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INTRODUCTORY MESSAGES



BISHOP'S MESSAGE

Most Reverend Michael Malone,
Bishop of Maitland-Newcastle

It gives me great pleasure to present the 2009/2010 Diocese of Maitland-Newcastle CatholicCare Social Services Hunter-Manning Annual Report.

This Annual Report highlights the breadth of services and supports that our dedicated staff provide to the vulnerable, the disadvantaged, the marginalised and to communities and individuals who seek our support and assistance from across the Diocese.

Once again CatholicCare has met many of the needs of our communities and I thank the staff and Leadership Team of CatholicCare including the Executive and CEO, Joseph McCarthy, and our Government and Partner Agencies, both State and Federal for supporting our Mission to bring the love of Christ to all through the delivery of quality, outcome-driven services.

A new service to CatholicCare this year has been the transition of the management of the Islington Food Van Programme to CatholicCare. This service provides an evening meal and someone to talk to for people who may be socially isolated in the Islington area and is a visible way in which the church supports our community.

It is often though, the unseen ministry and services that have the biggest impact upon the people we assist. Examples are provided throughout this report of life changing interactions CatholicCare Social Services have with people of the Diocese. I was particularly heartened by the outcome for a young mother who has transitioned from being homeless for some time to now having a home for her children. I encourage you to read these stories from our clients as tangible evidence of our Diocese's Mission in action.

CatholicCare Social Services is a unique part of our Diocese and I commend their work to you.



CEO'S MESSAGE

Joseph McCarthy

It has been a year of changes for the CatholicCare Social Services teams with many new additions to our dedicated staff, not in the least with the appointment of a new Director of Social Services, Ms Sue Dark.

Working together with the Executive and Program Managers the business of Social Services supporting people throughout the Diocese of Maitland-Newcastle has expanded to meet demand. Our Out of Home Care program has expanded to provide care for 99 children this year and our Youth Services has increased the number of young people supported through transitional accommodation to 314 in 09/10.

Many new challenges have been met with innovation and commitment to serve the community by our staff. CatholicCare took on the management of the Islington Food Van project from the Diocese which involved extensive negotiations with Council, volunteers and local residents.

Through our many programs such as Community Development initiatives, Counselling, Disability Support through accommodation and life skills programs, Adoption supports, our Children's Services which includes Out of Home Care, Mental Health Projects such as PHaMS (Personal Helpers and Mentors Scheme) and our Brighter Futures Programs and our Youth programs CatholicCare has made a difference in the lives of over 1300 individuals, families, children and young people.

"CatholicCare has made a difference in the lives of over 1300 individuals, families, children and young people."

We have not done this in isolation: the Diocese, led by Bishop Michael has provided us with guidance and support throughout the year and we thank him and his Executive Leadership Team of the Diocese.

Our Government funding bodies and Community Partners have provided not just financial means but have supported us through being open to suggestions for new and creative client solutions and advice regarding service provision. These collaborative partnerships continue to grow and we look forward to working with them to assist and support the people of the Hunter and Manning communities throughout the coming year.

I have been delighted to see the Australian Men's Shed Association grow to independence this year as a fully fledged national organisation representing 40,000 men across Australia. This funding has come from the Preventative Men's Health Policy.

This is an example of a program which was auspiced by CatholicCare Hunter-Manning and is now impacting positively on communities across Australia.

This is another example of how CatholicCare makes tangible differences in the communities we serve.



DIRECTOR'S MESSAGE

Sue Dark, Director of Social Services

I appreciate this opportunity to report to you on the year that was for CatholicCare Social Services, 2009-2010. This part of the Annual Report will be brief as I commenced at CatholicCare in early July 2010. The reports from individual programs will inform you of the great work undertaken by our staff this year.

I would like to highlight that contained within each program's report is information about the service delivered and anecdotal evidence – which brings the practice alive. I am continually impressed with the variety and innovation of the services we provide through our programs.

The future...

We will work together with our administrative support staff and the Diocese to ensure that we continue to deliver excellent services to our various client groups, participants, residents and so on. As a result of upcoming changes to the organisational structure of CatholicCare, we will be developing a new Strategic Plan and revisit our Mission, Vision, and Values to ensure best fit for Social Services.

"I would like to acknowledge the contribution of the CatholicCare Social Services team – their commitment, energy and professionalism is noticed and appreciated."

Acknowledgements...

I would like to acknowledge the contribution of the CatholicCare Social Services team – their commitment, energy and professionalism is noticed and appreciated. We also partner (Mission Australia, Manning Support Services, Hunter Aboriginal Children's Service, Samaritans, Zimmerman House), collaborate and/or consult with many other agencies/services within our various areas and program types. This collective approach can only enhance the support we provide to families, children, carers, young people and clients generally. I would also like to pay tribute to our wonderful volunteers.

In addition, we enjoy positive relationships with our various funding bodies. These include; NSW Human Services; Community Services, Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), NSW Human Services; Ageing and Disabilities, Juvenile Justice, Department of Education, Employment and Workplace Relations (DEEWR), Commission for Children & Young People (Better Futures).

As CEO of CatholicCare, Joseph McCarthy has provided invaluable support and wisdom to Social Services. Excellent support has also been provided by corporate services, (e.g. HR, IT, OH&S, Marketing, Finance, Payroll, Properties teams) – which is much appreciated and enables us to focus more fully on delivering services in the Hunter-Manning region. Thank you also to Bishop Michael Malone whose commitment to CatholicCare is evident and vital.



YOUTH SERVICES



LINKS TO INDEPENDENCE - SAAP

The background...

Links provides support services including case management for young people who are either homeless or at risk of homelessness. We encourage young people to manage their own lives, providing them with support, advocacy, referral, assistance with forms and appointments, limited brokerage and assistance with TILA (Transition to Independent Living Allowance).

The funding...

Links is funded to support up to 85 young people aged 16-25 in the Newcastle local government area (LGA) through Community Services under the Supported Accommodation Assistance Program (SAAP).

Approximately 50% of clients self-referred with anecdotal evidence suggesting the high percentage of self-referrals was due to connections with current or past service users. This period also saw an increase in both indigenous and multicultural referrals.

The year that was...

The Links program for the 2009-10 funding period provided services for 245 clients accounting for 75% of the KPI set by Community Services. For six months of the funding period the Links program was involved in training new staff which meant more experienced staff managed higher than average caseloads, while trainee staff had a reduced caseload. This will be more balanced in the ensuing funding period.

With the right support, opportunities and time, young people who have accessed our service have improved in a variety of ways. Three clients were also accepted for the 12-month government-funded HIR (Hunter Integrated Response to Homelessness and Domestic Violence for Women) program.

“OUR FOCUS ON SYSTEMS AND IMPROVEMENT HAS ASSISTED YOUTH SERVICES IN INCREASING OUR CLIENT LOAD BY 56%.”

- CORRINA PHILLIPS,
MANAGER
YOUTH SERVICES

The story...

Lisa*, a 24-year-old single parent of two children under five, was referred to our Youth Services in early 2010 from a women's refuge. Homeless for the past 15 years and in unmanageable debt, she had spent time living in Hunter refuges, couch-hopped with friends and accessed crisis accommodation through Housing NSW.

With CatholicCare's assistance, Lisa has worked intensely for independence, now with a stable, furnished home for herself and her children, is debt free (due to WDO Scheme and other assistance) and her children now have their first bedrooms, a yard to play in and are socialising at preschool. She has a vegetable garden and kitchen to cook healthy meals and has reconnected with family and her community.

Our future...

We hope to achieve more growth and development in terms of quality of service and options for young people. Resources are becoming more limited therefore innovation is going to be the key to resolving social issues, including youth homelessness.

Without us...

If Links were not to exist, the 245 clients we have offered service provision to this funding period would have missed out on opportunities, advocacy and therefore, access to and retaining housing. Through the skills of the Links staff, clients have a link to services in the wider community allowing them to achieve outcomes.



HUNTER YOUTH ACCOMMODATION & SUPPORT SERVICE - WESTLAKES YOUTH ACCOMMODATION PROJECT

The background...

Westlakes is a transitional accommodation service for young people aged 16-17 years in the Lake Macquarie local government area (LGA) who need somewhere to stay (for a period of 6-12 months) whilst they actively seek a permanent place to live.

Youth caseworkers are available onsite providing support in looking for housing, attending school, work or education, support to access other services and developing living skills, including cooking, cleaning and budgeting.

The funding...

We are funded to provide 1,825 bed nights per annum by Community Services under the Supported Accommodation Assistance Program. Most of our referrals come from other agencies, with a small number of young people referred by themselves or their family and friends.

The year that was...

We provided 1,055 bed nights for 25 clients which is 58% and under our required target (70%) set by the funding body. Westlakes has undergone a high turnover of staff during the year, as well as an eight-week closure due to repairs. Staffing levels have since improved and occupancy increased to acceptable levels.

Security cameras have also been installed for the monitoring of the house ensuring the safety of the residents and an office has been converted into a self-contained one-bedroom flat to accommodate outreach clients, 16-25 years, who are ready to live independently whilst actively seeking independent accommodation.

The story...

A young Aboriginal man resided at Westlakes for a few months early this year after coming from incarceration in a Juvenile Justice centre. He transitioned to independent housing and full employment, both of which he is maintaining successfully.

Our future...

The availability of more community housing stock will enable Westlakes to assist more clients in their transition to independent living.

Without us...

There would be fewer options for young people to transition from supported services in their journey towards independent living. This would create further stress on funded crisis services and the community in general.



HUNTER YOUTH ACCOMMODATION & SUPPORT SERVICE - MAITLAND YOUTH CRISIS CENTRE

The background...

Maitland Youth Crisis Centre is an accommodation service for young people aged 12-17 years from the Hunter Valley local government areas (LGAs) who are homeless or at risk of homelessness.

Up to eight young people at a time can stay at the service for up to 12 weeks, during which youth workers assist to overcome barriers to attaining stable long-term accommodation. The service is staffed 24 hours a day, seven days per week.

“Up to eight young people at a time can stay at the service for up to 12 weeks, during which youth workers assist to overcome barriers to attaining stable long term accommodation.”

The funding...

The Maitland Youth Crisis Centre is funded by Community Services under the Supported Accommodation Assistance Program to provide 2,555 bed nights per annum. Young people are primarily referred to the centre by either themselves or Community Services.

The year that was...

We provided 2,135 bed nights for 101 clients, being 84%, which falls within our required target (70%) set by the funding body. 17 clients were successfully reunited with family and a number of clients have moved through to Westlake's Transitional Accommodation Project. We have successfully supported six young offenders from the alternative of incarceration.

Without us...

Due to the limited crisis beds in the Hunter region there would be a high increase of young people sleeping on the streets or in unsafe situations. This could lead to young people being at great risk of harm.



The background...

IMPACT provides young people aged 16-18 under court orders with medium-term accommodation for up to 3-6 months and intensive support to help prepare them for a positive and a smooth transition to live independently in the community. Young people also receive assistance and support to liaise with government departments, develop key social and life skills, set personal goals and build self-esteem and confidence.

The funding...

The IMPACT program is funded by the NSW Human Services Juvenile Justice to support eight young people in the Newcastle area. Impact only receives referrals from the Department of Juvenile Justice - Newcastle.

The year that was...

The target for IMPACT is eight young people, however in 2009-10, we exceeded this goal and supported 15 young people. Six young people completed their control order and transitioned successfully into independent living and employment. Five young people engaged in drug and alcohol counselling, attended TAFE and engaged with local job networks, while three reconnected and re-established relationships with families and returned home.

Our future...

IMPACT is on its way to becoming an evidence-based program with this model of support going through a review process over the next year. The evidence collected will be used to promote the model as best practice. This program will be actively seeking additional funding to meet the needs of the growing number of homeless young people under court orders with limited options.

We will continue to explore other housing stock and increase the number of clients we support, and also increase the number of Impact workers, especially female workers, and continue building stronger partnerships with the Department of Juvenile Justice.

“There is evidence to show participating in a support program minimises the risks of young people re-offending. Providing supports which can contribute to breaking the cycle of involvement in criminal activity is an essential community service.”

Without us...

The loss of IMPACT would be a huge loss to the community as a whole. There is evidence to show participating in a support program minimises the risks of young people re-offending. Providing supports which can contribute to breaking the cycle of involvement in criminal activity is an essential community service.



The background...

CatholicCare's After Care program provides support for local young people, aged 15-25 years, during their transition from Out Of Home Care to independent living. In consultation with the service user, After Care workers can advocate and liaise with government departments, services and education providers.

The funding...

CatholicCare's After Care program is funded by NSW Community Services to support 45 young people in our specified area. The majority of referrals received by After Care come from Community Services (70% of all referrals). Other Out Of Home Care providers account for 20% of referrals, with self referrals accounting for 10%.

The year that was...

During 2009-2010, the program provided services to 38 young people - 18.4% below funded specifications – however, referrals for 2009-2010 increased 78.8% with client numbers increasing 58.3% for the same period.

After Care workers have been involved in increased networking to further promote the service to address the shortfall of clients and have also been part of the development of an online referral system to increase overall efficiency.

The story...

Rose* came to Australia in 2006 as a refugee and became a client of the After Care program in early 2010. Rose has accessed TILA and her After Care plan to help her transition to independent living. She is currently completing year 10 and plans to complete her HSC soon. A recent highlight for Rose was becoming an Australian citizen.

Our future...

CatholicCare's After Care program has the potential to both meet its funded guidelines and increase on client numbers. This can be achieved by continued networking and offering various forms of service provision, including for example, group work in the areas of living skills training including budgeting and economic cooking.

Without us...

After Care is a vital support service for young people who are leaving care. Without the program, young people exiting care are at risk of not having an appropriate leaving care plan in place (a legislative requirement). Many of our clients have to find their own accommodation when their court order expires and often have limited or no family support or access to relevant services.



WDO – WORK & DEVELOPMENT ORDER

The background...

The Work and Development Order (WDO) enables young people aged 12-25 years who are experiencing homelessness, financial hardship, mental illness or disability to satisfy their fine debt through voluntary work, courses or treatment (counselling) with an approved organisation, such as CatholicCare.

The funding...

The WDO program is a government initiative. It is supported by the Attorney Generals Department and the State Debt Recovery Office (SDRO).

The year that was...

Two of our clients have successfully completed the program, with more currently working in the program. Applications for the program are also increasing as the processes and benefits of WDO are becoming apparent. WDO allows license restrictions to be lifted, enabling increased opportunities for employment. Debts are able to be finalised which reduces financial difficulties and increases income, which in turn reduces homelessness.

The story...

Jessica* is a refugee who arrived in Australia as a teenager separated from her immediate family with very little support. She self-referred to our service, homeless, in financial debt - including a large SDRO debt - and suffering depression.

With CatholicCare's assistance, she was able to access WDO, using counselling and education to work off her debt. Having completed the program, Jessica has obtained her HSC and other certificates and she has since obtained her provisional license. She has stable housing, owns a car and has a permanent job. Jessica is a confident young woman who has been granted Australian Citizenship, has a passport and can now travel and visit her family.

Our future...

This program is currently in a two-year trial. The target was to have 2000 people access this program state wide. A little after the close of 2009-10, (August 2010) 222 people across NSW had accessed the program. If the trial is deemed successful, it will be approved as permanent.

Without us...

Young people would have no alternative but to pay off outstanding fines which can often cause financial hardship. Outstanding fines would need to be paid before drivers' license restrictions are lifted, increasing the risk of unemployment and/or reducing opportunities for employment.



DISABILITY SERVICES



The background...

CatholicCare's Disability Services provide 24-hour care and support within three group homes located at Merewether, Mayfield West and Mount Hutton for adults with an intellectual disability, aged up to 65. Residents are given assistance to increase their independence, achieve personal goals and live full productive lives.

The funding...

We are funded by Community Services and the Department of Ageing, Disability and Home Care to support 13 residents in total across the three group homes which we have done for the duration of the 2009/10 period. Our clients are referred to us from the Department of Ageing, Disability and Home Care.

The year that was...

The staff employed across the three houses work hard at developing and maintaining residents' relationships with families and friends, which has resulted in residents enjoying visits from family members, outings to the homes of family members, telephone calls and cards on special occasions. In future, access to Skype would be great for residents to see their family members and friends while talking to them.

We also strive to promote community participation by our residents and encourage them to do as much for themselves as possible, giving them the confidence to become more independent with their life and social skills.

“THE STAFF EMPLOYED
ACROSS THE THREE
HOUSES WORK HARD
AT DEVELOPING AND
MAINTAINING RESIDENTS’
RELATIONSHIPS WITH
FAMILIES AND FRIENDS...”

- MARK NOBLE, DISABILITY SERVICES
CASEWORK MANAGER

The story...

A soon-to-be-realised accomplishment of which we are very proud is our work towards enabling a resident of the Mayfield group home to take a holiday in November 2010 with her birth family. The resident has not seen her birth family for more than eight years. The holiday has been arranged with extensive liaising between the group home coordinator, the family and the client over several months.

Our future...

We are currently funded until 2012 but we are excited about the possibility of expanding the number of group homes and also looking at providing respite services. Another longer-term future goal for us is working towards providing mental health services.

Without us...

Without CatholicCare's Supported Accommodation services, our residents may end up living either in an aged care facility or with family members who may not have the resources to look after them, which could impact on the resident's relationship with their family members.



STEPPING OUT

The background...

In NSW, young people with a disability are required to leave the formal Out Of Home Care system at age 18 but Stepping Out (also known as the Leaving Care Program) assists by allowing the young person to stay with their carers and receive ongoing support.

The funding...

We are funded by Community Services and the Department of Ageing, Disability and Home Care to support 10 clients in the Stepping Out program across Newcastle, Lake Macquarie, Maitland and the Hunter, which we have done for the duration of the 2009/10 period. Our clients are referred to us from the Department of Ageing, Disability and Home Care.

The year that was...

What differentiates Stepping Out from other programs is that we are not only there to give our clients guidance as they strive towards more independence, but we are also there to guide and give advice to the carers as they learn to cope with and assist the young people in their care to gain that independence.

During 2009-10, our clients have been focused on improving their educational and vocational skills to enable them to increase their independence. Some Stepping Out clients have also been involved in volunteer work and, in doing so, have felt as though they are valued members of the community.

The story...

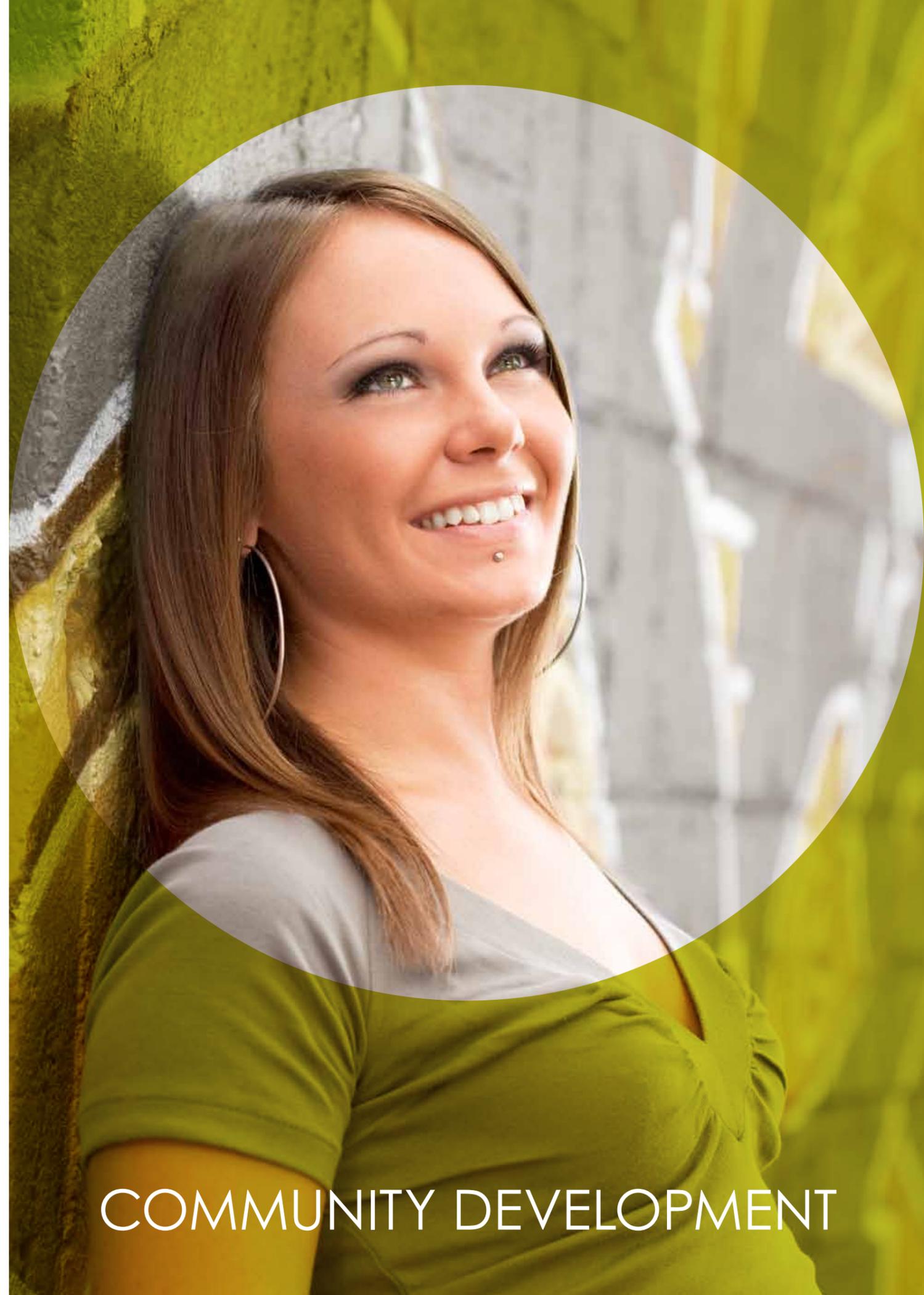
Sam*, a young man with an intellectual disability, was very quiet and lacking in confidence. He began volunteer work at a bicycle business in Newcastle and, over time with guidance from the owners, he has earned himself a two-year traineeship. It is quite noticeable how confident this young man has become in the last year alone.

Our future...

We are currently funded by ADHC until 2012 but we are excited about the possibility of expanding our service and increasing both client and staff numbers. We will continue to help the clients build on their living, social and educational/vocational skills to help them achieve as much independence as they can for themselves.

Without us...

If Stepping Out ceased to exist, clients would no longer receive the necessary support they require, dramatically slowing down their quest to achieve optimal independence. The carers of these young people would lose their carer's subsidy, not have such a strong support network and some placements may possibly even break down.



COMMUNITY DEVELOPMENT



FAER – FAMILIES WITH ADOLESCENTS EDUCATION & RESOURCE PROJECT

The background...

Families with Adolescents Education Resource (FAER) project provides information, referrals and education to families of young people aged 12-18 years in 15 high schools across seven local government areas (LGAs) in the Hunter: Maitland, Cessnock, Singleton, Port Stephens, Singleton, Muswellbrook, Upper Hunter and Dungog.

The funding...

FAER is funded by the NSW State Government, Commission for Children and Young People through the Better Futures Strategy.

The year that was...

In the 2009-10 period FAER has worked with 3036 clients and delivered more than 30 workshops throughout the target LGAs.

Other highlights include:

- 'My Dad & Me' – BBQs held in partnership with Mt View High School focused on the dads/male carers of year 7 and 8 students.
- Year 11 Resilience workshops at Maitland Grossman High School followed by a parent workshop on Resilience for 38 parents of senior students.
- Safer Celebrating forum for Year 12 students at Mt View High School, which involved local police, ambulance and D&A worker on an interactive panel.



The story...

Julia* and her husband Andrew* were having difficulty communicating and agreeing on strategies to deal with their 14-year-old daughter's behaviour, but, after attending a Resilience for Parents workshop, Julia said that they were both now feeling more confident to deal with their daughter's issues and that communication between them had improved. Andrew was more understanding of the issues associated with dealing with an adolescent girl and was more willing to accept different ways of dealing with things.

The future...

Until June 30, 2011 when our current funding ceases, we will continue to offer our programs and workshops and continue to develop the new projects we have started. We will also explore the expansion of FAER into Catholic secondary schools.

Without us...

A future without FAER is best summed up by a testimonial from Julie Myers, the Head Teacher of Welfare at Mt View High School, Cessnock:

“In a large high school located in a low socio-economic area, FAER has been a fantastic addition to the welfare network of our school, giving relevant strategies and dealing with prevalent issues that confront a school community like ours. Schools are often challenged with confronting behaviours, lack of parenting skills and generational unemployment. Without FAER supporting Mt View High School, we would be unable to provide adequate support to our students, parents and community.”



PORT STEPHENS (PS) SPACE - “SUPPORTING PARTNERSHIPS ADOLESCENTS COMMUNITY EDUCATION”

The background...

Port Stephens Supporting Partnerships Adolescents Community Education (PS SPACE) provides programs for young people aged 9-18 years in the Port Stephens areas who are attending school at Hunter River High, Irrawang High, Tomaree High and Irrawang Public School.

The funding...

PS SPACE is funded by Communities NSW Better Futures to provide 21 programs across three high schools and one primary school.

The year that was...

Throughout the 2009-10 period, PS SPACE has delivered a comprehensive range of programs to meet the identified needs of young people living in the Port Stephens area. Ranging from programs such as High Jump (a transitional Year 6 to Year 7 program) to Love Bites (an anti violence against women program) the diversity of PS SPACE has been one major reason for its success.

Partnerships with other youth and community service providers have been developed, including the FAER Project, youth interagencies, youth service providers and health services.

The story...

An excerpt from a letter by Hunter River High School students:

“The PS SPACE project has allowed us to bring happiness to many people, including ourselves. It has showed us responsibility and gave us chances and with our good choices we took them to a new level and made our choices count in the community. SPACE has allowed us to do many things, we built a community park, made fun days for local children, and we are raising money for Haiti.”

Our future...

Planning is underway to run with programs across the high schools and primary school until June 30, 2011. The PS SPACE program is restricted by the allocated staff hours per week. With more hours, we would be able to bring even more benefit to school communities.

Without us...

The program provides quality early intervention programs in schools and provides a strong link between youth services and schools. Losing PS SPACE would represent a loss to the youth sector, participating organisations and schools, and would present a wide gap in service delivery of key areas that are not covered by other youth programs.



BETTER FUTURES GREENWAY (BFG) SPACE - “SUPPORTING PARTNERSHIPS ADOLESCENTS COMMUNITY EDUCATION”

The background...

Better Futures Greenway - Supporting Partnerships Adolescents Community Education (BFG SPACE) coordinates the delivery of programs, workshops, youth events and cultural activities that meet the needs of the young people (9-18 years) and community of the Woodberry, Beresfield, Thornton and Tarro areas.

The funding...

BFG SPACE is funded by the Commission for Children and Young People as part of the Better Futures strategy.

The year that was...

The ongoing strong community partnerships and the program attendance of young people and their families has shown the success of BFG SPACE throughout 2009-10. 60 programs such as Swamp Stomp, Woodberry Shops Renewal Project and a careers information evening were delivered during the period, with an average of 10 participants per program (around 600 participants).

The story...

Two 17-year-old girls who participated in SPACE programs and also assisted with the planning of Youth Week, NAIDOC Week and Swamp Stomp left Francis Greenway High School last year and enrolled in Certificate IV Youth Work at TAFE. They are soon to complete the course with great grades and are considering going on to complete the diploma next year.

Our future...

BFG SPACE will be in operation until June 2011 with a variety of programs including: Indigenous programs; anger management programs for boys; girls support groups; Woodberry beautification program; African drumming workshops; a career expo and NAIDOC Week.

Without us...

BFG SPACE is the only program that operates in the Woodberry and Thornton areas that works with primary prevention programs targeting 9-18 year olds; all other services target children under the age of nine and are secondary prevention programs. Without BFG SPACE, this disadvantaged community would have no youth support and no preventative programs to support this age group.



CONNECT 200 – INNOVATIONS FUND

The background...

Connect 200 is a partnership between community, industry and relevant stakeholders that hopes to assist disadvantaged jobseekers in Southlakes (including Toronto and Morisset), Windale, Tilligerry Peninsula (including Tanilba Bay and Lemon Tree Passage) and Raymond Terrace by providing access to vocational training, mentoring and work experience placement.

The funding...

Connect 200 is funded by the Department of Education, Employment and Workplace Relations under their Innovations Fund to assist 200 jobseekers over two years.

The year that was...

During 2009-10, Connect 200 has forged successful partnerships between a variety of stakeholders and has assisted 25 participants in the communities of Windale and Southlakes. Despite not reaching our target of 30 participants from those two communities, we have had a number of successful outcomes. Since the participants completed their training and work experience placements, three have secured ongoing employment and 12 are undertaking further training.

The story...

Sally*, 48, has an intellectual disability and having undertaken no formal training, was having difficulty finding work. After being enrolled in the Connect 200 Introduction to Retail and Hospitality course at Windale by her Disability Employment Service (DES) caseworker, she expressed her desire for retail work. With her hard work and a number of calls by the Connect 200 project officer, a work placement was secured with Coles Toronto giving Sally experience across the bakery, fresh produce and customer service. Since being involved in the Connect 200 project, Sally's confidence has increased significantly and she has gained valuable skills and experience.

“CONNECT 200 IS
UNIQUE AS IT FOCUSES
ON PROVIDING LOCAL
TRAINING AND WORK
EXPERIENCE PLACEMENT
OPTIONS THAT ARE
TAILORED TO THE NEEDS
OF THE COMMUNITY.”

- TEONA WILLIAMS,
CONNECT 200 PROJECT
OFFICER

Our future...

There are currently 18 participants undertaking training courses in the Windale and Southlake communities, with both due for completion in November 2010. Planning is underway for training courses in 2011.

Without us...

Connect 200 is unique as it focuses on providing local training and work experience placement options that are tailored to the needs of the community. If it ceased to exist, communities would lose access to valuable local training opportunities and partnerships.



LAKE MACQUARIE SHED PROJECT

The background...

The Windale Mens Shed Project offers a diverse range of activities for members (such as working on community projects, undertaking training and taking part in other activities) and implements strategies to address social disadvantages and assist people in the Windale and Lake Macquarie communities who may be unemployed, retirees, or early school leavers to enhance their health and well-being and prepare for further education, training or employment.

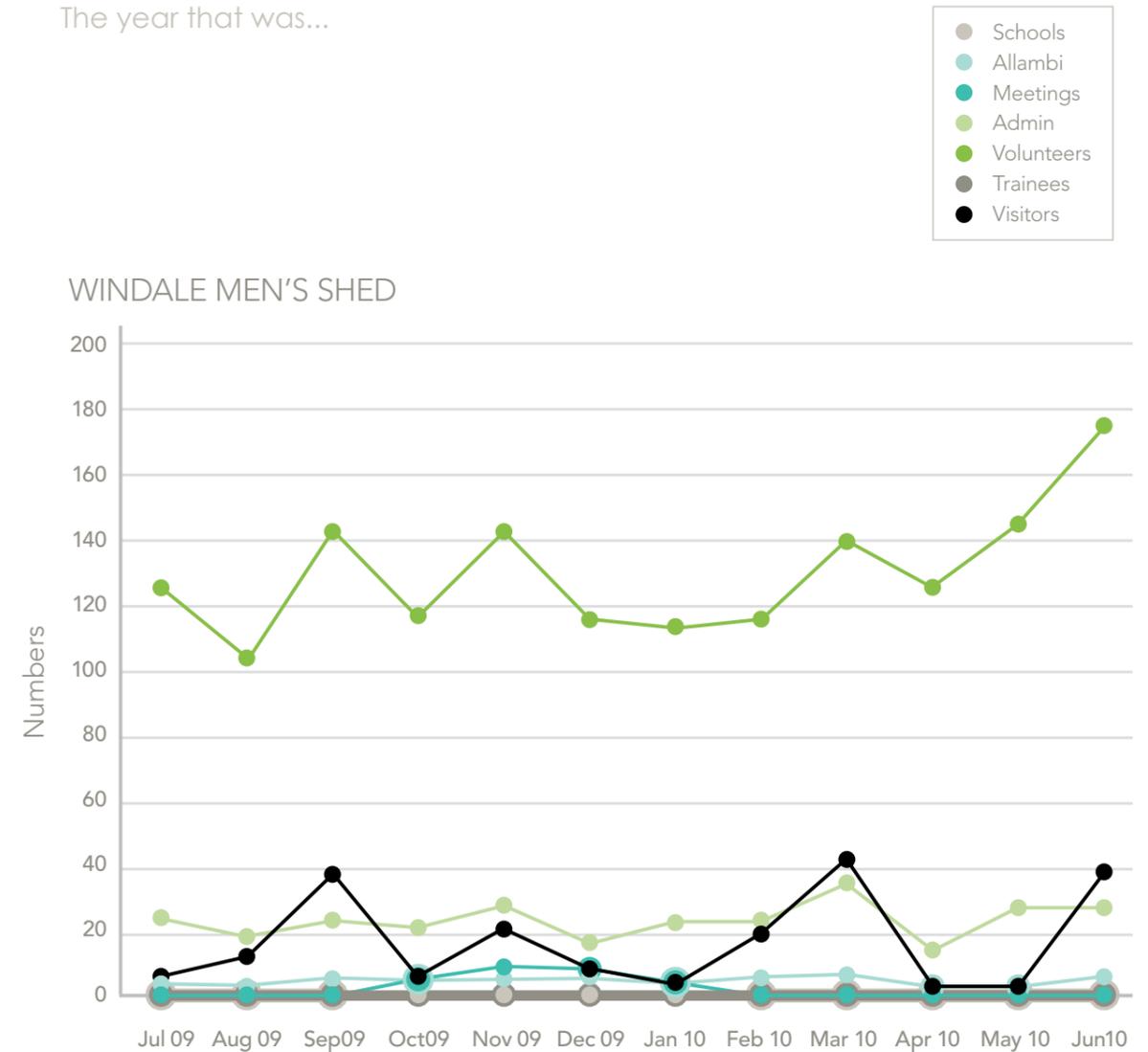
The funding...

The Windale Mens Shed Project is funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FAHCSIA) as part of the Community Investment Program.

“THE COMMON THEME IN ALL SHEDS IS ABOUT MEN FEELING USEFUL AND CONTRIBUTING AGAIN TO THEIR COMMUNITIES, LEARNING OR SHARING THEIR SKILLS, MAKING FRIENDS...”

- DAVID HELMERS, WINDALE MENS SHED CO-ORDINATOR

The year that was...



Our future...

We plan to continue strengthening and maintaining our effective relationships with partners such as Bennetts Green Rotary, Mission Australia, Centrelink and CareersLink (hosting Try a Trade days for school students).

Without us...

The common theme in all Sheds is about men feeling useful and contributing again to their communities, learning or sharing their skills, making friends, networking and availing themselves of health information programmes and opportunities. The Shed provides a valuable space for men to gather and pursue projects or socialise. Some shedders attend the facilities on a daily basis and would certainly experience social isolation without this option.



PHAMS – PERSONAL HELPERS AND MENTORS

The background...

The Personal Helpers and Mentors program offers support to people (over the age of 16) whose lives are severely affected by mental illness. Demonstrating that people experiencing mental illness can lead a fulfilled life in the community with the same opportunities as everyone else, the program is centred around strengths and what people living with mental illness can do, rather than what they can't do. Each PHaMS participant works collaboratively with their own Personal Helper and Mentor who will support them on their recovery journey.

The funding...

PHaMS is funded by the Department of Families and Housing Community Services Indigenous Affairs (FaHCSIA) to support 48 people in the Taree/Manning area.

The year that was...

PHaMS has supported a total of 38 people living in the Taree/Manning region between 2009 to July 2010.

To ensure that people who are isolated and not linked into the community can easily access the program, the PHaMS team have been innovative and proactive in reaching those who have not been supported with their mental illness. Despite not reaching our target, each participant who has joined the program is receiving support and opportunities that would not otherwise be accessible to equip them in overcoming difficulties and challenges.

The Personal Helpers and Mentors program is new to the Taree/Manning area and since its inception in July 2009, it has been very proactive in advocating for people living with a mental illness in the region. The program has brought a new way of supporting people by encouraging the development of suitable activities to enable social inclusion and strengthening of family and community relationships for people participating in the service.

The story...

Megan* joined PHaMS with a number of self-identified issues including clinical depression and anxiety leading to suicidal ideation over a ten-year period. She required support with housing, relationships, self-esteem and employment. By working with her PHaMS caseworker, Megan is now more confident, working part-time, planning future study, and using her own strengths to work through daily issues and situations with the use of various community services and resources.

Our future...

In the upcoming period, we hope to establish a drop-in centre at Taree and Tuncurry for participants in the PHaMS program. Creating a PHaMS community garden is also a task we hope to achieve to further support our participants' recovery.

Without us...

People in the region would not be receiving the psychosocial support with their mental illness which PHaMS provides and only be supported through clinical management.



COUNSELLING &
EARLY INTERVENTION



COUNSELLING

The background...

CatholicCare's Counselling service provides high-quality counselling and consultancy to people of all ages and stages residing in the Hunter-Manning area. All our counsellors have extensive qualifications, knowledge, skills and experience and receive on-going professional development to ensure their knowledge base remains current and up to date. Counsellors also provide therapeutic services for a range of mental health issues (the top presenting issues in the area) and provide information, referral and education as required.

"CatholicCare's Counselling service provides high-quality counselling and consultancy to people of all ages and stages residing in the Hunter-Manning area."

The funding...

The funding body is the Department of Families, Housing, Community Services and Indigenous Affairs with other funding provided by Community Services. Clients also contribute a nominal fee for service and this is based on the capacity of each client to pay.

The year that was...

Counselling delivered a total of 866 sessions at Newcastle, Maitland and Singleton locations during 2009-10.

The Employee Assistance Programme (EAP) is also available to CatholicCare staff through ACCESS Programs, Newcastle (APN). CatholicCare is a member of a national network of ACCESS Programs and services are provided from Newcastle, Maitland and Singleton. During 2009-10, 157 new clients, together with ongoing clients, attended 502 sessions, which equates to an average of seven contracted services accessing APN each month.

This year it has been recorded that there are a significant number of ongoing clients who regularly book appointments in advance and referral numbers have increased by half. At all of our CatholicCare sites there is good accessibility for clients including short, or no waiting lists and flexibility of fees and charges.

Our future...

There are plans to extend Counselling to provide a service to Muswellbrook and surrounding areas. There are also plans to employ a Mediation Counsellor to cope with increasing inquiries for this specific type of counselling. It is also proposed that CatholicCare will initiate group training in areas of parenting, anger management and domestic violence.

In relation to APN, there are plans to explore opportunities to diversify services currently provided in an endeavour to provide a more secure funding base for counselling and therapeutic services.

Without us...

If CatholicCare's Counselling service were to be closed, this would place undue stress on other programs within the community which are already unable to cope with the number of referrals. Clients who really benefit from their counselling sessions would be without this resource.



MAITLAND YOUTH COUNSELLOR PROJECT

The background...

The Maitland Youth Counsellor Project is a free counselling service for young people aged 12-21 years who live, work or attend school within the Maitland local government area (LGA). Young people and/or their family can access individual and/or family counselling or mediation. Group work programs are also delivered in collaboration with other youth services and schools.

The funding...

The Maitland Youth Counsellor Project is funded by the Community Services Grants Program (CSGP). The service specifications for the project indicate that an expected 60 individuals/families would be assisted by the service, that approximately 12 would be referred to other services while approximately 48 would receive direct service for between six and eight sessions.

Referrals were received from services such as Hunter Headspace, Community Services, School Counsellors, Child and Adolescent Mental Health Services (CAMHS) and other CatholicCare services, as well as a large proportion self-referring.

The year that was...

During 2009-10, 73 individuals/families were assisted through one-off support and information or through counselling, with the number of counselling clients for this year totalling 60.

"During 2009-10, 73 individuals/families were assisted through one-off support and information or through counselling."

In addition to the counselling service, four girls' group programs were facilitated in collaboration with the Woodberry SPACE project for Francis Greenway students from years 7-10. The groups covered a range of self-development skills and health issues such as self-esteem, safe partying; drugs and alcohol and relationship issues. Other programs were also presented, including 'Love Bites'; an early intervention violence against women program at Kurri Kurri High School.

Our future...

In keeping with the framework required for CSGP funding, the Maitland Youth Counsellor Project will be targeting adolescents aged 12-18 and their families for early intervention support. This focus is aimed at addressing individual or family issues that potentially could result in family breakdown if left unaddressed.



The background...

Brighter Futures is a family-focused, voluntary early intervention program designed to support parents in giving their children a good start in life. This includes families struggling with problems such as isolation (social and geographical) mental illness, sole parenting, disabilities (children and/or parents/carers) drug and alcohol problems or domestic violence and so on.

Focusing on the existing strengths of participating families, Brighter Futures recognises that parents already have some skills and expertise when it comes to understanding what works for their family. Brighter Futures is designed for families who have children aged eight years or younger or are expecting a child and who faces specific challenges.

The funding...

Brighter Futures is funded by Community Services to support 40-42 families throughout the Taree, Gloucester and Great Lakes areas. CatholicCare is the Lead Agency in this area.

The year that was...

Brighter Futures is proving to be successful in reaching children and parents to enhance their lives as a family. Despite low staff numbers, during the 2009-10 period, 58 families were referred to the program. 19 of these were referrals from Community Services and 38 were from the community, with 11 self-referrals. Each referred family represents at least one parent and one child, with many families having more than one child. Of these families, 20 realised the program was not for them and did not wish to go on further, two transferred out of the area and three completed their program.

"Brighter Futures is proving to be successful in reaching children and parents to enhance their lives as a family."

Many of our families have had amazing outcomes. They have developed parenting skills and are managing their families with a parenting style that offers greater stability, a greater purpose in their parenting choices and enhances the parent/child relationship.

"MANY OF OUR FAMILIES HAVE HAD AMAZING OUTCOMES. THEY ARE MANAGING THEIR FAMILIES WITH A PARENTING STYLE THAT OFFERS GREATER STABILITY."

- DEBORAH GATES,
BRIGHTER FUTURES
TEAM LEADER

The story...

During the 2009-10 period, we started a weekly parenting group called "Resourcing Parents Group". This group has had some major successes with many mothers who were isolated and dealing with children with diagnosed disabilities joining in with other mums who have similar issues. This has created an environment where these mums can share their stories and know they are not alone, all while building self esteem and a greater awareness of themselves.

Our services offer a 'soft entry' into the program and thus the community is able to access us without the fear of the stigma of approaching Community Services directly for help, as many fear Community Services could take their children off them. Many families have voiced they would not think about approaching Community Services for help and like the fact that they can seek help from another agency.

Our future...

The Brighter Futures program is set to enlarge and we are looking at taking on an Aboriginal case worker to enable us to provide better support to our local community.

We are currently in the process of engaging TAFE students (on placement) as volunteers to assist us with our groups as, while we will continue to run a Resourcing Parents Group each term, we are looking to start an additional group in Gloucester, possibly as a partnership with a group that is already running. We are also planning to partner with an existing playgroup to encourage some of our families to attend.

Without us...

If our program did not exist many families would not be accessing the help they need to support their families: Taree would have many families at crisis stage. Parents/carers are delighted at the new skills they have gained and friendships they have made. The isolation that many families have experienced has changed with learning to trust people again and becoming part of their community.



The background...

The Brighter Futures Home Visiting Service delivers a range of services for local families including the provision of innovative educative programmes, information on child development, parenting, budgeting, low-cost nutritious meals for families, assistance with transport to medical and other appointments and ongoing assistance and support.

The funding...

Brighter Futures is funded by Community Services with CatholicCare operating in Newcastle as a Partner Agency providing home visiting, with the Lead Agency being The Samaritans.

The story...

A single mother of four children was referred to CatholicCare Brighter Futures Home Visiting Service. The mother was struggling to feed her children nutritious meals but our Brighter Futures worker was able to introduce her to healthy, easy to prepare and very inexpensive options to ensure her children had nutritious meals at all times. This mother was so inspired by what she had learned that she wrote a cookbook with recipes she had collected from our worker and other recipes she sourced herself. Our Brighter Futures worker photocopied the book and has distributed this to other families. (And there's another cookbook on the drawing board!)

Our future...

The Brighter Futures programme will continue to operate next year and workers will be offering a range of workshops for parents in aspects of home management, including budgeting and behaviour management programs.

Without us...

Brighter Futures gives families the chance to learn new skills and strategies so they are better able to safely parent their children, enhancing parent/child relationships and allowing children to remain with their families of origin. Without this intervention, some families struggle to parent their children and may not acquire skills necessary to care for their children.



The background...

FRAMP (Family Reconciliation and Mediation Project) is an early-intervention project that offers family mediation and support to young people – aged 12-15 years who are experiencing their first or second episode of homelessness – and their families, in the Maitland to Cessnock and Kurri Kurri areas.

The funding...

FRAMP is funded by Hunter Area Assistance to provide support to five young people and their families.

The year that was...

FRAMP is currently providing intensive case management for five young people monthly. The program operates 20 hours per week. There have been changes in carer payment policy guidelines including eligibility meaning that FRAMP no longer has the capacity to broker professional respite for young people.

The story...

Staying at a crisis unit when she was referred to FRAMP, 14-year-old Kelly was fighting with her parents and older sister. After a couple of mediation sessions with the whole family, Kelly returned home, and following home visits and another mediation session, Kelly and the family had become more relaxed and a lot less argumentative with each other. Kelly now attends school regularly, has a part-time job and is looking forward to becoming a hairdresser one day.

Without us...

Without FRAMP, the amount of early intervention support for young people in the community would decrease. While reconciliation cannot happen overnight the carefully planned case management and intense case work used as part of FRAMP can see positive outcomes for all concerned.

“Without FRAMP, the amount of early intervention support for young people in the community would decrease.”



FATHERHOOD & PARENTING PROJECT

The background...

Part of the Communities for Children Taree project, CatholicCare's Fatherhood and Parenting project targets at-risk children aged 0-12 years and their families, emphasising the important role fathers and male figures provide in young children's lives, with a special focus on the well-being of local Aboriginal children and their families. We also promote father-inclusive practice to other agencies and programs, particularly with CatholicCare's Brighter Futures program. This project commenced in April 2010 and thus was in development phase over this reporting period.

The funding...

CatholicCare's Fatherhood and Parenting project is funded by the Department of Families and Housing Community Services Indigenous Affairs (FaHCSIA) under the Communities for Children project, with Mission Australia being the Lead Agency.

The year that was...

Over the few months of the reporting period that the program existed with CatholicCare, Fatherhood and Parenting worked with 30 clients. There have been eight dads/parents in each group with 16 children under the age of 12 in total. Of the eight families, three referred from CatholicCare programs, three from other agencies, one self-referred and one was referred by a friend.

The program commenced with an imperative to start groups at the centre. At the close of the reporting period, the two groups had only conducted four sessions, but since then, the groups (such as the popular Wii Group) have built to a more sustainable number. Fatherhood and Parenting has also been outreaching to engage fathers, particularly Aboriginal fathers, at primary schools. Our parents-and-kids-together group provides an opportunity for parents to discuss their parenting challenges while their children are being supervised and, at times, included to discuss their issues as well.

“THE PROJECT TARGETS AT-RISK CHILDREN AND THEIR FAMILIES, EMPHASISING THE IMPORTANT ROLE FATHERS AND MALE FIGURES PROVIDE IN YOUNG CHILDREN’S LIVES.”

- PETER GLENCROSS,
FATHERHOOD & PARENTING
CO-ORDINATOR

Without us...

Without the CatholicCare Fatherhood and Parenting project, parents in the Manning area would be unable to get involved in vital social services without child minding. If our service ceased to exist in the Manning, fathers would have a distinct lack of resources and support. Men often find it difficult to approach social services, but, through our program, we are working to break down these barriers and create an environment in which they feel comfortable to participate.

Our future...

We are hoping to increase collaborations with other services to further work on engaging fathers and encouraging a father-inclusive practice across both CatholicCare and other family-focused organisations. Part of this will involve outreaching to engage Aboriginal male clients. We have partnered with three primary schools to run events, as well as an Aboriginal agency, Gangga Marrang, who are also keen to develop cultural activities with us for the community targeted by our program.



MARRIAGE & RELATIONSHIP EDUCATION

The background...

Encompassing 'Before We Say I Do', 'FOCCUS' & 'Enhance', CatholicCare's Marriage & Relationship Education supports people from the Newcastle and Maitland areas who are currently preparing for a marriage or who are already married.

The funding...

The Diocese of Maitland-Newcastle previously supported the Marriage & Relationship Education programs, but during this period, that altered and CatholicCare is now supporting and carrying this service – with user pays from clients – until we can hopefully source government funding in March 2012.

The year that was...

Over the 2009/10 period, CatholicCare's Marriage & Relationship Education has worked with 85 couples.

Most couples, although they have self-referred to the programs, have been asked, requested, or strongly advised to attend by a minister, priest or celebrant before their wedding paperwork is able to be submitted and the church booked for the ceremony.

Many couples are hesitant about what the course will cover but our courses are not just for Catholics and we aren't here to preach about church, religion or God. Our courses are relaxed, fun and credible, utilising interesting and thought-provoking research; and once they have completed the course, many of our couples agree.

"Our courses are relaxed, fun and credible, utilising interesting and thought-provoking research; and once they have completed the course, many of our couples agree."

Our future...

For our existing programs, we hope that CatholicCare and the Diocese continue to support and develop this unique, important and very worthwhile program. We are also seeking to expand the ENHANCE program to parents of school-age children and the Healthy Relationships Sessions for Year 11 and Year 12 students in the Catholic education system.

Without us...

As one of the only active relationship education providers in the Newcastle and Hunter regions, if the CatholicCare Marriage & Relationship Education program ceased to exist, there would be many couples entering marriage much less prepared than they could be.



FOSTER CARE & ADOPTION



OUT OF HOME CARE

The background...

CatholicCare's Out Of Home Care program provides foster care placements and case management services in the Hunter and Central Coast areas for children and young people in the 'Parental Responsibility of the Minister for Community Services'. These children and young people are not able to live at home with their parents for a period; whether that be for a brief time or, as is the case with many, until they are 18 years old.

We provide support and training to carers and to parents to enable them to provide the highest quality support to the children they care for.

The funding...

CatholicCare's Out Of Home Care program is funded by the NSW Department of Human Services, Community Services to support 72 children and young people.

The year that was...

We have assisted a total of 93 children and young people in the 2009-10 year.

We have grown substantially during this period and have assisted more than double the number of children and young people we helped last financial year. We are very proud of the support we provide to children and young people in care.

Every child and young person in our program attends school or an early childhood setting appropriate to their age. We are committed to making sure that our kids get a good education and achieve to the very best of their potential. Each child or young person has their own caseworker who works with them, their carers and families to achieve their goals. Every child and young person in our program has a case plan and if they are getting close to reaching 18 years, they have a leaving care plan. Every child and young person in our care has contact with their family of origin regularly unless there are very good reasons for this not to happen.

"We are committed to making sure that our kids get a good education and achieve to the very best of their potential."

The story...

Many of the children in our program have experienced great difficulties before coming into care. We pride ourselves on offering stability and support throughout childhood to help children recover from harm and go on to build relationships with carers, parents and friends. These are some of the things our children and young people have said to us this year about our program:

About carers:

"They're the people who've changed my life - the greatest influence. They've always been there, willing to talk - I know there's somewhere to talk. They respect me for who I am and always try to help me make good decisions."

About being in care:

"I was a bit sad at first learning about foster parents until I came here to this family, because I knew I was going to stay here until I'm 18. When I get older I am going to university and then to the army. After the army I am going to the RSPCA. I am also going to do first class football. I am doing well and love my Dad, Mum, eight brothers, two sisters, Mummy S, Daddy P and my big brother."

About caseworkers:

"My caseworker is more like a friend than a worker. She is really cool."

"I can talk to my caseworker about anything. She is really interested in me."

"Being in care sucks but being with CatholicCare is good. My caseworker takes me places and helps with problems at school. She is on my side even when she tells me off."

Our future...

We have several events on each year including our Foster Care Week celebrations, our interagency foster care picnic and our Christmas party. As well as these, we look forward to continuing to expand until the end of 2012.

Without us...

As the only non-indigenous, general foster care program operating in this region (other than government), the children and young people in our care would experience great disruption and their services would be withdrawn. This would have a devastating impact on their childhoods and on their future adulthood.



The background...

The Family Contact Program provides direct supervision of contact visits between children and young people (ranging in age from one week to 16 years) in Out Of Home Care and their significant others. The Family Contact program receives referrals from Community Services and CatholicCare's Out Of Home Care program. Family Contact follows the directions and guidelines set out by the court or the Community Services Caseworker.

We have a casual staff of up to 15 workers at any one time. These workers fluctuate as their different employment needs change. Our main area of operation is Newcastle and the Lower Hunter, however, we do supervise visits on the Central Coast, Karuah, Muswellbrook and Singleton areas.

The year that was...

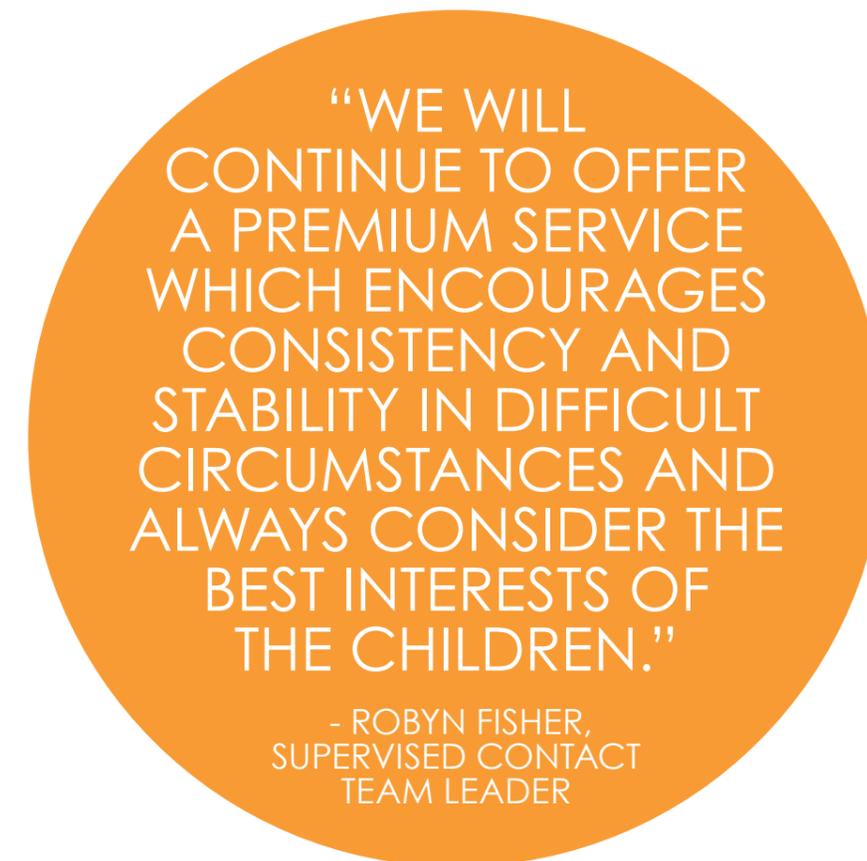
In the period 2009-10, the monthly average for referrals to our service was:

From Community Services:

- 130 children
- 66 families
- 5 new cases
- 3 closed cases (for various reasons)

From CatholicCare Foster Care:

- 28 children
- 18 families
- 2 new cases
- 1 case closed (for various reasons)



There has been restoration of some children from foster care to kinship placements (with either grandparents or aunts/uncles) but this is only a very small proportion. Long term foster care placements have also been achieved with the birth family able to attend a more realistic contact visit regime.

Our service is highly regarded by Community Services and we pride ourselves on offering an excellent range of on-site facilities in both Newcastle and Maitland to allow for privacy and natural interaction. We also pride ourselves in providing the same worker (if possible) for a particular visit.

Our future...

We are currently recruiting new contact workers to begin in December 2010 and we will continue to offer a premium service which encourages consistency and stability in difficult circumstances and always considers the best interests of the children.

Without us...

If our program ceased to exist, there would be a loss of continuity for the children, carers and parents. Often the family contact worker is one of the only consistent, permanent people in the child's life.



ADOPTION SERVICES

The background...

CatholicCare's Adoption Services is the only program of its type in the Newcastle, Lake Macquarie and Hunter Valley areas that can offer a point of contact for birth parents considering adoption for their child, prospective adoptive families and people affected by past adoption including birth parents and adoptees. The program can also provide information and referral to any of the four adoption agencies in Sydney which include Anglicare, Barnados, CatholicCare Sydney and Community Services.

The funding...

CatholicCare's Adoption Services receives Out Of Home Care funding from Community Services.

The year that was...

Due to a resignation, the Adoption Service program did not operate for three months during this period. Referrals and requests for assistance during this time were forwarded to one of the four Sydney adoption agencies.

In the 2009-10 period, CatholicCare's Adoption Services performed a number of counselling, referral and information sessions with parents that were either considering adopting a child or adopting out their child. More than a dozen enquiries were received for post-adoption information and counselling, as well as for Out Of Home Care cases where adoption had been raised as a permanency planning option. Our longstanding involvement in the Hunter Region Adoption Committee also continued this year.

Our future...

CatholicCare's Adoption Services will continue to provide counselling, information, support and referral to individuals affected by past adoption, to parents wanting to explore adoption as an option for their child, to families wanting to adopt a child and to Out Of Home Care situations where it is considered to be in the best interest of the child to be adopted by the carers.

Without us...

Without CatholicCare's Adoption Services, there would be no local program for people in the Newcastle, Lake Macquarie, Hunter Valley or Central Coast areas to contact regarding information and support around adoption.



FINANCIAL REPORTS



FINANCIAL REPORTS

The Finance and Administration team provides valuable support for CatholicCare Hunter-Manning Social Services. This includes budget preparation, monitoring of expenditure, tender preparation, property management (including motor vehicles), insurance, management of debtors and processing of payments to creditors.

Income for the 2009-2010 year totalled \$10,505,611 which is a 26% increase from the previous year and includes one-off grant funding for growth and development of services. This reflects the continued expansion of a number of programs and growth into new areas of service provision. CatholicCare receives its funding from a number of sources, including grant funding from the Federal and State Governments and fee-for-service income. See Table 1: Income.

“Income for the 2009-2010 year totalled \$10,505,611 which is a 26% increase from the previous year and includes one-off grant funding for growth and development of services.”

Salaries and wages including on costs account for the largest expenditure item, totalling 48% of total expenditure. Direct client expenses are the second largest expenditure item accounting for 17% of total expenditure. See Table 2: Major Expenses.

CatholicCare Hunter-Manning operates a number of programs to support our local communities. These include Counselling, Mentoring, Marriage & Relationship Education, Foster Care, Disability support and accommodation and Crisis Accommodation for Youth.

CatholicCare also provides financial administration for the external employee assistance counselling program of ACCESS Programs Newcastle.

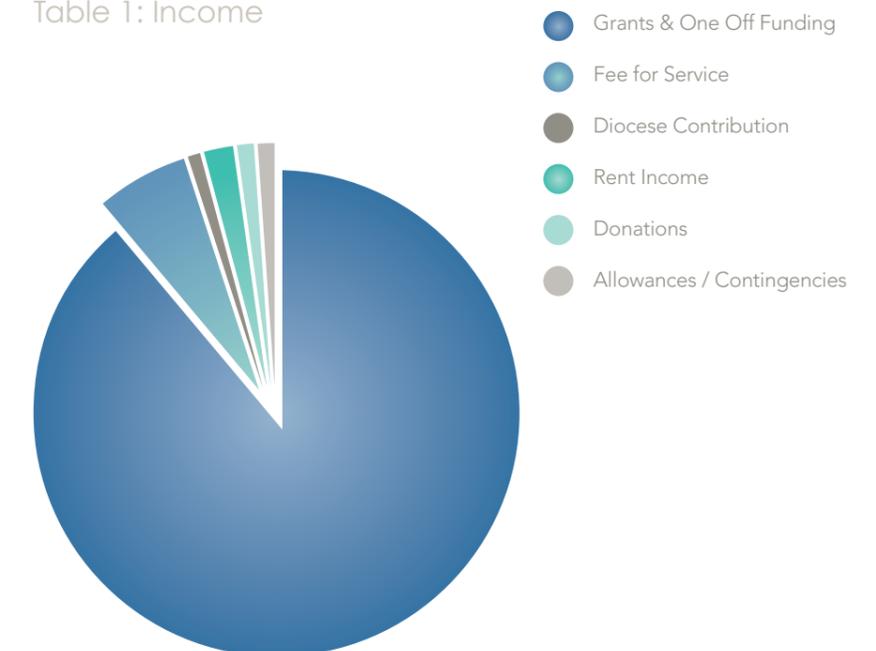
CatholicCare Hunter-Manning’s Social Services (formerly Centacare) achieved retained earnings of \$1,298,755 for the financial year.

The Auditor’s Report and financial statements are available from Head Office on request.



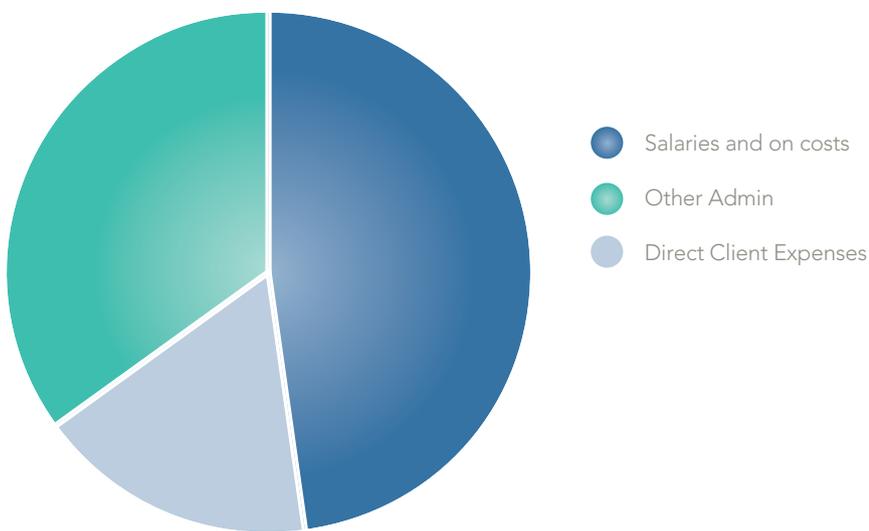
INCOME SOURCE

Table 1: Income



SOURCE	AMOUNT	PERCENTAGE
Grants & One Off Funding	\$9,334,326	89%
Fee for Service	\$653,119	6%
Diocese Contribution	\$90,000	1%
Rent Income	\$245,487	2%
Donations	\$3,790	0%
Allowances / Contingencies	\$72,664	1%
Interest Received	\$56,788	1%
Sundry Receipts	\$33,017	0%
Gain on Disposal of Assets	\$16,420	0%
TOTAL	\$10,505,611	100%

Table 2: Major Expenses



SOURCE	AMOUNT	PERCENTAGE
Salaries and on costs	4,411,691	48%
Direct Client Expenses	1,603,515	17%
Other Admin	3,191,650	35%
TOTAL	\$9,206,856	100%