

WAM WOMEN
AND
MENTORING

Women
and
Mentoring
Annual
Report
for
the
year
ended
30
June
2018.

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WOMENS VOICES PROJECT



OUR VALUES

WAM's mission is to assist women in their early interaction with the justice system through the provision of a formal mentoring relationship. This will provide them with a pathway to develop and use positive life skills.

Our vision is a national, volunteer-based mentoring program for women which reduces female incarceration and recidivism and promotes social inclusion.

INTEGRITY

We are reliable and trustworthy. Every woman who comes to us should feel safe, emotionally and physically, with our mentors.

We optimise our resources to build early intervention strategies and offer them support.

RESPECT

We operate without judgement or bias. We approach each individual with open minds and hearts full of compassion, no matter who they are or their circumstances.

BELONGING

We work closely with the community for support and referrals, in pursuit of social justice and a better, stronger community for all

EMPOWERMENT

We don't tell women under mentorship what to do, but empower them to make the best decisions for themselves

SOCIAL JUSTICE

Ensuring that women in our community have a fair and just opportunity to thrive and live their lives as equally as others.



CHAIR'S MESSAGE

WOMEN AND MENTORING HAS SEEN MANY CHANGES THIS YEAR. CURRENTLY WE ARE TWO YEARS INTO OUR STRATEGIC PLAN WITH OUR GOAL FOR 2017 – 2018 TO OBTAIN SECURE FUNDING FOR EXPANSION. THREE-YEAR FUNDING FROM THE VICTORIAN LEGAL SERVICES BOARD HAS NOW GIVEN US THIS OPPORTUNITY TO EXPAND OUR PRESENCE IN THE MAGISTRATES COURT NETWORK AND ALSO RESTRUCTURE AND INCREASE OUR STAFF.

Our recruitment of an Executive Officer with program experience has enhanced our growth and program integrity. Our focus remains on affecting change for women in the early and ongoing stages of their contact with the Justice System. The matching of our trained volunteer mentors with these vulnerable and often disadvantaged women means they have strong, much needed support through difficult times.

The WAM board has seen some changes this year with the resignation of Dean McWhirter, a champion for WAM from our development nine years ago to our current organisation and we thank Dean for all his efforts. We are fortunate to now have Anne Rudd, a serving member of Victoria Police on the board and value her experience.

Ann Polis our founding Chair has indicated she will be resigning completely from the Board in November 2018 at our AGM. Ann's invaluable service and dedication to Women and Mentoring is acknowledged by us all and she will be missed. We will be recruiting a new board member to enhance our skills at a board level. The latter part of 2018 will see an expansion of our program to the Frankston Magistrates Court and 2019/2020 to Broadmeadows Magistrates Court.

I look forward to working with our committed team in this important phase of growth and expansion. We have forged valuable new partnerships that will support our impact in the year ahead. In closing I wish to acknowledge the women who participate in our program. They embrace and appreciate having a mentor and work hard to improve and to develop positive life skills, in some cases they have finally found a "good friend".

Sam Payne
Chair





EXECUTIVE OFFICER'S REPORT

IT IS A PRIVILEGE TO PRESENT THE ANNUAL REPORT FOR WOMEN AND MENTORING, PARTWAY THROUGH MY FIRST YEAR AS EXECUTIVE OFFICER.

I am delighted to have joined WAM at this exciting time of growth and change, and to take the reins of an organisation with a strong reputation for undertaking a critical role supporting vulnerable women.

August last year saw an office relocation to Langridge St in Collingwood, a well-positioned shared office warehouse co-locating with several like-minded organisations to accommodate our growing team. We launched our Facebook page and commenced a quarterly newsletter to improve our external communications, additionally we established a Fundraising Events working group. This year we organised a movie night and a thought-provoking function with Virginia Trioli as guest speaker; these events have contributed fundraising dollars coupled with networking to build the 'Friends of WAM' community.

WAM has actively participated in Law Week for the past three years, and this year's topic 'Tough on the causes of crime' spoke to looking deeper than 'do the crime, do the time', being unnecessarily punitive, or using incarceration as a deterrent. The panel shared their own expertise and experience about how the criminal justice system currently operates. Victorian Ombudsman Deborah Glass presented on effective models for reducing recidivism and the need for early intervention programs, diversion programs and sentencing alternatives.



Joining Ms Glass were Magistrates Tim Gattuso and Ann Collins who discussed the connection between disadvantage and imprisonment, and some of the innovations that have been implemented in the courts and their success.

This year we received a significant three-year funding agreement from the Victorian Legal Services Board that has advanced WAM's coverage across two additional courts (Heidelberg and Melbourne this year) with plans to

expand to Broadmeadows by 2020. This enabled WAM to implement an organisational restructure and grow our team. We also benefited from participating in a Community of Practice with our fellow VLSB-funded organisations where we've had the opportunity to further develop our program evaluation tools. We have also been fortunate in obtaining additional funding at The Funding Network's pitch event in May, which has supported our program expansion to Frankston.

I LOOK FORWARD TO CONTINUING THE JOURNEY TOGETHER, AND CELEBRATING THE POSITIVE CHANGE WE ARE CREATING COLLECTIVELY.

As WAM now operates across five Magistrates Courts, awareness of and demand for our services have concurrently increased. We have spent considerable time strengthening our internal policies, procedures and documentation. This has positioned us well to continue our growth strategy and look to developing collaborations and partnerships for the future.

I would like to pay tribute to the significant role Ann Polis has played in recognising a gap in the community some nine years ago to assist vulnerable women to access the support they need to change their life trajectory, and further promote women's inclusion. As she steps down from the board her insight and wisdom will be sorely missed. I would also like to acknowledge the critical role Mary Latham has had in building WAM in her time as Executive Officer and I am thankful for her ongoing commitment in her role as Operations Manager.

WAM's board members have welcomed me warmly and provided their boundless expertise as I commenced in the role of Executive Officer in February for which I am grateful. There has been significant change this year, and I am most appreciative to the program team of Sharlene Farrugia, Clarissa Woods and Gen Anderson who have been instrumental in working to continually improve our service delivery and build our capacity.

Of course, none of what we achieve could be possible without the many supporters and volunteers who give generously of their time and expertise. As WAM continues to grow into the future, I look forward to continuing the journey together, and celebrating the positive change we are creating collectively.

Tricia Ciampa
Executive Officer





OPERATIONS MANAGER'S REPORT

THE 2017/18 YEAR HAS SEEN A LOT OF **POSITIVE CHANGES** AT WAM AS WE'VE **IMPROVED AND EXPANDED** OUR OPERATIONS TO SUPPORT THE GROWING NEEDS OF THE TEAM.

New funding sources have allowed us to expand our program to new locations at Melbourne and Frankston Magistrates' Courts. This has meant an expansion of our team, including a new position of Operations Manager with a dedicated focus on the day to day running of the organisation. It has also allowed us to restructure all positions to a more skills-based focus, which gives a stronger emphasis on program integrity.

Improving our systems in some key areas has been a priority this year. Operating at the new locations means that the team is more often out of the office and we needed to improve our IT systems to make it easier for staff to access files no matter their location. We've been

adding new policies and procedures to ensure consistency across our work. There has also been a review of our existing policies to ensure they remain relevant. Our approach to recruiting new Board members has been formalised by applying a skills matrix to ensure that we have the right mix of expertise and experience at the Board table. We have implemented a new cloud-based general ledger, improving our internal reporting.

Our fundraising program continues to expand, including into community-based fundraising events like movie nights and fun runs. We've set up a new online portal for these events, with support from our partner Pozible.

Thanks to those WAM supporters who've held fundraising events for us.

Many of these changes throughout the year have been supported by a number of volunteers who help us in various ways, including with our IT, bookkeeping, website and fundraising. A huge thanks to all these volunteers who give so generously of their time and skills to help us.

Mary Latham
Operations Manager





INTAKE & ASSESSMENT COORDINATOR'S REPORT

INVOLVEMENT IN MENTORING IS VOLUNTARY, AND THERE ARE A LOT OF REASONS NOT TO GET INVOLVED. A WOMAN IS OFTEN CARING FOR OTHER PEOPLE, ATTENDING MANDATED APPOINTMENTS, AND BATTLING ANXIETY AND OTHER MENTAL HEALTH CONDITIONS.

It is a big ask for her to prioritise her own needs. The seemingly straightforward task of getting up out of bed and going to an appointment that is just for her can be a mammoth ask.

It can also be difficult for the professionals who are working with a woman to see beyond her immediate presenting issues such as housing, mental health, or substance use to consider a longer term relational-based program. Once referred, self-sabotage is common, with women speaking of feeling like they don't deserve the volunteer's time. We know that once these initial barriers are overcome, the impact of mentoring is soon felt. When she speaks, her mentor is listening, and doesn't want anything in return. The relationship becomes a safe space for meaningful discussion.

Corrections Victoria's women's policy document that came out this year is called "Strengthening Connections". The value of relational-based interventions for women is clear. Mentoring is a key intervention in support of desistance from criminal behaviour, but specific to mentoring, the factor that really allows a relationship to build is the volunteer mentor. Mentors are women from the community who recognise that there is a need for women to support one another. A participant may have many interactions with various professionals from day to day, an everchanging parade of case managers, and social connections that often range from problematic to violent. There is a lot to be said for the consistency and the authenticity that a mentor relationship can offer.

Funding to the VACRO Women's Mentoring Program was cut by the State Government in December 2017. This program had provided mentoring to women in Victoria who were exiting prison or serving Community Correctional Orders for a number of years. Several VACRO mentoring relationships that were operating within the Inner North and West Metro areas transferred across to WAM. Since December, WAM has also been reaching out to the Community Correctional Services across the West and Inner North to promote mentoring to women who are serving Community Correctional Orders.

We were lucky to have Clarissa Woods step into the role of Program Coordinator at WAM in the Inner North for a number of months and see through the continuing expansion of the program and then the restructure and role transition from Inner North Program Coordinator to Intake and Assessment Coordinator. Clarissa brought to the organisation a fresh perspective, professionalism, and dedication to improving the lives of women.

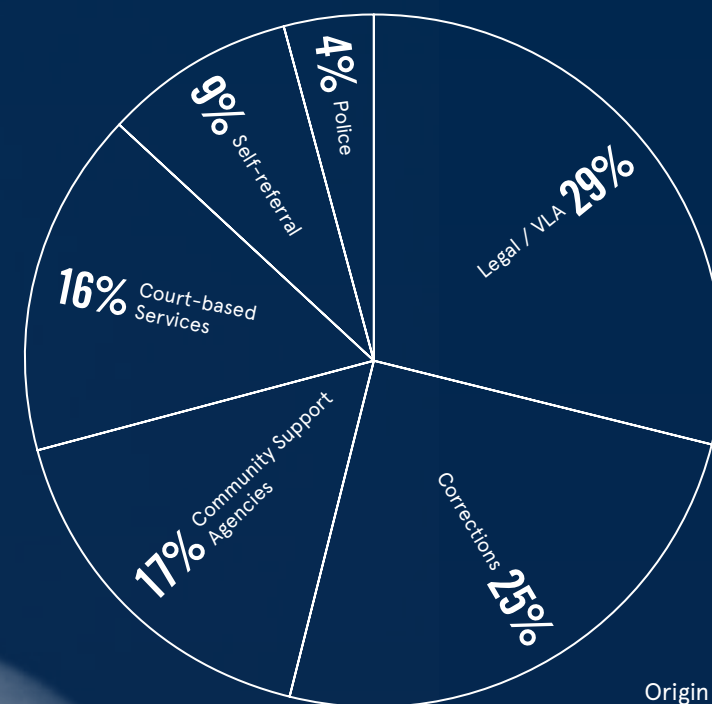
The restructure of the organisation towards a model that can sustain growth is an important one. Specialisation of the intake and assessment process ensures consistency, and it means that

we can continue to refine our processes - both in determining eligibility to access the support of mentoring as well as in our volunteer recruitment. There are situations where the degree of support and intervention that is required goes beyond what a volunteer mentor might be able to provide. One benefit to the restructure is that we can now ensure that any referrals to other organisations are well researched and the transition is smooth - saving the participant the hassle and complexity of having to phone around services herself to access what she needs.

REFERRALS OVER THE COURSE OF THIS PERIOD WERE FROM SOME KEY PARTNERSHIPS, WITH A TOTAL OF 76 REFERRALS TO WOMEN AND MENTORING.

Legal practitioners, specifically Victorian Legal Aid and Fitzroy Legal Service, Court-based services along with Community Corrections provide the majority of referrals, however we can also identify some self-referrals. Formal and informal relationships with other community service organisations such as VACRO, Court Network, Flat Out, Women's Health West and Victoria Police also contribute to the number of referrals.

Gen Anderson
Intake Coordinator



Origin of Referrals



ACHIEVEMENTS

01

RECEIVING REFERRALS FROM A **WIDE RANGE OF SERVICES**

03

REDUCING THE **TURNAROUND TIME** BETWEEN RECEIVING A REFERRAL AND MAKING CONTACT WITH A **POTENTIAL PROGRAM PARTICIPANT** (NOW SAME DAY OR ON THE FOLLOWING BUSINESS DAY).

02

EXPLORING **NEW STRATEGIES** TO ENGAGE POTENTIAL PARTICIPANTS, **IMPROVING REFERRAL-TO-MATCH TRANSITION**

04

INVOLVEMENT IN **WEEK WITHOUT VIOLENCE** WITH THE MENTORS, PARTICIPATING IN A **T-SHIRT PAINTING WORKSHOP**.





MENTOR COORDINATOR'S REPORT

VOLUNTEER RECRUITMENT

THE RECRUITMENT PROCESS OF WAM MENTORS HAS DEVELOPED SIGNIFICANTLY OVER THE PAST TWELVE MONTHS.

Dedicating a role specifically to coordinate mentor recruitment and development has built the integrity of the mentor program, through enhanced recruitment process and procedure. This new role has also allowed for an increase in the amount of Information Sessions offered, with four being delivered during the past twelve months, which has ultimately increased the retention rate of mentors in the long term.

During the 2017-2018 annual period, 72% of community participants that expressed an interest in the WAM program attended information sessions, with 94% of those that attended information sessions going on to attend mentor training – almost all of those trained have been formally accepted as mentors. Aligning with each information session conducted during the twelve-month period, four training sessions were also conducted.

The redevelopment of the WAM training package has been a major achievement this year. The current training builds on previous work, however now addresses more issues that present for

participants in the WAM program that were not previously included. The training offers necessary information for mentors when working with women in the criminal justice system, whilst also offering practical exercises in the skills required to mentor. Information provided includes such topics as: mental health, alcohol and drug addiction, gambling addiction, family violence, trauma and grief.

Overall, the recruitment processes have been refined this year to provide the necessary information and documentation at the appropriate stage of the recruitment process. In addition, more robust discussions are now included within recruitment process and protocol, through both pre- and post- training interviews. This is to ensure volunteer understanding of the role and their commitment, whilst also providing Coordinators with an opportunity to gauge the compatibility of mentors for those referred participants.

In total 20 new mentors were screened and recruited during 2017-2018, whilst 17 new mentor-participant matches have been made.

17

New mentor-participant matches have been made.

72%

Of community participants that expressed an interest in the WAM program attended information sessions, during 2017-2018.

94%

Of those that attended information sessions went on to attend mentor training.

PROFESSIONAL DEVELOPMENT

Mentors have had several opportunities for professional development within scheduled Peer Supervision sessions, and topics included:

- Motivational interviewing principles
- Reflective practice
- Working respectfully with Aboriginal and Torres Strait Islander participants

Mentors have had the opportunity to access external training, including family violence training hosted by the Domestic Violence Resource Centre, and the 'Walk in her shoes' tour held at the Courts.

GUEST SPEAKERS

Guest speakers attending Peer Supervision have broadened the knowledge base of our mentors, and have included:

- Fitzroy Legal Service
- Neighbourhood Justice Centre- Mental health practitioner support
- Discovery College- An education institution that provides courses on mental health treatment, management, recovery and rehabilitation.

RELATIONSHIP DEVELOPMENT AND SPECIAL EVENTS

Law Week provided mentors the opportunity to network and welcomed newcomers to the organisation to learn about the issues surrounding sentencing options.

WAM hosted a celebration for all mentors and volunteers during National Volunteer Week. The event was well-attended as mentors came together to celebrate their achievements, build a greater sense of belonging to WAM and to strengthen their connection with other volunteers. Our Patron Carmel Benjamin spoke on the night to the experience of 'being listened to – the art of mentoring'.

The relationship with Melbourne University Law Students' Society, Women's portfolio, continued this year and has been an effective relationship in advocating and raising awareness of women's experiences in the criminal justice system and the preservation of women's human rights. Invitations extended to WAM by the Society have also provided opportunities to promote the WAM mentoring program as an early intervention justice model with law students to attract strong mentor candidates for organisational recruitment.

RMIT has generously offered access to a multitude of rooms across the campus for peer supervision meetings, training and events hosted by WAM. We are very grateful for their support and assistance in providing such kind and generous pro-bono support in room access, booking, security and event promotion.

In addition, as Mentor Coordinator I was able to present as a panel guest as part of Wyndham City Council's International Women's Day event, enabling further promotion across a broad range of services in the west.

Sharlene Farrugia
Mentor Coordinator

OUR PEOPLE



OUR PATRON CARMEL BENJAMIN AM

CARMEL BENJAMIN WAS FOUNDER AND LATER EXECUTIVE DIRECTOR OF THE VICTORIAN COURT INFORMATION AND WELFARE NETWORK INC.

She designed and planned the organisation from 1970 to the commencement of services in June 1980, developing and guiding it until her retirement in 1995 by which time it had spread across all court systems. Carmel also designed and established a mentor program to support women in their difficult transition from prison to the community. These innovative programs reflect her philosophy of empowering individuals to take responsibility for the management of their own lives at the earliest opportunity.

Earlier this year, Carmel attended our Volunteer Week event, and read aloud a poem written by a former inmate at Dame Phyllis Frost Centre, as inspiration to our mentors:

LISTEN

When I ask you to listen to me
And you start giving me advice
You have not done what I asked.

When I ask you to listen to me
And you begin to tell me why
I shouldn't feel that way,
You are trampling on my feelings.

When I ask you to listen to me
And you feel that you need to do something
to solve my problem
You have failed me, strange as that may seem.

Listen! All I asked was that you listen.

(An excerpt from a poem written by a woman from Dame Phyllis Frost Centre)



OUR PEOPLE



Sam Payne
Chair

Sam Payne retired from a long career in Business Administration in 2005. She joined the WAM pilot program as a volunteer mentor in 2010, one of our first volunteers. Sam has mentored three women participants up to 2017. Sam joined the Board in 2014 and was elected to Chair in 2017.



Keren Murray
Company Secretary

Keren is an experienced lawyer, policy advisor and non-executive director. She is Principal of K Murray Consulting, a legal policy advisory service. Previously, Keren was Principal Lawyer at the Law Institute of Victoria and worked in criminal law reform at the Department of Justice, Victoria, and law reform commissions in England and Victoria. Keren is currently a Board member and Secretary of The Stella Prize and was previously a board member of the YWCA Victoria.



Stacey Zuluaga

Stacey is an accountant with over 12 years' experience as an accountant in public practice. Working with a number of small businesses, Stacey is passionate about helping them achieve their goals, whether that be business, career, family or personal.

She is a CPA, holds a Bachelor of Business and Commerce (Accounting and Management) and a Diploma of Financial Planning. Stacey also volunteers in a few capacities at CPA Australia including sitting on the Victoria CPA Public Practice Committee, helping other accounting firms.

Stacey brings to the board of WAM; accounting experience across a range of industries, a broad understanding of the issues women can face, especially financial, and a passion for empowering others.



Sally Dobell

Sally is the CEO of Cornwell, a creative agency which is renowned as one of Australia's most innovative and respected brand experts.

With nearly 20 years' experience, Sally is a passionate and dedicated business leader who also sits on the board of Open House Melbourne.



Anne Rudd

Anne is a serving member of Victoria Police and over the past 17 years she has performed duties within the Bayside area, Prosecutions Division, Family Violence Command and more recently, the North West Metro Region in Melbourne and Yarra. Anne is a lawyer and an experienced prosecutor within the Magistrates' Court and Children's Court where she specialised in prosecuting sexual offences and family violence matters. Anne was previously a member of the Therapeutic Treatment Board and is a current Director of Court Network



Virginia Murdoch

Currently Product Manager at Culture Amp, Virginia works with a cross-functional team of engineers and designers, focused on turning large amounts of data into actionable insights. Virginia has previously worked in professional development, learning and distribution platforms, both in Australia and overseas. Virginia has previously been the Deputy Chair of the Writers Victoria board.



Ann Polis
Founding Director

Ann Polis has played a significant role in the establishment and development of WAM from 2008. Ann has been active in her local community, including as a board member of the Wellington Inc, a council member of the Fitzroy Primary School, an executive member of the Fitzroy Residents' Association and a community member of the Neighbourhood Justice Centre in many facets of its work. From 2000, Ann worked as a volunteer mentor with the VACRO program for women leaving prison. Ann has previously worked as a trainer with the Trade Union Training Authority (TUTA) and was the founding editor of The Melbourne Times newspaper.

Ann will be retiring from the WAM Board in November 2018.



OUR TEAM



TRICIA CIAMPA
EXECUTIVE OFFICER

With over twenty years in the not-for-profit sector, Tricia has expertise in program design, social impact evaluation and forging collaborative partnerships to deliver positive and life changing outcomes for vulnerable people in our community.

Tricia has very relevant experience in mentoring and the Victorian criminal justice system, including volunteering as an Independent Person providing support to young people during police interviews under the Youth Referral and Independent Persons Program.



MARY LATHAM
OPERATIONS MANAGER

Mary has been with WAM since 2014. She is a chartered accountant who has experience in both corporate and not-for-profit roles; including professional accounting firms, financial services, disability and youth mental health. Mary has strong experience in finance, governance, project management, reporting and budget control.



SHARLENE FARRUGIA
MENTOR COORDINATOR

Sharlene has been with WAM since 2015 and is responsible for the successful growth of WAM into the Western Suburbs. Sharlene's qualifications in Social Policy-Social Inclusion and Masters in Human Rights complements her specialised understanding of structural discrimination, Advocacy, Application of feminist and human rights framework and Critical thinking skills.



GEN ANDERSON
INTAKE & ASSESSMENT COORDINATOR

Gen has been with WAM since 2016 and holds a Diploma in Community Services (Alcohol, Other Drugs, and Mental Health), a Bachelor of Criminology and Criminal Justice, and a Master of Social Work. Through her role as Intake & Assessment Coordinator, Gen is able to combine her passion for direct practice work and seeing the outcomes of women getting together to support one another.



SARAH NYSSSEN
FRANKSTON COORDINATOR

Sarah has a strong background of working in the early intervention and prevention space, with extensive experience including working in the women's health sector and coordinating a youth mentoring program in the south east. Sarah is driven to create supportive relationships to achieve better outcomes for vulnerable people in our community.



FINANCIAL SUMMARY

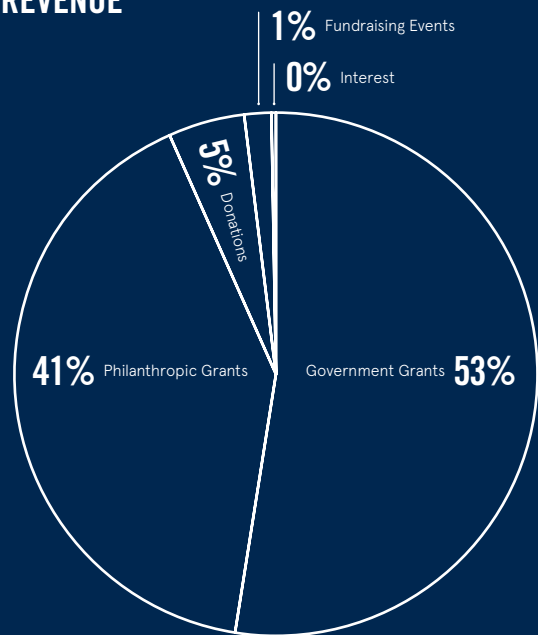
OUR FINANCIAL RESULTS FOR 2017/18 WERE STRONG, WITH A SURPLUS OF \$48K TO CARRY FORWARD TO THE NEW FINANCIAL YEAR.

We've seen new sources of revenue across several areas; new philanthropic donors, new Government grants and new fundraising events. Our expenditure has increased in line with these new revenue sources, and with the expansion of our operations and team. We continue to build our reserves, using unrestricted revenue from our fundraising activities, in order to make WAM more sustainable into the future.

IN SURPLUS FOR 2017/18

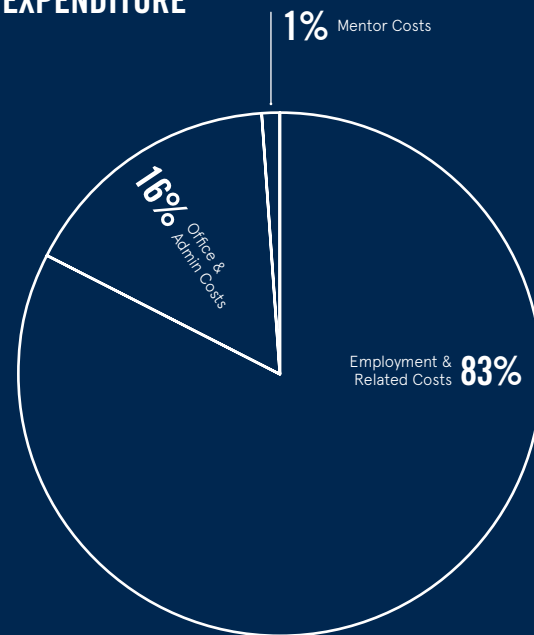
\$48K

OUR REVENUE



143,355 Government Grants	4,372 Fundraising Events
110,811 Philanthropic Grants	331 Interest
13,120 Donations	

OUR EXPENDITURE



185,143 Employment & Related Costs	2,473 Mentor Costs
36,356 Office & Admin Costs	



THANK YOU TO OUR SUPPORTERS

SUPPORTERS, FUNDERS AND DONORS

City of Melbourne
City of Yarra
Cornwell

Gandel Philanthropy
Grill'd Local Matters, Collingwood
Ian Potter Foundation
Merlyn Myer Fund
RE Ross Trust

The Funding Network
Victorian Legal Services Board
And our generous individual donors

VOLUNTEERS AND MENTORS

Lauren Adams-Findlay
Fran Antoniou
Tracy Baylis
Isabella Bevan
Hilary Blackburn
Cheryl Cameron
Dianne Cameron
Annie Chester
Josie Cohen
Adam Dineen

Hannah Eggleston
Emma Eggleston
Clare Gibson
Prue Gill
Gwenda Hermanns
Judy Hogg
Patricia Japor
Sabine Johnson
Niamh McDonald
Rodna Moore
Hasna Mourah

Angela Nordlinger
Jane Quin
Margaret Read
Tess Roussel
Melissa Rymer
Cherry Skinner Tarlo
Silvia Tejedor
Bernadette Thomas
Andrea Turner
Isobel Vescovi
Clarissa Woods

EVENTS & FUNDRAISING

City 2 Sea 2017
Movie Nights at Cinema Nova
Law Week
Ann's Soiree
Volunteer Week celebration





WOMEN'S VOICES PROJECT

AS PART OF OUR FUNDING FROM THE VLSB WE AIM TO SUPPORT OVER 200 WOMEN OVER THE NEXT THREE YEARS TO CHANGE THEIR LIFE TRAJECTORY, NAVIGATE THE OVERWHELMING CRIMINAL JUSTICE SYSTEM, AND BUILD THEIR CAPACITY AND SKILLS TO IMPROVE THEIR LIFE OUTCOMES

In order to get a better understanding and insight to women's experiences of the justice system, and the impact of mentoring, we have established the Women's Voices project, a consultation ensuring that criminalised women's stories and experiences are heard.

These were some of the excerpts from our first series of consultations. Names have been changed to protect privacy.

LAVENDER AND ROSE:

Rose is there for me; I don't have a lot of friends and family to count on. I have had 2 mentors and they have been priceless. They take me to social outings, cheer me up when I am down, and we meet.

Sometimes I feel there is no way out. Rose offers me alternative solutions "what if you think of it like this?". This has helped me use this skill in other situations.

I have developed skills by talking through things with Rose this has helped me process experiences and what is going on, but I have been also better able to manage my emotions.

Rose used to come to my hearings with Magistrate Fanning. Magistrate Fanning would include her in these meetings and it was good because I would also get so nervous going before the Magistrate. Rose made me feel at ease when I went to the Magistrates court.

DAISY AND POPPY:

This was my first offence I had a lot of shame - mentoring helped me act on my behalf but also provided support that acted on my behalf at court. I was so scared and the mentor reassured me through the court process. Being with a mentor made me speak up more openly and relieve some of the shame. Someone being beside me made me feel less alone, like having a friend beside me.

IRIS AND LILY:

[My mentor is] a role model to me, demonstrating appropriate behaviour. My mum didn't do that. she yelled a lot and went around yelling at people. Lily does things how you are meant to do it. Role modelling from mum wasn't helpful, so I have learnt from Lily how to do things properly.

I would still be in the Richmond flats, that was difficult for me. There were drug pushers there always trying to get me to take drugs. I would be a full-blown heroin addict if I didn't have Lily to help me out of there and get new housing.

Now that I have moved, I can get my head around addressing other things like my frustration and anger and being impatient. I was just surviving but now I can address some of the emotional stuff I have been suppressing. Now that I have good housing.



**Women and Mentoring
WAM Limited**

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