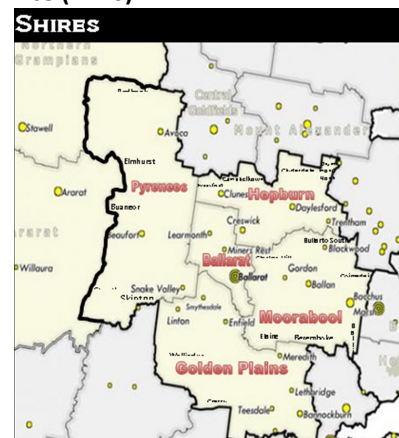
Victorian Women's Trust

Wimmera Uniting Care

Women's Health Grampians

Local Government

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



We Rise
By Lifting
Others





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