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bethany

2015 annual report

bethany by numbers

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over **25,000**

hours of **family services** provided



over **2,500**

referrals to **child first**



267

victims of **family violence** supported



provided **5000** hours of **problem gambling** counselling



over **500** clients accessed **family relationship** services



1,200+ referrals from police for **men's services**



300% growth in disability services



13% male & 87% female workforce gender



area serviced by bethany



revenue up **8.2%** to around **\$11m**



Board Chair and CEO report

This past year has again been one of change. The exciting thing about change is that it provides an array of new challenges and opportunities.

On the policy front we have seen some significant developments not the least of which is the Victorian Government's Royal Commission into Family Violence. Family violence is on the public and political agenda like never before. A groundswell of awareness of the scale of the issue and the need to change is building. At the heart of family violence lies a culture of gender inequity within parts of our nation. The collective challenge is to turn this around.

This year Bethany has focused heavily on both advocacy and service development to protect and support victims of family violence and hold perpetrators to account. The successful trial of the Risk Assessment and Management Panel (RAMP) model by Bethany in Geelong and Berry Street in Melbourne saw the State Government commit to roll RAMPs out across Victoria. We have also expanded and developed response services for women and children including effective lobbying for the continued funding of the Geelong Specialist Family Violence Services by the Federal Government and have strengthened our focus on men's programs. We look forward to the outcomes of the Royal Commission and playing our part in the anticipated increased investment by government and in shifting community culture.

The introduction of the National Disability Insurance Scheme is another significant development and over time will have a major influence the shape of the community sector. Considerable developmental work has been put into our Disability Service this year with the program increasing five fold since its transition from the former DHHS block funded program. Bethany is working with participants, staff and the National Disability Insurance Agency to ensure we provide the highest quality and most effective service to those members of our community who participate in the scheme. We project continued strong growth in disability services for Bethany in Barwon and beyond as the scheme reaches full national roll out within the next few years.

It was very pleasing to see the State Government make the most significant investment into child and family services in over a decade with new funding for Child FIRST, Family Services and Out of Home Care to come online in 2015/16. Child FIRST is a strong early intervention platform and this year the Barwon Child FIRST and Family Services alliance led by Bethany undertook significant development work with the implementation of a new collective impact framework and more robust data based catchment planning processes to meet the challenge of increased service demand and client complexity. In the area of out-of-home care the Bethany CEO was invited to join the new Ministerial Advisory Committee for Children in Out of Home Care with a focus on reducing the number of

children in residential care and improving outcomes for children in out of home care.

This year we completed the development of an integrated intake model called the Directions Team which was rolled out across all programs apart from Child FIRST. The model was informed by input from all program areas and client experience of our intake systems. The Directions model provides an integrated way of identifying a wide range of client needs upon referral in the one place and the development of an integrated service response.

Following our successful re-tendered for Gamblers Help Services across the Barwon and Great South Coast regions we are now one year into the implementation of the enhanced service model developed by the Victorian Responsible Gambling Foundation. The enhanced model has provided clients with a greater access with more out-of-hours services available as well as improved treatment models. This year we have seen an increase in the number of people with gambling addiction or their families seeking help which is encouraging.

In early 2014 we started work with the Geelong Kindergarten Association (GKA) to develop a shared office space in Geelong West to strengthen our partnership in jointly supporting children and families. This year we opened the new facility at 1/2 Waratah Street where GKA is collocated with Bethany's Family Services, Kinship Care and Disability Services programs. The collocation provides an exciting platform for Bethany and GKA to develop further collaboration opportunities ahead.

Also as a result of the opening of the Geelong West office we were able to collocate our housing services and family violence teams at Hamlyn Heights. This arrangement will facilitate improved service integration between housing and family violence as family violence is a major driver of homelessness.

During the year the Federal Department of Social Services restructured a number of its grant streams and decreased the total national funding pool relating to these programs. As a result a number of our programs were affected including the Specialist Family Violence, Parents and Kids in Schools and some Financial Counselling programs. Our retendering activity under the new grants structure was successful in that we achieved a net increase in grant revenue from the DSS. This resulted in a new program called KidsConnect to support children and families in the high priority area of Corio and Norlane, the provision

of Emergency Relief and Financial capability services in Geelong, Warrnambool and parts of Western Melbourne and successful lobbying for the continued funding of the Geelong Specialist Family Violence Program. Unfortunately the Parents and Kids in School program was a casualty of the grant restructure process despite the evidence of its effectiveness in engaging parents within highly disadvantaged schools.

Once again Bethany has produced a strong financial result as the Board has maintained its focus on financial performance and sustainability and has also undertaken some strategic investment of reserve funds into the development of the agency. Both revenues and equity have increased and we believe the organisation is on a sound financial footing for the future.

Bethany's Strategic Plan 2013/16 priorities of client outcomes, people and resources, manage for the future and influence for change are instrumental in our daily activities. Our team has worked extremely hard over the past year to help our clients achieve their goals and aspirations and is committed to helping build a stronger community for the future.

At the end of this year we bid farewell to some longstanding staff members who retired from Bethany, Jennie Craven after 28 years, Robert De Lalande 25 years and Julie Stefanoff nine years. We thank them for their contribution to our work over a significant period of time.

We would like to thank our Board for their work throughout the year and our staff who continue to provide respectful and client-centred services in an increasingly challenging environment. Thanks also to our volunteers who give their time, experience and wisdom to support the work of Bethany. To our partnering agencies, who work with us to develop a shared approach to working with clients, to address service gaps and promote successes, your support and collaboration is greatly appreciated. No one agency can do this work alone. To the clients who trust us with their time and share their highs and lows we acknowledge and deeply appreciate your trust.

We look forward to working for the clients and communities we serve in 2016.

Fiona Williams
Chair

Grant Boyd
Chief Executive Officer

Board of Management

Our board comprises a team of 12 passionate and highly skilled and qualified individuals who are committed to excellence in corporate governance and the strong stewardship of Bethany.

Fiona Williams

BA, LLB

Chair

Appointed 2006

Fiona is the Child Safeguarding/Protection Advisor for Save the Children Australia and also provides technical consultancy for DFAT and the Australian Council for International Development.

Ryan Leemon

BCom

Treasurer

Appointed 2013

Ryan is a partner in Crowe Horwath's Audit and Assurance division, leading their not-for-profit services line. He has more than 15 years' experience in professional practice.

Dr Sandra Lea-Wood

PhD, MEd (Gifted), BEd (Special Ed)

Co-Deputy Chair

Appointed 2006

Sandra is the manager of the Children of High Intellectual Potential (CHIP) Centre Geelong. The centre has supported CHIP, their schools and families in the Barwon South West Region for more than 20 years.

Geoff Caddy

BE Chem (Hons)

Co-Deputy Chair

Appointed 2008

Geoff is an Operations Manager with more than three decades of experience in the oil industry where his focus has been on engineering, risk and cost management.

Grant Boyd (Ex officio)

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

Chief Executive Officer

Appointed 2008

Grant has previously worked extensively in both government and private sectors in education, disability and health in practitioner, senior management and consulting roles before joining Bethany.

Jon Mamonski

MCom, BBusMark

Appointed 2012

Jon is the Community Relations and Marketing Manager for the Geelong Performing Arts Centre. As an accredited technology journalist, Jon writes regularly for Business News Magazine and appears weekly on local radio. Jon brings to Bethany communications and marketing experience.

Sean Mackay

Dip FS (Brok)

Appointed 2010

Sean, an Insurance Broker with Adroit Insurance Group, has 27 years of experience in the financial services industry.

Michael O'Brien

Appointed 2015

Michael is the principal of Chadwick Consulting and the former CEO of the G-Force Group. He has more than three decades of experience in business and industry and is involved in mentoring of small businesses, executive coaching and governance roles.

Krystine Canny-Smith

CPA -BComm

Appointed 2013

Krystine, an accountant since 1998, is a qualified CPA and made the Dean's List at Deakin University. She has a keen interest in Geelong's northern suburbs and the not-for-profit sector.

Stephanie Asher

BA (Eng Lit), Dip Mgt, FAIM

Appointed 2012

Stephanie's 25 year career in management consulting, corporate communications, public affairs and corporate social responsibility. This includes senior positions with the world's largest companies including BHP Biliton and GE Money, as well as numerous strategic consultancy projects with national and local organisations.

Alicia Carroll

BA, LLB

Appointed 2009

Alicia is a Senior Commercial Lawyer with Coulter Roache Lawyers, having worked as a lawyer for 14 years with extensive experience in the area of family law. Alicia works part time as a lawyer and cares for her two young children.

Leonie Saundry

MEd (Admin Man), MEd (Research), GradDip Bus (Tourism), Cert IV Training and Assessment

Appointed 2013

Leonie is an education specialist with a career history in the government and community sectors and experience in primary, secondary and adult education.

Lorraine Sainsbury

BBus, GradDip Admin Man

Lorraine is committed to community engagement activities in the Barwon South West region focusing on regional and disadvantaged communities, and on addressing barriers to women's health and wellbeing. Employed at Deakin University, she has extensive experience in education administration, strategic staff development, governance and compliance.

Kathryn Howe

Executive Manager - Child and Family Services

It has been a busy year in The Child and Family Services Division with development and growth and a strong emphasis on partnerships across all program areas both in Barwon and the South West.

The Division has a diverse range of services and has continued to demonstrate a high level of development and delivery of quality services. I particularly want to acknowledge the commitment, professionalism and drive of the Divisional Leadership Group, project leaders and direct service delivery staff in their work and achievement in consistently delivering targeted and responsive services to individuals and families in need. Their drive and determination continue to make a real difference.

We have delivered strong performance across the division in response to client need in the past year evident in the **25,890** hours of service provided through Integrated Family Services across Barwon and South West areas. In Barwon we have responded to an 11 per cent increase in demand for Child FIRST and supported 866 new referrals.

The successful tender for Emergency Relief and Financial Counselling for the Great South Coast Area under the Department of Social Services grants is among the past year's wave of growth. Bethany works with community partners to co-ordinate and deliver these services to maximize distribution of emergency relief funding.

Bethany was reconfirmed as the Gamblers Help provider in the Great South Coast area, with the new model fully implemented with the four service areas of Therapeutic Counselling, Problem Gambling Financial Counselling, Community Education and Venue Support in full operation. Bethany also secured a grant for both the Great South Coast and Barwon areas to design and implement marketing campaign to promote responsible gambling for young men.

Our Kids Connect program, funded through the DSS, is also having a positive impact. Offering early intervention, parenting engagement and support, it

operates in conjunction with Northern Bay College's Wexford Court program and builds on the success of the Parenting and Kids in Schools Program.

The Bridging The Gap (BTG) program, funded by Bethany and Give Where You Live, has continued to develop a highly successful service model and service delivery over the past 12 months. The program, which completed its project development and evaluation process in June, supports the transition of individuals within Bethany's Family Services and Housing programs into vocational training and employment pathways as an important bridge to new opportunities and social inclusion.

A final external evaluation by Kismet Forward revealed substantial progress in every key project objectives, which was rewarding to see. In the past year the program supported 54 clients, 14 clients received job-seeking support, 20 clients received vocational training support and a further nine received both. Eighteen clients enrolled in a total of 22 courses, four clients obtained employment during their BTG engagement and 22 volunteer mentors contributed their services.

It is also pleasing to report that the new Financial Counselling Program, with a centrally-designed service model, has been successfully implemented. Bethany, in partnership with Colac Area Health and Wimmera Uniting Care, is providing the service across the Western District Area. The program provides service for people experiencing significant financial hardship.

In late 2014 the Barwon Child and Family Services Alliance undertook a review of its operation and determined a new approach to support the strategic development and operation of the Integrated Family Services Program. The Alliance adopted the Collective Impact framework to guide this work, which included the investment of additional backbone support to develop a stronger data analysis of trends and performance. This review has further strengthened the Alliance's operation and focus of the catchment planning and direction for Barwon services.

In a new initiative Bethany joined forces with 19 agencies in a submission for the Services Connect Partnership in Barwon, which aims to trial a new integrated service model for vulnerable clients. Barwon Services Connect is one of eight trial sites funded by the Department of Health and Human Services and the model focuses on ensuring people are connected with the appropriate services. The partnership will strive to boost service delivery and reduce service gaps through improved access, program delivery and case management. Bethany has realigned two staff for the period of the state-wide trial, chairs the Barwon Services Connect Partnership Executive Leadership Group and employs the Partnership Facilitator.

The division understands the importance of building strong partnerships to carry out its work. It has continued to forge strong links across early years, secondary and specialist service sectors to maintain and further develop effective liaison and connections to best meet the needs of vulnerable clients. We have welcomed Wimmera Uniting Care into the operation through the Refugee Minor Program, extended out engagement with City of Greater Geelong through a range of programs, engaged in additional work with the Geelong Kindergarten Association to support vulnerable

parents' engagement, along with participation in many networks and working groups to promote and support the development of services. We wish to acknowledge the continuing collaborative relationships with each of our partner organisations, within all levels of government, community sector organisations and philanthropic groups.

Barwon area services

Barwon Child FIRST

The Barwon Child and Family Information, Referral and Support Team (Child FIRST) provides a central, community-based referral point to a range of integrated family support services within the Barwon catchment. Child FIRST operates in an Alliance partnership with Bethany Community Support (lead agency), City of Greater Geelong (Maternal and Child Health outreach team), Diversitat, Barwon Child Youth and Family Services, Wathaurong Aboriginal Cooperative and the Department of Human Services. We provided 7,450 hours of service during the year with over 2,500 referrals.

Not only has the demand increased significantly but the level of client complexity remains high, characterised by multiple risk factors. In comparison to state-wide data Barwon Child FIRST experiences 10% higher rates of co-occurrence of risk factors including mental health, family violence, child protection involvement and substance abuse.

The Alliance has also been working to strengthen partnerships to achieve a more integrated and

The counsellor provided a safe place for Sally, where the young girl could speak freely about the difficulties she was experiencing. As the sessions progressed the counsellor, with Sally's permission, was able to convey the nine-year-old's difficulties to her mum.

It was a turning point for Sally, knowing that her mother understood how she was feeling. Consequently Sally's mum was able to stop speaking in a derogatory manner about Sally's father to her daughter.

* Sally is not her real name

coordinated service response for Aboriginal families and families from culturally diverse backgrounds. It continues to develop strong professional relationships across the sector's practice areas

SAFE Kids

SAFE Kids (Schools and Families Engaging Kids) program is an early intervention program aimed at facilitating referral pathways between the Education, Family Services, Child FIRST and Child Protection systems to improve outcomes for vulnerable children from prep to grade six within Northern Bay College. The key to this program is the co-location of a Child FIRST worker across the four primary campuses of the College.

The program is designed to enhance earlier intervention responses and improve wellbeing and developmental responses for vulnerable children across the different service systems. A high level of communication between services and commitment to working in the best interests of the child are major factors in the program's success. The program was presented at the Centre for Excellence in Child and Family Welfare Annual Sector Research and Evidence Symposium in 2014.

New Parent Infant Network

The New Parent Infant Network (NEWPIN) program is an intensive centre-based and outreach support program for mothers and their pre-school children. There has been an increase in the complexity and vulnerability of families referred to the program and in the number of referrals for younger children and babies in the past year. While there is a strong therapeutic focus, the program also ensures a care-team approach to service delivery. It has strengthened the collaborative work undertaken with housing and family violence service systems in the last year to achieve improved outcomes for mothers and children attending the program.

Early Connections

Bethany's Early Connections program is an early intervention and prevention program designed for parents and their children aged from birth to five years. The program engages with significantly

disadvantaged and socially isolated families and aims to improve the developmental outcomes and wellbeing of children and strengthen the capacity and community connection of parents.

This year the program has continued to invest with families and its education and family-support partners in the early-years sector, providing seven community-based supported playgroups to help reduce disadvantage in Geelong's under-resourced areas. These playgroups focus on increasing family engagement in community-based early learning activities, enhancing parent-child relationships and positive peer engagement, reducing social isolation and building the confidence of parents in their parenting skills. Volunteers are integral to Early Connections' success, providing peer support to participants and allowing the professional staff to concentrate on working more effectively with parents and children.

The program's achievements are built on the support of key stakeholders including schools, community groups, the philanthropic sector and volunteers. This year we would like to acknowledge the support and funding received from the Geelong Community Foundation, the Besen Family Foundation and the Flora and Frank Leith Charitable Trust.

Geelong Infant Program

This year Bethany partnered with Deakin University, the City of Greater Geelong Maternal Child Health and Healthy Together Geelong to deliver the Geelong Infant Program, a six-session lifestyle program for parents of young infants over the first 18 months of life. It aims to promote healthy eating and activity behaviours in parents and children, with emphasis placed on improving knowledge, skills and strategies to achieve these goals across the across these important first years of life. The Infant program will provide support to 250 parents of infants across designated areas within Geelong. Designed by Deakin University this evidence based program will support both children and parents establish lifelong healthy behaviours, helping to reduce the risk of overweight and obesity related health issues within the community.

Sally's story

Nine-year-old *Sally, stuck in the middle of parental conflict between separated parents, wanted her 'voice' heard.

Her mother and father separated three years ago. Sally had been having supervised access with her dad. Her parents have a highly conflictual relationship, which means they can't communicate with each other about the best interest of their daughter.

Sally wants to see the conflict stop. And she wants to be heard about how she feels being trapped in the middle of the fighting between her mother and father.

The girl presented in her sessions with a deep confusion about the relationship with her parents. Who was right and who was wrong didn't concern her much – she just wanted them to stop fighting and talking derogatorily about the other.

Family Services Casework

Family Services Caseworkers support vulnerable families to develop skills, confidence and connections necessary to promote child and family safety, health and wellbeing. The program has supported 508 families with complex needs totalling 21,458 hours of service over the year across the Barwon and South West areas. There is a growing demand and intensity of services being offered to support children and parents and key issues include family violence, drug and alcohol use, mental health and parenting issues.

Case work is undertaken in respectful partnership with the family and in collaboration with the schools and other professionals to achieve the agreed goals of the family. The collocation of a Family Worker at the Boorai Integrated Children's Hub in Ocean Grove has been a significant development, providing placed based and early intervention support to families in crisis and extending the liaison and relationship with a range of early years, universal and schools based programs.

Kinship Care

The Kinship Care program supports more than 50 children and young people in Kinship Care placements and offers intensive case management, advice and support to 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 DHHS Child Protection and also families

with private care arrangements. The Kinship Care program continues to achieve significant results to stabilise children's living arrangements through Children's Court Permanent Care orders. Kinship Care has been identified as the preferred placement provision for children who are not able to live at home. The program has a strong emphasis on carer support and has continued the monthly Nurture Until They Shine (NUTS) support groups for Kinship Carers in Geelong and Colac.

Refugee Minor Program

The Refugee Minor Program supports unaccompanied humanitarian refugee minors residing in the DHHS West Division regional and rural Victoria. The program, offered across the division in a partnership with Diversitat, Ballarat Child and Family Services and Wimmera Uniting Care, provides case management and support to the settlement process and placement of 20 unaccompanied refugee children and young people and their families/carers.

South West area services

It has been a year of change, growth and further consolidation for Bethany South West Services, which provide valuable community services to an area ranging from Colac to the South Australian border and extending to the Grampians' southern reaches.

This year Bethany launched new programs in Warrnambool after receiving DSS funding to provide additional Financial Counselling and new Financial Capability and Emergency Relief services across the South West.

Family Services Casework

Family Services Caseworkers support vulnerable families to develop skills, confidence and connections necessary to promote child and family safety, health and wellbeing. The South West program has supported families with complex needs by providing over 5,000 hours of service during the year. The program continued its close work with the South West Child and Family Services Alliance agencies, with a particular focus on the support of families with children at risk of abuse and neglect.

Joint collaboration across the Alliance is vital, helping facilitate systemic planning for the future, avoid service duplication and promote continuous quality improvement for all Alliance agencies and Family Services staff. Bethany staff participated regularly in various Child and Family Alliance activities, including the Alliance Governance Committee and Operational Group and also participated in programs with staff from other Alliance agencies.

Homeless Children's Specialist Support Service -

The detrimental impact of homelessness on the development and wellbeing of children is well known and this year the Homeless Children's Specialist Support Service supported 80 children across the South West region. The program provides crucial support to children experiencing homelessness in the form of Supported Assessment and Case Planning, Enhanced Case Management and Therapeutic Group Work. The program assists children remain connected to the community and engaged in preschool, childcare, school and recreational activities. The program has strong links with referring agencies such as SalvoConnect in Warrnambool, Hamilton and Portland.

Supporting Families at Risk of Homelessness

The aim of the Supporting Families at Risk of Homelessness program is to assist families to maintain accommodation and prevent re-entry to the homelessness service system. The program provides case management to families who have recently exited the homelessness service system as they have obtained secure, long term accommodation (either private rental, public housing, community housing or Aboriginal housing). The program has supported 17 families in the past year connecting families to employment, education, health, welfare, housing and other specialist services across the South West region.

South West Services Gamblers Help

The South West Services Gamblers Help program works to prevent problem gambling in the local community and provides treatment and support for problem gamblers and people (partners, children and family members) who are affected by the behaviour of problem gamblers. This form of addiction can result in significantly harmful effects for the problem gambler, for others and for the whole community. The staff team includes therapeutic counsellors, a financial counsellor and a community educator and venue support worker. Gamblers Help staff work closely with other South West services including Mental Health, Drug and Alcohol, Community Services and Primary Health programs. Over 1,700 hours of problem gambling and problem gambling financial counselling was provided during the year.

Generalist Financial Counselling Program

Bethany is the lead agency of a Western District partnership with Colac Area Health and Wimmera Uniting Care, providing Financial Counselling services to a large portion of Western Victoria. Financial counsellors work with individuals and families who are experiencing long term and complex financial distress. Financial counsellors provide face-to-face counselling and support, and advocate on behalf of their clients with lending institutions

Amanda's story

***Amanda wanted to 'sort out her life'.**

The woman, who had been suffering from depression and anxiety, walked into the agency seeking personal counselling to kick-start that journey.

Amanda was able to talk to the counsellor about her decision to have a termination many years ago. No-one had acknowledged this event in her life. She believed it had triggered her depression and obsessive behaviour.

The counsellor actively listened to Amanda's pain about the termination and worked with her on behavioural modification skills for the obsessive behaviour. By the third session Amanda reported she had stopped the obsessive behaviour and had put in place the strategies provided by her counsellor. By the fifth session Amanda didn't have to use the strategies because the drive to be obsessive had ceased.

*** Amanda is not her real name**

and other creditors to restructure debt repayments. Counsellors may also advocate on behalf of clients when it is assessed that lending practices are unethical and unconscionable. Bethany continues to offer this service from Warrnambool, Portland and Hamilton. This year we supported 436 clients through the provision of almost 2,000 hours of service.

Financial Wellbeing and Capability Program

Bethany received funding from DSS to provide Financial Wellbeing and Capability services in March 2015. The program incorporates Financial Counselling, Financial Capability services (a community development approach incorporating early intervention community education and

development strategies) and the provision of Emergency Relief to individuals and families experiencing a financial crisis.

The challenge for the South West Emergency Relief service in early April was to quickly establish an Emergency Relief service response to ensure that individuals and families in need could access crisis support. The deployment of sessional staff to start this service gave Bethany South West the opportunity to recruit and appoint suitably qualified and experienced staff during April and May. This service is now well established. During this period, Bethany South West Services successfully recruited a qualified and experienced financial counsellor, and a financial capability worker who is also responsible for the provision of emergency relief. Bethany South West has also worked closely with other emergency relief providers to ensure that emergency relief is accessible across the whole of the South West.

Louise's story

Louise's husband was recurrent problem gambler. He was progressively using up the family's assets, they'd fallen behind in their mortgage while other debts including rates and household bills were escalating. He was also using money set aside in their joint business bank account to fund his problem.

Louise, a middle-aged woman with dependent children at the time of referral, sought help. She was referred for Financial Counselling by Bethany's Problem Gambling Therapeutic Counsellor. Together the Financial Counsellor and Louise determined a support plan centred on protection of family assets and protection for Louise from being responsible for her husband's gambling debts. The plan also included support for her emotional wellbeing and tools to deal with her relationship breakdown. Louise and her husband separated during this period, mainly as a result of the hardship and loss of relationship caused by his gambling behaviour.

Louise has been able to maintain employment, opening her own bank account for her fortnightly wage.

Her financial position included a family home with a substantial mortgage and a family business, both jointly owned with her husband. She was concerned about future debt liabilities along with managing process servers for current utility and other debts.

The Financial Counsellor negotiated the utility companies to address current debts. Bethany also assisted with arrears using Recovery Assistance Program funding.

Louise decided to sell the family home in an attempt to reduce the mortgage shortfall as much as possible. Her former husband eventually agreed. The Financial Counsellor made a 'hardship proposal' to Louise's bank to satisfy requirements. Louise received assistance to move into rental premises. A referral was also made to an accounting service to lodge up-to-date taxation returns and to ensure Louise was removed from any company responsibilities.

Unfortunately difficulties were encountered with the bank due to the need for both owners to agree to the sale. Louise's former partner was ambivalent, delaying the time frame with the bank. The bank eventually determined to foreclose on the property.

Louise continued to receive advocacy and support, particularly in relation to her part with the bank mortgage, with an application to further negotiate release regarding any further debt shortfall. There were also many gains including reduced distress from gambling losses, increased family stability and security in their new living arrangements, continued employment and independence for her own finances.

Bernadette McCartney Executive Manager – Community Support

It is with great pleasure that I reflect on the highlights, achievements and outcomes of the past twelve months in the Community Support division. It was a year that saw a number of key changes in the external policy and service delivery environment as a consequence of the change in the State Government, some sector reform and recontracting processes.

The year has witnessed a steady increase for demand in services from across our local community. Across the range of services, we have received 4,049 requests for information, referral and support for women, children and men, a 25 per cent increase on the 2013/14 year. Our highest area of request has occurred in the Family Violence Services, which accounts for approximately 42 per cent of the demand, followed by Family Counselling and Parent Education 24 per cent Gambler's Help and Financial Literacy 21 per cent Homelessness and Housing Support 10 per cent and Family Law Services, three per cent.

Bethany's Community Support division prides itself as a progressive influence in supporting the work of communities and governments alike. Leading by example in the development of new service models that has as its basis, a commitment to client-centred practice, and supports the further development of service models that enable us to better serve those with complex and multiple needs. And in ensuring that this work occurs as a partnership with those who utilise services, building on client's experience in the design, development and delivery of services has been a critical element for all who work in Community Support.

The Community Support division has been instrumental in developing our Coordinated Intake service. The Directions Program, launched in late November 2014, provides safe and responsive access to services provided by Bethany. Staffed and managed by existing Bethany staff, the model has enjoyed great success.

Of further significance has been the redevelopment and subsequent recontracting of our Specialist Family Violence response for women and children, school-based Parent Engagement services and the

savers Plus program across the Barwon Area. This work built upon an existing platform of exceptional service provision and created a stronger response to families who present with a range of need.

The introduction of Emergency Relief funding in March 2015 has allowed our financial counsellors to gain access to communities on the Bellarine, Geelong and Western Melbourne to assist families who are experiencing financial hardship.

Our Family Violence services continued to redevelop and restructure to better respond to increasing demand, prioritising the safety of women and children while ensuring a high degree of accountability for men who choose to use violence. Particular attention was paid to the redevelopment of our Partner Contact work that is a vital function of our Men's Behaviour Change Program.

The successful management of the multi-agency Risk Assessment and Management Panel (RAMP) continues to define Bethany's leadership and strong standing across the funded family violence sector. This year the RAMP has met on 13 occasions and developed risk management and safety plans on the behalf of 49 women and 105 accompanied children who were assessed to be at the highest risk of serious injury and/or death as a direct result of family violence. Our ongoing work with the RAMP has enabled us to present at many audiences across Victoria to detail learnings from the RAMP and our expertise in the management of high-risk family violence cases.

The Regional Integration Coordinator role continues to provide leadership and governance support to the Integrated Family Violence committees in the Barwon and Great South Coast Areas. This role has enabled Bethany to work with both committees to provide structures in which crucial government policies are embedded at a local level. We look forward to building on this very important work into the future.

As a result of the State wide recommission of Alcohol and Drug Services, the Family and Relationship Service built upon their service

excellence to commence the delivery of therapeutic counselling to adults and accompanying children impacted by problematic drug and alcohol abuse. This new initiative gives additional strength to this important service delivery area.

The Housing Services area continues to meet a rising demand of homelessness and its associated complexities in the Barwon Area. By utilising a variety of specialist interventions staff ensure all clients referred to services are treated fairly and supported by a strong platform of advocacy to ensure they gain timely access to, or maintenance of long term and appropriate housing. Particular attention is paid to the assessment of accompanying children to ensure the needs of children are met.

All of the above achievements from the past year are made possible by the hard work, engagement and dedication of staff, volunteers, partnering agencies and most importantly clients.

Social Housing Advocacy and Support Program

The intended outcome for Social Housing Advocacy and Support Program is that public housing tenants and residents maintain safe, appropriate, sustainable accommodation. The program's overall aim is to provide support to clients to assist them to sustain their housing.

In the last year the program has supported 109 public housing tenants and residents across the Barwon region with case management and support tenancy issues such as rent arrears, hoarding and squalor, anti-social behaviour, neighbourhood disputes and tribunal hearings. The most common reasons for referral to the program were due to a past history of homelessness and/or housing instability and also due to financial difficulties resulting in rent arrears and the possibility of eviction.

Staff employed in the program are particularly proud of their advocacy work in supporting public housing tenants at VCAT, preventing numerous evictions and providing clients with a strong platform of advocacy.

Homeless Services Program

The Homeless Services Program (HSP) provides housing information, referral, case management

and accommodation to women, women and children, men and children and families who are experiencing homelessness or are at risk of becoming homeless in the Barwon region. The program aims to provide clients with appropriate support during their stay that will help stabilise their situation and assist them to transition to long-term accommodation such as public housing, community housing or private rental. HSP support provides assessment and referral and case-managed support which may include counselling, crisis resolution, personal care, life skills training, information, and advocacy and/or assistance with accessing appropriate long-term housing and training and employment opportunities.

During the past year the program supported 100 clients in crisis accommodation and transitional housing and 34 who are waiting to access crisis accommodation. Single parent families made up 70 per cent of the total household types accessing the program.

A Place to Call Home

A Place to Call Home (APTCH) is funded to support families that are experiencing homelessness. The program provides a homeless family with a transitional housing property for 12 months with the view to the family remaining in it as their permanent residence and the property being transferred to Department of Human Services – Office of Housing. The aim of APTCH is to support the family to create positive linkages to their local community which will impact positively on their housing long term.

In total, the APTCH program housed and supported 13 adults and 14 children over the year and has maintained regular communication and excellent working relationships with all the partner agencies: Department of Health and Human Services - Office of Housing, Barwon Youth, Diversitat, Pathways, Red Shield Housing, SalvoConnect, Wathaurong and Minerva Community Services.

Supporting Families At Risk of Homelessness

The aim of the Supporting Families at Risk of Homelessness program is to assist families to maintain accommodation and prevent re-entry to

the homeless service system. The program provides case management to families who have recently exited the homelessness service system as they have obtained secure, long term accommodation (either private rental, public housing, community housing or Aboriginal housing). The program has supported over 30 families in the past year connecting families to employment, education, health, welfare, housing and other specialist services across the Barwon region.

Family Violence after Hours

The Family Violence After Hours Program gives valuable support to women and their children across the Barwon and Great South Coast areas who are impacted by family violence after normal business hours. The program, which operates seven days per week, has experienced a steady increase in demand and has provided emergency accommodation and after-hours support to 87 women and their children. All referrals come through the Women's Domestic Violence Crisis Service in Melbourne.

Homeless Children's Specialist Support Service

The Homeless Children's Specialist Support Service supported children across the Barwon region this year and provides crucial support to children experiencing homelessness in the form of Supported Assessment and Case Planning, Enhanced Case Management and Therapeutic Group Work. The program assists children remain connected to the community and engaged in preschool, childcare, school and recreational activities. The program has strong links with referring agencies such as SalvoConnect in Geelong.

Intensive Case Management Initiative

The innovative Intensive Case Management Initiative assists clients with complex needs who are homeless or at risk of homelessness by providing support and brokerage. A strong, on-going partnership with the Department of Human Services - Office of Housing is vital to the program's success. Through this

partnership, the ICMI program has secured long-term accommodation for a number of clients who have been transient and homeless for up to a decade. The program continues to seek innovative approaches to dealing with the lack of available options for the most disadvantaged cohort of homeless people.

Geelong Strengthening Risk Management Program

The Geelong Strengthening Risk Management Program (GSRMP) aims to strengthen risk management responses to women and children identified at high risk of serious injury and/or lethality due to family violence by providing intensive case management to women and children experiencing family violence, and the men using family violence. The program revolves around Women's Case Management, Children's Therapeutic Case Management and Men's Case Management. Together, these components aim to support and enhance the safety and well-being of women and children, and facilitate risk management and accountability responses for men using family violence.

The GSRMP also has responsibility for the coordination of a Risk Assessment and Management Panel (RAMP) that involves senior representatives from key stakeholder groups, including the police, child protection, specialist women's services, and correctional, legal, housing, family and health services. The RAMP meets monthly to plan and coordinate integrated risk management responses to families identified at high risk of family violence.

The Women's Case Management and Children's Therapeutic Case Management helped 32 women and 31 children during the year. In every case the family violence risk had reduced from 'imminent' risk at time of referral to a reduced level of risk that was manageable for the affected women at case closure.

Specialist Family Violence Service

The Specialist Family Violence (SFV) service provides case management and outreach support, counselling and psycho-education to women and children (where appropriate) experiencing family violence. The overall aim of SFV is to enhance the

safety and well-being of women and children, and to increase women's sense of empowerment and agency.

More than 100 women received assistance through the SFV service during the year. The service facilitated clients' safety planning, educated clients about the nature and dynamics of family violence, provided therapeutic responses to clients' psychological distress and trauma, and linked clients to appropriate housing, legal and other relevant support.

Men's Enhanced Intake

The Men's Enhanced Intake (MEI) operates within an integrated family violence service system in the Barwon region and aims to provide timely accountability responses to men using family violence against women and children.

The MEI received 1,274 referrals from police during the year and the percentage of men who responded to contact from MEI and, in turn, were able to be referred to men's family violence services remained relatively small. Increasingly, however, the MEI is demonstrating value as a method by which to monitor family violence incidents in the community, identify cases at high risk of lethality and/or serious injury, and contribute to information sharing and coordinated responses to family violence within the integrated service system. Administrative processes have been reviewed over the past 12 months, with the aim of improving the MEI's information gathering and sharing processes, and passive monitoring of concerning cases in the community. This has helped improve communication and integration within the family violence service system.

Men's Behaviour Change Program

The Men's Behaviour Change Program (MBCP) is a 24-session educational program that aims to educate men as to the nature and dynamics of family violence in heterosexual relationships, and to promote equality and respect in their relationships with their partners and/or former partners, and children. The Partner Contact services located within the MBCP aims to extend information, support and advocacy to women and children (where

appropriate) who have experienced family violence perpetrated by the men participating in the program. The MBCP is situated within an integrated family violence service system that seeks to hold men accountable for their use of violence, and to identify and respond to safety risks posed to women and children. This year the MBCP received 168 referrals.

Men's Case Management

The Men's Case Management (MCM) program provides timely case management to men who use family violence against women and children, and in particular, those men who require housing assistance due to removal from the family home. The program facilitates opportunities for men to engage with family violence services, in collaboration with Victoria Police and Corrections Victoria. It provides case management responses to men who choose to engage with family violence services, with a focus on facilitating accountability and risk management strategies. The program assists men to establish alternative housing, as a result of their removal from the family home due to family violence. It also, where possible, work, closely with women's and children's services to monitor safety risks, and to facilitate timely accountability and risk management responses as informed by women's and children's voices;

Over the past year, the MCM program has maintained and contributed to the enhancement of an effective, collaborative relationship with police. The Bethany Men's Case Management Worker has been co-located one day per week within the Victoria Police Family Violence Unit at Geelong to provide timely responses to at-risk men in the community. This year the MCM program provided services to 28 men.

Directions Team

The Directions Team was a new strategic initiative for Bethany designed to streamline client intake and access to integrated services. The Directions Team was developed through a process of client consultation, research and exploration and has been applied initially to all non-DHHS clients. The program facilitates safe and responsive access to services through reducing barriers to access, listens to the needs of community members and uses creative

problem solving to create linkages to services. The process of intake is facilitated and many clients receive an immediate response that meets their needs promptly, reduces the number of times they need to tell their story and enhances positive outcomes.

People who make contact with Bethany can do so by phone, in person or by accessing Bethany's website. Directions staff are required to have a broad knowledge of both Bethany services and the wider service system. Staff have responded to a total of 1,403 contacts (about 43 per week) since the program began in November 2014. Of those, 987 were professional queries, secondary consults and requests for information/ resources by members of the public. These contacts were of less than 15 minutes each. A total of 352 cases proceeded to the

Coordinated Allocation Platform (CAP) for allocation to Bethany programs.

The main presenting issues by callers include relationship issues, parents struggling with parenting skills, women and children experiencing family violence, financial issues or concerns, parents separating or children being separated from parents and mental health issues. The suburbs we receive our main calls from are Corio, Belmont, Norlane and Grovedale. The main source of the referrals include self, courts, family members, community organisations and GPs.

An internal evaluation was carried out in July 2015 with the input from clients and staff from across Bethany. This information will assist us to grow and develop the process further.

Jane's story

***Jane's life was in turmoil after the collapse of her long-term marriage. She felt she wasn't coping in its aftermath, worried about the impact on her adolescent children and turned to Family Services for help.**

Jane had been working in industry for some time before resigning to follow her aspirations of tertiary study in Education. After the separation she and her children moved into rental accommodation. Life was tough. Jane battled depression and severe financial hardship. Receiving Centrelink benefits, she struggled to meet rent, food, utility bills and car costs.

Her children struggled too. Jane's eldest child was not coping with the separation, demonstrating verbal and physical violence towards her, siblings and the household and refusing to attend school. The eldest child also disclosed an assault, was experiencing significant distress and self-harm regularly and was hospitalised. Jane and her family were in deep crisis. She sought help.

The first support was referral to a Financial Counsellor at Bethany, who was able to work with Jane and help with her financial concerns. Over several weeks Jane reported she'd regained control of

her finances. This gave her confidence to financially provide for her children.

Jane was also supported to attend a parenting course that assists parents who experience violence by their children. By the time the course finished, she was equipped with new understanding and skills to use when her child became verbally or physically violent. She also worked with a Counsellor to gain strategies regarding her depression and marriage break down.

Jane has since reconciled and moved back into the family home. Her family is stable. Jane's eldest child attends weekly counselling, is studying and working part time, and experiencing more self-control. Her younger child is settled, attends school and regular counselling, is taking part in weekly team sports and has minimal anger outbursts.

And Jane is appreciative of the support she's received to turn their lives around.

She expressed her gratitude in a note, which reads: "I wanted to thank you for everything you did to help myself and my children through our difficult time. Without your help and support I really don't know what I would have done. We are now back on track and life is now a lot better."

*** Jane is not her real name.**

▶ People & Culture - Kate Gibson

Manager People & Culture

Bethany has a strong focus on maintaining its status as an employer of choice in the region. Our staff are the backbone of the services we provide to the community and we focus on providing a supportive and professional environment and developing the potential of our people.

Key characteristics of our workforce in 2014/15 included:

- A total of 145 staff
- 87 per cent female and 13 per cent male staff
- 32 per cent of staff are under 40 years of age and 63 per cent over 40 years of age
- 57 per cent of staff have been employed for more than 3 years
- 16 staff reached five years of service and seven reached 10 years of service during the year
- The staff turnover rate was 11 per cent in 2014/2015, down from 15 per cent in 2013/2014 and 19 per cent the previous year.

A major undertaking this year was the negotiation of a new Enterprise Agreement in December 2014. The agreement provided a more comprehensive approach to staff conditions and we continue to support our staff with additional benefits including 20 days paid family violence leave and flexible work arrangements.

Bethany has maintained its commitment to provide employees with a safe, healthy and supportive

working environment as well as a commitment to providing a supportive workplace culture where healthy lifestyle choices are encouraged.

As part of our People and Culture Strategy, we developed a healthy workplace framework to influence staff' health, wellbeing and personal effectiveness. Through our involvement in the Victorian Healthy Together Workplace Achievement program we reached our first recognition point this year as part of this program.

Our bWell program promotes health and wellbeing initiatives, awareness and education and provides employees with support to maintain or adopt healthy lifestyles. Throughout the year this included a range of formal and informal staff functions across the agency ranging from staff flu vaccinations to staff-led monthly sessions that boost staff connectedness. The program also promoted the Bethany Aboriginal Cultural Planning group to hold a function recognising the Australia-wide observance of National Sorry Day, giving our staff a chance to come together and share the steps towards healing and reconciliation for the Stolen Generations, their families and communities.

We have also reviewed the staff performance and review and development tool and commenced planning to carry out a staff alignment and engagement survey to assist in our strategy to ensure we attract and retain a diverse, skilled and engaged workforce..

Craig's story

Craig's smile said it all.

The father of young children, who has faced long-term unemployment, wore a wide grin as he queued for his new driver's licence at VicRoads. And the Keys to Connect program helped him get there.

Without Keys to Connect support, regaining a licence was out of Craig's reach due to the twin challenges of significant debt and low income. Through the program he gained access to driving lessons, successfully completed the driving test and earned his spot in that VicRoads queue.

Craig is now undertaking an adult-education course to improve his skills for employment. Being able to drive himself to class will reduce the obstacles to attendance and help with his on-going engagement in class. He is also hoping to gain his licence for the operation of earth-moving equipment. Getting his driver's licence is Craig's first step on the road to employment in this area.

Having a driver's licence will have a positive impact on his family life too, assisting him to better support his family by being able to transport them to community activities and appointments.

▶ Ralph Menchise

Executive Manager – Business Development

In the past year we faced many challenges which we met with enthusiasm and hard work and, through our endeavours, have improved the lives of many in our community. Bethany has been able to respond to the changing landscape of sector reform and service provision and increased our fee for service opportunities whilst continuing to deliver quality support to our clients.

Our Business Development strategy this year has been based on the following strategic priorities:

- Exploring new partnership opportunities
- Diversifying Government income sources
- Increasing services under the National Disability Insurance Scheme (NDIS)
- Developing shared services

A key focus of growth in the past year has been the work Bethany delivers under the NDIS. We are now reaping the benefits of our earlier investment in this scheme in the previous year and continue to consolidate our position. This year we have seen 300 per cent growth in the number of clients we are supporting with services including Support Coordination, Psychology, Occupational Therapy and Speech Therapy to assist participants reach their goals. We have built a strong reputation with the National Disability Insurance Agency as a highly capable provider of disability supports to the most complex and vulnerable participants in the scheme.

Bethany has capitalised on opportunities to grow and lead the development of innovative models of support. This has occurred with our successful tenders in areas such as Financial Counselling and Emergency Relief through the Department of Social Services, Gamblers Help Marketing Grant and Give Where You Live during the year which saw an expansion of services into new areas.

This year has been full of opportunities and I look forward to further developing these into new sources of programs and revenue for Bethany in the future. Many thanks must go our staff and colleagues because without their support Bethany's growth could not continue.

Quality

The external Accreditation Assessment conducted by Quality Innovation Performance (QIP) occurred during the year and the Quality Improvement Council has renewed Bethany's accreditation against QIC standards which include all 16 DHHS Standards and 19 QIC Standards.

The report identified a number of areas where Bethany is doing well including the Board's Succession Planning Committee; the Instrument of Delegation providing clear operating parameters; the Volunteer Program; a thorough induction process and comprehensive assets register; a well developed ICT development plan; engagement with Health Legal to support legislative compliance; the cross organisational role of Quality Improvement Leaders; program practice manuals and implementation of Directions. A new Quality Workplan for 2015-2018 will guide Bethany's continuous quality improvement program into the future. This Workplan will provide guidance and structure to the organisation's continuing quality and safety practice over the next three years.

Volunteers

Our dedicated team of 60 volunteers play a very important role in supporting our services to clients in the community and with general operations. This year our volunteers were involved in a wide range of activities including:

- Supporting parents with activities with their children
- Supporting kinship carers with children's homework
- Transport for clients
- Assisting with paperwork for CALD clients
- Mentoring clients with access to training and employment in the Bridging the Gap program
- Assisting with group work programs such as Early Connections
- Assisting with events
- Distributing food
- Administration support for programs

We sincerely thank our volunteers for their support.

Community events and support

It has been another busy year for community events with the annual Bethany Art House Film Festival (Geelong and Warrnambool), the Geelong Father of the Year and the BayFm Bethany Giving Tree Appeal. Once again all of these events were highly successful and well supported by members of our community.

The BayFm Bethany Giving Tree broke records this year with over 3,500 gifts donated that were distributed to families in need by our partner agencies. We would like to thank our partner agencies for their support in this activity.

Throughout the year we also receive numerous donations from a variety of clubs, individuals and businesses which we distribute to our clients. We are very grateful for this support which demonstrates the care and compassion within our community.

We also greatly rely on grants and monetary support from Trusts and Foundations and this year we received support a range of grant makers, all of whom are acknowledged later in this Annual report but we would like to mention local supporters including Give Where you Live, the Geelong Community Foundation, Geelong Connected Communities and local Rotary and Lions clubs as well as the many businesses and individual supporters for their commitment to our cause.

Natalie's story

Single mum and recovering drug user Natalie wanted to provide a safe, secure home so her teenage daughters could return to her care. So she self-referred to Bethany for assistance in achieving her important goal.

Child Protection had placed her two daughters in the care of their maternal grandmother due to Natalie's drug use. She also has a son who lives independently.

Natalie's presentation included recovering from ice use, clinical diagnosis of bipolar, significant childhood trauma, survivor of family violence, significant financial issues, homelessness and limited literacy after leaving school in Year Seven.

The worker established a strength-based relationship with Natalie, enabling her to work in partnership to address multiple and multi-layer issues. This led to Natalie being able to provide a safe, nurturing home for her girls.

The worker provided Natalie with parenting support/ education as well as links and referrals to: Drug and alcohol services; counselling through GP mental health plan to address mental health, family violence and past trauma; Barwon Community Legal for support in family law; and the Australian Centre for Grief and Bereavement. The girls' grandmother, with whom they'd been placed, died and the girls were linked into the Kids Substance Safe program, Paying Attention to Self program Wombats Wish, Kids Help Line and Cruse Bereavement Care website for support.

The worker also helped Natalie to access stable, secure housing, advocated with Centrelink and secured a Queens Fund application.

Natalie is now a protective and competent mum. She is able to prioritise for her family and seek services and support when it is needed.

Business Operations - Sharon Downey A/ Executive Manager Business Operations

The Business Operations team is committed to providing quality services to both the internal and external stakeholders of Bethany. A number of key projects were undertaken in 2014/5 to improve the provision of administrative, information and financial systems across the organisation as well as physical facilities.

The introduction and continued refinement of information technology systems has continued to be a key focus during the year. Bethany's Intranet has been replaced by SharePoint which enables effective management of the Intranet, Extranet and Internet sites, collaboration Sites, discussion Groups, bulletin boards, electronic document management, forms and workflow control and organisational search. The introduction of SharePoint was also instrumental in the implementation of the new Directions Team coordinated intake system with the development of online intake forms and the newsfeed to assist staff with information sharing.

In a major upgrade this year we introduced a new payroll and human resources system CHRIS 21 and HR 21 providing an integrated self-service facility providing online access to payroll and human resource data. The system will provide an integrated

approach to the management and analysis of payroll and human resources data.

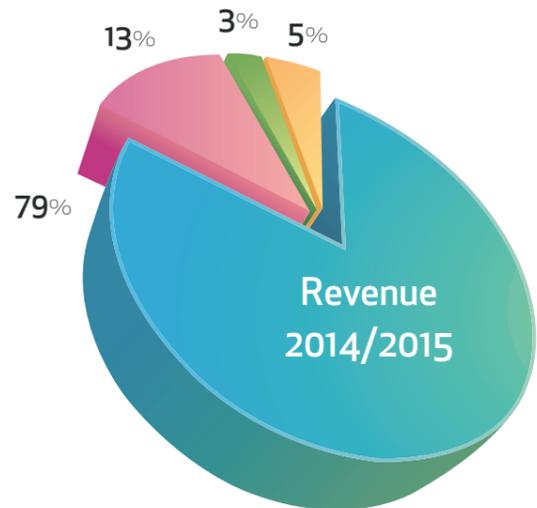
Our largest project this year was in collaboration with the Geelong Kindergarten Association where we opened a new shared office facility in Waratah Street Geelong West. The building which was fitted out to our joint requirements provides excellent facilities for both organisations and a platform for further collaboration. As a result we closed our Grovedale office and relocated our housing staff to Hamlyn Heights whilst Kinship Care and Family Services staff were relocated to Geelong West. Business Operations coordinated the two moves with minimal disruption and ensured that all operational and administrative processes at Geelong West replicated those at Hamlyn Heights.

To improve environmental practices, Business Operations have commenced planning for the installation of solar panels at Hamlyn Heights in 2015/16 to reduce our carbon footprint and reduce electricity costs. This project is expected to be completed in 2016. Also this year saw the introduction of a secure print management and other systems to reduce paper use and wastage.

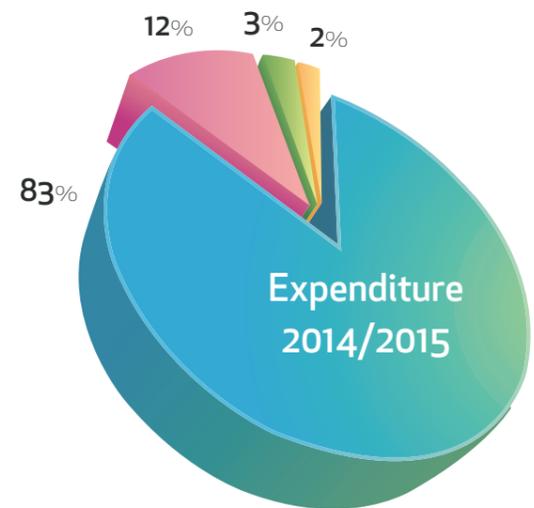
Financial summary

Revenue for the year increased 8.2 per cent to \$10,909,304 with a corresponding increase in total expenditure of 9.2 per cent to \$10,925,048 and a resulting deficit for the year ending of \$14,900. The deficit predominantly reflects planned expenditure by the Board during the year in strategic development activity and infrastructure in order to position Bethany for future growth.

Total equity of \$9,516,858 was stable in comparison to the previous year of \$9,501,958, maintaining a strong equity position. Bethany remains in a sound financial position and is well positioned to capitalise on future growth opportunities in supporting clients across our catchment regions.



| | 2014/2015 | 2013/2014 |
|--|---------------|---------------|
| | '000 | '000 |
| Revenue | 10,909 | 10,079 |
| State Government | 8,638 | 7,961 |
| Commonwealth Government | 1,411 | 1,288 |
| Donations, Philanthropic & Fundraising | 277 | 526 |
| Business undertakings & other revenue | 583 | 304 |



| | 2014/2015 | 2013/2014 |
|-----------------------------|---------------|---------------|
| | '000 | '000 |
| Expenditure | 10,925 | 10,006 |
| Salaries & Service Delivery | 8,918 | 8,285 |
| Operating | 1,332 | 1,162 |
| Depreciation | 400 | 350 |
| Client Expenses | 275 | 209 |

Acknowledgements

Bethany acknowledges those who support and / or fund the work we do:

Federal Government

Attorney General's Department
Department of Social Services
National Disability Insurance Scheme

Victorian State Government

Department of Health and Human Services
Department of Justice and Regulation
Victorian Responsible Gambling Foundation

Local Government

City of Greater Geelong
City of Warrnambool

Program Partners

Barwon CASA
Barwon Community Legal Service
Barwon Health
Barwon Medicare Local
Barwon Youth
Brotherhood of St Laurence
Brophy Family and Youth Services
Colac Area Health
Diversitat
Department of Education
Emma House
Geelong Family Relationship Centre
Geelong Food Relief Centre
Geelong Mums
Geelong Kindergarten Association
Gforce Employment Solutions
Glastonbury Community Services
Guntijamara Aboriginal Cooperative
Karingal
LifeWorks Relationship, Counselling and Education Services
Mpower
Marngoneet Correctional Services
Minerva Community Services
Northern Futures
Salvo Connect

Second Bite
St Laurence Community Services
Target Australia Pty Ltd
Time for Youth
Victoria Police
Wathaurong Aboriginal Cooperative
Windamara Aboriginal Cooperative
Wimmera Uniting Care

Donors and Philanthropic Supporters

Bell Charitable Fund
Besen Family Foundation
Dawn Wade Foundation
Dimmick Charitable Trust
Geelong Community Foundation
Geelong Connected Communities
Geelong Chapter Harley Owners Group
Give Where You Live
Godfrey Hirst Charities
Helen Macpherson Smith Trust
Maxwell Collins Real Estate
Mercure Hotel Geelong
Percy Baxter Trust
RACV Community Foundation
The Flora & Frank Leith Charitable Trust
The Rotary Club of Geelong
The Queens Fund
Geelong Performing Arts Centre (GPAC)
GMHBA
Val Hannah School of Dance
Viva Energy (Shell Geelong Refinery)
Target Australia Pty Ltd
The Lighthouse Theatre Warrnambool

Media Partners

BayFM
Geelong Advertiser
The Weekly Review – Geelong
The Standard - Warrnambool



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How you can help

Bethany Community Support is an independent, not-for-profit organisation established in 1868. We rely on government funding, support from philanthropic organisations, businesses and individual donations to continue supporting those in need in the community. Something we are proud to have done for almost 150 years.

Bethany has a number of ways you can help us to achieve our vision of creating a society where there is opportunity for all. You may choose to donate, sign up as a regular giver, leave a bequest in your will, become a corporate partner, volunteer, or offer in kind support.

If you would like to help us value people, strengthen lives and effect change please visit bethany.org.au