

Annual Review 2020-2021





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FINANCIAL
SUMMARY

Where we work.

In addition to our office locations, we provide social, emotional and practical support in homes, schools and communities throughout the Diocese of Wollongong

 Campbelltown

 Wollongong

 Gwynneville

 Shellharbour

 Nowra

Worrigeer St Office
Shoalhaven St Cottage



ACKNOWLEDGEMENT TO COUNTRY

We acknowledge and respect the traditional owners of the land on which we work, live and prosper.



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, Catholic-Care helps to build the social and emotional wellbeing of individuals, families and communities.



Vision

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



Values

- **Dignity:**
Everyone is worthy of respect
- **Integrity:**
Always do the right thing
- **Compassion:**
Be empathic and responsive
- **Equity:**
Some people need extra support

Foreword.



Bishop Brian Mascord.

I am very grateful for the work of CatholicCare in the Diocese of Wollongong, and I am very proud of all that they have achieved this year especially under the conditions and

circumstances, of lockdown and a pandemic. Throughout this report you will see many examples of how they have lived the vision of the Diocese of "Being bearers of Christ's love". They have done this through bringing joy to those whom they serve by enabling growth, healing and hope.

I congratulate CatholicCare for how they have adapted their processes during the pandemic to enable the continuity of the work and mission of CatholicCare to continue. We have all had to do this, but when one's work is primarily face-to-face this can be very difficult, but they found the ways and means for this to happen and enabled their services to continue across our Diocese. They have been there for the most vulnerable, delivering support where it has been most needed.

I would like to acknowledge and sincerely thank the staff and volunteers

of CatholicCare, who continually reveal the compassionate face of God to all they encounter. To Franca Facci and the Advisory Council I am very grateful for their commitment and guidance that they offer to the work of CatholicCare.

Finally, I wish to thank Mr. Michael Austin, the Director of CatholicCare Wollongong, for his leadership and care for the entire organisation over these last couple of years, it has not been easy, but he has led with courage and example.

Our most vulnerable are our abiding concern and must be the focus of our mission and outreach. Compassion and providing quality services for those most in need drives everyone at CatholicCare and for that I am deeply grateful, for it is by doing this that we are truly "Bearers of Christ Love."



Franca Facci CAC Chair.

Who could've imagined that 2020/21 would challenge us even more than the year before? I guess that's the very nature of a pandemic, always changing the rules. But the key issue is not so much the challenge put before us, but how we respond to it that's the key. To this end, I think CatholicCare has done remarkably well.

The agency has responded in an agile way to keep abreast of all the regulations and requirements to keep our clients and our staff safe, so we were able to support our community in the best possible way.

These qualities have kept us working solidly to continue to support our clients and continuing to innovate.

Safety has been of paramount importance to the CatholicCare Advisory Council (CAC) and at every meeting we ensured the COVID preparedness and action plans were given our full attention and time. COVID also placed additional financial stress on the organisation, and this has been a great area of concern and planning.

Despite the challenges, the Executive team ably led by Michael Austin, ensured the agency remains viable and financially sound. The Council were greatly reassured as we witnessed Michael and the Executive Team pull together to deliver COVID management and recovery plans.

As Chair, I am extremely proud of the frontline staff who have continued to deliver vital services through lockdowns and evolving restrictions. I thank all the staff who have worked through immense challenges such as home schooling and challenging restrictions.

I am also delighted we were still able to keep strategic intent in the foreground and finalise plans for the Early Learning Centre in Shellharbour.

I truly hope the coming year brings more stability for our agency planning and that we see less stress and anxiety in our community. This may take a while to realise but with the skills and strategies we have used and shared in the last two years, we should see our strength build and our future looking brighter. I hope we can all look back on this time and see the courage, resilience and faith which have helped carry the community through this extraordinary time in history.



I feel proud of the way CatholicCare has responded with agility and creativity to the challenges of the pandemic.



Michael Austin Director.

Our second year responding to the Covid-19 pandemic has come with many challenges and learnings.

The pandemic has certainly put additional pressure on an already stretched Not-For-Profit sector. Like many other social services agencies, we've seen greater demand, reduced capacity, rapidly evolving restrictions, reduced income and a lack of eligible government subsidies to mitigate the impact of the pandemic.

Services such as Aged Care, NDIS and Out of Hours School Care (OHSC) were significantly impacted by COVID-19 lockdowns and Greater Sydney restrictions. Despite this, we

still concluded the year with a healthy surplus result which considerably outperformed our original budget expectations, and will allow us to invest in critical future projects.

We continued to deliver vital face-to-face services such as aged care, disability care and school support services. Other services moved online to support clients with counselling, group work, foster care support and social groups.

I am delighted to say the budget still included investments in strategic growth initiatives, including the launch of a whole new service area for the community, with our new Early Learning Centre at Shellharbour.

I feel proud of the way CatholicCare has responded with agility and creativity to the challenges of the pandemic. Whilst it has been a challenging year, in many ways it has been a year of discovery - we discovered the capacity we have for resilience, for doing things differently, and for drawing upon our strengths, both as an organisation and personally.

Situations of adversity are the clarion call to Mission and purpose - CatholicCare rose to the challenge, responding with a spirit of service and a 'can do' attitude in response to the many challenges.

This has been a time of growth as an organisation and we've become stronger as we rose to the challenges. It has

also honed our commitment to our purpose in the community, and our ability to respond effectively.

My overall feelings are of profound gratitude for the work of our whole CatholicCare team in continuing to respond to the needs in the community and to look after and care for each other throughout this time.

The leadership team have been tested and they have risen to the challenge of providing direction and support to our staff teams. There has been a heightened awareness of the importance of wellbeing, and many activities and practices introduced to teams to foster wellbeing, mental health awareness, personal support and connection.

We are blessed to have the guidance of our Bishop Brian Mascord, who has led our Diocese through these challenges in a strong and united way. I also pay tribute to our dedicated Advisory Council, skilfully guided by our Chair Franca Facci. They have gone above and beyond to support the agency with their combined wisdom, knowledge, governance and dedication to our staff and the people we serve.

It's a blessing to have the support of an incredible team of people from our front line to our Advisory Council to ensure we are here to help the community through these incredibly challenging, uncertain and unprecedented times.

Our Services.

CatholicCare is the social services agency of the Catholic Diocese of Wollongong, covering the Illawarra, Shoalhaven, Macarthur and Southern Highlands Regions. We support people to establish and build positive relationships and connected lives. Our aim is to help people through difficult times to help them achieve self-reliance and realise their full potential. We also 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.



Our Impact.

We are committed to providing responsive social services and supporting positive outcomes for all people we serve. Here are some highlights from 2020/21.



7369

children in Catholic school communities accessed counselling, early intervention and pastoral services to support their social and emotional wellbeing



179

families experiencing separation carefully navigated supervised visits and changeovers of children



805

people found someone to talk to about their relationships through counselling

594

parents of children under the age of 6 increased their work readiness and social engagement

461

people took time to focus on their parenting and relationship skills to improve family life



150

youth in Juvenile Justice accessed chaplaincy support services



1125

older people accessed services to help them live well in their home and community



6

 new foster carer households were approved

3

 children were adopted into loving families

295

counselling sessions were held via zoom



1407

children of working families enjoyed activities in a safe environment before and after school, plus

2

 new OSHC services have commenced

460

phone welfare checks made to parishes and parishioners during Covid



27

people living alone had their lives enriched through a volunteer visitor (via phone calls and letter writing during Covid)



108

children and young people at risk found a safe and stable place to call home



389

people living with disability increased their independence and community connections

54

parents entered accredited training or commenced employment



28

children and young people in foster care are on an adoption, guardianship or restoration pathway



53

couples entered married life with a clearer picture of their own and each other's expectations and better skills to help them cope with the inevitable issues that arise in relationships





New Early Learning Centre for Shellharbour.

After extensive planning, investigation and consultation CatholicCare progressed plans to extend our service offering by opening an Early Learning Centre in the Shellharbour area.

The Development Application was lodged and a committee was formed to bring the plans to fruition.

A popular choice for young families, the Shellharbour LGA is experiencing ongoing residential growth, which is projected to continue until 2041. The expected increase is 24,385 people and 1,522 0-4 year-olds, from 2016 to 2041.

CatholicCare recognised an important unmet need for long day care places in the Shellharbour area.

Located within the precinct of All Saints Parish and Nazareth Primary School, the new 59 place long day care centre will provide a high-quality early education experience for children and families, supporting a seamless transition to school.

"We're delighted to announce CatholicCare plans to provide a new long day care service for working families in the Shellharbour LGA, pending government approvals", said Director Michael Austin.

"There is a highly compelling evidence base that investment in early years education has a profound impact on the positive life trajectories of children throughout their lives, he said.

"We already operate Out of School Hours Care services in local primary schools, so this service is an extension of the support we provide working parents who need quality education and care for children aged 2-5 years", he continued.

We are consulting with local schools and parent groups to understand how we can best meet the needs of the community.

"Once the DA and other government approvals are finalised, and the engagement is complete, we aim to

"The new 60 place long day care centre will provide a high-quality early education experience for children and families, supporting a seamless transition to school."

have the service up and running in early 2022. We will open up an expression of interest in September for families looking to secure a placement", said Mr Austin.

Highly qualified educators will deliver pre-school programs, catering for each child's needs and development, supported by a framework to guide and build strong early learning foundations so the children can thrive. Families using the centre will benefit from access to an extensive suite of CatholicCare family wellbeing services, including counselling and parenting workshops.



Foster Care Veterans.

Sandra and Michael are two very inspiring foster care veterans. They've been fostering for over 12 years, providing short term placement for 17 children. Since 2010 they've also provided permanent care for two brothers with special needs, Brock and Jordan, who they adopted in May this year.

It's hard not to feel a sense of awe when you see what a normal week looks like for Michael and Sandra.

In addition to supporting the needs of their three biological adult children, they provide intensive support for Brock and Jordan, plus additional children requiring short-term or emergency care.

She said, "I love to help kids that have been put in a position they didn't ask for, I just want to help them heal."

Michael also works nightshift and Sandra manages school, medical appointments, the family home and parental contact.

Sandra says she doesn't think they're amazing, "We just have something to offer and what we've gained as a family unit is incredible."

She said, "I love to help kids that have been put in a position they didn't ask for, I just want to help them heal."

"People always say they couldn't do what we do because they couldn't say goodbye," she said. "But I love seeing these children enjoy their time with us and then return to their family home or go on to find a forever home, which is emotional but so incredibly fulfilling."

Raising children who have experienced trauma can be both difficult and very rewarding and the carers often need support and guidance through the tough times.

The support network starts with the CatholicCare case manager, to the team of a psychologist, carer support staff, comprehensive training sessions and carer support groups.

Michael said, "I can't say enough how good CatholicCare has been to us, they've far exceeded our expectations."

He said, "It's given our whole family a better understanding of one another and brought us closer together."



Art and Wellbeing workshops.

Bush fires early in 2020, the pandemic, lockdowns and restrictions have had a profound impact on the community over the past year. Our front line staff organised art and wellbeing workshops to help lift the spirits and connect local people.

In April this year we held a series of art and wellbeing workshops in bushfire affected communities in Moss Vale, Lake Conjola, Milton and Picton. The workshops were led by Olivia, a South Coast artist who loves to teach



Art and wellbeing workshops held in bushfire affected communities in Moss Vale, Lake Conjola, Milton and Picton.

"It's a great activity to do that doesn't involve screens and allows us to spend quality time together".



and inspires others to pick up a paint brush. Olivia shared her skills with participants and got them exploring and uncovering their creative talents.

Tina and her son Ryan, attended as a school holiday activity, "It's a great activity to do that doesn't involve screens and allows us to spend quality time together". Ryan loves studying art and school and was keen to learn new skills.



Sharlene and Chrissy, two friends from Shellharbour were keen to try something new and get out of their comfort zones. "It's also a great opportunity for selfcare, you can't look after others if you haven't first looked after yourself" said Sharlene.

The workshops were a great success and we hope to run similar workshops in the future.

Volunteering to share companionship.

Watching people in nursing homes, as they waited for visitors that never turned up, inspired Adrienne to volunteer to visit people who would appreciate her time and companionship.

This was despite the fact she was very busy caring for her father who required intensive support through ageing and illness, which lasted over 14 years.

Adrienne felt strongly that volunteering was a great way for her to help people during their time of need while also giving her respite from her caring role. She also understood she had the capacity to make the world a better place, one person at a time.

She visits a local nursing home with her well-trained dog named Ned. Together, they light up the lives of the residents as they pat Ned and talk to Adrienne.

As a young school girl, she had experienced the joy of volunteering, which was part of the school curriculum, volunteering at St Vincent's Hospital. She felt this experience formed the groundwork for a lifelong path of volunteering.

This passion led to future opportunities and a career in health services and community support roles.

Adrienne wants other people to know that volunteering is a gift most people are capable of giving. "I'm keen to dispel the myth that volunteering is just for people who have retired because it's for everyone," she said. Adrienne works four to five

days a week and still manages a variety of volunteer positions.

"My volunteer work gives me a feeling of purpose in life and helps others,"

"Everyone can spare an hour every fortnight," she said. "You do feel that people who have nobody just need some company, time for a chat or even a board game."

"My volunteer work gives me a feeling of purpose in life and helps others," she said.

The CatholicCare Community Visitors Scheme (CVS) aims to improve the quality of life of socially isolated residents in Australian Government subsidised aged care homes by matching them with volunteer visitors. Volunteers visit regularly and provide companionship on a one-on-one basis.



Generations share knowledge in tech pilot.

Students and seniors have come together to pioneer the trial of a new free program aimed at bridging the gap between generations and imparting knowledge about technology.

CatholicCare Wollongong teamed up with students from Corpus Christi High School, Oak Flats and Fr Joe Nguyen of All Saints Parish Shellharbour to trial this new intergenerational program called CROSS+GEN.

The COVID-19 pandemic has highlighted the importance of digital technology and the seniors enjoyed learning how to connect to Wi-Fi, take and share photos with family, use social media, download apps, scan QR codes, use Skype and much more.



The year 10 students volunteered their time to patiently guide seniors as they explored the use of their phones, iPad's and laptops. The COVID-19 pandemic has highlighted the importance of digital technology and the seniors enjoyed learning how to connect to Wi-Fi, take and share photos with family, use social media, download apps, scan QR codes, use Skype and much more.

Senior participant Michelle said the support from students created a non-threatening environment for the older people to learn the technology. "We've connected over a few topics," she said. "The students are very patient with us. They're not doing it for us, they are demonstrating, observing, and helping to empower us with the skills."

Seniors guided the session, explaining what they wanted to do with the device, so students could adapt the training to meet their needs. Another senior participant, Andrew—himself a former teacher and school counsellor—said the main benefit was meeting and spending time with students like Poppy.

"It's been a blessing to be part of this," he said. "My wife was very sick during the COVID lockdown and we haven't been able to get out and socialise. I appreciate Poppy's time talking to me and using her great skills to help me."

Poppy said it was nice to help other people with the skills she has grown up with. "We're born with technology at our fingertips," she said, "My grandma was very sick during

The year 10 students volunteered their time to guide seniors as they explored the use of their phones, iPad's and laptops.

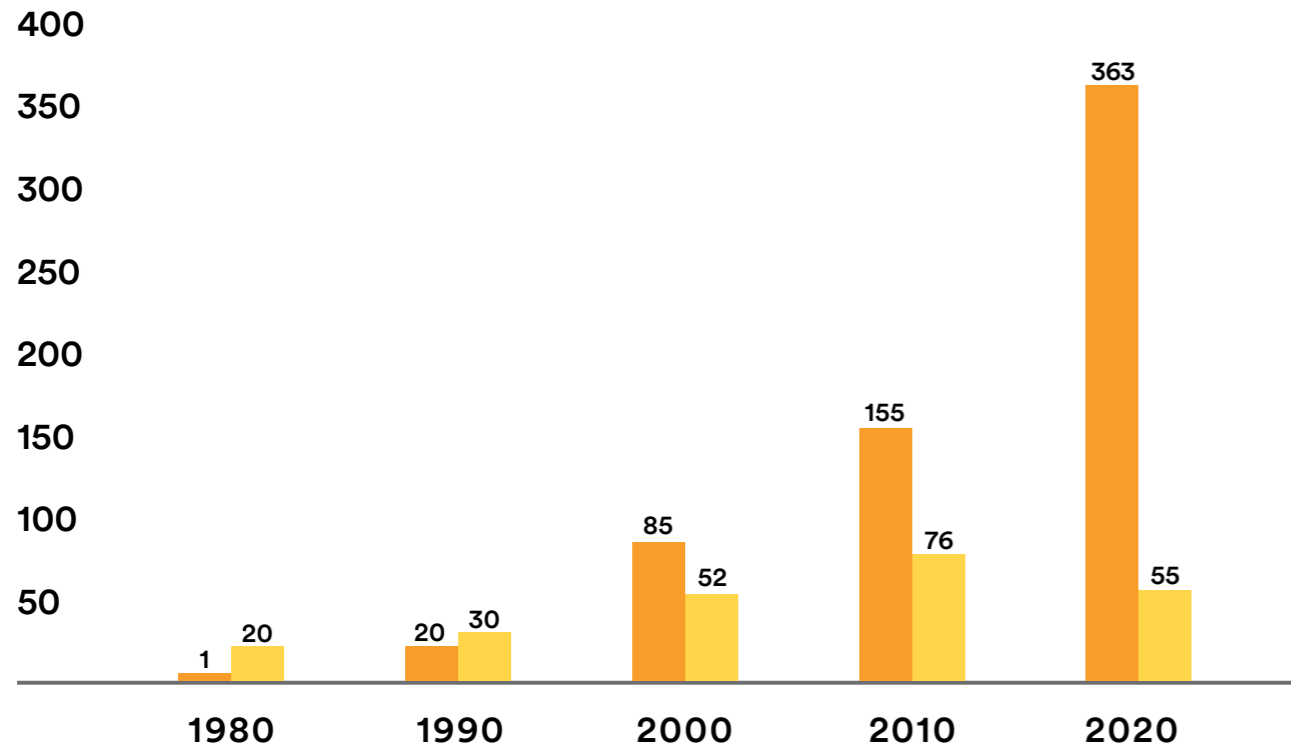
COVID restrictions and I didn't get to see my grandparents. I miss them a lot, so this has been a way to connect with the older generation."

The successful launch of the program will pave the way to rollout more training sessions in the Macarthur, Shoalhaven, Southern Highlands and Illawarra regions.

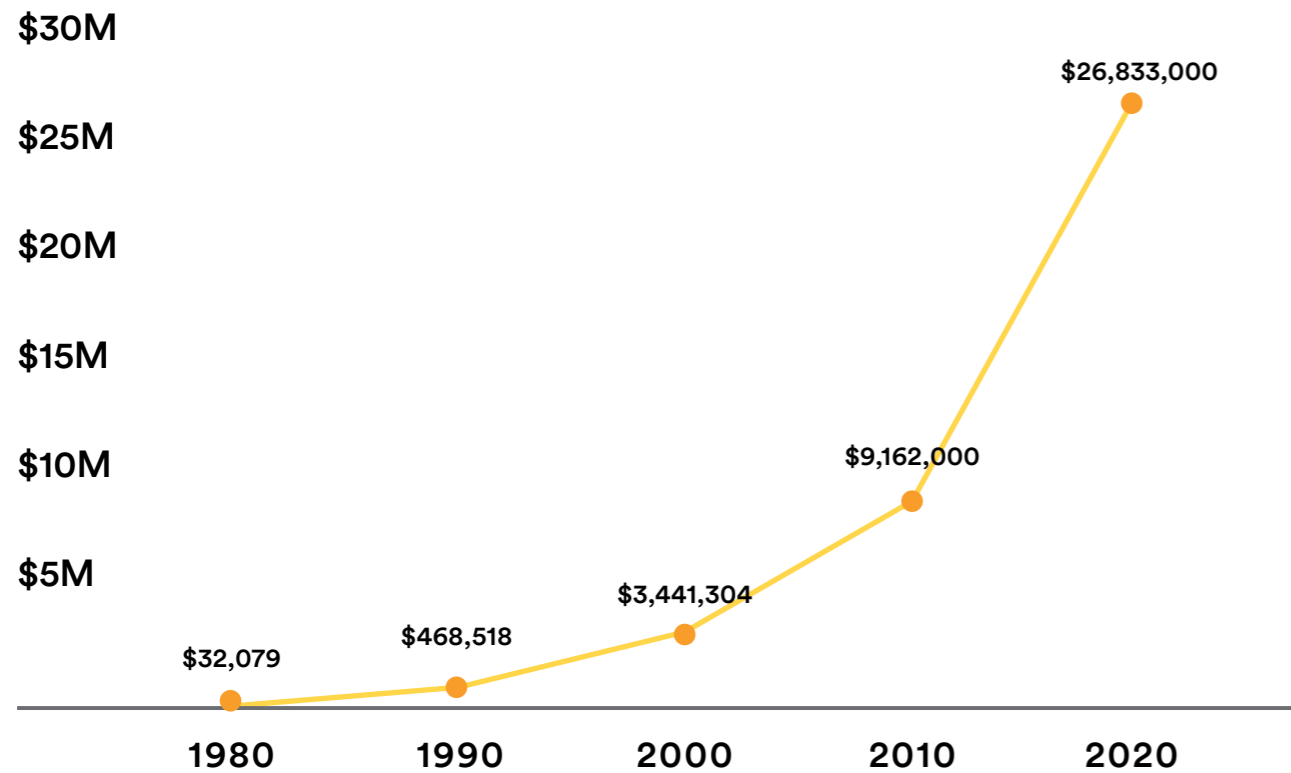
Growth.

Staff and Volunteers.

■ Staff ■ Volunteers



Revenue.



Our People.

AS AT 30 JUNE 2021

363
total number of staff



55
total number of volunteers



41

11.3% male

85

23.4% full-time

135

37.1% aged & disability

322

88.7% female

164

45.1% part-time

38

10.4% corporate

115

31.6% casual

85

23.4% children & youth

106

29.1% family services

YEARS OF SERVICE



0+ years
234

5+ years
61

15+ years
20

3+ years
30

10+ years
19

With quiet resolve and deep commitment to our mission, staff have stockily supported the community with steadfast dedication and great generosity of spirit.



Frontline service delivery during a pandemic.

Our second year responding to the Covid-19 pandemic continues to challenge us as an agency and as individuals.

All facets of the agency have been dedicated to responding, evolving and adapting service delivery as we've come in and out of lockdowns, rapidly changing health restrictions and responded to a community going through prolonged trauma and mental fatigue.

CatholicCare staff have valiantly continued to serve the community through uncertain and stressful times. With quiet resolve and deep commitment to our mission, staff have stockily supported the community with steadfast dedication and great generosity of spirit.

In line with the Public Health Orders, our offices in Wollongong and Campbelltown were closed for a large part of the financial year. Our services in Nowra and the Southern Highlands were less hampered by restrictions. We continued to deliver face to face services including;

- Out of School Hours Care – onsite at Catholic Schools
- NDIS and In Home Aged Care Services
- Foster Care support
- School Support Services (outside Greater Sydney only).
- Juvenile Justice, Chaplaincy services.

Wollongong and Campbelltown services switched to remote delivery for:

- Counselling for adults, children, couples and families
- Parenting and relationship courses
- ParentsNext support
- Children's Contact Services.

Our counselling staff saw a dramatic rise in the number of children needing counselling in schools. The team realised a series of Wellness Packs, including some useful COVID tips, coping strategies, mindfulness, self-care and resilience ideas. Packs were designed for parents, co-parents, people in relationships and kids. The team also held a series of webinars can help the community take some time to re-focus, re-energise and re-connect.

Advisory Council.



Top Row (L-R): Peter Read, John Akele - *FRAC Chair*, Kieran Biddle
Second Row (L-R): Dr Melanie Randle, Franca Facci - *CAC Chair*, Greg Parish
Third Row (L-R): Michael Austin - *Director*, Kerry Hunt (ABSENT: Mark O'Donoghue)

Executive Managers.



Left Row (Top - Bottom): Moye Prichard - *Business Support*, Gail Maurice - *Quality & Risk*
Middle Row (Top - Bottom): Roseanne Plunkett - *Family Services*, Tony Eid - *Chief Operating Officer*, Kate Nolan - *Aged & Disability*
Right Row (Top - Bottom): Michelle Ferrara - *Children & Youth*, Kathleen Burgess - *People & Culture*, Michael Austin - *Director*

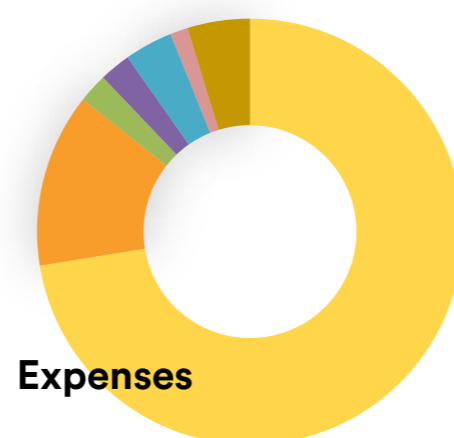
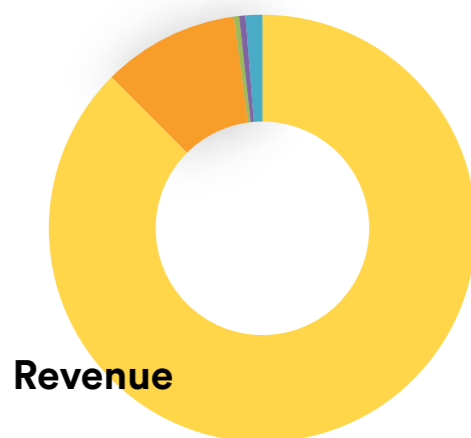
Financial Summary.

Revenue.

Revenue (000's)	%	FY21	FY20	FY19	FY18	FY17	FY16	FY15
government and other grants	87.5%	23,484	22,687	20,532	18,046	16,480	15,285	13,254
client fees	10.3%	2,776	2,014	761	819	963	914	810
diocesan contribution	0.4%	105	72	71	160	152	145	138
interest	0.5%	129	176	220	158	154	162	174
other income	1.3%	339	250	287	234	271	196	165
total revenue		26,833	25,199	21,870	19,417	18,020	16,702	\$14,541

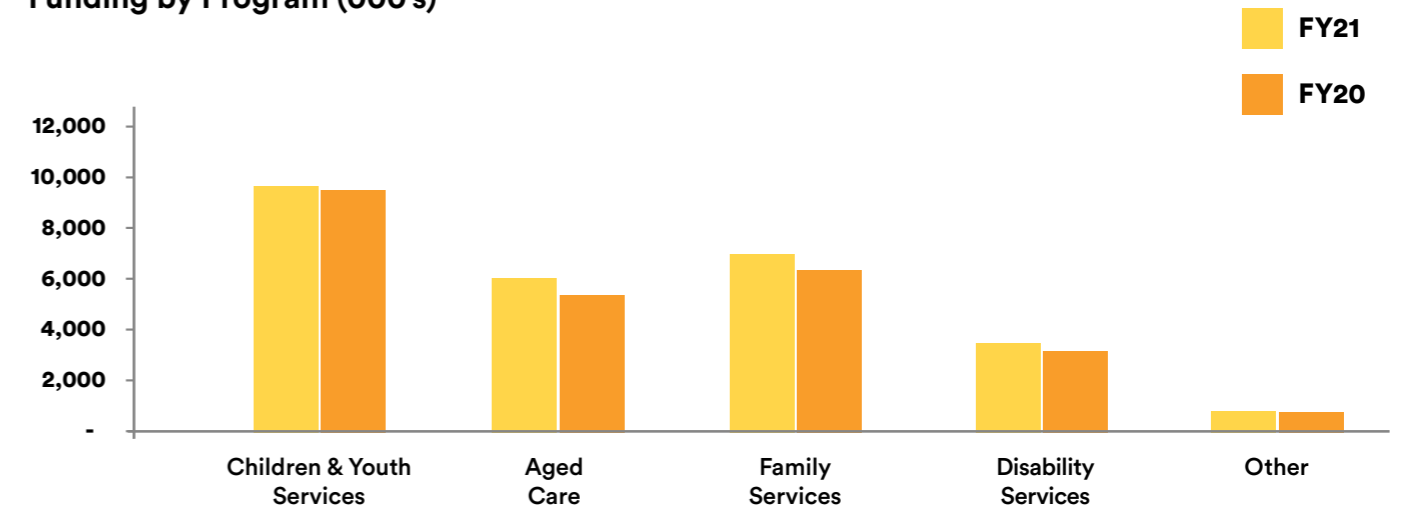
Expenses.

Expenses (000's)	%	FY21	FY20	FY19	FY18	FY17	FY16	FY15
salaries and wages	72.4%	19,195	16,918	13,623	12,515	12,174	10,960	9,118
client and program expenses	13.2%	3,502	4,765	4,843	3,169	3,044	2,843	2,708
premises expenses	2.2%	589	591	941	824	745	703	599
motor vehicle expenses	2.4%	631	598	534	574	623	561	442
depreciation	3.7%	969	891	398	418	371	342	367
insurance	1.4%	359	256	207	239	187	213	350
other expenses	4.7%	1,254	1,146	1,287	708	727	572	523
total expenses		26,498	25,165	21,833	18,447	17,871	\$16,194	\$14,107
Net Surplus (000's)		\$335	\$35	\$38	\$970	\$149	\$508	\$434

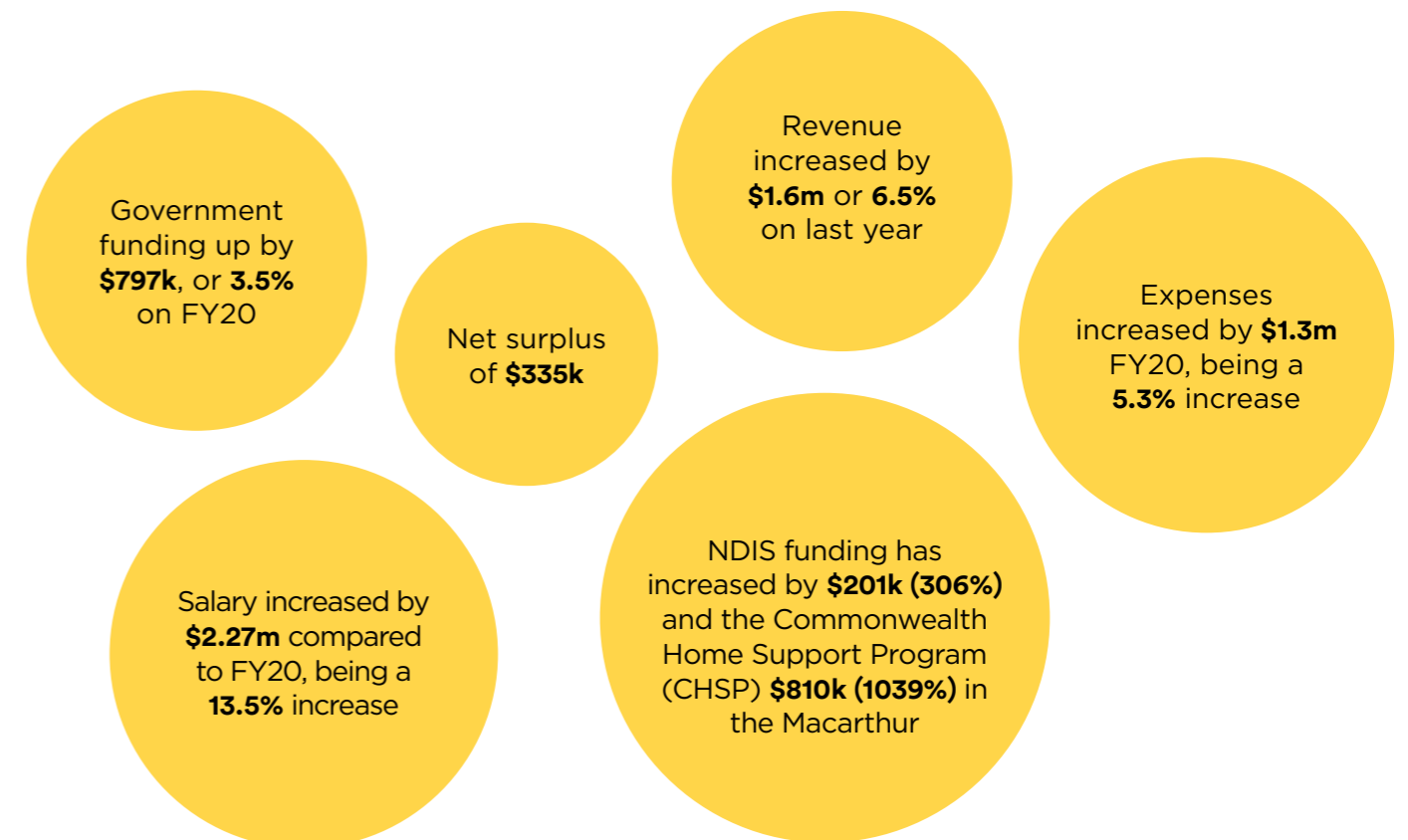


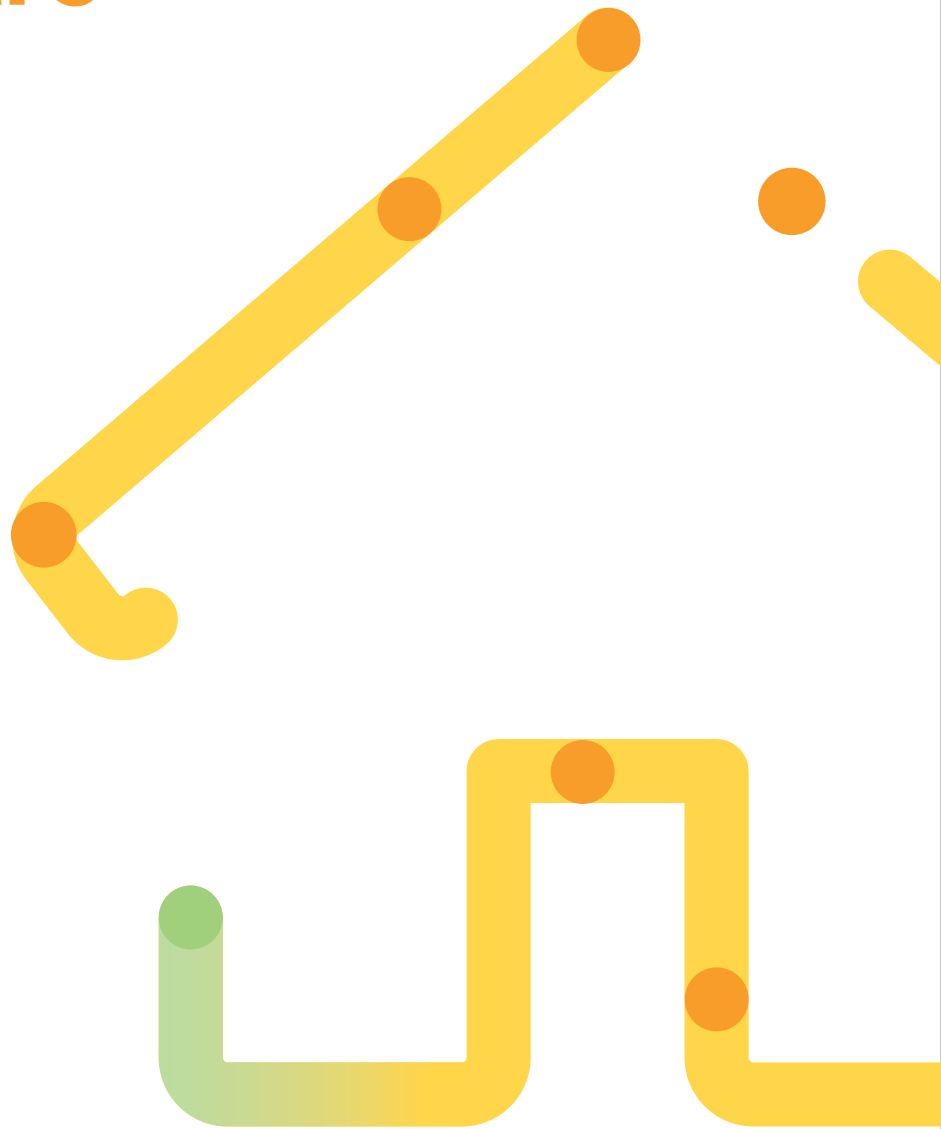
Revenue Trends.

Funding by Program (000's)



Key Snapshots.





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