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As an agency working to end sexualized violence and address its impacts, the Victoria Sexual Assault Centre acknowledges the host communities and Nations in whose territories we work and live: the Lkwungen and WSÁNEĆ Peoples.

We would also like to express gratitude to the other local Peoples and Nations in this region including the MALAXEt (Malahat), Scia’new (Beecher Bay), T’Sou-ke (Sooke), Ditidaht, and Pacheedaht Peoples.

We recognize the inherent connections between colonialism and all forms of violence. Recognizing the violence of ongoing colonialism and engaging in anti-colonial actions is critical to our work as a community service provider.
MISSION AND VALUES

HEALING
PREVENTION
EDUCATION

OUR MISSION

The Victoria Sexual Assault Centre is a feminist organization committed to ending sexualized violence through healing, education, and prevention. We are dedicated to supporting women and all Trans survivors of sexual assault and childhood sexual abuse, through advocacy, counselling, and empowerment.

OUR VALUES

As a feminist agency, we value
- communicating in a direct, caring, confidential, and honest manner; showing respect, gentleness, and acceptance; and celebration of each other in all our diversity
- each individual’s self-defined inner knowledge, empowerment, and right to dignity
- a safe, accessible, and effective centre where individuals are supported towards healing from sexualized violence
- social justice for all
- enacting an anti-oppressive framework that acknowledges societal and systemic barriers and our own positions of power and dominance
- being transparent and accountable to the community regarding how and why our policies and practices are determined, enacted, and altered.
BOARD OF DIRECTORS

Melanie Wilson – Co-Chair

Morgan Daye – Co-Chair

Nancy Carleton – Secretary

Kelsey Topola – Treasurer

Ram Aheer – Director

Laura Benoit – Director

Alexandra da Silva – Director

Samuel Geisterfer – Director

Tina Lowery – Director

Maddie Lusk – Director

Rayme Raymond – Director

Susan Ross – Director

Mariel Wendowsky – Director
In some respects, it has been a strange year for the Board of Directors. It has been well over a year since the Board has met in person. The seven board members who began their first term last September have attended meetings exclusively online. It is strange to work so closely with someone whom you have never met in person, but we must all adapt to these new times.

We will be saying goodbye to many board members this year, although some of them may continue to volunteer with VSAC in other capacities. They have all been very dedicated and thoughtful advocates for VSAC. We would like to take a moment to honour the contributions of Nancy, Susan, Melanie, Madeline, and Kelsey.

We also have exciting candidates up for election to the Board. We are looking forward to welcoming the successful candidates to our ranks and working with them!

A priority of the Board this year has been to ensure that VSAC services are accessible to the communities that need them. We have started the GIFT (Growth Inclusion Facility Transformation) committee, whose work is to evaluate our office space and location in terms of accessibility.

This process is well under way and will continue into the new fiscal year.

This year has also seen the Board's effort to get to know VSAC staff and managers better. We have facilitated presentations and Q and A sessions with staff at the beginning of most board meetings. Our goal has been to help strengthen each board member’s understanding of the work being done at VSAC and to see and appreciate the people doing the work.

A priority for the Board moving forward will be to support VSAC in any way it can to build relationships in the marginalized communities we serve.

We look forward to another year of serving VSAC's staff and clients to the best of our abilities, in order to ensure that VSAC's important services are provided to those who need them, when they are needed.

Finally, thank you: to our donors, whose generosity in these strange days has amazed us, and to our volunteers, for their time and effort working toward our values and goals.

- Morgan Daye,
  VSAC Board Co-Chair
EXECUTIVE DIRECTOR REPORT

The major success of the last year is our collective ability to adapt to emergent and changing needs while also developing a new vision for the future of VSAC. Our dedication to ending sexualized violence through healing, education, and prevention shone brightly: volunteers, staff, management, board of directors, donors, and community members continued to show up even as the pandemic tested us all. We also remained focused on the future of our organization—and in many ways, a pandemic was the perfect time to develop a new strategic plan. This moment of collective crisis revealed the need for our services and prompted us to imagine how we can meet the evolving needs of our community in deeper and more accessible ways.

We work collaboratively at VSAC. This gave us strength during the uncertainty of the pandemic, in the critical undertaking of anti-racism and anti-oppression work, and in identifying what is required of us as a settler organization to appropriately and actively participate in truth and reconciliation.

As we honour collective wisdom and the power of building relationships of understanding and care, we know that to make thoughtful and meaningful changes, we need to move at the speed of trust and to centre those most impacted by harm.

When we’ve encountered obstacles in the last year, we’ve met one another with care, encouragement, and sometimes a clear call for accountability. We’ve grown together to find pathways forward which embrace the complexity of working to provide safe and accessible care in a trauma-focused environment. We’ve prioritized one another’s well-being, made technological upgrades to ensure we remain connected and available, and we’ve begun imagining new ways to reach out in our community.

This past year has revealed the resiliency and heart all of us bring to the promise that healing from sexualized violence is possible. I continue to feel humbled and honoured to be part of this work with you.

Many thanks,

Elijah Zimmerman
In VSAC’s almost-40-year history, this last fiscal year was unprecedented, due to the worldwide presence of COVID-19. Adapting to a pandemic while not missing one day of providing service to survivors and community is an accomplishment that I thank every member of VSAC for making possible. Staff and volunteers worked incredibly hard to continue providing compassionate and accessible services in as many ways as we could. Our clients and community took up this challenge with us and adapted to our virtual services in amazing ways.

We learned that rapid change can sometimes be a good thing, as we will take forward many of the adaptations and changes that were brought on by the pandemic. Many of these changes have enhanced the accessibility of services for clients and encouraged work-life balance for staff. In the coming year, VSAC will be taking a new approach that combines our traditions with our new ways of operating, in order to best support our clients and each other in this work.

Thank you,

Samantha Loppie,
Direct Client Services Manager
Access line staff provide critical support and information to survivors wanting to explore access to VSAC services. Staff assess the needs of survivors and their supporters to see how VSAC services can fit them. Access is also the data and file management hub, creating files and managing waitlists.

In 2020-2021 Access responded to over 1000 contacts (a 16% increase from the 2019-2020 fiscal year, and a 36% increase from 2018-2019). There has also been a significant decrease in wait time for non-priority contacts, with most people receiving a return contact within two to three days.

Access continues to modify its operations in response to COVID-19, including creating digital client forms and files, adapting waitlist procedures, assisting other Direct Client Services (DCS) staff in navigating the new digital systems, and helping survivors navigate the new pathways. Adaptations have also been needed due to the new phone system.

Rachel resigned her permanent position as Access Line Worker at the end of the fiscal year. Jaq was hired in the permanent position and has been undergoing extensive training on procedures. Cheantelle and Rachel continue as auxiliary staff.

Access continues to play an integral role both in survivors’ access to services and in file and data management for DCS.
Throughout the pandemic, the clinic and the Sexual Assault Response Team (SART) have continued to provide a vital service to survivors of recent sexual assault. They provide emotional support, information about VSAC services, access to medical and forensic exams, and guidance for survivors choosing to report to police. Although initially there was a 31% decrease in the number of people accessing SART, our numbers continue to increase back to pre-COVID-19 levels as restrictions are relaxed.

There has also been a significant increase in response at the clinic versus at the hospital, with 82% of survivors seen by the Team at the clinic, compared to 70-75% in previous years. The Team has continued to adapt procedures to ensure the safety of survivors, their supporters, SART Support Workers, and Forensic Nurse Examiners.

The Victoria Child Abuse Prevention and Counselling Centre and VSAC dissolved our partnership in operating the Victoria Community Response Centre in September 2020. This has allowed us to change the space to better meet the needs of survivors and our community partners.

The past fiscal year has been challenging in adapting to shifting ground. With provincial funding administered through the Ending Violence Association of British Columbia expanding sexual assault response services across the province, VSAC has been providing support to many communities in exploring how to create or enhance services to survivors of recent sexual assault. Our community clinic model continues to generate interest across Canada.
The Crisis Counselling department at VSAC showed incredible adaptation over the last year. Without the option of meeting in person, counsellors supported more than 300 clients with phone and virtual video sessions. Clients could connect from their homes, their cars, a quiet park, or a spot by the ocean—wherever they felt safe and had privacy.

For in-person sessions pre-pandemic, we did our best to support transportation and create comfortable spaces in our offices, but many clients have told us over the last year that they appreciate being able to connect via phone or video from their homes. In-person sessions can be a barrier for a number of reasons, including accessibility, time, and transportation. In contrast, virtual sessions enabled clients to find comfort by being in their PJs, with their emotional support animals (every pet during the pandemic), or surrounded by the things that most supported their healing.

During the last year, members of the crisis team identified that clients were experiencing the pandemic in different ways and that conversations about suicide were coming up more often. In response, we asked NEED2 in Victoria to offer a specially designed virtual workshop for our VSAC team to help them feel resourced around suicide intervention with clients. The workshop was a great opportunity for our staff to connect with each other and with an organization that specializes in suicide education and support.

Overall, the Crisis Counselling department was able to adapt and offer support to survivors and their families through a very difficult year. I want to say thank you to every member of this team for their care and commitment.
The Stopping the Violence (STV) counselling team made significant changes to their services, redeveloping existing group and individual supports to be safer and more accessible during the pandemic. One of the first experiences many of our clients have with this department is attending an information meeting. These monthly meetings outline the pathways to service offered at our clinic and used to take place in person. In response to the pandemic, the meeting information was adapted into a video that was shared in webinar format with over 250 clients last year. This format gave clients a level of anonymity they did not receive in person and an opportunity to ask the facilitator questions through the chat function. Additionally, during the process of filming the video, many changes and updates were made to the meeting content (including the creation of a corresponding visual presentation) to make the material more accurate and easier to understand.

Our group counselling underwent similar virtualization, which allowed us to continue serving clients in ways that respected their healing journey and kept everyone safe and healthy. We reduced the number of groups to one Skills for Healing group, with slightly smaller numbers of participants per group to accommodate the adaptation to online service. Even with these reductions, we were able to offer groups more often and to support over 100 survivors through our group counselling program. Overall reception was very positive for the virtual groups. In future we will offer this group both in person and online.

The STV program staff were able to maintain their connections with clients as well as establish new counselling relationships during a difficult time. In future, while some clients will return to in-person services, we will also continue to offer video sessions for trauma counselling in order to meet the accessibility needs of all of our clients.

Thank you to all the counsellors, who have worked so hard this year to provide services in a way that maintained our connection with and support for our clients.
The Victim Services (VS) department has been impacted by the pandemic in different ways from some of the other programs at VSAC. Our dedicated Victim Services team worked to continue providing support to clients who were making police reports and court appearances. While many of the interviews and court dates were delayed, the VS workers adapted and met with survivors and officers outside in parks, attended hours of sentencing hearings over the phone, and helped our clients navigate digital applications and forms. Safety protocol was always front of mind when in-person meetings were necessary; some elements of helping survivors navigate the criminal justice system were not possible in a virtual form. I want to deeply thank our VS team for their commitment to working the front line to continue supporting survivors.

The influence of social media has also had an impact on the work of this team; with lockdowns, social restrictions, and a shifting media culture, we saw survivors speaking their stories more publicly. These stories often brought forth other survivors, and VSAC received an increased number of requests for services as a result of social media and news coverage. This social media/news influence was a topic of discussion with local police departments and Crown Counsel, who have policies that do not always encourage the sharing of stories. We have worked with local police and legal organizations to explore these policies in more depth and help survivors navigate the criminal justice system, while still supporting their right to share their stories how they see fit. We continue to have conversations with survivors, police, and the courts, and our hope is that the outcome focuses on supporting survivors in a way that feels safe and consensual.
INCLUSIVE SERVICES

Written by Samantha Loppie, Direct Client Services Manager

TRANS-INCLUSION AUDIT

A Trans-inclusion audit was created as a way to help businesses and organizations provide a more inclusive environment for Trans people. The audit enables organizations to go over their policies, procedures, and spaces to be able to name areas that are inclusive, as well as to find things that need improvement or change. While this audit touches on physical aspects of space like gender-inclusive washrooms, it is also meant to help organizations examine their policy language, hiring practices, dress codes, and so on, and to encourage conversation about making organizations more inclusive. The goal is that over time and with continued community feedback, this document will grow to cover situations, spaces, and needs that it may currently be missing.

The authors of the audit were very thoughtful about their own perspectives and expressed in the document that they are not experts and did not presume this document would ever fully cover everyone’s needs.

This audit was shared with community organizations as a tool they could adapt to best suit their organizations and communities. As the authors write, “Trans inclusion is a work in progress—always developing and changing. This audit, even if completely followed, does not indicate that the work is done” (VSAC Trans Inclusion Audit, 2020).

The audit was developed and refined in collaboration with other community partners. Three resource videos were created as an additional tool to help organizations or businesses navigate the audit and the changes that might need to be made. The audit is intended to be a living document that can be adapted and changed to help make more places safe and accessible for Trans clients and communities.

- Contributors: Lane F, Jaq F, Orillia G
INCLUSIVE SERVICES (CONTINUED)

TRANSFORMATIVE JUSTICE

Through a grant from the Vancouver Foundation, our Inclusive Services Coordinator was able to undertake the Transforming Justice, Healing Communities: Creating Alternative Responses to Sexualized Violence Project. Transformative justice (TJ) focuses on practices and beliefs that offer alternatives to the criminal justice system—in this context, for folks impacted by sexualized violence. The project’s focus was to build relationships with community partners in order to learn more about the justice and accountability needs of specific communities. However, the impacts of COVID prevented in-person meetings and gatherings, which are often so important in this kind of work. As a way to mitigate these restrictions, more time was spent connecting with organizations and community members before interviews were conducted, in order to allow for relationships and safety to be established.

During the project, our coordinator completed 16 interviews with local community organizations and community members who have a connection to and interest in the development of transformative justice in our community.

Anti-violence agencies, counselling agencies, outreach supports, restorative justice agencies, and sexual health organizations were included, along with some community members who were identified for the project. All were compensated with honorariums for their participation.

A final report has been submitted to our funder. A summary report is being completed from the material gathered and will be shared with all participants. The main findings of this project identified two main needs for TJ development in our community:

- **TJ Processes**: After harm has been done, how do we work with people to bring about justice outside of the criminal justice system?
- **TJ Education/Capacity-Building**: Community capacity-building and education around TJ would give communities the resources to navigate conflict and work towards resolutions. This is the first step in what is hoped to be an ongoing exploration of transformative justice in our community.
# Programs Infographic

## 2020-2021 AT A GLANCE

<table>
<thead>
<tr>
<th>Adaptability, Collaboration, Community</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Welcomed 1013 clients through our virtual doors</strong></td>
<td><strong>2,224 contacts with survivors, their families, professionals &amp; community organizations</strong></td>
</tr>
<tr>
<td><strong>Trans Inclusion Audit created:</strong> 3 community partners, 1 Trans Inclusion audit, 3 video resources</td>
<td><strong>268 Intakes &amp; Information Meetings for new clients</strong></td>
</tr>
<tr>
<td><strong>Provided 78 emergency sexual assault responses to recent survivors</strong></td>
<td><strong>Trained 10 new Sexual Assault Response Team volunteers</strong></td>
</tr>
<tr>
<td><strong>1,141 crisis counselling, 734 trauma counselling sessions, 112 clients supported in virtual counselling groups</strong></td>
<td><strong>Outreached &amp; explored ways to support community-led interventions in support of unhoused communities and 2Spirit youth.</strong></td>
</tr>
<tr>
<td><strong>73 hours supporting survivors who choose to report to police</strong></td>
<td><strong>166 hours supporting survivors in court, 7,270 emails, phone calls &amp; meetings with clients, police &amp; crown to support survivors</strong></td>
</tr>
<tr>
<td><strong>Collaborated with the Black Youth Empowerment Group to create a culturally relevant bystander intervention workshop</strong></td>
<td><strong>Transformative Justice Project: 16 community partner interviews</strong></td>
</tr>
</tbody>
</table>
Volunteer Program

Written by Ali Shewan, Volunteer Coordinator

VSAC volunteers have supported our organization in truly incredible ways this year. Due to COVID, our event and office volunteer programs were put on hold for most of 2020, while our SART Support Worker volunteers and Board of Directors were able to continue their work. They went above and beyond in their commitment to VSAC throughout the adaptations of this past year.

SART Support Worker Volunteers

While dealing with many safety precautions and protocol changes, our Sexual Assault Response Team (SART) Support Worker volunteers remained committed to their roles. This year more than ever, our volunteers and survivors have benefited from access to our Sexual Assault Clinic. Though hospitals have had excellent COVID safety protocols, our clinic continued to offer survivors services that were more private, as well as peace of mind that survivors and volunteers would not have to go to the hospital. This year saw the addition of two more senior SART volunteers to the team of seasoned volunteers, who continued to mentor SART Support Worker volunteers through on-call support and guidance.

The fall 2020 SART Support Worker volunteer training was very different, with only ten trainees separated into two groups of five, instead of our usual 16+ people all cozied up in the VSAC group room together! Trainees graciously navigated the online training modules created to supplement the decreased in-person facilitation. Although the training cohort was much smaller than usual, the training generated seven very dedicated new volunteers. Thankfully, the volunteer department had moved to new volunteer management software in early 2020, which made navigating these changes much smoother for both staff and volunteers!
Although office volunteering was on hold for the majority of 2020, early 2021 saw some growth in this program, as we welcomed back pre-COVID volunteers and onboarded a new editing volunteer, all offering helpful remote administrative support. Our Board of Directors guided VSAC in navigating the myriad changes over the last year, along with successfully integrating seven new directors.

While this year looked significantly different, our community of volunteers remained more dedicated than ever to supporting VSAC and survivors. We traded our potluck group debriefs, holiday parties, and board game café events for remote movie nights, Zoom lunch-hour check-ins, and remote game nights. This year has made us even more grateful for the open-minded, collaborative, compassionate, and overall wonderful volunteers here at VSAC!
PROJECT RESPECT

Written by Annalea Sordi, Research Manager

ADAPTATION

When the pandemic hit and the Black Lives Matter movement gave us profound inspiration, our team knew the year ahead called for creative adaptation. With the annual Youth Social Action Camp cancelled and schools switching to online learning, how could we keep our prevention education programs afloat? And with the violent acts of racism happening all around us, what could we do to prevent further harm?

COMMUNITY

The first step was to ask youth what they needed now from Project Respect, so we knew how to respond in this moment of turmoil and uncertainty. Last June, we designed a survey and invited youth across our community to tell us what our programming should look like in COVID times. Youth who took the survey said they wanted online workshops to learn about racism, anti-racism, and bystander intervention.
UNLEARNING RACISM

While our anti-racism work with BYE was a definite “win” this year, we’d like to acknowledge that we’re not immune to racism. Former and current staff have shared that Project Respect has failed to fully support BIPOC staff to be their best selves in this difficult work. We apologize deeply for the harm we’ve caused, and we wish to repair past harms and do better. We heartily thank departing staff for offering feedback on what’s not working and freely suggesting changes necessary for us at Project Respect to work in good relation with BIPOC staff, like myself, and with BIPOC communities. We have much to unlearn as we dismantle white dominant practices and even more to learn about how to lift BIPOC staff and communities way up.
We were fortunate to continue holding meetings last year of the kʷənəné̓tal iʔ iʔsəʔt Collaborative Network project over Zoom. kʷənəné̓tal iʔ iʔsəʔt is the name gifted through consultation by a lək̓ʷəŋən language team and it means "helping one another getting better." We also partnered with Brianna Bear, a local Indigenous artist, to create our logo for the project. Given how important it is to hold our meetings in person, to share food and stories, it was an adjustment to meet over Zoom. It was significant to continue to meet together in learning and relationship building while so many were isolated.

A focus during the height of the pandemic was outreach in partnership with Peers Victoria Resource Society in the local encampments and motels, as well as at cultural events held for unhoused communities. The intention was to build connections and understand the needs for education and support around sexualized violence in culturally relevant ways.

Our project working group discussed and planned material for sharing to support this outreach.

As a group, we spent time over the year learning about community-led interventions and the support of 2Spirit youth and communities. Two valued members left the project: the project coordinator and the project mentor. As a network, we held a special meeting to honour them and reflect on all the good work they led within the project. For VSAC, this departure prompted reflection and action on what it means to be an accountable and responsive settler organization in the journey towards truth and reconciliation. This work continues as the project develops in its third year.
ADMINISTRATION & RESOURCE DEVELOPMENT

Written by Carissa Ropponen, Resource Development & Communications Manager

TEAMWORK & COMMUNITY SUPPORT
HELP VSAC MEET PANDEMIC CHALLENGES

ADMINISTRATION

The administrative team has focused on supporting VSAC’s adaptation to virtual service in order to continue to support survivors and provide prevention education.

The collaboration of the team, including our auxiliary staff, has supported the organization to move smoothly through this time of change. We upgraded our server and many of our systems, including new phone and video conferencing systems, in order to provide uninterrupted services to survivors.

These changes were made possible by COVID-19-specific grants from the Canadian Women’s Foundation, the Victoria Foundation, and the Department of Women and Gender Equity Canada.

RESOURCES DEVELOPMENT

Supporting survivors is a collective act. The outpouring of care for survivors, in spite of the challenges of the past year, feeds our hope in the possibility for healing and prevention.

The year began with a deep sense of uncertainty and grief with the onset of the COVID-19 pandemic and the murders of Black and Indigenous people on Turtle Island, also known as North America.

As the pandemic impacted employment for so many, we were concerned about a potential decrease in financial support at a time of increased risk for gender-based violence.

However, we have been astounded by the extraordinary generosity of the community. When we needed help the most, our funders, individuals, and the business community shouldered us up in ways that moved the dial forward for survivor support.
Gifts from the community, including grants and donations, addressed this year’s rise in need for emergency sexual assault response services and crisis counselling, increasing available support and eliminating a four-month waitlist for crisis counselling.

The Triathlon of Compassion, our largest annual fundraiser, was at risk, but our partners, Human Powered Racing, modified the race to a virtual event. Fundraisers persisted and raised $16,703 for sexual assault services!

Our faithful donor base carried us through this difficult year. Hundreds of donors renewed their support as one-time and monthly donors. We also welcomed 367 new donors to our community of support.

This has been a pivotal time for survivors and our community. Survivors are speaking out like never before, and various industries have grappled with highly publicized incidents of sexualized violence, providing opportunity for reflection and action.

In response, many individuals and businesses organized fundraisers on our behalf, including Dumpling Drop, Suleenity Jewelry, When You Greeting Cards, Femme Collective Beauty Lounge, Île Sauvage Brewing Co., Tattoo Zoo, Maiiz Nxtamal Tortilleria, UVic Psi Chi, Virago Apparel, Victoria Regional Women’s Committee PSACBC, and Brown’s Socialhouse Uptown. Individual supporters raised funds and awareness on Facebook. Community members also formed No Means No Apparel, with 100% of proceeds donated to VSAC. Real estate professionals came together to create a GoFundMe page and raised $136,878 within a couple of weeks!

To our donors, funders, and the survivors we serve: We couldn’t have successfully adapted and provided uninterrupted services without your trust and support. Thank you for turning a crisis into an opportunity to collaboratively support healing, prevention, and education in unprecedented ways.
OUR GENEROUS FUNDERS

BC Gaming
Canadian Women's Foundation
City of Langford
City of Victoria
Department of Women & Gender Equality Canada
District of Oak Bay
District of Saanich
Ending Violence Association of BC (EVA BC)
Funke-Furber Fund
Harweg Foundation
Ministry of Public Safety and Solicitor General
Provincial Employees Community Services Fund
Province of BC
Public Health Agency Canada
Rotary Club of Victoria, Harbourside
Shewan Foundation
Thrifty Foods Smile Card Program
Town of View Royal
Township of Esquimalt
United Way of Greater Victoria
Vancouver Foundation
Victoria Foundation
Zonta Club of Greater Victoria
SUMMARY OF REVENUES & EXPENSES

SUMMARY OF REVENUES

- Grants & Donations: 65.3%
- Government Contracts: 33.5%
- Bequests: 0.5%
- Fees & Other: 0.7%

SUMMARY OF EXPENSES

- Staff & Benefits: 80.8%
- Programs: 7%
- Administration: 9.7%
- Fundraising: 2.5%
THANK YOU FROM THE VSAC TEAM

[Image of a group video call with multiple participants]