



CatholicCare
Diocese of Wollongong

Annual Report



2010-2011



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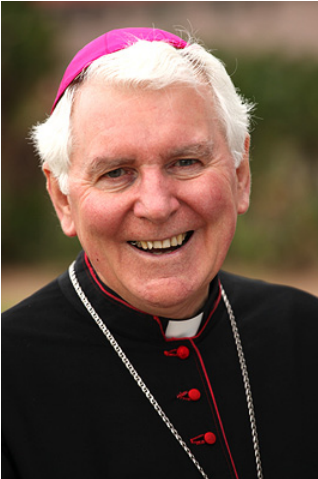


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Bishop Message



As Bishop of the Diocese, I am deeply appreciative of the manner in which Christ's presence in the world is made clear through CatholicCare. During the past year, in line with our Diocesan Pastoral Plan, CatholicCare has assisted many who are struggling, either personally or in their families – people of all faiths, nationalities and economic backgrounds.

I would like to extend my sincere thanks and deep appreciation to all who make the work of this agency possible – to the Advisory Council and all who contribute to the work of CatholicCare so professionally. I am particularly grateful to Kath McCormack and her staff for their passion and dedication. A special mention to our tireless volunteers who give generously of their personal resources, reflecting a Church alive with true Christian values giving comfort to those who are suffering.

Please take a moment to read this Review and learn more about this inspiring work.

Psalm 82 asks us to “defend the cause of the weak...maintain the rights for the poor and oppressed”. This is CatholicCare’s mandate.

A sign of the Church’s vitality is how compassionately and effectively it cares of the poor and disadvantaged. The outstanding work of CatholicCare shows just how alive the Church is in the Diocese of Wollongong.

This Review is testament to the extensive nature of CatholicCare’s efforts. I commend it to you with pride.



Most Rev
Peter W Ingham DD
Bishop of Wollongong

Chairman's Message



This year has been a positive one for CatholicCare Wollongong. In this financial year CatholicCare welcomed nearly 8000 people to our doors and provided them with the help that brought new hope into their lives. This tremendous achievement has made a lasting and positive impact on the people in our communities.

On behalf of the Advisory Council I offer sincere gratitude to Kath McCormack, the Leadership Team, staff and volunteers for their ongoing commitment to this important work. They provided collaborative, skilled and insightful solutions to social issues in our Diocese and I thank them all for the role they play in allowing CatholicCare to make a difference in people's lives.

Thanks to Bishop Peter for his steadfast support. Thank you to our dedicated Advisory Council and Finance, Audit & Risk Sub Committee who give of their time and knowledge willingly, ensuring transparency and helping to guide CatholicCare into the future.

I would also like to express my gratitude to the support of individuals, business and funding bodies who make it possible for CatholicCare to provide help and hope.

As we commence our new Strategic Plan I have every confidence CatholicCare will continue to keep pace with the demand for services, with quality service provision always at the centre of its work.

Greg Doyle

Director's Message



Reflecting on the past year, I am proud of the developments made to better meet the needs of those we serve. Always striving to provide relevant services to meet client needs, this review demonstrates we are meeting the challenges we face and continuing to meet the needs of our communities.

As we wound down a strategic plan and moved to another, a variety of opportunities and challenges presented themselves.

We have concentrated on a culture-shift to being more outcomes focussed and have invested time and resources into our Diocesan Pastoral Plan, re-focussing some of our energies and talents. Staff training and development has been a priority, as has our commitment to efficiency and accountability. The challenge for our sector is ensuring quality service delivery is not diluted in the process.

This year, CatholicCare was reaccredited as a designated agency for a period of five (5) years with the NSW Children's Guardian. The Guardian reported that 'CatholicCare takes a flexible and responsive approach specific to the individual needs of children and young people, and focuses on the provision of warm and safe home environments for children in out of home care'. I am very pleased with this outcome, as safe home environments are exactly what every child deserves.

I am ever-grateful for the extraordinary dedication of staff. Thank you to our many supporters, including our Advisory Council, Diocesan agency staff, donors and volunteers, who along with our staff help us to stay strong during challenging times. We would not fulfil our unique ministry without each of you. We are indeed companions on the journey and together we will forge a future that is filled with welcoming service and advocacy.

This Annual Review attests to the effectiveness of the numerous partnerships with governments, local agencies, universities and businesses that strengthen and enable CatholicCare to meet the unique needs of those who come to us for help. Particular thanks to the Campbelltown Catholic Club for their ongoing support.

May we be privileged to continue to serve with compassion and dignity, ensuring sustainability of our services well into the future.

Kath McCormack

Kath McCormack AM



OUR CULTURE

Identity

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

Vision

Our vision is for individuals and families to have safe, fulfilled and connected lives in increasingly just and supportive communities.

Values

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 for those in need. Our key values are:

Compassion: We 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

Work

Our range of programs and services are open to all people. We support 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, elderly people and people with a disability concerned about their health and self-sufficiency. We focus on clients' needs, offering people and communities opportunities for growth, healing, resilience and hope.

Strategic Plan

CatholicCare plans to be a Client-Centred Community Service within the period of the Strategic Plan 2012-2015. Our four strategic goals are as follows:

1 Strengthening CatholicCare Culture

CatholicCare Staff and services will embrace and embody a culture focused on identifying and addressing the needs of clients as our highest priority.

2 Building Organisational Capacity

CatholicCare will strengthen our firm financial and organisational foundations to sustain current works and support new services.

3 Responding to Social Needs

CatholicCare will respond to social needs across all regions in the Diocese of Wollongong and will research and endeavour to develop new services for those least cared for in our society.

4 Engaging the Whole Community

CatholicCare will work with local groups, schools and service providers to help develop a 'whole of community' response to human needs in all of life's stages

Diocesan Pastoral Plan

CatholicCare's interaction with the entire Diocese in the development of the Diocesan Pastoral Plan was a unique opportunity for two-way communication. The consultation process and resultant plan has given us an opportunity to be more visible in parishes.

Representatives from CatholicCare are represented on a variety of Diocesan working groups, ensuring the Pastoral Plan is a living, breathing testament to our commitment to offering compassionate, practical support to those in need.



Program Reports
Children and Youth Services

CHILDREN & YOUTH SERVICES

Children and Youth Services offer a variety of support to children, young people and their families, especially to those who experience disadvantage.

Out of Home Care and the Children's Contact Services, aim to enhance family functioning, prevent family breakdown and at all times promote and advocate for the best interests of children and young people.

Out of Home Care (OOHC)

Birth parents or extended family are usually the ideal people to raise a child or young person, but at times it may not be possible for families to adequately meet their child's needs. Living arrangements outside the immediate family are known as 'Out of Home Care'.

This program continues to support vulnerable children and young people who have experienced trauma through abuse and neglect, while their birth parents struggle with issues such as physical or mental illness, drug and alcohol abuse, domestic violence, family breakdown and homelessness. The child or young person may be in Out of Home Care for just a few days or for many years.

Foster Care

There was a significant increase for both Campbelltown and Wollongong areas in successfully placing children with foster carers.

- 31 Children placed with foster families in Illawarra
 - 37 Children placed with foster families in Macarthur (this is significantly higher than the thirteen children placed in Macarthur in 2009-10)
 - 7 Young people turning 18 while in foster care
 - 48 Approved Foster Carers
- 2010/2011 saw an increasing number of children being restored to birth families

Access

The Access Service works with birth families whose children are in temporary foster care to help them enjoy a positive experience with their children and to work towards co-parenting and managing their own contact arrangements into the future. This service focuses on the needs of

An Opportunity to Provide Support

Due to homelessness and other issues, Kirsty's newborn, Emma, was placed in foster care. At this time Kirsty was struggling to get her life on track. Contact between Kirsty and Emma was managed through CatholicCare's Access Program.

A caseworker gave support and encouragement to the mother during this time - assisting with transportation, supervising the Court ordered visits and liaising with Family and Community Services. Although Kirsty tried hard to get her life back on the right path, restoration was not deemed appropriate. Due to the particular circumstances of this case it was decided that it would be best if the baby remained in long-term foster care.

This young child is happy, safe and secure in a stable and loving environment. CatholicCare will continue to reach out to Kirsty.

the children, allowing them with their primary in a safe and non-threatening environment.

- 34 Children using the service (10 more children than 2009-2010)
- 35 Parents using the service
- 345 Supervised visits (101 more visits than 2009-10)
- 5 Average length of service for families
- 9 months Sibling Groups

There has been a significant increase in the number of referrals from Community Service Centre's

Children's Contact

This service is for families experiencing conflict or difficulties around spending time with and change-over arrangements for their children. The service provides a venue for the safe transfer

of children between separated parents and encourages meaningful interaction between children and their parents.

2010-11 Statistics the Campbelltown Children's Contact Service operated on a weekly basis. This service has the capacity to facilitate up to

6 supervised contact sessions on any weekend. There has been a significant increase in the number of intake assessments at Wollongong, Macarthur and Nowra offices.

- 25 New families using the service in Campbelltown
- 35 New families using the service in Wollongong
- 5 New families using the service in Nowra

A registered psychologist was employed specifically for consultation work on children's issues.

New Facility to benefit Wollongong Families

The new 'Wollongong Children's Cottage' opened. Children and Youth Services operate from next door to St Brigid's Catholic Primary School. The cottage was made possible by a special grant from the Federal Government as part of the stimulus package.

The cottage is a purpose built child focused facility. The area has music, TV, nappy changing facilities, outdoor play areas, a BBQ and a fully equipped kitchen, enabling parents to cook nutritious meals alongside their children.

This new facility allows changeover and contact arrangements to take place in a safe, supportive and neutral environment for children and will play a vital role in helping families manage change, conflict and diversity in their relationships.





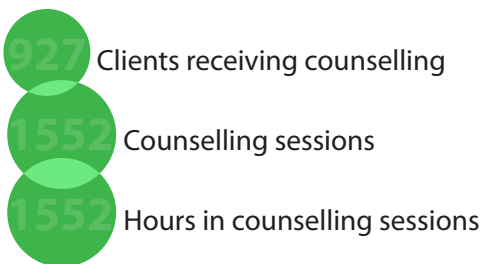
Family & Relationship Services

FAMILY AND RELATIONSHIP SERVICES

The Family Support Program is a Commonwealth initiative funded by the Department of Families, Housing, Community Services and Indigenous Affairs. With a new focus on Australia's most vulnerable and disadvantaged people it delivers therapeutic counselling, relationship skills workshops and education to individuals, couples and families.

Family and Relationship Counselling

CatholicCare offers counselling for individuals, couples and families who are experiencing personal and relationship difficulties.

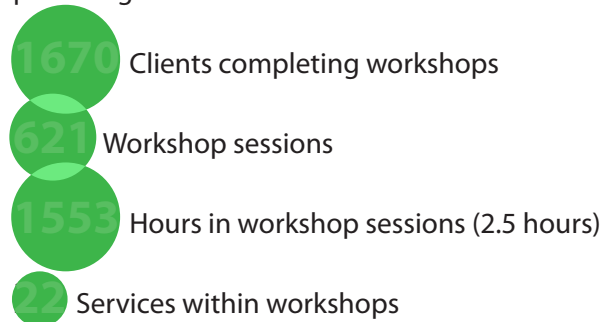


Family and Relationship Education Skills Training (FREST)

All workshops offer opportunities for individuals, couples and parents to develop, strengthen & maintain healthy relationships. In particular CatholicCare offers a practical 'hands-on' approach to parenting, which enhances family dynamics and assists parents of young children and teenagers to feel more confident about their parenting skills.

In 2010/2011 the FREST team successfully implemented a range of support groups with many referrals coming from within CatholicCare, parishes and Catholic schools. These groups included:

- **'Nourish'** - to help adults suffering a range of eating related behaviour to become physically and emotionally healthy
- **'LIFT'** - for people experiencing mild to moderate depression
- **'What's on your Plate?'** to assist participants achieve balance in their lives
- **'Grassroots'** to assist with specific aspects of parenting.



How to Nourish from the Grassroots

The 'Nourish and 'Grassroots' programs were the first of their kind for CatholicCare and together offered a wide range of self-development topics and skill-based parenting.

The Nourish program is the only support group of its kind currently available in the Diocese. People with disordered eating often feel isolated and misunderstood and Nourish encourages open discussion and provided opportunities to celebrate positive steps towards recovery.

The 'Grassroots' program was a response to the growing frustration of parents and organisations at the lack of basic parenting courses in the community. The program provided strategies for encouraging desired behaviours, tips for effective discipline and for building resilience and self esteem in children and families. The modular format was a great success, letting parents pick and choose sessions they would like to attend. Many who attend one session returned for others.

Marriage Relationship Education (MRE)

MRE provides couples with an opportunity to build a more rewarding life together. **'Partnership'** helps couples explore what they want from their relationships, build on strengths and gain awareness of potential problem areas. **'Prepare'** assists couples prepare for marriage and work through issues in advance. Both programs include topics such as expectations of marriage, influence of family of origin, communication skills, managing conflict, spirituality and intimacy.

- 12 'Partnership' workshops
- 32 'Prepare' sessions
- 198 Clients receiving MRE (Wollongong)
- 126 Clients receiving MRE (Campbelltown)

School, Student & Family Program (SSFP)

Funded by the Catholic Education office and the Campbelltown Catholic Club, the SS&FP delivers social support, counselling, preventative and restorative group work, and consultation services to students, families and educators across the network of Catholic schools in the Diocese.

The main reasons students sought counselling in 2009-10 were anxiety, depression, family breakdown, low self-esteem and aggression. In 2010-11 the reasons were lack of resilience, family breakdown, anxiety, stress, family communication problems and poor peer

relationships.

Research conducted by CatholicCare in 2010-11 confirmed that the agency's holistic, collaborative approach focusing on early intervention is consistent with best practice.

The groupwork program provides social and emotional skills to a greater number of students than is possible by one-to-one counselling.

New programs that were successfully implemented in 2010-11 and will be offered to more schools in 2011-12 included:

- Transition to High School: an Early Intervention Initiative
- Eating Disorder Support Group

Chaplaincy in Juvenile Justice

At the Reiby Juvenile Justice Centre at Airds, CatholicCare chaplains deliver spiritual and advocacy support to 90 detainees between the ages of 10 to 16 years. The ministry reaches out to both the young people and their families.

Activities in 2010-11 included:

- connecting young offenders with representatives of their religious faiths as well as conducting formal bible study classes for interested
- co-ordinating the personal development program 'Seasons for Growth'
- contacting relatives of young offenders
- supporting some young people during the post release period
- offering support, guidance and counsel to individuals

	2009-10	2010-11
Students who saw a counsellor	1,136	1,336
Counselling sessions	6,527	6,368
Consultations (parents or teachers)	179	272
Risk of Serious Harm Notifications	102	32



There's always hope

Once shy, withdrawn and depressed, Ashley found seeking help allowed her to find out who she really is and what she wants.

Ashley started feeling sad in Year 7 and over time she withdrew from her family and friends. Her grades fell and day-to-day tasks became a chore. She lost interest in the things she loved most - music and especially singing.

After encouragement from family and friends, Ashley saw the counsellor at her school. Progress was made using strength-based approaches, confidence building exercises, art therapy and goal-setting. Ashley saw herself in a new light with increased confidence, independence and hope.

Near the end of counselling Ashley was asked to sing at a local event. In the past she would have declined, but as a testament to how far she had progressed in her journey in overcoming depression, chose to participate. Her performance was a great success.



Aged and Disability Services

AGEING & DISABILITY SERVICES

CatholicCare Ageing & Disability Services strive to achieve excellence in all programs, foster client independence, build community partnerships and advocate for all our clients and carers.

This service endeavours to attend to the social, psychological, spiritual, emotional, practical and physical well being of aged people, those with a disability and their carers.

Services were provided to over 500 clients from Helensburgh to Ulladulla. The youngest was 9 month old and the oldest 99.5 years old.

Work Facts:
 Provided 12,500 showers
 Cleaned homes 5,600 times
 Prepared 17,500 meals
 Provided 20,000 trips for appointments
 Provided 720 lunches through the luncheon club
 Mowed lawns 1392 times
 Found 10 hearing aids and 25 false teeth

Community Aged Care Packages (CACP)

CatholicCare provides packages of service to frail aged people who have complex care needs but wish to remain living in their own home in the community. The service is targeted to people who are financially disadvantaged people and people from Culturally & Linguistically Diverse (CALD) backgrounds.

Over the last few years, the CatholicCare Aged & Disability Christmas Hamper Drive allows clients who are financially disadvantaged and have no or limited family contact to receive something special over the Christmas period. It is hard to be alone, especially in this season, and these small gifts with a visit bring joy and happiness to the recipients.

130 Clients

85 Culturally diverse clients

32085 Hours of service

Community Visitors Scheme (CVS)

This program is for elderly residents living in aged care homes who experience loneliness and social isolation. The residents are matched

with a volunteer visitor who provides regular companionship and enhances their quality of life.

The Community Visitor's Scheme helps residents to become more connected with their local community and feel less alone.

A range of training opportunities were provided for the CVS volunteers in 2010-11. This included OH&S training in Wheelchair Management and Fire and Evacuation Procedures to ensure the safety of residents and volunteers at all times. To further develop and enhance the quality of visits education in "Alzheimer's Disease", "Dementia" and "Grief and Loss" were undertaken as well as training in "Sensory Exploration" including Music Therapy.

76 Volunteers

Aged Care Homes involved in CatholicCare's Community Visitors Scheme 11 (from Woonona to Shoalhaven)

60 Residents seen by CVS volunteers

2069 Visits made to residents

Disability Flexible Options

This service assists people with a long-term disability to continue living independently in their communities. The program helps people make choices about their lives and gives people access to a range of activities, outings and social contacts.

- 59 Clients in Wollongong
- 52 Clients in Nowra
- 99% Clients who felt CatholicCare made a difference to their lives

Carer Counselling, Support and Advocacy

This carer focused program provides information, support and counselling to those individuals who are sometimes unrecognised as carers within the community. Carers come from all walks of life, have diverse backgrounds and are of various ages.

In 2010-11 CatholicCare supported more than 190 people with a wide range of difficult circumstances in their caring role. Carer counsellors helped clients feel they are not alone. They provided respite and stress management education, court support, grief and loss training, and assistance in obtaining community services or financial aid.

- 192 Carer Counselling clients
- 40 Clients for Culturally and Linguistically diverse backgrounds

Family & Sibling Support (SIBS)

CatholicCare's unique support program is designed for families who have a child with a disability. This program enhances the mental health of parents and siblings, with the long term aim of preserving and sustaining the family unit. Placing a special focus on the siblings (SIBS), the service aims to increase the availability of information and support services through increasing awareness, understanding, skills and capabilities.

- 56 Families involved with the program-

Activities include:

- Various workshops for parents
- Beaton Park Pool Party
- Dragon's football family day out
- Hangdog
- Going to Illawarra Performing Arts Centre shows
- Jamberoo Recreation Park
- Annual Camp

Aged & Disability Advocacy Disability Advocacy

The position of Diocesan Disability Advocate, established by the Bishop, promotes inclusiveness for people with disability. The advocate works from a person centered approach to provide information on government and community services which support people with disability, their families and carers.

The Partners in Parenting (PIP) support group helps parents who have disabilities and are raising a family. Staff and volunteers nurture the parents' social development and life experiences through group interactions, education and support.

- 3 Trips/activities undertaken
- 7 Clients attending PIP group participants who parent 13 children

Aged Care Advocacy

The position of Aged Care Advocate, established by the Bishop, provides information and support to people who are ageing and their families and carers in parishes across the Wollongong Diocese. The Advocate assists in establishing Parish Aged Care Connection Groups to ensure people who are ageing and their families/carers are integrated into parish communities and have the opportunity to participate in all church

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

- 36 Pastoral Care Volunteers
- 74 People being visited
- 1856 Hours spent visiting



A guardian angel for the needy

Karen has been visually and hearing impaired her whole life. If you ask her, she will tell you she is blind and deaf!

Karen has been a part of the CatholicCare family since November 2004 and received services from the Disability Flexible Options Program. She also has a mental illness and has been hospitalised many times especially around Christmas, as that's when she realises her life is not what she wants it to be.

Karen's mother knows that it has been a long and rocky road, especially when it comes time for her daughter to have her medication, but each year Karen receives the service her mother knows she is getting better.

Karen is very strong willed and continues to live a safe life with the assistance of care support workers who provide her with compassionate care twice a day, seven days a week. Karen looks forward to getting visits from these 'angels' and is very thankful that people care so much about her.

Quality Systems

CatholicCare is committed to continuous improvement in the delivery of high standard, client centered, cost effective services to the community. The Quality Systems Committee was established over two years ago and has overseen the development of a range of initiatives to achieve better outcomes for clients.

Highlights for 2010-2011 include:

- Finalisation of a Staff Consultation policy**, a system to give staff a wider range of options for making input to policy development and review
- Improved staff access to policies & procedures** by development of a comprehensive subject index for all policies
- Completion of a comprehensive review of all HR policies**, including the development of clear guidelines for CatholicCare's Employee Assistance Program. All HR policies are now reviewed on a regular two yearly cycle unless changes are required earlier
- Commencement of a major review of all Client Services policies**, 26 in total. This included the identification of 15 new policies where agency wide guidelines had not previously existed.
- Implementation of a new Performance Management & Review policy**. Compulsory training was provided for all line managers and optional training for every staff member.
- Review & re-writing of the Client Complaints policy** to incorporate compliments and suggestions, as well as complaints, into a Client Feedback Policy.

Risk Management

In October 2010, CatholicCare adopted a plan for the development of a risk management policy and practices.

Risk management is an integral part of sound management practice, and an essential element of good corporate governance. By understanding and managing risks CatholicCare faces, we are able to provide greater certainty to the Bishop, agencies and members of the Church, employees, clients, funding bodies and other stakeholders about the challenges we face and the strategies we have in place to deal with them.

Our understanding of and tolerance for risk are key considerations in our decision making. Risk issues are being identified, analysed and ranked in a consistent manner, with common systems and methodologies used. Our risk controls are being designed and implemented. Oversight of the effectiveness of our risk management processes in the years ahead will provide necessary assurance to the Bishop of the Agency's well-being.

Fundraising Events

Race Day

The annual CatholicCare St Patrick's Race Day was held at Kembla Grange Racecourse on March 12, when more than 340 people attended to support the fundraising efforts. The generous donations received from staff, volunteers and supporters of CatholicCare ensures that our programs can continue to provide valuable services to some of our youngest and most vulnerable community members. Overall the event raised \$20,000, with the silent auction in particular proving to be a great success.

Art Show

The generosity of the local community and the creative talents of many were on display during the 30th Annual CatholicCare Art Show, held from 23- 25 September at Kembla Grange Racecourse. Around 350 works were on display, with a range of prices and a spectrum of styles from the traditional to the more abstract. The event which raised over \$14,000 would never go ahead without the hard work of all the volunteers who make it a family friendly, entertaining and successful weekend.

This year's event was particularly significant because it was the final time the Art Show was run in its current format. CatholicCare will most certainly hold a fundraising event with an art focus in the future, but it will have a considerably different look and feel to the traditional Art Show.

Golf Day

In April, the CatholicCare Golf Day raised more than \$13,000. Led by John Tubridy and a dedicated volunteer committee, 100 golfers hit the greens of Port Kembla Golf Club on a

beautiful day to raise funds for the Family & Sibling Support Program. Topping off a great day of golf St George Illawarra Dragons coach, Wayne Bennett, was an entertaining guest speaker.

Our Staff

The staff are CatholicCare’s greatest asset in achieving the agency’s goals and having a positive impact on the lives of clients. CatholicCare continues to recruit people who are passionate about making a difference and are committed to serving the whole community. The agency promotes continuous improvement, best practice and encourages innovation amongst all staff.

The aim is to have a workplace culture that fosters and supports excellence in all aspects of the organisation.

CatholicCare holds Staff Development Days (formerly Inservice Days) each year. These are major communications and training activities to assist staff to carry out their roles.

A successful Staff Development Day was held at North Wollongong Surf Club on August 12, 2010 focusing on creative and effective team building. Using art as a fun way to learn, staff created artworks around the theme of TRUST, gathering inspiration from words such as SAFETY, HONESTY, RESPECT, COURAGE, INTEGRITY, BELIEF, SUPPORT and FAITH. The pieces were displayed at the Art Show and are now spread across our five office sites.

On April 11, 2011 another day was held at Fairy Meadow Parish Hall facilitated by Dr John Honner. The theme for the day was ‘Shaping Our Future’ and focussed on the new Strategic Plan consulting with staff in relation to integrated strategies and actions.

In 2010/2011 the following employees were congratulated for receiving service awards. CatholicCare recognises and values staff dedication and commitment to continue to serve the whole community so each individual, family and couple can experience fulfilled and connected lives.

Workforce Profiles:

Category	2010/2011
Employees:	155
Male	7%
Female	93%
Employment Type:	
Full-time	29%
Part-time	50%
Casual	21%
Volunteers	147
Length of Service:	
1 – 2 years	35%
3 – 5 years	30%
5 -10 years	25%
Over 10 years	10%
Age Profile:	
Up to 40years	32%
41 – 50 years	29%
Over 50 years	39%

5 years of service
 Darren James
 Michelle MacMillan
 Suzanne Molyneux
 Gai Pastor
 Louisa Pride
 Isabel Sacco
 Silvana Siemsen
 Jacinta Wall
 Lynnette Walsh

10 years of service
 Bernadeta Fialkowski
 Susan Livingstone
 Elena Trajcevska

15 years of service
 Kayte Hay



Finance

In addition to receiving government funds to provide specific services CatholicCare generates income such as interest and fundraising that is untied to a specific purpose. CatholicCare adopted a policy this financial year to use this Untied Income to enhance service delivery to clients (PUT WHAT IT WAS SPENT ON HERE). As a result, CatholicCare generated a surplus of \$1,000 compared with a surplus of \$385,000 last year.

Total Revenue has remained fairly consistent over the past few years and total income for 2011 is \$9,666,000. CatholicCare remains financially stable where its current ratio of 1:75 and cash ratio of 1:56 show that CatholicCare is able to meet its financial obligations when they fall due.

CatholicCare works in partnership with the Commerce Faculty at the University of Wollongong where we continue to accept Commerce Interns. Students build on the knowledge gained through studying towards their degree with practical on the job experience gained during their eight week program.

Asset Management

CatholicCare secured \$200,000 funding in 2010 which was used to renovate a parish house in Gwynneville and convert it to a purpose built "Children's House" where a variety of children's services could be run. The environment in the cottage mirrors that of an average home and is therefore child friendly and very conducive to enhancing family relationships. CatholicCare is proud to have opened the doors of its Children's House this financial year.

CatholicCare has also completed some much needed renovations to its Auburn Street office. This has resulted in client areas and offices that is warm and welcoming and has allowed for better use of available space.

Information & Communication Technology (ICT)

CatholicCare recognises the ever increasing business and social reliance on ICT and therefore continues to invest in ICT. ICT networks and devices are continually monitored and upgraded to provide resources to staff to enable them to meet service delivery needs to clients and to meet the reporting requirements of government departments.

During the financial year an ICT disaster recovery solution was planned and implemented. CatholicCare worked closely with the Diocese to ensure compatibility and functionality across the Diocese.

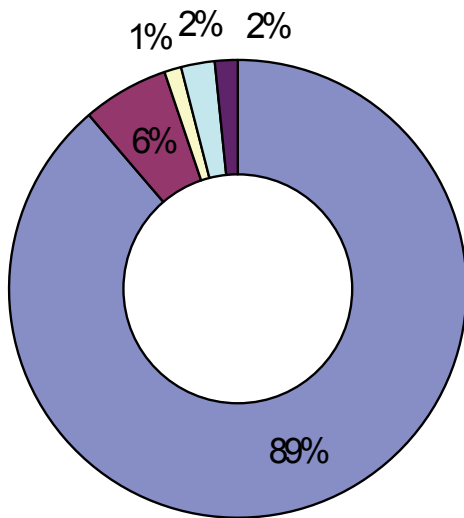
2011 Financial Highlights

Revenue (000's)	%	2011	2010	2009	2008	2007
government and other grants	89%	8,576	8,124	8,041	7,405	5,863
client fees	6%	588	644	638	569	505
diocesan contribution	1%	116	114	312	240	100
interest	2%	230	176	200	231	150
other income	2%	156	104	95	144	266
total revenue		\$9,666	\$9,162	\$9,286	\$8,589	\$6,884
Expenses (000's)	%	2011	2010	2009	2008	2007
salaries and wages	64%	6,203	5,825	6,851	6,057	5,006
client and program expenses	15%	1,455	1,266	719	428	89
premises expenses	5%	527	456	533	519	376
motor vehicle expenses	4%	348	323	360	328	257
depreciation	4%	343	307	258	203	175
insurance	2%	202	242	191	163	141
other expenses	6%	587	358	358	504	367
total expenses		\$9,665	\$8,777	\$9,270	\$8,202	\$6,411
Net Surplus (000's)		\$1	\$385	\$16	\$387	\$473

Accountability

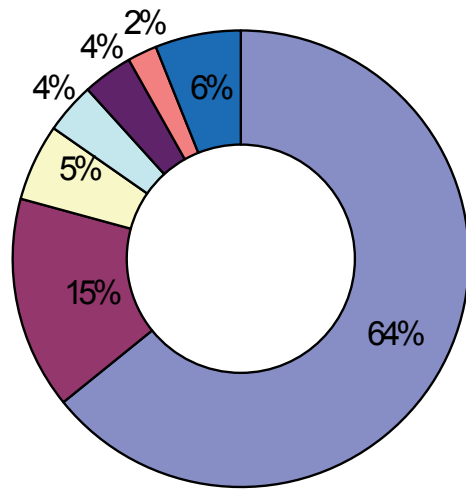
Revenue

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

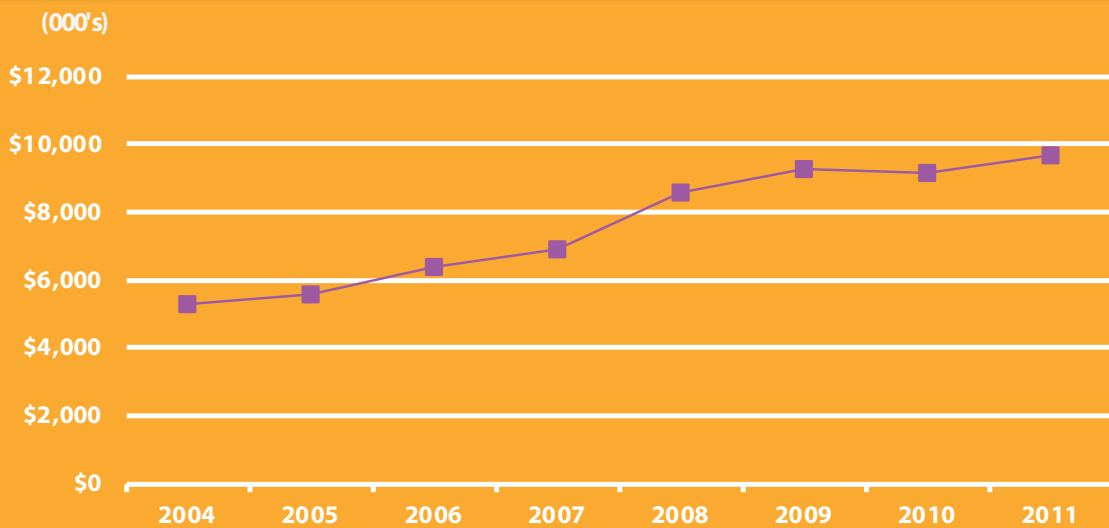


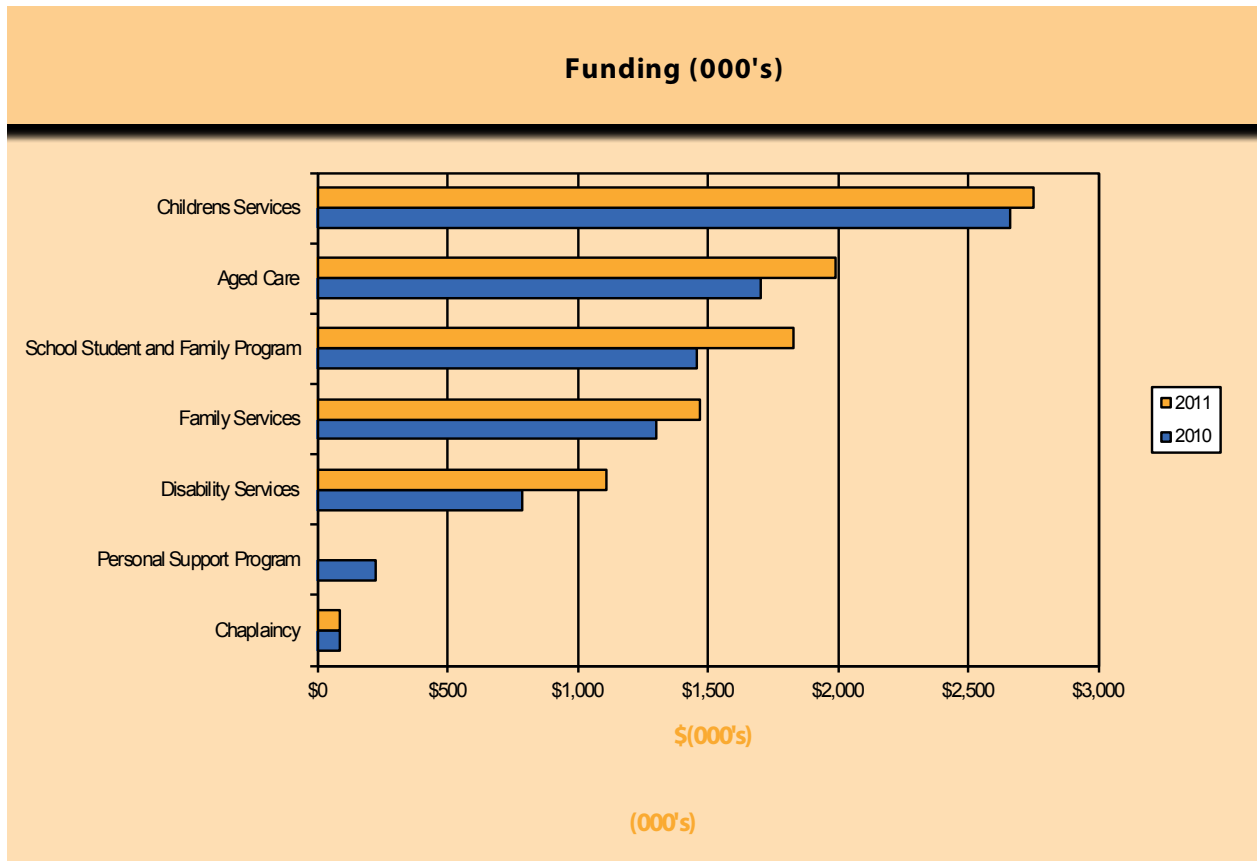
Expenses

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



Revenue Trends





Program Service Data

	2011	2010	2009	2008
Chaplaincy	\$84	\$86	\$74	\$84
Personal Support Program	\$0	\$224	\$1,192	\$925
Disability Services	\$1,113	\$789	\$940	\$947
Family Services	\$1,469	\$1,305	\$1,526	\$1,521
School Student and Family Program	\$1,830	\$1,459	\$1,590	\$1,546
Aged Care	\$1,989	\$1,705	\$1,861	\$1,822
Childrens Services	\$2,750	\$2,659	\$1,827	\$1,357

Financial Viability					
Resources (000's)	2011	2010	2009	2008	2007
property, plant and equipment	\$1,241	\$1,097	\$1,160	\$1,157	\$866
net working capital	\$1,625	\$1,735	\$1,263	\$1,247	\$1,153
accumulated funds	\$2,670	\$2,669	\$2,285	\$2,269	\$1,882
current ratio	1.75	1.66	1.55	1.66	1.49
cash ratio	1.56	1.55	1.40	1.46	1.44

Corporate Overheads					
Performance Indicators	2011	2010	2009	2008	2007
corporate services salaries as % of total salaries	18.2%	16.8%	15.5%	15.7%	16.6%
cost of providing physical resources as % of total income	11.9%	9.0%	9.0%	9.4%	9.5%

Revenue Trend Data							
2004	2005	2006	2007	2008	2009	2010	2011
\$5,269	\$5,587	\$6,385	\$6,884	\$8,589	\$9,286	\$9,162	\$9,666

CatholicCare acknowledges the traditional custodians of the land. We pay our respects to them for their care of the land and are committed to actively working alongside Aboriginal and Torres Strait Islander people, especially in the area of social inclusion and for reconciliation and justice.

CatholicCare wishes to acknowledge and thank the following individuals and organisations for their support, as they give us the opportunity to assist those who are most in need in our community.

Supporters and Donors who have contributed through our appeals and events:

Catholic Education Office
Catholic Development Fund
Catholic Church Insurances
Collegians Rugby League Football Club
Illawarra Toyota
Cleary Bros
KPMG
Akele Kinnas
The Bottle-O
Marksman Homes
Illawarra Turf Club
Dapto Centre Town Pharmacy
Campbelltown Catholic Club

Commonwealth Government

- Attorney - General's Department
- Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- Department of Health and Ageing

New South Wales Government

- Department of Human Services including
- Ageing, Disability and Home Care
- Community Services
- Juvenile Justice



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