



2019-2020 Annual Report

COVER ARTIST:

Allanna Smith

Our staff connected with artist Allanna Smith at our Wollongong office many years ago. She is the talented woman who created the impressive artwork which features on the cover of our annual report and displayed at our Wollongong office.

The creation of the artwork reflects over 10 years of nurturing, respect and collaboration with the Aboriginal Community. Our Reconciliation Action Plan (RAP), Aboriginal Community Connections Committee, Elders Group and Deadly SIBS are all

proactive ways we have connected with the Dharawal People. We are blessed to walk with this community to deliver important projects which foster relationship building, value and recognition for the community.



Acknowledgement to Country - The Dharawal People

We acknowledge and respect the traditional custodians of the lands on which we work and pay our respect to Elders past, present and emerging.

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FINANCIAL SUMMARY

Where we work.

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

 Campbelltown

 Wollongong

 Gwynneville

 Shellharbour

 Nowra

Worrigeer St Office
Shoalhaven St Cottage



ACKNOWLEDGEMENT TO COUNTRY

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



Mission

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



Vision

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



Values

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



Bishop Brian Mascord.

The past year has been one filled with extraordinary challenges for individuals and communities in our Diocese. The bushfires brought with it devastation and heartbreak then we experienced a global pandemic, bringing with it uncertainty and fear. Throughout it all, CatholicCare has been and will always be present in our community adapting to new ways of providing support.

The year 2020 heralded the 40th year of operation for CatholicCare, and sadly the celebrations that were planned

to recognise such a momentous occasion were not able to be held. I sincerely congratulate all who have been involved in the past and present on the ongoing commitment towards the mission of bringing joy by enabling growth, healing, and hope. You have been truly bearers of Christ's love to the world.

I wish to express my deep gratitude to CatholicCare's staff and volunteers, to the Advisory Council and to Director Michael Austin and his leadership team for leading with clarity and conviction.

I commend all the staff and volunteers for their delivery of important social, emotional and practical supports for so many families, individuals and

Foreword.

communities. My deepest thanks and blessings to you all.

In the book 'Let us Dream - the Path to a Better Future', Pope Francis says, 'What the Lord asks of us today is a culture of service'. CatholicCare can certainly pride itself on its culture of service. As our 'Good Samaritans' at the coal face, and as bearers of Christ's love, CatholicCare staff and volunteers always open their hearts and minds and reach out with compassion to those who are vulnerable and suffering in our community.

I proudly commend to you this report, outlining CatholicCare's service and impact.

created is a testament to them, and the achievements highlighted in this annual report reflect their resilience, flexibility, innovation - and most importantly - their commitment to our mission.

I would like to acknowledge our Director, Michael Austin and his Executive team, who have provided exemplary leadership in a most challenging year. I would also like to thank the staff and volunteers without whom our services could not operate. Our greatest thanks go to our clients who continue to trust us to walk alongside them. I thank the many supporters - local, state and federal government funders, Catholic Education, community partners, donors and parish and school communities. Finally, I thank my fellow Advisory Council members for their ongoing passion and commitment. It is a pleasure and a privilege to serve with you all.

Throughout the pages of this annual report are images and stories of the programs, the places, and the people who make up the rich tapestry of the organisation founded 40 years ago, providing hope and support across the Diocese of Wollongong.

This past year is one that will be hard to forget for a number of reasons. Half way through the financial year, devastating fires raged in parts of our Diocese. We were able to lend our support to our local communities who will continue to feel the trauma of living through the bushfires for years to come.

Then, the year was disrupted by the pandemic. COVID-19 has been a pervasive and intensive event but it has, in its own way, opened up new opportunities for innovation and flexibility in our service provision. That our staff were able to overcome the unique challenges that COVID-19



Franca Facci CAC Chair.



During Covid lockdowns we couldn't share information with staff on our Staff Development Day. So our Director learnt the ropes of speaking to camera and we embraced a whole new way of ensuring we're *Always Connected.*

Michael Austin Director.

We started the 2019/20 financial year with excitement and anticipation, planning for the celebration of our 40th anniversary.

The focus was quickly redirected to raging bush fires in the Shoalhaven and Macarthur areas. Our community was suffering and the need for urgent support services was immense. Our staff were quick to act to provide social and emotional support for the community and counselling for children in local catholic schools. We collaborated with other agencies in the sector to support those in need, drawing on the strength of our local connections to deliver vital services.

This trauma was quickly compounded by the outbreak of Covid-19 and associated lockdowns, panic buying and media hysteria, followed by a new way of living in a pandemic called Covid normal. Despite these challenges we continued delivering our aged care and NDIS services to our clients. Staff adjust to working

from home and we adapted other community services to online delivery.

As our agency moved and responded to these unprecedented times, we found a better understanding of ourselves. The staff and volunteers at the heart of the organisation rose to these challenges with stoic bravery. We drew on our foundations, which have been nurtured by inspiring people over the last 40 years. We embraced the moment and found the stamina to remerge from the trauma and use this as a catalyst for change. We rolled out our brand refresh with a fresh logo and a new slogan, Always Connected. This slogan couldn't be more appropriate given the challenges we've faced and the way we have responded. Our connection to the people we serve has never been stronger.

Our annual report captures a very poignant moment in our history. It shows the very real impact COVID-19 has had on our agency, from a social and financial perspective. Our fee

for service programs, such as Out of School Hours Care (OSHC), Aged Care and NDIS have presented the highest financial risk during the pandemic. While the government released stimulus funding packages, unfortunately we were assessed as ineligible for the majority of these. While COVID-19 is still presenting financial risks for the agency, the diversified nature of CatholicCare's program portfolio has assisted in supporting our financial sustainability.

Despite all these challenges, we can reflect and celebrate the continuity of care, support and stability we have provided our wonderful clients, through the most difficult times. I take this opportunity to thank our staff and volunteers, both past and present, and our wonderful supporters who have stood by us.

Rather than celebrating our 40th with reunions and special events, we marked it by honouring the founders of CatholicCare, caring for the community in their time of greatest need.



"CatholicCare Wollongong was built on strong foundations created by people who truly put the community at the heart of their work. For over 40 years, they have worked tirelessly to improve the social and emotional wellbeing of those they serve.

CatholicCare is able to deliver to the people of Macarthur, Illawarra, Shoalhaven and the Southern Highlands quality support services because of these authentic



"Catholic Family Life Centre, CentaCare, CatholicCare was in fact the life, the love, the hope and the aspirations, the enthusiasm and the energy of a group, a community. To me, CatholicCare is a community of people. We had a saying, our task was to ennoble, enable and empower people"

Dr Roger Austin
Director 1973 - 1984

foundations, local community connections and their committed staff and volunteers. Their mission is to bring joy to those they serve by enabling growth, healing, and hope, giving everyone - regardless of faith or background - someone to turn to.

When unprecedented times strike, people draw back on experience, connections and integrity. Extraordinary events like bushfires or pandemics put incredible pressure on our community, particularly those who are vulnerable.

CatholicCare provides the right supports to overcome any challenge, big or small, helping people live life to the full through a range of programs and services for children & young people, families, the aged and people living with disabilities and their families.



"CatholicCare Wollongong looked at all the needs around the family, around the community and the different groups like the disabled, the aged, the school community. There are a number of programs that complement each other."

Kathleen McCormack
Director 1984 - 2014

CatholicCare provides the right supports to overcome any challenge, big or small, helping people live life to the full through a range of programs and services for children & young people, families, the aged and people living with disabilities and their families.

Their dedication shows that growth, healing and hope are all enhanced by practical experience and accompanying people during their toughest times. This presence and support during adversity elevates them and honours their journey in life. "



"The volunteers, those who are employed, the foster carers, the counsellors, the psychologists, it doesn't matter who they are. They may not even realise it, but by the love that they reveal, it's the only face of Christ that many people are going to see."

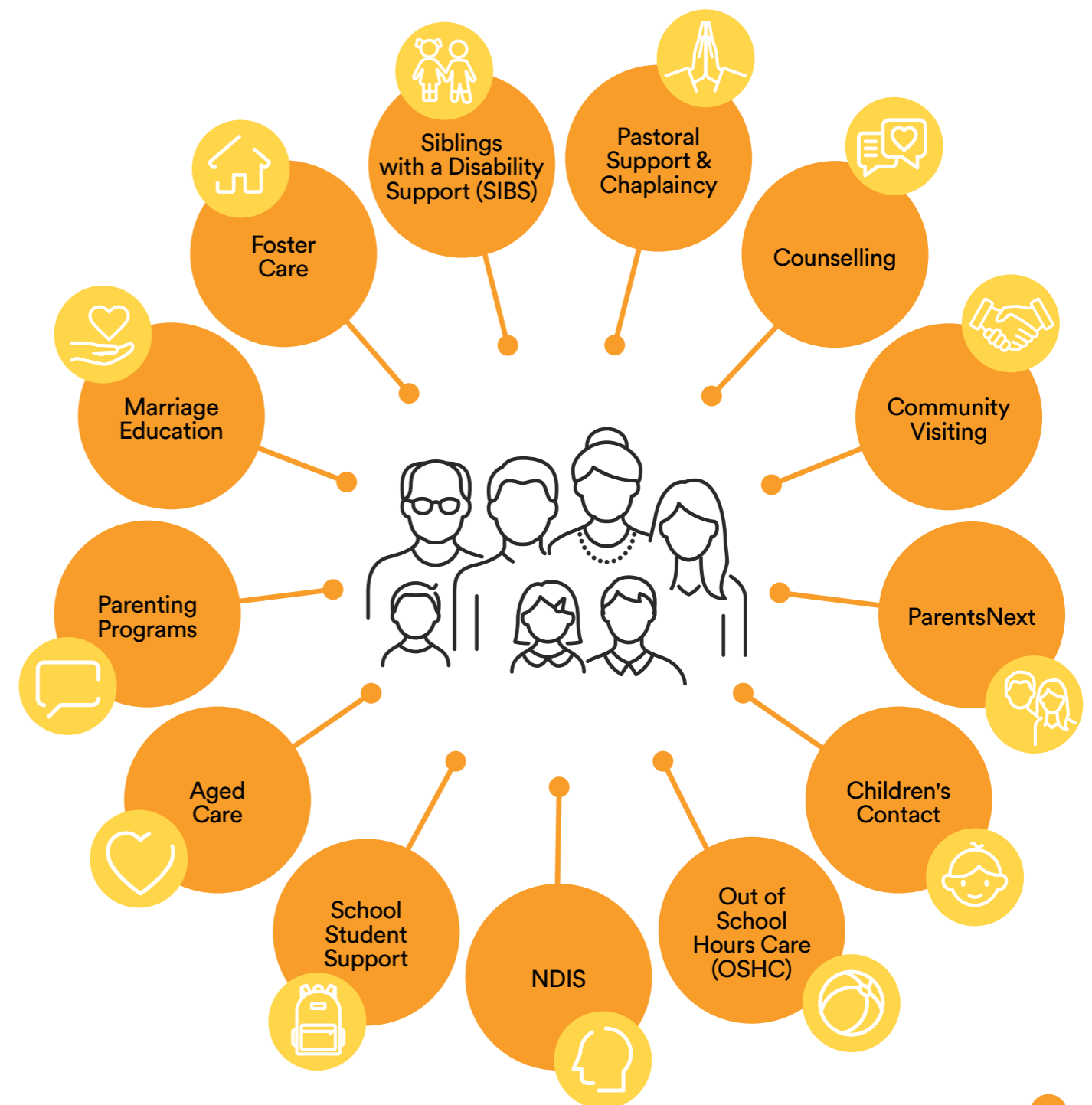
Bishop Brian Mascord
Bishop of Wollongong 2018 - Present

Our Services.

CatholicCare is the social services agency of the Catholic Diocese of Wollongong, covering the Illawarra, Shoalhaven, Macarthur and Southern Highlands Regions. We support people to establish and build positive

relationships and connected lives. Our aim is to help people through difficult times to help them achieve self-reliance and realise their full potential. We also advocate for social equality and prioritise the needs of the most vulnerable.

CatholicCare is an inclusive organisation committed to helping anyone in need regardless of religious beliefs.



Service Delivery Data.

5171

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



114

families experiencing separation carefully navigated supervised visits and changeovers of children



1048

people found someone to talk to about their relationships through counselling



647

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

55

youth in Juvenile Justice accessed chaplaincy support services



746

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

954

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

4

new OSHC services have commenced



81

families with a child with a disability were supported through a special focus on siblings



70

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

20

new foster carer households were approved



211

counselling sessions were held via zoom



19

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



Average positive feedback score of

92%

in Aged Care and School, Student & Family Program



141

parents entered accredited training or commenced employment



375

people living with disability increased their independence and community connections



Bushfire Recovery.



Counselling Support

At the beginning of the year, in response to catastrophic fires in the Diocese, CatholicCare commenced our Bushfire Recovery Counselling Support Program.

"I am proud to welcome Janine to the CatholicCare team," said Director Michael Austin. "She has been appointed as our local Recovery Counsellor, to assist people who have been impacted by recent bush fires", he said.

The appointment came at a critical time for people who are recovering

from the bushfires. "This program aims to take a prevention/early intervention approach to supporting the wellbeing of vulnerable people in our community", said MP Fiona Phillips. With the assistance of Federal Government grant funding, CatholicCare has been able to provide tailored services to meet the needs of any individuals who are recovering from the bush fires.

"This program aims to take a prevention/early intervention approach to supporting the wellbeing of vulnerable people in our community", said MP Fiona Phillips.

"Our community has been through so much this year, with drought, bushfires, flood and now COVID-19, and I know that so many people are still struggling to deal with what has happened. We need local mental health services now more than ever and I am pleased to see programs like this being delivered", she said.



Reconciliation Plan Launch.

CatholicCare Wollongong celebrated the launch of the latest Reconciliation Action Plan 2019-2021 in Wollongong, joined by Hon Sharon Bird MP, Federal Member for Cunningham, and representatives from the local Aboriginal community.

The event marks a decade of engagement with the Aboriginal community and the official launch of a holistic plan to create meaningful projects which are delivered in collaboration with our local community. The plan is endorsed by Reconciliation Australia, documenting a new vision and a plan for the future, turning good intentions into real action and rising to the challenge of reconciliation.

"Reconciliation is a journey of positive actions and consistency, motivated by authentic relationships built on respect and trust", said Director Michael Austin.

"As an organisation, and as individuals, we understand the importance of walking together with the Aboriginal community to foster genuine relationships and share knowledge," said Director Michael



Austin. "We are also learning important protocols of engagement on this journey".

These authentic and genuine relationships have helped create programs like Deadly SIBS (Siblings with a disability), which supports Aboriginal children who have a sibling with a chronic illness or disability. This new program was initiated with the support of Aunty Beverley Armer and Rod Broad, who worked with our staff to get the project started. This program will be launched shortly, delivering services to many Aboriginal families throughout the area.

CatholicCare also began hosting a local Elders Group at this site, to provide a safe place for connecting, sharing and empowering. Aunty Rhonda Cruise and Rod Broad guided our staff establishing the group and set regular times to gather. The meetings provide an opportunity for the sharing of cultural traditions and customs. The group have a number of community issues they aim to address over the coming months, working to improve the lives of local Aboriginal people.



Executive Manager Kate Nolan, Director Michael Austin, Hon Sharon Bird MP, Federal Member for Cunningham, and Executive Manager Michelle Ferrara.

CatholicCare 40th Anniversary.

What an incredible year to mark our 40th anniversary!

This year was not exactly how we thought we would be celebrating our 40th year! With great sadness, all our plans for special events marking this milestone had to be abandoned due to Covid.

Fortunately, before the pandemic, we had scheduled a special recording session with some of the wonderful people who are part of our history. Through video, we've been able to celebrate our anniversary and share our milestone with the people we serve. We are blessed to celebrate this milestone with the help of Australian broadcast royalty, Geraldine Doogue AO.

Our anniversary is a celebration of our history, and our humble beginnings.

In 1980, the Catholic Family Life Centre was established in a small cottage in Corrimal Street as the welfare ministry of the Church in the Diocese of Wollongong. It began with just one paid worker and a small group of volunteers who provided information and a referral

network for the "marginalised and disadvantaged members of the community, regardless of their affiliation or denomination."

The organisation grew over time and became Centacare in 1986 and then CatholicCare, Diocese of Wollongong, in 2009. We deliver community services including foster care, family services, group workshops, aged care, disability care, counselling, SIBS (Siblings with Disabilities) program and school support services such as school counselling and OOSH (Out Of School Hours) care.

We now have over 328 staff and 77 volunteers, delivering services to the community from the Macarthur, Southern Highlands, Illawarra and Shoalhaven regions, going as far south as Ulladulla.

Here's to another 40 years of dedicated service, with special thanks to all our clients, supporters, volunteers and staff.



History timeline.

1973

Catholic Family Life Centre established by Bishop Thomas McCabe. Rodger Austin appointed Director.

Pre-Marriage Education service started

1979

Bishop William Murray appointed Community Welfare Worker Kathleen McCormack to develop a Welfare Service for the Diocese of Wollongong.

1980

Bishop Murray established the Community Welfare Services as a permanent part of the Welfare ministry of the Church in the Diocese of Wollongong. Official Opening of the Catholic Family Life Centre at 65 Corrimal Street, Wollongong.

1981

Branch of the Catholic Family Welfare Service was opened in Campbelltown by Fr Paul Ryan.

1982

Counselling service started

1984

Kathleen McCormack appointed Director of Welfare in the Diocese of Wollongong.

1985

Advisory Committee set up. First funding from the Attorney General received.

2004

Campbelltown Office opens - Micah House

Disability service started

2001

Culture of Safety Workshops held

Children's contact service started

1997

Official Opening of new Shoalhaven premises at 68 Shoalhaven Street

Aged Care service started

1996

Opening by Bishop William Murray of new premises McCabe House

1995

Personal support program (ending in 2009)

1994

Move to Maryfields, Campbelltown.

1993

Community Visitors Scheme started

1991

Family Skills Training service started

1989

School, Student & Family Program started

1987

Foster Care service started

1986

Name changed to Centacare Catholic Welfare Services.

2006

Family Relationship Centre opens in Nowra in partnership with Anglicare.

2007

Kath McCormack, Director made a Member of the Order of Australia (AM) in the 2007 Australia day Honours List.

2008

Family & Sibling Support (SIBS) service started

2009

Name change to CatholicCare on May 20. Worrigeer St and Nowra Children's House officially opened.

2014

Michael Austin appointed Director. First Reconciliation Plan launched. 'My Kids and Me' won the Norma Parker Award for the Most Innovative Program in the Catholic Social Services Australia (CSSA) Annual Awards.

2015

Shellharbour Office opens

ParentsNext service started

2016

Practice Framework launched

2017

Introduced carelink+, new Client Management Information System

Out of School Hours Care service started

2018

Launched Employee Wellness Program

2019

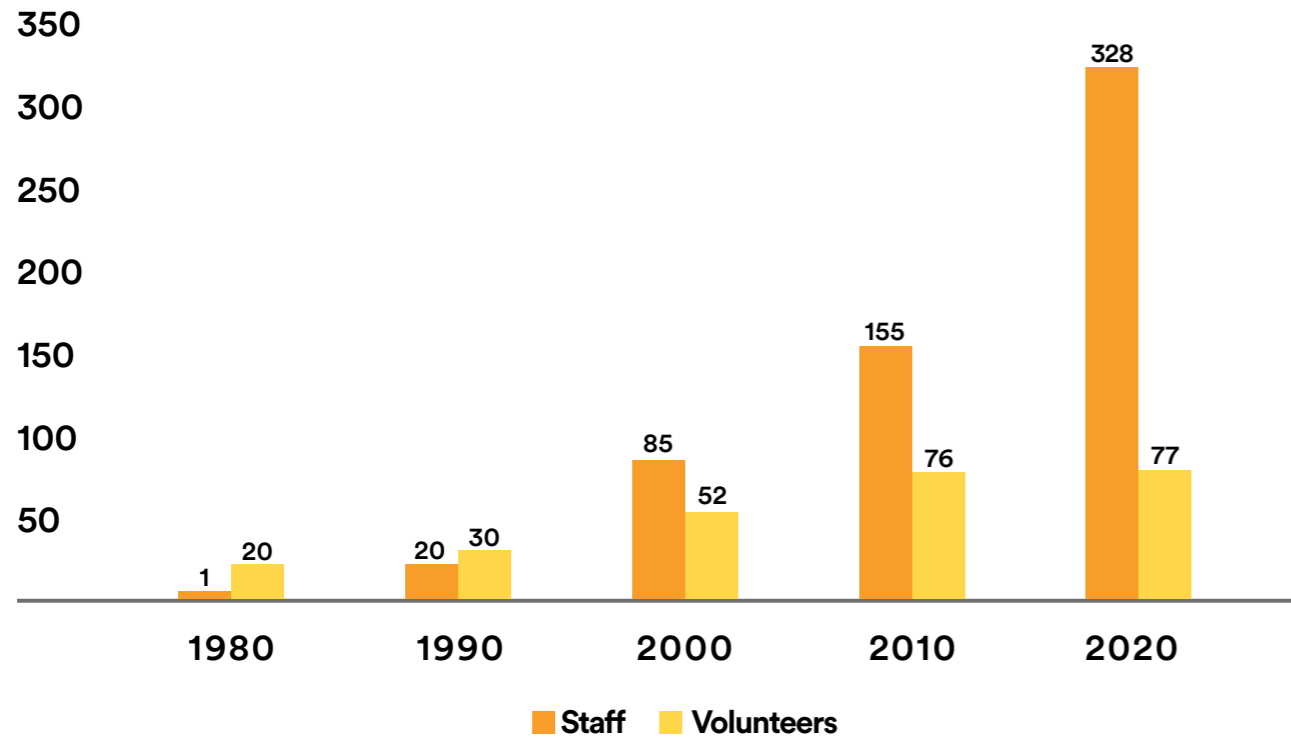
Launched Aged & Disability Services in Macarthur

2020

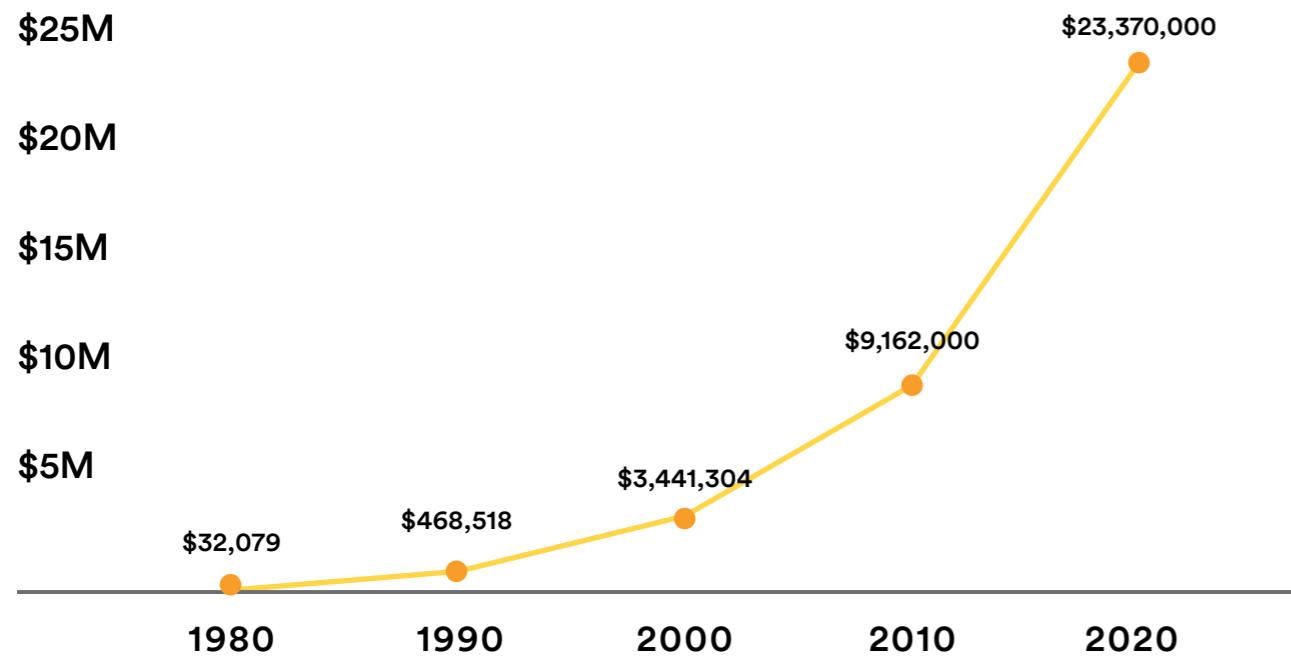
CatholicCare Wollongong undertook full brand refresh and celebrated 40 years.

Growth.

Staff and Volunteers.



Revenue.



Our People.

AS AT 30 JUNE 2020

328
total number of staff



77
total number of volunteers



35
male



+

293
female



80
full-time



+

145
part-time



+

103
casual



118
aged & disability



+

27
corporate



+

92
children & youth



+

91
family services



YEARS OF SERVICE



5

5 YEARS

Brittney Fox
Linda Humphries
Roslyn James
Susanna Jurak
Jamie Kezovski
Anna Morra
Stephen Nolan

Teearn Page
Abdul Rahim
Juanita Smith
Sarah Snelling
Teresa Spodnik
Bruna Taylor
Jennifer Wills
Pina Zerafa

10

10 YEARS

Katie Field
Karen Porter
Wendy Rathbone
Robyn Sison
Doreen Waddington

15+

15 YEARS

Eva Fraticelli
Lauren Graham

20 YEARS

Ros Pratt
Trish Quig

Bushfire response.

In December 2019 and January 2020 the South Coast and Macarthur regions were struck by devastating bushfires. CatholicCare Wollongong immediately offered free counselling and support services for people impacted by the fires.

A Bushfire Recovery Counselling Support Program was established and a local Recovery Counsellor was appointed. Support and programs were delivered with the support of Federal Government funding, in partnership with CatholicCare Canberra/ Goulburn branch and Coordinare South Eastern NSW.

The program aims to take a prevention/early intervention approach to supporting the



wellbeing of vulnerable people in the community. The program was supported and promoted with the help of local MP Fiona Phillips, local parishes and local schools.

The program is still operational and continues to offer help through telephone or video sessions, in addition to face-to-face counselling services in Milton, Sanctuary Point, Nowra and Lake Conjola.



Covid response.

Although the COVID-19 pandemic presented monumental challenges and upheaval to the delivery of services, we were able to continue providing all our services in a Covid Safe way throughout lockdowns and government restrictions.

Our aged care, NDIS, Out Of School Hours Care, Foster Care, Counselling and Family Support continued to be delivered throughout the Illawarra, Macarthur, Shoalhaven and Southern Highlands regions.

The response of management and front-line staff was caring, prompt

and proactive, with the responsible implementation of evolving policies and procedures which prioritise the health and safety of clients, volunteers, staff, and the community. As services continued to be delivered, staff had to develop innovative ways to connect with our most vulnerable clients.

Staff kept our SIBS kids (Siblings with a disability) engaged with fun and creative activities at home. One-on-one counselling was also provided to families who were struggling.

Steve, our group coordinator moved

his disability social group outings from cafes and public places to the homes of clients. The group took turns hosting a morning tea at home and everyone made treats to share.

If anything, 2020 has taught us the importance of connection and... presence during challenging times. Presence is a powerful way to show people how much you really care. It also keeps us connected to our community. Hats off to our wonderful staff who've come up with creative ways to help people connect, even through this tough and crazy year.



Advisory Council.



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

Executive Managers.



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

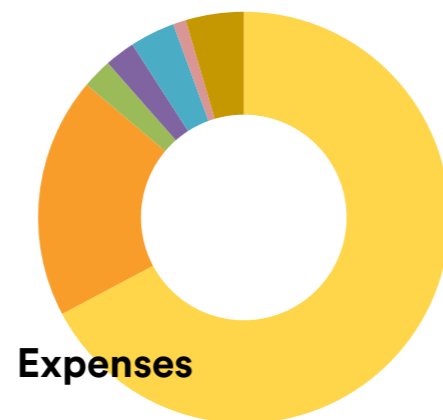
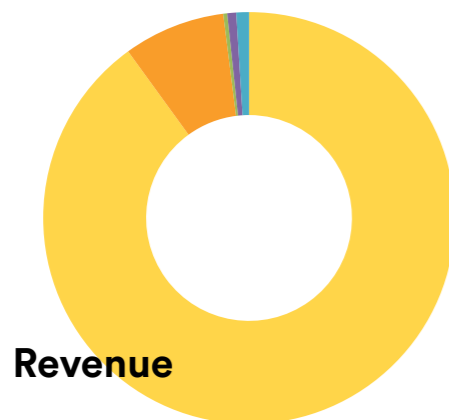
Financial Summary.

Revenue.

Revenue (000's)	%	FY20	FY19	FY18	FY17	FY16	FY15	FY14
government and other grants	90.01%	22,681	20,532	18,046	16,480	15,285	13,254	11,222
client fees	7.99%	2,014	761	819	963	914	810	726
diocesan contribution	0.31%	78	71	160	152	145	138	131
interest	0.70%	176	220	158	154	162	174	176
other income	0.99%	250	287	234	271	196	165	195
total revenue		25,199	21,870	19,417	18,020	16,702	\$14,541	\$12,450

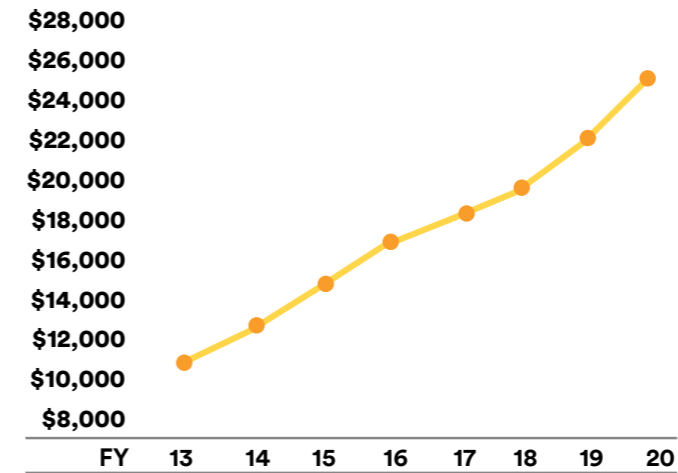
Expenses.

Expenses (000's)	%	FY20	FY19	FY18	FY17	FY16	FY15	FY14
salaries and wages	67%	16,918	13,623	12,515	12,174	10,960	9,118	8,754
client and program expenses	19%	4,765	4,843	3,169	3,044	2,843	2,708	1,846
premises expenses	2%	591	941	824	745	703	599	595
motor vehicle expenses	2%	598	534	574	623	561	442	478
depreciation	4%	891	398	418	371	342	367	348
insurance	1%	256	207	239	187	213	350	242
other expenses	5%	1,146	1,287	708	727	572	523	474
total expenses		25,165	21,833	18,447	17,871	\$16,194	\$14,107	\$12,737
Net Surplus (000's)		\$35	\$38	\$970	\$149	\$508	\$434	-\$287

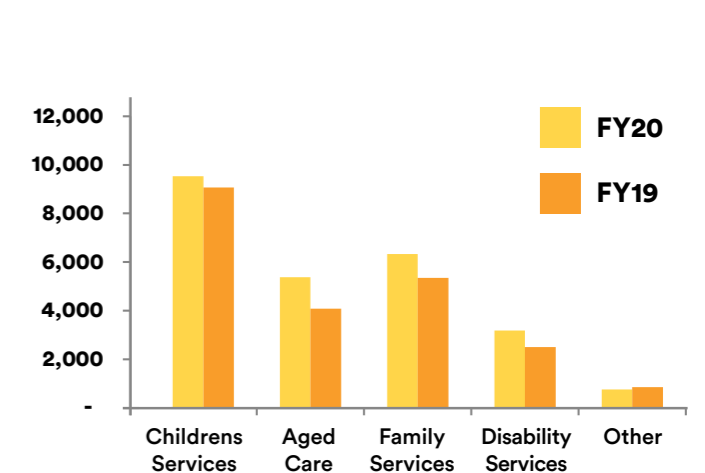


Revenue Trends.

Total Revenue (000's)



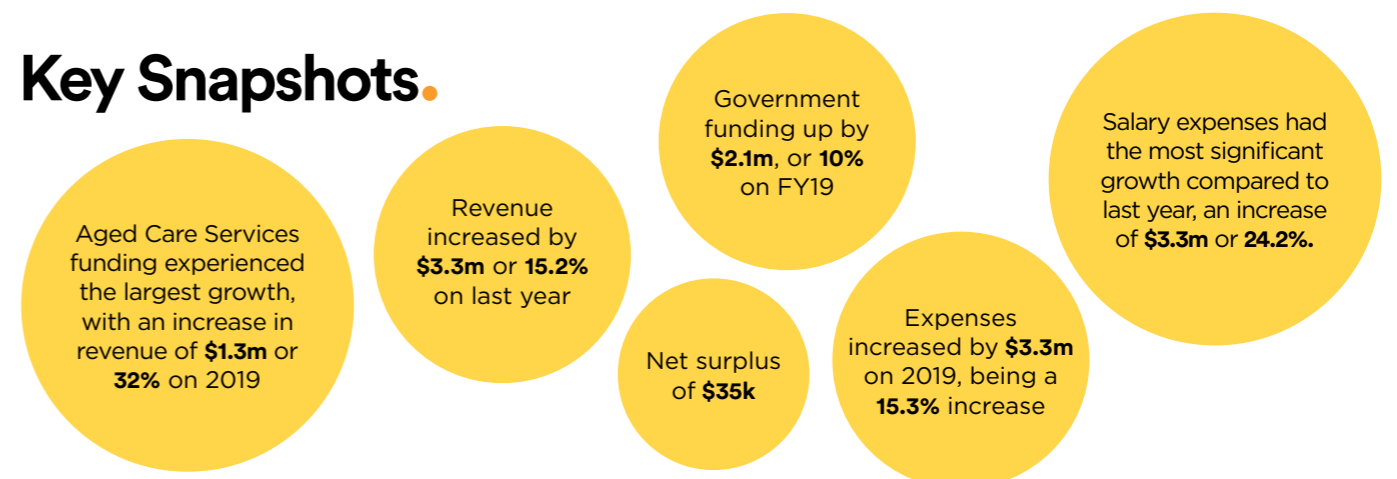
Funded by Program (000's)

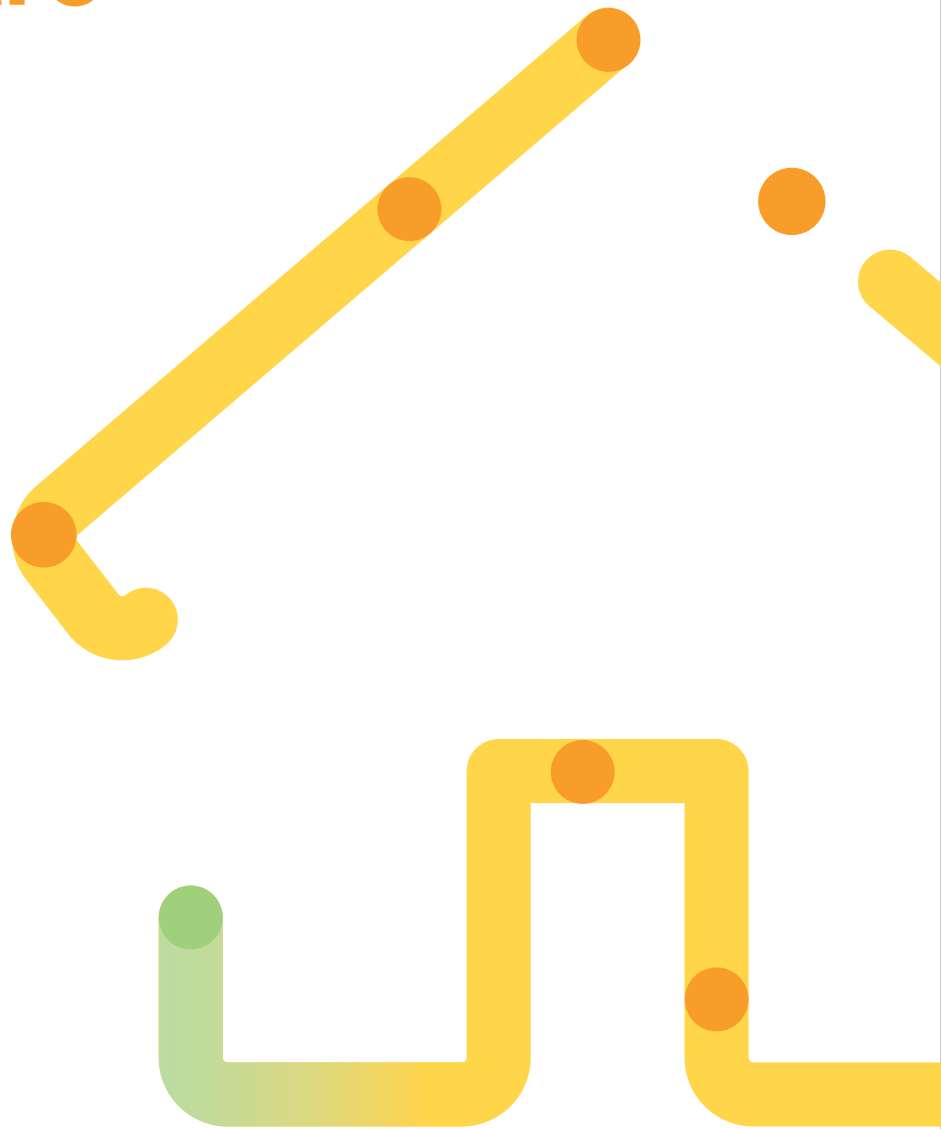


Financial Performance.

Resources (000's)	FY20	FY19	FY18	FY17	FY16	FY15	FY14
property, plant and equipment	\$1,413	\$1,088	\$961	\$964	\$1,061	\$1,106	\$1,150
net working capital	\$3,209	\$3,311	\$3,278	\$2,319	\$2,249	\$1,874	\$1,425
accumulated funds	\$4,549	\$4,514	\$4,476	\$3,506	\$3,358	\$2,850	\$2,416
current ratio	1.34	1.49	1.58	1.46	1.50	1.52	1.42
cash ratio	1.24	1.26	1.35	1.30	1.35	1.24	1.21

Key Snapshots.





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