





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 and over the past forty plus years has developed a comprehensive range of specialist support services for the communities that we serve.

vision

People are meaningfully connected to create the life they want. We achieve this together through innovation and relationships, creating new horizons towards an advantaged community.

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.

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

“Brophy is really helpful and informative and they listen to what you have to say.”

Client Feedback Response 2018



celebrating 10 years of headspace!

2018 marks the 10th Anniversary of Warrnambool headspace.





“They have been awesome support for the past four years. I don't think I would be as set up without Brophy.”

Consumer Participation Survey 2018

Board Chair Report

Brophy has had a strong year both financially and in its expansion of services to the community. Most of the expansion has involved partnerships with other organisations which has led to some very promising results.

Each of the divisions has expanded their service profile which is a great testament to the Executive Leadership Team.

For example, in the Child and Family Service Division we have doubled the delivery of our family violence Men's Behaviour Change Programs delivered, expanded the Kinship Care Program and increased the staff in Child FIRST.

In the Youth Services Division, we have increased targets in our Transition to Work Program, and developed a new Social and Emotional Wellbeing Program involving Melbourne University.

In the Realise Enterprises Division, we are piloting a best practice model of customised employment to improve open employment opportunities for people of all abilities.

And in the Health Services Division, we have added a new headspace satellite in partnership with the Portland service community.

I would like to thank the entire Brophy staff complement for their continued dedication and commitment to their clients and the organisation. Their professionalism and capacity to work together to create the best opportunities for those we serve is truly acknowledged.

I would also like to thank the volunteers who so generously support our services in the community. I would like to give a special mention to our carers and our youth volunteers for their 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. A huge effort has been demonstrated which has enabled the organisation to reposition its vision in the community.

Finally, I would like to thank my fellow Board members for their support, wisdom and stewardship during the year. Thanks goes to our new members Sue Holcombe, Catriona Hardiman and Michelle Walters, alongside our current members Clare Vaughan (Vice), Anna Hornbech, Rob Duynhoven, Kristy Hess and Danielle Cornelissen who retired this year.

Thank you all for your important contributions throughout the year.

Debbie Nankervis
Board Chair

CEO Report

It is with pleasure that I present the CEO report for the 2017/2018 year.

By utilising our strengths and focusing on why we exist and for whom, we have been seeking to drive our vision as our unique contribution to our community.

This year we have developed five pillars to improve our contribution as an organisation by focusing on being:

- Results focused in measuring our outcomes
- Adaptive in our learning
- Enterprising in our approach
- Building our capacity and capability, and
- Partnering collaboratively to increase our education and employment outcomes

One of the highlights for the organisation is the expanded service of headspace to Portland. This new service for Portland will build a strong platform for the early intervention services for youth in the region through the coordination of primary health, mental health, drug and alcohol services and vocational services into one system. I would personally like to thank our Federal member for Wannan, Dan Tehan for his advocacy and support to gain an additional headspace site in the region.

I'd like to thank the more than 120 active volunteers across the organisation who provide extraordinary support to our shared mission. I would like to thank all our volunteers from our Foster and Kinship carers to our youth groups and our Foster Care Womens' Auxiliary. Thank you for your enthusiasm, your commitment and your passion to build a caring community. Thank you.

To all of our staff from across the agency, much of the great work is directly attributable to the professionalism you exhibit and the innovative 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 highlights their commitment and dedication to their clients. I also want to extend a huge welcome to all our new staff.

I would like to thank the Board whom has again provided strong leadership, stewardship and advocacy to our organisation. My gratitude goes to our Chair, Debbie Nankervis; Treasurer Rob Duynhoven; Vice Chair Claire Vaughan, Professor Anna Hornbech, Kristy Hess, Danielle Cornelissen and our new Realise Board members Sue Holcombe and Michelle Walters and Catriona Hardiman.

Finally, I would like to extend a very special thank you and acknowledge Danielle Cornelissen for her commitment to the Brophy Board. Danielle retired from the Board this year after 13 years on the Brophy Board, including holding the office of Chairperson for five years.

Francis Broekman
Chief Executive Officer

Child and Family Services

The Child and Family Services Division incorporates the Out of Home Care services of Kinship and Foster Care, Child FIRST and Integrated Family Services as well as the Family and Individual Support Programs. These four teams deliver 18 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable children, youth, families and individuals to enable them to self-manage and be the best they can be. A number of key frameworks and models are used by staff to achieve this purpose.

These include but are not limited to: Gender and Trauma Informed practice, Duluth model of Men's Behavioural Change Program, Motivational Interviewing and task focused interventions.

Outcomes and Achievements

Highlights of the last year have been:

- Implementation of the Safe and Together Model for all Child FIRST, Family Services and Family Violence service workers.
- Achieved above targets for the Child FIRST and Family Services programs.
- Men's Behaviour Change Program operating twice a week for DHHS and Corrections.
- Roll out of the new model of Kinship Care on 1st April 2018.
- Two Kids Undercover bungalows approved and constructed.
- Successful Foster Care Camp generously supported through donations from the Brophy Foster Care Opportunity Shop.
- Foster Care took on the management of six Targeted Care Packages.
- 815 Child FIRST Intakes.
- Implementation of the Tenancy Plus program.
- Expanded the 'Who's In Charge' program to successfully deliver programs in Hamilton and Morlake.
- Increased the number of volunteers for the Friday Feeds.

Donna Wynters

Acting Executive Manager, Child and Family Services

81%

Parents reported an improvement in their wellbeing after receiving support services.

Client Participation Survey 2018

84%

Of housing support clients reported they were satisfied with the service.

Client Participation Survey 2018

98%

Of our clients stated that they felt welcome when they came to visit Brophy.

Client Participation Survey 2018

824

Young people accessed headspace services

headspace results 2017/2018



Youth Services

The Youth Services Division comprises four teams across the Agency which include Youth Support, School and Community, Youth Foyer and Youth Transitions. These teams provide a wide reach of services in the areas of direct support, youth accommodation, youth pathways, youth activity and engagement, youth led projects, employment services, youth advocacy and youth events all delivered through services to schools and the community with various partnerships and Communities of Practice.

The Division aims to deliver services which are evidence informed, innovative and at best practice. There have been a number of exciting new initiatives and opportunities this year. We would not be able to create such opportunities and outcomes for young people without key community partnerships across many program areas including: Brotherhood of St. Laurence, SWTAFE, LADDER, Warrnambool City Council Youth Services, The HEY (Healthy Equal Youth) Partners, Australian Childhood Foundation, Transition to Work Community of Practice organisations, headspace and Horizon House.

Outcomes and Achievements

Highlights of the last year have been:

- Foyer Warrnambool celebrates five years since it first opened in Warrnambool.
- 71 young people participated in the newly funded Explorabool Project connecting young people to community opportunities.
- Ten residents of the Foyer have completed the Certificate I in Developing Independence funded by the Department of Education.
- Safe in the South West Project supported Warrnambool City Council to raise a permanent rainbow flag in the city and provided training to over 180 people in LGBTIQ+ inclusive practice.
- Transition to Work supported 62 Young People to achieve between 12 and at least 26 Weeks of employment outcomes and 21 young people to achieve 26 weeks of Education outcome.
- Transition to Work have developed supportive relationships with more than 12 of the major employers in the region who have provided employment opportunities and internships to our participants.
- Eight Youth Services staff completed the Graduate Certificate in Developmental Trauma delivered by our partner ACF.

Kathy Sanderson

Executive Manager, Youth Services

Health Services

The Health Services Division provides a holistic model of health and wellbeing services to young people through a range of early intervention programs including: Access and Engagement (Youth Entry Point), GP Youth Clinic, headspace Warrnambool, headspace Portland, Psychological Therapy Services, Youth Drug and Alcohol Program and WILD Adventure Therapy (DARE).

Services are designed to encourage people to seek help early and are underpinned by youth friendly practices and youth participation to support social and emotional wellbeing during their adolescent development.

The establishment of headspace Portland and Portland Advisory Committee throughout the year reflects the wonderful support from the Portland community, Glenelg Shire, health, education and youth services sectors.

Outcomes and Achievements

Highlights of the last year have been:

- 1,090 people accessed the Youth Entry Point at the Community and Youth Complex.
- 824 young people accessed headspace services with 3,117 services delivered.
- 280 young people at risk of alcohol and other drugs engaged in the DARE and WILD programs.
- Three young people awarded \$3,000 headspace Warrnambool Scholarships.
- Establishment of headspace Portland satellite service.
- 129 accessed GP services at Brauer and Warrnambool Colleges and SW TAFE, Warrnambool Campus.
- Awarded tender to co-design an Alcohol and Other Drug (AOD) model of care for the GSC region.
- Renewal of contacts for GP In Schools Program, Psychological Therapy Services and Rural Health Outreach Services.

Anne Waters

Executive Manager, Health Services



Realise Enterprises

Realise Enterprises following a merger with Brophy Family and Youth Services is the newest division within the organisation.

Realise Enterprises operates an innovative range of services that unleashes the remarkable potential in people who have a disability. It does so through its flagship enterprise, Tasty Plate, alongside Community Pathways, Career and Work Readiness Coaching and the Out and About Program.

The Division provides a supportive learning environment where people receive tailored career and/or personal development coaching which can be delivered in either a small group setting or on an individual basis.

In doing so, Realise Enterprises provides the stepping stones to success by ensuring individual strengths are realised enabling everyone to be the 'best they can be'.

Outcomes and Achievements

Highlights of the last year have been:

- Transferred to the National Disability Insurance Scheme (NDIS).
- Purchase and design of new premises (116-118 Fairy Street) – in preparation for a new home for Realise Enterprises and Tasty Plate in 2019.
- Announcement of funding to pilot a Customised Employment Service in a consortium with BRITE and Centre of Disability Employment Research and Practice (CDERP) to commence in 2019.
- Independent review of Tasty Plate by ThreeBestRated.com.au – listed in 'Top 3 Caterers' in Warrnambool.
- Increased training opportunities for people who have a disability through a Rotary sponsored purpose-built food trailer that delivers high end event catering to customer nominated venues.

Helen Ridgwell

Executive Manager, Realise Enterprises



“I was referred to Brophy through our local school for support services and have never looked back. I feel completely supported everytime I contact them...”

Consumer Participation Survey 2018



acknowledgments

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 our organisation to support and strengthen individuals and families in the community.

We are greatly appreciative of the donations received from our community that support the work we do and we particularly thank our volunteers for their unwavering support and dedication to the care of our clients.

APCO Foundation
Australian Childhood Foundation
Barwon Child, Family and Youth Services
Bethany
Brauer College
Brotherhood of St Lawrence
Centacare
Centrelink
Centre Against Sexual Assault
Child and Adolescent Mental Health Service
Child First and Integrated Family Services
Clontarf Academy
Commonwealth Government of Australia
Community Southwest
Dale Cleves Music
Deakin University School of Medicine
Department of Families, Housing and Community Services and Indigenous Affairs
Department of Education and Training
Department of Health and Aging
Department of Health and Human Services
Department of Justice and Regulation
Dhauwurd-Wurrung Community Health Services
Drum Drum
Early Childhood Services and Maternal Health Services
Eastern Access Community Health
East Warrnambool Community House
Emma House
3WAYFM Warrnambool
Foodshare
Foster Care Opportunity Shop
Frances Hewitt
Geelong Adolescent Sexuality Project (GASP)

Glenelg Shire Council
Grandparents Victoria
Gundijmara Aboriginal Cooperative Ltd
Hawkesdale College
headspace National
Hip Pocket Workwear
Kinship Care Victoria
LADDER
Lavers Hill P12 College
Learn to Drive (L to P)
Lighthouse Theatre
Local Learning and Employment Network
Lyndoch Living
Maternal and Child Health Services
McLaren Hunt Financial Group
Mental Illness Foundation
Monivae College
Morflake College
Mpower
Murray City Country Coast GP Training
National Youth Mental Health Foundation
Norton Ford Motor Group
OzChild
Portland Re-Engagement Centre
Portland Secondary College
Primary Health Network Western Victoria
Rainbow Network
Raphael Centre
RMIT Hamilton
Rotaract Club of Warrnambool
Rotary Club of Warrnambool
Rotary Club of Warrnambool Central
Rotary Club of Warrnambool Daybreak
Rotary Club of Warrnambool East
Royal Children's Hospital Gender Centre
Safe and Welcome Businesses
Safe Schools Coalition Victoria
Salvo Connect

Sinclair Wilson
Southwest Community Foundation
Southwest Health care
South West Institute of TAFE
Southern GP Training
Southern Grampians Adult Education
Southern Grampians Shire Council
South West Child and Family Services Alliance
South West Primary Care Partnership
St John of God Hospital
St Vincent de Paul
SYN Media Melbourne
The Western Region Alcohol and Drug Centre
Transgender Victoria
Uniting Wimmera
YACVIC
Youth Affairs Council of Victoria
Youth Justice
Vic Roads
Victorian State Government
Victoria Police
Victorian Aids Council
Volunteering Warrnambool
Warrnambool City Council
Warrnambool College
Warrnambool Community House
Warrnambool Foodshare
Warrnambool Independent Traders
Western District Employment Access
Western District Health Service
Western Victoria Primary Health Network
Westvic Container Export Pty Ltd
Westvic Staffing Solutions
Windamara Aboriginal Corporation
Y-Gender, Transgender Victoria
Zoe Belle Gender Centre

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