

2017/18 ANNUAL REPORT



CatholicCARE

DIOCESE OF
WOLLONGONG

WHERE WE WORK

OUR OFFICE LOCATIONS

IN ADDITION TO OUR OFFICE LOCATIONS WE PROVIDE SOCIAL, EMOTIONAL AND PRACTICAL SUPPORT IN HOMES, SCHOOLS AND COMMUNITIES THROUGHOUT THE DIOCESE OF WOLLONGONG.

 CAMPBELLTOWN

GWYNNEVILLE   WOLLONGONG

 SHELLHARBOUR

 **NOWRA**
Worrigee 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.

CONTENTS

OUR MISSION, VISION & VALUES	03	WORKING TOGETHER WITH FAMILIES	18
MESSAGES		<ul style="list-style-type: none">• SCHOOL, STUDENT & FAMILY PROGRAM• PARENTSNEXT• CHAPLAINCY IN JUVENILE JUSTICE• SCHOOL CHAPLAINCY	
BISHOP BRIAN MASCORD	04		
FRANCA FACCI, ADVISORY COUNCIL CHAIR	04		
MICHAEL AUSTIN, DIRECTOR	05		
OUR HIGHLIGHTS	06	OFFERING SUPPORT TO MAINTAIN	22
OUR SERVICES	08	INDEPENDENCE AND QUALITY OF LIFE	
PROVIDING STABILITY AND	10	<ul style="list-style-type: none">• IN HOME SERVICES• DISABILITY SERVICES• COMMUNITY VISITORS SCHEME• AGED CARE ADVOCATE	
NURTURING CHILDREN'S POTENTIAL		OUR PEOPLE	26
<ul style="list-style-type: none">• FOSTER CARE• CONTACT• OOSH• SIBS		OUR STRATEGY	28
OFFERING SPECIALIST SUPPORT	14	OUR PRACTICE FRAMEWORK	30
TO STRENGTHEN RELATIONSHIPS		OUR RECONCILIATION ACTION PLAN	31
<ul style="list-style-type: none">• FAMILY & RELATIONSHIP COUNSELLING• CARER COUNSELLING• FAMILY & RELATIONSHIP EDUCATION• MARRIAGE & RELATIONSHIP EDUCATION		OUR SYSTEMS	32
		OUR FINANCIALS	34
		OUR PARTNERS & SUPPORTERS	36
		SUPPORT US	36



OUR MISSION, VISION & VALUES

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, CATHOLICARE 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:

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



MESSAGES



BISHOP BRIAN MASCORD

Welcome to this annual report, my first as Bishop of Wollongong, which highlights the many ways in which CatholicCare proclaims and lives the gospel message. Since arriving in the Diocese of Wollongong as the new Bishop, I have found many examples of CatholicCare's witnessing to the presence of Jesus in our community.

CatholicCare has a wealth of experience and knowledge base in working with families and individuals as it accompanies people during difficult times in their lives. When people are in crisis they are at their most vulnerable. CatholicCare's work is one of healing, providing people with emotional and material resources so that they can find peace in what is often a tumultuous world.

We are living in a time of continual and rapid change and growth. As always, CatholicCare seeks to respond to these changing circumstances with fresh energy and new means guided by the life and teachings of Jesus Christ. They do this by reaching out in various ways and in doing so they give dignity to the lives of people and a quality of life that every human being deserves.

I wish to thank Michael Austin and his leadership team for their commitment and professionalism in this challenging context. I also offer my thanks to the Advisory Council and all the staff and volunteers at CatholicCare for their generous spirit of service.

I would like to acknowledge my predecessor, Emeritus Bishop Peter Ingham, for it is his leadership which has ensured agencies in our Diocese, like CatholicCare are robust and mission-focussed.

As I commend this Annual Report to you, I pray for continued blessings on all who are involved in CatholicCare in the in the year ahead. May we continue to make significant contributions to people's lives.



FRANCA FACCI, ADVISORY COUNCIL CHAIR

As Chair of the CatholicCare Advisory Council I am very pleased to be able to reflect on the past year and attest to the many successes of the organisation. Under the leadership of Director, Michael Austin, CatholicCare Wollongong continues to grow and embrace opportunities that are aligned with strategic directions and consistent with its values and mission while navigating significant sector reform.

As we have reported in the past, there continues to be large-scale changes in many of the sectors CatholicCare contributes to. We successfully transitioned our block funded services for Disability clients to the National Disability Insurance Scheme (NDIS) and have undertaken significant preparatory work in anticipation of consumer directed care in Aged Care. The Out of Home Care sector also experienced substantial change with the introduction of the Permanency Support Program (PSP), where we will continue to actively work towards a better life outcome for children and youth. CatholicCare has also moved into the Outside of School Hours (OOSH) area, providing opportunities to offer wraparound social services to families in supportive settings while also continuing its work to support parents of young children looking to get into the workforce through the innovative ParentsNext program.

To better serve clients, we strive to improve our systems to minimise duplication and effort. We have successfully rolled out carelink+, a client management information system, 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 the positive outcomes we make. Recruitment of key personnel in Corporate Services has also added to the capacity to assist the agency to both sustain itself and grow.

In February, we welcomed Bishop Brian to our Diocese and farewellled Emeritus Bishop Peter Ingham. It has been so very pleasing to see Bishop Brian at our Advisory Council meetings to offer his support to the agency.

Despite all the changes and challenges, the practical, hands on and personal approach to engaging with those faced with adversity remains the cornerstone of CatholicCare's work and I am proud to be affiliated with such a admirable organisation.

The Advisory Council continues to work closely and collaboratively with the Director and I look forward to working with fellow Council members, the Director and his Executive team to achieve its goals and objectives in the coming financial year.



MICHAEL AUSTIN, **DIRECTOR**

This report tells a story of our clients, staff and volunteers coming together to create positive social change. It is a reflection of CatholicCare's continued commitment to the provision of quality services to those most in need, and the impact our services have had on individuals, families and communities.

The social service system has been undergoing paradigm changes in how services are funded and delivered. Over the past year, we have confidently transitioned our disability service offerings to the National Disability Insurance Scheme, doubling our footprint; we have successfully navigated our entry into consumer directed aged care; we have met with success with a major state wide tendering process for the new Permanency Support Program in Out of Home Care, continuing our long practice of assisting vulnerable children to live in safe and nurturing home environments; we have expanded our Out of School Hours Care, in a unique partnership between CatholicCare, The Catholic Education office and the Archdiocese of Brisbane through Centacare Brisbane; we are well underway with the implementation of our Practice Framework, which articulates our approach, practice standards and outcomes measurement for the people we serve, driving innovation and best practice; we have committed to and are well progressed with the implementation of a major system enabler, a Client Management Information System; and we were successful in re-tendering for the Parents Next Program, a program that helps parents with children under 6, to plan and prepare for future study or employment.

I am pleased to report we have reviewed our progress against our Strategic Directions for 2015-18, 'Thriving Together in a Changing World', and are on track for the stated milestones. Looking forward, our new Strategic Plan (2018-21) sets forth our priorities for the next three years in an environment which continues to be one of major change, challenge and opportunity. We have called our new Strategic Plan, 'A Heart that Sees', a title that we believe both embodies our deepest ethic and challenges us with the implications of its call. More information about our new plan is outlined on page 28.

With the support of Emeritus Bishop Peter and Bishop Brian, our achievements over the last year are the work of many. I thank sincerely CatholicCare Staff, volunteers and Foster Carers, who consistently give of their talents and gifts in the practical expression of our Mission for the people we serve. I thank the Executive Leadership Team for their commitment, wisdom and professionalism over the past year and look forward to working with them through the challenges and successes ahead.

I also thank Chair Franca Facci and members of the CatholicCare Advisory Council for their guidance and advice. Both these groups have embodied our mission and values giving generously of their time, skills and experience in assisting myself and the Executive to govern and produce quality services for people in the Diocese of Wollongong.

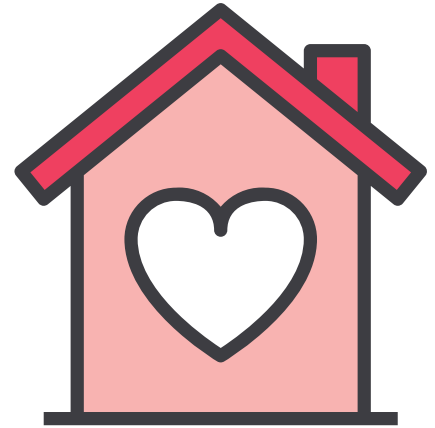
Drawing on a very rich tradition of catholic social teaching principles that guides and informs our work, CatholicCare above all else stands for one thing; one thing that is central to who we are, and central our purpose – human dignity. It is the foundation in human dignity that challenges us at CatholicCare to respond to each person as an individual, with their unique array of talents, gifts, struggles and vulnerabilities that are part of what it means to be human; to reach out to those especially who may be marginalised and in greatest need. May we continue to relate to each person and family whom we are called to serve with respect and compassion.

OUR HIGHLIGHTS A YEAR IN REVIEW



SUCCESSFUL TRANSITION

FROM THE FOSTER
CARE PROGRAM TO
THE PERMANENCY
SUPPORT PROGRAM



8

NEW CARER
HOUSEHOLDS
APPROVED

NEW OOSH SERVICE OPENED

AT ST FRANCIS OF
ASSISI CATHOLIC PARISH
PRIMARY SCHOOL

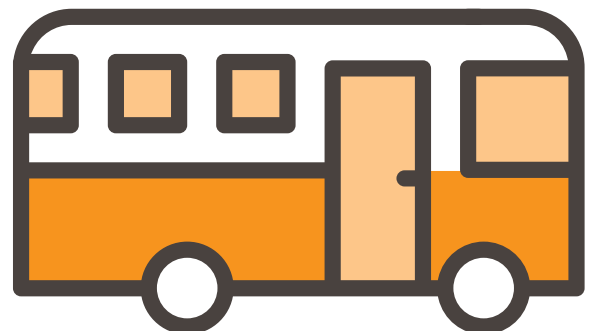


RECEIVED
FUNDING
FOR NEW
DEADLY SIBS
PROGRAM

CATHOLICCARE
WOLLONGONG IS
IN PARTNERSHIP
WITH DIOCESAN
PRIMARY SCHOOLS
IN THE PROVISION
OF OOSH SERVICES



262 SOCIAL
OUTINGS
HELD FOR
AGED AND
DISABILITY
CLIENTS



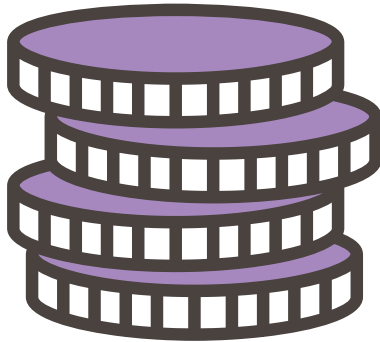
12,755

LIVES ENRICHED



148,905

OCCASIONS
OF SERVICE



REVENUE
INCREASED BY

\$1.4M

85,342

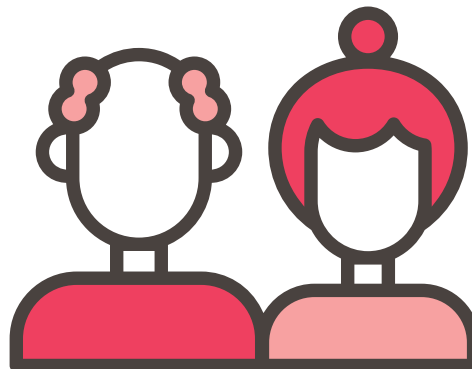
HOURS OF SUPPORT



93% CLIENT
SATISFACTION FOR OUR
COUNSELLING SERVICE

1551

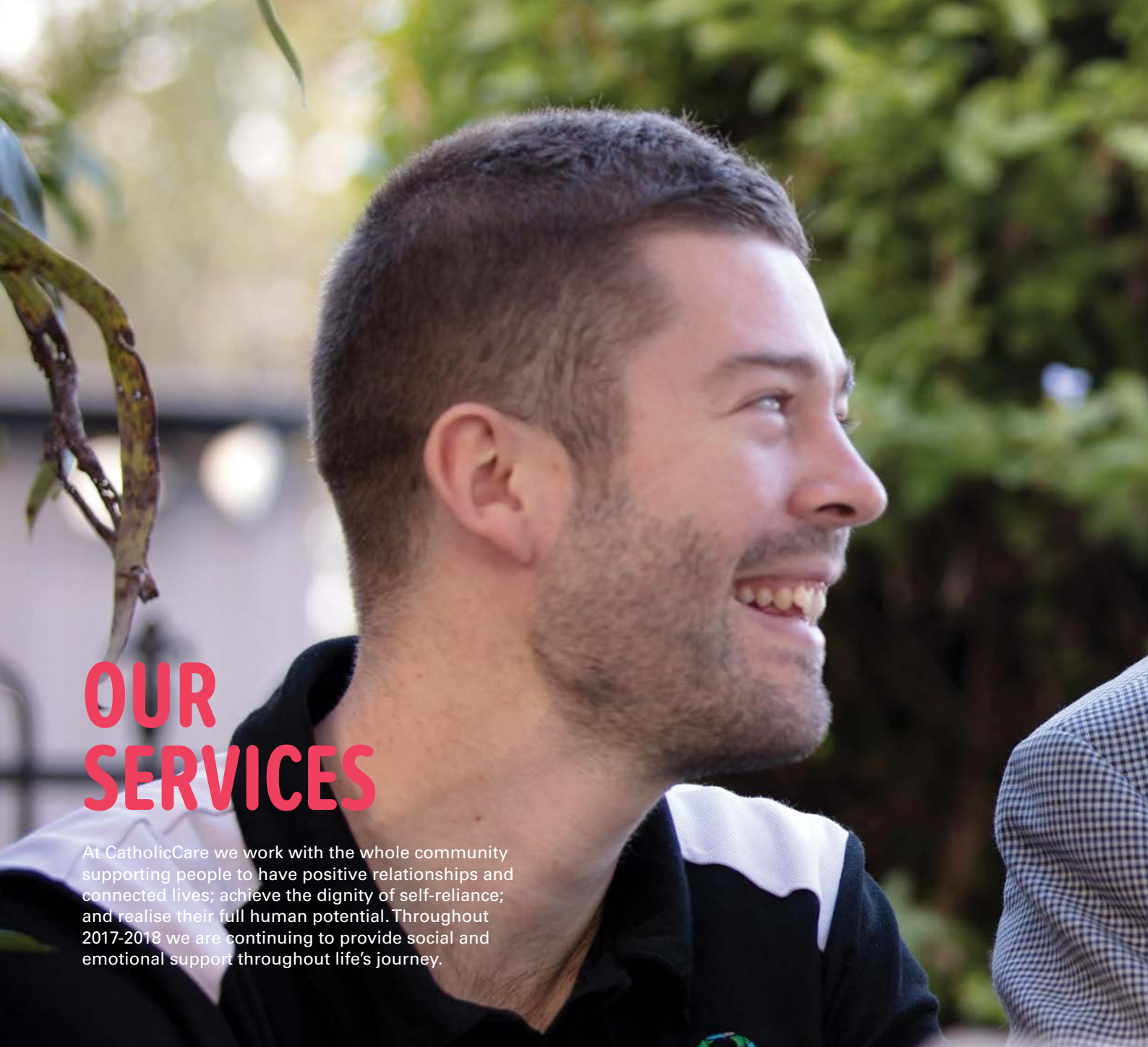
VISITS WERE MADE TO
LONELY AND SOCIALLY
ISOLATED PEOPLE IN
AGED CARE HOMES



RESPIRE
RETREAT
HELD FOR
SIBS PARENTS



CONTINUED
ROLL OUT
OF OUR CLIENT
MANAGEMENT
INFORMATION
SYSTEM (CMIS)



OUR SERVICES

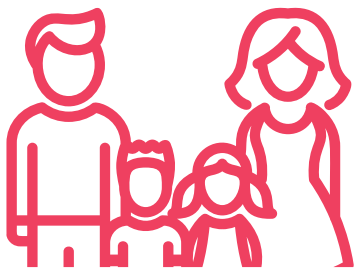
At CatholicCare we work with the whole community supporting people to have positive relationships and connected lives; achieve the dignity of self-reliance; and realise their full human potential. Throughout 2017-2018 we are continuing to provide social and emotional support throughout life's journey.



PROVIDING STABILITY AND NURTURING CHILDREN'S POTENTIAL



OFFERING SPECIALIST SUPPORT TO STRENGTHEN RELATIONSHIPS



**WORKING TOGETHER
WITH FAMILIES**



**OFFERING SUPPORT
TO MAINTAIN QUALITY
OF LIFE AND INDEPENDENCE**

PROVIDING STABILITY AND NURTURING CHILDREN'S POTENTIAL

OUR PROGRAMS



- Foster Care
- Children's Contact Service
- Outside of School Hours Care (OOSH)
- Family and Sibling Support Program (SIBS)

PROVIDING SAFE, SECURE HOMES & NURTURING CHILDREN'S POTENTIAL

Foster Care aims to provide quality, safe and loving care for children and young people who are unable to live with their birth families. This may be short-term, long-term or respite care. Our program promotes contact with birth families and supports restoration and permanency such as adoption or guardianship where possible.

142

FOSTER CARERS

1,402

OCCASIONS OF SERVICE FOR CHILDREN, YOUNG PEOPLE AND THEIR CARERS

32

CHILDREN AND YOUNG PEOPLE ARE ON AN ADOPTION, GUARDIANSHIP OR RESTORATION PATHWAY

FOCUSING ON POSITIVE OUTCOMES FOR PARENT – CHILD RELATIONSHIPS

Assists families experiencing high level conflict following family separation by offering a nurturing and supportive environment during supervised contact visits and change overs. By providing this safe and secure space, children and parents can focus on developing, growing and maintaining a meaningful relationship.

130

CLIENTS SUPPORTED

113

INTAKE ASSESSMENTS COMPLETED

1,999

HOURS OF SERVICE PROVIDED TO CLIENTS



SUPPORTING CHILDREN'S WELLBEING, LEARNING AND PERSONAL DEVELOPMENT

Our Outside of School Hours Care (OOSH) service supports working families of primary school age children with licensed care before and after school. Children are invited to participate in recreational activities that challenge and stimulate their physical and social development.

4

OOSH SERVICES OPERATING IN CATHOLIC PRIMARY SCHOOLS

338

CHILDREN ENROLLED



CATHOLICCARE WOLLONGONG IS IN PARTNERSHIP WITH DIOCESAN PRIMARY SCHOOLS IN THE PROVISION OF OOSH SERVICES

PLACING A SPECIAL FOCUS ON SIBLINGS OF CHILDREN WITH DISABILITY

The Family and Sibling Support Program (SIBS) recognizes that disability impacts everyone in the family. SIBS gives kids time-out from their caring role to relax, unwind, have fun and just be kids alongside others who share the experience of disability.

73


FAMILIES SUPPORTED

91

CHILDREN AND YOUNG PEOPLE PARTICIPATED IN SIBS ACTIVITIES

14

VOLUNTEER ACTIVITY BUDDIES



**“It’s not all black and white...
it’s colourful. Every child is
different, and each child comes
from different situations, but what
makes me feel good about being a
carer is having a positive effect on
a young person’s life. And to give
them a home and stability and it’s
the love that’s in it that matters.”**

– LAURINE, FOSTER CARER



OFFERING SPECIALIST SUPPORT TO STRENGTHEN RELATIONSHIPS

OUR PROGRAMS

- Family & Relationship Counselling
- Carer Counselling
- Family & Relationship Education
- Marriage & Relationship Education



GIVING YOU SOMEONE TO TALK TO

Our skillful and compassionate counsellors are qualified professionals experienced in relationship, family, and individual counselling. They offer support in difficult times, a listening, independent ear and strategies for coping with stress and major life changes.

689

COUNSELLING CLIENTS

1,200

COUNSELLING SESSIONS

93%

CLIENT SATISFACTION RATE

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.

227

CLIENTS SUPPORTED



STRENGTHENING RELATIONSHIPS

Our Parent and Education courses offer a range of workshops to assist parents, adults, children and families to strengthen the quality of their relationships and wellbeing. Adults and children can access a supportive environment with others who share similar life challenges, enhance the quality of their relationships, increase communication skills, build on parenting skills and be better equipped to manage stress and change.

846

GROUP WORK CLIENTS

136

PARENT AND EDUCATIONAL COURSES DELIVERED



SERVICE DELIVERY TO ABORIGINAL COMMUNITIES

PREPARING COUPLES RELATIONSHIPS FOR THE YEARS AHEAD

Educates couples to develop and maintain strong, healthy relationships to build a more rewarding life together. CatholicCare offers couples two programs – Partnership and Prepare.

185

CLIENTS SUPPORTED

70

PREPARE SESSIONS

9

PARTNERSHIP GROUPS

“I cannot say enough about how helpful, and how thought provoking for any parent at any stage of separation/divorce this course was and to learn how to keep the children as a focus.”

– LINDA, KEEPING KIDS IN MIND CLIENT

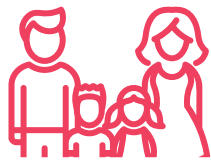




WORKING TOGETHER WITH FAMILIES

OUR PROGRAMS

- School, Student & Family Program
- ParentsNext
- Chaplaincy in Juvenile Justice
- School Chaplaincy



STRENGTHENING DIOCESAN SCHOOL COMMUNITIES

Promoting the wellbeing and development of students within Catholic primary and secondary systemic schools in the Diocese of Wollongong. We strive to strengthen students, families and school communities emotionally and socially to meet life's challenges. This includes delivering individual counselling, case management and preventative group work to support students and their families.

2,485

STUDENTS ATTENDED SCHOOL COUNSELLING

6,232

STUDENTS ATTENDED GROUP WORK SESSIONS

27,820

OCCASSIONS OF SERVICE INCLUDING COUNSELLING, PARENT EDUCATION AND CRITICAL INCIDENT SUPPORT

HELPING PARENTS TO ACHIEVE EDUCATION OR EMPLOYMENT GOALS

Working with parents to identify educational and employment goals and develop a pathway to achieve them. ParentsNext helps parents by combining planning and preparation for employment with their parenting responsibilities and connecting them to local organisations and services that can help update qualifications and skills.

359

PARTICIPANTS

54

PARTICIPANTS ATTAINED A QUALIFICATION HIGHER THAN YEAR 12 OR CERT III

56

COMMENCED EMPLOYMENT



OFFERING SUPPORT AND ADVOCACY TO RESIDENTS OF REIBY JUVENILE JUSTICE DETENTION CENTRE

CatholicCare is the auspicing agency for Chaplaincy Services at the Reiby Juvenile Justice Detention Centre located at Airds, Campbelltown, NSW. This program offers spiritual, pastoral and advocacy support to residents at the Juvenile Justice Centre and their families.

55

DETAINEES

4,800

OCCASIONS OF SERVICE INCLUDING RELAXATION AND MEDITATION SESSIONS

25

VOLUNTEERS

SUPPORTING THE SOCIAL AND EMOTIONAL WELLBEING OF CHILDREN IN DIOCESAN SCHOOL COMMUNITIES

Chaplaincy delivers group-work and facilitates social development and participation programs to children attending primary schools across the Wollongong Diocese. Aims to support children and young people through facilitating activities aimed at personal development, faith formation and enhancement, social justice, community involvement, student relationship enhancement and mentoring.

3,179

STUDENTS SUPPORTED

70

GROUP WORK PROGRAMS DELIVERED ACROSS 13 SCHOOLS

53,527

OCCASIONS OF SERVICE



“Although I had an idea of the course that I wanted to do, all I needed was that bit of extra support, the kind that made me feel comfortable to pursue my goal. It is a support system to get you where you want to go, giving you the resources, time and experience from the people who are there to help.”

– AISHA, PARENTSNEXT CLIENT



OFFERING SUPPORT TO MAINTAIN INDEPENDENCE AND QUALITY OF LIFE

OUR PROGRAMS

- Disability services
- In home support services
- Community visitors scheme
- Diocesan aged care and disability advocate



SUPPORTING NDIS PARTICIPANTS' INDEPENDENCE AND COMMUNITY CONNECTIONS

As a registered NDIS provider, CatholicCare works with people with disability to have an on-going sense of belonging. The NDIS 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 assists individuals to implement NDIS Plans that meet their individual requirements, preferences and circumstances.

213

NDIS PARTICIPANTS

24,161

OCCASIONS OF SUPPORT

212

SOCIAL OUTINGS PROVIDED

ASSISTING THE AGEING TO LIVE INDEPENDENTLY IN THE COMFORT OF THEIR OWN HOMES

Provides practical and social services tailored to meet individual needs and assist those ageing to remain in their own home happy, healthy and enjoying life to its fullest. These flexible services include personal care, in home help, transport and social outings, all enabling individuals to live their life, their way.

488

AGED CARE IN HOME SUPPORT CLIENTS

50

SOCIAL OUTINGS PROVIDED

38,756

OCCASIONS OF SERVICE



ENRICHING THE LIVES OF RESIDENTS IN AGED CARE HOMES

Our Community Visitors Scheme enriches the quality of life of aged care residents who experience loneliness and social isolation, through visits from friendly volunteers who provide companionship and conversation.

1,551 ONE-ON-ONE VISITS

161 GROUP VISITS

64 COMMUNITY VISITORS RETAINED

HELPING THE AGEING AND PEOPLE WITH DISABILITY AND THEIR FAMILIES/CARERS TO PARTICIPATE IN PARISH AND COMMUNITY LIFE

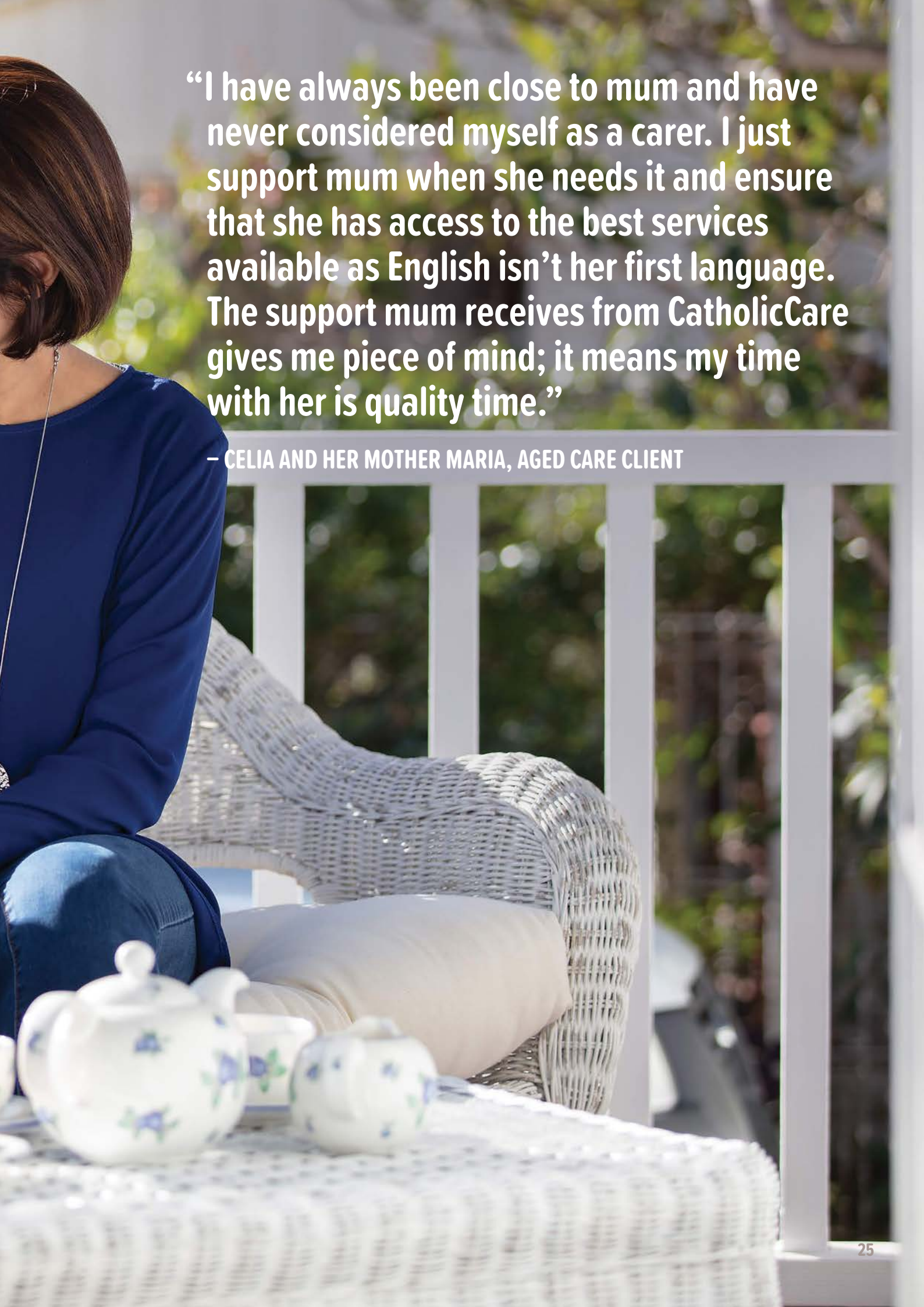
This initiative of the Bishop of Wollongong supports people who are ageing, people with disability and their families/carers to integrate into parish communities and have the opportunity to participate in church and community activities.

33 PEOPLE REFERRED FOR ADVOCACY

66 PASTORAL CARE VOLUNTEERS

44 FREE FRIENDSHIP LUNCHES



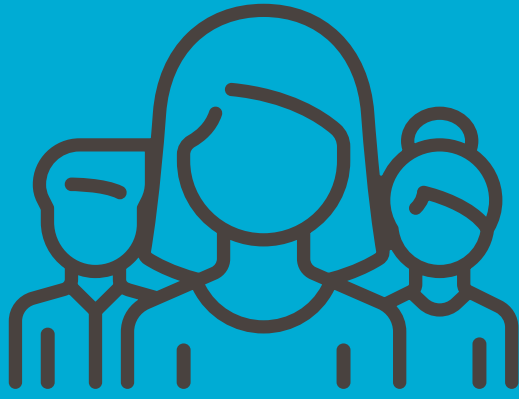
A woman with short dark hair, wearing a blue long-sleeved top and jeans, is sitting on a white wicker chair on a balcony. She is looking out towards a table covered with a white lace tablecloth. On the table, there is a white ceramic tea set with blue floral patterns. The background shows a white balcony railing and lush green foliage.

“I have always been close to mum and have never considered myself as a carer. I just support mum when she needs it and ensure that she has access to the best services available as English isn’t her first language. The support mum receives from CatholicCare gives me piece of mind; it means my time with her is quality time.”

– CELIA AND HER MOTHER MARIA, AGED CARE CLIENT

OUR PEOPLE





243

TOTAL NUMBER OF STAFF

217
FEMALE



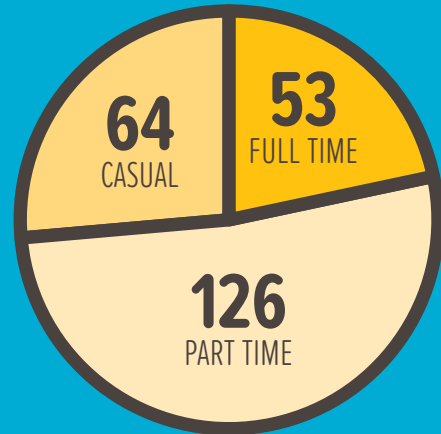
26
MALE



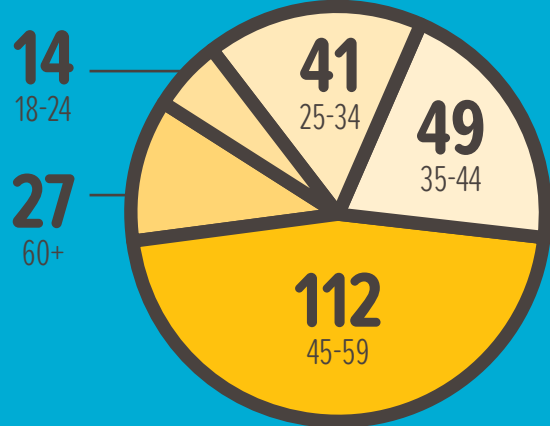
270

NUMBER OF VOLUNTEERS

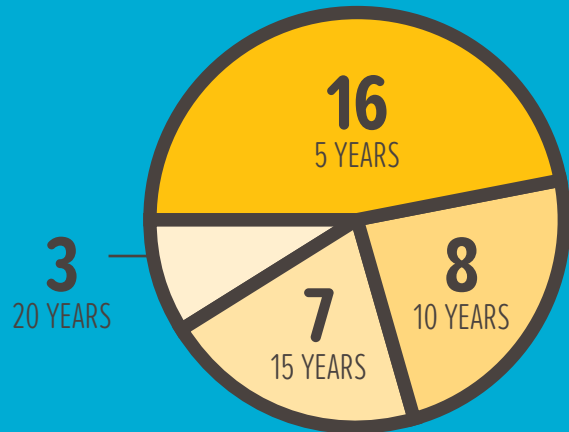
EMPLOYMENT TYPE



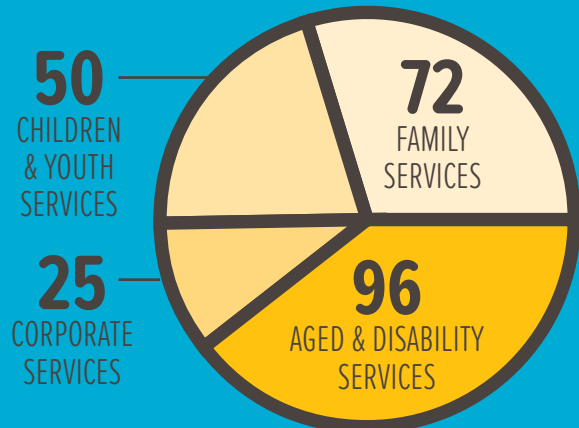
AGE RANGES



YEARS OF SERVICE



EMPLOYEES PER DEPARTMENT



OUR STRATEGY



A
Heart
that
SEES

A HEART THAT SEES

The title draws upon a very rich encyclical, God is Love, an inspirational teaching on the concept and practice of Charity in the Christian tradition, written by the predecessor to Pope Francis, Pope Benedict. In this encyclical, Pope Benedict references the Good Samaritan Parable, which in CatholicCare we adopt as our Founding Story. *In God is Love he says...*

“...THE PARABLE OF THE GOOD SAMARITAN REMAINS A STANDARD WHICH IMPOSES UNIVERSAL LOVE TOWARDS THE NEEDY, WHOM WE ENCOUNTER BY CHANCE, WHOEVER THEY MAY BE... THE PROGRAM OF THE GOOD SAMARITAN IS ‘A HEART WHICH SEES’. THIS HEART SEES WHERE LOVE IS NEEDED AND ACTS ACCORDINGLY.”

The Heart That Sees is one that recognises, one that acts, and one that seeks to transform. While we are accustomed to the word ‘catholic’ as defining a Christian faith tradition, the word also means ‘universal’. CatholicCare draws upon both of these understandings – we proudly derive our origins and identity as an organisation from the catholic faith tradition, and in the expression of our Mission we are called to be universal, to provide our services for those in need, whoever they may be. It is this spirit that we take with us in implementing our new strategic plan, A Heart That Sees, over the next three years.

The Plan has three themes:

**RECOGNISE,
RESPOND, and
TRANSFORM.**

Within these three themes, five key goals have been identified:

**VISIBILITY,
GROWTH OF MISSION,
SUSTAINABILITY,
IMPACT and
LEADERSHIP**

and we look forward to executing the strategies outlined in the Plan.



OUR PRACTICE FRAMEWORK

Our Practice Framework (PFW) describes and informs the professional approach we apply to our work with clients. This ensures services delivered are aligned with our mission and values, are of a consistently high quality and are effective.

During this year, we have taken a systematic approach to implementing the PFW to ensure understanding and ownership by all staff. By engaging staff in interactive learning opportunities, they are able to articulate what is common in practices across our services and assist in creating a stronger sense of belonging to a 'whole of agency' enterprise in the service of our clients.

To achieve these objectives in the ongoing implementation of the PFW a Tool Kit for managers was introduced and a quiz for all new staff was developed, designed to familiarise new staff with the information included in PFW.



RECONCILIATION ACTION PLAN

Our vision of reconciliation is that Aboriginal and Torres Strait Islander peoples in our community will be restored to a place of equity, dignity and respect.

To play our part, we provide culturally appropriate services and increased service access to Aboriginal and Torres Strait Islander communities to improve the communities awareness of CatholicCare.



3

FORMAL PARTNERSHIPS FORMED WITH ABORIGINAL AND TORRES STRAIT ISLANDER ORGANISATIONS

4

INFORMAL PARTNERSHIPS FORMED WITH ABORIGINAL AND TORRES STRAIT ISLANDER ORGANISATIONS



235

STAFF UNDERTOOK A CULTURAL LEARNING PROGRAM



\$9,120

OF PRO BONO SERVICES PROVIDED TO ABORIGINAL AND TORRES STRAIT ISLANDER ORGANISATIONS AND COMMUNITIES

OUR SYSTEMS

FINANCIAL MANAGEMENT

No new services commenced during the year however there were continued reforms in the Aged Care and Disability sectors and transition from block funded disability services to the NDIS.

93.8% of income comes from Government and other funding bodies and 4.2% from clients using our services. The remaining 2% is generated from interest earned and fundraising and this income is not tied to a specific purpose. The Untied Income Policy allows untied income to be used to enhance service delivery to clients where no government funding is available. The Sibling & Family Support Program and the Aged & Disability Advocates have been funded from Untied Income this financial year.

Total Revenue has been growing steadily over the years with another increase of \$1.4M or almost 7.8% over last year, where government grants contributed \$1.6M to the increase. This was offset by a decrease in other forms of income of \$0.2M. Total Revenue is now just over \$19.4 million.

The current ratio of 1.58 and cash ratio of 1.35 indicate a sound financial position and an ability to meet financial obligations when they fall due even after considerable investment to date in the new Client Management Information System of \$662,000.

ASSET MANAGEMENT

CatholicCare provides services to clients from six locations across the Diocese. There is the main office in Wollongong, another large office in Campbelltown, small offices in Nowra and Shellharbour and two Children's Cottages – one in Nowra and the other in Gwynneville. The environment in the cottages mirrors that of an average home and is 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 40 motor vehicles are used throughout the various programs to enable staff to provide services to clients located across the Diocese.

7.8% of revenue 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 which continued this financial year was the implementation of a Client Management Information System (CMIS). The CMIS expanded this financial year from supporting our Aged and Disability programs to now also including the School Student & Family Program. It is anticipated that the Permanency Support Program and Family & Communities Program will be live in CMIS by 30 June 2019.

As our programs continue to transition to the CMIS we are reviewing and improving our internal systems and processes. Further investment will be made in our IT systems in the next financial year.



QUALITY SYSTEMS

POLICIES AND PROCEDURES

Agency wide policies and procedures undergo a thorough review every 3 years. In 2017-18 22 reviews were conducted with significant changes made to *ICT - Security* and *ICT-Appropriate Use* policies. In addition amendments were made to 6 other policies.

CLIENT FEEDBACK

131 items of feedback (compliments, suggestions and complaints) were received. These were in addition to surveys & reviews conducted by individual programs. There were 71 compliments many relating to the helpful assistance provided by staff and the caring and respectful way in which it was delivered.

Of the 59 complaints, 85% were resolved within the required time frame and the others finalised shortly afterwards. Many of the complaints related to delays in relation to the introduction of a new system for issuing statements to clients in Aged & Disability Services.

Both compliments and complaints were used to improve systems and processes, including those related to payment of new suppliers and management of confidential correspondence.

AUDITS & REVIEWS

The Australian Aged Care Quality Agency reviewed the services provided by CatholicCare under the Commonwealth Home Support Program and Home Care Packages. This resulted in full compliance with the Home Care Standards.

The Diocesan Auditor conducted a review of CatholicCare's payroll and system for appointment of staff. There were no significant findings rated high risk. Improvements included the introduction of additional security measures and streamlining of some processes.

ON-LINE LEARNING & DEVELOPMENT MODULES

CatholicCare introduced the following on-line modules:

Share Our Pride – Aboriginal & Torres Strait Islander Awareness

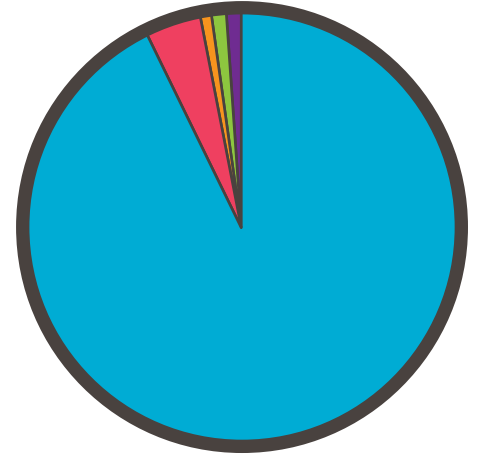
Work Health & Safety – Office

Equal Employment Opportunity – including diversity, grievance resolution and prevention of bullying and harassment.

OUR FINANCIALS

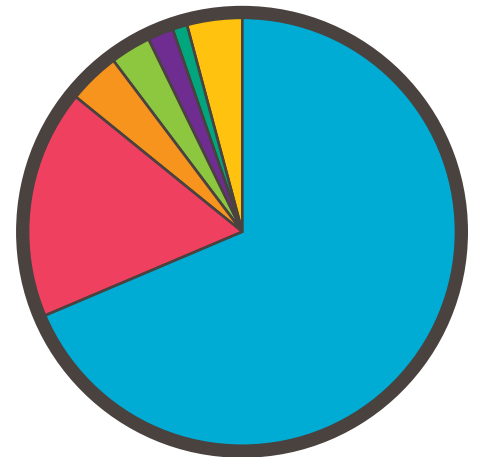
REVENUE

REVENUE (000'S)	%	FY18	FY17	FY16	FY15	FY14	FY13
GOVERNMENT AND OTHER GRANTS	93%	18,046	16,480	15,285	13,254	11,222	9,748
CLIENT FEES	4%	819	963	914	810	726	617
DIOCESAN CONTRIBUTION	1%	160	152	145	138	131	126
INTEREST	1%	158	154	162	174	176	198
OTHER INCOME	1%	234	271	196	165	195	165
TOTAL REVENUE		\$19,417	\$18,020	\$16,702	\$14,541	\$12,450	\$10,854



EXPENSES

EXPENSES (000'S)	%	FY18	FY17	FY16	FY15	FY14	FY13
SALARIES AND WAGES	68%	12,515	12,174	10,960	9,118	8,754	7,396
CLIENT AND PROGRAM EXPENSES	17%	3,169	3,044	2,843	2,708	1,846	1,444
PREMISES EXPENSES	4%	824	745	703	599	595	551
MOTOR VEHICLE EXPENSES	3%	574	623	561	442	478	383
DEPRECIATION	2%	418	371	342	367	348	346
INSURANCE	1%	239	187	213	350	242	274
OTHER EXPENSES	4%	708	727	572	523	474	470
TOTAL EXPENSES		\$18,447	\$17,871	\$16,194	\$14,107	\$12,737	\$10,864
NET SURPLUS (000'S)		\$970	\$149	\$508	\$434	-\$287	-\$10

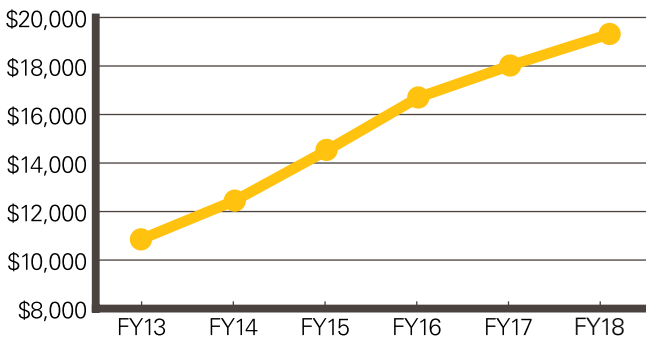


KEY SNAPSHOTS

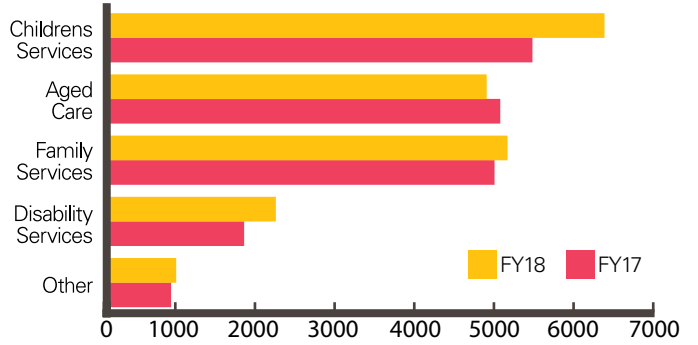
- Revenue increased by **\$1.4m** or **7.8%** on last year
- Government funding up by **\$1.6m**, or **9.5%** on FY17
- Childrens Services funding experienced the largest growth, with an increase in revenue of **\$929k** or **17%** on 2017
- Expenses increased by **\$576k** on 2017
- Salaries & wages had the most significant growth compared to last year, an increase of **\$341k** or **2.8%**
- Capital investment in new CMIS package has to date cost **\$662k**, total expected cost **\$785k**

REVENUE TRENDS

TOTAL REVENUE (000'S)



FUNDING BY PROGRAM (000'S)



FINANCIAL PERFORMANCE

RESOURCES (000'S)	FY18	FY17	FY16	FY15	FY14	FY13
PROPERTY, PLANT AND EQUIPMENT	\$961	\$964	\$1,061	\$1,106	\$1,150	\$1,225
NET WORKING CAPITAL	\$3,278	\$2,319	\$2,249	\$1,874	\$1,425	\$1,728
ACCUMLATED FUNDS	\$4,476	\$3,506	\$3,358	\$2,850	\$2,416	\$2,703
CURRENT RATIO	1.58	1.46	1.50	1.52	1.42	1.53
CASH RATIO	1.35	1.30	1.35	1.24	1.21	1.43

CORPORATE OVERHEADS

PERFORMANCE INDICATORS	FY18	FY17	FY16	FY15	FY14	FY13
CORPORATE OVERHEADS AS % OF TOTAL REVENUE	23.6%	23.2%	22.0%	23.9%	28.3%	29.0%
CORPORATE SERVICES SALARIES AS % OF TOTAL SALARIES	14.8%	15.0%	14.4%	16.1%	17.4%	18.1%
COST OF PROVIDING PHYSICAL RESOURCES AS % OF TOTAL REVENUE	7.8%	7.8%	7.8%	8.3%	10.2%	10.7%
ACCOMMODATION COSTS AS % OF TOTAL REVENUE	3.9%	4.3%	4.1%	4.8%	5.4%	6.1%
IT COSTS AS % OF TOTAL SALARIES	7.1%	5.6%	4.8%	4.2%	4.0%	3.9%
IT COSTS AS % OF TOTAL REVENUE	3.2%	2.7%	2.3%	2.0%	1.6%	1.5%

OUR PARTNERS & SUPPORTERS

Australian Government
Attorney's General's Department

Australian Government
Department of Health

Australian Government
Department of Employment

Australian Government
Department of Social Services

Australian Government
Department of Education

Assist to Succeed (ATS)

Campbelltown Catholic Club

Catholic Church Insurances (CCI)

Catholic Development Fund (CDF)

Catholic Education Office (CEO)

Catholic Health Care

Centacare Brisbane

Collegians Rugby League
Football Club

Desktop Promotional Products

Edmund Rice College

Gai Waterhouse Stables

Glimpse Photography

Hospital Hill Pharmacy

Illawarra Toyota

Illawarra Turf Club

KPMG

Learning with Technologies

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

NSW Department of Family
& Community Services
– Community Services

NSW Department of Juvenile Justice

Office of the Bishop
Diocese of Wollongong

Oz Tech

Reconciliation Australia

Sage Hotel Wollongong

Solar Springs Health Retreat

Tynan Motors

University of Wollongong
Faculty of Business

Wollongong Mini Storage

SUPPORT US

In partnership with CatholicCare, you can help us to achieve our mission of enabling growth, healing and hope to help those who need it most in our community.

HOW YOU CAN HELP

- Donate online at catholiccare.dow.org.au or call 4227 1122
- Become a foster carer to help vulnerable children and young people reach their full potential
- Organise a fundraiser at your school or workplace to support siblings of kids with disability or socially isolated people of all ages
- Donate money or gifts for our Gifts of Hope program at Christmas for children and young people in foster care and their foster siblings





CONTACT US

ILLAWARRA OFFICE

25-27 Auburn Street
Wollongong NSW 2500
PO Box 1174 Wollongong NSW 2500
Ph: (02) 4227 1122
Fax: (02) 4226 9736

MACARTHUR OFFICE

35A Cordeaux Street
Campbelltown NSW 2560
Ph: (02) 4628 0044
Fax: (02) 4628 4549

SHOALHAVEN OFFICE

55 Worrigea Street Nowra NSW 2541
PO Box 1255 Nowra NSW 2541
Ph: (02) 4421 8248 or (02) 4227 1122 for Appointments
Fax: (02) 4422 9020

SHELLHARBOUR OFFICE

7/5 Burra Place
Shellharbour City NSW 2529
Ph: 0417 410 127

Email: enquiries@catholiccare.dow.org.au

 **Like us on Facebook**

www.facebook.com/CatholicCareWollongong

Visit our website

www.catholiccare.dow.org.au

