



**Social Services
Hunter-Manning**

DIOCESE OF MAITLAND-NEWCASTLE

ANNUAL REPORT

2013 - 2014



Acknowledgement of country and traditional owners

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





Contents

Acknowledgement of country and traditional owners	2	Listing of our Youth Services and Community Support	11
CatholicCare Social Services Hunter-Manning	4	Disability Services	12
Mission, Vision, Values	4	Listing of our Disability Services	13
Our Approach	4	CatholicCare Social Services - Taree	14
A message from Bishop Bill Wright	5	Listing of our Taree Services	15
Leadership Team	6	Our Funding Agencies, Member Associations & Accreditation	16
Locations	6	Financial Report	17
Our People	7	How Can You Contribute?	18
Counselling & Psychological Services	7	Volunteer	18
Out of Home Care	8	Student Placement	18
Listing of our Out of Home Care Services	9	Become a Carer	18
Youth Services and Community Development	10	Contact Us	18

CatholicCare Social Services Hunter-Manning

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

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

Mission, Vision, Values

Mission

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

Vision

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

Values

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

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

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

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

Our approach

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

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

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

A message from Bishop Bill Wright



These days it's possible to hear news bulletins 24/7, and much of what one hears is discouraging, if not downright depressing. It's good to be informed, but one can be left thinking, "What can I do? Where to begin?"

When I'm in this place, one of the thoughts that encourages me is that so much is already being done to address issues of concern in our community. I am proud of the good works that CatholicCare Social Services Hunter-Manning carries out, day by day, in the name of the Church.

This annual report provides an overview of the many areas in which CatholicCare has a local presence: Out of Home Care, Disability Services, Supported Housing, Counselling and Psychological Services, Youth Services, Community Development, Mentoring and so many more.

In addition, I know that the Director of CatholicCare, Lisa Short, and her staff are constantly seeking ways to address the needs they identify in the region. While there are of course limitations in terms of funding, staffing and capacity, there is a genuine desire to provide as much support as possible to the most vulnerable members of our community.

Pope Francis has said recently that Church tradition is like a flowing river, which has a fixed origin, yet flows throughout the world bringing to life the best of that region and culture.

I believe that this report indicates that the areas through which the Hunter and Manning Rivers flow are well served by the Church, under the auspices of CatholicCare Social Services.

A handwritten signature of Bishop Bill Wright, preceded by a cross symbol. The signature is in black ink.

Most Reverend William Wright
Bishop of Maitland-Newcastle

Leadership team

Director

Lisa Short

Operations Manager

Community Support

Louise Rak

Operations Manager

Out of Home Care

Kathryn Puckeridge

Regional Manager

Helga Smit

Business Development

Manager

Tracy Clarke

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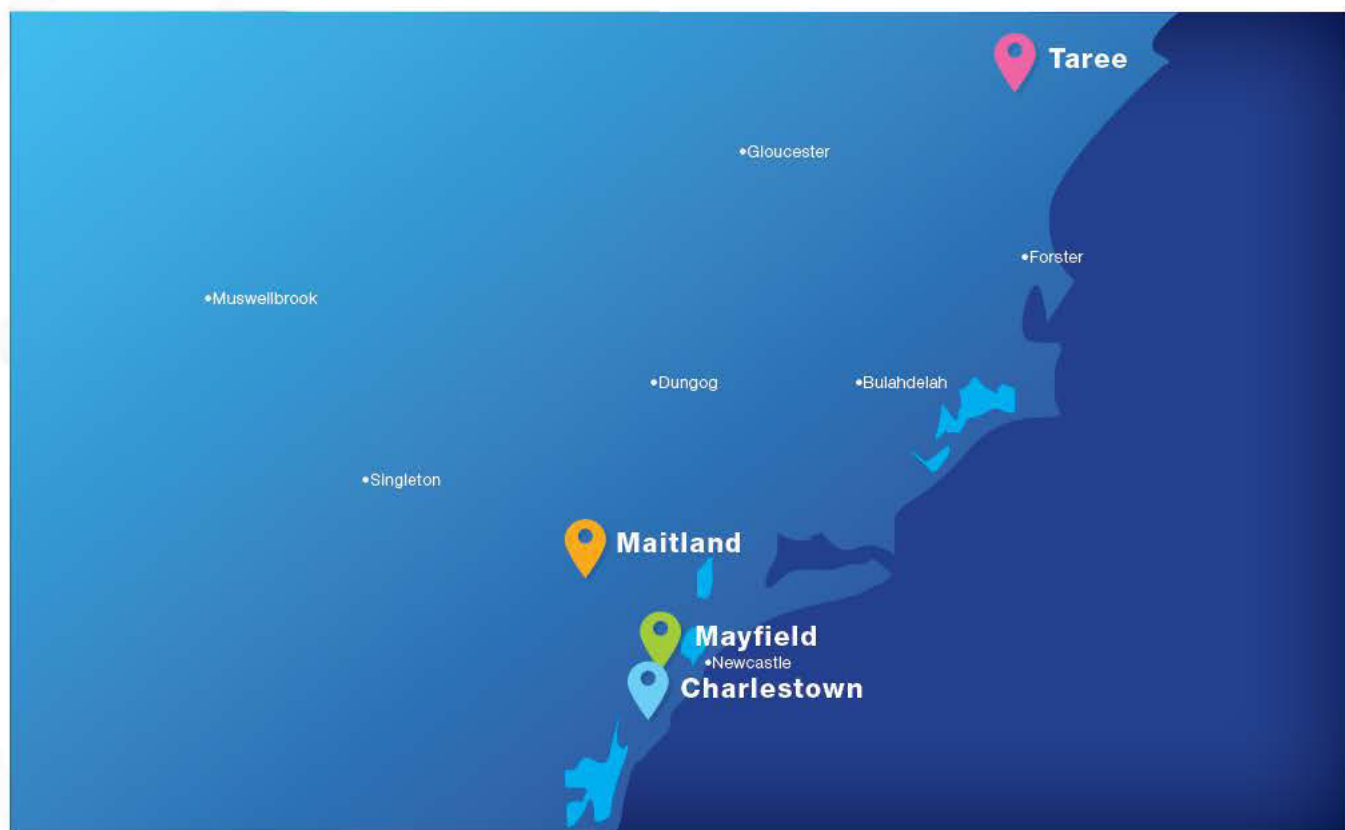
E ccenquiries@catholiccare.org.au

Charlestown Disability & Counselling Office

Shop GD, 3,6 & 7 Hilltop Plaza Charlestown NSW 2290

P (02) 4944 4400 **F** (02) 4923 0699

E ccenquiries@catholiccare.org.au



Our People

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

Staff



179

We employ 179 staff across three sites - Mayfield, Maitland and Taree

Counselling & Psychological Services

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

A total of 3187 sessions was provided to people across the Hunter.

We offer:

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

Family Dispute Resolution (FDR)

The Family Dispute Resolution Service was re-introduced to CatholicCare in late 2013. FDR formally commenced services in Sep/Oct 2013. The program has continued to grow and offers affordable options for families seeking resolution regarding parenting plans.

During 2013/2014, Edwina completed 80 intake sessions and 10 completed mediations where a resolution was achieved.

Adoptions Counselling

Counselling support provided to people affected by adoption in any way – people considering placing their child into adoption, people who have offered a child for adoption, people who were adopted, any family member affected by adoption.

36 face to face counselling sessions provided during 2013/2014 financial year have resulted in a variety of outcomes – birth mums choosing to parent their child, supporting temporary separation to assist decision-making, coming to terms with their past as an adopted child or parent who has offered their child for adoption.

Out Of Home Care

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

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

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

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



134

134 children supported in this program.



55

55 Young people have exited formal care arrangements and accessed Aftercare.



18

18 young people transitioned through CatholicCare's Supported Independent Living program (SIL).

Fostering and Kinship Care

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

Through our services, we are committed to ensuring:

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

Supported Independent Living

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

Stepping Out Starting Off [SOSO]

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

After Care Program

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

Youth Services and Community Development

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

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

Young people supported



480

Within our Youth services we have supported 480 young people.

Links to Independence



324

324 young people accessed Links to Independence program.

Night Care Van



2350

Night Care Van provided support to 2350 people.

Impact



24

24 young people exiting involvement with Juvenile Justice received case work, case management and housing support. 83% did not reoffend.



Maitland Youth Crisis Centre (MYCC)

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

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

Early Intervention Parenting Programs (EIPP) in Maitland and Cessnock

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

- Both supported a total of 138 youth and their families in the 2013/2014 financial year.
- At least half of the young people in our programs (aged 12-17) agreed that "the most important goal was fully achieved".
- Life skills training provided for young people in a refuge in Maitland area.
- Resilience in young people workshop was conducted for parents in the Maitland region.
- Engaging Adolescents was run in both Cessnock and Maitland.
- Cessnock EIPP ran a number of Life Skills Programs within the local high schools.

Night Care Van

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

Mentoring

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

Westlakes Transition Accommodation Service

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

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

Impact

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

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

Links to Independence Program

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

Disability Services

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

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

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

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

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

Staff



30

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

Support



13

We support 13 people across our group homes.

Stepping Out

Stepping Out is an Ageing, Disability and Home Care funded leaving care program to support living skills capacity-building for people with an intellectual disability who are exiting Out of Home Care. Stepping Out's aim is to increase people's ability to live as independently as possible within their community. 11 people accessed this program.

Group homes

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

Men's Sheds

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

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

NDIS

21 people accessed support through an approved NDIS plan.



CatholicCare Social Services Greater Taree - Manning

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

Some of our engaging and life-transforming groups include:

CatholicCare Community Garden

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

8-12 participants for 52 weeks.

The Healthy Lifestyle program [HEAL]

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

4-6 weekly participants for 52 weeks.

New Parenting Programs

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

Counselling



126

126 individuals seen for counselling.

Brighter Futures



167

167 individuals received targeted early intervention.

PHaMs



65

65 participants supported through physical assistance and counselling services.

The Biripi Baby and Child Health Clinic



124

124 women have accessed these programs with their children.

Work Development Order



50+

More than 50 individuals received support in reducing fines.

Family Support Program (FSP) Counselling

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

Brighter Futures

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

167 participants.

Personal Helpers and Mentors (PHaMs)

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

65 participants.

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

This program opened as an outreach clinic, which operates from our Taree offices on Thursdays each week.

124 women have accessed these programs with their children.

Work and Development Orders

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

Recovery Group

6-8 participants for 52 weeks.

Austcycle Group

4 weekly participants.

Cooking Group

8-12 participants for four weeks.

Depression Workshop

'Light in the Blue' for eight weeks.

Women's Group

3-5 weekly participants for 52 weeks.

Brushes with Life Art Workshops

20-30 monthly participants.

Our funding agencies, member associations and accreditation

CatholicCare funding agencies and donors



Australian Government
Department of Social Services



Family &
Community
Services



Juvenile Justice
Attorney General & Justice



Attorney General
& Justice

National
disability insurance
Scheme

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

Member Associations



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

Accreditation and registration



Office of the
Children's Guardian

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

Financial Report

Income Statement

Period ended 30 June 2014.

	2014 \$	2013 \$
INCOME		
Grant Funding	12,354,079	10,740,559
Funding Carried Forward	-	22,093
Donations & Fundraising Income	223,383	24,952
Fee For Service	924,128	472,223
Interest Income	125,414	182,562
One-Off Funding	-	5,355
Rent Income	409,607	361,386
Contributions from Diocese & Related Entities	971,284	600,072
Other Income	728,232	329,458
Unspent Portion of Grant Funding	(581,572)	(226,215)
Total Income	15,154,554	12,512,445
EXPENSES		
Advertising	74,090	94,192
Audit Fees	38,631	36,360
Community Engagement Activities	8,323	10,767
Conferences & Professional Development	114,623	102,376
Consulting Fees	43,571	96,002
Depreciation	415,701	276,931
Direct Client Support Costs	3,185,117	2,687,314
Information Technology	139,007	130,895
Insurance	53,855	45,941
Management Fees	243,705	179,235
Membership Fees & Subscriptions	36,222	34,804
Motor Vehicle Expenses	190,631	287,486
Non-Capital Equipment Purchases	215,529	228,360
Office Rental Expenses	583,520	440,754
Property Expenses	224,254	107,174
One-Off Funding Expenditure	-	6,224
Payment to Partner Agencies	212,881	207,508
Printing & Stationery	65,074	68,967
Purchases from Prior Year Surplus	57,244	10,315
Salaries & Wages	6,838,039	5,715,924
Salary & Wage On-Costs	1,788,875	1,353,177
Telephone Charges	134,170	60,078
Training Presentation Expenses	22,398	7,772
Other Expenditure	442,295	313,059
Total Expenses	15,127,757	12,358,001
Operating Profit/(Loss)	26,796	10,830

Financial Report

Balance sheet

Period ended 30 June 2014.

	2014 \$	2013 \$
ASSETS		
Current Assets		
Cash and cash equivalents	4,768,895	5,638,302
Trade and other receivables	460,490	237,072
Total current assets	5,229,385	5,875,374
Non-Current Assets		
Property, plant and equipment	1,132,492	490,119
Total non-current assets	1,132,492	490,119
Total Assets	6,361,877	6,365,493
LIABILITIES		
Current Liabilities		
Trade and other payables	2,038,208	2,133,900
Provisions	755,715	684,966
Total current liabilities	2,793,923	2,818,866
Non-Current Liabilities		
Provisions	132,492	137,962
Total non-current liabilities	132,492	137,962
Total Liabilities	2,926,415	2,956,828
Net Assets	3,435,463	3,408,666
EQUITY		
Retained profits	3,435,463	3,408,666
Total Equity	3,435,463	3,408,666

Community support

Volunteer

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

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

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

Student placement

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

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

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

Become a carer

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

Contact us

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50 Crebert Street Mayfield NSW 2304

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CatholicCare Social Services Taree

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