

2020 - 2021

Annual Report





Our Vision

To reduce the incidence and impact of road trauma.

Our Purpose

Road Trauma Support Services Victoria (RTSSV) is a not-for-profit organisation contributing to the safety and wellbeing of Victorian road users. We provide counselling and support to people affected by road trauma and address attitudes and behaviours of road users through education.

Our Values

Caring — We are committed to serving our clients with empathy and compassion.

Integrity — We display integrity, respect and dignity in all our dealings with clients, stakeholders and members of our workforce.

Quality — Our focus is on the people we serve, and we strive for excellence in service delivery, evaluation and continuous improvement.

Accountability — We are accountable for our actions in working to deliver our services and our mission.

Our History

RTSSV was founded in 1994 by a small group of people whose lives had been directly impacted by road trauma. These people understood the need for a specialist service where support could be offered to those who, like them, were suffering because of the injury or loss of a loved one on the roads. They joined with professionals working in the area to provide counselling and support. From this humble beginning, RTSSV has grown to offer state-wide counselling and support to any Victorian affected by a road incident. RTSSV now comprises a team of staff and volunteers who provide support and education services to more than 3,000 people annually.

| | |
|-------------------------------------------------------|-----------|
| Chair’s Report | 4 |
| CEO’s Report | 6 |
| Volunteer Services | 8 |
| Volunteers | 11 |
| Counselling and Support Services | 12 |
| Leanne Hydnman - Counsellor | 15 |
| Joanne Keep - Counselling client | 16 |
| Education Services | 18 |
| Our Impact | 24 |
| Carmel Maher - Regional Coordinator | 26 |
| Phil Preston - Facilitator | 27 |
| Lynda Pottage - Volunteer speaker | 28 |
| Natalie Stanway - Emergency services volunteer | 29 |
| Shine a Light on Road Safety | 31 |
| Time for Remembering | 32 |
| Left Unfinished | 33 |
| Board Members | 34 |
| Subcommittees | 35 |
| Victorian Road Trauma Memorial | 36 |
| Treasurer’s Report | 38 |
| Auditor’s Report | 39 |
| Financial Report | 40 |
| Supporters | 42 |



Chair's Report

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Throughout this most challenging year, staff and volunteers have worked tirelessly to continue to deliver important services to the community.

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In a year when the COVID-19 pandemic significantly reduced traffic, traffic incidents unfortunately did not reduce proportionately, and our counselling staff were kept busy throughout. The pandemic had a great impact on the Road Trauma Awareness Seminar (RTAS) program, meanwhile, with volumes down due to lower traffic and an impacted courts system. The resultant severe impact on non-grant income meant Road Trauma Support Services Victoria (RTSSV) qualified for government assistance through the cash flow boost and Jobkeeper programs.

CEO Bernadette Nugent and her team pivoted the organisation quickly so it could function with staff working from home. Other swift changes included running the RTAS program virtually, an enhancement that will benefit participants in the future.

During the year, the RTSSV team developed and agreed on a new strategic plan for the period to 2023, with a focus on counselling, education, collaboration with partners, prevention, and recognition of the authentic voices of volunteers (see the CEO's Report for details). The future direction is a very positive one, and I am particularly encouraged by the new focus on early prevention alongside the traditional areas of counselling and education.

Operational changes in combination with government support left us in a solid financial position, allowing for several important strategic investments in the organisation, including staff remuneration reviewed and adjusted to align with the market.

Following on from the significant work completed around our strategy to 2023 the board felt the time was right to make good use of our stronger financial position to refresh the name and brand towards increasing awareness of the organisation and its important work. We will be able to share more information in coming months as we work with our agency towards the launch.

We welcomed two new directors, Nadine Goldsmith and Johan Meyer (Treasurer), to our board at the last Annual General Meeting (AGM). We are privileged to have them on the team and to benefit from their experience. At this year's AGM, we will farewell Ingrid Williams, greatly thanking her for her nine years of dedicated service, the maximum tenure of a director.

Throughout this most challenging year, staff and volunteers have worked tirelessly to continue to deliver important services to the community while working in flexible ways and delivering the strategic and operational improvements detailed above. On behalf of the board, a huge thank you is due to all of you.

I would also like to express sincere appreciation of our partners, the TAC, Victoria Police, Department of Transport, VicRoads, Community Corrections Services, the Magistrates' Courts, and corporate partners for their unwavering support of RTSSV.

Finally, I thank Bernadette Nugent for her leadership, passion and willingness to grow and improve the organisation, and my fellow board members for their commitment, energy and wisdom.

I look forward to seeing a number of initiatives come to fruition in the 2022 financial year, and to continuing to work with this amazing team – all towards helping to reduce the incidence and impact of road trauma.

Xander Alpherts

Chair





CEO's Report

In a year dominated by the uncertainty and health concerns associated with the Coronavirus pandemic, I am pleased to report that the RTSSV team remained dedicated to the task of ensuring all services were accessible to the community. We worked hard to stay connected and to focus on moving forward.

The demand for counselling services remained reasonably consistent over the past 12 months. Referrals to the service dropped slightly during the lockdown periods only to rise again as people started to move about. As fewer people are using public transport, the roads are more congested, and, tragically, people are still losing their lives and sustaining serious injuries. The counselling staff operated with fewer resources for much of 2020 as one member moved on to new ventures. Despite the added pressure, the team did a wonderful job in providing an impactful and valuable service to the community.

The education team conducted the RTAS program online for most of 2020 and part of 2021. As the state opened, both face-to-face and virtual seminars were held. This dual system has proved successful, with many people reporting a preference for the online option. I feel incredibly grateful for the willingness and ability of the education team to adapt to the new circumstances.

This year we created the position of RTAS coordinator. Carmel Maher, the Hume regional coordinator and facilitator, applied for the role, and we were delighted to offer her this new

position. The role will focus on the overall coordination of the program, and the management and support of staff. Carmel is also committed to reviewing the policies, procedures and content of the program, and – importantly – to expanding the RTAS program across the state.

Despite the challenges of the lockdowns and restrictions, it was important for us to look towards the future. In collaboration with Foundstone Advisory, we reviewed our services and organisational direction developing a three-year strategic plan. Moving away from the traditional strategic planning process, we engaged in over 30 hours of conversation with internal and external stakeholders – an enlightening process that fostered rich dialogue. It was wonderful to hear all the feedback. The focus of our work for the next three years is to continue to support people impacted by road trauma; to provide effective community education programs that address driver attitudes and behaviours; and to increase our education services across various sectors, such as transport and logistics, to prevent road trauma. We are pursuing strategic opportunities through proactive business development; building relationships; and developing ideas, initiatives, and activities to grow the business and increase people's awareness of RTSSV.

The Transport Accident Commission (TAC) invited us to work with them (and the Taboo agency) on a significant and powerful campaign, Left Unfinished. To help with the campaign focus

of humanising the statistics, seven courageous people told their personal stories of road trauma. It was a privilege to be involved in this project, one that encouraged Victorians to think about the value of their own lives and all they might leave behind in the event of a road crash. Nothing is worth taking a risk behind the wheel.

As a result of lost RTAS program revenue, RTSSV qualified for government assistance, helping us to finish the year in a positive financial position. Determined to use the funds to assist the organisation moving forward, we undertook two significant projects: rebuilding our website and online booking system, and rebranding the organisation. Among wider benefits, the first project will help us to better connect with the community of people wanting to complete the RTAS program. In terms of the second, it was decided that RTSSV – now in its 28th year – needed to modernise its look, and develop a name and imagery easily identifiable and representative of the whole organisation. It has been an exciting venture so far, and we are genuinely looking forward to the final results.

In 2020, the organisation held its 20th Time for Remembering ceremony – an online event due to government restrictions. With the assistance of Croc Media, we were able to hold a beautiful, respectful ceremony that captured the essence of the previous events at Queen's Hall, Parliament House. Andy Calder, who has presided over the service since its inception,

made this his final year as leader of the ceremony. It is difficult to express our level of our gratitude to Andy for volunteering his services every year; for his valuable input and guidance; and for the sensitivity and care that he has always shown to participants. We wish Andy well, and are pleased to know he will remain connected to RTSSV.

We were extremely fortunate to be able to hold the Shine Light on Road Safety walk in May. It was wonderful to see more than 700 people in attendance, walking together to shine a light on the importance of road safety. Sadly, the people who attended have been impacted by road trauma either directly or through their support of family and friends. Many lost loved ones only in the past 12 months.

We will continue to stage this important event to highlight the devastating impact of road trauma. We are very grateful for the ongoing support of the TAC, and for the commitment of Maurice Blackburn, Slater and Gordon, Zapparus and Henry Carus legal firms, Narva, EastLink and Transurban.

The Coronial Council of Victoria asked RTSSV to sit on an expert panel to review the experiences of bereaved

family members with the coronial process, including with the Coroners Court and related organisations. The role of the panel is to provide advice on aspects such as the operations of the court and how it interacts with bereaved families; how processes can be improved; and best practice for coroners in engaging bereaved families outside the court process.

At last year's AGM we had the pleasure of welcoming Kerry Ann Norton and Belinda Clarke as honorary life members. Both Kerry Ann and Belinda have volunteered for RTSSV for many years in various capacities. RTSSV is incredibly grateful for all the work these two very special people have done for our organisation and for their contribution to making our roads safe.

We also welcomed Johan Meyer and Nadine Goldsmith to the board at the AGM. We are extremely fortunate to have directors who support and believe in the work we do, and who bring a wealth of experience and knowledge to the organisation.

Our relationships with the Minister of Roads and Road Safety, the TAC, Victoria Police, Department of Transport, the Magistrates' Court, and Community

Correction services remain strong. We are grateful for the ongoing support of these organisations and for the assistance of our corporate partners, and look forward to furthering our collaborations.

Thank you to the Board of Directors, staff and our incredible volunteers. Each of you plays a significant part in our work, and it is a gift to be able to work alongside you all.

It has been a year like no other. Looking towards the next 12 months, we want to improve people's experience of our organisation, and link them to a broader range of services and support options; and build deeper relationships between RTSSV, the community and our partners. There is no more important goal than serving the community and ensuring that our purpose remains clear: to work together to provide effective programs that reduce the incidence and impact of road trauma.

Bernadette Nugent
CEO



Volunteer Services

One of the keys to the success of RTSSV is the contribution of its volunteers. Our volunteers come from all walks of life but have one thing in common: they are passionate about reducing the impact and incidence of road trauma.

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We are fortunate to have such a wonderful, dedicated group of people volunteering their time to the organisation.
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Most of our 170 active volunteers work within education services, telling their personal stories of road trauma as part of the RTAS program, in hope of positively influencing the behaviours and attitudes of drivers. This work is perhaps the most central of all the organisation’s efforts to keep Victorian road users safe. Sharing intense personal experiences of the impact of road trauma can be incredibly difficult. Volunteer speakers may have been involved in a crash themselves, lost loved ones or been injured, witnessed a crash, or be an emergency service worker.

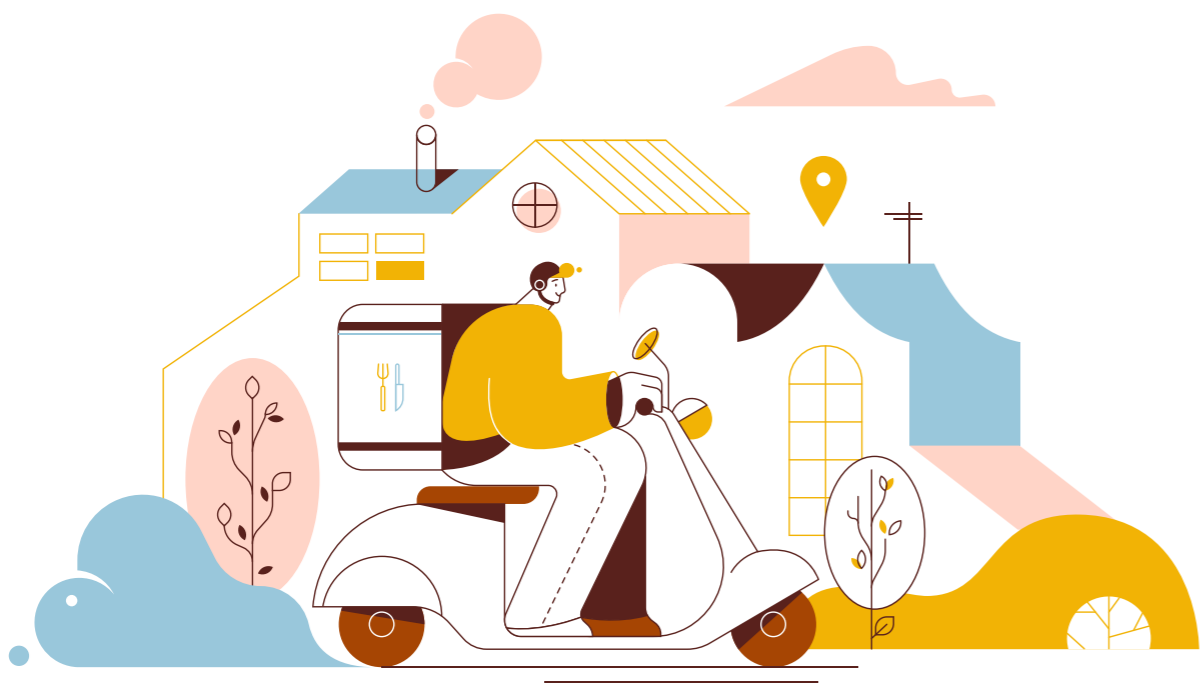
Our volunteers connect with people’s hearts and minds, and they address the ‘why’ when talking about the importance of road safety.

Many of our volunteers have also been involved in various media opportunities throughout the year, including the Left Unfinished project on which we collaborated with the TAC and the media launch of the first stage of the new Victorian Road Safety Strategy.

Our volunteer workforce also makes an incredible contribution in the areas of governance, peer support, and administration. Each one brings a unique quality to the organisation.

We are fortunate to have such a wonderful, dedicated group of people volunteering their time to the organisation. We extend our gratitude to all RTSSV volunteers for their continued support and commitment to the task of reducing the incidence and impact of road trauma





Volunteers

| | | | | |
|----------------------|-----------------------|----------------------|-------------------|--------------------|
| Irene Ackland | Robert Carter | Nadine Goldsmith | Chris Mair | Paul Sabo |
| Nadine Ahfat | Mark Cartledge | Catherine Gracias | Manny Marchesin | Denise Sandford |
| Peter Aldersea | Belinda Clark | George Greaves | Kelly Marson | Byron Sedgwick |
| Xander Alpherts | William Cole | Robyn Greening | Teegan McDonald | Bernie Stanley |
| Yeksan Altun | Carolyn Cole-Sinclair | Susan Hansford | Dale McIvor | Natalie Stanway |
| Danny Anderson | Natasha Cook | Gemma Hargreaves | Johan Meyer | Bev Steart |
| Melinda Anderson | Leonie Cooke | Maria Harkins | Sally Millar | Reg Stott |
| Ian Aranyosi | Darryl Crowley | Geraldine Harley | Graham Milner | Jeanette Suhr OAM |
| Matthew Armour | Luke Cupitt | Russell Harley | Stuart Morris | Damian Sumner |
| Christian Ashby | Sam Curry | Lou Harms | Mark Musgrave | Katrina Sumner |
| Roger Astell | Breda Darmody | Irene Harrington OAM | Jason Naumann | Antoinette Tartaro |
| Samantha Bala | Francine Davy | Glenn Heazlewood | Tim Nolan | James Thompson |
| Joyce Ball | Jan Dilworth | Michael Hellwege | Gail Noonan | Peter Thomson |
| Alistair Barrett | Melinda Dine | Merryn Henderson | Kerry Ann Norton | Cynthia Tjiong |
| Kerry Bayliss | Andrew Downes | Jayson Hirt | Angela Nuss | Jessica Todd |
| Les Beechey | John Dows | Paul Illman | Carmel O'Brien | Tracey Tran |
| Phillip Behan | Rosalie Dows | Shane Jayasinghe | Paul O'Dwyer | Ben Trotter |
| Adrian Benson | Kate Drain-Parkin | Anthony Johns | Karina Osgood | Fiona Umbers |
| Diana Billingsley | Kajol Kate Eagle | Rosie Johnston | Sophie Owen | Yvonne Upton |
| Kellie Bishop | Gerardine Eales | Jo Keep | Kristine Papworth | Jonathon Van Ek |
| Barb Bleicher | Alex Eleftheriou | Melanie King | Chris Parkin | Merryn Wallace |
| Leigh Booth | Cristine Feely | Maryanne Kipping | Oliver Paterson | Richard Watkins |
| Robin Bowerman | Wilma Felton | Andrew Knowles | Kevin Pettit | Ingrid Williams |
| Wendy Bowler | Sandra Fenske | Kat Kranz | Amanda Pollard | Martin Wrangle |
| Peta Bowler-Bowerman | Roni Forai | Tanya Lando | Matthew Pope | Vaughan Wright |
| Corey Bray | Kristy French | Stuart Le Grand | Lynda Pottage | Jessica Zaghet |
| Andy Calder | Gary Frost | Caitlin Little | Sherry Pratt | |
| Byron Carson | Victor Gartside | Virginia Mahoney | Coral Robertson | |

As trauma counsellors, we have adapted to working under the varying rules of the COVID-19 pandemic, developing a hybrid model by which we have sometimes worked from the office and at other times from home. The important thing was to find a 'new normal' rhythm in order to keep providing a consistent, professional level of counselling to the road trauma community. We learnt that people's anxieties tend to grow in a situation of flourishing uncertainty, where daily life is not predictable; mental spaces may be filled with intrusive, unsubstantiated thoughts and fears.

External relationships

The counselling team works within a network of rich, supportive relationships in the community. We have a wonderful connection with the staff of the TAC, sharing information and receiving referrals from them. Victorian Police accounts for the largest number of referrals (about 78 per cent), which are received through an electronic referrals system. Other contributors are social workers within rehabilitation centres, hospitals, family doctors, and private individuals and their families. In 2020-2021, the total number of referrals to the counselling program was 1,426 people.

Other external projects that specifically enhance the counselling program have involved the University of Melbourne, through the Evaluation and Research working group and social work students on placement. The placements provide a rich ground for students who want to know more about not-for-profit organisations and front-line counselling

Counselling and Support Services

services. In the last two placements, we teamed up with students to explore the need for peer-support programs for regional counsellors or trauma specialists and, secondly, to investigate appropriate assessments for clients.

During the year, informative sessions were provided by legal firms related to appropriate note-writing for reports and the legal processes within compensation. We reciprocated with presentations about RTSSV and the ways we can support their teams. Such opportunities allow us to build knowledge and skills, which in turn helps our clients.

We also worked with the RTSSV education team in the past year to provide information and counselling opportunities for people detained in Dhurringile Prison due to driving offences. This proved rewarding for all participants. We look forward to continuing the initiative.

Counselling team projects

The education and the counselling teams further supported each other through information-sharing sessions and training, such as through the Mental Health First Aid and Restorative Justice workshops. The regional coordinators and group facilitators also shared their team meetings with the counselling manager, discussing various aspects of trauma and vicarious trauma.

The Art Therapy Group, which meets monthly at the Surrey Hills Neighbourhood Centre in Melbourne, was interrupted at different times last year. Unfortunately, this affected its project of making ceramic lotus flowers for the annual Time for Remembering ceremony. So far this year we have been

more successful in being able to meet and create painted ceramic love hearts to give away. We have also created a poem with words derived from the conversations shared while art-making and enjoying each other's company.

Last year we reviewed the art therapy program through a survey, with the response indicating a need to continue this form of support. Respondents suggested other mediums/activities to try might include painting/drawing, clay work, meditation, photography, music, and writing. All will be considered as we move forward. Two respondents stated: "There is a lot of emphasis on road deaths, and that is appropriate, but I would like to see more for those dealing with long term injuries such as brain injury"; and, "I have found the past therapy classes with Barbara most enjoyable and comforting".

During the year we renewed our children's brochures – one brochure applying to the needs of newborns to primary school-age children, and the second relevant to late primary age to early adults. Recognising that parents are the best supporters of children, the brochures provide information to help parents identify any areas of concern. In addition, counsellors upskilled their knowledge relating to children and adolescents to assist parents referred to our service.

Another project involved the production of four videos to highlight the role of counselling: How to talk with children about trauma; How to book into a counselling session; What happens at a counselling session; and What would you tell someone who was impacted by road trauma. Thank you to counselling team members Leanne Hyman, Mustafa Koukhan and Claire Mann for participating in these videos.

In May, we joined many families in the Shine a Light on Road Safety walk around Albert Park Lake in Melbourne. This is a key event that allows us to share time with people as they remember the family members or friends they have lost, support those who have been injured, and together shine a light on the issue of road safety.

Staffing and development

After the lockdowns of 2020, we had some pleasant get-togethers to celebrate the end of a tough year, involving the community of RTSSV staff and volunteers. At the start of 2021, we had a team-building and planning day, including professional development led by our friend and trauma expert Rob Gordon. We considered the

organisation's new strategic plan, and harpist Michael Johnson provided an enjoyable afternoon of music therapy. Like all organisations, teams develop and change according to the needs of individuals.

Data for 2020-2021

The counselling service recorded 1,426 new referrals and 3,677 interactions. A total of 2,266 client contacts were made, including 2,007 telephone and online sessions, 58 face-to-face sessions, and 201 other forms of communication.

Final word

The counselling team would like to thank our Board of Directors and CEO Bernadette Nugent for the trust they place in us and their enthusiasm for our work. We also appreciate the support of Bronwyn Saville, Marketing and Communications Coordinator, in developing our new brochures and videos; Fiona Elliott, Fundraising and Events Coordinator, for connecting us to external partners; Christine Harrison, Manager, Education Services, for assisting with skills development and joint training; Virginia Cummings, Office Manager, and Kirsten McLaren,

RTAS Program and Bookings Officer for backing our team; and all the volunteers who champion the work of RTSSV. We work as one team with the main objective of supporting all people affected by road trauma.

A client's perspective

"I feel so grateful to have met you, and I think you have helped me flip a switch in my brain. I've gone from asking "what is wrong with me" all the time to realise that my fear and anxiety are normal and there to protect me. You've given me a new perspective, and I do feel "I am capable"! It's amazing."

Lorraine Flannery
Counselling and Support Services
Manager



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We learnt that people's anxieties tend to grow in a situation of flourishing uncertainty, where daily life is not predictable; mental spaces may be filled with intrusive, unsubstantiated thoughts and fears.

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The isolation, confusion, and sometimes shame that comes from road trauma experiences can be gently embraced by a community of caring people who are trying to make a difference. It's an honour and privilege to directly connect with people who have suffered the impacts of road trauma.
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Leanne Hydnman Counsellor

We are here to awaken from our illusion of separateness.
- Thích Nhất Hạnh

As an individual, I could describe myself in the following way. I am a counsellor who has worked with adults, children and groups within schools, private practice, community organisations and employment assistance programs. I have a master's degree in narrative therapy and community work as well as a generalist counselling degree. I have post-graduate qualifications in expressive therapies, and I'm forever learning about helpful ways to assist people impacted by road trauma. To me, a person exists as much, or even more, in their relationships and connections than as a separate being. My ancestors arrived in Australia from Britain. I work on the stolen lands of the Wurundjeri people and pay my respects to elders past and present. I am supported by my immediate family and friends. I have learnt, and am still learning, from many wonderful people in my life and have found a workplace that honours the connections between people.

RTSSV feels like home. I have been part of RTSSV for just one year – but it seems much more significant than that to me. I have found myself noticing time and time again that these are people who really care. Working here is so much more than a job. I love being part of a team that wants to make human-to-human connections authentic, easy and helpful. I value that we are able to see clients without a lot of red tape, for as long as is needed and in a way that links them – when and if they are ready – with a whole community of people who both understand the impact of road trauma and care about road safety.

My connection to RTSSV helps me to do my job in a very meaningful way. Knowing I'm part of a group of people with such a vision makes a difference to my work but, more importantly, I think it makes a difference to the people I speak with. When I meet a client who feels like they are “going crazy” and am to say that other people share the feeling, it relieves some of the isolation. Being able to invite people to community functions such as the Shine a Light on Road Safety walk or Time for Remembering ceremony is a clear message that this type of suffering is shared. The isolation, confusion, and sometimes shame that comes from road trauma experiences can be gently embraced by a community of caring people who are trying to make a difference.

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Often in the most vulnerable chapter of their lives, people express their deep and abiding love for others. Along with the suffering, pain and tragedy, I hear so many stories of love and connection.
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It's an honour and privilege to directly connect with people who have suffered the impacts of road trauma. Often in the most vulnerable chapter of their lives, people express their deep and abiding love for others. Along with the suffering, pain and tragedy, I hear so many stories of love and connection. Sometimes it is a grieving family member who can see

so many empty places in their life from the loss of someone close; sometimes it is a person who is first on the scene who describes gently stroking the hand of someone who is dying; and sometimes it is a parent who would do anything to take away the pain of the loss of a child. Whether it's between two intimate people or two strangers who recognise each other as human beings who needs comfort, I hear stories of love and connection. Connection to others is the ‘stuff of life’.

Often a road trauma experience opens our eyes. We realise many things. We might realise how important is our physical and mental health. We might realise how much we love the people in our lives. We might realise that our life and the lives of others have an end-point.

One thing that we often realise is that our safety on the roads depends on other people. All people who use our roads are connected – not individuals but a complex system of people depending on each other. We rely on each other to do the right thing, to pause before getting behind the wheel of a car and ask, “Am I ok to drive?”; to make sure we are concentrating on the traffic conditions and obeying the road laws. Please don't wait until you experience the life-changing and sometimes devastating effects of road trauma to realise that we are not individuals on the road; that other people's lives are in our hands every time we drive.



Joanne Keep Counselling client

Hello everyone. My name is Joanne Keep, and this is my story that I'd like to share with you all.

Saturday 5 May 2012 was the happiest day of my life. It was my wedding day. I married a man named Gavin, who absolutely loved and adored me, like I did him. It was a beautiful wedding in the gardens of Footscray Park, despite the rain. I remember that day like it was yesterday.

With the wedding over, we were settling in and moved in with Gavin's parents while we were building our future together. In the early hours of Sunday 17 June, just six weeks after our wedding day, Gavin set off to do his rounds as a security guard. Within about an hour of Gavin going to work, my whole life was turned upside down. There was a knock at the door, and Gavin's parents answered. When you hear a knock at the door at 3 am, you know something ain't right. Two police officers stood in the doorway. One said compassionately, "I'm sorry to say this, your husband Gavin was involved in a fatal car accident." My heart split in two. I was devastated knowing that the love of my life was gone. And gone forever. After six weeks of marriage, I was dealt such a savage blow.

The accident occurred on the Broadford to Kilmore Road, about five kilometers from home. My husband was travelling to Kilmore, which is about seventeen kilometers from Broadford. In the opposite direction was a taxi driver travelling to Broadford. The cabby had just finished work as a kitchen hand and hadn't slept for 72 hours before hopping into the cab to start his next shift.

He was so tired that dashcam footage shows him falling asleep twice, causing near misses with other motorists. I wish that there was a third near miss. Gavin would still be alive. However, there wasn't.

The two cars impacted on the crest of a hill at one hundred kilometers an hour. That works out to be a two hundred kilometers an hour impact. The cabby fell asleep for about 20 seconds and veered onto the wrong side of the road and into the path of my husband. Gavin was killed instantly. Later, an officer told my brother that victim's organs are usually torn apart in high-speed accidents such as these. As graphic as it may sound, unfortunately, it is the harsh reality of one's mistake.

The following day, still in a state of shock, I needed to go to the morgue to identify his body. I remember praying, "Please God, don't let it be him." I felt sick as we walked in, and I was escorted into a room where my husband, my future, lay lifeless on a table. It felt cold, surreal, intimidating. I begged him to get up and stop playing games as he was known to be a bit of a joker. Of course, this didn't happen. I identified the body as being my late husband, Gavin Wesley Keep. I was given his belongings, and we left.

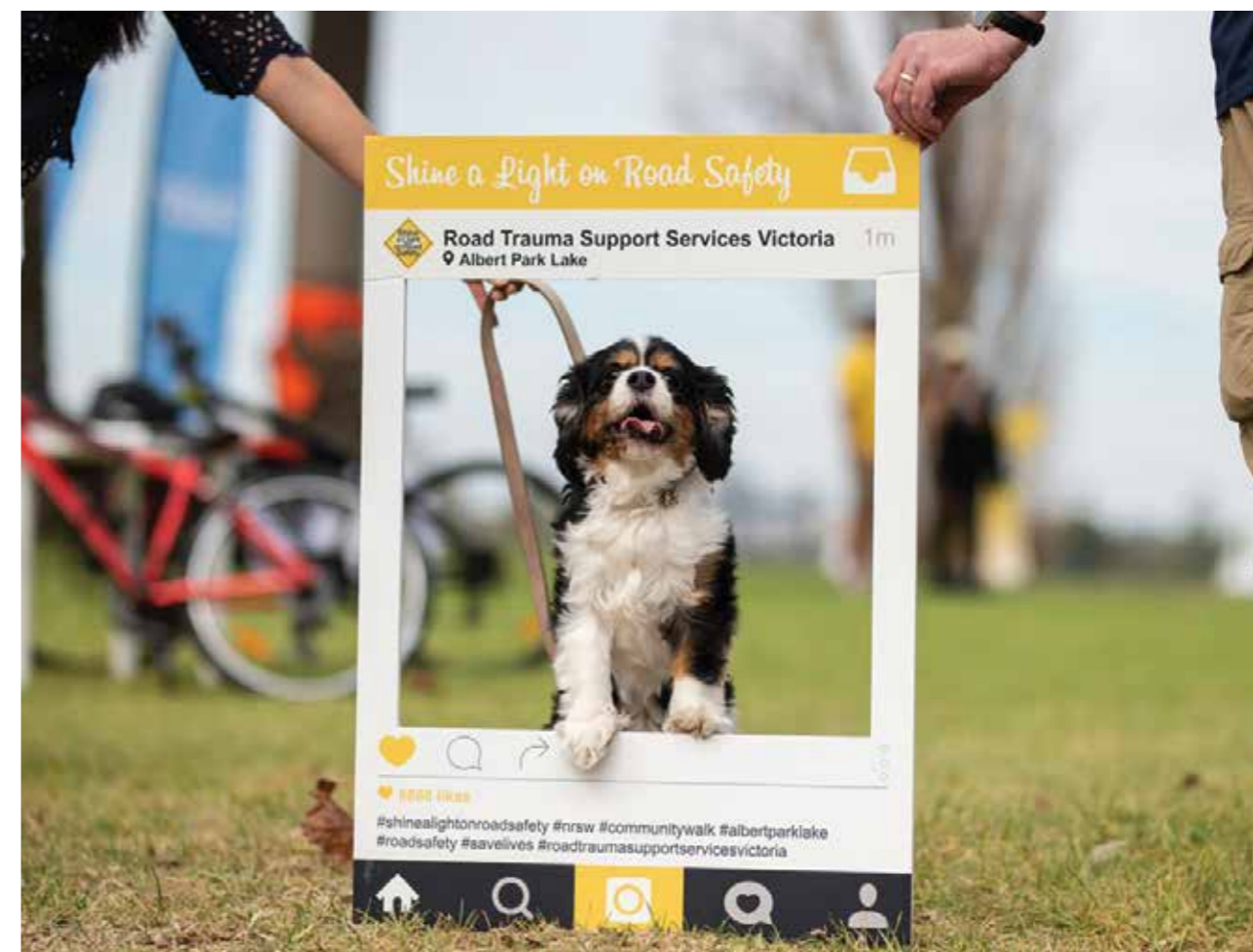
A long process had begun. Due to the investigation, I wasn't allowed to bury him for ten days. We had no will written up. I mean, who needs a will at thirty-seven years of age? It was the last thing

on our minds. The paperwork side of things was just too much for me, so my brother helped me get it done. I was seriously a mess.

On 27 June, I buried my husband Gavin. Afterwards, I moved back to Melbourne with my parents. One day I was at home with my mum and felt cramping in my stomach. We went to the doctors and found that I'd had a miscarriage.

Over the last few years, I've had to learn how to cope without Gavin. My first wedding anniversary was spent crying at my husband's grave. This event has been permanently etched in my mind. It has had a devastating effect on my life and my mental health. I suffer from depression and anxiety. Getting behind the wheel is still something I struggle with today. I've had countless sessions with psychologists and counsellors, not to mention lawyers and attending courtrooms.

The cabby that caused the accident received a six-year sentence by the courts for culpable driving. I've been given a life sentence. And you know what? So has the cab driver.



The education programs continue to grow aided by an amazing team of volunteer speakers, group facilitators, and regional coordinators. We come together regularly to monitor our programs, aiming to be consistent, stay relevant, and meet the needs of our referrers and participants. The team is creative in its thinking, with people always happy to come together to share knowledge, skills, and experience. Working in this collaborative way shows in all our programs and activities across the state. During the state's lockdowns, we achieved what might have seemed impossible at the outset. In managing this team, I feel privileged, inspired, and in awe of you all – and thank you for the contributions that you make.

The Coronavirus pandemic did not prevent us from making a difference in the road safety space, as you will read. In addition to the areas of work discussed more fully below, the education team:

- Worked in partnership with the Blue Light Foundation on its Blue Edge program delivering road safety sessions to young people in schools.
- Continued to develop at a system and program level the Driving Better Choices Program, provided at Dhurringile Prison.
- Across Victoria, continued to work at the local level to develop activities and programs that assist in creating safer roads. We are doing this predominately through local government and workplaces, and linking to other programs.

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During the year we adapted our volunteer speaker training and delivered two very successful programs to 22 people with many different experiences of the impacts of road trauma. It was a humbling experience to have people come together from across Victoria to work through their experiences.

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Education Services

Volunteer Speakers' Program

Our volunteer speakers continue to share their experiences across programs and the media to keep road safety 'front and centre'. Within the context of COVID-19, road safety is an issue in danger of becoming lost, yet too many lives are lost and people injured as a result of the risks taken on the roads. The road safety message needs to be heard at state and local levels for cultural change to occur and for new approaches and behaviours to become embedded in society.

During the year we adapted our volunteer speaker training and delivered two very successful programs to 22 people with many different experiences of the impacts of road trauma. It was a humbling experience to have people come together from across Victoria to work through their experiences; to connect with others in similar situations, and to feel validated and supported. Some of the responses included:

Considering the entire training was done on Zoom, I think it was really successful and effective at getting volunteers ready to present. Chris was an excellent facilitator, paying attention to everyone and allowing each volunteer the time to speak and learn. The regional coordinators were also fantastic at helping the volunteers. RTSSV comes across as a very kind, caring and supportive organisation that makes me really want to volunteer now I have completed my training.

Being able to hear others' stories, but also being able to have a peer-to-peer mateship with them, it felt humbling to know that we have been through a rough patch/incident. But the positivity from the group showed through, and I think it will go a long way for each participant.

Work with the University of Melbourne

RTSSV is very privileged to have Professor Lou Harms, Chair and Head of Department of Social Work | School of Health Sciences - Faculty of Medicine, Dentistry and Health Sciences at The University of Melbourne, sit on our research and evaluation committee, providing guidance and support in these areas.

In May-August 2020, two Master of Social Work students from the university, Yuanru Li and Libby Kennaugh, came to us on placement. They focused on analysing the interviews with RTSSV volunteers about the experience of telling their road trauma stories as part of our education program. The focus of the project has been to understand the reasons for, and the benefits of, volunteering plus to assess volunteers' experiences of training and support. A summary of these findings will be made available on the RTSSV website. Opposite is a more detailed description from Yuanru Li and Libby Kennaugh.

Road Trauma Awareness Seminar Program (RTAS)

The education team responded swiftly to the lockdowns and restrictions of the pandemic by adapting the RTAS program so it could be delivered via the online platform, Zoom. The regional team worked hard to plan, develop, and implement the new online program to a standard whereby learning opportunities and outcomes would not be compromised. After going live with online delivery, the team continued to meet monthly to ensure that the transition to Zoom was effective, making modifications as required.

Office Manager Virginia Cummings and RTAS Programs and Bookings Officer Kirsten McLaren adapted the program's administrative processes to support the online migration, and ensured that communication with participants remained clear and informative.

Communications were sent out monthly to magistrates, lawyers and Community Corrections to inform them that the RTAS program was still very much available for referrals.

The teams took a conservative approach to business continuity, managing the return of the RTAS program to venues across the state in June 2021 (albeit briefly in context of the July lockdown and restrictions). An RTAS program COVID-19 policy was introduced and implemented, and venues were evaluated for safety.

The RTAS program continues to be a significant contributor to the education stream of the organisational revenue. Many facilitators and volunteers remained engaged with the delivery of the program online; some, however, were unable to participate. To avoid disengagement, monthly facilitator and volunteer gatherings were held online, and regional coordinators remained in contact with their teams, offering support where possible.

Participants engaged well with the technology, with a minority needing technical assistance. Our facilitators became increasingly skilled at communicating 'netiquette' standards to ensure that the online experience was on par with the in-person program. It is also worth noting that the pre- and post-evaluation surveys went digital as part of the migration to online delivery,

and remained a requirement before participants could receive their RTAS completion certificates. Here is a range of feedback we have received related to the program:

Facilitators

Working on the RTAS program is a complete privilege ... I really feel it after a session like tonight.

Facilitating this seminar is an extraordinary experience. Watching the participants listening to the volunteers and seeing the impact of their stories is truly profound, and the effect becomes even more apparent when the participants are asked to examine their own behaviours and describe the ripple effect their choices have had on themselves and others.

Volunteers

I definitely want to continue to share and tell the consequences of a moment's inattention of getting behind the wheel. I don't want anyone to make the same mistake twice.

What was most rewarding for me was the participants offering support and encouragement to myself. They said that my story was the thing that they were going to take away with them.

What was most rewarding was seeing participants opening up, being open to education and accepting their consequences.

Participants

Q. Do you think what you heard and learnt at the seminar might change your current driving behaviours?

A. Yes 94%, No 2%, Maybe 4%

Q. If yes, how do you think your current driving behaviour will change?

A. I thought the seminar and what I got out of it was amazing. I haven't got my licence back, but I won't get into a car with someone if they've had one drink; I'd rather catch an Uber.

A. I will no longer be speeding and taking my life and others for granted. To have a licence is a privilege and not a right.

Looking forward

We continue to develop our programs, focusing next year on the workplace and on TAFE students. The broader goal, as always, is to shift people's mindset about road safety, whatever type of road user they may be. We aim to build connections across the state, using our team, and to provide increasing opportunities for our volunteers to share their experiences in order to reach the wider population.

Chris Harrison

Manager, Education Services

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We had the privilege of working within the RTAS program on our placement under the supervision of Professor Lou Harms. During this time, we were tasked with analysing 23 interview transcripts that were the product of interviews with RTAS volunteers in 2019 conducted by previous University of Melbourne students. With the support of Lou, we learnt how to use specific data analysis software and we began conducting a thematic analysis by searching for common themes among each of the transcripts (the findings of our research are outlined in the Summary of Key Findings Report). Throughout our placement, staff were very supportive and we had the opportunity to attend an RTAS, volunteer training sessions, the Time for Remembering ceremony, Evaluation and Research Working Group meetings, and various other events, which improved our understanding of RTSSV and our research area. We thoroughly enjoyed our time spent with RTSSV – but, most of all, we enjoyed the people we got to meet along the way and the stories of immense strength we were fortunate enough to be privy to. It was an experience we will never forget. - Yuanru Li and Libby Kennaugh.

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Yuanru Li



Libby Kennaugh

Across the Regions

Barwon South West (Geelong and Colac)
RTSSV Barwon has been able to work from home and online in helping recruit new volunteers and support and promote the education and counselling wings around the key issues of driver behaviour and road trauma.

Four new volunteers in the Geelong region have been trained to join the Barwon team, each bringing their own unique voice to speak to the experience of road trauma and its effect on their lives and families. They have supported RTSSV by working in schools and the RTAS program online and in-person, and by raising funds and community awareness. Volunteer Will created a go-fund-me campaign using his personal experience of road trauma. To strengthen his campaign and road safety messaging, he spoke via the local media. Another volunteer, Bernie, has been working in schools as part of education programs.

Our volunteers continue to be the inspiration and the backbone of this organisation. Barwon South West is developing ongoing relationships with Rotary Geelong to support volunteers and award local businesses who help promote road safety in future, and for volunteer week this year it funded a lunch for everyone. Thank you, Rotary Geelong!

RTSSV Geelong continues to work with the TAC, VicRoads, the Magistrates' Court in Geelong and Colac, and Victoria Police to help educate and promote road safety. VicRoads will work with us on awareness campaigns next year and is looking to strengthen the relationship. The five Local Government Areas are looking at opportunities to work together to promote road safety and, along with the TAC, have recognised the impact of road trauma on individuals and society as a whole by installing the memorial Solace at Geelong's Eastern Beach.

RTSSV Barwon continues to develop relationships with individuals and professional organisations through lockdowns and times of uncertainty to help make Victorians and the Victorian roads safer for all.

Luke Elliot

Barwon South West Regional Coordinator (Geelong)

Barwon South West (Warrnambool, Portland, and Hamilton)

Although the South West did not face the same intensity of lockdowns and restrictions as Melbourne, the pandemic did have a dramatic impact on our ability to organise program delivery and cooperative ventures, with many road safety stakeholder groups pausing activities during the year. Nevertheless, we ran our version of Shine a Light on Road Safety in partnership with the Warrnambool City Council, Moyne Shire and the Warrnambool Cycling Reference Group.

We also began what I hope will be an ongoing partnership with Brophy's L2P program, allowing our volunteer speakers to share their experiences with mentor and learner drivers. We became founding members of the Local Support Network. This fantastic initiative brings together organisations that employ volunteers in the hope of increasing support of volunteers and sharing ideas on how to place individuals in fulfilling roles. In April 2021, the marketing campaign Left Unfinished was unveiled on Warrnambool's Civic Green. It was widely viewed and commented upon by community members, who often see road safety as a 'city' problem.

Rhys Tate

Barwon South West Regional Coordinator (Warrnambool)

Grampians and Ballarat

The Grampians and Ballarat regions includes five active volunteers and three volunteers taking a break. Long-term volunteer Donna has retired, and we wish her all the best. We have two Horsham volunteers, and Kristy spoke at Maryborough for the Blue Edge Program – a partnership with the Blue Light Foundation. At the time of writing, our Ballarat volunteers have resumed work in the RTAS program face-to-face, and Victor (back with us after a short break) has enjoyed the online format. The regional coordinator has completed the facilitator training and started to deliver the seminars. Daniel Bell, the Horsham facilitator, is looking forward to getting back to in-person programs after taking a break in 2020.

The Grampians region has had numerous articles published in local newspapers and state-wide magazines. Volunteer Mark was interviewed by Gavin McGrath of ABC Ballarat local radio, and the Grampians coordinator

was interviewed on Ballarat and Horsham ABC local radio.

We continue to make connections with neighbourhood houses and community groups, and to engage with other stakeholders to promote our programs and recruit new volunteers.

Rohan Marlow

Grampians Regional Coordinator

Gippsland

Our highlights have included introducing new volunteer Jessica to the team. Jessica, a young woman personally impacted by road trauma, contacted RTSSV to inquire about opportunities to share her experience. By telling her very personal story about a vehicle crash and the resulting physical, mental and emotional trauma, Jessica's hope was that she could lessen the likelihood of participants experiencing road trauma themselves or bringing it upon others. Jessica's contribution shows a great support of her community, and is a testament to her spirit and selflessness. In May 2021, we conducted a very successful media campaign in the Bass Coast region after receiving a community grant from Bass Coast Council. With 3MFM, we saturated the airwaves with sponsorship announcements and an interview with yours truly, focusing on our Shine a Light on Road Safety campaign during National Road Safety Week.

June 2021 brought our first face-to-face RTAS session in Traralgon since early 2020. With six participants, it was great to have this opportunity to facilitate another seminar in person. It also gave Jessica an opportunity to tell her story in person after 'cutting her teeth' in several online RTAS sessions.

As I am moving on from the role of Gippsland regional coordinator, I would like to extend my thanks to Chris Harrison, regional coordinators, office staff, and our fabulous band of volunteers in Gippsland. I am continuing as an RTAS facilitator, however, and look forward to continuing to be a part of the great work we all do in raising awareness about road safety, road trauma and the support that we make available.

Bruce Mapperson

Gippsland Regional Coordinator



Hume Region

Throughout the challenges brought by the COVID-19 lockdowns and restrictions, the commitment of the team in Hume, aka the Hume Legends, has been unwavering. We forged through and quickly became skilled in using online platforms, allowing many of our volunteers to continue sharing their lived experiences of road trauma through the RTAS program. Robyn and Graham also contributed to educational programs such as Driving Better Choices at Dhurringile Prison and Blue EDGE Shepparton.

In addition to contributing to the RTAS program, volunteers Rosalie and John contributed submissions to the Productivity Commission into Mental Health and the National Road Safety Strategy Draft. We welcomed two new volunteers to our team, Maryanne and Corey, after they completed their training online.

For our Shine a Light on Road Safety campaign, the Hume team organised illuminations of the Wodonga and Mooroopna water towers, and the Monash Park and Fryers Street trees in Shepparton. Road Safety Ambassador for Hume, Robyn, and volunteer Gail hosted an RTSSV information and fundraising stall at People for People in Shepparton. We also attended the launch of the Left Unfinished campaign. We continued to spread our message through the media by connecting with 35 local community Facebook pages and through interviews with the Shepparton News, North Central Review, OKR FM, and community service announcements on One FM.

We engaged with LGAs in the Hume region and with Coordinating Magistrate Mithen. We look forward to continuing our work with key stakeholders in this region to reduce the impact and incidence of road trauma.

Our team celebrated its achievements at our end-of-year gathering in December (pictured), and we continue to meet quarterly to set goals.

Carmel Maher
Hume Regional Coordinator

South East Metropolitan Region

Every time one of our volunteers speak at an RTAS program, tremendous courage, compassion, empathy, and growth are shown. Training a volunteer to get to this stage is a great achievement for both parties. The healing and forgiveness of others (and often of self) involve many tiny steps taken with deep breaths inbetween. Climbing Mt Everest comes to mind. We have had five new volunteers complete speaker training, and volunteer Lynda and I have presented at two workplaces about road safety.

Despite the restrictions, this year we had two face-to-face catchups, and 30-plus volunteers and their families from the region attended the Shine a Light on Road Safety walk in May. As part of Volunteer Week, we celebrated with a lovely breakfast and generally supported one another over Zoom.

In late 2020 I made face masks and sent them out to volunteers with the moto, "As they keep others safe telling their stories, we now need to keep each other safe with face masks". Similar to our behaviour on the roads, we all need to take care of each other as one community.

We have sadly farewelled Tarli after 15 years of volunteering and facilitating. We also farewelled Pete, our Moorabbin facilitator for 10 years, and welcomed two new facilitators, Megan and Tamara.

Gillian Scaduto
South East Metro Regional Coordinator

Loddon Mallee Region

Loddon Mallee region has had a challenging but also exciting year. In context of the COVID-19 lockdowns, we saw the resignation of staff but the employment of a new regional coordinator, facilitators, and volunteers. Loddon Mallee's team consists of 12 amazing people who are all committed to promoting RTSSV.

The team has continued to support Shine a Light on Road Safety through the illumination of buildings within the region, by spreading the message

to turn on headlights, and supporting many local families at the campaign walk at Albert Park. Volunteers have promoted road safety by speaking to the media and being involved in local community events. The work of Loddon Mallee continues to expand through getting information out to all stakeholders, including lawyers and the justice system, community health centres, and the general public.

Karen Simpson
Loddon Mallee Regional Coordinator

North West Metro Region

In another full year of challenges due to the impact of COVID-19, the North West Metro regional team did its best to keep connected via phone, emails, and online meetings. Both volunteer speakers and group facilitators took up the challenge of delivering the RTAS program via Zoom, thus ensuring RTSSV continued providing programs to the community. We were able to do an online presentation to the Migrant Resource Centre North-West – with Deng Yong Deng, the settlement and community project worker for groups of newly arrived migrants/refugees, as part of a learning program towards gaining an Australian Driver's Licence.

Alongside our CEO, I had the opportunity to share my experiences at the parliamentary public hearing for the Inquiry into the Increase in Victoria's Road Toll as part of the RTSSV's submission.

After 10 years with RTSSV, I am now retiring. Ours has been a great team effort during difficult times, and I sincerely thank you all.

Karen Robinson
North West Metro Regional Coordinator



Our Impact

Our clients

3,677

number of counselling interactions

2,007

telephone and online counselling sessions

65

per cent of people seeking information from RTSSV counselling services are first on scene and drivers

1,039

participants attended our RTAS program

94

per cent self-reported behaviour immediately following an RTAS program indicates that participants plan to make positive changes to their driving behaviour



Our volunteers

22

people with many different experiences of the impacts of road trauma completed our volunteer speaker training

170

active volunteers

138

are involved in delivering our education programs, engaging participants in conversations about the impact of road trauma and the ripple effect on families, and communities

Our events

700+

people registered for our Shine a Light on Road Safety walk

4M+

people reached through our Shine a Light on Road Safety campaign

202

people registered for our Time for Remembering online ceremony





Carmel Maher

Regional Coordinator

From my beginnings in administrative roles and in frontline and operations management, through to training, assessment, and facilitation, I have realised that my passion is for the 'people' aspects of my vocation. Processes and policies are fundamental for the operation of any organisation, but it's the people who create the culture. There is no better culture than the one created by the RTSSV family.

While working in the VET sector, I began to look for opportunities that had more purpose, and was fortunate in March 2018 to begin facilitating VicRoad's RoadSmart Program. After a year of helping to build the knowledge, skills and behaviours of Year 10 students and road users in the state, I realised for the first time what it was to have a truly meaningful role. In August 2019, I learned of this organisation by coming across a vacant position for RTSSV Regional Coordinator and Group Facilitator in the Hume region. Not long after, I had an interview with Chris Harrison – not just the manager, but the essence of the RTSSV education service; her passion for road safety, understanding of road trauma, and commitment to reducing it through education are limitless. Chris often attributes the meaning of her work to RTSSV's many volunteers – and I agree.

I have led many teams over 20 years, but it is here at RTSSV that I have become the most inspired, thanks to the generosity, passion, and strength of its team, especially the Hume team (now known as the "Hume Legends"). As RTSSV's Regional Coordinator for Hume in north-eastern Victoria, I feel incredibly honoured to be part of a team of people who – at every opportunity – will courageously share their stories and contribute to the mission of reducing the impact and incidence of road trauma.

As I reflect over the past year, I remember fondly how we all pulled together during the COVID-19 lockdowns, promptly learning to

upskill and connect via Zoom. From having little-to-no experience using online meeting platforms, we began to engage virtually, attending regular volunteer catchups, team meetings, and informative webinars. The Hume Legends did more than conquer the mute button, they engaged with technology in the most meaningful way. Our people continued to share stories of their unique lived experiences through the education programs plus had a significant input to meetings with external stakeholders. The introduction of the RTAS online program also provided the opportunity of working with volunteers and facilitators across the state, allowing us to get to know the wider RTSSV family.

From Wangaratta, Wodonga, Benalla, Shepparton, Mooroopna, Seymour and Broadford, our team came together for an end-of-year celebration in December. Spirits were high at this joyful reunion and not one of us could be muted! We reflected on our achievements for the year and promptly started planning for the next.

The Hume team has been working hard to make a difference. Whether it is through the loss of a loved one, the care of a loved one with serious injuries, the overcoming of personal injuries, or being a frontline first responder, our volunteers have a deeply personal understanding of road trauma. In the past five years, 167 lives have been lost across the Hume region and 2,096 people have sustained injuries requiring hospitalisation. We know that country

road users are four times more likely than their metropolitan counterparts to die in crashes on Victorian roads. We know that nearly half of all fatalities in the state are happening in 100km/h and 110km/h zones on rural roads. As our volunteers know all too well, behind the statistics are individuals, families and communities of people whose lives have been changed irrevocably.

My key road safety messages are for road users to share the roads lawfully, with courtesy and respect for everyone's safety. Think about the driving conditions and your environment, and travel at an appropriate speed. Buckle up and never drive under the influence of alcohol or drugs. Be aware of your state of mind before you make the decision to drive – and please reach out if you need support.

Finally, in addition to my regional coordination and facilitation role in Hume, I am incredibly excited to be given the opportunity to work in the newly created position of Road Trauma Awareness Seminar (RTAS) Program Coordinator. My aim is to work with our regional and head office teams to stabilise RTAS after the impacts of the pandemic, and to further the reach and accessibility of both this program and RTSSV's counselling services to people across the state and beyond.

Phil Preston

Facilitator

After living in Mullumbimby for fifteen years, I was ready to leave the 'Byron bubble' and engage in life in a 'big city'. I had been a firefighter for ten of those years and was drawn to the education side of firefighting. As a resident of a small regional town, I was shocked that young people would die on the roads surrounding the town every year. As an Australian, I think we are all impacted by road trauma but as a firefighter, I was continually exposed to it. And as a road safety educator, I bore witness to the devastating effects of road trauma on many ordinary people living seemingly normal lives. This led me to establish a drink driving education project and work with many road safety education programs in the area. Upon moving to Melbourne, I investigated the local 'road safety education landscape'. Only when I started working in the area and hearing other people share their stories did I begin to acknowledge my own experiences. My best friend died in a car crash when we were 22.

From the outset, Road Trauma Support Services Victoria (RTSSV) impressed me as one of the most progressive and approachable organisations, which continues to be my experience with them. My highlight for the year

was working with the education team to develop an online version of the Road Trauma Awareness Seminar (RTAS) program. In early 2020 we sat surrounded by the invisible weight of COVID-19, feeling disappointed and deflated at not being able to run the program whilst also leaning into the possibility of creating an online version. Whilst knowing we weren't going to be able to deliver RTAS's in their current form, I sensed most of the team felt it would be challenging to change from what we were familiar and comfortable with to a largely unknown environment. Ironically it was a challenge similar to the challenge faced by many RTAS participants, i.e. changing their familiar, comfortable and unsustainable models for something unknown and potentially uncomfortable.

Suffice to say, the process was an outstanding success. The Zoom team meetings were incredibly collaborative, co-creative and inspiring. I left each meeting feeling energised and inspired to be part of what we were creating. And as much as the RTAS's continue to be works-in-progress I know we have created an exceptional course which continually exceeds the participants' expectations.

Beyond all safe systems stuff, such as separated carriageways, crumpling crash barriers, anti-lock braking, airbags and traction control, the one thing guaranteed to keep you safest is communication. I believe having conversations are how we change cultures, and changing cultures is how we change the choices people are making.

I know the RTAS program is a great product. I would love more people to participate in it, including mums, dads, teenagers, grandparents and employees. I see our challenge now is raising awareness and participation of this great program with the general public. And I'm sure we'll succeed, just as we did in developing a fantastic online RTAS.



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I believe having conversations are how we change cultures, and changing cultures is how we change the choices people are making.

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Lynda Pottage

Volunteer speaker

My name is Lynda Pottage, and since 2019 I have been involved in Road Trauma Support Services Victoria (RTSSV).

My son was killed in a crash in 2011, and at that time, I was unaware of RTSSV. Moving forward, I noticed a post on Facebook and contacted my friend who knew a small amount of information about their services. She suggested that I contact RTSSV directly, and after emailing the office, I received a phone call from Gillian, who is now my facilitator.

I have since started talking at the RTAS programs about my experience and find that it gives me purpose and gives my son a voice. Even though delivering my talk brings up many feelings and sometimes sadness, I hope my message gets out to the participants.

I also talk about how this could happen to anyone as I know that many people think that losing a family member or friend would never happen to them. After hearing my story, I hope that the participants go home and reflect on how their choices as road users could affect not only themselves but also family, friends, and the greater community. I have recently spoken at some corporate events where I enjoyed talking to many different people from all walks of life. I watched and listened to the participants

exchange their stories with their colleagues, where they may not have done so before. I felt proud to be part of RTSSV on that day and believe the seminar was well received.

After my talks, I also notice the change of mindset and body language with the participants, with many coming up after the seminar giving me a hug, handshake, or just offering their condolences to me. People often comment on how they don't understand how I can stand in front of strangers and tell my story. This gives me great confidence by volunteering at these seminars, the message is getting across and once again gives my son a voice.

I include in my talks about how the ripple effect of road trauma has, not only an impact on the immediate family and friends, but also on the emergency services personnel. Talking about it has also given me a greater understanding and insight into what the ripple effect is. I was also greatly affected by it after the death of my son, not quite grasping what it was at the time.

I participated in the most recent Shine a Light on Road Safety walk, and it was a pleasure to join the many people for the walk and activities during the day at Albert Park Lake. It was an uplifting day to be with like-minded people who have also experienced loss and sadness. This event, I believe, is a great platform for RTSSV to raise awareness within the community while raising valuable funds.

Moving forward over the next twelve months or so, I would like to begin to share my story with teenage children at schools, clubs etc. For me personally, talking to this age group would give me gratification that the RTSSV message is being instilled at a critical stage of a young person's life.

My message to all road users is to be aware of the consequences of not only your choices but of the others around you.

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Throughout this most challenging year, staff and volunteers have worked tirelessly to continue to deliver important services to the community.

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Natalie Stanway

Emergency services volunteer speaker

The past 18 months has undoubtedly created many challenges for all of us. I continue to be amazed by the team at RTSSV; by people's ability to adapt and continue to deliver a quality program to the community. Absolutely, there are aspects of the face-to-face Road Trauma Awareness Seminar (RTAS) program that are lacking when delivered via Zoom. Nevertheless, online delivery has continued to make the education program accessible to people, including those in remote areas, and been essential in getting our message out to the community. No doubt it has captured people who otherwise may not have attended a session at all.

I've been a volunteer with the Victoria State Emergency Service since 2009. I became aware of RTSSV through one of my fellow volunteers who had worked with the organisation following a crash he was involved with some years prior. I attended some of the sessions to learn what it was all about and quickly saw the value of taking a few hours out on a regular basis to share my own experience of attending road crashes. My hope was I could encourage the conversation about road safety and give people tools to stop and think, and make better choices, when faced with certain driving situations. I'd much rather contribute to changing people's attitudes in a comfortable classroom session than jump in a rescue truck at all hours of the day and night to see things no one should see.

There have been jobs I've attended as a first responder where passers-by have stopped to try to help those trapped in a car, in some cases performing CPR on a person who had died on impact because they needed to know that they had tried. This is an extraordinary thing to do, and I am in awe of someone who steps up like that without the resources and training we get as first responders. These are the sort of people I seek out at the scene, making sure they have an RTSSV brochure and know they can call to get support and counselling to help them through their traumatic experience.

While I have been lucky enough not to have experienced road trauma personally, my children are young drivers, and I worry about them and their safety on the road. In my experience, often it is the person who takes the action that causes the crash who walks away unharmed; innocent parties in other vehicles or pedestrians, meanwhile, are left to bear the brunt of the impact. The goal of my work with RTSSV is to see offenders learn the consequences of the actions they took and the decisions that they made; and to understand how to avoid being in that position again.

I can promise you that none of the people I have seen either injured or dead woke up that morning thinking this would happen to them. It does. And we all play a role in making sure that these deaths and injuries are reduced, and that we all come home safe and well. Complacency is a dangerous state of mind.

I would love to see RTSSV continue with the amazing work it does in education, counselling, and awareness-raising. I would love to see the legal system embrace the work done by this organisation and increasingly refer offenders to the education program so that the message about road safety can be spread far and wide in our community. I want us all to take care of one another on the roads. I guess, ultimately, I would love for first responders to be out of a job.



Shine a Light on Road Safety



In May, we celebrated our 8th annual Shine a Light on Road Safety campaign.

Thousands of people supported the campaign, sharing messages with their family and friends on social media, walking with us at Albert Park Lake, and donating funds to support our work.

The campaign raised \$43,379 to fund information, counselling and support for people who have experienced road trauma, and our life-saving road safety education and advocacy programs. What an amazing effort!

Alex Eleftheriou was our 2021 Shine a Light on Road Safety ambassador. In 2021, Alex was in a serious motorbike crash. He broke multiple bones, was in an induced coma for 21 days, and in hospital for nearly a year. Alex was just 17 and is now a quadriplegic because of the crash.

Alex shared his story to shine a light on the horrors of road trauma:

“I’d like to say to everyone: don’t let my story be your story, but also don’t let my story be yours or your family’s story because those are the people that suffer the most.”

Alex’s story is sadly too familiar. More than 5,000 Victorians are seriously injured or bereaved by road trauma each year. The impact on those directly involved and the ripple effect on those around them is often life-changing and ongoing.

Every journey should be a safe one – and that is why we will continue to Shine a Light on Road Safety.

Thank you to everyone who supports this important campaign.

- Campaign highlights**
- Eight years of Shine a Light on Road Safety
 - Raised \$43,379 for vital road trauma prevention and support
 - More than 700 people walked together at Albert Park Lake, Melbourne
 - More than 100,000 people shared the campaign on social media
 - More than two million people reached via news stories
 - More than two million motorists saw “turn on your headlights for road safety” messages

Time for Remembering

Time for Remembering gives the community a safe space to come together to honour loved ones and connect with others who have been impacted by road trauma.

Time for Remembering is a special occasion to come together to commemorate loved ones lost and people injured on our roads, give thanks for those who have survived, and pay tribute to all who work tirelessly to reduce the road toll.

Time for Remembering is held on the third Sunday in November – the United Nations' World Day of Remembrance for Road Traffic Victims.

This year was a very special one, it marked 20 years since our first ceremony in 2001, 20 years of service by the Reverend Dr Andy Calder, and for the first time the ceremony went digital – live-streaming over Zoom so that everyone could connect whether in Melbourne, regional or remote areas. Going digital was different, but equally as special.

The ceremony was opened by Xander Alpherts, Chair of RTSSV, and the Hon Ben Carroll MP, Minister for Roads and Road Safety, shared a message from the Victorian Government.

Kerry Ann Norton shared her story of losing her husband Rick and daughter Shani in a car crash in 1997. Kerry spoke with such warmth and love and we doubt there were many dry eyes.

Families lit candles of remembrance as the names of loved ones they had lost were acknowledged. It was poignant to see everyone lighting their candles and holding up photos and other mementoes.

We thank everyone who contributed to this special event – sharing the names and photos of their loved ones – and to all our guest contributors, including Jeanette Suhr OAM; Rosslyn Ives from Humanists Victoria; Rev Albert (Bhakta Dasa) Lange from Faith Communities Council of Victoria; Pauline Skeen; Julie Perrin; Assistant Commissioner Libby Murphy from Victoria Police; Lorraine Flannery, Manager, Counselling and Support Services at RTSSV; and Stuart Le Grand, Director at RTSSV.

We warmly thank the choir, Organised Water, and harpist Michael Johnson for their beautiful music. We are very grateful to the TAC and the Parliament of Victoria for their ongoing support.

Words Of Contemplation

Earth brings us into life
And nourishes us.
Earth takes us back again
Birth and death are present in every moment.
-Thich Nhat Hanh

It is our quiet time.
We do not speak, because the voices are within us.
It is our quiet time.
We do not walk, because the earth is all within us.
It is our quiet time.
-Nancy Wood

Again, again we come and go,
Changed, changing.
Hands join, unjoin in love and fear,
Grief and joy.
The circles turn,
Each giving into each, into all.
-Wendell Berry

Reverend Dr Andy Calder

This year the Reverend Dr Andy Calder has retired from leading the Time for Remembering ceremony. Andy has led this service for 20 years and played an instrumental role in our organisation. Andy was personally impacted by road trauma in 1986. He sustained serious injuries and was in rehabilitation for three years. In 1999, at the invitation of Jeanette Suhr OAM, Andy organised a small gathering for people bereaved and injured due to road trauma.

In 2001, Andy instigated the first Time for Remembering ceremony, an event that included speeches at the City Square in Melbourne and a walk by participants to St Paul's Cathedral. Andy was an RTSSV Board member from 1997 to 2010 and Chair of the Board for two terms.

Andy was instrumental in the development of Solace, the Victorian Road Trauma Memorial located at Eastern Beach in Geelong.

Andy was awarded honorary Life Membership of RTSSV in 2010. We are deeply grateful for all that he has contributed.

Left Unfinished

The Transport Accident Commission (TAC) partnered with Road Trauma Support Services Victoria and developed the campaign 'Left Unfinished', which tells the story of seven Victorians who either lost their lives, or had their lives permanently changed due to road trauma, and the seemingly ordinary items they left behind or unfinished.

Central to the campaign is an exhibition of the 'left unfinished' items, each accompanied by the story behind them – either told by a loved one of a person who lost their life or a person who was injured that recounts their personal story.

The 'Left Unfinished' exhibition was at Melbourne Museum in November 2020, where people visited and learnt the real-life emotional stories behind the items on display. A virtual experience using augmented reality technology can be found online. The exhibition then toured regional Victoria during April 2021.



“

Left Unfinished tells the story of seven Victorians who either lost their lives, or had their lives permanently changed due to road trauma, and the seemingly ordinary items they left behind or unfinished.

”

Board Members



Xander Alpherts
Chair



Ingrid Williams
Deputy Chair



Johan Meyer
Treasurer



Richard Watkins
Secretary/Public Office



Robin Bowerman



Nadine Goldsmith



Sue Hansford



Stuart LeGrand



Mark Musgrave



Merryn Wallace

Subcommittee Report

Financial and Risk Management

The Financial and Risk Management subcommittee meets every two months to discuss the organisation's financial management and any risks identified that could cause issues impacting on RTSSV's service delivery and financial security.

Members:

Chair: Johan Meyer, Treasurer
Xander Alpherts, Chair
Mark Musgrave, Director
Merryn Wallace, Director
Bernadette Nugent, CEO

Research and Evaluation

The research and evaluation committee have continued to meet online every quarter. The committee's purpose of exploring the way the organisation manages client/participant feedback to ensure that we are collecting relevant and valuable information. The committee also identifies new research opportunities that may help the organisation to justify the efficacy of our work, as well as plan for the future. So far this year we have focussed on the work being completed by Melbourne University students related to evaluating both the prison program and intake and assessment tools for counselling clients.

Members:

Chair: Chris Harrison, Manager of Education Services
Bernadette Nugent, CEO
Richard Watkins, Director
Lou Harms, Melbourne University
Belinda Clark, Institute for Safety Compensation and Recovery Research
Samantha Barker, Institute for Safety Compensation and Recovery Research
Sophie Owen, Insync
Tim Nolan, Volunteer
Virginia Cummings, Office Manager

Time for Remembering

The Time for Remembering subcommittee is responsible for the overall planning of the services each year. The committee meets once every two months.

Members:

Chair: Fiona Elliott, Community Engagement and Partnerships Coordinator
Bronwyn Saville, Marketing and Communications Coordinator
Lorraine Flannery, Manager of Counselling and Support Services
Barbara Joyce, Art Therapist
Bernadette Nugent, CEO
Counsellors

Remuneration Committee

Committee made up solely of Board members to review and make recommendations to the board in relation to remuneration for senior staff members, and to ensure that there are no gender or other inappropriate bias in remuneration. The committee meets as required.

Members:

Chair: Xander Alpherts, Chair
Ingrid Williams, Deputy Chair
Robin Bowerman, Director
Sue Hansford, Director



Victorian Road Trauma Memorial

In 2007 the Board of RTSSV instigated a project to develop a Victorian memorial to honour people killed and injured on our roads. Andy Calder and Jeanette Suhr OAM met with the-then Transport Minister, the Hon Tim Holding, and secured an initial three years of funding to develop the case and scope suitable sites. Andy became the ongoing project advocate.

With perseverance, 13 years later, Victoria's first state-wide memorial was completed, installed on the foreshore of Corio Bay in Geelong, and opened to the public. Titled Solace, it was designed by Don Walters – a beautiful sculpture of moon formations depicting the different phases of grief.

Thank you to our project partners, the Transport Accident Commission, City of Greater Geelong, and the Uniting Church, Synod of Victoria and Tasmania.





Treasurer's Report

This is my first report to you as Treasurer of Road Trauma Support Services Victoria. I am truly honoured to have been selected and have very big shoes to fill. I want to thank Mark Musgrave for his support, guidance and insights during the transitioning period.

Road Trauma Support Services Victoria (RTSSV) has had an exceptional year.

Many of the learnings from 2020 were implemented in the current year; we have established excellent working practices and experienced less disruption from the intermittent lockdowns associated with the COVID-19 pandemic. Our Road Trauma Awareness Seminar (RTAS) program has been transformed, with sessions held online where face-to-face sessions are not possible or permitted. The transition to online delivery enabled the continuation of this important program and opened it up to participants in remote locations. This is a testament to the work of our CEO, the leadership team, and our staff and volunteers, who continue to adapt and do a fantastic job in responding to community needs.

This year, RTSSV recorded income of \$1,506,343 compared to last year of \$1,259,837 (increase of 20%; budget FY21: \$1,204,066). Most of the revenue increase relates to a one-off government grant (Jobkeeper) received to protect jobs and livelihoods in the first half of this financial year. When the Jobkeeper and Victorian business grant are excluded, revenue increased by a modest 4%. Operating expenses totalled \$1,392,163 compared with \$1,173,500 last year (increase by 16%; budget FY21 \$1,193,819), resulting in a surplus of \$114,180 (last year \$86,337).

Salaries and wages were \$30,000 more than budget. We increased our counselling capacity to meet demand, and the hours of the Marketing and Communications Coordinator and the Community Engagement and Partnerships Coordinator.

We invested \$20,000 in technology to enable remote working during the pandemic. This cost was unbudgeted but immensely important in context of the challenges faced during the year. The extended periods of lockdown during this financial year had a positive impact in terms of the considerable reduction in traffic. As a result, the number of lives lost reduced from 233 (for the 12 months ending 30 June 2020) to 203 this year. It is a remarkable number given the average death toll per annum for the four years prior to the pandemic was 259.

A figure of \$110,000 was invested in brand and profile initiatives with the objective to reposition the organisation and expand its services, including a greater focus on preventative initiatives (including building on the learnings from the RTAS program, which is designed to provide education and bring about attitude and behavioural change in drivers). Some exciting changes will be announced in the near future that will drive greater appreciation for road safety, inform of the ongoing services of RTSSV, and raise public awareness of how road trauma affects people's lives. We congratulate the marketing coordinator and the CEO for RTSSV's involvement in the Left Unfinished campaign after being nominated for "best use of experiential marketing" at the 2021 Mumbrella Awards, raising our profile substantially.

Our balance sheet at 30 June 2021 has strengthened, resulting in a total members' equity of \$506,287.

Cash at bank at 30 June 2021 was \$794,634 and increased by \$204,712 year on year.

I would like to take this opportunity to thank our strategic partners for their ongoing support. Without these financial contributions, it would not be possible to provide the counselling and support to those impacted by road trauma.

Finally, I would like to thank Theresa Cocking, Accountant; LDAssurance (Auditor); Bernadette Nugent, CEO; staff and volunteers; Finance & Risk Committee; and fellow board members for your tireless contribution. I look forward to your ongoing support over the coming year.

Johan Meyer
Treasurer

Auditor's Report

Independent auditor's report to the members of Road Trauma Support Services Victoria (RTSSV) incorporated.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report, being a special purpose financial report of Road Trauma Support Services Victoria Incorporated ('the Association'), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year ended, and notes to the financial statements, including a summary of significant accounting policies, and statement by members of the board.

In our opinion, the accompanying financial report of Road Trauma Support Services Victoria Incorporated has been prepared in accordance with the *Associations Incorporation Reform Act 2012 and Division 60 of the Australian Charities and Not-for-profits Commission Act 2012*, including:

- 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 then ended; and
- complying with Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described as in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* ('the Code') that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to for the

purpose of fulfilling the Association financial reporting requirements of the *Associations Incorporation Reform Act 2012* and the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Board for the Financial Report

The Board is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Accounting Standards, the Associations Incorporation Reform Act 2012 and Division 60 of the Australian Charities and Not-for-profits Commission Act 2012. The Board's responsibility also includes such internal control as it determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error. In preparing the financial report, the Board is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error,

design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- Conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

LDAssurance
Chartered Accountants

Stephen O'Kane

Stephen O'Kane
Partner

Dated this 8th day of October 2021
330 Collins Street, Melbourne.

Financial Report

| Income | 2021 | 2020 |
|-----------------------|------------------|------------------|
| Grants | 594,930 | 553,711 |
| Fees and charges | 399,253 | 412,927 |
| Fundraising | 80,821 | 36,897 |
| Donations | 41,754 | 67,770 |
| Interest | 7,229 | 10,438 |
| Government assistance | 382,356 | 178,094 |
| Total | 1,506,343 | 1,259,837 |

| Expenses | 2021 | 2020 |
|-----------------------------------------------------------|--------------------|--------------------|
| 25th Anniversary celebrations | - | (4,009) |
| Advertising, branding and business development | (470) | (388) |
| Amortisation - right-of-use assets | (49,710) | (49,192) |
| Audit fees | (5,800) | (4,400) |
| Bank charges | (5,233) | (6,368) |
| Cleaning expenses | (1,551) | (2,860) |
| Client Support Projects | (37,339) | (13,047) |
| Depreciation | (11,517) | (7,447) |
| Education venue hire | (8,224) | (17,977) |
| Entertainment and gifts | (1,399) | (543) |
| Fundraising expenses and commissions | (14,759) | (2,857) |
| HR recruitment, meeting and other expenses | (20,363) | (30,884) |
| Insurance | (8,056) | (9,237) |
| Interest expense | (2,985) | (4,501) |
| Legal expenses | - | (6,104) |
| Minor equipment, service and maintenance | (23,033) | (24,373) |
| Office and business consultancy expenses | (11,625) | (10,211) |
| Office rent, rates and body corporate fees | (7,989) | (7,963) |
| Postage and stationery | (9,047) | (23,298) |
| Rebranding | (87,751) | - |
| Salaries and wages | (926,516) | (804,396) |
| Superannuation | (78,027) | (69,299) |
| Support groups and memberships | (2,862) | (3,373) |
| Telephone and communication | (24,502) | (21,119) |
| Time of Remembrance | (11,635) | (9,461) |
| Training and development | (17,905) | (7,753) |
| Travel, accommodation, parking and motor vehicle expenses | (4,002) | (12,739) |
| Utilities and permits | (2,834) | (3,313) |
| Volunteer expenses | (1,576) | (2,041) |
| WorkCover | (15,453) | (14,347) |
| Total | (1,392,163) | (1,173,500) |

| | | |
|------------------------------------------------|----------------|---------------|
| Profit/(loss) for the year | 114,180 | 86,337 |
| Other comprehensive income | - | - |
| Total comprehensive income for the year | 114,180 | 86,337 |

| Current assets | 2021 | 2020 |
|-----------------------------|----------------|----------------|
| Cash and cash equivalents | 794,634 | 589,922 |
| Trade and other receivables | 13,086 | 52,466 |
| Other assets | 17,209 | 6,379 |
| Total current assets | 824,929 | 648,767 |

| Non-current assets | 2021 | 2020 |
|---------------------------------|----------------|----------------|
| Property, plant and equipment | 22,346 | 29,631 |
| Right-of-use assets | 56,444 | 106,154 |
| Total non-current assets | 78,790 | 135,785 |
| Total assets | 903,719 | 784,552 |

| Liabilities | 2021 | 2020 |
|----------------------------------|----------------|----------------|
| Trade and other payables | 140,152 | 98,604 |
| Lease liabilities | 51,614 | 49,827 |
| Employee benefits | 171,272 | 133,865 |
| Other financial liabilities | 21,273 | 47,661 |
| Total current liabilities | 384,311 | 329,957 |

| Non-current liabilities | 2021 | 2020 |
|--------------------------------------|----------------|----------------|
| Lease liabilities | 6,734 | 58,349 |
| Employee benefit | 6,387 | 4,139 |
| Total non-current liabilities | 13,121 | 62,488 |
| Total liabilities | 397,432 | 392,445 |
| Net assets | 506,287 | 392,107 |

| Accumulated funds | 2021 | 2020 |
|--------------------------------|----------------|----------------|
| Retained earnings | 506,287 | 392,107 |
| Total accumulated funds | 506,287 | 392,107 |

Supporters

101 Collins St
AAMI Park
ABC Ballarat local Radio
ABC Horsham Radio
Acton Print
Alpine Shire Council
Ambulance Victoria
Amy Gillett Foundation
Anne Wicking Consulting
Archie Graham Community Centre, Warrnambool
Azem Elmaz - People Supporting People
Bass Coast Shire Council
Belinda Clark, Institute for Safety Compensation and Recovery Research
Bendigo Advertiser
Box Hill Town Hall
Budget, Blackburn
Bunnings Nunawading
Chris Gill, Sentencing Advisory Council
City of Ballarat
City of Greater Geelong
City of Melbourne
City of Whitehorse
Colac Neighbourhood House
Collingwood Neighbourhood Justice Centre
Country Fire Authority
Country Fire Authority - Brigade Magazine
Dave Bunn
Deng T Yong Deng and Jessica McArdle, Settlement and Community Project Workers, Migrant Resource Centre, St Albans Department of Justice and Community Safety
Dr Rob Gordon, Clinical Psychologist
Fletcher Jones Silver Ball, Warrnambool (Montgomery Motorsport)
Foundstone Advisory
Frank Amato Photography
Frankston Arts Centre
Greater Shepparton City Council
Heathcote Rotary
Horsham Rural City Council
Hume City Council

Indigo Shire Council
Jane Nolan & Anne Black, Dhurringile Prison
Jean Tusler, Hume Volunteer Coordinator, Community Development & Learning Hume City Council
Jim Giddings, Chairman, Road Safe Westgate Community Road Safety Council
Leongatha and District Community Foundation
Melbourne Fire Brigade
Melbourne Star Observation Wheel
Melton City Council
Mental Health Advisory Group
Metec
Mitchell Shire Council
Moira Shire Council
Moonee Valley City Council
MUARC
National Road Safety Partnership Program
North Central Review
OKR FM - Mitchell Community Radio
ONE FM Shepparton
Professor Lou Harms, The University of Melbourne
Road2Zero Steering Committee, Melton City Council
Rotary Club of Horsham East
Rotary Club of Bayside Geelong
Rotary Club of Geelong
Royal Exhibition Building
Rural City of Wodonga
Samantha Barker, Institute for Safety Compensation and Recovery Research
Sharon Rainsbury, Strategic Communications Manager, Melbourne Magistrates Court
Shepparton News
Sophie Owen, insync Surveys
South East REM
South Gippsland Shire Council
Stan Winford, Centre for Innovative Justice, RMIT University
Stuart Newstead, MUARC
Swan Hill Rural City Council

Tamer Sahin, North West Metro Region, Department of Justice and Community Safety
Tomorrow Agency
Victoria State Emergency Service - Peer Support
Volunteering Geelong
Volunteers Victoria
Warrnambool City Council
Will Cole
Wimmera Mail Times
Youth Justice

Supporters — Our major donors and community fundraisers
“Come on Eileen”, Michelle Pieters
“Walking for Colleen” in loving memory of Colleen Plowman
Alpherts family in memory of Freya
Belinda Dowel and family in honour of Brandon Dowel
Darren and Lynda Pottage in memory of Lynda’s son Michael William Gorman
Do It Scared - Tartaro family and friends
Family friend in honour of Jack Marchesin
Iain McHaffie in honour of Margaret Johannes D’Costa
Jorgia Hickey
Mark Lane, Murcotts Driving Excellence
Peter Grose
Rosalie and John Dows in memory of Steven John Dows

Rotary Club of Horsham East in memory of Sue Holmes
Simon Bolles in honour of Wayne Trebilco
Team “JYE-105”
Team Tyler Jae Shaw in memory of Tyler Jae Shaw
The Browell family in honour of Charlie Sertori on his 21st birthday
The Marchesin family in memory of Claude and Jack

Our road safety partners and supporters
Community Correctional Services
Department of Justice
Department of Transport
Magistrates’ Court of Victoria
The Transport Accident Commission

The Victorian Government
VicRoads
Victoria Police
Victoria State Emergency Services

Our major corporate partners
EastLink
Henry Carus Lawyers
Maurice Blackburn Lawyers
Narva
Polaris Lawyers
Slater and Gordon Lawyers
Transurban
Zaparas Lawyers





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