



2020 Annual Report





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



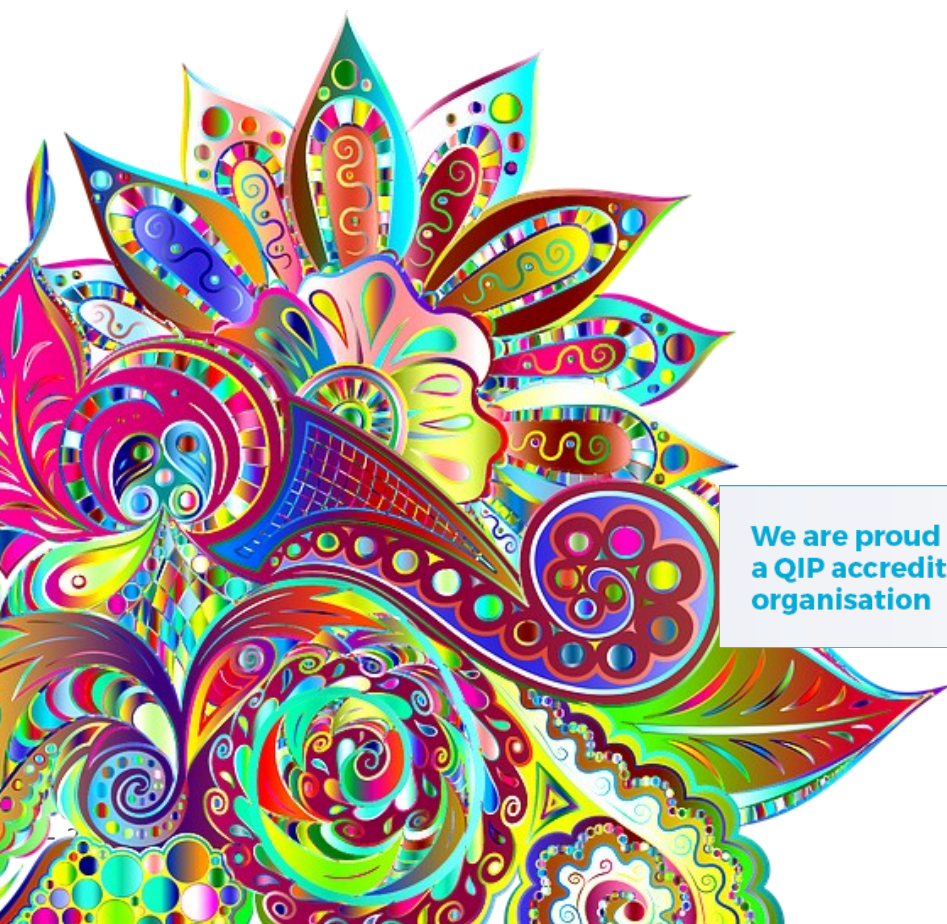
WRISC is inclusive of women from all backgrounds, gender identifications and experiences and offers an environment which is free of exploitation and discrimination.



WRISC acknowledges the support of the Victorian Department of Health and Human Services for the provision of funding. This support is sincerely appreciated.

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We are proud to be  
a QIP accredited  
organisation





# wrisc

Family Violence Support Inc.

Safety, Equality, Opportunity for all people

## Board of Governance

Emma Leehane, *PRESIDENT*

Julie McMahon, *BOARD MEMBER*

Meeta Narsi, *DEPUTY PRESIDENT*

Kate Davis, *BOARD MEMBER*

Di Cassidy, *TREASURER*

Carly Burke, *BOARD MEMBER*

Wendy Baker, *SECRETARY*

Michelle Hunt, *BOARD MEMBER*

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

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.

## Our Vision

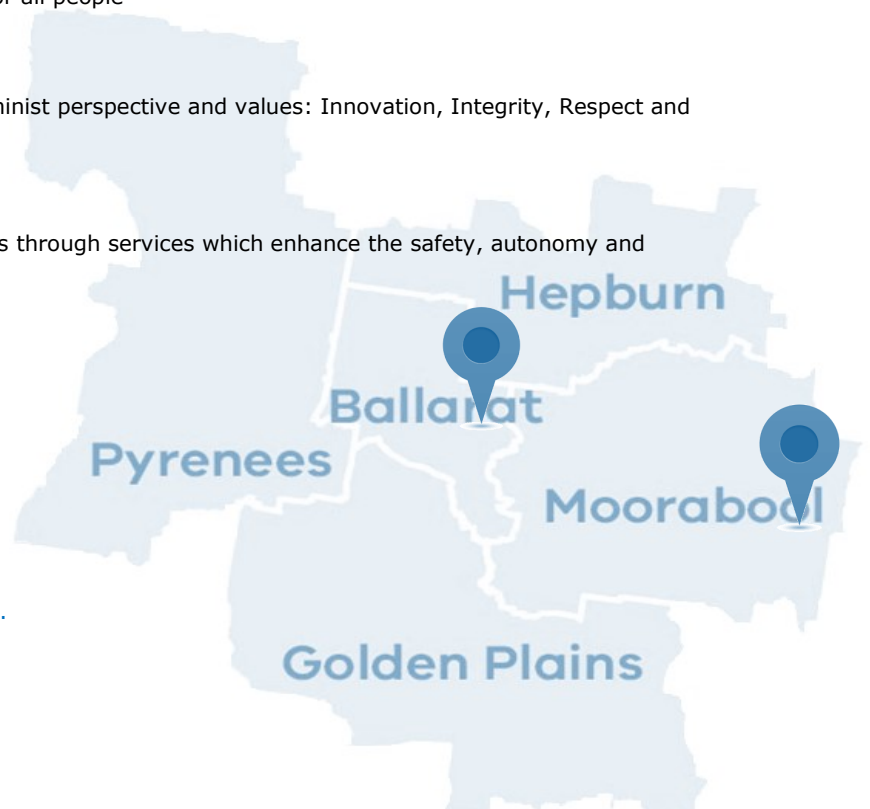
Safety, equality and opportunity for all people

## 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



WRISC Family Violence Support Inc.

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# Words from our President

When I was asked if I would like to take on the role of Board President and fill the large shoes of Julie McMahon, I knew it was going to be a challenge but not a challenge such as this! However, as has already been said – we do not think anyone predicted their 2020 would look like this. A lot of people were feeling inspired by 2020 – the themes of 2020 vision, and the start of a new decade and a new chance to start fresh once more.

Then...the worldwide pandemic “coronavirus” sideswiped our lives. All of a sudden, our lives turned upside down. We have been asked to stay home, work from home and educate at home, regularly sanitise our hands, practice social distancing of 1.5 metres and facemasks have become not only a safety item, but also a fashion accessory.

Throughout this pandemic I am proud to say that WRISC employees and volunteers have risen to the challenge. Although many have had to make adjustments to their working day to compliment family life, the quality service provided to women and children has never waived.

Service provision as we know it has been redesigned, mobile calls, text messages and media platforms have become the provision that has assisted staff to remain in contact with clients and take on new clients, as throughout this pandemic we saw an exceptional rise in new family violence reports. Throughout this pandemic WRISC has continued to provide the exceptional support, to keep these women and children as safe as possible, connected into society, whilst keeping staff safe from the virus.

You should all be very proud of the efforts you have put in during this unprecedented time. The lockdown phases implemented by our National and State governments for the safety of us all. Your safety, comfort zone of home suddenly became your workspace. Many of you have been juggling family life, IT upgrades, platforms and creating home offices. You have all continued to provide a quality service and for that, the Board offers our deep thanks.

The WRISC Board have continued to meet, via Zoom. I want to thank them for donating their time and energy to assist in strategically building upon the strengths of WRISC and continually look to improving the responsiveness and quality of the programs offered to contribute to the wellbeing of women and children affected by family violence. 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 year include the development of the strategic plan for the next 12 months, review of policies and procedures, oversight of finances and risk and the exciting development of a fundraising strategy to enable the long term sustainability of the organisation. I earnestly thank each and every one of you for your support and involvement in the Board this year. I personally want to thank the members of the FAR group, without their expertise and patience I would never have understood the profit and loss and balance sheets etc. Anita Koelle, Sheree and Di Cassidy, your leadership in this area is invaluable.

This year has also been a big challenge for the leadership of WRISC. Libby has been a never-ending tower of

strength for the organisation. Throughout this year we have worked closely to ensure WRISC is providing stability and strength to the entire organisation. We may not have gotten it right every time, but under the practice of self-reflection, the status quo was maintained. I want to commend and congratulate Libby on the outstanding leadership she has shown this year. Even when lots of issues seemed to be impacting, Libby has continued to look for the positives, gain courage and strength and renew a positive energy to continue to develop WRISC for the future.

The leadership team, using the BBO approach, have supported Libby and the organisation throughout the pandemic. However, they have faced some big changes. This year we farewelled two key leaders in Sally and Ange. Both ladies have worked tirelessly to develop the programs of Van Go and the Aboriginal program. Each is unique in the service provision and each program has created a safe healing pathway for clients. I thank them for all that they have given in their work with clients and to the organisation and wish them all the best for their future journey. I would also like to acknowledge the wonderful work of Ruth with children who have experienced family violence. Ruth's dedication and passion towards assisting these children to heal was a wonderful asset to our organisation. Again, I would like to thank Ruth for her contributions to WRISC for many years and wish her all the best for her work at BADAC.

If I take one thing from my year as Board President, it is that, it never ceases to amaze me how wonderful WRISC is as an organisation. We believe that everyone has the right to be safe, to be treated in an equitable manner and to have access to the same opportunities as everyone else. This cohort of strong, dedicated and resilient women has forged ahead in difficult times and continue to provide a quality service. Once again, I say thank you for all your wonderful work. I look forward to 2021 where the organisation continues to grow and evolve to empower the vulnerable women and children effected by family violence .

Stay safe and sanitise.

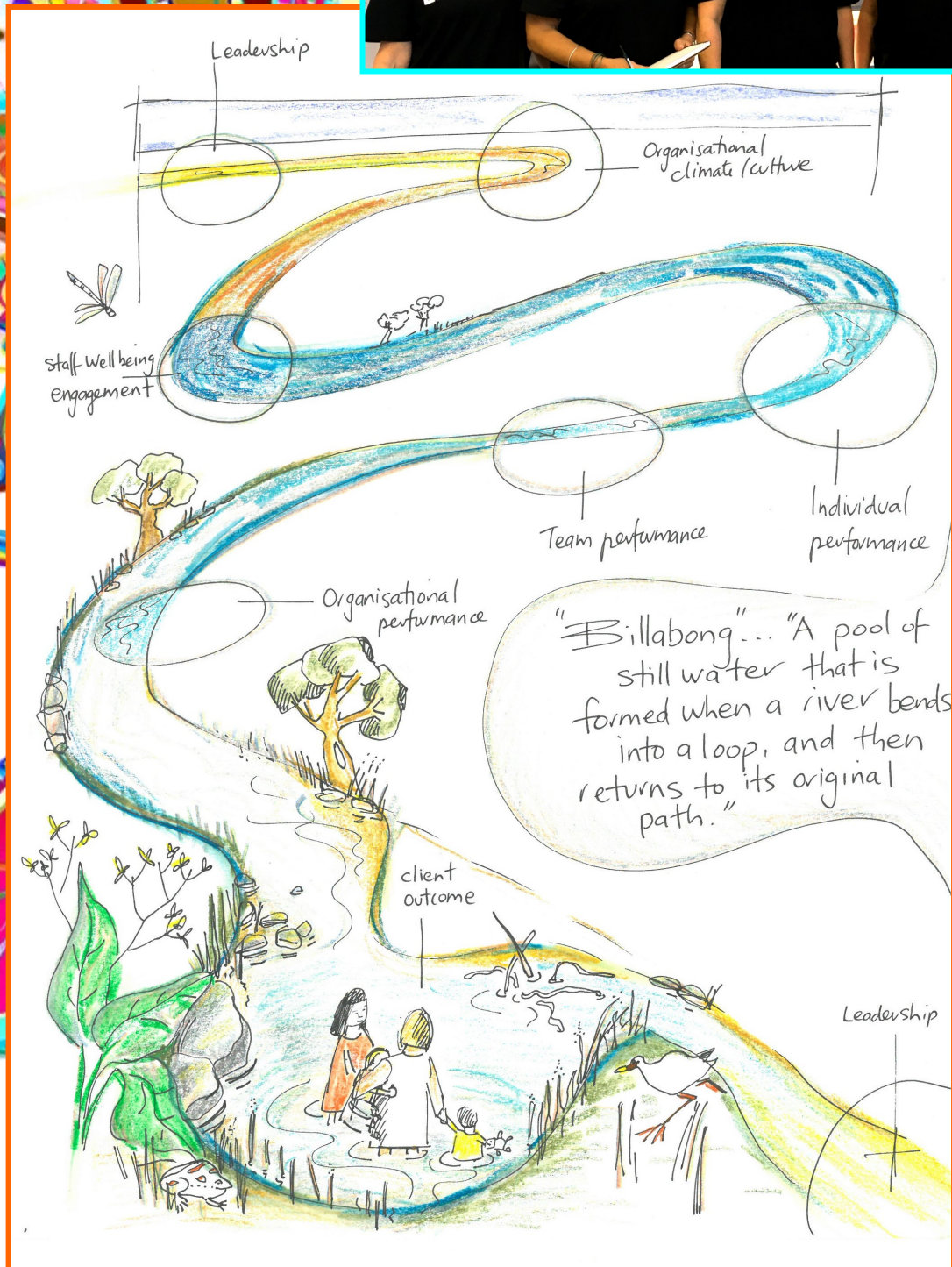
Emma Leehane





## Building Better Organisation's (BBO)

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



# Executive Officer's Report

**I**n thinking about the year 2019-2020, there is no doubt that it will be a year to remember. This report will provide a summary, but as you read you will realise that I can't put into words the events and happenings of this extraordinary time. Thank you for reading and sharing this journey with me and the staff at WRISC.

I want to firstly acknowledge every staff member who has been part of WRISC during this last financial year. The dedication and commitment to your role is extremely valued and a sincere thank you to all. We farewelled Anni J who took a position at Ballarat Community Health, Sally G who has led the way through the Van Go demonstration project and FV-CaTS program embedding and Angela H who led with passion and advocacy, the development of the Aboriginal Program. Thank-you Ange and Sally! We also farewelled Becky C, Courtney W, Erin C, Leanne H, Monica F who were all part of the Van Go demonstration project and resigned following the large reduction in on going funding for this project. We welcomed and then farewelled Luisa P, Narelle L and Jess W who were on short term replacement contracts, and we also farewelled Christine R who was on a 12 month maternity leave replacement contract. We welcomed back Sarah H from maternity leave and also Narelle, Balpreet and Sumira on short term contracts.

You will read about Sally and Angela elsewhere in this report, but I want to say an especial thank you for your years of passion and commitment for children and their families and your advocacy for them in all your work. Both of you forged pathways for your programs and WRISC has reaped these rewards. We wish you both very well on the next part of your journey, knowing that you will always take a part of WRISC with you. I also want to acknowledge Ruth T, who officially resigned after completing her Masters of Social Work field placement at BADAC. Ruth's guidance, wisdom, advocacy and passion when working with children who have experienced family violence has been remarkable. Thank you Ruth!

The first six months:

During this time, at WRISC, the Building Better Organisations workplace health and culture project continued with 2 more coaching sessions, the setting up of the cultural action teams and the identification of priority areas for organisational improvement, both in Ballarat and Bacchus Marsh. The evaluation working group also started their plans for how to gather and respond to feedback from our clients. The inaugural WRISC Aboriginal Advisory Group began, providing me with valuable insight and advice from the WRISC Aboriginal staff and Emma, our Board chair. The upgrades to the Specialist Family Violence court were opened. The Family Violence- Creative and Therapeutic Services (FV-CaTS) started their ongoing consortium service delivery in partnership with Berry St and Ballarat Community Health. Whilst this program had a marked reduction in funding compared to the demonstration project funding, this is now an ongoing program and something WRISC can continue to build upon. The Enhanced Pathways student placement

consortium with Berry St was also a successful submission. The fortnightly women's group at WRISC began.

A significant achievement in this time has been the gaining of Rainbow Tick accreditation for WRISC. This has been part of our Strategic Plan for a number of years now, and aided by some funding from DHHS following the Royal Commission in family Violence, Rainbow Tick accreditation is now a reality. The aim of rainbow Tick accreditation is to improve capacity of our organisation to help WRISC support those from the LGBTIQ community to work at WRISC and also to reduce barriers for LGBTIQ clients to access WRISC services. This is always a work in progress and our journey started more than 2 years ago with Hilary P and Suzanne T completing the 'How To' training. Then Hilary formed a working group and was employed as the project officer working towards Rainbow Tick accreditation. This was no mean feat, and Hilary with her team worked tirelessly. Our successful accreditation is a fine achievement and lays the platform for ongoing work in this space.

From a broader perspective, Domestic Violence Victoria (DVVic) and Domestic Violence Resource Centre Victoria (DVRCV) began preparation for an historic merger, The Ballarat Orange Door continued with opening planning in Ballarat, regional FV Communities of Practice continued. I also had the privilege of continuing in the role of the Central Highlands Integrated Family Violence Committee chair and took an active role in the newly formed statewide Specialist Family Violence Leadership Group. This has been a healthy place for shared learning for FV leaders and forming professional relationships and mutual support. Joint regional projects including the Working Together Project and the FV Safer Pathways project for refugee and immigrant women provided rich platforms for shared learning for staff. During this last year Ange was instrumental in developing the Dhehlek Dja partnership and ensuing action plans from a Victorian perspective and also became a co-chair of the regional Dhehlek Dja action group. Ange's voice in this space has been remarkable.

Later in 2019 we enjoyed a whole of staff team building day where we learned and discussed topics relating to our work including what makes a good leader. We also completed surveys in relation to the evaluation of the BBO project both internally and externally. The Leadership Team continued to work out how to work together and enjoyed a whole day of planning in early March. The following week, the outbreak of Covid-19 began and as they say in the classics, the rest is history.

It has been amazing to reflect on these months and try to capture what has happened: for our clients, for the staff, for the leaders and for the community. The reduction in freedoms immediately placed our clients in extra danger, where cases were intense and complex. Police reported a much higher demand for FV calls and women were reporting FV in a home where it had never occurred before. Very quickly, our staff were mobilised to work from home, our IT consultant John worked with us to undergo a

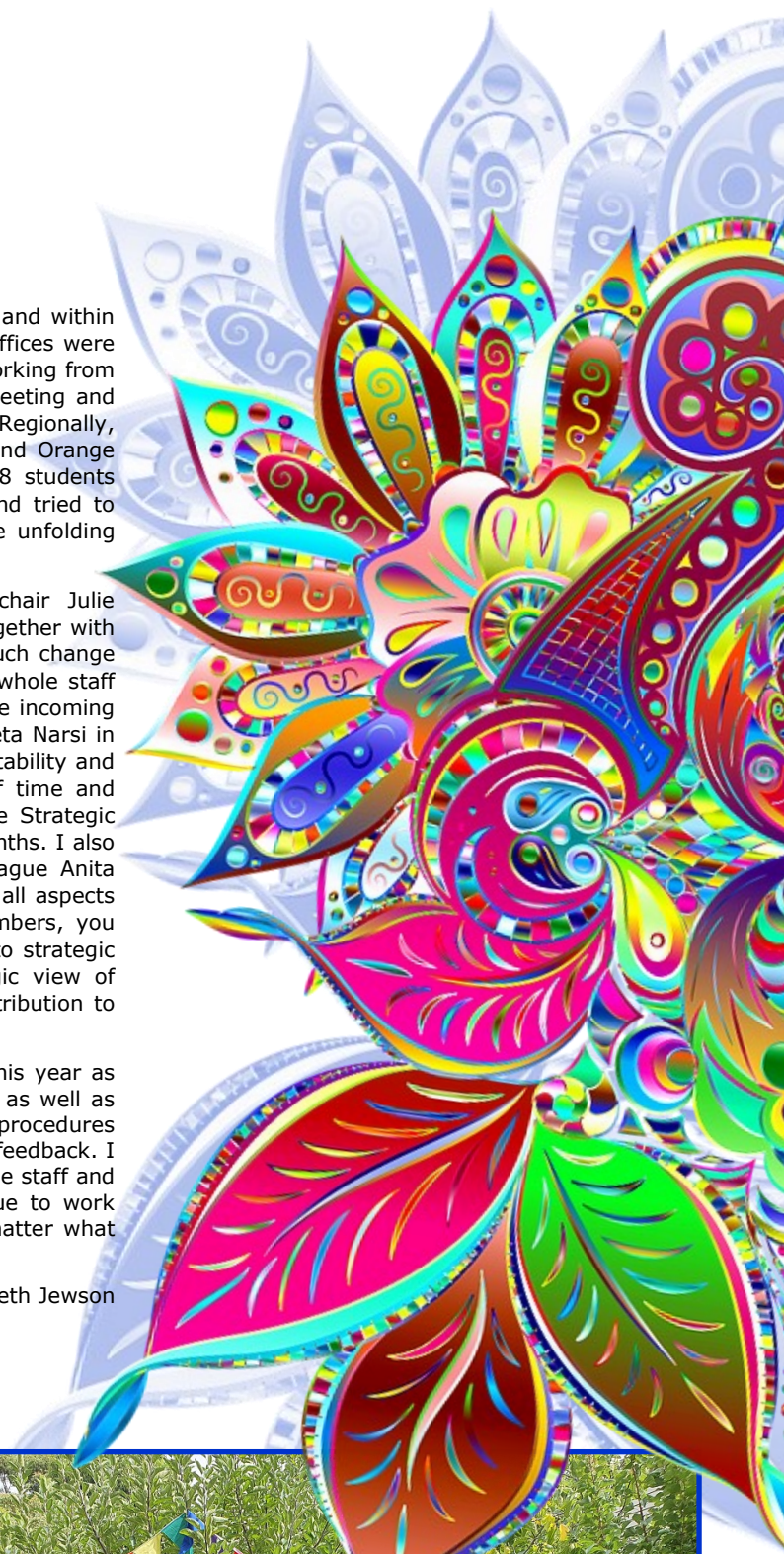


transformative IT upgrade to support working from home and within days our offices became quiet and empty and our home offices were set up and parents navigated home schooling as well as working from home. Zoom and Teams became normal platforms for meeting and together we navigated a new normal for service delivery. Regionally, a shared demand management platform was developed and Orange Door continued preparing for opening. We also hosted 8 students during this time. We have all learned a new language and tried to work with the insecurity, the threat of Covid-19, and the unfolding misery in other countries.

I would like to sincerely thank the outgoing Board chair Julie McMahon who vacated her position in November. Julie together with the rest of the Board members, led the Board through much change and development and her support to my role and to the whole staff has been very much appreciated over the last 4 years. The incoming chair, Emma Leehane supported by Wendy Baker and Meeta Narsi in the Executive group have been instrumental in providing stability and strength to the whole organisation and your donation of time and energy is greatly appreciated. Together we prepared the Strategic Plan action plan and this set the work for these last 12 months. I also want to acknowledge at this time the work of my colleague Anita Koelle who has worked tirelessly to keep the finances and all aspects of the business management in sound order. Board members, you have instigated and discussed position papers in relation to strategic service delivery and guided the governance and strategic view of WRISC. I would like to thank you sincerely for your contribution to WRISC during this financial year.

There have certainly been rough patches along the way this year as we continue to address our workplace culture and morale as well as continuing to clarify our service delivery, our policies and procedures and always in a spirit of mutual learning and openness to feedback. I look forward to working with all our partners, the Board, the staff and hearing from our clients so that together we can continue to work through challenges and celebrate our achievements, no matter what the future will bring.

Elizabeth Jewson



Hilary speaking at the Women's Health Grampians Garden Party March 2020







# FINANCES



# Treasurer's report...

A positive year with WRISC posting a surplus of \$90k (including \$62.5k from the COVID-19 stimulus package) against a budgeted deficit of \$30k.

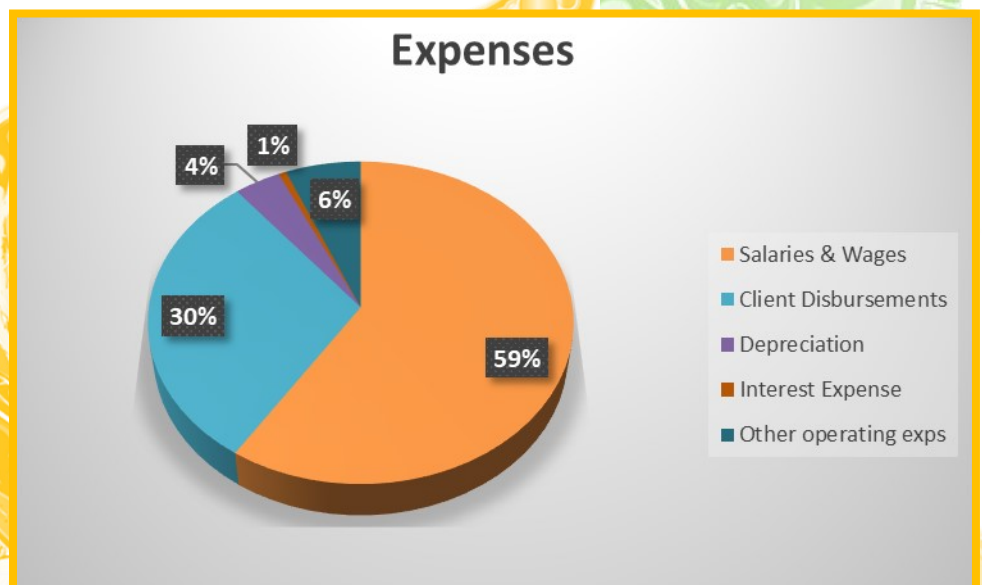
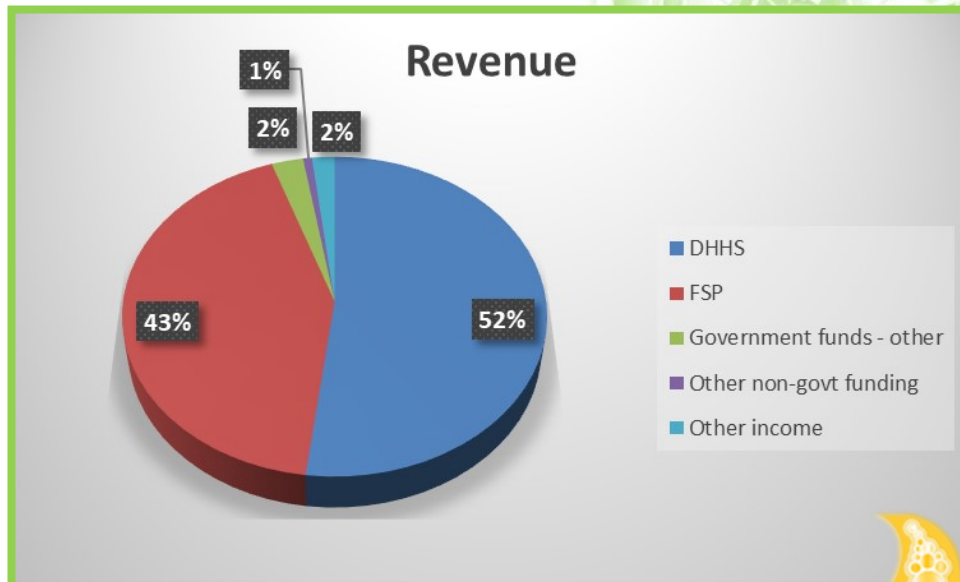
The organisation also adopted the following 2 new accounting standards using the cumulative catch-up method from 1/7/19, hence the prior year comparatives have not been restated.

- AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities
- AASB 16 Leases

Our accounts were audited by PPT Audit P/L which included a review of the accounting procedures and we are very pleased to report that there were no matters identified as requiring further improvement.

My thanks go to the members of our FAR group, Board and finance and admin staff for their support and diligence throughout the year.

Di Cassidy - Treasurer



*Profit & Loss Statement for the year ended 30<sup>th</sup> June, 2020*

	2020	2019
	\$	\$
<b>REVENUES</b>		
Government Grants	3,523,118	3,681,296
Investment Income	8,638	11,760
Other Revenue	87,390	250,133
<b>TOTAL REVENUES</b>	<b>3,619,146</b>	<b>3,943,189</b>
<b>EXPENSES</b>		
Salaries and Wages	1,915,454	2,138,724
Salaries On-costs	172,560	200,515
Depreciation	136,338	68,998
Client Costs	645,212	706,331
Reimbursements – Berry Street	415,193	354,167
Repairs & Maintenance	16,989	35,547
Interest Expense	22,753	-
Other Expenses	204,624	511,340
<b>TOTAL EXPENSES</b>	<b>3,529,123</b>	<b>4,015,622</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>90,023</b>	<b>(72,433)</b>

*Balance Sheet as at 30<sup>th</sup> June, 2020*

	2020	2019
	\$	\$
<b>ASSETS</b>		
Bank	1,572,284	1,309,760
Property, Plant & Equipment	604,431	230,700
Other Assets	45,000	28,903
<b>TOTAL ASSETS</b>	<b>2,221,715</b>	<b>1,569,363</b>
<b>LIABILITIES</b>		
Income in advance	51,508	746,699
Other Liabilities	888,569	377,748
<b>TOTAL LIABILITIES</b>	<b>940,077</b>	<b>1,124,447</b>
<b>NET ASSETS</b>	<b>1,281,638</b>	<b>444,916</b>
<b>EQUITY</b>		
Accumulated Surplus	504,939	444,916
Specific Purpose Reserve	776,699	-
<b>TOTAL EQUITY</b>	<b>1,281,638</b>	<b>444,916</b>

**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.





# PROGRAMS

I cant even express  
how much your  
help and Support has  
meant to me.  
I dont know what I would  
have done without  
you.

The gratitude I feel  
is immeasurable

Thank you from the  
bottom of my heart  
for giving me the chance  
to start over  
Safe and living in  
Peace.

I thank God for  
the fact that people  
dont have to stay in  
violent situations any more

# Corporate

Our team remains unchanged from last financial year – a strong, dedicated, competent and valued work group.

**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, No Interest Loan Scheme (NILS) Project Officer, Communications Officer and Reception

**Hilary:** Privacy Officer, Submissions, Rainbow Tick Project Co-ordinator and Reception

**Volunteers:** for Reception, administrative and the all-encompassing 'other duties as directed'. We give heartfelt thanks to Astrid, Louise, Marg, Susan, Leanne, Stella and Sue

**Temporary staff:** provided by employment agency – 'People @ Work'.

This year's report features the stories of two staff:

## ALISON:

**1. FSP Program:** The FSP program has continued to expand with WRISC working with 15 partner agencies across the Central Highlands region and City of Melton LGA. 423 FSPs were approved which is well above our target. A major innovation of the FSP program for the 2019/20 financial year was the introduction of the Personal Safety Initiative (PSI) program. FSP funding is used to support a "Safe at home" response which includes a property safety audit resulting in tailored technology and safety responses for a client's property. The FSP program is classified as a Priority Service – Essential Ongoing throughout the Covid-19 pandemic. WRISC has worked closely with all partner agencies and other stakeholders to ensure that the program has continued to maintain client access to funding and support throughout this unprecedented time.

**2. Communications:** WRISC continues to engage with a wide variety of audiences through a range of communications media to inform and educate clients, other professionals and the wider community about the service we offer to women and children in the Central Highlands region who have experience family violence. The newsletter and website continue as major means of communication together with WRISC's growing Facebook presence. Engagement with the wider community is a major focus, both in terms of fundraising as well as prevention of family violence, as it is through community awareness and education about the drivers of family violence that change will occur. WRISC would like to thank local corporations, businesses, community organisations and individuals for their support.

## SHEREE:

I began my journey with WRISC as a volunteer in early 2016 and after a couple of years I started working with Anita paying accounts. This financial year I have been assisting Anita with a range of tasks and filling in when needed. Earlier this year Anita took some leave and this provided me the most challenging, sometimes stressful, few months, but overall was very rewarding. The WRISC

staff were very supportive and with the mentoring and procedures Anita has in place we got through without too many hiccups. This period gave me a brief insight into the many and varied roles that the Business Manager's position encompasses and more understanding of the amazing service WRISC offers.

Our team is supported too by various Board members. We have Di – the Treasurer and Emma – the President who along with Libby – Executive Officer, Anita and Sheree comprise the Finance and Risk Board working group. We meet monthly and more often when required. Budgeting always brings its own challenges and this year was no exception. We review financial statements, analyse variances and provide funding updates. Questions are formulated for Board members to answer during meetings to enhance their financial understanding. We also provide financial training for all Board members. Submissions are discussed and risk assessments reviewed.

One big change for this year was the implementation of the Portable Long Service Leave scheme. It does require administrative time but is something that has been sought after for some years, hence considered a bonus. WRISC is a registered employer and submits quarterly returns. A 1.65% levy is payable and is used to pay workers when they are eligible to make a claim for Long Service.

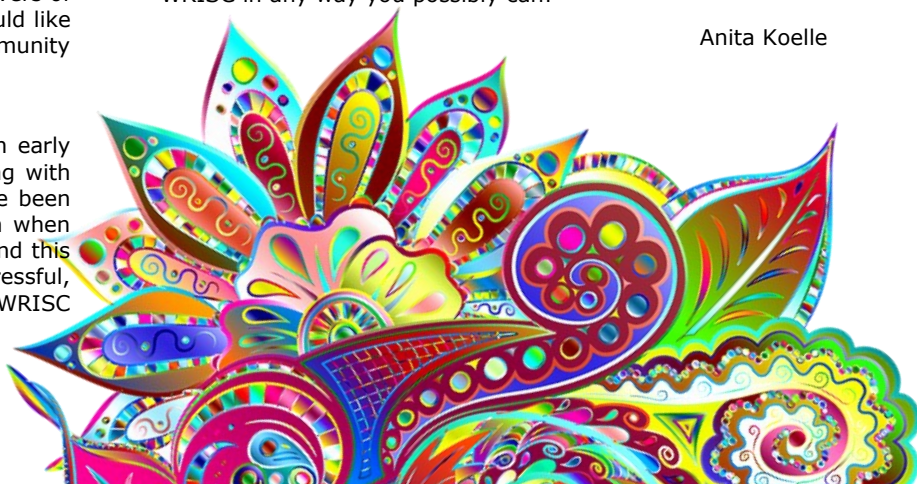
Our service continues to receive generous community support. This take the form of monetary and in-kind donations. We receive beautiful care packages for our clients (or donations to purchase items for such), sanitary supplies for distribution from 'Share The Dignity' and resources, including for children from Enjoy Church. Girls Friendly society – Townsend Group, Soroptimist International of Ballarat, Ballarat Quilters, Aesop in partnership with DV Vic, The Turret Café, Peter Amor Sports Fund, Grevillea Probus Club too have all contributed to ensure clients have access to necessities and some luxuries!

Many individuals (some regularly each month) and organisations support us via Paypal. Whilst too numerous to mention (and apologies for leaving some of our donors out) we have received monies from Central Highlands Water, Chris Packer & Associates and various Rotary clubs. Ballarat & District Aboriginal Corporation (BADAC) has supported our Yarning Circle groups and facilitator as well as some money for case management. Ballarat City Council provided for Girls Art Therapy Groups. Moorabool Shire Council and UFS has assisted projects in the Bacchus Marsh region.

We have our annual financial audit undertaken by PPT in Ballarat and this year thank their team – notably Sam, Jason and Kim for support throughout the year and assistance re the implications and adoptions of new accounting standards.

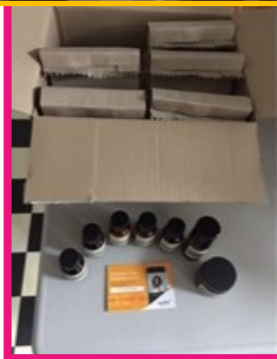
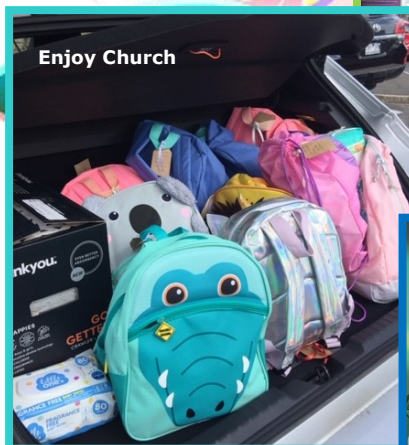
Please check out our Facebook page and continue to support WRISC in any way you possibly can!

Anita Koelle





## Generous giving from the community





# Family Violence Outreach

The FVOP has provided support to women and children across a number of key services, including risk assessments and safety planning, RAMP, court support, group-based support ('WEAVE' and 'Stepping Out'), outreach support at Parent Place and many other case management services. As usual, it has been a very busy and intense twelve months. The challenge to the community and service delivery at WRISC imposed by COVID 19 has brought with it unique circumstances and new learnings for both staff and the families we support.

We again have provided services to women and children well above our funded targets. This highlights both the hard work the team are doing with clients and the real need for an increase in case management resources for women and children experiencing family violence. The FVOP team continues to support the wider catchment and services not only Ballarat, but Golden Plains, Hepburn, Pyrenees, and Moorabool.

## Developing a learning environment

The FVOP team continues to develop a culture of learning and innovation. This has been particularly evident in the current working-from-home environment. Learning new ways of communicating, increasing familiarisation with technology, and developing effective ways to continue to deliver our services has been a strong feature of the FVOP team in recent months.

The FVOP program also continues to strongly support student placements, allowing for multiple students to participate concurrently in the program. Four students have recently successfully completed their placements with WRISC despite the logistical issues presented by working from home. Strong student involvement encourages learning, reflection and improvements in the team.

## Case management updates

WRISC and the FVOP team are adapting our work environment and structure to prepare for the implementation of Orange Door in the Central Highlands Region. This new structure continues to undergo development, and new processes are piloted as the go-live date nears. The COVID pandemic has delayed this process however collaborative work continues to ensure that the transition to Orange Door will progress smoothly once the pandemic restrictions allow for this program to commence.

In line with these changes FVOP has moved from providing an intake service, replacing this with a daily Duty worker who takes queries and calls for those still requesting a WRISC service. 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)*

## Building Better Organisations

The FVOP team, already working on new ideas developed to strengthen work practices and team culture, engaged in the Building Better Organisations (BBO) process, which has supported and complemented this. This has included positive robust 'internal advisor' processes that provide the team leader with invaluable feedback and leadership development insight and advice. It has also led to great conversations and learning moments in supervision and team meetings. Some of the team also participated in particular BBO groups, including the Cultural Improvement Team and the Cultural Action Team. This process has been positively received by the team and continues to develop.

## Group Work

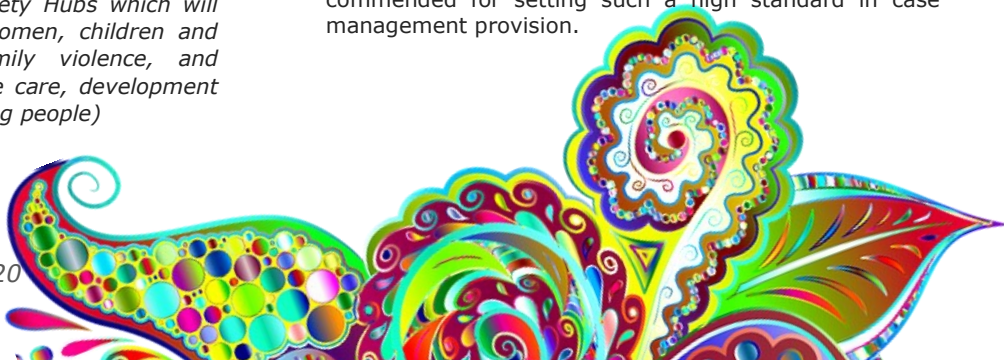
The FVOP team has continued to support women through the provision of women only support groups. Opportunities to share stories and lived experiences in a safe and supportive environment is an important resource for many women who have experienced the isolation that often accompanies family violence. 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 put on hold due to the current pandemic restrictions.

## Parent Place

WRISC and the City of Ballarat have partnered to provide further support for women and children experiencing family violence. Prior to the current pandemic a member of the FVOP sat at Parent Place once a week as an opportunity for women to connect 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 safe contact methods.

## Final message from the FVOP leadership team

I would like to thank the team for their incredible work this year and also acknowledge that we have been through a 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. 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. The safety of clients, including their families, and the support of team mates continues to be an emphasis and a key to our success. 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.





# VAN GO Children's Counselling

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

## **VAN GO General**

The Ballarat and Moorabool teams have joined over the last financial year to develop the Van Go Principles. We are working together with aligning frameworks, practices, and evaluation models to create a more responsive and cohesive, streamlined, accessible service for our clients. One of the Van Go fundamental frameworks is that Van Go is responsive to every different LGA that they work in, recognizing that every community has specific needs and we pride ourselves to be responsive to this. Whilst we have joined as a program, we are working diligently on responding to each community creatively and on their needs.

The whole team headed to Adelaide in September 2019 to participate in 'The Garden' training, a therapeutic group program that is focussed on strengthening parent/caregiver and child connections in the 0-4 age group.

Staffing- Interviews were undertaken in March 2020, candidates were selected and offered positions. Due to COVID the roles will now start at the end of July 2020.

## **VAN GO Ballarat**

### **Creative Therapies and Children's Counselling (Ballarat)- moving into Van Go Ballarat**

Throughout the last financial year our team worked closely with the Family Violence Outreach Program to improve the intake process for our clients and a more consistent approach to how clients move through our service.

Ruth and Tracy completed their Master of Social Work in 2019/2020. Ruth after completing her placement requirements at BADAC remained there to take up a position. Tracy completed her placement with a focus on the CAFS Therapeutic Care Farm while still retaining Team Leader duties over two days.

We had a few staff changes along the way. A very special thanks must go to Ruth, our very experienced Play Therapist, who resigned after 19 years at WRISC. Ruth was instrumental in building the capacity of the WRISC Children's Counselling team and was part of the team that developed the Van Go model. Ruth has been a very steady and inspiring presence at WRISC and has supported many of our younger clients to recover from family violence by learning to play again. We will miss her commitment and passion that always highlighted the voice of children within our service.

Anni made a change in January 2020 and took a position at Ballarat Community Health as a Family Violence Diversity Counsellor that's funded as part of the newly formed consortium FV-CATS.

In February 2020 Barb moved from her Creative Therapist role to an Aboriginal Creative Therapist role within Van Go, focussing on supporting our most disadvantaged children and young people. Barb is also training in 'Synergetic Play Therapy'.

Leanne H who had been a volunteer at WRISC for many years also took on contract work two days a fortnight supporting both Ballarat and Moorabool teams. After her contracted position as admin support ceased Leanne once again donated her time in a

volunteer capacity to support the team's admin needs. At the end of 2019 Leanne took a well-earned break from this. We thank Leanne for all her diligent effort and the assistance she has given our team, and thank her for the unmeasurable support she gave us.

We thank Luisa for covering the single session role whilst Tracy was on placement.

Jo continued in her work as our Girls Art Therapy Group facilitator until COVID changed things in March 2020. Jo was able to keep up her support through regular phone contact with participants. We aim to recommence and grow the group again via ZOOM in Term 3 2020. We would 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.

The current team consists of:

Tracy: Team leader and single session therapist of the Ballarat team

Barb: Aboriginal focussed Creative Therapist

Three new staff starting July 2020 – 0.8 and 0.6 Creative Arts therapists

We would also like to acknowledge the Peter Amor Sports Participation Grants Program funding we received through the Ballarat Foundation. The spirit of the funding is to give opportunity for all young people equally to participate in sport and reduce the financial barriers.

## **COVID**

COVID19 came into our workplace considerations in March 2020 and changed the landscape of our practice. We have developed online protocols for our work and will aim to be implementing an online model 'Van Go 3.0' in the Third term of 2020. The online format is in line with our FV-CATS partnership and the DHHS guidelines across our sector.

Our major achievements, apart from our dedicated service to our clients under extremely difficult world times, have been the coming together of the Van Go teams across both Ballarat and Bacchus Marsh sites, and removing location barriers for clients across LGA's.

This is a work in progress, but the staff are really enjoying the wider team vibe and the learning and support we have gained from this.

## **VAN GO a partnership project between WRISC family violence support and Moorabool Shire**

### **VAN GO Moorabool**

WRISC – Van Go, Berry Street – Restoring Childhood and Ballarat Community Health – FV counselling team worked in collaboration and put in the tender for the ongoing therapeutic funding for the Central Highlands Region. This application was successful, and the FV-CATS Consortium was formed, working together on providing a menu of services for clients to access across the region. Whilst the ongoing funding and partnership was a celebration, the reduction in funds and the emergence of Van Go 2.0, which reduced staffing and a change to some of our services offered.

We said goodbye to Becky – one of our creative therapists – in November to take a job closer to home in Melbourne. Becky was instrumental in the development of our Circle of Security cards and we thank her for her contribution to Van Go.

The program experienced a huge staffing loss in June 2020, Sally G who was instrumental in the vision and implementation of Van Go in 2017. Unfortunately, with the ongoing funding Sally's position was a contract position for 12 months. Sally's knowledge, passion and skills allowed her to navigate the sector, and advocate loudly for the needs of children that have experienced family violence. Sally said goodbye to WRISC after 8 years, both working as a creative therapist in the Ballarat team and then moving to project manager of Van Go in Moorabool. We thank Sally for her ongoing persistence, humour and for being the voice of children, and trusting in the work that can be done to bring about change to and have hope for the future of our families we walk alongside.

Our Moorabool team now consists of

- ⇒ Ash – Transitional Manager and Single Session Therapist
- ⇒ Chloe - Administration and Support Officer
- ⇒ Cath – Creative Therapist
- ⇒ New staff starting July 2020 – 0.6 Creative Arts therapist

We work closely alongside our Moorabool and Hepburn FVOP team members Lynne and Mikala who we share our space with in Moorabool. It is great to share our knowledge and support clients with a wraparound service.

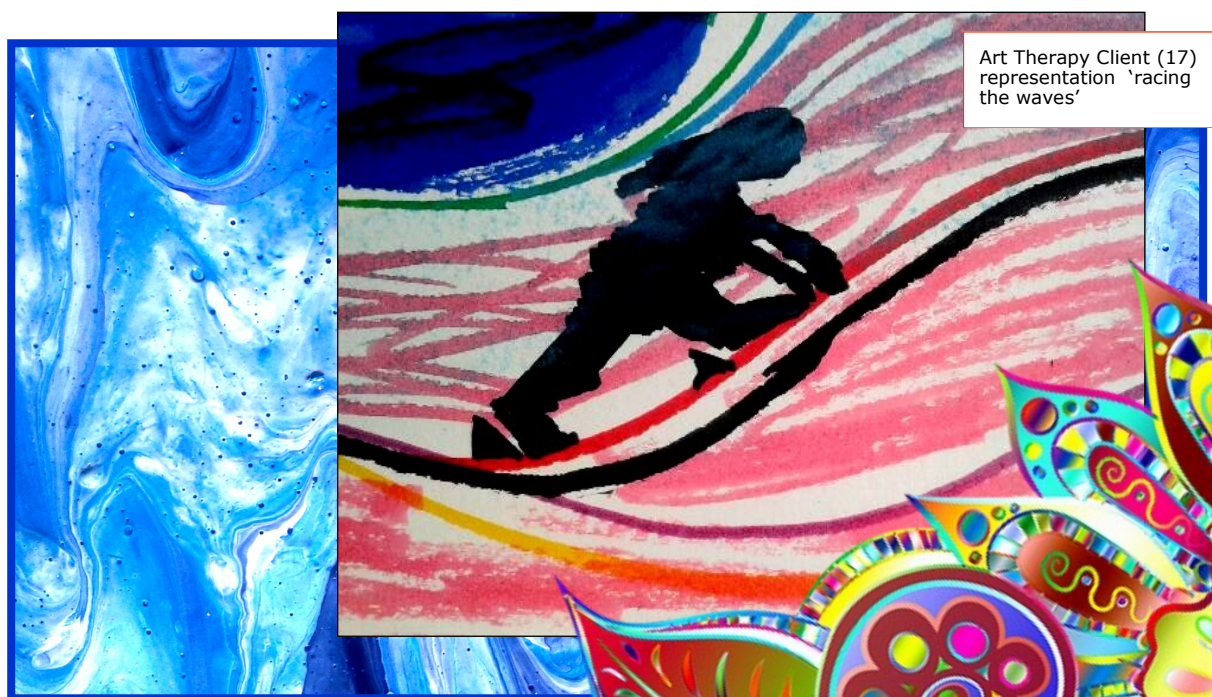
Services to infants, children and youth

In the financial year 2019/2020, Ballarat: 152 overall new referrals, comprising of 98 kids with 12 of these clients being Aboriginal.

Moorabool: 129 overall new referrals, comprising of 85 kids with 27 of these clients being Aboriginal.

We expanded our regional outreach support to include - Hepburn 21, Golden Plains 17, clients.

The combined total of 464 infants, children and young people and their families received support from our program.



Art Therapy Client (17)  
representation 'racing  
the waves'



# Aboriginal Program



**F**irstly, I would like to acknowledge that the work that our Team supports in the local Aboriginal Community is on Land of the Wathaurong People and I would like to give thanks for allowing our Team, to support our Families on this Land and pay our respects to the Elders Past, Present and Emerging from this Land.

Our team is made up of two Aboriginal Women, Ange a proud Badmimia Woman from WA and Lyndel a proud Gamilaraay Woman from NSW, as well as Mel, Darcie and Tracy, who are all from the local Ballarat Community.

It is an honour and a privilege, to support the families that have experienced family violence in the local Community and it is work that we cannot do alone. Our team works very closely with BADAC, the local Aboriginal Co-operative and their many teams, as well as other local welfare organisations, local schools and others, such as Victoria Police.

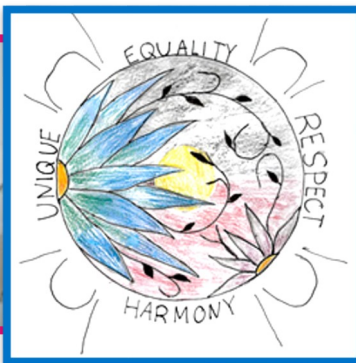
The team regularly attends, and are part of, groups in the wider community, such as Dhelk Dja, WD3 Koori Police Reference Group and, more recently, the new Orange Door space. Our Team Leader Ange, has been instrumental in having a voice and being a part of groups and advocating in spaces outside of the local Community and at a State-wide level.

Our team continues to provide crisis support, intake, case management, and therapeutic long term case management that is culturally safe and respectful. We as a team, work closely together and walk alongside our families, that we support and provide wrap around support, with the families at the centre of all that we do.

The Yarning Circle Groups are supported by all of the staff from our team, as well as from others within the local community.

Quotes from parents/careers

- The Yarning Circle Group gives us as a family a sense of community and enables interactions with peers in a cultural space, as we are not from this community
- It supports independence, a sense of community, he comes home happy and talks to his younger sister about it
- The Yarning Circle Groups helps build trust in other adults, trust with their peers and it is a fun place to be



Pottery work from YC groups in Term 3,

High School Girls Artwork for YC Groups, Term 4 2019

## YARNING CIRCLE GROUPS

The beautiful artwork above was designed by one of our young people who attend the Yarning Circle Groups, to represent what the groups mean to her.

This year's NAIDOC Theme, 2019 was "Voice, Treaty, Truth, let's work together for a shared future". All three groups, the Boys Group of mixed ages, the Girls Primary School Group and the Girls High School Group completed their pottery works around this year's NAIDOC Theme and there were two displays in the local Community. One at BADAC's NAIDOC Day celebrations at the Ballarat Showgrounds and the other at Ballarat Health Services for National Aboriginal and Torres Strait Islander Children's Day.



Photo of YC Pottery Display for National Aboriginal & Torres Strait Islander Children's Day – August 2019



Some of the activities and events the groups participated in throughout the year were:-

- Regular Pottery workshops
- Ballarat Art Gallery workshops
- Birthing Tree visit for a Story and Picnic lunch
- Community members and guest speakers attending and supporting the groups
- Participation in an Evaluation with Urbis and Karen Milward through Dhelk Dja
- Young Luv Workshop
- Prevention Showcase presentation, with one of the High School Girls presenting

NAIDOC 2020 "Always was, Always will be, Aboriginal Land". All three groups started doing their pottery work in term 1, 2020 around this year theme.

Unfortunately due to the Coronavirus, things came to halt for Term 2, 2020. Since the multiple changes and uncertainty the Coronavirus brought, our team have remained in regular contact with our Yarning Circle Families and have been continuing to support, just in a different way!



Thank you and farewell to....

Anni

Becky

Courtney

Erin

Jess

Leanne

Monica

Ruth

Sally

Narelle

Luisa

Christine











# ACTION PLAN

# Action Plan 2019:

## Strategic Plan 2019-2021– mid-term overall review and update

### 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	Build a feedback process that ensures the client voice is responded to	Design an effective client feedback and evaluation process and use this information for service improvement	EO/TL	June	10% increase in number of closure interviews for each program		Haven't analysed by program. Most feedback received from FVOP
		Implement a consistent process for individual client feedback at all closure interviews	All staff	Ongoing	Evaluation reports : 3 – 4 per year		Completed Q1 and Q2, on hold Q3 and \$ due to COVID
		Utilise client feedback in all planning	All staff	Ongoing	Report cards back to clients (co-design)		Scheduled for Q3 2020-2021
		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

 Not achieved 
  In progress 
  Achieved & ongoing 
  Achieved

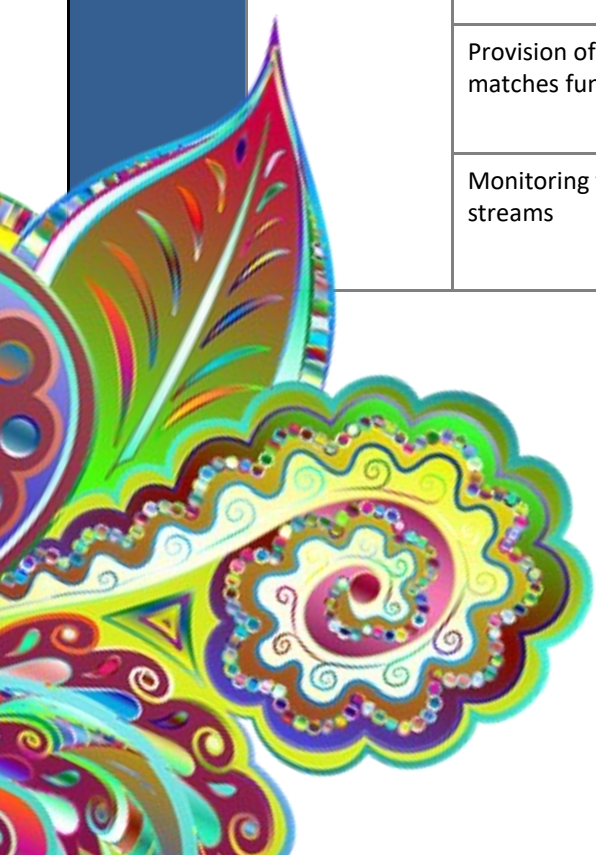
**KEY:** EO - Executive Officer, TL - Team Leaders, BM - Business Manager







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	Conserve existing sources of income and diversify our funding streams	Expand opportunities for the generation of greater exposure and revenue opportunities	MFWG	Ongoing	New funding streams sourced.		Fundraising campaign planned Consortium submissions Private arm due diligence Philanthropic submissions (1 successful in 2019-2020)
	Generate greater exposure and visibility of our organisation within the community	Marketing and Fundraising Plan will be developed and approved by the Board	MFWG	April	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 2019-2020 FY
	Increase revenue opportunities	Plan for annual budget to be in surplus in 2019	Board/FAR	Dec	Annual budget will be in surplus for 2019		Deficit of \$72,433 which includes \$68,998 in depreciation
		Our assets and resources will be allocated to effectively support programs and priorities	EO/FAR	Ongoing			Regular review and reporting by FAR
		Provision of services matches funding					%of EFT against income is too high
		Monitoring funding streams	EO/FAR	Ongoing			Monthly at FAR meetings





PRIORITY	STRATEGIES	ACTIONS	WHO	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
<b>Build strong relationships to expand our reach and influence</b>	<b>Encourage inter-agency connection and impact</b>	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
	<b>Create new and strengthen existing relationships and collaboration</b>	Board and staff participate in professional development with other agencies and data collected	Staff Board	Ongoing	Increased joint agency training sessions		
	<b>Seek opportunities for shared funding</b>	Increase our understanding of broader service offerings that would benefit clients	EO/ Staff	Ongoing	Expand and increase our Memorandum of Understandings (MOU's)		BRMC UFS Dispensary Meredith PS Golden Plains Shire, all existing updated
		Review current MOUs to enhance engagement between organisations	EO	July	Increase in number of successful shared submissions		FV-CaTS Enhanced Pathways
		Joint submissions developed with other organisations	EO	Ongoing			As above
		Align the operations and activities with Central Highlands Integrated Family Violence Committee (CHIFVC)	EO	May			EO current chair of CHIFVC



Not achieved



In progress

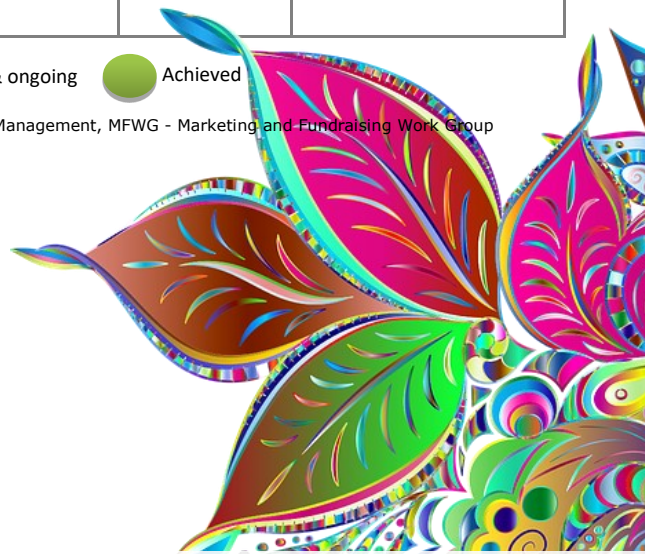


Achieved & ongoing



Achieved

KEY: EO - Executive Officer, TL - Team Leaders, BM - Business Manager, FAR - Finance and Risk Management, MFWG - Marketing and Fundraising Work Group







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	Continue to meet the needs of our clients and further expand our service offering	Implement and review the Demand Management Strategy	EO	Sept	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
	Enhance our support for all clients	Regularly refine intake processes to streamline approach and ensure timely responses	EO/LT	July	MOUs regarding service delivery in 5 LGA's		Active: Moorabool Shire In progress: Golden Plains Pyrenees Not achieved: Hepburn FV-CaTS:
		Provide a case management and therapeutic response for all high-risk clients	EO/TL	Ongoing			Work on: Intersectionality policy
		Explore and implement innovative services to address service gaps	EO/TL	Ongoing	Successful outcome in Accreditation processes		Currently successfully accredited through QIP  ASES, DHHE, Rainbow Tick
		Develop, implement and regularly review practice guidelines for all programs	EO/TL	Ongoing	Provide WRISC service in all LGA's		Current practice guidelines for FVOP In progress: Aboriginal Program and Van Go
		Promote co-case management between organisations	EO/TL	Ongoing	Increased number of LGBTI clients in our service		BCH and Wrisc MCH and Wrisc Berry St and Wrisc
		Implement the Rainbow Tick Strategy	EO/TL	June			See above
	Be innovative and evidence-based	All service provision will be evidence based, with regular staff training.	EO/TL	Ongoing			Completed: Van Go Yarning Circle In progress: FVOP

## OUR PEOPLE



PRIORITY	STRATEGIES	ACTIONS	WH O	WHEN	HOW WILL WE KNOW?	PROGRESS	COMMENTS
Provide high quality services through a skilled workforce in order to meet the needs of our clients	<b>Recruit and develop our workforce as specialists in their field</b>	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			
	<b>Ensure our working environment is respectful, supportive and successful</b>	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 Review of all workplace culture, performance appraisal, complaints and perf management docs to make 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
		Monitor leave liabilities to ensure staff take accrued leave in a timely manner	EO/ BM	Ongoing			FAR group Portable LSL provisions, A/Leave accrual



Not achieved



In progress



Achieved & ongoing







Achieved

**KEY:** EO - Executive Officer, TL - Team Leaders, BM - Business Manager, FAR - Finance and Risk Management, MFWG - Marketing and Fundraising Work Group





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	<b>Support our workforce to enhance their qualifications and develop their capacity and skills</b>	Support staff to enhance their qualifications and provide best practice training opportunities	EO/TL	Ongoing	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
		Participate in professional development with other agencies	All staff	Ongoing			Maternal and Child health MARAM Information Sharing
		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 WGs needs more attention
		Prioritise regular training opportunities based on annual performance appraisal and supervision	EO Board	Ongoing			

# Organisations we work with....

## A - B

Australian Childhood Foundation (ACF)  
 Ballarat and District Aboriginal Co-operative (BADAC)  
 Ballarat Art Gallery  
 Ballarat Art Therapies  
 Ballarat City Council  
 Ballarat Cleaning Company  
 Ballarat Community Health
 

- Family Violence Counsellors
- Family Violence Program – Justice
- Drug and Alcohol
- Maternal and Child Health
- Stronger Families

 Ballarat Grampians Community Legal Centre  
 Ballarat Health Services
 

- Aboriginal Liaison Officers

 Ballarat Library  
 Ballarat Psychiatric Services  
 Ballarat Regional Multicultural Council  
 Bendigo Bank  
 Berry Street
 

- Family Violence
- Restoring Childhood

 Blossomtree Psychology  
 Brimbank Melton Community Legal Centre  
 Budja Budja Aboriginal Cooperative

## C

C & J Research P/L  
 Centacare
 

- Family Law Pathways Network
- Family Mental Health Support Service
- Family Relationship Centre
- Integrated Family Services
- Victims Assistance Program

 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)
 

- Ballarat
- Hepburn
- Moorabool
- Men's Family Violence Programs
- TAAP-Tenancy Advice and Advocacy Program
- Step Up

 Child FIRST  
 City of Ballarat
 

- Parent Place

 Courts Victoria
 

- Ballarat
- Bacchus Marsh

## D

Department of Education and Training  
 Department of Health & Human Services
 

- Child Protection
- Disability
- DV Vic
- Engagement Officers Program
- Family Services Victoria
- Housing
- Local Connections Community Participation
- Youth Justice

 Dhehk Dja  
 Department of Justice  
 Djerriwarrh Health Services  
 Djirra: Family Violence and Legal – ABTSI specific

## E - F

Eureka Mums  
 Fairweather Studios  
 Federation University

## G

Goolum Goolum Aboriginal Cooperative  
 Grampians Community Health  
 Grampians Integrated Family Violence Committee (GIFVC)

## H - K

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

## L

Lifeline  
 Local Government
 

- City of Ballarat: Parent Place, Optiform
- Golden Plains Shire
- Hepburn Shire
- Moorabool Shire
- Pyrenees Shire

 Local Ballarat Primary and High Schools

## M - O

Maternal Child Health  
 Meminar Ngangg Gimba  
 NDIS—Moorabool

## P - Q

PPT Accounting  
 Primary Health Care Network  
 Private Practitioners  
 Quality Innovation Performance Ltd. (QIP)

## R

RADMAC  
 Relationships Australia  
 Revolution Print  
 Rodd Locksmith

## S-T

Salvation Army Specialist Family Violence Outreach  
 SalvoConnect—Western

## Schools - Primary

- Ballarat Special School
- Beaufort primary School
- Creswick Primary School
- Forrest Street Primary School
- Magpie Primary School
- Mt Clear Primary School
- Mt Pleasant Primary School
- St Alipius Primary School
- St Aloysius Primary School
- Sebastopol Primary School
- Sienna Primary School
- Warrenheip Primary School
- Wendouree Primary School
- Woodman's Hill
- Yuille Park
- Darley Primary School
- Bacchus Marsh Primary School
- Ballan Primary School
- Gordon Primary School

## Schools - Secondary

- Ballarat High Secondary School
- Daylesford Secondary School
- Phoenix High Secondary School
- Bacchus Marsh Secondary School

Social Housing Support Network (SASHS)  
 StreetSmart

## T

Turret Café

## U

UFS Chemist  
 Uniting Ballarat
 

- Children's Resource Co-ordinator
- Integrated Family Services
- Open doors

 Uniting Wimmera  
 United Way and the Ballarat Foundation  
 Unique Brains

## V

Victorian Aboriginal Legal Service (VALS)  
 Victorian Legal Aid  
 Victoria Police
 

- Family Violence Unit
- Koori Police Protocols

 Victorian Women's Trust

## W

Waller & Chester  
 Western Water  
 White Ribbon Ballarat  
 Women's Health Grampians  
 Women's Health West





## End of year gathering



## During lockdown...





