



**Social Services
Hunter-Manning**

DIOCESE OF MAITLAND-NEWCASTLE

ANNUAL REPORT 2011-2012



FOSTER CARE - CHILD & FAMILY SERVICES - YOUTH & DISABILITY SERVICES - COUNSELLING - MARRIAGE ED

Celebrating 50 years of CatholicCare 1961 - 2011

Acknowledgement of Country

Today we stand in footsteps millennia old.
May we acknowledge the traditional owners
whose cultures and customs have nurtured,
and continue to nurture, this land,
since men and women
awoke from the great dream.
We honour the presence of these ancestors
who reside in the imagination of this land
and whose irrepressible spirituality
flows through all creation.

Jonathan Hill

Open the Door

Open the door, that Christ may come in.
Open the door, that we may go out to his world.
This is the house of God;

here is the home of the homeless.
Peace on all who enter,
Blessing on those who depart.
Open the door!

Walk in and walk out;
find here, and beyond, the God of the years.

Open the door!
Bring hope to the no-future people.
Open the door!
It is Christ who is calling for bread.

Paul Sheppy

Contents

Acknowledgement of Country	2
Open the Door	2
OUR MISSION	5
OUR VISION	5
OUR VALUES	5
OUR APPROACH	5
CatholicCare Social Services Hunter-Manning	6
Organisation Structure	6
A Message from Bishop Bill Wright	7
A Message from Acting Director Jennifer Smith	9
50 years of CatholicCare	10
Achievements 2011-12	11
Quick Reference to our Programs	16
1. DISABILITY AND COMMUNITY SERVICES	19
1.1. Supported Accommodation	19
1.2. Stepping Out	20
1.3. Men's Sheds	22
2. OUT OF HOME CARE AND ADOPTION	23
2.1. Fostering and Kinship Care	23
2.2. Adoptions	25
2.3. Supported Independent Living	26
3. COUNSELLING AND EARLY INTERVENTION	27
3.1. Counselling	27
3.2. Brighter Futures – Home Visiting	28
3.3. Supervised Contact	29
3.4. Maitland Youth Counsellor Project	31
3.5. Marriage Counselling	32
3.6. Port Stephens Adolescent and Family Counsellor	33
3.7. Francis Greenway SPACE	34
3.8. Employee Assistance Program (EAP)	35
3.9. Family Relationship Services Australia	36
3.10. Families with Adolescents Education and Resource Project	37

4. YOUTH SERVICES	38
4.1. Hunter Youth Accommodation and Support Service – Links to Independence	38
4.2. Hunter Youth Accommodation and Support Service – Maitland Youth Crisis Centre (MYCC).....	40
4.3. Night Care Van	42
4.4. Hunter Youth Accommodation and Support Service –	43
Westlakes Youth Accommodation Project	43
4.5. Work Development Orders (WDO)	44
4.6. Aftercare	45
4.7. IMPACT	46
4.8. Mentoring.....	47
4.9. Cessnock Youth and Family Support Program	48
5. TAREE CHILD AND FAMILY CENTRE	49
5.1. Communities for Children, Fatherhood and Parenting Programs.....	49
5.2. Brighter Futures	51
5.3. Taree Child and Family Centre - Counselling.....	53
5.4. Personal Helpers and Mentors (PHaMs)	54
FINANCIAL REPORT	56

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.

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

OUR VISION

Is 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.

OUR APPROACH

At CatholicCare we support the vulnerable, the disadvantaged and the marginalised, to find the best possible outcomes for 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 each individual to 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 need. We systematically measure program delivery in order to understand 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.

CatholicCare Social Services Hunter-Manning

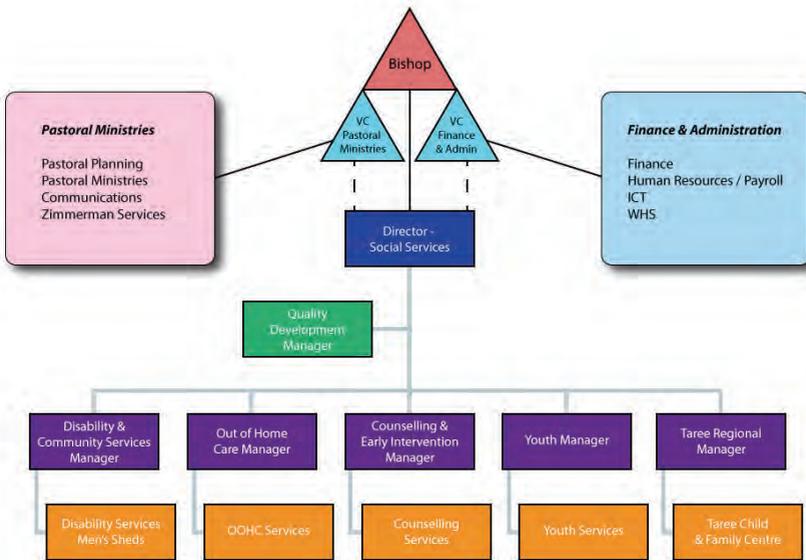
CatholicCare Social Services Hunter-Manning is a stand alone human service provider delivering programs to the Hunter-Manning with the financial assistance of both State and Federal government agencies.

We work in partnership with organisations that share similar aims and objectives and 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 over one hundred and fifty staff throughout the Hunter Manning 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 to work for CatholicCare Social Services.

Organisation Structure



A Message from Bishop Bill Wright



I clearly remember the first time in parish life that I met an older couple who were terribly worried about the future of their disabled adult son. They had given a large part of their lives to supporting him. What would happen when they got sick or died? It seemed that every avenue they explored was closed off. He was too disabled, or not disabled enough. He was the wrong age. Or, simply, he could go on the waiting list, but there were no guarantees. The parents' fear and distress at the thought of their 'boy' ending up in an utterly inappropriate nursing home were dreadful. Then there were the other nights in the parish, the many nights, when we were doing the ring-around to every known refuge trying to find a place for a teenager to go. Many of them were pretty street wise, but you didn't want to see them have to fall back on that sort of wisdom. Every time you are closely involved in one of these stories you worry: what will happen to this person next if the system, as so often, isn't working?

There are many numbers in this report. But I'm trying to say that they're not just numbers. Each 'case' is a human story. In this report, thankfully, each of those numbers represents a good story, of someone who has been helped, of someone's disaster averted, some downward spiral arrested. I hope readers will have the imagination to see the difference that CatholicCare makes to our community by making a difference to so many personal stories. In that sense, the numbers do matter.

But CatholicCare is not only there for the crises. Here you will also uncover the works of CatholicCare that are creatively working for better communities. The Men's Sheds, the community garden, the counselling, the Marriage Education, the early intervention programs; these are some of the things we do to build up the resources of communities so that they can take care of their own, as it were. These are the programs that help prevent the crises. Building better communities is not as dramatic as helping people in crisis, but it is every bit as important. I am glad to see the developments in this field that are contained in this Report, too.

In the year covered by the Report, CatholicCare celebrated 50 years of service to the Hunter-Manning community. I look back thankfully to those who laid the foundations all those years ago, and to those who have sustained the work through all the shifts and twists of government policy and economic circumstance ever since. Agencies like CatholicCare need to be flexible and alert. There are fashions that come and go in government welfare policies. It is not hard, for example, to notice that public housing has been a low priority for quite some time now. On the other hand, we can perhaps hope for good things from the National Disability Insurance Scheme as the details become clearer. But it is not enough for CatholicCare to go where the funding is. As a work of the Church, CatholicCare also has to keep an eye on what is being missed, on who is being missed. That requires a deep sensitivity to what is going on in the community, and CatholicCare, which grows out of the local church community, should be well placed to have that sensitivity and to respond to the cracks in the system with some of our own resources.

My vision is of a CatholicCare that is very closely connected to our local church communities. It is a vision shared by the leaders of CatholicCare itself and the leaders of our school system, parishes and other agencies. We have all met together in recent times to develop some priorities for strengthening all of those connections. We want the Catholic community to have a real sense of ownership of the work of CatholicCare and some involvement in its works of service; we would like people who come to CatholicCare to discover that it is not just a welfare agency but also, if they wish, a point of contact with the life of a whole community. This is the 'something else' besides a 'delivery of service model' that a community-based organisation can bring to its work. We shall work on it.

There is much that is pleasing in this Report. In the year ahead, too, there are new things happening, not least the relocation of both the administrative offices and the Newcastle area services to the new site in Mayfield. In this, and the other new developments that are mentioned in these pages, we hope to lay foundations for at least some of the next fifty years of CatholicCare's service to the community of the Hunter-Manning region.

A handwritten signature in black ink, appearing to read 'W. Wright', with a small cross symbol to its left.

Most Reverend William Wright
Bishop of Maitland-Newcastle

A Message from Acting Director Jennifer Smith



The 2011 – 2012 Annual Report provides a wonderful opportunity to reflect on and celebrate the amazing work undertaken by the staff of CatholicCare Hunter-Manning and consider the impact these staff and the programs we offer have on the lives of the vulnerable across the Hunter-Manning. As I visit our individual programs, from Newcastle to the Manning, as I speak with staff and mingle with clients, I am always impressed by the way in which our vision is being pursued, the care and understanding provided by staff and the resilience of individuals to rise above hardship.

This year has been particularly rewarding for CatholicCare Hunter-Manning. The following spring to mind:

- The hard work and dedication of our Out of Home Care Team to face the pressures of foster placement transition.
- The redevelopment of our Counseling Team, increasing counsellors' qualifications and embracing the opportunity to provide a variety of services including General Counselling, Medicare, Workers Compensation and Employee Assistance.
- The provision through our Youth Services area of 8761 bed nights to vulnerable young people and the support to countless others through case work and general support to live stable lives.
- Our Disability Services area provided live in support accommodation to 15 clients and enabled 10 people to live within a foster family environment.
- In Taree our services continued to provide quality progress taking 111 referrals to Brighter Futures, providing counsel to 182 clients and continuing our successful PHaMS project.

Reflecting on more organisational matters, the year saw the development of our Strategic Plan, the beginning of a policy and procedure review and the documentation of our organisational chart. 2012 also saw the celebration of CatholicCare Hunter-Manning's 50th year of operation. Over these 50 years there have been different incarnations, many skilled and talented people have supported and worked in our programs and many clients have walked through our door. To mark our birthday, CatholicCare celebrated with a birthday cake cut by our long time supporters Pat Walker and her foster son. Pat has been a supporter of CatholicCare (formerly Centacare) for many years and is a treasured participant. As an organisation we began a planning process that will carry us into a long and prosperous future.

On behalf of all the staff at CatholicCare, I would like to thank our clients, our past staff, our funding bodies and our partnering organisations for their continued and ongoing intelligence and participation in our services.

I would like to thank our staff for their commitment and good work and our Bishop and Vice Chancellors for their ongoing support and directions.

As the Acting Director, it has been a pleasure to serve the organisation and we are now well placed to move into a positive and productive future.

50 years of CatholicCare

In 2011 CatholicCare Hunter Manning celebrated 50 years of operation.

Our History

Based on a tradition of care and concern for the disadvantaged, the provision of professional support services to the community has long been a part of the mission of the Catholic Church.

Over the past 50 years there has been an ongoing and deepening recognition of complexity and fragmentation in the social structures of society, and the cost of this fragmentation to the quality of human life. In 1961 the Catholic Church in the Diocese of Maitland began the Catholic Social Welfare Bureau which provided support services to those in society who were disadvantaged. After many years of operation and hard work by both paid and voluntary staff, the Catholic Social Welfare Bureau became Centacare. The 1970s saw a changing social environment where government was becoming more and more involved in providing a social service network. As a result Centacare developed relationships to provide funded welfare services and the opportunity, not only to have greater impact in face to face community programs, but also to influence government in the transformation of the social and economic agenda.

In 2007, Centacare, after merging with Catholic Care of the Aged, changed its name to CatholicCare, providing services to both the aged and the socially disadvantaged. In 2010 CatholicCare Aged Services was transferred to The Little Company of Mary Healthcare, and CatholicCare Social Services was reborn.

Over its 50 years the name of the organisation has changed, many dedicated and hard working professional staff have moved through our workforce and our practice models have matured. However CatholicCare Social Services continues to provide programs to the community not dissimilar to our past. From our inception, community support by way of professional children's services, foster care, adoption, residential care, counselling, services for the homeless, services for young people at risk and disability services have been and will remain key parts of our portfolio.

Our Celebration

Our 50th birthday was celebrated with a party at the CatholicCare Head Office in Hunter Street, Newcastle. Balloons, refreshments, champagne and music made for a relaxing atmosphere in which staff and friends gathered. Bishop Bill and the Director Sue Dark spoke and staff relayed stories of success and hope. Not only was it an occasion to look back, it was also an occasion to look forward with the launch of our 2012 – 2015 Strategic Plan. All at CatholicCare would like to thank people past and present who have supported us in making our organisation what it is today.

Over the year CatholicCare has focused on rejuvenation. We have launched our Strategic Plan; reviewed our structure and embarked on the development of our new premises at Crebert St, Mayfield which will accommodate our staff and clients, in modern facilities. New counselling, meeting and training facilities will also be available. For our staff we have provided training and have developed growth and development strategies that will set our course for the future.

Achievements 2011-12

Organisational

1. Caroline Fowles, a CatholicCare foster carer, was named Barnardo's Mother of the Year.



2. Shayne Kingsley was awarded Maitland Youth Worker of the Year by the Regional Youth Development Officers Network for 2011- 2012.



3. The level of staff engagement was measured through an online survey. This will result in some exciting changes for employees in the 2012/2013 year.
4. Significant monetary savings were made by changing the provider who conducts staff and volunteer National Criminal History Record Checks.
5. New Human Resources policies were implemented that improved worker conditions and raised professional standards: Time in Lieu, Training, Grievance Management and Dress and Appearance.
6. A new staff Orientation procedure was implemented and our Performance Appraisal Tool updated.
7. Anti-Bullying and Harassment training was implemented for all staff in line with current Work Health and Safety (WHS) legislation.

8. Changes to the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) were comprehensively configured throughout the Payroll System.
9. A Staff Flu Immunisation program was implemented.
10. Across the year, through effective Human Resources management, Work Health Safety (WHS) incidents and open workers compensation claims were reduced.
11. The Newcastle Counselling team was restructured to increase the program's sustainability.
12. Out of Home Care achieved five year accreditation status.
13. Our new premises in Mayfield were identified.
14. Pink Diamond Ball raised \$12,000 for our Youth Services Program.



15. Our major achievements are highlighted in the following table:

Program	Client Numbers	Client Profile	Support Received	Staff
Supported Accommodation	13	Adults over 18	24 hour care, seven days a week, 52 weeks a year	27
Stepping out	13	Adults over 18	3395 hours of mentoring/casework	1
Out of Home Care	130	Children under 18 in the parental care of the Minister	Hours dedicated by Foster carers and staff cannot be measured	25
Adoptions	11	Children under 18, families, individuals and couples	Counselling, support for those considering adoption or adoptees	1
Supported Independent Living	20	Young people 16 – 18 in the parental care of the Minister	Assists young people move from OOHC to independent living	1
Aftercare	46	Young people 18+ formerly in the parental care of the Minister	Training, workshops and resources	1
Counselling	Over 1600	Children and families, individuals and couples	Over 2500 counselling sessions 12 workshops 55 plus referrals	10
Brighter Futures	102	Children and families 15 identified as Aboriginal or Torres Strait Islander	In home and group support	0.5
Supervised Contact	600 referrals	Children under 18	Staff and facilities for children relatives and families to meet and feel comfortable	1.75
Francis Greenway SPACE	255	Young people, families and community members	Workshops, training and support	1

Program	Client Numbers	Client Profile	Support Received	Staff
FAER	3000	Young people and parents	Workshops, training and support	3
Links to Independence	211	144 female 67 male 52 Aboriginal or Torres Strait Islander 11 Children under 18	5620 bed nights	3
Maitland Youth Crisis Centre	149	76 female 73 male 37 identify as Aboriginal or Torres Strait Islander	1990 bed nights	3.25
Night Care Van	4400	572 Female over 25 3168 Male over 25 44 Female 16-25 132 Male 16-25 352 Children under 16 132 Culturally diverse backgrounds	4600 meals	1
Westlakes Youth Accommodation	15	7 female 8 male 1 identifies as Aboriginal or Torres Strait Islander	1151 bed nights	1
Cessnock Youth and Family Support Program	89	1 aged 0-5 years 7 aged 6-11 years 81 aged 12-17 years 23 identify as Aboriginal or Torres Strait Islander	Training, workshops and resources	0.6
IMPACT	27	5 female 22 male 8 identify as Aboriginal or Torres Strait Islander	846 bed nights Average stay 25 weeks	1
Mentoring	17	Young people	328 sessions	Casual
Communities for Children, Fatherhood and Parenting	595	Fathers and support agencies.	Training, workshops and resources	2
PHaMS	50	16 years and older with a mental illness	3 to 5 hours per week	2

Strategic Plan Review

<p>Strategic Direction 1</p> <p>To Deliver Quality Services</p> <p>We said we would:</p> <ul style="list-style-type: none"> Clearly document the human, physical and financial resources available; Research to inform our learning and support the delivery of best practice; Survey our service users; Develop a system for effective measurement for each program that collates data quarterly. <p>What have we achieved:</p> <ul style="list-style-type: none"> Managers and Team Leaders have evaluated the effectiveness of current evaluation practices. Programs are implementing feedback processes to determine which is best for their service; Improved data collection and reporting across all program areas. 	<p>Strategic Direction 2</p> <p>Strengthen an Inclusive Approach</p> <p>We said we would:</p> <ul style="list-style-type: none"> Introduce "Welcome to Country and Acknowledgement of Country" and acknowledge Traditional Land Ownership at all significant gatherings; Encourage staff to participate in NAIDOC week and other Aboriginal events; Provide Cultural Competency Training; Consult with Aboriginal Organisations; Work in partnership with Indigenous Communities; Develop an Indigenous Access Plan in line with Regulations. <p>What we have achieved:</p> <ul style="list-style-type: none"> "Welcome to Country and Acknowledgement of Country" is becoming part of the culture of significant gatherings; Staff and clients attended events planned throughout NAIDOC week; Staff attended other events held by the Aboriginal community; Currently work in partnership with Biripi Aboriginal Maternal Infant Health Service, Awabakal, Ngurra Bu Aboriginal Corporation.
<p>Strategic Direction 3</p> <p>A Sustainable Organisation</p> <p>We said we would:</p> <ul style="list-style-type: none"> Promote success through media releases; Attend conferences, events and network meetings; Develop and distribute professional promotional materials; Encourage staff to present conference papers. <p>What we have achieved:</p> <ul style="list-style-type: none"> CatholicCare staff, Team Leaders, Managers and Director are proactive, attending a wide range of meetings, conferences, and social events. Our next challenge is to find the most effective way of sharing information from these events throughout the organisation. The realignment of service areas in 2012, has enabled us to prepare strategically and operationally, for funding opportunities that arise in 2013 and beyond; Our restructured Counselling team has meant that we now have a number of professionally trained registered psychologists who can meet a vast range of client needs; 	<p>Strategic Direction 4</p> <p>An Excellent Place to Work</p> <p>We said we would:</p> <ul style="list-style-type: none"> Measure the Strategic Plan annually; Develop and measure an operational plan for each program area; Review and update the intranet; Inform staff of current news and organisational activities via an interactive newsletter. <p>What we have achieved:</p> <ul style="list-style-type: none"> Executive team working to develop clear measures for all programs including the Strategic Plan; In 2012, the Human Resources team conducted an employee engagement survey to identify within CatholicCare that require improvement to retain and attract the best possible staff; As a direct result of the employee engagement survey a number of policies and initiatives has been improved, including: a new contract with an EAP provider, updating our Learning and Development policy to include best practice initiatives and regular Work, Health and Safety intranet communications. We will continue to work to ensure our employees are engaged in 2013.

Quick Reference to our Programs

Disability and Community Services	Out of Home Care and Adoption	Counselling and Early Intervention	Youth Services	Taree Child and Family Centre
<p>Supported Accommodation Providing 24 hour care to adults with a Disability in the Group Home Setting.</p>	<p>Fostering and Kinship Care A fully accredited service providing full time care and support to children and young people in the parental care of the minister.</p>	<p>Counselling A service provided across the Hunter Region for anyone wanting/needng counselling for any issue or concern. Offices are in Newcastle, Maitland, Singleton and Muswellbrook.</p>	<p>Links to Independent Living (Links) Supports 16 to 25 years olds who are either homeless or at risk of homelessness, their partners and accompanying to secure long term stable accommodation and address issues that impact on their capacity to maintain permanent accommodation.</p>	<p>Communities for Children, Fatherhood and Fathering Program Encourages quality relationship development between fathers and their families by offering support, information and referrals.</p>
<p>Stepping Out Supports young people with a disability leaving Out of Home Care to negotiate their adult living arrangements.</p>	<p>Adoptions 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>Brighter Futures Home Visiting An early intervention program that engages vulnerable families with children aged 0-9, and provides support to create positive change.</p>	<p>Maitland Youth Crisis Centre Providing a 24 hour accommodation service for young people 12-17 who are homeless or at risk of homelessness.</p>	<p>Brighter Futures An early intervention program that engages vulnerable families with children aged 0-9, and provides support to create positive change.</p>
<p>Men's Sheds Places where men, young and old, employed and unemployed, retired or just looking for some company, can congregate and enjoy the company of others.</p>	<p>Supported Independent Living (SIL) 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>Supervised Contact Direct supervision for contact visits between children and young people in Out of Home Care and the significant others.</p>	<p>Night Care Van Providing meals and referrals to services to people in the Islington area on Saturday nights.</p>	<p>Counselling, Taree and Port Macquarie A service for anyone wanting/needng counselling for any issue or concern.</p>
		<p>Maitland Youth Counsellor Project The program provides counselling for individuals and families, facilitated workshops and sessions on themes associated with domestic violence and sexual assault.</p>	<p>Westlakes Accommodation and Support Services – Supported Transitional Housing Accommodation for single clients and young families, with client focused, collaborative case management and assistance in the development of living skills.</p>	<p>Personal Helpers and Mentors (PHaMs) Providing support to people whose lives are severely affected by mental illness.</p>

Disability	Out of Home Care and Adoption	Counselling and Early Intervention	Youth Services	Taree Child and Family Centre
		<p>Marriage Education Pre- and post-marriage education including "Before We Say I Do", FOCCUS and ENHANCE.</p>	<p>IMPACT is designed to assist young people aged 16-18 who are finding it difficult to find a safe, affordable and stable place to live whilst on their control order. It provides them with accommodation and basic independent living skills such as developing personal hygiene and social skills, as well as working on anger management, motivation and resilience skill building.</p>	<p>Community Garden A garden where people can gather, garden and enjoy food produced within a beautiful place.</p>
		<p>Port Stephens Adolescent and Family Counsellor 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>Work Development Orders (WDO) This program is an initiative of the State Debt Recovery Office (SDRO) and the Attorney General. Its purpose is to allow young people aged 12-25 years who are experiencing homelessness, financial hardship, mental illness or disability to satisfy their fine debt through voluntary work, courses or treatment (counselling) with an approved organisation.</p>	
		<p>Francis Greenway S.P.A.C.E Programs, projects, workshops, youth events and cultural activities for 9-18 year olds in the Maitland LGA. Program finished in December 2012.</p>	<p>Aftercare is designed to support young people who are moving towards independence after living in formal foster care. The After Care Program is an effective way of connecting the young person to a variety of services, financial assistance and support available to assist them in making the transition to living independently easier.</p>	

Disability	Out of Home Care and Adoption	Counselling and Early Intervention	Youth Services	Taree Child and Family Centre
		<p>Employee Assistance Program (EAP)</p> <p>The aim is to provide preventive and proactive interventions for the early detection, identification and/or resolution of both work and personal problems that may adversely affect performance and wellbeing. CatholicCare is an EAP for referring agencies.</p>	<p>Mentoring</p> <p>This program provides "at risk" young people with a suitable mentor who can support them to improve their opportunities to develop relationships with other adults, develop links with positive recreation opportunities, foster positive self esteem and self image, manage the transition from adolescence to adulthood and help individuals experience a sense of belonging to family and community.</p>	
		<p>Family Relationship Services Australia (FRSA) is the national peak body for family relationship and support services</p> <p>FRSA financially supports the counselling program and in return we report on the changing needs of families accessing services so as to inform public policy.</p>	<p>Westlakes Youth Accommodation Service</p> <p>To support young people preferably from the Lake Macquarie LGA aged 16 to 21 who are homeless or at risk of homelessness and are ready to transition to supported independent living.</p>	
		<p>Families with Adolescents Education & Resource Project (F.A.E.R.)</p> <p>This project offered a wide range of programs to address diverse needs of children and families in areas where access isn't always easy and cost often prohibitive.</p>	<p>Cessnock Youth and Family Support</p> <p>Is a free service which provides support, advice and referrals to young people aged 12-18 years; their parents or carers, in the Cessnock Local Government Area.</p>	

1. DISABILITY AND COMMUNITY SERVICES

1.1. Supported Accommodation

Our Goal...

To support men and women in our community who have mild to moderate intellectual disabilities with housing and life skills.

Our Motivation...

The happiness, health and wellbeing of those residents entrusted to our care.

Our Achievements...

For Clients...

“Rocky Start for a New Client”

For any person, joining a new home, after living with their family for 40 years would be a big challenge. To have to leave home following the death of your father and then mother and move from the country farm into Newcastle adds difficulty to an already difficult set of circumstances. When living with an intellectual disability, the situation takes on so much more significance.

This was the reality for one new resident. What followed was a test for staff, other residents and the individual concerned. He now has regular contact with siblings including holidays in the country.

For CatholicCare...

This year we provided supported accommodation in a Group Home setting for 13 adults, receiving 24 hour care, seven days per week. There are 27 staff employed to provide this service.

Personal health, safety, communication and integration into the community are important goals residents work on with caseworkers throughout the year. Some of our residents have been active in following and participating in gym and bowling while others have taken up dancing, coffee club and Christian Fellowship.

Our Future Focus...

- Our homes are at capacity which is manageable and ideal. This should continue. There will be adjustments to daytime activities and routines as our residents age and their needs change.
- Communicating with Carers as the new National Disability Insurance Scheme unfolds in the Hunter, keeping them informed and supporting their decision making.
- Some of our houses have aged. The coming year will see plans developed for improved housing quality for our residents.
- Growth – we are seeking more opportunities to provide more supported accommodation for the disabled.

1.2. Stepping Out

Our Goals...

To provide clients and their foster carers with the opportunity to stay together in a wrap around, client focused service, regardless of age.

To keep clients safe we work with people who have disabilities including Intellectual, Autism, Physical and Psychiatric.

Our Motivation...

For our clients to have the best possible quality of life.

Our Achievements...

For Clients...

One 28 year old male who has lived with the same foster parents since before his first birthday, had to leave his home and enter a Group Home this year due to his ongoing needs and the advanced age of his Carers who are now in their 70s. Finding the right home was difficult and getting him emotionally ready for this transition required a collaborative effort from all concerned. The transition for the Carers has been heart wrenching. Through the combined efforts of case workers, Carers, Group Home and ADHC we achieved the best outcome. It's taken years but the transition is paying off and nearing its completion.

For CatholicCare...

13 clients have participated this year.

3,395 hours have been invested by our Case Worker, Disabilities Manager and Mentors. This does not include the full year of support by the Carers who provide their homes.

Other achievements include:

Continued employment	Purchase of electric pushbike	Holidays away
Volunteer placement continued	2 x iPad purchases	Progress with behaviour strategies
Trial return to family	2 x Carer social events	Favourable justice system outcomes
Life skills training	Jets, Knights and Eels season attendance	Mentoring with our Youth Services Team
Respite provision	Art and dancing classes	Bowls competitions

Our Future Focus...

- Maintain achievements and milestones in place this year
- Encourage, fund and support Carers to attend Autism Spectrum conferences and training
- Case Management Training for new staff

- Put strategies in place to enhance and develop Carer engagement with their individual support packages
- Communicating with Carers as the new National Disability Insurance Scheme unfolds in the Hunter.

1.3. Men's Sheds

Our Goal...

To support places where men, young and old, employed and unemployed, retired or just looking for some company, can congregate and find the company of others.

Our Motivation...

Better mental health outcomes for men by providing opportunities to engage and build, create or just be with others.

Our Achievements...

For Clients...

- Windale Men's Shed held a three day display at the Newcastle Home Show, sharing the benefits of being a member of a local "shed".
- Hunter Prostate Cancer Alliance Awareness Bike Ride and the Hunter Manning Men's Sheds co-ordinated their efforts and resources over a seven day period to heighten awareness and importance of the early detection of prostate cancer.
- Bathurst 1000 – a group of shedders headed off to the GREAT race for a grid walk and a day supporting the major sponsor of A.M.S.A.



- Planning for ongoing training, social events, sponsorship and sustainability into the future.

For CatholicCare...

We have over 890 registered sheds and approximately 120,000 members.

Each shed would have between 10 to 30 men in attendance each week. Age is generally between 50 and 70 years.

Our Future Focus...

- Continue to support the establishment and self sustainability of Men's Sheds across the state.

2. OUT OF HOME CARE AND ADOPTION

2.1. Fostering and Kinship Care

Our Goal...

We are committed to providing a service:

- a) 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
- b) 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 and provide services that foster their health, developmental needs, spirituality, self respect and dignity
- c) 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.

Our Motivation...

To care for the most vulnerable in our community; those often without a voice and who need to be heard to those with the loudest voices ... children.

To provide a high quality and best practice service to children and families while supporting our authorised carers.

Our Achievements...

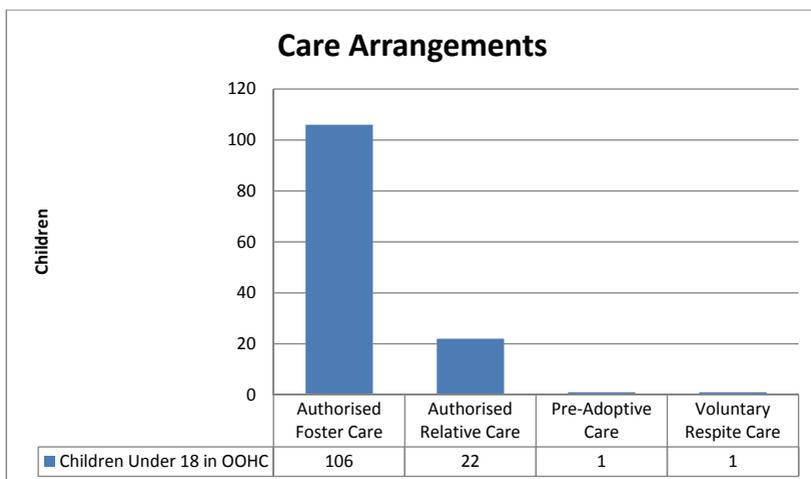
For Clients...

This success story comes from a young person in foster care. He transferred from Community Services to CatholicCare in 2004 when he was 10 years old. Almost eight years on and he has grown into a wonderful, intelligent young man thanks to the dedication and commitment of his carers who were there with him and supporting him through the good times and the rough. He finished his Year 10 certificate in 2011 and is continuing on to Year 12. He will be celebrating his 18th birthday at the end of 2012 and together with the aftercare program, will remain confident when he does leave care.

For CatholicCare...

In 2011/12 we provided placements and casework services to 130 children and young people in the following types of care arrangements:





In the 2011-12 year OOHC had a significant increase in the care provided, both reaching and exceeding contractual milestones for that period.

With the arrival of our child psychologist in July 2011 we have been able to provide more direct and immediate support to children and their placement through therapeutic intervention.

The CatholicCare OOHC program prides itself on the great support we provide our authorised carers. There was growth in the independent carer support groups, with groups flourishing in Maitland, Swansea and Newcastle areas. The organising carer for the Newcastle Support Group won the prestigious "2012 NSW Mother of the Year", caring for three biological children and two foster children.

Our Future Focus...

- OOHC is looking forward to a continuing period of expansion and growth. The NSW Government will take the first steps in initiating its plan to transfer children and young people in care from the government to the non government sector. CatholicCare will be funded to provide our high standard of care to 138 children and young people by March 2013, with a possibility for that number to increase even more in the near future.
- OOHC is looking at a structure change with a casework team located at our Newcastle office and another casework team located at our Maitland office to provide easier accessibility for our clients.
- Improved and integrated case worker models.



2.2. Adoptions

Our Goal...

To provide 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.

Our Motivation...

To provide the community with up to date information, counselling and support around adoption.

Our Achievements...

For Clients...

There are many outcomes that may be considered successes in the work of the Adoptions program. In 2011-2012 two such outcomes are:

- A baby girl was adopted into a beautiful family and still has continuing contact with her birth family.
- Another baby girl entered a (brief) short-term placement before her mother decided she could not 'live without' her baby and wanted her home to parent her. Mother and baby are both doing very well.

For CatholicCare...

We have been an active member of the Hunter Region Adoption Committee working to disseminate information on adoption, analyse current adoption practice and discuss and review relevant legislation.

Our Future Focus...

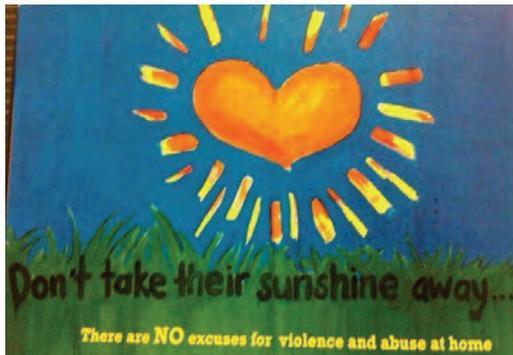
- Following the Senate Enquiry into Forced Adoptions, there is potential for the government to fund improved ongoing support to those affected by past adoption practice. Should this eventuate, CatholicCare Adoptions is well placed to continue offering counselling and support to this expanded group.
- 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. We will also 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.
- We will continue to provide information and referral to individuals affected by past adoption and to families wanting to apply to adopt a child as well as continue to facilitate a local adoption awareness group by convening the Hunter Region Adoption Committee.
- We will also continue to provide support and training to 'pre-adopt' foster carers and will continue to provide community education through marketing material and presentations at appropriate meetings and functions.

2.3. Supported Independent Living

Our Goal...

Provide 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.

Our Motivation...



This was created by a young person in the SIL program.

This is our motivation.

Our Achievements

Tom's Story

Tom was 16 and residing in an Out of Home Care group home, fighting for independence and experiencing difficulties with schooling. On acceptance into the SIL program, he was housed in a one bedroom flat and shortly after suspended from school. Whilst suspended he arranged work experience at a local business; this led to a Traineeship as a Fitter and Machinist. He is excelling at both work and TAFE. Tom has been actively involved in Surf Life Saving, TAFE and social activities with friends. He recently moved into share accommodation with other employees and is transitioning to independence. He continues to accept support and case management from the SIL team and relationships with his family have improved.

Our Future Focus

- This program is funded until July 2013.
- It has been highly successful and if re-funded will continue giving Out Of Home Care young people an opportunity to transition to independent living in a safe, client focused environment including
 - Increase opportunities for training and employment.
 - Increase community participation.
 - Establish more sustainable housing.
 - Continued advocacy and support for young people around exiting care.

3. COUNSELLING AND EARLY INTERVENTION

3.1. Counselling

Our Goal...

Provide counselling services to all members of the community regardless of age and financial status.

Our Motivation...

Deliver a service with quality health professionals to help clients to talk about life issues, and help solve them.

Our Achievements...

FaHCSIA requires all funded services develop a “Vulnerable and Disadvantaged Client Access Strategy”. At CatholicCare our strategy involved developing a partnership with Wandiyali ATSI Inc. Our commitment is to provide a counsellor on site, one day each fortnight. This ensures Wandiyali clients who request counselling have the opportunity to access a professional in a familiar and safe location. This has worked well and we are finding the majority of clients are through the Brighter Futures Program.

The program has provided 928 Family Support Program counselling sessions and 589 Access Programs Newcastle (APN) sessions over the past 12 months at centres in Newcastle, Maitland, Muswellbrook and Singleton. The Service has provided assistance to clients in the areas of:

- Personal Counselling;
- Relationship Counselling;
- Mental Health Issues;
- Stress and Anger Management,
- Child and Family Counselling, and
- Employee Assistance Program.

In May 2012, Counselling services were discontinued in Maitland, Muswellbrook and Singleton.

Our Future Focus...

- Continued expansion of Counselling services.
- Growth in the number of sessions provided to clients.
- Increase the number of counsellors working for CatholicCare.
- Provide a service in Maitland.
- Financial and service sustainability.

3.2. Brighter Futures – Home Visiting

Our Goal...

To build the resilience of families and children who are at risk.

The program delivers targeted early intervention services to vulnerable families who have at least one child under the age of 9 or the woman is pregnant. It is a voluntary program, predicated on strengths based practice principles.

Our Motivation...

Support children to live safely at home and with assistance from the Home Visiting worker (HVW), so families learn strategies that enhance their parenting skills.

Our Achievements...

For Clients...

“A Little Help from my Friends”

Mum was in a marriage that was verbally and emotionally abusive. Dad has diagnosed Aspergers and Mum has Bipolar Disorder. She worked 4 days a week and had Fridays off to spend with her two daughters, both under school age.

Mum was extremely depressed when she first came to the programme. The first meeting at her home was conducted in her pyjamas. She had not taken her medication for 2 weeks. She had just found out that her oldest daughter has autism. Once the Brighter Futures HVW took mum to the doctor to renew her prescription, she revealed she wasn't coping in her marriage and couldn't come to terms with her oldest daughter having autism.

In an 18 month period, after a lot of consoling, support, referrals, transporting to appointments, meetings, therapy sessions and predominantly a shoulder to lean on for Mum and the daughters, the three of them are doing well.

Mum is now an expert in the field of autism and won't let autism stop her daughter's achievements. The oldest daughter has just started kindergarten and is transitioning wonderfully. The youngest daughter is in pre school and apparently, according to Mum, rules the roost. Mum has moved out of the family home, renting in the private market and has sorted out her own divorce. She has her own craft stalls at markets at the vineyards and around town.

For CatholicCare...

Over the past 12 months the Home Visiting worker has provided a range of services to 60 families with complex needs. Through a structured program, information, practical support and advice is provided to parents about the care of their children.

On average, families participate in the program for 12 months and during that time the Home Visiting worker documents plans which build on the family's strengths and address identified needs.

Our Future Focus...

- The Brighter Futures Home Visiting Worker has been working to capacity for the past 12 months and it is expected that this will continue over the next 12 months.

3.3. Supervised Contact

Our Goal...

To provide direct supervision for contact visits between children and young people in Out of Home Care and their significant others.

Our Motivation...

Unfortunately not all children in foster care achieve restoration to birth parents. In fact only a very small proportion ever will. The court process takes a long time and during this period it is important for both the children and birth families to attend contact visits which are often a positive and constructive experience for all.

Our Achievements...

For Clients...

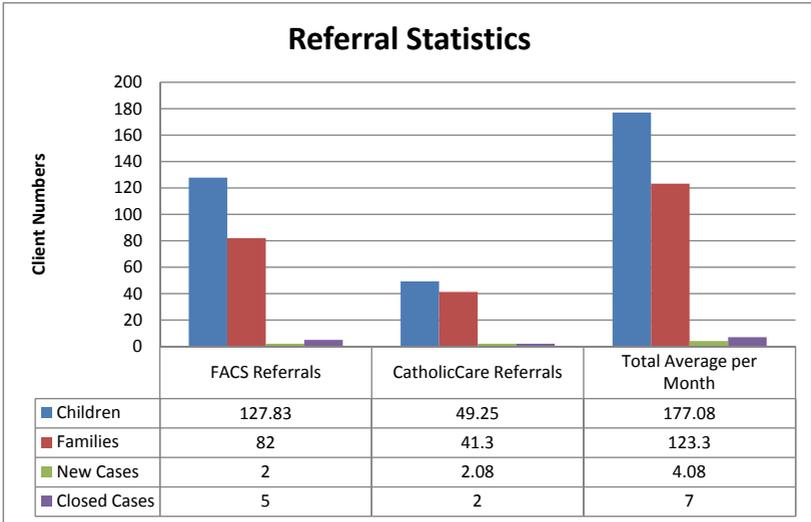
There have been 7 restorations of children to parents through care plans.

There have been 7 children placed with kinship care placements (with either grandparents or aunts/uncles).

A long term foster care placement has also been achieved. This has enabled the birth family being able to attend more realistic contact visits which allow consistency for the children in care.

For CatholicCare...

High referral rates from FACS and CatholicCare.

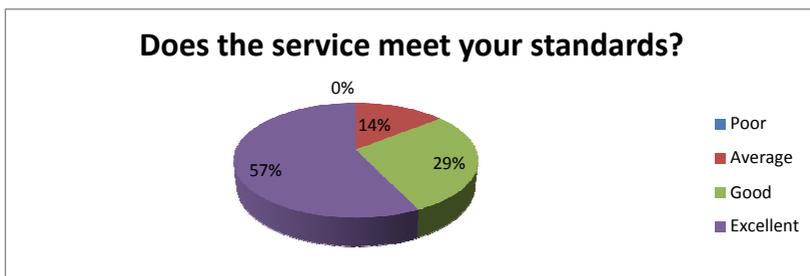


We offer an excellent range of onsite facilities in both Newcastle and Maitland to allow for privacy and natural interaction.

We report to a high standard.

We try to provide consistency for children and families by having the same worker (when possible) supervise each visit.

Feedback collected from clients indicates positive experiences with our service.



Our Future Focus...

- Over the next 12 months we will continue to offer a quality service that encourages consistency and stability for children and families in difficult circumstances.
- Always consider the best interests of the child/children.
- We are currently in negotiations to expand Supervised Contact to the Family Court as a 'fee for service' program.

3.4. Maitland Youth Counsellor Project

Our Goal...

Provide counselling for individuals and families, facilitated workshops and sessions on themes associated with domestic violence and sexual assault.

Targeted to:

- Young people 12 – 18 years old;
- Families of young people 12 – 18 years old;
- Young people and their families living in the Maitland Local Government Area; and
- Young people attending school in the Maitland L.G.A. and their families.

Our Motivation...

To find best mental health outcomes for youth and their families in Maitland LGA.

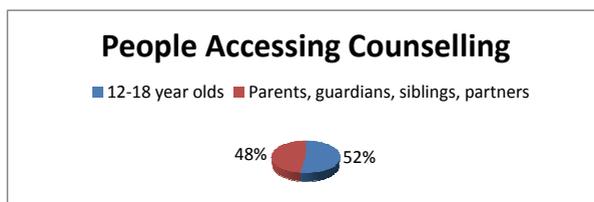
Our Achievements

For Clients...

A young person who finds the courage to face fear, frustration, anger, trauma, disappointment, change and finds a way to heal emotionally, connect with their strengths and try new strategies is the core reward found within this work.

For CatholicCare...

The Maitland Youth Counsellor service has been running at 100% capacity throughout the past 12 months with a waiting list of young people wanting access to the service.



A high level of service delivery was achieved by the Maitland Youth Counsellor this year. A high rate of attendance was achieved and referral rates were maintained throughout the year.

Service highlights continue to be the personal achievements of individuals who share their stories and challenges.

Our Future Focus

- The goal for next year will be to continue to provide this professional service to the target group.
- Through strategic planning the most effective use of resources can be achieved to create a balanced approach to providing quality counselling.
- A partnership is being developed with Maitland High School to deliver Anger Management and Self Esteem groups next year

3.5. Marriage Counselling

Our Goal...

The Bishop has actively encouraged Parish Priests to refer couples to Marriage Education and the referral rates have continued to grow this year.

Our Motivation...

In accordance with the teaching of the Catholic Church, all couples are required to prepare fully before the Sacrament of Marriage, as directed by the Bishop Conference. Marriage Education delivers evidence based educative programs to couples preparing for the commitment of marriage, to other couples who may have been married for some time and who want to enrich their relationship and couples who may need support and strategies in their marriage.

Our Achievements...

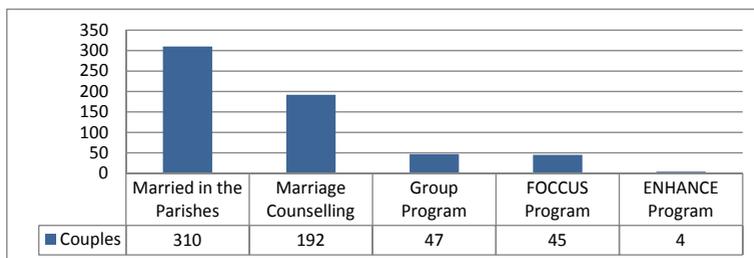
For Clients...

Pre- and post-evaluations of the program show the success of Marriage Education. Initially couples often are hesitant in attending because they are unsure about the content of the program and expect to be preached at, lectured or evangelised. However, at the completion of the program couples indicate how much they each learned from the program and how it will affect their relationship in a positive way to enhance and support their future in marriage.

For CatholicCare...

Through publicity and innovation the number of couples involved in the different programs has increased in the last year.

Here is a graph highlighting the number of couples attending the programs compared with the number of couples married.



Our Future Focus...

- Continue growing the program through the provision of evidence based marriage education services. Offer 7 weekend courses and 2 evening courses over 4 sessions.
- Expand the ENHANCE program to parents of school age children.
- Include Health Relationship Sessions for children in Years 11 and 12 attending Catholic Schools.

3.6. Port Stephens Adolescent and Family Counsellor

Our Goal...

Better Futures was launched in July 2001 as an "action framework" for vulnerable young people in New South Wales.

The Port Stephens Adolescent Family Counsellor Project (PSAFC) provides a range of support services to young people and their families, targeting young people 9 – 18 years old and their families in the Port Stephens Electorate.

Our Motivation...

To enhance supportive relationships or connections between young people and their families, giving them the necessary strategies to develop positive and stronger relationships.

Our Achievements...

For Clients...

A client, the victim of sexual abuse by her step-father, contacted Family and Community Services to make a report. This report was the result of information the client had obtained from attendance at the "Love Bites" Education Program. Following the completion of a joint investigation by Police and FACS the client was referred to the PSAFC for counselling and educative assistance.

For CatholicCare...

During the period 1 July 2011 – 9 January 2012, the following outcomes were achieved:

- 300 young people attended groups conducted through schools in the Port Stephens Electorate; and
- 55 referrals were made for young people and multiple family members requesting to access services.

The PSAFC provided information, options and referral to young people and their families contacting the service. There were 12 groups conducted in the 6 month period –

- "Love Bites" - which focuses on Sexual Assault and Domestic Violence.
- "Snak and Rap" - is an outreach to fringe and marginalised youth in the Tilligerry Peninsula.
- Psycho Education Program was also delivered to 45 Assistant Principals

Our Future Focus...

Due to funding ceasing, this service will not continue beyond 2012.

3.7 Francis Greenway SPACE

Our Goal...

Better Futures was launched in July 2001 as an “action framework” for vulnerable young people in New South Wales.

Our Motivation

To give adolescents, particularly those from vulnerable families, access to a wide range of opportunities, fun and support and to address diverse needs throughout the electorate of Maitland.

Our Achievements...

There were many events organised over the past 12 months, however, the Youth Week Event was considered our year’s culmination. The Youth Week Committee, co-ordinated by SPACE workers and the Samaritans, applied for and was successful in obtaining funding to conduct the event. The event was open to all young people and the community.

There was:

- Welcome to Country
- face painting
- jumping castle
- coloured hair spraying
- art workshops
- games
- barbecue and drinks

There were 73 young people in attendance and 44 community members. The feedback was positive and people have expressed their enthusiasm for next year’s Youth Week Event which will be organised by the Samaritans.

Our Future Focus...

Due to funding ceasing, this service will not continue beyond 2012.

3.8. Employee Assistance Program (EAP)

Our Goal...

To provide preventive and proactive interventions for the early detection, identification and/or resolution of both work and personal problems that may adversely affect performance and wellbeing.

Our Motivation...

Another method of providing quality counselling services including short term solution focused counselling, critical incident response, training, management support and conflict management to the community through Access Programs Newcastle.

Our Achievements...

This is a program in its infancy. Counselling staff and management have worked together to promote and place this program in the best position for the future.

Our Future Focus...

- Our goal will be to promote best practice in the delivery of psychological treatment and counselling services within the NSW workers compensation system.

3.9. Family Relationship Services Australia (FSP)

Our Goal...

In relation to FSP - FaHCSIA funds our counselling program to provide a range of counselling services for vulnerable and disadvantaged people, together with counselling for those clients who are able to pay for the service. We are committed to provide services for members of the community regardless of their financial status and offer an affordable service to anyone in the community who seeks counselling.

Our Motivation...

To support the community and individuals to form strong relationships, deal with individual concerns and problems more effectively and alleviate stress.

Our Achievements...

This year we have made some significant structural changes within the program which will see ongoing benefits for clients, community and staff into the future.

All staff employed within FSP have university degrees. The significance of this change is our service is now Medicare Accredited. This means clients are able to apply to their GP for a Mental Health Treatment Plan and counselling services can be bulk billed. This is a huge cost benefit for clients.

Our Future Focus...

- Growth in the number of sessions provided to clients.
- Increase the number of counsellors working for CatholicCare.
- Provide a service in Maitland.
- Financial and service sustainability.



3.10. Families with Adolescents Education and Resource Project

Our Goal...

Better Futures was launched in July 2001 as an “action framework” for vulnerable young people in New South Wales.

The FAER project offered a wide range of programs to address diverse needs free or at reduced rates.

Our Motivation...

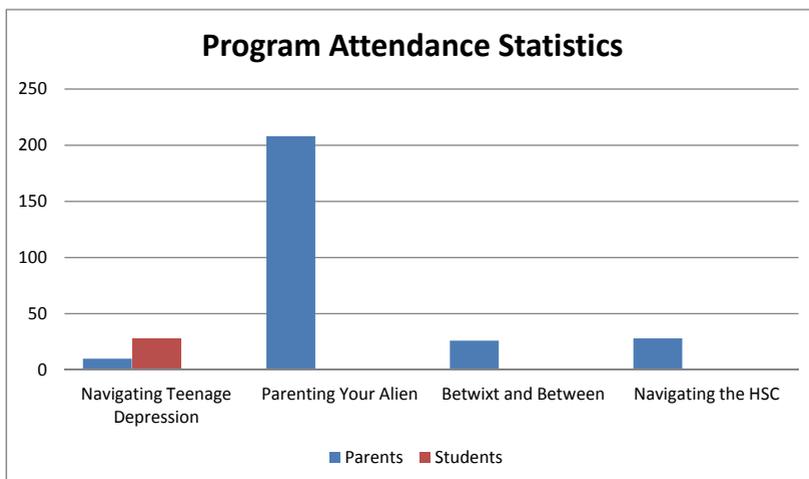
Provide fee free quality programs developed specifically for young people and their families to support them through the challenges of adolescence.

Our Achievements...

Over a period of 12 months, 3,000 people benefited from the project. Young people were given the opportunity to participate in planning, delivery and evaluation of the project.

The activities target parents of adolescents aged 12 – 18 years old and directly relate to a specific developmental stage.

This graph illustrates the success of a number of specific programs.



Our Future Focus...

- Due to funding ceasing, this service will not be continuing.

4. YOUTH SERVICES

4.1. Hunter Youth Accommodation and Support Service – Links to Independence

Our Goal...

Provide accommodation and support for young people from the Newcastle, Lake Macquarie and Maitland Local Government Areas aged 16 to 25 who are homeless or at risk of homelessness and/or are ready to transition to semi-supported and independent living.

Our Motivation...

Ensure clients receive advice, advocacy and support while trying to find safe, affordable accommodation.

Our Achievements...

For Clients...

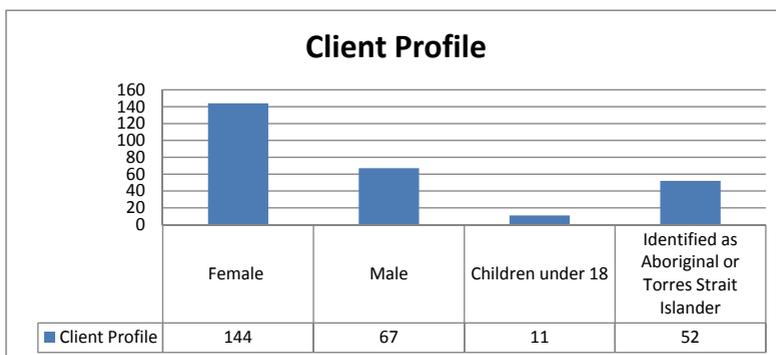
“Hope”

When Hope and her two year old daughter came to CatholicCare, she was living in Jenny’s Place refuge as she had become homeless after the break up with her partner.

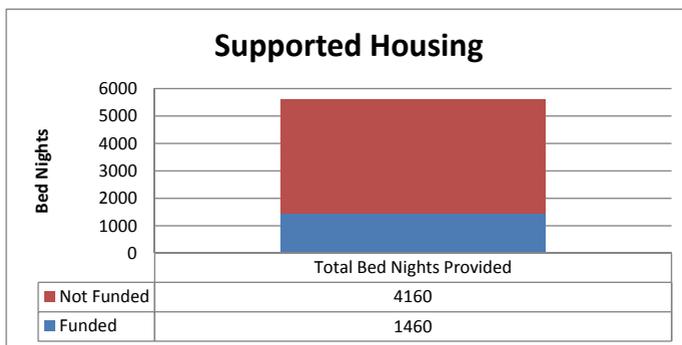
As a young mother with no documented rental history, living on Centrelink payments, Hope found it difficult to access affordable accommodation.

Eventually, Hope was approved for a 2 bedroom unit through Compass Housing. Hope was, and still is, very happy about this outcome. Hope is now living independently in a 2 bedroom property that is safe and affordable with her daughter. Hope informed us that she is able to remain living in the property as long as she pays her rent on time and looks after the property.

For CatholicCare...



Through creative thinking, forward planning and links with the community we were able to find accommodation for 33 young people and maintain within this budget.



Our Future Focus...

- The service goals are to strengthen the networks within the sector that work in line with our service and who refer into the Links to Independence Program
- Promote our service within the community to maximise referrals and to attract opportunities for service users exiting the program
- Strengthen the skills of current workers through accessing training and further educational opportunities
- Develop the area of collaborative case work with other services in the area to strengthen client support systems especially those clients with complex needs
- Continue attendance at agency network meetings, local events and specialised information sharing opportunities
- Maintain attendance and participation on boards and committees in the area of homelessness and other complex needs of our service users.

4.2. Hunter Youth Accommodation and Support Service – Maitland Youth Crisis Centre (MYCC)

Our Goal...

Provide a 24 hour accommodation service, for young people 12-17 who are homeless or at risk of homelessness.

Our Motivation...

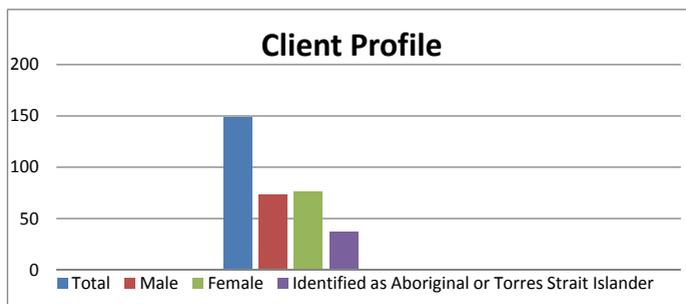
To provide a place where young people are safe and will learn the skills that will help them engage with the community, their peers and family as empowered individuals.

Our Achievements...

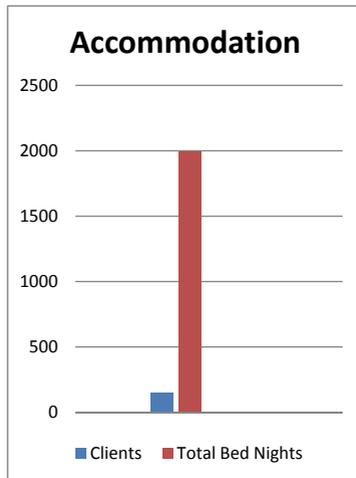
For Clients...

Shanari has been to MYCC several times over the past few years. Earlier, she struggled with alcohol and other drugs and anger management issues. On her last stay staff supported Shanari to attend mental health appointment. She and the team worked with Impact toward achieving independent accommodation. With support, Shanari worked on her anger issues and her ability to deal with stressful situations dramatically changed. Staff noticed that she no longer physically lashed out and her verbal reactions were not as volatile. Shanari is now living in her own house and is completing a hospitality course through Oasis.

For CatholicCare...



Young men and women are taking themselves to the service to start the process of making a change in their lives. Last financial year 54% of clients self referred.



Not all clients require the maximum 12 week stay. This is due to a number of factors including the casework model, daily program and commitment of the clients and staff. As a result more clients are able to access the MYCC.

Our Future Focus...

- Continue building on positive outcomes for young people.
- Strengthen links with the community.
- Support young people's employment and training opportunities through Social Enterprise.

4.3. Night Care Van

Our Goal...

Provide meals and referrals to the homeless and disadvantaged people of all ages from the inner city and urban areas of Newcastle each Saturday night.

Our Motivation...

To ensure the food is available once a week for those who need it most in the Islington area each Saturday night.

Involve the school and parish communities in running the van on a voluntary basis.

Our Achievements...

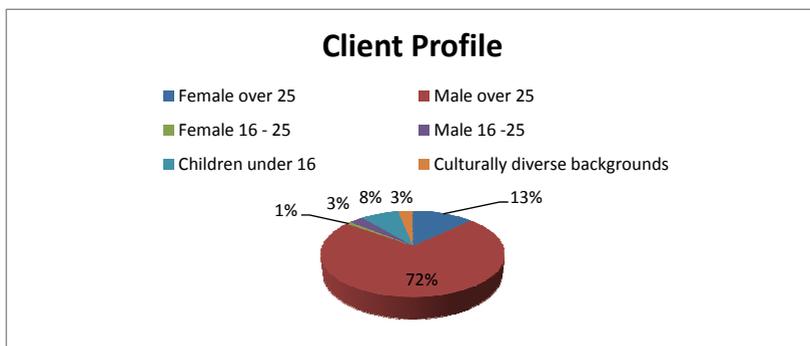
For Clients...

Over 12 months 4400 clients received a meal Saturday night.

For CatholicCare...

The van was used by Youth Services for the first Hunter Homeless Connect Day at Broadmeadow PCYC in August 2011. Manned by youth and caseworkers from CatholicCare, it provided meals for disadvantaged people between 9am and 1pm.

When reflecting over a 12 month period, one van, one casual employee and volunteers have provided a valuable service to some of the most vulnerable in our community. So many people have received a hot meal thanks to their hard work.



Our Future Focus...

- Expand the availability of the van to increase access for disadvantaged people to meals and referral pathways.
- Look at ways of incorporating the van in a Social Enterprise opportunity.

4.4. Hunter Youth Accommodation and Support Service – Westlakes Youth Accommodation Project

Our Goal...

To support young people preferably from the Lake Macquarie LGA aged 16 to 21 who are homeless or at risk of homelessness and are ready to transition to supported independent living.

Our Motivation...

To avoid homelessness for young people through providing support and advice as they move through the process of finding a place to live.

Our Achievements...

For Clients...



This is a photograph of the team which makes Westlakes a successful program: the young people who access the program, representatives from the funding organisation and CatholicCare team members.

For CatholicCare...

The Westlakes service accommodated 15 young people for a total of 1151 bed nights, 7 female, 8 male and 1 person who identified as Aboriginal or Torres Strait Islander. The average stay was for 76 nights.

Our Future Focus...

- Incorporate a Social Enterprise to enhance outcomes for young people.
- Improve client numbers.

4.5. Work Development Orders (WDO)

Our Goal...

Working Development Orders are a way for vulnerable people to work off unpaid fines. These fines become quite debilitating due to the loss of licence, restricting employment opportunities, homelessness, financial hardship, debt and mental health issues.

Our Motivation...

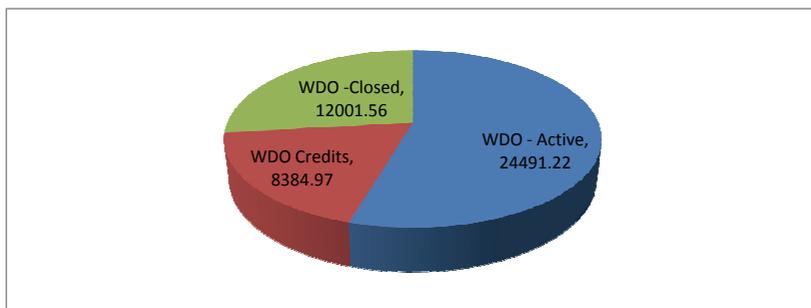
Assist people to regain their licence and work off outstanding fines by working with approved agencies.

Our Achievements...

For Clients...

Clients can attend services that will best suit their needs and make a positive change. They may effect change through case work, education, counselling, receiving support for mental health, attending self improvement programs such as anger management, financial budgeting etc and drug and alcohol programs.

For CatholicCare...



As you can see, there are positive outcomes for clients and CatholicCare. Over an eight month period 17 clients have accessed CatholicCare services, developed new skills and worked off over \$20,000.00 in monies owed to the State Debt Recovery Office.

Our Future Focus...

- Increase access throughout Youth Services including the Maitland Refuge, SIL and Aftercare.
- There is potential for our counselling service and education programs in OOHC to utilise this program, providing more benefits to our clients.

4.6. Aftercare

Our Goal...

To support young people who are moving towards independence after living in formal foster care. The After Care Program is an effective way of connecting the young person to a variety of services, financial assistance and support available to assist them in making the transition to living independently easier.

Our Motivation...

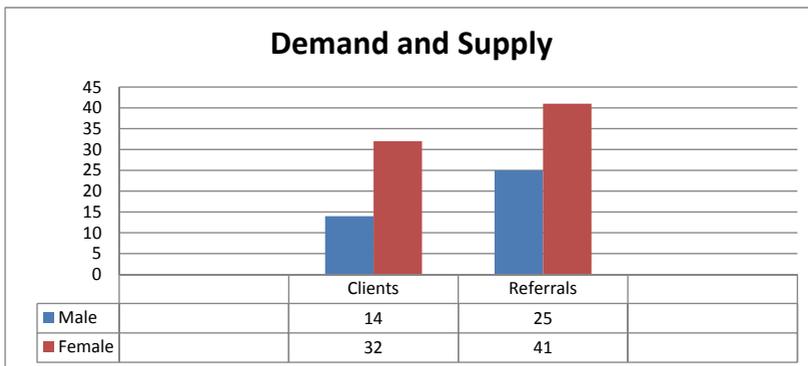
To provide support, build capacity and life skills of young people during a period in their lives when they no longer belong to a system or in some cases a family.

Our Achievements...

For Clients...

Young 18 old female left foster care drug dependent, with limited supports, unemployed and homeless. She managed to attend rehabilitation and accessed support from Aftercare.

Through advocacy she was accepted into the This Way Home Project, medium term supported accommodation. Now she is planning for the future, drug free, with a young family on the way. She has a partner and his family is supportive, she is accessing services and supports within the community and has a positive outlook for the future.



For CatholicCare...

Supporting clients and building relationships within the community to ensure their ongoing support is one of our greatest achievements,

Future Focus...

- Build on existing caseload.
- Continue with the overwhelming successes of the previous year.
- Ensure funding for the future.

4.7. IMPACT

Our Goal...

Designed to assist young people aged 16 to 18 years who are on a court order under the supervision of Juvenile Justice and struggling to find safe, affordable and stable accommodation. The program also assists with developing basic living skills such as personal hygiene and social skills.

Our Motivation...

To give young people a stable foundation and support, during a time when it is often difficult to acknowledge you need help.

Our Achievements...

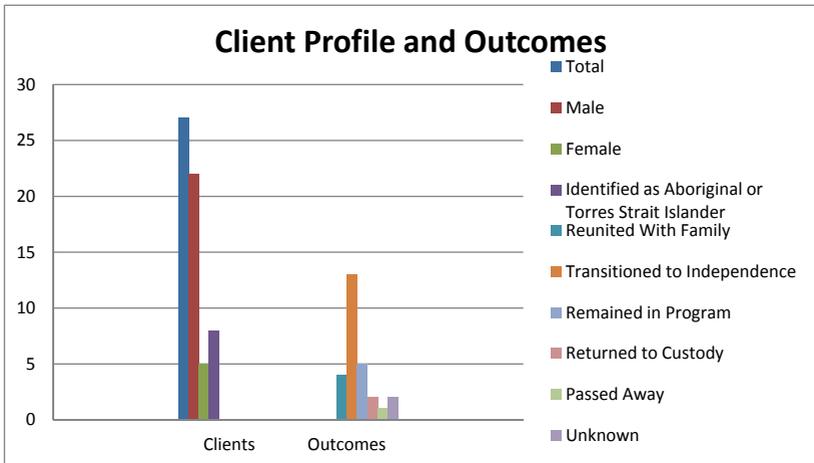
For Clients... Oscar's Story

Oscar's mother passed away and his father kicked him out of home. As a result he became homeless, living a transient lifestyle. Unfortunately Oscar expressed his grief, anger, frustration and isolation in the only way he knew. Before coming to the attention of the legal system Oscar was referred to the IMPACT program by Juvenile Justice.



Through the program Oscar has taken on study and training to be a boxer. Oscar was provided with support and opportunity and took these with both hands, conquering his pain and grief to emerge with a positive vision for the future.

For CatholicCare...



Our Future Focus...

- Continue with the successes of the previous year.
- Acquire more accommodation to house clients.
- Incorporate a Social Enterprise to enhance outcomes for young people

4.8. Mentoring

Our Goal...

This program provides “at risk” young people with a suitable mentor who can support them to improve their opportunities to develop relationships with other adults, develop links with positive recreation opportunities, foster positive self esteem and self image, manage the transition from adolescence to adulthood and help individuals experience a sense of belonging to family and community.

Our Motivation...

Provide positive experiences for some of the most vulnerable in the community; demonstrate the joy of positive interactions and relationships.

Our Achievements...

For Clients...

Ben's Story

Ben is a young man supported by the Stepping Out Program and provided with weekly mentoring with Youth Services.

Ben has been attending dancing lessons of late and has learnt some groovy dance moves. Ben enjoys moving to the music on his own and with others on the dance floor. He has also been doing especially well in bowling competitions, winning a large number of them. He now owns his own bowling ball that he takes to all his competition games. Ben has been to all the Newcastle Knights home games (football) and the Newcastle Jets (soccer) home games. Ben enjoys the atmosphere of these games and has conversations with his mentor and the public. Ben comes up with strategic plans for the players and asks his mentor for his opinion.

Ben has become very confident around his mentor and friends which has helped him to enjoy himself during these outings.

For CatholicCare...

17 young people received mentoring services over a total of 328 sessions.

Our Future Focus...

- We wish to extend the mentoring program to incorporate access from external agencies.

4.9. Cessnock Youth and Family Support Program

Our Goal...

CatholicCare's Youth and Family Support program is a free service which provides support, advice and referrals to young people aged 12-18 years; their parents or carers, in the Cessnock Local Government Area.

Our Motivation...

Empower young people to create their own support plans which incorporate their goals, strengths and talents.

Our Achievements...

For Clients...

Helping individual clients come to the realisation that there is more to life through positive role modelling and guidance.

- Year 12 motivational days with a five week health and well-being program attached. Teaching young people about positive choices regarding health, life direction and choices.
- Great achievements were also seen in the Resilience Program for Disengaged Girls.

The Indigenous art and culture program was the highlight. We were advised by the Indigenous Liaison Officer that through this program the students not only learned about Aboriginal art, acquired skills and connected with their culture. Many began to identify, where they hadn't previously, within their school group and stood up to represent themselves and their school.

The program helped Indigenous students from the two schools find common ground. They were able to establish meaningful relationships, where previously there had been rivalry. Student engagement and attendance increased.

Staff will never forget the pride these students demonstrated at the presentation evening ... they all attended, smiled, cheered each other and all appeared to have a good time.

For CatholicCare...

Empowering young people to make changes in their lives.

Developed and maintained meaningful relationships with Indigenous Liaison Officer and local Aboriginal people.

Our Future Focus...

- Run another Indigenous art and culture program and run a parallel one for parents and family
- Run a second girls resilience program
- Build up case work clientele;
- Develop strong partnerships within the community
- Establish relationship workshops for parent/teens.

5. TAREE CHILD AND FAMILY CENTRE

5.1. Communities for Children, Fatherhood and Parenting Programs

Our Goals...

The Fatherhood Program encouraged father inclusive practices in services and within the wider community. Activities run within the program supported and emphasised the importance of fathers within families.

Our Motivation...

Strengthen vulnerable families within the community through community engagement.

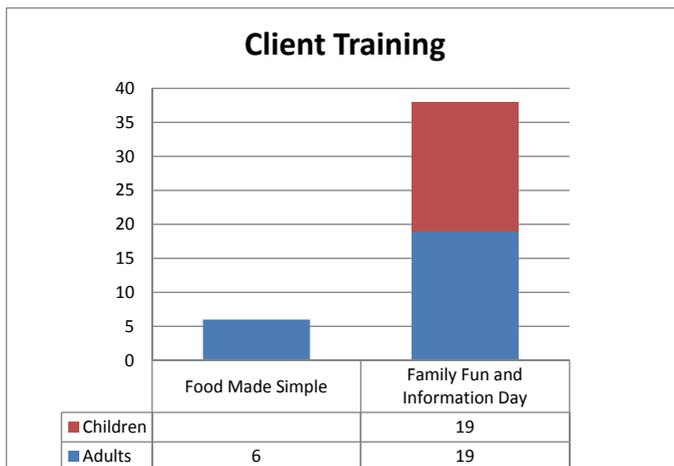
Our Achievements...

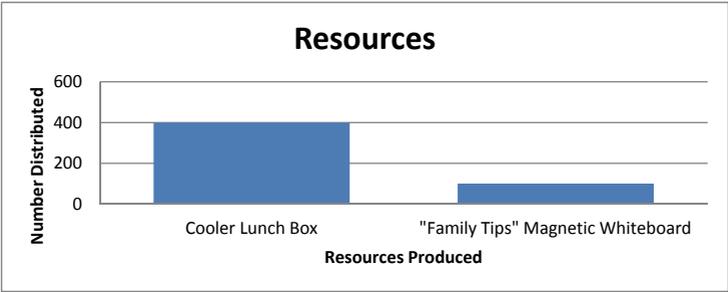
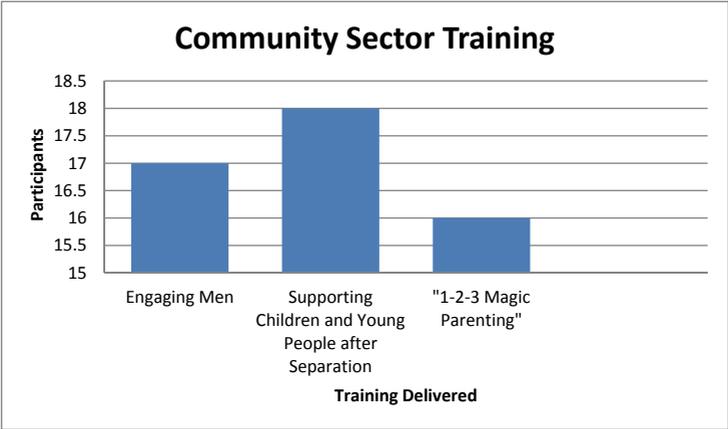
For Clients...

A participant at the Food Made Simple training has since engaged in a family fun day, healthy eating seminar and the Personal Helpers and Mentors (PHaMs) program. In conversation, one aspect of his life he identified as challenging was social isolation. He has taken steps in becoming more involved in other programs and activities.

For CatholicCare...

This program offered a wide range of workshops, events and resources to try to best meet the needs of the client group in a sustainable way.





Our Future Focus...

Programs ceased at 30 June 2012.

5.2. Brighter Futures

Our Goal...

To build the resilience of families and children who are at risk.



The program delivers targeted early intervention services to vulnerable families who have at least one child under the age of 9 or the woman is pregnant. It is a voluntary program, predicated on strengths based practice principles.

Our Motivation...

Support children to live safely at home and with assistance from the Home Visiting worker. Families learn strategies that enhance their parenting skills.

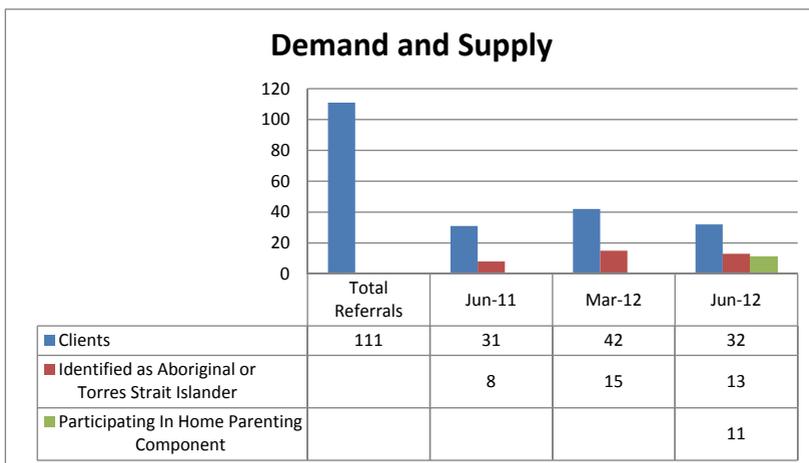
Our Achievements...

For Clients...

JJ's father has been caring for him since he was 18 months old. With support and guidance from Brighter Futures staff his Dad has maintained stable housing, learned how to cook healthy meals and become an engaged father who knows all about toilet training, sleep routines and managing a busy boy.

For CatholicCare...

There is great demand for this resource in the Taree Region. As our resources build, so will our ability to meet the overwhelming demand for this service.



Our Future Focus...

- Provide services to 47 families of which 19 identify as Aboriginal by recruiting an additional Case Manager with the flexibility of working either fulltime or part time.
- Offer families in home delivery of "Money Minded" - a financial literacy program that also provides information, support and advocacy in relation to housing and accommodation.
- Resourcing Parents Group will recommence after a break. It will involve guest speakers who will provide information on topics that families have identified as relevant.
- A children's garden group is in the process of being developed. This will be held at the CatholicCare Community Garden for Brighter Futures Families.
- Information Sessions will be held about the Brighter Futures Program to educate other community organisations and raise our profile.
- Craft Activity Days will be held 4 times a year for our families to attend. We will run at least one at Forster Tuncurry to enable our families who live in that area to attend.

5.3. Taree Child and Family Centre - Counselling

Our Goal...

To provide counselling for families, couples and individuals across the entire community.

Our Motivation...

To work with clients to provide them with strategies to develop positive, stronger relationships and the capacity to live safe and fulfilled lives.

Our Achievements...

For Clients...

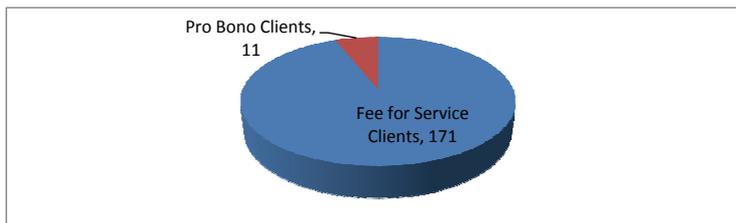
Jessie's Story

Jessie is a woman in her late thirties. She presented at her first counselling session saying that she felt her life was in serious crisis. She was approaching the anniversary date of a serious car accident she had been in seven years earlier. The accident had not been her fault but she had known that the driver was using drugs. Jessie had been using drugs to deal with her emotional pain.

Jessie decided that being a good parent in the here and now was what she valued the most. Through counselling, Jessie was able to develop changes in the way she thinks and feels, and the experience she has of herself and the world.

For CatholicCare...

We see our low cost and ability to provide quality service as a genuine strength and support for all who wish to access our service.



With one counsellor servicing the Port Macquarie Outreach for two days per week, and another servicing the Taree centre for five days every fortnight, a total of 568 face to face sessions were delivered to clients during the last financial year.

Our Future Focus...

- We remain committed to strengthening our presence in the community to achieve our vision of an inclusive, just and strong community.
- We will continue to provide a service that reflects our mission of offering quality holistic support to people of all ages, inclusive of the most vulnerable in our society.

5.4. Personal Helpers and Mentors (PHaMs)

Our Goal...

To support and mentor individuals 16 years and up, whose lives are affected by a mental illness.

Our three main goals are to:

1. Access timely and appropriate support services.
2. Improve personal capacity and self-reliance.
3. Encourage and support community participation.

Our Motivation...

Provide participants with an opportunity to develop skills and self-confidence while increasing access to the community within a non-judgmental and safe social environment.

Our Achievements...

For Clients...

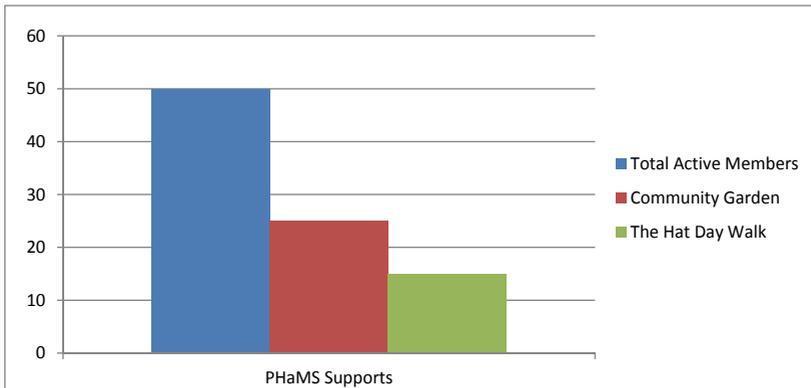
The growing CatholicCare community garden



For CatholicCare...

The weekly garden group has seen a major increase in attendance from three to five participants to an average of 13 per week. There has also been an increase in the overall time spent at the garden group by 40% of clients to three to five hours a week.

A greater referral rate has been seen from the Manning Base Hospital, including case conference meetings. This indicates that the PHaMs program is moving towards integration within the public health system.



Our Future Focus...

- Continue building the relationship between the public health system and CatholicCare, so individuals discharged from the Mental Health Unit are well supported.
- Move PHaMs into the position of being the only provider of psychosocial activities that integrate recovery and skill development. Thus, increasing client self-confidence and continuing to building a strong mental health consumer network.

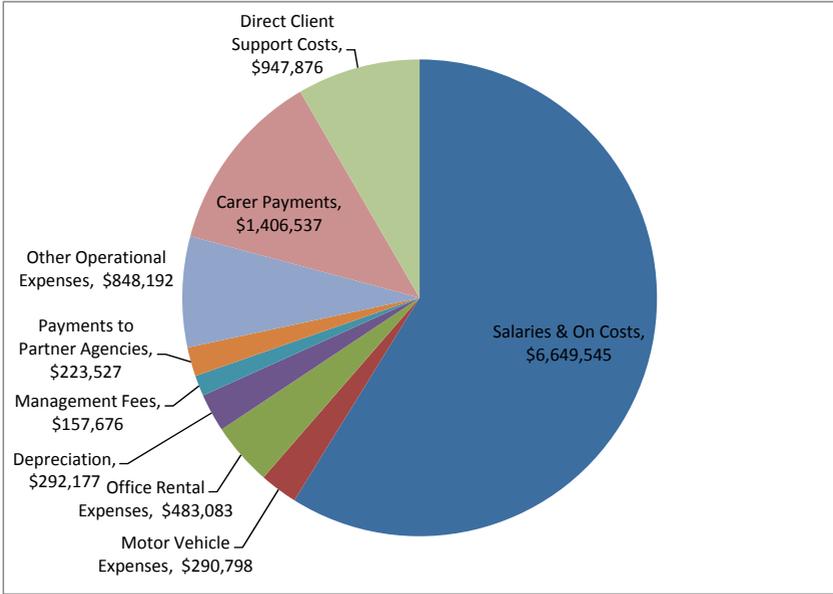
FINANCIAL REPORT

Income for the 2011-12 financial year totalled \$12.3m, this has increased by \$1.2m from the 2010-11 financial year. This reflects the continued expansion of programs, particularly Out of Home Care which reported increased income of \$642,000.

The following table provides a breakdown of income received for the 2011 and 2012 financial years:

	Financial Year End 2012	Financial Year End 2011
Australian Government Funding	\$	\$
Department of Families, Housing, Community Services & Indigenous Affairs (FAHCSIA)	1,157,808	1,108,801
Dept. of Education, Employment & Workplace Relations (DEEWR)	-	460,985
NSW Government Funding		
Community Services, Department of Family & Community Services (FACS)	6,803,381	5,982,680
Ageing, Disability & Home Care, Department of Human Services NSW (ADHC)	1,711,263	1,619,377
Department of Attorney General & Justice, Juvenile Justice	111,684	108,801
Office of Communities	304,409	304,358
Other		
Fees	850,438	881,679
Rent Income	344,601	282,530
Diocese & Related Entities Contribution	588,005	-
Misc Other	430,512	321,544
TOTAL	\$ 12,302,102	\$ 11,070,755

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 direct client support costs, carer payments and operational expenses. The following graph (on the next page) provides an overview of expenditure.



The audited financial statements are available on request from Head Office at 841 Hunter Street Newcastle, 2300.



**Social Services
Hunter-Manning**

DIOCESE OF Maitland-NEWCASTLE

50 Crebert St, Mayfield West 2304
Phone 02 4979 1120 Fax 02 4979 1131
Visit us online www.catholiccare.org.au