

ANNUAL REPORT 2009–2010



CatholicCare
Diocese of Wollongong



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All client names used in this report have been
changed to reflect privacy requirements.



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IDENTITY, VISION, PURPOSE & VALUES

Our Identity – Who We Are

CatholicCare is the Social Services agency of the Catholic Diocese of Wollongong, covering the Illawarra, Shoalhaven, Macarthur and Southern Highlands regions.

Our Vision – What We Want

We want individuals and families to have fulfilled and connected lives in increasingly just and supportive communities.

Our Purpose – What We Do

We work together to make a difference in people’s lives by offering opportunities for growth, healing and hope.

Our range of professional programs and services offer support for vulnerable, distressed individuals and families, children at risk, detained juveniles, persons with disabilities and their carers, couples trying to live in a spirit of love and elderly people concerned about their health and self-sufficiency.

Our Values – What Drives Us

CatholicCare has been formed by the Spirit of the Gospel. We are committed to building partnerships and alliances, engaging with communities, sharing knowledge and resources and supporting advocacy.

OUR KEY VALUES ARE

Compassion

We are people who care, empathise and carry hope.

Respect

We respect the dignity, diversity, cultures and beliefs of all people.

Integrity

We are honest and accountable in our work.

Social Justice

We value fairness, equity of access and justice.

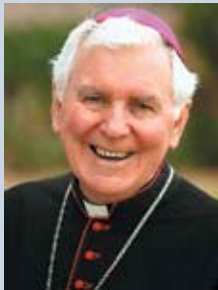
Professionalism

We work collaboratively to provide quality programs and services.

STRATEGIC DIRECTIONS

1. Improve Client Outcomes
2. Grow Services to Meet Needs
3. Realise the Full Potential of our People and Resources
4. Strengthen External Relationships





*Bishop
Peter Ingham*

BISHOP'S REPORT

CatholicCare is one of the means by which the Church fulfils an important aspect of its mission to the people in our Diocese of Wollongong, by extending into the lives of people who are struggling either personally or in the family unit. I am proud of the way CatholicCare quietly goes about fulfilling its mission.

One of my greatest joys is to witness first hand the difference that is made to peoples' lives by the practical interventions of CatholicCare, presenting the public face of a caring church to many who would otherwise not encounter us, delivering programs and services without discrimination.

As Jesus told his Disciples (Matthew 25: 31-40): "For I was hungry and you gave me food, I was thirsty and you gave me drink, I was a stranger and you made me welcome, naked and you clothed me, sick and you visited me, in prison and you came to see me." When His Disciples protested that they had not done those things, Jesus said: "I tell you solemnly, in so far as you did this to one of the least of these brothers and sisters of mine, you did it to me."

Over the past 12 months our Diocese has undergone a major discernment process through the journey of our pastoral Planning consultations. I would like to recognise the support and commitment given to this process by CatholicCare. As we journey ahead may this collaboration continue to ensure the effective implementation of the Diocesan Pastoral Plan.

I give thanks for the whole team at CatholicCare. To Kath McCormack, for her strong, sturdy leadership. To the Advisory Council for their wisdom and support and to all the staff and volunteers for their competence and loyalty.

I pray, that God may continue to bless this vital ministry as we journey ahead, bringing hope and healing into the lives of many.



*John Driscoll
Chair*

CHAIRMAN'S REPORT

This is the 31st year of CatholicCare (formerly Centacare) in the Wollongong Diocese. I have had the privilege of being the Chair of its Board/Council for over 10 years.

CatholicCare deserves to be very proud of the way it works through major organisational transitions and at the same time maintaining high quality service delivery.

CatholicCare produces excellent results through a team effort. I thank all staff members for their commitment to the mission of CatholicCare. I thank the members of the Advisory Council for their generosity in providing guidance and support. I thank Bishop Peter for encouraging us by the frequent expressions of his strong support of our work. I thank our Director, Kathleen McCormack for her dedication and the inspiration of her leadership.

As I come to the end of my term as Chair I would like to take the opportunity to express my appreciation for the opportunity to serve the Church and community as part of the CatholicCare team. My life and faith have been supported by the people I have had the privilege to work alongside. I make particular mention and thank for their support the staff of CatholicCare, presently Trish Cooney and Judy Valic who with the Director patiently organise and support Council meetings.

Every time presents its own challenges and I am very confident that the Council has the commitment and skills to support Bishop Peter and the Director in meeting those challenges. I wish to my successor Greg Doyle and the Council the same joy that I have experienced in participating in the mission of CatholicCare.



*Kath McCormack AM
Director*

DIRECTORS REPORT

Thousands of people seek our support every year and we are proud to be in a position to be able to offer holistic services. This report gives a snapshot of the many and varied activities carried out by CatholicCare on behalf of the Catholic Church in our Diocese through both stories and statistics, we demonstrate the diversity of our work and our commitment to providing quality services to those most in need.

This financial year provided many highlights for our organisation. In this, the final stages of our most recent Strategic Plan, a major focus has been on Goal 3 of our plan – Realise the Potential of our People and Resources. Quality was the forefront of our discussions, ensuring our work remains professional, relevant and consistent. Staff development has been a priority and with refurbishments to our Wollongong office imminent, this will ensure a good strong base from which to serve people who are in need. The renovation of the Wollongong Children's Cottage in Gwynneville, made possible by a Federal Government Temporary Financial Assistance Scheme grant, means we can now provide quality services to children and families who are struggling, in a home-like environment. Our Inaugural Golf Day was a great success, raising \$10,000 to assist the Family & Sibling Support Program.

A personal highlight for me was the unique opportunity to attend the Leuven leadership Enrichment Program. Along with 22 other Directors from around the country I wholeheartedly participated in this program, reflecting on pastoral and social care and examining Catholic identity in the modern world. During the course I was confronted by so many experiences, theories and learnings. I am truly grateful and satisfied that I was able to keep up with the intense mobility of the challenge of my body, mind and heart of those five weeks. Special thanks to the staff from Catholic Social Services Australia for making it all happen.

CatholicCare Advisory Council Members

John AKELE

Kieran BIDDLE (*Finance Committee Chair*)

Greg DOYLE

John DRISCOLL (*Chair*)

Franca FACCI

Nick HARTGERINK

Fr David O'BRIEN

Mark O'DONOGHUE (*Diocesan Financial Administrator*)

Joanne POLLARD

Fr Vince WHITEMAN

CatholicCare is fully invested in the Diocesan Pastoral Plan. Throughout the intensive consultation process CatholicCare committed time and resources to this important initiative ensuring the entire Diocese moves forward in a focused manner. Special mention must go to Michael Gross for his commitment to this process as our representative on the steering committee.

The organisation also farewelled two long-serving staff members this year. Audrey Scruby retired after coordinating the Community Visitors Scheme since 1994 and we bid farewell to Executive Manager Aged & Disability Services, Colleen Mandicos, who retired after 11 years. Both Audrey and Colleen's legacy is a strong foundation on which we will continue to build on to achieve better outcomes for the most vulnerable members of our community.

This is a team effort and I sincerely thank our staff and volunteers, whose efforts continue to build our reputation for quality and excellence. To the Executive and Leadership Teams for supporting and challenging me and each other. To our Advisory Council, who provide sound advice and guidance, particularly to John Driscoll as his term as Chair comes to an end and Greg Doyle as he takes up the reins.

To our Bishop Peter, for his prayers, support and direction, particularly as the Diocese takes on the important issues of our time through our Pastoral Plan. To the Chancellor of the Diocese, Sr Moya for her strong leadership. To all parishes, priests and fellow Catholic agencies for your ongoing support of our services. To our supporters and financial donors - as you read through these stories I hope you will see how your continued generosity enables CatholicCare to remain a reassuring, enabling presence in the lives of many. And to our clients...thank you for allowing our work to be such an important part of your lives.

CHILDREN & YOUTH SERVICES



Out of Home Care

The Out of Home Care (OOHC) program continued to support (OOHC) vulnerable children and young people coming into the out of home care system due to their parent's inability to provide safe and adequate care. These children have experienced trauma through abuse and neglect, and their family circumstances and the issues they present with as a result are indeed becoming more complex. Their birth families struggle with issues such as mental illness, domestic violence, homelessness and substance abuse.

There was a great deal of change experienced by the foster care program during this period. The new fully inclusive funding contract with Community Services proved to be a time of streamlining and implementing new practice and in particular consolidating financial tasks given the agency is now, responsible for all associated financial costs for children, young people and their foster carers.

A total of 73 children and young people were placed within the foster care program during this period. The program saw some growth in client numbers and more movement for clients with increased children and young people being placed in crisis and short term placements than ever before.

There were a total of 81 carers providing a range of crisis, short and long term placements, with two adoptions also in progress for foster children during this time. However, recruitment of families willing to accept a foster child placement remains a significant challenge. A strong carer recruitment marketing campaign continued with one of the highlights being the production and airing of a television commercial on local Illawarra prime time TV. Word of mouth and advertising in our parishes, Catholic schools and local press are still the key marketing mediums attracting new enquiries for foster caring. The ongoing efforts of the marketing campaign resulted in eight new foster carers being authorised to meet the increasing number of children being referred to the program.

CatholicCare also assisted the University of Wollongong (UOW) with their longitudinal research study regarding foster caring and in particular contributed input to their research publications *"Retrospective Insights from Ex-Foster Children: Characteristics of Successful Foster Placements"* by Melanie Randle (October 2010) and *"The Market of Potential Foster Carers"* (March 2010). CatholicCare also hope to partner UOW in a new research project in 2011 if funding sought is successful.

CatholicCare joined its OOHC sector colleagues to become part of the "Coalition for Children in Care", made up of non government foster and residential care providers who share a vision to transform the OOHC system to promote a better life for children in care, and a secure future when they leave it. The Coalition will be campaigning through to the March 2011 election to have the Wood Inquiry recommendations such as the transition of OOHC services to non-government organisations implemented and appropriately resourced.

Another program highlight included the renovation of the parish property at Gwynneville, with services operating from September 2010 to enable a much more family friendly environment for clients participating in supervised contact.

Access

This program operates in the Macarthur area to provide supervised access for children in foster care to their biological parents. The aim of this service is to ensure children have contact with their primary carer in a safe and non-threatening environment. The service facilitates supervised visits, supporting children to develop and enhance their relationships and assisting positive interaction between the child and their primary caregiver.

- Total number of children provided with Access visits: **24**
- Total number of visits supervised this financial year: **244**

JUDE'S STORY: BECOMING A FOSTER CARER

Jude and his wife Kerrie had often thrown around the idea of becoming foster parents. They saw a need, thought they could contribute and their own two children were excited by the suggestion. However despite several times going through the process of enquiry with CatholicCare, they continued to come to the same decision.

'There were always a few good reasons to say no', Jude said.

'Chief among them was the thought that if we were to take on short to medium term care we would bring these kids into our home, our family, and at some point we would have to say goodbye.'

An old letter stowed in the filing cabinet from CatholicCare dated July 2002 illustrated that six years had past since their last enquiry. This time, in 2008, the couple met with other CatholicCare foster carers and were inspired by their passion. Equipped with a greater sense of what Fostering was like, Jude and Kerrie decided to begin the training, at ease in the knowledge they could always pull out.

'On starting the course though we knew there was no going back [for us]...and in a relatively short space of time we had two extra girls in our house!' Jude said.

The couple found joy in teaching the children in their care all kinds of everyday activities from swimming to speaking, holding a knife and fork or washing hands. The day came however when the couple were faced with their greatest concern – saying goodbye. Jude said that although they were upset, the years they had said 'no' to fostering for this reason wasn't good enough anymore and they were eager to continue providing a stable family home for children.

'I think I've learnt one thing more than anything else from the experience of Fostering and that is everydayness matters', Jude reflected.

'It's natural that we all love and remember the photo moments, but it's out of the ebb and flow of breakfasts, of cuddles or washing up that trust and self confidence grows...it's in these things that kids get a real sense of family, of belonging and of security.'

CatholicCare joined forces this year with Fostering NSW for the state's largest foster carer recruitment campaign. For 2009-10 there were 46 authorised sets of carers looking after 59 children across the Wollongong, Southern Highlands and Campbelltown areas.

CHILDREN & YOUTH SERVICES



Children's Contact Service

This service is for families who are experiencing conflict or difficulties around spending time with and changeover arrangements for their children. CatholicCare Children's Contact Service provides a venue for the safe transfer of children between separated parents, and meaningful interaction between children and the parent in which they are spending time with. CatholicCare Children's Contact Service is federally funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).

Achievements in 2009/10:

- New 'Children's Cottage' building work in Wollongong started in January 2010 as a purpose built child focused facility. These areas have music, TV, DVD, Xbox, Wii, cooking, BBQ, outdoor play, and nappy changing facilities. Offsite supervised contact visits can also be facilitated if appropriate with numerous facilities near by and is situated on the 'Free Bus' route.
- Employed people with a diverse range of skills and from diverse backgrounds to provide more flexible staffing to meet families needs.
- Solidified team strengths and continued promotion of ongoing development and shared learning amongst team members.
- Strengthened relationships between the Children's Contact Service and the new Parenting Orders Program.
- Strengthened relationships with the Federal Magistrates Court and key stakeholders across the diocese.
- Continued to implement off-site supervised sessions as part of the transition from supervised to changeover sessions. Participant families

have reported these sessions as being of benefit to the children as they move from one service type to the other.

- Continued to improve service provision through implementation and development of best practices, done in consultation with other CCS providers and ACCSA and NSW/ACT Teleconferences.
- Worked towards further improving client outcomes and service experience via Results Based Accountability practices.

Children's Contact Service	Number of Assessments	Supervised contact Scheduled	Changeovers Scheduled	New Families
Wollongong 2008-2009	66	257	440	34
Wollongong 2009-2010	46	250	264	17
Campbelltown 2008-2009	54	262	497	20
Campbelltown 2009-2010	42	288	425	13
Nowra 2008-2009	15	88	74	7
Nowra 2009-2010	12	86	32	4

Chaplaincy in Reiby Juvenile Justice Centre

CatholicCare auspices a Chaplaincy position for the Department of Juvenile Justice at Reiby which caters for the youngest offenders in NSW from ages 10 to 16. The Chaplain works with other professionals within and outside the Centres providing care, support and encouragement for young offenders and assisting with their rehabilitation. This ministry reaches out to the young people and their families.

Activities the year 2009-2010 included:

- Regular Sunday Services in the Chapel, plus additional 'special services'
- Connecting the Young Offenders with representatives of his religious/faith tradition
- Conducting formal Bible Study classes for interested young people
- Coordinating visiting church groups
- Coordinating personal development programs like Check-It-Out and Seasons for Growth
- Visiting young people in other Juvenile Justice Centres
- Occasional advocacy at court for Young Offenders
- Contact with the family/relatives of Young Offenders
- Supporting some Young Offenders during post release
- Offering support, guidance and counsel individually to Young Offenders
- Sharing prayer with some Young Offender's – particularly at times of bereavement
- Distributing religious literature, Bibles and prayer cards to Young Offenders

ROB'S STORY: LOSING CONTACT WITH YOUR CHILDREN

One devastating consequence some parents and children experience with broken families is the time lapse between seeing each other because of changed circumstances. Some, like Rob, feel frustrated by lengthy court processes and community service agencies determining when and where they can see their children.

CatholicCare's Contact case workers first met Rob during the high conflict breakdown with his partner where allegations of drug related domestic violence quietly clung to the air. As a result, the court gave Rob temporary supervised visits at CatholicCare each fortnight to see his three-year-old daughter Jasmine. Spending time together in a safe and family-friendly environment, their routine went smoothly for two months until Jasmine's mother refused to use the service because of child support issues. Angry with this development when he was aiming towards unsupervised access, Rob was also unsure of what to do next and how to get past the complicated situation.

The case workers liaised with different legal representatives to try and reach a resolution using their skills to negotiate and navigate their way through the system. Maintaining objectivity meant they focused above all on the best interests of Jasmine – something the couple found hard amidst the bitterness of past mistakes. When the Contact service was installed again after three months Jasmine and Rob were able to continue to develop their relationship. In a positive step forward, self-management of contact arrangements soon became a viable option for the final court hearing.

'[The court] could see the interaction between the father and daughter through our case notes and record keeping', the case worker said.

'Certainly if there were any issues we needed to bring the parent up on then we'd put that down, but they could see that there weren't any issues or reasons not to move to self-management, which is the best outcome for high conflict families.'

FAMILY SERVICES



CatholicCare provides a broad range of relationship programs assisting individuals, couples and families to strengthen, develop and maintain strong healthy relationships.

Family & Relationship Counselling

This service helps couples and families to manage relationship issues that arise at various stages of their relationships. Through counselling and support individuals, couples and their families focus on their priorities for the relationship with an emphasis on growth, strengthening and wellbeing. In 2009-2010 family relationship counsellors assisted 2030 clients.

Family & Relationship Education Skills Training (FREST)

This key service assists parents of young children and teenagers. The workshops offer a practical 'hands-on' approach to parenting and are facilitated by professional educators. They are designed to enhance family life and help parents feel more confident and secure about their parenting. In 2009/10, 112 workshops were conducted with 2077 participants. Part of the program specifically focuses on early intervention for men with 208 people engaged in these programs.

Marriage & Relationship Education (MRE)

The Marriage and Relationship Education program works with engaged couples, assisting them to develop and enhance their relationship. CatholicCare provides two programs for couples preparing for marriage. 'Partnership' provides couples with the opportunity to explore their relationship, build on strengths and gain an awareness of some potential problem areas. 'Prepare' helps couples identify and work through issues before marriage. Couples complete a questionnaire designed to help them learn more about themselves and their relationship. They receive individualised feedback on the questionnaire and work with a qualified relationship educator to discuss their responses and apply the information to their relationship. Both programs cover such topics as expectations of marriage, family of origin, communication, managing conflict, spirituality and sexuality and intimacy. In 2009-2010 there were 13 Partnership, workshops conducted with 5 couples in each. 21 Prepare sessions were held.

Apart from serving client needs the Family Services program also managed to introduce new initiatives including:

- Development of the Keeping Kids in Mind (KKIM) Partnership
- Introduction of workshops into Reiby Juvenile Justice Centre
- Successful fully compliant audit by FaHCSIA
- Improved integration of FRSP/SSFP, particularly in cross-referral and group-work contexts

JANE'S STORY: AN "UNEXPECTED" EVENT

Sr Ruth Davis always feels slightly apprehensive before conducting the *Keeping Kids In Mind* course as she says its design is very 'hard-hitting'.

Participants are challenged about their responses post separation and the impact this has on their children. But after a confronting start she said parents enjoy the course and almost never want to leave.

'The course helps those who have difficulty communicating with their separated partner and focuses on facilitating their communication, so children have the best outcome', Sr Ruth said.

'Though the course is rather "in your face" participants come away with helpful strategies to manage conflict.'

The course had such a positive impact on 35-year-old Jane that she reunited with her husband. Separated for nearly 12 months with three young children, Jane decided to attend the five-week Campbelltown course in December last year.

A few months later she made a surprising visit back to CatholicCare.

'I was about to start a parenting group when Jane came to see me', Sr Ruth recalls.

'She introduced her husband and said, "After attending your course I realised how I had been acting and my husband and I have been back together for three months now. We are both so grateful to you, thank you."'

While Sr Ruth has heard of participants meeting new partners through the course she has never heard of a couple reuniting, as many who attend are beyond reconciliation.

'Certainly, it was a most unexpected outcome!' Sr Ruth said.

'It was so nice to hear that what she learned in the course changed how she viewed her situation and that as a result her family are now back together again.'

FAMILY SERVICES



School, Student & Family Program (SSFP)

This service works in collaboration with the Catholic Education Office (CEO) to enrich and enhance all aspects of student's lives. This year has been a very productive year for this important service with the development of a Memorandum of Understanding with the CEO. The team conducted numerous presentations, workshops and group work for the students along with one on one counselling.

With the aim of providing current and useful information, the assistance provided to individual students throughout the year covered a range of school or personal related concerns. By delivering support or through developing skills, students were helped to resolve issue such as bullying, stress, low self esteem, anxiety and depression, grief and loss, motivational issues, family conflict, and relationship difficulties. Helping students to manage such difficulties enables them to continue and succeed in their school and improve their health and wellbeing.

Students who saw a counsellor	1,136 <i>(7.0% of enrolled students)</i>
Counselling Sessions Conducted	6,527
Consultations (Parents/Teachers)	6,046
Group-work Sessions Conducted	179
Risk Of Serious Harm Notifications	102 <i>(Trending down significantly)</i>

CatholicCare has introduced a Results Based Accountability System to monitor and evaluate the effectiveness of our work. This system asks (RBA) three key questions:

- How much did we do?
- How well did we do it?
- Is anyone better off?

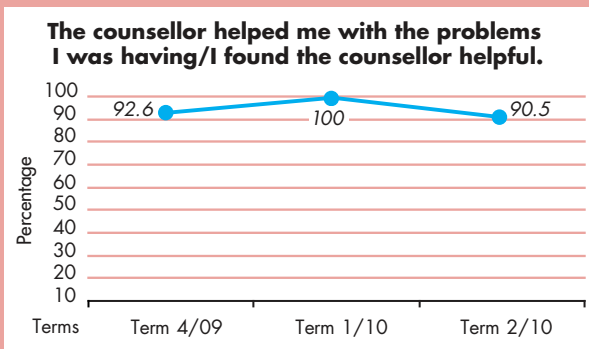
The School, Student and Family (SSFP) information is obtained from students, parents and teachers. The program now has sets of data for each term's work from Term 4 2009. This will be used for planning and to ensure the relevancy of our programs.

RESULTS BASED ACCOUNTABILITY

School, Student and Family Program (SSFP) - RBA Measures

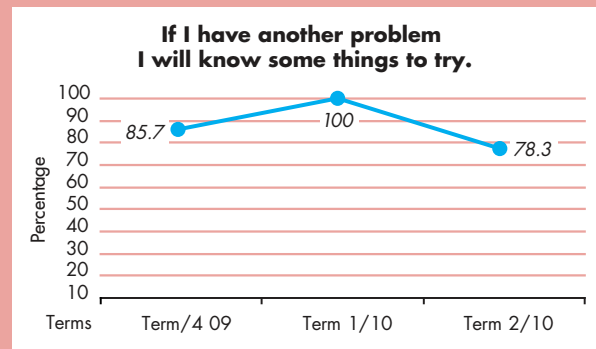
How Well Did We Do It?

Students Primary — % responding "YES"



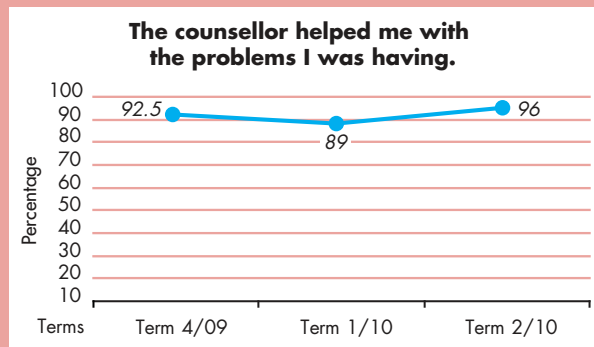
How Well Did We Do It?

Students Secondary — % responding "YES"



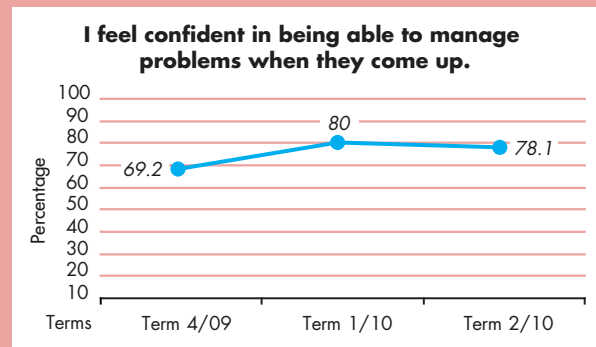
Is anyone Better Off?

Students Primary — % responding "YES"



Is anyone Better Off?

Students Secondary — % responding "YES"



DAVID'S STORY: BEYOND THE TRAUMA

Playing in his room one minute to witnessing a home invasion the next, nine-year-old David was left frightened and insecure.

Though physically unharmed, the post trauma altered his behaviours and confidence at home – a place he had always associated with his protection.

When bedtime came David continually insisted on sleeping in his parents' room.

Believing the anxiety would eventually fade, it was not until seven months later that his parents contacted his school for help.

After one session spent talking through the event with the CatholicCare School Counsellor, David was sleeping in his own room again.

More progress was made through confidence building exercises, challenging his fears and exploring how feelings associated with anxiety impact on the body.

The School Counsellor also helped David's parents to better understand his needs and were talked through strategies to ease his fear in the family home.

A bright child, one already displaying leadership qualities and the makings of a top student, David was very responsive to counselling and willing to feel better.

Over time he became a more contented, less anxious child and his participation in the classroom improved.

The School Counsellor said most of the students and families they see would not receive psychological help without the CatholicCare counselling service going into the schools and David may not have reached his full potential without the opportunity to come to terms with his post trauma.

'There will always be an element of anxiety after an event such as this, but counselling is there to help him feel safe again and to manage that anxiety.'

The School Student and Family Program offers counselling and group work to students and families in distress helping them to make competent life decisions and enhance their wellbeing.

MATTHEW'S STORY: COPING THROUGH FAMILY SEPARATION

For kids like 13-year-old Matthew life can get confusing with separated parents. Their family is now split apart and their time is often divided between staying at mums and staying at dad's house. With the changes and disruption to everyday life, it becomes difficult for kids to adjust to the different rules and lifestyles set by each parent.

When Matthew's dad lost his job, the emotional strain this caused impacted their relationship. With patience at a low they often clashed making Matthew feel like he had to be a 'perfect child'. Matthew's mum began to notice increased anxiety and stress before his visits with his dad and unsettled behaviour afterwards, so she turned to CatholicCare Family and Relationship Counselling. Though reluctant at first, Matthew soon found counselling useful at home - but he was too nervous to have his dad involved.

For their relationship to improve, the counsellor tried to build Matthew's confidence for his dad to attend family sessions. Through choosing what topics to discuss and developing an action plan in

case the session turned agitated, Matthew felt comfortable moving to the next stage. He was also encouraged to practice the skills learnt in counselling with his step-dad, which helped him prepare for talking with his own father.

The counsellor said the sessions gave the family an opportunity to be open and honest.

'At home there is a hierarchy, but in counselling what everyone has to say is taken into account, and as a result the family became much better at managing their emotions with one another'.

The counsellor said a boy's relationship with his father becomes of great importance as a teenager, and separation can strongly impact on that development. However when encouraged to talk openly to each other, understanding grew, which led to changes and improved the quality of time they spent together.

'The family sessions also helped the two parents work together in parenting their son in their respective homes', the counsellor said.

AGED CARE SERVICES



Community Aged Care Packages

This service focuses on upholding the independence of (CACP) ageing people, ensuring they have dignity of choice as they remain living in their own home. In delivering a flexible and holistic service based on a *Person Centred Approach* the physical, social, emotional and spiritual needs of ageing people are addressed.

During 2009-10 the program delivered just short of 40,000 hours of service to an average of 125 clients requiring assistance each week. On intake of new clients priority is given to those of culturally and linguistically diverse backgrounds (CALD) and those at risk of homelessness in the Wollongong and Shellharbour local government areas. Our Care Support Workers come from a diverse range of backgrounds and clients upon assessment are then best matched to staff. The program introduced Results Based Accountability this year to assist in the development of Person Centred Planning. The data collected from clients helped to:

- Look at individual needs in a different way
- Assist clients to take control of their own life
- Increase opportunities for clients to participate in their own communities
- Build on the interests and desires of clients.

In response, a Christmas Party was held for clients and carers to come together and interact socially. Our first Christmas Hamper Drive ran to great success, spreading Christmas cheer and support to the most isolated and vulnerable in the program.

Community Visitors Scheme

This program is designed to lessen the isolation experienced by residents in aged care homes and enhance their quality of life by matching them with a

Community Visitor (volunteer). Many residents have limited to no family contact, or suffer loneliness because of disability, cultural and linguistic reasons. The volunteers visit at least once per fortnight sharing conversations, hobbies, interests and social activities.

CatholicCare is funded by the Department of Health & Ageing to provide 60 volunteers to visit residents in 12 aged care homes across the Illawarra and Shoalhaven local government areas. Twenty five of our longest serving volunteers were officially recognised and honoured by Bishop Peter Ingham at special event in May.

Aged Care Advocate

This position provides information, support and advocacy for ageing people and their carers within parishes throughout the Wollongong Diocese. The Aged Care Advocate manages one to one pastoral care visitations and conducts six-week training courses in pastoral care for volunteers to assist them in their caring and companionship role.

In 2009-10:

- More than 40 ageing parishioners and significant others were supported at the monthly Lunch Club which provides information, companionship and support
- New pastoral care training courses operated in Moss Vale and Campbelltown attracting 36 participants
- The development of a new bereavement group commenced in Albion Park
- Support was given to 40 volunteers from seven ongoing pastoral care groups.

The Aged Care Advocate also continued to provide support and direction to CatholicCare's Committee for the Aged.

SHIRLEY'S STORY: BEFRIENDING THE LONELY

Disconnected. Isolated. Lonely.

For many elderly people this is what has become synonymous with the ageing process.

A large population of migrants often means fragmented families; and for those living on their own, a loss of independence may leave no other option but to be cared for in an aged care facility.

And what if Alzheimer's strips away your memory of English - your ability to effectively communicate - and you find you recall only the language of your childhood?

For one resident, this frightening development was eased by the CatholicCare Community Visitors Scheme, which matched a language-specific volunteer to provide ongoing one-to-one companionship.

Shirley, a volunteer Visitor, spends several hours of her time each week visiting and says sharing a simple chat or just listening to their concerns can make all the difference between a good or bad day.

'Without the Scheme, some residents would have a very lonely life as some have no family at all', she said.

'Basically all they want is someone who they can call their friend who just comes to visit them.'

One of CatholicCare's "Hidden Workforce" Shirley has astoundingly been a Community Visitor for the past 17 years after becoming aware of the issues facing ageing people.

She thought people in her local community could use the support and friendship.

'Sometimes when I go and they're having a really down day they would say, "Oh I'm so pleased you came today, I feel really good now".'

'It's nice to think you're helping someone else and if they're a little bit more cheered up by the time I leave, then it makes it worthwhile for everyone.'

25 of CatholicCare's long-serving volunteers were formally thanked by Bishop Peter Ingham and Director Kath McCormack for their contributions to the community at the Wollongong Golf Club in May. The function also recognised the long-standing partnerships developed between CatholicCare and aged care facilities in the region, as well as the efforts of recently retired program coordinator, Audrey Scruby, who built up the service for over 15 years.

CatholicCare now has more than 80 volunteer Visitors befriending residents across the Illawarra and Shoalhaven areas.

DISABILITY SERVICES



Disability Flexible Options

This program supports people with a long-term disability who are ageing and/or have an ageing carer. Care support workers provide personal care, domestic assistance, social support, transport and home maintenance to 115 clients in the Wollongong, Shellharbour, Kiama and Shoalhaven local government areas.

Data collected from clients in 2009-10 showed:

- 98% of clients felt CatholicCare made a difference to their lives
- 99.1% felt that their Care Support Worker treated them with respect
- 92.7% said their Care Plan had been achieved.

The weekly social support groups continued to operate in Wollongong and Nowra allowing those who feel socially isolated, and who are looking for a wider network of friends, to meet with others. Throughout the year clients enjoyed a wide range of activities such as bowling, going to the movies, outings to places that offer music and dancing, as well as going to the annual weekend camp away.

Disability Advocate

This position works in partnership with parishes and external agencies to support people with a disability and their families. The weekly Parenting in Partnership group for parents with an intellectual disability continued to provide support, information and advocacy to five mothers and their children throughout the year. A weekend getaway to Mogo in May proved to be a chief highlight for these families.

Commencing this year was a new support group for mothers with an intellectual disability, who have children in the care of the Department of Human Services. CAN (Collaborate, Affirm, Nurture) was formed after identifying a need to provide ongoing assistance and emotional support for women previously assisted by the Advocate on an individual basis. Other mothers have since joined, who had attended CatholicCare's 'Triple C' group run by our FREST program. The group aims to empower parents by:

- Helping them to understand the court system and community services processes
- Providing information as the needs of their children change
- Helping to improve the quality of contact time they spend with their children
- Facilitating mutual support meetings with other mothers.

The Advocate also became a member of the Compeer Advisory Committee, helping to develop knowledge and awareness of issues affecting people with a mental illness.

DISABILITY SERVICES

Carers Counselling Support and Advocacy Program Your Time

This program works with carers looking after family members or friends who are frail aged, have a disability or a mental illness. Access to this program is prioritised to ageing carers and people from CALD backgrounds. This year we supported more than 200 people who turned to CatholicCare with a wide range of difficult circumstances, such as:

- Caring for people with dementia, including early onset dementia
- Carers with an intellectual disability or with their own serious health problems
- Carers dealing with domestic violence
- Carers with multiple caring roles
- Carers giving up their full-time caring role.

In addition to one-to-one counselling, the program offers advocacy, support and information enabling people to remain living at home and helping carers to continue their valuable role. The Carer Counsellor provides respite and stress management education, court support, grief and loss training, and assistance in obtaining community services or financial aid where appropriate.



MOGO TRIP AWAY

Shopping, an old mining town and the zoo?

At first glance it's difficult to find a connection, unless you add in the Partners In Parenting Support Group (PIP) run by Jacinta Wall, CatholicCare's Disability Advocate.

And this was precisely the group's agenda for an adventure down the South Coast on the first weekend in May.

Four mothers and their nine children piled into CatholicCare's minibus headed for Mogo where they spent their time wandering Old Mogo, exploring shops and encountering a variety of wildlife at the Mogo Zoo. Jacinta said the mothers and children were excited to see the animals up close and personal.

'They were surprised at the size of some of the animals, such as the giraffes and the lions', she said.

'For most of the group it was their first visit to the zoo, and certainly for most, it was the first holiday away with a group of other families.'

Funded by the Diocese and CatholicCare, the weekly support group aims to assist mothers with an intellectual disability care for themselves and their children. Jacinta said overall the trip away was a great success.

DISABILITY SERVICES



Family and Sibling Support Program

This program, more commonly known as SIBS, is unique in the Illawarra region in that it provides support to families who have a child with a disability - with a focus on the siblings. CatholicCare relies on fundraising to deliver this valuable service and consequently held a successful Golf Day event in July. More than \$10,000 was raised which self-funded the annual family weekend away in Berry where 90 people attended, up from 80 in 2009. The following quote illustrates the impact on one family:

"It's great to see Lucy becoming more independent and enjoying the activities with her peers. My younger daughter enjoys the camp and spending lots of one on one time with mummy and daddy - she also made a little friend too, which is great I really love the freedom from "the chores", the lovely fresh air of the countryside and catching up with other mothers. All in all, a highlight for us, as we had not had a holiday for a while - so thank you very very very much." (Sibs mum).

In 2009-10 the program dramatically increased its support to families in the Illawarra. CatholicCare is now engaged with 65 families, which has risen from 26. Some of the main activities this year included:

- Holding SIBS activities each month - in addition to holiday fun days - which saw children enjoy themselves at wildlife or water recreational parks, the Circus or rock climbing
- Running SIBS workshops for children between 7-12 years, offering the opportunity to express feelings and concerns in a secure environment, while having fun and learning more about disability
- Facilitating three parent workshops
- Promoting sibling support to the community by conducting presentations to ADHC, Catholic Education Office, the Shepherd Centre and St John's High School, Nowra.

LISA'S STORY: SUPPORTING FAMILIES WITH A CHILD WITH A DISABILITY

When Ruby was born her parents felt the usual joy and anticipation for the future that comes with a new baby. A sister to their first child Annabel, Lisa and George expected this journey to go along similar lines: matching outfits, keepsakes treasured and every milestone noted and photographed.

But their expectations drastically changed when Ruby was diagnosed with a rare brain condition.

'What does this mean for her?' were the words that first came amidst the confusion and the fear. They soon discovered that rare brain disorders didn't come with information booklets, and struggled without any direction or assistance.

At nearly three years, Ruby could not hold her head unsupported, talk or feed herself. Lisa and George found the only support group in the world for her condition was in America however they were determined to attend their annual conference, and it was here the effects on siblings was brought to their attention.

Discovering CatholicCare's self-funded Family and Sibling Support Program was also a helpful break – and was much closer to home.

'CatholicCare is the only organisation in the Illawarra that offers a service designed to support siblings and their families', Lisa said.

Through having to shoulder part of their sibling's care, suffer screaming tantrums, the distracted attention of their parents or numerous medical appointments, the stress on siblings can be significant.

'The program offers not only support, but some well earned time out for the siblings', Lisa said.

'They have the opportunity to join children from other families and go to special places like the zoo, the movies and even the Circus. For all the families our most exciting time of year is the annual Family Camp and we can't wait!'

For Lisa's family the weekend getaway at the recreation centre in Berry was the first time they were able to enjoy a relaxing and stress-free holiday together. This was all made possible with the help of CatholicCare's partners and supporters as more than \$10,000 was raised for the program at the Inaugural Golf Day fundraiser at Port Kembla Golf Club in July.

CORPORATE SERVICES



Finance

The financial year of 2009-10 saw a dramatic change in the combination of government funding for CatholicCare. This was largely due to an unsuccessful tender for the new Job Services Australia Program which replaced the Personal Support Program (PSP). CatholicCare however received a small amount of funding during the year to continue services to existing clients during the transitional phase of dissolving the program. In contrast, the funding structure increased for the Out of Home Care program in Children and Youth Services and it now covers the financial obligations of carer payments and child contingencies, when only case management for children in care was previously funded.

Total Revenue has remained relatively consistent over the past two financial years, although several measures ensured a significantly larger surplus this year than the one before. Program restructures, redundancies and cost cutting activities resulted in a surplus of \$385,000 compared with \$16,000 last year when the GFC was at its worst. The current ratio of 1.66 and cash ratio of 1.55 shows that CatholicCare continues to meet its financial obligations and remain stable. More specifically, the highlight for the finance team during the year was the development of the full suite of financial reports for year end. Government acquittals were also obtained through the new accounting package recently implemented.

Physical Resources

CatholicCare was successful in securing \$200,000 from the Federal Government's Get Communities Working stimulus funding stream. This was used to convert a parish property in Gwynneville to a purpose built "Children's Cottage" where our Wollongong children's services are now run. The environment in the cottage mirrors that of an average home

and is therefore child friendly and very conducive to enhancing family relationships. Many staff hours were invested in the renovation and fit out of the property to create an environment which CatholicCare clients can thrive in.

Results Based Accountability

This model of evaluation is being slowly introduced into each service provided by CatholicCare. Most programs have chosen their Performance Measures, and decided on the data to be collected and the collection method to be used. 2010-11 will see teams having access to improved data, both in quantity and quality, to assist in the planning and improvement of the services offered to clients.

Fundraising

The Race Day raised a total of \$20,200 to assist CatholicCare continue to self-fund some programs. The annual Art Show, held at Kembla Grange Racecourse raised just under \$14,000 to assist CatholicCare to administer programs and service. More than \$10,000 was raised for CatholicCare's Family and Sibling Support Program when staff, friends and sponsors took to the green at Kembla Grange Golf Course at the inaugural CatholicCare Golf Day. Capturing the spirit and vision of the event, guest speaker and Illawarra Hawks Gordie McLeod, claimed great things could be achieved through community generosity.

CORPORATE SERVICES



Information and Communication Technology (ICT)

CatholicCare recognises the ever increasing business and social reliance on ICT and therefore continues to invest in this area. ICT networks and devices are continually monitored and upgraded to provide resources to staff enabling them to meet service delivery needs and to meet the reporting requirements of government departments. One of the main initiatives undertaken this year was an ICT highlight which consequently staged a replacement of laptop equipment to permanent computers for the School Student & Family Program. Traditionally counselors worked with laptops to provide services to the catholic schools across the Diocese however the changeover eradicated the need to transport computing equipment from school to school thereby reducing the risk of injury to staff.

A further development in 2009-10 was the introduction of the communication tool, Skype. As staff now operate from five office sites which are spaced over large distances across the Diocese, CatholicCare has looked at ways to utilise computing technology to assist interoffice communication. Using Skype to link staff to program meetings, or internal committee meetings taking place at a different office has significantly reduced travel time and resources spent by staff. It also adds a visually inclusive element not previously experienced through phone conferencing. CatholicCare hopes to further establish Skype or related tools in the daily operations of the agency to improve efficiency for general staff activities, such as internal training.

To stress CatholicCare's emphasis on quality this is now a separate topic in the Orientation Course for all new staff.

The Quality Systems Committee met fortnightly throughout the year, and as a result, thorough reviews of all policies and procedures are being conducted. Human Resources policies are also well underway, including

the finalisation and implementation of the up-dated Recruitment & Selection policies. All staff who are likely to be involved in recruitment were trained in new arrangements. The Employment Screening policy was up-dated to ensure it met new legislative requirements and focused on best practice in choosing staff.

The review of OH&S policies was initiated and a Client Services review will commence in 2010-11. A schedule has been set up so all policies will now be reviewed on a two yearly cycle.

Staff from a range of programs are involved in the Committee and all staff are encouraged to contribute their views to reviews. Agendas and minutes are freely available, however in 2010-11 the Committee will develop strategies to make this process easier and more "user friendly".

Committee members participated in the Catholic Social Services NSW Quality Assurance Working Party and undertook training in Auditing, Documentation, and Complaints Management.



Staff Development

A major strategy in relation to the achievement of Goal 3 of CatholicCare's Strategic Plan (Realise the Full Potential of our People and Resources) was the establishment in 2008-09 of an agency Training Committee. In 2009-10 the committee had its first full year of operation and focused on the development of "across agency" training opportunities that would help staff achieve a high standard of service delivery.

By June 2010 an agency Training Calendar was well established. This consists of modules that are compulsory for all staff to complete over a two year period. Topics include "Orientation", "Working in a Catholic Agency", "Mental Health Awareness" and "Working with Clients with Challenging Behaviours". To plan for the future of CatholicCare a module titled "Future Leaders" for staff not currently in formal leadership positions will be added in 2010-2011.

A Mini Workshop Program was also trialled in October 2009 in Wollongong. This consisted of a full day of 6 x 1 hour presentations by staff members on subjects in which also they were particularly interested. Topics included "Relationship Education", "Becoming an Effective Clinical Supervisee" and "Men's Matters". This less formal way of learning, in which staff could pick and choose which workshops to attend, proved very popular and will be repeated in 2010-11.

During this financial year, three Staff Development Days were held. On 26 & 27 November 2009 external facilitators, John Honner and Jan Stratford, led workshops on the theme of "Foundation Principles of Catholic Social Teaching, Spirituality and Human Services" followed, on the second day, by "Leadership", "Emotional Intelligence & Self Awareness" and "Relationship Management". On 4 March 2010 staff discussed CatholicCare identity and values including the use of hypothetical case

studies based on real life situations.

An electronic system was set up on the CatholicCare server to improve the sharing of information about the availability of relevant external courses. All staff members can access and add to the information held. Each program budgets for staff to attend training courses relevant to their specific activities. These included "Mental Health First Aid" and "The Accidental Counsellor".

The Training and Development Policy was reviewed and updated ensuring all staff had access to both internal and external training. The Study Assistance Policy relating to study leading to a formal qualification will be reviewed in the coming year.

Individual "supervision" arrangements were reviewed and regular, usually monthly, professional guidance sessions continued for all staff with those undertaking therapeutic counselling also taking part in monthly clinical supervision sessions.

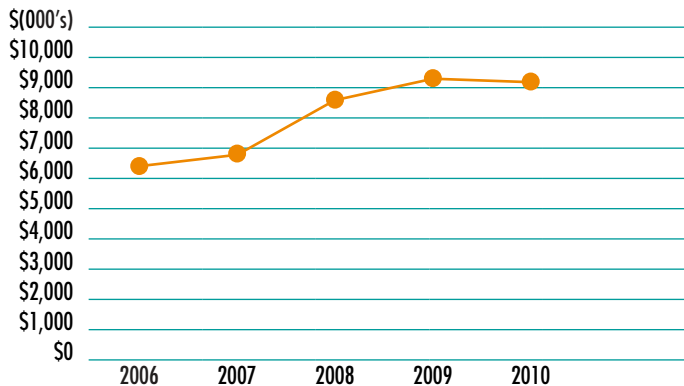
The Performance Review and Appraisal Policy was reviewed and all staff will be offered training before the next round of reviews occurs.

FINANCIALS

Accountability

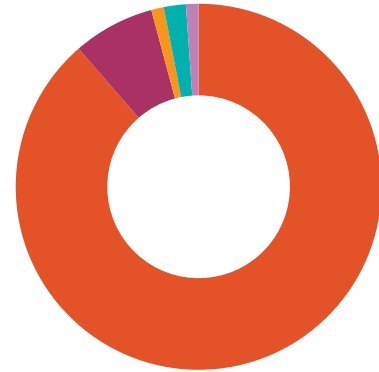
Revenue (000's)	%	2010	2009	2008	2007	2006
government and other grants	89%	8,124	8,041	7,405	5,863	5,488
client fees	7%	644	638	569	505	499
diocesan contribution	1%	114	312	240	100	100
interest	2%	176	200	231	150	130
other income	1%	104	95	144	266	168
total revenue		\$9,162	\$9,286	\$8,589	\$6,884	\$6,385
Expenses (000's)	%	2010	2009	2008	2007	2006
salaries and wages	66%	5,825	6,851	6,057	5,006	4,649
client and program expenses	14%	1,266	719	428	89	63
premises expenses	5%	456	533	519	376	340
motor vehicle expenses	4%	323	360	328	257	242
depreciation	3%	307	258	203	175	125
insurance	3%	242	191	163	147	329
other expenses	4%	358	358	504	367	302
total expenses		\$8,777	\$9,270	\$8,202	\$6,411	\$6,050
Net Surplus	(000's)	\$385	\$16	\$387	\$475	\$335

Revenue Trends



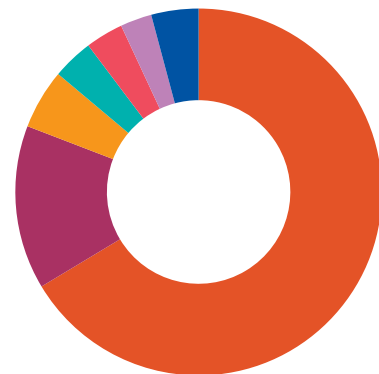
Revenue

- government and other grants
- client fees
- diocesan contribution
- interest
- other income

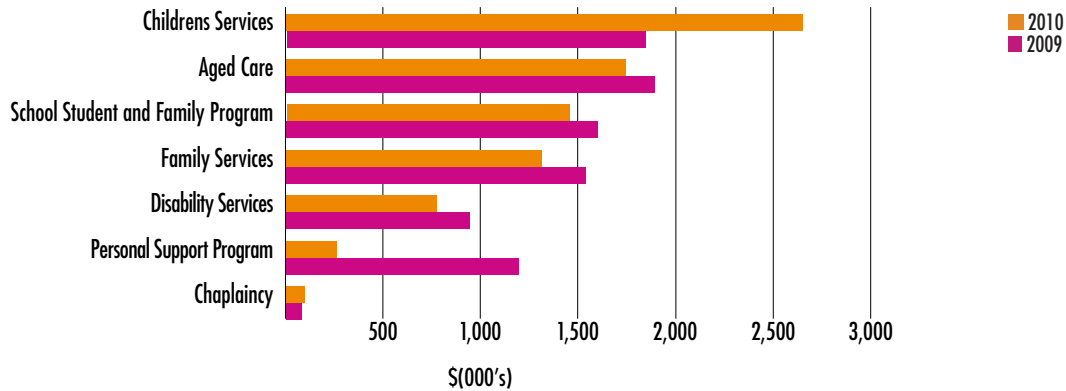


Expenses

- salaries and wages
- client and program expenses
- premises expenses
- motor vehicle expenses
- depreciation
- insurance
- other expenses



FINANCIALS



Financial Viability

Resources (000's)	2010	2009	2008	2007	2006
property, plant and equipment	\$1,097	\$1,160	\$1,157	\$866	\$765
net working capital	\$1,735	\$1,263	\$1,247	\$1,153	\$768
accumulated funds	\$2,669	\$2,285	\$2,269	\$1,882	\$1,408
current ratio	1.66	1.55	1.66	1.49	1.40
cash ratio	1.55	1.40	1.46	1.44	1.28

Corporate Overheads

Performance Indicators	2010	2009	2008	2007	2006
as % of total salaries	16.8%	15.5%	15.7%	16.6%	18.0%
cost of providing physical resources to staff as % of total income	9.0%	9.0%	9.4%	9.5%	8.2%

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