



Canberra Rape Crisis
Annual Report 2018.19



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Canberra Rape Crisis Centre

- Sexual assault counselling for women, children, young people, families and men
- Crisis and Counselling Line
- Canberra Rape Crisis Centre Education and training

Crisis Line (02) 6247 2525
7am–11pm, 7 days a week

SAMSSA (02) 6247 2525
(support for men)

Nguru (02) 6247 2525
(support for Aboriginal and Torres Strait Islander community members)

Business/Finance (02) 6287 3618

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CRCC

a quick look

The Canberra Rape Crisis Centre (CRCC) is a non-government, not for profit, feminist organisation working to eliminate sexual violence against women, young people, children, families and men.

CRCC is committed to excellence in service provision, diversity, collaboration, innovation and social justice. CRCC works in partnership within systems in the ACT to ensure that victims of sexual assault and their supporters receive the best possible response, as well as practices that are grounded in international guidelines in the treatment of sexual assault and child sexual assault.

CRCC provides a 24 hour crisis call out service to police and forensic services every day of the year, a crisis and counselling telephone support service between 7am–11pm (7 days a week), and counselling and group work to survivors of sexual assault and their families and supporters.

CRCC also provides education, training and professional consultation to agencies and private practitioners.

CRCC is a complex and unique agency that encompasses: a service dedicated to supporting men, Service Assisting Male Survivors of Sexual Assault (SAMSSA); a dedicated Aboriginal and Torres Strait Islander community service, Nguru; providing crisis and counselling support for the impacts and effects of recent and historical trauma, and specialised programs in schools, making CRCC nationally unique for the diversity

of services provided within one agency. This forms part of the reason CRCC is heavily involved in systemic advocacy on local and national levels to broadly advocate for all survivors of sexual violence in policy and practice developments into the future.

CRCC has also received funding through the Department of Social Services (DSS) for Royal Commission Support Services to support people who have been sexually assaulted as children within institutions, groups and industries through the provision of counselling, crisis support and information—provided in person and over the phone. This funding has spanned to Redress and will continue under this banner into the future.

Through a partnership with the ANU CRCC has a Staff member on campus to try and address the issue of sexual assault on university campuses. CRCC also has a present partnership with the Australian Sports Commission to provide crisis services to those affected by sexual misconduct.

CRCC's influence and expertise for the past 4 decades in the ACT has meant that many individuals, groups, agencies and government officials have been supported to address sexual violence in a strategic and informed way.

content

A quick look at CRCC	1
Organisational chart	3
Strategic Plan 2015–18	4
Chair's report	7
CRCC Board	8
Chief Executive Officer's report	10
Treasurer's report	12
Services Director's report	13
Services	15
Statistics	23
Community engagement	24
Organisational strengthening	30
Comings & goings	31

Mission:

Within a Feminist Framework, be an active, visible catalyst for social change through high quality services

Values:

Respect, Collaboration, Empowerment, Innovation

Organisational chart



strategic plan 19–22

This plan informs our planning and reporting activities by providing a set of objectives and a framework for achieving these objectives over the next 3 years. It underpins our organisational budget, operational business plans, annual reports to Staff, Executive, The Board, performance reports to Government and our Annual Report.

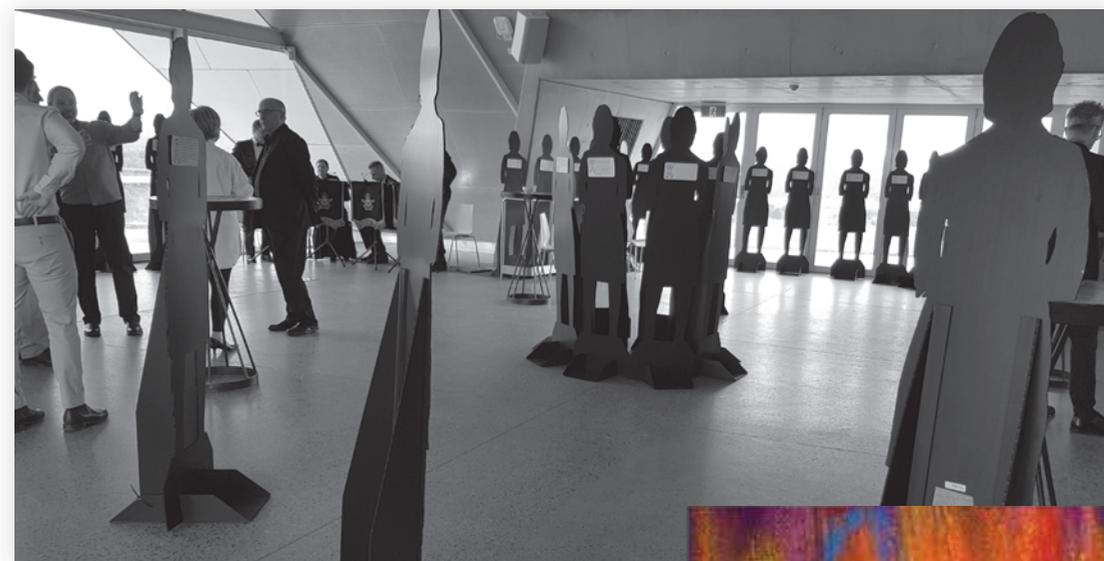
To eliminate sexual violence against women, children, young people, men and families

Strategy 1 – Community Engagement and Social Justice

Strategy	Priorities	Success Indicators
<ul style="list-style-type: none"> Maintain links to the historical Feminist Movement recognising that Rape Crisis Centres are part of a global Feminist network and are agents for social change, as well as crisis, support and advocacy services. Advocate and increase awareness and knowledge of the causes and impacts of rape, sexual violence, and child sexual assault locally, nationally, and also internationally. Influence systemic and social responses to sexual violence in all its forms through all levels of Government. Forge links internationally through the focus of the United Nations on sexual assault, child sexual assault, slavery and trafficking of children and women, including those within war and combat zones. Build and maintain collaborative productive relationships with key agencies to address the structural causes of adult sexual violence and child sexual assault and improve justice responses. Market and strengthen the recognition of CRCC as the key sexual assault services provider in the ACT Region. 	<ul style="list-style-type: none"> Work with Royal Commission Support Services to improve responses and support survivors of child sexual assault within institutions. Positive relationships with exis Media, community awareness campaigns and events to continue to raise awareness about sexual violence and the impacts. 	<ul style="list-style-type: none"> The number of opportunities to raise the CRCC public profile sought with increased references in media, government and other forums. Increased community awareness about the impacts of sexual assault and child sexual assault through the media, community campaigns, systemic advocacy, and awareness raising events. Increased requests for participation on panels, committees, forums, training partnerships. High level of visibility at key strategic meetings both locally and nationally. Systemic advocacy is prime in all areas of CRCC planning. Networks developed and maintained.

Strategy 2 – Organisational strengthening

Strategy	Priorities	Success Indicators
<ul style="list-style-type: none"> Build and maintain an organisational culture and environment that values and supports all workers and Board members to deliver outcomes of excellence. Respectful relationships are promoted. Demonstrate good governance through an engaged, professional Board of a diverse group, focussed on the broad strategic direction of the CRCC. Maintain strategic leadership with a strong policy and procedural framework to guide the agency. Build solid foundations for staff through their professional development to deliver the best outcomes possible for CRCC clients. Welcome and encourage diversity and innovation amongst our membership and staff. 	<ul style="list-style-type: none"> Always focus on building a culture where staff are valued and respected through: <ul style="list-style-type: none"> Appropriate support mechanisms, including debriefing and supervision, are in place for staff. Continuous improvements in services are achieved through monitoring, review and action. Professional development for staff. Risk management and continuity planning is in place and functioning. Membership growth of the Association to further develop the foundation of the services provided. 	<ul style="list-style-type: none"> Organisational culture and values are assessed through performance management, feedback, and other processes. The needs of staff working in a crisis setting that responds to sexual violence are identified, implemented, and prioritised. Informal and formal staff support mechanisms in place and reviewed for effectiveness. Staff demonstrate contemporary best practice in all aspects of work. Service and business quality indicators are measured and reviewed regularly. All relevant policies, procedures, risk management, business continuity plans are in place and reviewed annually. Workplace health and safety and risk management is part of all work and monitored for effectiveness. Continued growth in Association membership.



Strategy 3—Services

Strategy	Priorities	Success Indicators
<ul style="list-style-type: none"> Services to survivors and their supports seeking assistance for sexual assault and child sexual abuse, whether the trauma has been recent or historical. Telephone crisis response to those seeking support for the impacts of sexual violence. A 24 hour call out service to police and medical forensic services. Counselling, court support and advocacy for women, children, young people and men, who are survivors of sexual assault, their families, and supporters. Work within existing local, national, and international efforts to ensure that complex trauma frameworks are well understood within structures to address slavery, trafficking, and child prostitution, as well as rape used as a weapon in war and rape within military and combat personnel. Support for those seeking support and information about the Royal Commission into Child Sexual Abuse within Institutions. Community support and engagement, capacity building, and counselling for people from Aboriginal and Torres Strait Islander communities. Training and Community Engagement Programs. Services providing support, advice, engagement and advocacy for the elderly and those with a disability, in home or institutional care, for recent and/or historical sexual assault. Supporting engagement with the Indigenous community in assisting Elders to connect with Indigenous young people. Developing strategies with schools to assist in the prevention of sexual assault, and assisting with policy and procedures for disclosure of sexual assault and child sexual assault. 	<ul style="list-style-type: none"> Services for survivors of recent sexual assault, those who have been sexually assaulted in the past, and for those sexually assaulted as children within families, institutions, and other settings, are provided through crisis and call out services, telephone support, advocacy, counselling, group work, outreach, and other support services. Reduce barriers for groups and communities who face multiple difficulties of disadvantage, disability, or culture, to accessing sexual assault services through innovating programs and strategies that fill gaps and better meet the needs of community groups accessing CRCC services. Maintain service practice with international best practice guidelines and continue to develop and engage the community in specialist training services. Maintain service funding and seek alternate funding for new innovations and growth. Maintain visibility of the impacts of child sexual assault, trafficking and slavery within and outside of warzones and the military to support the important focus of UN Women in these areas. 	<ul style="list-style-type: none"> Crisis and first response service is maintained with an increasing number of services provided. Counselling groups, advocacy, and support services are provided to survivors of sexual assault and child sexual assault. Survivors of child sexual assault are supported to report to the Royal Commission into Sexual Abuse within Institutions. Clinical practice is continually updated in line with international best practice. Community engagement and specialist training programs are provided. Funding levels remain stable with increases to meet new service demands demonstrated. Client feedback on services and education programs is used in quality review and improvement of service provision.

chair's report

I have been privileged to be Chair of the Board of this wonderful organization for 12 months now and when thinking about how to describe and summarise the nature and achievements of the last year the words resilience and growth come to mind.

Growth is ongoing, which is both a sad reflection on society due to the need for our support but also a commendation for the community as a whole who continue to uphold and support our services. It is also an accolade to Government, both local and commonwealth departments for their ongoing funding. This active response to the increase in demand enables us to sustain our work and to grow and support our staff.

There are so many people who are the very substance of our organisation. The most significant are our clients, who are so courageous in seeking help, sometimes after carrying the load for years after the abuse occurred. Their determination to survive, to heal and to develop new personal skills, no matter how hard the journey, is extraordinary.

It is our staff who, by necessity, accompany our clients through their traumatic journeys and they deserve our recognition, gratitude and sincere praise for the work they do. Their expertise in such a significantly challenging area of need is invaluable. We regularly receive feedback from clients about how immensely valuable our staff are to them. There are some quotes from service users scattered throughout this report. I encourage you to take a minute to read them. You will be inspired and humbled.

The staff cannot function effectively in isolation. I am incredibly appreciative of our CEO, Chrystina Stanford and our Service Director Penny Pestano for the supervision and constant support that they give our staff. I often wonder how it is even possible that they achieve all that they do in any given day. I think they do too!

I am grateful for the ongoing social climate which ensures that government recognizes the need to support their traumatised constituents to seek help by investing in services assisting victims of sexual violence. We are particularly fortunate to have a CEO and SD who are well skilled and focused in lobbying, identifying opportunities to improve our services and build the capacity of CRCC to be recognised nationally as a leader in responding to the complex issues surrounding sexual violence.

It has been an honour to have been Chair of the Board of CRCC during the last 12 months. It has been a privilege working together with the other hard working Board Members, all of whom are very busy women who find space in their busyness for this deserving organisation. I am looking forward to continuing working with them during 2020.

Lessli Strong
Chair of the Board of CRCC.

CRCC board

▪ Chair	Lessli Strong
▪ Deputy Chair	Amy Sydney-Robinson
▪ Treasurer	Amy Donoghoe
▪ Secretary	Catherine Elrick
▪ Members	Maeve Castles Kate Ord Juliet Moody Rosemary Dupont

Lessli Strong - Chair

Lessli has been a practicing Solicitor since 1984. She specialises in family law, domestic violence and child welfare. She has been a researcher, instructor, lecturer, mentor and examiner in family law. Lessli established and manages an esteemed sole practice legal firm, specialising in family law, domestic violence and child welfare matters. She represents children in the Family Court, the Federal Circuit Court and in the ACT Children's Court.

Lessli has been the Vice President and founding member of the Canberra and Region Family Law Professionals Association. She was a member of the advisory panel for the introduction of Working With Vulnerable People legislation in ACT and also a member of the advisory panel for Introduction of Sexual and Violent Offences Legislation Amendment legislation in ACT.

Amy Sydney-Robinson – Deputy Chair

Amy is a Senior Solicitor at the ACT Government Solicitors. She has recently returned to practising law after taking up a policy role at the Justice and Community Safety (JaCS) Directorate in 2015, where she progressed to Assistant Director in the area of legal assistance. Previously Amy was a senior lawyer at Meyer Vandenberg Lawyers, as well as the legal counsel, accounts manager and secretary of the Board of a family operated business. Amy has a Bachelor of Law (Honours) from the Australian National University, a Certificate IV in Financial Services (Bookkeeping) and a Certificate of Mediation.

Amy Donoghue – Treasurer

Amy is a qualified accountant and a Member of the Institute of Chartered Accountants (CA). She has been working in the accounting industry since August 2012 and is currently employed for a private practice in Canberra that has been operating since 2003. Amy holds a Bachelor of Accounting from the University of Canberra and has experience in working with not-for-profit organisations since she started accounting.

Catherine Elrick - Secretary

Catherine is a Human Resources Manager who has worked in various Government agencies for over 30 years. She has worked on major projects the most recent being the development of a recruitment strategy and action plan for the recruitment to 130 positions located in the Australian Pesticides and Veterinary Medicines new office in Armidale NSW. Previously she has worked in injury management, provided support and advice to senior managers on performance management and Workforce Planning and is currently working in the Department of Agriculture in HR strategy. Catherine is in the process of obtaining a Certified Practitioner in Human Resources through the Australian Human Resources Institute.

Maeve Castles

Maeve is a Registered Psychologist with 25 years' experience in counselling. She brings to the Board expertise in managing services which provide counselling to a broad section of the community, including in her current role as Head of Counselling at Canberra Institute of Technology. She has a strong commitment to the public provision of mental health and counselling services in the ACT, with a particular focus on services for members of the community who have experienced disadvantage. Maeve is a former member of the Executive Committee of the Australia and New Zealand Student Services Association.

Kate Ord

Kate is an Assistant Director in the Commonwealth Public Service with 23 years of experience in a variety of service roles mainly in HR. In her early 20s, she taught self-defence for women and girls including working with survivors. In 2018, Kate managed the Australian National University's Respectful Relationships Project responding to the Australian Human Rights Commission's report into Sexual Assault and Sexual Harassment in Australian Universities. Over her career, she has developed many policies and procedures and coordinated/provided training on Sexual Violence Prevention and Response, Domestic and Family Violence and Work Health and Safety. Kate brings a thorough knowledge of government processes and an excellent understanding of policy frameworks to the Board. As a former Union Secretary and Chair of a departmental Disability and Carers Network, Kate also has a background in advocacy. She has a Bachelor of Science from the Australian National University and a Certificate IV in Work Health and Safety.

Rosemary Dupont

Rosemary joined the CRCC Board in January 2019. She has prior experience on two other Boards; Institute of Arbitrators and Mediators Australia and Pedal Power ACT. She has a good understanding of Board procedures, governance and HR and comes with a keen interest in feminist issues. Rosemary originally trained in Social Work but since 1995 has run her own company specialising in dispute resolution and HR consulting.

Juliet Moody

Juliet Moody is a comedian, musician and writer, best known for her role as the short-half of musical comedy duo Sparrow-Folk. In 2016, she founded the Fearless Initiative - a charity organisation using comedy as a platform to raise funds and awareness for victims of family violence. The organisation has raised over \$100,000 for charities supporting survivors in the ACT community. The initiative was created to mark 10 years free from her own experience of Family Violence and to provide hope for other victims. Juliet was recently recognised for her work in violence prevention in the community as a finalist in the 2018 ACT Australian of the Year Awards.



chief executive officer's report

As we bring yet another year to a close, it has been filled with the usual colourful array of emotions and events. This is the way of working against violence- there are ups and downs- made more extreme by the subject matter. Because sexual violence is so shocking and horrific whenever it occurs- it means that the dynamics, emotion and systems around the issue are often as horrendous as the crime itself.

There are no insignificant actions that can occur in relation to violence of this type- a fact that is often not understood by the broader community. If we were to minimise the impact- it would minimise the pain and distress of all those harmed by sexual violence. It is the energy of the rights of our clients that we take to every meeting, consultation, event. They place great trust in us to allow us to speak for them- and it is a responsibility we take seriously. We are grateful they allow us act with them and for them

in so many situations- and we are grateful and privileged to be able to assist.

Sexual violence remains the most difficult form of violence for all of us as a society to eradicate, respond to and makes positive gains within. CRCC joins nationally in many areas to ensure the voices of those who matter most are present and work hard locally to ensure that sexual violence is visible within government and systems planning.

We struggle to represent our clients in every forum and equally struggle with the fact that we cannot be everywhere at all times. There is a cost to clients and the community if CRCC cannot attend an event hosted locally or nationally- which can also weigh heavily upon us.

We have strengthened partnerships nationally and we continue to work with the Australian Sports Commission to provide national support to those affected by sexual violence within sport. We have welcomed the newest partnership with Medibank Private to deliver 1800Respect. This is important work for the ACT and national response to sexual assault. It provides greater access for those sexually assaulted within the ACT to a crisis response and we look forward to progressing this important work. We also continue to work with DSS to provide Redress Services to those impacted by the Royal Commission in to institutionalised sexual assault.

We have tried to focus internally this year to stabilise the organization within a state of growth and change. This is crucial to maintain the quality of services provided by CRCC and a positive workplace for our Staff. It is a significant challenge to maintain the focus of the organization. We have developed a new strategic plan to assist us going forward in to the next three years- as well as undertaking work on policies and IT development. Despite the fact this work occurs behind the scenes it is both exciting and pioneering to

build meaningful outcome frameworks in to our IT platform. I thank Mike and his team at BT-Automation for his loyalty and amazing innovation in this area. Mike has worked alongside CRCC for a decade now and we would not have achieved our current position without him.

I am grateful to the Board of CRCC who have risen to the challenge of working with us, regardless of the situation, with respect and admiration for what CRCC represents. CRCC is a strong viable organisation because of those who are involved in the Board and Staff team. I thank our Service Director for all her efforts and drive to ensure that the goals of our Organisation remain ones to be proud of- for her support towards the Board and Staff team. Again this work is not always obvious- but it is highly valued by all of us. My thanks also to the Chair and our new Admin Staff for all their efforts as we are stronger and more able, with solid support behind us.

To the CRCC Staff- Thank you for working with each other with respect and care. CRCC thrives by all of you working together- and as a result clients are better able to work through the impacts of the crimes committed against them. The work we do is important, and each call, callout, session and meeting is crucial to the survival of all of those coming to us for help. It is not easy work, so thank you for being with us as we navigate the organisation's present and future. Every role within CRCC is invaluable as it assists the other parts of the Organisation to progress as well.

Our clients remain the reason we push ourselves and achieve so highly individually and systemically. They are at the centre of all that we do and we hope they benefit from our efforts.

Thank you always for your support

Christina Stanford
Chief Executive Officer



treasurer's report

This year has seen the Centre continue as a financially robust and viable organisation through accountable and transparent financial management and reporting processes. With increasing costs CRCC's Budget planning for the coming year has been particularly tight, with as much funding as possible deployed to the crisis services, to maintain service provision at a level that meets the needs of the community.

I would like to thank the continuing oversight of accounts, particularly Jaclyn Curtis from Anthony Curtis & Co Pty Ltd, for ensuring that there are no irregularities in the accounting and internal control systems, that CRCC has complied with all aspects of contractual agreements, that all assets and insurable risks are adequately covered by insurance, and for assistance with correct distribution of funds across programs, both locally and nationally.

If you would like a detailed copy of the CRCC audited financial statements please email crcc@crcc.org.au.

Amy Donoghue
Treasurer

All recurrent funding for the Centre is received from the ACT Government. During the financial year, the following funds were received (ex GST):

Department	Amount	Program
National Affordable Housing Agreement, Social Housing and Homelessness Services, (SHHS), Community Services Directorate (CSD)	\$680,418	Adult Women and Children's Counselling Team
Community Services Program (CSP), CSD	\$521,167	First Response Team and Community Education Program
Sexual Assault Reform Program, Justice and Community Safety (JaCS) administered by CSP, CSD	\$139,688	First Response Team
Prevention of Violence Against Women, (CSP) CSD	\$162,317	Adult Women and Children's Counselling Team
CSP, CSD	\$173,228	SAMSSA
CSP, CSD	\$162,501	Nguru
Total Recurrent Funding	\$1,839,319	

In addition, the following grants were received during the financial year:

Department of Social Services	\$354,000	Royal Commission Community-based Support Services
Total Grant Funding	\$354,000	
Australian Sports Commission	\$369,507	Responding to sexual misconduct
ANU	\$110,093	FTE counsellor on campus

service director's report

I had naively thought the pace of CRCC couldn't expand any further, silly me!! This year has seen amazing work by all members of the varied teams throughout CRCC. We have had a number of new staff join us during this financial year, and all new members have made significant contributions to our service. There has been the need for structural adjustments to assist with the expansion of services that are in the plans of CRCC. The adjustments made by all team members, throughout the changes, is always appreciated and everyone has been diligent and patient throughout this time, thank you.

Counselling at ANU has continued to grow and stabilise. CRCC have had a presence within ANU for many years prior to the counselling service being on campus. It has been extremely pleasing to see the acceptance of all involved with ANU both staff and students, and the support that we are able to give students who have been impacted by sexual violence.

Nguru continues to strengthen, entering into four more schools this year. Seeing 160 young people, 15-20 in each school, supporting them to gain more knowledge of their culture and country and also gaining a greater understanding of

themselves and what they would like to achieve in their own lives.

Crisis has seen some changes to process, to accommodate the substantial increase in call outs to Police and Hospital (medical/forensic). The extension of our On Call component to cover 24 hours has assisted the Crisis staff to continue to cover Phone calls and Intake Assessments for clients. The On Call staff member is the first responder to call outs to Police or Hospital, enabling staff in the building to continue their direct work with clients. All round a great success!

Counselling staff support clients with recent or historical sexual trauma, frequently complicated by multiple or complex trauma carried across their lifetimes. Our counsellors are committed to supporting these clients through some of the most challenging and difficult times in their lives. Our crisis counsellors provide support between counselling sessions, and also during callouts to FAMSAC, SACAT and the ACT Court system. Advocacy is a fundamental part of a counsellor's role and this partnering with the clients to navigate the justice, housing, welfare and employment systems provides clients with that additional support to create better lives for themselves.

The Royal Commission into Institutional Responses to Child Sexual Abuse has changed focus to the Redress Services. This has seen many clients who have completed the private consultations, contemplate their next steps and their involvement with Redress applications. We are continuing to provide ongoing and valuable support and services to those who have participated in the Royal Commission, and continue with Redress. These clients are often highly complex survivors of historical, sustained child abuse and our counsellors have worked hard to support survivors in this group.

All our counselling staff continue to focus on their professional development through undertaking a range of programs and courses that help them keep abreast of changes and to ensure that we continue to deliver services to valid international standards. Many of our counsellors are also instrumental in offering professional training and educational sessions to professionals, schools and stakeholders. Internally, all staff seek support and guidance in their practice through regular in-services, group discussions and coaching.

Furapy and Healing Puppies has grown over the year, with a number of dedicated owners getting very close to certified Service Dogs. It has been such a pleasure working with the owners and their pups and seeing the vast improvements with both members of the team. It is not only the pups that learn through this program, the owners also learn how to communicate with their pups and gain a wealth of confidence in themselves and their ability to train their furry friends. Our Furapy Pups are also busy, always ready to lend a helping hand with clients across the service, supporting through reports to Police, attending schools during training. Mahlee, Daisy, Charlie, Darci and Bessie are also extremely happy to know that their skills are appreciated and useful. They appeared in The Canberra Times this year in an article about their work with CRCC. CRCC has witnessed firsthand

the importance that our Furapy and Healing Puppies can bring to both counselling and the lives of clients impacted by trauma.

I often pinch myself that I still love working with the team at CRCC, I cannot imagine gaining the same level of satisfaction working anywhere else! I feel extremely privileged to work, firstly with our clients, and secondly amongst a team that hold their values high and commit on a daily basis to doing their very best to deliver a service that is completely focused on supporting our clients, advocating on behalf of those who are disempowered or who lack a voice within our systems and community.

Penny Pestano
Service Director



program manager's report

This year has seen an organisational review and structural changes to CRCC's delivery services, including the establishment of a Program Manager position. We have also welcomed two new Program Coordinators due to the expansion of CRCC's role and services.

We are pleased to be offering families and communities services, which also includes, an interpreter service; accessibility for disability; culturally and linguistically diverse backgrounds. CRCC is also continuing to offer support within ACT to Australian National University (ANU) students and Australian Sports Commission (ASC), consolidating on some excellent work initiated by the CEO and Service Director in previous years.

CRCC's program delivery now includes sexual assault crisis counselling service for ANU students and annual sexual assault training program for staff and students. Similar awareness training is also provided for Department of Foreign Affairs (DFAT) staff who are likely to be deployed overseas.

The need for quality crisis counselling in the Canberra region unfortunately continues to grow,

but CRCC evolves service delivery quickly to meet the immediate needs of diverse groups and communities. Our dedicated telephone crisis line provides a consistent, confidential and safe environment for survivors to seek advice and support on a daily basis. CRCC phone counselling staff are trained to respond using a trauma model of counselling, along with call out support provided to survivors of sexual assault as they engage with hospital, police and the courts. This is an extremely valuable service which is greatly appreciated by clients as they feel they have been heard and valued.

We are also pleased to continue our long history of supporting our clients with ongoing face-to-face counselling services to support them in their rehabilitation and in overcoming their trauma. Recovery can be a difficult, long term process requiring great endurance from clients.

We continue to welcome new staff to the team, and I cannot thank staff enough, both past and present for their dedication to what is often a challenging, but valuable and rewarding vocation.

I feel extremely honoured to take up the Program Manager role and help establish the next evolution of CRCC's service delivery within such a professional team with a strong feminist view and commitment to social justice and a fair and equitable society.

Reshmi Dudley
CRCC Program Manager

services

CRCC provides a very broad range of specialist sexual assault services to the Canberra community, and now on a national front in our work with the Australian Sports Commission, Stakeholder engagement with NASASV (National Association Services Against Sexual Violence), 1800Respect Steering Group, the Royal Commission into Child Sexual Assault within Institutions- Redress Services, and the very important work of the National Plan to Reduce Violence Against Women and Children.

These services include:

- Crisis Intervention
- Counselling and Group Work to women, children, young people, families and men
- Support to attend Police and Forensic Services
- Systemic and individual advocacy for clients with government and other agencies
- Community engagement, education and training
- Primary prevention through the Sexual Assault Primary Prevention Program in Secondary Schools (SAPPSS) and the Nguru Primary School programs
- Royal Commission support services to those sexually assaulted as children within institutions
- Systemic Action-Social action through representation on a broad range of local and national forums and expert reference groups.

Despite the enormous efforts there are still gaps in our service systems response to sexual assault but perhaps there is more of an appetite to hear those around us and try and help.

The remaining gaps, are perhaps the most challenging ones in the violence field. It is important for us to consider how we may close the existing gaps to provide survivors with access to justice- and also reduce the overall health burden of untreated trauma. In these years of being more aware of the prevalence and impacts of sexual violence it is the right time to do this properly, knowing the impacts of what will occur if we do not focus on changing things permanently now.

The most serious and largest identified gaps in CRCC service provision remain the same each year in basic terms the same as previous decades.

The gaps within therapeutic responses to children and young people as opposed to statutory responses will assist us to address issues such as the scourge of child sexual assault with in the family. These are the areas we will continue to call on Government and the community to ensure that people who have been harmed through any type of sexual violence are able to seek help- and that the appalling prevalence of child sexual assault in all its forms is finally reduced. I looked at the section below which highlights the most significant gaps in the broad area of sexual violence- and at the risk of repeating ourselves I thought they should remain as areas of priority for CRCC systemic advocacy both locally and nationally, and remain as highlights for immediate attention, especially for those affected by sexual violence in the following highlighted groups.

■ **Disability Communities.** We currently live in a society where sexual violence impacts women with disabilities at rates of 70-90%. This is more than double the rate of sexual violence than those without disabilities. Further problems arise in access to justice. This is because of the lack of 'reliability' those with disabilities are seen to have as witnesses in what is a brutal process within the criminal justice system. Despite the terribly high statistics, the Royal Commission, and the National Plan to Reduce Violence Against Women and Children, the prevalence rates for sexual assault against this population remain shamefully high.

■ **Aboriginal and Torres Strait Islander Communities.** Children in these communities are 2 to 4 times more likely to be sexually assaulted than their Anglo counterparts. Broadly child sexual assault affects 1 in 3 girls and 1 in 6 boys. Child sexual assault has been identified as a crisis in Aboriginal communities. There has been research report, after task force, after intervention – yet the rate of sexual assault remains a national disgrace. Aboriginal communities are left behind when the speciality area of domestic and family violence focuses towards the mainstream. Child sexual assault is hideous in its impact and without access to services that are appropriate and therapeutically based, child protection systems remain the first point of contact. The crisis of the system overtakes the chance for healing and history compounds the impact – and the unintended health burden of untreated trauma continues. CRCC plans towards the gaps in who seeks assistance from our service. As a result of current gaps CRCC began to focus on the needs of young Aboriginal men, who are incarcerated at very high rates in the ACT and other parts of the country. We have focused the Nguru Program to begin to run groups within schools to try and reach young men in a different framework of support than juvenile justice systems to try and provide connection to pride and culture to try and combat the complexities faced

■ **Young Women.** The worldwide movement of sexual violence on university campuses has been well known particularly in Australia, but also in the ACT jurisdiction. The ACT has very large on campus student populations within its universities – and also large populations of international students. International students and young women are extremely vulnerable to sexual assault – because of the fact that offenders of sexual violence are very adept at targeting vulnerability. Young women have slipped through the national focus on domestic and family violence through the illegitimacy of their relationships, and variances beyond the traditional view on living arrangements held by marriage. Because of societal preference on the definition of 'marriage' other groups such as LBGTIQ young people are also not reached in the DV/FV net however they feature as a priority group in all national plans and research, in the same way the two groups above also feature. It is reasonable to conclude that if 'movements' are not meeting the needs of the people within white middle class cohorts then the vulnerable of the 'young women' groups are not being met to further extent. Young people require serious thought and action as they are an investment in the future and contribute significantly to the community and economy post university. It could be said that many parts of the community could contribute more if they were not managing the impacts of untreated trauma.

■ **Child Sexual Assault.** This is perhaps one of the most difficult areas in which to gain progress and awareness, mostly because we find the fact that adults harm children sexually so abhorrent. This reaction however is not reinforced by the criminal justice system if the case finds its way to court. Despite the community outrage that exists with this issue we continue to work within a system of law that minimises the impact of such trauma on children. Minimal prison sentences remain commonplace with this type of crime.



It is a very disconnected process, where we are horrified, we do not understand – so in response we minimise the impact. It then becomes yet another failure impacting upon the lives of children. Children are betrayed by sexual assault – largely perpetrated by those with the task of caring for children or loving them – who betray their vulnerability – and the system designed to protect them becomes further betrayal. Human rights are often spoken of in this space. However, the question of whose human rights we are speaking of is worth some question, so that it does not result in the protection of the most powerful rather than the most vulnerable.

The waiting list always weighs heavily on staff as each person on the waiting list is in serious crisis, and also at significant risk. With the increase of people on a waiting list for counselling, there is also an increase in demand for crisis appointments, as we use crisis appointments to try and manage waiting time in counselling and as a risk management tool. This year 726 crisis appointments were provided to people in immediate need. Past statistics show that greater awareness through media, discussion brings greater demand through our Crisis Line.

Intake appointments were just below a record high of last year, with 500 Intake appointments for counselling. This is over one new client to the agency each day just seeking counselling.

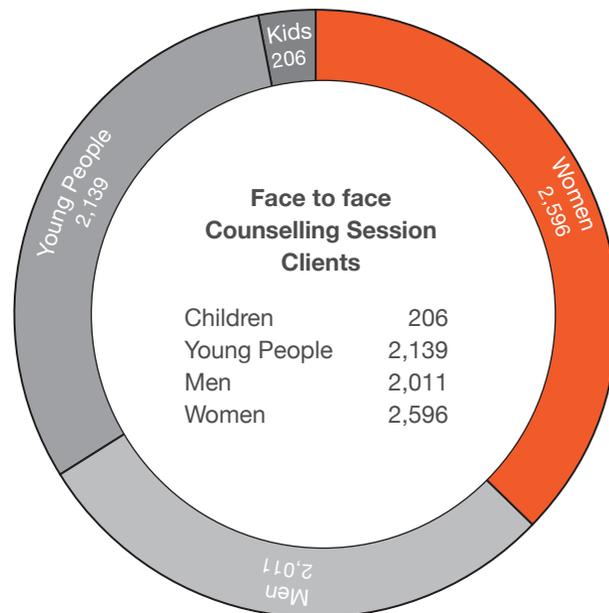
It is expected that these numbers will continue to increase, which is positive because it means more people are seeking support rather than living with the ongoing and often very isolating impacts of sexual violence. The difficulty is being able to provide the support people are seeking with limited resources.

Face to Face Counselling Services

Counselling services are provided to women, children, young people, men, families, and supporters who have been affected by sexual assault. In this reporting period there has been continued growth in demand for services, with CRCC providing 6952 counselling and crisis sessions to women, men, children, young people and families.

CRCC is ultimately very supportive of the National Plan platforms because it gives focus and outcomes in areas that are so emotionally diverse. This provides an opportunity to use resources more effectively in both Government and all other systems. It focuses our Country, and enables important conversations to occur

Despite CRCC working effectively with systems and government in the local community, our counselling services have been stretched to try and meet the increased demand. The waiting list for counselling at CRCC hit a high never seen previously in our history, going over 100. Despite the welcomed increase in funding, and support, by ACT and Commonwealth funding people.



Nguru Program

The Nguru Service has expanded further in the past year. The current programs are now operating in primary and secondary schools; Namadgi school, QBN High School, KingsFord Smith school, Wanniasa High School, CIT students at Reid, Gold creek high school, Harrison school, Kaleen High School. The focus of the programs is to connect Aboriginal and Torres Strait Islander children and young people to Culture as a platform of safety from which trauma work can then occur.

We are very fortunate to have Wayne and Regan from the Nguru program come to Gold Creek School each week. Our students – mostly boys in years 7 to 10 – enjoy a range of cultural and sporting activities with Wayne and Regan. Our students enjoy learning about their culture through practical activities such as making coolamons, and cooking kangaroo curry. Wayne and Regan are very knowledgeable and are always happy to share their knowledge with the young men involved in this important program. Our students have built strong relationships with Wayne and Regan as positive male Indigenous role models and very much look forward to the Nguru





The Nguru program started at UC High School Kaleen at the beginning of term 2 2019. Our school has a large Indigenous population and we saw the need to try and implement something to better engage our indigenous students. A number of our indigenous students were becoming disengaged, were experiencing behaviour issues and their attendance was often poor.

In talking with Wayne and Regan the Nguru program really appealed to our school and it certainly hasn't disappointed. The Nguru program has not only improved their connection to their culture, but also the wellbeing outcomes of our indigenous students. Students report that the instructors are positive indigenous role models. Wayne and Regan have developed good connections and relationships with the students in the program, which is evidenced by their high attendance on program days. Students often comment on their excitement for the program each Friday.

Students also report that the program has also helped students identify better with their culture. A positive experience was when students were given the opportunity to go to the Cotter on a 'On Country' excursion. While on the excursion, they learnt about how Ancestors would have used the land to survive. Students also got the opportunity to take some natural resources to make some Indigenous artefacts and tools. These resources were taken back to school where students made clap sticks and bundi's.

As a participating school, we would highly recommend this program for the benefits it has provided for our students."
UC High School Kaleen

There has been a positive uptake from schools to facilitate the programs and the Nguru staff have also been pro-active in terms of seeking project funding to assist with materials for the groups. At present there are 160 children and young people in the groups across 8 different schools. The program operates every week of the school term. At the end of the term there is a closing ceremony for the group which offers an opportunity for engagement with the families of the children and young people.

There has been a very positive response from the teachers, children and their families in terms of increased engagement in understanding Culture, attending school, and pride. We are extremely heartened and pleased by the enthusiasm attached to the programs and are examining options for expanding the program.



Royal Commission Support Services

The Royal Commission into Institutional Responses to Child Sexual Abuse has finalised the recommendations and changed focus to the Redress Services. CRCC and SAMSSA continue to work within the Redress system to assist this very harmed group of clients. We now focus on the 11 issued papers published by the Royal Commission, to make our future safer for children.

Four thousand institutions have come to the attention of the Royal Commission and 2,300 cases have been referred to the authorities. The focus now is gaining the input from more organisations which will assist all impacted by institutions to continue with their submissions.

As reported in previous annual reports two thirds of the 8,000 private sessions were from men who had never before told their story to anyone. Most survivors who reported said they wanted to make a difference for survivors of the future which is the most common reason any victim of sexual assault reports to police or goes to court.

Service Assisting Male Survivors of Sexual Assault (SAMSSA)

SAMSSA continues to respond to an increasing number of men and their families seeking support through impacts of sexual assault. This year we have had 2011 men have sought SAMSSA services, with Aboriginal men and supporters represented at 20% in this program.

The demand for SAMSSA services remains high with the number of men seeking support increasing every year, this year being the

most substantial increase we have seen since SAMSSA's creation. The help-seeking behaviours of men vary from those of women and often come later in life than with women. Many men at SAMSSA do well in therapy due to the fact that they have connection to family and community, unlike their female counterparts, who due to the fact they were victimised by men have little trust in men, and as a result are not in relationships. The trajectory for 'success in therapy' is made more possible by their employment, and connection to relationships.

There are a high number of Aboriginal men accessing SAMSSA services, as well as outreach to the surrounding prisons for men seeking support to attend the Royal Commission.

Furapy and Healing Puppies

CRCC have known through research and practice that Therapy dogs can bring great benefit to counselling. Giving a level of support, grounding and confidence to clients while discussing, what can be, extremely distressing topics. CRCC has established an amazing team of Furapy Puppies, all bring their own skills, intuition and characteristics to their work.

Mahlee Charlie Daisy Darci Bessie



We have five pups that began their Assistance Healing Puppy Program early 2018, all are now impressive in their interactions with clients, to an exceptional standard. The changes that are apparent in all Healing Puppy teams just makes the heart smile.

CRCC at ANU

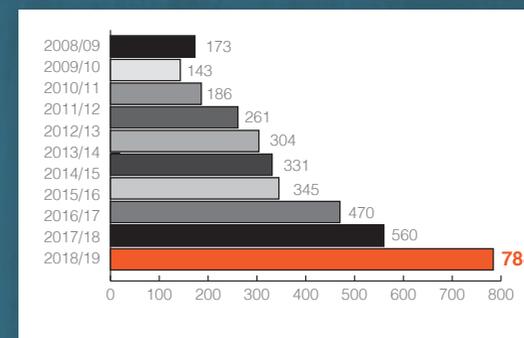
This year, has seen the continuation of the Canberra Rape Crisis Centre on campus, to assist students both survivors of sexual assault as well as the supports of sexual assault. CRCC maintains the support of the Australian Human Rights Commission Report 'Change the Course', published on 1st August 2017. The prevalence of sexual assault at universities is evident, therefore, having a sexual assault service on campus is crucial for all students impacted by sexual violence. Being on campus enables CRCC to provide a better quality response and sexual assault counselling services to victims. CRCC is committed to ensure our relationship with the students of the Australian National University remains and continues to improve.

This initiative continues to lead the way nationally, with CRCC's CEO Chrystina Stanford stating that the 'move was unlike anything [she was] aware of anywhere else in the country'. Many universities have general counselling services available, and some specialised sexual assault counsellors available on different days throughout the week, it has shown that a counsellor available five days a week is required, as the available counselling sessions have been at capacity for at least six months of the past year.

Counselling on campus remains funded by both ANU and the ANU Students' Association in a 60/40 split respectively, following unrelenting advocacy by students and strong support from CRCC. The service is listed on the ANU website page for student assistance under 'Where can I go for help?' and has been widely published in both ANU and Canberra media. Although there are ongoing calls for further action to address sexual assault at the ANU, this is an important step forward for the University and for CRCC, bringing a vital service to one of Canberra's biggest communities, and setting a strong example on the national stage.

statistics

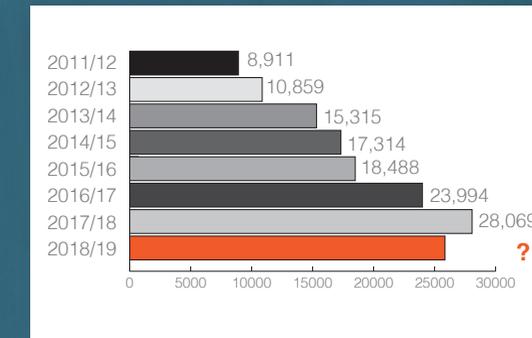
Call-outs



Total Call-outs 784

A record number of call-outs to police and forensic services has also been provided this year. A total of 784 call-outs were provided. This includes support for women, children, young people, men and their supports; parents; partners, are also assisted during these reporting processes. CRCC focus remains a priority to provide crisis services to all that are in need. Call outs are not restricted to Police or Hospital, we also attend schools, stakeholder premises and Universities for support. Often when counsellors attend call-outs there can be more than one person requiring support. Counsellors are required to balance the support required by the victim of sexual assault with the support needed by others in attendance. Call-outs can also require a long period of time when a number of processes are attended to. CRCC staff remain very grateful for the important relationships with police in general duties and the specialist SACAT teams, as well as the medical practitioners at FAMSAC and CaRHU.

Crisis line



Total calls to the Crisis Line 25,848

This year CRCC has also responded to the highest number of calls to the crisis line in the Centre's history. We have reported this upward trend each year for the past eight years. This year there were 25,848 calls responded to by CRCC. This is an increase on the 23,994 calls responded to by crisis counsellors in the previous year. This increase is consistent with previous years as calls increase by several thousand each year. Callers to the crisis line can be in a very broad range of crises, from being triggered in a work place to a first disclosure of sexual assault within a family. Callers often require support to be able to continue throughout their day, and the grounding offered through the crisis line can assist with this process.

Clients of CRCC on the counselling waiting list and also those being offered counselling in the programs at CRCC often utilise the crisis line to assist them to manage specific issues arising for them. Sometimes the crisis is as a result of external events, and other times it is the result of internal feelings or memories surfacing.

Whilst the counselling process follows a distinct process centred in safety, and no CRCC services ever seek to uncover memories of abuse, it is sometimes part of the process that memories may surface in the course of counselling, and this is normal to the process of speaking about trauma.

Trauma memories are sometimes not at the surface due to the fact that they are painful and unbearable at times. CRCC support and crisis services seek to assist clients to live with their trauma in a way that no longer harms them.

All too often clients involved with CRCC are also receiving support from mental health services and the crisis line also provides an important support service to those people. CRCC offers a different framework for responding to crises, and contact with the crisis line can reduce the internal sense of overwhelm many clients experience, meaning that contact with mental health services is not required for a particular day.

It is crucial that trauma survivors be supported to understand that it is normal to react to trauma and sexual violence, and that it is sexual violence itself that is not a normal event. Despite the high prevalence rates of sexual assault in all its forms in our community, the responsibility always lies with the offender/s and we should never become 'used to sexual assault' within our communities.



community engagement

Community Engagement Program

Community engagement is a crucial aspect to CRCC's broader service delivery. Historically, community engagement and education has been central for Rape Crisis Centres to achieve societal change reducing prevalence rates of sexual violence, as well as attitudinal change central to victim blaming. It is evident that sexual and other types of violence are an abuse of power. Sexual violence occurs in a society where there is gender inequality and where power exists for some groups and less power is held in others. Unfortunately, many victims of sexual violence are women and children, and most perpetrators of sexual violence are men. At CRCC we are aware that sexual violence will continue whilst ever we accept a society where the power is not evenly distributed, and therefore is abused.

In this year CRCC has been able to provide 45 sessions of education to the community, including DFAT, schools, universities, ANU, government departments, hospitals, community organisations and generalist groups of professionals. CRCC welcomes the opportunity to speak about the impacts of sexual violence but also very importantly 'how to respond to disclosures of sexual assault' by others.

Despite the lack of funding for school programs, schools continue to request community engagement sessions, as well as one on one support for students and families within different schools. There is significant demand for services at CRCC from a range of different learning institutions. The problem remains that this support is often crisis driven without a sustained approach that addresses cultural issues over the longer term.



their community. It is still a global event, and still carries the same protest that we live in a time where sexual assault is still a crime that affects so many people each day.

Last years' Reclaim the Night was extremely successful, focusing on 'young people'. We continued our campaign using the traditional feminist symbol of a raised fist in a Venus symbol. There was a great turn out from schools and universities, with record participants of young people. We held a Banner competition through ACT schools. Hawker College put

forward an amazing design and completed the process making up the Banner, which held centre stage at the event. The message of Reclaim the Night is as relevant now as it was 44 years ago, and thankfully this year there has been a greater national focus on the protection of women and children. However, there is still a long way to go to eradicate sexual violence, and CRCC hopes that by using events such as Reclaim the Night the necessary conversations and actions required to reduce the terrible impacts and effects of the trauma attached to sexual assault will continue.

Donations, Community Support and Thanks

Although sexual violence remains the hardest area for formal sponsorship to be provided for, we have received some donations which helps as CRCC is not formally funded for any client brokerage, unlike other organisations working in the interpersonal space who have formal funding streams. In this 12 month period we have used donation funding for the following:



- Assisting the Nguru Program in schools to allow all students to participate in excursions to country. Brokerage supplied a bus to transport students and food for Bar B Que lunches. This happened for the program each school holidays.
- Assisting a woman with a few nights in a hotel, after reporting to Police, as safety was an issue for her at home.
- Assisting a mother going to court to defend the right of her children to ensure their safety with potential contact
- Assisting a woman with medical issues following rape.
- Several FOI claims to support with reports of historical sexual assault, in some cases the additional FOI information has greatly assisted police with historical cases.
- Numerous vouchers to assist travel to and from Court safely for PPOs and DVOs.
- Supplies for participants in the Healing Puppy Program, this has given participants the identification required for public access while training and beyond.
- Purchasing a device for clients with disabilities, that have limited communication, this assists to engage in counselling which would previously have been extremely difficult to process their trauma
- Art therapy supplies for clients in counselling where sessions have been focussed on creatively forming a language of trauma to assist children.

On behalf of all of our clients we thank those of you in the community who have contributed to CRCC financially, for whatever personal reason that you have thought of us. We hope that the financial and material aid we have provided to those in need honours your contribution to our work. Apart from all the individuals that have taken the time to donate through our website and Pay Pal, organisations have also given their time to raise funds for our clients. JaCS held a bar be que, White Ribbon held a cocktail event as well as a bar be que, Sue Salthouse

started her own charity to raise funds, CRCC being the first recipients of her hard work, and The Fearless Initiative held a comedy gala with all funds raised going to CRCC.

There are programs that assist members of the community in a broad range of needs. It is crucial to be able to respond in the moment to assist clients with needs that are outside of immediate sexual assault issues as it enables people to better respond to what they need to do to address the next issue in front of them. For example, it is not possible to focus on achieving an interim DVO if the children are hungry. The practical support we offer assists to move a person along the stepping stones away from a complete crisis state.



Local and National Relationships

CRCC operates so successfully because of the relationships built both locally and nationally. CRCC has continued to represent the needs of those impacted by sexual violence within a range of government and non-government initiatives. These include:

- Strangulation Training from Vanita Parek
- Family Violence Intervention Program. Working group governing the mechanics of system responses to family violence
- Domestic Violence Prevention Council. Council overseeing system responses to domestic violence
- Sexual Assault Reform Program. Oversees policy direction for sexual violence in the ACT. Reformed this year
- Justice Reform Strategy. Focussed on improving the justice response to violence

- Wraparound. Oversees the system response and case tracking of victims of sexual assault
- National Plan to Reduce Violence Against Women and Children. Steering group to focus on the ACT's commitment to the National Plan
- ANU Steering Group of Respectful Relationships
- Domestic Abuse Program (DAP). Program for men in the community perpetrating violence within intimate partnerships.

We also thank our closest stakeholders for their support and assistance throughout the year, including Beryl Women's Inc, SACAT Police, FAMSAC and CaHRU medical practitioners, , Victims Support ACT, Legal Aid, the Women's Legal Centre, and DPP.

In thanking our stakeholders we also acknowledge our funders for their support and behind the scenes advocacy.



organisational strengthening

Professional Training and Development

Training/Conference	Provider
Grief and Loss Workshop	Mal & Dianne McKissok
Suicide Assist Intervention Training	Ozhelph
Responding to Family Violence	Legalaid
Mindfulness workshop	Meditation in Australia
Snow White Trauma Model	Naomi Halpern
Complex Trauma	Van de Kolk
Child Conference	Childwise
Professional Development – Record Keeping	CRCC
Navigating Divorce after sexual assault	Siobhan Mullins

Comings & goings

Staff Members

We welcomed ...	Current Staff	We farewelled ...
Nikki Armstrong	Annie Love	Andrea Dubyna
Emma Sait	Bridie Clifford-Liesegang	Mercedes Pasco
Lauren Clarke	Chrystina Stanford	Katie Henderson-Brooks
Karen Bryant	Judith Clark	Amelia Grieve-Putland
Karen Mohring	Raifiel Cyril	Tim McCann
Natalie Gamble	Kathryn Cripps	Emily Au
Leslea Eather	Melissa Wightman	Franca Spangaro-McAllen
	Kayla Greenstein	Miche Hodgetts
	Paula McGrady- Swan	Karen Bye
	Penny Pestano	
	Ray Simpson	
	Summer McGinty	
	Wayne Sloane	
	Regan Knight	
	Reshmi Dudley	
	Zaresh Trinity Theeng	

Staff inspirations

2018-19 has been a year of many changes, expansion of partnerships and collaboration on a greater scope. We have had a number of staff leave and go on to other opportunities. Staff were interviewed and some of their comments are listed below:

When asked about their clients ...

It is a privilege to walk alongside this difficult process with a client, witnessing the struggles and the triumphs along the way.

I am surprised by the resilience of the clients. I see how far they have moved and that they have got this far in the world.

The clients we work with are so resilient and committed to their recovery processes. I am honoured to be part of their journey.

The motivating things about working at CRCC are ...

There are always moments that uplift the soul.

Seeing people change and helping them to relate to their trauma in a different way.

Working for a feminist organisation, which remain focused on client-centred practices, has kept me focused and energised to be part of such a crucial service.



The CRCC philosophy

Promoting safety for women and children, and striving toward social justice underpin the work I do at CRCC.

Any client that is able to pass through the door of CRCC, should be treated with the level of respect in line with the effort it took to create this achievement.

At CRCC we hold the belief that shame belongs to the perpetrator – it never belongs to the victim.

Always an emphasis on empowerment.

We would all truly like to be out of a job – but it is not going to happen any time soon!

Service user feedback

“Your call was very helpful. I feel much lighter after the call and I thank you for that. The idea of considering options, rather than recommendations was also very helpful. Thank-you.”

“This experience of counselling has helped me to continue, you have listened and heard me instead of judging.”