



## 2018 Report

Bethany Community Support  
Bethany Kindergarten Services

**150**  
years  
of care

## Strategic aims

- Ensure children get a good start in life, have a strong sense of identity and contribute to their world.
- Increase the opportunity for individuals and families to build resilience and experience safe and supportive relationships.
- Challenge gender inequality and reduce the level of risk and harm experienced by women and children.
- Reduce barriers that create disadvantage and support people to participate in the community and economy in ways they choose.

## Vision

To be a recognised leader in providing services that work in new ways to support children, families and individuals to be the best they can, develop secure relationships and participate in their community.

## 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



Pictured: In 1928-1939 the Bethany car would travel around collecting donations for the home.

## Did you know?

Bethany began as the Geelong Female Refuge opening its doors to women with nowhere to live on May 1, 1868. The Refuge began to support women who were appearing before the courts on 'moral charges', but later the Refuge focused on unsupported pregnant women. These women were ostracized by mainstream society of the day and often subject to violence and abuse. In 1926, the Refuge begins operation as the Bethany Babies' Home. The Home was established to change the story for these women and provide the care and support they and their children needed – work we are still doing today, see page 10 for more details.

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### ACKNOWLEDGEMENT OF COUNTRY

It is a privilege to be living and working on the lands of Wadawurrung and Gunditjmarra 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.



## About Bethany Community Support

Bethany provides support services for women, men, children and families living in the Barwon and South West regions of Victoria. Bethany's Vision is to be a leader in providing services that work in new ways to support people to be the best they can, develop secure relationships and participate in the community. Bethany works with some people who are our community's most disadvantaged.

As an independent, not-for-profit organisation, Bethany's flexible and responsive service considers the complexity of our clients' needs and connects them to the most appropriate support.

We provide:

- Child and family services.
- Kinship Care.
- Family violence services.
- Disability support (we are a NDIS provider).
- Financial counselling and support.
- Gambler's Help.
- Housing and homelessness.
- Emergency relief.
- Relationship services.

# 2018 snapshot

8,000+



People supported through Bethany Community Support

1,352



Children enrolled at 21 Bethany kindergartens

50



Sites across the Bethany Group\*

\$23.2M



In combined revenue

330



Staff across the Bethany Group



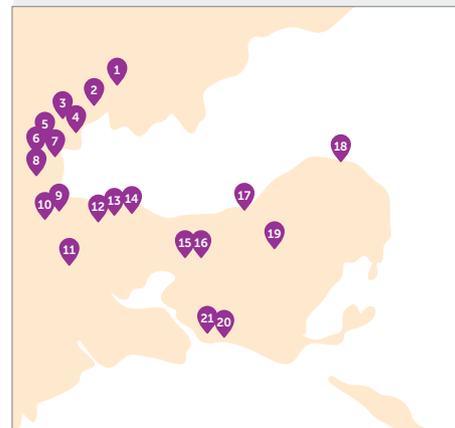
Area serviced by Bethany

## About Bethany Kindergarten Services

Bethany Kindergarten Services is a subsidiary entity to Bethany, operating 21 kindergartens in the Greater Geelong area, delivering quality early childhood education programs for local children. Bethany Kindergarten Services is enhanced by access to a range of support services for kindergarten children and families.

### Kindergarten locations

1. Lara Kindergarten
2. William Hovell Preschool
3. Bell Park Kindergarten
4. Bell Post Hill Kindergarten
5. Herne Hill K-6 ELC
6. Rix Street Kindergarten
7. William Parker Kindergarten
8. Fyans Park Kindergarten
9. Bellevue Preschool
10. Highton Preschool
11. Grovedale Kindergarten
12. Kirralee Kindergarten
13. Breakwater Preschool
14. Normanby Street Preschool
15. Allandale Preschool
16. Leopold Kindergarten
17. Beacon Point Preschool
18. Drysdale Preschool
19. Portarlington Preschool
20. Ocean Grove Preschool
21. Ocean Grove Woodlands Preschool



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



## Message from the CEO

Bethany Community Support (BCS) and  
Bethany Kindergarten Services (BKS)

It gives me great pleasure to report on the activity of the Bethany Group in 2017-18, our 150th year. Since 1868, Bethany has been uniquely positioned to respond to the needs of our community through quality care and this has continued to be at the forefront of service planning and delivery over the last 12 months.

This year has seen a strengthened focus on family violence. Bethany is a key partner in the new State Government initiative the Orange Door that recently opened in Geelong. The Orange Door is a new way for women and children who are victims of family violence and vulnerable children and families to access support. Bethany's collaborative involvement has seen our Child FIRST and men's family violence intake become part of the Orange Door.

In April 2018, we opened the Men's Family Violence Intervention Centre in South Geelong. This unique centre will pioneer new approaches in working with male perpetrators of violence to change behavior and ensure they are held to account.

This year has also seen the development of the Connect Up program, which brings together our Kids Connect, Safe Kids and Early Connections programs into an innovative new approach to provide earlier support for vulnerable children and families. Connect Up focuses on children 0-12 and also works closely with several Bethany kindergartens supporting vulnerable families.

The first year of operation of Bethany Kindergarten Services has focused on service quality, sustainably and innovation through the introduction of the anti-bias approach in education and strengthening partnerships with Parent Advisory Groups (PAG's). Over 1,300 children are enrolled in three and four-year-old



programs and we thank the PAG's for their ongoing support to the kindergartens.

In order to provide safe, effective, person-centred services we have maintained our commitment to understanding how to best assist our staff in their important role. The annual staff BCS Alignment and Engagement Survey was completed in March 2018 and showed key strengths and areas for improvement that we will build on in the coming year, see page 15.

During 2017-18, BCS made the transition to the ISO



Quality Management System and implemented significant developments in client participation and quality governance.

Underpinning our work over the last 12 months has been sound financial performance and position during a period of strong growth due to the expansion of existing programs and addition of new programs, see page 38.

My thanks to the Board of Directors, staff and volunteers who have worked tirelessly to bring about some significant service achievements over the last 12 months. The skill and expertise

of our staff has seen new work and existing services expand and congratulations to all for this ongoing success.

Within Bethany we also assist carers and we acknowledge and thank them for the extraordinary support they provide to highly vulnerable children.

Our thanks also to funders who make our work possible including the Commonwealth and State governments, trusts and foundations, businesses, community groups and individuals. Please turn to pages 40-43 for acknowledgements.

Finally, thank you to the clients who we support, for entrusting us with your stories and goals, and for inspiring us to continually improve and innovate so we can support people in the ways they need.

A handwritten signature in black ink, appearing to read 'Grant Boyd'.

**Grant Boyd**  
Chief Executive Officer



# Message from the Chairperson

Bethany Community Support

This year has seen Bethany's 150th Anniversary - an incredible milestone that has been achieved because of so many people who have supported the organisation since it began.

On the 1st May 1868, on the site where Bethany's main office still stands, the organisation opened as the Geelong Female Refuge. Mrs AJ Campbell was the first President of the Refuge, who provided a place for women with nowhere to live. These women were appearing before the courts on 'moral charges', but later the refuge focused on unsupported pregnant women, becoming the Bethany Babies' Home in 1926.

By 1935, Bethany became a mothercraft training school, and kindergarten training was introduced in 1942. And it was in 1977, that the Bethany Babies' Home closed and a year later Bethany Child and Family Services commenced operation.

To many older Geelong residents, the Bethany name remains synonymous with the care of women and babies – but for many newer Geelong people, the organisation is known more for its kindergartens, parenting services, disability support, housing and family violence services.

Today, like when the refuge began, resilience and adaptability have been cornerstones to Bethany's continued success – and at the heart of its services today is supporting local people to be their best.

This year examples of this responsiveness have continued with Bethany's enhanced support of women and children who have been impacted by family violence.

Development and reform in the community services sector continues to shape our work. This has resulted in extra funding for Bethany's Kinship Care program, and this will greatly enhance the capacity to support vulnerable children to be the best they can and develop secure relationships and participate in their community.

This year the Board of Directors worked on the review of the sub-committee structures and operations, redevelopment of the Risk Management Policy and plans. Further evaluation of the Board's governance processes was also

completed using the Governance Evaluator Platform.

To the Board of Directors, I thank you for your dedication to Bethany's vision to ensure the organisation is a recognised leader in providing services that work in new ways. This is possible because of Members who continue to combine their skill, expertise and passion to support our community. I would also like to acknowledge Geoff Caddy who retired in November 2017, after nine years as a Director. Geoff was instrumental in the merger of Bethany Kindergarten Services, having chaired the Geelong Kindergarten Association and Bethany Community Support Merger Steering Group. He was also the inaugural Chairperson of the Bethany Kindergarten Services Board, he retired from this position at the annual general meeting in May 2018.

Over the last 12 months what has been critical is the work of Bethany's committed staff and volunteers who continue to operate to the highest



standards and provide innovative ways to achieve even more for those in need.

We are enormously proud of the 2018 Report, and the great care that has been achieved. After 150 years we look forward to continuing to respond.

**Ryan Leemon**

Bethany Community Support  
Chairperson



# Message from the Chairperson

Bethany Kindergarten Services

12 months on from our integration, I would like to acknowledge and thank the volunteer Parent Advisory Group members and staff who are driven to seeing every child reach their potential through quality early childhood programs.

This year has seen Bethany Kindergarten Services begin, and one year on from the merger with Bethany Community Support, we have made significant progress in integrating relevant systems, service quality improvements and a focus on financial sustainability.

The Bethany Kindergarten Services Board comprises two PAG's presidents, and six Bethany Community Support directors, with all PAG's Associate Members of the organisation. An integrated staff structure was implemented with a combined corporate services infrastructure across the Bethany Group.

What followed was the launch of an exciting new brand for Bethany Kindergarten Services and this was aided by a communication strategy to inform key stakeholders of the changes.

During 2017, Bethany finalised a new Strategic Plan for the 2017 to 2020 period which also brought Bethany Kindergarten Services into scope and alignment.

An example is the Connect Up program where Bethany Community Support staff are located at two kindergartens to provide more targeted services to families in these communities.

Over the last 12 months the Beginning Day forum was also organised for staff to focus on an anti-bias approach to ensure the individual needs of children were met, regardless of gender, ability or culture. Staff focused on critical reflection to ensure they could create early childhood settings free from challenges like prejudice and stereotyping.

In 2017, the Victorian Government's Department of Education and Training continued to oversee compliance with the implementation of the Early Years Management Framework and Guidelines. A significant piece of work was undertaken that resulted in Bethany Kindergarten Services meeting full compliance in June 2018.

Another achievement was the development of a revised

Partnership Agreement outlining the interface and partnership between Bethany Kindergarten Services and individual PAG's. I would like to thank the volunteer PAG's members who supported the integration this year – to achieve our mission to develop every child's potential.

I would also like to acknowledge Bethany Kindergarten Services staff for their continued commitment and dedication to providing quality early childhood programs to children from across our region. To Bethany Community Support staff, we would like to thank you for the support during our integration.

On behalf of the Board, I am pleased to present the 2018 Bethany Report.

**Lachlan McColl**  
Bethany Kindergarten Services  
Chairperson



**150**  
years  
of care

**On 1 May 1868, the Geelong Female Refuge opened – the site where Bethany stands today!**

Over 150 years of care, Bethany's services have changed to adapt to the needs of the community, but our purpose has remained the same – to support people to be their best.

To many older Geelong residents, the Bethany name remains synonymous with the care of women and babies – but for many newer residents, the organisation is known more for its kindergartens and parenting services, disability support, housing and family violence services. Events and initiatives such as the Bethany Father of the Year and the bay 93.9 Bethany Giving Tree Appeal have brought the organisation to the attention of the broader community.

## Bethany in years – a snapshot

**1868**

The Geelong Female Refuge opens to support women with nowhere to live. It later began caring for unsupported pregnant women. Mrs AJ Campbell is the first President.



1868 Mrs AJ Campbell – first president of Geelong Women's Refuge

**1890**

Four babies are born at the refuge.

**1926**

The refuge begins operations as Bethany Babies' Home.



1880-1894 New refuge building at Kildare

**1977**

Bethany Babies' Home closes.

**1978**

Bethany Child and Family Services commences operation.



1970s Bethany Babies Home Nurse & Baby

**1991**

The organisation becomes known as Bethany Family Support Inc.

**2000**

Opened new building in Hamlyn Heights.



Top – 1970s – Playgroup. Above – Kindergarten

**1934**

136 children have called Bethany home by 1934.

**1935**

Mothercraft training school opens.



1928-1939 Bethany car would travel around collecting donations for the home

**1942**

Kindergarten training is introduced at Bethany.



1928-1939 Bethany – Group



1948-1967 Nurses



1957 – Bethany Babies Home Ebden St. Left – babies wing. Centre – Nurses Dining Room. Right – Mothers

**2002**

The organisation becomes known as Bethany Community Support Inc.

**2012**

Bethany opens the Warrnambool office.

**2014**

Bethany expands into a new office in Geelong West shared with Geelong Kindergarten Association.

**2017**

Bethany Kindergarten Services is formed.

**2018**

Bethany Men's and Family Violence Intervention Centre opens in South Geelong.



Bethany Child & Family Support



2008 – Bethany Gibb St entrance



2018 – 150th birthday Krystine, Val, Grant and Gary cutting cake

## Did you know?

By the late 1950s, Bethany was accommodating unmarried mothers and providing residential care to wards of the state, as well as infant life-protection placements and privately-placed children. Bethany was also an approved adoption agency. Between 1948 and 1968, Bethany cared for more than 1,000 babies, however by the 1970s, the numbers had declined, and it expanded into respite for parents, day care for babies and short-term residential care for children with a disability.

# Boards of management

## Bethany Community Support and Bethany Kindergarten Services



**Ryan Leemon**  
Chairperson – BCS  
BCom  
Appointed in 2013



**Alicia Carroll**  
Deputy Chairperson – BCS  
BA, LLB  
Appointed in 2009



**Lachlan McColl**  
Chairperson – BKS  
BCom, MAppFin, CA, FFin, CA BV Specialist  
Appointed in 2016



**Geoff Caddy**  
Retired as Chairperson of BCS in November 2017, and as Chairperson of BKS in May 2018  
BEChem (Hons)  
Appointed in 2008



**Krystine Canny-Smith**  
Treasurer – BCS  
CPA, BCom  
Appointed in 2013



**Sally Maes**  
Deputy Chairperson – BCS  
Adv Dip Business Management  
Appointed in 2016



**Jon Mamonski**  
Deputy Chairperson – BKS  
MCom, BBusMark  
Appointed in 2011



**Grant Boyd**  
Chief Executive Officer  
(BCS Board Ex officio)  
BA(Ed), Grad Dip Sp Ed, Grad Dip Child  
Adol Psych, GAICD  
Appointed in 2008



**Leonie Saundry**  
FICDA, Dip Bus (Gov), MEd (Ed Leadership),  
MEd (Research), Grad Dip Bus (Tourism)  
Appointed in 2013



**Lynne Kidman**  
BA, TSTC, Grad Dip Sp Ed, MEd  
Appointed in 2017



**Tara Paatsch**  
BA, LLB  
Appointed in 2017



**Catherine Duffield**  
BEd  
Appointed in 2017



**Chris Bowly**  
BEChem (Hons), CPEng, MIEAust  
Appointed in 2017



**Dr Karen Lane**  
PhD, BA (Hons)  
Appointed in 2017



**Frederick Clarke**  
Dip Teaching  
Appointed in 2017



**Courtney Vodopic**  
BA, Grad Cert Crim  
Appointed in 2017

 Represents membership on the Bethany Community Support (BCS) Board of Management.

 Represents membership on the Bethany Kindergarten Services (BKS) Board of Management.

# Bethany structure



Board of Management  
Bethany Community Support



Board of Management  
Bethany Kindergarten Services



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**

## Workforce data – staff overview



**Full time**

41% 7%



**Part time**

57% 73%



**Casual**

2% 20%



**New staff**

27% 7%



**Employed  
5 years +**

35% 60%

% Represents Bethany Community Support.

% Represents Bethany Kindergarten Services.

# Bethany's services

## A-Z guide

### A

#### **A Place to Call Home**

Provides access to 11 properties coupled with client support for 12 months. At one year, clients transfer to long-term public housing.

### B

#### **Barwon Child and Family Services Alliance**

Bethany leads the alliance of the Barwon Integrated Family Services, Child FIRST and Cradle to Kinder service providers in the City of Greater Geelong, Surf Coast Shire and Borough of Queenscliffe.

#### **Barwon Child FIRST\***

An information and advice support service for families with children aged 0 to 18 years. Provides referral to community services and is a centralised intake for all Integrated Family Services programs in the Barwon sub-area.

\*Now co-located in the Orange Door.

#### **Bethany Kindergarten Services**

Provides early childhood education programs for three and four-year-old children from 21 kindergartens across Geelong.

### C

#### **Children's Contact Service**

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

#### **Connect Up**

Earlier support for vulnerable children 0 to 12 and their families. The program is located in kindergartens, schools, community centres, child and community hubs across Geelong.

#### **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.

### D

#### **Directions**

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

#### **Disability Services**

A range of disability supports under the National Disability Insurance Scheme (NDIS) with a focus on vulnerable clients with multiple and complex support needs.

### E

#### **Emergency Relief\***

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

\*Became a part of the Connect Up program in early 2018.

#### **Enhanced intake\***

An intake and referral program supporting men who have been reported to Victorian Police due to their use of violence.

\*Now co-located in Orange Door.

### F

#### **Family and Relationship Counselling**

Provides services to support adult relationships, counselling for children, education and broader parenting support, within significantly disadvantaged communities.

#### **Family Safety Contact**

Provides regular contact with current and ex partners of Men's Behaviour Change participants to ensure safety and risk management.

#### **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.

### G

#### **Gambler's Help**

Gambler's Help is a free and confidential problem gambling service that offers specialised counselling services to people experiencing harm from gambling as well as their partners and close family members.

#### **Generalist Financial Counselling and Capability**

For vulnerable individuals and their families experiencing financial stress. Support provided through generalist financial counselling, financial literacy and capability support.

### H

#### **Homeless Children's Specialist Support Service**

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

#### **Homeless Services**

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

### I

#### **Intensive Case Management Initiative**

Provides support to clients who have more complex needs and require homelessness and community-based assistance through intensive case management and brokerage funds.



## K

### **Kinship Care**

Provides support for Kinship carers who provide care for a child who can't live with their parents; including advice and support service, assessment and early support for children who are under Child Protection investigation and contracted case management for children on Child Protection Orders. Group-based support for Kinship carers is provided to assist in their role and provide peer support.

## M

### **Men's Behaviour Change Program**

Group work program for adult men who have used violent or controlling behaviour towards women and/or children.

### **Men's Case Management**

Providing support for men who have been removed from the family home because of their use of violence. Intensive case management is designed to work with these men to support them to address issues and access services.

## N

### **New Parent Infant Network (NEWPIN) Early Years**

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

## P

### **Parent Education Groups**

A range of group programs to support parents and carers in raising their children.

### **Personal Safety Initiative**

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

## R

### **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.

### **Regional Integration Coordinator**

Bethany is the auspice organisation for the Barwon Area Regional Integration Co-ordinator, a key role that receives access to state-wide family violence integration activity and transfers this knowledge across the Barwon Area, primarily via their role in the Barwon Area Integrated Family Violence Committee

### **Risk Assessment and Management Panel (RAMP)**

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

## S

### **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 Women's and 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.

### **Support for Families at Risk Program**

For families with children who are leaving the homelessness services system who require additional support. A key role of the program is to establish and maintain safe and secure accommodation through case management.

## T

### **Tenancy Assistance & Advocacy Program (TAAP)**

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

### **Tenancy Plus**

Provides support social housing tenants to sustain their tenancy and prevent homelessness.

# Building a better organisation together

The Alignment and Engagement Survey is an annual activity at Bethany Community Support that informs us about how engaged and aligned staff are with our organisation. Bethany is committed to this annual survey because staff alignment and engagement drive performance.

Since 2016, Bethany has engaged InSync, an independent organisation to conduct the annual survey to improve staff alignment and engagement because:

- Engaged staff typically have a better understanding of customer needs and provide higher service levels.
- Engaged staff have longer tenures and few sick days than disengaged employees.
- Organisations with engaged staff have fewer accidents.
- Engaged staff are more productive and make fewer errors.

## How is Bethany Community Support improving?

Staff responses were strongest for Bethany's Customer and Community Focus and included:

- Bethany consistently shows its commitment to achieving favourable client outcomes – 81 per cent (up by 24 per cent).
- Bethany contributes positively to the wider community – 92 per cent (up by 5 per cent).
- My team has a strong client focus/customer service culture – 91 per cent (up by 9 per cent).
- We often ask our clients how we can serve them better – 60 per cent (up by 21 per cent).



## How are we planning to improve?

Bethany will continue to enhance over the next 12 months by:

- Investing in people.
- Setting clear direction and goals.
- Enhancing customer and community focus.

Bethany will prioritise improvement in the next 12 months by:

- Employee achievement and skills recognition.
- Investment in systems.



Pictured (L-R): Bethany Family Services staff Cecilia, Rosanna and Shannon.

“I feel more valued at Bethany than I have in any other organisation I have worked for.”

**Staff feedback from the 2018 Staff Alignment and Engagement Survey.**

**Did you know?**

Bethany Community Support’s Staff Alignment and Engagement survey had a 78 per cent response rate.



Pictured: At the 150th Bethany Anniversary lunch in May 2018, staff, Board Members and volunteers came together to create a personalised artwork to acknowledge the milestone. Thumb prints and names were added to a canvas above, not only allowing for the group to reflect on Bethany’s 150 years of care in the community, but also to celebrate the future.

# Working with clients for better outcomes

Client and community participation are central to Bethany's strategic positioning and future development. Bethany values client and community participation as a foundational right in which principles of individual and community agency choice and control, autonomy and self-determination are respected, protected and promoted.

## Client and Community Participation

As a community organisation that adopts a human rights-based approach to participation, Bethany increased its ability to better understand community expectations and deliver more sustainable services that are respectful of the inherent dignity of individuals.

In the context of significant reform activity, Bethany continued to work to develop a strong and visible platform for client and community participation to remain active, engaged and relevant within these reforms and to deliver quality outcomes to individual clients and communities.

To achieve this, the Bethany Community Support 2017 – 2020 Strategic Plan and the Bethany Client and Community Participation

Framework will be the key references. These documents focus staff on client and community participation strategic aims, priorities and this has ensured an approach that:

- Is evidence-based and outcome-driven.
- Identifies incremental stages of design, development and implementation.
- Is appropriately resourced.

The last 12 months has seen the delivery of the Client and Community Participation Implementation Plan 2017 – 2020, a three-year plan, directly linked to the timeline for Bethany's Strategic Plan.

Its intent is enshrined in the related Bethany framework, which defines participation terms, concepts and objectives, as well as responsibilities attached to all staff in the organisation.



The plan responds directly to elements of the Strategic Plan which is also supported by three enablers relevant to client and community participation:

### 1) Fit for purpose organisational capability

- Strengthen and build the expertise of our workforce to ensure it reflects our strategic direction and the communities we serve.



- Ensure workplace policies and mechanisms support us to deliver flexible services.
  - Align the organisational structure with emerging service delivery models.
- 2) Robust, evidence-informed service delivery model**
- Apply a diversity lens across the organisation which includes Aboriginal and Torres Strait Islander Peoples (A&TSI), Cultural and Linguistically Diverse (CALD), Lesbian, Gay, Bisexual, Transgender, Intersex and Questioning (LGBTIQ), and disability.
  - Improve technology to facilitate new ways of working.
  - Embed client participation across the organisation.
- 3) Strong community presence**
- Increase Bethany's profile in the community.
  - Collaborate with community, business and government partners to improve outcomes for people and communities.



## **A good start in life**

Ensuring children get a good start in life, have a strong sense of identity and contribute to their world is behind Bethany's commitment to providing leading services for families.

## Bethany Kindergarten Services

Bethany Kindergarten Services (formerly known as Geelong Kindergarten Association) operates 21 kindergartens across the Greater Geelong area, providing quality early childhood programs for more than 1,300 children. The service is enhanced by access to a range of support services for kindergarten children and families.

A year on from our merger, Bethany Kindergarten Services has harnessed the collective expertise of both organisations to the benefit of children, families, staff and the broader community.

In 2017-18, an example of this was a Bethany Group staff forum, where Bethany Kindergarten Services and Bethany Community Support staff attended to share professional learning.

Further opportunities were also realised through the integration, with the continued co-location of Bethany Community Support's Connect Up program staff at William Hovell Preschool in Corio and Kirralee Kindergarten in Newcomb. Planning has also commenced to expand this model to other service locations, see page 22 for an overview of the Connect Up program.

Other Bethany Community Support programs including Saver Plus, and the Bethany Giving Tree gifts were provided to families from a variety of kindergarten locations.

Over the last 12 months the Beginning Day forum was also organised for Bethany Kindergarten staff to focus on an anti-bias approach to ensure educators could respond to the individual needs of children, regardless of gender, ability or culture. Staff focused on critical reflection to ensure they could create early childhood settings free from challenges like prejudice and stereotyping.

Another new initiative this year was Bethany's Open Day, where 340 families visited our kindergartens to understand more about the programs available and the kindergarten community. This initiative was possible thanks to staff who worked in partnership with the PAG's. The Open Day also allowed for a streamlined approach to advertise enrolments for 2019.

During 2017-18, significant results were also achieved for five kindergartens that were reviewed as part of the Department of Education and Training (DET) Assessment and Rating process. Three kindergartens rated as 'exceeding' the National Quality Standards, and two were rated as 'meeting' expectations.

### **Need help finding your local kindergarten or pre-school?**

Bethany Kindergarten Services operates 21 kindergartens across the Greater Geelong region, turn to page two for a map of where they are located.

**Working together  
is the best way to  
ensure children get  
a good start to life**



### **Did you know?**

**340 families  
attended an  
Open Day  
in 2018.**

# A good start in life cont'd

## Connect Up Program

The Connect Up program brought together Bethany's existing Kids Connect, Safe Kids and Early Connections programs in an innovative approach that provided earlier support for vulnerable children and families. The program is aligned to the Victorian Government's reforms in child and family services.

Connect Up built on our integration with Bethany Kindergarten Services and relationships with schools and provided earlier support to families within these universal settings. The Connect Up program was delivered in Bethany Kindergarten Services' sites including William Hovell and Kirralee Kindergartens. Connect Up also operated across four Northern Bay College campuses, the Early Years Precinct and Family Centre, Rollins Road Primary School and East Geelong Primary School.

The program provided families with children 0 to 12, with:

- Flexible community development approaches to enhance parent and child participation within universal services.
- Stronger engagement and relationships with parents to support their parenting needs.
- Stronger partnerships with universal services across designated kindergartens and schools.

This program will be externally evaluated over the next 12 months in partnership with Deakin University and the local stakeholders including parents, schools, kindergartens and community centres.

Funding for this program comes from the Department of Health and Human Services and the Department of Social Services.

433 families were supported in the Connect Up program

“Your support and the group's support really was so helpful. You taught me to set my own personal boundaries. I feel wonderful and I am so proud of myself that I have almost finished my Certificate Three in Child Care. I never thought I would do that.”

**Connect Up client participant feedback.**

## New Parent Infant Network (NEWPIN)

NEWPIN is a centre-based intensive family services program for parents of pre-school children. The program aims to promote and support:

- Positive parent-child attachment.
- Social connectedness for families.
- Child development.
- Parenting styles and practices.

### NEWPIN snapshot

- 33 families supported.
- 48 children supported.
- 4,563 hours of support provided.

How do I even begin to thank you for all you have done for us? You gave us hope in the darkness. You helped us put food on the table and dig our way out of debt. You helped me control my mental health, even if it still yoyo's. Your support has been invaluable, you have made me a better mother, wife and adult. You have directly and indirectly helped my partner become a better dad and husband. My child is a strong, independent and confident pre-schooler in no small part to all of you.

**NEWPIN client feedback.**



### Case study – Kate's\* story

Five-year-old Kate was selectively mute and would not participate in any group activities at kindergarten. Kate's mother, Leanne, was concerned and eager to work with services. The family was referred to Connect Up for brief support and a plan was developed with the worker that included referrals to a paediatrician and the Child and Adolescent Mental Health Service. Working in partnership with the kindergarten teacher, school prep transition leader and family around Kate's needs, an individual transition program was developed to reduce Kate's anxiety for her transition to school.

Initially Kate would not talk, eat or use the toilet during her school day. Today Kate is participating in all facets of school life and actively learning in the classroom setting.

\* Kate is not this client's real name.

# Safe and supportive relationships

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

## Family violence services

Bethany's family violence services provide an evidenced-based approach to working with those impacted by family violence who are mostly women and children, and those that choose to use violence who are predominantly men.

In 2017-18, there has been significant growth including the development of the Barwon Support and Safety Hub, a key recommendation from the Royal Commission into Family Violence. This development enabled Bethany to consolidate on key partnerships with other family violence services and build a new partnership with Family Safety Victoria. The Support and Safety Hub, now known as the Orange Door, opened in May 2018. This provided a more integrated approach to the management of intake referrals for family violence victim/survivors and perpetrators, as well as families who have identified vulnerabilities and child wellbeing concerns.

The Royal Commission also signalled an increase in investment for Bethany working with adult male perpetrators of family violence. This resulted in Bethany opening the Men's Family Violence Intervention

Centre in April 2018, understood to be the first of its kind in Australia.

The Centre has been created to provide a specialist response to primarily address the thinking and belief systems that directly inform a man's choices to use violence. It will also enable, via the collocation of other specialist response services, an increased opportunity to treat other dynamic risk factors that can influence a man in choosing to use violence, such as problematic alcohol and drug use and homelessness. Bethany is proud to partner with SalvoConnect Barwon and Barwon Health to deliver an integrated approach to working with male perpetrators, to collectively impact on their decision to use violence, and to ultimately assist them to become men who are safer in their family relationships.

Over the next 12 months we will see the ongoing development of the Centre, in particular the research and evidence that will be collected by the practice delivered. This will be influential in the ongoing emergence of policy as it relates to this client group.



### Family violence snapshot:

- 1,677 referrals from Victoria Police were received after they had attended incidents of family violence (note: this figure is not inclusive of the full year due to the Orange Door opening).
- 215 women and children impacted by family violence received case management and counselling.
- 36 adult male perpetrators of family violence received intensive case management.



Pictured (L-R): The Special Minister of State, Honourable Gavin Jennings, Bethany Chairperson Ryan Leemon, and Bethany CEO Grant Boyd at the opening of the Men's Family Violence Intervention Centre in April 2018.

- 138 Men's Behaviour Change group assessments were conducted and 105 of these men attended a group.
- 103 current and/or ex partners of the men participating in Men's Behaviour Change program/s received partner contact.
- 164 women attending Geelong Magistrate's Court to seek legal protection against family violence were supported.
- 212 accompanied children received support through the Court Support 4 Kids program.

### **Financial support for family violence services**

In 2017-18, Bethany's Family Violence services received significant support including:

- A capital grant from the Adroit Insurance Group and the Geelong Community Foundation to establish the Men's Family Violence Intervention Centre. This funding was enhanced by the Garth Little Bequest and Jimmy Bartel's #FaceuptoDv campaign.
- Continued funding from Give Where You Live for Bethany to deliver the

second year of our Court Support 4 Kids program.

- An innovation grant from the Department of Justice and Regulation to establish our cross sector coordination program located in the Men's Family Violence Intervention Centre.
- Department of Health and Human Services and Family Safety Victoria made significant contributions of \$1M to increase our capacity to respond in a more timely and effective manner with adult male perpetrators of family violence and support for women and children.

# Safe and supportive relationships cont'd

## Barwon Child FIRST

Child FIRST is the entry point for families and professionals to access family services and family violence supports in the Barwon area. Child and family practitioners connect vulnerable children and families with the support services needed to protect and promote the safety, stability and development of children.

Barwon Child FIRST has developed multiple platforms of positive engagement with children and their families at first point of contact. Families are often at their most

vulnerable and require timely support. Practitioners provide an opportunity to each family that enters the services and holds a safe space for that person to share their story, often for the first time.

In June 2018, Barwon Child FIRST moved to the Orange Door, this move has greater opportunities to work more collaboratively with men's and women's family violence services. In practice the integration has enhanced Bethany's ability to assess risk and child vulnerability more effectively and faster than before.

Already Bethany has started to see practice enhancements from the

co-location of Child and Family and Family Violence services within the Orange Door. These changes provide an opportunity for on-the-spot advice and consultation, and access to background information from multiple professional databases and the Central Information Point to conduct a more comprehensive risk assessment for all individual's presenting to our service. Importantly the skill set of practitioners continues to grow and develop through the ongoing collaboration with family violence practitioners, formal and informal training opportunities and professional development.

### 2017-18 snapshot\*:

- 1,417 substantive referrals.
- 4 per cent of children referred were unborn, 34 per cent were aged 0 to five years, 34 per cent were aged 6 to 11 years and 28 per cent were aged 12 to 17 years.
- 33 per cent of referrals were recorded as child protection, 21 per cent were police L17, 9 per cent were community services and 8 per cent were police wellbeing concerns.

### Case study – Kylie's\* story

Kylie, who is 25 years old, was referred to Child FIRST when 38 weeks pregnant with her first child and was hesitant to engage with supports. Kylie's worker engaged well with her with genuine respect and empathy. Throughout her support Kylie talked of past traumas and the subsequent impact of these for becoming a mother. After Kylie gave birth to her first child, Bethany staff focused on her strengths to identify her needs.

Kylie's experience at the Orange Door was a positive one and she was allocated to a support service. On Child FIRST closure, Kylie said that it was "nice to have someone genuinely care for her during such a significant time in her life".

\* Kylie is not this client's real name.

\*Figures are for an 11-month period, July 2017 to May 2018, due to the Orange Door opening.





## Safe and supportive relationships cont'd

### Kinship Care – reforms implemented

Kinship Care has seen significant development in 2017-18, due to a Kinship Care review.

As a result of the review, an enhanced Kinship Care model has been developed in Victoria, seeing funding doubled to Bethany.

The enhanced model for support

to children, families and carers aims to identify kinship networks earlier, strengthen reunification where appropriate, promote placement quality and stability, and strengthen direct supports to children and carers.

Importantly it sees the introduction of a new service component called First Supports, to provide immediate support to Kinship carers

when children first enter care. First Supports aims to:

- Resource the immediate practical and financial needs of carers.
- Promote collaborative work with Child Protection services.

Targeted Care Packages have also been introduced to support highly vulnerable children in Kinship Care, who are at risk of the placement

breaking down. Packages provide resources to support the therapeutic and developmental needs for the child and additional supports. The aim is to stabilise the care and meet the child's immediate and long term needs.

### Carer feedback

Kinship carers reported that:

- They hoped the child's parents can develop their own capacity to care for their children.
- Their journey involves lots of healing, resolution of conflict, increased understanding of and attention to the specific needs of their children.
- A need for increased safety and parenting capacity.
- Children will heal from their trauma and feel safe and connected within the Kinship family.

### Did you know?

Family members including grandparents, aunties and uncles are most likely to be Kinship carers in the Barwon region.

## Kinship carers – reflections of carers

The Nurture Until they Shine (NUTS) is the self-proclaimed name of the support group that assists Kinship carers, located in Colac and Geelong.

During 2017-18, Bethany has operated the support group to further understand the challenges for Kinship carers, and to also ensure it continues to be an environment where carers can support and learn from each other.

Carers spoke of how "*precious it is to watch children growing and blossoming*" in their care and their experience of the deeper bonds that develop. They also reflected on how caring for children keeps them "feeling young and active".

Carers also spoke about the journey in understanding and responding to the impacts of trauma, and they highlighted their experiences of "*joy*" watching children healing and thriving in their development.

Over the last 12 months staff have continued to see the significant challenges that arise for carers and the importance of support systems and effective service supports.

Carer feedback shows they want:

- To be treated with equality and respect.
- A stronger carer voice in legal proceedings and decision making about a child's care.
- To share the challenges they face financially, and physically with their own health issues.
- The community to understand the isolation they face through reduced social networks, and a lack of finances to afford leisure activities.

The Kinship Care Program supports more than 100 children and their carers.

# Gender equality

Bethany is committed to reducing gender inequality and keeping women and children safe.

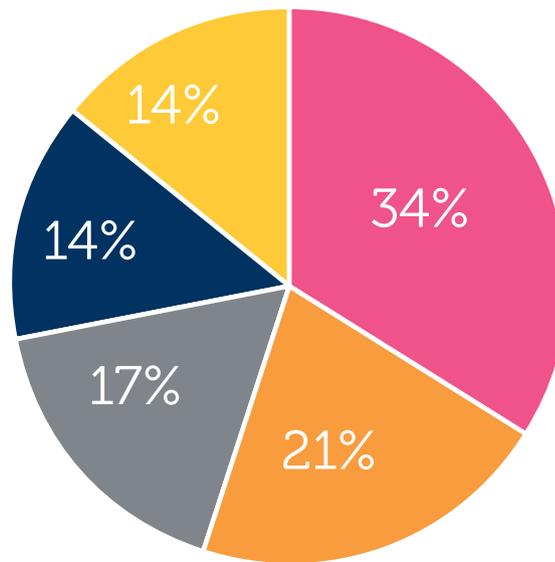
## ROAR Women's Support Group

The ROAR Women's Support Group assists victim-survivors of family violence and is part of Bethany's Specialist Women's and Children's Services program. The group is founded on the principles of client participation.

Rather than impose an expert driven program onto women, staff consulted with victim-survivors and asked them what they wanted in a group and these were used to design ROAR. Weekly feedback, ensured that the client voice remained embedded in session planning, facilitator practice and manual reviews.

Feminist and narrative theories drive our intent to expose socio-cultural gender regimes including inequality, stereotyping and male power and control, which underpin family

violence. Staff champion women's empowerment, rights and choices, and the notion that men must be held responsible and accountable for their choice to use family violence. Twelve sessions incorporate psycho-education, safety planning, group activities and guest presenters including police, lawyers, and children's specialists. Throughout sessions the women share and document their changing journeys via speaking, journaling, brainstorming and drawing.



Above: Participant reasons for attending ROAR



## Reasons behind participation

In 2017-18, evaluation of ROAR's participants showed that one third were experiencing current family violence, 94 per cent were separated from the perpetrator of family violence, and that 12 were protected by a Family Violence Intervention Order. The graph, above, provides a snapshot into participants' hopes and reasons for attending the ROAR group.



I'm so grateful.  
This and the boundaries  
session is what I've  
needed my whole life  
and what I've been trying  
to learn on my own.

Thank you!

**ROAR participant feedback.**

# Community participation

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

## Housing services

Bethany's Housing Services program offers a range of specialist support services to individuals and families who are experiencing homelessness or at risk of, with the aim of assisting people to access and maintain long-term housing. This includes crisis accommodation, transitional housing, long-term supportive housing and financial aid to access private rental.

Homelessness is a complex issue and challenging to address. Some of the causes of homelessness include:

- Lack of affordable housing.
- Domestic and family violence.
- Long-term unemployment.
- Relationship breakdowns.
- Prison exits.
- Mental illness.

At Bethany we believe that secure housing is a basic human right and staff work to ensure that the people

we assist have the opportunities required to make this happen. Support is individually tailored to meet the needs of clients. Through working together in a positive way, staff enable and empower clients to begin the journey towards rebuilding their lives.

### Housing Services programs:

- **Homelessness Support Program** – short-term and medium-term case management support to families experiencing homelessness. The program has access to six crisis accommodation (three-month lease) properties and 17 transitional housing (12-month lease) properties. The primary focus of the program is to support families to access safe, secure and affordable long-term housing and provide clients with the necessary skills and confidence to ensure that this can be maintained.
- **Housing Direct** – provides affordable long-term housing and case managed support for women and children escaping family violence. Support is provided for up to two years with

### Case study – Jill's\* story

Jill, a young mum and her two young children entered one of Bethany's housing properties. Like many families staff work with, Jill needed support due to family violence. Throughout the year she was connected with their local day care centre, maternal and child health nurse, health services, primary school and provided with support to access driving lessons.

Jill was also referred to the Bethany Housing Jobs Victoria Employment Network Program, an initiative designed to support individuals in breaking down the many barriers to gaining employment. After being supported to obtain a course certificate, Jill was successful in commencing casual employment. With the support provided by the housing team, Jill and her family successfully established themselves in their own home and are now well connected with their local community.

A staff member from another agency stated; *"You have been able to engage this client when no one else has."*

\* Jill is not this client's real name.



## Did you know?

- 12,715 hours of support provided by Bethany's Housing Services staff in 2017-18.
- The majority of support was provided to women 65 per cent, compared to 35 per cent men.

the aim of helping families to recover from the trauma of family violence and to build a new life where they feel safe and secure.

- **Private Rental Assistance Program** – is a preventative intervention that provides financial support to individuals and families or at risk of becoming homeless. Funds are made available in a flexible manner to deliver practical assistance that is tailored to the needs of each household.
- **Tenancy Assistance & Advocacy Program (TAAP)** – provides tenancy assistance and advocacy support to people who are

financially disadvantaged or victims of family violence.

- **Tenancy Plus** – provides brief intervention and case management support to households living in public and community housing where their tenancies may be at risk. Maintaining long-term housing can be difficult for some members of our community, especially those that have experienced a significant history of homelessness. Staff provide clients with the support, encouragement and living skills necessary to prevent re-entry into the homelessness service system.

## 2017-18 snapshot:

- 295 individuals supported.
- \$95,000 brokerage allocated to families to maintain private rental accommodation in the Private Rental Assistance Program.
- 54 individuals provided with crisis accommodation.
- 203 individuals provided with transitional accommodation.

# Community participation cont'd

## Gambler's Help

Gambler's Help is a free and confidential problem gambling service that offers specialised counselling services to people experiencing harm from gambling as well as their partners and family members.

In 2017-18, the Gamblers Help program received a prevention grant from the Victorian Responsible Gambling Foundation targeted towards educating and reducing gambling harm for young people.

As part of the grant, program staff have worked alongside local youth services, local government and schools within the Hamilton, Warrnambool and Geelong areas to engage and provide a platform to share their message around the impact of gambling harm.

The objectives of the grant are to:

- Gain a better understanding of youth gambling in rural/regional communities.
- Better understand the influences that drive and shape youth gambling in rural/regional environments.
- Work with young people to develop and implement new and innovative messaging to educate and reduce gambling harm for youth within these communities.
- Enhance partnerships and collaborative practice between rural/regional organisations and the Gamblers Help program to build and strengthen the capacity of rural/regional communities to better identify and respond to youth gambling harm.

The Gamblers Help program is working alongside stakeholders and young people to produce a message that reflects young people's idea on

### Gambler's Help snapshot:

In 2017-18, the Gambler's Help program provided financial and therapeutic counselling to:

- 135 clients in the Great South Coast area.
- 427 clients in the Geelong and Colac areas.

gambling harm in their community. The message will be launched in the local community during Youth Week in 2019.

### Gambler's Help – Lived Experience

In 2017-18, Bethany's peer support group Bright Futures is a six-week psychoeducational group for people experiencing gambling harm. The aim of Bright Futures is to reduce the impacts of gambling harm, reduce social isolation and build connection

### Case study – Brendan's story

"Gambling probably was a part of my upbringing; my dad was a gambler and it was very evident within our home growing up, as were many other issues that made life difficult for me as a young boy.

I suppose everyone has heard it before, you see it within ads on the television and I said it myself: "it's not a problem, I have it under control". Well I suppose that's where it all started for me as I believed I could stop as easily as I started."



to local community. The group meets fortnightly and undertakes a mixture of social and recreational activities which are planned and co-facilitated by participants. Sessions include art, cooking, meditation, and community and recreational activities.

Over the last 12 months, participants hosted a Christmas in July event for all the Gambler's Help staff, and the idea of developing a cookbook was discussed. The initiative evolved to include shared recipes, testimonials, art work and messages of hopes. The cookbook will be featured at the Victorian Responsible Gambling Foundation's Gambling Harm Conference later this year.

## Disability Services

Bethany's Disability Services Program aims to link participants

and their families to the supports they require to help them to build skills, reduce barriers and achieve their goals and aspirations.

Bethany is a National Disability Insurance Scheme (NDIS) approved provider, and has a multi-disciplinary team of experienced coordinators and therapists who provide participants and their families with support coordination, occupational therapy, and early childhood intervention and support.

In 2017-18, Bethany expanded its Disability Services Program beyond Geelong to families living in the South West of Victoria, in response to the introduction of the NDIS in this region.

To better support these individuals and their families, the staff team

at Bethany's Warrambool office expanded to include a team of therapists who have provided occupational therapy, speech pathology and specialist behavioural intervention support. Services have been provided for families who live in Warrambool, Portland and Hamilton.

Demand for this service was high and therapists have achieved some great outcomes, especially for participants living in rural locations where access to services like specialist therapy and support is difficult.

# Community participation cont'd

## Community events and partnerships

Bethany delivers a range of community events across Geelong and Warrnambool each year to enhance our community presence and to importantly raise funds for services. Bethany thanks the individuals, businesses, media and sports organisations for the continued support over the last 12 months.



Pictured: 2018 Father of the Year Justin Trotter with sons Harvey 9, who did the entry, Lachlan 12, and Hayden 15.

## Geelong Father of the Year Award

Local dad Justin Trotter, a widow and father of three, was awarded the Geelong Father of the Year Award. Justin was nominated by his youngest son Harvey who nominated his dad because of the support he provided to him and his brothers following the death of their mother, Tina, in 2015.

Justin was announced as the overall winner at a breakfast event held at the Geelong Football Club which was attended by 300 business and community representatives.

As well as the announcement of the Award winner, guests were treated to appearances by former tennis champion, author and family violence awareness ambassador, Jelena Dokic, as guest speaker, and Ian Cover (of ABC's Coodabeen Champions) as master of ceremonies.

The Geelong Father of the Year Award is a long-standing partnership between Bethany Community Support, the Rotary Club of Geelong and the Geelong Advertiser and celebrates the importance of positive male role models in families and the community, as seen through the eyes of children. In addition, it helps to raise awareness of Bethany's services for men.



150th Anniversary celebrations

All primary school-aged children in Geelong and surrounding areas were encouraged to make a nomination by explaining why they think their special bloke deserves to be Geelong's Father of the Year.

## 150th Anniversary celebrations

On Tuesday 1 May, exactly 150 years since the opening of the Geelong Female Refuge, Bethany Community Support and Bethany Kindergarten Services enjoyed a lunch to celebrate this milestone!

Staff, volunteers, service users, Board Members and Life Members attended the event at Truffleduck in Fyansford. Guests enjoyed the beautiful surroundings, sunshine, great food and the opportunity to catch up socially with colleagues and reflect on 150 years of care in the community.



bay 93.9 Bethany Giving Tree Appeal

### The Bethany Cup

The third annual Bethany Cup was played at Queen's Park in July 2017. In partnership with The Geelong Amateurs Football and Netball Club, the Torquay Tigers Football Club and the Geelong Umpires Association, the Bethany Cup aims to raise awareness of family violence in the community and encourage conversations about respectful relationships. Bethany's Family Violence team addressed players and officials in the lead up to the match about family violence and providing information about resources for support.

### Bethany Arthouse Film Festival

This year marked the 6th year of the Bethany Arthouse Film Festival in Warrnambool at the Lighthouse Theatre. The film festival was met with great support and enthusiasm by Warrnambool locals with record

crowds attending the first three films- Australian comedy Ali's Wedding, a fully-painted animation from Poland titled Loving Vincent and French documentary Faces Places.

### bay 93.9 Bethany Giving Tree Appeal

This year's bay 93.9 Bethany Giving Tree Appeal was record-breaking event with more than 11,600 gifts generously donated from the community and distributed to local families who are doing it tough. The gifts were distributed via nine partner organisations. People donated gifts at more than 100 Giving Tree locations across Geelong, the Bellarine, Surf Coast to Colac and Warrnambool. Bethany thanks the community and businesses for their continued support of the appeal which brings joy to families in need at Christmas.



### Did you know?

- 11,600 gifts donated to the Giving Tree Appeal.
- \$5,640 worth of gift cards donated.
- 114 tree hosts.
- 26 volunteers.
- 9 partner agencies.



Pictured: Bethany volunteer, Veronica Bolton, who has volunteered since 2016 in administration roles. Veronica has also volunteered with Bethany from 1986 to 2000, in the 'Reach Out Parent Support Services' program.

# Volunteers

The Volunteer Program continues to provide invaluable support to Bethany's workforce, operations and clients. Bethany values the unpaid work of volunteers, and in return they are provided with quality and meaningful work experience to utilise and build on their skills.

Over the last year 56 volunteers provided 3,974 hours of support, valued at \$154,270. Bethany's volunteers contributed through 68 roles across the organisation including: 23 supporting clients; 30 in administration and events and 15 providing support in client groups.

A unique part of the volunteering program has seen volunteers visit clients' homes to focus on the individuals or family's goals. Volunteers have played an important

role in a range of home-based support activities, like preparing the home for a new baby, menu planning and cooking skill development as well as household routines.

During 2017-18, Bethany staff regularly provided feedback about the impact of volunteers, with one staff member writing; "the seemingly small gesture of support can go unrecognised for the significant input it plays in the cycle of a family's 'recovery' from trauma."

## Did you know?

Over the last year **56 volunteers** provided **3,974 hours** of support with a value of **\$154,270**, a 34 per cent increase in one year!

### 2017-18 snapshot:

- 34 per cent increase in volunteer hours.
- 12 program areas are supported by volunteers across Bethany.
- Volunteer hours increased in event and administration roles such as archiving and resource preparation.
- Volunteers also supported families with child minding support, removing barriers for isolated families to receive counselling.
- Other work involved the collection and delivery of material from SecondBite, Geelong Mums and Geelong Food Relief.

# Quality improvement

Bethany is committed to continuous improvement and ensuring clients receive the best service and support possible.



ISO 9001:2015  
Certified

In 2017-18, Bethany was assessed against and successfully attained accreditation against both International Standards Organisation (ISO) 9001:2015 Quality Management Systems and Department of Health and Human Services Standards.

Over the last 12 months, Bethany has commenced work on developing a Quality Governance Framework that will underpin its operations. The Quality Governance Framework will contribute to Bethany's ongoing delivery of safe, effective and individualised services.

As part of this work, Incident and Complaint/Compliments training was delivered for staff at Bethany Community Support and Bethany Kindergarten Services to assist employees to gain a better understanding of how these processes contribute to continuous improvement and identify emerging risks.

As part of the Quality Governance Framework and Continuous Improvement Plan, Bethany will be moving to using online surveys which enables clients to offer feedback regarding their experiences

with the organisation. Work is underway to develop a quality dashboard to track survey results and monitor the effectiveness of service delivery.

In 2017-18, Bethany has also had a focus on risk management, reviewing, updating and embedding the Risk Management Framework as well as its strategic and operational risk registers. This will contribute to the Quality Governance Framework and ensure the safe delivery of services.

## Did you know?

Bethany is working towards *Rainbow Tick* accreditation which will embed Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex (LGBTI) communities inclusive practice across the organisation.

This will allow Bethany to better understand and implement LGBTI inclusive service delivery, importantly it will also reassure consumers and staff that the organisation is aware and responsive to their needs. Bethany's commitment to working towards *Rainbow Tick* accreditation demonstrates its commitment to LGBTI inclusive practices – to ensure everyone is supported and welcome.



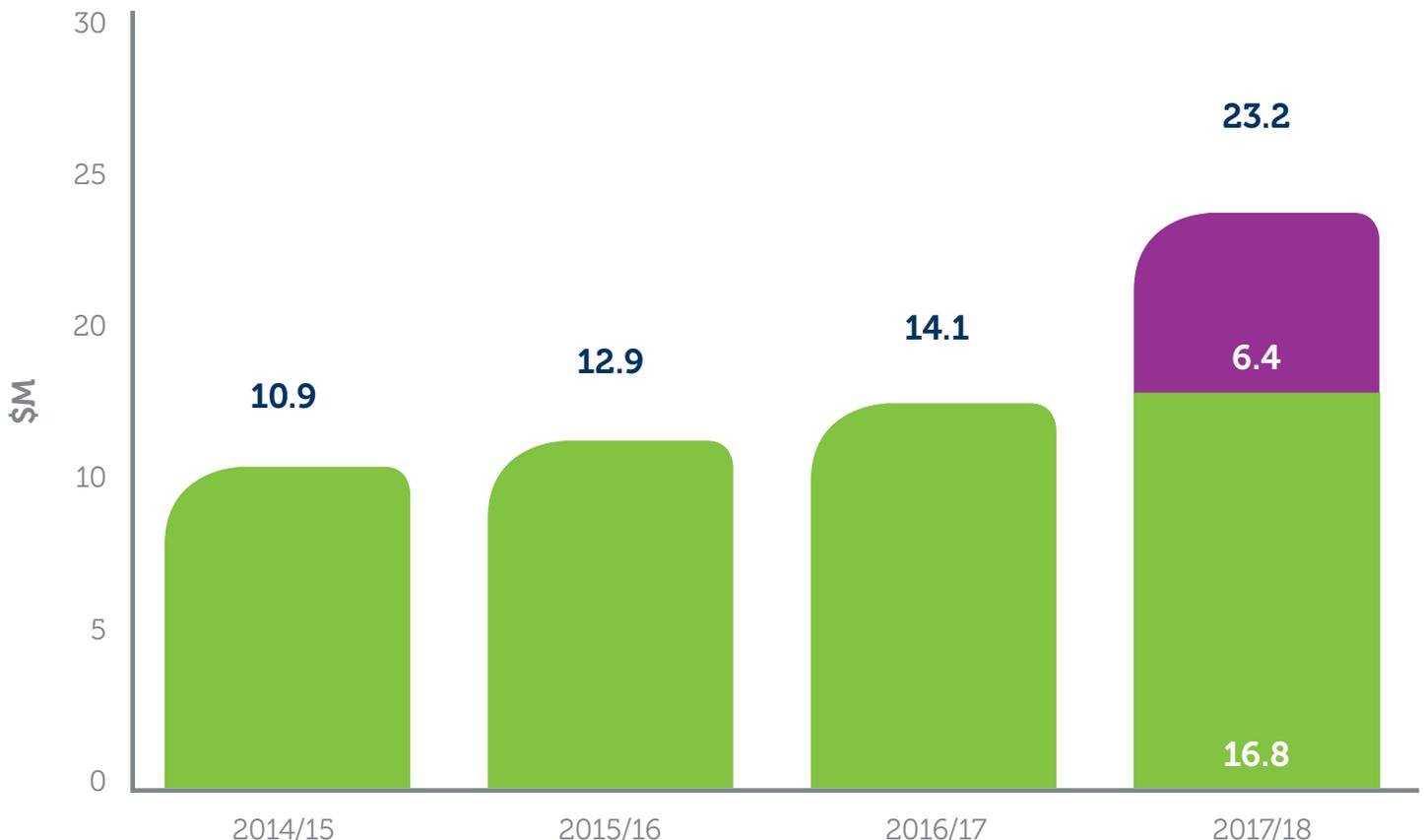
# Financial summary

As of July 2017, Bethany Kindergarten Services (BKS) became a subsidiary of Bethany Community Services (BCS). This resulted in consolidated revenue growing from \$14.1M to \$23.2M, of which \$6.4M of the growth was attributable to BKS and \$2.7M due to organic growth within BCS. The revenue growth in BCS was due to new and

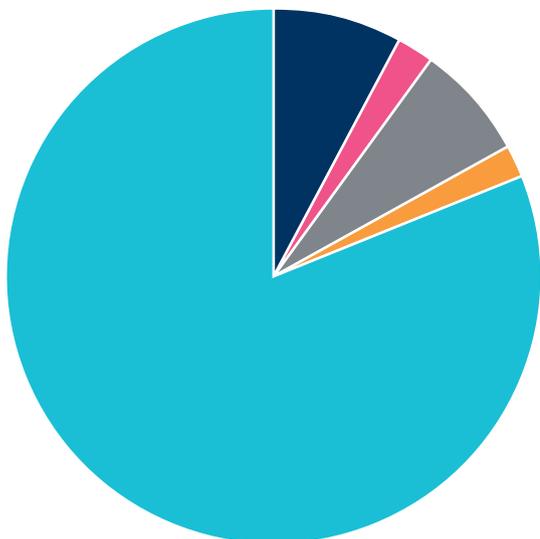
additional funding across a number of programs, including the Orange Door, Men's Hub & Integrated Practice Leader, Child FIRST, Specialist Men's Services, Kinship Care, Housing and Family Services. Expenditure grew proportionately over the same period as we used the funds to service clients and establish new services.

The consolidated entity has total assets of \$17.2M and net assets of \$12.0M, and had a positive cashflow from operating activities during the reporting period. An overall surplus to the consolidated agency of \$0.5M was achieved which will be used to contribute to the continued delivery of new and existing services.

## Consolidated revenue

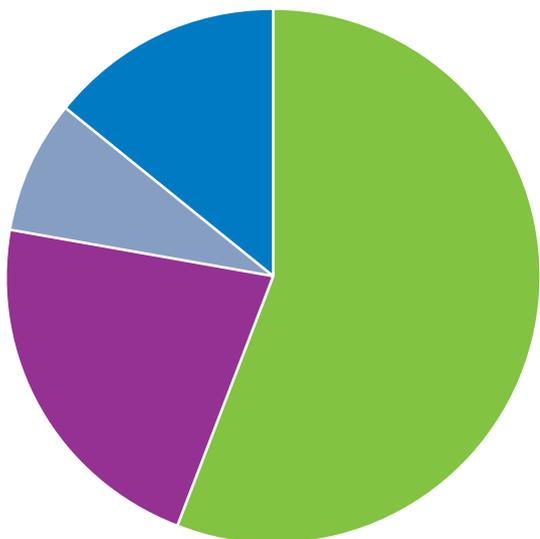


## Revenue 2017/18 \$23.2M



		2016/17 \$M	2017/18 \$M
State Government	81%	11.1	18.8
Federal Government	8%	1.6	1.8
Philanthropic & Fundraising	2%	0.4	0.5
Fee for Service	7%	0.5	1.7
Other Revenue	2%	0.5	0.4
		<b>14.1</b>	<b>23.2</b>

## Expenditure 2017/18 \$22.8M



		2016/17 \$M	2017/18 \$M
Staff Expenses - BCS	56%	10.8	12.7
Staff Expenses - BKS	22%	-	5.1
Client Expenses	8%	1.4	1.8
Operating Expenses	14%	2.0	3.2
		<b>14.1</b>	<b>22.8</b>





# Acknowledgements

Bethany acknowledges the generosity and support of individuals, businesses, community groups, philanthropic trusts and government departments who support the work of the organisation. Bethany greatly values the relationships we hold with you and thank you for the role you play in helping to support local people.

## Federal Government funding

Attorney-General's Department

Department of Social Services

National Disability 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

City of Greater Geelong

City of Warrnambool

# Acknowledgements cont'd

## Program Partners

ANZ  
Barwon AFL  
Barwon Child, Youth & Family  
Barwon Community Legal Services  
Barwon Health  
Brophy Family and Youth Services  
Brotherhood of St Laurence  
Centre for Excellence in Child and Family Welfare  
City of Greater Geelong  
Colac Area Health  
Deakin University  
Department of Education and Training  
Diversitat  
Domestic Violence Victoria  
Emma House  
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  
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  
Wathaurong Aboriginal Cooperative  
Western Victoria Primary Health Network  
Wimmera Uniting Care  
Windamara Aboriginal Cooperative

## Donors, sponsors and philanthropic supporters

Adroit Insurance & Risk  
13th Beach Golf Club  
Alessio Sanna – DV Awareness Campaign  
Anakie Primary School  
Anytime Fitness  
Estate Archibald Norman Shannon  
Australian Bureau of Statistics (Geelong office)  
Barwarre Gardens  
Bell Charitable Fund

Bendigo Bank  
Besen Family Foundation  
BSA Building Surveyors  
Creative Force  
Dimmick Charitable Trust  
Estate Emily S Shannon  
Estate William Garth Little  
Geelong Region Bowls Clubs  
Geelong Chapter Harley Owner's Group  
Geelong Community Foundation  
Geelong Connected Communities  
Geelong District Girl Guides  
Geelong Football Club  
Geelong Performing Arts Centre  
Geelong Roller Derby League  
Give Where You Live  
Golf Hill Trust  
Highton Senior Citizens Club  
Jim Stynes Foundation  
Jimmy Bartel – Face up to DV Campaign  
Kings Funeral Home  
Lions Club of Corio and Norlane  
Lions Club of Hamlyn Heights  
Maxwell Collins Real Estate  
Metricon  
Percy Baxter Charitable Trust

Point Lonsdale Bowling Club  
Rotary Club of Geelong  
Sacred Heart College Geelong  
SIRSOCK  
Snap Printing Geelong  
St John's School  
Surf Coast Long Boarders  
The Freeman-Dann Trust  
The Lighthouse Theatre Warrnambool  
The Queens Fund  
Val Hannah School of Dance

### Media partners

bay 93.9  
Geelong Advertiser  
The Standard - Warrnambool



## “ How can we help you? ”

Bethany provides quality and innovative services to meet the needs of local people like you. We support children, families and individuals so you can be at your best, develop secure relationships and participate in the community.

No matter who you are, there are times when everyone needs support. At Bethany we can help you through our quality and innovative services. For more than 150 years, Bethany has been caring for the community and we committed to the highest professional standards.

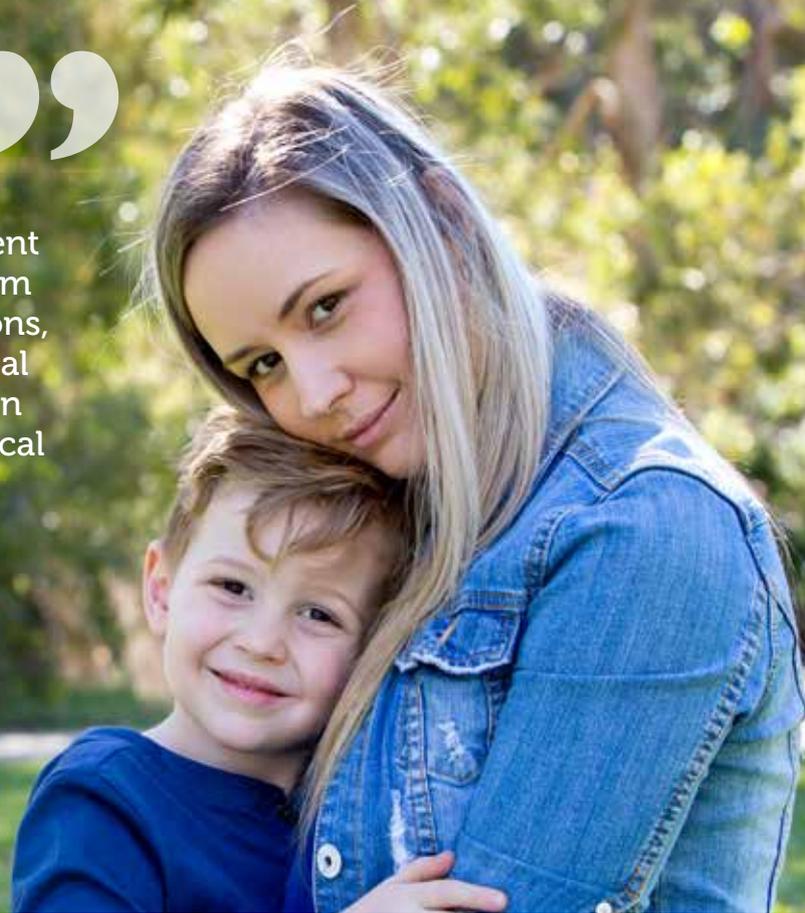
You can expect from Bethany:

- An inclusive and respectful culture.
- To be safe.
- Support that is in accordance with the law.
- Professional support.
- Respect for your privacy.

For more information about Bethany's services to help you be at your best visit [www.bethany.org.au](http://www.bethany.org.au) or phone **5278 8122**.

# “ How can you help? ”

Bethany relies government funding and support from philanthropic organisations, businesses and individual donors to ensure we can continue to work with local people in need.



There are several ways you can support Bethany to continue this work.

You can choose to:

- Make a donation.
- Fundraise on our behalf.
- Sign up as a regular giver.
- Leave a bequest in your will.
- Become a corporate partner.
- Offer in-kind support.
- Become a volunteer.

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 at [www.bethany.org.au](http://www.bethany.org.au) or phone **5278 8122**.

# Contact us

## **Bethany Community Support Bethany Kindergarten Services**

Phone: 5278 8122

Address: 16 Ballarat Rd, Hamlyn Heights, VIC 3215

Email: [info@bethany.org.au](mailto:info@bethany.org.au)

Post: PO Box 324, North Geelong, VIC 3215

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

9B Strong Street, South Geelong, VIC 3220

Phone: (03) 5278 8122 Fax: (03) 5278 6382

Email: [info@bethany.org.au](mailto:info@bethany.org.au)

## **Geelong West**

1/2 Waratah Street, West Geelong, VIC 3218

Phone: (03) 5278 8122 Fax: (03) 5247 2126

Email: [info@bethany.org.au](mailto:info@bethany.org.au)

## **Warrnambool (South West)**

Bayside Plaza, 24-36 Fairy Street, Warrnambool, VIC 3280

PO Box 5114, Warrnambool, VIC 3280

Phone: 1300 510 439 Fax: (03) 5564 0799

Email: [info@bethany.org.au](mailto:info@bethany.org.au)

