



CatholicCARE

DIOCESE OF
WOLLONGONG

hope begins with us



ANNUAL REPORT

2014/15

EMPOWERMENT

Empowerment

INTEGRITY

Integrity

SAFETY

Safety

RESPECT

Respect

INNOVATION

Innovation

COLLABORATION

Collaboration

CONTENTS

01	BISHOP PETER INGHAM
01	FRANCA FACCI CATHOLICCARE ADVISORY COUNCIL CHAIR
02	MICHAEL AUSTIN DIRECTOR
03	ABOUT US
04	FAMILY & RELATIONSHIPS
07	CHILDREN & YOUTH
09	AGED & DISABILITY
12	CORPORATE
14	FINANCIAL HIGHLIGHTS
18	OUR STAFF
19	ACKNOWLEDGEMENTS



I am delighted to be able to express my appreciation for the services CatholicCare provides across our whole Diocese, comprising the Illawarra, the Macarthur, the Southern Highlands and the Shoalhaven. CatholicCare is inspired by the teaching and example of Jesus Christ, who came to serve, especially the poor and vulnerable. He gave himself so that those who were burdened and distressed could find forgiveness and peace and those in sorrow could find comfort and joy.

Jesus' parable of the Good Samaritan has become the founding story of CatholicCare, and through other parables of Jesus in the Gospels we discover a rich source of guidance and inspiration on important universal themes – of conversion and transformation, of outreach, of the ethic of giving and of enabling others to grow and develop holistically. These Gospel themes provide the inspiration, the foundation and the rationale for the work of CatholicCare, for the services provided, and for the way in which they are provided.

I offer my thanks to Michael Austin as the Director for his strong leadership and focus. I also thank the Advisory Council for their dedication and guidance, both to Michael and myself. To the staff and volunteers who have contributed with energy and competence and provided quality assistance to those facing life's challenges, empowering them to live their lives to the full, I express my gratitude.

I commend this report to you and pray for continued blessings on CatholicCare and on all those who take up the services it offers.

Most Rev Peter Ingham DD
Bishop of Wollongong

It gives me pleasure to endorse this Annual Report as Chair of the CatholicCare Advisory Council (CAC). Over the past year, CatholicCare has continued to expand and deliver valuable programs to a wide range of people in the community.

The development and launch of the Strategic Plan has allowed us to envision new and exciting future possibilities. Shifts in client service models and funding provider policy changes continue to challenge the organisation and require CatholicCare to continually adapt models of service delivery to remain relevant and sustainable. These changes require innovative solutions and resilient staff.

On behalf of the Council I wish to formally thank Michael for his vision, leadership skills and commitment.

To my colleagues on the Council, my sincere thanks and appreciation for your continued support of the organisation and positive contributions.

An organisation is only as strong as its people. CatholicCare staff and volunteers work tirelessly to provide quality services and I wish to thank them for their continued professionalism and dedication.

Franca Facci
CAC Chair

FROM THE DIRECTOR



I am proud of the achievements CatholicCare Wollongong has made this year, delivering quality programs and services for the whole community.

The varied work undertaken by CatholicCare is often an unknown to many. This year has been marked by continuing strong performances across our 16 programs, touching the lives of over 10,000 people and their families.

The current social services environment is one that is characterised by significant and far reaching change and volatility. We are witnessing profound changes in the way we understand and provide services and supports for people with a disability, in aged care services, and for vulnerable children in Out of Home Care. A major paradigm shift is occurring in the way funding of services operates, and of the relationship between people accessing

services, government and social service organisations.

Many of these changes represent significant advancements in our understanding of social services, and include a welcome focus on achieving outcomes and impact, emphasising increasing consumer choice and control. As a Catholic social services organisation committed to innovation and the highest quality services for the people we serve, CatholicCare welcomes and embraces these changes. Our aspiration and commitment is not merely to survive in these changing times, but to thrive.

Grounded in our Mission, the work of CatholicCare is for all members of the community. This work cannot be undertaken in isolation. I would like to acknowledge our important partnerships with Diocesan agencies, clergy, religious, parishes, our Catholic Social Services Australia national network, our valued community partners, particularly the Campbelltown Catholic Club and with Government. Within this network of relationships, CatholicCare

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

Our Bishop remains a significant source of support and inspiration to CatholicCare. We thank you for the enabling contribution you make.

I also thank Franca and all the members of the Advisory Council for their strong support, guidance and advice. I would like to thank all members of the Leadership and Managers Teams, all dedicated professionals who have assisted me to lead the agency. And to each and every staff member for fulfilling their role, ensuring the delivery of quality services to those most in need and upholding the dignity of each person they encounter.

It is a privilege to do this work on behalf of the Church. May we continue to undertake it with a spirit of humility and excellence.

Michael Austin
Director of CatholicCare

ABOUT US



WHO WE ARE

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

MISSION

Inspired by the Gospel of Jesus Christ, we seek to bring joy to those we serve by enabling growth, healing, and hope. By delivering effective and high quality social services, CatholicCare helps to build the social and emotional wellbeing of individuals, families and communities.

WHAT WE DO

We work with the whole community, supporting people to:

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

We advocate for social equality and prioritise the needs of the most vulnerable

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



STRATEGIC PLAN

Our new Strategic Plan 2015-2018, Thriving Together in a Changing World, is our proactive response to this rapidly changing environment in which we operate. In this plan we set out our strategic agenda for the enactment of our Mission over the next 3 years. This agenda includes strategic priorities in client service and innovation, mission and leadership, sustainability and growth, and systems and processes.

FAMILY & RELATIONSHIPS



FAMILIES AND COMMUNITIES PROGRAM

The Family Support Program / Families and Communities Program (FCP) 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 & RELATIONSHIP COUNSELLING

CatholicCare's skillful and compassionate counsellors continue to deliver tailored support for those experiencing grief and loss, family and relationship difficulties, anxiety, depression and or changes in personal or family situations.

During 2014/15:

- 371 clients attended counselling
- 92% of these clients reported they were satisfied with the service received
- 1344 counselling sessions were held

FAMILY & RELATIONSHIP EDUCATION

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

The education and group work programs provide opportunities for clients to access a supportive environment with others who share similar life challenges, enhance the quality of their relationships and parenting skills, build resilience and be better equipped to manage stress and change.

During 2014/15:

- 126 workshops were delivered over the Wollongong Diocese.
- 723 clients participated in these workshops
- 95% of these clients reported satisfaction with the service provided
- Outreach service delivery now provided in over 19 locations across Diocese, including Catholic and non-Catholic schools, community centres and services.

Snapshot for 2014/15:

- CatholicCare has a commitment to flexible service delivery and counselling, parenting education workshops, MRE and skill building support groups were delivered in local communities and areas for those who may not be able to come to one of the offices.
- After hours counselling appointments were also offered to better suit clients needs.
- Continuation and strengthening of the relationships with Indigenous communities and organisations, notably in the Shoalhaven and Macarthur regions including extensive service delivery to and with Waminda, Cullungutti and the Tharawal Corporation
- Service provision through CatholicCare's registration as an accredited provider of the Work Development orders program which helps eligible people who are in debt to pay it off.
- Collaboratively supporting SSFP and other programs in the delivery of support to families of students at Catholic schools
- FCP staff participation at various expos, family fun days and NAIDOC week celebrations.

MARRIAGE & RELATIONSHIP EDUCATION

CatholicCare's Marriage & Relationship Education program prepares couples relationship for the future years ahead. This education program provides an opportunity for couples to make a start on building a more rewarding life together.

CatholicCare provides **two** programs for couples preparing for marriage.

1. **'Partnership'** - An interactive course which includes small group work, couple work, activities and discussion.
2. **'Prepare'** - Delivered one-on-one with an experienced facilitator.

During 2014/15:

81 couples completed these programs.

JUVENILE JUSTICE

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

Snapshot of Reiby:

- An average of 50 young offenders are housed at Reiby
- Most are aged between 12 and 17 years old
- Almost all come from disadvantaged backgrounds

At any one time, up to 60% of detainees are of Indigenous Background.

- FCP continues to support the Chaplaincy initiative by delivering Seasons for Growth workshops in the Centre four times per year. Almost every detainee participates in the program.



SCHOOL CHAPLAINCY

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

During 2014/15:

- Pastoral Support Workers delivered group-work, and facilitated social development and participation programs to virtually every child attending the eight supported schools – over 3200 students.
- Numerous activities were undertaken which was aimed at

facilitating personal development, faith formation and enhancement, social justice, community involvement, student relationship enhancement, mentoring and general fun activities like Age-appropriate 'Seasons for Growth' sessions, Team-building activities, Breakfast Club and school 'radio shows'

- Program is now completing its third year and has become well established and respected at each school

Program receives small Government grant each year and considering budge, reach is remarkable. Catholic Education office generously contributes to support ongoing training and development and some program resources.



SCHOOL, STUDENT AND FAMILY PROGRAM

CatholicCare's School Student and Family Program (SSFP) promotes the wellbeing and development of students. SSFP staff deliver counselling support and preventative and early intervention group work to support students and strengthen families. School counsellors also provide consultation and support to school staff to build capacity in their school community.

This program is funded by the Catholic Education office with assistance from the Campbelltown Catholic Club.

During 2014/15*:

- 1484* students saw a counsellor
- 8086* counselling sessions took place
- 2908* students accessing group work
- 402* group sessions undertaken
- 92* Risk of Serious Harm notifications

- RBA data collected from parents indicates they value the coping strategies that children learn in counselling and the opportunities for two-way communication regarding the needs of their child.

*these figures are based on estimates.

Snapshot for 2014/15:

- SSFP Managers selected to present at the Family Relationships Services Australia National Conference on Collaboratively Responding to Adolescent Fallout from Complex Family Relationship Issues.
- Program received a Merit Award for Organisational Excellence from Catholic Social Services Australia
- Secondary students surveyed to identify ways to increase the accessibility of counselling to vulnerable students and preferences for group work
- Presented at the NSW Catholic Sector Suicide Prevention, Intervention and Postvention Forum- A Secondary Perspective
- Continued to implement mindfulness in counselling and group-work in schools across the Diocese and provided feedback and advice to the CEO Mindfulness working party
- Implemented strategies to improve response to mental health needs of students following an audit into compliance with Australian Mental Health Standards
- Continued collaboration with Catholic Education Office on a number of significant initiatives including NSW Catholic Sector Forum and School Refusal, Mindfulness & Standard of Care working parties

CHILDREN & YOUTH



FOSTER CARE

The Foster Care Program provides quality out of home care services for children and young people aged 0-18 years who are unable to live with their birth parents due to child protection concerns such as neglect, physical abuse and exposure to domestic violence. Permanency planning is critical for these children to ensure a stable, secure life ahead. Birth family contact is encouraged and supported along with the goal of restoration. Where restoration to family is not possible, long term care or adoption are considered if determined to be in the best interests of the child.

In October 2014 the Department of Family and Community Services (FaCS) announced the Safe Home For Life reforms to enable more services and better outcomes for more children at risk and in care. Safe Home For Life aims to focus efforts on securing placement permanency and stability

for vulnerable children by considering pathways such as early intervention and prevention services for at risk families, restoration and guardianship, along with adoption.

During 2014/15 the foster care program continued to experience significant growth across the diocese.

- Southern Region – 41 children in Foster Care compared to 34 in previous year.
- Macarthur/ Southern Highlands region - 71 children in foster care placements compared to 54 in previous year.
- Carer households supported by CatholicCare increased to 73 compared to 66 in previous year.
- 7 new carer households approved and 3 carer households transferred from FaCS. Reduction from previous year due to NSW Government put planned transition on hold due to financial constraints.

The Carer Support Coordinator (CSC) continued to engage carers in training and social events to celebrate and acknowledge their outstanding commitment. Fifty-two training sessions (internal and external) were offered to carers with a total of 202 foster carers attending multiple training sessions. Training sessions to better equip carers to provide quality care included Child Protection, the Effects of Trauma, Cyber Bullying and Child and Adolescent Development.



Looking Forward

- The program will be focused on achieving re-accreditation as a statutory out of home care provider with the Office of the Children's Guardian. Our work will continue to deliver improved outcomes for children to ensure they live in safe, stable and secure homes whether that is with family or carers, and to ensure their health, wellbeing and life opportunities are nurtured and enhanced. Children's Contact

The Children's Contact Service (CCS) continued to provide supervised contact and changeovers for separated couples and their children.

During 2014/15:

- 27 families used service in Wollongong
- 37 Families used service in Campbelltown
- 11 families used service in Nowra

More than 93% of CCS clients were court ordered to attend the service which is increasing trend. The increase in referrals from the courts will continue to impact on the waiting times for the service. The waiting times are due to the high demand for this service but have been somewhat reduced as a result of increased supervised contact sessions and increased staff hours to conduct intake assessments across the three sites of Wollongong, Campbelltown and Nowra.

Snapshot for 2014-15:

1. The service now has a more efficient and streamlined initial enquiry service linked to the client registration of initial applications and assessment interviews.
2. Four weekly sessions were introduced to enable more clients who are travelling interstate or long distances to attend service.
2. The service introduced two new

lower vigilance streams to assist engaged clients using the service to transition more smoothly towards self management.

3. The introduction of a new Self-funded Service targeting clients who have final orders, or who do not meet the criteria for the Government Funded service. It is expected that this service will increase over time.
4. Continued partnerships with support services such as medical practitioners, psychologists, solicitors (Legal Aid and private), Community Services and other service providers who offer appropriate training and support to clients.

AGED & DISABILITY



YOUR TIME – CARER COUNSELLING

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

During 2014/15:

- 159* clients in the Wollongong and Shoalhaven areas received the service
- 2512 hours of service was provided.
*CatholicCare clients only
- 2 Living with Memory Loss Programs run
- Presentations on self care and mindfulness and seminars on transitioning to Aged Care were delivered

COMMUNITY VISITORS SCHEME (CVS):

The Community Visitors Scheme is a program for elderly residents living in aged care homes who experience loneliness and social isolation. A visitor is matched with a resident to provide regular companionship. The Community Visitor Scheme enriches the quality of life for people who would benefit from a friendly visitor. The program also helps them to feel more connected with their local community.

During 2014/15:

- 60 people volunteers with CVS
- 11 aged care facilities in the Illawarra and Shoalhaven were visited.
- 1483 visits to aged care facilities by volunteers
- Volunteers undertaken peer support education, focusing on building resilience and cultural awareness.

CVS received funding for the implementation of expansion group visits in residential aged care facilities for the 2015/16 financial year.

YOUR LIFE, YOUR WAY – HOME CARE PACKAGES

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

Home Care Packages are flexible packages of services designed to support people to live independently in their own home and community. Each package offers choice and flexibility in the way that care and support is provided.

During 2014/15:

- Number of packages was 170
- Average occupancy over the year was over 95%

YOUR DIRECTION – DISABILITY SERVICES:

CatholicCare's Community Care Support Program (formally known as Disability Flexible Options) provides individualised services to help people with a disability move their life in the direction they want to go. The program's vision is to enable people with disability to have an on-going sense of belonging and participation within their community.

During 2014/15 the following hours were delivered for each service type:

- Domestic Assistance: 5145
- Social Support: 7203
- Personal Care: 3280
- Respite Care: 8998
- Home Maintenance: 947
- Transport (number of trips): 5944



The number of extra groups possible with this additional funding has been determined as 5.

AGED CARE ADVOCATE

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

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

During 2014/15:

- 42 people volunteered with pastoral care

- 2232 hours spent visiting isolated parishioners
- 5 pastoral care programs undertaken which provides information, education and support for people who need emotional and spiritual care and also for their family and carers. This may include people experiencing grief and loss, or those facing the challenges of ageing and disability including dementia, physical frailty and the dying process.

DISABILITY ADVOCATE

The Diocesan Disability Advocate, established by the Bishop, promotes inclusiveness for people with disability. The advocate works from a person centered approach to provide advocacy and support to individuals and families

who have a disability or additional needs. The advocate helps to provide access to services, social and spiritual activities and education.

The Partners in Parenting (PIP) group, provides education and support for mothers and fathers with an intellectual disability, mental illness or additional needs is an example of how the Disability Advocate supports the person and their family with practical and emotional help.

During 2014/15:

- The PIP group met every week during school term
- 14 people attend group in Wollongong
- 3 people volunteer for this group



FAMILY & SIBLING SUPPORT (SIBS) PROGRAM

The Family & Sibling Support (SIBS) program places a special focus on the brothers and sisters in families who have a child with a disability. It's about giving kids time-out from their caring role to relax, have fun and just be kids. Disability impacts everyone in the family and this can be a positive and rewarding experience, but other times it may be quite challenging.

The program covers:

- Saturday SibsClub: is for SIBS aged 5-12 years. They get the opportunity to enjoy a range of fun outings like HangTime, Sunset Cinemas, horse riding, Sibs Surf Day, Cricket Museum, Lego Exhibition and a movie & pizza night.

- TeenSibs: is for SIBS youth aged 12-16 years. They also enjoy a range of fun activities and have an opportunity to hang/chat with others who really get what 'disability' is all about. Activities undertaken were: Imax movies, a dolphin watch cruise, Homebush Aquatic Centre, Illawarra Fly, yoga, Hawks game, and horse riding.
- Workshops: cover a range of topics to help SIBS cope in their caring roles. These sessions bring SIBS together in a safe environment to chat and learn about issues specific to being part of a family who experiences disability.

During 2014/15:

- 141 kids involved with program
- 87 families involved with program
- 12 activity buddies who volunteer their time to keep the SIBS safe and well supervised.

Snapshot for 2014/15:

- Annual SIBS Camp (which was funded by CatholicCare's fundraising initiatives)
- Annual a collaboration with Noah's Ark and Cerebral Palsy Alliance in Nowra for an educational workshop
- A few adventures and activities sponsored by the NSW Carers Together Program funding

KEY PARTNERS FOR 2014/15

CatholicCare is in the process of sourcing partnerships with experts in their own fields who could work within the mission and vision of CatholicCare and develop an initiative that focuses on promoting capacity building and restorative care in clients that are 65 and over and living within their own home and community.

CORPORATE

QUALITY SYSTEMS

• Results Based Accountability

- Difficulties in the electronic production of reports continued in 2014-15 resulting in collected data not being used to greatest effect. These problems have been rectified and the integration of the RBA system with programs' Business Model Canvases is a priority in the 2015-18 Strategic Plan.

• Development & Review of Policies and Procedures

- Agency-wide policies and procedures, in relation to both client and corporate services, are on a well-established 3yr review cycle.
- A new CatholicCare Governance Manual was developed. This has proven very valuable in clarifying the agency's structure and governance procedures, especially with funding bodies and auditors.
- Reviews of HR policies related to the Enterprise Agreement (2013) were finalised, including Leave and Parental Leave.
- A new policy was developed in relation to Flexible Work Arrangements. The Working from Home Policy was significantly revised and the Flextime Policy reviewed. These resulted in greater benefits for staff without compromising service delivery to clients.

• System Reviews

- Action plans from reviews conducted in the previous year were implemented in relation to Performance Planning and Review and Recruitment.



- Review of the Employee Assistance Program led to easier access for staff, inclusion of close family members and a greater level of privacy.
- Working from Home arrangements were reviewed and significantly improved (see above).

• Client Feedback System

- 108 compliments and 18 complaints were recorded in the Client Feedback Register. This was a reduction in complaints from 43 in the previous year. 94% of complaints were resolved within the required time frame compared to 88% in 2013-14.
- In the coming year more emphasis will be given to using compliments, as well as complaints, as drivers of improvements.

• Compliance with Standards

- CatholicCare met all requirements of external audits conducted in relation to the NSW Disability Standards and the Home Care Standards. Even though these outcomes were very positive, action plans were developed & implemented to achieve even better practice across CatholicCare especially in relation to performance appraisals and professional support for staff.
- Further work was undertaken on a voluntary self-assessment against the National Mental Health Standards (these are not compulsory for CatholicCare). Action Plans have now been developed for all ten standards and their implementation is being progressively reviewed. This project will be completed in 2015-16.

continued next page ▶



RESEARCH AND DEVELOPMENT

• Planning for Macarthur Service Growth

The Macarthur region is the fastest growing area of the Diocese. As part of the church's mission, CatholicCare has joined other Diocesan agencies in planning Church growth in the North-West Macarthur.

In addition to growing our existing services, new areas of service provision in child care are being considered. The chance to work with new Parishes and their parish and school communities opens up opportunities to respond effectively to their needs. This may include before and after school care, vacation care and well as centre based services. The early involvement by CatholicCare and the Catholic Education Office in supporting the new Parish communities will help identify what is feasible and how to establish services. While needs are many, limited availability of funding from our traditional sources will pose a challenge to service development and how to develop new partnerships that build flexible and responsive services.

• Governance of CatholicCare

The review of governance within CatholicCare was completed in early 2015. The review was conducted to confirm that the Agency is governed in a way that meets all contemporary and best practice standards expected by governments and the community. Governance responsibilities for the agency are shared by the Bishop, the Director, the CatholicCare Advisory Council and the CatholicCare Executive Managers Team.

Several external audits of CatholicCare programs in the past year resulted in positive outcomes in relation to governance.

FUNDRAISING EVENTS

• Golf Day

In July 14, the Golf Day fundraising event raised around \$8360 for the Family and Sibling Support (SIBS) Program. This program places a special focus on the brothers and sisters in families of children with a disability by increasing awareness, understanding, skills and capabilities as well as provides information and support to siblings and their families.

The day led by John Tubridy and a dedicated team of volunteers, saw 95 people playing a round of golf and enjoying a sit down lunch. Guests were moved by two special guest speakers – mums whose kids are in the SIBS program. They spoke about their individual experiences with the SIBS program and the increasing support they receive which makes a huge difference to their family.

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

• Race Day

The annual CatholicCare St Patrick's Race Day was held at Kembla Grange Racecourse on March 21 and raised around \$19,000 for the SIBS program. There were 300 guests who attended the day, with the silent auction in particular proving to be a great success.

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



CATHOLICCARE WINS NATIONAL AWARD

The Catholic Social Services Australia (CSSA) Annual Awards were presented at Parliament House in Canberra, with CatholicCare awarded one of the major prizes.

'My Kids and Me' won the Norma Parker Award for the Most Innovative Program. This is

a unique seven-week program, developed and delivered by CatholicCare Wollongong and CatholicCare Sydney, offering

therapeutic and educational assistance to parents whose children have been removed and placed in out-of-home care. Judges for the award commented that My Kids and Me is addressing a very significant need in the community because "not only does it work with the parents to acknowledge the loss of this particular child, but it assists them in recognising changes that may need to be made in their parenting of future children".

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 8.3% of our income 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.

A major ICT project commenced this financial year was the investigation of an appropriate Client Management Information System (CMIS). With the move by Government from block funding to individualised funding for clients, and from outputs to measuring outcomes for clients, there is a need to invest in technology that will manage and monitor client outcomes and individualised budgets. CatholicCare has determined its business requirements and developed a Request For Proposal. It is anticipated that a vendor will be selected and a CMIS be implemented during the next financial year.

FINANCE, ASSET MANAGEMENT AND INFORMATION & COMMUNICATION TECHNOLOGY (ITC)

- **Finance**

CatholicCare's financial result this year was a surplus of \$433,833. 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, the Aged & Disability

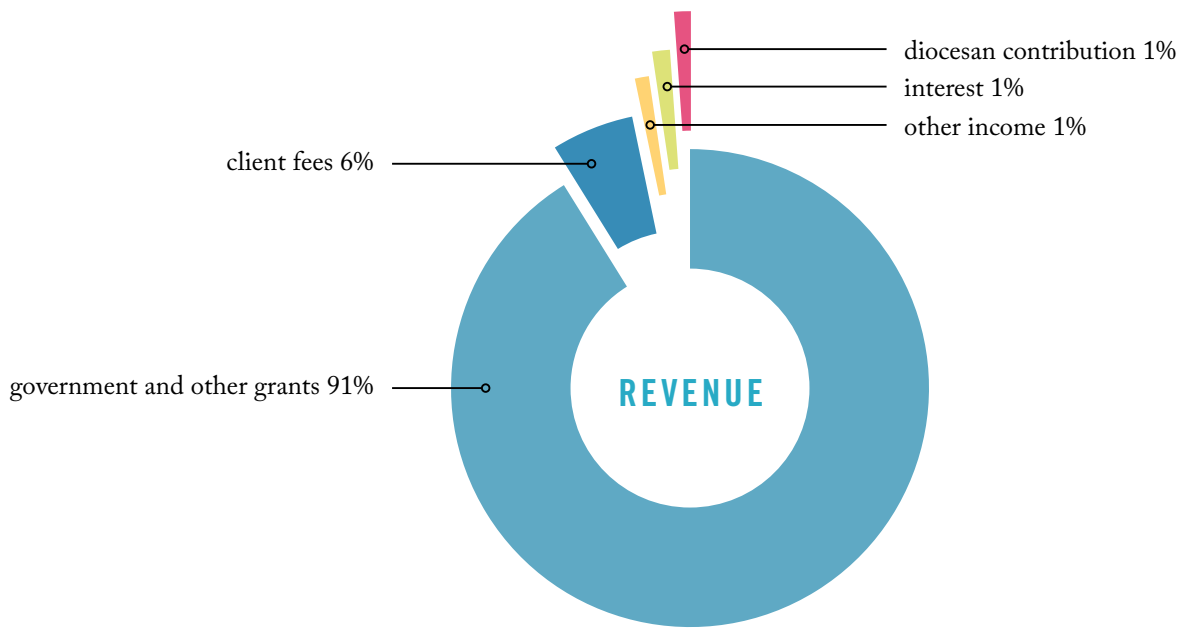
Advocates and the Family Preservation & Support Program from its Untied Income this financial year.

Total Revenue has been growing gradually over the years. CatholicCare's revenue for 2014/15 was a total of \$14,451,080 which represents an increase of \$2,090,886 over the previous year. An increase in Government and other grants of \$2,030,000 contributed to almost all of revenue increase. CatholicCare continues to remain financially viable where its current ratio of 1.52 and cash ratio of 1.24 show that CatholicCare is able to meet its financial obligations when they fall due.

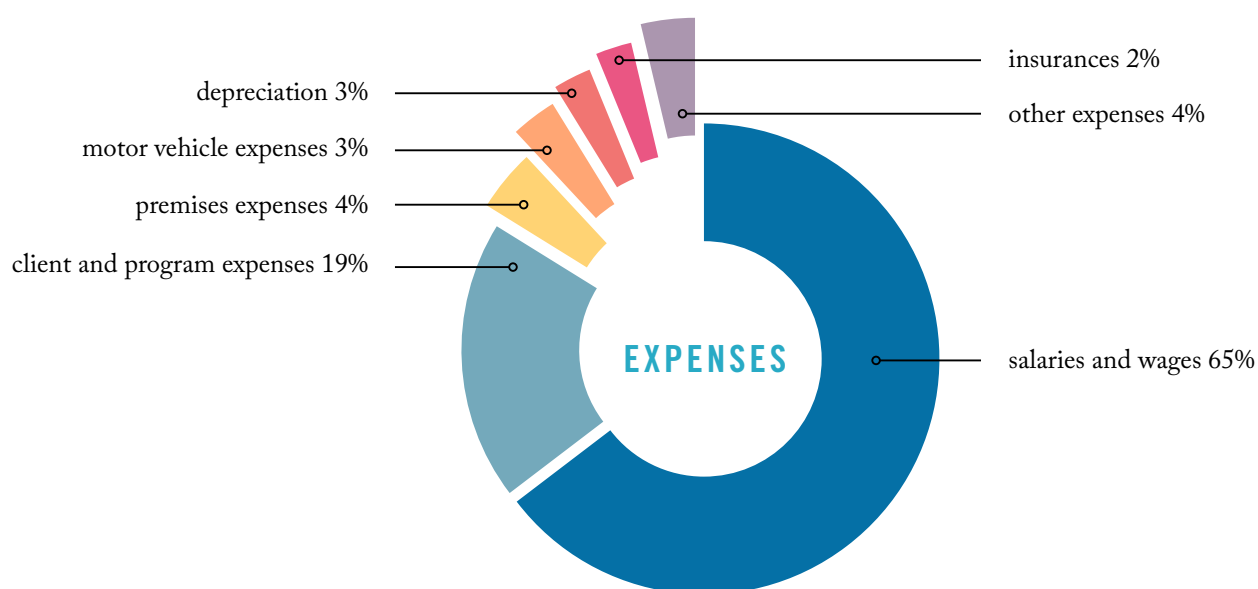
- **Asset Management**

CatholicCare operates from five locations across the Diocese where

FINANCIAL HIGHLIGHTS

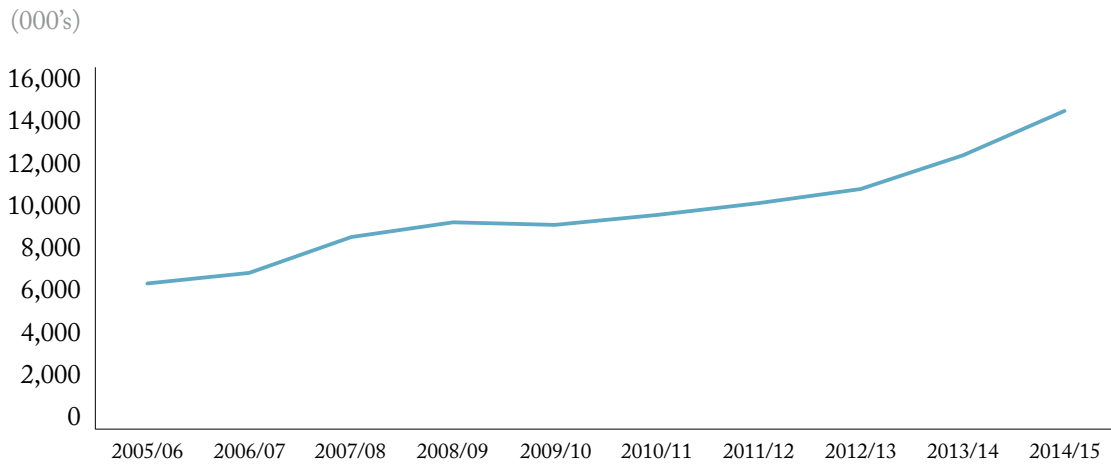


REVENUE (000's)	2014/15	2013/14	2012/13	2011/12	2010/11
government and other grants	13,254	11,222	9,748	9,102	8,545
client fees	810	726	617	551	531
diocesan contribution	138	131	126	109	116
interest	174	176	198	232	230
other income	165	195	165	188	204
total revenue	\$14,541	\$12,450	\$10,854	\$10,182	\$9,626

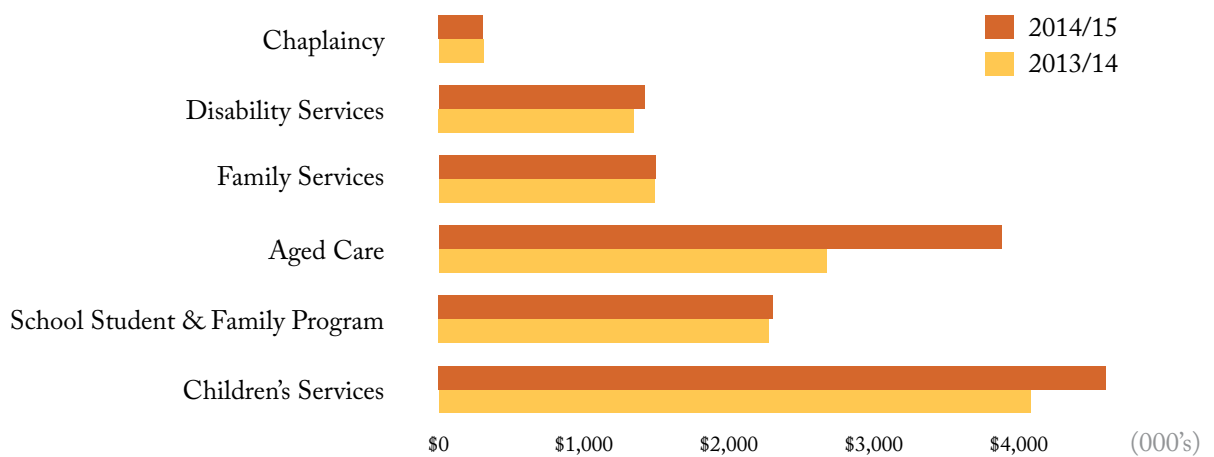


EXPENSES (000's)	2014/15	2013/14	2012/13	2011/12	2010/11
salaries and wages	9,118	8,754	7,396	6,659	6,179
client and program expenses	2,708	1,846	1,444	1,492	1,390
premises expenses	599	595	551	533	609
motor vehicle expenses	442	478	383	351	326
depreciation	367	348	346	328	343
insurance	350	242	274	265	210
other expenses	523	474	470	511	568
total expenses	\$14,107	\$12,737	\$10,864	\$10,139	\$9,625
NET SURPLUS/DEFICIT (000's)	\$434	-\$287	-\$10	\$43	\$1

REVENUE TRENDS



FUNDING



FINANCIAL VIABILITY

RESOURCES (000's)	2014/15	2013/14	2012/13	2011/12	2010/11
property, plant and equipment	\$1,106	\$1,150	\$1,225	\$1,441	\$1,241
net working capital	\$1,874	\$1,425	\$1,728	\$1,533	\$1,625
accumulated funds	\$2,850	\$2,416	\$2,703	\$2,713	\$2,670
current ratio	1.52	1.42	1.53	1.62	1.75
cash ratio	1.24	1.21	1.43	1.47	1.56

CORPORATE OVERHEADS

PERFORMANCE INDICATORS	2014/15	2013/14	2012/13	2011/12	2010/11
corporate services salaries as % of total salaries	19.1%	21.5%	18.8%	20.1%	19.3%
cost of providing physical resources as % of total income	8.3%	10.2%	10.7%	10.7%	11.7%

OUR STAFF

Employees	Male	20
	Female	192
Employment Type	Full-time	49
	Part-time	107
	Casual	55
	Volunteers	155
Length of Service	0-2 years	116
	3-5 years	34
	6-10 years	37
	Over 10 years	25
Age Profile	Up to 40 years	67
	41-50 years	74
	Over 50 years	71

CatholicCare Wollongong values their employees. In recognition of their passion and dedication to having a positive impact on client's lives, CatholicCare has endeavored to create a working environment that encourages staff in their chosen roles and supports their personal and professional development.

During 2014/15:

- 91% of the agency's total employees were female
- 77% of staff were employed on a part time or casual basis
- 5 employees accessed CatholicCare's paid parental leave

LEARNING & DEVELOPMENT

During 2014/15:

- CatholicCare ran 23 in house training modules.

This included modules like: Disability Awareness, IT modules, Mental Health and Youth Mental Health First Aid, Orientation for new staff, Work Health and Safety, Child Protection and Complaints and other feedback.

- CatholicCare partnered with the University of Wollongong to provide the opportunity for 3 key staff members to complete the Leadership Illawarra Program. This consisted of building relationships, networking within the Illawarra and developing skills and expertise in leadership.

The Training Committee held annual Mini Workshops in Illawarra and Macarthur. These workshops were on various topics including "Spirituality: The search for meaning in life" and "Vicarious Trauma".

WELLNESS

The Wellness Committee continues to offer wellness workshops on a variety of topics for our physical, mental and spiritual health and wellbeing. This has included various recipe workshops, seminars, wellness walks and Christmas bow making.

PERFORMANCE PLANNING & REVIEW

CatholicCare introduced Performance Planning & Review – strengths based performance management system.

An external trainer was engaged to train staff and managers in this new process.

STAFF SERVICE RECOGNITION

In 2014/15 the following employees were presented with the following service awards:

5 YEARS SERVICE

Robyn Sison
Doreen Waddington
Wendy Rathbone
Lauren Graham
Melissa Labor
Lilian Pereira
Katie Field
Kare Porter
Karl Wrigley

10 YEARS SERVICE

Maria Roberts
Anna Morra
Sr Ruth Davis

15 YEARS SERVICE

Christine Agnew
Trish Quig
Ros Pratt

ACKNOWLEDGEMENTS

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

Supporters and Donors:

- Catholic Education Office (CEO)
- Catholic Development Fund (CDF)
- Catholic Church Insurances (CCI)
- Campbelltown Catholic Club
- Collegians Rugby League Football Club
- Illawarra Toyota
- Gai Waterhouse Stables
- Proust Optical Figtree
- Solar Springs Health Retreat
- Dapto Centretown Pharmacy
- 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 Family & 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

