



**Social Services  
Hunter-Manning**

DIOCESE OF MAITLAND-NEWCASTLE

# ANNUAL REPORT 2015 - 2016



# Acknowledgement of country and traditional owners

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





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# CatholicCare Social Services Hunter-Manning

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

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

## Mission, Vision, Values

### Mission

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

### Vision

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

### Values

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

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

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

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

## Our Approach

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



▶ Brendan Fevola was guest speaker at CatholicCare's Men's Mental Health Forum



▶ Brighter Futures Family Craft Morning



▶ Early Interventions Aboriginal Art Program



▶ Pastoral Placement Program participants gardening with our Disability Services residents



▶ Harmony Day presentation at Hamilton South Public School



▶ Interagency Foster Care Picnic 2015



► Official Opening of CatholicCare's Gloucester Office



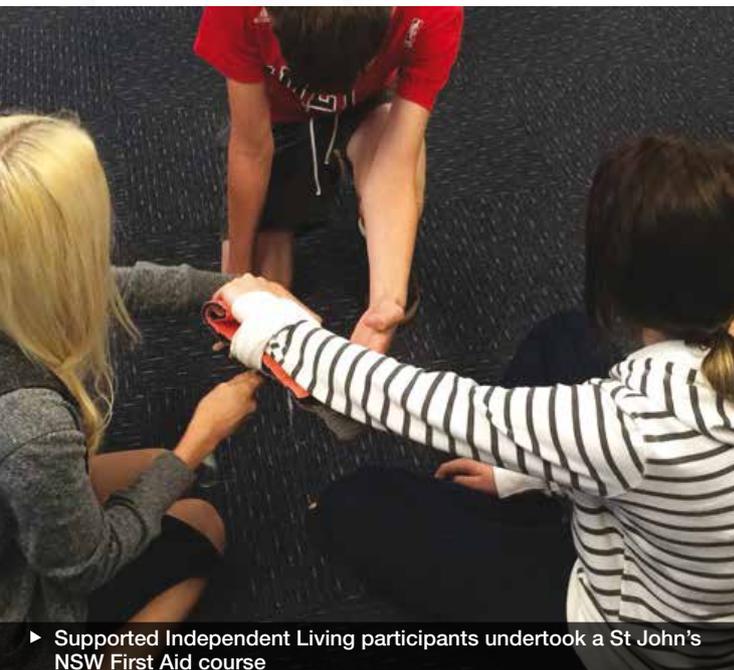
► Disability Services' Christmas Party



► Community Care Van Christmas Celebrations



► CatholicCare staff pampering patrons at the Making Time For Mum event

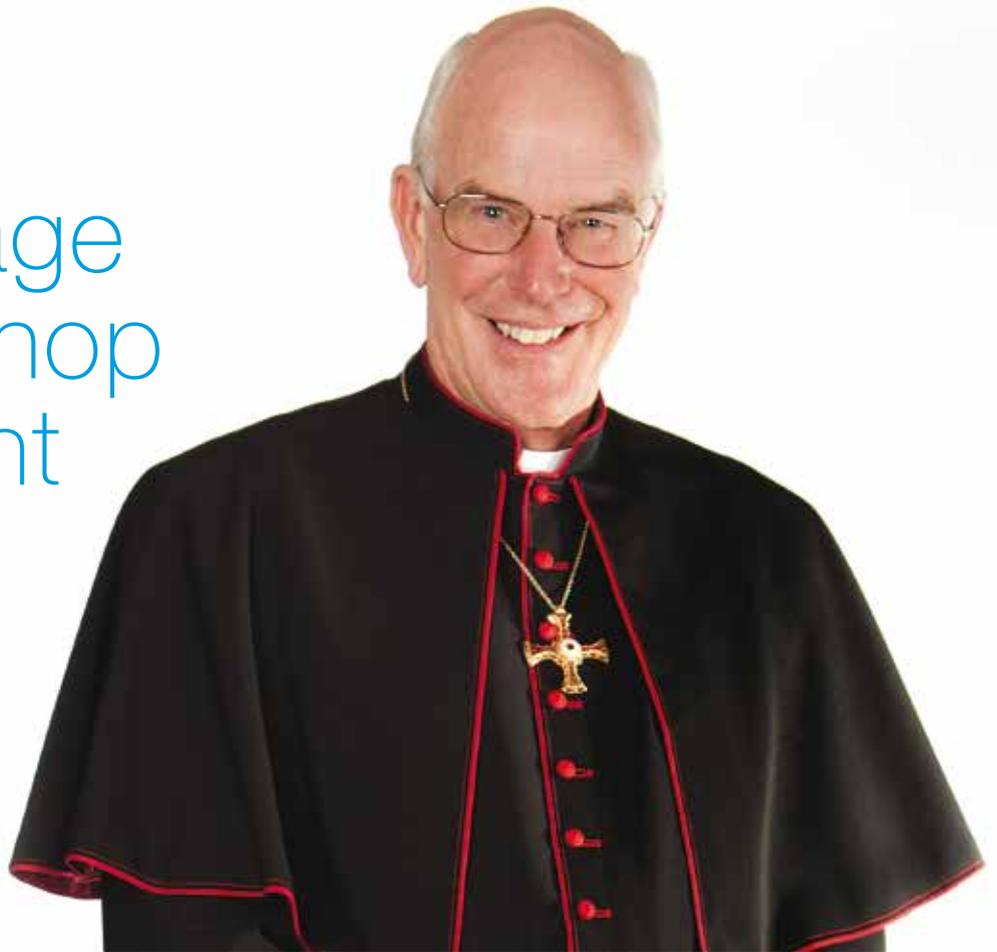


► Supported Independent Living participants undertook a St John's NSW First Aid course



► Volunteers at CatholicCare's Refugee Service

# A message from Bishop Bill Wright



Ordinary, daily life is complicated.

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

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

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

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

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

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

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

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

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

I conclude with some cautionary words from Pope Francis:

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

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

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

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

# A message from the Director

The 2015-2016 financial year produced positive results for CatholicCare Social Services Hunter-Manning, most notably through our expansion of services for the people we support.

The three pillars of **unity, quality and sustainability** continue to underpin CatholicCare. This is evidenced by our ongoing commitment to offer whole-of-community support and empowerment options to those in need regardless of religion, age, gender, physical and intellectual capacity, or ethnicity.

CatholicCare's progressive approach is person-centred and where feasible, works from an early intervention perspective. 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.

Our expansion of services is in line with the identified needs of the communities within which we operate and is evidence-based. Accordingly, in the past twelve months CatholicCare has introduced clinical assessment services, with an added focus on autism assessment, recruited our first foster carers in the Manning region, created a dedicated Early Interventions team and expanded our NDIS activities into the Manning. Our integrated approach in offering a suite of programs, driven by the client, is an example of the success of our unity drive.

**Unity** across the diocese has resulted in programs being offered in Catholic schools and opportunities for volunteering by the students in our Community Engagement programs. We have also built on our relationships with local parishes in office co-locations and joint program development.

Over the past year our organisation has also been buoyed by the introduction of a number of new positions to strengthen our **quality** focus, including a restorations co-ordinator, registered nurse, behavioural support specialist and quality and compliance administrator. These positions have enhanced the quality and flexibility of our service delivery. We have been granted a 5 years re-accreditation status by the Office of the Children's Guardian for our Out of Home Care services and continue to re-engineer this program area to focus on keeping kids safe.

A **sustainable** future in a sector of disruption remains a challenge. We are excited to have opened the doors to the Taree Community Kitchen, which serves lunch to people in the Manning community free of charge, three days a week. The kitchen was bolstered by a generous \$30,000 donation from the Newcastle Permanent Charitable Foundation and is supported in an ongoing capacity by the generous support of local businesses, schools and individuals, who combine to signify the positivity and reward that comes from unity in action. We also opened the CatholicCare Refugee Service, an outcomes-focused service that facilitates pathways to education, employment and training.

The lifeblood of our service delivery is the continued passion, dedication and hard work of all our CatholicCare staff and I thank

everyone for their support in 'making things happen'.

For CatholicCare, success is building capacity and delivering on empowerment opportunities for the people using our services in a manner which embodies mercy. Their goal is our focus. As we look forward as an organisation to the new financial year, we will continue our delivery of quality services to ensure our future sustainability and holistic support of our community.



**Helga Smit**

Director of CatholicCare Social Services Hunter-Manning



# Leadership Team

## Director

Helga Smit

## General Operations Manager

Gary Christensen

## Business Manager (maternity relief)

Adrian Hill

## Quality & Compliance Manager

David Robson

## Chaplain

Kim Barnes

## Marketing & Events Co-ordinator

Lizzie Snedden

## Executive Assistant

Pamela Wastell

## Operations Manager *Out of Home Care*

Mark Trevaskis

## Operations Manager *Disability Services*

Dean Kidd

## Operations Manager *Early Interventions*

Maryanne Kerrins

## Office Manager *Taree*

Sue Abdoo

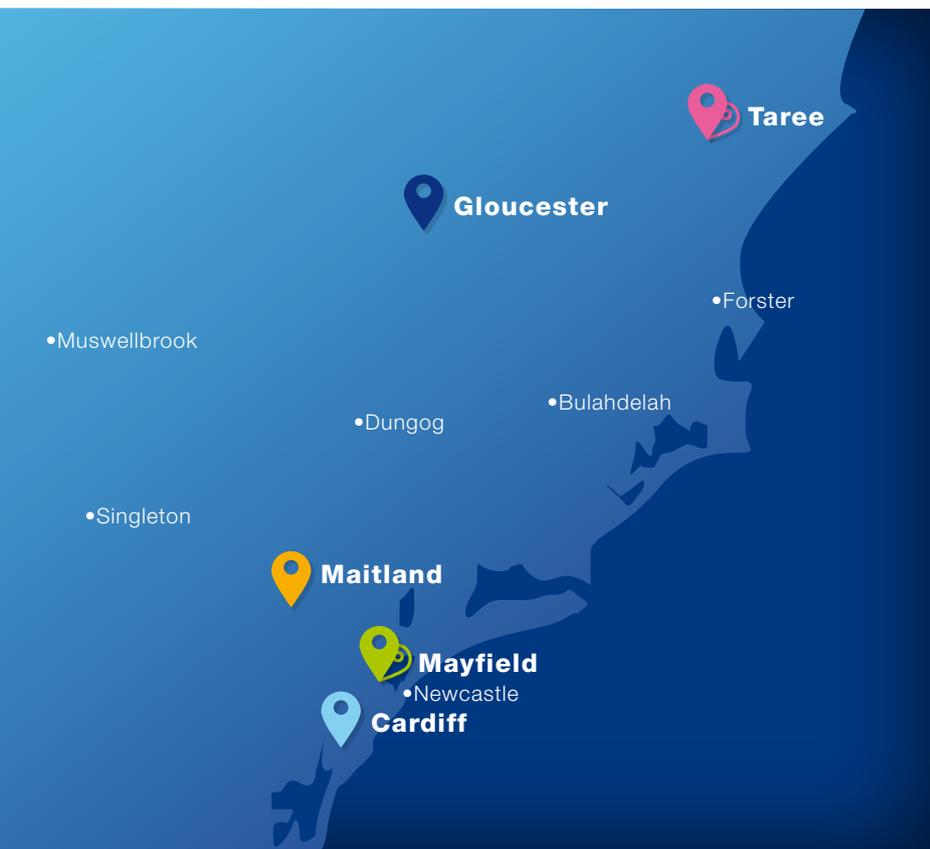
## Manager *Family, Counselling and Clinical Services*

Tanya Russell

## Co-ordinator *CatholicCare Refugee Service*

Tania Kelland

# Office Locations



## Head Office - CatholicCare Mayfield

50 Crebert Street, Mayfield NSW 2304

**P** (02) 4979 1172 **F** (02) 4961 6710

## CatholicCare Cardiff

17 Kelton Sreet, Cardiff NSW 2285

**P** (02) 4949 1172 **F** (02) 4961 6710

## CatholicCare Maitland

Suite 2/212 High Street, Maitland NSW 2320

**P** (02) 4979 1172 **F** (02) 4961 6710

## CatholicCare Gloucester

47 King Sreet, Gloucester NSW 2422

**P** (02) 6558 1777 **F** (02) 6558 1615

## CatholicCare Taree

32-34 Pulteney Street, Taree NSW 2430

**P** (02) 6539 5900 **F** (02) 6551 3715

## Refugee Service

3 Wilson Sreet, Mayfield NSW 2304

**P** (02) 4979 1371

## Taree Community Kitchen

250 Victoria Street, Taree NSW 2430

**P** (02) 6539 5900 **F** (02) 6551 3715



# Our People

At the end of June 2016, CatholicCare employed **155 employees** across its diverse organisation. The breakdown relating to status was:

Permanent Full Time



34

Permanent Part Time



33

Casual



21

Temporary Full Time



31

Temporary Part Time



36

Years of Service:

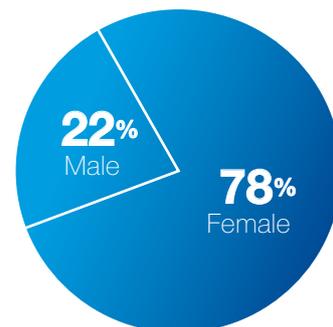
**10**  
YRS

David Wilson  
Teresa Burns

**5**  
YRS

Danielle Down  
Jacqueline Collin  
Helga Smit  
Natalie Shanahan  
Mark Davidson  
Patricia Berry

% of workforce Male to Female:





The Human Resources shared service continues to serve across all agencies of the Catholic Diocese Maitland-Newcastle with its largest client remaining CatholicCare. The majority of CatholicCare's employees provide face to face social services across a broad range of community initiatives. Paramount to the ongoing delivery of quality services are professional and committed individuals. Resourcing all CatholicCare's employees with dynamic and responsive support remains our focus.

### Embracing technology and innovation

A range of HR business applications and systems was researched with the focus of developing and implementing workable technology solutions supporting CatholicCare's expanding employee base. The applications will provide management with streamlined access to information and conduct of HR processes in a client-focused environment. Key requirements for these solutions include ease of use, accessibility across computer, laptop, tablet and smartphone platforms as well as the ability to be deployed to suit a range of service requirements. Development continues to be the first of these initiatives, with implementation to come in the new financial year with the provision of ongoing training and support.

### Proactive management of the employment relationship

HR continues to provide learning and coaching to CatholicCare managers across the breadth of the employer/employee rights and obligations involved in maintaining a positive employment relationship. We assist managers with strategies for identifying potential issues, implementing intervention strategies and focusing on performance improvement. Flexible and family-friendly work relationships are formed to promote an engaged and stable workforce.

### Work, Health and Safety

The introduction of the Work, Health and Safety Management System (WHSMS) continues to demonstrate a successful measure of business process improvement. The risk mitigation associated with data capture and trend analysis is proving vital to practical operational decision-making processes for managers. Additionally, gap analysis identifies and ensures training for employees is provided where necessary. All learning and improvement in this area ultimately leads to a safe and healthy employee cohort that is empowered to provide quality services to the people we support.





# Child, Family and Youth Services

All children deserve to have the best possible start in life. If a crisis is developing in a family, CatholicCare understands the importance of “getting in early” to prevent the situation from escalating.

We have specialised services and a support network to address any issue. Our aim is to improve the relationships

between parents and their children and to keep those relationships functional. We like to think of it as “helping you get upstream”.

Our multiple services are integrated and our clinical services are unmatched. There is no “wrong door” at CatholicCare.

## Brighter Futures

**110 people supported through the Brighter Futures program**

The Brighter Futures program works alongside vulnerable families facing challenges. It provides support and specialised services for families expecting a child, or with children under 9 years.

There are three ways a family can become involved in the program:

- With the family members' agreement, a community agency can refer them.
- A family reported to Community Services may be invited to join.
- Families can refer themselves to Brighter Futures.

Participation in the program is voluntary and Community Services will always determine a family's eligibility, regardless of how the family has been referred to the program.

Every family is different and CatholicCare varies its services to provide for individual needs. Services are delivered for about 12 months and

each family receives ongoing support from a case worker. Services include:

- case management and support with home visits
- domestic violence intervention and support
- family support and parenting programs, and

- referral to quality children's services including childcare or playgroups.

Brighter Futures focuses on strengths of families, exploring and building on what is working well. In this way it improves relationships and connections within families and communities.



## Early Intervention Placement Prevention

**156 people supported through the Early Intervention Placement Prevention program**

Early Intervention Placement Prevention (EIPP) offers counselling and casework services for young people and their parents.

The program aims to prevent issues for adolescents and their families escalating and to promote family cohesion.

The service targets 12 to 17-year-olds who are at risk and struggling with day-to-day issues. It strives to support their continued school and/or work commitments and living arrangements.

CatholicCare offers a range of intervention and support activities including individual counselling, information and referral to skill development groups.





## Parenting Hub

 **126 people supported through the Parenting Hub**

CatholicCare's Parenting Hub is unique and the platform for our early intervention programs. We offer services for all parenting needs and this diversification allows problems to be addressed before they escalate. It's a pre-emptive approach that embraces the whole family.

Our cohort of support includes access to a Parent Educator Consultant or an Early Intervention Practitioner who can prepare a tailored service for the particular needs of any family. Our parenting programs are evidence-based and our parent educators work with families who have children aged between 0-18 years.

How adults choose to parent is a very personal matter. Our parent educators understand that just as every child is different, so too are parents. Accordingly, Parenting Hub staff provide suggestions to parents and carers on how to overcome challenges and embrace opportunities in line with their families' beliefs and provide strategies which can enhance their already existing parenting skills.

The focus of discussions varies depending on the needs of each family and may include, but not be limited to, behavioural advice, positive parenting tips, mental health and encouraging learning opportunities.

The Parenting Hub is available to families in all their different forms including couples, single parents and blended families.

## Restoration

 **5 children and young people were restored to their birth families.**

Where children have been placed in Out of Home Care, CatholicCare's Family Restorations team can provide intensive support to the families of origin, where Family and Community Services have identified family reunification as a viable option.

Families are assisted with understanding the legal process and are provided with support to aid them in meeting the minimum outcomes for restoration as outlined by Family and Community Services and the Children's Court. This aligns with the Permanency Planning Principles and maintains a strong focus on achieving the best possible outcomes for children in care by allowing more children to stay with their family.

This is especially important for our children and young people from Aboriginal and Torres Strait Islander backgrounds and from Culturally and Linguistically Diverse communities, where a connection to culture is vital in supporting the child to maintain his/her sense of identity, belonging and security.

Providing intensive support to families in a timely manner aids in reducing the time a child spends in care. This in turn leads to better outcomes for the child, the family and our community.



## Foster care



**119 children and young people were supported through our foster care program**

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

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

CatholicCare offers a range of care options including:

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

There are several steps involved in becoming a foster carer with CatholicCare, each designed to increase the knowledge and skills of carers and potential carers. Ongoing training provided to carers is specifically targeted according to their needs and is CatholicCare's significant point of difference.

We facilitate a range of specialised support groups for foster carers, relative carers and men's groups for our foster fathers.

We also provide information sessions on Foetal Alcohol Syndrome, self-care, child safety, contact anxiety, mental health, repairing trauma and stress, cyber safety and healthy food options.

CatholicCare supports the household to support the child. Our focus is on the child, but we care about our carers, value their opinions, encourage their learning and respect their need for support.

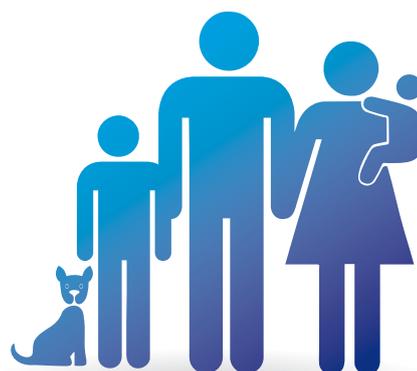
## Relative or Kinship Care



**40 children and young people were supported through our relative and kinship care program**

Relative or kinship care is a type of care that places a child or young person with a relative or someone they already know.

Being cared for by relatives or kin also helps children avoid the trauma of being placed in unfamiliar environments. CatholicCare's kinship assessment process is similar to the process to become a foster carer.





## Guardianship and Open Adoptions

Guardianship plays an important role in permanency planning placement principles for children and young people in care.

Guardianship orders aim to provide greater stability for children and young people when the Children’s Court makes a decision that they cannot live with their birth parents.

A guardian has full care and legal responsibility for the child/young person including making decisions about his/her health, education and managing contact with family and significant people in their life.

CatholicCare can and does assist foster carers and kinship carers to become the guardian for the child or young person in their care.

## Supported Independent Living



**26 young people were supported through our Supported Independent Living program**

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

To be considered for SIL, applicants must be:

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

CatholicCare’s Supported Independent Living Program encourages and equips young people to develop independent living skills, take responsibility for making their own decisions and the responsibilities and consequences that accompany those decisions. The program also helps the young person to set and achieve life goals. A key component of the Supported Independent Living Program is the work our caseworkers do with each young person to ensure that they establish strong community links in the areas of accommodation, education, employment and health so they have the knowledge and capacity to live independently in the community once their involvement with CatholicCare ends.

## After Care



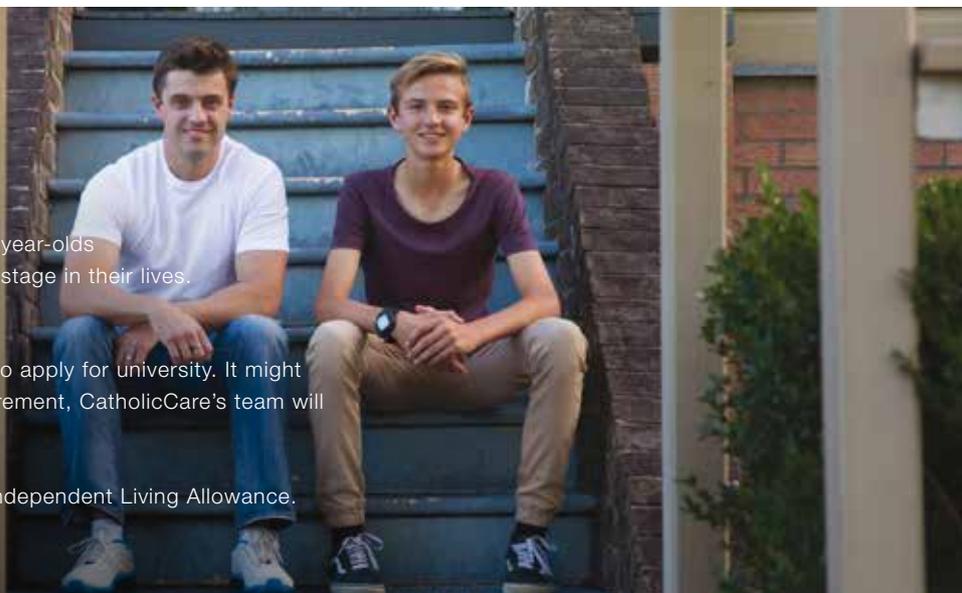
**35 people were supported through our After Care program**

CatholicCare’s After Care program is for 18 to 26-year-olds who have been part of out-of-home care at some stage in their lives.

After Care is a two-part program.

People can just “drop in” to get help. It might be to apply for university. It might be for help with legal matters. Whatever the requirement, CatholicCare’s team will put support in place.

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





## Community Engagement

CatholicCare is committed to providing excellence in care and assistance to families, children and individuals. This extends to supporting and reaching out to the marginalised and vulnerable in our community. In the 2015/16 Financial Year we introduced a stream of Community Engagement programs to assist us fulfil this endeavour.

Our Community Engagement programs including our Refugee Service, the Community Care Van and the Taree Community Kitchen offer practical help for the marginalized and people in need. These outreach programs also assist the disadvantaged by providing information and referrals to other services in our network that may be of use to them.



## Community Care Van

CatholicCare provides food and beverages to the homeless, people suffering from a mental illness or who are otherwise vulnerable from its Community Care Van in Islington Park, on Maitland Road, every Saturday between 4pm and 7pm. As well as providing food and refreshments to those in need, the Community Care Van is a potential outreach opportunity for vulnerable people to access other services via information and referral.

Providing food and refreshments is an ideal way to engage with people who may identify that they require assistance in a variety of areas. 16 teams of volunteers from around the diocese operate the Community Care Van and about 100 people take advantage of the service each Saturday.

## CatholicCare Refugee Service

CatholicCare Refugee Service is an integral part of the settlement of refugees in the Newcastle and Hunter region and works collaboratively with other service providers in the area.

We operate a comprehensive intake and referral system and provide case-work support for limited periods to ensure refugees and new migrants develop the skills and networks to integrate successfully into the community.

This is very much an outcomes-focused service and facilitates pathways to education, employment and training. When refugees walk through our door, we respond. We work with them to develop an individual plan that addresses their needs.

Our professional networks can help provide strong advocacy and referral pathways to other CatholicCare services such as counselling and family services to build capacity in individuals and families.



## Taree Community Kitchen

The Taree Community Kitchen provides assistance to vulnerable members of the Taree and Manning Community regardless of their age, gender, physical and intellectual capacity, religion or ethnicity.

We currently serve free meals three days a week, between noon and 1.00pm. On average, about 21 meals are served each day of operation, but the kitchen offers far more than food.

With the assistance of volunteers, CatholicCare has created a space where people can feel safe and enjoy the company of others. The kitchen is a potential outreach opportunity for disadvantaged people to access other services via information and referral.





# Disability Services

CatholicCare believes people with a disability have the same rights and responsibilities as all members of society. Their goal is our focus.

We are a provider of opportunity for people with a disability, helping to develop key living skills and promoting involvement in the community. As a local services provider we understand the importance of working in and around our community.

Our staff are local, qualified, caring and possess a genuine

desire to assist others. CatholicCare prides itself on efficiency and adaptability. Underpinning our progressive programs and services is a support network to achieve best outcomes from a variety of circumstances.

CatholicCare is a registered provider for the National Disability Insurance **Agency** (NDIA).

NDIA is responsible for administering the National Disability Insurance **Scheme** (NDIS).

## Co-ordination of support

Our qualified and dedicated staff pride themselves on developing strong relationships, not only with those in their care, but also with families and carers. We work with the individual and his/her family or carer to develop the living skills of those with a disability within their own homes.

Assistance can be in the areas of money management, living skills development, opening and operating bank accounts and preparing for the workforce.

Ultimately our support programs assist those with a disability to move towards living as independently as possible.



## Supported Accommodation

***We operate 5 group homes in the Newcastle and Lake Macquarie region, supporting 23 people with an intellectual disability.***

CatholicCare's Supported Accommodation service provides 24-hour care for adults with disability. Living in group-home secure accommodation provides the opportunity for individuals to enhance their quality of life.

CatholicCare is committed to providing accommodation support based on a person-centred approach. Our flexibility and wide range of services enable us to tailor living arrangements according to preferences, personal tastes and individual needs.

We employ a Registered Nurse who can administer medication and provide training to our support staff to maximise the health and wellbeing of the people we support.





# Mental Wellbeing

CatholicCare recognises the importance of mental health and that it underpins all aspects of a person's life including self-worth, forming and maintaining relationships and the ability to work and study.

We offer a range of services and programs designed to achieve optimum mental health. People can self-refer or be referred

to our mental wellbeing services, which include counselling and assessments.

CatholicCare is an NDIS provider and can support people with mental illness who are eligible for a psycho-social NDIS package.

## Adoptions Counselling

### **22 adoption counselling sessions were conducted**

CatholicCare's adoptions counselling service is a free, fully-funded government program. It is for:

- anyone considering adoption of their child
- anyone, adult or child, who has ever been affected by adoption.

Our service functions as a point of contact for birth parents considering adoption for their child, prospective adoptive families, and people affected by past adoption including birth parents and adoptees.

Adoption profoundly touches the lives of all the people involved; birth parents, the adopted child, the adoptive parents as well as extended relatives and friends.

CatholicCare employs professionals with the skills required, including empathy and the ability to maintain a person-centred focus.



## Autism Assessment

### **15 people underwent autism assessments**

CatholicCare provides a gold-standard Diagnostic Assessment Service based on current evidence for Autism Spectrum Disorders in children, adolescents and adults. Our psychologists have training and an interest in Autism Spectrum Disorders and conduct comprehensive assessments.

Our diagnostic assessment aims to determine whether an individual meets criteria for autism and provides information about an individual's presentation and support needs. Not only do people with autism need support for a number of difficulties, they also have many strengths due to the unique way they see the world. We work with families in enhancing these strengths.

In order to provide a quality assessment service, CatholicCare uses best-practice standard assessments. Up to four face-to-face sessions are provided, which include:

- Initial assessment consultation
- Diagnostic interview
- Structured play observation
- Feedback session.

We understand that autism not only affects the individual, but also loved ones. Accordingly, at CatholicCare we are committed to supporting families develop an enhanced understanding of autism. This assists families to build stronger relationships and provides the individual with a greater level of support and development.





## Counselling

**3150 counselling sessions were conducted**

CatholicCare offers a wide range of counselling services to assist individuals, couples and families achieve optimal mental health and wellbeing. Anyone struggling with stress, maybe having trouble coping with a redundancy, a separation or an addiction, can turn to us for support.

Counselling involves confidential conversations about issues or concerns, helping to understand these issues and working towards resolving them. The aim of counselling is to build personal skills and strengths to improve the ability to cope with stress.

CatholicCare's Counselling and Clinical Services team includes highly skilled registered psychologists, provisional psychologists, social workers and qualified counsellors.

Our counselling service is accessible and affordable. We can assist via:

- Medicare
- Private health funds
- Government-subsidised counselling
- WorkCover/Comcare
- NDIS
- Victims of Crime
- Social skills training groups for children
- Carers NSW

## Employee Assistance Program (EAP)

**805 EAP counselling sessions conducted**

CatholicCare is an Employee Assistance Program provider and we partner with nationally recognised ACCESS Programs to enhance individual well-being in the workplace. Employee assistance counselling focuses on enhanced individual wellbeing in and out of the workplace and can improve productivity. It can then have a positive flow-on effect for families, teams and organisations.

Our services include:

**Executive coaching:** One-on-one support for managers/leaders. Coaching can be used for work-related goal setting such as improving individual and team performance and also encouraging positive workplace cultures.

**Workshops:** Tailored to suit an individual organisation's needs and covers mental health, communication and wellbeing.

**Workplace mediation:** To resolve workplace issues between individuals.

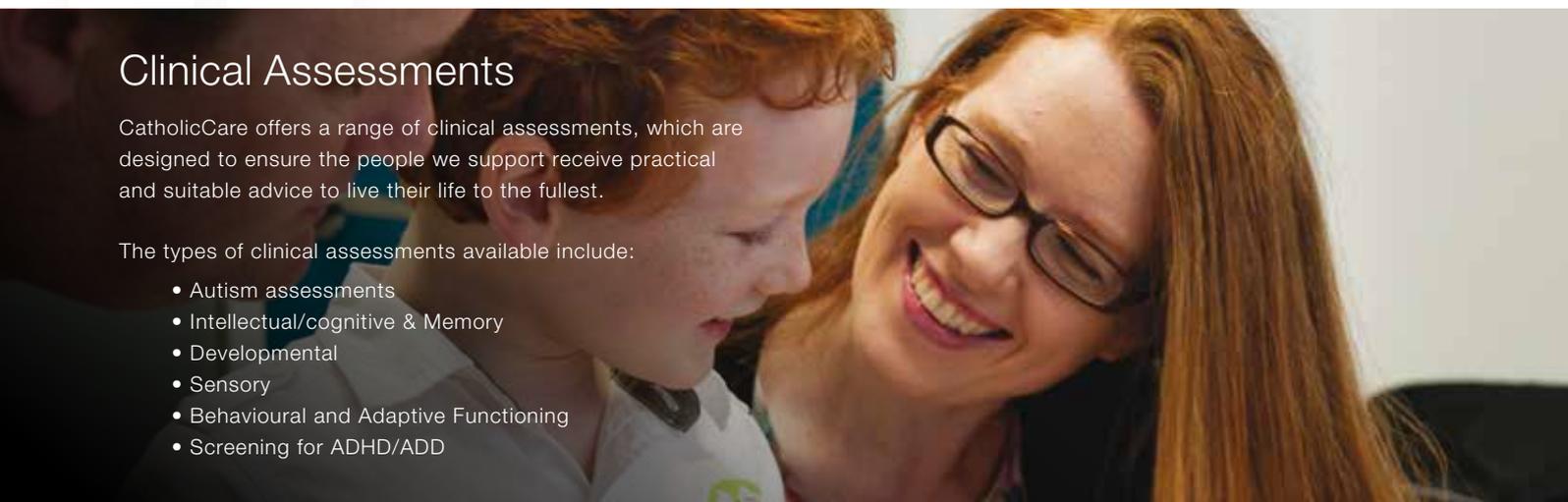
**Clinical and professional supervision:** Clinical supervision is available for provisional and registered psychologists. Professional supervision can be provided for individuals and groups from other allied, or different, backgrounds.

## Clinical Assessments

CatholicCare offers a range of clinical assessments, which are designed to ensure the people we support receive practical and suitable advice to live their life to the fullest.

The types of clinical assessments available include:

- Autism assessments
- Intellectual/cognitive & Memory
- Developmental
- Sensory
- Behavioural and Adaptive Functioning
- Screening for ADHD/ADD





## Personal Helpers and Mentors (PHaMs)

 **72 people supported through the Personal Helpers and Mentors (PHaMs) program**

CatholicCare's Personal Helpers and Mentors program (PHaMs) supports people aged 16 years and over whose lives are severely affected by mental illness. The program focuses on the strengths and capabilities of people with mental illness rather than dwelling on the unachievable.

CatholicCare concentrates on recovery and demonstrating that people with a mental illness can lead a fulfilled life in the community with the same opportunities as everyone else. To support them on their journey of recovery CatholicCare allocates a Personal Helper and Mentor to each participant who joins the program.

Personal Helpers and Mentors work with each participant to develop personal goals and strategies to help achieve those goals. The program provides opportunities, support and services that help reconnect the individual to his/her local community, as well as someone to talk to when things aren't going so well.

Our staff have a range of skills, backgrounds, qualifications and experience to support each participant on the journey to recovery. Personal Helpers and Mentors work in teams made up of qualified people who understand mental illness and the needs and expectations of people with a mental illness. Our workers will encourage families, carers and friends to be involved in the program too, if this is something the participant would like.

# Our funding agencies, member associations and accreditation

## CatholicCare funding agencies and donors



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

## Member Associations



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

## Accreditation and registration



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

# Financial Report

CatholicCare Social Services Hunter-Manning

## Income Statement

For the year ended 30 June 2016.

	Note	2016 \$	2015 \$
<b>INCOME</b>			
Grant Funding		11,273,984	10,566,877
Donations & Fundraising Income		25,875	24,263
Fee For Service		3,133,786	1,991,788
Interest Income		88,721	101,706
Rent Income		431,018	319,503
Contributions from Diocese & Related Entities		1,415,125	1,092,763
Other Income		594,813	643,557
<b>Total Income</b>		<b>16,963,322</b>	<b>14,740,457</b>
<b>EXPENSES</b>			
Advertising		179,354	122,225
Audit Fees		44,300	40,800
Conferences & Professional Development		99,756	64,316
Consulting Fees		137,475	59,204
Depreciation		381,350	394,444
Client Support Costs		3,857,861	3,354,500
Information Technology		159,830	161,145
Insurance		59,229	54,279
Management Fees		241,398	250,037
Membership Fees & Subscriptions		42,495	35,648
Motor Vehicle Expenses		300,638	251,344
Non Capital Equipment Purchases		64,738	104,291
Office Rental Expenses		788,138	730,052
Property Expenses		190,501	222,245
Printing & Stationery		54,960	58,862
Salaries & Wages	6	9,453,144	8,033,883
Telephone, Fax & Internet		150,923	141,541
Training Presentation Expenses		8,015	7,299
Other Expenditure		492,964	551,880
<b>Total Expenses</b>		<b>16,707,069</b>	<b>14,637,992</b>
<b>Operating Profit</b>		<b>256,253</b>	<b>102,465</b>

# Financial Report

CatholicCare Social Services Hunter-Manning

## Balance Sheet

As at 30 June 2016.

	Note	2016 \$	2015 \$
<b>ASSETS</b>			
Current Assets			
Cash and cash equivalents	3	4,120,210	4,002,361
Trade and other receivables	4	763,153	684,451
<b>Total current assets</b>		<b>4,883,363</b>	<b>4,686,812</b>
Non-Current Assets			
Property, plant and equipment	5	1,124,883	1,197,657
<b>Total non-current assets</b>		<b>1,124,883</b>	<b>1,197,657</b>
<b>Total Assets</b>		<b>6,008,246</b>	<b>5,884,469</b>
<b>LIABILITIES</b>			
Current Liabilities			
Trade and other payables	6	1,285,628	1,600,172
Provisions	7	867,701	681,911
<b>Total current liabilities</b>		<b>2,153,329</b>	<b>2,282,083</b>
Non-Current Liabilities			
Provisions	7	90,102	93,824
<b>Total non-current liabilities</b>		<b>90,102</b>	<b>93,824</b>
<b>Total Liabilities</b>		<b>2,243,431</b>	<b>2,375,907</b>
<b>Net Assets</b>		<b>3,764,815</b>	<b>3,508,562</b>
<b>EQUITY</b>			
Retained earnings		3,764,815	3,508,562
<b>Total Equity</b>		<b>3,764,815</b>	<b>3,508,562</b>





**Social Services  
Hunter-Manning**  
DIOCESE OF MAITLAND-NEWCASTLE

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