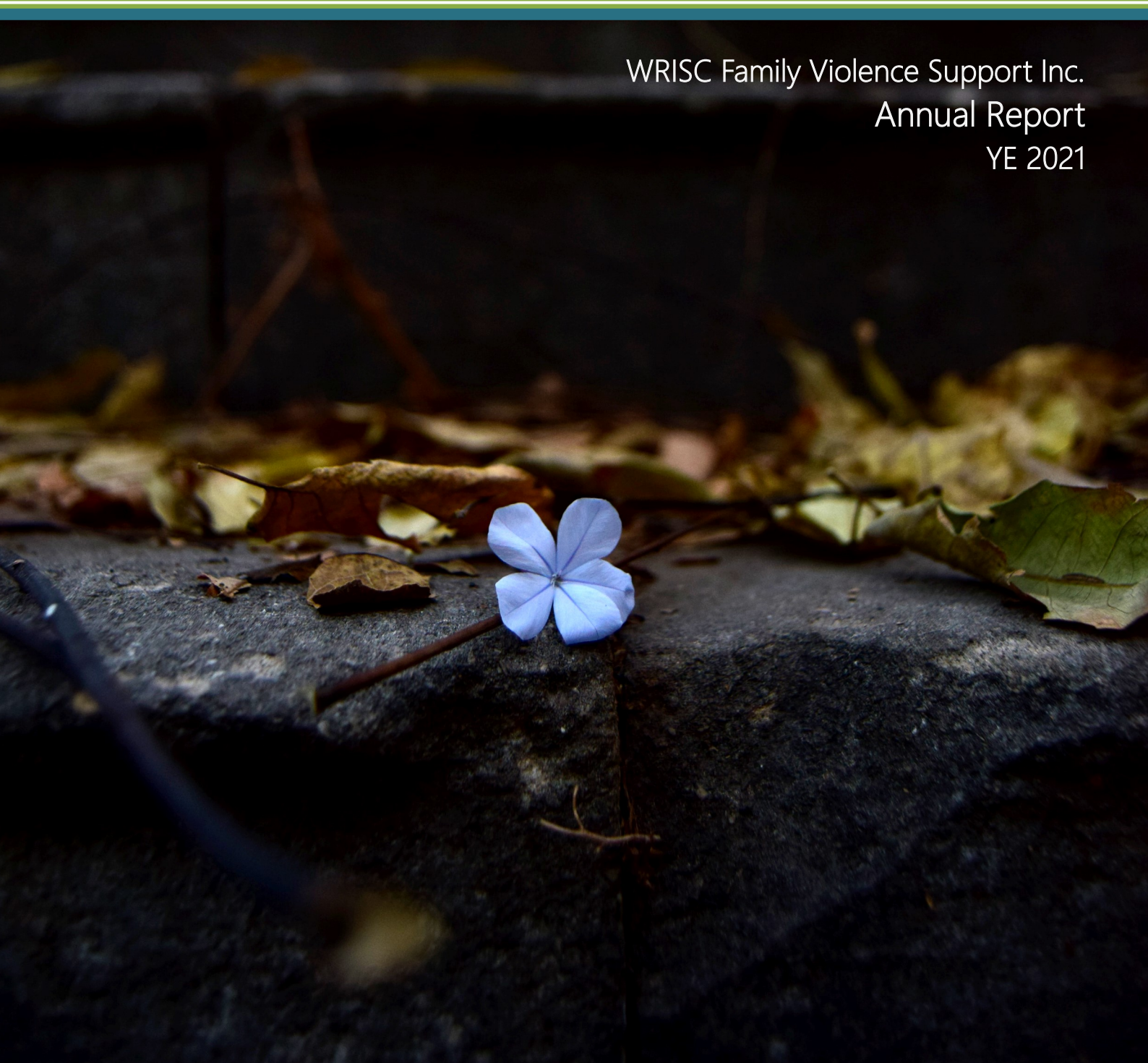


Safety Equality Opportunity for all people

WRISC Family Violence Support Inc.
Annual Report
YE 2021





Contents page

Letter from the President	3
Board of Governance	4
Letter from the Executive Officer	5
and during COVID-19	7
Vision, Mission and Values	8
Building Better Organisations	9
Treasurer's Report	10
Financial Statement	11
Aboriginal Program	12
Corporate Team	14
Family Violence Outreach Program	16
Van Go Children's Creative Therapies Program	18
End of year gathering	20
For Sale: 'Circle of Strength' courage cards	21
Action Plan	22
Organisations WRISC works with	27

Letter from the President

As I reflect on 2020-2021, the worldwide pandemic “COVID-19” is still at the forefront of our lives. We are constantly being reminded to stay home, work from home and educate at home, regularly sanitise our hands, practice social distancing of 1.5 metres and wear facemasks. The Delta variant is sweeping across our nation at a rapid rate and as many of us rush to be vaccinated we do so in the hope that we can open up our nation and be able to spend quality time with our loved ones. But, in the darkness there is always hope, a light of positivity. A reflection on the year that has been, appeared on my social media the other day. It reminded me, that across the world during this pandemic that: the Ozone hole over Antarctica has closed, 48 animal species were saved from extinction, Saudi Arabia and Palestine banned child marriages, Scotland provided menstrual aids to all women for free and Whales came back to the Atlantic ocean after more than a 100 years.

However, at a local level we see the consequences of prolonged stays at home are on the rise across our society. Family violence issues are on the rise and supportive organisations are having to be creative in providing assistance. A negative cloud sits over us all. But once again the light of hope shines bright, as WRISC continued to provide its outstanding service to the women and children who are victims of family violence, in the face of adversity!

Despite the pandemonium occurring across society, WRISC has maintained the integrity to provide quality engagement with clients, case management, process FSP's and attend Zoom or telephone meetings. Advocacy for clients and assisting them to be safe and heal, has always been the focus of all workers at WRISC and not once through this pandemic have, they faltered. At our board meetings, I am always in awe of the work that is occurring and the strength and resilience that is shown by each and every employee of this organisation. You play an important role in providing this highly regarded service and on behalf of the board, I want to offer our heartfelt thanks.

The WRISC Board have continued to meet either in person or via Zoom, depending on the lockdown situation. Libby, Anita, Hilary and the Board have worked closely to ensure WRISC is providing stability and growth to the entire organisation. I want to thank them for donating their time and energy to assist in strategically building upon the strengths of WRISC and addressing the challenges to ensure consistent improvement. We have welcomed new members into our midst- Kesh and Megan, both are settling into the Board and are making much valued contributions. Unfortunately, this year we will farewell two board members who have been outstanding in their service. Profound thanks to Di Cassidy for her almost 6 years as the board treasurer. Every meeting the board are extremely grateful for professional expertise in the financial arena. Earlier this year we farewelled Kate Davis. Kate has been instrumental in assisting with the fundraising options for WRISC and assisting in liaising with Ballarat companies to become regular contributors. We will miss both Di and Kate and thank them for their contributions to assist in the continual growth of WRISC and wish them all the best for the future.

The members of the Board provide a range of skills and expertise. Throughout the four key working groups of Executive Officer Reference Group, Continuous Quality and Improvement,

Finance and Risk Management and the Fundraising group, their contributions have been invaluable. This last financial year we saw further progression in all key working groups. Such progression has provided the opportunity for the development of a successful short term fundraising boutique op shop culminating in the opening of the pop up op shop in early July) and managed by Chloe, continual reviews of key policies and procedures- especially the development of the male caregiver policy and the crucial oversight of finances and risk.

This last financial year also saw challenges and changes in the leadership team of WRISC. Libby continues to be a tower of strength for the organisation. One outstanding introduction to the organisation is the additional leadership role of Program Manager. This role was developed to provide management and leadership support for all aspects of service delivery including line management of Team Leaders, quality improvement for all service delivery programs and critical review of service delivery and planning. Congratulations Asha who was successful in the recruitment process. The planning process began late in this last financial year.

Hindsight and self-reflection allow us the chance to see what success we have had but also to understand that we do not always get everything right. However, this provides learning opportunities and the prospect to make quality progress in the future. I want to commend and congratulate Libby on leadership and her ever positive energy to continue to develop WRISC for the future. I want to thank Anita and her team for keeping the business of WRISC afloat with their eye for detail and the finger on the pulse, accounting for every dollar and cent and ensuring we receive our bang for buck! I also want to give a big thanks to the Admin team, especially Sandra and Hilary. These women have us organised and prepared for Board meetings, Hilary attends meetings to keep detail notes and minutes. They are an integral part of the operation and we would be lost without them.

In the words of author Jodi Picoult “The human capacity for burden is like bamboo- far more flexible than you'd ever believe at first glance.”

In the current pandemic, WRISC staff rise above the burden, you have continued to be flexible and bend like bamboo. I truly admire the dedication, professionalism and tireless support that the WRISC staff provide to our clients and to each other as they work to empower the women and children affected by family violence.



Emma Leekane

Board of Governance President



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
Emma Leehane



DEPUTY PRESIDENT
Meeta Narsi



TREASURER
Di Cassidy



SECRETARY
Carly Burke



BOARD MEMBER
Wendy Baker



BOARD MEMBER
Michelle Hunt



BOARD MEMBER
Kesh Manton



BOARD MEMBER
Meegan Dunne

Letter from the Executive Officer



It is with pleasure and gratitude that I present this report as the Executive Officer of WRISC Family Violence Support Inc for the year ending 2021. What a year it has been. Words such as insecurity, COVID-19, mute, zoom, working from home, border shut downs, red green and yellow zones, The Orange Door, e-meetings, and the list could go on. Throughout this last financial year, I can do nothing but applaud the staff at WRISC who have continued through the immense changes and uncertainty due to COVID-19 with strength and resilience.

The year started 5 months after the outbreak of COVID-19, with 2 further lock downs during the 12 months. We were able to gain some special COVID boost funding, that helped us build our capacity in IT so that all staff were able to use lap tops, new mobile phones and so when needed, everyone was able to work from home in an instant. This was to prove very beneficial as the months unfolded, and many client- interviews and assessments and appointments were conducted over the phone or through zoom. Staff gradually developed their working from home offices, and together we continued to develop our COVID safe workplace policy and procedure as well as our pandemic action plan. These documents helped us all to gain clarity and confidence in how to work through each situation as it arose.

I want to firstly acknowledge all the staff as they worked together to continue to provide services despite the chaos that seemed to be happening all around them. Clients engaged, case management happened, e-therapy happened, our business continued to develop, FSP's continued to be processed, all our regular meetings continued and overall it seemed like it was 'business as usual' except that it was a new 'usual'. It never ceases to amaze me the way in which humanity adapts to new surroundings and circumstances and our clients do likewise.

To Case manager: Mandy (Q4. 2020-2021)

Thank-you for your part in my journey. I will be forever thankful for the tools, support and help you gave me and my children. You

helped me find my confidence and independence. That is better than winning lotto (well almost lol). You have inspired me, and I hope to be half as good as you, so I too can help people like I was.

This year saw a number of staff changes. We said good bye to Nici after 11 years of dedicated service as a case manager and senior worker. We also saw Lynne secure the Personal Safety Initiative project officer role (based at Berry St), Kristen secure a secondment as the Project Officer with the Working Together Partnership, Tracy A take a redundancy package and Suzanne secure a secondment as the Family Safety Practitioner Integrated Counselling and Case Management with the Magistrate Court's Family Violence Division. All these staff have been key sources of wisdom and experience and whilst 2 are only on secondment, they are all sorely missed. I think that spreading the WRISC wisdom and practise wherever any staff member goes is very healthy and I like to imagine the WRISC insight and wisdom being spread far and wide this year. We welcomed Karryne, Ari and Genevieve, all from the VGCCPT and Senim and Funbi (FVOP) as well as Stacy (VGCCPT) and Karyn (AP) who started and also left us during this last year. Thank-you Stacy and Karyn for your contribution to WRISC during your time with us. During this time Melissa from the AP also secured another role and moved to CAFS. Thank-you Mel for your much valued contribution to the AP, and we wish you well for the future.

Congratulations to Marg (Family Violence Outreach Program FVOP) and Tracy (Aboriginal Program- AP) who have carried out the roles of Acting Team Leader with strength and courage. They have supported their teams through staff changes, students, The

Continued next page...



Orange Door, COVID-19, working from home arrangements, and alterations to service delivery with much resilience and a sincere thank-you to both Tracy and Marg. Ash also, took up the role as Team Leader of the Van Go Children's Creative Therapy Program (VGCCTP) following the restructure and has also navigated changes such as the development of the single session role, students, online therapy via zoom, project oversight of the Little Children Big Outcomes project as well as focussing on outreach to the Golden Plains Shire. Anita, the long standing Business Manager has managed to keep the WRISC business moving forward despite all the external COVID-19 obstacles, and also led her team with meticulous attention to detail and working through challenges as they arose.

"I cannot speak more highly of Suzanne and the services provided to me. In particular the implementation of safety around my home. KEEP FIGHTING THE GOOD FIGHT 6.4.2021"

I want to pay a particular thanks to the Leadership Team as together we worked at clarifying the important elements of leadership through reflection and sharing, as well as dealing with the never ending list of operational tasks as they arose. A feature of this process was the Leadership Planning Day where we spent time reflecting, planning and sharing and it was from this day that we then developed our work plans and started to articulate methods of consistent communication to our teams and ourselves. I want to pay particular attention to the work completed with the male caregiver's document which articulated how WRISC works with care givers of children who may be male. This document has taken a long time to develop and finalise and it is almost ready for completion. The work of the Team Leaders in this space was remarkable, and I look forward to finalising the next document (the WRISC Feminist Statement) with the staff and Leadership Team.

Whilst the Building Better Organisations (BBO) has been on hold in some ways, the underlying principles of being open to feedback, shared responsibility, using the G (goal), R (reality), O (options), W (what next) framework, working on all elements of the Billabong model, using the 4 pillars of empathy, clarity, engagement and learning as well as the internal advisor and the critical friend feedback process has helped to make the culture at WRISC is more visible. This is always a work in progress, but gradually over time the elements of the BBO are becoming a more normal part of WRISC.

For the first time in a number of years, an Orientation Session was held for new staff (including those who started earlier during COVID-19) and students. This session included outlining key elements of WRISC, an outline of the BBO process, an introduction to the organisation structure and some information sharing by Team Leaders and other areas. This session was very well received (average rating of 8.6 out of 10 rating for the whole session from the 12 participants).

Working groups (disability, intercultural access and safer pathways, LGBTIQ, evaluation and fundraising) within WRISC have also been reactivated and will continue to develop over

the course of the coming year.

Selection of comments from participants of the orientation session.

- *Appreciated the interaction & drawing upon prior knowledge of all.
- *Felt very engaging, supportive & welcoming.
- *Enjoyed hearing about the other programs
- *I have a bunch of orgs and acronyms to go and research!
- Thank you
- *Really appreciated having healthy GF options for the food – Yum!
- *Strong sense of the values – evident in all staff & through delivery. Thanks Libby ☺
- *Like being asked what we wanted to gain out of meeting – then being accountable to that.

During these 12 months our service delivery has continued and for all programs the changes with the introduction of The Orange Door (TOD) has meant that in general clients have been referred to WRISC via The Orange Door with more complexity and higher risk. The continuation of the joint allocations group as part of TOD has been a significant change and maturity within the region and the recalibration of the intake processes to align with TOD has taken some time to settle. The good will and collaborative work in this space has been outstanding. Additionally, project positions included: recruitment of the Groups Coordinator (12 months), the continuation of the Enhanced Pathways project (coordinating University students) and the Little Children Big Outcomes Project. Whole Staff Team Meetings (WSTM) have continued mostly over zoom. It was wonderful to gather in April in person at Oscars for the first time for a WSTM for over 12 months.

The Board have been a pillar of strength during these last 12 months and I would like to pay particular tribute to Emma for leading the Board and being a very encouraging influence to me through these uncertain times. I would also like to say a particular thanks to Di our esteemed treasurer who will be leaving us after 6 years of service. Her contribution from a governance, strategic vision and wisdom have been outstanding, and a sincere thankyou to you.

In the Central Highlands region the development of the Collaborative Alliance Network, whilst having a slow start, has shown great potential. The Principal Strategic Advisors work Hub has proven to be a hot bed of innovation and ideas, and the progress of the Working Together Partnership has been outstanding. Additionally, the Central Highlands Integrated Family Violence Committee (CHIFVC) with its current strategic plan has been outstanding, with the working groups achieving many things working together including sharing data, communities of practice, training schedules for the risk assessment tool. I completed my 3-year term as chair of CHIFVC, but remain as an executive member of the committee.

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From a state wide perspective, Domestic Violence Victoria (DVVic) and Domestic Violence Resource Centre Victoria (DVRCV) have successfully merged, and a new CEO appointed: Tania Farha. This has seen staff changes, but I have already noted a broader strategic application to the work of this merged group and look forward to watching the larger peak body emerge stronger and more able to represent the specialist family violence sector into the future. Family Safety Victoria (FSV) and Department of Fairness, Families and Housing (DFFH) have continued to eagerly support the work of WRISC and I would like to take this opportunity to thank both DFFH and FSV for enabling the work of WRISC to continue through regular funding and underpinning of state-wide initiatives.

This is my 8th Annual Report and in saying that I almost cannot believe that! When I think about these years and reflect on my time at WRISC so far I cannot help but think about the team work, the partnerships, the difficult conversations, the funny situations, the sharing of our human stories, the collaborations, the strength of the clients, the children's capacity to heal, the support of other colleagues and overall the humility and wisdom of staff as they seek to support the work of WRISC through each of their programs. At times this is not easy, but as has been said many times in a spirit of good will, we work together to work through all situations as they arise. For this I am extremely thankful.



Libby Jewson
Executive Officer

and during COVID-19, we opened:

639 New support periods

New Support Period:

292
Family Violence Outreach Program

103
Aboriginal Program

244
Van Go Children's Creative Therapies Program

354
Flexible Support Packages





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



We acknowledge the Wathaurong people as the traditional owners of these lands and waters and we pay respect to Elders past, present and emerging.



WRISC is inclusive of women from all backgrounds, gender identifications and experiences and offers an environment which is free of exploitation and discrimination



WRISC acknowledges the support of the Victorian Department of Families, Fairness and Health for the provision of funding. This support is sincerely appreciated.

Our Vision

Safety, equality and opportunity for all people

Our Values

The organisation works from a feminist perspective and values: Innovation, Integrity, Respect and Trust

Our Mission

To promote respectful relationships through services which enhance the safety, autonomy and wellbeing of women and children

Building Better Organisations

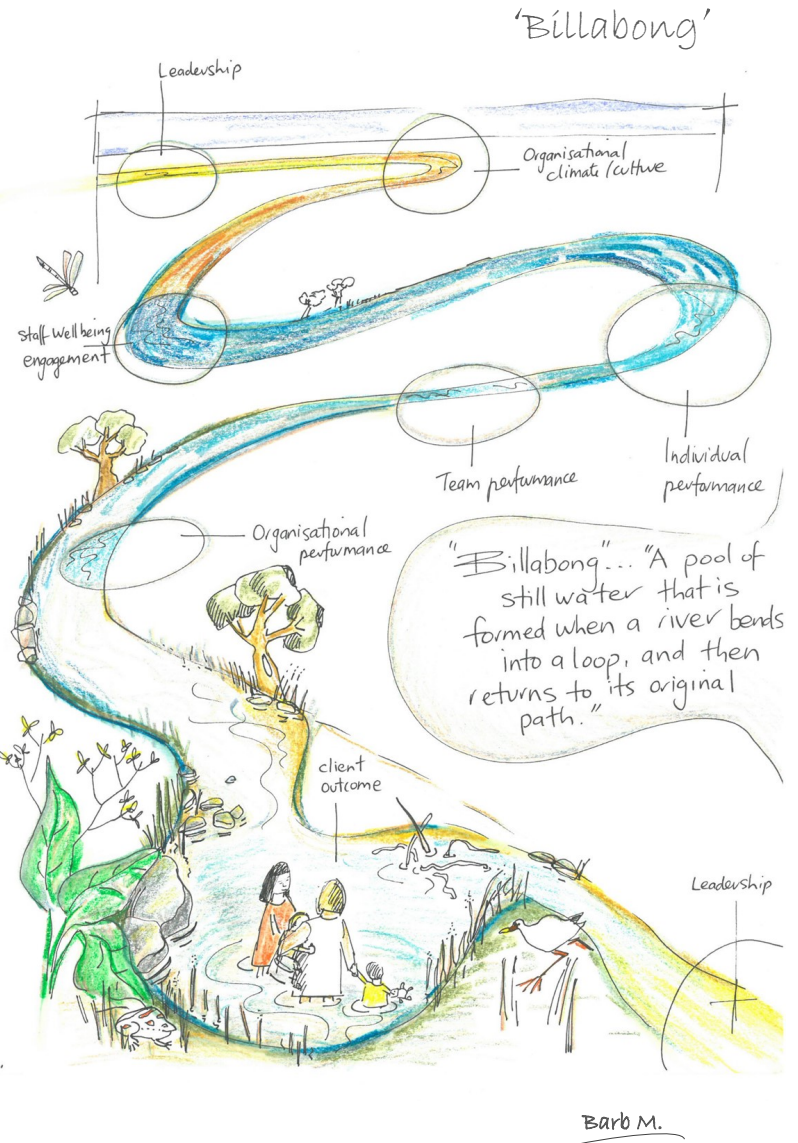
The Building Better Organisations (BBO) project was introduced to WRISC as a means of strengthening the organisation to improve outcomes for service users, staff and community stakeholders. The BBO process recognises that staff wellbeing impacts on organisational outcomes, and that staff wellbeing is best assessed through feedback from all staff. Responsibility for identifying and addressing organisational health is spread throughout the organisation so that all levels of staff have an opportunity to be heard and to be involved in improvement processes.

BBO brings a unique language and new concepts to WRISC that have the intention of providing shared ways of communicating that promote empathy, clarity, engagement and learning (The Four Pillars of Culture) with the overall aim of developing a flourishing workplace.

Other unique BBO concepts include the 'Billabong', a symbol of organisational health that signifies the necessity of a healthy flowing system that sustains positivity and productivity for all users, and the 'Red and Blue Triangles', a concept that encourages individuals to contemplate their own response style when communicating and working with others.

Some BBO concepts have become embedded in language and meeting structure, including the 'GROW' meeting process and the unique BBO meeting protocols, the 'think-pair-share' feedback process that provides opportunity for all staff to have a voice, and 'Balloons and Weights', those workplace elements that lift the organisation up or weigh it down.

The BBO process to date has developed 3 teams of staff members (Leadership Team, Cultural Improvement Team and Cultural Action Team) who are tasked with the challenge of consulting with all WRISC staff, bringing to light workplace culture, and implementing projects to address the identified workplace challenges. The BBO Cultural Improvement team conducted a whole staff professional development day 11/04/19 out of which came 3 core project themes aimed at addressing organisational difficulties. The newly formed Cultural Action Team will now develop these themes further to form one or more projects that will bring WRISC closer to the ideal workplace.



Treasurer's Report

Whilst the global pandemic has presented many challenges to the organisation we are pleased to report a surplus of \$509k for the financial year ended 30th June 2021. Brought about through both a reduction in expenditure and increased revenue.

We have been focussing our efforts on increasing our non-government revenue and this year saw an increase of 50% on the prior year. This will continue to be a focus of the Board.

Our accounts were audited by CountPro Audit Pty Ltd (formally PPT Audit P/L) and they provided the following opinion...

In our opinion, the accompanying financial report presents fairly, in all material respects, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2021 and of its financial performance for the year ended; and
- (j) complying with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012.

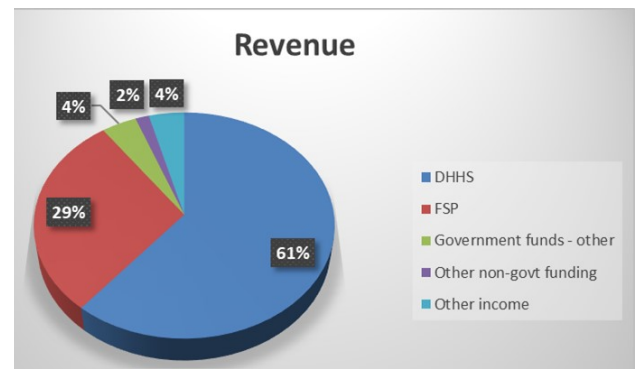
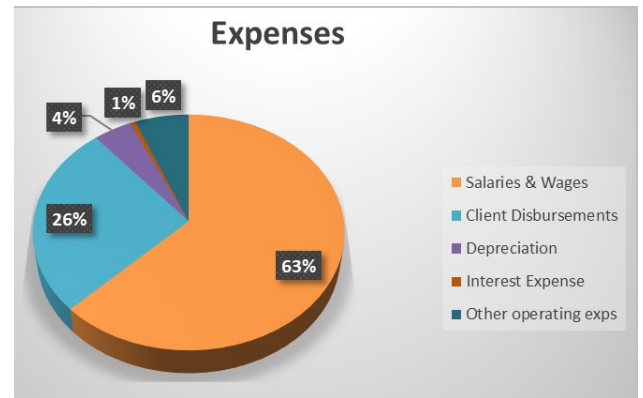
I would once again like to thank all members of the FAR group for their help during the year. On a personal note I would also like to thank everyone involved with WRISC for your incredible work and dedication.

It has been an absolute pleasure to be part of the Board for the last 6 years and I wish you all every success.



Di Cassidy

Board of Governance Treasurer



Profit & Loss Statement for the year ended 30th June, 2021

	2021	2020
	\$	\$
REVENUES		
Government Grants	3,656,129	3,523,118
Investment Income	7,412	8,638
Other Revenue	216,587	87,390
TOTAL REVENUES	3,880,128	3,619,146
EXPENSES		
Salaries and Wages	1,911,306	1,915,454
Salaries On-costs	168,557	172,560
Depreciation	148,156	136,338
Client Costs	624,449	645,212
Reimbursements – Berry Street	263,248	415,193
Repairs & Maintenance	16,453	16,989
Interest Expense	19,975	22,753
Other Expenses	219,281	204,624
TOTAL EXPENSES	3,371,425	3,529,123
OPERATING SURPLUS	508,703	90,023

Balance Sheet as at 30th June, 2021

	2021	2020
	\$	\$
ASSETS		
Bank	1,275,092	1,152,284
Investments	870,000	420,000
Property, Plant & Equipment	490,360	604,431
Other Assets	34,958	45,000
TOTAL ASSETS	2,670,410	2,221,715
LIABILITIES		
Income in advance	1,873	51,508
Other Liabilities	878,196	888,569
TOTAL LIABILITIES	880,069	940,077
NET ASSETS	1,790,341	1,281,638
EQUITY		
Accumulated Surplus	648,519	504,939
Specific Purpose Reserve	1,141,822	776,699
TOTAL EQUITY	1,790,341	1,281,638

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 Chief Executive Officer.



Aboriginal Program

Angela, Lyndel, Darcie, Mel and Tracy started off the year in the Aboriginal Program, with Angela Team Leader. At the end of July WRISC said a sad farewell to Angela, who had been with WRISC for nearly 8 years! Angela's contribution to WRISC and the Aboriginal Program has assisted to support the Aboriginal Program to where it is today. Angela made very strong and long lasting connections with the local Aboriginal Community, the local Ballarat Community and across Victoria and parts of Australia, with her work with Dhelk Dja and Lifeline DV Alert Training. Angela was also one of the staff who initially started the Yarning Circle Groups back in 2016, when they started. Angela has accepted a new position at BADAC, we thank Angela for her enormous contribution to WRISC and the Aboriginal Program.

Mel also finished up at WRISC at the end of August and has been a part of WRISC and across multiple programs, over many years. Mel was on a contract position at WRISC and initially accepted a position at CAFS, in their Family Services team and is now at BADAC also, working in the Family Services Team.

Tracy became Acting Team Leader when Angela left and remained in this role until the end of June, 2021. Lyndel and Darcie have been supporting the local Aboriginal Community in their ongoing Case Management roles and working very closely, with the new Orange Door, Aboriginal Team. Karyn started in the Program in January 2021, until the end of May, 2021 and also supported the local Aboriginal Community, in her Case Management role. Karyn also played a key role in organising a Smoking Ceremony at WRISC as well as setting up a Cultural Women's Group, alongside Lyndel from the team.

COVID, lockdowns, working from home, has become a new normal for everyone now and throughout this year, we have quickly adapted to this, as and when was needed and closely supported each other, throughout these ongoing changes.

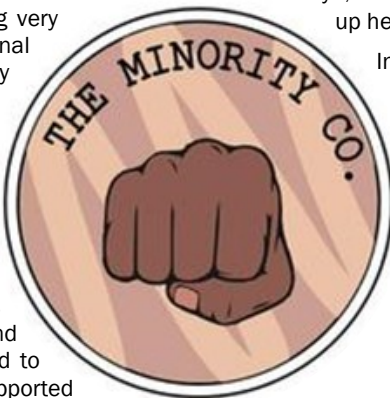
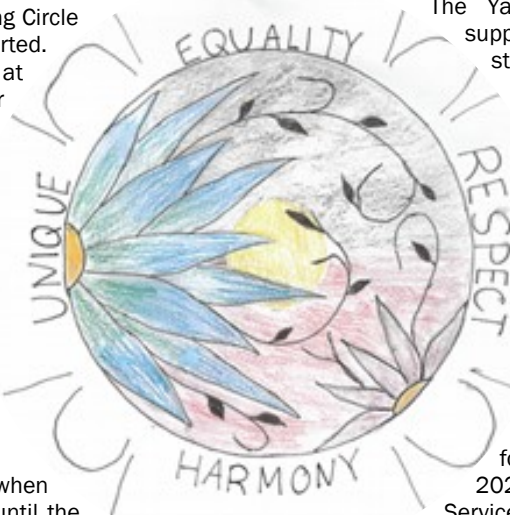
Both our Cultural Women's Groups and the children's Yarning Circle Groups have started and stopped, due to the forever changing landscape and we continued to support those involved in these groups, even when they were not officially operating.

The Aboriginal Program continued to work closely with BADAC, our local Aboriginal Co-operative and their multiple programs that support the local Aboriginal Community. Our team met regularly with different teams throughout the year, to continue to support and build on our strong relationships. Other groups and organisations, the team worked very closely with were the Koori Police Protocols, Dhelk Dja, the Orange Door, Djirra Legal Support, Ballarat Health Services, Child Protection and other local Ballarat organisations.

The Yarning Circle Groups continued to be supported by the whole team, as well as other staff at WRISC, as well as local Community members, from the local Aboriginal Community. The High School and Primary School girl's groups continued, as well as the Boys Group of mixed ages.

The Boys groups for the first time, participated in a Cultural Workshop through Yarn Bark, facilitated by Will Austin, which the boys loved. Both girl's groups continued to visit our local Pottery Studio and made their works around the NAIDOC Theme "Always was, always will be". We were fortunate to have a display in November, 2020, in the Foyer at Ballarat Health Services, showcasing all of the Pottery works. The girls High School Group also had a visit from Indya, from the Minority Co, to hear her story of starting up her own, very successful business.

In Term 1 and 2 of 2021, the girls Primary and High School groups completed their pottery works around this year's NAIDOC Theme, "Heal Country" and hope to do a display later in the year.



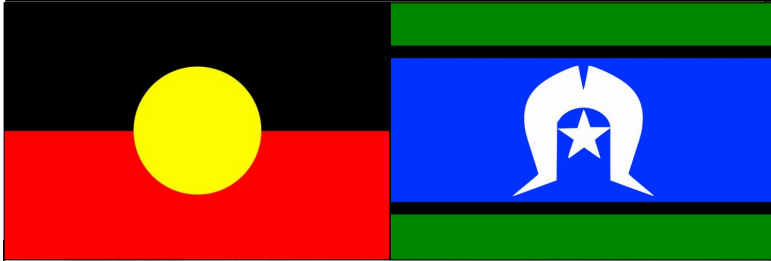
Tracy
Acting Team Leader



HEAL COUNTRY!
4-11 JULY 2021



Always Was, Always Will Be.



2 THE COURIER Thursday November 12, 2020
NEWS

Themes of culture

BY MICHELLE SMITH

THE concept of 'Always Was, Always Will Be' - the theme of this year's NAIDOC Week - stirred emotion among local Aboriginal youth who expressed their feelings about the theme through pottery.

Participants from WRISC's three Yarning Circle Groups for Young People explored the theme and created individual ceramic pieces in response at Brown Hills Fairweather Studios.

This week the colourful creations are on display in the foyer of Ballarat Health Services to celebrate NAIDOC Week.

Team leader Tracy Chettleburgh said the groups took part in different art mediums and activities but pottery was always a favourite.

"It's almost therapeutic, working pottery with their hands and talking about culture, natural conversations come out. They feel very safe," she said.

"They talk about the theme and what it means to them. This year's theme is 'Always Was, Always Will Be' so they talk about Aboriginal land and how it's always been Aboriginal land and sometimes that's not recognised and there was conversation about it being the oldest culture in the world."

The groups made their

creations during term one to be ready for NAIDOC Week which is traditionally held in July, but was delayed this year due to the coronavirus pandemic.

For the past three years the groups' artworks have been displayed at the NAIDOC celebration day for NAIDOC at the showgrounds, but the young artists are proud to have their works on display in the busy RBS foyer.

Members of the yarning groups have all experienced family violence, some live with their families but some are in the foster care or child protection system.

"Sometimes the yarning group is their only connection to culture. They might be in foster placement so the group is the only opportunity they've got to really connect to culture," Ms Chettleburgh said.

The Aboriginal Program at WRISC have been running and facilitating Yarning Circle Groups for Young People for five years, starting with a group of girls of mixed ages and now there are three groups - one for high school girls, one for primary girls and a boy's group.

The groups also visit local places like the Ballarat Art Gallery, cafes and parks and the library, and each school holidays they take a cultural trip visiting significant Indigenous sites.



IMPACT: Lyndel Ward, Tracy Chettleburgh with the NAIDOC-inspired ceramic made by young Aboriginal people in WRISC's Yarning Groups. **Picture:** Leckian



Boys Group Workshop with Yarn Bark



Corporate Team

The Corporate team have enjoyed another full and productive year albeit in spite of the myriad challenges thrown up by COVID-19 and working from home. There have been no changes to staffing and our dedicated and competent team comprises:

Anita – Business Manager

Sheree – assistant to Anita and backfill for the Flexible Support Package (FSP) Administration

Sandra – Reception, Administrative and Volunteer Co-ordinator

Alison – FSP Project Officer, Website upgrade coordinator and Communications Officer

Hilary – Privacy Officer, Submissions, Rainbow Tick Co-ordinator and Reception

Volunteers – for Reception, administrative and the all-encompassing ‘other duties as directed’. Very sporadic due to limits imposed by restrictions. We hope that this can change for year ended 2022!

Temporary staff provided by employment agency – ‘People @ Work’.

We are fortunate to be actively supported by an accountant - our Treasurer – Di Cassidy who also chairs the Finance and Risk Sub-group that meets to analyse varied reports each month. A new accountant, Meegan Dunne joined in June to have some experience prior to Di relinquishing the role of Treasurer in November 2021. This will ensure a smooth transition.

The team covers a wide variety of duties and ensures we are compliant in all facets of organisational requirements. We have regular Occupational Health and Safety meetings, seek Quality Improvement opportunities and undertake pro-active Risk Management. We oversee asset management – repair and replacement whilst recognising that the most important asset of the organisation is the staff and volunteers. To this end our Human Resource Management ensures we have current Working With Children’s Checks, Police checks, contracts etc. Our team members were actively engaged in the Accreditation processes.

Receptionists work at the coal face, so to speak, and undertake the vital role of initial client engagement. This has continued as a phone service during the various lockdowns. They ensure a welcoming environment and give their utmost to put clients at ease whilst understanding the safety concerns and hardship the client may find themselves facing. The client rooms have been improved and donated care packs and children’s packs are offered when available.

Our Facebook page has been attracting greater interest and

offers a diverse range of links, articles of interest and upcoming events. Our website is kept current and is due for an overhaul in the coming financial year. Informative newsletters are sent to all on our mailing list and are available too from the website. Let us know if you would like to be on this list.

We have an extensive document management system and refer to our document register for assorted templates, forms, policy and procedures. We maintain a steady supply of brochures, business cards and sell the wonderful Circle of Strength Courage Cards and posters that were a special project of the Van Go Children’s Creative Therapies team in Bacchus Marsh.

It is interesting that whilst a lot of businesses have struggled during COVID-19, we were lucky insofar as received guaranteed Government funding and all staff were able to continue with employment.



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Grant submissions, partnerships and joint projects are actively sought with other organisations and agencies. This includes ones with the Ballarat and District Aboriginal Co-operative (BADAC), Goolum Goolum support for Yarning Circle groups, Golden Plains Shire, UFS and the Helen MacPherson Smith Trust.

We partnered with Women's Health Grampians and the Regent Cinema to host a special film for International Women's Day. 'Brazen Hussies' was a huge success as a social get-together and fundraiser. Our donations have come from many and varied sources. They include some individuals who donate each month. We are very grateful and appreciative of this support and it is heartening to know the community is aware of what we do and the insidious consequences of family violence.

Organisations such as the Network of Caring and Central Highlands Water offer ongoing financial support. Some staff within organisations hold special fundraisers and look for a local charity to donate to.

Care packs, children's packs, magazines, books and sanitary supplies have also been generously packaged and donated. We wish to thank all our supporters for their abundant and ongoing support:

All donations are most thankfully received. We would also like to thank those donors and supporters who wish to remain anonymous. We look forward to expanding our community base in the coming year and welcome anyone who wishes to support WRISC in any shape or form.

Anita Koelle
Business Manager



Special film for International Women's Day, 'Brazen Hussies'



Donation from Haymes Paints



Donation from Commonwealth Bank



Family Violence Outreach Program

The past 12 months in the Family Violence Outreach Program (FVOP) has been challenging for our team and the organisation in general. The impact of the Coronavirus pandemic has been quite significant in many aspects of home, community and work life. We have all had to adapt and care for each other in ways we could not have completely foreseen 12 months ago.

Throughout the year the FVOP has continued to centre the wellbeing of women and children with the aim of minimising the harm of family violence and the pandemic as much as possible.

The unique circumstances brought about by the pandemic and necessary service responses has introduced new challenges to the landscape of family violence however the FVOP team continues to support Ballarat and the regional and rural communities in Golden Plains, Hepburn, Pyrenees, and Moorabool. Services to our community have included risk assessments and safety planning, case management support, court support, RAMP representation, group-based support ('Women's Support Group' and 'Stepping Out'), outreach support at regional centres and Parent Place in Ballarat.

Team Changes

The FVOP Team Leader Kristen Sheridan has stepped away from WRISC regarding while she takes a period of secondment to another position within the region. We support Kristen in her new role and look forward to working with her regarding her new project

The FVOP team has seen the departure of long-serving case manager Nicolette Skirka who supported many families in her time at WRISC with her expertise and dedication to her work. Case manager Lynne Oldfield also moved on from case management to share her many skills in the Personal Safety Initiative scheme, a program designed to provide a targeted response to service users requiring safety support through technology and practical safety equipment.

We have also seen the temporary departure of case manager Suzanne who has taken up an important role in the Court system supporting families, and case manager Mikala who is experiencing the excitement and joys of maternity leave. We are anticipating both women returning to WRISC in 2022.

Developing a learning environment

The FVOP team continues to develop a culture of learning, progress and innovation. This has been particularly evident in the current working-from-home environment. Learning new ways of communicating, increasing competence with technology, and continuing to develop effective, safer and respectful ways to continue to deliver our services in a remote context has been a strong feature of the FVOP team over the period of the pandemic.

The FVOP program also continues to provide student placements,

accommodating a number of students in the program during the past 12 months. Several students have recently successfully completed their placements, while others continue to develop their competency with WRISC despite the many barriers placed in their way due to COVID. Strong student involvement encourages learning, reflection and improvements in the team and creates competent practitioners ready to enter the professional space. Students also benefit WRISC enormously by bringing their new learnings and diverse experiences into our organisation, we acknowledge their contribution to the organisation.

Service Update

WRISC and the FVOP team have welcomed the implementation of Orange Door in the Central Highlands Region. Changes in a service system can often be an unsettling and challenging time, however the enthusiastic and committed Central Highlands workforce has taken the change in its stride and continues to collaborate effectively to ensure that the provision of support services across the region.

In line with these developments the FVOP no longer provide a primary intake service, replacing this with a daily Duty worker who is available for queries and calls for those still requesting WRISC assistance. Despite these changes WRISC case management continues to work to capacity, providing efficient, thorough and supportive case management

(Orange Door – Support and Safety Hubs which will provide integrated support for women, children and young people experiencing family violence, and families who need support for the care, development and wellbeing of children and young people)

Group Work

The FVOP team continues to support women through the provision of women's only support groups. Opportunities to share stories and lived experiences in a safe and supportive environment is an important resource for many women who have experienced the isolation that often accompanies family violence. One group has been run at the WRISC building while the other is an innovative group called 'Stepping Out' that is conducted outdoors, with the focus being walking in nature. Both groups have been impacted by the current pandemic restrictions however WRISC continues to innovate to keep the groups relevant and ready to proceed once restrictions are reduced. WRISC has recently offered an online group session this process is in early stages and we are excited to develop this option further.

Parent Place

WRISC and the City of Ballarat continue to work together to provide additional support for women and children experiencing

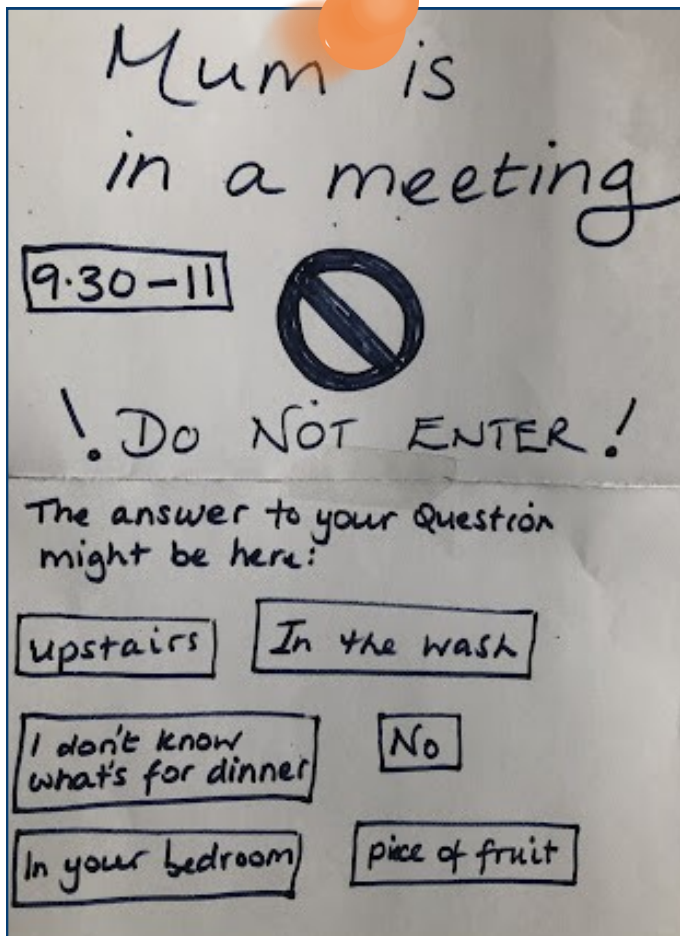
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family violence. Throughout 2021, despite the current restrictions a member of the FVOP sat at Parent Place in between lockdowns providing an opportunity for women to connect in with WRISC at a different venue. This also provided a platform for WRISC and the services at Parent Place to develop a shared understanding of the services, and to provide a consistent response to women and children experiencing violence accessing our services. New arrangements are being developed to adapt to support via safer contact methods.

Final message from the FVOP leadership team

I would like to thank the team for their incredible work this year and acknowledge that we have been through another year of significant change and challenge. The FVOP team in their usual style have adapted to these changes and continued to deliver the excellent service that they are well known for. The safety and wellbeing of clients and their families, and strong collaborative work with services across the region continues to be our focus. The team have actively contributed in numerous ways to the improvements to our service and are to be commended for setting such a high standard in case management provision. In previous years we have mentioned that this team operates with a strong sense of camaraderie and mutual support, we "have each other's backs", and this past 12 months has seen that strength brought forward.

Marg
Team Leader



Van Go Children's Creative Therapies Program

Creative Therapies for infants, children and young people who have experienced family violence

The Van Go Children's Creative Therapies program have seen some significant changes to the program in the last financial year. It has been a challenging year for everyone in a number of ways with the continuing impact of the global pandemic, COVID-19. The team have worked tirelessly to continue to come

CaTS). Since securing ongoing funding the Van Go program worked on streamlining our program across two sites. Within this last financial year implementing and developing these processes allowed for much growth in the program and for the team to become a very well-oiled machine even amidst the pandemic. One of the first tasks completed was reforming the branding as one program across two sites, becoming the "Van Go Children's Creative Therapy Program".



up with creative and innovative ways to provide therapy and support to children and their caregivers... doing all of this mainly from their own homes for the year!

(An example from one of our therapists, this is what 'working from home' looks like)

Historically the Children's therapeutic team were based in Ballarat and with the implementation of Van Go 'the pilot' it saw the program expand into Moorabool Shire. Securing ongoing funding for Van Go saw the formation of the Family Violence Creative and Therapeutic Services (FV-

Services to infants, children and youth

In the financial year 2020/2021 Van Go received 244 new referrals, comprising of 166 children with 34 new referrals for Aboriginal families.

We continued our regional outreach support in Golden Plains and Hepburn.

Van Go in total provided 433 infants, children, young people and their families support in the year 2020/2021.

Staffing

In July 2020 we finally welcomed our three new staff to the team, who had been eagerly waiting to start but with the delay due to COVID-19.

We welcomed Karryne, who is a Creative Arts Therapist, coming to us with many years of knowledge and experience with working with children and young people in the education sector.

Genevieve, a Play Therapist from Melbourne with many years of working with women and children in the family violence sector.

Stacey, also a Creative Arts Therapist with experience in both education and welfare

sector. Earlier this year we also farewelled Stacey, as she lived in Geelong, she decided to pursue her career closer to home. We thank Stacey for her bubbly personality and contribution she made to the team and our clients for the time she worked with us.

In October 2020 we also said farewell to our Ballarat Team Leader and Single Session Therapist Tracy A. Tracy worked at WRISC for a number of years and supported the Ballarat team through many changes in the program. Within Tracy's role as the Single Session Therapist Tracy supported many families through this process as they started their healing and recovery journey after experiencing family violence. We thank Tracy for her hard work and contributions to WRISC and the families she supported.

Jo continued in her work as our Girls Art Therapy Group facilitator via Zoom in the second half of 2020 and term one of 2021. Due to change of need within the program and limited funding the final group was in term one 2021. Jo supported and facilitated this group for many many years and we would like to say a huge thank you for the ongoing support to the girls that were supported during attending this group. We would also like to acknowledge and say thank you for the funding we received for the Girls Art Therapy Group through the City of Ballarat's Community Impact Grant Program.

Students

Van Go supported two student placements for the year of 2020, a tricky and tough time for everyone, but especially those trying to gain direct service delivery during COVID-19 was tough to say the least. We had Chelsea completing her Masters of Dance Movement Therapy and Ari completing her Masters of Creative Arts Therapy. It was very pleasing to see them grow and develop into skilled therapists by the end of their placements in 2020. We were also able to offer them both contracts as Creative Therapists for 2021 which has been an asset to the team. Van Go took on

Continued next page...

two more students for the 2021 year, in Feb 2021 we welcome Bec who is completing her Masters Creative Arts Therapy and in the middle of the year we welcomed Tracey who is studying her Masters Social Work. We are excited to have them both with us until the end of the year and value all of our student contributions highly, especially in the past year where things have not been so easy.

Our Van Go Children's Creative Therapy team

- * Ash – Team Leader
- * Chloe - Administration and Support Officer
- * Cath – Project Officer – Little Children Big Outcomes
- * Genevieve – Creative therapist/Groups Coordinator
- * Ari – Creative Therapist
- * Chelsea – Creative Therapist and outreach to Golden Plains (Meredith)
- * Karryne – Creative Therapist
- * Barb – Specialist Aboriginal Creative Therapist
- * Carolyn – Single Session Therapist
- * Bec – MEICAT Creative Arts Student

Little Children, Big Outcomes

In November 2020 Van Go secured grant funding from Helen McPherson Smith Trust with the support of UFS Dispensaries to develop a group program to support 0-5 year olds recovering from family violence. One of our experienced Creative Therapists Cath was successful in securing the role as the Project Officer for this 10-month project set to finish in September 2021. Cath in in the final three months of completing this report and we hope to be able to run a pilot group in Term four 2021.

Group Coordinator role

In May 2021 WRISC put out an internal expression of interest of a 0.4 groups coordination role with the idea to expand our focus as an organisation within each program and work in collaboration to be

able to provide centralised groups processes for external referral pathways in the future. Our Play Therapist Gen was successful in this 12-month appointment and will start to develop this groups role throughout the coming year.

FV-CaTS

The FV-CaTS consortia have continued to find more collaborative ways to work together and build on our Horizons for providing therapeutic services to children and their caregivers in the Central Highlands region. With the opening of The Orange Door brought much change in referrals received and with the ongoing collective work of Van Go, Berry Street and Ballarat Community Health we have continued to expand our opportunities. The therapeutic teams of each program now meet bi-monthly to offer peer supervision, and both the governance group and operational group continue to meet monthly with strong plans emerging for future collaboration in both service delivery and centralising process. This continues to be an exciting space with much opportunity for growth and development and we will continue to advocate for further funding to expand all services for the shared goal of supporting children and their families.

Van Go CAN go online.... And we did!!



(Karryne providing therapy online)

Term 3 and 4 2020 saw the Van Go team engage in a new way of delivering creative therapies to children and their carers via online platforms. There was great

apprehension about this process, but like everything our team rose to the occasion with innovation, creativity and humour. Art packs and supplies were sent to every family to allow them ease of having materials provided for these sessions. We also saw the birth of the puppets project. We asked the local community to get involved making hand puppets for us to use online with our clients. Due to the creative nature of this community event we were inundated with generous donations of support and PUPPETS made by families across the Central Highlands region supporting our children and families in need to receive ongoing therapy even from their homes. The puppets provided a creative way for children and our therapists to engage online when things at times could feel confronting. The puppet project has continued to flourish during 2021 with some exciting plans ahead to continue to drive the importance of community engagement and education around the impacts on children who are affected by family violence.

We are excited to share the next stages of this project with you in the next financial year. And remember in the meantime to keep an eye out for those puppets, you never know where they may pop up!

Ash
Team Leader



End of year gathering





Kindness

Being kind is the fastest way to bring a smile to our face. Kindness brings happiness. It makes us feel good when we are being kind to ourselves and others. Being Kind helps lift our mood and the funny thing is, when our mood is lifted, we tend to want to be kinder. Likewise, when we give kindness to another, kindness always finds its way back to us.

Empowerment

Empowerment comes from understanding our own strengths and weaknesses and believing in ourselves. When we are empowered we are able to make positive choices for or life. We have the confidence to set realistic goals and fulfil our potential.

Creativity

Creativity is the process of bringing something new into being. Seeds of creativity live in everyone and are important to nurture. When we are being creative our imagination takes over, things are invented, problems are solved, things are created and new thoughts arrive.

Friendship

A good friend is someone who is present, loyal, honest and trustworthy. A good friend shows up – no matter what. A true friend supports and encourages you, accepts you unconditionally and cares for you. Having friends who love and support you for who you are is the definition of friendship and connection.

Laughter

Laughter is contagious and it makes you feel good! Laughter is so good for us, it helps relieve stress, pain and conflict and is a great way to have respite from sadness. Laughter gives us the courage and strength to find new sources of meaning and hope. A laugh or even a smile can go a long way toward making you feel better.

Gratitude

Gratitude is a way of expressing appreciation for what you have rather than focusing on what you don't have. When we experience times that are challenging, being grateful can help us see the situation with different eyes and can make us happier. Being grateful for all that we have in life is one of the key ingredients to contentment.



Circle of Strength: Courage Cards

Circle of Strength: Courage Cards are designed to celebrate positive qualities we notice in ourselves and in our circle of relationships. The cards can also be drawn upon in challenging times.

HOW TO USE YOUR CARDS

Choose a card to celebrate this characteristic in yourself, your family, your school, friends or your community. You may also choose a card to build on and use that characteristic in particular situations. Alternatively, select a card at random to invite more of this strength into your life.

INCLUDED IN THIS PACK ARE THE FOLLOWING STRENGTHS

Adaptability, Compassion, Courage, Creativity, Curiosity, Dignity, Empowerment, Equality, Family, Forgiveness, Friendship, Gentleness, Gratitude, Helpfulness, Individuality, Kindness, Laughter, Loyalty, Mindfulness, Passion, Resilience, Respect, Safety, Trust, Truth, Vulnerability, Worthiness

1 Set: \$35 | 10 Sets: \$300 | 20 Sets: \$550 | Postage: \$8.50

1 individual card with envelope: \$2.75 | Postage: \$2.50 per card

Set of 6 incl envelopes: \$11 | Postage for a set of 6 or more: \$8.50

Orders of 7 or more with envelopes: \$1.65ea

How to Purchase

Products listed can be purchased on our online Etsy Store:

<https://www.etsy.com/au/shop/WRISC>

Alternatively, you can email Chloe at

chloeg@wrisc.org.au to arrange an invoice.

PAYMENTS:

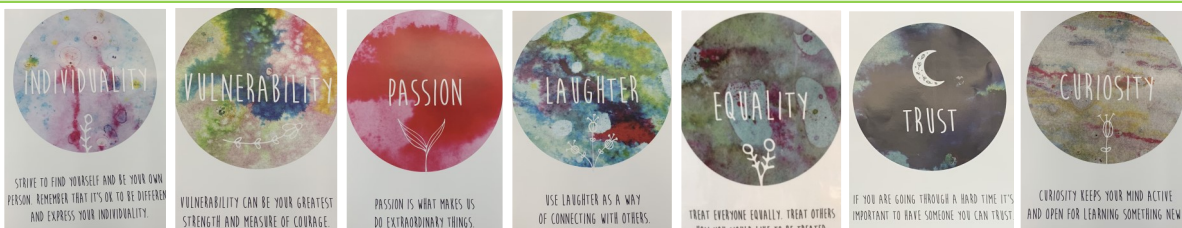
We accept Card, cash direct deposit and PayPal

POSTERS

12 different designs:

Trust, Passion, Creativity, Individuality, Courage, Gratitude, Worthiness, Kindness, Laughter, Equality, Vulnerability and Curiosity.





UNFRAMED: \$10 ea | Set of 3: \$25 | Postage: \$8.50 FRAMED: \$35 ea | Set of 3: \$90





[etsy.com/au/shop/WRISC](https://www.etsy.com/au/shop/WRISC)

Action Plan

CLIENT VOICE

PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
The voice of our clients will be represented in all that we do	<ul style="list-style-type: none"> Build a feedback process that ensures the client voice is responded to 	<ul style="list-style-type: none"> Design an effective client feedback and evaluation process and use this information for service improvement 	EO/TL	June	<ul style="list-style-type: none"> 10% increase in number of closure interviews for each program 		Haven't analysed by program. Most feedback received from FVOP
		<ul style="list-style-type: none"> Implement a consistent process for individual client feedback at all closure interviews 	All staff	Ongoing	<ul style="list-style-type: none"> Evaluation reports : 3 – 4 per year 		Monitored by the evaluation working group
		<ul style="list-style-type: none"> Utilise client feedback in all planning 	All staff	Ongoing	<ul style="list-style-type: none"> Report cards back to clients (co-design) 		Simple analysis of client feedback in evaluation report
		<ul style="list-style-type: none"> EO and team advocate for clients at peak bodies and other key strategic partnerships 	EO/TL	As required			Active involvement with CHIFVC, DVVIC, SFVI"ship, CH Collaborative Network

SUSTAINABILITY

PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
Through effective governance we will create a sustainable organisation in order to reduce the impact of family violence	<ul style="list-style-type: none"> Conserve existing sources of income and diversify our funding streams 	<ul style="list-style-type: none"> Expand opportunities for the generation of greater exposure and revenue opportunities 	MFWG	Ongoing	<ul style="list-style-type: none"> New funding streams sourced. 		Active fundraising working group with fundraising project brief and action plan Continuing to explore consortium submissions Private arm due diligence Philanthropic submissions Increase in private donations
	<ul style="list-style-type: none"> Generate greater exposure and visibility of our organisation within the community 	<ul style="list-style-type: none"> Marketing and Fundraising Plan will be developed and approved by the Board 	MFWG	April	<ul style="list-style-type: none"> Increased income each year 		Short film clip produced with WHG Face book Many media opportunities Increased donations private and other organisation donations by 100% in 2020-2021 FY Pop Up Op Shops July 2021







PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
	<ul style="list-style-type: none"> Increase revenue opportunities 	<ul style="list-style-type: none"> Plan for annual budget to be in surplus in 2019 	Board/FAR	Dec	<ul style="list-style-type: none"> Annual budget will be in surplus for 2019 -2020-2021 		Core budget surplus for 2021 of approx. \$250,000 due to boost COVID funding received in 2021 FY to spend in 2022 FY
		<ul style="list-style-type: none"> Our assets and resources will be allocated to effectively support programs and priorities 	EO/FAR	Ongoing			Regular review and reporting by FAR
		<ul style="list-style-type: none"> Provision of services matches funding 					%of EFT against income is still too high
		<ul style="list-style-type: none"> Monitoring funding streams 	EO/FAR	Ongoing			Monthly at FAR meetings





PARTNERSHIPS

PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
Build strong relationships to expand our reach and influence	<ul style="list-style-type: none"> Encourage inter-agency connection and impact 	<ul style="list-style-type: none"> EO and team leaders meet strategically with team leaders from other organisations 	/TL	Ongoing			Joint SFVS demand management and allocation meetings FV-CaTS consortium Enhanced pathways consortium
	<ul style="list-style-type: none"> Create new and strengthen existing relationships and collaboration 	<ul style="list-style-type: none"> Board and staff participate in professional development with other agencies and data collected 	Staff Board	Ongoing	<ul style="list-style-type: none"> Increased joint agency training sessions 		BRMC, Lifeline, MARAM training, Collaborative training and MARAM
	<ul style="list-style-type: none"> Seek opportunities for shared funding 	<ul style="list-style-type: none"> Increase our understanding of broader service offerings that would benefit clients 	EO/Staff	Ongoing	<ul style="list-style-type: none"> Expand and increase our Memorandum of Understandings (MOU's) 		BRMC UFS Dispensary Meredith PS Golden Plains Shire, all existing updated, Pyrenees Shire,
		<ul style="list-style-type: none"> Review current MOUs to enhance engagement between organisations 	EO	July	<ul style="list-style-type: none"> Increase in number of successful shared submissions 		FV-CaTS Enhanced Pathways
		<ul style="list-style-type: none"> Joint submissions developed with other organisations Align the operations and activities with Central Highlands Integrated Family Violence Committee (CHIFVC) 	EO EO	Ongoing May		 	As above EO current chair of CHIFVC



Continued...Action Plan

OUR PEOPLE







PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
Provide high quality services through a skilled workforce in order to meet the needs of our clients	Recruit and develop our workforce as specialists in their field	Employ suitably qualified staff	EO/TL	Ongoing	All new staff meet agreed qualifications and standards		Masters level for creative therapists Degree/diploma for Aboriginal and FVOP program Feminist lense
		Review and audit recruitment processes	EO/TL	June			Recruitment doc reviewed and updated as part of document review process
	Ensure our working environment is respectful, supportive and successful	Embed agreed values and professional working standards (Turning Point)	All staff	Ongoing			Building better organisations (BBO): see below
		Implement 'Building Better Organisations' project to enhance WRISC organisation health and well being	EO	By Dec	Review		Workplace Health and culture P and P Cultural Improvement Team 'Cultural Action Team Internal Advisor roles BBO tools and resources Completion of review of all workplace culture, performance appraisal, complaints and perf management docs. Now more streamlined, accessible and usable
		Conduct annual organisational health survey and develop action plan from results	EO/TL	Nov	Organisational health survey shows high levels of satisfaction in training and development		BBO internal and external review Staff survey under review and due for distribution by end of 2021
		Monitor leave liabilities to ensure staff take accrued leave in a timely manner	EO/BM	Ongoing			FAR group Portable LSL provisions, A/Leave accrual

PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
	<ul style="list-style-type: none"> Support our workforce to enhance their qualifications and develop their capacity and skills 	<ul style="list-style-type: none"> Support staff to enhance their qualifications and provide best practice training opportunities 	EO/TL	Ongoing	<ul style="list-style-type: none"> Report and monitor number of staff taking study leave Increased number of staff attending training 		Board report re study leave Training calendar active document, lesser extent during Covid Part of recommendation 209 as part of the RC into FV recommendations
		<ul style="list-style-type: none"> Participate in professional development with other agencies 	All staff	Ongoing			Maternal and Child health MARAM Information Sharing Collaborative practice, regional reflective practice,
		<ul style="list-style-type: none"> Appropriate training provided to staff, Board and volunteers in relation to vulnerable clients. e.g., LGBTQI, Aboriginal, Disability, CALD 	EO/TL	Ongoing			Rainbow Tick accreditation Cultural awareness training CALD and Disability and LGBTIQ WG's now active Reactivation of RAP
		<ul style="list-style-type: none"> Prioritise regular training opportunities based on annual performance appraisal and supervision 	EO Board	Ongoing			Privacy and confidentiality training booked November 2021, Lifeline ASIST training organised due to increase number of clients expressing suicidal ideation

ACCESSIBILITY & REACH

PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
Provide a strategic range of programs and services that are evidence-based and focussed on needs	<ul style="list-style-type: none"> Continue to meet the needs of our clients and further expand our service offering 	<ul style="list-style-type: none"> Implement and review the Demand Management Strategy 	EO	Sept	<ul style="list-style-type: none"> Increase clients from 5 LGA's 		Core member of the CH demand management working group addressing demand across the CH region Board report re LGA's covered This has improved during Covid due to increased zoom consults
	<ul style="list-style-type: none"> Enhance our support for all clients 	<ul style="list-style-type: none"> Regularly refine intake processes to streamline approach and ensure timely responses 	EO/LT	July	<ul style="list-style-type: none"> MOUs regarding service delivery in 5 LGA's 		Active: Moorabool Shire In progress: Golden Plains Pyrenees Not achieved: Hepburn FV-CaTS:

Continued...Action Plan

PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
		<ul style="list-style-type: none"> Provide a case management and therapeutic response for all high-risk clients 	EO/TL	Ongoing			Working on: Intersectionality policy. DVVic practise guide now completed
		<ul style="list-style-type: none"> Explore and implement innovative services to address service gaps 	EO/TL	Ongoing	<ul style="list-style-type: none"> Successful outcome in Accreditation processes 		Currently successfully accredited through QIP ASES, DHHE, Rainbow Tick
		<ul style="list-style-type: none"> Develop, implement and regularly review practice guidelines for all programs 	EO/TL	Ongoing	<ul style="list-style-type: none"> Provide WRISC service in all LGA's 		Current practice guidelines for FVOP In progress: Aboriginal Program and Van Go
		<ul style="list-style-type: none"> Promote co-case management between organisations 	EO/TL	Ongoing	<ul style="list-style-type: none"> Increased number of LGBTI clients in our service 		BCH and Wrisc MCH and Wrisc Berry St and Wrisc
		<ul style="list-style-type: none"> Implement the Rainbow Tick Strategy 	EO/TL	June			See above
	<ul style="list-style-type: none"> Be innovative and evidence-based 	<ul style="list-style-type: none"> All service provision will be evidence based, with regular staff training. 	EO/TL	Ongoing			Completed: Van Go Yarning Circle In progress: FVOP

A - B

Australian Childhood Foundation (ACF)
Ballarat and District Aboriginal Co-operative (BADAC)
Ballart Art Therapies
Ballarat Cleaning Company
Ballarat Community Health
Ballarat Foundation United Way
Ballarat & Grampians Community Legal Centre
Ballarat Health Services
Ballarat Library
Ballarat Psychiatric Services
Ballarat Regional Multicultural Council
Bendigo Bank
Berry Street
Blossomtree Psychology
Budja Budja Aboriginal Cooperative

C

C & J Research P/L
Catholic Care
Central Highlands Water
Centre Against Sexual Assault (CASA) Ballarat
Central Highlands Integrated Family Violence Committee (CHIFVC)
Central Highlands Primary Care Partnership
Child and Family Services, (CAFS)
Child FIRST
Courts Victoria: Ballarat and Bacchus Marsh

D

Department of Education and Training (DET)
Department of Family, Fairness and Housing
Department of Justice
Dhelk Dja
Djerriwarrh Health Services
Djirra: Family Violence and Legal – ABTSI specific

E - F

Eureka Mums
Fairweather Studios
Federation University Australia

G

Goolum Goolum Aboriginal Cooperative
Grampians Community Health

H - K

Hepburn Health Service
InTouch (Multicultural Centre Against Family Violence)
Koorie Engagement Action Group (KEAG)

L

Lifeline
Local Government
· City of Ballarat: Parent Place,
· Golden Plains Shire
· Hepburn Shire
· Moorabool Shire
· Pyrenees Shire
Local Ballarat Primary and High Schools

M - O

McAuley Community Services for Women
MIECAT Institute
NDIS—Moorabool

P - Q

Primary Health Care Network
Prowse Perring & Twomey (PPT) Accounting
Quality Innovation Performance Ltd. (QIP)

R

Relationships Australia
Revolution Print
Rodd Locksmith

S-T

Safe and Equal (DV Vic)
Salvation Army

Schools - Primary (PS)

Alfredton PS
Bacchus Marsh PS
Ballan PS
Ballarat Special School
Beaufort PS
Creswick PS
Dana Street PS
Darley PS
Forrest Street PS
Gordon PS
Magpie PS
Merideth PS
Mt Clear PS
Mt Pleasant PS
Newington PS
St Alipius PS
St Aloysius PS
Sebastopol PS
Sienna PS
Warrenheip PS
Wendouree PS
Yuille Park PS

Schools - Secondary

Bacchus Marsh Secondary College
Ballarat and Queen's Anglican Grammar School
Ballarat High School
Daylesford Secondary College
Mount Clear College
Mount Rowan College
Phoenix Community College
Woodman's Hill Secondary College
Share the Dignity
StreetSmart

T

The Orange Door
Turret Café

U

UFS Chemist
Uniting Ballarat
Uniting Victoria—Karrung Housing
Uniting Wimmera

V

Victorian Aboriginal Child Care Agency (VACCA)
Victorian Aboriginal Legal Service (VALS)
Victoria Police
Victorian Women's Trust

W

West Vic Primary Healthcare Network (PHN)
White Ribbon Ballarat
Women's Health Grampians
Women's Health West



WRISC Family Violence Support Inc.

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