

portunity my opportunity her oppo
portunity your opportunity our oppo
portunity **bethany** her opportunity
y your opportunity our opportu
y her **annual** opportunity his op
portunity our opportunity my oppo
portunity **report** my opportunity his
portunity your opportunity our oppo
y her **2013** opportunity his oppo
portunity our opportunity my oppo
portunity opportunity your opportu
y my opportunity her opportu
y your opportunity our opportu
y her opportunity his opportuni
y our **opportunity for all** opportu
nity her opportunity his opportu
y our opportunity my opportu
his opportunity

Contents

Vision

Opportunity for all

Mission

Value people
Strengthen lives
Effect change

Values

Courage - We take action and stand up for what we believe

Respect - We value people and build upon their strengths

Integrity - We are open, fair and just in everything we do

Innovation - We develop new ways of working to make a difference

Collaboration - We work together to improve outcomes

Board Chair & CEO Report	4
Our Opportunity	6
Child & Family Services	7
Community Support	12
Development & Community Relations	16
Business Operations	20
Financial Statement	22
Agency Structure	23
Board of Management	24
Our Opportunity	26
Acknowledgements	28
Your Opportunity	31

Bethany was founded in Geelong in 1868 and throughout our history we have responded to the continually changing needs of the communities we serve. During that time our fundamental purpose has remained and our vision today is for a society where there is opportunity for all.

To achieve this vision we value people and work together to strengthen lives and effect positive change. We do this through the provision of a wide range of support services and other activities that aim to:

- Ensure the safety, wellbeing and participation of vulnerable children
- Strengthen vulnerable families and supporting those in caring role
- Reduce the impact of homelessness and increasing access to housing
- Lessen the impact of family violence and changing perpetrator behaviour
- Reduce problem gambling and its effects
- Build better relationships and stronger communities

In developing our Strategic Plan for 2013/16, and throughout our work, we listened to a wide range of stakeholders including our service users, the broader community, our board of management and staff, other community organisations, our funders and supporters.

Our aim is to ensure that Bethany remains a leading community services organisation and the plan distils what we have heard into priorities, goals and strategies to achieve our mission over the next three years.

Our plan is built around four key priority areas and goals which are:

Priority – Client outcomes

Goal – Clients achieve their goals and aspirations

Priority – People and resources

Goal – Maximise the capability of our people and resources

Priority – Manage for the future

Goal – A vibrant and viable future

Priority – Influence for change

Goal – Impact on decisions, policies to improve outcomes and opportunity

To view our full 2013/16 Strategic Plan go to bethany.org.au.

*Note: all client names in this report have been changed for privacy reasons

2 012/13 has been an opportunity to review Bethany's performance over the past three years and spend some time considering our future directions. This work has not been done in isolation but in collaboration with key stakeholders including service users, the broader community, our board of management and staff, other community organisations, funders and supporters.

This work is reflected in the development of our 2013/16 Strategic Plan, the review of our mission and values and the introduction of an agency vision.

When considering what form our vision would take we began by envisioning what we aspired to for our society as a whole. We wanted a vision that captured notions of a civil society and which resonated with the principles of social justice. All Australians have a notion of a 'fair go for all' and we believe our vision Opportunity for all sits comfortably alongside this and will resonate with everyone.

Our new mission – Value people, Strengthen lives, Effect change encapsulates our approach through valuing individuals in all their diversity, working from people's strengths and together changing lives for the better. We think our new vision, mission and values will stand Bethany in good stead to face the challenges of the future.

The community services sector is undergoing some very significant changes not least of which in the past twelve months is the introduction of the National Disability Insurance Scheme (NDIS) on 1 July 2013. The scheme sees the conclusion of the traditional funding model for Disability services across four trial sites, one of which is the Barwon region. This new model provides service users with greater

choice, flexibility and options. For the providers it brings both opportunities and challenges. Traditional methods of service delivery will be challenged and will require a workforce that is flexible and responsive.

At Bethany we see this new way of service provision as an opportunity to broaden our participation in the disability services sector and are working with service users, staff and the National Disability Insurance Agency to ensure we provide the best of care to those members of our community able to participate in the scheme.

We continue to experience an increase in demand for service provision across a number of our programs with many service users presenting with complex and competing issues. We are conscious that we must provide a continuum of care to ensure the best possible outcome and have undertaken considerable work on developing a model for a single entry point for all our services. The development of a coordinated intake model will continue to progress in 2013/14, and we envisage that the finalised model will be in place come 30 June 2014.

We have actively participated in a review of the Gamblers Help program undertaken by KPMG on behalf of the Victorian Responsible Gambling Foundation and have representation on the Clinical Treatment Services Review Panel. The enhanced service model currently under development is to be implemented 1 July 2014, at the conclusion of the current service agreements.

Our Social Housing Advocacy and Support Program has undergone considerable change reflecting a reduction in funding by the State Government in 2012. Through the implementation of a more flexible approach

to housing services we have been able to continue to support service users to access and maintain their tenancy.

This year we have focused much of our attention on investigating an agency wide model that will assist us to maximise outcomes for our service users across the agency. We have invested in capacity to explore and develop a client outcomes framework across the agency. Part of this process is the introduction of the Outcomes Star across a number of Bethany programs.

This year we contributed to the review of the community services sector led by Peter Shergold on behalf of the Victorian Government. The review took a wide ranging look at the strategic challenges that face the community services sector. The drivers of the need for reform include the increasing and changing nature of demand for social services, pressure on public financing due to population ageing and increasing costs. Positioning and adapting to change will be of key strategic importance for Bethany and all community service agencies. Our new strategic plan will capture directions related to this including increased client directed care, place based approaches to community services, the imperative to collaborate and the drive for greater public value and sector efficiency. The bottom line is that we will need to work smarter and harder in the coming years to maintain the level of service provision Bethany is known for delivering and to ensure we are at the forefront of change.

Late this year we commenced work, in partnership with Glastonbury Community Services, to consider how our existing collaboration can be strengthened. We have formed a working party that will undertake a review of current collaboration and consider new ways of working together to provide better

outcomes for clients in our region.

Once again Bethany has produced a strong financial result as the Board has maintained its focus on financial performance and sustainability. Both revenues and equity have increased and we believe the organisation is on a sound financial footing for the future.

We would like to thank all our staff, volunteers and Board Members for their ongoing commitment to the organisation and its clients. We would like to particularly acknowledge Treasurer Kas Szakiel who retires in November after 11 years on the Board. Kas has brought us sound financial advice which is reflected in our current financial position.

We look forward to continue working to provide for the communities we serve in 2014.



Fiona Williams

Chair

Grant Boyd

Chief Executive Officer

Board of Management



Fiona Williams BA, LLB

Chair

Child protection and International Development

Appointed 2006

Sub committee membership: Finance Committee, Quality, Risk & Audit Committee



Grant Boyd BA(Ed), GradDip Special Ed, GradDip Child Adol Psych, GAICD

Chief Executive Officer

Appointed 2008

Sub committee membership: Finance Committee, Quality, Risk & Audit Committee, Research & Community Relations Committee



Geoff Caddy BE Chem(Hons)

Co-Deputy Chair

Refinery Operations and Risk Management

Appointed 2008

Sub committee membership: Finance Committee



Alicia Carroll BA, LLB

Family Lawyer

Appointed 2009

Sub committee membership: Quality, Risk & Audit Committee (Chair), Succession Committee



Dr Sandra Lea-Wood PhD, MEd, BEd,

Co-Deputy Chair

Gifted Education Consultancy

Appointed 2006

Sub committee membership: Succession Committee (Chair), Quality, Risk & Audit Committee



Joan McGovern GradDip PR, GAICD

Social Performance & Communications Manager

Appointed 2010

Sub committee membership: Research & Community Relations



Kas Szakiel FCPA

Treasurer

Financial Controller Corporate Sector

Appointed 2002

Sub committee membership: Finance Committee



Sean Mackay

Insurance Brokerage

Appointed 2010

Sub committee membership: Finance Committee (Chair), Succession Committee



**Jon Mamonski MCom,
BBusMark**

Communications and Marketing

Appointed 2012

Sub committee membership:
Research & Community Relations



Ryan Leeman

*Company Auditor and Tax
Agent*

Appointed 2013



**Krystine Canny-smith CPA
BComm**

Licensed Practicing Accountant

Appointed 2013

Absent

Stephanie Asher

Communications consultant

Appointed 2012

Sub committee membership:
Quality, Risk & Audit Committee

Retired

**Rob Lundie Med Admin, Bed,
DipEd**

*Education Consultancy and
Project Management*

Appointed 2008

Retired 2012

John Hansen

Divisional director

Appointed 2009

Retired 2013

Sub committee membership:
Succession Committee

**Alexander (Sandy) Morrison
MBus, BHA, CHE**

Community Services

Appointed 2009

Retired 2013



Child & Family Services

Her Opportunity

“ I was struggling to cope, especially with our younger children. My worker gave me the opportunity to develop a family plan and set some goals. I now find I need less support, less often. ”

Christine - family services client

Child and Family Services provides an earlier intervention focus to support vulnerable families through assertive outreach, in home support, case management, counselling, group work for parents and children, volunteer support and brokerage.

Barwon Child FIRST* provides support to vulnerable children and families to refer to appropriate family services to meet those needs. Barwon Child First is an alliance between Glastonbury Community Services, Time for Youth, Wathaurong Aboriginal Cooperative, Diversitat, City of Greater Geelong (Maternal and Child Health), the Department of Human Services Victoria (DHS) and Bethany as the lead agency.

Child FIRST has continued to experience significant demand with an increase of 10% in substantive cases to the program. A total of 2,320 referrals were received and 6,794 hours of support delivered. This increase builds on the 23% increase in service delivery in the previous year.

There has been a review of the Alliance Partnership Agreement and of Operations processes. We have undertaken a coordinated approach in the implementation of the Single Session/Brief Intervention Training with Bouverie Clinic and La Trobe University leading to a significant change in approach across the family services program, and increased throughput without decreasing client outcomes.

The Alliance has also completed a three year Catchment Plan and is continuing to focus on engagement with the broader sector and improve business processes.

The **Schools and Families Engaging Kids (SAFE KIDS)*** program, previously named Northern Suburbs Schools Hub Pilot Project, is designed to improve service coordination and earlier service intervention for vulnerable

children aged six to 10 years, by basing a family services worker across four Northern Bay College P-12 campuses.

In 2012/13, 209 families were supported through the program by providing 1,160 hours of support. The program continues to have strong engagement of school staff and develops better linkages with Child Protection and Family Services. An evaluation, completed earlier this year, is available on our website

The **New Parent Infant Network * (NEWPIN)** program is an intensive centre-based and outreach support program for mothers and their pre-school children. NEWPIN group work programs aim to educate and develop parenting skills for all members and have included a range of community engagement activities.

In conjunction with NEWPIN Australia and Macquarie University, NEWPIN participated in a national research project to learn more about the experiences and outcomes of parents and children attending the program. The report will be available in late 2014.

In 2012/13, more than 5,101 hours of support was provided for 48 families with 100 children.

Early Connections Supported Playgroups provides support to children and families and helps parents to foster positive parent-child interactions, engages families in their community and helps in the child's development towards kindergarten and school.

This year, seven playgroups funded by Besen Family Foundation, Dawn Wade Foundation, Helen Macpherson Smith Trust, Geelong Community Foundation and the Flora & Frank Leith Trust, were held at Northern Bay P-12 college, Rosewall Neighbourhood Centre, Bethany and Norlane North Shore Kindergarten.

Family Services Casework * supports vulnerable families to make necessary change

to promote child and family safety, health and wellbeing.

Supporting 335 families we continue to see a growing intensity of services required to support parents and children with complex needs. Significant service improvement has been achieved with the implementation of the Single Session approach

The Boys Rock group aims to build self esteem in boys in grades five and/or six and was delivered at three primary schools. This work has been supported with funds from the Geelong Chapter of Harley Davidson Owners Group.

Disability Case Management* supports children and parents where one or more members of the family have a disability and have complex needs and requirements. In 2012/13, 29 families were assisted with a focus on improving their independence, choice and community involvement.

The introduction of the National Disability Insurance Scheme (NDIS) pilot in Geelong has brought significant focus on the transition of this program from existing funding to the new purchasing arrangements under NDIS.

This reform has also provided new service opportunities for other programs within Bethany to support individuals with a disability to access appropriate services.

Bethany's **Kinship Care Program*** offers advice and support to relatives or friends who have taken on the care of a child who cannot live with his/her parent/s. The program engages with families involved with DHS Child Protection and also families with private arrangements.

Kinship Care has continued to achieve significant results including: stabilising living arrangements for 12 children through Children's Court Permanent Care orders, monthly Geelong and Colac 'Nurture Until They Shine' (NUTS) groups supporting carers and presentations at the National Foster and Kinship Care Conference.

The program continues to out perform targets and this year provided 671 hours of information and advice and 672 hours of family services, whilst 12 children in the program were provided with placement establishment support and 36 children case contracted.

The **Refugee Minor Program***, delivered in partnership with Diversitat and Ballarat Child and Family Services in the DHS West Division of regional and rural Victoria, supports unaccompanied humanitarian refugee minors by providing case management and support to the settlement process and placement for the unaccompanied refugee children, and young people aged 0 – 18 years and their families/ carers.

The program commenced on 1 July 2013 with four young people in the Barwon and Western areas and five in the Grampians area, and we are developing new and strong relationships with

other local services who have been providing support to refugees including MacKillop, Geelong English Language Centre, North Geelong Secondary College, VICPOL and Barwon Health.

The **Geelong Platforms Project** is designed to improve outcomes for children in the City of Greater Geelong based on a 'place based' approach, using the Centre for Community Child Health Platforms Service Redevelopment framework and will proceed in alignment with the development of the Municipal Early Years Plan.

Bethany joined this project in 2013, having been sub contracted by the Centre for Community Child Health, with responsibility for employment of the Senior Project Leader and development of the local area plan in consultation with the community and project partners.

The key objectives for the project are to: increase understandings of systemic and service level strengths and barriers in an agreed neighbourhood/locality in the City of Greater Geelong; increase involvement of local people in identifying strengths and barriers and identifying opportunities for improvement in the neighbourhood; establish strategies to inform future system and service development in the City of Greater Geelong.

This project is delivered as a partnership between the Centre for Community Child Health, the City of Greater Geelong, the Helen Macpherson Smith Trust and other stakeholders in an agreed authorising arrangement and is funded by the Helen Macpherson Smith Trust.

Bridging the Gap (BTG) is a strategic project designed to better support individuals engaged with our Housing and Family Services programs to access training and employment pathways.

BTG has two key functions; to support clients to access and engage in vocational programs; and to inform and resource Bethany's case management approach to incorporate vocational support, develop new pathways and liaison and advocate for vulnerable clients to address systemic barriers.

Jointly funded by Bethany and Give Where You Live, with partners Gforce and Karingal, the project also has linkages with Matchworks and the DHS Services Connect Economic Participation Project.

This year 36 clients were supported to access training and employment pathways and 11 participated in transitions to work / accredited courses. Also 17 clients were assisted to receive targeted support from Job Service Providers, and a 100% of the participants were provided case management and goal plans to assist in planning for vocational activity. Three individuals secured employment following their vocational courses.

Half of the BTG clients lived in public housing and 47% resided in the northern suburbs of Geelong.



Bethany's South West Services, includes problem gambling, financial counselling, integrated family services, and families at risk and specialist homeless children's programs working across six local government areas.

Gambler's Help* provides counselling, group work, community education and financial counselling to those experiencing or affected by problem gambling and has worked solidly in the establishment and maintenance of relationships with strategic partners to assist in the development of an integrated service platform.

In 2012/13 526 hours of counselling and 152 hours of problem gambling financial counselling service was provided

As a member of the Dual Diagnosis network, alongside regional Aboriginal Organisations, Warrnambool City Council, South West Healthcare and the South West Primary Care Partnership, we delivered "Fishing with your Mob" as part of Responsible Gambling Awareness week.

Financial Counselling* is a free service to support people who are experiencing financial problems and are at financial risk. Clients are referred from a variety of sources such as medical, legal centers, community organisations, employers, rehabilitation services and lending institutions. This year saw 2,226 hours of service delivered to 525 individuals.

The **Integrated Family Services program*** is part of the South West Child and Family Services Alliance, comprising of Brophy Youth and Family Services, City of Warrnambool, Gunditjmarra Aboriginal Cooperative, Mpower and Windamara Aboriginal Cooperative.

The Alliance has worked consistently to develop a range of new foundational structures, resources and processes that will underpin the Alliance to deliver quality outcomes for vulnerable families.

The program delivered 2,324 hours of service to 49 families with 60% of referrals from DHS Child Protection Services.

The **Support for Families at Risk (SFaR)*** program forms part of the Victorian Government's response to the National Partnership Agreement on Homelessness recognising the growing number of families with children who are homeless with significant support issues. Demand for the program in the 2012/13 exceeded program targets with 19 families supported.

Homeless Children's Specialist Support Service (HCSSS)* provides assessment and case planning support, enhanced case management and therapeutic group work support for children, primarily aged 0 -12 in homeless families who are supported by child, youth and family support. The program works closely with the Barwon HCSSS and data has been combined showing strong performance for both sites being achieved.

Our South West services has a strong focus in broadening and strengthening our links with strategic partners in the region and has participated in a number of regional planning events, seen steady growth in our client referral rates and are successfully building a strong reputation as a quality service provider within the regional South West community.

We acknowledge the Annie Danks & Danks Trust for the generous contribution to the fit out of our South West offices.

**These programs were supported by the Victorian Government.*

Community
Support



His Opportunity

“The financial counsellor helped me negotiate with the banks and credit card lenders which means that for the first time I am in control of my finances. The counsellor showed me how to budget and save for things such as a holiday, which is much better than putting everything on a credit card and then not being able to pay it off”

John - financial counselling client

The Community Support division provides individuals, couples, children and families who are affected by homelessness, problem gambling, financial problems, family law conflict, and family violence or relationship issues with counselling, case management and practical support services.

Integrated Therapeutic and Community Services provides a range of therapeutic interventions to individuals, families and children through a variety of modes and service interventions. Services funded under this division include: Gambler's Help and Financial Literacy Programs, Children's Contact Service (CCS) Parent Education, Family and Relationship Services (FaRS) Supporting Children after Separation (SCaSP) and Parents and Children in School (PaKS).

Gambler's Help* provides counselling, group work, community education and financial counselling to those experiencing or affected by problem gambling.

In the last year the program provided 3,328 hours of problem gambling counselling and 1,491 hours of community education were delivered across Geelong and the South West sub region. Participants engaging in community education included young people, young men, newly arrived and established CALD communities, local council, Geelong Football Club, students, families seniors and more.

Financial counselling slightly increased this year, with 751 hours compared to 687 hours

in 2012. Whilst 774 hours was spent on collaborative partnerships with the mental health, drug and alcohol, correctional and family services sectors resulting in an increase in referrals and secondary consultations between services.

The **Venue Support Program*** has completed a third year of encouraging responsible gambling practices and environments within the gaming industry, consistent with approved industry codes of conduct. The Barwon South West region covers 50 venues and in 2012/13 over 616 venue staff received training in identifying and responding to patrons exhibiting signs of distress caused by problem gambling.

Saver Plus is a financial literacy and matched saving program developed by the Brotherhood of St Laurence and ANZ, and funded by the Department of Social Services. Phase five of the program commenced in September 2011, and to date 105 participants have joined the program achieving \$62,734 in matched savings.

A key element of Saver Plus is the financial literacy program, Money Minded. This program, designed by ANZ Bank, consists of four sessions covering financial topics including budgeting, setting financial goals, identifying spending leaks, creating a personal money plan, banking and credit and planning for your financial future. In phase five a total of 157 participants completed the training modules, and 129 have met their total savings goals.

Lessons for Life was funded by the Geelong Community Foundation and supported highly vulnerable women (and their children) through specialised financial education. The majority of women who participated reside in the disadvantaged areas including the northern suburbs of Geelong.

The **Commonwealth Financial Counselling#** service assists clients in areas such as: debt management, advocacy with utility companies and provided support to many who had been forcibly made redundant from their employment. In the past year the service provided support to 118 people across the Barwon South West region.

The **CCS and Parent Education#** programs provide supervised contact, facilitated changeover and parent education groups to over 350 families. The programs have developed key service interventions to support parents to build up a higher level of self management strategies in the ongoing management of post separation parenting.

FaRS# delivered 1,075 counselling sessions to 542 clients and delivered on a number of key goals contained in the federal governments Vulnerable and Disadvantaged Access Strategy and includes a greater focus on the timely provision of service to those identified as most in need. Families referred to FaRS are presenting with an increase in complexity, which has necessitated a high uptake of a care team and co-work approaches to many of the FaRS families. **SCaSP#** provides support for children of separated parents and delivered 709 counselling sessions to 226 children during the year.

The **PaKS#** program continued to build a stronger relationship between parents and schools. A change in worker heralded the introduction of some new school based

activities that encompassed Multicultural Day, Reading Programs and Mother's and Father's Day activities at Whittington and Oberon South Primary Schools.

The **Housing and Family Violence Services*** provides a continuum of services for people who experience homelessness and/or family violence through the: Homeless Services Team, Social Housing Advocacy and Support Program (SHASP), Intensive Case Management Initiative (ICMI), Homeless Children's Specialist Support Service (HCSSS), Support for Families at Risk Program (SFAR), A Place to Call Home, Family Violence After Hours and Outreach Services, Specialised Family Violence, Men's Behaviour Change, Men's Case Management, Enhanced Intake and Strengthening Risk Management Demonstration Program.

This year 47 families were supported with Crisis/THM accommodation with primary presenting issues inclusive of family violence, mental health, drug and alcohol, financial breakdown and rental stress. 228 clients accessed the **SHASP*** program, 74% of which were women and 45% were sole parents.

The **ICMI*** program provided intensive, assertive outreach and case management to 15 clients. The **SFAR*** program assisted 32 families and **A Place to Call Home*** supported 18 families to stabilize their accommodation.

The **HCSSS*** has provided case assessment for 87 children and case management for 27 children. In addition, 70 children participated in our music therapy group work program. These groups included Music Art and Play (MAP) a music based group for eight to 12 year olds. Baby Jam for Mothers and their babies and Kidz Express, which operates from the Adult and Family Housing Entry Point.

The **Family Violence After Hours*** service received 49 referrals in the last year which is an increase on the previous year and highlights the increase in demand for family violence services across the Barwon South West region.

Family Violence Services* helped 206 women who experienced violence and 96 children exposed to family violence. During the year 962 male clients had contact with our service specifically in relation to their use of violence and of those 857 were direct referrals from police.

The Strengthening Risk Management Demonstration Project (SRMDP)*, provides a coordinated response to women experiencing family violence where there is risk of serious harm or lethality. It is one of only two projects in Victoria.

This project features a whole of family coordinated approach to case management and has a **risk assessment management panel (RAMP)** which was established with input from project partners Zena Women's Services, Victoria Police, Corrections Victoria, Child Protection, Barwon Community Legal Service, Barwon Health and Department of Human Service – Office of Housing.

In 2012/13 the RAMP has developed risk management plans for 23 women and 61 accompanying children. The project is currently being externally evaluated.

In 2012 Bethany was successful in securing the position of the **Family Violence Regional Coordinator (RIC)*** for the Barwon South West. The coordinator role is multi focused and works collaboratively with a range of stakeholders.

The aim of the role is to manage and enhance relationships at local, regional and state levels, to reignite connections and to provide clarity to the region about developments in the

sector, the reform agenda and policy direction. The role also incorporates the provision of information, advice and resources to a range of strategic connections.

The RIC works closely with the Children's Resource Worker and Homelessness Networker to share information and resources across the Barwon South West (BSW) region and to deliver forums and training in a resource efficient manner.

In 2012/13, RIC coordinated and promoted professional development requirements including the delivery of Common Risk Assessment Training at each end of the region for 170 rural and regional practitioners from a range of sectors including, health, community, education, police, justice, volunteers, early years, mental health and adolescent specialist services.

The role has also assisted a number of innovative projects receive funding through the IFV Network including Partnership Staff Induction Days (Barwon and South West), CASA Best Practice in Prevention Forum and Geelong Multi Cultural Family Violence Prevention Project (Karen/Karenni Community) and has played a key role in identifying issues and improving regional systems including Family Violence After Hours Referrals, Police Fax Backs between Geelong, Colac and Warrnambool and assisting organisations to access Corrections funded places in Men's Behaviour Change Programs.

**These programs were supported by the Victorian Government.*

These programs were supported by the Commonwealth Government.



The Development and Community Relations division is responsible for a broad range of agency services including: community relations, quality, marketing, media, fundraising, events, people and culture and special projects and philanthropic applications.

Following the successful renewal of our quality accreditation against the Quality Improvement Council Standards and being the first organisation in Victoria to achieve registration under the DHS standards, Bethany developed a new **Quality** Workplan for 2012/15.

This workplan provides a comprehensive roadmap to achieve planned improvements and prepare for the next review cycle. At the service delivery level a group of staff representing each of the service delivery areas carry the title of Quality Improvement Leaders (QILS). QILS actively encourage and support colleagues to implement continuous improvements within their programs and across the organisation.

Work continues on a number of action plans to ensure we are accessible to all members of the community and we are undertaking training under the 'Rainbow Tick' standards to increase our response and accessibility to those who identify with the Gay, Lesbian, Bi-sexual, Transgender and Intersex communities. We aim to undertake the Rainbow Tick standards concurrently with our next quality review in 2015.

In 2012/13 **Volunteers** provided additional support to our clients through a variety of roles including supporting families with their goals, mentoring/role modelling, support with building on mother's self esteem and

My Opportunity

“I wanted to do voluntary work that would link into my degree and the opportunity to volunteer at Bethany fitted perfectly into my timetable. It’s meant I get real hands on experience in a field of work I hope to enter when I finish university.”

Kylie - psychology student

confidence as a parent, playgroup assistance, transport to appointments, resource preparation, fleet management support and food distribution.

This year a total of 2,517 hours of unpaid volunteer work with a monetary value of \$79, 285 was provided by 70 volunteers.

Recognising our staff and their long term contributions to Bethany forms a part of our **People and Culture Strategy**. This year two employees received a 10 years of service award, whilst eight received an award for five years of service.

Through participation in Worksafe Worker Health Checks, Bethany was successful in securing a \$5,000 WorkHealth grant assisting us to take a proactive approach to health and wellbeing in the workplace by providing wellbeing seminars, fruit boxes, sponsorship of fun runs and walks, ergonomic furniture and fortnightly health and wellbeing newsletters. This work will continue as Bethany develops initiatives towards its own health and wellbeing program, **bWell**.

Bethany is especially grateful to all the philanthropic organisations that have supported us this year with funds for **Early Connections Supported Playgroups** (Besen Family Foundation, The Flora & Frank Leith Charitable Trust, Dawn Wade Foundation, Sabemo Trust, Helen Macpherson Smirth Trust and Geelong Community Foundation) and **Bridging the Gap** which is jointly funded by Bethany and Give Where You Live. The Shell Employee Community Grants Program funded camps for children from our Kinship Care program.

We also acknowledge Feed Geelong for its support of our food distribution program.

The **Bethany Arthouse Film Festival** continues to draw big crowds and funds raised at the Geelong Festival have helped support

the implementation of a homework club at Whittington Primary school and add support to Oberon South Primary School’s lunchtime meals program. Northern Bay P -12 college will use funds to purchase musical instruments for the school band.

To coincide with the opening of our new offices at Warrnambool we produced similar art house file festival at the Lighthouse Theatre. We look forward to this festival growing in popularity to enable funds to be returned to the Warrnambool community.

Our festival in Geelong would not be possible without the support of the Geelong Performing Arts Centre and similarly we are grateful to Warrnambool City Council and the Lighthouse Theatre for their support.

The **Giving Tree Appeal** distributed over 3,200 gifts to those in need in the community through nine local agencies. The number of gifts was boosted this year by Shell Geelong Refinery employees, who in lieu of a staff children’s Christmas party, elected to utilise the funds to purchase over 700 quality gifts for the appeal.

The annual **Geelong Father of the Year Award** is a partnership with Bethany, the Geelong Advertiser, Rotary Club of Geelong and the Bendigo Bank and was once again attended by over 350 members of the business community. Guests were entertained by MC Ian Cover and guest speaker Steve Monaggetti. Over 900 children submitted entries to the award with Gary Cole being announced as the 2012 winner.

We are forever grateful for the support of everyone from the community, philanthropic and business sectors for their generosity in supporting us. In 2012/13, **\$535,000** of support was received from trusts and grants, fundraising and events and through the value of in-kind support and donations.

Their Opportunity

“Having the bus come and pick us up to take us to NEWPIN is great because we do not live on a bus route. If they did not come and collect us my kids and I would not be able go”

Jacinta - NEWPIN client

The Business Operations Division plays a central role in the ongoing management of Bethany's finances and infrastructure including reception, information and communication technology (ICT), payroll, fleet management, purchasing and supply, financial management, building and facilities.

Business Operations has progressed extensively over the past 12 months with the commencement of an Office Manager and the addition of ICT support.

Quality improvement has been a theme with a focus on system and ICT improvement including the implementation of an agency wide ICT strategy for the next three years. Revised and modified systems have greatly enhanced ICT operations, security, risk management policies, document control and increased office space.

The introduction of an internal IT helpdesk using an online ticketing platform to prioritise IT issues, has resulted in greater efficiency and a more timely response.

Bethany is committed to embedding risk management practices to support the achievement of business objectives and fulfill governance obligations. Riskman, a web based risk and incident management system, has been successfully implemented to provide a common standard for identifying, assessing and managing risks across the agency. This system will be rolled in late 2013 and early 2014.

An electronic Fixed Asset Management System has been implemented to easily identify and maintain assets by tracking the cost and depreciation of assets as well as improve equipment maintenance and reduce purchase costs.

Work has commenced in sourcing a new central Client Information Management System. This project will support Bethany's aim to provide a more holistic approach to its clients by providing a central entry point to our services.

There has been much consideration towards improving environmental practices and an environmental audit was conducted earlier in the year. A number of the recommendations have been carried out including the replacement of halogen lights throughout the building with LED's and the replacement of printers and photocopiers with more energy efficient devices.

Providing a safe and secure environment for our staff is important. Our staff are conscious of the challenges they face and have strategies to minimise any risk to their personal safety. This year our office spaces have been enhanced with the introduction of individual staff identification cards and a swipe card access system.

This calendar year commenced with the management and coordination of the fit out of our offices in the South West. To improve our communications between sites we have also introduced video conferencing alleviating the need for extensive travel and to provide greater opportunity for internal collaboration.

Financial Statement

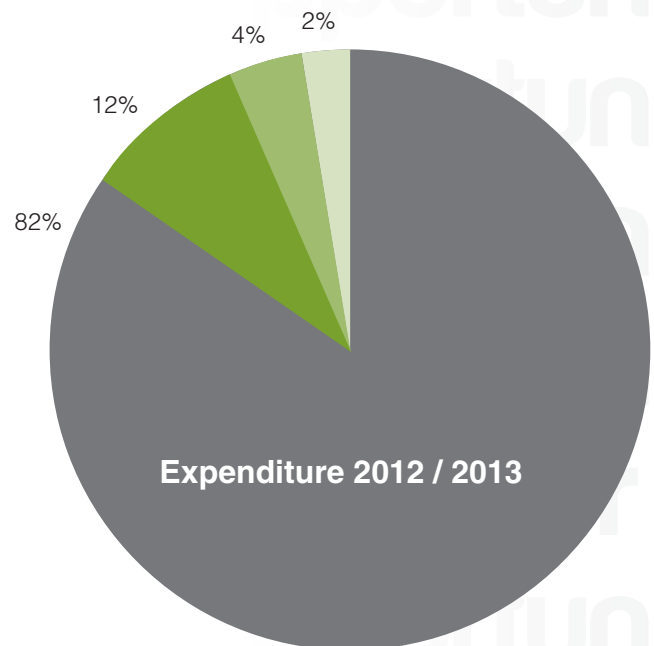
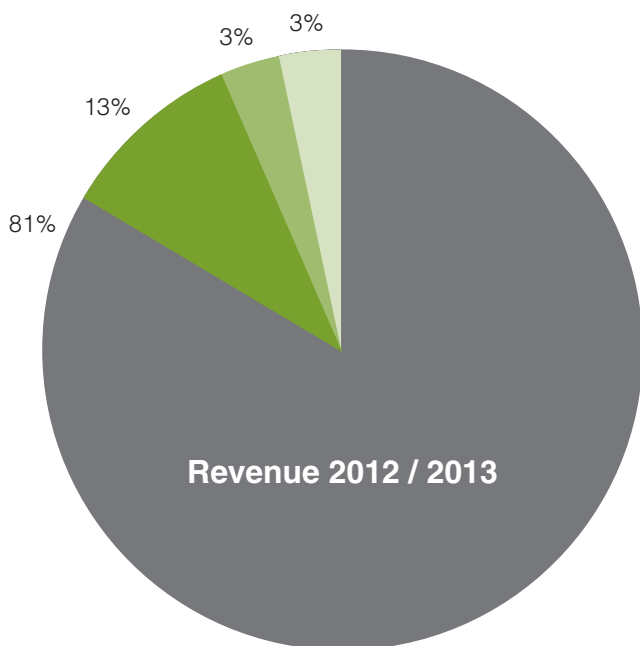
Revenue for the year increased by 8.5% to \$9,359,322 with a corresponding increase in expenditure of 9% to \$9,096,697. This resulted in a surplus for the year ending of \$262,625, which while less than the 2011/12 financial year, is a pleasing result given the current challenging financial climate.

This surplus from ordinary activities combined with the net gain on the revaluation of assets of \$683,012 has resulted in a total comprehensive income for the financial year ending 30th June

2013, of \$945,637. However, as in previous years, this surplus includes income received in advance which has been committed for expenditure in the 2013/14 financial year.

This combined result underlines the Board's disciplined focus on financial sustainability, building on a continued trend of strong revenue growth and an improved balance sheet.

Kas Szakiel – Treasurer



	2012/2013
	'000
revenue	\$9,359
state government	\$7,542
commonwealth government	\$1,218
trusts, grants & fundraising	\$324
business undertakings & other revenue	\$275

	2012/2013
	'000
expenditure	\$9,097
salaries & service delivery	\$7,457
operating	\$1,136
depreciation	\$322
client expenses	\$182

The full audited financial statements can be downloaded at bethany.org.au or upon request to Bethany Community Support, 16 Ballarat Rd, Hamlyn Heights 3215, phone 03 5278 8122.

**Agency
Structure**

**Board of
Management**

**Chief
Executive
Officer**

**Executive
Manager
Child &
Family Services**

**Executive
Manager
Community
Support**

**Executive
Manager
Business
Operations**

**Executive
Manager
Business
Development**

**Executive
Manager
Development
& Community
Relations**

**Leadership
Team**

**Team
Member**

Our Opportunity

“The work undertaken by all our staff contributes to the reputation and service excellence that Bethany works hard to maintain. We value those who elect to take the opportunity to come to work with us and help us in our mission.”

Fiona Williams -
Chair

Here we take the opportunity to celebrate the service milestones of our staff and in the past three years 23 have completed a combined total of 165 years of service.

2013 was no exception with 10 staff receiving service awards reaching a combined total of 60 years.

10 Years

Sue Dicker
Helen Grant

5 years

Judith Cameron
Sharon Downey
Chris Hanley
Annette Devereaux

Lyrae Love
Adele Welsh
Lyn Burton

Tracie McPherson

In 2013 our Volunteers contributed over 2,500 hours of unpaid work.

We thank the following volunteers for their support.

Murray Anderson
Stephanie Asher
Paul Austin
Savroopinder Bhangu
Tracey Borch
Coral Bridgland
Gary Bruce
Courtney Bruscella
Geoff Caddy
Alicia Carroll
Maree Combridge
Andrew Cornford
Rebecca Cramp
Gayle Crosby-Hardman
Brian Edward
Natalie Edwards
Amanda Ferrarese
Kris Fitzgerald
Kellie Foxlee
Marilyn Funston
Kerry Goldsworthy
Sally Gower
Tania Greenwood
Caroline Gubb
Alexa Haley
Jane Harris
Graeme Hawkins
Laurie Hill
Natalie-Mai Holmes
Bruce Holmes
Lyn Hovey
Annette Johnston

Ross Lander
Sandra Lea-Wood
Sean Mackay
Jon Mamonski
Joan Mc Govern
Geoff Morgan
Eboney Morrissy
John Nankervis
John Nelson
Alison Neunhoffer
Gerard O'Rielly
Brynle Owen
Louise Pettifer
Lawrie Plowman
Pam Price
Irena Radicevski
Leesa Reid
Brenda Sang
Kelsey Sherwood
Barry Solomon
Alix Spencer
Christina Strahan
Denise Stubbings
Telsa Stubna
Kas Szakiel
Caroline Tawadros
Mark Thompson
Jason Tournier
Meindert Van der Veer
Tom Van Etten
John Virgona
Joan Watson
Howard Weedon
Joan Weeks
Chris Welsh
Patricia White
Ralf-Dieter Wilden
Rebecca Wilkin
Fiona Williams

Acknowledgements

Bethany acknowledges the generosity of individuals, businesses, community groups, philanthropic trusts and government departments who support the work of this organisation to create Opportunity for all.

Federal Government

- *Attorney General's Department
- *Department of Families, Housing And Community Services And Indigenous Affairs

Department of Health and Ageing

Victorian State Government

- *Department of Human Services
- *Department of Justice
- *Department of Planning and Community Development
- Department of Education Early Childhood Development
- Victoria Police
- *Victorian Responsible Gambling Foundation

Local Government

- Borough of Queenscliffe
- City of Greater Geelong
- Colac Otway Shire
- Glenelg Shire
- Moyne Shire
- Surf Coast Shire
- Warrnambool City Council

Community Program Partners

- Barwon Casa
- Barwon Community Legal Service
- Barwon Health
- Barwon Medicare Local
- Barwon Youth

- Bellarine Community Health
- Best Start/Lsey Partnership
- Brotherhood of St Laurence
- Brophy Family and Youth Services

- Centre for Community Child Health, Murdoch Institute
- Royal Children's Hospital
- Colac Area Health

- Diversitat
- Emma House
- G21

- Geelong Family Relationship Centre
- Glastonbury Community Services

- Guntijamara Aboriginal Cooperative
- Hanover Welfare Services

- Karingal
- Lifeworks Relationship, Counselling and Education Services

- Leisure Networks
- Pathways

- Mpower
- Margoneet Correctional Services

- Salvo Connect Kardinia Women's Service
- South West Casa

- South West Primary Care Partnership

- St John Of God Hospital

- The Gordon
- Time For Youth

- Uniting Care Burnside
- Western Region Alcohol and Drug Centre

- Wathaurong Aboriginal Cooperative

- Windamara Aboriginal Cooperative

- Zena Women's Services

Trusts, Foundations And Estates

- *ANZ Trustees
- *Annie Danks Trust and

*Denotes Bethany's Federal, State and Philanthropic funding bodies.

Danks Trust
 *Besen Family Foundation
 *Dawn Wade Foundation
 Estate of Ron Kershaw
 Feed Geelong
 *Geelong Community Foundation
 *Give Where You Live
 Golf Hill Bequest
 Emily Shannon Trust
 *Helen Macpherson Smith Trust
 *Sabemo Trust
 *The Flora & Frank Leith Charitable Trust
 The Queens Fund

Key Business Partners

Bay FM
 Bendigo Bank
 Gforce
 Geelong Advertiser
 Geelong Performing Arts Centre
 GMHBA
 Josie's Transport Group
 Rotary Club of Geelong
 Shell Geelong Refinery
 Target Australia Pty Ltd

Community Supporters

Antique Aeroplane Association
 Ashby Primary School
 Australian Red Cross
 Barry Lynch
 B & B Donovan
 Beth Roger
 Brian Edward
 Brian Mcgregor
 Bellbrae Primary School
 Belmont Grange Aged Care
 Belmont Lodge
 Belmont Senior Citizens
 Beverley Voisey
 Brentwood Private Nursing Home
 Bupa Nursing Home

Catholicare
 Cement Works Ladies Club
 Colac CFA
 D McKenzie
 Domaine South Valley
 Drysdale Grove Aged Care
 East Geelong Senior Citizens Club
 Eden Park
 Elaine Curran
 Ej and Pn Rudolph
 Estate of Ron Kershaw
 Geelong Aviators
 Geelong Chapter Harley Owners Group
 Geelong Day View Club
 Geelong Evening View Club
 Geelong North Network Student Support Service
 Geelong Mums
 Geelong Regional Library Corporation
 Geese and Friends
 Hamlyn Banks Primary School
 Highton Primary School
 Ian Cover
 Jenny Thompson
 Joan O'Neill
 Kaisercraft
 Kardinia Kids Play Cafe
 Kittos Living By Design
 Kirsty and Peter Fury
 Lara Sporting Club
 Lions Club of Bannockburn & District
 Lions Club of Bell Post Hill
 Lions Club of Geelong Corio Bay
 Lions Club of Geelong South Barwon
 Lions Club of Grovedale And Waurm Ponds
 Lions Club of Leopold
 Lions Club of Ocean Grove Barwon Heads

Lions Club of Queenscliff Point Lonsdale
 Lions Club of Portarlington Drysdale
 Lions Club of Torquay
 Lyn Northam
 M Harmer
 Magistrates Court
 Margery Rix
 Norlane North Shore Kindergarten
 Northern Bay P-12 College
 Newcomb Secondary College
 Norlane Community Centre
 Norma Brew
 Oberon South Primary School
 Ross Baker
 Rosewall Neighbourhood Centre
 Rotary Club of Bayside Geelong
 Rotary Club of Belmont
 Rotary Club of Corio
 Rotary Club of Geelong
 Rotary Club of Highton
 Rotary Club of Highton Kardinia
 Rotary Club of Torquay
 Russell Walker
 Second Bite
 Seachange Quilters
 Simone Hayes
 Southern Cross Care
 Steve Moneghetti
 St John's Lutheran School Parents Auxiliary
 Suzanne Jamieson
 Tate St Primary School
 TAC
 The Geelong College
 The Gordon
 Torquay Day View Club
 V Bayden
 Val Williams
 Vish Goddard
 Whittington Primary School

Wheelchair Fund
 YWCA Victoria
Corporate Supporters
 13th Beach Golf Links
 Action Indoor Sports North Geelong
 Alcoa World Alumina
 ANZ Bank
 Café Volare
 Centrelink Geelong
 City of Greater Geelong Corporate Services
 Creative Force Design
 CSIRO Animal Health Laboratory
 CSIRO Textile Division
 Ferne Millen Photography
 Geelong Football Club
 Godfrey Hirst Australia
 John Remos Coffee Van
 Magistrates Court
 McHarry's Buslines
 Maxwell Collins Real Estate
 Mercure Hotel Geelong
 Multitek Solutions
 Patagonia
 Ray White Lara
 Rescom Property & Finance Centre
 Snap Printing Geelong
 Stuck On You Australia
 Val Hannah School Of Dance
 TV Stream Productions
 Westpac Bank
 White Eagle House
 Wombat Gully Plant Farm

Thanks to everyone who also attended the Father of the Year Award breakfast and the Bethany Arthouse Film Festival and we greatly appreciate everyone who gave to the Annual Giving Tree Appeal.

Opportunity for all

Your Opportunity

Bethany works with vulnerable people to build better individual and family relationships, supports parents caring for children, assist people who are homeless or at risk and those affected by family violence and problem gambling.

A donation of any kind for the valuable work undertaken by Bethany is gratefully accepted and will be used to provide *opportunity* for all and further services to those most in need. Every dollar you can contribute will support Bethany in its mission to support and strengthen the community.

You can help by becoming a volunteer and giving your time through our services and programs either directly working with our staff and clients, or indirectly through events such as the Giving Tree Appeal.

Attending a fundraising event is also a way you can assist Bethany, and many great activities are held throughout the year including the Arthouse Film Festival.

Financial donations can also be given through via Bethany's website, and of course every little bit helps!

To find out more about how to help Bethany, visit bethany.org.au and click on the 'How can I help?' tab.

Remember, every little bit helps!

MAIN OFFICE 16 Ballarat Rd
Hamlyn Heights 3215

P 03 5278 8122

bethany.org.au
#BethanyGeelong
info@bethany.org.au