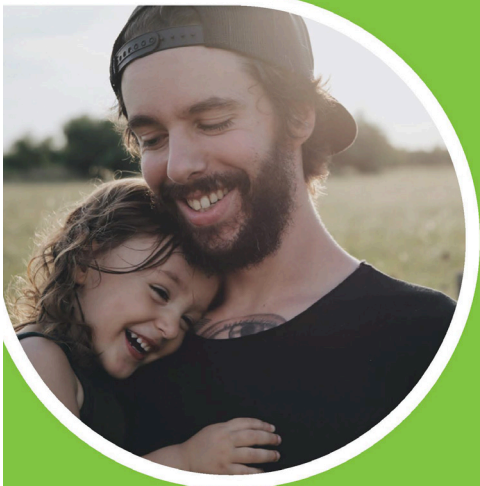


## What you can expect of Bethany staff

Bethany employees, volunteers and students are committed to the highest professional standards and we demonstrate this through our attitude and behaviour when providing services to the community.

## The Bethany Code of Conduct outlines what you can expect from Bethany staff members

- We have an inclusive and respectful culture
- We work safely
- We work in accordance with the law
- We act professionally
- We respect our clients
- We respect your privacy
- We respect and protect our agency's property and records
- We do not allow conflicting interests to influence our work
- We maintain Bethany's reputation in the community



### General Enquiries

**P** (03) 1300 510 439 (freecall) **E** info@bethany.org.au  
**W** bethany.org.au

### Referral Pathways

#### Financial Counselling

Online referral form:

**bethany.org.au/financial-counselling**

**P** (03) 5278 8122

#### Emergency Relief and Financial Capability

**P** 1300 510 439

#### Gambler's Help Service

Online referral form:

**bethany.org.au/financial-gamblers-help-svw**

**P** (03) 5278 8122

**E** gamblershelpintakeGSC@bethany.org.au

#### Family Services

To access Family Services contact Child FIRST

**P** 1300 543 779

#### Tenancy Assistance and Advocacy Program

Online referral form:

**bethany.org.au/tenancy-assistance**

**P** 1300 510 439

**E** TAAPwesterndistrict@bethany.org.au

#### Disability Services

**P** (03) 5278 8122

**E** ndis@bethany.org.au



Ground Floor, Bayside City Plaza, 24-36

Fairy Street, Warrnambool, VIC 3280

**P** 1300 510 439 **F** (03) 5564 0799

**E** info@bethany.org.au / bethany.org.au

At Bethany we celebrate diversity and innovation. We embrace creating a connected organisation which enables all service users, employees, students, contractors, and volunteers to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability, First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued.

Bethany acknowledges and pays respect to the Traditional Aboriginal owners of country throughout Australia, their culture and Elders past, present and future



## Bethany Community Support

South West Victoria  
North West Victoria  
Wimmera





Call us to find out how we can help you

## About Bethany Community Support

Bethany is a community service organisation providing a range of support services to people living in the Barwon, South West, North West and Wimmera regions. We have a long history of responding to the needs of local people by providing quality and innovative services.

Bethany's Warrnambool office supports people living in the South West Victoria region. As well as providing services from our office, Bethany staff regularly travel to other parts of the region, in particular to:

- Portland
- Terang
- Horsham
- Hamilton
- Camperdown

Bethany South West also provides Financial Counselling and Tenancy Assistance in Horsham, the surrounding Wimmera district and in North West Victoria.

We can also provide assistance by phone or email if required. Interpreter services can be provided. Most of our services are free of charge.

## What we do

### Emergency Relief

Bethany's Emergency Relief program helps low and fixed-income families and individuals who are in financial crisis and who need immediate assistance for short periods of time. This service may also help clients to work out which community service(s) can best support them into the future.

### Financial Counselling

Bethany provides services to assist clients who are experiencing stress, disadvantage or debt due to their financial situation. We offer a range of support including:

- negotiating with creditors on behalf of clients
- supporting and empowering clients in their financial dealings
- specialist financial counselling services to support women impacted by family violence

### Financial Wellbeing and Capability Service

This service provides education and advice for individuals and community groups to help improve money management knowledge and financial literacy skills.

### Gambler's Help

Bethany's Gambler's Help staff work with clients to reduce the impact of problem gambling and develop strategies to prevent further harm. Our services include:

- Confidential counselling for people experiencing problem gambling
- Confidential counselling for those who are affected by someone else's problem gambling
- Financial counselling to help you better manage your finances

Our staff visit gambling venues to provide training for staff, and to act as a link between gaming venues and counselling and support services. We also work closely with community groups and schools, providing education about how to recognise and help problem gamblers.

## Family Services

Our Family Services team provides support to families who are struggling with many issues and situations relating to parenting and managing child behaviour. We often work in collaboration with other professionals where substance abuse, family violence or emotional health and wellbeing may be contributing to family difficulties.

### Homeless Children's Specialist Support Service

Provides a family orientated, collaborative approach to supporting families with children who are experiencing homelessness.

### Families at Risk Service

Supports families with additional needs who have exited the homeless service system into secure accommodation. This service aims to assist clients to maintain safe and secure long term tenancy arrangements.

### Tenancy Assistance and Advocacy Program

The TAAP Program can help with a range of issues facing tenants including repairs, rental increases, notices to vacate, bond refunds, goods left behind, VCAT hearings, ending the lease and breaches of the landlord's duties. To be eligible, families or individuals will be in private rental accommodation, either financially disadvantaged or experiencing family violence.

### Disability Services

Bethany is a National Disability Insurance Scheme (NDIS) approved provider and currently provides funded support including occupational therapy and speech pathology services to participants living in Warrnambool, Portland, Terang, Hamilton and surrounding areas. Bethany's experienced team of therapists work with participants and their families to build skills, reduce barriers and assist participants to achieve their individual goals.