



2010-2011  
ANNUAL REPORT



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Names have been changed to protect privacy.  
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## OUR 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.

Echoing Christ's mission, we seek to provide opportunities for people to 'have life and have it to the full' (John 10:10).

## OUR VISION

For an inclusive, just and strong community. We nurture, respect and encourage strong relationships where the individuality and strength of each person is respected, valued and celebrated.

## OUR 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.

# A MESSAGE FROM BISHOP BILL WRIGHT

It is a pleasure to contribute to the 2010-2011 Catholic-Care Social Services Hunter Manning Annual Report.

I am in awe of the commitment of the Director Sue Dark and her dedicated team of managers and staff. These men and women work tirelessly to deliver services and support programs that make a significant difference to the vulnerable, the marginalised and disadvantaged people of our region. I am also grateful to our government and partner agencies, state and federal, for their ongoing commitment to, and support of high quality, outcome driven programs.

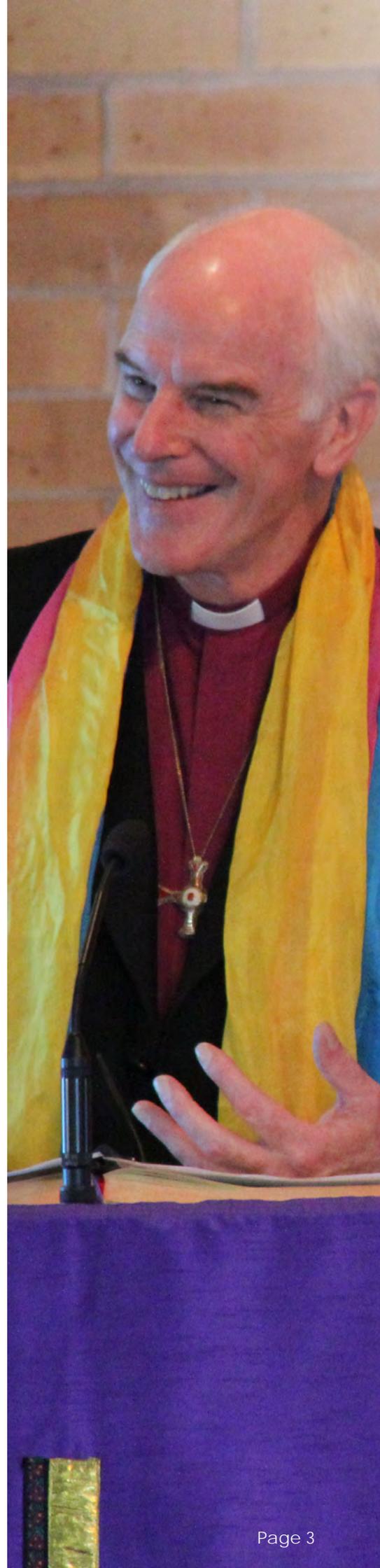
This report highlights the broad array of services that CatholicCare Hunter Manning provides. It shows the remarkable results achieved by clients who commit themselves to change, and tells stories of courage, strength and real achievement.

The Catholic Church, through its social doctrine, has always promoted the dignity of the human person. CatholicCare Hunter Manning makes this doctrine real, serving people with a disability, through support in housing, education and living skills; serving families and individuals through counselling, marriage education and family support; serving vulnerable children by providing foster care, kinship and adoptive care support; serving the populations of Taree and the Manning through mental health programs, youth programs and working with our Indigenous communities; serving young people under stress through mentoring, supported accommodation, education, health and employment services.

2010-11 saw the development of a new centre in Maitland; our funding increased by \$660,000 and we restructured our programs. We auspiced some new programs, renovated accommodation and developed a broad range of courses for young people that build resilience, self esteem and healthy relationships. We also have many volunteers and I commend in particular those people who keep our Night Care Van in operation through their dedication.



Most Reverend William Wright,  
Bishop of the Diocese of Maitland-Newcastle





## A MESSAGE FROM DIRECTOR SUE DARK

I am delighted to provide the following report on the activities and achievements of CatholicCare Social Services Hunter Manning, 2010-2011.

This report marks the end of my second year as Director with CatholicCare Hunter Manning and we certainly have much to celebrate. In 2010 our operations have gone from strength to strength with an annual budget of \$11,005,056 compared with 2009-10 budget of \$10,505,611. I am supported by a team of more than 160 professional and hard working, full time, part time and casual staff, delivering over 25 programs across the region, all of which support people in need. I thank each and every staff member for their commitment and dedication to meeting the needs of vulnerable people within our community.

Our year began with significant change, primarily because of the transfer of CatholicCare of the Aged to Little Company of Mary Healthcare. As a result there has been a restructure of Social Services, including re-developing our corporate infrastructure and restructuring our program areas. For some time we did not have a full complement of support staff, although over the year this has come to fruition and we now have all systems in place to grow and further mature.

With Bishop Michael Malone's retirement we welcomed a new Bishop, William (Bill) Wright to Maitland-Newcastle. Bishop Bill has most recently come from the Sydney area and has previously ministered in other NSW dioceses. At a recent Bishop's staff day, we had the opportunity to learn more about the experiences of Bishop Bill and some of the hopes he has for the people of our region.

In 2010-11 we undertook a consultative process to enable input from as many people as possible for our Mission, Vision and Values Statement. At a whole of Social Services planning day held at the Murook Centre in Williamstown, we sought contributions from staff, team leaders/coordinators, managers, administration staff, corporate staff, Bishop Michael and Vice Chancellors to develop a statement which had meaning to all of us. As a result CatholicCare Social Services developed a Mission, Vision and Values statement which underpins all that we do and now forms part of our Strategic Plan. To ensure these values are embedded in our practice, we have incorporated our Vision Statement as part of our staff appraisal system.

# THE FUTURE

December 2011 marked CatholicCare Social Services' 50th Birthday. We had a party where we launched our Strategic Plan, which sets our direction for 2012 to 2015. The Strategic Plan will guide our work into the future and sets achievable goals in the areas of service quality, inclusion, sustainability and workplace relations.

Over the coming years we anticipate significant growth, especially in our Out of Home Care (Foster Care and Supported Independent Living) programs. Recently the Minister for Family and Community Services, Pru Goward, announced that in 2012 a process for handing over 80% of OOHC to the Non Government Sector will begin. We are developing a strategy which articulates how we might grow, so more children can access our fully accredited service without reducing quality.

In Disability and Community Services we are seeking new accommodation for our supported houses, in our Early Intervention program we are expanding our counselling and employment access programs and at our Taree Community Centre we envisage growing from strength to strength.

Our Youth Services program will continue to provide support to vulnerable young people through mentoring, counselling and accommodation, providing for them the support that is often unavailable from family. At our head office we intend to implement an advisory governance body and we will continue to review and develop our systems, policies and procedures to ensure efficiency and compliance.

# ACKNOWLEDGEMENT

I would like to acknowledge the contribution of the members of the CatholicCare Social Services team – their commitment, energy and professionalism is noticed and appreciated. I would also like to acknowledge our many partners (Mission Australia, Manning Support Services, Hunter Aboriginal Children's Service, Samaritans and Zimmerman Services, just to name a few), and the many other agencies with whom we collaborate and consult. This collective approach can only enhance the support we provide to families, children, carers, young people and clients generally.

In addition, I would like to highlight the positive relationship we experience with our various funding bodies including NSW Family and 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) and the Commission for Children & Young People (Better Futures).

Excellent support has also been provided by corporate services, e.g. HR, IT, OH&S, Communications, Finance, Payroll and Properties teams, as well as support from Vice Chancellors Sean Scanlon and Teresa Brierley – this is much appreciated and enables us to focus more fully on delivering quality services in the Hunter-Manning regions.

I anticipate interesting, challenging and productive times ahead and I look forward to working with you.



Sue Dark, Director Social Services, CatholicCare Hunter Manning



## YEAR AT A GLANCE

As a brief overview of the year's highlights, the following table lists the greatest achievements for each service area for the year 2010-11.

### ORGANISATIONALLY

- An increase of \$660,000 in funding from the 2009/10 financial year.
- The continued hard work and commitment of all staff in all programs providing care and support to the most vulnerable in our society.
- The consolidation of CatholicCare Social Services after the separation of Catholic Care of the Aged.
- The building of Maitland Child and Family Centre.
- The restructure of Taree Child & Family Services.

### DISABILITY AND COMMUNITY SERVICES

- In 2010-11 we were asked to auspice the Singleton Men's Shed and were successful in gaining funding from Community Builders for the next 3 years.
- All 3 of the Supported Accommodation Group Homes are now operating at capacity. Our Care Program is now at capacity and continues to receive referrals. We are looking forward to employing another caseworker for this program.

### EARLY INTERVENTION AND COUNSELLING SERVICES

- Following accreditation with The Black Dog Institute, we now run Depression Workshops for young people.
- Contacts with the F.A.E.R. project no longer only come as referrals from schools. Parents are now contacting the program coordinator directly for assistance.

The following programs are now all offered to schools: Lovebites, Anger Management, Pirate Quest and Year 7 Transition. Resilience-focused programs specifically for girls are also being run including self-esteem and healthy relationships.

### OUT OF HOME CARE AND ADOPTION SERVICES

- The appointment of two additional support roles to the program including Carer Support and a Psychologist.
- The development of a Peer Support Network with regular carer meetings held in Lake Macquarie, Newcastle and Raymond Terrace; run by carers for carers.

- Attendance by two staff at the International Fostering Conference in Canada.
- A complete Policy and Procedure review. Inclusion in the Fostering NSW Campaign which generated 155 fostering enquires.

## TAREE CHILD AND FAMILY CENTRE

- Fatherhood & Parenting Program : A series of workshop experiences and energy releasing activities that reaches the most vulnerable families and includes a strong focus on Aboriginal outreach.
- Our Brighter Futures program gained momentum with increasing community awareness through active partnerships and information sharing.
- Personal Helpers and Mentors Program (PHaMS) : The Garden Project, developed to support people to socialize while producing food, has been a huge success and has grown in strength by being a place of hope, rebirth and growth.

## YOUTH SERVICES

- Oz Harvest commenced weekly delivery of donated food to Westlakes Youth Accommodation Service.
- CatholicCare's application to be registered as a Housing Provider was accepted.
- Negotiations were held between Catholic Schools, The Diocese of Maitland -Newcastle and Youth Services for Youth Services to manage the Night Care Van which provides food to the homeless and those in need.
- Youth Services participated at the first Homeless Connect Day in Newcastle.
- Westlakes Youth Accommodation was upgraded to include the installation of ducted air conditioning, new furniture, curtains and internal painting.
- Youth Services commenced mentoring with Stepping Out and Out of Home Care clients.
- The Supported Independent Living program (SIL) commenced, reached capacity and met KPIs prior to the anticipated date.
- Referrals and acceptance of service users into After Care increased by 50% on the 09/10 period.

# ABOUT CATHOLICCARE SOCIAL SERVICES HUNTER-MANNING

CatholicCare Social Services Hunter Manning is a stand alone human service provider delivering programs to the Hunter and Manning Regions with the financial assistance of both State and Federal government agencies.

We work in partnership with organisations sharing similar aims and objectives (Mission Australia, Manning Support Services, Hunter Aboriginal Children's Service, Samaritans and Zimmerman Services are some of our current partners) and we stay abreast of current trends and research in Human Services by being a member of key agency networks including the CatholicCare Social Services Australia Network, State Council of Brighter Futures, Australian Child Welfare Association, Access Australia, Family Relationship Services Australia and Newcastle and Hunter Interagency Networks.

CatholicCare Hunter Manning employs more than one hundred and fifty staff throughout the Hunter Manning regions and provides support services to individuals, families, children, young people, those living with a disability and the socially disadvantaged.

Our programs include homes and support services for people with a disability, child and family counselling services, pre-adoption support and Out of Home Care, mental health projects and programs for young people such as housing, mentoring and support. Although we are part of the Catholic Church an individual does not need to be Catholic to access services or work for CatholicCare Social Services.

## OUR APPROACH

At CatholicCare we support the vulnerable, disadvantaged and marginalised, to find the best possible outcomes in their individual circumstances. We do this by employing a strengths based approach, believing each individual has the resources for their own empowerment. We accept that often there are physical, cultural and emotional challenges to change and we work with these so each individual can control the process of change for themselves. We support people to define their goals, identify their strengths and access resources.

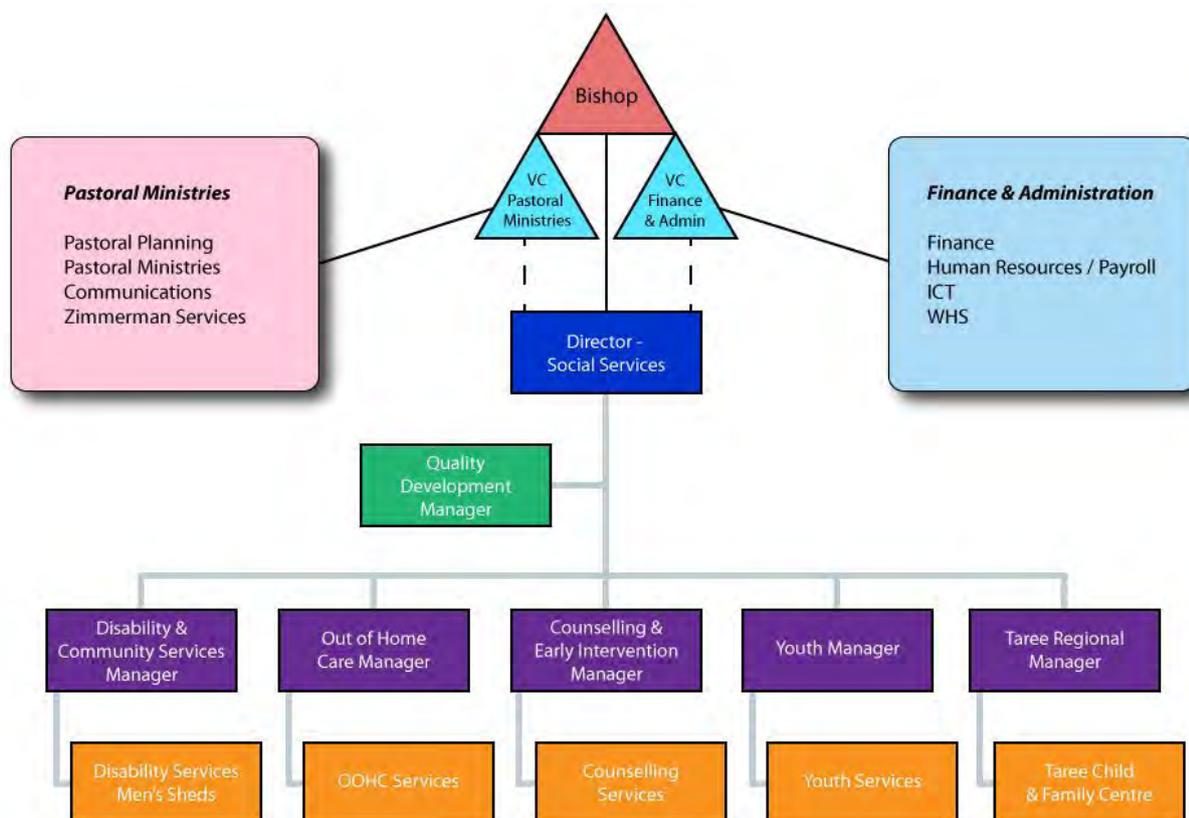
We enjoy developing collaborative, open, honest and transparent relationships with clients, other service providers, funding bodies and the community.

We understand our community through active research and we provide services based on identified community needs. We systematically measure program delivery in order to monitor our effectiveness.

CatholicCare Social Services is a learning organisation. We use evidence based practice to improve our service delivery models and we look for new and innovative ways to benefit the community we serve.

## OUR STRUCTURE

The following diagram illustrates our organisational structure:



Our Programs and Services 2010 - 2011

Early Intervention and Counselling Services	Taree Child and Family Centre	Disability and Community Services	Youth Services	Out of Home Care and Adoption
<p><b>Counselling</b> A service provided across the Hunter Region for anyone wanting/needing counselling for any issue or concern. Offices are in Newcastle, Maitland, Singleton and Muswellbrook.</p>	<p><b>Communities for Children, Fatherhood and Parenting Program</b> Encourages quality relationship development between fathers and their families, by offering support, information and referrals.</p>	<p><b>Supported Accommodation</b> Providing 24 hour care to adults with a Disability in the Group Home setting.</p>	<p><b>Family Reconciliation and Mediation Project</b> FRAMP supports young people, 12 to 15 year olds, at risk of homelessness by assisting young people and their families to reunite or find accommodation with an alternative family member or family friend.</p>	<p><b>Fostering and Kinship Care</b> A fully accredited service providing full time care and support to children and young people in the parental care of the minister.</p>
<p><b>Brighter Futures Home Visiting</b> An early intervention program for families with children aged 0-8 providing support to strengthen family resilience.</p>	<p><b>Brighter Futures</b> An early intervention program that engages vulnerable families with children 0-9, and provides support to create positive change.</p>	<p><b>Young People Leaving Care (Stepping Out)</b> Supports young people with a disability leaving Out of Home Care to negotiate their adult living arrangements.</p>	<p><b>Links to Independent Living</b> Supports 16 to 25 year olds, who are either homeless or at risk of homelessness, their partners and accompanying children, to secure long term stable accommodation and address issues that impact on their capacity to maintain permanent accommodation.</p>	<p><b>Adoptions</b> Provides a point of contact, counselling and support for parents considering adopting their child, prospective adoptive families and people affected by past adoption including birth parents and adoptees.</p>
<p><b>Supervised Contact</b> Direct supervision for contact visits between children and young people in Out of Home Care and their significant others.</p>	<p><b>Counselling, Taree and Port Macquarie</b> A service for anyone wanting/needing counselling for any issue or concern.</p>	<p><b>Innovations Fund – Connect 200</b> A partnership between community, industry and relevant stakeholders that offers community focused solutions to address barriers to employment for those who are disadvantaged and looking for work.</p>	<p><b>Maitland Youth Crisis Centre</b> Providing a 24 hour accommodation service, for young people 12-17 year olds who are homeless or at risk of homelessness.</p>	<p><b>Supported Independent Living</b> Providing assistance to young people 16 - 18 who are under the Parental Responsibility of the Minister to transition from Out of Home Care to independent living.</p>
<p><b>Maitland Youth Counsellor Project</b> The program provides counselling for individuals and families, facilitated workshops and sessions on themes associated with domestic violence and sexual assault.</p>			<p><b>Night Care Van</b> Providing meals and referrals to people in need in the Islington area on Saturday nights.</p>	
<p><b>Marriage Education</b> Pre and post marriage education including: "Before We Say I Do", FOCCUS and ENHANCE.</p>	<p><b>Personal Helpers and Mentors Program</b> Providing support to people whose lives are severely affected by mental illness.</p>	<p><b>JOBS Fund</b> A short term project that supported the construction and implementation of the Maitland Community Men's Shed</p>	<p><b>Hunter Youth Accommodation and Support Services – Supported Transitional Housing</b> Accommodation for single clients and young families, with</p>	

Early Intervention and Counselling Services	Taree Child and Family Centre	Disability and Community Services	Youth Services	Out of Home Care and Adoption
<p><b>Port Stephens Adolescent and Family Counsellor</b>            Providing support services to 9-18 year olds including counselling, casework and therapeutic intervention for those who are experiencing crisis or extreme stress</p>	<p><b>Community Garden</b>            A garden where people can gather, garden and enjoy food produced within a beautiful place</p>	<p><b>Men's Sheds</b>            Places where men, young and old, employed and unemployed, retired or just looking for some company, can congregate and enjoy friends.</p>	<p>client focused, collaborative case management and assistance in the development of living skills.</p>	
<p><b>Francis Greenway S.P.A.C.E</b>            Programs, projects, workshops, youth events and cultural activities for 9-18 year olds in the Maitland LGA.</p>				
<p><b>Port Stephens S.P.A.C.E.</b>            Programs, projects, workshops, youth events and cultural activities for 9-18 year olds in the Port Stephens LGA.</p>				
<p><b>Families with Adolescents Education and Resource Project</b>            F.A.E.R. promotes strong families and communities through high schools across the Hunter, including - Maitland, Cessnock, Singleton, Port Stephens, Muswellbrook, Upper Hunter and Dungog, by providing information, education, parenting forums and workshops, early intervention information, support and referrals.</p>				



# ANNUAL PROGRAM REPORTS

## 1. DISABILITY AND COMMUNITY SERVICES

### 1.1 SUPPORTED ACCOMMODATION

#### 1.1.1 BACKGROUND

Supported accommodation provides 24 hour residential care for adults with an intellectual disability. The service caters to thirteen adults living in group homes at Merewether, Mayfield West and Mount Hutton and employs eighteen permanent and nine casual residential support workers whose role is to assist residents in becoming more independent, both within the home environment and in the community setting. Each resident has an Individual Plan which is reviewed annually and concentrates on areas such as personal care, financial management, cooking, health care, safety and communication. The program also supports residents to access facilities within the general community, to develop social networks and to assist in maintaining relationships with family and friends.

#### 1.1.2 FUNDING

Supported Accommodation Group Homes are funded by the Family and Community Services arm of the State Department of Ageing, Disability and Home Care (A.D.H.C).

#### 1.1.3 TARGET

We are funded to support 13 residents across 3 supported accommodation group homes. All clients are referred to us by the Department of Ageing, Disability and Home Care (A.D.H.C). Client ages range between 40 and 67; however, any person will be considered based on their suitability to the household mix.

#### 1.1.4 THE YEAR THAT WAS

During the 2009-10 year our program developed to full capacity across each of our group homes. We were also proactive in encouraging the residents to participate fully in community activities including:

- Coffee club
- Ten pin bowling league competition
- Softball
- Crossroads Christian fellowship
- Paid employment
- Waltzing Matildas dancing
- Attending the gym
- Going to watch the Newcastle Knights and the Jets football home games.

Throughout the year, whenever possible, residents have had contact with their families and each house has installed Skype for those residents whose family and friends are not local.

#### 1.1.5 OUR FUTURE

We are currently reviewing the suitability of each of our group homes for quality of living and access to amenities. In the coming financial year we hope to provide alternative accommodation sites and increase both our client and staffing numbers.

#### **A SUCCESS STORY**

*Malcolm came to live with us from the Upper Hunter. We were concerned about his ability to adapt from a country to a city lifestyle. After a couple of initial teething issues he has adapted extremely well, has managed to find paid employment and also attends a day program. He is now quite settled.*

## 1.2 YOUNG PEOPLE LEAVING CARE (STEPPING OUT)

### 1.2.1 BACKGROUND

Stepping Out is designed to meet the needs of young people with a disability who, after turning 18, are leaving the formal Out of Home Care system. The aim of the program is to enable the young person to continue living with their carers, with whom they have most commonly established a loving relationship. Prior to the creation of this program, carers in these circumstances received no external financial or practical support.

The Stepping Out Program ensures that carers continue to receive carer allowance and also provides funds for supplementary services such as respite, counselling, therapy, vocational education, leisure, recreation and mentoring. In consultation with the client and carers, the program helps the young person to administer their finances and also provides case work support. The program currently employs a Casework Coordinator (full time) and an Administrative Assistant (part time).

### 1.2.2 FUNDING

The Stepping Out Program is funded by the State Department of Family and Community Services; Ageing, Disability and Home Care. (A.D.H.C). Each of the clients is funded on an individual basis determined by individual circumstances.

### 1.2.3 TARGET

Stepping Out provides support to young people with a disability from 18 years of age and their carers, with whom they were living before the age of 18. All clients are referred by the Department of Ageing, Disability and Home Care (A.D.H.C).

### 1.2.4 THE YEAR THAT WAS

The program now has 11 clients. In 2010 we introduced a new Administrative Assistant to the team and developed new Individual and Health Care Plan policies. Several clients began either part time work or started in volunteer work. Some clients undertook educational courses and some have had holidays with carers. Six clients also have a youth services mentor.

#### **1.2.5 A SUCCESS STORY**

*Wayne is a young client who, with the assistance of his mentor and case coordinator, successfully completed a welding course at TAFE. All concerned were very proud of his achievement and the skills he learnt can now be applied in his current employment.*

### 1.2.6 THE FUTURE

We are currently funded by Ageing, Disability and Home Care (A.D.H.C) until 2012,

*"The main thing that differentiates Stepping Out is that we not only work with the clients but we also work side by side with the carers. We help clients to work toward and achieve their life goals. As a team including the caseworker, carer and mentor, our ultimate goal is to assist the client to help themselves and achieve as much independence as possible."*



but following this we would like to expand both our client and staffing numbers. We will continue to help clients build on their living, social and educational/vocational skills so they can achieve as much independence as possible. We are also looking to create a transitional pathways project that will provide flexible support options for clients who would like to live independently of their carers.

### 1.3 INNOVATION FUND – CONNECT 200 PROGRAM

#### 1.3.1 BACKGROUND

Connect 200 was a partnership between the community, industry and relevant stakeholders and offered community-focused solutions to address barriers to employment for those who are disadvantaged and looking for work. The program was completed in June 2011.

#### 1.3.2 THE FUNDING

The program was funded by the Federal Government's Department of Education, Employment and Workplace Relations.

#### 1.3.3 TARGET

The program's aim was to assist 200 jobseekers and their families by providing access to vocational training, mentoring and work experience placement. It was open to all ages from Early School Leavers to Mature Age Jobseekers and operated in South Lake Macquarie including Toronto and Morisset, Windale, Tanilba Bay, Lemon Tree Passage and Raymond Terrace. In 2011 the project expanded to include the communities of Woodberry, Beresfield and Tarro.

#### 1.3.4 THE YEAR THAT WAS

Between June 2010 – June 2011, Connect 200 provided training to approximately 90 participants and forged successful partnerships with training providers, community agencies, employment services and local businesses to provide local training and work experience opportunities for jobseekers that otherwise would not have been achieved. Targeted training was offered to participants, some of whom had been out of the workforce for considerable time and who have now moved on to further accredited training and employment.

#### 1.3.5 OUR FUTURE

Currently 80 participants are undertaking training courses in the Windale, Southlake,



*THE COMMON THEME IN ALL SHEDS IS MEN FEELING USEFUL AND CONTRIBUTING TO THEIR COMMUNITIES, LEARNING OR SHARING SKILLS, MAKING FRIENDS, NETWORKING AND AVAILING THEMSELVES OF HEALTH INFORMATION PROGRAMS AND OPPORTUNITIES.*

Nelson Bay, Raymond Terrace and Woodberry communities. We hope to be able to continue to provide this support through our other programs.

## 1.4 JOBS FUND - INCORPORATING THE MAITLAND COMMUNITY MEN'S SHED & HUNTER VALLEY SHED CLUSTER GROUP

### 1.4.1 BACKGROUND

The Men's Shed movement is thriving! CatholicCare began its association with Men's Sheds in 2004 by auspicing the now very successful Windale Shed. Since then we have overseen the creation of the Hunter Valley Shed Cluster Group and AMSA - The Australian Men's Shed Association. There's nothing new about men gathering together in their own space to talk, share skills, swap ideas, solve problems or just discuss life in general - it's been happening since the beginning of time. There's nothing new either, about men spending time in their backyard shed - an acknowledged Aussie pastime. What is new is that men, particularly retired men, are combining these two activities in a communal space simply called a "Men's Shed".

### 1.4.2 FUNDING

Funding was allocated in 2010-11 to construct Maitland Community Men's Shed and engage a project coordinator to oversee the construction, liaise with contractors and other stakeholders, oversee fit out, facilitate community engagement and participation, implement project activities and assist in the establishment of an operational committee and Board of Management to develop strategic, business and sustainability plans. Funding was also provided to engage a Hunter Valley Shed Cluster coordinator to develop meaningful sustainable partnerships with agencies and businesses on behalf of its members.

### 1.4.3 TARGET

All men are welcome but mostly the Shed attracts men who are older, unemployed, job-redundant, isolated or just happily retired and looking for a way to be connected to the community again. Maitland Community Men's Shed is located in Jubilee Street East Maitland but is a community asset servicing the wider LGA. The Hunter Valley Shed Cluster Group brings together sheds throughout the Hunter. They meet monthly to share information and resources.

### 1.4.4 THE YEAR THAT WAS

In the 2010-11 year the program supported 153 members of the Maitland Shed and 500 members

in the shed cluster.

#### 1.4.5 OUR FUTURE

Our shed projects are now all self managed and self sufficient. Part of our auspicing brief is to ensure that each project has both a strategic and business plan to ensure its ongoing sustainability, linkages and partnerships with local business, government and community agencies.

## 2. EARLY INTERVENTION AND COUNSELLING SERVICES

### 2.1 COUNSELLING & ACCESS PROGRAMS NEWCASTLE

#### 2.1.1 BACKGROUND

The Counselling Service provides high quality counselling and consultancy to people of all ages residing in the Hunter-Manning area. All our counsellors have extensive qualifications, knowledge, skills and experience in understanding people and their behaviours and are fully aware of, and understand, the personal and emotional issues people may encounter.

Counsellors at CatholicCare have expertise in the areas of:

- Personal Counselling
- Relationship Counselling
- Parenting Issues
- Mental Health Issues such as Panic Attacks, Phobias, Depression
- Stress and Anger Management, and
- Counselling for Children and Adolescents.

Mental Health issues are the top presenting issue for counselling across the Hunter-Manning geographical area. Counsellors provide both therapeutic services and information, referral and education as required. The Counselling Program operates in Newcastle and Maitland with outreach to Singleton and Muswellbrook. Counselling delivered a total of eight hundred and sixty six (866) sessions at Newcastle, Maitland, Singleton and Muswellbrook during the past financial year.

### ACCESS PROGRAMS NEWCASTLE

Access Programs Newcastle (APN) is also part of CatholicCare and was established in 2001 as an incorporated body.

APN operates separately from CatholicCare's general Counselling Program and therefore any monies generated by the business are separate from the Counselling Program funded by FaHCSIA. For the past 11 years APN has provided Employee Assistance Programs (EAP) to a range of industries in the Hunter Region including mining, manufacturing, health, education, transport and the community sector. These services include counselling, critical incident response, workplace training and consultancy. APN is funded on a fee-for-service basis and provided a total of 502 Counselling sessions during the past financial year.

We are currently operating at staff capacity and there are no waiting lists.

*A couple attending counselling at the point where they were considering ending their relationship worked very hard both in therapy and outside, to make the significant changes they needed to ensure they remained together as a family for themselves and for their children. The couple gave verbal feedback that they were very grateful for the role of the therapist in providing them with the "tools" needed to rebuild their relationship.*

#### 2.1.3 TARGET

This is a service for anyone wanting/needing counselling for any issue or concern which they would like to resolve or discuss in a safe environment. We have offices in Newcastle, Maitland, Singleton and Muswellbrook.

#### 2.1.4 THE YEAR THAT WAS

This year there has been a significant number of ongoing clients who regularly book appointments in advance. There has been positive feedback received and referral numbers have increased by half. At all CatholicCare sites clients benefit from short/no waiting lists and flexibility of fees and charges. Referrals have mainly been by 'word of mouth' and positive comments on the evaluation sheets have been received such as 'I feel great to have been able to tell my story to someone' and 'It feels wonderful to know there is someone out there who will listen to me'. At times clients have expressed their satisfaction by giving positive feedback to Administration.

#### 2.1.5 OUR PROGRAM'S FUTURE

There are plans for Counselling at CatholicCare to grow significantly in the next financial year. A business plan has been developed and CatholicCare expects to increase the numbers of people accessing our service. We are endeavouring to encourage more males and more Aboriginal clients into our service. CatholicCare also hopes to expand the APN arm of the business with new contracts pending and other contracts being expanded.

The Counselling Program will also explore expanding our program significantly in the Catholic Schools. Currently we have a contract to provide EAP services to the Catholic Schools in the diocese but we are hoping to negotiate additional services for school personnel, families and friends of the schools.

## 2.2 BRIGHTER FUTURES

#### 2.2.1 BACKGROUND

Brighter Futures is an early intervention program for families in the Newcastle and Lake Macquarie areas with children aged 0 - 8 years. It aims to provide support and services to promote healthy child development and strengthen resilience in families by providing:

- Quality Child Care
- Home visiting
- Parenting programs.

*Families sometimes need a helping hand, especially if they don't have extended family support or are having a short term crisis. Brighter Futures offers that hand.*

#### 2.2.2 THE FUNDING

CatholicCare Brighter Futures works in conjunction (as a partner agency) with The Samaritans' Brighter Futures and is funded by the Department of Community Services. Clients are referred by The Samaritans' Brighter Futures.

#### 2.2.3 TARGET

Participation in the program is voluntary. Families are expected to remain in the program for up to two years. The Samaritans deliver case-management, and CatholicCare provides family visiting workers. Other partner agencies including Mercy Community Services, Eastlakes Family Support Services, Lake Macquarie Family Day Care, Newcastle Family Day Care and Northern Settlement Service provide parenting programs and child-care.

#### 2.2.4 THE YEAR THAT WAS

There were many positive stories for Brighter Futures in 2010-11 however, one stands out:

*A single mother with a 5 year old child was referred to CatholicCare's Brighter Futures program with the child having extreme behavioural issues and the mother having slight intellectual disabilities. The child's behaviour was so out of control it was impossible to take the child grocery shopping with Mum or for the child not to display frustration (eg, hitting, kicking or biting) when told the word "no". School results were an issue. The child*



*was often on detention or in some cases, suspended. With an intense work plan put into place and absolute commitment from all those involved, both mother and child's relationship started to develop in a more positive light. This is not to say there were no challenges along the way, but slowly and surely, with a lot of support, Mum and daughter are doing well. The child is now earning awards at school (sometimes on a weekly basis). She no longer has the threat of repeating a grade. She has a close and caring relationship with her mother. Her behaviour is remarkable and a credit to both her and her mother.*

## 2.3 SUPERVISED CONTACT PROGRAM

### 2.3.1 BACKGROUND

The Supervised Contact Program provides direct supervision for contact visits between children and young people in Out of Home Care and their significant others.

Supervised Contact involves workers transporting children to and from the contact venue, supervision and observation of the visit and reporting on the interactions between the children and their birth parents and significant others. Visits can occur at purpose built playrooms, CatholicCare offices and community based venues. The Supervised Contact program receives referrals from the Department of Family & Community Services and CatholicCare Foster Care program. The program follows the directions and guidelines set out by the Court or the Department of Family & Community Services Caseworker.

*Unfortunately not all children in foster care achieve restoration to birth parents. The court process takes a long time and during this period it is important for both the children and birth families to have contact visits and for these to be as positive and constructive an experience as possible for all involved.*

### 2.3.2 FUNDING

The program is fee for service.

### 2.3.3 TARGET

The children supervised, range in age from newborn to 18 years of age. Approximately 25% of referrals come from the CatholicCare Foster Care program with the others coming from Department of Human Services. Our area of operation is predominantly Newcastle and the Lower Hunter, however we do supervise visits at the Central Coast, north as far as Karuah and at Muswellbrook and Singleton in the Upper Hunter.

### 2.3.4 THE YEAR THAT WAS

Following is a list of referrals for the 2010-2011 year:

As a monthly average: 142.25 children, 89.5 families/cases, 3.8 new cases, 2.4 closed cases were referred by Family and Community Services. In full, as a monthly average: 35.3



children, 32 families, 2.91 new cases, 1.25 closed cases from CatholicCare Foster Care program.

Our service is highly regarded by the Department. We pride ourselves on offering an excellent range of on-site facilities in both Newcastle and Maitland. All our facilities allow privacy and natural interaction. Our reports are written to a high court standard and wherever possible we aim to provide a consistent family supervisor for visits. We often receive positive feedback from parents and relatives relating to both our professional staff and the relaxed atmosphere of our contact rooms.

## 2.4 MAITLAND YOUTH COUNSELLOR

### 2.4.1 BACKGROUND

The Maitland Youth Counselling service operates a program for young people in the Maitland LGA. The program provides counselling for individuals and families, facilitated workshops and sessions on themes associated with domestic violence and sexual assault.

### 2.4.2 FUNDING

This project is funded through F.A.C.S. Early Intervention Placement Prevention (EIPP).

### 2.4.3 TARGET

The Maitland Youth Counsellor works from Maitland Child and Family Centre and services young people aged between 12 – 21 years old and their families, residing in the Maitland Local Government Area.

### 2.4.4 THE YEAR THAT WAS

In the 2010-11 financial year 75 individuals/families were assisted by accessing one off support, information or face-to-face counselling. Fifty three people accessed counselling with a total of 229 appointments scheduled. Of the 53 young people who accessed the service for counselling 19 (36%) were young people accessing the service for individual counselling and 34 (64%) were parent/s or guardians. Sometimes siblings and partners also engaged in the counselling process in order to support the young person, work on their relationship, and/or achieve new understandings or new ways of communicating. This year more family members were involved in the counselling process. 19 family members engaged in regular family counselling as part of the therapeutic process and 15



took advantage of support via the phone, e-mail or through face to face contact on a less regular basis.

An important aspect of the role of the Maitland Youth Counsellor is to co-facilitate programs which address themes of violence against women and sexual assault. The 'Love Bites' Program is one program that aims to empower adolescents to recognise the indicators of abusive relationships, avoid them and discourage them amongst their peers. Students participated in a workshop on Domestic Violence and one on Sexual Assault and then worked on art or music projects to share within the school and/or the wider community to educate others about the issues around violence against women. This program was conducted in 7 schools across the Maitland Local Government Area and also co-facilitated in the Port Stephens Local Government Area. The highlight of this service continues to be the personal achievements of individuals who share their life stories and challenges. A young person who finds the courage to face fear, frustration, anger, trauma or disappointment and change, who can find a way to heal emotionally, connect with their strengths and try new strategies, is the core reward of this work.

*The Love Bites Program aims to empower adolescents to recognise the indicators of abusive relationships, avoid them, and discourage them amongst their peers.*

## 2.5 MARRIAGE EDUCATION, "BEFORE WE SAY I DO", FOCCUS (FACILITATING OPEN COUPLE COMMUNICATION UNDERSTANDING & STUDY) AND THE 'ENHANCE' PROGRAM

### 2.5.1 BACKGROUND

This program is aimed at couples preparing for marriage. It exposes them to the research and evidence on why marriages succeed or fail and provides an opportunity, away from the wedding preparations, busy careers and house planning, to reflect on their understanding of commitment and how they might achieve a satisfying and fulfilling marriage. It helps couples to consider how they might live their wedding vows and the true meaning of marriage; "Weness" – "Two become One". The underlying theme is about nurturing the friendship base of the relationship, creating emotional connectivity and developing an emotionally intelligent couple. Research shows couples exhibiting these skills fare much better in long term fulfilling marriages, distress and crisis.



#### 2.5.2 THE FUNDING

The program is not funded externally.

#### 2.5.3 TARGET

Any couple choosing to marry, at any age 20 – 60 can access the program. Couples are often referred by priests, ministers, celebrants or friends and family. Some couples self refer.

#### 2.5.4 THE YEAR THAT WAS

In 2010-2011, 166 clients or 83 couples accessed the service. 40 couples accessed the FOCCUS Program and 3 couples accessed the ENHANCE Program.

*There are several ways to participate in a marriage education program, giving couples the opportunity to find a way that suits them. The cost is affordable and especially in comparison to the expense of weddings and divorce. Participants think it is great value for money.*

## 2.6 PORT STEPHENS ADOLESCENT AND FAMILY COUNSELLOR

#### 2.6.1 BACKGROUND

The Port Stephens Adolescent and Family Counsellor Project provides a wide range of support services to young people aged 9-18 years and their families who are living, going to school or working in the Port Stephens area. Supports include counselling, casework and therapeutic intervention for those who are experiencing crisis or extreme stress. Particular emphasis is given to young people who are at risk of homelessness, relationship breakdown and disconnection from their family and community. The primary role of the Adolescent and Family Counsellor is to help families achieve and consolidate family reconciliation. Therapeutic and education group work and school-based programs are also conducted.

*80% of young people involved in the program reported improved levels of support/connectedness with their families.*

#### 2.6.2 FUNDING

NSW Government- Department of Community Services, Better Futures Program.

#### 2.6.3 TARGET

The service targets young people aged 9 - 18 years and their families in the Port Stephens LGA.

#### 2.6.4 THE YEAR THAT WAS

In 2010-2011 the program received 87 referrals of which the young people and /or their families engaged in between 1-9 sessions with the Adolescent and Family Counsellor. 175 young

people participated in a school based program aiming to reduce incidents of relationship violence through education and awareness.

Strong partnerships were formed with a range of different educational, health, mental health, youth and family support services. 90% of young people participating in the program indicated an increased ability to solve problems and make decisions.

## 2.7 S.P.A.C.E PORT STEPHENS AND MAITLAND LGAs

### 2.7.1 THE BACKGROUND

S.P.A.C.E coordinates the delivery of programs, projects, workshops, youth events and cultural activities which meet the needs of 9-18 year olds in the Woodberry, Beresfield, Tarro, Thornton and Port Stephens areas.

The program is offered through schools and is designed to meet the needs of the individual school communities. Over the last financial year, students designed mosaic boards which have been installed at the local shops, changed graffiti walls into murals that represent local pride and ownership and designed their own skate park that was redeveloped by Maitland City Council. All these projects were part of the Woodberry beautification project.

*Without S.P.A.C.E. there wouldn't be a service in the area that worked with young people 9 – 18 years in isolated, disadvantaged communities.*

### 2.7.2 THE FUNDING

SPACE is funded through the Department of Community Services Better Futures Program.

### 2.7.3 TARGET

9 – 18 year olds and their families in Woodberry, Beresfield, Tarro and Thornton.

### 2.7.4 THE YEAR THAT WAS

In 2010-11 the program had access to 5390 contacts through local high schools and their feeder primary schools.

*After the loss of their young child in a tragic accident last year, a local parent participated in a traditional basket weaving program as a way of healing and getting back into the community. The program was coordinated by BFG S.P.A.C.E in partnership with Yarnteen College. As a result the person developed the skills needed to facilitate the program and now runs it in local schools and is significantly connected to the community.*

## 2.8 FAMILIES WITH ADOLESCENTS EDUCATION AND RESOURCE PROJECT (F.A.E.R.)

### 2.8.1 BACKGROUND

The Families with Adolescents Education Resource Project promotes stronger families and communities in high schools across the Hunter including Maitland, Cessnock, Singleton, Port Stephens, Muswellbrook, Upper Hunter and Dungog LGAs. The Project provides:

- Information and education to families of young people aged 12 – 18yrs
- Parenting forums and workshops on resilience, relationships, adolescent development, health, mental health and self esteem and;
- Early intervention information, support and referrals.

F.A.E.R. works in partnership with a number of government, non-government, community, and private agencies.

### 2.8.2 THE FUNDING

The program is funded by the NSW Department of Education & Communities as part of the Better Futures strategy.

### 2.8.3 TARGET

The program targets young people 12 to 18 years and their families. All parents and young people who attend F.A.E.R. workshops are self referred and find out about the programs through high schools and family and community centres.

### 2.8.4 THE YEAR THAT WAS

For the parents of adolescents, FAER provides innovative programs that are not available through other agencies. The program is an integral part of each school's welfare/ health & wellbeing network, supporting students, parents and families within their local communities and provides programs that address the individual school's issues, rather than a one-size-fits-all approach.

FAER offers programs to senior students that run parallel with the parent programs, e.g. resilience workshops for Year 11 students followed by a parent resilience program in the evening. This also runs in collaboration with other programs such as S.P.A.C.E. (Supporting Partnerships Adolescent Community Education).

The focus for 2010 – 2011 has been on empowering parents to better understand and negotiate with their children. CatholicCare ran a comprehensive series of parent workshops for those with children who were disengaged or at risk of leaving school early due to consistent disobedience or suspension. This aimed to increase parental understanding of their child, provide tools to best meet their child's needs and help create a working partnership with the school. Future programs are aimed at strengthening community partnerships and improving the wellbeing of students, staff, parents and the wider community.

### A SUCCESS STORY

*This year our program "My Dad and Me" attracted the attention of Newcastle University's Family Action Centre. It was an interactive event in partnership with Mt View High School focusing on Dads of Year 7 and 8 students where a breakfast and dinner barbecue was held. 80 Dads or significant males attended a fun, activity based event designed to engage Dads in the lives of their adolescent. Many Dads were surveyed at the time and were unanimous in their support of further events.*

## 3.1 OUT OF HOME CARE

Out of Home Care (OOHC) provides both foster care and adoption services for children and young people (0-18 years) in the parental responsibility of the NSW Minister for Community Services.

### 3.1.1 BACKGROUND

OOHC is a fully accredited service providing care to an average of 90 placements per year. In 2010-11 we provided care to 117 children and young people and recruited, trained and supported 155 authorised carers and 80 caring households

Our primary goal is to meet the high demand for authorised care placements to the highest possible standard, so when children leave care they have the potential to achieve positive life outcomes, particularly in education and employment.

### 3.1.2 THE FUNDING

The OOHC Program is fully funded through the Department of Human Services, Family and Community Services Program to support 90 children and young people.

### 3.1.3 OUR TARGET

In 2010 /11 we provided placements and casework services to 117 children and young people in the following types of care arrangements.

- Authorised foster care
- Authorised relative care

- Voluntary respite care
- Pre-adoptive care.

### 3.1.4 THE YEAR THAT WAS

In 2010 -11 OOHC had a significant increase in the care provided, both reaching and exceeding contractual milestones for the year. We also achieved fantastic outcomes in the recruitment and training of authorised carers with this being a key component of our success. In the 2010-11 year we supported:

- 29 new carer authorisations (households)
- 59 carer households with information sessions and 31 with carer households with an initial training session
- 104 new enquiries from people interested in providing authorised foster care
- Ongoing training for Carers both externally and internally.

This is a great result for a relatively small team.

### 3.1.5 OUR FUTURE

OOHC is looking forward to a continuing period of expansion and growth. In early 2011 the NSW Government began the development of a transition plan to transfer children and young people in care from the government to the non government sector. This will provide us with the opportunity to provide our high standard of care to more children. We are also planning to expand our range of service types to include restoration and reunification services to assist children to return safely to the care of their parents.

### A SUCCESS STORY

*CatholicCare Hunter Manning is the only general fostering agency in the Hunter with 5 year accreditation from the NSW Children's Guardian. People and partnering organisations working with us, our children and our carers can be confident that our standards are high and that children's rights are our genuine priority. Our standards include.*

- Children's rights
- Providing a positive care environment
- Child protection
- Identity
- Family and significant others
- Participation in decision making
- Confidentiality and privacy
- Emotional and social development
- Health
- Education.

*Children and young people in this program are*





*very likely to receive extra support with their education. CatholicCare has maintained between 95% and 100% school attendance for our children and young people throughout this year. This has been consistent over time and is an outstanding achievement in this field where educational outcomes for children and young people are generally poor.*

## 3.2 ADOPTION

### 3.2.1 BACKGROUND

CatholicCare's Newcastle Adoption Service provides a point of contact, counselling and support for parents considering adopting their child, prospective adoptive families and people affected by past adoption including birth parents and adoptees.

A broad range of services is offered including:

- Pregnancy counselling and support for those considering adoption as a possible option for their baby
- Short-term voluntary care of/a child/ren with authorised foster carers whilst parents consider their options
- Information and referral for prospective adoptive families regarding the adoption process, eligibility and assessment
- Post adoption information regarding access to records and searching and referral for counselling and support
- Information and assistance to caseworkers and carers of children in long term out of home care who are working towards permanency through adoption
- Education, training and consultation to community groups, students and other professionals
- Access to registered counselling as per the Adoption Act 2000.

### 3.2.2 FUNDING

Our adoption program receives some funding from the Department of Human Services and we are also supported financially by CatholicCare Social Services.

### 3.2.3 OUR TARGET

We try to meet the needs of anyone referred or approaching our service.

### 3.2.4 THE YEAR THAT WAS

Over the past year individuals and couples considering adoption for their child have received information to help them make an informed decision about their circumstance. Individuals who have been affected by adoption including adoptees, birth parents and extended family have received information and advice about accessing adoption information and how to receive further counselling and support around searching for and contacting their birth family. Families, usually after facing the challenges of infertility, have accessed information about current adoption practices,

eligibility and assessment of prospective adoptive families and adoption agencies.

Professional workers and community groups have been able to come together via the Hunter Region Adoption Committee, (convened by CatholicCare since 1979) to disseminate information on adoption, analyse current adoption practice and discuss and review relevant legislation.

CatholicCare Adoption Services in Newcastle will continue to provide counselling services to parents wanting to explore adoption as one of the options for their child. The program will also continue to provide information and referral to individuals affected by past adoption and to families wanting to apply to adopt a child.

The program will continue to support caseworkers managing children in Out of Home Care for whom adoption by their carers is considered to be in the child's best interest. It is anticipated that the caseworker in the program will be increasingly involved in the assessment and application process, building strong relationships with caseworkers from four adoption agencies in Sydney. The program will also continue to facilitate a local adoption awareness group by convening the Hunter Region Adoption Committee and will stay abreast of current issues and practice by attending interagency meetings, including the Committee on Adoption and Permanent Care in Sydney.

The program will also continue to provide support and training to 'pre-adopt' foster carers through training sessions and morning teas. The program will continue to provide community education through marketing material and presentations at appropriate meetings and functions (e.g. the Lower Hunter Social Work Meeting).

The program continues to face challenges regarding our resources. This is a sole worker position which is funded for fewer than 3 days per week. CatholicCare's Adoption Services does not actively promote adoption. Parents are supported to understand current adoption practice, their legal rights and explore issues including alternatives to adoption, grief and loss reactions and the benefits and disadvantages of adoption so they feel able to make an informed decision for their child. 'Open' adoption is the only kind of adoption arrangement available in New South Wales. This means that children will continue to know their origins and have some connection and contact with their birth family as they grow up. Birth parents, adopted children and adoptive parents all have rights to access information about each other from the time of the adoption.

People can be of any religion or no religion to use this service.

### 3.2.5 OUR FUTURE

The ongoing Senate Enquiry into Forced Adoptions has a submission closing date of February 2012. Following this, there is potential for the government to fund improved ongoing support to those affected by past adoption practice. Should this eventuate, CatholicCare Adoptions is well placed to continue offering counselling and support to this expanded group.

## 4. SUPPORTED INDEPENDENT LIVING (SIL)

### 4.1 BACKGROUND

SIL aims to assist young people who are under the Parental Responsibility of the Minister to transition into independent living. Support received includes, but is not limited to;

assistance in finding and securing sustainable accommodation, assistance in accessing health services and securing treatment where needed, assistance in finding employment and/ or study options, AOD support, help with rebuilding social relationships and self esteem, support with self advocacy, capacity building and living skills through mentoring.



#### 4.2 FUNDING

SIL is funded by Family and Community Services and all referrals are vetted by the Child and Family Regional Unit.

#### 4.3 TARGET

The SIL program works with young people aged between 16-18 who are getting ready to leave foster or kinship care or have been in foster or kinship care and for a variety of reasons find the care is no longer suitable. The service is provided across the Hunter however supported housing is predominantly based in the Newcastle LGA. 10 service users are supported through SIL at any one time.

#### 4.4 THE YEAR THAT WAS

Since June 2010, 14 young people accessed and were supported by SIL. This low number is a positive in this program, as it shows the young people are staying in the program on a long term basis, indicating they are benefiting from what the program offers.

The SIL program has seen many positive outcomes including reconnection with families, increased capacity to self-advocate, fines eradication through the Work Development Order (WDO) process, learner licences gained and driving lessons completed, compliments from external organisations about the progress being made by young people within the program, dramatic reductions in involvement with police and Juvenile Justice, the maintenance of property and recommendations from real estates, employment and education opportunities and the young people reporting that they are happy, safe and comfortable.

Considering most of the young people in SIL have had such transient lives, these accomplishments are really fantastic.

#### 4.5 THE FUTURE

The future feels slightly uncertain for our SIL program because of the review of Out of Home Care Services by the Department of Community Services. Our program is highly successful, providing solid and compassionate support to vulnerable young people.

We want to continue to provide that support to the same individualised high standard and we hope that throughout the review process we can express our desire to grow and expand.

## 5. TAREE CHILD AND FAMILY SERVICES

### 5.1 FATHERHOOD AND PARENTING PROGRAM, COMMUNITIES FOR CHILDREN

#### 5.1.1 BACKGROUND

The Fatherhood & Parenting program focuses on enhancing and maintaining the unique and important role fathers play in the lives of children. The program operates in an environment which is safe, comfortable, male-friendly and:

- Encourages quality relationship development between fathers & children
- Offers parenting support & information
- Provides referrals to other services where required.

#### 5.1.2 FUNDING

The program is funded through the Department of Families, Housing, Community Services and Indigenous Affairs, with Mission Australia being the Lead Agency for Communities for Children.

Participants mostly self refer and we raise awareness about our programs through Family Expo style events where we can make personal contact with fathers and their kids. Some parents are referred to our activities from CatholicCare's Brighter Futures program.

#### 5.1.3 TARGET

The program target is "at-risk children aged 0 – 12 years and their families". There is a special focus on the wellbeing of local Aboriginal children and their families. The program is funded to assist the following number of clients:

- Holiday activities, 5 parents + 5 kids, 8 times per year
- Saturday Activities, 5 parents + 5 kids, 8 times per year
- Wii Club, 5 parents + 5 kids, 40 times per year
- Dads Support groups fortnightly, 5 Fathers per session
- Dads Events, 10 fathers per session; 4 times per year
- Rock and Water, 35 kids per week; two terms a year.

#### 5.1.4 THE YEAR THAT WAS

The program assisted the following clients:

- Parenting Program: Adults – 187, 0-4 years- 12, 5-12 years- 226, 13-18 years - 3
- Fatherhood Program: Adults – 189, 0-4 years- 34, 5-12 years-174, 13-18 years -3

Our major challenge this year has been reaching our goals with Dads only groups as men are more hesitant to access help or groups for assistance. This has also created an additional administrative burden which has stretched in-house resources.

### 5.2 BRIGHTER FUTURES

#### 5.2.1 BACKGROUND

Brighter Futures is an Early Intervention Program, developed as a result of the recommendations of Justice Wood's Commission report in 2008. It aims to engage vulnerable families with children 0-9 years of age and their families to create positive change in their lives. In general families have been identified as having child wellbeing concerns and the program aims to encourage personal growth and skill development in order to prevent situations escalating to Child Protection.

There are seven vulnerabilities that are addressed when assessing Brighter Futures

eligibility. These are: Domestic Violence, Parental Drug and Alcohol Issues, Parental Mental Health Issues, Lack of extended family and social support, Parents with significant learning difficulties or intellectual disabilities, limited parenting skills/inadequate supervision, and child behaviour management problems.

There are three main components to the Brighter Futures Program: Parenting Education, Home Visiting and Case Management and Quality Child Care.

#### 5.2.2 FUNDING

Brighter Futures is funded by Family and Community Services.

#### 5.2.3 TARGET

The program targets families with children 0-9 years of age in the Great Lakes, Greater Taree and Gloucester LGAs. We are funded to assist 47 families at any given time of which 19 families need to be Aboriginal.

#### 5.2.4 THE YEAR THAT WAS

In 2010-11 we assisted 60 families. The program had a high retention rate of clients with many maintaining their engagement for extended periods of time. (This is a positive sign as many of the families benefit from longer term support).

### 5.3 COUNSELLING – TAREE AND PORT MACQUARIE

#### 5.3.1 BACKGROUND

The Taree counselling program exists to improve the ability of individuals, couples and children to identify, understand and work towards resolving their concerns in a relaxed and private environment. Our counselling program assists people to improve their ability to cope with the stress that accompanies difficult circumstances, and to build on their own personal skills and strengths in order to respond to these circumstances in a positive and effective way.

#### 5.3.2 FUNDING

We receive funding from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).

Some referral sources are:

- Hastings Women's and Children's Refuge
- Liberty House (outreach service)
- Lifeline
- Centacare Port Macquarie (referrals from various programs including Employment, Disability, Mental Health and Housing)
- NSW Police Child Wellbeing Unit
- Brighter Futures Port Macquarie & Taree
- Phone book/website
- Community Services
- Mission Australia
- Centrelink
- Mental Health Services, Port Macquarie Base Hospital & Manning Base Hospital
- Local school counsellors
- Carers NSW
- Port Macquarie & Taree Police
- Interrelate Port Macquarie
- PHaMS Taree
- Self-referral.

#### 5.3.3 TARGET

Our program is not restricted to any particular age group, but is available to people from all stages of life, encompassing individuals, couples, children and adolescents. It covers



the Manning Valley and surrounding areas as well as the Port Macquarie region. Our target for 2010/2011 was 268 individual clients across both the Taree service and the Port Macquarie Outreach.

#### 5.3.4 THE YEAR THAT WAS

In 2010-11 we saw 122 new clients in the Manning Service.

## 5.4 PERSONAL HELPERS AND MENTORING PROGRAM

### 5.4.1 BACKGROUND

The Personal Helpers and Mentors program is a new program to Taree and the Manning which supports people whose lives are severely affected by mental illness. The program is strength based and focuses on what people with mental illness can do, rather than what they can't do. The program also focuses on recovery, demonstrating that people with mental illness can lead a fulfilled life in the community with the same opportunities as others. A Personal Helper and Mentor caseworker is allocated to all participants who join the program, to support them in their recovery journey.

Support provided by a Personal Helper and Mentor caseworker may include assisting participants to:

- Better manage everyday tasks such as housekeeping, finances & accessing transport
- Access appropriate clinical support
- Help get relationships with family and friends back on track
- Get involved in community activities which they would enjoy
- Connect to other services or programs which may assist the individual like drug & alcohol support, housing or medical support.

### 5.4.2 FUNDING

The program is funded to assist between 39 – 48 people at any given time.

### 5.4.3 TARGET

The program targets 16 – 65 year olds, in the 2312, 2424, 2426, 2427, 2429, 2430, 2428 postcode areas. Approximately 50% of clients self refer and the remainder is referred through local mental health providers.

### 5.4.4 THE YEAR THAT WAS

In 2010-11 the program maintained a caseload of 41 participants at a time. Some of the case workers had none of their participants who are/were in their case load, admitted or re-admitted to the Mental Health Unit at the Hospital.

The Community Garden has been a huge success and has grown in strength as a place of hope, rebirth and growth.



The program has offered an opportunity for individuals to stabilise, recover, have social outings and receive referrals to clinical professionals. We have also provided assistance in the transitional process to independent living.

## 6. YOUTH SERVICES

### 6.1 FAMILY RECONCILIATION AND MEDIATION PROJECT (FRAMP)

#### 6.1.1 BACKGROUND

FRAMP supports young people (12 to 15 years old) at risk of Homelessness. The program assists both the young person and the family in order for the young person to return home or stay with an alternative family member or family friend.

#### 6.1.2 FUNDING

FRAMP is funded by the Department of Family and Community Services.

#### 6.1.3 TARGET

Young people between 12 - 15 who live in the Maitland and Kurri Kurri LGAs. FRAMP is funded to assist 60 young people per year.

#### 6.1.4 THE YEAR THAT WAS

This Program started going through a process of review by FaCS during the 2009-2010 financial year. As a result we did not meet our KPI of 60 young people, providing support to 35 (there is limited access to alternative accommodation).

- 40% of clients agreed to participate in ongoing counselling/mediation
- 40% of clients were able to participate in the program while living at home
- 10% of clients remained engaged in education during their time in the program.

#### 6.1.5 THE FUTURE

The program will go through a process of change. In June 2010 the program ended and it has now been rebadged as an Early Intervention and Prevention Program called Youth and Family Support Service. It is based in Cessnock and provides support to young people between 12 – 18 years and their families, who do not meet the significant risk of harm threshold. The new program provides advice and referral, case work and case management, skill building workshops and parenting groups.

### 6.2 HUNTER YOUTH ACCOMMODATION AND SUPPORT SERVICE - LINKS TO INDEPENDENCE

#### 6.2.1 BACKGROUND

The Links project provides support through case management to young people

(16 – 25 years) who are either homeless or at risk of homelessness, their partners and accompanying children. Support available includes securing long term stable accommodation and providing assistance to address issues that impact on the capacity to maintain long term accommodation. Support is offered through a case management model which identifies the client needs and then explores both internal and external services which can assist in addressing those needs. Service provision is provided through information exchange, referral to appropriate services, advocacy, support during the transition to independent living process and follow up support. When clients make an original contact with the service their needs are often complex, with resolution requiring a collaborative and multiple specialist approach, coordinated to meet their needs. Services sourced often include mental health, child protection, generalist health and legal support. Clients have often suffered from family violence and need support services that address the needs of people experiencing the effects of childhood trauma.

#### 6.2.2 FUNDING

LINKS is funded through the Specialist Homeless Services Project (SHS) to assist 85 young people at any one time.

#### 6.2.3 TARGET

Young people 16-25 years in the Newcastle, Lake Macquarie and Maitland LGAs.

#### 6.2.4 THE YEAR THAT WAS

In the financial year 2010-11 LINKS provided service to 239 clients accounting for 75% of the KPI set by Community Services, congruent with the funding agreement. The breakdown of the statistics is as follows:

- Female 166
- Male 73
- Parenting 97
- ATSI 39
- CALD 16

### 6.3 HUNTER YOUTH ACCOMMODATION AND SUPPORT SERVICE- MAITLAND YOUTH CRISIS CENTRE

#### 6.3.1 BACKGROUND

Maitland Youth Crisis Centre is an accommodation service, staffed 24 hours a day seven days per week, for young people aged 12-17 years who are homeless or at risk of homelessness.

CatholicCare accommodates up to eight young people for emergency accommodation from overnight up to 12 weeks. Youth workers assist young people to develop living skills such as cooking, cleaning, budgeting and recreational activities. We provide collaborative case management which is client focused to assist people to achieve their goals.

#### 6.3.2 FUNDING

The service is funded through the Department of Community Services. In 2010-11:

- 52 clients self referred
- 8 were referred by family
- 21 through DoCS
- 6 through Juvenile Justice and
- 18 through NGOs.

#### 6.3.3 TARGET

Young people 12-17 years, primarily from the Hunter LGAs, however we will provide assistance to young people from any area in Australia. We are funded to provide



between 1788 and 2555 bed nights per annum.

#### 6.3.4 THE YEAR THAT WAS

In the 2010-11 year we provided 2186 bed nights for 111 clients. A number of clients successfully returned to family and we assisted a number in the transition to medium term supported accommodation. Some moved on to independent living.

#### 6.3.5 THE FUTURE

In the future our service will continue to meet the requirements of our funding agreement, improve and provide a welcoming, accessible and youth friendly service that advocates for the rights of young people.

## 6.4 HUNTER YOUTH ACCOMMODATION AND SUPPORT SERVICE – SUPPORTED TRANSITIONAL HOUSING

### 6.4.1 BACKGROUND

The Youth Accommodation and Support Service provides accommodation for young people within a case management model. Young people live independently and caseworkers are available at regular times to provide assistance. There are two houses provided in the program:

#### Westlakes

Up to 5 young people at a time can stay at the shared house for a period of 6-12 months. Caseworkers assist developing living skills in cooking, cleaning, budgeting and recreational activities. We provide client-focused, collaborative case management to help clients achieve their goals and move towards independence.

#### Rawson Street

Supported accommodation is offered to young people aged 16-25 years who are young family units. We have 2x2 bedroom CAP funded houses at Mayfield for young families with children who need somewhere to stay whilst they actively seek a more permanent place to live. We provide collaborative case management which is client focused to assist them in achieving their goals and moving toward independence.

### 6.4.2 FUNDING

The service is funded by the Department of Family and Community Services. In 2010-11:

- 16 self referred
- 1 Family/Friends
- 1 Educational Institution
- 11 NGO.

### 6.4.3 TARGET

At Westlakes we cater for 16–21 year olds and in Rawson Street, 16-25 year olds. The young people predominantly come from the Newcastle and Lake Macquarie LGAs. CatholicCare is funded to provide between 2299 and 3285 bed nights per annum.

### 6.4.4 THE YEAR THAT WAS

From June 2010-June 2011 we provided 2700 bed nights for 29 clients which met our required target set by the funding body. A number of clients successfully transitioned to independent accommodation. Many enrolled in further education and attained employment. Families were linked in to support services to assist with parenting.

### 6.4.5 THE FUTURE

The service is aiming towards continued improvement in providing a welcoming, accessible, youth and family-friendly service which advocates for the rights of young people. We also wish to ensure we continually meet the requirements of service provision under our funding agreement.

## 6.5 WORK DEVELOPMENT ORDERS (WDC s)

### 6.5.1 BACKGROUND

The WDO program is available to CatholicCare service users who may have accrued debt through fines. The program operates on a system where engagement in counselling, training, education and case work "works off" a specific dollar amount toward those debts. Once milestones have been met, total debt can be eradicated. For most of our service users participating in regular case work, mentoring and education can reduce debt substantially in a relatively short time.

On 30th June 2011, WDO finished the 2 year trial period with outstanding success and achievements. An evaluation was completed across the state and outcomes across all pilots were positive. As a result Government has granted permanency to the WDO Scheme. In 2011 funding was provided for promotion and information and also to enhance the State Debt Recovery Office (SDRO) computer system. A self service working group was established to assist the SDRO in devising the self service system; CatholicCare is a member of this working group.

### 6.5.2 FUNDING

The program is run in conjunction with the State Debt Recovery Office.

### 6.5.3 TARGET

The WDO program can be accessed by any service user linked to CatholicCare Social Services. The program is open to any young person with Government fines.

### 6.5.4 THE YEAR THAT WAS

Through CatholicCare Youth Services there have been nine WDO applications submitted and approved. Service users spread across programs and six have come from CatholicCare's SIL program, two from the LINKs program and one from the Impact program. Four service users have completed their WDOs meaning that they are now debt free.

Five service users now have their Learners Driver's Licence and are working towards gaining their provisional license and one is actively in the workplace. All are still engaged in case work/case management.

To CatholicCare's knowledge, no service users involved in WDO have reoffended or have received further fines. State debt fines have varied from \$250 - \$8000 total.

## 6.6 NIGHT CARE VAN

### 6.6.1 BACKGROUND

The CatholicCare Night Care Van provides food and support for disadvantaged people each Saturday from 4pm to 6pm in Islington Park, located close to the centre of Newcastle.

### 6.6.2 FUNDING

The program is self funded through volunteers and donations.

### 6.6.3 TARGET

All age groups, the homeless and disadvantaged in the inner city and urban suburbs of Newcastle.

### 6.6.4 THE YEAR THAT WAS

Approximately 5000 meals are provided each year. 16 volunteer teams incorporating volunteers from St Francis Xavier's College (SFX) (8 teams), the Catholic Schools Office and many other Catholic parishes across Newcastle help out. Over 400 students have volunteered from SFX and this has provided them with a firsthand experience of the reality of what it is like to be disadvantaged.

Some of the clients have mental health conditions, are long term homeless people, people challenged with drug and alcohol misuse, domestic violence, living in poverty, in contact with the criminal justice system and some are just very isolated. This program provides an opportunity for people to meet and enjoy the spirit of an accepting non judgemental community once a week. This also provides clients with an opportunity to seek other support services available to them through CatholicCare, by taking home a brochure or having a chat with someone in a casual environment to find out more.

### 6.6.5 THE FUTURE

Disadvantaged people who have been coming to the van for 10 years, building trust and rapport with the volunteers and having at least this one regular social event to look forward to, would miss out if the Van was no longer operational. For some this may be the only food and contact with other people they have in their week.

We don't know what the future holds as we are constantly seeking community support to keep the van running and looking at ways we can further use the resource. This is a very worthwhile project.

## 6.7 MENTORING PROGRAM

### 6.7.1 BACKGROUND

CatholicCare's mentoring program provides 'at risk' young people with a suitable mentor who can support them to improve their opportunities to:

- Develop significant relationships with adults who can offer support, advice and assistance
- Develop links with recreation and other positive social activities
- Strengthen and develop positive self-esteem
- Manage the transition from adolescence into adulthood and
- Experience a sense of belonging to individuals, family and the community.

### 6.7.2 FUNDING

The program is fee for service and we have intensive support places for ten young people. We receive referrals from CatholicCare's Out of Home Care Service, Stepping Out program and Supported Independent Living program.

### 6.7.3 TARGET

10 to 25 year olds in the Hunter Region.

### 6.7.4 THE YEAR THAT WAS

This is a new program developed to meet an identified specific need. It began late in the financial year and is already at capacity with 10 mentees involved.

### 6.7.5 THE FUTURE

We envisage enormous potential for this program. With the training and availability of more mentors, we could increase our contact with external agencies, have a broad pool of skilled mentors and provide a broader based service. We have developed the program specific to our needs but many young people who are experiencing communication difficulties with their parents could benefit from an external mentor to support them through a difficult time.

## 6.8 IMPACT

### 6.8.1 BACKGROUND

The IMPACT program supports young homeless people between 16 and 18 years of age who are on court orders under the care of Juvenile Justice. We provide young people with housing and intensive support, as well as assisting them with accessing training and education, living skills and developing interpersonal skills that will help them to reconnect with their families and the community.

### 6.8.2 FUNDING

IMPACT is funded by the Department of Juvenile Justice.

### 6.8.3 TARGET

16 to 18 yrs, in the Newcastle LGA. This program is funded to provide intensive support to five young people at any given time. IMPACT only accepts referrals from the Department of Juvenile Justice.

### 6.8.4 THE YEAR THAT WAS

The IMPACT program provided intensive support to 13 young people. As a result the young people are currently engaged in education programs; four young people are currently employed, four are successfully maintaining independent housing, six have now developed closer relationships with their families, two now have their licence and one has their Provisional Driver's License and has recently bought a car. Two young people are successfully maintaining personal relationships and parenting their children, four are currently participating in Drug and Alcohol courses and anger management.

### 6.8.5 THE FUTURE

We will continue to provide a welcoming, accessible, youth and family friendly service which advocates for the rights of young people, ensuring we continue to meet the requirements of service provision under our funding agreement.

## 6.9 AFTER CARE PROGRAM

### 6.9.1 BACKGROUND

The After Care Program supports young people who lived in formal foster care and are moving towards independence. The program works to identify and meet their needs and goals in a variety of areas including:

- Accommodation
- Liaising with government departments
- Applying for Transition to Independent Living Allowance (TILA)
- Assisting with education or training

- Living skills development
- Referral to health services
- Accessing counselling services
- Providing support in accessing and reading Community Service based files
- Obtaining proof of identity
- Accessing After Care plans and submitting them for approved funding/items.

#### 6.9.2 FUNDING

Funding is provided by Family and Community Services. One full time position is provided.

#### 6.9.3 TARGET

After Care supports young people aged between 15-25 who are leaving care and have lived in formal care for 12 months in the Hunter Region.

#### 6.9.4 THE YEAR THAT WAS

After Care has been able to support 43 young people this financial year. Considering the limitations of funding and staffing and the amount of work undertaken within the program, this is a great result. We have taken steps to provide information mornings to young people leaving care, their carers and external agencies so all involved can learn more about and feel more confident about the leaving care process.

After Care service users, with the support of the program, have been able to:

- Develop independent living skills i.e. cooking & cleaning
- Work on budget planning
- Develop organisational skills
- Lease rental properties
- Gain tenancy advice
- Have submissions processed through Community Services
- Gain support through TILA
- Access brokerage
- Work toward their self-identified goals
- Gain referrals to health services
- Have After Care Plans written and advocated for.

#### 6.9.5 THE FUTURE

The After Care program is looking forward to the continual provision of service to young people leaving or who have left care. In addition to this, we look forward to working with the CREATE foundation in offering living skills groups to young people who are leaving or have left care.

## FINANCIAL REPORT

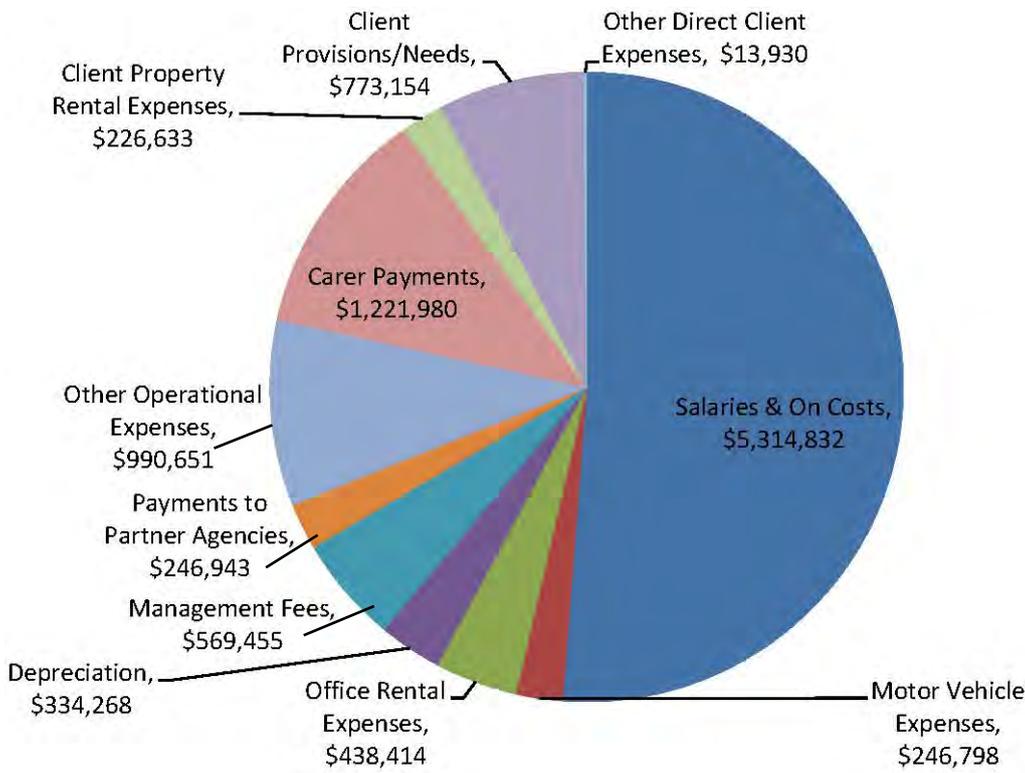
Finance and Administration at CatholicCare's Head Office provides valuable support for Social Services in the form of budget preparation, monitoring of expenditure, tender preparation, property management (including motor vehicles) insurance, management of debtors and the processing of creditors.

Income in the 2010-11 financial year totalled \$11,070,755, \$660,017 higher than the 2009-10 financial year. This reflects the continued expansion of a number of programs and some new growth opportunities.

The following table shows a comparison of income received from the 2010 and 2011 financial years. Expenditure:

	Financial Year End 2011	Financial Year End 2010
<b>Australian Government</b>		
Dept. of Families, Housing, Community Services & indigenous Affairs (FaHCSIA)	\$1,108,801	\$1,098,420
Dept. of Education, Employment & Workplace Relations (DEEWR)	\$460,985	\$1,131,818
<b>NSW Government</b>		
Human Services, Community Services (CS)	\$5,982,680	\$5,020,386
Human Services, Ageing, Disability & Home Care (ADHC)	\$1,619,377	\$1,568,941
Human Services, Juvenile Justice (JJ)	\$108,801	\$106,147
Communities NSW	\$304,358	\$304,354
<b>Other</b>		
Fees	\$881,679	\$669,471
Rent Income	\$282,530	\$245,487
Diocese Contribution		\$90,000
Misc Other	\$321,544	\$175,714
<b>TOTAL</b>	<b>\$11,070,755</b>	<b>\$ 10,410,738</b>

Salaries and wages including on costs, coupled with Carer payments, are the largest expenditure item within the CatholicCare budget for this financial year followed by operational expenses, client provision and management fees. The following graph (on the next page) provides an overview of expenditure.

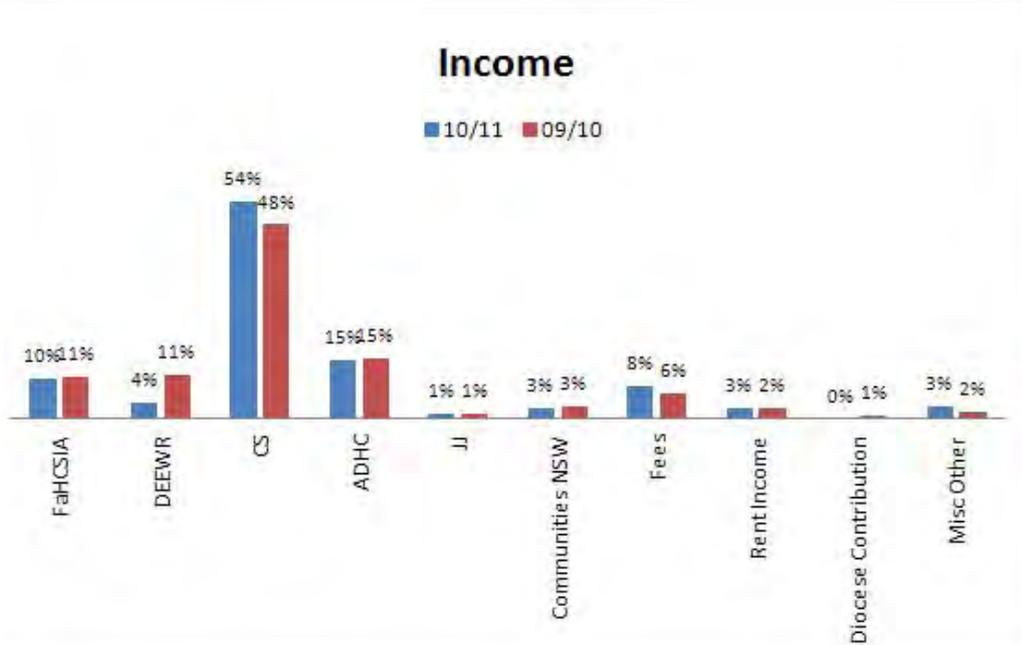


CatholicCare also provides financial administration for the external employee assistance counselling program of ACCESS Programs Newcastle.

A full auditor's report and financial statements are available on request from Head Office at 884 Hunter Street Newcastle.

## FUNDING SOURCES

The following table provides a comparison of funding sources 2010 -11 and 2009 -10 financial years.





Catholic  
Care  
catholiccare.org.au  
Hunter/Manning Region

# ACKNOWLEDGEMENTS

CatholicCare Hunter-Manning would like to acknowledge our funding providers. We receive funding from:

The NSW Government:

- Family & Community Services
- Ageing Disability and Home Care
- Juvenile Justice
- Education, Employment and Workplace Relations and the Office of Communities

The Australian Government:

- Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA).

## HOW CAN YOU BECOME INVOLVED?

CatholicCare Social Services Hunter-Manning has a number of pathways for involvement in our programs. We gratefully accept financial donations and we have areas of delivery where people can volunteer in a service type that is suited to their interests and skills.

CatholicCare has a Volunteers Policy which sets out the parameters for volunteering from both the organisation's and the volunteer's perspectives.

If you would like to volunteer or make a donation, please contact the Personal Assistant to the Director who will link you to the area most suited to your interests.

CatholicCare Social Services would like to acknowledge the many individuals and businesses who generously support our organisation with money, material resources, time and work. There are too many of you to list and many of you who want to remain anonymous, so please know that we see you and on behalf of all the people you help and support we say a very heartfelt thank you.

## CATHOLICCARE SOCIAL SERVICES HUNTER-MANNING

Incorporating:

- Counselling, Hunter Valley and Manning
- Brighter Futures, Hunter Valley and Manning
- Marriage Education
- Supervised Contact
- S.P.A.C.E.
- Port Stephens Adolescent and Family Counsellor
- Families with Adolescents Education and Resource Project
- Employee Assistance Program
- Communities for Children, Personal Helpers and Mentors Program
- Taree Community Garden
- Supported Accommodation
- Young People Leaving Care (Stepping Out)
- Innovations Fund, JOBS Fund, Men's Sheds
- Family Reconciliation and Mediation project
- Links to Independent Living, Supported Independent Living
- Maitland Youth Crisis Centre
- Hunter Youth Accommodation and Support Services – Supported Transitional Housing
- Night Care Van
- Fostering, Kinship Care and Adoptions.





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