

annual report 2010/2011



*improving lives
improving communities*

boehringer

inside

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triumphs

service excellence and innovation

Bethany was selected to deliver the Strengthening Risk Management Demonstration Project, one of two new family violence demonstration projects in Victoria.

strengthening community

The valuable Parents and Kids in Schools (PAKS) and the Northern Suburbs Schools Hub Pilot Project have both received recurrent funding this year.

highlights

partnerships

This year we entered into partnership with GMHBA and the Geelong Advertiser to provide them with an Employee Assistance Program, allowing their employees to access confidential counselling.

people and culture

Staff Service Recognition Awards were introduced for the first time in 2010/11 with more than 20 staff receiving an award.

governance

The introduction of a new financial accounting system has enabled us to ensure our reporting and capability commitments will continue at a high standard.

Bethany Community Support is proud of our achievements in 2010/11, a year that can be characterised by growth and excellence.

In November we grew into the spaces of the new wing at 16 Ballarat Road. The \$1.8M facility is an evolution of the facilities we have provided on the same site for more than 140 years. The new wing provides a state of the art facility for clients who receive on site services and improved amenity for staff and visitors.

Growth, of course, is only of value when it comes from a strong foundation. We were pleased to announce this year that a number of innovative pilot programs secured recurrent funding to become an important part of our core business.

The Northern Suburbs Schools Hub Pilot Project received recurrent funding to continue to locate a family services support worker across Northern Bay College. Almost 250 families have already been helped in this program and it is wonderful that this support will continue.

Also continuing beyond the pilot stage is the Parents and Kids in Schools program. This is an early intervention program operating in two primary schools, focusing on the development of relationship building activities between children and their parents, specifically the role of fathers, or father figures, in an educational setting.

The Men's Case Management program provides timely and responsive casework, counselling and case management to men who use violence against women and children or who have been excluded from the home by police for their use of violence. We are pleased that this valuable program has also been extended for two further years.

The Homeless Children's Specialist Support Service has now been in operation for a full year and has provided case assessment for 87 children and case management for 32 children. In addition, almost 70 children participated in our music therapy group work program.

This year we continued to build on our reputation as a lead Child and Family Support Agency. Bethany was one of four local agencies who presented to the state government's Protecting Victoria's Vulnerable Children Inquiry at its first public hearing in Geelong.

The Inquiry is investigating systemic problems in Victoria's child protection system. Our submission highlighted the increasing demand for services coupled with increasing complexity of client need. We stressed the importance of further government investment in early intervention and prevention programs to divert families from reaching crisis point and needing costly and intensive interventions.

We were also delighted to be awarded funding for one of only two new family violence demonstration projects in Victoria.

The Strengthening Risk Management Demonstration Project will trial new ways specialist family violence and family support agencies, sexual assault and mental health services, police, legal services, Child Protection and other agencies can work together to ensure a joint response to the needs of women and children who experience family violence. This new program will progress in the coming year and the funding stream has contributed to our financial growth.

The area of Gamblers Help has grown this year with the implementation of the Venue Support Worker Program. This role has helped build and strengthen our relationship with the region's gambling venues. In 2010/11 more than 150 venue staff received training in recognising the signs of problem gambling and referrals from venues for both patrons and staff subsequently increased.

Continual improvement has also been a key to our growth and we certainly have not rested on our laurels in this regard.

The Children's Contact Service was reviewed this year and we have begun implementing a number of recommendations to prepare the program to meet increasing demand and complexity.

Bethany's contribution to research helps improve not only our own programs but the sector as a whole. In the past year we participated in a number of research projects including important research with Macquarie University around the NEWPIN program, relating women's experience of family violence services to the SAFER Research Project and co-presenting on Problem Gambling and Family Violence at the Problem Gambling Research and Treatment Centre.

The best planned programs would be nothing without the wonderful staff we have at Bethany and this year our numbers grew to 119. We were proud to acknowledge the long service of Jennie Craven and Robert Delalande 20 years, Kathy Ryan 15 years and a further 18 staff notched up 5 years' service.

Attracting and retaining talented and dedicated staff is a key to high quality service delivery hence our People and Culture strategy was realigned to complement the 2010/13 Strategic Plan and a 12 month Health and Wellbeing Plan was developed and implemented.

We continue to work with our government funding partners, developing and delivering services and would like to acknowledge the support of the state government departments of Justice and Human Services and the federal government department of Families, Housing, Community Services and Indigenous Affairs.

We would like to acknowledge the generosity of the philanthropic sector, service clubs, corporate and local business and members of the community who have supported us over the past year.

We would like to thank our dedicated Board, staff and volunteers who believe in building an inclusive society.

We are confident that Bethany is well placed to continue to support and strengthen communities into the future.

Fiona Williams
Chairperson

Grant Boyd
Chief Executive Officer

Continual improvement has also been a key to our **growth** and we certainly have not rested on our laurels in this regard

chair and eco report



hearing

Parents have reported **changes at home** including reading more, children enjoying books, singing and **making time for play**

The Child and Family Services division 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. This year the division worked with an increasing number of families, parents and children, experiencing a more complex range of issues.

child and family services



vulnerablevoices

The **New Parent Infant Network Early Years (NEWPIN)** program is an intensive centre-based and outreach support program for mothers and their pre-school children. In the past year NEWPIN staff provided 4,628 hours of support for 38 families with 70 children.

The NEWPIN group work programs aim to educate and develop parenting skills and provide parents and children the chance to share positive time together. This year the group work themes included our skills as parents, the importance of play, home safety, and meals in minutes. We were also pleased to support parents to transition from the NEWPIN program into further education and training.

Renovations undertaken this year transformed the NEWPIN house. The bathroom, kitchen and laundry were updated completed and area of land was reclaimed from the adjacent carpark and converted to include a sensory eco-garden.

We are particularly proud of the NEWPIN program and keen to encourage further research on the program outcomes. This year we participated in a national research project with Macquarie University, to learn more about the experiences and outcomes of parents and children participating in NEWPIN programs. Bethany is also engaged with Uniting Care Burnside to help establish NEWPIN Australia, a national collaboration of NEWPIN programs, promoting joint training initiatives and cross program development.

Child FIRST provides a single point of entry for the seven family services providers in the Barwon region, with Bethany as the lead agency. A continuing challenge for Child FIRST and family services is the capacity to meet the demand for service and the increasing complexity of issues for families.

Demand for services continued to be high this year, 2,243 referrals were received and 702 cases were substantiated and received more comprehensive assessment for transition to family services. Key referral sources were: schools 31%, community services 28%, Child Protection 18% and self referrals 13%. Families primarily presented with multiple needs with 69% involving two or more presenting issues – these included: mental health issues 52%, family violence 55%, substance abuse 24% and parenting issues 100%.

Child FIRST is also the auspice for two innovative programs:

The **Northern Suburbs Schools Hub Pilot Project** saw a family services worker based at Northern Bay College P-12 to support school staff concerned about a child's safety and wellbeing. The program provides an early intervention pathway for vulnerable families to Child FIRST and Child Protection Services and 246 families were supported through secondary consultation and short term intervention. The program has now received recurrent funding from DHS which will contribute to building critical relationships and support services within the Northern Bay College campuses.

The **Early Childhood Development Pilot Project** aims to improve the wellbeing of vulnerable children by developing and enhancing partnerships between Child FIRST/Family Services and early years' services. A cornerstone of the project was contracting the Centre for Community Child Health to develop a framework and community education information pack to be used for cross-sector training.

The **Family Services Casework** team supports vulnerable families to make the necessary changes to promote child and family health and wellbeing.

This year the program supported more than 210 families and the complex issues identified at referral from Child FIRST demonstrate the intensity of service and support parents and individual children require. Work is undertaken in collaboration with schools, other professionals and families to achieve the agreed goals.

Bethany facilitates seven **Supported Playgroups** in the Northern Suburbs, with four operating at Northern Bay P-12 College campuses, one at Norlane North Shore Kindergarten and two at Rosewall Neighbourhood Centre. Following on from our successful management of the three year old rostered playgroup at Rosewall Early Learning Centre, Rosewall Best Start provided funds to run a second group.

76 families with 99 children attended these playgroups during the year. Involvement in these playgroups helps parents to foster positive parent-child interactions and help in the child's development towards kindergarten and school. Parents are also exposed to services and opportunities through activities and workshops, including: community visits, Tiny Bubbles swimming program, professional speakers regarding parenting issues and safety in the home, participation in Children's Week, Going Potty Festival, Playgroup in the Park, Smiles for Miles, Active Play Day and music therapy groups.

Parents have reported that changes at home include reading more and children enjoying books, singing and making time for play, improved children's socialisation and parents linking in with each other through their playgroup experience.

Bethany's **Kinship Care** program has gone from strength to strength. Kinship Care offers advice and support relatives or friends who have taken on the care of a child who can't live with their parents.

The program works with families involved with DHS Child Protection and also families with private arrangements in the longer term care of an extended family member.

The Kinship Care program has achieved some wonderful results this year, 11 children have converted to Permanent Care, the Geelong Nurture Until They Shine (NUTS) group has grown from six regular attendees to more than 30. Program staff have established a Colac NUTS group and presented at the Victorian Foster and Kinship Care Conference.

This year the **Children's Contact Service** helped 491 families with supervised contact or facilitated changeovers, operating at 249% of target. Families continue to present with a high level of complexity, including violence 62%, parenting issues 60%, substance abuse 31%, and sexual abuse 9%.

90% of referrals were from legal representatives and family courts, 7% through mediation and family dispute services and 3% self refer. The majority of families using the Children's Contact Service move to self management within a three to six month period.

Bethany continued to maintain strong co-working relationship with the Geelong Family Relationship Centre to increase cross program support for vulnerable families, including joint operation of the parenting programs.

The Children's Contact Service completed a comprehensive review of the service with respect to demand management and service system development. Implementation of the recommendations commenced in June 2011 with streamlined procedures and practices to improve program effectiveness.

strengthening

The Community Support division provides individuals, couples, children and families who are affected by homelessness, problem gambling, family violence or relationship issues with counselling, case management and practical support services. A focus for the year was on consolidating program growth from the previous year and positioning programs for further growth and integration.

The **Relationship and Family Violence Services** (R&FVS) team encourages respectful, healthy and equal relationships by promoting the safety of women and children, listening to the voices of children and valuing the unique contribution that each individual makes within the relationship and family setting. The R&FVS team includes Relationship Counselling, the Men and Family Relationships Program, Specialised Family Violence, Men's Behaviour Change, Supporting Children After Separation Program, Men's Case Management, Enhanced Intake, Family Relationships Education and Skills Training, and the Parents and Kids in Schools initiative.

During the past year R&FVS responded to 2,492 clients including 260 children for separation issues, 167 parents wishing to enhance their parenting capacity, 461 people in relation to family and relationship counselling and 700 children, parents and family members who were connected to school life via the Parents and Kids in Schools Program. R&FVS also helped 245 women who experienced family violence and 659 men had contact with our service specifically in relation to their use of violence, 525 of whom were directly referred from Victoria Police.

R&FVS has contributed to best practice by relating women's experience of family violence services to the SAFER Research Project, providing program evaluation for Men's Enhanced Intake and Men's Case Management to Thompson Goodall and Associates, participating in the Problem Gambling and Family Violence Research conducted by the Problem Gambling Research and Treatment Centre and contributing to the Supporting Children After Separation Program Evaluation. In addition, R&FVS has been involved in the Men's Referral Service After Hours fax back commencement and has been a test site for the improved police family violence report template.

We have been successful in securing a further two years funding for the Men's Case Management Program and Bethany was named as one of only two Strengthening Risk Management Demonstration Projects in Victoria.

This year also saw the implementation of Bethany's **Employee Assistance Program** with GMHBA and the Geelong Advertiser and the delivery of parenting sessions to men at Marnong Correctional Facility.

The **Housing Services Program** provided a continuum of services for people who are homeless or at risk of homelessness through the: Homeless Services Team, Social Housing Advocacy and Support Program (SHASP), Intensive Case Management Initiative, Indigenous Tenants at Risk Initiative, Homeless Children's Specialist Support Service (HCSSS), Support for Families at Risk Program (SFAR), A

Place to Call Home and the Family Violence After Hours and Outreach Services.

This year 84% of people accessing the Homeless Services team were women and 52% were sole parents. 73% of people accessing SHASP were women and 75% resided in postcodes 3214, 3219 or 3250. The key issues experienced included: family violence, lack of affordable housing, mental health issues, social isolation and family breakdown.

The HCSSS has now been in operation for a full year and has provided case assessment for 87 children and case management for 32 children. In addition, almost 70 children participated in our music therapy group work program. A highlight was Music-Art-Play an eight week program for children aged 0-five years and their parent/carer. This group uses music to provide a safe, fun and supportive environment for children to understand, express and manage the feelings associated with their experiences of homelessness.

Enhancement of the **Family Violence After Hours Service** occurred this year as part of the National Partnership Agreement on Homelessness. Bethany was able to provide a face to face response to women and children experiencing family violence outside of business hours, a complement to the phone support which has historically been available.

Housing Services expanded to the south west region offering the HCSSS and SFAR. This expansion was well supported with referrals received from across the region, in particular from the 3280 and 3300 postcodes. Key issues identified by clients in the south west included: limited housing options, lack of affordable housing, limited public transport and reduced access to services outside of Warrnambool.

Gamblers Help provides counselling, group work, community education and financial counselling to anyone experiencing or affected by problem gambling. This year the program provided 2,524 hours of problem gambling counselling and 650 hours of financial counselling. Of the 229 people who accessed counselling 48% were diagnosed with a mental illness and 20% reported substance abuse highlighting the complex relationship of co-morbid issues.

This year also saw the successful implementation of the Graded Exposure Treatment Program. Counsellors participated in intensive training with the South Australian Statewide Gambling Therapy Service associated with Flinders University. This technique focuses on helping clients to reduce their gambling urges through exposure to gambling triggers, and has now been used with more than 20 clients.

The Venue Support Program has now been in operation for 12 months and aims to encourage responsible gambling practices and environments within the gaming industry, consistent with approved industry codes of conduct. More than 150 venue staff received training in identifying and responding to patrons exhibiting signs of distress caused by problem gambling across 95% of venues in the Barwon region. The strong relationships developing between the venues and Gamblers Help has led to an increase of referrals from venues for both patrons and staff.

Saver Plus is a financial literacy and matched saving program developed by the Brotherhood of St Laurence and ANZ, and is funded by FaHCSIA. In 2010/11, 165 Participants accessed the program receiving a total of \$26,400 in matched savings.

families

A key element of Saver Plus is Money Minded financial literacy sessions which include budgeting, setting financial goals, identifying spending leaks, creating a personal money plan, banking and credit and planning for your financial future. This year 74 participants completed these sessions. Saver Plus has been refunded for a further three years.

Bethany also secured funding through Fosters' Community Grants project to provide the **Lessons for Life Program**. This program will work collaboratively with women who have recently left a violent situation and the family violence and financial literacy sectors to inform and work more effectively to support other women affected by financial abuse.



For one hour every week they experience what it is like to **just 'be' together**. They play instruments, sing songs and **have fun together**

Bethany Music Therapy Group

expanding our

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

Following the successful review and accreditation of the agency's programs by Quality Improvement and Community Service Accreditation (QICSA) our focus in 2010/11 was on the implementation of a Quality Workplan that identified projects scheduled for completion prior to our second review in 2012.

This year we commenced further work on our cultural competence with a particular focus on developing an Aboriginal Cultural Plan as well as a plan to inform our work with people from Culturally and Linguistically Diverse communities. We established a Disability Action plan, with the support of a student from Deakin University and enhanced existing client feedback processes.

Internal evaluation processes have been embedded in many programs and are complementary activities contributing to the continued development of service delivery. Established in 2009, the Northern Suburbs Schools Hub Pilot Project was developed to facilitate collaboration between family services, schools and Child Protection. The ongoing evaluation process contributes to enhanced capacity building through a

process of continuous feedback and program development.

Volunteers play an important role in the support we provide to our clients and this year we have more than 60 registered volunteers. Our volunteers come from a range of suburbs in the region with the Corio/Norlane providing the second highest number of volunteers.

This year we commenced volunteer support for families in our Housing Services program after securing a grant from the federal government. The support focused on working with families new to the region to help familiarise them with their surroundings and provide a friendly welcoming face to the new suburb.

In total more than 3,500 hours of support were provided by volunteers with Brenda Sang and Bernice Prime celebrating 15 and five years voluntary service respectively.

Recognising our worker's long term contributions to the agency was a new development within our People and Culture strategy this year and more than 20 members of staff were awarded service awards.

development and

More than **3,500 hours of support** were provided by Bethany's volunteers



community

Bethany continues to provide staff with a range of initiatives to create a work environment that values, supports and develops its people. This year the agency streamlined the induction process for new staff, implemented a range of family friendly policies, undertook ergonomic assessments for staff work stations, worker health checks and flu vaccinations were offered to all staff. We also commenced an annual calendar of activities to establish a system for regular and informal staff functions.

We were fortunate to obtain funding from Give Where You Live for a further 12 months for our highly valued homework clubs at Whittington and Oberon South primary schools. The homework clubs were supported by 37 tutors including 19 Year 10 mentors from three private secondary schools.

The introduction of an attendance reward program generously supported by Shell for the Tute Groups – Bethany Shell Homework clubs and at our other Homework clubs saw 30 students recognised for 15 week attendance with seven of these achieving 25 weeks' attendance (100% attendance).

Bethany is especially grateful to all the philanthropic organisations, trusts and foundations that have supported us this year. Almost \$300,000 in philanthropic funds has been

used to implement the Supported Playgroups, Homework Clubs and Lessons for Life programs.

Financial assistance from the philanthropic sector is invaluable and increases Bethany's capacity and provides wonderful opportunities for innovation and enhancement of programs and responds to community needs that are not funded by government.

In early 2011 we reviewed our non government funding and developed a non government funding strategy. The main objectives of the strategy and the outcomes of this approach are to further Bethany's mission and strategic plan by building our capacity via non government funds, partnerships, and social media activity to increase financial and in-kind contributions.

Our major fundraiser for the year, the Bethany Arthouse Film Festival, continues to grow in popularity. This unique event raised more than \$19,000 with three of the five films screening to full houses at the Geelong Performing Arts Centre, the major sponsor of the event.

Comedian Peter Rowsthorn entertained the audience at the annual Geelong Father of the Year Award in September 2010 which in partnership with the Geelong Advertiser, Rotary Club of Geelong and sponsored by the Bendigo Bank was again a huge hit with the kids attracting more than 1,100 nominations.

Once again we helped brighten the Christmas of many families through the annual BayFM Bethany Giving Tree Appeal. Through the generosity of local business and individuals, we were able to distribute more than 2,500 gifts. Our children's Christmas party was a huge success thanks to Target who provided children's gifts, Josie's Transport who delivered the gifts to Santa, Alcoa who helped with rides and entertainment and KFC who provided the food.

community relations



thanks

Bethany acknowledges the generosity of individuals, businesses, community groups, philanthropic trusts and government departments who support the work of this organisation to support and strengthen the Community.

federal government

Attorney General's Department
Department of Families, Housing, 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 and Early Childhood Development
Victoria Police

local government

City of Greater Geelong
Surfcoast Shire
Borough of Queenscliffe
Colac/Otway Shire
Warrnambool City Council

community partners

Barwon CASA
Barwon Health
Barwon Youth
Bellarine Community Health
Best Start/LSEY Partnership
Brotherhood of St Laurence
Brophy Child and Youth Services
Centre for Community Child Health, Murdoch Institute - Royal Children's Hospital
Colac Area Health
Community Connections
Barwon Domestic Violence Outreach Services
Diversitat
Emma House
G21
Geelong Family Relationship Centre
Glastonbury Community Services
Geelong Adult Training and Education
Gordon TAFE
Hanover Welfare Services
LifeWorks Relationship, Counselling and Education Services
Leisure Networks
Marnongneet Correctional Services
Salvo Connect
Salvation Army Kardinia Women's Service
St John of God Hospital
Time for Youth
Uniting Care Burnside
Wathaurong Aboriginal Cooperative
Zena Women's Services

philanthropic trusts, foundations & estates

Bell Charitable Fund
Besen Family Foundation
Collier Charitable Fund

Costa Family Foundation
Dawn Wade Foundation
Dimmick Charitable Trust
Emily Shannon Trust
Estate Archibald Shannon Trust
Foster's Community Grants
Freeman-Dann Trust
Geelong Community Foundation
Give Where You Live
Golf Hill Bequest
Ian Potter Foundation
Newsboys Foundation
Percy Baxter Charitable Trust
Sabemo Trust
The Flora & Frank Leith Charitable Trust
The Freemasons Public Charitable Foundation

key business partners

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

community supporters

Anglesea /Bellbrae Branch - CWA
Ashby Primary School
Ballarat Community Health
Bellbrae Primary School
Belmont Senior Citizens
Bupa Nursing Home - Newcomb
Catholicare
Clockwork Young Peoples Health Service
Colac Neighbourhood Renewal
Commonwealth Bank of Australia
Corio Community Health Centre
Corio Library
Eastern Branch - CWA
Geelong Chapter Harley Owners Group
Geelong Day View Club
Geelong Evening View Club
Geelong Garden Club
Geelong North Network Student Support Service
Geelong Woodcrafters Guild
Geese and Friends
Harley Owners Group Inc
Kardinia International College
Lara Sporting Club
Lions Club of Bannockburn & Districts
Lions Club of Bell Post Hill
Lions Club of Geelong
Lions Club of Geelong Breakfast

acknowledgements

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
 Manifold Heights Neighbourhood Watch
 Newcomb Library
 Newcomb Park Primary School
 Newcomb Secondary College
 Norlane Community Centre
 Norlane North Shore Kindergarten
 Northern Bay P-12 College Goldsworthy Road Campus
 Northern Bay P-12 College Hendy Street Campus
 Northern Bay P-12 College Tallis Street Campus
 Northern Bay P-12 College Peacock Avenue Campus
 Northern Bay P-12 College Wexford Court Campus
 Northern Bay P-12 College Vermont Avenue Campus
 Oberon South Primary School
 Rosewall Neighbourhood Centre
 Rotary Club of Bayside Geelong
 Rotary Club of Belmont
 Rotary Club of Corio
 Rotary Club of Geelong
 Rotary Club of Geelong West
 Rotary Club of Highton
 Rotary Club of Highton Kardinia
 Rotary Club of Torquay
 Seachange Quilters
 Sirovilla Retirement Village
 Spring Creek Community House
 Springdale Neighbourhood Centre
 St John's Lutheran School Parents Auxillary
 Tate St Primary School
 Torquay Commerce & Tourism
 Ty Golf Social Club
 The Betts Family
 Whittington Primary School
 Wheelchair Fund
 Women's Auxiliary – Geelong RSL
 YSAS
 YWCA Victoria
 B and B Donovan
 Mrs Beverley Voisey
 B McGregor
 M Harmer
 D McKenzie
 M Rix
 I Radicevski
 J Midgley
 V Bayden
 S Thornton
 M Cook
 J & P Fidge
 M Karabatsos
 The Walters Family
 J Olive & family
 F Walsh
 A Dando
 J Kirby-Forte
 F Kirby

corporate supporters

13th Beach Golf Links
 Alcoa World Alumina
 ANZ Bank
 Angus & Robertson Bookstores
 Barwon Water
 Bellbrae Primary School
 Brim Brim Water
 Bunnings Warehouse Corio and Waurm Ponds
 Cavalier Art Supplies
 Café Volare
 Centrelink Geelong
 Coles Geelong West
 Corio Waste
 City of Greater Geelong Corporate Services
 Creative Force Design
 CSIRO Animal Health Laboratory
 CSIRO Textile Division
 Curves Lara & Geelong West
 Ferne Millen Photography
 Fyans Park Kindergarten
 Geelong Football Club
 G-Force Recruitment
 Glynn Harvey Pty. Ltd.
 Godfrey Hirst Carpets
 John Remos Coffee Van
 Jules Kennion
 Kevin Paisley Fashion Eyewear
 Lara Sporting Club
 Magistrates Court
 MacDonalds - Newcomb
 McHarry's Buslines
 Maxwell Collins Real Estate
 Mercure Hotel Geelong
 Mr Wizzy Coffee Carts
 Occassions Party Hire
 Ollies Clown 'n' Co
 REIV Geelong Branch
 Snap Printing Geelong
 Target Social Club
 Tuckers Funerals and Bereavement Services
 Transport Accident Commission
 Telstra Countrywide
 Val Hannah School of Dance
 Variety Club
 Vital Health Chiropractic
 TV Stream Productions
 V & R Fruit and Vegetables
 Westpac Bank Corio
 White Eagle House
 WHK
 Wombat Gully Garden Centre
 Yummy Mummy Lolly Shop



We would also like to thank all the individuals and organisations who attend the 'Father of the Year Breakfast' and the Bethany Arthouse Film Festival. Also to the many people who contribute gifts to the Annual Giving Tree Appeal and to those who donated \$100 and under and provided us with gifts such as blankets, toys and clothing.

keeping **u**shumming

The Business Operations Division manages Bethany's finances and infrastructure. This support includes: reception, database management, information technology hardware and software support, financial management, reporting and payroll, purchasing and supply, fleet management and building and facilities.

Many of the challenges the Business Operations team faced in 2010/11 centred on the occupation of the new Ballarat Road extension.

The smooth transition to the new wing involved a significant amount of preparation and planning. Reception and the Business Operations team relocated to the new entrance on Ballarat Road and were then responsible for successfully relocating 40 staff to the upper floor avoiding any disruption to the provision of services.

Occupation of the new extension allowed the refurbishment and modification of the vacated areas in the old building. Business Operations continued to work closely with the contractors and staff to ensure the works were carried out in harmony with our continued operations. The new wing was finally occupied in November 2010.

A number of initiatives were undertaken by Business Operations in relation to Information and Communication Technology. In order to provide greater reliability for our enlarged network at Hamlyn Heights and other locations, the file server was upgraded to a virtualised system. The installation of wireless networking has allowed the increased use of portable devices within the Bethany precinct free from the restrictions imposed by a wired network.

The most significant challenge for the year was the transition to a new accounting system. Coordinated with the upgrade of our file server, this required considerable planning to ensure reporting capability and commitments were maintained. Although all reporting schedules were met, it will be an ongoing process to fully realise the potential of this program.

The increase in vehicle numbers and the extension of Bethany services to Warrnambool drove the need for an improved vehicle management arrangement resulting in staff in remote locations now having improved roadside assistance. Regular data and service reports ensure that our fleet continues to operate efficiently and is maintained to a high standard.

The successful implementation of the bushfire preparedness plan was made possible with innovative thinking that allowed one number to be redirected to the designated on call staff. This simple arrangement proved efficient and reliable with remote log in capability ensuring 'on call' staff would always have access to the latest data.

Overall this has been a busy but successful year and we look forward to meeting the challenges of 2011/12.

This year **innovative thinking** prompted a **simple** and **efficient** alteration to the bushfire preparedness plan

business
operations



dollarsandcents

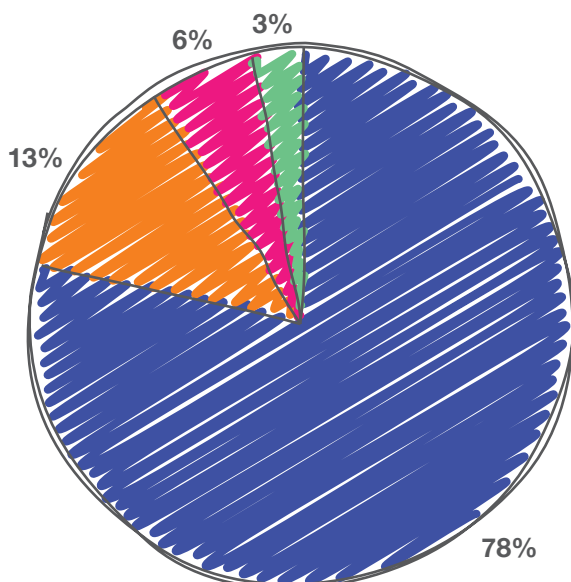
treasurer's comment

The result for the financial year ended 30 June 2011 represents a positive outcome for Bethany. The reported profit for the year of \$606,526, has been adjusted for a loss on the revaluation of assets of \$82,472 resulting in a Total Comprehensive Income for the year of \$524,065. This surplus includes income received in advance that is tied to specific programs contracted to run beyond the end of this financial year.

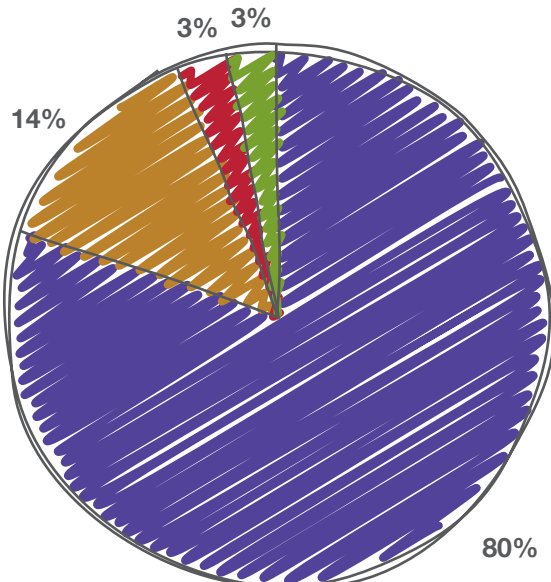
Kas Szakiel
Treasurer

financial summary

revenue \$7,983,199



expenditure \$7,376,673



state government
\$6,197,528



commonwealth government
\$1,055,637



trusts, grants & fundraising
\$473,883



business undertakings &
other revenue
\$256,151



salaries & service delivery
\$5,908,424



operating
\$1,060,313



trusts, grants & fundraising
\$231,517



client expenses
\$176,419

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

boardofmanagement

from left to right

Geoff Caddy BE Chem (Hons)

Deputy Chair

Refinery Operations and Risk Management

Appointed 2008

Dr Sandra Lea – Wood PhD, M.Ed, B.Ed

Deputy Chair

Gifted Education Consultancy

Appointed 2006

Rob Lundie M.Ed Admin, B.Ed, Dip. Ed

Education Consultancy & Project Management

Appointed 2008

John Hansen

Divisional Director

Appointed 2009

Grant Boyd BA (Ed) , GDip Special Ed,

GDip Child Adol Psych, GAICD

Chief Executive Officer

Appointed 2008

Fiona Williams BA.LLB

Chair

Child Protection and International Development

Appointed 2006

Alexander (Sandy) Morrison M.Bus, BHA, CHE

Health Services Executive Director

Appointed 2009

Alicia Carroll BA LLB

Family Lawyer

Appointed 2009

Sean Mackay

Credit Risk Manager

Appointed 2010

absent

Kas Szakiel FCPA

Treasurer

Financial Controller Corporate Sector

Appointed 2002

Elaine Carbines

Regional Advocacy Body Chief Executive Officer

Appointed 2008

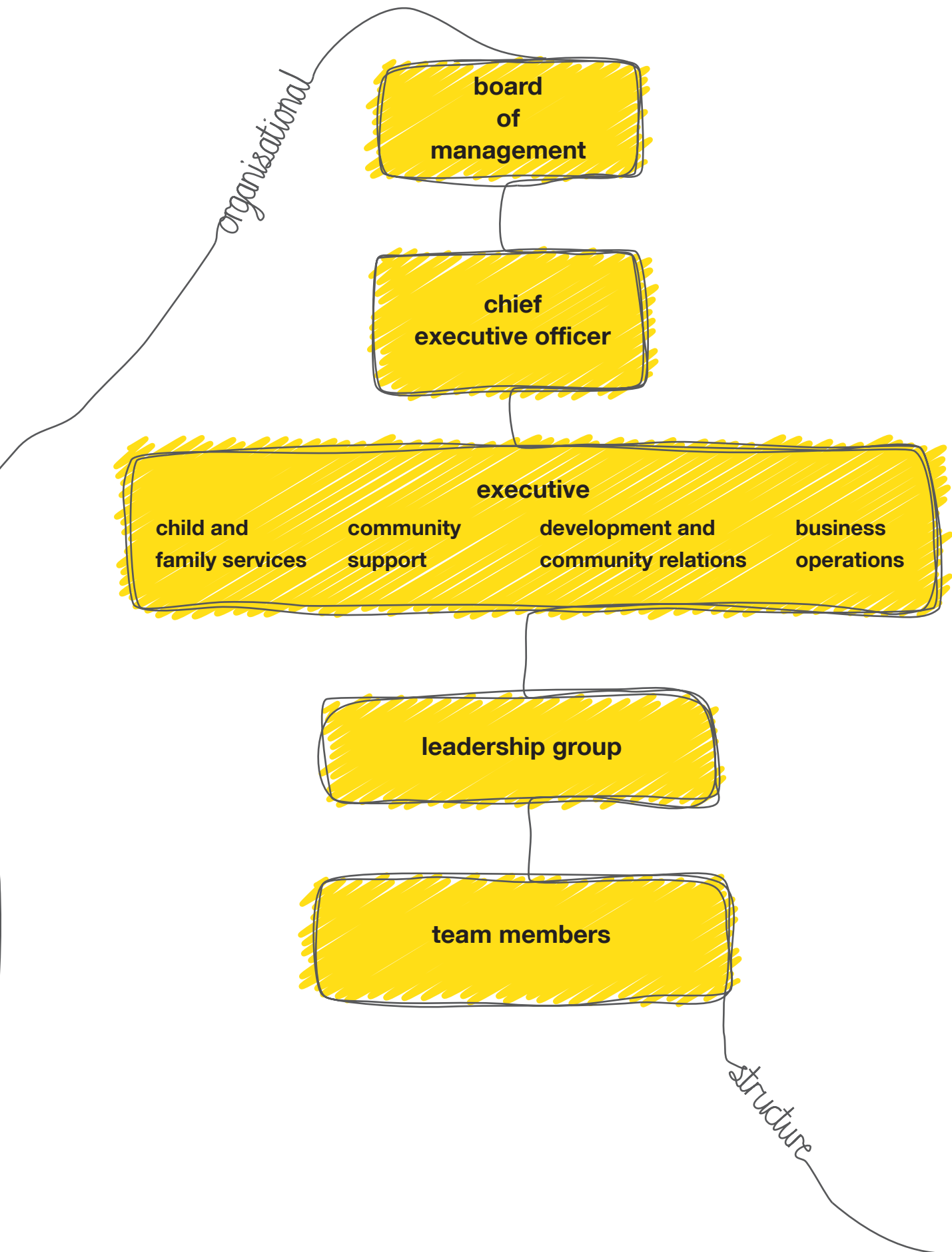
Joan McGovern Grad. Dip PR, MAICD.

Communications Manager

Appointed 2010



ourpeople



howtohelp

For more than 140 years we have been providing services to those in the community who are most vulnerable and disadvantaged and also those who experience the challenges of the ups and downs of modern day life.

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

Bethany

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