



Catholic**CARE**

DIOCESE OF  
WOLLONGONG

*hope begins with us*

ANNUAL REPORT 2012 / 2013



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# ABOUT US

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

We work with people to make a difference in their lives by offering opportunities for, growth, healing and hope.

Our mission is to walk with people where they are at and provide them with support and services during some of the most complicated times in their lives. Thousands of people seek our support every year, from children to the elderly and we are proud to be in a position to be able to offer holistic services.

CatholicCare is a multi-service organisation, continuously developing and transforming. Our services include family & relationship counselling; family & relationship education; foster care, marriage preparation; school counselling and support services for the aged and people with a disability.

CatholicCare is committed to helping anyone in need, regardless of religious beliefs.

## Our Vision – What We Want:

CatholicCare's Vision is for individuals and families to have safe, fulfilled and connected lives in increasingly just and supportive communities.

## Our Purpose- What We Do:

The commitment of CatholicCare ensures the most marginalised and disadvantaged are at the centre of our care. Our range of professional programs and services offer support for vulnerable, distressed individuals and families, children at risk, detained juveniles, persons with disabilities and their carers, couples trying to live in a spirit of love, and elderly people concerned about their health and self-sufficiency.

## Our Values - What Drives Us:

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

### OUR KEY VALUES:

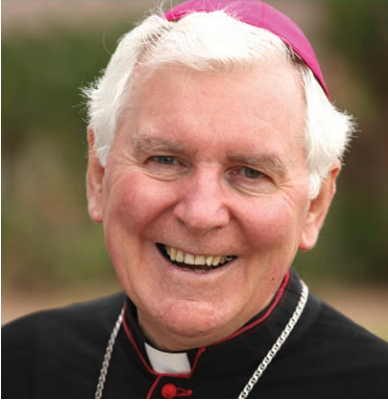
**Compassion:** We are people who care, empathise and carry hope.

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

**Integrity:** We are honest and accountable in our work.

**Social Justice:** We value fairness, equity of access and justice.

**Professionalism:** We work collaboratively to provide quality programs and services.



### BISHOP PETER INGHAM

I am so grateful to God for the inspiration that enables CatholicCare to achieve so much for the good of the community and its people.

My heartfelt thanks go to the staff of CatholicCare, so ably led by the Director, Kathleen McCormack, in their challenging ministry. I deeply appreciate the CatholicCare Advisory Council members who bring a wealth of experience and commitment. As part of the healing ministry of Christ we aim to make our contribution as a Catholic agency in addressing the significant societal issues in our Diocese.

As you read this report, please affirm and support our diocesan Catholic Social Welfare Agency, CatholicCare, as it reaches out in practical ways in these challenging times for our people.

### KATH MCCORMACK AM

#### **Director:**

Consistent with previous years, this year saw was a period of great challenge and many rewards. It was a period where new initiatives were adopted and growth occurred in many of our existing services.

Our Aged & Disabilities team continues to provide much needed services to the frail, aged and people with a disability across the Diocese. We have expanded our services wherever possible to meet the demands from this ever growing section of our community. Staff continually explore options and look to new, flexible and innovative means of service delivery to meet their needs.

The Foster Care Program grew substantially in due to an influx of carers transferring from the Department of Family and Children's Services (FaCS). The transfer of carers from FaCS to non-government agencies (NGOs) such as CatholicCare is part of the unprecedented Out of Home Care transition and reform of the sector. CatholicCare has taken a leading role in developing this new NGO service system by collaborating with regional interagencies to ensure high quality care for children and young people.

Both the counselling and education teams have reported an increase in the complex nature of presenting cases, requiring more intensive case management and consultation in 2012/2013.

Our work could not continue without the guidance, direction and unwavering support of our Bishop, Peter Ingham. I also acknowledge the support of the CatholicCare Advisory Board. I would particularly like to acknowledge the support we enjoy from the Campbelltown Catholic Club and the Catholic Education Office. I extend my sincere appreciation to our leadership team and dedicated staff who constantly rise to the challenge of serving those most in need in our communities with a spirit of enthusiasm and professionalism. Our ongoing success and recognised quality of service is witness to the skill and commitment of all our staff. Finally to our clients. We thank each of you for inviting us into your life and for placing your trust in us to make a positive difference to your life. We will continue to strive for excellence in the provision of care and support for you and your families in these significant times in your life.

### GREG DOYLE, CHAIR

#### **CatholicCare Advisory Council (CAC) Chairman:**

CatholicCare's many initiatives described throughout this report are achieved through an excellent and dedicated team of professional staff, volunteers and supporters; combined with the valuable contributions from NSW and Federal Governments, and local partnerships with church and community agencies. We especially thank Bishop Peter Ingham - always an interested and enthusiastic supporter of our work who steers us in the right direction and keeps us true to our mission. Vision, risk management, financial sustainability and strategic development are enhanced by the efforts and commitment of the members of the CatholicCare Advisory Council who give freely and generously of their time and wisdom.

I would like to acknowledge the formidable leadership of Kath McCormack and the CatholicCare Leadership Team for their huge work efforts and their strong commitment to enhancing the wellbeing of families and individuals.

The Family Support Program is a Commonwealth initiative funded by the Department of Social Services. The program focuses on delivering services to our communities' most vulnerable and disadvantaged people, offering therapeutic family and relationship counselling along with family and relationship education for individuals, couples and families.

## Family and Relationship Education:

In the past year we have successfully delivered a range of groups targeted to the needs of vulnerable clients and increased access more specifically for parents in their local communities.

Easier access for our most vulnerable clients has provided them with opportunities for skills development and ultimately led to outcomes such as improved relationships between parents and their children. Groups such as Seasons for Growth, 123 Magic Emotion Coaching, What's on Your Plate, My Kids and Me, and Kids and Bullying have assisted participants to develop and enhance healthy relationships and wellbeing.

It has been encouraging to continue to build on positive partnerships with local Aboriginal services, including Oolong and Waminda in Nowra, and Tharawal in Campbelltown. This has led to CatholicCare specifically designing tailored programs based on the needs identified by the clients, including one-off modules to cater for changing clientele groups in rehabilitation such as the 'MPower' program. MPower helps parents to explore the messages they pass on to their own children, to better understand child brain development and to meet their child's growing needs.

**570 participants attended groups**

### MY KIDS AND ME:

My Kids and Me is a seven week course tailored for parents whose children have been removed from their care. These parents have not only lost their children but also their identity as a parent. These parents are frequently advised to go to parenting courses to improve themselves yet many such courses are not tailored to the particular needs of parents whose children are in statutory care. Parents who are not living with their children are only able to enact and practice their parent roles during access visits.

Intense feelings of anger, loss, grief and more which these parents express need to be acknowledged and My Kids and Me allows this to happen in a safe and contained way. The participating parents comment positively on being part of a group in which others share the same experience of having their children removed.

## Marriage Relationship Education (MRE):

MRE provides couples with an opportunity to build a more rewarding life together. We have worked closely with our local parishes to deliver MRE for couples preparing for their commitment to marriage.

**'PARTNERSHIP'** helps couples explore what they want from their relationships, build on strengths and gain awareness of potential problem areas.

**'PREPARE'** assist couples to prepare for marriage and work through any identified issues in advance. Both programs include topics such as expectations of marriage, influence of family of origin, communication skills, managing conflict, spirituality and intimacy.

### MRE Macarthur/Southern Highlands region:

15 groups delivered  
99 participants attended

### MRE Illawarra/Shoalhaven region:

31 groups delivered  
110 participants attended

It is obvious from the data analysed in a report by the University of South Australia - Australian Centre for Child Protection, that the parents who participated in this research not only gained insight into their behaviour but also gained the strength to make significant changes to the way they lead their lives.

The parents participating in My Kids and Me are struggling with multiple and complex issues such as substance misuse, domestic violence, lack of support, stigma and mental illness. Parents strive to acquire useful information, increased confidence and helpful insights. The extent to which they are successful in achieving these is attributable to the support and guidance they experience during their participation. The research on the My Kids & Me course was found to be beneficial to parents attending and made significant impacts in their family relationships.

## Family and Relationship Counselling:

FSP counsellors continue to offer tailored counselling support to children, adults, couples and families across the diocese at our Campbelltown, Wollongong and Nowra offices.

**Overall, the five most common presenting issues for family and relationship counselling clients were:**

- 1. Dealing with relationship difficulties**
- 2. Conflict**
- 3. Stress**
- 4. Communication issues**
- 5. Enhancing a relationship**

The counselling team also has an increasing brief of case management clients referred through the Keeping Kids in Mind Case Management Program (KKIM CMP). This program provides support to individuals and families who are experiencing medium to high level conflict or complex issues after separation. KKIM CMP is one aspect of the overall KKIM program. It works to ensure supports, referrals and educational opportunities assist parents to make changes for the benefit of their children during the difficulties of separation. KKIM CMP also aims to enhance the physical safety and secure emotional attachment of children leading to improved relationships with both parents.

In the coming year we are excited to be exploring more flexible service delivery opportunities such as outreach counselling in our local communities, online counselling and after hours appointments to better meet client needs.

**767 clients attended counselling**

**1316 counselling sessions**

## School, Student and Family Program (SSFP):

CatholicCare's School Student and Family Program promotes the wellbeing and development of students. CatholicCare counsellors deliver counselling support as well as encourage preventative and restorative group work to help students, their families and staff to strengthen their school community.

Providing professional services including social support, counselling, preventative and restorative group work, and consultation services to students, families and educators is responsive to the needs of people from diverse backgrounds across the network of Catholic primary and high schools in the Wollongong Diocese.

The majority of this program is funded by the Catholic Education Office with assistance from the Campbelltown Catholic Club.

## ANNA, AGED 34

After separating from her husband, Anna\* attended CatholicCare's Keeping Kids in Mind (KKIM) program. KKIM is a post-separation support program, offering information and support to separated families experiencing conflict and other complex issues. KKIM aims to improve the psychological and social wellbeing of families after separation.

According to Anna, one of the most helpful aspects of the KKIM group was understanding the effect of conflict witnessed by their son.

"You might not think they are affected but there can be many things occurring that you don't necessarily think about, like their friendship groups at school and their moods," she said.

Anna and her husband completed the KKIM course separately. After completing KKIM they identified that it might be useful to attend the 123 Magic and

Emotion Coaching course together to better support their young son through their separation. "It was very positive for us to attend 123 Magic together. We sat next to each other amicably and discussed strategies that could help our son," Anna said. "The facilitator was excellent and had a positive impact on me and my family, and I am grateful for that."

Anna benefitted greatly from the information and strategies she learned. "The groups have helped me and my husband resolve many of our issues. Our relationship is a little shaky but we are having counselling to try and help," she continued.

Family breakdown and separation can be a very traumatic time and a conscious effort needs to be made by parents to ensure children are spared from any anguish.

*\*Not real name of participant.*



	2012	2013	2012/2013 Estimate
Students who saw a counsellor	1263	1279	1276
Counselling sessions	7769	8039	7904
Students accessing group work	3528	4177	3853
Group work sessions	244	402	323
Risk of Serious Harm Notifications	56	80	68

Results Based Accountability data that SSFP has been collecting since 2010 reveals a number of noteworthy trends. There was an increase in the number of primary parents reporting that their children have learned coping strategies. Also of note, there was an upward trend in children feeling that they have people at school who will help them.

Collated feedback for secondary students reveals an upward trend in students feeling safe at school and having access to support at school, however, student's reports of having access to support at home has not increased over time. Nevertheless, there has been an increase in the number of students who feel confident to manage problems. In addition, secondary data reveals a downward trend in students doing better in school, which may indicate that a student's progress in counselling has not had a significant impact on their academic performance.

### Some significant achievements over the past 12 months include:

- Developed and implemented tools for supporting students at risk of self-harm and suicide
- Provided recommendations and consultation to the Catholic Education Office and schools regarding supporting vulnerable students
- Expanded the 'Embracing the transition to high school program'
- Implemented a Practice Framework to guide the work of school counsellors and ensure consistency across schools
- Finalised the review of the Operational Guidelines and presented to School Principals and the Catholic Education Office
- Increased the profile of counsellors within schools

- Collaborated with schools to enhance whole-of-school approaches promoting mental health, such as SEEDSS (Social, Education, Emotion, Exercise, Diet, Sleep, Spirit) and the MindUp program
- Increased counsellors' confidence and skills in applying Feedback Informed Treatment
- Improved the Results Based Accountability surveys used to measure outcomes
- Provided counsellors with opportunities for high quality training
- Contributed to risk management process within CatholicCare
- Developed a business canvass model to assist with reviewing the program and planning for the future

The School, Student and Family Program will continue to collaborate with Pastoral Support Workers located in some primary schools as well as build strong relationships with the Catholic Education Office, Principals, Assistant Principals and Pastoral Care staff at schools.

### In 2012/13, SSFP has:

- Participated in the Catholic Education Commission's working party to review the role of the school counsellor in Catholic schools
- Collaborated with School Link to provide mental health training to pre-service teachers at the University of Wollongong
- Developed a research partnership with the University of Western Sydney to evaluate the SEEDSS pastoral model
- Partnered with the Benevolent Society in Campbelltown to provide additional group work to secondary schools

### Pastoral Support in Schools:

Delivering social and emotional support to children in Catholic primary schools, this program is funded by the Commonwealth Department of Education. The Catholic Education Office has generously contributed additional funds to support aspects of the program not funded by Government.

The program has been very well received and has delivered pastoral and social support to children in every class at every school. Over 3200 students have had access to a Pastoral Support Worker during 2013.

## REBECCA, AGED 17

Rebecca\* was a secondary school student in her final year who accessed support from the school counsellor to help her deal with some complex family issues.

Unfortunately, the circumstances were such that it was unsafe for the Rebecca to continue to live at home. The school counsellor provided case management, advocacy and counselling support to assist Rebecca to access relevant services in the

community. The counsellor also provided consultation to the school to help them to increase understanding of the circumstances and provide appropriate support for Rebecca's needs.

Throughout her final year at school Rebecca showed resilience as she remained at school, completed her HSC, found stable housing, achieved financial independence, and was taking appropriate steps to reconnect with her family.

\*Not real name of student.

### The service has been operating at eight primary schools across the Diocese:

- St Michael's, Nowra
- Stella Maris, Shellharbour
- Holy Family, Ingleburn
- St Paul's, Camden
- St Patrick's, Port Kembla
- St Clare's, Narellan Vale
- Ss Peter and Paul, Kiama
- St Thomas More, Ruse

Staff delivered a number of programs and workshops to students, including Seasons for Growth in which children learn about the emotion around grief and loss, social skills development, friendship groups, and Everyday Peacemakers – a program aimed at developing positive peer relationships, among others. Many children were encouraged to get involved with Mini-Vinnies.

A major highlight in the program's first year was the joint partnership between the students at St Patrick's, Port Kembla and traditional artists from the local Indigenous community. Three elders from the nearby Coomaditchie community worked alongside students to create a combined artistic 'story' about the relationship between the school, the Port Kembla area and the local Aboriginal people.

From a different perspective, the worth of the program can be highlighted by the close support provided to a family experiencing debilitating illness of a parent. Through the Pastoral Support Worker, the school was able to extend a helping hand to the family, ensuring access to a range of services and also assisting the children to remain closely connected to a supportive school community throughout a very difficult time. This is the essence of pastoral support.

The program has provided a great opportunity for CatholicCare to strengthen its relationship with the eight schools as well as work closely with the CEO and the Office of the Bishop.

### Chaplaincy in Juvenile Justice:

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

The Centre houses more than 60 young offenders. Most are aged between 12 and 17 years and almost exclusively come from disadvantaged backgrounds. At any one time, up to 80% of detainees are of Indigenous background.

2012/13 saw some significant changes in Chaplaincy at Reiby Juvenile Justice Centre with the departure of Fr Andrew Granc and the arrival of Sr Fran Flemming. Sr Fran has fitted in seamlessly and the transition proved to be smooth. Lee Bromley remains a key part of the Chaplaincy team and she and Sr Fran continue to work closely with the boys.

A couple of years ago, regular 'Seasons for Growth' workshops were introduced. Trish Quig from the Family Support Program's FREST Team delivers the workshop, supported by the chaplains and Reiby staff.

Every young man who comes to Reiby has experienced profound loss – emotional, physical, spiritual, relational. 'Seasons' is a gentle workshop that supports the boys to make sense of, and come to terms with grief and loss in its many forms.

Demand for the workshop is strong and feedback from Reiby staff confirms the positive impact 'Seasons' has on every person who participates.



CatholicCare's Children's and Youth Services provides support to children, young people and their families, especially those who experience disadvantage due to disability, poverty, abuse or neglect, homelessness, social isolation, personal conflict or distress.

## Out of Home Care (OOHC):

Out of Home Care programs, Foster Care and Access, continued to provide high quality services for children and young people who are unable to live with their birth families. The programs promote contact with birth families and support permanency planning and restoration where possible.

The programs support vulnerable children and young people aged from newborn to 18 who have experienced trauma, neglect or abuse prior to their removal from their birth families. Their parents may be struggling with issues including drug and alcohol use, family breakdown, domestic violence, homelessness and mental health concerns.

## Foster Care:

The Foster Care Program grew substantially in 2012/2013 due to an influx of carers transferring from the Department of Family and Children's Services (FaCS).

The program also continued to respond to the ongoing demand for children needing foster care in the Illawarra, Shoalhaven, Macarthur and Southern Highlands regions, with 67 children placed with carers, an increase of 17 on the previous year.

The transfer of carers from FaCS to non-government agencies (NGOs) such as CatholicCare is part of the unprecedented Out of Home Care transition and reform of the sector. CatholicCare has taken a leading role in developing this new NGO service system by collaborating with regional interagencies to ensure high quality care for children and young people.

The program has undergone a significant restructure to increase organisational capacity and refine service delivery, with the recruitment of new skilled, capable staff and a renewed focus on carer support and retention to enable growth.

Three new carer households willing to provide nurturing, safe homes for children and young people were approved, and an additional nine carer households transferred from FaCS, some of whom had never had an allocated caseworker.

The program also continued its recruitment of carers with patience, compassion and understanding who can provide respite, short-term and long-term care to help children and young people from a traumatised background thrive and reach their potential.

**Overall, there were 67 children placed with foster families throughout the region with 25 foster care families in the Metro South West region and 29 in Southern region.**

## WILLIAM, AGED 2

Baby William\* was just three-months-old when he was shaken so violently by a member of his family that he sustained a severe brain haemorrhage and required a month in hospital. On discharge he was placed with CatholicCare foster carers Kylie and John\* and their two teenage children who were able to care for him short-term.

William's early prognosis was poor. He was unresponsive, his vision was impaired and doctors predicted he may never walk. However, slowly over the coming months in the care of Kylie and John, positive signs began to emerge. With their constant attention – talking, touching and playing – William's vision improved and he began smiling and grabbing objects.

William was then placed with a suitable family who were prepared to commit to his long-term care, despite the unknown hurdles and potential challenges that will come with a brain injury. Since being placed with Megan and Trevor\* and their three primary-aged children, William has progressed in leaps and bounds. Their patience, love and stimulating home environment are helping the pathways in William's brain connect. At 18 months, he is now starting to walk and saying his first words.

While William's future potential and the extent of his brain damage is still unknown, his story underlines the importance of high quality foster care to help children thrive and overcome past trauma.

\*Not real name of Child.

## Access Service:

The Access Service, funded by the Department of Family and Community Services (FaCS), provides supervised contact between children in short term foster care (under Interim Care Orders) and their birth families in Macarthur and South West Sydney. The service supports children and young people to develop their own identity by maintaining contact with their birth family in a safe, non-threatening environment where they are free from risk of harm as well as supporting primary carers in co-parenting and working towards managing their own contact arrangements in the future.

In 2012, the transition of Out Of Home Care from NSW government to non-government sectors commenced and service utilization reduced, as FaCS carers were moving to NGOs who were now expected to supervise contact.

In the Macarthur area (including Campbelltown, Ingleburn and Bowral), referrals increased significantly in the first half of the year due to lobbying and promotion. In South West Sydney (including Fairfield, Liverpool and Bankstown) referrals decreased. However by the end of the year, figures had dramatically changed and saw an increase of sessions in South West Sydney, and decreased sessions booked in the Macarthur area.

FaCS has advised that funding for the Access service will cease on June 30, 2014.

## Children's Contact Service:

The Children's Contact Service (CCS) supports the bridge between separated or divorced parents so their children can feel safe and secure during changeover and supervised contact visits.

The service aims to support children and young people to develop and maintain relationships with their parents during family separation. CatholicCare works together with families to help them enjoy positive experiences with their kids, and work towards co-parenting and managing their own contact arrangements into the future.

The major goal for the Children's Contact Service (CCS) is to be a leader in the delivery of a child inclusive service. We will support the wellbeing of kids, by establishing and maintaining safe and happy time spent with their parents and extended families after separation. CatholicCare will do this by helping parents meet their responsibilities with regards to positive parenting.

CatholicCare will foster development and learning amongst team members whilst undertaking ongoing reviews of various tools and processes utilised by the service.

CatholicCare will continue to strengthen relationships between the organisation and other relevant stakeholders in the achievement of best outcomes for kids and families through collaborative work practices.

**In 2012/13 there were 43 new families 135 new clients using the service.**

Through a range of programs and services, CatholicCare's Aged & Disability Services have supported individuals who have a disability, those who are aged and wish to remain in their own homes, as well as families and carers of individuals.

Program areas include Aged Care, Carer Support & Counselling, Respite Services, Community Visitors Scheme, Disability Flexible Options and Aged & Disability Advocacy.

CatholicCare aims to enhance clients' connectedness to the community, quality of life, family engagement, well-being, personal skills and promote independence.

## Community Aged Care Packages:

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

CatholicCare met all standards for the recent Community Care Common Standards quality review and were successful in gaining 30 new Home Care Packages under Consumer Directed Care with the 2012-2013 Aged Care Approvals Round.

**This year, CatholicCare delivered 29,347 hours of service to over 200 clients in the Wollongong and Shoalhaven areas.**

## Community Visitors Scheme:

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

**More than 70 volunteers are Community Visitors, donating their time to over 74 residents in 12 aged care homes across the Wollongong Diocese.**

CatholicCare's current CVS residential aged care program has been extended for a further three years and an application for funding has been made to the Commonwealth to see this program expand in the Diocese reaching the Macarthur and Wingecarribee regions.

## Disability Flexible Options:

Disability Flexible Options (DFO) provides individualised services to help people with a disability move their life in the direction they want to go. Flexible services include personal and domestic care, transport, respite and social support. This program's vision is to enable

people with a disability to have on-going sense of belonging and participation within their community.

CatholicCare began providing services for three people with disability as part of their individual funding packages (Active Ageing and Life Choices).

**40 clients experienced a 'trip of a lifetime' to Canberra in September. CatholicCare will provide more social support opportunities for clients in the future.**

**Within the 25,904 total service hours provided, 5,191 of these were Respite. Across the financial year, these hours were provided to 40 clients on average per quarter.**

**95% of clients felt their needs were being met by CatholicCare services.**

**100% of clients would not change provider if given the chance.**

## Carer Counselling, Support and Advocacy:

Carer Counselling provides information, support and counselling to carers. This is a joint initiative with the Southern Councils Group (SCG) and Anglicare.

A partnership with Carunya Dementia Day Therapy Centre and Carer Support Service (ISLHD) to jointly facilitate two Living with Memory Loss Programs per year has commenced.

**This year, Carer counsellors delivered 1640 hours of service to over 144 clients in the Wollongong and Shoalhaven areas.**

## Family & Sibling Support (SIBS):

This service, funded from donations, places a special focus on the brothers and sisters in families of children with a disability.

**There are 43 families involved with the program and 12 of those families attended the Sibs Camp at Berry**



## **which monies raised at the St Patrick's Race Day went towards.**

Saturday Sibs Club gives the sibs a chance to relax, unwind and escape their caring duties. Activities included sailing, BMX bike riding, museum visits, movies nights and high tea.

Nutrition and Autism seminars held in Wollongong and Campbelltown in June helped parents and carers tackle some of the complex eating issues associated with Autism Spectrum Disorder. The presentation contained useful tips for parents on how to get their kids to eat food that is good for them and offer alternative solutions for situations that weren't working at the dinner table.

The SIBS program will continue to provide workshops for parents and carers to help support the whole family.

## **Disability Advocacy:**

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

CatholicCare was involved with the Inclusion Mass which was held at Albion Park parish. This mass was attended by 250 people from the community and the theme was 'Removing Barriers to Create an Inclusive and Accessible Society for All'. There were a range of events held in Kiama, Shellharbour and Wollongong to mark the day to celebrate and acknowledge the achievements and contributions that people with a disability make to our community.

CatholicCare offers a 'Partners in Parenting' (PIP) group which provides education and support for mothers and fathers with an intellectual disability.

The PIP group which has 12 clients, teaches life skills and creates opportunities for social participation for the parents. This year, the PIP group attended a camp at Bundanoon and the service expanded to Campbelltown.

## **Aged Care Advocacy:**

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

Through this initiative, an Information Communication Technology (ICT) project at St Mary's College was conducted over October till November 2012 and again

in April until August 2013. This project allowed students from the college to teach members of the CatholicCare CatholicCare Luncheon Club the ICT skills they need to stay in touch.

Fortnightly classes were held at St Mary's computer lab and the students developed individual learning and appropriate resources for each luncheon member. CatholicCare looks forward to more intergenerational projects with St Mary's and other schools across the Diocese.

The Aged Care Advocate also presented papers at conferences in Canberra and Dubbo about Ageing and Spirituality.

## **JESSICA AGED 49:**

Jessica is 49 years old and has been a client of CatholicCare for over 10 years, receiving personal care and medication prompts. Jessica lives alone and has an acquired brain injury. She is isolated, suffers from a mental illness, has chronic and acute health problems from her accident, substance abuse issues and has limited contact with her family who live some distance away.

Over this time CatholicCare Care Support Workers have entered Jessica's 'world' twice a day making sure her needs are met.

In keeping with the move towards a more enabling and person centred service, CatholicCare embarked on 6 months of training to prepare staff to create and foster a culture which focused on having a service that is transparent, flexible, innovative, all about the client and how CatholicCare can help individuals live their life, their way.

CatholicCare acquired Active Ageing Funding from ADHC which provide opportunities for people with a disability to participate in their community and enjoy a range of purposeful, recreational activities.

Since providing this training and receiving this funding, CatholicCare is taking a new approach to assisting Jessica. Our staff have asked Jessica a series of questions, enabling her to speak about her likes, dislikes, and what CatholicCare could do to make a difference in her life.

Jessica is now more in control. She now has set goals that CatholicCare is supporting her to achieve. She is living a life that has hope, opportunity and purpose.

## Quality Systems:

- Results Based Accountability – Family Services programs collected and collated statistics in relation to achievement of their desired outcomes. Other programs identified a need to review the data to be collected. The aim is for all programs to be using data for evaluation and planning purposes within 12 months.
- Client Feedback Register - regular quarterly reviews of compliments, complaints & suggestions were conducted with an increased focus on system improvement.
- National Mental Health Standards - a working party was established to ensure CatholicCare services meet these standards wherever appropriate. Improvements to procedures relating to Upholding Clients' Rights & Responsibilities (Standard 1) were initiated.
- Policy Reviews - major reviews of all Work Health & Safety policies and Finance & Administration policies were completed. These policies are now on a 2 year review cycle
- Code of Ethics and Conduct - a major review was commenced.

## Review of Service Business Models:

In response to changes occurring in CatholicCare's external environment, a review was commenced of our services in order to determine appropriate business models for each. The review focused on clarifying who our customer / client groups in each service are and the value proposition we can offer and provide each individual.

From that understanding, the review has identified the activities we undertake, any partners we need who join us in providing those activities efficiently and effectively, the resources we need to do our work and the costs and revenues we incur and require to remain a sustainable service provider.

The review will be ongoing as we learn from those we serve what we do that they regard as valuable in helping them address the problems they encounter.

## Fundraising Events:

### Golf Day

In July 2012, the CatholicCare Golf Day raised more than \$8,000. 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 kids in Foster Care Program. Topping off a great day of golf, Eddy De Gabriel was an entertaining guest speaker.

### Race Day

The annual CatholicCare St Patrick's Race Day was held at Kembla Grange Racecourse on March 16, 2013 when more than 345 people attended to support the Family and Sibling Support (SIBS) program. The generous donations received from staff, volunteers and supporters of CatholicCare ensures that the SIBS program continues to place a special focus on the brothers and sisters in families of kids with a disability

Overall the event raised \$20,000, with the silent auction in particular proving to be a great success.

CatholicCare is grateful to be continuously supported by local Illawarra, Macarthur and Shoalhaven businesses.

## Community Outreach:

CatholicCare's presence in the community has been heightened due to the participation in various community outreach opportunities that the agency has been involved with.

The key to any successful outreach program are clear messages and materials, trusted messengers and the various ways which connect CatholicCare to those individuals, families and parents who need our services the most. Participation in various community days over the past year has included: Eating Disorder and Youth Mental Health Forums, Parent Guide Expos, Social Justice Sunday and Family Fun Days throughout the Diocese.

## OUR STAFF

Staff are CatholicCare's greatest asset in achieving the agency's goals and having a positive impact on clients' lives. CatholicCare continues to recruit people who are passionate about making a difference and are committed to serving the whole community.

CatholicCare Wollongong continues its commitment to equity in the workplace and "family friendly" working conditions.

### Workforce Profile:

Category		2012 / 2013
<b>Employees:</b>	Male	21
	Female	171
<b>Employment Type:</b>	Full-time	45
	Part-time	98
	Casual	49
	Volunteers	175
<b>Length of Service:</b>	0-2 years	96
	3-5 years	39
	6-10 years	37
	Over 10 years	20
<b>Age Profile:</b>	Up to 40 years	78
	41-50 years	53
	Over 50 years	61

In 2012 – 13 period 89% of the agency's total employees were female and 75% of total staff were employed on a part time or casual basis. During this period 3 employees accessed CatholicCare's paid parental leave.

### Learning & Development:

In addition to staff attending external training, CatholicCare has run 44 training modules in-house utilizing current staff expertise. These include 17 different modules ranging from "Mental Health Awareness" to "IT Training" to "Conflict Resolution".

In this period 70 employees completed an online course in "Aboriginal Cultural Education" through TAFE NSW.

The Training Committee held bi-annual Mini Workshops in both Illawarra and Macarthur areas. These workshops were on various topics including *Effective Time Management, Work Life Balance and Spirituality: The Search for Meaning in Life*.

The Wellness Committee was introduced and included activities such as a CatholicCare team taking part in the Alzheimers Memory Walk. They have also arranged workshops including such topics as Cooking, Knitting and Card Making. There were also Yoga classes run by staff with the relevant qualifications.

### Staff Service Recognition:

In 2012/2013 the following employees were presented with the following service awards:

5 YEARS SERVICE	10 YEARS SERVICE
Charity Duncan Veronica Hinde Shona Sim John Coombes Kate McInerney Michelle Gall Elise Phillips Melissa Abu-Gazaleh	Daisy Kruizinga Sharon Dunshea Kerrie Emerton Caroline Mitchell
15 YEARS SERVICE	
Sigrid Williams Erika Ihnat	



## VOLUNTEERS

CatholicCare started with just 20 volunteers in 1980, and were based in a small cottage in Corrimal Street in Wollongong. Volunteers were responsible for everything – answering phone calls and referring people to services. There were no computers, just a group of very enthusiastic, dedicated volunteers.

While times have changed, one thing has remained constant- volunteers are a very important part of our organisation.

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CatholicCare has over 200 volunteers who generously donate their time, skills and knowledge to making a difference. CatholicCare volunteers are made up of unique individuals who are students, retirees, people wanting to make new friends, and those who want to gain new skills or work experience in community and social services. Volunteers come from all walks of life and participate regardless of their gender, religion or ability.

With the assistance of these dedicated volunteers, CatholicCare is able to provide various services including the Community Visitors Scheme (CVS), Disability Flexible Options, Pastoral Care, Family & Sibling Support (SIBS) Programs.

We want to acknowledge and thank our volunteers for their valuable time and talents they bring to the services we provide. Their dedication to assisting those who are most marginalised in our community is to be commended.



## Finance:

CatholicCare's financial result this year was a deficit of \$10,331 compared with a surplus of \$42,773 in 2012.

In addition to receiving government funds to provide specific services CatholicCare generates income such as interest and fundraising that is not tied to a specific purpose. CatholicCare's Untied Income Policy allows untied income to be used to enhance service delivery to clients where no government funding is available. CatholicCare is proud to have funded the Sibling & Family Support Program and the Aged & Disability Advocates from its Untied Income this financial year.

Total Revenue has been growing gradually over the years and CatholicCare has broken the \$10 million barrier this year with total income of \$10,854,000. CatholicCare remains financially stable where its current ratio of 1:53 and cash ratio of 1:43 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 operates from five locations across the Diocese where it has its main office in Wollongong, another large office in Campbelltown, a small office in Nowra and runs two Children's Cottages – one in Nowra and the other in Gwynneville. The environment in the cottages mirror that of an average home and they are therefore child friendly and very conducive to enhancing family relationships – perfect for the many children's services that are run from the cottages.

CatholicCare owns and maintains a fleet of 38 motor vehicles that are used throughout the various programs to enable staff to provide services to clients located across the Diocese.

Our financial result for the year showed that 10.4% of our total expenses was spent on maintaining and operating our 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):

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.

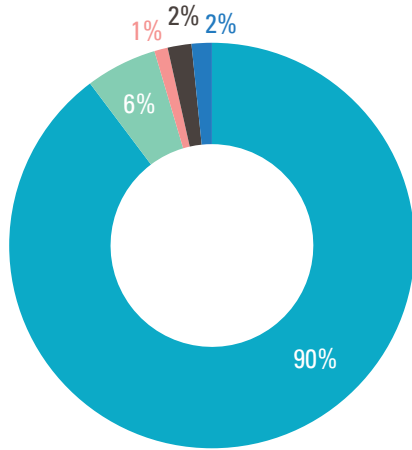
During the financial year CatholicCare invested in a major upgrade of its server network to enhance performance. CatholicCare also upgraded to the Microsoft Office 2010 suite of products.

# FINANCIAL HIGHLIGHTS

## Accountability:

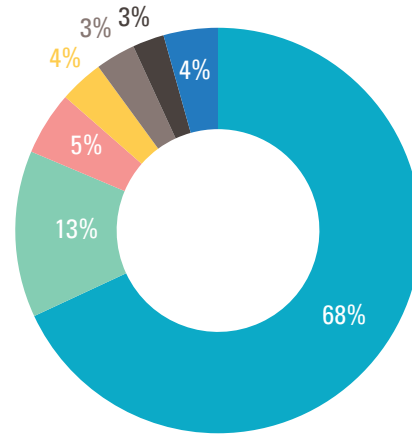
### REVENUE

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



### EXPENSES

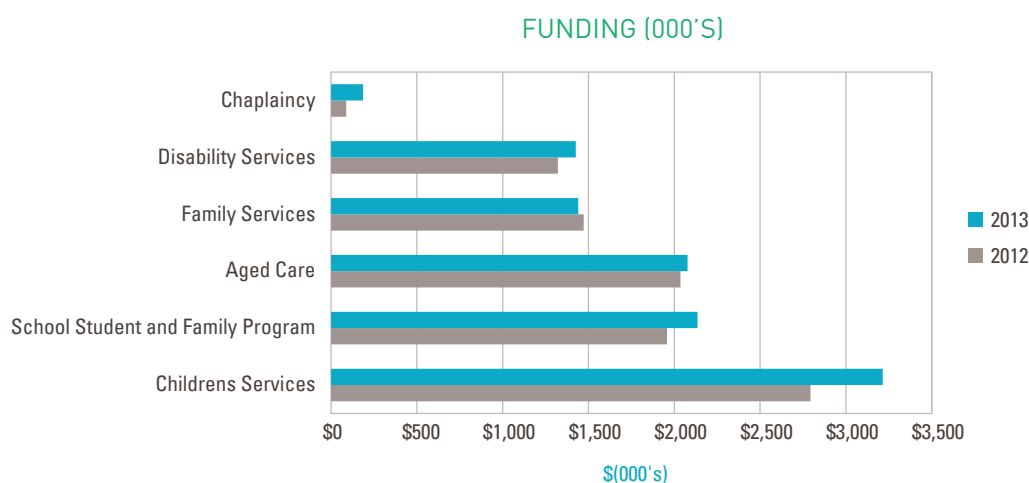
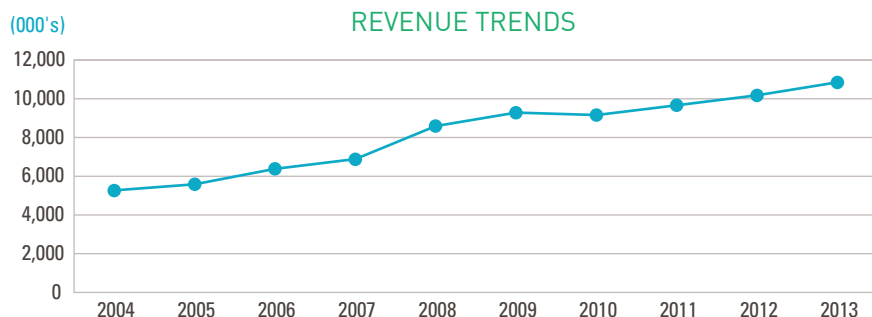
- salaries and wages
- client and program expenses
- premises expenses
- motor vehicle expenses
- depreciation
- insurance
- other expenses



Revenue (000's)	%	2013	2012	2011	2010	2009
government and other grants	90%	9,740	9,096	8,576	8,124	8,041
client fees	6%	617	551	588	644	638
diocesan contribution	1%	116	116	116	114	312
interest	2%	206	232	230	176	200
other income	2%	175	187	156	104	95
<b>total revenue</b>		<b>\$10,854</b>	<b>\$10,182</b>	<b>\$9,666</b>	<b>\$9,162</b>	<b>\$9,286</b>
Expenses (000's)	%	2013	2012	2011	2010	2009
salaries and wages	68%	7,395	6,659	6,203	5,825	6,851
client and program expenses	13%	1,444	1,492	1,455	1,266	719
premises expenses	5%	551	533	527	456	533
motor vehicle expenses	4%	383	351	348	323	360
depreciation	3%	346	328	343	307	258
insurance	3%	274	265	202	242	191
other expenses	4%	471	511	587	358	358
<b>total expenses</b>		<b>\$10,864</b>	<b>\$10,139</b>	<b>\$9,665</b>	<b>\$8,777</b>	<b>\$9,270</b>
<b>Net Surplus (000's)</b>		<b>-\$10</b>	<b>\$43</b>	<b>\$1</b>	<b>\$385</b>	<b>\$16</b>



# FINANCIAL HIGHLIGHTS



## FINANCIAL VIABILITY

Resources (000's)	2013	2012	2011	2010	2009
property, plant and equipment	\$1,225	\$1,441	\$1,241	\$1,097	\$1,160
net working capital	\$1,728	\$1,533	\$1,625	\$1,735	\$1,263
accumulated funds	\$2,703	\$2,713	\$2,670	\$2,669	\$2,285
current ratio	1.53	1.62	1.75	1.66	1.55
cash ratio	1.43	1.47	1.56	1.55	1.40

## CORPORATE OVERHEADS

Performance Indicators	2013	2012	2011	2010	2009
corporate services salaries as % of total salaries	17.3%	18.4%	18.2%	16.8%	15.5%
cost of providing physical resources as % of total expenses	10.4%	10.6%	11.5%	11.0%	9.0%

# ACKNOWLEDGEMENTS

CatholicCare acknowledges and respects the traditional owners of the lands on which we work, live and prosper.

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.

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## Supporters and Donors:

- Catholic Education Office (CEO)
- Catholic Development Fund (CDF)
- Catholic Church Insurances (CCI)
- Campbelltown Catholic Club
- Collegians Rugby League Football Club
- Proust Optical Figtree
- Illawarra Toyota
- KPMG
- Akele Kinnas
- Hansen & Cole Funerals
- Gai Waterhouse Stables
- Solar Springs Health Retreat
- Port Kembla Golf Club
- Illawarra Turf Club
- Wollongong Mini Storage
- Dicey Riley's Irish Hotel

## NSW Government:

- Department of Human Services
- Department of Ageing Disability & Home Care
- Department of Community Services
- Department of Juvenile Justice

## Commonwealth Government:

- Department of Families, Housing, Community Services & Indigenous Affairs
- Department of Health & Ageing
- Attorney General's Department
- Department of Education, Employment & Workplace Relations







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A member of Catholic Social Services Australia



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