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Our Profile

Brophy Family and Youth Services is the primary provider for children, youth and family services in South West Victoria. Brophy originated in 1974 with its beginnings in hostel accommodation for homeless youth. Over the years it has developed a comprehensive range of services for the homeless, young people and families. The agency provides regional services to Portland, Hamilton, Camperdown and Warrnambool through its outreach programs. Its main office is located in Warrnambool with sub-regional offices situated in Hamilton and Portland.

Our Vision

We will strengthen the capacity of youth, enrich the lives of individuals and families, and build the connections in our communities throughout South West Victoria.

Our Mission

To provide community based services that promote a just society and improve the life circumstances for people who are vulnerable and disadvantaged, especially those who are experiencing homelessness, family violence, marginalisation or disconnectedness.

Our Values

- Social Justice** – promoting justice, social fairness and human rights
- Professionalism** – practicing in an ethical, respectful and inclusive manner
- Empowerment** – strengthening and enabling individual and community decision-making
- Responsiveness** – responding in a timely, engaging and respectful manner
- Partnership** – striving for shared connections to create better client outcomes



Chairperson's Report

It is with great pleasure that I present my report for the 2013-2014 year. The year has seen the continued waves of change flow through every government funded area. Based on these changes, the Board has continued to remain vigilant and abreast of the many policy and funding changes now being experienced by the organisation.

Last year, the Board established three key directions as a means of navigating these turbulent times. One of these was to review and consolidate the structure and programs delivered by the organisation after experiencing significant growth, with the inclusion of a number of additional programs involving Foster Care, Child First, Family Services, Social Housing Advocacy Support Program, and Foyer Warrnambool. This was successfully completed earlier in the year.

The second key direction was to build the corporate infrastructure of the organisation to manage the growth and the increasing levels of compliance required through government legislation and funding body specifications. This led to the development of specialised roles for Human Resources and Quality Assurance which has significantly addressed these issues.

And the third key direction was to revise the strategic direction of the organisation given the level of change now being embedded through the government sector reform strategy. The strategic plan reflects in part the reform agenda through its broader thinking for the need to more strongly integrate the activities of complementing programs and cross sector partnerships. Examples of this include the development of a therapeutic care model integrated across the Out of Home Care programs, and the involvement of Brophy in the Drug and Alcohol partnership auspice by Western Region Alcohol and Drug Centre integrating drug and alcohol use with family and youth services. Further partnerships are being explored across the homelessness, disability, family violence and the mental health sectors which will hopefully provide better dividends to our mutual clients in most need.

One area we were unable to influence was the future funding direction of the Youth Connections Program. Sadly, the Federal Government announced in the May Budget that it would not renew the funding of this program which provided its service to more than 250 young people each year across the entire Southwest region of Victoria. The staff have achieved extraordinary outcomes for those young people transitioning out of education into training and employment involving those who are the most vulnerable in our community. I would like to especially thank the program staff for their dedication to these young people, offering them hope and creating opportunities for them to reconnect with education, training and employment. It has been a very difficult time for all concerned and we are indebted for your service to young people.

Furthermore, I would like to thank the whole staff complement for their continued dedication and commitment to their clients and the organisation as a whole. We truly appreciate your professionalism and your capacity to work together to create the best opportunities for your clients.

Also, I would like to thank the volunteers in our organisation who so generously support our services to the community. To our carers and supporters, to our youth volunteers, thank you for your ongoing dedication and commitment to support those who are most vulnerable.

On behalf of the Board I would like to thank our CEO and management team for their ongoing determination, passion and commitment over the year.

Finally, I would like to thank my fellow Board members for their support, wisdom and stewardship during the year. We thank John Robinson for his years of service to the Board and wish him well in his return to his native region of Horsham.

Thank you all for your contributions.

Danielle Cornelissen
Chair



Board

Chairperson

Danielle Cornelissen

Treasurer

Robert Duynhoven

Members of the Board

Anna Macgarvey

John Robinson

Jenny Madden

Mary Pendergast

Clare Vaughan

Karen Foster

Honorary Solicitor

Maddens Lawyers

Auditors

Coffey Hunt Chartered Accountants



Chief Executive Officer's Report

As poignantly highlighted by our Chairperson, Danielle Cornelissen, in her report, this year continues to be marked by unremitting policy and funding changes that are 'transforming' the landscape of the not for profit sector and beginning to tear into the fabric of organisations.

The global financial crisis and the contraction of the mining boom have had the impact of flattening out Australia's economic growth which has led to significant reductions in the revenue received. The impact both at Federal and State levels has been felt through the relentless tightening of the public purse strings.

One of the implications is that there are many reviews being undertaken primarily by government departments. These reviews are generally seeking to create greater efficiencies in how the public dollar is spent. Most program outputs, especially target levels, are being scrutinised and stringent measures for 'counting' are being implemented.

Another implication is that the demand for services has increased as more families are falling into the 'working poor' trap where available employment hours are reducing and the cost of living increasing.

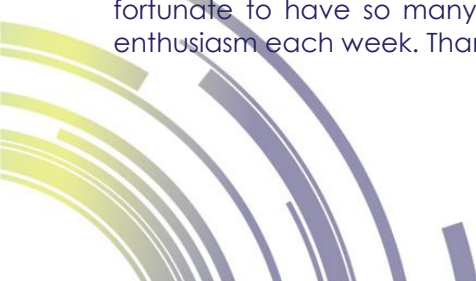
At the Commonwealth level, a very fiscally tight budget was handed down in May by the government in their attempt to arrest a potential debt crisis. Unfortunately, the outcome of these measures has meant that the safety net for young people is being significantly eroded. One of the key impacts has been the non-renewal of the Youth Connections Program as of December 2014. This program first began in 1998, known then as the Job Placement Education and Training Program, and has been rebadged and programmatically improved through many reviews over the years. This program has been delivering services to over 250 of our most vulnerable young people each year across Southwest Victoria. The outcomes that have been achieved by the staff team have been extraordinary with 85% of the young people achieving sustainable training and employment outcomes. Our experience of this program over 16 years is that young people flourish when in an environment of positive opportunity that builds on their strengths. Leaving vulnerable young people to navigate and transition without assistance has very poor social and economic outcomes for both the young people and our communities.

At a State level, policy directions are predominantly being formulated on financial and departmental capacity imperatives. Each state department has or is in the process of being overhauled. Massive public sector reforms have been implemented. The capacity of departments to formulate policy and directions has been significantly impacted, and yet monitoring of program outputs is increasingly more minutiae managed. Most of this year's management activities have been directed to understanding, preparing and implementing ways forward.

Many of the management achievements throughout the year have been incremental and yet critical. These include the installation of a robust compliance system across the organisation, the introduction of a web-based key documentation storage system and a web-based planning and reporting system that integrates strategic, quality and risk.

One of the most important directions has been the continued drive towards documenting and building best practice programs across the organisation. This has led to implementation of a therapeutic care model across the Out of Home Care programs including Foster Care, Kinship Care, and Leaving Care. Furthermore, the organisation is striving to improve on delivering better client outcomes through the development of a client outcomes based evaluation model. Still being developed, this model will be piloted early next year and subsequently rolled out during the year.

In addition, our partnerships are a key aspect of our strategic directions. One of our core partnerships with the community is with volunteers. I would like to thank all our volunteers from our carers to our mentors and now our Foster Care Womens' Auxiliary. Thank you for your enthusiasm, your commitment to children and young people, and your passion to build a caring community. In addition, we are very fortunate to have so many young people who are part of Kulcha Shift who volunteer their time and enthusiasm each week. Thank you.



It might be of interest that Brophy's foster carers contribute each year over a quarter of a million hours to the program which conservatively equates over \$5 million dollars of volunteer work each year and the Foster Care Opportunity Shop volunteers donate more than \$60,000 a year to support these carers and children. What an extraordinary story.

I would also like to express my appreciation to our other partnering agencies and sponsors who enable us collectively to provide the care and support to those in need. There are many such partnerships but I would like to specifically mention: South West Healthcare Mental Health Services and Community Health Services, Western Regional Alcohol and Drug Centre, Gunditjmara, Barwon Youth, Community Southwest Alliance, Mpower, Warrnambool City Council, Bethany, Australian Childhood Foundation and MacKillop, the primary and secondary schools across the south west, and all the businesses that continue to provide the "in-kind" support needed to become a richer community.

To all of our staff from across the agency, much of the great work is due directly to the professionalism you exhibit and the manner in which you go about your work. We have a very special staff group who are prepared to go that extra mile when needed, which is very much appreciated. I also want to extend a huge welcome to all the new staff who have joined Brophy over the past 12 months, all of whom have enriched our culture and already given much to our organisation.

Finally, I would like to thank the Board which has again provided leadership, stewardship and advocacy to our organisation. My gratitude goes to each of you, from the Chairperson Danielle Cornelissen, Treasurer Rob Duynhoven, Vice Chair Mary Pendergast and Professor Anna Macgarvey, Claire Vaughan, Jenny Madden and Karen Foster. A special thanks to John Robinson who retired during the year.

"Every successful individual knows that his or her achievement depends on a community of persons working together"

Francis Broekman
Chief Executive Officer



Corporate Services Manager's Report

Corporate Services Manager's Report

Brophy Family and Youth Services recorded an operating turnover of \$7.77 million with a surplus of \$20,007 for the 2013/14 financial year.

I would like to thank the following Finance, Workplace Health and Safety, Human Resources, Information Technology and Administration staff for their professionalism and commitment which has ensured that all the business functions of the organisation have continued to run smoothly:

Warrnambool

Sharon Stark	Executive Assistant
Chris Thompson	Finance Manager
Axel Goddyn	IT Coordinator
Scarlett Patrick	HR/WH&S Coordinator
Carly Maher	Office Coordinator
Heather Brian	Payroll Officer
Helen Polack	Payroll Officer
Lou Ryan	Administration
Natasha Neave	Administration
Karen O'Brien	Administration
Marcia McLeod	Administration
Cody Chatfield	Administration – Trainee
Helen Sztanda	Administration – Casual
Kylie Jenkins	Administration – Casual
Angela Paulin	Administration – Casual
Renee Miller	Administration – Casual
Teresa O'Brien	Administration – Casual
Gerard Lourey	Administration – Casual
Liz Murphy	Administration – Casual
Annie Carmichael	Administration – Casual
David Mitchell	Maintenance

Portland

Raelene Skinner	Administration
Jan de Zoete	Administration
Valerie Feehan	Administration – Casual

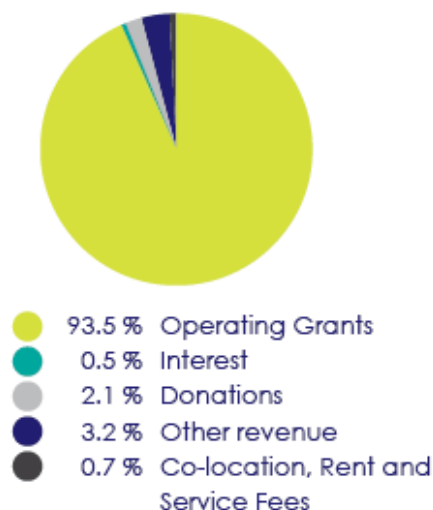
Foyer Warrnambool

Sheree Carey	Administration
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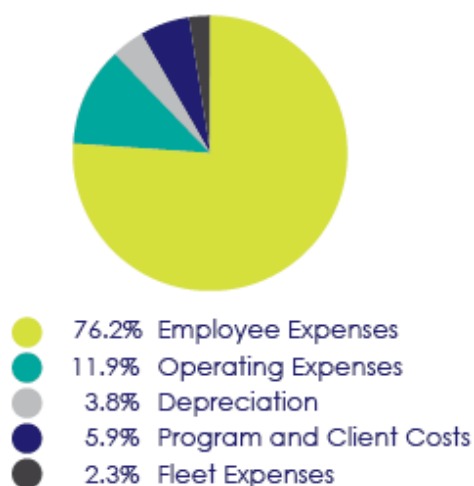
Simon Potts

Corporate Services Manager

Income Breakdown



Expenditure Breakdown



Child and Family Services Manager's Report

The 2013-14 financial year has been a year of two different worlds, the internal world and the external world. Externally the last year has seen our industry and related sectors facing reform and change from both Federal and State governments at an unprecedented level.

Alongside this environment of change and uncertainty Child and Family Services has internally experienced a period of stability and consolidation. All teams have experienced little to no staff movement during the past 12 months which has led to an increased focus on collaboration and integration across the division and the organisation as a whole. All teams have become well established enabling staff to learn from each other to build our knowledge and practice base. The energy and enthusiasm of staff for new approaches to practice will help carry us forward.

This year has also seen the implementation of the Outcome Star and Critical Reflective Practice across the organisation. Both initiatives aim to improve the standard and quality of our service delivery and provide staff with evidence based practice tools. The senior practitioners from across the agency have been crucial to the successful introduction of these initiatives. Thank you for your capacity to champion new ideas and tackle any obstacle with gusto.

This year also saw us establish an exciting and innovative partnership with the Australian Childhood Foundation to develop a therapeutic model of care in all our Out of Home Care programs. We believe this partnership will improve the outcomes for children and young people in our care as well as support and develop our staff and carers.

A huge thank you to the Child & Family Services Managers and Team Leaders, Robyn del Rio, Pam Jackson, Lynne McCosh and Donna Wynters. You all continue to provide wise guidance and leadership to your respective teams and bring an exciting vision to our division. Joanne Doman, Quality Coordinator, has had a busy 12 months getting us all on track for our 2015 QIP review. Jo has enormous energy and drive which has enabled her to achieve much in a short amount of time. Thank you for all your hard work. Lastly but most importantly thank you to all the Child & Family Services program staff and volunteers for their dedication, commitment, humour, persistence and hope. We could not achieve what we do without you.

Ruth Isabel

Child and Family Services Manager



Youth Services Division Manager's Report

2013-2014 has been a year of both consolidation and change for the Youth Services Division at Brophy. Throughout the cycle of changing and developing priorities around services delivered to young people, the teams have consistently delivered on their targets and outcomes in all areas in a sometimes challenging environment.

The **Youth Homelessness Programs** continue to respond to high demands through the youth homelessness entry point and to develop specific and tailored response and support for the needs of young parents, young people in Leaving Care and youth justice clients seeking interventions away from the criminal justice system. The **Access and Engagement Service** works in close partnership with the Youth Homelessness Team to provide a clear and coordinated response and ensure access for clients to resources. A number of internal reviews of the Intake Service and of the housing allocations have been undertaken towards improvement in communication and processes. The Brophy Service Access Model has also been revised to describe our service access pathways but also to reflect the changes and improvements in this key area.

The group of programs under the **School and Community Team** have also undergone major review and both job roles and team structures have been embedded going forward to reflect new funding arrangements and opportunities. The team is now comprised of School Focused Youth Services, Healthy Relationships Program, Kulcha Shift Youth Projects and the Same Sex Attracted Friendly Environments (SSAFE) project. The links to community and schools are enhanced by this group of programs and also have the capacity to attract further funding in this space in the future.

We continue to build and consolidate on our Warrnambool based **Youth Foyer** model and after more than 12 months in are gaining a picture of the successes and the learnings so far. The staff team has remained quite stable and Jenny Hand has demonstrated a strong and consistent approach to overseeing the 24 hour staffing of the program. The Foyer will have the opportunity to further develop its view on progress by its inclusion in a longitudinal evaluation of the Foyers in Victoria being conducted by the Brotherhood of St Lawrence.

This year saw the development and implementation of **ELEVATE - the Mentoring 2 Work Program**, which aims to provide young people with a positive workplace experience where they are supported by a mentor who can maintain and assist them to develop skills that prepare them for the world of work. There has been an impressive level of community support for the program and the number of businesses signed up and ready to support indicates the desire to give young people a much-needed opportunity. Combined funds for the program came from internal Brophy programs of the Youth Foyer, Leaving Care and Youth Connections. As a 12 month pilot, we are keen to learn more about what works best to engage and support young people into work.

Most challenging of all in this period has been the defunding of the **Youth Connections Program** across the southwest region at the end of 2014. This program has been delivered over four and a half years by a team of nine staff and is one which has not only achieved its outcomes, but has developed strong and supportive partnerships with education and alternative education providers in all parts of the region.

The Youth Connections team has worked with over 800 young people during the funding period and with the aim of re-engagement in education, training or employment have achieved successful longer-term outcomes with 85% of its participants. The loss of the program will create an enormous gap in the delivery of youth services. This program provided a flexible, innovative and tailored response to disconnected young people to address the complex barriers to their connection with school, work, family and community.

We continue to lobby for the future of this type of program in our region. Low year 12 attainment in the region highlights the need to do much more in this key area of support to young people. Brophy supports and engages with the Year 12 attainment project, Beyond the Bell, being developed and delivered across the South West Region. We aim to take on the project as a priority to improve the lives of young

people into the future. My time as the Victorian regional representative on the Youth Connections National Network has been most valuable for the advocacy of the program but also for the work done together to highlight the needs of young people across Australia. It will be a sad and difficult time as we endeavour to maintain our staff where we are able and as we plan for the closure of what has been a core program in our Youth Services area.

Finally I would like to acknowledge our partners in service delivery who make it possible for us to provide a community response to our clients.

- Victoria Police (Youth Connections and WILD)
- headspace Warrnambool
- RMIT Hamilton (Youth Connections)
- Warrnambool City Council (Kulcha Shift youth programs)
- L2P (Youth Connections)
- Corangamite Pathfinders Program (SWTAFE)
- Portland Re-engagement Program (Portland Secondary College)
- Warrnambool WAVE Re-engagement Program (Warrnambool College)
- Westvic Staffing Solutions: Youth Foyer
- Horizon House - St John of God Hospital
- Eastern Access Community Health (EACH) partners in delivery of the WILD program
- SW Health Care Midwifery, Raphael Centre, Warrnambool City Council Early Childhood Services and Maternal Health Services, East Warrnambool Community House, and SWTAFE young parents VCAL Program, all partners in the delivery of the Young Parents Program

I would also like to acknowledge and thank the committed and inspiring team in the Youth Services Division ably led by their Team Leaders - Jenny Hand, Peter Flanagan, Debra O'Keeffe, Heather Vafidis, Leeona Van Duynhoven and Lyn Eales. I would like to thank them all for making it possible to realise the vision of the organisation. Finally, special mention goes to the Senior Management Team of Francis Broekman, Simon Potts, Ruth Isbel and Anne Waters who are my colleagues and my ongoing support. Many thanks for all the hard work and what we have been able to achieve together this year.

Kathy Sanderson
Youth Services Manager

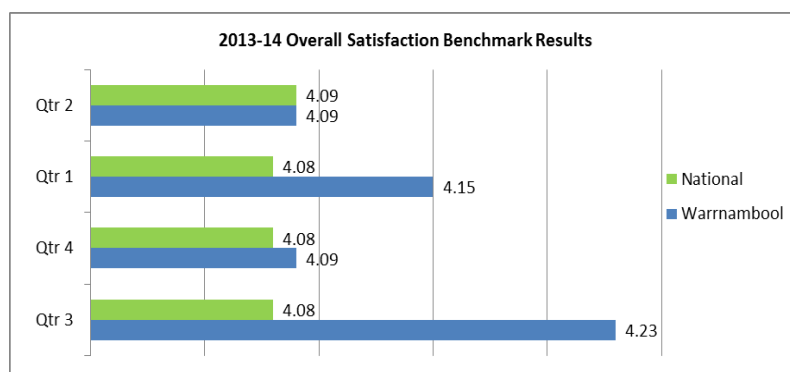


The aim of headspace Warrnambool is to improve the mental, social and emotional wellbeing of young people through the provision of high quality early intervention services that are welcoming, youth friendly and supportive. headspace Warrnambool does this by:

- offering a range of integrated services across four core platforms of primary health, mental health, drug and alcohol services and educational/vocational support
- assisting young people to reconnect to their family/carer/friends and community
- undertaking health promotion activities that increase community understanding of mental health and encourage help seeking behaviour in young people
- engaging in community development initiatives that challenge the stigma of mental illness, encourage social inclusion and promote the well-being of young people
- supporting the development of a more youth-friendly and mental health proficient workforce
- undertaking advocacy to address issues affecting young people and effect service sector reform
- underpinning our work with a commitment to youth participation – supporting young people to actively contribute to the development, implementation and evaluation of programs which affect their well-being

Achievements

- 601 new young people were provided with 2092 occasions of service, exceeding the delivery target of 500 new young people by 20%.
- Increase in young people across the region accessing services through collaborative service partnerships; 49 young people from Glenelg, 42 from Moyne, 23 from Southern Grampians and 42 from Corangamite Shire.
- 44 Aboriginal young people and 4 Torres Strait Islander young people accessed services made possible with partnering with Aboriginal health services across the region.
- 59 community awareness activities were held in collaboration with the education, training, sporting, local government and community sectors with a combined reach of 8,000 people throughout the region and beyond.
- The headspace and Brophy, Murray to Moyne 'Riding for Youth' team was a spectacular highlight of raising community awareness of youth issues and will be held again next year.
- Fifty (50) people from the education, disability, youth, mental health and vocational sectors participated in mental health literacy training.
- 19 mental health literacy programs were delivered to 1200 people across the region building workforce capacity and increasing cross referral between headspace services and youth related sectors.
- The headspace Youth Reference Group underpins our focus on continuously maintaining a 'youth friendly' service through participation in planning, feedback and evaluation meetings, planning and delivery of community awareness events and participation in a national youth reference group conference.
- Introducing Family Inclusive Practice by providing 68 single session family work sessions has proven to be a highly valued service by family members and young people reported from evaluation outcomes to date.



Just a short note to let you know that Tom and Holly (brother and sister from United Kingdom) came into the Youth Clinic this arvo and gave the Access & Engagement Team a box of chocolates as a token of their appreciation for helping them secure housing. Tom said their experience with our Access & Engagement Team was a positive one with a speedy outcome'.

Staff

Phil Wilson – Clinical Lead
 Karen Walsh – Community Awareness and Engagement Coordinator
 Louisa Radley – Practice Manager
 Karen O'Brien and Marcia McLeod – Medical Receptionists
 Amy Wilson – Team Leader Access & Engagement
 Colin Vale – Access & Engagement
 Tracey Williams – Access & Engagement
 Kora Bentley – Youth Mental Health Engagement Worker
 Courtney Shiells – Youth Mental Health Engagement Worker
 Caitlin O'Carroll – Youth Mental Health Engagement Worker
 Emily Gillmartin – Social Worker
 Cristie Brain – Social Worker
 Lisa Cuda – Psychologist
 Andy Alt – Psychologist
 Mark Powell – Senior Dual Diagnosis Clinician (St John of God Hospital)
 Cathy Bligh – Drug and Alcohol (WRAD)
 Graeme Morrish – Early Intervention Dual Diagnosis Clinician (SWHC Mental Health Services)
 Dr Clare Hand
 Dr Isabelle Dew
 Dr Mohammad Mushrafi



Acknowledgments

A special thank you to a dedicated and passionate professional multidisciplinary team, Youth Reference Group members, service partners and consortium partners, including St John of God Hospital, South West Healthcare Mental Health Services, Western Region Alcohol and Drug Centre, School Focused Youth Services, Dhauwurd-Wurrung Elderly & Community Health Service Inc. and our Independent Chair's strategic support and advice have been imperative in working together to achieve early intervention service outcomes to more young people in our region.

A thank you to Dr Roger Brough, Dr Phil Hall, Southern GP Training, Rural Workforce Agency Victoria (RWAV) and Deakin Medical School, for their highly valued contribution and support to our GP's and Youth Clinic.

Anne Waters

Regional Manager



Kinship Care



The Kinship Care team provides support to Kinship families across the Warrnambool, Moyne and Southern Grampian shires and outreaches from Warrnambool to the South Australian boarder and up to Balmoral.

The Kinship Care program aims to strengthen and support Kinship families, ensuring the safety and stability of children and young people in Kinship care. Kinship care provides support for children aged 0 - 17 and carers have ranged in age from 18 - 70+. A Kinship carer could be a family member or person significant in the child/young person's network. However, the majority of Kinship carers are grandparents. Grandparents Victoria has identified that grandparents make up over 90% of Kinship carers in Victoria.

The government's new five year Out of Home Care Plan, identifies Kinship Care as the preferred option for placement of children being placed in care by Child Protection. The Kinship Care team and Brophy have identified the growing trend toward Kinship Care and it is anticipated that over the coming years there will be a notable increase in the number of Kinship carers within the community as well as an increased demand for service support.

The Kinship Care team at Brophy also works towards building a positive profile for Kinship care within the community. Kinship carers often deal directly with the parents of children in their care, they face unexpected changes within the family dynamic and their lives change, often without warning or time for preparation. Kinship carers are faced with the reality that their lives and life plans can change overnight and their dreams and hopes for their own children and grandchildren many never be reached. Our hope is to see these amazing people receive the public recognition for the wonderful contribution they make in loving and nurturing the children in their care and in many cases through to adulthood.

Outcomes and Achievements

This year Kinship Care has supported 42 children and their carers where Child Protection is directly involved, as well as providing 1,200 hours of support to Kinship families caring for children where there is no Child Protection involvement at all.

The reasons for a child/young person living in a Kinship home are many and varied. Most of these children/young people have experienced some level of trauma in their lives and this can impact their development, emotional well-being, physical health and behaviours. Brophy's knowledge of trauma and the innovative thinking by the organisation has resulted in a partnership between Brophy and The Australian Childhood Foundation, enabling a trauma specialist to be based at Brophy to provide direct consultation with workers. This innovative and collaborative approach will help in providing better outcomes and stability for the child/young person, Kinship carers and families we work with.

The Kinship team has held a number of special events that bring Kinship carers and the children together socially. Activities have included; a bus trip to Melbourne zoo, barbeques in Warrnambool, Hamilton and Portland, activity day in Warrnambool, support groups, Kinship carer information sessions and the Christmas celebration in Warrnambool.

Acknowledgements

Thank you to the wonderful Kinship Care team for their dedication and commitment to the program: Erin Bubb, Senior Practitioner, Lisa Vale, Senior Practitioner, Kaye Smith, Case Worker, Michelle Alsop, Case Worker.

And special thanks also to our amazing Kinship Carers, Grandparents Victoria, Kinship Care Victoria, the Centre of Excellence, and The Department of Human Services Child Protection.

Pam Jackson
Team Leader Kinship Care





Aboriginal Family Led Decision Making

Brophy is in partnership with Gunditjmara in providing this service to aboriginal families across the South West.

The Aboriginal Family Led Decision Making community based convenor position has been based at Brophy since November 2013 and will transition to the sole responsibility of Gunditjmara in November 2014. Anita McKenzie is currently in the community based convenor position at Brophy.

In 2013-2014 ten Aboriginal Family Led Decision Making Conferences have been held, and new referrals are continuing to come from Child Protection which is the only body that can make a referral to Aboriginal Family Led Decision Making.

An Aboriginal Family Led Decision Making Conference is facilitated by Child Protection and final decisions on the safety and well-being of the child is the responsibility of Child Protection. The aim is for parent/s and families of all aboriginal children placed on a Child Protection Order having the opportunity to participate in an Aboriginal Family Led Decision Making Conference.

The role of the community based convenor is to engage parent/s, family members, community elders and services supporting the child or parent/s to attend an Aboriginal Family Led Decision Making conference. The aim of the conference is to give the parent and family a voice in the decision making for the child. Examples of what could be decided at a conference: Will the child be placed with family and who? Who will have contact with the child? When will contact occur and where? Who can support the parent/s? What is the plan for reunification to the parent/s care? The questions will vary, being dependant on the individual case and circumstances.

Pam Jackson
Coordinating Supervisor



Foster Care

The Foster Care program provides out of home care to children and young people who, for various reasons cannot reside at home with their parent/s or extended family members.

The program is supported by over 70 hard working and committed carers and families with a further 26 potential carers currently at various stages of assessment and training, enabling them to become active carers. Our carers are currently providing safe and stable homes for over 60 children and young people.

Outcomes and Achievements

Over the past year we have offered several training and education opportunities to carers, assisting them to enhance their existing skills and knowledge. Training sessions included: Anxiety and Depression – how a carer can assist children and young people with anxiety and depression, and how to access headspace, DHS Restructure, Carer Quality of Care Training, Child & Adolescent Mental Health Services (CAMHS), Managing Challenging Behaviours and Managing Sexual Abuse Disclosures and Sexualised Behaviours in Children and Young People.

Our Support, Education and Awareness (SEA) groups continue to provide ongoing support for carers. The group is facilitated by a Foster Care program worker and this year has provided education and information around the following areas: Care Team Meetings – how to get the best out of them and Therapeutic Care Plans with one of the meetings being dedicated to asking for the carers input into what areas they would like to have covered.

Acknowledgements

A special thank you to the Foster Care team which continues to provide a high level of commitment, dedication and professionalism in their work, both in recruitment and assessment, and placement and support programs within the team.

Marion Noye, Senior Practitioner
Dianne Vincent
Aileen Larkins
Rebecca Gilmore
Adele McKenzie
Siobhan Cormican
Shivon Beckwith
Camille McNamara
Meg Hussey
Madellyn Crimmin
Annie Carmichael, Blair Crimmin and Lorelle Crute, casual recreation workers

I would like to thank the hard working and dedicated volunteers at the **Foster Care Opportunity Shop** who provide great support to the Out of Home Care Program by providing clothing for children and with financial support to carers and children in care.

I would like to thank the following Partnership Agencies for their support and collaborative work practices over the past year: Department of Human Services, Child Protection (Warrnambool, Portland and Hamilton), Placement and Co-ordination Unit (DHS) and the local Liaison Engagement Officer at DHS.

Lynne McCosh

Team Leader Out of Home Care





Child FIRST

Child FIRST is the single point of entry for families and professionals into Family Services. The primary function of Child FIRST is to undertake intake and assessment of the needs of vulnerable children and families and to refer to Family Services or elsewhere.

Child FIRST has had 408 referrals well above its target of 290 for the year – well done to the Child FIRST workers.

Family Services Program

Family Services assists families that have complex needs by providing support and empowering them to connect into other community supports and stay out of the Child Protection System. In 2013/14 this program provided support and assistance to 84 families across the South West.

Adolescent Support Program

The Adolescent Support Program aims to provide individual, parent and family interventions to support adolescents to remain living at home. At any one time the program can support up to 24 families.

Finding Solutions Program

Finding Solutions has continued this year to work with up to 11 families to divert young people from “out of home” care services and the Child Protection system, providing an immediate response for support and mediation for families where there is significant conflict.

Acknowledgements

Thank you to the team who are filled with passion to support our clients each and every day, whilst always offering a high quality of support and professionalism.

Child FIRST:

Kerri Zanos, Senior Practitioner

Annie Laird, Senior Practitioner, Family Services

Erin Hurley, Senior Practitioner

Family Services:

Sue Robertson, Jacqueline Murdoch, Patrick Dart, Robyn Scanlon, Skye Cashion, Heather Vafidis and Ann-Marie Byrne Specialist Indigenous Child First Family Support Worker in partnership with Gunditjmarara Aboriginal Cooperative.

I would like to take this opportunity to thank all of the partnership agencies for a year full of change and collaboration; Bethany, Gunditjmarara Aboriginal Cooperative, Mpower, Warrnambool City Council, Winda-Mara Aboriginal Corporation, Department of Human Services and Centacare.

I would especially like to mention the families, children and young people we work with every day who challenge us to become better workers, extending us beyond where we thought it was possible and allowing us the privilege of working alongside them, often inviting us into their homes.

Robyn del Rio

Child First and Family Services Manager



Community Outreach Programs

The Community Outreach Programs (COPS) deliver a suite of programs that are predominantly “non-youth” specific. These programs include the following:

The **Community Reconnections Program** provides support and assistance to individuals over 25 years of age who are homeless, at risk of becoming homeless, or reside in low cost accommodation. The program provided engagement and support in the areas of emergency accommodation, food parcels, service advocacy, and supported referrals to over 77 registered clients and 240 casual assist service users.

The **Supporting Accommodation for Vulnerable Victorians Initiative - Supporting Connections Program** has continued to work with 17 residents, the proprietors and staff of the Supported Residential Service - Themar Heights in Warrnambool. This has involved identifying gaps which may exist in residents' health and social needs. Support and assistance involves providing access to Allied Health, Mental Health, Disability Services and Veteran's Affairs. Some on-site activities have involved a passive exercise program, art therapy classes and gardening options, while social gatherings and outings are provided through a number of events and activities.

The **Men and Family Relationships Program** aims to assist over 100 men and their family members to develop and maintain positive family relationships. All family members including partners, ex-partners, children, stepchildren, brothers, sisters, aunts, uncles, cousins and grandparents can use the service. This program has also been the instigator of the Rotary Warrnambool and Moyne Father of the Year competition.

The **Enhanced Men's Intake Service** provides a timely and comprehensive intake service to engage adult males (18 years plus) who use violent and controlling behaviour against family members in order to support them to take responsibility for their behaviour. The service has received over 500 referrals from the police over 12 months. The Intake Service contacts all men referred to Brophy from the Victorian Police and then assesses these men in regard to their suitability for the Men's Behaviour Change Program. The purpose of the phone-call is to support and encourage suitably motivated men to change violent behaviour and/or make relevant referrals to appropriate support services. The man is then invited for an Intake interview for the Men's Behaviour Change Program.

The **Men's Behaviour Change program** solely targets men who choose to use family violence and controlling behaviours and have decided they want to make a change. The Men's Behaviour Change Program delivers 30 hours of program content over 15 weeks in two hourly sessions. The main goal of the program is to ensure the safety of women and children within the family by holding men responsible for their use of family violence and supporting change to that violent behaviour.

The **Family Violence Counselling Program** and **Partner Contact Program** are offered to women and children who have or are experiencing Family Violence. This client group along with the current and ex-partners of participants of the Men's Behaviour Change Program are offered counselling and support. This counselling is strength based and client focussed. At first point of contact with the woman, safety is prioritized. The service provides information and referral assistance to address the full range of issues arising for women and children who have experienced family violence. Over 25 woman and children have received this service in the last 12 months.

The **Social Housing Advocacy and Support Program** aims to assist Office of Housing tenants to establish and maintain their tenancies. This program has established a great working relationship with Office of Housing staff as well as achieving great outcomes for over 40 tenants.



Acknowledgements

Graham Bedford – Coordinator of the Men and Family Relationships and Men's Behavior Change
 Robyn Lake – Enhanced Men's Intake, Men and Family Relationships, Family Violence, Men's Behaviour Change
 Stephen Edge – Supporting Accommodation for Vulnerable Victorians Initiative - Supporting Connections and Social Housing and Advocacy Support Program
 Ian Cairns - Social Housing and Advocacy Support Program
 Scott McLean – Community Reconnections Program
 Donna Wynters – Team Leader and Partner Contact Worker

Every worker in the team has shown a high level of dedication, respect and commitment to both their program area and their clients. For that, I would like to personally thank the workers for their professionalism, hard work, great sense of team spirit and humour.

Thanks also to our partner agencies: Emma House, Salvo Connect, Centacare and Aspire.

Donna Wynters

Team Leader, Community Outreach Programs

*Premier Denis Naphthine, Chelsea Watson
 (George's grand-daughter) and George Aitken
 (Winner of Father of the Year 2014)*





Youth Homelessness Program

The Youth Homelessness Program provided services to approximately 280 young people this year through the provision of the following programs:

- Crisis Housing Support Service
- Transitional Housing Support Service
- Reconciliation and Mediation Program
- Creating Connections Initiatives
- Horizon House Case Management
- Leaving Care Program
- Leaving Care - Post Care Support Program
- Young Parents' Program
- Youth Justice Community Support Service
- Youth Justice Group Conferencing Program

The Crisis Housing and Transitional Housing Support Service supports young homeless people and their children by providing case management to clients. The program provided a total of 7600 night's accommodation to young homeless people and their children this financial year and had over 2500 contacts with their clients during this time.

Creating Connections provides countless support interventions covering the areas of advocacy, engaging/maintaining links to education and training, maintaining tenancies, supporting referrals to specialist services, and improving living skills through group work.

The **Leaving Care Program** helps young people prepare for or make a successful transition to independent living after being in State care.

The **Youth Justice Community Support Service** allows for intensive assistance to statutory youth justice clients to help them access services covering employment, education and training, mental health, drug and alcohol and housing options, as well as facilitate links to their communities.

The **Young Parents Program** provides an early intervention service to young parents through the provision of ante natal and post natal group work, individual support, and links to specialist services.

Youth Justice Group Conferencing provides a community rehabilitation intervention to the Children's Court at the pre-sentence stage, in order to divert young people from more intensive supervisory court outcomes.

The Reconciliation and Mediation Program works with families to resolve conflict and crisis situations, therefore reducing the number of young people entering the homelessness system.

Acknowledgements

Thank you to all the dedicated and hardworking staff in the Youth Homelessness Program, who work with young people to assist them to reach their full potential. The team employs the equivalent of 10 full time staff, including Peter Flanagan, Kim Watts, Wendy Fleming, Peter Hill, Daniel Sedgley, Jeneece Baxter, Oonagh Doyle, Lisa Osborn, Kylie Piening and Katrina Field (maternity leave), past staff Natalie Hrabar and Steve Turner.

Thank you to our service collaborators Barwon Youth and St John of God Hospital for their ongoing partnership with both Horizon House and transitional tenancies.

Peter Flanagan

Team Leader, Youth Homelessness Program



Youth Connections Program Vic 15 – Warrnambool, Corangamite and Colac



The Youth Connections Program's aim is to re-engage young people into education and employment and strengthen community opportunities and services for at risk youth.

Youth Connections offers an opportunity for innovative and creative program delivery through the focus on individual needs and allows case workers to respond from a client centred approach. The Youth Connections program has a team of dynamic and dedicated case workers who are skilled not only in case management but in engagement which is considered crucial to positive outcomes for our clients. The program is delivered in a variety of ways including case management, community development, engagement in positive activity, advocacy in education systems and linking to alternative educational opportunities. A community development component of the program has a focus on establishing and supporting partnerships with key stakeholders in the community to strengthen service delivery for young people at risk in the Warrnambool City, Moyne, Colac Otway and Corangamite Shire regions.

An example of this is the Turning Point program. Lavers Hill P12 School developed a targeted educational program which has achieved positive results in engaging youth in the Colac region. Youth Connections was invited by Lavers Hill P12 to partner in the program in recognition of the relationships they have with youth and community. Kathryn Johns our stand alone worker in Colac has worked closely and tirelessly in engaging young people into this program and the outcomes are an indication of the understanding and value those in partnership have of the barriers facing youth who are disengaged. Many young people in the program are on the way to completing their VCAL through the innovation of this program.

Outcomes and Achievements

The program has a target of 110 outcomes per year. 'Outcomes' include addressing the barriers associated with trauma such as anger, depression, anxiety, drug and alcohol issues, behavioural and socialisation issues. Re-engaging in education, sustaining and achieving in education and/or attaining employment are the ultimate outcomes for the clients involved in the program.


161 young people from the age of 12 – 19 years were supported by Youth Connections June 2013/2014. 91 of the 161 young people were assessed as severely disengaged and presented with multiple complex barriers. 72 of the 91 severely disengaged young people achieved an outcome through their participation in the program with some continuing as ongoing clients past June 2014. 70 of the 161 young people were at risk of disengaging from education before successful completion of year 12. 63 of these young people achieved outcomes as of June 2014 with some ongoing in the program.

Acknowledgements

Debra O'Keeffe - Team Leader/Case Worker/Community Development Warrnambool
Brendan Maher - Senior Case Worker Warrnambool
Sara Hanson - Case Worker Warrnambool/Moyne
Kathryn Johns - Case Worker - Colac/Lavers Hill/Apollo Bay
Glenn McKenzie - Case Worker – Warrnambool/Corangamite

I would like to acknowledge the dedication and professionalism of the Youth Connections Team and their skill in engaging and achieving outcomes with clients in our program. The team consistently delivers quality services to youth in our community experiencing disadvantage and struggling to overcome multiple and complex barriers which impact on their future.

Thank you to our Manager Kathy Sanderson for the encouragement she gives in supporting the Youth Connections Team to continue working in dynamic and creative ways with young people.



Thank you to South West TAFE, WESTVIC Colac and Lavers Hill P12 College for the partnerships in developing and strengthening educational alternatives and community programs for young people. Strengthening youth at risk's feelings of belonging and value has a rippling effect of positive outcomes across community not just for the individual.

Thank you to the Warrnambool City, Moyne, Colac Otway and Corangamite schools who have welcomed our advocacy for young people around educational engagement and have supported sustained engagement at school for youth at risk of early school leaving.

Thank you to Brophy and other community agencies for the provision of such diverse programs and skilled staff with whom we in the Youth Connections Team have work closely in our aim to support young people at risk.

And thank you to the youth, their families and their support networks for their energy, passion, opinions and time you have shared with us. We are privileged to be trusted with your stories and experiences and honoured to have met and walked beside you for a short while toward their future. You, our clients, are the reason and the purpose behind our employment and we wish you continued prosperity in all your educational, employment and future aspirations. It is you who are our daily inspiration.

Debra O'Keeffe

Team Leader –Youth Connections Vic 15





Youth Connections Program Vic 16 – Glenelg and Southern Grampians

Youth Connections delivers one-on-one and group assistance to young people aged 13-19 who are at most risk of disengaging, or already disengaged from education, family and their community. Our target is 70-86 outcomes across the Glenelg and Southern Grampians region. An outcome is achieved by addressing the barriers to education such as trauma, mental health, homelessness, family breakdown and violence, social isolation and drug and alcohol issues. Youth Connections creates innovative engagement strategies to attract potential clients and works collaboratively with other service providers to identify gaps in the region.

Outcomes and Achievements

During the past year Youth Connections worked with approximately 110 disengaged young people. 36% of clients achieving outcomes were the most severely disengaged, having been out of education for more than three months. 31% of clients achieving outcomes were students at risk of imminent disengagement. Outcomes achieved by students still attending school but considered at risk of disengaging numbered 31%. Through flexible and creative individual case management our Youth Connections clients either remained or returned to mainstream school or enrolled in alternative educational settings such as Southern Grampians Adult Education (SGAE), TAFE and the Portland Re-engagement Centre. Others were more comfortable utilising distance education courses.

For the most disengaged clients not ready for individual case management we created *Art Xpress* in partnership with RMIT University and the young people themselves. Twenty weekly art sessions utilising the expertise of local artists offered not only skill building and connection to community, but also trusting relationships with Youth Connections workers, thereby preparing them for case management. Nine young people participated with 7 regularly attending. One participant enrolled in TAFE and another at SGAE as a direct result of their involvement with *Art Xpress*. Other services involved with participants were impressed in the positive changes observed. Participant's feedback included comments such as:

"it's the only reason I get out of bed", "thank you for giving me a second chance" and "I don't want it to end ever".


The project culminated in a market stall and an exhibition. With encouragement it is hoped the young artists may be able to create a business for themselves.

Youth Connections in conjunction with Victoria Police and local schools developed a youth friendly community music program "*Ripple Effect*" during term one. Approximately twenty enthusiastic singers and musicians attended weekly sessions culminating in the "ultimate jam session" combining Hamilton and Portland groups. Five participants have since formed their own band and have performed a couple of gigs. Several of the participants were considered at risk and benefited from improved self-esteem and connecting with other young people with similar interests. *Ripple Effect* will continue with support from the local music community in Hamilton and the council in Glenelg.

Every Monday for the past two years two dedicated Youth Connections clients from Portland deliver "*Sonny Days*" - a Youth Radio timeslot on 3RPC 106.5. Their commitment to this program has been outstanding. They are now accomplished presenters, confident in delivering the program on their own.

Acknowledgements

The success of Vic 16's Youth Connections Program can be directly attributed to the dedication and enthusiasm of its workers Joy Ahearn, Jo Turner, Neethu Manuel and Brian Cavagnino. They have travelled alongside their clients with compassion and encouragement to ensure the best possible outcomes and can take pride in the young people's successes. Thanks also to our Youth Services Manager Kathy Sanderson who is always there to assist and guide.



Best case practice of course relies on working collaboratively with other agencies and service providers and I wish to thank all the staff for working with us in many varied ways. Thank you to everyone at the Local Learning and Employment Network, Western District Health Service, RMIT University, Southern Grampians Adult Education, TAFE, all the local Secondary and Primary schools, the Portland Re-Engagement Centre, Child & Adolescent Mental Health Service, Western District Employment Access, West Vic, Services Connect, Child Protection, Centacare, Centre Against Sexual Assault, Centrelink, Victoria Police, Take Two, headspace, Glenelg Council and Southern Grampians Shire Council, Windamara, Frances Hewett, Youth Justice, Bethany, MPower, Oz Child, St Vincent de Paul and Salvo Connect. Working together with our shared clients has been a pleasure.

It was extremely disappointing to learn in May that our valuable program was not being refunded by the Federal Government at a time when our young people need assistance the most. Youth Connections will be sorely missed in this region.

Congratulations and thanks to all our past clients over many years who allowed us to make a difference.

Heather Vafidis

Team Leader, Youth Connections Vic 16



Foyer Warrnambool has been operational since February 2013. The Foyer provides an early intervention approach to preventing long term homelessness by providing safe, secure and affordable accommodation for up to 2 years for young people aged between 16 – 25 years who have experienced or been at risk of homelessness. The program supports up to 16 residents at a time, by assessing and developing individual action plans with the young people to identify and acquire their goals. The team utilises the Outcome Star (homelessness) case management system covering domains including; motivation and taking responsibility; self-care and living skills, managing money, social networks and relationships; drug and alcohol misuse; physical health; emotional and mental health; meaningful use of time; offending; and managing tenancy and accommodation.

Outcomes and Achievements

This year the Foyer has welcomed 12 new residents, while 11 residents have transitioned into alternative housing options. Of the 11 residents that have transitioned, 4 moved to private rental, 3 returned to family, 2 commenced living with their partners (tenure), 1 entered public housing and 1 relocated interstate to secure employment.

One of our major focusses from a program perspective was to consolidate existing and form new partnerships and connections within the sector and community as a whole.

- The residents organised a music event for National Youth Week named "Sounds in the Clouds" which was a great success, with many skills learnt by our residents. Some residents performed, while others contributed with the design and marketing of the event. We were also well supported by the Kulcha Shift Events Crew and headspace for this event.
- Foyer residents have been supported by the Warrnambool City Council in running a 'Health and Wellbeing' project over the last few months.
- Discussions have commenced with South West TAFE to plan the delivery of some on site accredited training in 2015.
- We combined with the Ballarat Foyer for an overnight camp in Creswick again this year, which was a great opportunity for some of the residents to step out of their comfort zone with some adventure therapy approaches.
- Residents participated in the Street Shot photography competition conducted by Hepatitis Victoria again this year. Out of the 250 entries, Foyer Warrnambool residents received runner up and first prize winner.
- Mentoring to Work program is also a very exciting initiative we are participating in.



Winning Entry
Street Shot Photography

Significantly, we have supported our residents with their education and/or employment goals. Residents have attended one of the local Secondary Schools; Brauer College, Emmanuel College, Warrnambool College and Kings College. Several residents are attending South West TAFE completing VCAL, VCE and Community Services. One resident who exited early this year has gone on to study at Deakin University.

Homelessness, in our Words Foyer Warrnambool



"I've slept in an abandoned church, fields, paddocks and under a house."

"I had to stay at a friends for two months which was only temporary and not my home. Just having a roof over your head doesn't make you NOT homeless."

"I wasn't allowed home so I had to sleep in a car and even a tent by a creek."

"Life at home was difficult. I was told no foster carers wanted me and moved from one motel to another before coming to the Foyer. I felt like everyone had given up on me."

"My mum's friend had to sleep in a park because her boyfriend was abusing her. She was new to the area so had no support."

"Not having a home would mean not having a proper structural family and love around you."

"I've always had a roof over my head but I had to get out of the place I was living and stay at a friend's house before moving to the Foyer. Since moving to Warrnambool I never felt like I had a home until I got here."

"I've always had a place to be, I just didn't want to be there."

"I was worried I was going to get kicked out of home so I was making plans to grab the tent, steal some food and just go. At the time robbing people would have been a survival option."

Acknowledgements

Again I applaud and thank all Foyer Warrnambool staff for the tremendous work and support of myself and residents throughout the year. Staffing a facility 24/7, 365 days a year is so much easier because of the dedication and commitment of our staff. Throughout the year, we farewelled two part-time workers, Carolyn Johnson and Daniel Lawlor who were both successful in securing full time positions elsewhere. Jessica Moloney was the successful applicant to fill the part time position, completing the very valuable part time team of Jackie Wallis and Robyn Watson. Glenda Levett, Danielle O'Brien and Lindsey McPhail complete our program worker team as casuals. Hayley Ballinger left us to pursue her passion of working in the field of International Humanity. We were very fortunate to have Talbot Lemmens join our team as fulltime caseworker with Danny Pearson and Chrissie Duncan. Sheree Carey has managed to keep us afloat with another commendable year with reception and administration. A big thank you also to Kathy Sanderson, and all Brophy staff for the support and interest everyone continues to show to our program. Thank you!!

Jenny Hand

Manager, Foyer Warrnambool





The WILD Program

WILD delivered two programs in the financial year 2013/2014. This report focuses on the second program delivered in 2014. WILD delivered an all-girls program in partnership with South West TAFE, headspace and the Youth Connections program.

The program's aim was to provide a service to 6 identified young women who were experiencing mental health issues which were impacting on their education, community engagement and positive socialisation.

Over the 6 month program interventions included art therapy, mindfulness and the experiential therapy model of 'pushing' their comfort zone through experiencing activities that challenged their self-beliefs. The group identified a camp as a way of ending the WILD experience stating they had 'never experienced a positive camp with peers in their school life'.

Group sessions: These opportunities allowed the young people to discuss their mental health issues and what impacted on their experiences of camp, school and relationships. The group sessions allowed the individuals to communicate their fears and to look at solutions and strategies to tackle concerns/anxieties and beliefs.

Follow up sessions: creative arts were used to express their thoughts, feelings and achievements regarding the program and the camp.

Outcomes and Achievements

Outcomes for participants (from qualitative and quantitative data) included improved confidence, strategies for addressing anxiety, peer and social relationship building, socialisation and school engagement

Hayley's experience: Hayley engaged with support services from the partnership and re engaged in education through the program. Through the program Hayley has developed positive, trusting relationships with others. She talks about the great feeling of belonging and is currently attending TAFE.

Acknowledgements

WILD wishes to acknowledge the support of the Youth Connections program, SWTAFE and headspace as the key partners in the delivery of this program. The collaboration strengthened the program outcomes for participants beyond what WILD might have achieved alone.

WILD pays tribute to the participants. The young women involved in the program faced fears and approached each challenge with determination and courage. We salute them for their bravery and dedication to promoting positive change.

WILD worker: Sara Hanson

WILD Team Leader : Debra O'Keeffe

Sara Hanson

Wild Worker - Youth Connections Team



School Focused Youth Service

School Focused Youth Service (SFYS) is funded and managed through the Department of Education and Early Childhood Development (DEECD). The objective of the School Focused Youth Service is to ensure that at risk young people, aged 10-18 years, are well supported in their communities, that risk factors are addressed or mitigated and that they continue to be engaged and connected to education. This will be achieved by:

- Creating partnerships and pathways between schools and community organisations to support at risk young people.
- Coordinating the provision of community based services in partnership with schools and community agencies to support schools to address the needs of at risk young people.

In December 2012, organisations funded to deliver School Focused Youth Service around Victoria were informed the program would not be refunded after 30 June 2013. There was wide-spread concern around the loss of this early intervention program that worked effectively at a local community level supporting local schools and young people. State-wide lobbying by agencies and schools to The Department of Education and Early Childhood Development followed, demanding the retention of SFYS. In May 2013, the department announced that the SFYS program would be re-funded at current levels for another two years to the end of 2015.

Achievements

Work of the SFYS program over this year has been one of re-building and consolidation. New staff were recruited, due to previous staff finding other employment when the funding cuts were announced. New SFYS guidelines outlined an area based governance model, working closely with the Student Support Services teams for each network.

Warrnambool Network – Leeona van Duynhoven

The SFYS team conducted a south west Student Needs survey with school staff in March this year in order to identify the issues that are placing students most at risk of disengaging from their education. Clear themes emerged around family issues, youth mental health, low literacy and numeracy skills and poor peer relationships. The SFYS coordinator has worked on a number of initiatives in response to this: Supporting Kids in Primary Schools (SKiPS) is a mental health education program for primary school staff and grade 5 and 6 students. This work has been led by the social workers with the Student Support Services team in Warrnambool. A forum for school staff was held in June on the issue of Family Violence, with a follow up Think Tank held in October.

Corangamite Network – Sonia van Kempen

The School Focused Youth Service in Corangamite has been focusing on establishing collaborative and robust relationships with the key stakeholders in the area. The major SFYS project to date has been the Corangamite Schools Network Forum which was recently held in Camperdown with great success. Other projects which have been undertaken include Work Readiness programs for local VCAL students and Building Resilience in Corangamite Kids (BRICKs) program facilitation. Projects in the planning and development stage include the Docs' n' Teens program, Read to Dog Program and a Transition program to support the existing practices of schools in the Shire.

Hamilton/Portland Network – Steve Turner

The School Focused Youth Service in the Portland/Hamilton Network aims to achieve sustainable and long term benefit for at risk young people, through development of workforce capacity in the local education sector as well as better connection between schools and local support agencies. This will be achieved by providing significant professional development opportunities for staff in school and alternate

education settings that address the services identified priorities of children living in difficult family settings and mental health issues.

Acknowledgements

Staff: Steve Turner - Hamilton and Portland, Sonia van Kempen – Corangamite, Leeona van Duynhoven – Warrnambool and Moyne

Congratulations and thank you to Steve and Sonia for working hard to establish the new SFYS model. They have built strong relationships with their SSS network teams, primary and secondary school well-being staff in their networks along with local government, SW LLEN, vocational education and other departmental and agency programs supporting young people in regional and rural communities. This ensures SFYS projects and activities are informed by the local school sector, and guided by the SFYS coordinators who have strong knowledge and links to youth services, alternative and vocational education and other community supports.

Thank you to all government, catholic and independent primary and secondary schools, and south west Victorian agencies and organisations that support and assist us to facilitate partnerships and develop links between schools and community services.

Leeona Van Duynhoven

Team Leader, School Focused Youth Services



Kulcha Shift Youth Projects

The vision of this Project is one of developing resilient youth communities through the use of enterprising and experiential projects and activities. The model is based on community development principles focused on economic and social outcomes. Youth enterprise provides significant opportunities for the promotion of young people who are involved in the design and the development of the enterprising activities. This enables young people to be the drivers and the deliverers of the messages of positive well-being to other young people, to their families and to their communities in general.

Kulcha Shift EVENTS are created by a group of young people (The Kulcha Shift Event Crew) who are interested in hosting events for youth. The Event Crew are trained in event management, promotion and marketing, sound and lighting techniques and leadership skills. This training was provided to 15 young people with more than 2200 youth attending events and activities during 2013-2014. Our facebook page has 862 friends.

Partnering with Warrnambool City Council to coordinate FreeZa Ignite Crew to present 5 music events.

- FreeZa Push Start 'Battle of the Bands' heats and hosting of the Regional Final
- Metal Nights and Open Mic Events
- Skate, BMX & Scoot Competition (Warrnambool, Port Fairy, Heywood, Camperdown, Colac)
- National Youth Week Celebrations (presented with Foyer Warrnambool residents)
- Attendance at FreeZa Summit and Face the Music Conference Melbourne
- Hosting Brophy & Family Youth Services AGM

Kulcha Shift ACTIVITIES are created in consultation with young people.

- Sound and Lighting workshops
- Live performance workshops
- Barista Training
- Media Unit (video, photography, multimedia)
- Radio Training (Warrnambool Youth Radio)


Kulcha Shift RETAIL is a hub for local young designers to learn about the business of setting up and selling handmade original products. This training ground assists smaller producers to present and understand the retail sector. Staff attended visual merchandising training and gained valuable presentation skills. Kulcha Shift RETAIL is an environmentally friendly store and is 'plastic free' and energy efficient. Ticketmaster is based in the store which also promotes interaction with the wider community.

Kulcha Shift COMMUNITY CAFÉ is now fully equipped and utilised by many Brophy programs and the wider community. Run along 'Community Kitchen' guidelines this provides an opportunity for healthy cooking and eating. This adaptable environment supports all styles of programs including: Young Parents Support Group Kulcha Shift Events, Café style activities, team building and Community Kitchen sessions.

This program is supported by the Victorian Government through the Engage Program

Safe and Friendly Environments and YUMCHA – A little bit of everything SAFE provides support, training and education for allied health workers, secondary school students and staff, along with support for individuals.





YUMCHA is a youth group providing a safe, peer-based support network for young people aged 16-25 in our region who may be Same Sex Attracted/Gender Questioning their families and friends. The group meets weekly at the Brophy Community Youth Complex as well as other LGBTIQ (Lesbian Bisexual Gay Transgender Intersex Questioning) friendly locations. YUMCHA Facebook page has 168 members. YUMCHA promoted Wear it Purple Day and IDAHO Day 'International Day against Homophobia', members were supported to attend several 'Day Camps', Pride March, Equal Love Rallies and youth conferences.

YUMCHA Working Group consists of 6 young people involved in community activism and promotion for change. This group acts as a reference group for Brophy, headspace Warrnambool and the wider community.

Safe & Welcome Place Project: Businesses are able to apply for Safe and Welcome decal for public display to demonstrate support for LGBTIQ communities and actively promote a prejudice and discrimination-free space. This program is supported by the Victorian Government through the Healthy Equal Youth Program.

Community Engagement

Events supported during 2013-2014 included:

- Close the Gap celebrations - Warrnambool Civic Green
- NAIDOC Week celebrations at South West Healthcare
- Mental Health Week - Get Amongst It and Walk for Wellness
- Deakin University - O Week and DUSA Health Day
- National Youth Week – Warrnambool Civic Green
- National Volunteers Week – Celebration events across Brophy programs

Acknowledgements

Staff:

Shane Hernan – SSAFE in the South West Project Worker
 Sam Maloney – Kulcha Shift Media (Radio) Project Worker
 Glenn McKenzie – Kulcha Shift Event Crew Project Worker (July 2014)
 David Gibb – Kulcha Shift Event Crew Project Worker (2013 – June 2014)
 Lyn Eales – Youth Projects Coordinator

Congratulations and thank you to Shane, Sam and Glenn who have commenced new roles during 2014. All have seamlessly stepped into their new roles and I am looking forward to the many new projects planned for the future. In June we said farewell to David Gibb who was with the Kulcha Shift Team for over four years. We acknowledge Dave's dedication and wish him well with his business. We shall no doubt catch up with Dave as he delivers his Inner Warrior program or Drumbeat Sessions to Brophy client groups.

A huge thank you to our partners and supporters who have contributed to the success of our projects: Warrnambool City Council's Katie McKean who jointly deliver the FReeZa Program with Kulcha Shift, supporting young people of Warrnambool to create events for youth. 3Way FM Warrnambool and SYN Media Melbourne for their support to the radio crew. Tim Edwards – Audio and Sound Engineer, Dale Cleves Music and Drum Drum.

Lyn Eales

Team Leader – Kulcha Shift Youth Projects



Healthy Relationships

The Healthy Relationships program focuses on the primary prevention of sexual assault and violence and the healthy development of intimate relationships. It is guided by extensive, informed research. Some of the areas that are explored include:

- values
- healthy and unhealthy relationships
- partner intimacy
- sexual consent and decision making
- violence and sexual assault
- where to go for support
- supporting a friend
- the bystander

It aims to develop values, knowledge, and skills alongside personal awareness, self-esteem and confidence, so that young people may make informed, respectful decisions in their intimate relationships and also be very clear what violence and sexual assault is and the non-acceptance of it.

Outcomes and Achievements

During the past 12 months the Healthy Relationships program has been delivered to full classes of year 9 students at Brauer, Warrnambool and Hawkesdale Colleges, as well as young women completing VCAL (Victorian Certificate of Applied Learning) at Warrnambool College and WAVE (Warrnambool Alternative Vocational Education). Young women have also participated in group work at the Foyer complex. Over the past 12 months there have been 479 participants.

Increasingly the program includes preparation and extension work with school staff, nurses, welfare and other support workers. This enables Healthy Relationships to continue to be active and ongoing in whatever setting it has been delivered, thus building upon, strengthening and extending the existing commitment and helping to embed it into the culture.

Participants fill in an evaluation at the completion of the sessions, which also enables referrals if required. The majority of responses show participants' appreciation, despite the challenging and sensitive content of the program. Comments included:

"It is good to know that there is somewhere to go for help, besides parents, friends and police. I loved the enthusiasm of Healthy Relationship's program in helping young people."

"I learnt about sexual assault as well as what sort of partner I'd like to be and what sort of partner I want in a relationship"

Acknowledgments

Thank you to all school staff and other partnership workers who promote the program on a daily basis. Thank you to all the young people who participate with openness and courage and who are the inspiration for this program.

Jennifer Chambers

Healthy Relationships Worker





Springboard

Springboard is an intensive case management support program to assist young people disengaged from education, training or employment. The Springboard program is funded by the Department of Human Services. It intensively assists young people aged 16-21 years transitioning from, or who have left residential care, to gain secure, long-term employment by re-engaging them with appropriate education, training or supported employment opportunities. Springboard is connected to existing transition and post care services. It is a specialist service for these particularly vulnerable young people within the leaving care population.

Outcomes and Achievements

The South West Springboard program located at Brophy Family and Youth Services has a target of five outcomes per year. From June 13 to June 14 there have been three participants with one active referral still engaging. The Springboard program works from a client centred approach creating opportunities in activity identified by the client as an area of interest or skill development.

The three participants involved have achieved 5 measurable outcomes from their involvement in the program. This includes addressing personal as well as educational/employment barriers.

Acknowledgements

Thanks to the Youth Connections team within which the Springboard Program is located and to the community stakeholders working collaboratively in equalising opportunity for Springboard clients. Thanks to the young people and to Brophy.

Brendan Maher
Springboard Worker




Brophy Working Groups



Brophy is able to implement its strategic direction through the work done by staff teams in working groups and committees. All staff are expected to nominate for a working group and participate in regular meetings to implement improvements across the organisation.

Environmental

The Environmental Working Group aims to integrate a philosophy of sustainable development into all the organisation's activities and to establish and promote sound environmental practice in Brophy's operations. A key role of this group is to raise awareness of environmental issues associated with the workplace and possible green solutions. Goals for 2013-2014 were to continue to reduce the use of plastic bags in the agency as well as increase the use of recycling through the following initiatives.

- Little red eco bins provided for workers to use as desk bins. To date, 95% of bins have been replaced.
 - Calico bags with the Brophy logo continue to be used in place of plastic bags.
 - Education about the five recycling bin system continues with workers in both the Community Youth Complex and Family Service Hub buildings.
 - Monitor cards continue to be used to encourage staff to remember to turn off their computer monitors.
 - We also participated in Detox your Home Day.
 - Posters were created to remind workers to think before they printed to reduce printer waste.
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Consumer Participation


The purpose of the Consumer Participation Working Group is to improve the consumer participation across the organisation in order to plan and deliver better services that respond to consumers' needs.

Achievements

- Implementation of the consumer feedback survey using 4 Ipads across the organisation. Following a pilot with the Youth Foyer team, the two Youth Connections teams commenced the official implementation. The results of the first program were very positive and highlighted changes going forward. A feedback questionnaire is being developed to gain input from workers and clients. Teams were invited to self-roster in 2013 and after a full 12 month period a report capturing consumer feedback from 99 clients was produced. From this report the Working Group will develop an improvement plan.
- Each Team has developed and implemented a Consumer Participation Plan for 2014 and reports at a regional staff meeting on their activities throughout the year. This sharing assists the organisation with looking at best practice models.
- Social Media sites developed for Brophy and program areas Kulcha Shift, YUMCHA and Foster Care, inform and connect with consumers and to gain feedback.

Diversity

The Diversity Working Group aims to improve the capacity of services and programs to provide for the diversity of client needs in a safe and appropriate manner. Its key objectives are to:

- Conduct diversity audit reviews.
 - Recommend key diversity improvements to be implemented across the organisation annually and three yearly.
 - Review policies and procedures related to improving diversity in service planning, access, assessment and delivery.
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- Review and implement the organisation's Diversity Strategy in context of our community diversity needs.
- Review the induction and orientation programs relating to diversity needs.
- Assist teams to implement diversity strategies.
- Liaise with the Learning Organisation Working Group to identify and disseminate key knowledge on diversity.



Achievements

- Completion and delivery of the 2012-2015 Cultural Diversity Plan. Includes a broad range of strategies to be delivered under the areas of CALD (Culturally and Linguistically Diverse) groups, indigenous, gender diverse and homelessness. The strategies apply across the organisation and are monitored for outcomes by the Diversity Working Group.
- Completion of Community Profile resource for staff access and planning. This will be reviewed every two years.
- Completion of Agency Language Services Policies and Procedures.
- Appropriate and consistent signage across all sites to create a welcoming environment.
- All recommended training under Diversity, i.e. Indigenous Cultural Awareness, Aboriginal Mental Health First Aid, GLBTIQ Training, referred to Learning Organisation Working Group for implementation on training rolling calendar.
- Active agency participation in diversity celebrations in the community, i.e. Naidoc Week, IDAHO Day and others.
- Commencement of self-assessment to be considered for future Rainbow Tick accreditation.

Quality Assurance and Safety

Brophy Family and Youth Services has a commitment to nurture a culture of quality Improvement throughout the organisation which will ensure quality services are delivered to all stakeholders and accreditation standards and legislative requirements are met and maintained. Currently we are working towards our accreditation in March 2015. As part of our Quality Workplans from last accreditation we have recently implemented a legislative compliance system. This system enables the organisation to track and report on periodic compliance tasks, it automatically flags legislation changes and provides an automated system for capturing incident reporting and feedback.

Workplace Health and Safety (WH&S)

Brophy Family and Youth Services has established and will continue to resource a Workplace Health and Safety Committee in accordance with the consultation arrangements outlined in the OH&S Act 2004, Section 72. The Health and Safety Committee's role is to:

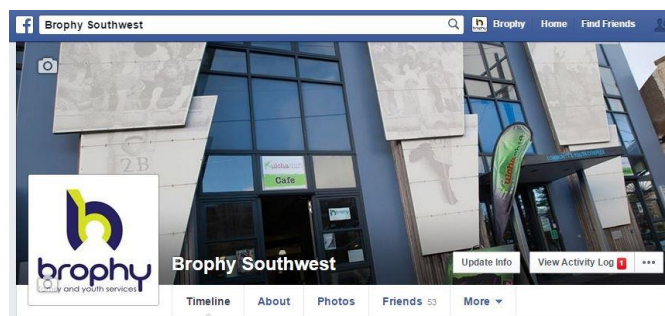
- Facilitate cooperation between Brophy Family and Youth Services and its employees in instigating, developing, and carrying out measures designed to ensure the health and safety at work of employees.
- Formulate, review and disseminate (in such languages as are appropriate) the standards, rules, and procedures relating to health and safety, which are to be carried out or complied with at Brophy Family and Youth Services.

This year, all members of the Committee completed the 5 day OH&S course. In part, they completed a full review of the Emergency Response System, which resulted in upgrading and implementation across all locations. Other activities the Committee has targeted are the defensive driver course (which is open to all staff), the upgrade or obtaining of first aid qualifications, along with needle exchange program training and critical incident training. The Committee continues to review DINMAH (Disease, Incident, Near Miss, Accident or Hazard) reports and actions these to ensure that Brophy remains a safe place to work.



Marketing and Communications

The purpose of the Marketing and Communications Working Group is to ensure that Brophy Family and Youth Services is recognised as a leader of community services in South West Victoria. Emphasis is placed on building a robust profile, coordinating our communications and marketing, to connect in a meaningful way with all areas of our agency and community. The Marketing and Communications Working Group has, over the last year, refined internal communication protocols aiming to streamline information that is disseminated to all staff. Of note has been the development of a Facebook profile which has successfully grown from strength to strength. (Click on photo for link to Facebook page)



Learning Organisation

The Learning Organisation Working Group has been established and functional for over 10 years. The overall aim of the working group is to foster a culture of learning and wellness across the agency both individually and as an organisation. This is achieved through creating shared learning opportunities by:


- Planning and scheduling quarterly whole of agency days, ideally combining fun and learning. Last year topics included Diversity – Health and Wellbeing, Culture/Consumer Participation and Incidents, Complaints and Compliments.
- Considering the way in which organisational structures impact on learning and wellness and communicating this to the senior management team.
- Promoting learning activities through regional staff meetings, team meetings, specialist activity groups and electronic mail.
- Managing the agency resources such as the library and practice tools through an electronic register.
- Assessing and monitoring professional development needs and activities and establishing the agency training calendar.
- Organising the annual agency archive day.

Achievements

- 4 Agency days - covering a wide range of topics. All received very positive feedback from staff. Start and finish times have been adapted to better meet the needs of regional staff.
- 1 x Induction – continue to develop and refine based on feedback from participants.
- 2 x Budj Bim excursions.
- Another successful archive day.
- Regional staff meetings – adapting and refining to best meet the needs of a growing staff group.

Case Practice

Brophy Family and Youth Services recognizes the importance of providing high quality consistent case practices across all areas of service delivery which upholds and promotes the rights and responsibilities of people accessing services and maintain high professional standards. The Case Practice working group was established to develop a shared understanding of agency case practice standards and ensure consistency of documentation and practice. The key tasks of the group are to:

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- Be a central driver in embedding our Clinical Governance framework across the organisation.
 - Review policies, procedures and practice manuals to ensure they comply with legislation, reflect professional standards, are consistent and well implemented.
 - Make recommendations around professional development/core training to Senior Management and the Learning Organisation Working Group, and assist in the implementation of training internally.
 - Promote best practice and peer support by identifying best practice throughout the organisation.
 - Coordinate and implement recommendations through a client file audit every twelve months.

Achievements


- Completed the review of the case practice manual and implemented at the September Agency Day.
- The Quality Coordinator now participates with the teams in the client file audit procedure which improved the turn-around time for audit reports to team leaders and the senior management team.
- Brophy Assessment Tool (BAT) training was delivered by team leaders to new staff.
- Agency training calendar developed and implemented to ensure appropriate scheduling.
- Agency Intake system reviewed and documented.
- Numerous forms and policies reviewed and ratified, i.e. Mature Minor, Client Documentation.
- Outcome Star implemented across the organisation.

Volunteers

Brophy Family and Youth Services recognises the important role volunteers have in providing high quality assistance to specific program areas. The organisation supports volunteers through ensuring policies and practices appropriately reflect the volunteering roles. The purpose of the Volunteers Working Group is:

- to define who are Brophy Family and Youth Service volunteers
- to review existing policies to ensure they adequately incorporate volunteers according to the Volunteering Australia Code of Practice
- to identify volunteer roles at Brophy
- to produce job descriptions for volunteer roles
- to review current program policy and procedures manuals in relation to volunteers
- to review an organisation volunteer policy and procedure manual
- to review and integrate volunteer information about a healthy and safe workplace
- to review and integrate policy on support of volunteers
- to develop an integrated approach to volunteer recognition

Achievements

- Development of a consistent set of policies, procedures and community information packages in relation to volunteers.
 - Hosting of the Brophy AGM by the Kulcha Shift and the Foyer Volunteers was a great success with the young people taking on all roles during the event from the set-up, welcome and introductions, distributing the food and beverages and conversing with the guests. A fantastic job well supported by the AGM Committee.
 - Hosting of the Volunteer Christmas Party for the Foster Care/Kinship communities was possibly our best effort thus far. We managed to engage the teenagers as well as the little ones. Snow White was wonderful, our two Santa's did a great job (and both want to come back for next year). All the activities kept the children engaged and of course the colour angel, balloon twister and the live animals were a hit. A brilliant team effort!
 - Volunteer thank you morning tea: All volunteers, including volunteers for the Foster Care Opportunity Shop were invited to a morning tea to acknowledge their effort and dedication. Hamilton and Portland also celebrated and acknowledged our hard working volunteers.
 - Kulcha Shift Volunteers: 13 young people have met weekly to bring their ideas, insight and individual skills to the table.
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Volunteer Christmas Party 2013



Acknowledgements

Brophy Family and Youth Services acknowledges the generosity of individuals, businesses, community groups, philanthropic trusts, the Federal and Victorian Governments who support the work of this organisation to support and strengthen young people and families in the community.

Federal Government

Department of Families, Housing and Community Services and Indigenous Affairs
 Department of Health and Ageing
 Department of Employment Education and Workplace Relations

Victorian State Government

Department of Human Services
 Department of Justice
 Department of Education Early Childhood Development
 Department of Health

Philanthropic Foundations

We would like to express our gratitude to the following philanthropic foundations which have assisted Brophy Family and Youth Services through the provision of a range of grants to improve our services by creating innovative solutions that make a difference:

Ian Potter Foundation
 The Myer Foundation
 The Victorian Women's Trust
 The William Buckland Foundation
 The Andyinc Foundation
 The Bokhara Foundation
 The Grosvenor Foundation

The Lord Mayor's Charitable Foundation
 Isobel and David Jones Foundation
 Department of Justice Court Fund
 Geoff and Helen Handbury Foundation
 Bongiorno Private Clients Pty Ltd
 ANZATSA

Donations

We are greatly appreciative of the donations received from our community that supports our work with young people and families. They include:

Wannon Water Social Committee
 Assets Real Estate, Portland
 Peter Meddings
 Country Women's Association of Vic
 Warrnambool Bowls Club
 Nick Houseman
 Anne Mellonie
 Timothy Boyle

Bess Seri Renkin
 Nick Clark
 Trinity Lutheran Church
 Ciara McAlley
 Foster Care Opportunity Shop
 Warrnambool Football Club
 Jacob Duggan



Volunteer Carers

Volunteer Carers perform an amazing task in caring for our children and young people who need out of home care or kinship care. Their job is challenging often with very little tangible reward, but all would report they love the stimulus of having the children and young people in their lives and have been enormously enriched by this experience and would not want to change anything. We continue to be truly thankful for these extraordinary people who continue to open their lives and homes to children and young people in the hope of providing them with a positive experience upon which to start rebuilding their lives.

Partnerships and Supporters

Australian Childhood Foundation
 Barwon Youth
 Bethany
 Centacare
 Centrelink
 Centre for Excellence in Child and Family Welfare
 Centre Against Sexual Assault
 Child & Adolescent Mental Health Service
 Dale Cleves Music
 Deakin University Medical School
 Department of Education and Early Childhood Development
 Department of Human Services Child Protection
 Dhauwurd-Wurrung Elderly & Community Health Service
 Drum Drum
 Eastern Access Community Health
 Emma House
 3Way FM Warrnambool
 Foster Care Opportunity Shop
 Frances Hewitt
 Glenelg Council
 Grandparents Victoria
 Gunditjmara Aboriginal Cooperative Ltd
 headspace National
 Kinship Care Victoria
 Lavers Hill P12 College
 Local Learning & Employment Network
 Mpower

Office of Housing
 Oz Child
 Portland Re-engagement Centre
 Portland Secondary College
 Raphael Centre
 RMIT Hamilton
 Schools (Warrnambool City, Moyne, Colac Otway and Corangamite)
 Salvo Connect
 Services Connect
 Southwest Healthcare
 Southwest Healthcare Mental Health Services
 Southwest Institute of TAFE
 St John of God Hospital
 St Vincent de Paul
 Southern GP Training
 Southern Grampians Adult Education
 Southern Grampians Shire Council
 SYN Media Melbourne
 Take Two
 The Western Region Alcohol and Drug Centre (WRAD)
 Youth Justice
 Victoria Police
 Warrnambool City Council
 Warrnambool College
 Warrnambool Community House
 Western District Employment Access
 Western District Health Service
 Westvic Staffing Solutions
 Windamara Aboriginal Corporation



Acronyms

ACP	Adolescent Community Placement
BFYS	Brophy Family and Youth Services
CALD	Culturally and Linguistically Diverse
CAMHS	Child and Adolescent Area Mental Health Services
CASA	Centre Against Sexual Assault
CCVL	Community Corrections Victoria Limited
CEO	Chief Executive Officer
COPS	Community Outreach Programs
CRS	Commonwealth Rehabilitation Services
DEECD	Department of Education and Early Childhood Development
DEEWR	Department of Education Employment and Work Relations
DHS	Department of Human Services
DINMAH	Disease, Incident, Near Miss, Accident or Hazard
DPCD	Department of Planning and Community Development
EACH	Eastern Access Community Health
FAST	Family Adolescent and Support Team
IDAHO	International Day Against Homophobia
LLEN	Local Learning Employment Network
LBGTIQ	Lesbian Bisexual Gay Transgender Intersex Questioning
NFP	Not for Profit
NGO	Non-Government Organisation
RWAV	Rural Workforce Agency Victoria
SAFE	Safe and Friendly Environment
SFYS	School Focused Youth Service
SGAE	Southern Grampians Adult Education
SSAFE	Same Sex Friendly Environment
SWELLEN	South West Local Learning and Employment Network
TTE	Transition to Employment
TTEPA	Transition to Employment Pathways Advisory Program
WCC	Warrnambool City Council
WDEA	Western District Employment Access
WRAD	The Western Region Alcohol and Drug Centre
RWAV	Rural Workforce Agency Victoria
YC	Youth Connections
YUMCHA	Youth United Making Change Against Homophobic Attitudes







Financial Statements

2013/2014



