



**Social Services  
Hunter-Manning**

DIOCESE OF MAITLAND-NEWCASTLE

# ANNUAL REPORT 2012 - 2013



# Acknowledgement of country and traditional owners

We acknowledge Aboriginal Peoples are Australia's first Peoples and the Traditional Owners and Custodians of the land on which we work to build a stronger, fairer and kinder society that values children, young people, families and individuals.





# Catholic Care

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# CatholicCare Social Services Hunter-Manning

CatholicCare Social Services Hunter-Manning provides services for the whole community. We warmly welcome any person in our region who is in need of assistance and support, regardless of age, gender, physical or intellectual capacity, religion or ethnicity.

We are a not-for-profit organisation and the mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. We are a stand-alone human service provider delivering programs to the Hunter-Manning Region with the financial assistance of both State and Federal government agencies.

## Mission, Vision, Values

### Mission

CatholicCare Hunter-Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full' (John 10:10).

### Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

### Values

**Innovation** - we continually challenge ourselves to consider all creative options.

**Acknowledging** - our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour.

**Learning and improving** - we all bring skills and practise knowledge that we share to achieve continuous improvement.

**Inspiring** - we encourage each other to reach our full potential.

## Our approach

At CatholicCare we support the vulnerable, the disadvantaged and the marginalised, to find the best outcomes for every individual. We do this by implementing a person-centred approach, building on each person's strengths and aspirations, believing each individual has the resources for their own empowerment.

We support people to define their goals, identify their strengths and access resources by developing collaborative, open, honest and transparent relationships with clients, in a multidisciplinary environment.

We systematically measure the impact of our programs in order to understand their effectiveness. As a learning organisation, we use current evidence-based practices to improve our program delivery models and seek new and innovative ways to benefit the community.

# A message from Bishop Bill Wright



At the time of writing I have been Bishop of Maitland-Newcastle for almost 2 years – and what a year it's been!

There have been so many people, places, events, traditions, expectations and hopes to take on board, not all of which fall into place when you don the mitre.

I guess schools, and education generally, are aspects of the role that come more easily to me than some. In Sydney I was Chair of the Archdiocesan Catholic Schools Board, which kept me more in touch with school and school matters than I might otherwise have been. I mention this only because it forms the basis for the main observation I want to make: I am almost uniformly impressed by what I see! I was delighted by my reading of the 2013 annual report for CatholicCare Social Services (CCSS) Hunter-Manning.

It is good to be reminded, in a comprehensive overview, of just how many good things are happening 'at the coalface' every day.

For some time now, I seem regularly to have been in 'blessing and opening mode', with new CCSS facilities coming into service at Mayfield, Maitland, Taree and Charlestown. These places, fresh, bright and welcoming as they are, function most importantly as channels for a warm welcome, assistance, support and opportunity. They are dynamic places staffed by dynamic people who take the 'care' part of CatholicCare very seriously. I enjoy my visits to CCSS because the dedication, service and care are palpable. While I always receive a warm welcome, it's no warmer I'm sure than that offered to visitors and clients. To see what I mean, why not drop in to one of the CCSS offices one day?

The world of social services is complex and constantly changing. The scope and variety of needs could be overwhelming but instead, this report provides evidence of a confident culture of innovation and improvement.

The Young Dads project, soon to begin at Carrington in partnership with This Way Home, is a fine example. It was developed in response to the growing number of referrals to This Way Home of single young men and their children who were experiencing homelessness.

Another innovative social enterprise project has been the Re-Engagement Employment Program which offers people living with mental illness a statement of attainment to assist with future employment opportunities.

Pope Francis wrote in his first exhortation, *Evangelii Gaudium: The Joy of the Gospel*:

"Pastoral ministry in a missionary key seeks to abandon the complacent attitude that says: 'We have always done it this way.' I invite everyone to be bold and creative in this task of rethinking the goals, structures, style and methods of evangelization in their respective communities." (n33)

And further, "God....calls human beings to their full realization and to freedom from all forms of enslavement." (n57)

I commend CatholicCare Social Services for its "pastoral ministry in a missionary key" and I encourage all staff to continue their life-giving mission which does nothing less than "call human beings to their full realization".

Most Reverend William Wright  
Bishop of Maitland-Newcastle

# A message from our Director



It is an absolute pleasure to be writing this message for CatholicCare Hunter-Manning in our 2012-2013 Annual Report, just nine months in to my appointment as Director. Whilst the report details the programs and services provided by CatholicCare Hunter-Manning, I'm writing about my experience of the organisation in the first nine months, and how CatholicCare's approach to its Mission of "building a stronger, fairer and kinder society" is achieved in a way I haven't experienced in other organisations where I have worked.

An organisation is only as good as its people and the people working within CatholicCare Hunter-Manning are nothing short of extraordinary. There is a strong culture of collaboration, respect and integrity amongst staff that envelops all interactions, whether they be between staff, between staff and clients, or staff and the general community. There is a sense of pride and a strong sense of team and togetherness. Above all, there is a very strong sense of social justice.

The organisation provides a range of programs but a couple of these stand out to me as innovative and ground-breaking. The Young Dads program 'Biyangbai Wonai' at Carrington is one example of this innovation. Whilst still in its early days of development and implementation, this program will provide supported transitional accommodation for young men who have either full-time or part-time parental responsibility for their child or children. The program will also provide living skills development, group and peer support, assistance with parenting skills and child development expertise and a range of other supports which work together to assist young fathers to raise happy and healthy children. Traditionally, these types of programs have focused on young mothers, as it was assumed that mothers would have the responsibility of raising children. However in contemporary Australian society, more and more

Dads are stepping up to the challenge of raising their children, either as full-time single parents or in a part-time capacity with a "shared care" arrangement in place. It is trends such as these that can find organisations in a place where their previous practices no longer meet the needs of the community, or only meet the need for part of the community. It is clear to me that CatholicCare Hunter-Manning identifies these trends and attempts to find innovative ways to address them.

The strong partnership between CatholicCare and the Diocese of Maitland-Newcastle has resulted in the development of a range of projects that will provide CatholicCare with the infrastructure we need to continue to grow and to meet the ever-changing needs of the people we support. From office space to supported accommodation homes, the Diocese continues to work closely with us to ensure that we have access to the buildings we need in the places we need them to better support the community.

I am looking forward to the next 12 months and the further development of CatholicCare Hunter-Manning as we move into a range of reform outcomes across the sector and the further roll out of the National Disability Insurance Scheme (NDIS) in the Hunter region.

Lisa Short  
Director - CatholicCare Social Services Hunter-Manning

# Leadership team

## Director

Lisa Short

## Operations Manager

*Out of Home Care*  
Kathryn Puckeridge

## Business Development Manager

Tracy Clarke

## Operations Manager

*Community Support*  
Louise Rak

## Regional Manager

Helga Smit

CatholicCare acknowledges the work contributed during this 2012-2013 annual reporting year from the Acting Director, Jennifer Smith and Quality Assurance Co-ordinator, Tracey Collins, who were both instrumental members of the leadership team during this reporting period.

## Head Office - CatholicCare

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**E** [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au)

## CatholicCare Social Services Taree

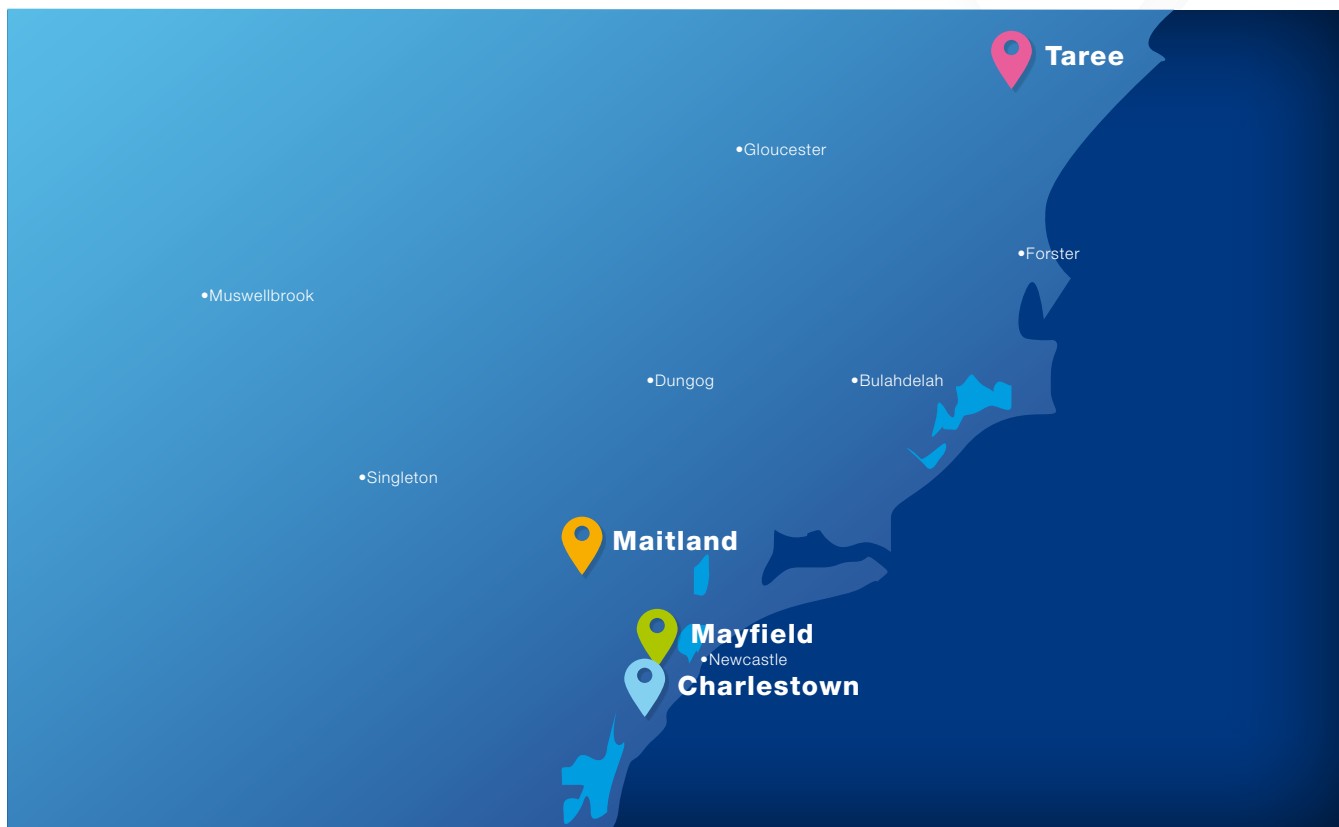
32-34 Pulteney Street Taree NSW 2430  
**P** (02) 6539 5900    **F** (02) 6551 3715  
**E** [tareefamilycentre@catholiccare.org.au](mailto:tareefamilycentre@catholiccare.org.au)

## Maitland Child & Family Centre

2/212 High Street, Maitland NSW 2320  
**P** (02) 4015 2800    **F** (02) 4934 4378  
**E** [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au)

## Charlestown Disability & Counselling Office

Shop GD, 3,6 & 7 Hilltop Plaza Charlestown NSW 2290  
**P** (02) 4944 4400    **F** (02) 4923 0699  
**E** [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au)





# Our People

CatholicCare supports the most vulnerable children, young people, adults, older people, families and people with a disability each year across the Hunter-Manning region.

## Staff



180

We employ 180 staff

## Contractors



30

We have 30 contractors

## Volunteers



20

We enjoy the support of 20 dedicated volunteers

## Programs



29

Delivered more than 29 programs

## Students



7

Supported 7 student placements across many of our services including counselling, Group Homes, Maitland Youth Crisis Centre, Westlakes Transitional Accommodation and Links to Independence.



# Highlights

## Carrington Young Dads Project

The Carrington Young Dads (CYD) Project 'Biyangbai Wonai' is a CatholicCare initiative in partnership with This Way Home (TWH) Project. CYD was developed in response to the growing number of referrals to TWH for single young men and their children who were experiencing homelessness. CYD will offer supported accommodation for up to 12 months to single young Dads whose children are under the age of five who are parenting or who would have access to their children if they had suitable accommodation. Young Dads and their children will be supported by Case Workers from referring agencies (TWH partners), with other services utilised as required e.g. culturally specific, child protection and health related. CC's clinical support team will offer parenting classes and counselling as required, Young Dads will also have access to TWH activities such as Rent it Keep it courses. Our person-centred strengths-based approach ensures the Young Dads will be at the centre of planning, development and decision making. This approach also considers the needs of the children.

## Re-Engagement Employment Program (ReeP)

In 2013, CatholicCare approached the then Department of Education, Employment and Workplace Relations – now the Department of Education and Department of Employment – regarding funding for a social enterprise project, in partnership with North Coast TAFE to offer a phased program to upskill people – the Re-Engagement Employment Program (ReeP).

The target audience was people with mental illness who would like to gain a statement of attainment to assist with future employment opportunities. CatholicCare pioneered this program across a spread of ages - from young Mums in our Brighter Futures program to mature age participants in Personal Helpers and Mentors program. Components of ReeP included a mural and/or computer skills and then a final opportunity to do a barista course. The project was collaborative and included clients from Wesley Mission.

## Partnership Development

CatholicCare's Hunter-based housing and counselling services have a partnership with the University of Newcastle's Family Action Centre. We are currently working together on a project to assist fathers to reconnect with their children through a program called 'Dads Connecting'. It is an attachment-based program aiming to improve father-child attachment where fathers have been apart from their children through family separation, statutory interventions, illness, military or workplace duties or addictive behaviours. The program is a strengths-based guidance program delivered through a video feedback process. This has been developed from a similar program for mothers conducted through the Centre for Child and Family Studies at Leiden University in the Netherlands.

CatholicCare has an established partnership with Newcastle TAFE through which we offer student placements and run collaborative projects. An example of this is a project where TAFE students produced a DVD documentary on CatholicCare's Night Care Van in an attempt to highlight homelessness in the Newcastle area.

In August 2012 the NSW Government announced a demonstration project for a Youth Private Rental Subsidy program to commence in the Newcastle-Hunter area. The project aim is to reduce incidences of homelessness amongst people aged 16-25. CatholicCare is a partner agency in the development and facilitation of this project due to our experience in working with young people who have multiple vulnerabilities. As a partner agency, CatholicCare has relationships with the Samaritans, the Salvation Army, Allambi Youth Services, Newcastle Youth Accommodation Services Ltd (NYASL) and Ungaroo Singleton. CatholicCare has referral rights to this program.





# Office openings

## Mayfield

The opening of the new regional CatholicCare office, a significant move forward in the provision of many services, occurred on 21 May 2013. The office includes child and family-friendly spaces, culturally inclusive areas and is youth-friendly.

## Maitland

The opening of Maitland Child and Family Centre, marking a great step forward in CatholicCare's provision of Out of Home Care Services, occurred on 23 April 2013. Pru Goward, NSW Minister for Family and Community Services and Minister for Women, was in attendance.

# Awards

## Finalist for a NSW Premier Partner Award

CatholicCare, as a partner for the 'This Way Home' project in conjunction with Compass Housing and Housing NSW, was named a finalist for a NSW Premier Partner Award. 'This Way Home' is an accommodation project that provides 26 medium-term and nine temporary accommodation units. Through being a partner for the This Way Home project, CatholicCare has developed strong working relationships across the sector, including NOVA Women's Housing, Mission Australia, Baptist Community Services Reaching Home team, the Salvation Army, Compass Housing, Housing NSW and the Samaritans. CatholicCare has referral rights to this Newcastle-based program.

## Manning Valley Great Lakes Business Awards 2013: Excellence in Social Enterprise and Community Services.

CatholicCare Taree has been at the forefront of implementing holistic programs to address the needs and vulnerabilities of people within the region. This was recognised in the Manning Valley Great Lakes Business Awards 2013, when CatholicCare was awarded HIGHLY COMMENDED in the category of "Excellence in Social Enterprise and Community Service".

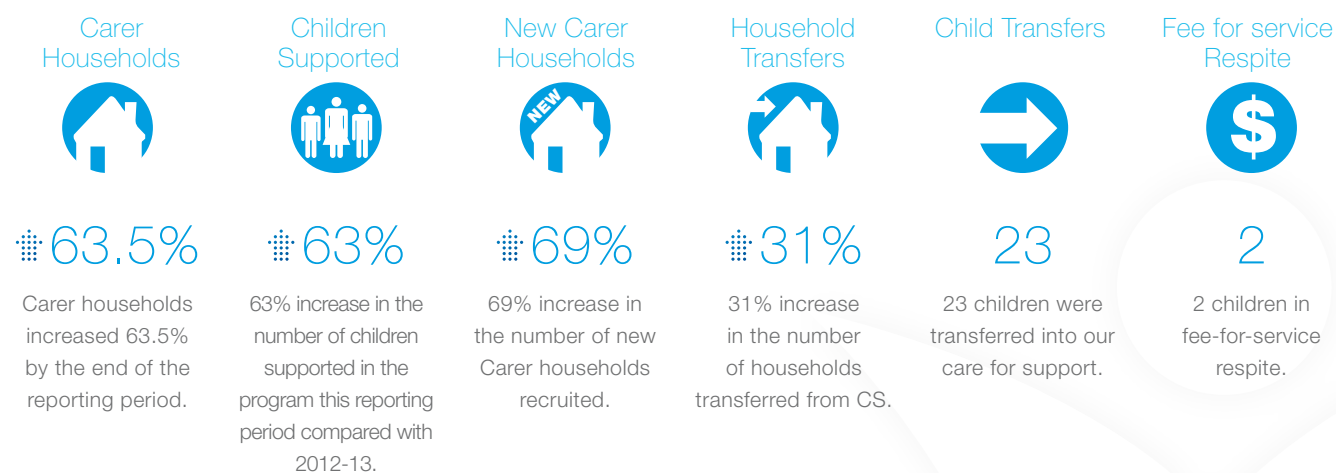
# Out Of Home Care

Foster Care is a safe place for a child or young person to stay when they cannot live with their own parents or extended family. These children may need a safe place because of neglect, abuse or a family crisis and many have experienced some type of trauma.

Foster Carers are approved by Government and non-Government agencies to meet the day-to-day needs of children in care. At CatholicCare we offer a range of care options including long-term care, short-term care or respite care.

CatholicCare also assists with adoptions, and provides support to young people leaving care in our independent living programs.

Within our OOHC services we have supported 123 dedicated carer households which have supported 163 children in the program.



## Georgia's Story

Georgia\* was exposed to ongoing domestic violence and drug use within her family. She entered care when she was 13 years old as a result of ongoing emotional and physical abuse by her stepfather. She has had five placements, including residing with her biological family before she entered formal foster care.

In 2011, she participated in the NASA space program and received outstanding results in Maths and Science. CatholicCare OOHC staff participated in a fundraiser to support Georgia's travel to NASA's Space program in the USA.

Georgia entered the SIL program in 2012 and has been thriving ever since. She has been supported to finish her education at Hunter TAFE and has been employed by McDonalds in a team leader position. Georgia takes pride in her home environment and was given a positive rental reference from the real estate and CatholicCare in maintaining a pristine home. CatholicCare was delighted to hear that Georgia had gained entry to study Health Science at University; she is keen to continue to pursue a career in Nursing.

\*identity has been changed for privacy reasons.





## Fostering and Kinship Care

Children and young people who cannot live at home for safety reasons are some of the most vulnerable people in our community. Our service challenges the expectation that children in care have poorer outcomes than their peers by supporting them directly whilst in care and preparing them for independence as they approach 18. To ensure a healing environment, we also support authorised carer families and the children's extended families to focus on creating safety and security in all aspects of their lives.

Through our services, we are committed to ensuring:

- that children and young persons receive such care and protection as is necessary for their safety, welfare and well-being, taking into account the rights, powers and duties of their parents or other persons responsible for them
- that all institutions, services and facilities responsible for the care and protection of children and young persons provide an environment for them that is free of violence and exploitation, by providing services that foster their health, developmental needs, spirituality, self respect and dignity
- that appropriate assistance is rendered to parents and other persons responsible for children and young persons in the performance of their child-rearing responsibilities in order to promote a safe and nurturing environment.

## Adoptions

We provide a point of contact, counselling and support for parents considering adopting a child, as well as support for prospective adoptive families and people affected by past adoption, including birth parents and adoptees.

## Supported Independent Living

We offer assistance to young people aged 16 to 18 who are under the Parental Responsibility of the Minister to transition from Out of Home Care to independent living.

## Stepping Out Starting Off [SOSO]

This program provides case management and services directly linked to leaving care plan goals around securing stable accommodation, education and/or training or employment.

## After Care Program

We assist young people with after care planning to achieve their goals and transition to independent living.

# Youth Services and Community Development

CatholicCare has been providing youth specific services for over 15 years. Our current services include working with young people who are homeless or who are at risk of homelessness, young people involved with the Juvenile Justice

system, young people seeking counselling, young people seeking an appropriate role model and young people who are at risk of entering the Out of Home Care and/or the Child Protection system.

## Young people supported



163

Within our Youth services we have supported 163 young people.

## Early Intervention



70

Early intervention parenting program (EIPP) supported 70 clients in Maitland and Cessnock.

## Night Care Van



3659

Night Care Van provided support to 3659 people.

## ATSI



45%

45% of Young people in the IMPACT program and 22% of young people accessing housing services identified as Aboriginal and Torres Strait Islander.

## Lisa's Story

Lisa\* is a 16 year old female who was living in a tent with her father. At the time, Lisa was still attending school and was in year 11. Lisa was referred to a youth refuge while her father was referred to a refuge for men. The refuge referred Lisa to CatholicCare's 'Links to Independence' program. The program caseworker worked intensively with Lisa and the service working with Lisa's father to reunite them and assist them to source suitable and affordable housing. Lisa and her father have since reunited and Lisa is completing her HSC.

\*identity has been changed for privacy reasons.



## Maitland Youth Crisis Centre (MYCC)

Maitland Youth Crisis Centre is an accommodation service for young people aged 12 to 17 years who are homeless or at risk of homelessness.

The centre has 8 beds and is staffed 24 hours a day, 7 days a week; providing everyday living skills and intensive case work support for young people to reconnect with family, education and work and to obtain long-term stable accommodation.

## Early Intervention Parenting Programs (EIPP) in Maitland and Cessnock

Our Maitland-based Adolescent Counsellor and Cessnock-based Youth and Family Support Service provide support for young people aged 12 to 18 and their family members. Our programs are targeted support services to reduce the likelihood of young people entering the Out of Home Care or the Child Protection system.

## Night Care Van

Our Night Care Van provides meals and referrals to homeless and disadvantaged people of all ages from the inner city and urban areas of Newcastle each Saturday night. In 2013 the client profile accessing the Night Care Van included 8% children under 16 years of age. Approximately 3659 meals were provided last year including Homeless Connect Day.

## Mentoring

We operate a fee-based mentoring service, which is offered to those who are leaving care-funded programs as a way to assist in linking them with appropriate role models and to build social and community connections.

## Westlakes Transition Accommodation Service

Westlakes Transitional Accommodation Service is an accommodation service for young people aged 16 to 21 years who are homeless or at risk of homelessness.

Westlakes is a shared five-bedroom house with an attached self contained unit. The facility is staffed by a case worker five days a week during office hours, who offers assistance with everyday living skills and case work support for young people to reconnect with family, education, and work to obtain long-term stable accommodation.

## Impact

Impact is a Juvenile Justice funded program providing long-term accommodation and case work support for young people aged 16 to 18 years who are homeless and referred by Juvenile Justice only.

A case worker provides accommodation and intensive case work support for six young people at any one time for a period of up to 12 months, at which time the young person is established in his/her own independent accommodation.

## Links to Independence Program

The Links to Independence Program offers accommodation options and case work support to young people aged between 16 and 25 years who are homeless or at risk of becoming homeless. These young people may be single, partnered, pregnant and/or parenting. A case worker is assigned to each young person, who then works with them to secure a variety of accommodation options. This may include private rental, social housing, supported accommodation or other medium-term accommodation. The program is tailored to suit the individual and includes an outreach component to assist young people to achieve independence.



## Josh's story

Josh\* is a young male in the Stepping Out program. Josh has a goal of living independently. Josh also has an intellectual disability. Through ongoing support from his carer and case work team, Josh has been building his independent living skills so that he may transition to living by himself with ongoing drop in support. Josh's independent living skills are growing rapidly and it is anticipated that he will be living in supported independent living by June 30 2014.

\*identity has been changed for privacy reasons.

# Disability Services

At CatholicCare, we believe that people with an intellectual disability have the same rights and responsibilities as all members of Australian society. CatholicCare Hunter-Manning is a registered service provider for the National Disability Insurance Scheme (NDIS).

Our qualified and dedicated staff pride themselves on developing strong relationships not only with those in their care, but with families and carers also, to ensure long-term welfare and happiness.

Our goal is to assist men and women in our community who have mild to moderate intellectual disabilities to build their capacity in areas of living skills and social skill development

so that they may be confident members of society. Our organisation achieves this through offering housing, 24 hour staffing support, involving service users in planning and goal setting; access to social experiences through a variety of means and fostering relationships with family members and other informal supports.

CatholicCare currently operates three group homes in the Newcastle and Lake Macquarie local government areas as well as an Ageing, Disability and Home Care Leaving Care funded program, 'Stepping Out'. 'Stepping Out' supports young people exiting care to become independent members of the community. In addition, two Men's Sheds are also managed through the Disability Services stream of CatholicCare.

Staff



30

There are 30 people employed in CatholicCare's Disability Services.

Support



13

We support 13 people across our group homes.

## Stepping Out

Stepping Out is an Ageing, Disability and Home Care funded leaving care program to support living skills capacity-building for people with an intellectual disability who are exiting Out of Home Care. Stepping Out's aim is to increase people's ability to live as independently as possible within their community.

## Group homes

We have three group homes providing supported accommodation and service provision to 13 people with an intellectual disability so that they can meet their aspirations.

## Men's Sheds

CatholicCare has been strongly involved in two local Men's Sheds at Singleton and Windale.

The Men's Sheds maintain a great working environment for the members to stay engaged and productive within the local communities.

# Counselling & Psychological Services

CatholicCare's Counselling service is available for all people throughout the Hunter and Manning regions in Newcastle, Maitland, Singleton, Muswellbrook, Taree, Port Macquarie and Raymond Terrace.

We offer:

- individual and group counselling
- employee assistance programs
- therapeutic workshops
- family dispute resolution, and
- marriage and relationship education.

## How well did we do?

### Knowledge & skills



91% ■

91% reported improved knowledge and skills.

### Family functioning



86% ■

86% reported improved family functioning.

### Information & referrals



95% ■

95% reported being satisfied with information and referrals received.

### Access & engagement

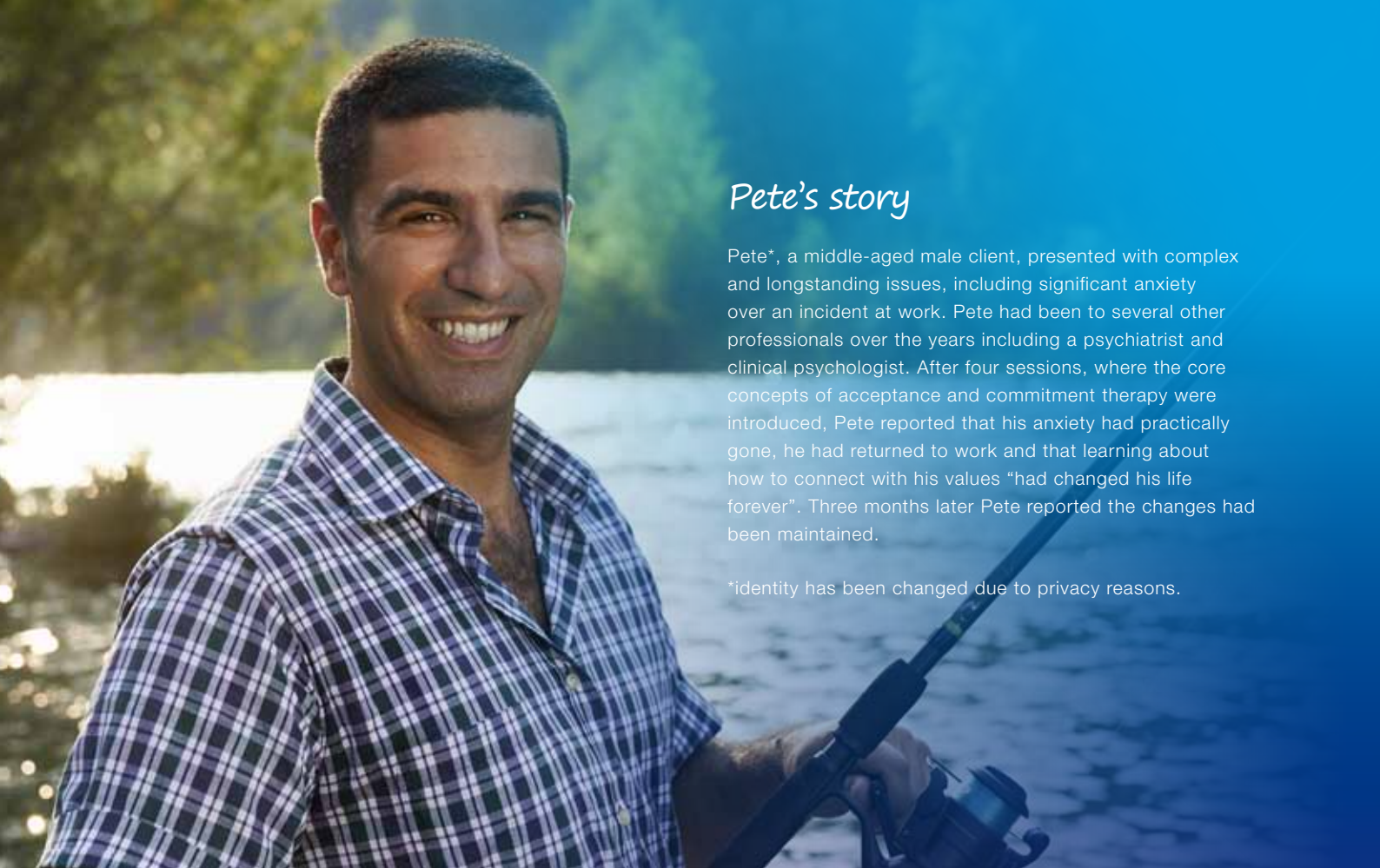


95% ■

95% reported improved access and engagement with services.

## Is anyone better off?





## *Pete's story*

Pete\*, a middle-aged male client, presented with complex and longstanding issues, including significant anxiety over an incident at work. Pete had been to several other professionals over the years including a psychiatrist and clinical psychologist. After four sessions, where the core concepts of acceptance and commitment therapy were introduced, Pete reported that his anxiety had practically gone, he had returned to work and that learning about how to connect with his values “had changed his life forever”. Three months later Pete reported the changes had been maintained.

\*identity has been changed due to privacy reasons.

### Family Support Program (FSP) Counselling

This program offers the provision of subsidised counselling to vulnerable people in the Hunter-Manning region. CatholicCare's counselling team currently provides therapeutic intervention to service users presenting for support to manage severe mental illness as well as assisting people to identify, understand and work toward resolving their concerns in a non-judgemental way. Our counsellors are Medicare Registered with experience in working with mental illness, addictions, family counselling, bereavement, grief and loss and critical incidents. Other funding streams support Victims of Crime and WorkCover.

### Work and Development Orders

CatholicCare offers support for people living in the Hunter and Manning areas to reduce fines through the State Debt Recovery Office. This service offers case management and support for people to reduce fines incurred through behaviours resulting from periods of illness or mental health.

### Employee Assistance Program (EAP)

CatholicCare's Employee Assistance Program (EAP) provides numerous organisations and businesses external counselling services to assist their employees when personal, family or work issues are impacting on their well-being or quality of life.

### Marriage Education

CatholicCare provides two programs for married and soon-to-be married couples in preparing for and maintaining their commitment to each other. 'Before We Say I Do' is a group program held over 2 days and the Facilitating Open Couple Communication Understanding and Study (FOCCUS) program is a personalised couple discussion held across three 90 minute sessions.

### Bringing Baby Home

At CatholicCare we also offer a two-day workshop for couples expecting a new baby or who have young children, called Bringing Baby Home. Bringing Baby Home helps parents to build new skills, including what to expect during transition to parenthood, how to strengthen friendship, intimacy and conflict resolution skills with their partner.

### Family Dispute Resolution

Our Family Dispute Resolution service is a problem-solving process which assists separated and separating couples to make their own decisions about parenting, property and financial matters. This program provides a forum where parties can negotiate issues in dispute with the assistance of a trained, impartial third party.



# CatholicCare Social Services - Taree

Our Taree office is a hub where knowledgeable, skilled and passionate staff deliver strength-based services to the vulnerable and marginalised, leading to life-changing solutions for individuals as well as the Manning community. Our holistic and innovative services cover Greater Taree, Great Lakes, Gloucester and an outreach counselling service in Port Macquarie.

Some of our engaging and life transforming groups include:

## CatholicCare Community Garden

The garden project is in partnership with the St. Vincent de Paul Society and allows a more natural environment for connection and conversation to take place. In this place, learning skills can take the form of working within a group, physical strength and endurance and how to grow vegetables, fruits and flowers.

## The Healthy Lifestyle program [HEAL]

In partnership with Greater Taree City Council, HEAL aims to improve the health and well-being of participants by engaging them in physical activities and education workshops.

## New Parenting Programs

These involve culturally inclusive and appropriate training by our Parent Educator, catering to various parenting styles, e.g. tuning into kids, circle of security and parents as teachers.

Supported



632

632 individuals and families supported.

ATSI



17%

17% of those we supported were Aboriginal and Torres Strait Islanders (ATSI).

CALD



10%

10% of those we supported were Culturally And Linguistically Diverse (CALD).

### Family Support Program (FSP) Counselling

This program offers the provision of subsidised counselling to vulnerable people in the Hunter region. Our counselling team currently provides therapeutic intervention to service users presenting for support to manage severe mental illness. Our counsellors are Medicare Registered with experience in working with mental illness, addictions, family counselling, bereavement, grief and loss and critical incidents. Other funding streams support Victims of Crime and WorkCover.

### Brighter Futures

The program delivers targeted early intervention services to vulnerable families who have at least one child under the age of nine as well as for pregnant women. Brighter Futures services are provided to families experiencing a range of vulnerabilities including domestic violence, parental drug and alcohol misuse and/or mental health issues, as well as child behaviour management concerns. Families participating in the program receive ongoing tailored support, including home visits and associated parenting and children services.

### Personal Helpers and Mentors (PHaMs)

This program assists people over the age of 16, whose ability to manage their daily activities and to live independently in the community is affected because of a severe mental illness. We provide support through physical assistance and counselling services.

### The Biripi Baby and Child Health Clinic (Aboriginal Medical Health Services and Hunter New England Health)

This program opened as an outreach clinic, which operates from our Taree offices on Thursdays each week. In 2014, we plan to work on implementing an expansion of this partnership to include an additional weekly antenatal clinic, which will also operate from our offices.

### Work and Development Orders

In these programs, we offer support for people living in the Manning area to reduce fines through the State Debt Recovery Office. This service offers case management and support for people to reduce fines incurred through behaviours resulting from periods of illness or mental health.

# Our funding agencies, member associations and accreditation

## CatholicCare funding agencies and donors



Catholic Diocese of Maitland-Newcastle, Catholic Schools Office, Catholic Development Fund, Department of Social Services, NSW Department of Family and Community Services, NSW Department of Juvenile Justice, NSW Attorney General and Justice and the National Disability Insurance Scheme.

## Member Associations



CatholicCare Social Services Australia Network, NSW Early Intervention Council, Australian Child Welfare Association, Access Network Australia, Australian Psychological Society, Australia Association of Social Workers, National Disability Services, Hunter Women's Business Network, Partners in Recovery (PIR) Consortium Member – Hunter, Manning Valley Business Chamber.

## Accreditation and registration



Australian Health Practitioner Regulation Agency (AHPRA), Accredited with the NSW Office of Children's Guardian.

# Financial Report

## Income Statement

Period ended 30 June 2013.

	<b>2013</b>	<b>2012</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grant Funding	10,696,388	10,088,544
Funding Carried Forward	22,093	102,329
Donations & Fundraising Income	24,952	17,836
Fee For Service	472,223	850,438
Interest Income	182,562	122,961
One-Off Funding	5,355	40,154
Rent Income	361,386	344,601
Contributions From Diocese & Related Entities	600,072	588,005
Other Income	329,458	249,561
Unspent Portion of Grant Funding	(226,215)	(721,468)
<b>Total Income</b>	<b>12,468,274</b>	<b>11,682,961</b>
<b>EXPENSES</b>		
Advertising	94,192	71,244
Audit Fees	36,360	36,400
Community Engagement Activities	10,767	11,019
Conferences & Professional Development	102,376	74,554
Consulting Fees	96,002	25,168
Depreciation	267,487	292,177
Direct Client Support Costs	884,765	947,876
Carer Payments	1,802,549	1,406,537
Information Technology	130,895	85,353
Insurance	45,941	36,805
Management Fees	179,235	157,676
Membership Fees & Subscriptions	34,804	32,148
Motor Vehicle Expenses	287,486	290,798
Non-Capital Equipment Purchases	155,866	68,938
Office Rental Expenses	440,754	402,371
Office Utilities	107,174	80,711
One-Off Funding Expenditure	6,224	15,518
Payment to Partner Agencies	207,508	223,527
Printing & Stationery	68,967	58,152
Purchases from Prior Year Surplus	10,315	73,084
Salaries & Wages	5,715,924	5,472,053
Salary & Wage On-Costs	1,293,549	1,177,492
Telephone Charges	60,078	61,590
Training Presentation Expenses	7,772	13,295
Other Expenditure	311,012	258,007
<b>Total Expenses</b>	<b>12,358,001</b>	<b>11,372,493</b>
<b>Operating Profit/(Loss)</b>	<b>110,272</b>	<b>310,468</b>

# Financial Report

## Balance sheet

Period ended 30 June 2013.

	2013	2012
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash and cash equivalents	5,638,302	5,319,849
Trade and other receivables	237,072	273,167
<b>Total current assets</b>	<b>5,875,374</b>	<b>5,593,016</b>
Non-Current Assets		
Property, plant and equipment	497,594	435,437
<b>Total non-current assets</b>	<b>497,594</b>	<b>435,437</b>
<b>Total Assets</b>	<b>6,372,968</b>	<b>6,028,453</b>
<b>LIABILITIES</b>		
Current Liabilities		
Trade and other payables	2,133,900	1,937,830
Provisions	684,546	572,636
<b>Total current liabilities</b>	<b>2,818,446</b>	<b>2,510,466</b>
Non-Current Liabilities		
Provisions	137,962	120,150
<b>Total non-current liabilities</b>	<b>137,962</b>	<b>120,150</b>
<b>Total Liabilities</b>	<b>2,956,406</b>	<b>2,630,616</b>
<b>Net Assets</b>	<b>3,416,562</b>	<b>3,397,837</b>
<b>EQUITY</b>		
<b>Retained profits</b>	<b>3,416,562</b>	<b>3,397,837</b>
<b>Total Equity</b>	<b>3,416,562</b>	<b>3,397,837</b>

# Community support

## Volunteer

CatholicCare's volunteers make an invaluable contribution to our organisation by donating their time and generously sharing their skills and expertise to benefit residents, clients and our organisation as a whole.

At CatholicCare, volunteers are valued just as highly as staff and are asked to work on a roster and be willing to complete a National Criminal History Record Check and Working with Children Check. We also work directly with each volunteer to build on existing skill sets and develop new skills in their role.

Registrations of interest for volunteer positions can be lodged with us via telephone on (02) 4979 1120 or email: [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au).

## Student placement

CatholicCare values the contribution that students can bring to services within a practical placement. One of the great attributes of undertaking student placement with us is the

diversity of services and work that can be undertaken. We consider all applications received and will match students to be best service/s to meet their placement requirements. Placements are considered in areas such as psychology, counselling, case management, social work, disability, welfare and others.

Registrations of interest for student placement positions can be lodged with us via telephone on (02) 4979 1120 or email: [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au).

## Become a carer

There are several steps in becoming a Foster Carer with CatholicCare. These steps are all designed to increase knowledge and skills in caring for children in Foster Care. To find out more about Foster Care, or for more information about becoming a foster carer, visit our Foster Care website: [www.fostercare.catholiccare.org.au](http://www.fostercare.catholiccare.org.au) or email us at: [becomeafostercarer@catholiccare.org.au](mailto:becomeafostercarer@catholiccare.org.au).

# Contact us

## Head Office - CatholicCare

50 Crebert Street Mayfield NSW 2304  
**P** (02) 4979 1120    **F** (02) 4923 0699  
**E** [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au)

## Maitland Child & Family Centre

2/212 High Street, Maitland NSW 2320  
**P** (02) 4015 2800    **F** (02) 4934 4378  
**E** [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au)

## CatholicCare Social Services Taree

32-34 Pulteney Street Taree NSW 2430  
**P** (02) 6539 5900    **F** (02) 6551 3715  
**E** [tareefamilycentre@catholiccare.org.au](mailto:tareefamilycentre@catholiccare.org.au)

## Charlestown Disability & Counselling Office

Shop GD, 3, 6 & 7 Hilltop Plaza Charlestown NSW 2290  
**P** (02) 4944 4400    **F** (02) 4923 0699  
**E** [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au)





**Social Services  
Hunter-Manning**

DIOCESE OF MAITLAND-NEWCASTLE

50 Crebert Street, Mayfield NSW 2304

**Phone** 02 4979 1120 **Fax** 02 4979 1131

**Visit us online** [www.catholiccare.org.au](http://www.catholiccare.org.au)

**Email** [ccenquiries@catholiccare.org.au](mailto:ccenquiries@catholiccare.org.au)