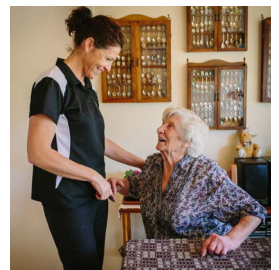
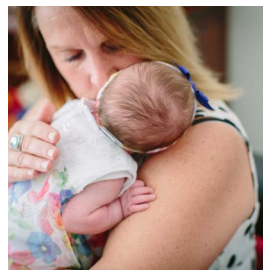




Catholic CARE

DIOCESE OF
WOLLONGONG

hope begins with us



TOGETHER

ANNUAL REPORT 2015-2016

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FROM THE BISHOP



This Annual Report tells the story of CatholicCare over the past year. In this, the Jubilee Year of Mercy, I am delighted to offer a few words of introduction to express my appreciation for the services that CatholicCare has provided to people throughout our diocese.

Pope Francis is known for his humility, his concern for people who are disadvantaged and marginalised, and his commitment to dialogue as a way to build bridges between people of all backgrounds, beliefs, and faiths.

About mercy, the pope said, "The truth of mercy is expressed in our daily gestures that make God's action visible in our midst." To people who practise the corporal and spiritual works of mercy "You are among the most precious items the Church has, you who, every day, often silently and unassumingly, give shape and visibility to mercy."

I feel Pope Francis would be as proud as I am to witness the way in which CatholicCare carries out its mission.

It does so in a humble manner, with a great concern for people who are most in need. The range of services offers many possibilities and its work supports people to retain or reclaim what is important to them.

Each year, I thank the staff for their commitment and hard work towards the mission of the Church. That never seems to change and I remain grateful for their fine track record and good reputation in the community.

I offer my thanks to Michael Austin as the Director for his strong leadership and focus and to the CatholicCare Advisory Council for their dedication and guidance both to Michael and myself.

I commend this Report to you and pray for continued blessings on CatholicCare and the many people who are beneficiaries of its gospel inspired services on their life journey.

Yours in Christ,

Most Rev Peter Ingham DD
Bishop of Wollongong

FROM THE CHAIR



It gives me pleasure to endorse this Annual Report as Chair of the CatholicCare Advisory Council. Certainly as we move into the next phase of our development, after 36 of service to the community, we face many diverse challenges, but I am confident

that CatholicCare is well positioned to embrace those challenges and continue to serve individuals, families and communities most in need of support.

The Strategic Plan, *Thriving Together in a Changing World*, has laid out very clear directions for CatholicCare. One important project is the establishment of a new client management information system. This system will assist us to better integrate the support we offer

to those in need and to evaluate the outcomes of the services we provide. We have also continued to plan for the roll out of the National Disability Insurance Scheme (NDIS) as well as introducing new services such as Out of School Hours Care and ParentsNext.

On behalf of the Council I would like to sincerely thank Michael for his vision, leadership and commitment. To my colleagues on the Council, my heartfelt thanks and appreciation for your continued support of the organisation and positive contribution. Finally, I wish to thank all staff and volunteers who support the work of CatholicCare and its important mission in our community.

Franca Facci
CAC Chair

FROM THE *Director*

I am proud of the achievements CatholicCare Wollongong has made this year, delivering quality programs and services for the whole community. This year has been marked by continuing strong performances across our 16 programs, touching the lives of over 8,500 people and their families.

In 2015 CatholicCare launched our new strategic Plan, Thriving Together in a Changing World as our proactive response to the significant changes occurring in the social services operating environment. Our clear goal was not simply to survive in this new and challenging environment, but to continue to thrive, expand and develop as we take up the call of our Mission in the community.

The staff and volunteers of CatholicCare have taken up this challenge with great professionalism, dedication, and compassion for the people we serve. The past year has seen our organisation work towards and successfully implement many of the elements of our strategic plan with positive outcomes for our clients.

CatholicCare will be participating in the major reform in the provision of services for people with a disability, the National Disability Insurance Scheme (NDIS), which commences operation in our Diocese area in July 2017. We have undertaken significant planning and preparation for the roll out of the NDIS, including enhancing and improving internal processes and practices. Our innovative Consortium



The past year has seen our organisation work towards and successfully implement many of the elements of our strategic plan with positive outcomes for our clients.

arrangement with CatholicCare Sydney, CatholicCare Broken Bay and Centacare South West has ensured that CatholicCare is well progressed with a major project to implement a new Client Management Information System (CMIS). The CMIS will enable major improvements in our ability to capture and analyse performance and client outcomes data to drive continuous improvement, improve coordination across programs and

will enhance the ability of our field staff to provide person centred services.

Our service offerings have experienced significant expansion during this year. Through success in a competitive procurement process, CatholicCare was invited by the Commonwealth government to establish the ParentsNext programme. Based in a new premises in Shellharbour, ParentsNext assists parents returning to the workforce, particularly where there are circumstances of social disadvantage. An ageing population presents new challenges and opportunities for establishing responsive services for older people. As part of the significant reform occurring in the aged care sector, CatholicCare in partnership with Catholic HealthCare, were pleased to be successful in a tender bid to

establish the Regional Assessment Service. This program assists older people, their families and carers to access aged care information, have their needs assessed, and be supported to access aged care services. The Regional Assessment Service extends CatholicCare's established strong aged care services, based upon an approach of dignity, enablement and positive ageing.

Our important partnership with the Catholic Education Office continues to strengthen and evolve. This year the CatholicCare School Student and Family Program provided services to a further 1,000 students on the prior year, along with providing additional days of service at a number of Catholic schools at the request of the Catholic Education Office. An exciting new venture launched this year with the Catholic Education Office in partnership with Centacare Brisbane, is the establishment of Out of School Hours Care in our Diocesan schools. This is a new service offering for CatholicCare to support families in the Diocese, and we were delighted to have officially

CatholicCare confidently assumes its role within the broader community as a social services organisation which is committed to social justice and to the primacy of human dignity.

The key resource for CatholicCare is our people.

opened two new services at Holy Family Ingleburn and St Anthony's Picton during this year.

The key resource for CatholicCare is our people. This year a significant investment was made in the development of our leaders through a Leadership Development Program delivered for CatholicCare by the Australian Catholic University Executive Education. The program was a significant contribution to our strategy to further build our organisational leadership capacity in the service of our Mission. As part of continuous improvement strategies and developing our staff, CatholicCare invites all our staff biennially to participate in a formal survey process to measure staff satisfaction and engagement. The 2015 Survey showed very high levels of staff satisfaction and engagement on a number of domains, with suggestions offered for further improvement in some areas. This is very encouraging feedback from our staff, all of whom perform important roles for CatholicCare each day in the service of our clients.

Grounded in our Mission, the work of CatholicCare is for all members of the community. This work cannot be undertaken in isolation. I would like to acknowledge our important partnerships with Diocesan agencies, clergy, religious, parishes, our Catholic Social

Services Australia national network, Catholic HealthCare, our valued community partners, particularly the Campbelltown Catholic Club, and with government. Within this network of relationships, CatholicCare confidently assumes its role within the broader community as a social services organisation which is committed to social justice and to the primacy of human dignity.

We recognise the immense support, guidance and wisdom we receive from Bishop Peter, along with our Advisory Council, chaired by Franca Facci, who voluntarily give of their time and expertise to enhance and sustain the work of CatholicCare.

Thank you to the Executive Leadership and Managers Teams, whose knowledge and professionalism make an enormous contribution to the health and success of CatholicCare. And finally, to every staff member, thank you for delivering quality services to those most in need and upholding the dignity of each person you encounter. May we continue to serve with a spirit of humility and excellence.

Michael Austin
Director of CatholicCare

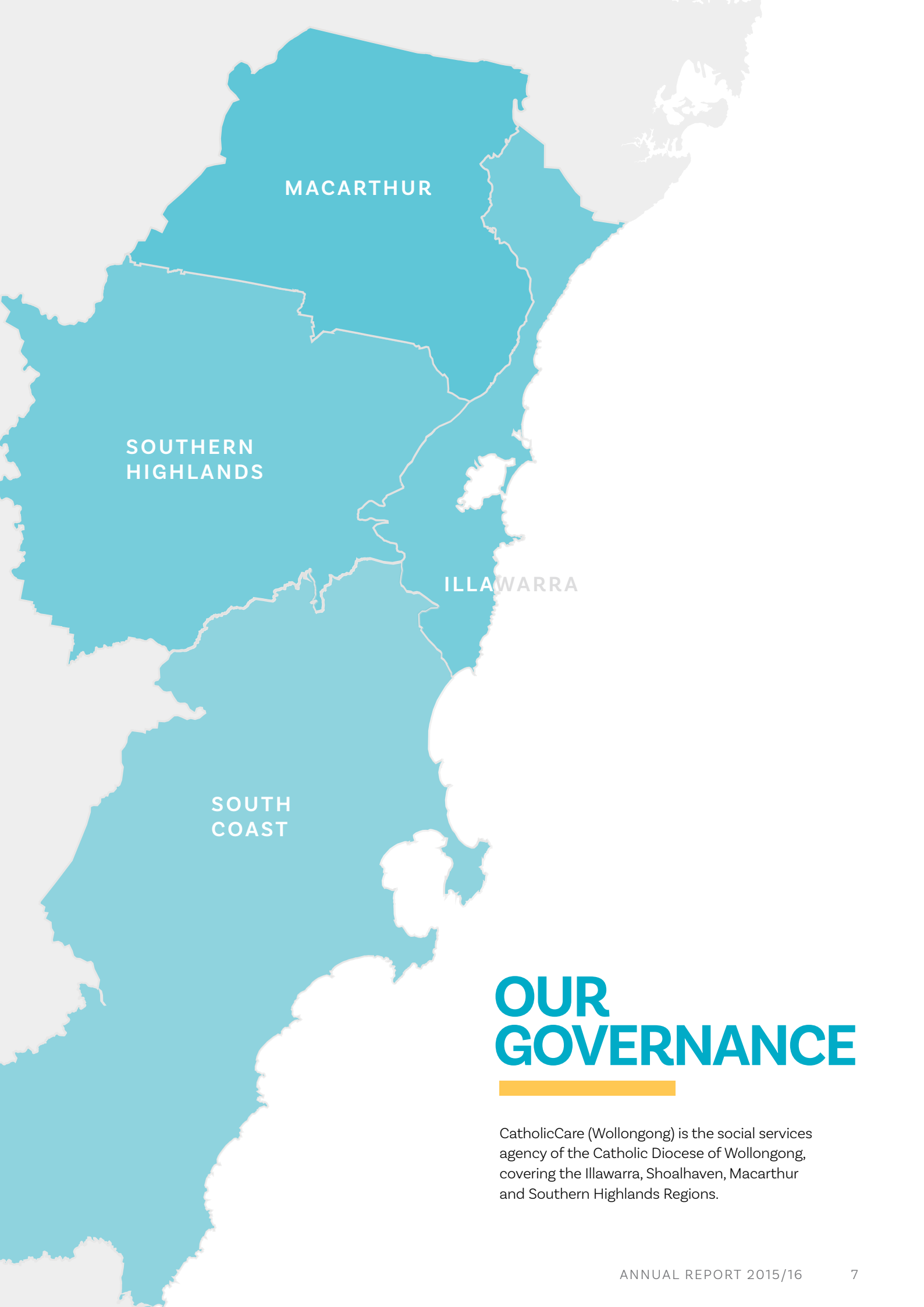


WHO

who

WE

ARE



MACARTHUR

SOUTHERN
HIGHLANDS

ILLAWARRA

SOUTH
COAST

OUR GOVERNANCE

CatholicCare (Wollongong) is the social services agency of the Catholic Diocese of Wollongong, covering the Illawarra, Shoalhaven, Macarthur and Southern Highlands Regions.

OUR MISSION

Inspired by the Gospel of Jesus Christ, we seek to bring joy to those we serve by enabling growth, healing, and hope.

By delivering effective and high quality social services, CatholicCare helps to build the social and emotional wellbeing of individuals, families and communities.

OUR VISION

For inclusive, thriving communities where the human dignity of all is respected and valued.



OUR VALUES

Empowerment

assisting clients to build confidence, foster hope and courage to make their own life choices

Integrity

being accountable for our actions, conducting ourselves and our business honestly and ethically

Safety

providing an environment that safeguards the holistic health and wellbeing of clients and employees

Respect

valuing human dignity and embracing diversity

Innovation

continually adapting to provide better services through creative thinking and problem solving

Collaboration

working with clients, colleagues and other services to achieve positive outcomes



WHAT WE DO

We work with the whole community, supporting people to:

- have positive relationships and connected lives;
- achieve the dignity of self-reliance; and
- realise their full human potential

We advocate for social equality and prioritise the needs of the most vulnerable. CatholicCare is an inclusive organisation committed to helping anyone in need regardless of religious beliefs.

LEGAL IDENTITY

The correct legal name for the entity which is known as the Catholic Diocese of Wollongong is the “Trustees of the Roman Catholic Church for the Diocese of Wollongong”.

The legal entity “Trustees of the Roman Catholic Church for the Diocese of Wollongong” is incorporated as a body corporate under the Roman Catholic Church Property Act of 1936. It is this Diocesan legal entity which carries out various activities of the Roman Catholic Church in the Diocese of Wollongong. The Diocese has four separate ‘divisions’ which are not separate legal entities. They carry out the activities of the Church in the Diocese of Wollongong:

- **Prayer, Worship and Liturgy** – provided by individual parish entities supported by the Office of the Bishop
- **Education** – provided by schools under the Catholic Education Office
- **Social Services** – provided by CatholicCare
- **Finance** – provided by the Catholic Development Fund

Each division has its own Australian Business Number (ABN) and separate financial accounts which are audited by a Diocesan-appointed external auditor and a Diocesan internal auditor. There are no consolidated accounts in existence in relation to the four divisions.

OUR GOVERNANCE

Both the Diocese of Wollongong and CatholicCare, a division of the Diocese, have governance structures that conform with Canon Law, relevant State and Federal laws and community expectations in regard to the conduct of their temporal and corporate affairs.

CatholicCare believes that its good governance depends on productive interaction between its key areas in fulfilling their respective and collective governance responsibilities.

These key areas are:

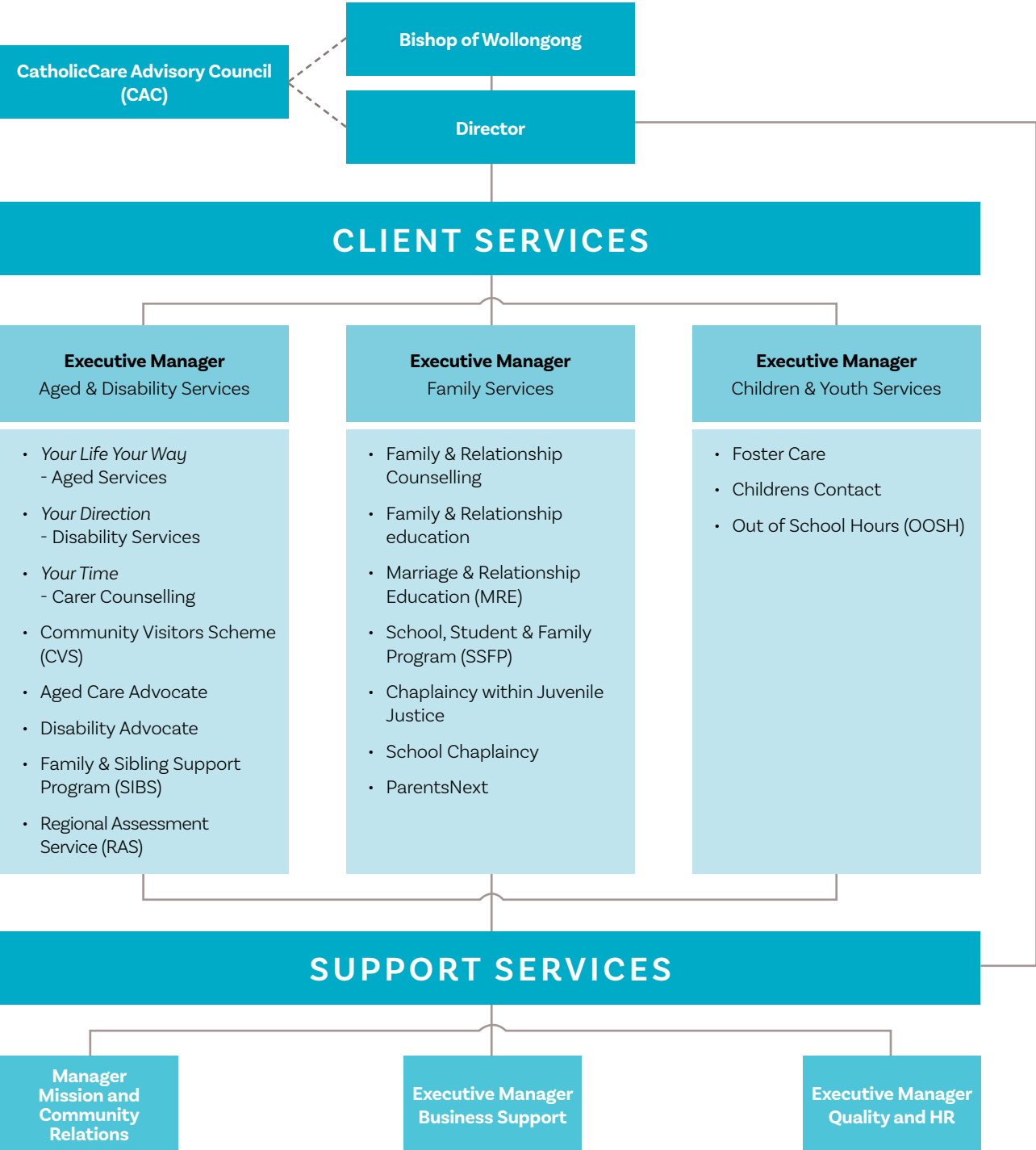
- Bishop
- Director
- CatholicCare Advisory Council (CAC)
- CatholicCare Executive Leadership Team (CELT)

GOVERNANCE REQUIREMENTS

The governance system of CatholicCare requires:

- all individuals who have roles in the governance structure carrying out their responsibilities with integrity and competence
- the Director of CatholicCare, appointed by the Bishop, being given the authority to lead and manage the agency in accordance with its objects and mission
- the CAC (and its Committees) acting as advisors to the Director and Bishop by:
 - contributing to and endorsing the strategic and financial plans developed by the Director and the CELT
 - identifying strategic issues of concern
 - monitoring the performance of CatholicCare. This is done by receiving and considering at meetings reports containing information and measurements in relation to the effectiveness of the agency's structure, culture, goals, objects, strategies, financial performance, risk management and contracts
 - monitoring the financial and risk management operations of CatholicCare and the meeting of its legal responsibilities
- being an advocate for the stakeholders of CatholicCare and for the communities in which it operates
- the CELT members managing their respective areas of responsibility in accordance with the CatholicCare strategic plan and annual business plans
- The CAC implements these governance principles by holding regular and planned meetings to address, in a timely way, the issues that fall under its responsibilities. It ensures that the meeting agendas and the information provided to it enable the members to read, research, deliberate and discuss issues to provide timely and considered advice to the Director and the Bishop.

OUR STRUCTURE



EXECUTIVE LEADERSHIP TEAM



Michael Austin
Director



Judy Valic
Executive Manager
Business Support



Gail Maurice
Executive Manager
Quality & HR



John Paul Troiani
Executive Manager
Aged & Disability
Services



Peter Burgoyne
Executive Manager
Family Services



Michelle Ferrara
Executive Manager
Children & Youth
Services

EMPLOYEES

POLICIES TO SUPPORT OUR STAFF

CatholicCare has a range of policies to assist staff in balancing work and other aspects of their lives, particularly family commitments. Policies reviewed or amended during 2015/16 were *Working from Home and Leave* (including Personal/ Carer's Leave). In year ending 31 March 2016 8 employees used Parental Leave and 3 have returned to work on conditions provided by the *Flexible Working Arrangements Policy*.

An earlier review of the *Employee Assistance Program Policy* has resulted in much easier & more confidential access to this support in 2015/16.

RECONCILIATION ACTION PLAN (RAP)

As part of the RAP, the Human Resources staff implemented strategies to increase Aboriginal and Torres Strait Islander employment opportunities at CatholicCare. These included linking with local training & education providers to offer employment, using formal and informal networks for advertising of vacancies and inclusion of unpaid leave for Aboriginal & Torres Strait Islander ceremonial purposes in the *Leave Policy*.

STAFF ENGAGEMENT & SATISFACTION SURVEY

From the Survey conducted in March 2015 an Action Plan was developed for the coming 2 years. Much has been implemented in 2015/16 including a high level of involvement of staff in the development and implementation of the Strategic Plan and Program Business Plans, team building activities and increased use of JustUs for communication.

LEARNING AND DEVELOPMENT

In addition to sponsoring staff attendance at a range of external workshops CatholicCare provided 35 in-house training modules. These are overseen by the Training Committee and most are facilitated by CatholicCare staff with expertise in the relevant field. They included *Work Health & Safety, Bullying & Harassment, Responding Effectively to Challenging Behaviours and Vicarious Trauma*.

An Orientation Day for new staff was held regularly with 5 sessions occurring this year. Participant feedback on this day is consistently positive.

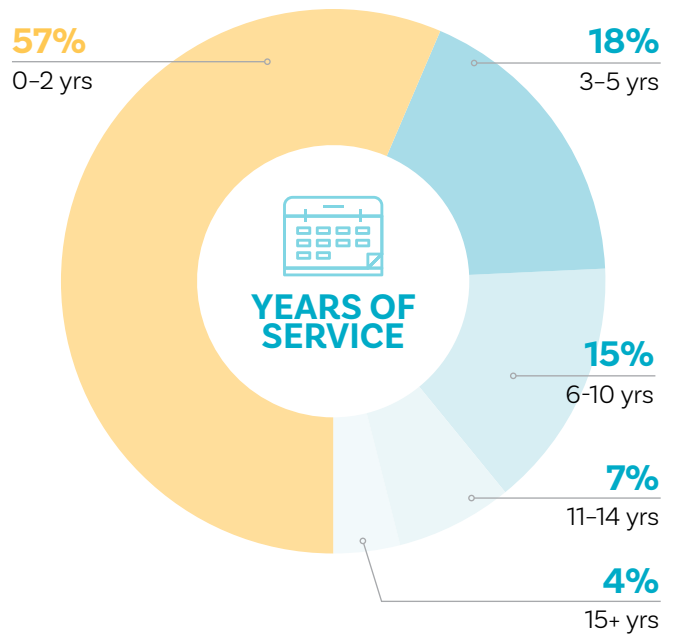
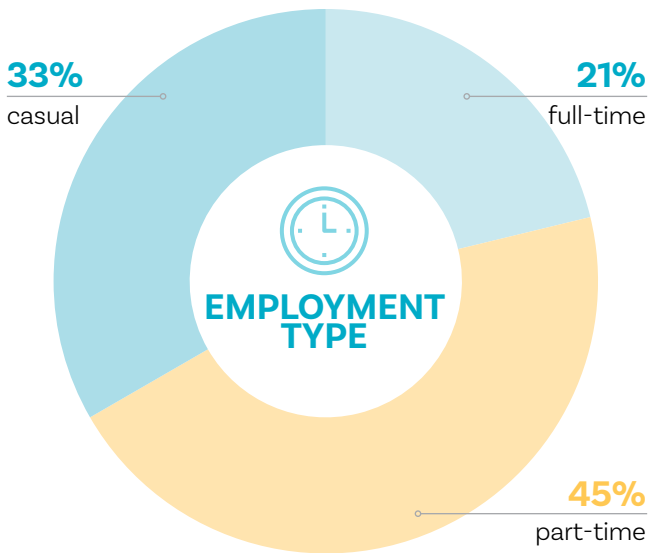
Leadership Development Program - the Director, Executive Managers and Managers participated in a Leadership Development Program

facilitated by the Australian Catholic University Executive Education. Participants were able to bring back to the workplace a range of new ways of problem solving and working more effectively with staff.

WELLNESS PROGRAM

From April 2016 a more comprehensive Wellness Program was developed for the coming year with 2 activities scheduled out of working hours each month. One involves physical exercise and the other provides an opportunity for social interaction between staff around a topic of interest.

SNAPSHOT



AGE RANGE OF EMPLOYEES



STRATEGIC PLAN

CatholicCare has a current Strategic Plan, *Thriving Together* in a Changing World, 2015 – 2018. The Strategic Plan uses a balanced scorecard and reporting methodology. The four strategic areas identified in *Thriving Together* are:

1. Quality Client Service and Innovation;
2. Mission and Leadership;
3. Sustainability and Growth; and
4. Improved Systems and Processes

Each of these four strategic areas have a number of identified actions, timeframes, responsibility, and performance measures. In some areas, where appropriate and/or where current state of data permits, performance targets and or benchmarks have been identified.

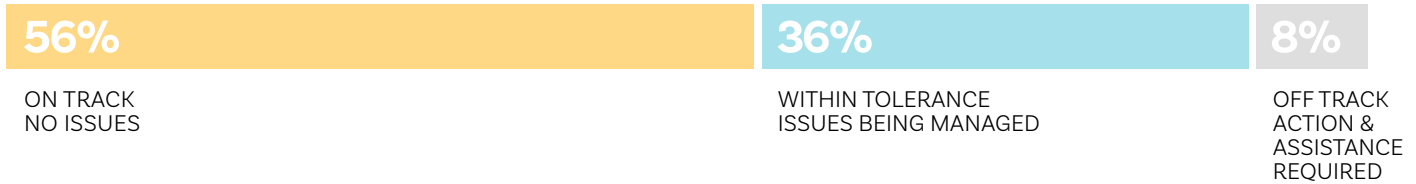
MEASURING OUR PROGRESS

Thriving Together is a three year plan which includes long and short term projects that address the key priorities of the organisation. In 2015/16, the CELT met each month to oversee the Year 1 Implementation Plan. The maturing of the organisation in project management skills and use of the strategic scorecard methodology will continue to strengthen our implementation in Year 2. A number of projects were completed or implemented in 2015/16 that supported the key goals of the Strategic Plan as follows:

Quality Client Service and Innovation

- Development and completion of two 'Be Stronger Live Longer' programs
- Development of Agency-wide Practice Framework which describes and informs the professional approach CatholicCare applies to work with clients, ensuring services delivered are aligned with our mission and values, are of a consistently high quality and are effective.
- Personal Wellbeing Index and Goal Attainment Scale and Person Centred Feedback agreed as cross-agency outcome measures
- Launched Innovate RAP

ACHIEVED 92% OF ALL ACTIONS SCHEDULED TO COMMENCE IN YEAR 1



Mission and Leadership

- Commissioned the Australian Catholic University (ACU) to deliver a tailored Leadership Development Program for 25 staff in leadership roles. Module topics included Systemic Thinking and Innovation, Ethical Leadership, Marketing, Project Management, Managing Performance, Management of Change, Finance and Developing a Business Case
- Introduced mission-related role to ensure a key internal resource for CatholicCare programs around Mission awareness and development
- Delivered presentation based on local School, Student and Family Program (SSFP) research and data collation at 2015 Family Relationship Services Australia Conference
- Partnered with UOW / University of Queensland in an ARC Linkage Project – on Consumer value and disability services: the impact of increased autonomy
- Received a Catholic Social Services Merit Award for the School, Student & Family Program

Sustainability and Growth

- Secured ParentsNext funding to deliver services to parents in Shellharbour LGA preparing to enter/re-enter the workforce
- Increased funding contribution from Campbelltown Catholic Club to facilitate additional SSFP services to Macarthur and Southern Highlands schools.
- Developed NDIS Transition Plan to ensure NDIS readiness
- Increase of 20 funded Foster Care placements
- Introduced self funded component in Children's Contact Service
- Partnership with Centacare Brisbane to operate Out of School Hours Care (OOSH) services at local 2 Diocesan Catholic Schools
- 42% increase in Facebook likes and 46% increase in Active website users
- Secured 3 news auxiliary sponsors for the St Patrick's Race Day
- Establishment of Regional Assessment Service (RAS)

Improved Systems and Processes

- Phase 1 of the implementation of a Client Management Information System (CMIS). Carelink+ was chosen by a Consortium for CatholicCare allowing us to more accurately manage information about clients, improve coordination across programs, meet funding body requirements, and provide the data we need to measure positive outcomes
- Undertook Performance Planning and Review Survey of staff completed and draft action plan developed
- Coordination of an inaugural School Counselling Forum to share collective knowledge and resources
- Participation in the Family and Community Services (FACS) One Place Centre at Coniston

COMMUNITY RELATIONS AND FUNDRAISING



GOLF DAY

In July 15, the Golf Day fundraising event raised \$9,500 for the Family and Sibling Support (SIBS) Program. The day is assisted by a team of committed volunteers and saw 97 people playing a round of golf and enjoying a sit down lunch. Guest Speaker Jared Constable spoke about his connection with the local Rugby League, his background of sports reporting and his work with WIN News.

RACE DAY

The annual CatholicCare St Patrick's Race Day was held at Kembla Grange Racecourse on March 21 and raised \$22,000 for the SIBS program. There were 250 guests who attended the day, with the silent auction in particular proving to be a great success. CatholicCare is grateful to be continuously supported by local Illawarra, Macarthur and Shoalhaven businesses.

The SIBS program receives no government funding, so the monies raised at both CatholicCare fundraising events go to this program to ensure this important work continues.

CatholicCare's presence in the community has been heightened due to the participation in various community outreach opportunities, media features and various marketing projects undertaken throughout the 2015/16 period.

Key Achievements:

- \$31,500 raised for the Family & Sibling Support (SIBS) Program
- Participated in 30 community expos, family fun days and community events throughout the year.
- 86% of media releases published
- Increase of 56% in Facebook likes
- 21,672 active website users over the 2015/2016 period.

BUSINESS SUPPORT



ASSET MANAGEMENT

During the year an additional site was established at Shellharbour which is used to provide services in the newly Government funded ParentsNext program.

In addition to the new site at Shellharbour, services are provided from five locations across the Diocese. There is the main office in Wollongong, another large office in Campbelltown, a small office in Nowra and two Children's Cottages – one in Nowra and the other in Gwynneville. The environment in the cottages mirror that of an average home and are therefore child friendly and very conducive to enhancing family relationships – perfect for the many children's services that are run from the cottages.

A fleet of 39 motor vehicles are used throughout the various programs to enable staff to provide services to clients located across the Diocese.

The financial result for the year shows that 7.8% of income is spent on maintaining and operating assets and physical resources. These expenses include rent and other building costs, motor vehicle running costs, depreciation and computer and server costs.

INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

With the move by Government from block funding to individualised funding for client services, and from measuring outputs to measuring outcomes for clients, a need to invest in technology that will manage and monitor clients' outcomes and individualised budgets was clearly evident.

A major ICT project commenced this financial year is the implementation of a Client Management Information System (CMIS) with a planned Go Live date of March 2017.

Another major investment made this year is in the area of mobile devices to allow staff to more effectively and efficiently provide services to clients off site mainly in their homes.

QUALITY SYSTEMS

OUTCOME MEASUREMENT

While maintaining the overall Results Based Accountability framework CatholicCare decided to use standardized outcome measurement tools across the agency. The Personal Wellbeing Index and the Goal Attainment Scale were introduced to programs in Aged & Disability Services and will be progressively introduced to other programs in the coming year.

DEVELOPMENT & REVIEW OF POLICIES AND PROCEDURES

The Quality Systems Committee oversaw the review or amendment of 23 existing agency wide policies and procedures relating to Client Services, Human Resources, Finance & Work Health & Safety, as well as the development of one new policy. The input from staff members who use these policies frequently is invaluable in ensuring they are relevant and useful.

SYSTEM REVIEWS

A follow-up survey was conducted in relation to the earlier review of the Performance Planning and Review System. This drove further fine tuning to ensure the system is of greatest benefit to staff in achieving the goals of the Strategic and Business Plans.

CLIENT FEEDBACK SYSTEM

265 items of feedback were recorded in the Client Feedback Register. This consisted of 229 compliments, 5 suggestions and 32 complaints. There was a noticeable increase in staff identifying the practices that elicited compliments and using these to improve service delivery.

84% of complaints were finalised within the required timeframe, with the remainder monitored and finalised within a further few weeks.

Changes resulting from feedback included the addition of a client representative to some Recruitment Panels and significant amendments to the Client Fees & Contributions Policy resulting in good business practice while making sure people who are experiencing financial hardships are not denied assistance in meeting significant needs.

COMPLIANCE WITH STANDARDS

Audits and Accreditation

The following were conducted:

- **Out of Home Care Program**
External accreditation by the Office of the Children's Guardian (outcome pending).
- **Aged Care**
Home Care Packages and Commonwealth Home Support Program audits by Australian Aged Care Quality Agency against the Home Care Common Standards
- **School Chaplaincy Program**
Audit by Diocesan Auditor. (outcome pending).

In addition to evidence directly concerning client care, submitted by the program under review, Quality Systems provided material relating to agency governance, strategic planning, recruitment, assessment, supervision & support of staff, training and record keeping.

Voluntary Self-Assessment

Although CatholicCare's self-assessment against the National Mental Health Standards (NMHS) was completed, a Working Party continued to monitor the implementation of the Action Plan throughout 2015/16. Most of the relevant standards have now been met and the Working Party will monitor quarterly until the plan is fully implemented.

WHAT
what
WE
DO



15

programs



8210

clients



6

sites



183

volunteers

HOW WE FOSTER HOPE



5

Catholic schools provided with new chaplaincy services



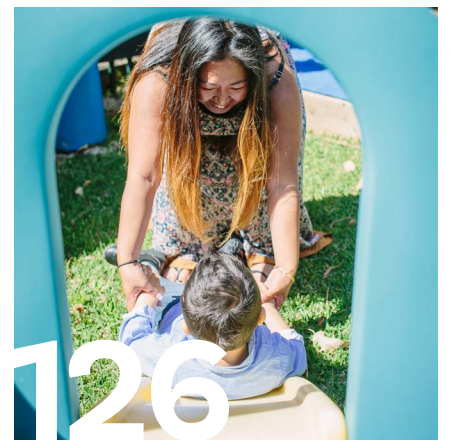
1859

students in Catholic schools saw a counsellor



77

new foster carer households



126

foster children in care



1525

one-on-one visits to residents in aged care homes



1396

family & relationship counselling sessions conducted



64

family and relationship education workshops conducted

SERVICES OVERVIEW



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School Chaplaincy	31
ParentsNext	31

AGED & DISABILITY SERVICES

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Your Direction - Disability Services	33
Your Time - Carer Counselling	34
Community Visitors Scheme (CVS)	34
Aged Care Advocate	35
Disability Advocate	35
Family & Sibling Support Program (SIBS)	35



Children
**CHILDREN &
youth**
YOUTH

FOSTER CARE

Provides short-term, long-term and respite care for vulnerable children and young people from 0-18 years of age who are in the statutory care of the NSW Minister of Family and Community Services.

Foster Care aims to provide good quality, safe and loving care for children and young people who are unable to live with their birth families. The program promotes contact with birth families and supports restoration and permanency where possible.

KEY ACHIEVEMENTS



- Provided care for **126 children**
- **8 children** transitioned from short term care placements into long term care of kinship/carers outside of the agency
- **1 child** restored to their father.
2 young people have been restored to their birth family.
- **6 children** at various stages in the adoption process.
1 baby was adopted.



- **77** authorised carer **households**
- **63 enquiries** received from people interested in becoming a foster carer
- **10 new** carer households approved
- **20 carers** completed minimum training requirements of two sessions in 2015



- Participated in the South West Sydney FaCS and **NGO Co-design project** to design and implement new ways to increase the rate of face to face risk assessments for children reported to the Helpline, improve triaging and services available for children and their families and better education for mandatory reporters. Project outcomes included a training package for mandatory reporters, a collaborative model of risk assessments between NGO's and FaCS, and regular triage meetings with FaCS and NGO's to increase referral to services for at risk families and their children

CHILDREN'S CONTACT

An essential service that assists families experiencing conflict following family separation.

Through service delivery and ongoing support, CatholicCare works with the families to minimise such conflicts and co-parenting difficulties with a specific focus on the over all positive outcome for the child/ren.

The Children's Contact service aims are to provide a nurturing and supportive environment during supervised contact and changeovers.

By providing this safe and secure space child/ren and parent can focus on developing, growing and maintaining a meaningful relationship. The service collaborates with parents to encourage progress towards positive

KEY ACHIEVEMENTS



- **75 families** across **3 locations** - Campbelltown, Nowra and Wollongong. 255 individual clients (parents and children) use the service



- **486** supervised contact **sessions** undertaken
 - 220 changeovers sessions
 - 106 client intake assessments



- Allocated an extra **one off grant** of **\$36,400**. Used to extend service hours allowing more families access to the service



- Self-Funded component of Children's Contact commenced
 - **8 families** across the Campbelltown and Wollongong sites have utilised this contact option



- **Partnerships** include Federal Circuit Courts, Solicitors, Independent Children's Lawyers, Translating Interpreter Services, Family Law Pathway committees, Interrelate & CCCS Sydney



OUT OF SCHOOL HOURS (OOSH)

Provides before and after school care at two schools in the Diocese. OOSH started in January 2016 as a pilot to assess the capacity of CatholicCare to develop and manage children services.

The pilot includes a partnership with Centacare Brisbane and Catholic Education Wollongong with Centacare Brisbane managing the service on behalf of CatholicCare.

Supports working families of primary school age children with licenced care before and after school. They are located in the school grounds and have a strong link with the school which benefits both the children and the school community. The services are provided with the mandate of the Bishop as a strategy to help families.

KEY ACHIEVEMENTS



- **2 new services.** One at St Anthony's Picton and the other at Holy Family Ingleburn



- **61 children & 46 families** in Ingleburn
51 children & 34 families in Picton



- Each service is open for a **morning** and an **afternoon** session



- Each service received **\$20,000** from the NSW Before & After School Fund (BASF) and **\$10,243** from the **Commonwealth start-up grant**



- OOSH services has seen a **partnership** with **Catholic Education**, the two Catholic primary schools and local parish. The OOSH service is managed by **Centacare Brisbane**



- High level of **satisfaction** by both the children and parents using the services. Survey of children showed that what the children like most is the friendly staff (**100%**), friendships with other children (**94%**) and feeling safe (**94%**)



Family **FAMILY
SERVICES**

FAMILY & RELATIONSHIP COUNSELLING

Offers a professional counselling service to help support children, adults, couples and families who are experiencing grief and loss, having family & relationship difficulties, experiencing stress/anxiety/depression or changes in personal or family situations.

CatholicCare counsellors are skilful, qualified professionals experienced in couple, family and individual counselling. They offer support in difficult times, a listening, independent ear, help with recognising and building on strengths, the opportunity to gain new perspectives and insight into problems and strategies for coping with stress and major life changes.

KEY ACHIEVEMENTS



- **310 people** attended counselling



- **1396** counselling sessions held



- **2094 hours** of counselling conducted



- **After hours appointments** offered at Campbelltown and Wollongong offices as well as outreach services at the new Shellharbour location

FAMILY & RELATIONSHIP EDUCATION

Offers a range of professional programs and workshops throughout the community to assist adults, children and young people develop and enhance healthy relationships and wellbeing.

Educational workshops and group work programs offer opportunities for children, adults & couples to access a supportive environment with others who share similar life challenges, enhance the quality of their relationships, build resilience, learn new communication skills, build on parenting skills and be better equipped to manage stress and change.

KEY ACHIEVEMENTS



- **756 people** attended education group sessions



- **64 groups** facilitated in total
- **356** group work sessions held



- **6 new workshops** were introduced - Circle of Security; Seasons for Healing; Seasons Parenting; Seeing Red; Bringing Up Great Teens & We're Married...Now What?



- **Partnered** with Oolong House; Tharawal Aboriginal Corporation; Wollongong Flexible Learning Centre; South Coast Women's Aboriginal Corporation - Waminda; South Coast Medical Service Aboriginal Corporation - AMS; Claymore Community Centre; Reiby Juvenile Justice Centre; Uniting Care Campbelltown; Mt Warrigal Public School; Warrigal Employment - The land; St Joseph's Catholic High School Albion Park; Waranwarin Aboriginal Child and Family Centre

MARRIAGE & RELATIONSHIP EDUCATION (MRE)

Educates couples to develop and maintain strong, healthy relationships and prepare for the years ahead.

The programs prepare couples relationships for the future years ahead and provides an opportunity to make a start on building a more rewarding life together. CatholicCare offers couples two programs - Partnership and Prepare.

KEY ACHIEVEMENTS



- **134 people** completed 'Partnership', an interactive course which includes small group work, couple work, activities and discussion
- **56 people** completed 'Prepare', delivered one-on-one with an experienced facilitator

SCHOOL, STUDENT & FAMILY PROGRAM (SSFP)

Funded by Catholic Education, Diocese of Wollongong. CatholicCare counsellors deliver school counselling and early intervention group work to students.

Supports and strengthens the school community by delivering individual counselling, case management and preventative group work to help the wellbeing and development of students, families and staff.

KEY ACHIEVEMENTS



- **1859 students** saw a counsellor.
3268 students accessed group work.
90 Risk of Serious Harm reports (ROSH) made.
- Delivered support to **37 schools**



- **9306** counselling **sessions**.
551 group **sessions**.



- Led a **School Counsellor Leadership Forum** with Catholic Agencies in NSW
- Contributed to the planning and implementation of the **School-Link Collaborative Care Forum**
- Contributed to the planning and implementation of the **Macarthur Youth Services Network Pathways to Partnership Forum**
- Contributed to Catholic Education Diocese of Wollongong (CEDoW) state-wide forum on **Suicide Prevention, Intervention and Postvention**
- Participation in several **CEDoW working parties** on; Responding to Students with High Level Mental Health Needs, School Refusal, Mindfulness, and Students with High Level mental health needs



- Received a Merit for **Excellence in Service** (organisational) at the Catholic Social Services Australia awards
- SSFP Managers were selected to present at the Family Relationships Services Australia (FRSA) **National Conference** on Collaboratively Responding to Adolescent Fallout from Complex Family Relationship Issues

CHAPLAINCY WITHIN JUVENILE JUSTICE

CatholicCare is the auspicing agency for Chaplaincy Services at the Reiby Juvenile Justice Detention Centre located at Airds - Campbelltown, NSW.

The Chaplaincy service offers spiritual, pastoral and advocacy support to residents at the Juvenile Justice Centre and their families.

KEY ACHIEVEMENTS



- **55 detainees** at any one time. In 2016, the closure of the female Juvenile Justice Centre at Juniperina (Lidcombe) saw the introduction of female detainees into Reiby. The female capacity is 15.



- **884 occasions** of service



- **2808 hours** of service

SCHOOL CHAPLAINCY

Delivers group-work and facilitates social development and participation programs to children attending primary schools across the Wollongong Diocese.

Aims to support the social and emotional wellbeing of children, facilitating activities aimed at students personal development, faith formation and enhancement, social justice, community involvement, student relationship enhancement and mentoring.

KEY ACHIEVEMENTS



- **\$100,000** in **new grant funding** from NSW Dept of Education



- **5 new funded schools** taking the total to 13



- Forged **partnerships** in school communities through the delivery of numerous **pastoral programs**. This has led to addressing of grief and loss in schools, positive social skills development, deepening of faith in students, greater awareness of and mission work in social justice issues, and connections with school families

PARENTS NEXT

Funded by the Australian Government, this program aims to help more parents get ready for work once their last child starts school. Clients are linked with vocational and non-vocational activities.

Working with parents in the Shellharbour area, the program helps parents by combining planning and preparation for employment with their parenting responsibilities and connecting them to local organisations/services that can help update qualifications and skills. This may include TAFEs, secondary schools, training providers and employment services.

KEY ACHIEVEMENTS



- **110 clients** referred into the program



- Provided **26** internally developed **group sessions**



- Developed **partnerships** resulting in client referral, including TAFE, RTO's, fellow services providers



aged &
disability
SERVICES

YOUR LIFE YOUR WAY - AGED SERVICES

Provides a package of services tailored to meet individual needs, helping ageing people remain in their own home. These flexible services include personal care, in-home help, transport and social outings, all enabling ageing people to live their life, their way.

Flexible packages of service designed to support people to live independently. Each package offers choice and flexibility in the way that care and support is provided.

KEY ACHIEVEMENTS



- **170 Home Care Packages.** Commonwealth Home Support Program saw **increase** in clients by **74%** to 244



- **Partnership** with Savvy Fitness to deliver **'Be Stronger Live Longer'** wellbeing program
- **3 programs** ran for 12 weeks with **60 participants** participating in exercise, information sessions, health assessments and social activities
- Of the participants: **96%** stated their mental wellbeing had improved, **87%** increased their Healthy age by more than 7 years



- **89%** of Home Care Package clients reviewed during the period were **'very happy'** with the way Aged & Disability staff related to them



- Australian Aged Care Quality Agency conducted **audits** of the Home Care Packages and Commonwealth Home Support Program. Both programs met **18 out of 18 expected outcomes** for the Home Care Common Standards



- **87%** of Home Care Package clients reviewed during the period felt A&D had delivered their services **'very well'**
- **87%** of Home Care Package clients reviewed during the period felt they had **'control'** and **'enough say'** in how their services were delivered
- **87%** of clients reviewed during the period felt their **goals and outcomes** had been met

YOUR DIRECTION - DISABILITY SERVICES

Provides individualised services to help people with disability move their life in the direction they want to go. Flexible services include personal and domestic care, transport, respite and social support.

Enabling people with disability to have an on-going sense of belonging and participation within the community. Your Direction helps people make choices about their life and gives them access to a range of activities, outings and social contact with their local community. CatholicCare works with individuals to design a package of services to meet their individual requirements, preferences and circumstances.

KEY ACHIEVEMENTS



- **110 clients** referred into the program



- Provided **26** internally developed **group sessions**



- Developed **partnerships** resulting in client referral, including TAFE, RTO's, fellow services providers



YOUR TIME - CARER COUNSELLING

Supporting those who are supporting their loved ones.

Provides information, emotional support, advocacy and counselling to carers of people with disability, age related illness or mental health issues and/or people looking after their own illness or disability.

KEY ACHIEVEMENTS



- The number of clients seen by 'Your Time' **increased by 22%**



- 'Your Time' conducted wellbeing sessions and a carer **wellbeing retreat** in April and May 2016

COMMUNITY VISITORS SCHEME (CVS)

Encourages regular companionship and improves the quality of life of people at risk of social isolation living in aged care homes. Volunteers are matched to residents with a similar cultural background, interests and hobbies to create connections and encourage conversations.

Enriches the quality of life of residents who would benefit from a friendly visitor. The program also helps residents to feel more connected with their local community. The Scheme is funded by the Department of Health.

KEY ACHIEVEMENTS



- **61 volunteers** visited residents in aged care homes. An additional **7 volunteers** attended group visits.



- **1525** one-on-one visits and **75** group visits



- **2 new group visits** started in two IRT facilities as part of CVS Expansion funding
 - A group for people with dementia has been working on art and craft activities to develop the expression of **creativity** and **accessing memories**
 - A **music group** has been formed to enable residents with skills with a musical instrument to perform again for their own enjoyment or that of others



- Facilitated the coordination of the **local CVS network** to support the expansion of the scheme



- Met and **exceeded** funding KPIs

AGED CARE ADVOCATE

This initiative of the Bishop of Wollongong supports people who are ageing and their families and carers to integrate into parish communities and have the opportunity to participate in church and community activities.

Provides pastoral care to the aged and their families/carers as well as trains volunteers wishing to engage in Pastoral Care Ministry in their parish community.

KEY ACHIEVEMENTS



- **29 parishioners** attended the Journey with Dementia workshop



- **62** pastoral care **volunteers** across the Diocese



- **2347** hours of **pastoral care** visits were delivered

DISABILITY ADVOCATE

This initiative of the Bishop of Wollongong supports people with disability and their families to achieve spiritual fulfilment, independence and to develop social and life skills.

Providing advocacy and support to people with disability and their families. The advocate helps to provide access to services, social and spiritual activities and education.

KEY ACHIEVEMENTS



- Disability Advocate worked with **40 clients**, representing an **increase** of almost **30%** from the previous year



- **5 inclusion masses** were held at: Tahmoor, Varroville, Nowra, Camden and Moss Vale Parishes

FAMILY & SIBLING SUPPORT PROGRAM (SIBS)

Places a special focus on the brothers and sisters in families who have a child with a disability.

This service, funded from donations, gives kids time-out from their caring role to relax, unwind, have fun, escape their caring duties and just be kids. Disability impacts everyone in the family and this can be a positive and rewarding experience, but other times it may be quite challenging. Saturday SIBS Clubbers range from 5 - 12 year olds, and the TeenSIBS group is 12 - 16 year olds.

KEY ACHIEVEMENTS



- **122 clients** registered in the SIBS program



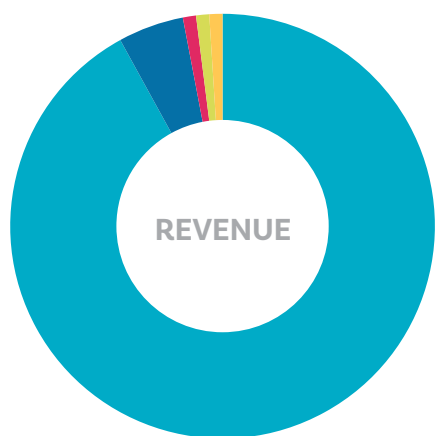
- **\$8040** received in **small grants** from sources including CBA; Carers NSW and NSW Health



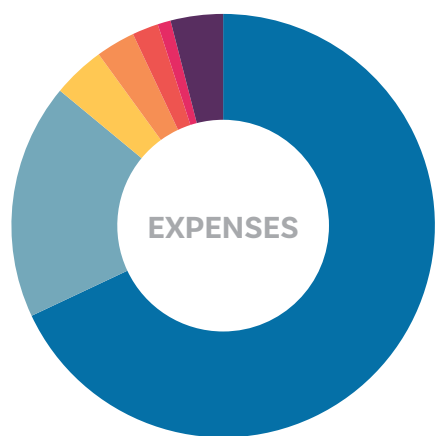
- **2015 Carers NSW award** with a cash prize of \$1000

FINANCIALS

financials



REVENUE (000's)	%	FY16	FY15	FY14	FY13	FY12
government and other grants	92%	15,285	13,254	11,222	9,748	9,102
client fees	5%	914	810	726	617	551
diocesan contribution	1%	145	138	131	126	109
interest	1%	162	174	176	198	232
other income	1%	196	165	195	165	188
TOTAL REVENUE		16,702	\$14,541	\$12,450	\$10,854	\$10,182



EXPENSES (000's)	%	FY16	FY15	FY14	FY13	FY12
salaries and wages	68%	10,960	9,118	8,754	7,396	6,659
client and program expenses	18%	2,843	2,708	1,846	1,444	1,492
premises expenses	4%	703	599	595	551	533
motor vehicle expenses	3%	561	442	478	383	351
depreciation	2%	342	367	348	346	328
insurance	1%	213	350	242	274	265
other expenses	4%	572	523	474	470	511
TOTAL EXPENSES		\$16,194	\$14,107	\$12,737	\$10,864	\$10,139
NET SURPLUS/DEFICIT (000's)		\$508	\$434	-\$287	-\$10	\$43

KEY SNAPSHOTS

Net surplus of \$508k, an increase of 17% on FY15

Revenue increased by \$2.16m or 14.9% on last year

Government funding up by \$2.03m (15.3%) on FY15

Aged care funding experienced the largest growth, with an increase in revenue of \$1.0m or 26% on 2015

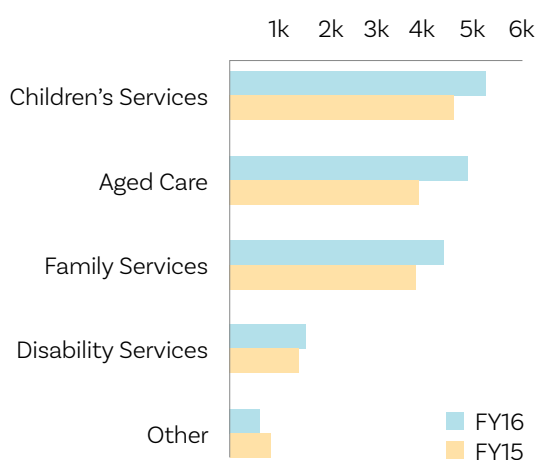
Aged care funding now represents 29.2% of total revenue (26.7% in 2015)

Expenses increased in line with revenue, up by \$2.09m on 2015

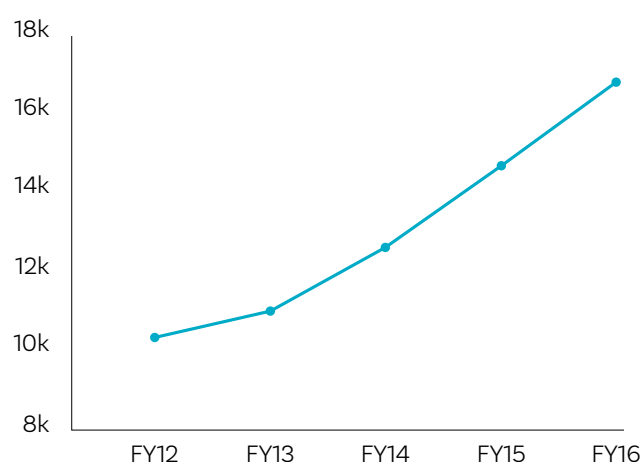
Salaries & wages had the most significant growth compared to last year, an increase of \$1.84m or 20.2%

Capital investment in new CMIS package has to date cost \$232k, total expected cost \$833k

FUNDING BY PROGRAM (000's)



TOTAL REVENUE (000's)



FINANCIAL PERFORMANCE

RESOURCES (000's)	FY16	FY15	FY14	FY13	FY12
property, plant and equipment	\$1,061	\$1,106	\$1,150	\$1,225	\$1,441
net working capital	\$2,249	\$1,874	\$1,425	\$1,728	\$1,533
accumulated funds	\$3,358	\$2,850	\$2,416	\$2,703	\$2,713
current ratio	1.50	1.52	1.42	1.53	1.62
cash ratio	1.35	1.24	1.21	1.43	1.47

CORPORATE OVERHEADS

PERFORMANCE INDICATORS	FY16	FY15	FY14	FY13	FY12
corporate overheads as % of total revenue	22.0%	23.9%	28.3%	29.0%	30.3%
corporate services salaries as % of total salaries	14.4%	16.1%	17.4%	18.1%	19.4%
cost of providing physical resources as % of total revenue	7.8%	8.3%	10.2%	10.7%	10.7%
accommodation costs as % of total revenue	4.1%	4.8%	5.4%	6.1%	6.1%
IT costs as % of total salaries	4.8%	4.2%	4.0%	3.9%	3.0%

WE ARE READY

AGED AND DISABILITY REFORMS

Government reforms in both the Aged & Disability Sectors means we are moving away from traditional “Block Funding” to “Individual Funding”, giving the people we support more freedom to choose the care provider and services meaningful to them.

We understand that this means a new way of operating, and these reforms

continue to be front and centre in our planning throughout this financial year. Operationally, we have been developing our capabilities through appropriate structures, staffing, product development and technology, namely through the implementation of a new Client Management Information System.

We are very aware of this emerging environment and we are enacting strategies to ensure that we make the most of the opportunities these reforms present, whilst continuing to provide quality services in line with our mission and values.



YOUR LIFE YOUR WAY - AGED SERVICES

The movement to Consumer Directed Care (CDC) in Aged Care allows clients more choice about what services are included in their package and more flexibility about how those chosen services are delivered or provided to them. From February 2017 in our areas of operation, clients, families or carers, who understand the needs best, will be exercising more choice about how services are delivered to best meet their specific care needs.

We welcome these changes, which will ensure we continue to provide individualised supports, with choice and control over what the services are, and how they are delivered.

YOUR DIRECTION - DISABILITY SERVICES

The National Disability Insurance Scheme (NDIS) is due to begin in our areas of operation in July 2017. This will bring a new level of choice in how people arrange and secure the services they need and want. Very much in line with our values, we are working hard to be ready for all the changes, assisting people make choices about their life and giving them access to a range of activities, outings and social contact with their local community.

CatholicCare has developed a number of tools in readiness to assist us to work with clients and carers to design a package of services to meet individual requirements, preferences and circumstances.

THANKYOU TO OUR SUPPORTERS

ATS Consulting

Australian Government Attorney
General's Department

Australian Government Department
of Employment

Australian Government Department
of Health

Australian Government Department
of Social Services

Campbelltown Catholic Club

Carers NSW

Catholic Church Insurances (CCI)

Catholic Development Fund (CDF)

Catholic Education Office (CEO)

Catholic Health Care

Centacare Brisbane

Collegians Rugby League Football
Club

Commonwealth Bank (CBA)

Cupolex

Dapto Centretown Pharmacy

Desktop Promotional Products

Dacey Riley's Irish Hotel

Dormie House

Gai Waterhouse Stables

Hospital Hill Pharmacy

Illawarra Toyota

Illawarra Turf Club

IMB Bank

Kumho Tyres

NSW Department of Family &
Community Services

NSW Department of Family &
Community Services – Ageing,
Disability & Home Care

NSW Department of Human Services

NSW Department of Justice

Office of the Bishop -
Diocese of Wollongong

Outback Steakhouse

Oz Tech

Port Kembla Golf Club

Proust Optical Figtree

Reconciliation Australia

Solar Springs Health Retreat

Taronga Zoo

TLE Electrical

Tynan Motors

University of Wollongong

Wollongong Mini Storage



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