

# Victim Support Service

Annual Report  
2014/15



*Assisting victims  
of crime*

ADELAIDE

MAGISTRATES

COURT



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## About VSS

**Victim Support Service (VSS) is a Not-For-Profit organisation that provides practical and therapeutic support to 40,000 victims and witnesses each year in South Australia. We have a local presence in every major community throughout the State. And through our advocacy, we give a voice to victims within the criminal justice system.**

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Since 1979 we've been helping people affected by crime to face the future with hope. We support them therapeutically, emotionally and practically, helping them to cope and recover after crime.

This can range from helping to get extra security for a woman who is threatened by her partner, to supporting families as they cope with the aftermath of a murder of a loved one. We often support people through challenging and traumatic times, helping them to get their lives back on track.

We are also here to help victims, witnesses and their families in every criminal court in South Australia. Our Court Companion Service supported 250 people in the run up to a trial and during the court process in 2014-15, helping them to feel informed and supported so that they could give evidence confidently and ensure that justice was served.



We do not do this alone. We work with many organisations, including police, courts, Office of the Director of Public Prosecutions, Department for Correctional Services, the Commissioner for Victims Rights and the judiciary to provide the most effective assistance to victims and to advocate for victims' rights. Our partnerships over the past year have supported changes to domestic violence legislation, better support for vulnerable victims and witnesses in the justice system, and wholesale changes to the victims of crime compensation scheme.

We continue to innovate, and this year secured over \$700,000 in State funding to provide legal support to women and children affected by family and domestic violence (see page 11).

## Supporting victims to cope and recover

VSS has seen many changes since it was founded 36 years ago, but what has remained constant is that victims in South Australia who need help when they are at their most vulnerable have always been able to turn to VSS for free, confidential and expert support. The blend of therapeutic expertise combined with knowledge of the criminal justice system enables VSS staff to provide a bespoke response to victims of crime, helping them both emotionally and practically. This service model is unique to South Australia. Our approach is augmented by our team of caring and knowledgeable volunteers who guide victims through the court process.

As they say, 'a picture tells a thousand words', so this year our Annual Report uses a range of bold images to provide members, stakeholders, supporters and funders with an overview of how we have helped victims, witnesses and communities across South Australia throughout 2014-15. We thank photographer Nigel Parsons for his help in bringing-to-life the everyday, on-the-ground work of VSS staff and volunteers throughout the pages of this Report.

2014-15 has seen VSS continue to deliver on its key strategic objectives of extending our services to victims, developing our expertise, increasing our influence and building our supporter base. The new Victim Helpdesk and 1800 VICTIM Helpline have prompted a significant increase in new client referrals

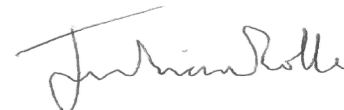
and client contacts. Our ever-growing media profile is testament to the quality of our victim research and advocacy.

Moving forward, in 2015-16 VSS will launch our new legal service for victims of family and domestic violence – the Women's DV Court Assistance Service. Hence, for the first time, VSS will be able to provide legal representation to victims. This represents a significant addition to our service model, and is the first time that victim services have been extended through the Victims of Crime Fund since VSS regional service centres were established in 2001. In partnership with SAPOL, we will also pilot our new volunteer program, First Response, to provide immediate practical assistance to victims of property crime. And shortly we will launch our revamped website and client management information system.

At VSS we touch many lives and many communities. Our thanks go to the wonderful staff, volunteers and management at VSS, all of whom have contributed to assisting victims to cope and recover from crime. This Report seeks to highlight their impact in the community by depicting the work that they do day-in day-out for, and on behalf of, victims.



**John Cobb**  
*VSS Chair*



**Julian Roffe**  
*Chief Executive*



# VSS Strategy



School Education



Systemic Advocacy

## Vision

Our Vision is to see *all* victims of crime in South Australia receive the support *they* need

## Purpose

We aim to provide expert support to all victims of crime in South Australia

## Values

*Client Centred* we listen & respond to need

*Respectful* everyone is different & warrants a professional approach

*Collaborative* we achieve results through collaboration, connection & partnership

*Progressive* we continually learn & adapt

*Effectiveness* we measure, evaluate, report & improve

## Drivers

What remains at the heart of VSS is our belief that all victims of crime in South Australia should have access to free, high quality, expert support. We have identified six key drivers that distinguish VSS as specialists in our field:

*Victim Needs* We actively respond to victim needs by engaging them in the design & development of our programs & services

*Reach* We ensure that as many victims as possible in South Australia have access to our services and programs

*Evidence-Based Practice* The support we provide to victims is underpinned by robust research, evaluation & performance management

*Case Management* We provide specialist therapeutic & practical support to victims & coordinate services to enable them to get the help they need

*Community Development* We work in partnership in the community to support victims & prevent crime

*Crime Prevention* We work to improve community safety by providing appropriate information & support

# VSS Board



John Cobb  
Chair



Karen Fullagar  
Vice-Chair



Kris Hanna



Kylie O'Connell



Richard Fletcher



Jayne Stinson



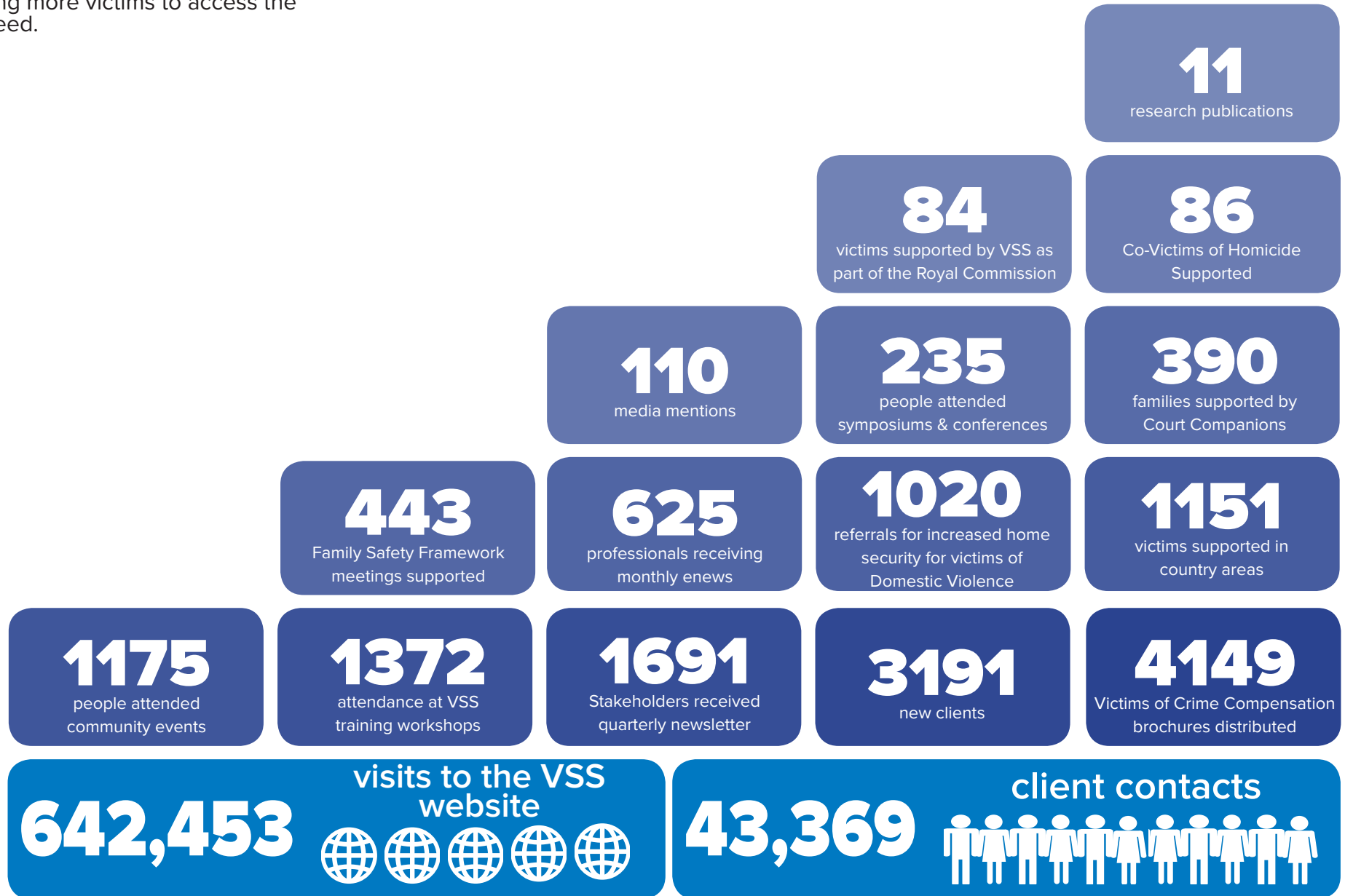
James Blandford



Katherine McLachlan

# VSS Impact

In 2014-15, VSS contacts with victims of crime increased by over 60% to more than 43,000. Our new 1800 VICTIM Helpline has had a significant impact in helping more victims to access the support they need.





# 1 800 VICTIM



## INFORMATION

### *VSS Helpdesk*

The development of a free statewide Helpline (1800 VICTIM) that directs victims to a team of on-call Officers and Counsellors on the VSS Helpdesk has proved hugely popular with clients. The new Helpdesk Centre in Adelaide uses the latest telecommunications technology to direct callers to the Helpdesk Officer (HDO) who assists the victim with basic information and advice. If a determination is made by the HDO that the enquiry is more complex and requires a therapeutic response, the call is escalated to a team of on-call Counsellors for more specialist support.

After a three month evaluation of the new Helpdesk the proportion of clients who responded that their inquiry had been responded to 'extremely efficiently' increased from 16% to 57%.

[How To Delete Your Internet History](#)

[QUICK EXIT](#)

Contact the Victim Helpdesk



## INFORMATION

### VSS Website

The VSS website receives nearly 2,000 hits per day.

In 2014-15 VSS has been developing a new website which will create an opportunity for our web presence to be more fully utilised and provide 24/7 engagement with victims of crime. It is compatible with all current platforms, including mobile devices and tablets. It also provides a seamless link with YouTube, Twitter, Facebook and can transfer all online enquirers to staff in the appropriate VSS program. Our Resource centre catalogue will also be made available to browse via the revamped website.

Our new VSS website has been created in partnership with Adelaide-based Jaba Multimedia Design and will be launched at the 2014-15 Annual General Meeting.



[About us](#)



[Women's DV Court Assist](#)



[Child Sexual Abuse](#)



[Domestic and Family Violence](#)

Get help - We're here to help all adult victims of crime. Find out more about how we can help or call 1800 VICTIM.



## INFORMATION *VSS Resource Centre*

The VSS Resource Centre contains one of the largest collections of resources to support victims of crime, their family and friends and professional counsellors with over 1800 current resources listed in the online catalogue. 2014-15 saw a 25% increase in the number of registered borrowers and a 40% increase in the number of items borrowed.

Resources cover:

- self-help topics on dealing with the emotional problems caused by victimisation and finding positive ways forward
- professional topics such as domestic violence, restorative justice and trauma-informed counselling
- victims of crime with intellectual disability
- parenting resources for mothers who are adult survivors of abuse

The collection can be searched online. This enables access to selected websites and electronic books (eBooks).



samsn

Working with Adult Male Survivors  
of Child Sexual Assault:  
The SAMSN approach

A research partnership with the Victorian Legal System  
Alfred Deakin Institute  
Date: 18th November 2014

Victim  
Support  
Service

## INFORMATION

### VSS Community Education & Training

VSS ran over 100 community education and training events across the State in 2014-15, reaching 2,500 professionals, victims and members of the community.

A key highlight was the Justice for All Symposium on 18 November 2014. VSS partnered with Uniting Communities and SAPOL to hold this important event in anticipation of the new Vulnerable Witnesses (Protection) Bill.

120 delegates, including parents and professionals from a range of Government and non-government agencies, heard from a range of local, interstate and international speakers.



## SAFETY

### *Staying Home Staying Safe*

Staying Home Staying Safe provides tailored security upgrade packages to women and children impacted by family and domestic violence. The program aims to reduce the risk and exposure to homelessness by assisting women to feel safe and remain in their home. Staff work collaboratively with South Australia Police, domestic violence agencies and other services to provide a statewide response to increasing the safety of women in their home.

#### **SHSS Client 2015**

*"In March 2014 my former partner was arrested by police. I was given an Intervention Order, the courts had bailed him to no known address and I was not feeling safe as he was staying just a short drive from my house.*

*I called 1800 RESPECT after SAPOL had taken him away. They gave me a list of services to contact, one of them being VSS.*

*The VSS caseworker was my saving grace from the moment we talked on the phone to the work she carried out at my home. My broken screen door was replaced, alarms & locks installed on windows, new door locks and a duress phone system and a personal alarm to borrow till the risk reduced. All of this made a massive difference to my life. It was one less thing I had to worry about. I could sleep better knowing that he would find it tough getting in if he tried and if he did, then I could use the duress alarm."*



## SAFETY

### *Women's Domestic Violence Court Assistance Service*

VSS has been funded by the Office for Women, through the Victims of Crime Fund, to provide a specific legal support service to women who have been victims of family and domestic violence. The Women's DV Court Assistance Service (WDVCAS) has, for the first time, enabled VSS to employ qualified lawyers to provide information and advice to victims of crime, and potentially represent them in Court.

The new service commenced on the 1 July 2015 and has been initially funded

for 2 years to 30 June 2017. The team is headed by Senior Lawyer Debra Spizzo who has extensive experience in family law, including intervention orders, as well as having a background as a women's health nurse and midwife. Prior to joining VSS, Debra held positions with barristers and solicitors Belperio Clark, Hume Taylor, and Lempriere Abbott Mcleod.

Joining Debra is Junior Lawyer Nicole Stockdale, formerly of Lipson Chambers and paralegal Frankie Rodney.



## SAFETY

### Family Safety Framework

The Family Safety Framework exists to provide an integrated, interagency approach to supporting families most at risk of experiencing death or serious injury due to domestic violence. Support is provided in a structured and systematic way, through agencies sharing information and implementing an action plan with the priority aim of reducing risk. Under the Framework, VSS continues to both participate in, and provide administrative support to, eighteen meetings across the state and is also a member of the

statewide Implementation Committee. Family Safety Framework meetings take place on a fortnightly basis in each Police Local Service Area, typically attended by Family Violence Officers from SAPOL, Community Corrections, Families SA, Housing SA, local DV service providers, Drug and Alcohol Services SA, Mental Health Services, and Health Services.

In 2014-15, VSS provided administrative support to nearly 500 Family Safety Framework meetings across the State.



## PRACTICAL SUPPORT

### *First Response*

In 2014 VSS received a grant from the DCSI Community Benefit Fund to provide training to extend the roles and range of activities volunteers can undertake at VSS. With the assistance of a volunteer reference group planning began to establish a new pilot service – ‘First Response’.

Based on a similar program in the United Kingdom, First Response volunteers are jointly trained by VSS and SAPOL to respond to victims’ needs within 72 hours of a property crime. The volunteer then provides practical assistance to the victim, such as help with organising an insurance claim or making a report to SAPOL, emotional support, and information on the criminal justice system.

Starting in July 2015, First Response will be the first support program of its type in Australia, and is expected to assist more than 2,000 victims per year.



## PRACTICAL SUPPORT

### *VSS Compensation Assessment Service*

VSS has partnered with Flinders University to provide a new service to victims – psychological assessment in support of claims for victims of crime compensation. Working with psychologist Tiffany Lavis, VSS can now refer clients already engaged in counselling support to an in-house assessment where they are seeking compensation for pain and suffering via the Criminal Injuries Compensation Scheme.



## PRACTICAL SUPPORT

### VSS Regional Services

In 2014-2015 VSS regional services saw a 50% increase in client referrals, supporting 1156 victims of crime.

Both the Port Augusta and Whyalla Victim Support Coordinators (VSC) are co-located with SAPOL. This model was first piloted in 2010 in Port Augusta and was replicated in Whyalla in 2015. It continues to be a great success, assisting the VSC to develop strong relationships with SAPOL regional Command, as well as Officers on local patrol.

VSCs also operate in Mount Gambier, Murray Bridge, Berri, Port Pirie and Port Lincoln.

Here we see Whyalla based VSC, Anthea, engaging with the VSS legal team in Adelaide via videoconference.

A photograph showing a woman with brown hair smiling and showing a document to a person with dark hair. The woman is wearing a dark top and a watch. The document has a blue header with white stars and the text 'initial history'. In the background, there is a vase with red and white flowers and a tray with some items.

## THERAPEUTIC SUPPORT

### *VSS Counselling*

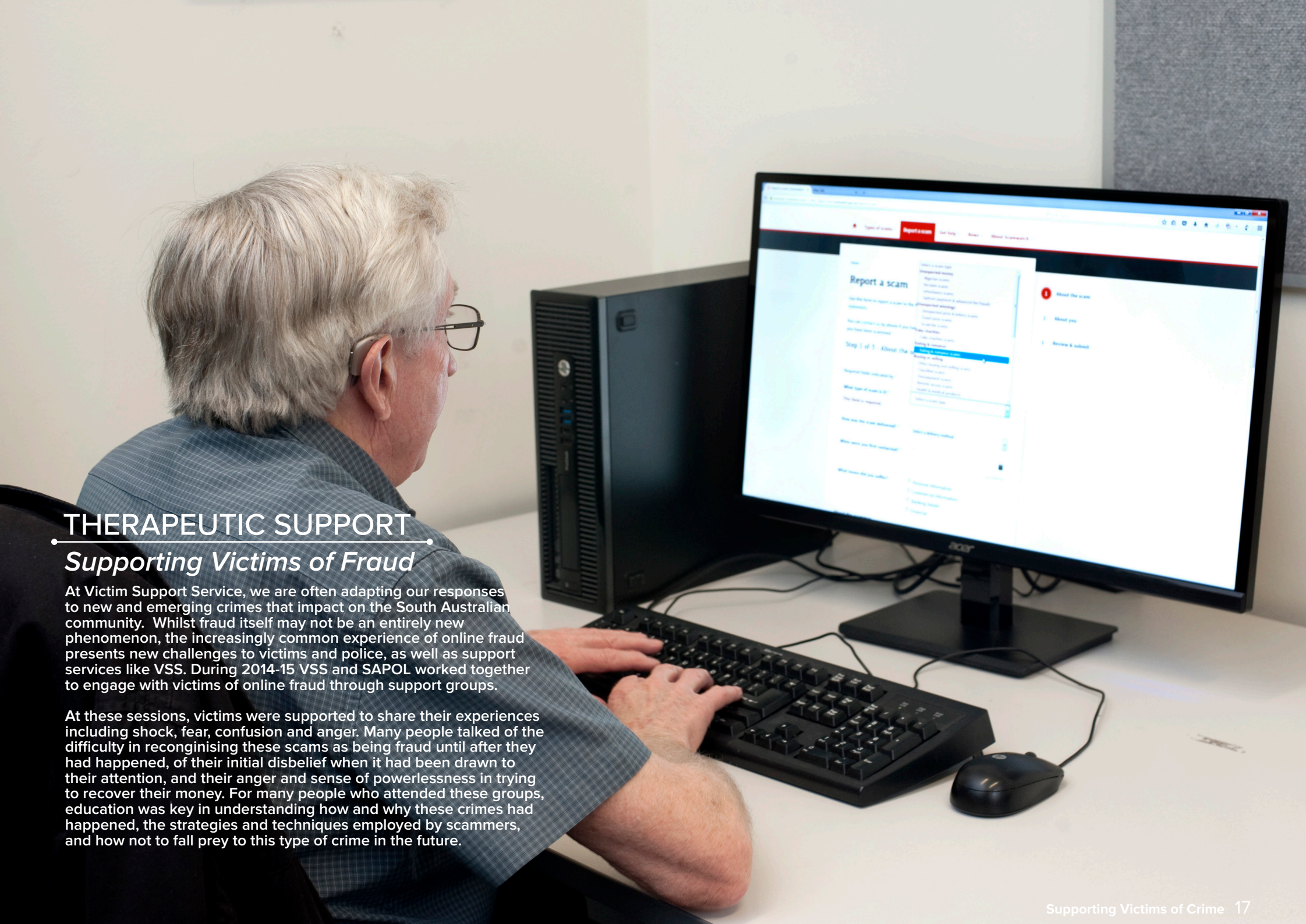
VSS offers a unique service through its provision of trauma counselling. Crime affects people differently and we are able to adapt our support to meet the specific needs of each victim of crime.

At the first point of contact, we provide victims with supportive counselling that includes psycho-education, normalising trauma responses and coping strategies. Our counsellors also focus on ensuring victims of crime are aware of their rights and how to navigate the criminal justice system.

From this first response, victims of crime are offered an initial appointment where a more comprehensive assessment is completed to identify their specific needs, including connection to one of our qualified trauma counsellors to work with them over time to develop skills to cope more effectively with the impact of crime, as well as to help them to develop personal

resources and skills to enhance their safety and recovery.

At Victim Support Service we strive to make our counselling services accessible to diverse groups of people and ensure our counsellors are trained in culturally and disability sensitive practices. Working from a trauma informed perspective, counsellors utilise different evidence informed therapeutic approaches, including but not limited to cognitive behavioural therapy, cognitive processing therapy, acceptance and commitment therapy, narrative therapy, as well as mindfulness and sensorimotor therapy. Initially counselling is designed to support victims of crime to cope with what they have experienced, and for some victims of crime this can be sufficient to engender recovery. For others, recovery can be compromised by ongoing trauma reactions and further counselling is offered. Each victim of crime's journey through counselling is unique and it is not time limited.



## THERAPEUTIC SUPPORT

### *Supporting Victims of Fraud*

At Victim Support Service, we are often adapting our responses to new and emerging crimes that impact on the South Australian community. Whilst fraud itself may not be an entirely new phenomenon, the increasingly common experience of online fraud presents new challenges to victims and police, as well as support services like VSS. During 2014-15 VSS and SAPOL worked together to engage with victims of online fraud through support groups.

At these sessions, victims were supported to share their experiences including shock, fear, confusion and anger. Many people talked of the difficulty in recognising these scams as being fraud until after they had happened, of their initial disbelief when it had been drawn to their attention, and their anger and sense of powerlessness in trying to recover their money. For many people who attended these groups, education was key in understanding how and why these crimes had happened, the strategies and techniques employed by scammers, and how not to fall prey to this type of crime in the future.

# THERAPEUTIC SUPPORT

## Royal Commission

2014-15 has seen a continued growth in referrals of individuals participating in or affected by the Royal Commission into Institutional Responses to Child Sexual Abuse.

This year, VSS has supported 112 clients (through a total of 3,393 contacts; with an average of 30 contacts per client). Support has included preparing written submissions, attending Royal Commission private sessions, reporting cases to police, as well as providing supportive and therapeutic counselling. We continue to work closely with other stakeholders including the Royal Commission, knowmore legal service, and other agencies funded by the Department of Social Services (Cth).

We have continued our community education work, raising awareness about the Royal Commission and the support services we offer. This has included presentations to service providers in Mt Gambier, Kingston, Pt Lincoln, Tumby Bay, Whyalla, Cleve, Pt Pirie, Pt Augusta, and Wallaroo.

Highlights for this year include:

- Our partnership with Survivors & Mates Support Network to run workshops for health professionals as well as a support group for male adult survivors of child sexual abuse;
- Our partnership with Australian Childhood Trauma Group and subsequent provision of training to service providers in each of our seven country regions;
- Participation in three Royal Commission Private Round Tables on Redress and Civil Litigation;
- Participation as witnesses to the Royal Commission's Public Hearing into Redress and Civil Litigation;
- Participation as a panellist on the Mental Health Professional Network's Webinar about the Royal Commission and responding to trauma reactions that attracted over 2,000 registrants across the country; and
- Three written submissions to the Royal Commission on Victims of Crime Statutory Compensation, Redress and Civil Litigation, and Police and Prosecution Responses.





## COURT SUPPORT

### *Victim Impact Statement*

Victims of certain serious or prescribed offences can provide a written Victim Impact Statement (VIS) to the sentencing court.

In 2014-15 we helped 148 victims of crime to write and present their VIS in courts across South Australia.

Some victims of crime, like Nathalia, choose to read their VIS aloud to the court. We're there for that, too. Sue, one of our Court Companions, is by Nathalia's side while she reads her VIS to the court.



## COURT SUPPORT

### VSS Court Companion Service

VSS Court Companions support victims and witnesses of all ages for the prosecution when giving evidence across all criminal courts in South Australia. VSS works closely with the Witness Assistance Service to deliver the program.

*SAPOL Detective Sergeant*

***“South Australia Police have just utilised your Court Companion service in a recent matter at the Adelaide Magistrates Court. The victim was a vulnerable witness and spent two days providing evidence via video link from within the court house. We were lucky enough to be allocated the services of your Court Companion Alison.***

***Alison was nothing short of a miracle worker - how she empathised with the victim, offered her assistance, and spent 2 full days at the court in the video room with no windows and very little air! The prosecution team and I are very grateful for her assistance and quite frankly could not have managed without her.”***

# ADVOCACY

## VSS Submissions

Our research is an important part of the work we do to create positive change for victims and their families. We regularly engage with and listen to victims to collect feedback about their experiences and to find out what is important to them.

What victims tell us informs our policy platforms and the submissions we make to criminal justice decision makers.

In 2014-15, we made 11 submissions to decision makers on a range of issues affecting victims of crime, including compensation, domestic and family violence, services for young victims, child sexual abuse, court closures, and sentencing.

Submission  
February 2015

TRANSFORMING CRIMINAL JUSTICE  
Efficient Progression and Resolution  
of Major Indictable Matters

Submission  
April 2015

TRANSFORMING CRIMINAL JUSTICE  
BETTER SENTENCING OPTIONS:  
CREATING THE BEST OUTCOME  
FOR OUR COMMUNITY

Submission  
August 2015

TRANSFORMING  
PUTTING PE  
STRATEGIC OVER  
Submission  
March 2015

Criminal Law (Extended Supervision  
Orders) Bill 2015

Provisional comments  
February 2015

Victims of Crime (Compensation) Amendment  
Bill 2014

Submission  
September 2014

Submission to inform the  
Royal Commission into Institutional  
Responses to Child Sexual Abuse  
Issues Paper 7

Statutory Victims of Crime Compensation Schemes

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Victim Support  
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Halifax  
Adelaide

Contact:  
Julian Roffe  
Chief Executive  
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E: julianr@victimsa.org

11 Halifax Street  
Adelaide SA 5000



## SUSTAINABILITY

### VSS Financial Performance

The net result for the financial year ended 30 June 2015 was a surplus of \$77,000, which is \$12K higher than the revised budget of \$65,000. The retained surplus will enable VSS to continue to invest in key strategic projects currently underway and hence continue providing improved services to Victims of Crime and the South Australian Community

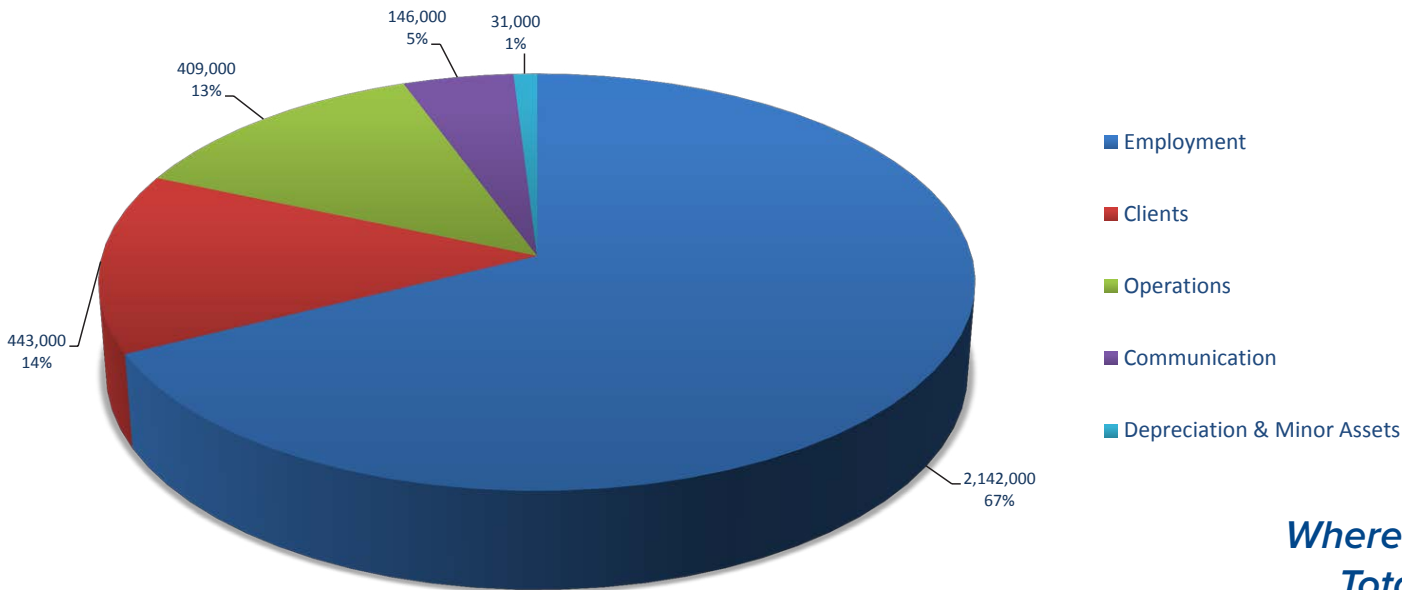
#### Statement of Comprehensive Income for the Year Ended 30 June 2015

	2014-15 \$	2013-14 \$	2012-13 \$	2011-12 \$	2010-11 \$
Revenue	3,248,000	2,819,000	2,656,000	2,460,000	1,803,000
Expenses	3,171,000	2,678,000	2,647,000	2,502,000	1,827,000
Surplus/Deficit	77,000	141,000	9,000	-42,000	-25,000
Unrealised Gains/Losses on Investments	19,000	62,000	72,000	-30,000	-10,000
<b>ACCUMULATED FUNDS AT END OF FINANCIAL YEAR</b>	<b>531,000</b>	<b>435,000</b>	<b>232,000</b>	<b>151,000</b>	<b>225,000</b>

#### Statement of Financial Position as at 30 June 2015

	2014-15 \$	2013-14 \$	2012-13 \$	2011-12 \$	2010-11 \$
Assets	1,002,000	883,000	519,000	499,000	618,000
Liabilities	470,000	448,000	278,000	348,000	393,000
Equity	531,000	435,000	232,000	151,000	225,000

## Where are Money Goes Total Expenditure \$3,171,000



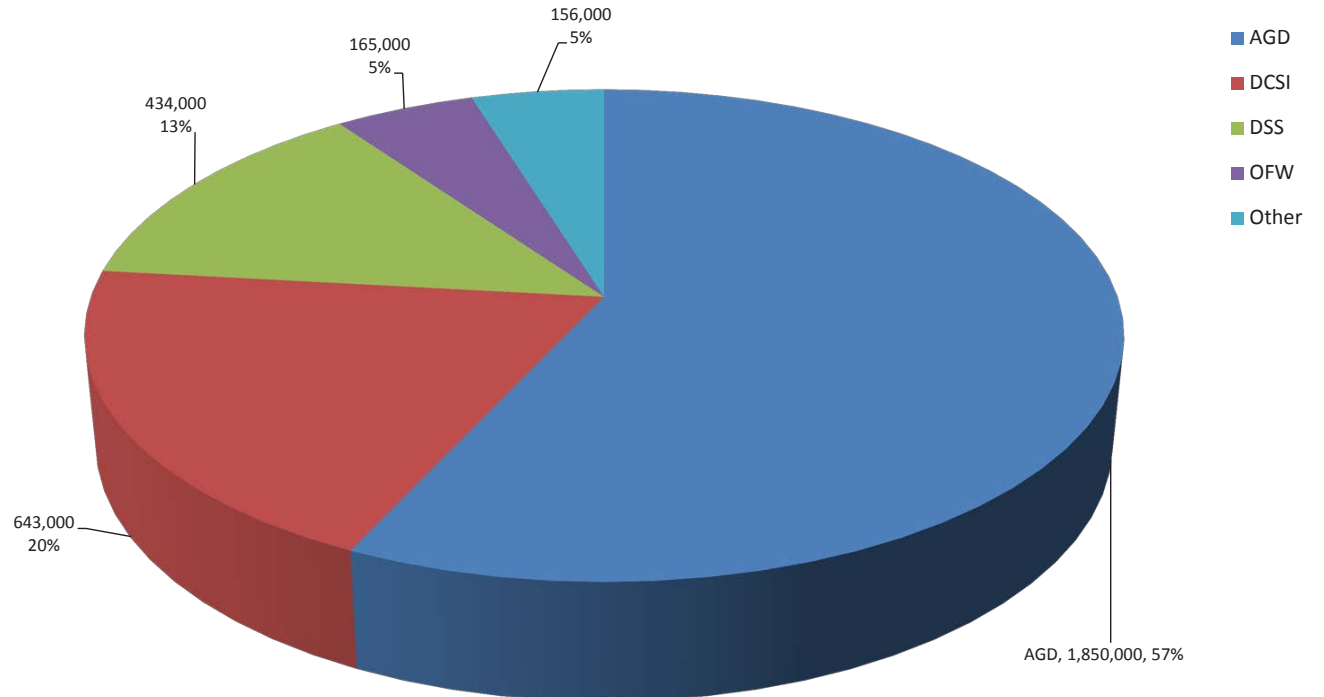
## What We Owe - Liabilities

Payroll Liabilities	262,000
Annual Grants	114,000
Other Payables	94,000
<b>TOTAL LIABILITIES</b>	<b>447,000</b>

## What We Own - Assets

Term Deposits & Cash at Hand	382,000
Prepayment & Receivables	85,000
Fixed Assets	88,000
Share Investments	447,000
<b>TOTAL ASSETS</b>	<b>1,002,000</b>

## Where our Money Comes From Total Income \$3,248,000





## **SUPPORTERS** **VSS Volunteers**

Volunteering goes to the heart of VSS. In 1979 victims of crime established VSS under the leadership of Ray Whitrod in order to provide mutual support and to advocate for improved services and rights for victims.

Today, VSS volunteers support victims of crime across all metropolitan and regional locations. Volunteers make a significant difference to the lives of individual victims by supporting them through the court process as court companions and through advocacy and research.

*VSS wishes to thank all volunteers that so generously give their time, energy and commitment to assist victims and advocate for victims rights.*



## SUPPORTERS *VSS Staff*

Working with and alongside people that have suffered from the effects of crime is often rewarding, but demanding work. Our team of 35 staff work tirelessly to ensure that victims receive a high quality, responsive service that supports them to cope and recover. Their dedication, skill and commitment to victims of crime is admirable, and we thank them for the key role they play in making a difference in our community.

We particularly thank librarian Fiona Hemstock who in 2014 retired after 13 years at VSS. Fiona played a key role in establishing the VSS Resource Centre as the largest victimology resource in the Southern hemisphere. We wish her all the best in her retirement.

## SUPPORTERS

### VSS Funding Bodies

Attorney-General's Department (SA)  
Department for Communities & Social Inclusion (SA)  
Families SA, Department for Education & Child Development (SA)  
Office for Women (SA)  
Department for Social Services (Cth)  
Office for Volunteers (SA)  
Department for Screen & Media - Flinders University  
Community Benefit SA

### VSS Corporate Supporters

Beyond Bank  
Australian Motors

## VSS Community Partners

SAPOL  
Australasian Society for Traumatic Stress Studies (ASTSS)  
Uniting Communities  
Disability Advocacy & Complaints Service of South Australia (DACSSA)  
Dignity for Disability (D4D)  
Centre for Crime Policy & Research - Flinders Law School  
Adelaide Law School  
Faculty of Arts, University of Adelaide  
Addressing Violence Alliance  
School of Social & Policy Studies - Flinders University  
School of Psychology - Flinders University  
YWCA  
Relationships Australia SA  
Yarredi Services  
Paddocks Community Centre





Victim Support Service  
11 Halifax Street  
(PO Box 6610 Halifax Street)  
Adelaide SA 5000

P: 1800 VICTIM (1800 842 846)  
E: [info@victimsa.org](mailto:info@victimsa.org)  
W: [www.victimsa.org](http://www.victimsa.org)

**BERRI**  
2a Ahern Street

**MOUNT GAMBIER**  
Mount Gambier Courthouse  
41 Bay Road

**MURRAY BRIDGE**  
Unit 2, 1 First Avenue

**PORT AUGUSTA**  
Port Augusta Police Station  
106 Commercial Road

**PORT LINCOLN**  
Mortlock Clinic  
52 Mortlock Terrace

**PORT PIRIE**  
106b Main Road

**WHYALLA**  
Whyalla Police Station  
3 Whitehead Street



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[@VictimSSsa](https://twitter.com/VictimSSsa)