



**Social Services  
Hunter-Manning**

DIOCESE OF MAITLAND-NEWCASTLE

# ANNUAL REPORT 2014 - 2015



# 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.





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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 practice knowledge that we share to achieve continuous improvement.

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

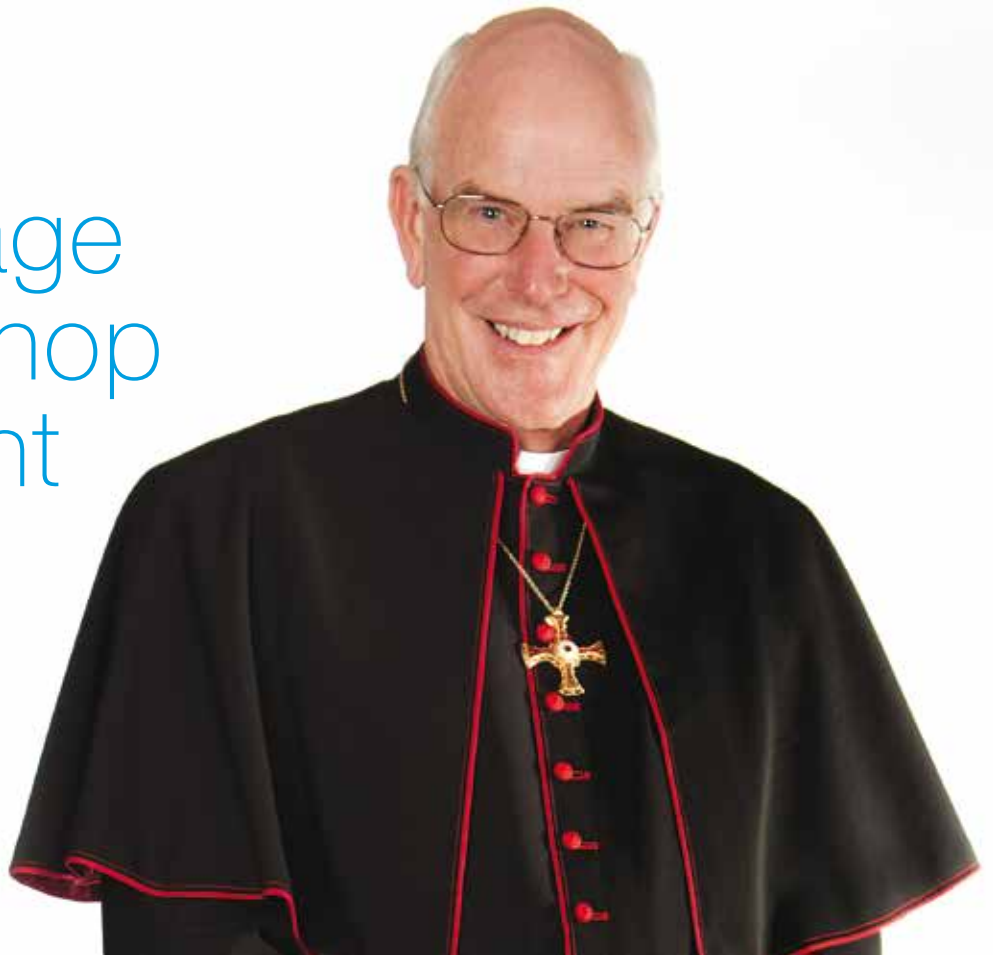
## Our Approach

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



Ordinary, daily life is complicated.

If you have a disability, are unemployed or under-employed, have little education or are living in a challenging domestic situation, life is inevitably more complicated.

If the people who are most important in your life are also struggling, their capacity to support and help you may be limited.

This is where CatholicCare Social Services Hunter-Manning may be able to assist.

The pages of this annual report provide evidence of the variety of ways in which CatholicCare, the diocese's first port of call in terms of individual and family support, makes a difference to people leading complicated lives, or perhaps just struggling momentarily because of a particular set of circumstances.

There is support for women and children living with domestic violence and longing for a brighter future.

There is counselling to address mental illness as well as emotional, work-related, spiritual, financial and physical difficulties.

There is out of home care for children whose family of origin cannot provide the best environment for growth and development.

There is comfortable and inviting supported accommodation for people living with disability.

Perhaps most importantly, there are continual efforts to improve, refine and enhance the services on offer, so that the members of the local community who need assistance are as well served as possible.

I conclude with some cautionary words from Pope Francis:

“Our commitment does not consist exclusively in activities or programs of promotion and assistance; what the Holy Spirit mobilises is not an unruly activism, but above all an attentiveness which considers the other [in the words of St Thomas Aquinas] ‘in a certain sense as one with ourselves’. This loving attentiveness is the beginning of a true concern...” (*Evangeli Gaudium: The Joy of the Gospel* #199).

May “loving attentiveness” characterise the work of all who are part of CatholicCare Social Services.

A handwritten signature in black ink, appearing to read 'Bill Wright'.

**Most Reverend William Wright**  
Bishop of Maitland-Newcastle

# Leadership Team

## Director

Helga Smit

## Business Manager

Megan Thornton

## Operations Manager

*Special Projects*  
Louise Rak

## Area Operations Manager

Gary Christensen

## Operations Manager

*Disabilities and Mental Health*  
April Dowd

## Chaplain

Sr Kim Barnes

## Operations Manager

*Out of Home Care*  
Mark Trevaskis

## Head Office - CatholicCare Mayfield

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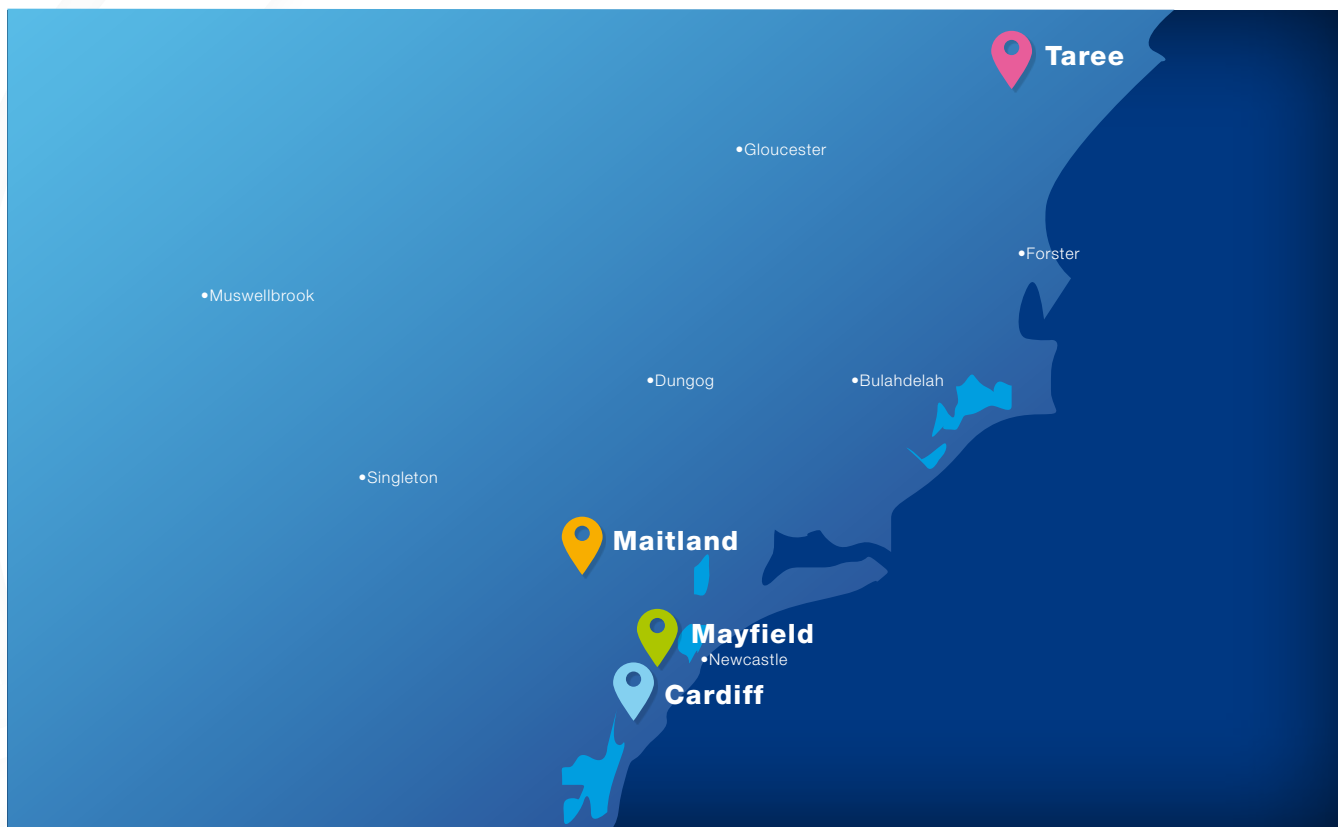
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# Our People

At the end of June 2015, CatholicCare employed 138 employees across its diverse organisation. The breakdown relating to status was:

Permanent Full Time



33

Permanent Part Time



42

Casual



25

Temporary Full Time



20

Temporary Part Time



18

Years of Service:

**10**  
YRS

Brenda Moloney (Part Time)

**5**  
YRS

- Kylie Brittliffe (Part Time)
- Kathryn Collins (Full Time)
- Henriette De Jong (Casual)
- Natasha Koutroumbis (Full Time)
- Karen Pentney (Part Time)
- Karen Sullivan (Full Time)
- Zoe Trypas (Part Time)
- Virginia Tsang (Full Time)
- Sean Tynan (Full Time)
- Annette Woodman (Full Time)
- Scott Woods (Full Time)

% of workforce Male to Female:

- 20% are Male
- 80% are Female





The Human Resources (HR) function is a shared services model that delivers a range of services across a number of businesses, with its major internal customer being CatholicCare. CatholicCare's people are its greatest asset, delivering a variety of social services to a range of people within the diocesan community. The HR function prides itself on building relationships and looking for new and innovative ways to add value across the organisation.

### Quality Policies

As part of both our OOH and Disabilities Programs, HR realigned its policies, procedures and internal forms to meet accreditation requirements. The HR team merged its existing policies into a new format, improving its content and allowing them to be adapted to suit a broader internal framework. Accordingly, a number of employee information sessions was conducted to train and develop our employees in these updated areas.

### Work, Health and Safety

Our Work, Health and Safety Management System (WHSMS) continued to develop this year. The system took a particular focus through our accreditation process with the introduction of user-friendly documents that assisted both managers and frontline staff.

Training in incident and hazard reporting continued throughout the process to ensure compliance for both our employees and the people we support. This adds great benefit to the organisation as it improves employee awareness and safety.

### Payroll

An Employee and Manager Self Service payroll system was introduced to the business, paving the way for increased quality and efficiency within our payroll function. The new system, which moved from paper-based to online reporting, allows for enhanced management of requested and approved leave.

### Workplace Gender Equality Report

CatholicCare prides itself on offering flexible work arrangements to assist staff create a positive work/life balance. Our flexible work arrangements include time in lieu, working from home, job share opportunities and purchased leave.





# Counselling & Psychological Services

At CatholicCare, we recognise that everyone's needs and personal situations are different. Accordingly, we adjust our counselling services to ensure they are accessible and affordable for everyone, regardless of individual circumstances. Members of the public can access CatholicCare's counselling and psychological services, individually or as a group, in a variety of ways:

- Treating doctors can refer under a Mental Health Care Plan.
- People who are victims of a crime that occurred in NSW are eligible for free counselling under the Victims of Crime Counselling Scheme.
- Workcover/Comcare accredited counselling supports work-related psychological or physical injury, with a referral from a treating doctor.

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CatholicCare's qualified psychologists and social workers are available to work with clients regarding any issue or problem that is bothering them. Some common issues people like to discuss include, but are not limited to:

- |                                     |   |
|-------------------------------------|---|
| • Stress, depression and/or anxiety | • Violence and abuse                          |
| • Relationships                     | • Planning life goals and dealing with change |
| • Children's issues                 | • Addictions                                  |
| • Parenting                         | • Pain management                             |
| • Current or past trauma            | • Eating disorders                            |
| • Grief, separation and loss        | • Self-harming behaviours                     |

No matter how big or small the issue, counselling considers ways to address concerns non-directively. CatholicCare's practitioners listen, are unbiased and work with their clients to find a solution, non-judgmentally.

## Early Intervention & Prevention Program

CatholicCare is funded to provide support to vulnerable young people and their families at an early stage in order to help them seek support before their issues become too complex.

We have a Caseworker covering the Cessnock region and a Youth and Family Counsellor covering the Maitland region. We continue to support these families by providing them with one-on-one support as well as delivering programs which focus on life skills and parenting.

**During the 2014/2015 financial year, CatholicCare supported approximately 110 youth and their families through the Early Intervention and Prevention Program**

## Employee Assistance Program

CatholicCare's Employee Assistance Program (EAP), ACCESS Programs, is a counselling service provided to external employees by their employer. It is a free, voluntary and confidential service.

ACCESS Programs can assist when personal, family or work issues are impacting on employees' well-being or quality of life. Through access to qualified counsellors, they have the opportunity to identify problems and find ways of resolving them.

**A total of 4024 counselling sessions was provided to people across the Hunter-Manning in 2014/15 including: 2859 in Mayfield, 436 in Maitland and 729 in Taree/Port Macquarie**

## Adoptions Counselling

CatholicCare offers support to people affected by adoption in any way – people considering placing their child into adoption, people who have offered a child for adoption, people who were adopted and/or any family member affected by adoption.

Face-to-face counselling sessions provided during 2014/2015 financial year resulted in a variety of outcomes – birth mums choosing to parent their child, supporting temporary separation to assist decision-making, coming to terms with their past as an adopted child or parent who has offered their child for adoption.

## Family Dispute Resolution (FDR)

CatholicCare's Family Dispute Resolution service, also known as family mediation, continued to grow throughout the year, offering a practical and cost-effective way for separating families to sort out future parenting arrangements.

CatholicCare's FDR practitioners assist communication between parents, facilitating discussion on a number of issues, looking at options and documenting agreements. The family law system mandates that separating parents attempt Family Dispute Resolution before going to Court.

**During 2014/2015, our Family Dispute Resolution Practitioners completed 193 intake sessions, with 52 people successfully completing mediations where a resolution was achieved.**

## Marriage Education and Bringing Baby Home

Marriage education is a vital, yet often overlooked, part of preparing people for life partnerships. CatholicCare has a selection of courses for married and soon-to-be married couples which assist them in preparing for, and maintaining, their commitment to each other.

CatholicCare marriage programs for couples include:

- Before We Say I Do - a group program held over two days.
- FOCCUS Program - personalised couple discussion with a Relationship Educator held across three 90-minute sessions.
- Enhance – this program is designed for couples who are already married and are looking to re-vitalise their partnership.

Bringing Baby Home is a two-day workshop for couples who are expecting a new baby or have young children. Workshops are led by supportive facilitators who have been trained to assist expecting couples and new parents.

**In 2014/15 208 clients took part in Marriage Education and Brining Baby Home programs, including:**

<b>Before We Say I Do</b>	<b>60 Clients</b>
<b>FOCCUS</b>	<b>96 Clients</b>
<b>Enhance</b>	<b>34 Clients</b>
<b>BBH (Bringing Baby Home)</b>	<b>18 Clients</b>
<b>Total</b>	<b>208 Clients</b>



# Out Of Home Care

When a child or young person cannot live with his/her own parents or extended family, a safe place is required. Foster carers nurture these young people, providing stability and support, empowering them to reach their full potential.

CatholicCare plans are always developed with the child in mind. We have a great team of clinical psychologists and support staff to assess children and provide ongoing support. Caseworkers and the carer support team play a dynamic role.

Child-centred case plans are developed in consultation with our carers. Our experience shows the best outcome for the child is only possible when plans are implemented in partnership with quality carers.



156

156 children supported in this program.

## Fostering and Kinship Care

CatholicCare is a relationship-based organisation with an emphasis on family. We recruit, train and support foster and relative carers, enabling them to provide short-term and long-term homes for children. The aim is positive lifelong outcomes for the child.

Fostered children benefit from carers who nurture and respond to their individual needs.

CatholicCare offers a range of care options including:

- respite care
- short to medium-term foster care
- long-term foster care
- restoration carers.

Respite care is a support mechanism for full-time carers that allows them to re-energise and build resilience. Respite care can be arranged for regular short periods, for example, one weekend a month for 12 months, or a week every school holiday period.

Short to medium-term foster care is, on average, provided for about six to nine months, but can be used for anything from an overnight stay to as long as 12 months.

Long-term foster care is provided to children who can no longer live with their parents or family. It requires a high-level of commitment and may ultimately lead to adoption.

There are several steps involved in becoming a foster carer with CatholicCare. They are all designed to increase carers' knowledge and skills in caring for children.

## Supported Independent Living

CatholicCare's Supported Independent Living program (SIL) is for 16 and 17-year-olds moving into adulthood and ready to become part of the community.

To be considered for SIL, applicants must be:

- referred to the program by Family and Community Services
- entitled to a Centrelink payment
- aged over 16 and under 18, and with an order in place removing care from birth parents
- willing and able to attend education, work, and community events and activities.

Young adults referred to SIL meet with a caseworker to learn about the program and the support they can expect. A willingness to achieve independence is important. CatholicCare provides assistance for their move to independent living. We also offer help:

- learning basic housekeeping skills
- sorting out finances
- continuing education
- finding a job.

Just as importantly we can offer advice on:

- health
- relationships
- parenting skills.

The support network is robust and all-encompassing and our staff will only seek help from people who understand the young people's backgrounds.

## After Care Program

After Care is a program designed for 18 to 26-year-olds who have been part of out-of-home care at some stage in their lives. CatholicCare assists young people with after care planning to achieve their goals and transition to independent living.

After Care is a two-part program.

People can just "drop in" to get help. It might be to apply for university. It might be for help with legal matters. Whatever the requirement, our team will put support in place.

The other part of After Care is TILA, Transitional Independent Living Allowance.

## IMPACT

IMPACT is a Juvenile Justice-funded program providing accommodation and basic independent living skills for young people aged 16-18 years.

The aim of the program is to reduce the risk of re-offending through:

- Increasing opportunities for young men to transition successfully to independent living
- Linking young men back to the community
- Providing greater access to other services
- Strengthening relationships between young men and women and their families
- Providing programs that will address individual issues.

### Programs may include:

- Self esteem
- Living skills
- Social activities
- Self care
- Anger and motivation workshops
- Resilience skill building
- Community links.



# 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 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 also with families and carers, 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 5 group homes in the Newcastle and Lake Macquarie local government areas.

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## 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.

## NDIS

17 people accessed support through an approved NDIS plan.

# CatholicCare Social Services Greater Taree - Manning

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:

## Counselling



126

individuals seen for counselling.

## Brighter Futures



125

individuals received targeted early intervention.

## PHaMs



57

participants supported through physical assistance and counselling services.

## 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 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's 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.



# 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, Partners in Recovery (PIR) Consortium Member – Hunter.

## Accreditation and registration



Australian Health Practitioner Regulation Agency (AHPRA), accredited with the NSW Office of Children's Guardian, Accredited with Australian Charities and Not for Profit Commission (ACNC).

# Financial Report

## Income Statement

Period ended 30 June 2015.

	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Grant Funding	10,566,877	11,772,507
Donations & Fundraising Income	24,263	223,383
Fee For Service	1,991,788	924,128
Interest Income	101,706	125,414
Rent Income	319,503	409,607
Contributions from Diocese & Related Entities	1,092,763	971,284
Other Income	643,559	728,232
<b>Total Income</b>	<b>14,740,458</b>	<b>15,154,554</b>
<b>EXPENSES</b>		
Advertising	122,225	74,090
Audit Fees	40,800	41,616
Community Engagement Activities	1,417	8,323
Conferences & Professional Development	64,316	114,623
Consulting Fees	59,204	43,571
Depreciation	394,444	415,701
Client Support Costs	3,354,500	3,185,117
Information Technology	161,145	139,007
Insurance	54,279	53,855
Management Fees	250,037	243,705
Membership Fees & Subscriptions	35,648	36,222
Motor Vehicle Expenses	251,344	190,631
Non-Capital Equipment Purchases	104,291	215,529
Office Rental Expenses	730,052	583,520
Property Expenses	222,245	224,254
Payment to Partner Agencies	50,000	212,881
Printing & Stationery	58,862	65,074
Purchases from Prior Year Surplus	220	57,244
Salaries & Wages	6,488,047	6,838,039
Salary & Wage On-Costs	1,523,000	1,788,875
Telephone, Fax & Internet	141,541	134,170
Training Presentation Expenses	7,299	22,398
Other Expenditure	500,243	439,310
<b>Total Expenses</b>	<b>14,615,156</b>	<b>15,127,757</b>
<b>Operating Profit/(Loss)</b>	<b>125,301</b>	<b>26,796</b>



# Financial Report

## Balance sheet

Period ended 30 June 2015.

	2015	2014
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash and cash equivalents	4,002,361	4,768,895
Trade and other receivables	684,451	460,490
<b>Total current assets</b>	<b>4,686,812</b>	<b>5,229,385</b>
Non-Current Assets		
Property, plant and equipment	1,197,657	1,132,492
<b>Total non-current assets</b>	<b>1,197,657</b>	<b>1,132,492</b>
<b>Total Assets</b>	<b>5,884,469</b>	<b>6,361,877</b>
<b>LIABILITIES</b>		
Current Liabilities		
Trade and other payables	1,547,970	2,038,208
Provisions	681,911	755,715
<b>Total current liabilities</b>	<b>2,229,881</b>	<b>2,793,923</b>
Non-Current Liabilities		
Provisions	93,824	132,492
<b>Total non-current liabilities</b>	<b>93,824</b>	<b>132,492</b>
<b>Total Liabilities</b>	<b>2,323,706</b>	<b>2,926,415</b>
<b>Net Assets</b>	<b>3,560,764</b>	<b>3,435,463</b>
<b>EQUITY</b>		
<b>Retained profits</b>	<b>3,560,764</b>	<b>3,435,463</b>
<b>Total Equity</b>	<b>3,560,764</b>	<b>3,435,463</b>

# Community Engagement

## 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 advantages 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 involved in becoming a Foster Carer with CatholicCare. These steps are designed to increase knowledge and skills in caring for children. To find out more, 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 [becomeafostercarer@catholiccare.org.au](mailto:becomeafostercarer@catholiccare.org.au).

# Contact us

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