



# 2019 Report

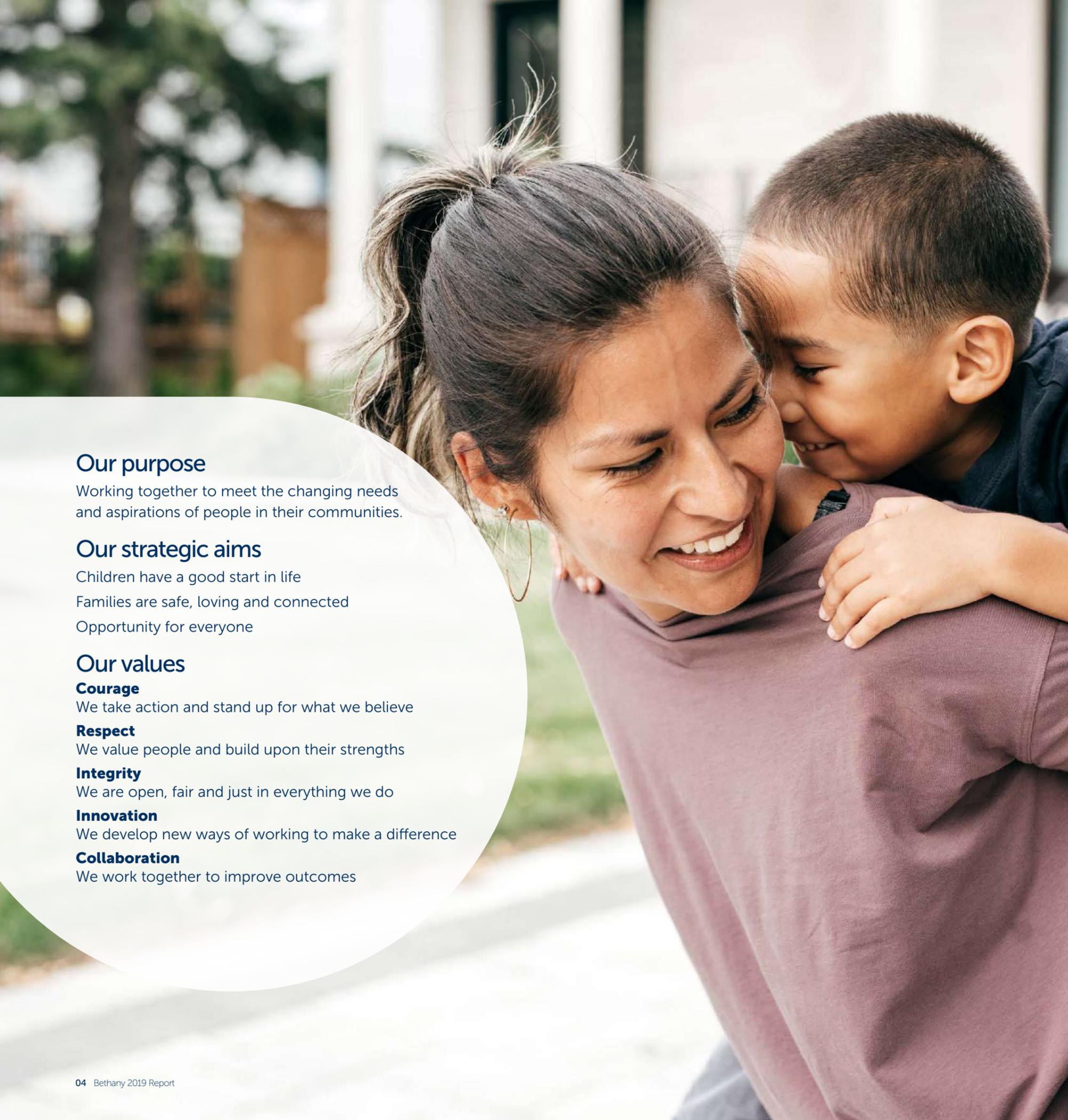
Building Better Services. Improving Care. Celebrating Diversity.





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### Our purpose

Working together to meet the changing needs and aspirations of people in their communities.

### Our strategic aims

Children have a good start in life  
Families are safe, loving and connected  
Opportunity for everyone

### Our values

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

**Respect**  
We value people and build upon their strengths

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

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

**Collaboration**  
We work together to improve outcomes

## Our Organisation

22



kindergartens in the City of Greater Geelong and Borough of Queenscliff

361



staff members

\$28M



in combined revenue (2018/19)

2,897



volunteer hours

53



sites which Bethany provides services from including main offices, schools, kindergartens and community service locations

151 years



of providing essential support services to our community



It is a privilege to be living and working on the lands of Wadawurrung and Gunditjmara people. It is upon their ancestral lands that Bethany services are situated. We share a commitment to nurturing the future generations of the First Nations people in the communities in which we work. We also extend our acknowledgement to all other cultural groups that have contributed to the country we live in today.

# Our Impact



1,393

children enrolled at a **Bethany Kindergarten**

220



People with disabilities accessed Bethany's **Disability Services**, helping them to increase their capacity to manage their NDIS plans

630

Families took part in place-based, individual program activities at their school or kindergarten, through Bethany's **Connect Up** program



559

People experiencing homelessness or at risk of becoming homeless worked with Bethany's **Housing Support Services**

669

Individuals and families were assisted with **Emergency Relief** and supported to build their financial capability

1,005

Families received short or long term services through Bethany's **Family Services** programs



630



People received support to find solutions to relieve financial stress through Bethany's **Financial Counselling Program**

831

**Family violence** referrals were received

350

into Bethany's Men's Family Violence Intervention Centre

297

to our Women and Children's Family Violence Program

184 for Children experiencing homelessness/family violence

173



Mothers supported at Geelong Magistrate's Court, including 229 children through Bethany's **Court Support 4 Kids** program

386

Children and their parents/families were supported via **Therapeutic Counselling** and the **Children's Contact service**

82

Children, who could no longer live with their parents, were supported through Bethany's **Kinship Care** program

530



People received support and specialised therapeutic and/or counselling services through Bethany's **Gambler's Help** program

# Bethany Group Chairpersons and Chief Executive Officer Message

Welcome to the Bethany Group 2019 Report. It is a privilege to be working on the lands of Wadawarrung and Gunditjmara people and we respectfully acknowledge the past and present traditional owners and custodians of the land and pay our respects to their Elders past, present and emerging.

The Bethany Group operates across the Barwon and Western regions of Victoria. We work with children, families and individuals in their communities to maximise their opportunities in life. On behalf of the Group we are pleased to present our 2019 Report, that highlights our achievements over the past year.

We understand that people's needs, aspirations and circumstances are continually changing, and we approach our work with this in mind. Our services range from universal to highly specialised and include early childhood education, early support for people who are experiencing vulnerability, more intensive support for people with complex needs through to long term engagement and care for those most at risk. This continuum allows us to support and connect people at the right time and place, particularly when responding to vulnerability and disadvantage.

We know that there is a concentration of social exclusion in some areas and the regions that we operate in include some of Victoria's most disadvantaged. But we also know that issues such as, social exclusion, family violence, discrimination and disability are present in all communities.

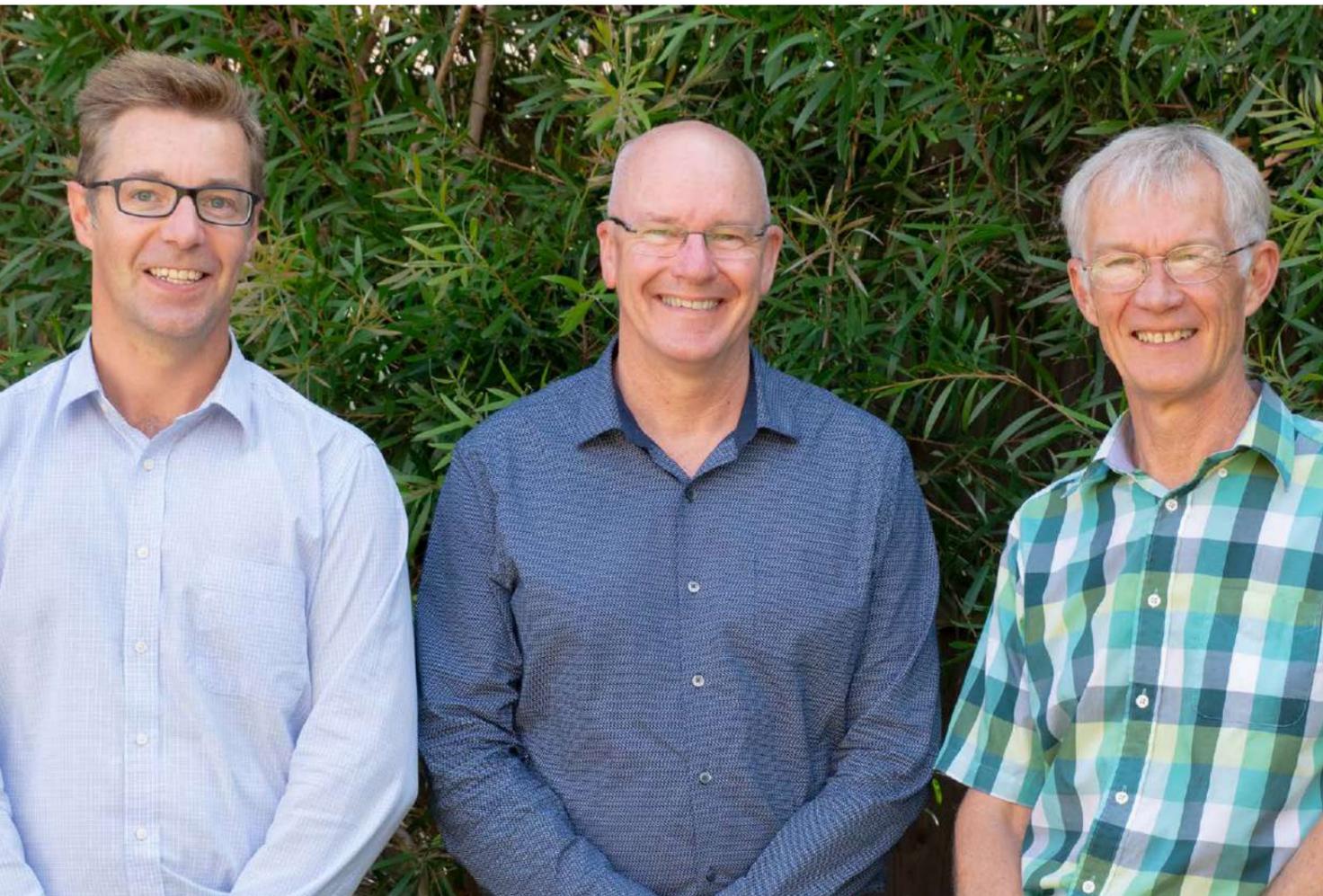
Over the past year we have been focused on improving the services we provide to people to ensure those services are safe, effective, connected and person-led. This means that our services are free from preventable harm, our practice is based on evidence, services are coordinated rather than fragmented and most importantly our services are led by the values, beliefs and needs of the people who use them. This approach is the foundation of our new Quality Governance Framework developed in 2019.

In 2019, we also further built upon our advocacy commitment and established the Bethany Inclusion and Diversity Committee to champion the work required to achieve Bethany's public commitment to being an innovative organisation that embraces and advocates for diversity. As logical extension of this we were the first Geelong organisation to achieve Rainbow Tick Accreditation and external validation of our inclusive practice in relation to Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex (LGBTI) communities.

We also launched our inaugural Reconciliation Action Plan (RAP) as a first step in promoting and protecting the respect and trust of Aboriginal and Torres Strait Islander people as we strive to achieve equity.

We are passionate about what we do and are excited for the future ahead. This year will also see us launch the Bethany Group's 2020-2025 Strategy, which presents many exciting opportunities. There will certainly be challenges as the widening gap between funding provided by government for service delivery and the cost to deliver these services becomes more apparent, however we are committed to supporting our community, as we have been for the past 151 years.

We would like to thank our staff, Board members, volunteers, service delivery partners and donors for their ongoing commitment to Bethany and our community.



*“Our aspiration is for a society where everyone can participate, thrive and live full lives as part of inclusive, respectful and diverse communities that are free from discrimination, violence and poverty”*

**Lachlan McColl**  
Chairperson  
Bethany Kindergarten Services

**Grant Boyd**  
Chief Executive Officer  
Bethany

**Chris Bowly**  
Chairperson  
Bethany Community Support

\*The Bethany Group includes Bethany Community Support and Bethany Kindergarten Services

# 2019 Service Achievements Overview

## Quality Governance

Bethany's Quality Governance Framework is designed to ensure we deliver high quality services to individuals and children.

To achieve this, Bethany introduced a comprehensive Quality Governance System focussed on leadership and culture, workforce development, service user value, performance and effectiveness and risk management to promote safe, connected, effective and person-led services.

Quality Governance provides a framework to define our vision of quality service provision - it provides systems of governance to support staff, as well as monitoring and evaluating services through data collection, analysis, benchmarking and applying continuous improvement.

In 2019, Bethany was successful in attaining Quantum's certification against the Human Service Standards and ISO 9001:2015 standards.

## Safe and Together™ Model

Understanding that family violence impacts a significant number of families across the Barwon and Great South Coast of Victoria, the Safe and Together™ Model provides tools and frameworks to support staff working directly with women and children impacted by family violence.

The Safe and Together™ Model aims to:

- Keep children safe and together with the non-abusive parent
- Partner with victim survivors to promote efficient, effective and child-centred services
- Intervene with perpetrators to reduce risk of harm to the child and hold perpetrators to account for their choice to use violence

### What's Next?

This model provides case management staff with practical tools and framework to support and advocate for better outcomes for families experiencing complex issues including family violence.

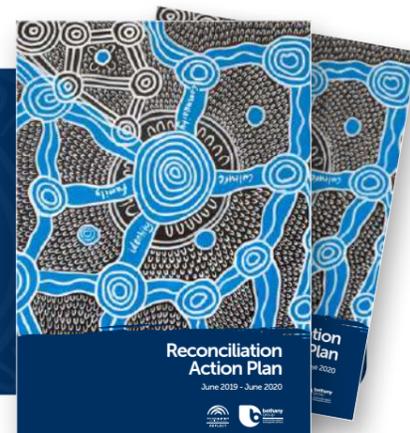
Over the last 12 months, Bethany has implemented this model across service areas, to ensure staff are informed and aware of services/practices that promote safety and well-being of victim survivors and their children. The model also encourages partnerships and cross sector collaboration in case intervention to achieve positive outcomes.

In 2019, 96% of the targeted staff group have completed or commenced the e-learning modules under the Safe and Together™ Model.

## Did you know?

Bethany's inaugural RAP cover artwork was completed by Strong Brother Strong Sister and The Koori Youth groups. It symbolises the journey of young Aboriginal and Torres Strait Islanders people who are in out-of-home care and the importance of connection to culture, community and identity.

Bethany's inaugural RAP is available to view at [www.bethany.org.au](http://www.bethany.org.au) or for a copy call 5278 8122.



## Inclusiveness

Providing services that are welcoming, safe and respectful is important to Bethany and a major part of our work over the last 12 months.

Our diversity work included:

- QIP Rainbow Tick Accreditation
- Launch of our inaugural Reconciliation Action Plan (RAP)

## Rainbow Tick Accreditation

In 2019, Bethany was the first non-profit organisation in the area to receive Rainbow Tick accreditation. It demonstrates Bethany's commitment LGBTI communities and it ensures we provide services to our community and staff that are accessible and respectful.

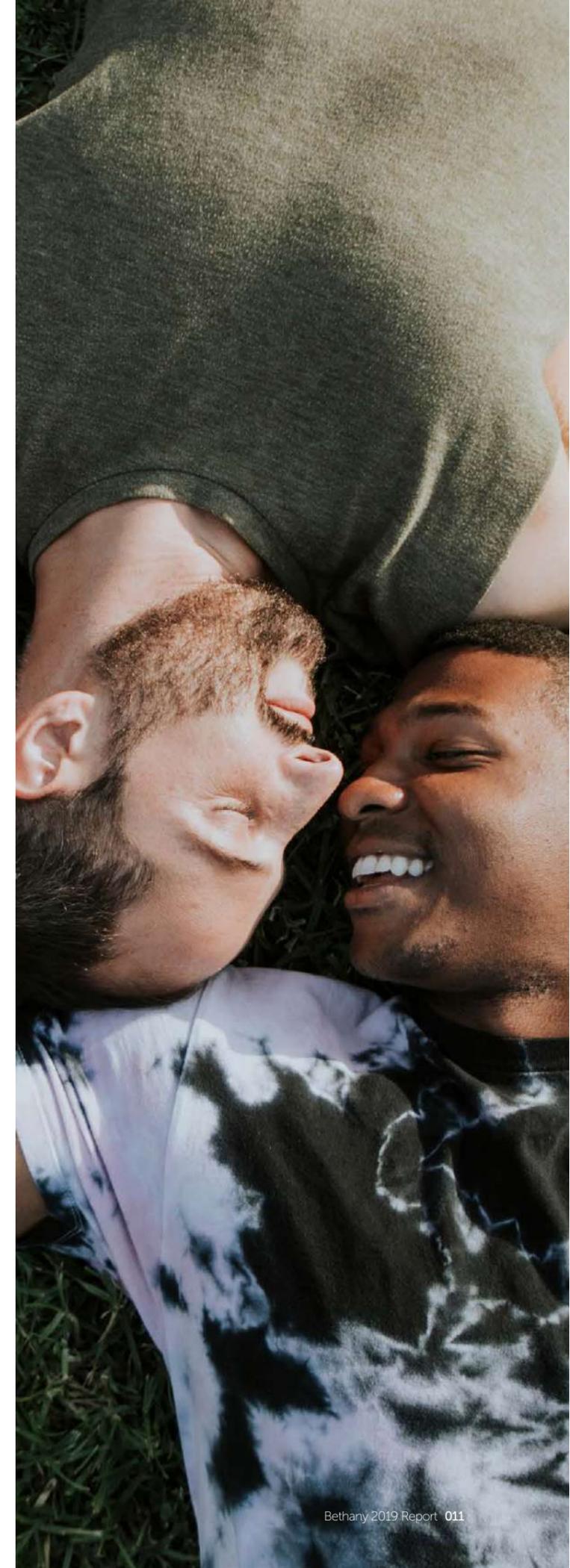
This accreditation was also driven by a recommendation of the Victorian Government's Royal Commission into Family Violence, that all specialist family violence services (including Bethany) must become Rainbow Tick Accredited.



## RAP - Reconciliation Action Plan Reflect

In 2019, Bethany launched its inaugural RAP demonstrating our commitment to supporting and respecting Aboriginal and Torres Strait Islander peoples, communities and organisations. The RAP was developed over a two-year period in consultation with Wathaurong Aboriginal Co-operative, Winda-Mara Aboriginal Corporation and Gunditjmarra Aboriginal Cooperative.

The RAP will facilitate the development of new meaningful relationships and the opportunity to strengthen existing ones with Aboriginal and Torres Strait Islander peoples. The process of developing a RAP has also highlighted opportunities for Bethany to further consider how we support Aboriginal and Torres Strait Islander peoples and communities.



# Bethany's Services

## Barwon Orange Door

A visible entry point for adults, children and young people who are at risk of experiencing or have experienced family violence, and for families who need support with the development and wellbeing of children. Bethany is one of several community services located at Orange Door, a multidisciplinary team that work together to provide a centralised intake and assessments response for referral to support services.

## Children's Contact Service

Supervised access to children of separated parents to re-establish and/or maintain a relationship with their non-resident parent.

## Community Based Perpetrator Intervention Trial

An adapted Men's Behaviour Change program for men who have a diagnosed cognitive impairment. The program assists men in taking responsibility for their use of family violence, with a focus on ensuring safety of women and children.

## Connect Up

Designed to improve the educational, health and welfare outcomes for children and families, Bethany places family services workers within local schools and kindergartens to provide a range of family support services for parents and children through group and individual services.

## Court Support 4 Kids

Support for women and children at the Geelong Magistrates Court seeking legal protection in relation to family violence. Support, child engagement, advocacy, risk assessment and information are provided.

## Directions

A responsive and flexible centralised intake service for people accessing Bethany directly in person, by phone or through the website during working hours.

## Disability Services \*

A range of disability supports under the NDIS with a focus on vulnerable clients with multiple and complex support needs.

## Employee Assistance Program - Fee for Service

Bethany provides Employee Assistance Program (EAP) to local businesses – a confidential counselling service available to any employee of a member organisation who requires assistance with issues affecting their wellbeing, either personally or at the workplace.

## Emergency Relief \*

Emergency financial and material aid support to families and individuals experiencing financial stress in Geelong and Warrnambool.

## Family and Relationship Services

Provides services to support adult relationships, counselling for children, education and broader parenting support.

## Family Services\*

Intensive casework and support to highly vulnerable children and their families experiencing issues in family functioning where there is a risk to children's safety and wellbeing.

## Financial Counselling\*

Assists people experiencing financial difficulty by providing information, advice and advocacy. Financial counsellors work with service users to identify opportunities to relieve financial stress and build financial capability.

## Gambler's Help\*

Gambler's Help is a free and confidential problem gambling service that offers specialised therapeutic and financial counselling services to people experiencing harm from gambling as well as their partners and close family members. Provided across Barwon and the Great South Coast.

## Homeless Children's Specialist Support\*

Supporting children in families who are in the homelessness services system through case planning and therapeutic group work.

## Housing Services\*

Assistance for families, couples and single women who are homeless or at risk of homelessness through case management and access to supported accommodation.

## Kindergarten Services

Early childhood education programs for three and four-year-old children delivered from 22 kindergartens across Geelong and Queenscliff, including the provision natural outdoor learning environments, play-based learning experiences and a focus on anti-biased curriculum.

## Kinship Care

Provides support for Kinship carers who provide care for a child who can't live with their parents, including advice, support and assessment. Early support is also provided for children who are under Child Protection investigation, and contracted case management for children on Child Protection Orders.

## New Parent Infant Network - NEWPIN

Support, education and development of parenting skills to highly vulnerable preschool children and their mothers through centre-based and outreach support.

## Personal Safety Initiative Coordinator

Support to assist family violence victims to remain safely in their homes, supported through the Commonwealth and State Government strategy.

## Risk Assessment and Management Panel

Supports the safety of women and children experiencing serious and imminent threat from family violence. A panel of key agencies provide support.

## Refugee Minor Program

Case management support to unaccompanied humanitarian refugee minors and their carers living in rural areas of the West Division Department Health and Human Services.

## Saver Plus\*

Supporting low income families to establish a long-term savings habit and to build their financial skills. Saver Plus also assists families to save for their children's education costs through a matched savings program.

## Specialist Men's Services - Men's Family Violence Intervention Centre

Provides a coordinated response, designed to increase accountability of men who choose to use violence in their relationships and mitigate their risk of reoffending. Services include Men's Behaviour Change group work programs, men's case management and family safety contact support.

## Specialist Women's & Children's Services

Assistance for women and children experiencing family violence through casework, group work and therapeutic support.

## Supporting Children After Separation

Provides support and assistance to children and young people to maintain valued family relationships after parental separation.

## Tenancy Assistance & Advocacy Program\*

Provides tenancy assistance and advocacy support to people who are financially disadvantaged or victims of family violence.

\*Services available from our Geelong and Warrnambool offices



## Supporting Children, for a Good Start in Life

One of Bethany's strategic aims is to ensure children get a good start in life. We work to support children and their families, linking with Government and other like-minded organisations to achieve this goal.

Research consistently shows that the first five years of a child's life set a foundation for life-long learning, achievement, health, wellbeing and productivity. Starting preschool at age three is the one time in life when children who are behind in their learning can catch up to their peers <sup>[1]</sup>. Currently, nearly a quarter of Australian Children arrive at school without the skills they need to learn <sup>[2]</sup>

*“As a parent it is so reassuring to drop off your child to a service where the staff really, really care. The children are beaming and will be more than ‘school’ ready at the end of the year”*

**Kindergarten parent**

[1] (Fox and Geddes, 2016) [2] (Mitchell Institute 2016).

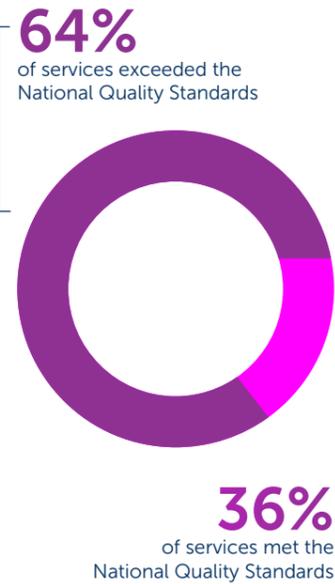
## Kindergarten Services

Kindergarten Services are a key part of Bethany's early years programs, as research shows children who go to kindergarten are more likely to be independent and confident and to make a smooth transition to primary school. In 2019, 321 children were enrolled in three-year-old programs and 1,072 children participated in four-year-old programs across 22 locations in Greater Geelong and Queenscliff.

The key pillars shaping the delivery of our programs – People, Place, Practice and Partnerships – help us ensure that the education we provide is high quality and responsive to the community.

Our belief is that we need to create change early, by breaking the stereotypes which influence the way children develop and engage with the world. Our 'anti-bias' approach to our curriculum enables children to have a strong sense of identity and promotes their contribution to the world. This approach requires our educators to reflect on their practice as it relates to gender, racial, sexuality and disability bias.

The educational programs have been developed in the context of the National Quality Framework, the Victorian Early Years Learning and Development Framework, the Early Years Learning Framework, and the Marrung Educational Plan.



Above: During 2019, most of Bethany's Kindergarten Services continued to exceed accreditation standards.

### What's next for Bethany's Kindergartens?

- > All Bethany Kindergartens will continue to embed an anti-bias, inclusive approach to learning
- > A new and enhanced registration and online enrolment pathway for all families
- > Preparing for the subsidised Victorian Government three-year-old kindergarten program
- > Increase in Early Start Participation
- > Preparing for School Readiness Program funding

## Connect Up

The Connect Up program is designed to improve the educational, health and wellbeing outcomes for children and families residing in high needs areas of the City of Greater Geelong, including the northern and eastern suburbs. These communities have some of the most entrenched, concentrated and severe social disadvantage in Victoria<sup>[3]</sup>.

The program places Bethany Family Services staff in local schools, kindergartens and communities, to work with families to develop parenting confidence to support their children to thrive through a range of services. The program facilitates meaningful opportunities to increase parent/carer involvement in their child's early years and school life and builds connectedness for the child and family within their community.

These activities include individual family support, linking and referrals, supported playgroups, parenting education and engagement groups and consultations - tailored to meet local needs within each community. This model is strongly aligned with the Early Help Pathway within the Department of Health and Human Services Roadmap for Reform strategy.

### Connect Up - what was achieved?

In 2019, the Connect Up program was evaluated by the Deakin University Centre for Social and Early Emotional Development (SEED) program. The evaluation found Connect Up was highly successful under each program activity and made recommendations on continuing expansion and development of the program.

The connection between school and family was noted by program participants as being part of the success of the Connect Up program. Parents felt that having easy access to Connect Up workers who could help them to articulate their concerns and raise issues and advocate for them in the school setting, had supported them to better advocate themselves for their children and their needs. Parents spoke of being able to understand the challenges their children were facing at school, and of being provided with referrals and support options, as well as practical steps they could take at home to assist their child's social and academic progress.

### 2019 Connect Up Snapshot:

- 12+ culturally and linguistically diverse communities participated
- 130 families attended playgroups
- 405 families engaged in larger group activities
- 630 families engaged in individual program activities
- 7,322 hours of direct support provided

[3] Vinson 2007, AECD 2015, AECD 2018

## School Readiness Program

In 2020, the Victorian Government will provide School Readiness funding for kindergartens to enhance their programs further, supporting children's learning and development in three priority areas: communication (language development); wellbeing (social and emotional) and access and inclusion.

This will provide an opportunity for Bethany Kindergartens to access new programs and services, and to offer potential growth opportunity for the Bethany Group to develop a continuum of services as part of the School Readiness Program menu.

During 2019, development of the key Bethany programs that fit within the Victorian Government's priority areas were identified, with the final submissions due by May 2020.

*“The support from the worker and the group was so helpful. I am so proud of myself that I have almost finished my study. I never thought I would do that”*

**Connect Up participant**



## Families are Safe, Loving and Connected

**“1 in 4 women have experienced emotional abuse by a current or former partner since the age of 15”<sup>[4]</sup>**

In 2018-19, there were 4,167 family violence incidents recorded by Victoria Police in the Barwon Area, an increase on the previous year. The rate of family violence police incidents in Greater Geelong and Colac-Otway continues to be substantially higher than the Victorian average.<sup>[5]</sup> In 2019, Bethany received 831 referrals for Family Violence services.

Bethany is committed to increasing the opportunity for individuals and families to build resilience and experience safe, loving and supportive relationships.

Family violence is an enduring, complex social issue and it requires a coordinated effort across Government, business and community to provide an integrated, multi-agency response to help raise public awareness and to increase services to prevent and support those impacted.

[4] [www.abs.gov.au/ausstats/abs@.nsf/mf/4906.0](http://www.abs.gov.au/ausstats/abs@.nsf/mf/4906.0) [5] Crimes Statistics Agency, data extracted from Victoria Police Law Enforcement Assistance Program on 18 July 2019.

## Family Violence Services

Bethany is a member of the Barwon Area Integrated Family Violence Committee (BAIFVC) whose role is to improve the integration of the family violence service system and responses to victim survivors and perpetrators.

As a specialist family violence service, Bethany has played a key role in the implementation of a number of family violence reforms including the Orange Door, information sharing schemes, Multi-Agency Risk Assessment and Management Framework and Rainbow Tick accreditation. Bethany also continued to support the work of the BAIFVC in the areas of strategic governance and leadership, data and evidence, workforce and systems integration.

Experiencing family violence can be a frightening and lonely situation. In 2019, Bethany provided counselling, support and advice to 297 women and children who experienced family violence, and 184 referrals for children experiencing homelessness due to family violence.

## Men's Family Violence Intervention Centre

The Bethany Men's Family Violence Intervention Centre in South Geelong provides a coordinated response, designed to increase accountability and visibility of men who choose to use violence in their relationships. The Men's Behaviour Change Program is a program for adult men who have used violent or controlling behaviours towards women and/or children. The Centre is the first of its kind in Victoria providing these specialist services, informed by leading research and emerging practice, and provides a coordinated, cross-sector response to male perpetrators of family violence.

During 2019, a focus of the Centre's work was the Community Based Perpetrator Intervention Trial. Prior to the development of this trial, Bethany estimated that around 20% to 30% of all men referred to our men's family violence services were understood (via self-report, available collateral or presentation) to have a cognitive impairment, mostly in the form of acquired brain injury or borderline intellectual disability.

The provision of a tailored and coordinated response to each man to address his primary decisions to use violent and controlling behaviours, that incorporates his cognitive impairment, is a highly nuanced and yet, undeveloped area of practice. With this trial located at the Centre, we have been developing a very new and uncharted area of practice which incorporates a man's cognitive impairment.

### How does this work?

The development of this trial has enabled 18 men (in 2019) to access a targeted approach in addressing their choice to use violence. The approach has taken account of this group of men's cognitive abilities and had adapted to meet an approach that has undoubtedly increased access to specialist treatment. In addition, the women and children associated with these men have received greater access to support, safety and additional assistance.

Our key priorities are to develop a set of practice expertise/guidance that will be instructive for the specialist men's family violence sector. With the use of the guidelines and associated training, this trial will inform a very new and nuanced area of practice for those working within the specialist men's family violence sector.

**“ I knew what I was doing was wrong, I knew that I was scaring my kids, my girlfriend and my mum, but I didn't know how to stop the rages and the angry outbursts”.... “the program has given me some tools and I feel like I know how to handle being angry more now, I still need the group, but I do feel a bit better ”**

**Community Based Perpetrator Intervention Trial participant**

## Orange Door

The Orange Door (Barwon) is the entry point for adults, children and young people who are experiencing family violence or need assistance with the care and wellbeing of their children to connect to the services they need. The Orange Door also works with people who use violence to help them change their behaviour. Bethany is one of several community services located at Orange Door, a multidisciplinary team (from specialist family violence, perpetrator, child and family and Aboriginal services) that work together to provide a centralised intake and assessments response for referral to support services.

### How were services improved?

The Orange Door is designed to avoid the person re-telling their story by providing a more collaborative and connected approach. The Orange Door makes an impact because it streamlines responses to children and families who require support for a range of reasons including family violence. This practice has been enabled by new information sharing legislation, access to Centralised Information Point (CIP) reports and brokerage for support and safety needs.

### 2019 Orange Door Snapshot:

During the first 12 months across five Orange Door sites (including Barwon) there were:

- 41,292 referrals (family groups) and Orange Door provided a response to a total of 51,157 individuals (adults and children)
- Of these, 5,560 (family groups) were connected to core services and a further 1,075 connected to the broader service system

### Orange Door - Nick's Story

Nick\* was contacted by a practitioner at the Orange Door after a referral from Victoria Police. Nick had a diagnosis of Attention Deficit Hyperactivity Disorder (ADHD), Autism, an intellectual disability and used intimidating behaviours towards two of his family members. The Orange Door practitioner engaged Nick and talked about his intimidating behaviours and what the triggers were. With Nick's permission, the Orange Door practitioner spoke with an agency that supports individuals applying to access the NDIS. The purpose of connecting Nick to the NDIS was to start the process for him to live an independent life with support and not be solely reliant on his mother who was his primary carer. The Orange Door also referred Nick to a local counselling service to discuss day-to-day stressors and his use of violence. Nick attended four sessions on his own and then other sessions with his family.

\*Not their real name.



## Family Services

Often relationships with family members or partners can be challenging and stressful, with many families experiencing difficulties that impact on their parenting and family life. Families can be experiencing family violence, intermittent homelessness, mental health, social isolation, poverty, alcohol and drug issues.

Throughout Barwon and the South West, we provide support to assist families with all aspects of parenting from 0 to 18 years-of-age, particularly for parents with younger children and to families who are at risk of having their children placed in alternative care.

Families often tell us how much they value the support we provide and the different strategies for everyday life and for when they are faced with major challenges. They report how working together, parents can see what they can achieve themselves with the right information and resources. By actively engaging and problem solving with families, they achieve positive changes in their parenting capacity and in children's resilience. This strengthens family functioning and stability within the family environment.

In 2019, more than 1,005 families received casework support through Bethany's Family Services programs.

*“My own upbringing wasn't good; I had no idea how to properly parent. My caseworker suggested ideas that worked for our family and we saw positive change.”*

**Family Services service user**



## Kinship Care

When children or young people are unable to live with their parent/s, they may need to be cared for by someone in their extended family or a close family friend known as Kinship Carers. Kinship Care is the preferred form of out-of-home care for a child and can assist with the preservation of the child's family relationships and establishing and maintaining stability in their lives.

Some families find themselves caring for grandchildren, nieces or nephews with little notice or support, especially when there is an immediate safety and wellbeing concern for a child. These children have usually experienced significant trauma and disruption in their day-to-day lives.

Bethany works collaboratively with Child Protection and a range of community, education and health professionals to assist in the child's developmental needs and building stability into their daily life.

We also support carers who may have had children in their care for some time, dealing with some challenging behaviours whilst juggling their emotions and loyalties to family. This is in addition to carers becoming fulltime parents, many at an older age.

In 2019, Bethany was granted additional recurrent funding to expand our capacity to support over 70 children in longer term care and through the Victorian Child Protection Service.

### 2019 Kinship Care Snapshot:

- 82 children who could no longer live with their parents were supported, including four targeted care packages (packages to support the therapeutic and developmental needs for the child)
- 118 family assessments were completed and early support to care arrangements made
- Bethany facilitated 22 kinship peer support groups and conducted two specific trauma focussed packages for kinship carers

[6] Data source: Crimes Statistics Agency, data extracted from Victoria Police Law Enforcement Assistance Program on 18 July 2019



## Opportunity for Everyone

Bethany works to address barriers that create disadvantage and to support people to participate in the community and economy in ways they choose.

### Petrina's story

Petrina\*, 68, has multiple and complex health issues, and a history of homelessness due to family violence. She was living in a social housing bedsit property and was paying 40% of her income in rent. Bethany Housing Services provided provided Petrina with advocacy support to attend a Victorian Civil and Administrative Tribunal (VCAT) hearing where she was seeking an order for mobility modifications to the unit she was renting. At this time, she was also supported to lodge a Priority Transfer application. The VCAT hearing resulted in an offer of another property, but the rental costs were 45% of Petrina's income. While the worker advocated for her to have a reduced rent, she was also offered a public housing unit with modifications to suit her needs. She accepted this offer and with rent calculated at 25% of her income she was left with an extra \$190 per fortnight, enabling her to afford her utility bills, food and medications.

\*Not their real name.



## Housing Services

Bethany believes that housing is a basic human right that provides safety and security to individuals, couples and families. We are passionate about ending homelessness and improving the lives of the people involved in our programs.

Homelessness can profoundly affect a person's mental and physical health, their education and employment opportunities, and their ability to fully participate in society. In 2019, 5,059 households in Barwon and 2,354 in the South West regions received homelessness assistance. In late 2019, across Barwon and Wimmera South West regions, there were 4,752 households on the Victorian Housing Register.

The top three causes of homelessness in Victoria include family violence (44%), financial difficulties

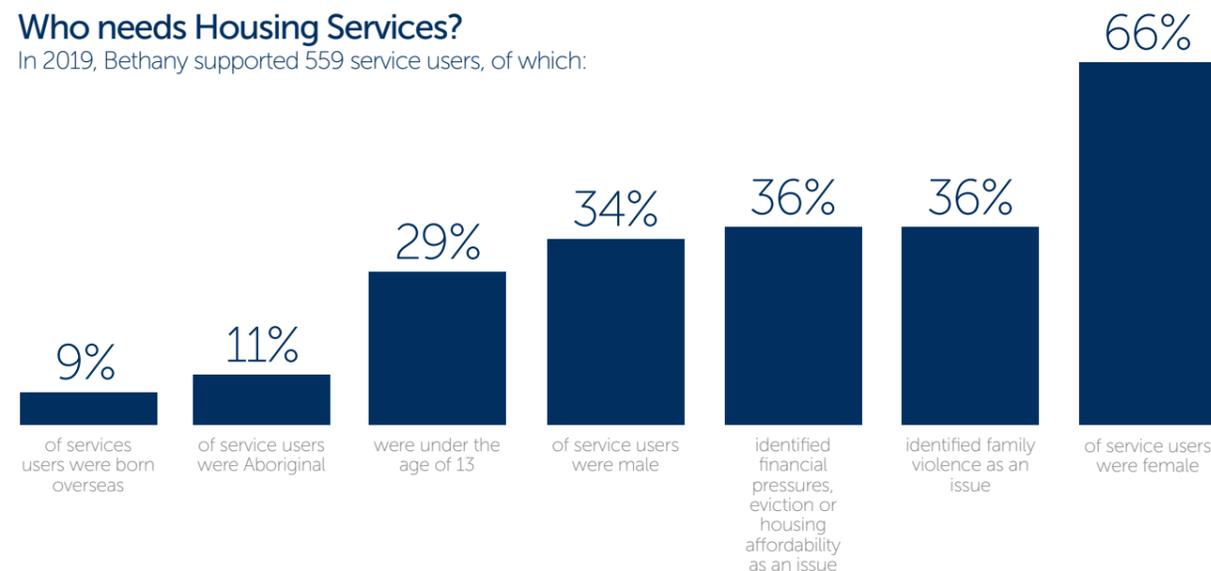
(44%) and lack of affordable housing (37%). Bethany's Housing Services supports people who are experiencing homelessness or at risk of becoming homeless through a continuum of housing support services.

This includes case management support to:

- families or individuals experiencing, or at risk of becoming homeless
- households living in public and community housing where their tenancies may be at risk
- people with multiple and complex support needs
- families transitioning into longer term accommodation

## Who needs Housing Services?

In 2019, Bethany supported 559 service users, of which:



## Gambler's Help

Almost one in five (around 550,000) Victorians who gamble may be experiencing harm from gambling or be harming close family members.<sup>[7]</sup> Gambling harm can include relationship difficulties, health problems, emotional or psychological distress, financial problems and issues with work or study.

The Gambler's Help Program supports people affected by gambling harm, including family and friends. Bethany has a public health approach, which means we focus on prevention, early intervention and support for those who are particularly vulnerable to gambling harm and for those who are living in regional and rural communities.

### How does Bethany help?

Bethany provides therapeutic and financial counselling for anyone experiencing gambling related harm. The program also provides education opportunities in secondary and alternative education settings, across Barwon and the Great South Coast regions. Gambler's Help also works to support both the community and professionals, to develop a greater understanding of gambling related harm and the support services available.

The Gambler's Help Program works alongside hotels and clubs to provide training around the Responsible Service of Gaming and supporting venues in training of staff in areas such as Recognising and Responding, Your Play and other training as requested. During 2019, Bethany provided 2,000 hours of venue support including 94 venue training sessions.

### 2019 Gambler's Help – Geelong/Great South Coast Snapshot:

- **6,000 hours** of therapeutic counselling
- **2,300 hours** of community education
- **1,800 hours** of financial counselling
- Support for **400 service users**

### Need help?

If you or someone you know needs support because of problem gambling call Gambler's Help at Bethany on 5278 8122 or for after-hours help phone 1800 858 858 – it's free and counsellors are ready to help.

*“Words just can't describe just how grateful I am for all of the support that they have provided to me. Gambler's Help Support program has been a life support to me. When I made that initial phone call, a week prior to my wedding, I didn't expect all of the support and assistance that I received. It helped me to be strong and how to protect myself.”*

**Gambler's Help client**

<sup>[7]</sup> Findings from the Victorian Prevalence Study 2014

## Financial Counselling (South West)

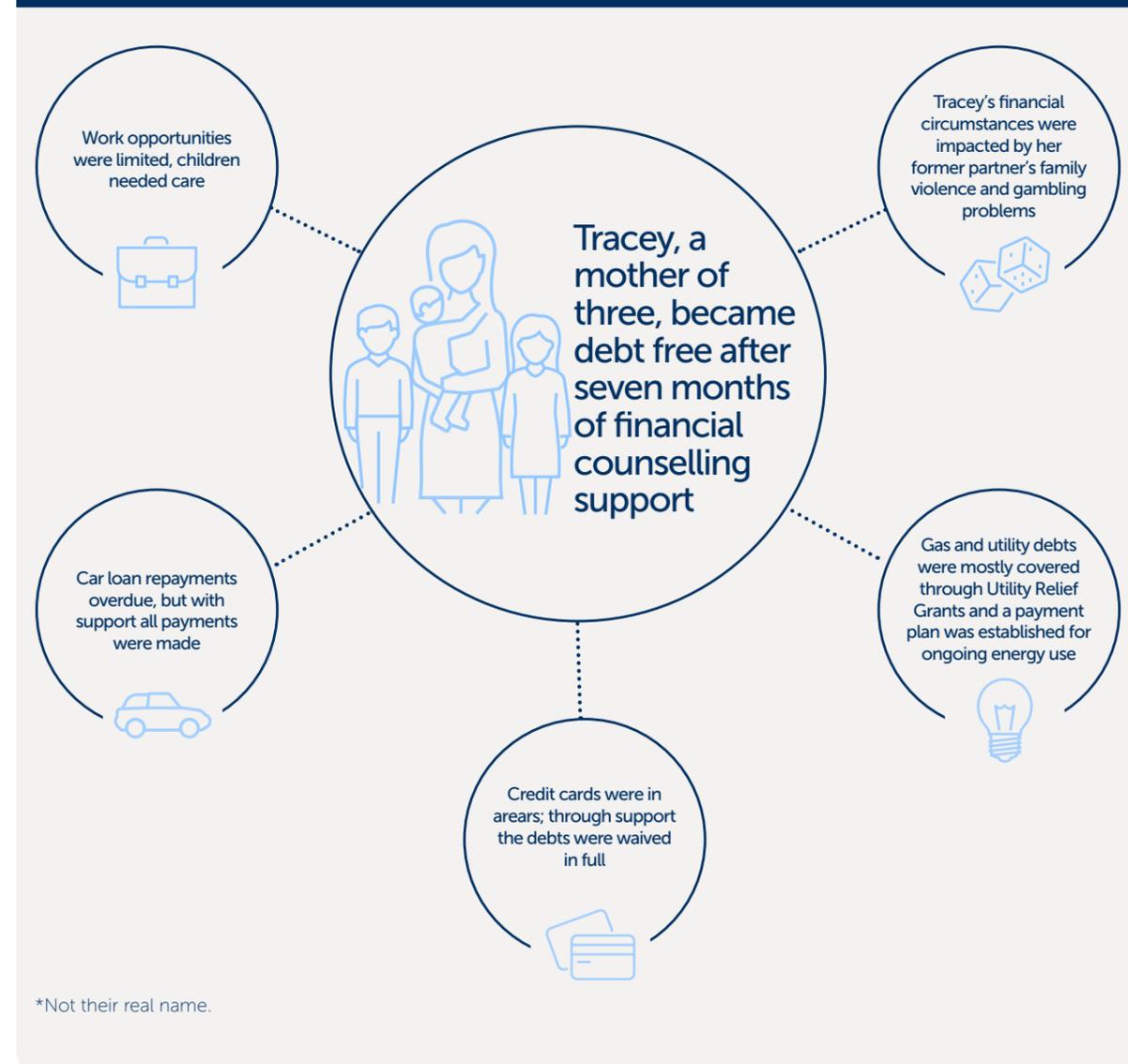
Financial difficulties can affect any Victorian at any time in their lives. This can be a result of job loss, mental health issues, family violence and myriad of other reasons.

The Financial Counselling Program at Bethany assists people experiencing financial difficulty by providing information, advice and advocacy. Financial counsellors work directly with service users to identify opportunities to relieve financial stress. Having an advocate to reduce repayment or waive debts for example, has an impact on an individual's social and emotional wellbeing.

During 2019, more than 500 individuals received financial counselling across the Wimmera and South West area, with specialised financial counselling available for those affected by family violence.

As well as providing services within Warrnambool and surrounds, the financial counselling program also provides a regular outreach service to Portland, Hamilton, Terang and Corangamite, as well as a financial counsellor based in Horsham.

### Tracey's Story\*



## Disability Services

Over 4.4 million people in Australia have some form of disability - that's one in five people. 45% of people with a disability in Australia are living in poverty.

Bethany's Disability Services program provides support to participants of the NDIS within the Barwon and South West Regions of Victoria. We aim to increase the capacity of service users to manage their NDIS plans and link them with the supports they require to build skills, reduce barriers and achieve their goals and aspirations.

In the Barwon area, our program provides support coordination and occupational therapy. In South West Victoria, we have speech pathologists and occupational therapists based in our Warrnambool Office who provide outreach to areas such as Portland and Hamilton.

Bethany takes a holistic approach and has a unique opportunity to link participants with a range of other supports such as Kinship Care, family services, housing, NEWPIN, Children's Contact Services and therapeutic counselling.

### 2019 Disability Services Snapshot:

A total of 220 participants were supported by Bethany during 2019 including:

- 142 participants who were supported with speech or occupational therapy
- 78 participants were provided support co-ordination



## **Working Together with our Community**

Bethany is grateful for the support of individuals and businesses in the local community, allowing us to deliver more flexible and responsive services.

Over the last year, Bethany continued to receive significant support from volunteers, through donations from the community, businesses and individuals, as well as trusts and foundations. Engagement with our community is key to raising public awareness of some of the vulnerabilities that exist within our region and how we can work together to support one another.

## Volunteering

Bethany's volunteering program offers people from all backgrounds an opportunity to develop skills and give back to their community. Bethany offers volunteers enriching opportunities that match their motivation and experience. Volunteers provide support directly, by working with children, families and individuals being supported by Bethany, or indirectly by helping with administrative or events-related work.

Over the last 12 months, roles have included tutoring and English practise for individuals in the Refugee Minor Program, financial counselling, occupational therapy resource development, as well as working within Bethany's major engagement events, including the Giving Tree Christmas Workshop and Superhero Awards programs.

### 2019 Volunteer Snapshot:

- 2,897 volunteer hours
- \$120,000 worth of volunteer time
- 77 volunteer roles
- 43 registered volunteers

## Q&A with financial counselling volunteer Russell Giddings —→

### Why did you choose to volunteer at Bethany?

*I was born in Geelong and was aware of the great work and reputation of Bethany what it has done in the community over many, many years – as far back as the Bethany Babies' Home.*

*They are a well-run organisation with good management structures, policies and work practices which allows me to focus on doing work for clients.*

### Why did you choose a financial counselling volunteer role?

*I had a 43-year career in finance and banking and felt my experience would be a good fit to support people in financial crisis. However, I have learnt a lot and while the finance stuff is important, the priority is often dealing with a person's emotional state, making no judgements and showing them there is a way forward and Bethany is there to support them.*

### How long have you been volunteering?

*I have been at Bethany almost two years now. I was fortunate that Bethany accepted me as a student and had the insight to design my current volunteering role (supporting existing Bethany service users) filling a need and gap in the financial counselling program.*

### Happiest moment as a volunteer?

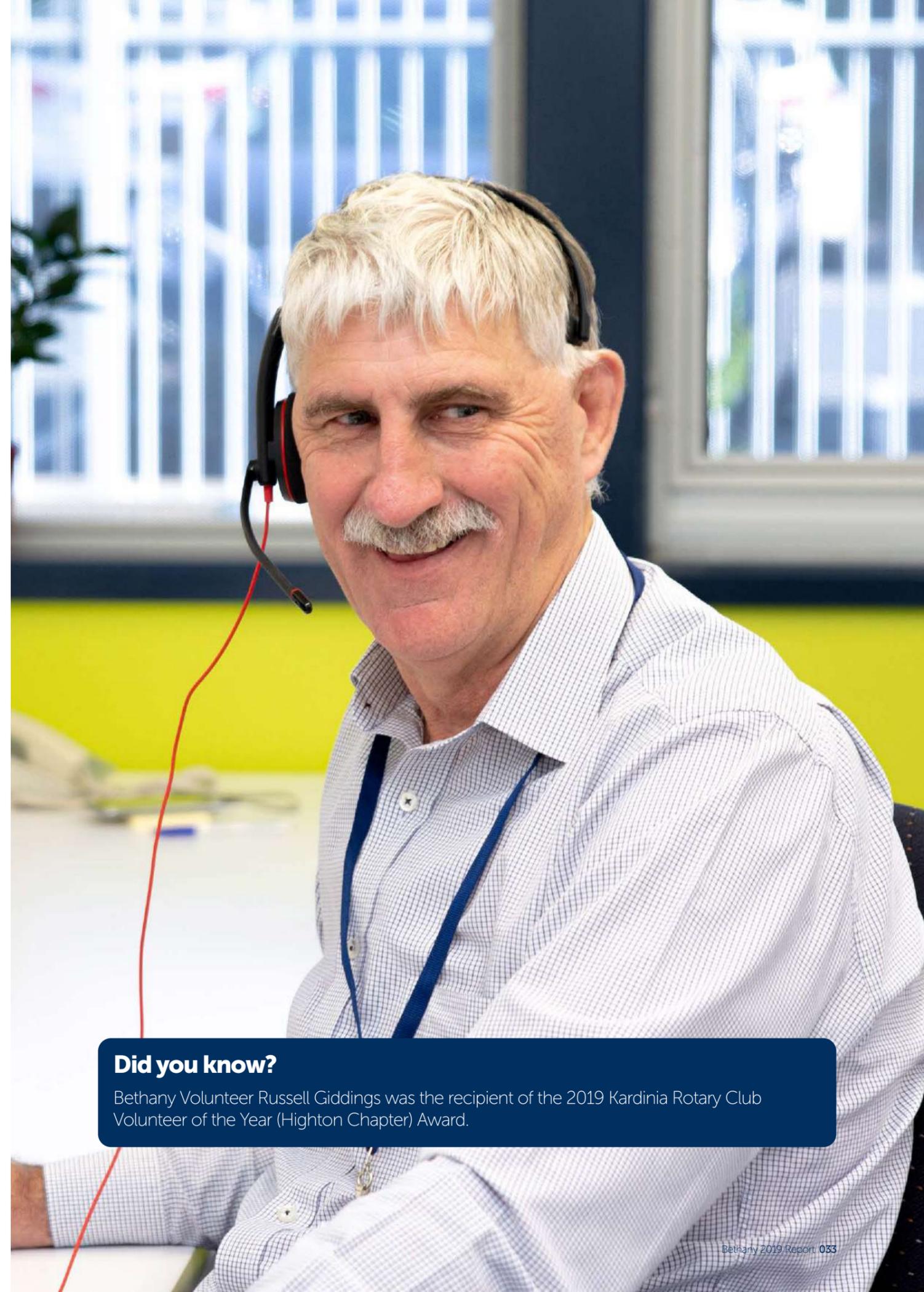
*When one client gave me a Christmas gift, I have it on my desk for inspiration, to advocate harder for our service users. And most importantly when we receive debt waivers, better arrangements, setting up people to start again and move forward financially.*

### How do clients inspire you?

*I am inspired by the complexity and how people respond positively when people find themselves in crisis (through no fault of their own) and how they deal with it. Some situations can take time and research to find solutions and I am inspired by people's resilience and patience as outcomes are not easily achieved.*

### What are you thankful for?

*I am very grateful for the support I get from management and particularly all the case workers I work with to find overall solutions for clients, not just financial. They are amazing and have a very client-centred approach and commitment to making things better for all that come through Bethany's doors. I wish we could do more as the need in the Geelong community continues to grow.*



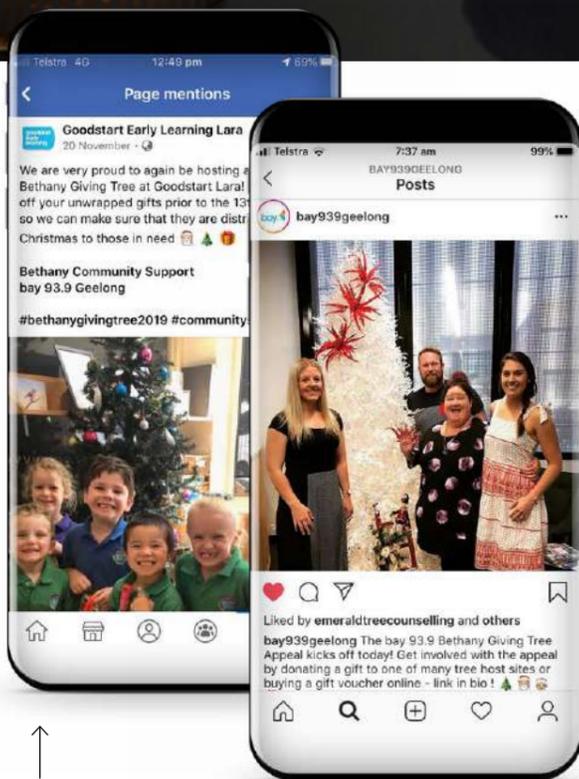
### Did you know?

Bethany Volunteer Russell Giddings was the recipient of the 2019 Kardinia Rotary Club Volunteer of the Year (Highton Chapter) Award.

## Events

Bethany hosts several annual events each year, to help inform, educate and invite our community to understand the struggle that some families are experience. This provides a platform to talk, support and enhance the community that they live in.

During 2019, Bethany is grateful for the overwhelming support and generosity received from individuals, communities and business organisations and their passion to give back to where they live.



Above: In 2019, Bethany's events were the talk of the town, helping to spread the word about our services and the difference we make.



More than 10,500 gifts were donated to children and families in need through the bay 93.9 Bethany Giving Tree Appeal. Generous donors including individuals, schools, community groups and businesses donated to support families who otherwise would have experienced a very different Christmas.

### 2019 Snapshot:

- 4,600 families and individuals received gifts
- 78 Giving Tree sites located across the region
- 50 volunteers worked in the Christmas workshop to count and pack donated gifts
- 9 partner agencies collected gifts for their families
- \$2,950 gift cards donated online



The Bethany Superhero Awards aim to educate children on the importance of respectful, caring relationships and how to identify and celebrate positive role models in their lives – people whose everyday actions enrich the lives of children and empower them to be their best.

The Awards invited primary school aged children in Greater Geelong to draw a picture, write a story or a poem that describes someone in their lives who they believe shows qualities of a Superhero - courage, selflessness, humility, patience and caring.

### 2019 Snapshot:

- 200 nominations were received
- 13 schools participated
- 180 people attended the Awards breakfast, which raised \$2,655 to support Kinship Care families



From April to September 2019, Bethany held the 7th Bethany Arthouse Film Festival in Warrnambool, with more than 560 people attending.

2019 films focused on celebrating diversity in the community, and showcased cultures from Yolngu country in Australia's remote Elcho Island to the streets of Japan and to glamour of France's social elite. The themes and genres challenged and entertained audiences, as well as raised awareness of Bethany Community Support in this region.

### Events - What's Next?

To find out more about Bethany's events and fundraising opportunities visit [www.bethany.org.au](http://www.bethany.org.au)



## A Commitment to our People

Over the last 12 months, the Bethany Group made a significant investment in staff development and training, introducing several professional development activities designed to increase the capability of our workforce, with a focus on building accountability and ensuring respectful interactions and inclusive practice.

The first training implemented in 2019, was the LGBTI Inclusive Practice workshops. These workshops were designed and facilitated by the Australian Research Centre in Sex, Health and Society – La Trobe University, to meet the needs of professionals who support LGBTI people experiencing family violence. These workshops increased our understanding of the LGBTI community and increased confidence and capability to effectively support people of diverse genders, sexualities, and sex characteristics.

The second agency wide training was the Respectful Behaviours workshops, that provided a refresher for staff about what is and is not bullying and harassment and educated people about their individual responsibility to ensure that these behaviours are not accepted in the workplace. This workshop focused on accountability and Bethany's values and highlighted that the behaviours you walk past in the workplace are the behaviours you accept.

Bethany also invested in the development of our leaders through the Leading Managers Program. This program enhanced the leadership and managerial skills of our leadership team and supported our staff to build the knowledge and confidence required to actively lead their teams. 40 managers, coordinators and team leaders participated in the training program which had a strong focus on performance, accountability and the importance of cohesive leadership.

### Top 10 courses:

1. LGBTI Training
2. Respectful Behaviours workshop
3. Corporate Induction
4. Cultural Awareness training
5. Leading Managers Program
6. Managing Vicarious Trauma
7. Incident and Complaint Report training
8. Court Writing and Subpoena
9. Common Risk Assessment Framework (CRAF)
10. Outcome Star training

**Kindergarten Services'** professional development in 2019, had a focus on educating staff on identifying unconscious bias and maintaining an anti-bias curriculum in early childhood education. Professional development was also provided and included:

- Enhancing calm confidence and positive problem solving – preschool focus
- Anti-bias approach training
- Trauma Informed Practice in an early childhood setting
- Kindergarten Inclusion Support Application training
- Speech Therapy training
- Emergency First Aid response in an education and care setting
- Working with Children who have experienced trauma

# Boards of Management

## Bethany Community Support and Bethany Kindergarten Services



**Chris Bowly**  
Chairperson BCS (from Nov 2019)  
BE Chem (Hons)



**Jon Mamonski**  
Deputy Chairperson BCS/BKS  
MCom, BBusMark



**Karen Lane**  
BCS/BKS  
PhD; BA Hons



**Krystine Canny-Smith**  
Treasurer BCS (until Aug 2019)  
CPA, BCom



**Sally Maes**  
Deputy Chairperson BCS, BKS  
Adv Dip of Bus Management



**Lachlan McColl**  
Treasurer BCS (from Aug 2019)/Chairperson BKS  
BCom, M. App Fin, CA, FFin, CA BV Specialist



**Lynne Kidman**  
BCS/BKS  
BA; TSTC, Grad Dip Sp Ed; M Ed



**Ryan Leemon**  
Chairperson BCS (until Nov 2019)  
BCom



**Anthea Whan**  
BCS  
M. Inter. & Comm Dev, Dip AICD, BCom



**Daryl Starkey**  
BCS  
MBA, BBus, Bus Cert Accounting, Fellow IML, Fellow AICD



**Tara Paatsch**  
BCS/BKS  
BA, LLB



**Grant Boyd**  
Chief Executive Officer BCS/BKS  
(Ex-Officio BCS Board, Director BKS Board)  
BA(Ed), Grad Dip Sp Ed, Grad Dip Child Adol Psych, GAICD



**Guy Le Page**  
BKS  
Parent Advisory Group representative



**Janet Cook**  
BKS  
Parent Advisory Group representative



**Frederick Clarke**  
BCS/BKS, Dip Teaching  
(retired 7 May 2019)



**Catherine Duffield**  
BKS, Parent Advisory Group Representative  
(retired 27 May 2019)

BCS - Bethany Community Support BKS - Bethany Kindergarten Services

## Bethany Group Structure

Chief Executive Officer  
**Grant Boyd**



Executive Manager  
Access Support and  
Family Safety

**Bernadette  
McCartney**

Executive Manager South  
West, Disability and  
Therapeutic Services

**Sharlene  
Gillick**

Executive Manager  
Practice Development  
and Family Connections

**Kathryn  
Howe**

Executive Manager  
Corporate  
Services

**Richard  
Nearn**

Executive Manager  
Bethany Kindergarten  
Services

**Anneliese  
Knell**



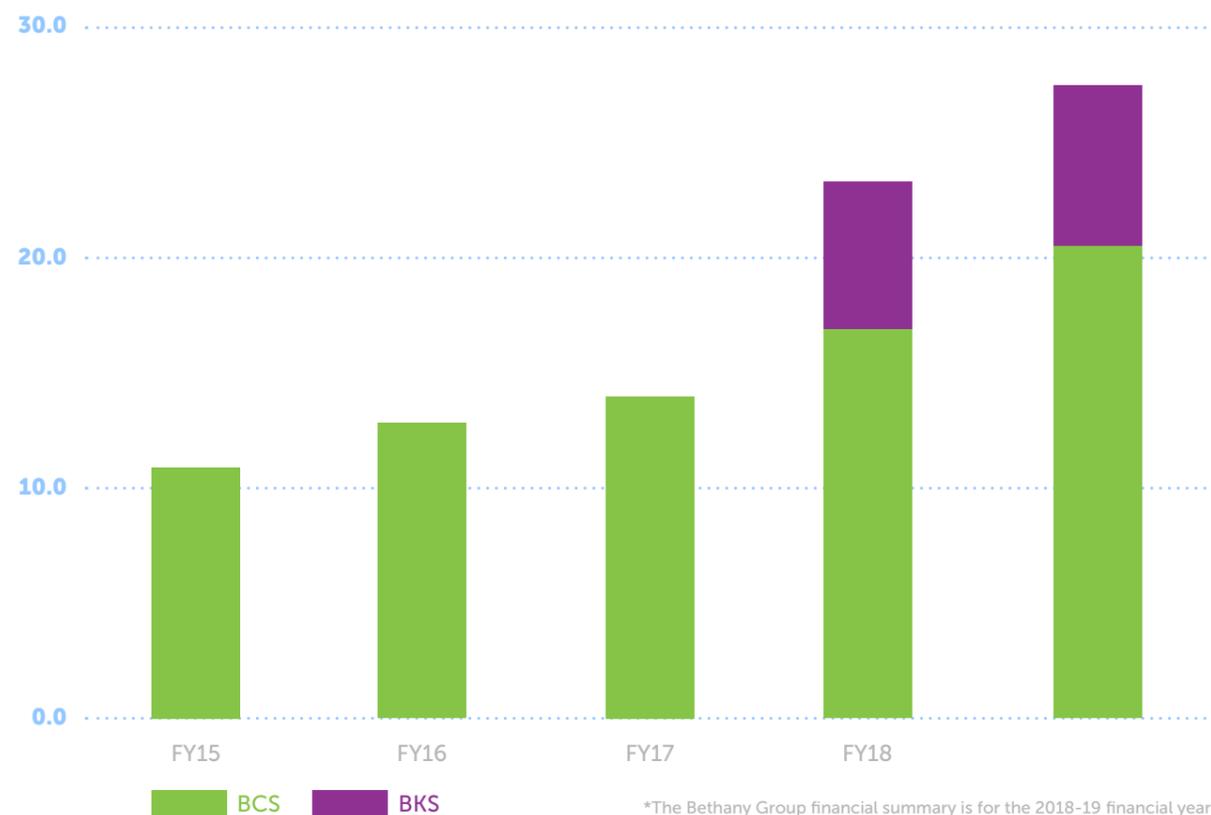
## Financial Summary

The Bethany Group increased revenue by 19% in 2018-19, reflecting increases across our community services and kindergarten programs, driven by funding growth in several Family Violence programs as well as in donations and bequests. Over the past five years revenue has grown by 254%. DHHS remains our substantial funding source, with 82% of our revenue being spent on staff to directly and indirectly support our service users in the community. Bethany's consolidated Balance Sheet holds more than \$20M of assets and is well placed to continue to support services into the future.

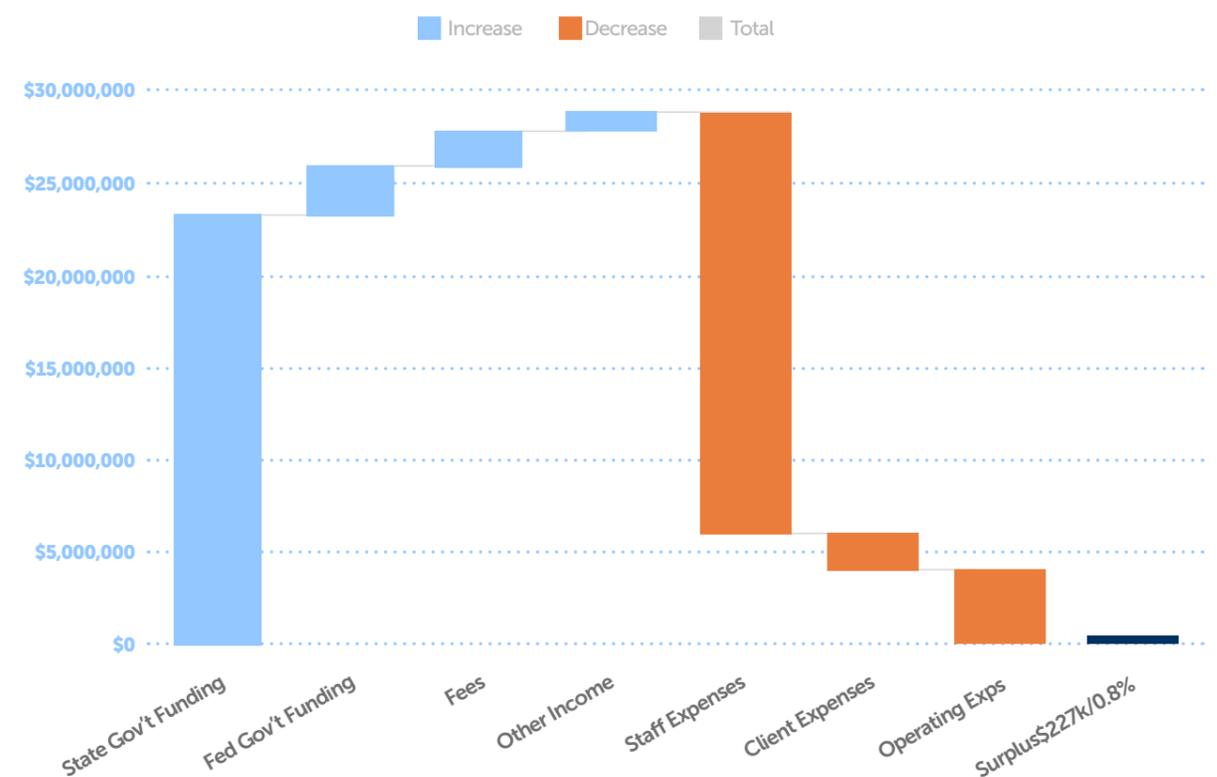
## How We Use our Funding

The below chart shows how the Bethany Group received and spent funding and other revenue for 2019. 86% of our revenue is spent employing staff or providing services that directly and indirectly support our clients. We operate at fine margins of under 1% to ensure that we maximise the use of our funds to provide the best possible services to the community while staying financially viable for the future.

Consolidated Revenue



Bethany Group - Income & Expenditure 2019 (unaudited)



# Acknowledging Funders and Donors

The support and generosity of individuals, community and business groups as well as philanthropic trusts and government departments has allowed Bethany to continue, enhance and develop required services and programs over the last 12 months. Bethany values the relationship we have with funders and donors and acknowledge this financial support that allows us to continue to support the community.

## Federal Government Funding

Attorney-General's Department  
Department of Social Services  
National Disability Insurance Agency

## Victorian Government Funding

Department of Education and Training  
Department of Health and Human Services  
Department of Justice and Regulation  
Department of Premier and Cabinet  
Victorian Responsible Gambling Foundation

## Local Government Funding

Borough of Queenscliff  
City of Greater Geelong  
Warrnambool City Council

## Program Partners

ANZ  
Barwon AFL  
Barwon Child, Youth & Family  
Barwon Community Legal Services  
Barwon Health  
Brophy Family and Youth Services  
Brotherhood of St Laurence  
CentaCare Ballarat  
Centre for Excellence in Child and Family Welfare  
City of Greater Geelong  
Colac Area Health  
Deakin University  
Department Health and Human Services  
Diversitat  
Domestic Violence Victoria  
Emma House  
Gateways  
Geelong Amateurs Football Netball Club  
Geelong Family Relationship Centre  
Geelong Food Relief  
Geelong Umpires  
Geelong Mums  
GenU Karingal St Laurence  
Gforce Employment Solutions  
Gunditjmara Aboriginal Cooperative  
Karreenga  
Marngoneet Correctional Services  
MPower  
Murdoch Children's Research Institute

Northern Bay College  
Northern Futures  
No to Violence  
SalvoConnect Women's Services  
SecondBite  
The Rotary Club of Geelong  
The Sexual Assault & Family Violence Centre  
Torquay Tigers Football Club  
Victoria Police  
Victorian Responsible Gambling Foundation  
WDEA Works  
Warrnambool City Council  
Wathaurong Aboriginal Cooperative  
Western Victoria Primary Health Network  
Wimmera Uniting Care  
Windamara Aboriginal Cooperative

## Donors, Sponsors and Philanthropic Supporters

Apco Foundation  
Anytime Fitness  
Barwarre Craft Group  
Bendigo Bank  
Country Women's Association of Geelong  
Geelong Connected Communities  
Geelong Day View Club  
Geelong Evening View Club  
Geelong Mums  
Give Where You Live  
Golf Hill Trust  
Harley Owners Group - Geelong Chapter  
Little Green Trucks  
Matthew Flinders Secondary College  
Maxwell Collins  
Northern Bay College  
Rotary Club of Geelong  
Senator the Hon Sarah Henderson  
South West TAFE  
Stagecoach Productions  
Tahniah Howell  
The Lighthouse Theatre Warrnambool  
Torquay Theatre Troupe  
Val Hannah School of Dance  
Victorian Chamber of Commerce

## Media Partners

Bay 93.9  
Geelong Advertiser  
The Standard – Warrnambool



No matter how you choose to help, your support will make a difference to the lives of people who need Bethany most. For more information about supporting Bethany, visit our website [bethany.org.au](http://bethany.org.au) email [info@bethany.org.au](mailto:info@bethany.org.au) or phone 5278 8122.



### **Bethany Community Support Inc. (Main Office)**

- ☎ 5278 8122
- 📍 16 Ballarat Rd, Hamlyn Heights, VIC 3215
- ✉ info@bethany.org.au
- ✉ PO Box 324, North Geelong, VIC 3215

### **Geelong West**

- ☎ 5278 8122
- 📍 1/2 Warratah Street, Geelong West, VIC 3218
- ✉ info@bethany.org.au

### **Warrnambool (South West)**

- ☎ 1300 510 439
- 📍 Bayside Plaza, 24-36 Fairy Street, Warrnambool, VIC 3280
- ✉ PO Box 5114, Warrnambool, VIC 3280

### **Men's Family Violence Intervention Centre**

- ☎ 5278 8122
- 📍 9B Strong Street, South Geelong, VIC 3220
- ✉ info@bethany.org.au

### **Bethany Kindergarten Services**

- ☎ 5273 0200
- 📍 PO Box 325, North Geelong, VIC 3215
- ✉ kindergartens@bethany.org.au
- Bell Park Kindergarten
- Bell Post Hill Kindergarten
- Breakwater Preschool
- Clifton Springs - Beacon Point Preschool
- Corio - William Hovell Preschool
- Drysdale Preschool
- East Geelong - Normanby Street Preschool
- Grovedale Kindergarten
- Hamlyn Heights - William Parker Memorial Kindergarten
- Herne Hill - Rix Street Kindergarten
- Herne Hill Kindergarten
- Highton - Bellvue Preschool
- Highton Preschool
- Lara Kindergarten
- Leopold - Allanvale Preschool
- Leopold Kindergarten
- Newcomb - Kirralee Kindergarten
- Newtown - Fyans Park Kindergarten
- Ocean Grove - Woodlands Preschool
- Ocean Grove Preschool
- Portarlington Preschool
- Queenscliff Kindergarten



www.bethany.org.au

