



Annual Report

2014/15

Our Vision: A Full Stop to Sexual Assault and Domestic Violence

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Chairperson's Report



In the last financial year, Rape & Domestic Violence Services Australia's income increased by 12.5%. At a time when community and media interest in family and domestic violence has never been greater, this

has allowed a much-needed increase in counselling provision. Additional funding since has meant continued growth, and the organisation is now operating at capacity.

At the annual Board Planning Day in December last year, members reviewed outcomes of the October Governance Workshop, looked at aspects of strategic direction, and carried out a SWOT analysis for an evaluation of Board effectiveness. They also developed a program of Board professional development, to be combined with discussion of other quality improvement measures in a Board-only segment prior to monthly meetings, and undertook an extended review of the organisation's Governance Manual - to be introduced in the near future.

"It is every person's human right to live their life free of violence, and when violence occurs, it is their right to expect high quality and best practice support in their recovery"

Organisational Values

During the year we farewelled Lizzie Mulder from the Board and welcomed new members Susan Price, Eloise Howse and Betty Hounslow. They bring a valuable range of skills and experience to the Board.

In 2015 the organisation undertook its External Accreditation Review against the Quality Improvement Council's Standards for Health and Community Services, successfully meeting all eighteen standards, exceeding two standards and earning highly commended status on two others.

"We must end sexual assault and domestic violence, full stop. There are those who see a problem, and those who will not give up until they find a solution. Finding a solution is what the Full Stop Foundation is all about"

Tara Moss, Patron, Full Stop Foundation

In October, the first meeting of the Management Committee of the Full Stop Foundation endorsed the Constitution and Business Plan for the Foundation and approved legal and financial requirements enabling it to function as a not-for-profit charity for fundraising and sponsorship purposes and when approaching trusts and foundations as potential sources of funding.

About Us

Rape & Domestic Violence Services Australia is a national service which supports those whose lives have been impacted by sexual assault, domestic and family violence. The organisation provides trauma counselling by telephone, online and face to face as well as behaviour change counselling for men who have used or fear they may use violence in their relationships. Rape & Domestic Violence Services Australia has a suite of training programs which target sector capacity building and prevention.



Above: NSW Premier Mike Baird with Clinical Director Jackie Burke, Executive Officer Karen Willis and Ethical Leadership Researcher Professor Moira Carmody at the Premier's visit to the organisation's premises.

Rape & Domestic Violence Services Australia maintains a research agenda which underpins all services, and its activities are subjected to quality assurance, process and outcome evaluation.

Rape & Domestic Violence Services Australia staff are represented on a number of state and national bodies and provide input into the national agenda in responding to and preventing sexual assault, domestic and family violence. The organisation has maintained its international accreditation status for the past seven years and achieved two 'exceeds' in its 2015 external review.

Rape & Domestic Violence Services Australia is a proudly feminist organisation with its beginnings in the women's liberation movement and its practice soundly evidenced.

The organisation is clear that it is every person's human right to live their life free of violence, and when violence occurs, it is their right to expect high quality best practice support in their recovery. Rape & Domestic Violence Services Australia seeks to ensure these rights are achieved.

Establishing Full Stop Foundation

The Full Stop Foundation was established by Rape & Domestic Violence Services Australia to secure additional funding to expand its support services and prevention programs through a range of avenues, including trusts, foundations and other philanthropic sources, corporate sponsorships, community fundraising and the provision of training and other services on a fee for service basis.

The initial focus of Full Stop Foundation has been on answering every call and supporting the Aboriginal Women's Sexual Assault Network, 'Hey Sis, We've got your back'.



Above: NSW Police Commissioner Andrew Scipione, Minister for Women and Minister for the Prevention of Domestic Violence and Sexual Assault Pru Goward MP, Carmel Tebbutt, Full Stop Foundation Patron Tara Moss, Executive Officer Karen Willis, former Governor of NSW Dame Marie Bashir, Natasha McLaren-Jones MLC, Sophie Cotsis MLC at the Launch of the Full Stop Foundation at NSW Parliament House.

About Sexual Assault and Domestic Violence

1 in 4 women in Australia will experience sexual assault, domestic or family violence at some stage in their life. Domestic violence is the number one contributor to death, disability and ill-health in women aged 15 to 44 years. This violence occupies 40% of Police resources. More than 70% of those in mental health institutions, drug and alcohol rehabilitation services and jails have or are experiencing sexual assault, domestic or family violence trauma. 1 in 20 who experience domestic violence and 7% of those who experience sexual assault are adult men with the offender commonly being other men. In 2009 KPMG identified the cost to the Australian community of sexual assault and domestic violence to be \$13.6 billion. Without action KPMG predicts that by 2021 the cost will be \$15.6 billion.

The impact of sexual assault, domestic and family violence on the individual is trauma. In supporting a person toward recovery, appropriate interventions which target the stage of trauma recovery the person is experiencing is vital. This work is best undertaken by highly trained and skilled trauma specialists such as those employed by Rape & Domestic Violence Services Australia.

Our Watch, the national organisation established to raise awareness and engage the community in action to prevent violence against women and their children, has identified that the key underlying cause of sexual assault, domestic and family violence is gender inequity. To begin the process of preventing this violence, behaviour change, reducing gender inequality and promoting respectful relationships is essential.

Trauma Symptoms

| Category | Symptoms |
|------------------------------------|---|
| Intrusions | flashbacks, nightmares, intrusive thoughts |
| Avoidance | avoidance of people, places, activities, thoughts or feelings associated with the trauma |
| Hyper arousal | difficulties sleeping and concentrating, heightened anxiety and/or anger, exaggerated startle response |
| Alterations in mood and cognitions | negative beliefs about the self, others or the world, inability to experience positive emotions, distorted cognitions about the causes or consequences of the traumatic event/s, negative changes to mood |

Stages of Trauma Recovery

| Stage | Characterised by | Interventions |
|--|---|--|
| Contemplation and Preparation for Safety | <ul style="list-style-type: none"> - trauma impacts - questions about the cause - hopes the offender will change - relationship discomfort, and ambivalence - perception of diminished ability to leave | <ul style="list-style-type: none"> - safety planning and problem solving - education regarding human rights - psycho education - raising motivation and developing readiness for establishing safety - risk management |
| Establishing Safety | <ul style="list-style-type: none"> - help seeking to establish safety from perpetrator which may include interacting with Police/ criminal justice/ legal systems - articulation of desire to have the violence end - trauma symptoms often severe | <ul style="list-style-type: none"> - safety assessment, planning and crisis intervention - assessment of needs, interagency case work - building self efficacy & emotional regulation skills - maintaining motivation for life free of violence - trauma symptom management strategies |
| Trauma Processing | <ul style="list-style-type: none"> - is now safe from violence - frequent and severe trauma symptoms - desire to make sense of the experience of violence - overwhelming emotions, poor emotion regulation, grief and mourning - poor self-efficacy - interpersonal difficulties - difficulties with focus and attention | <ul style="list-style-type: none"> - Trauma Focussed Cognitive Behaviour Therapy - Sensorimotor and other body-centred Psychotherapies - Narrative Therapy - Schema Based Therapy - Dialectical Behaviour Therapy - Acceptance and Commitment Therapy - Psycho education - reinforcement of safety |
| Reconnection | <ul style="list-style-type: none"> - interpersonal difficulties - desire to contribute positively, and achieve personal goals such as education and employment - attachment related difficulties | <ul style="list-style-type: none"> - interpersonal skills development - development of social networks - maintain positive coping strategies - build self efficacy & capacity to achieve personal goals |

Counselling Services

Rape & Domestic Violence Services Australia delivers a range of trauma specialist counselling services.

NSW Rape Crisis

For 40 years counsellors have been offering counselling 24/7 to those in NSW whose lives have been impacted by sexual assault. In 2005 Rape Crisis Online, the first online counselling service for those who had experienced sexual assault, was established. In the 2014/15 financial year, NSW Rape Crisis provided 8,153 occasions of service to people in NSW with 1,946 of those being to new clients to the service.

Community Based Counselling

The Community Based Counselling Service was established in 2009 and provides trauma processing counselling to women who experienced sexual assault in childhood from six Women's Health Centres in NSW. In 2014/15 the service provided 1,364 counselling sessions.

1800RESPECT

This national 24/7 telephone and online counselling service for anyone in Australia whose life has been impacted by sexual assault, domestic or family violence has been offered by Rape & Domestic Violence Services Australia since 2010. In 2014/15 Rape & Domestic Violence Services Australia offered 44,837 contacts. Over 13,000 of those were with or on behalf of new clients to the service.

Sexual Assault Counselling Australia

Sexual Assault Counselling Australia is the national telephone counselling service and one of three NSW face to face counselling services for those who have been impacted by the Royal Commission into Institutional Responses to Child Sexual Abuse. In 2014/15 the service provided 12,552 occasions of service with 422 of those being face to face.

The counselling services offered by Rape & Domestic Violence Services Australia include:

Therapeutic Planning

When clients first contact Rape & Domestic Violence Services Australia counselling services, counsellors utilise a crisis intervention model of therapeutic intervention. Where a client contacts six or more times, or where it is evident earlier in the counselling interaction that the crisis intervention model is not meeting the client's needs, a therapeutic plan is developed.

The therapeutic planning process will identify a number of key goals the client wishes to achieve. An assessment of the client's needs and a review of other services the client may be accessing will be undertaken, the aim being to identify gaps in service provision. The therapeutic plan will include strategies for achieving the client's goals and a review timeframe.

Supporting Supporters

While the focus of the telephone and online services is the person who has experienced the violence, family, friends and professional supporters can also contact. Research indicates that a supportive response from family and friends and at 'point of first disclosure' is critical to the person's decisions and recovery. For family or friends, counsellors assist them to understand and manage their responses to the violence and then work with them to develop strategies to best assist the person they are calling about. For professionals, counsellors offer clinical consultation, referral, debrief and vicarious trauma management.

Clinical Care Networks

Where, in the therapeutic planning process, it is identified that the client is accessing other services Rape & Domestic Violence Services Australia counsellors will seek consent from the client to consult with those providers. The aim is co-ordination to achieve consistent and integrated service provision.

Men's Behaviour Change Counselling

In 2013 Rape & Domestic Violence Services Australia began providing behaviour change counselling to young men who had or feared they may use violence in their relationships. Initially a four week assessment is undertaken where client motivation to change and willingness to engage is determined. Where assessment deems that counselling may be effective, a further 20 sessions are offered. Assessment and evaluation is ongoing throughout the program. Each client is asked to nominate two others who will provide feedback about the client's behaviour.

The counselling focuses on holding accountability for violent behaviour, impacts on others, concepts and cognitions that enable the behaviour choice, triggers for the behaviours and behaviour modification skills and strategies.

Rape & Domestic Violence Services Australia hopes to expand this model of working with young and early offenders to change behaviours before such behaviours become ingrained.

"I was arguing with my girlfriend and I felt my fist come up. I thought 'oh....I am turning into my father'"

Client, Men's Behaviour Change Counselling

Consultation

In addition to counselling services, the organisation delivers a range of consultation to organisations in the sector on a fee-for-service basis.

External Supervision

For some organisations provision of in-house clinical supervision is not possible. A number of clinicians have contracted this essential component of any quality counselling service to Rape & Domestic Violence Services Australia. This allows for the expansion of trauma specialist knowledge and assists practitioners to provide high quality client counselling.

Management Support

Several organisations have approached Rape & Domestic Violence Services Australia to provide mentoring, training and support in relation to their governance and management models.

Vicarious Trauma Management

Vicarious trauma is the number one Work Health & Safety injury in the sexual assault, domestic and family violence sector. Vicarious trauma is the impact of trauma stories on the worker. As a work health and safety issue, Rape & Domestic Violence Services Australia has utilised evidence based practice to develop a tailored program to address and reduce this risk. In the past psychological injury from vicarious trauma was a common workplace injury at Rape & Domestic Violence Services Australia. The organisation is proud that its management of vicarious trauma program has resulted in no psychological injury to its staff for over ten years.

Training

Rape & Domestic Violence Services Australia offers training on a fee for service basis. Income generated supports the organisation's counselling services. The training focuses on two program areas: sector capacity building and prevention of gender based violence. In 2014-2015, the organisation delivered 47 sessions that were attended by 1,095 people.

Vicarious Trauma Training

The Vicarious Trauma Training program has been developed from the research and experience of Rape & Domestic Violence Services Australia. It is provided to organisations that have similar work health and safety risks due to their work with traumatised populations.

Responding with Compassion

For anyone who may have someone say "I have experienced sexual assault, domestic or family violence". The training covers myths and realities, statistics and the law, impacts on the person and how they may present, what to say and do and what not to say. Information about support services and Police, how to assist someone to access those options, and managing the vicarious trauma impact is included.

Crisis Intervention

This one day program for practitioners is based on the work of A.R. Roberts (2000). The seven stages intervention is the first response model used by Rape & Domestic Violence Services Australia telephone and online counsellors.

| Stage | Objective |
|----------------------|---|
| Define the problem | From the clients perspective and work from there |
| Building safety | Both internal and external |
| Providing support | Reduce feelings of being out of or unable to control |
| Exploring options | Approaches to managing the problem |
| Making plans | Action and coping strategies |
| Obtaining commitment | Move to action, assessment of client engagement with the plan |
| Providing referral | Services and plans to meet all of the client's needs |

Specialist Trauma Counselling

The Rape & Domestic Violence Services Australia Trauma Specialist Counselling Training provides qualified and experienced counsellors with an intensive training program that increases their capacity to work with those who are impacted by complex trauma. Complex trauma is a common impact for someone who has experienced a life of violence including sexual assault in childhood and adolescence, and domestic violence in relationships.

The Trauma Specialisation Counselling Training is a two week program. It has been provided in three locations in NSW over the last 12 months. Rape & Domestic Violence Services Australia is now seeking to provide the training in other locations across Australia.

Ethical Leadership

Corporations are beginning to be part of the solution to domestic violence by offering domestic violence leave and other supports to valued staff who are escaping domestic violence. The Ethical Leadership program seeks to support this work by offering 'responding with compassion' training to the 'go to' people in corporations, and ethical leadership training for the organisation's leaders and culture setters. This enables corporations to be confident that the people who are approving domestic violence leave and establishing safety plans for the employee and the workplace, are fully resourced and capable. The training also seeks to build an organisational culture which affirms to staff that assistance will be offered with dignity and respect in an environment where it is well accepted that the responsibility for the violence lies with the offender.



Above: A Rape & Domestic Violence Services Australia Trainer delivering introductory training.

Research

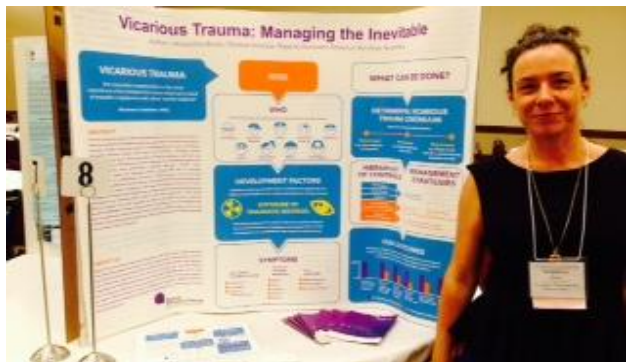
All work of Rape & Domestic Violence Services Australia is underpinned by research.

In the first instance, enquiry regarding current national and international evidence of best practice is undertaken. This information is used to develop service provision or practice guidelines. Staff members are then trained according to these best practice models. Process and outcome evaluation strategies and quality assurance processes are established. The work is then reviewed against key evaluation outcomes. Quality improvements are implemented and where a number of years have passed the initial research is repeated.

In 2014/15, Rape & Domestic Violence Services Australia completed six research projects:

- Best Practice Guidelines for people who have experienced or are at risk of Forced Marriage
- Best Practice Guidelines for people who have experienced or are at risk of Female Genital Mutilation
- Best Practice Manual for Specialised Sexual Assault, Domestic and Family Violence Counselling, 3rd ed.
- Counselling Service Modalities and the Needs of Australians affected by Sexual, Domestic and Family Violence
- Assessing and Treating Sexual Assault based PTSD according to DSM-5 criteria.
- Ethical Leadership – Active solutions to challenge gender based violence

In 2015/16 the organisation will continue its research work in relation to Sex & Ethics, Ethical Leadership and Vicarious Trauma.



Right: Jackie Burke presenting at the 12th Hawaii International Training Summit: Preventing, Assessing & Treating Trauma Across the Lifespan

Projects

Aboriginal Women's Sexual Assault Network

'Hey Sis, We've got your back'

The 'Hey Sis' program aims to identify, network, resource and support Aboriginal women who are the 'go to' women when sexual assault happens in their communities.

The model for the program is consistent with the United Nations model of empowering women as agents of change in their communities. Hey Sis does not seek to implement white systems on or into Aboriginal communities. Instead it brings the organisation's knowledge of sexual assault, trauma and systems to support those who know their communities and culture and are active in their support of those who have experienced sexual assault.

Eleven two day meetings of the Hey Sis network have been held to date, and over 150 Aboriginal women have joined the network. A lack of recurrent funding continues to impede the network's progress.



Above: Hey Sis Project Workers Dixie Link Gordon and Ashlee Donohue at Koori Radio

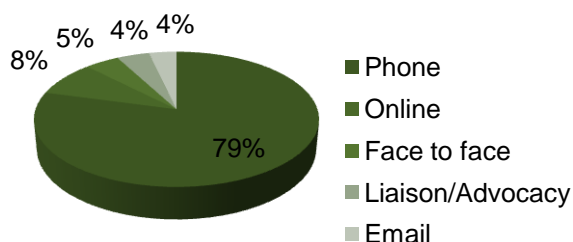


Our Clients

In the reporting period, Rape & Domestic Violence Services Australia provided counselling on 53,043 occasions. See below demographic information for these clients.

Statistics

Contact Type

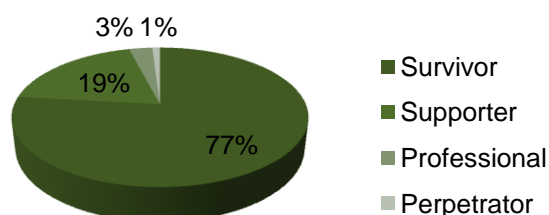


Mary's Story

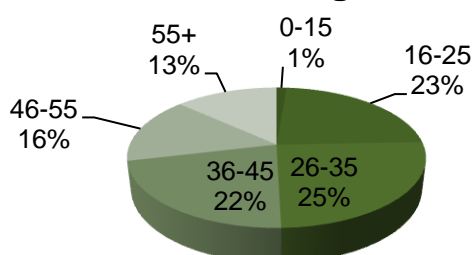
Rape & Domestic Violence Services Australia's counselling services respond to thousands of people affected by sexual assault and domestic violence each year.

The 'average' client, who we'll call "Mary, not my real name" is a woman aged between 26 and 35, who contacts the organisation via telephone from an urban location on the eastern seaboard. She speaks to a counsellor for approximately 26 minutes seeking support to recover from her own experience of violence, particularly about how she can maintain safety for herself and her children after leaving a violent relationship. She accepts referral to Police or a legal service, and after speaking with the counsellor, is transferred to a domestic violence support service in her state.

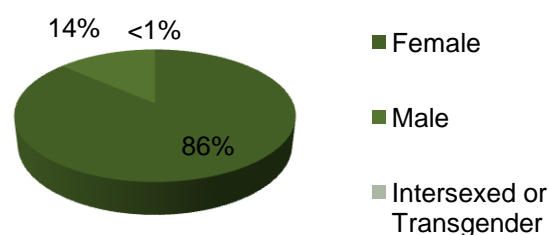
Client Category



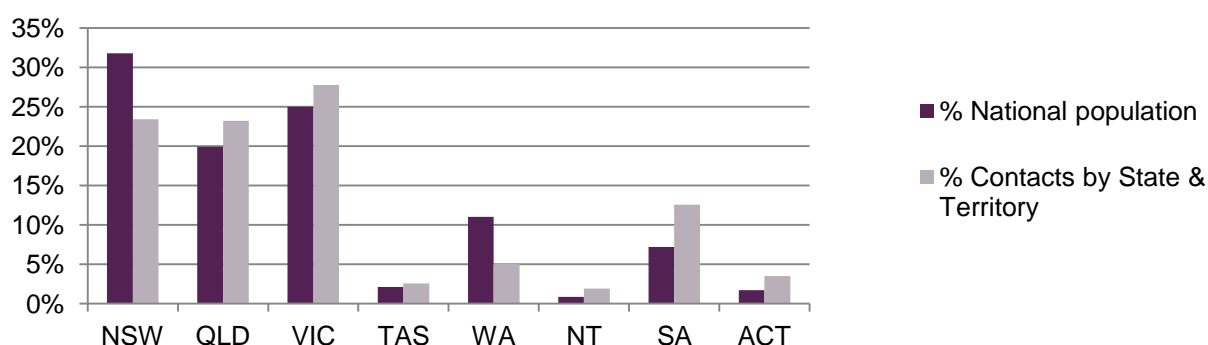
Client Age



Client Gender



Contact Comparison to Population



Alignment with NSW and Australian Plans

NSW Health Plan

| NSW Health Plan | Rape & Domestic Violence Services Australia |
|---|---|
| Keep people healthy through prevention and early intervention | <ul style="list-style-type: none"> 24/7 telephone and online counselling community located sexual assault counselling sexual assault prevention programs behaviour change counselling |
| World-class clinical care by providing high quality, patient-centred clinical care 'first time, every time' | <ul style="list-style-type: none"> research based practice qualified trauma specialists practitioners, quality assurance, improvement and evaluation imbedded internationally accredited |
| Integrated care that patients and their carers can easily navigate | <ul style="list-style-type: none"> technology used to enhance service access clinical care networking service partnerships |

National Plan Change Foundations

| National Plan | Rape & Domestic Violence Services Australia |
|---------------------------------------|--|
| Strengthen the workforce | Trauma training for practitioners and workforces |
| Integrate systems & share information | Partnerships and networks with services across Australia |
| Improve the evidence base | All practice grounded in research |
| Track performance | All practice evaluated |

National Plan to Reduce Violence against Women and their Children

| National Plan | Rape & Domestic Violence Services Australia |
|---|--|
| Communities are safe and free from violence | <ul style="list-style-type: none"> Systems advocacy Membership of State and National Boards, Councils and interagencies |
| Relationships are respectful | <ul style="list-style-type: none"> 10 years work with the evidence based Sex & Ethics program |
| Indigenous communities are strengthened | <ul style="list-style-type: none"> 2 years Hey Sis - project development and support Management and trauma training for Safe Houses NT |
| Services meet the needs of women and their children experiencing violence | <ul style="list-style-type: none"> National 24/7 telephone, online and face to face counselling |
| Justice responses are effective | <ul style="list-style-type: none"> Participation on Boards and Councils Training for NSW Police |
| Perpetrators stop their violence and are held to account | <ul style="list-style-type: none"> Behaviour change counselling |

Change the Story – A shared framework for the primary prevention of violence against women and their children in Australia

| National Plan | Rape & Domestic Violence Services Australia |
|---|--|
| Challenge condoning of violence against women | <ul style="list-style-type: none"> Right to freedom from the crime, responsibility always with the offender, violence is a product of patriarchy. 21 national and international presentations, membership of 9 state and national bodies, 80 systems advocacy events all in relation to violence against women. 40 years of feminist activism in Australia. |
| Promote women's independence and decision making | |
| Challenge gender role stereotypes | |
| Strengthen positive, equal and respectful relationships | <ul style="list-style-type: none"> Sex & Ethics and Ethical Leadership programs. |

Quality

Rape & Domestic Violence Services Australia is accredited to the Quality Improvement Council's Standards for Health and Community Services.

Accreditation

The organisation completed its third external review in February 2015.

All 18 standards were met and the organisation 'exceeded' requirements on the standards relating to sector contribution to good practice, and community and professional capacity building.



The organisation was highly commended for safety and quality integration, high quality clinical services and collaboration and strategic positioning. Staff skills, leadership within the organisation and across the sector, and effectiveness of vicarious trauma management were also commended.

Quality Improvements

The organisation is committed to quality improvement in all areas of its work. The following are examples of the significant quality improvements that have been made during the reporting period:

- **Client File Database** has been upgraded to enable more complex, multi-dimensional reporting. The upgrades enable the organisation to better access data to inform planning processes and improve service provision.
- **E-Library** has been enhanced to improve the accessibility of all hard and soft copy clinical resources and reference materials across the organisation.

Collaboration

Rape & Domestic Violence Services Australia values its partners in the public, corporate and private sector.

Rape & Domestic Violence Services Australia has worked with the **NRL** since 2005 on its Playing by the Rules program. This year that partnership has been formalised. Joint projects and promotional events are being planned.

Dianne J Nilson Solicitor has been a long term partner. Di has provided pro bono incorporation and contract legal advice for over 14 years.

Shine Lawyers is a recent partner. Adair Donaldson from Shine, provides regular pro bono review of the organisations legal databases and legal in-service training for staff.

Rape & Domestic Violence Services Australia has always been proud of its association with **Professor Moira Carmody** from Western Sydney University. This year the organisation has been able to engage her as a consultant to the Full Stop Foundation. Her immense knowledge and skill in the prevention of sexual assault through education is foundational to this area of the organisation's work. In addition, **Dr Kath Albury** from the University of NSW has come on board. Their work in establishing the Ethical Leadership program is equipping the organisation to meet future demand.

The organisation is grateful for pro-bono support from **DLA Piper**, who reviewed the organisation's wages and conditions policy and employee agreements.



Above: Clinical Director Jackie Burke and Executive Officer Karen Willis with Erin Brokovitch, Adair Donaldson and the team from Shine Lawyers

Governance

Rape & Domestic Violence Services Australia is an Incorporated Association under the Incorporated Associations Act.

A Board of twelve women are elected by the membership at the Association's Annual General Meeting.

The role of the Board is to provide strategic and governance direction to the organisation and ensure the organisation meets its legal requirements to government, its entities and the organisation's staff.

Financial Reports

Rape & Domestic Violence Services Australia's total income for the 2014/15 financial year was \$8,795,650 representing a 12.5% increase on the previous year. At the 30 June 2015 the organisation employed, 108 staff equalling 70.8 FTEs. 85% of the organisation's income was allocated to wages and 70% of wages was allocated to direct clinical service provision.

Thank you

To the many across Australia who spend their days working to support those who have experienced sexual assault and domestic violence, Rape & Domestic Violence Services Australia would like to say thank you. Many have worked for years in the NGO sector providing compassionate, caring and responsive services often in a high demand, low resource environment.

Some work in the criminal justice system to hold offenders accountable for their actions. Others undertake research and seek to understand the causes and consequences of sexual assault and domestic violence and how we can all do what we do better.

Many work for government and develop policy or provide quality services. There are Government and Corporate leaders who are using their influence to improve systems and prevent violence against women.

We thank all of you for your work, vision and passion. We very much enjoy working with you and debating best practice with you. We consider that all of us together are a very privileged group. We are all able to say we make a difference. Thank you one and all.

Financial Report

| | | |
|---------------|---------------------------|------------------|
| Income | Grants | 8,194,146 |
| | Fundraising and Donations | 122,223 |
| | Training and Contracts | 382,149 |
| | Other | 97,130 |
| | Total Income | 8,795,650 |

| | | |
|--------------------|-------------------------------|------------------|
| Expenditure | Wages and On-costs | 7,502,877 |
| | Administration | 450,503 |
| | Maintenance, Equipment and IT | 274,448 |
| | Professional Development | 184,397 |
| | Resources and Travel | 364,034 |
| | Total Expenditure | 8,776,258 |

| | | |
|----------------|----------------------|--------|
| Surplus | Transfer to Reserves | 18,464 |
| | Balance | 5,488 |

Contact

Counselling Services

| | | |
|---|---|--|
| 1800RESPECT | 24/7 telephone and online counselling for anyone in Australia affected by sexual assault, domestic and family violence. | 1800 737 732 www.1800respect.org.au |
| NSW Rape Crisis | 24/7 telephone and online counselling for anyone in NSW affected by sexual assault. | 1800 424 017 www.nswrapecrisis.com.au |
| Sexual Assault Counselling Australia | For anyone impacted by the <i>Royal Commission into Institutional Responses to Child Sexual Abuse</i> . | 1800 211 028 www.sexualassaultcounselling.org.au |

Other Services

| | | |
|---------------------|--|--------------|
| Training | Carol Gutierrez Training Manager | 02 8585 0349 |
| Consultation | Hana Walker Research and Consultation Manager | 02 8585 0325 |
| Fundraising | Susan Johnston Relationships Manager | 02 8585 0346 |



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